



## World Bank Group Country Survey FY15 – United Arab Emirates (UAE)

The World Bank Group is interested in gauging the views of clients and partners who are either involved in the ongoing program of assistance to the UAE or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in the UAE greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support social and economic development in the UAE.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank is an international organization focused on social and economic development. The World Bank Group consists of the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Center for Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the World Bank Group with which you are most familiar. If you are not familiar with any of these the World Bank Group agencies, you will have an opportunity to indicate so.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

### SECTION A: GENERAL ISSUES FACING THE UAE

A1. In general would you say that the UAE is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

## SECTION A: GENERAL ISSUES

**A2. Listed below are a number of development priorities in the UAE.**

**Please identify which of the following you consider the most important development priorities in the UAE? (Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	17	Quality of education
2	Food security	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy efficiency (e.g., energy savings, building insulation)
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agriculture and fisheries development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth and diversification of income
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Energy (e.g., electricity production, gas prices)
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

**A3. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the UAE? (Choose no more than THREE)**

1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth and diversification of income	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Quality of education
5	Global/regional integration	20	Energy efficiency (e.g., energy savings, building insulation)
6	Gender equity	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agriculture and fisheries development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Energy (e.g., electricity production, gas prices)	29	Trade and exports
15	Information and communications technology	30	Food security

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in the UAE? (Choose no more than TWO)**

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor expats who live in urban areas
10	Consistent and more diversified economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Better quality education and training that better ensure job opportunity
14	Better quality public services
15	Better energy efficiency
16	Other (please specify): _____

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

<b>B1. How familiar are you with the work of the World Bank Group in the UAE?</b>										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in the UAE.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the UAE solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in the UAE, in which sectoral areas do you believe the World Bank Group should focus most of its technical assistance and advisory services in the UAE? (Choose no more than THREE)</b>							
1	Social protection (e.g., pensions, targeted social assistance)			17	Equality of opportunity (i.e., equity)		
2	Crime and violence			18	Private sector development		
3	Transport (e.g., roads, bridges, transportation)			19	Water and sanitation		
4	Agriculture and fisheries development			20	Food security		
5	Global/regional integration			21	Climate change (e.g., mitigation, adaptation)		
6	Gender equity			22	Poverty reduction		
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			23	Trade and exports		
8	Health			24	Economic growth and diversification of income		
9	Rural development			25	Law and justice (e.g., judicial system)		
10	Foreign direct investment			26	Regulatory framework		
11	Quality of education			27	Energy efficiency (e.g., energy savings, building insulation)		
12	Energy (e.g., electricity production, gas prices)			28	Natural resource management (e.g., oil, gas, mining)		
13	Job creation/employment			29	Anti corruption		
14	Financial markets			30	Information and communications technology		
15	Urban development			31	Disaster management		
16	Environmental sustainability						

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the UAE?**

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
5	Advisory services and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Development partners coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in the UAE? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		Not effective at all										Very effective	Don't know
B6	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**When thinking about how to improve capacity building in the UAE to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		Not important at all										Very important	Don't know
B8	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the UAE? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political and cultural realities
13	Not aligned with work of other development partners
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in the UAE
16	Insufficient experience of visiting staff
17	Other (please specify): _____
18	Don't know

**B11. Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in the UAE? (Choose no more than TWO)**

1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific private sector projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Other (please specify): _____
6	Don't know

**B12. To what extent do you believe that the World Bank Group's work and support help the poorest in the UAE? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B13. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?**

**(Choose no more than TWO)**

1	Academia/think tanks/research institutes	6	Parliament
2	Aid community	7	NGOs/Community Based Organizations (CBOs)
3	Media	8	Youth/university groups
4	Local/Regional Government	9	Other (please specify): _____
5	Private sector	10	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in the UAE?**

		Strongly disagree										Strongly agree	Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank Group supports activities and strategies that are realistic for the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group treats clients and stakeholders in the UAE with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**To what extent is the World Bank Group an effective development partner in the UAE, in terms of each of the following?**

		To no degree at all										To a very significant degree	Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B32. To be a more effective development partner in the UAE, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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**B33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor development partner coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____



## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the UAE?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy (e.g., electricity production, gas prices)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy efficiency (e.g., energy savings, building insulation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Quality of education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agriculture and fisheries development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the UAE? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
1	Energy (e.g., electricity production, gas prices)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Energy efficiency (e.g., energy savings, building insulation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Economic growth and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Quality of education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**C3. Where are the World Bank Group's decisions made primarily that support the program in the UAE? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in the UAE?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

**To what extent do you agree with the following statement about the World Bank Group in the UAE?**

		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group meets the UAE's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C6. To what extent do you believe that the UAE received value for money from the World Bank Group's reimbursable advisory services (RAS)?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

**C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in the UAE?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

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**SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In the UAE, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to the UAE's social and economic development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are adaptable to the UAE's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

**To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving the UAE's development challenges?**

		To no degree at all										To a very significant degree	Don't know
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E3</b>	Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**To what extent do you agree/disagree with the following statements?**

		Strongly disagree										Strongly agree	Don't know
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E6</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E7</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases the UAE's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E11</b>	The World Bank Group provides effective support to development projects implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**E12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the UAE?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**E13. Which of the following best describes the way the World Bank Group operates in the UAE? (Select only ONE response)**

1	The World Bank Group takes too much risk in the UAE
2	The World Bank Group does not take enough risk in the UAE
3	The World Bank Group's approach to risk is appropriate
4	Don't know

**E14. Which of the following best describes the WBG's support in the UAE? (Select ONE response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the UAE
2	The World Bank Group is not sufficiently selective in the UAE, and it is involved in too many areas of development
3	Don't know

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE UAE

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the UAE? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on the UAE's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products through IFC
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its visiting experts as related to the UAE's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing from IFC
12	Increase availability reimbursable advisory services (RAS)
13	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in the UAE, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the UAE? (Select only ONE response)**

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the UAE
6	Don't know

**F3. When thinking about how the World Bank Group can add the most value in the UAE, how important is each of the following activities?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION G: COMMUNICATION AND INFORMATION SHARING

**G1. How do you get most of your information about economic and social development issues in the UAE? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops /conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
<b>G9</b>	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of Minister	9	Financial Sector/Private Bank
2	Parliament	10	NGO/Community Based Organization
3	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Media (press, radio, TV, web, etc.)
4	Project Management Unit (PMU) overseeing implementation of activity/ Consultant working on World Bank Group supported activity	12	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Local/Regional Government Office or Staff	13	Chambers of Commerce
6	Bilateral/Multilateral Agency	14	Academia/Research Institute/Think Tank
7	Private Sector Organization	15	Judiciary Branch
8	Private Foundation	16	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group



## SECTION H: BACKGROUND INFORMATION

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in the UAE? (Select only ONE response)**

1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**H5. Which of the following describes most of your exposure to the World Bank Group in the UAE? (Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

**H6. What's your gender?**

1	Female
2	Male

**Thank you for completing the survey!**