

## **World Bank Group Country Survey Fiscal Year 18 – United Arab Emirates (UAE)**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in technical assistance in 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.

An 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 Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**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**

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

**SECTION A: GENERAL ISSUES FACING THE UAE**

**A2. Listed below are a number of development priorities in the UAE. In your opinion, how IMPORTANT are the following sectoral areas for the country's development?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION A: GENERAL ISSUES**

**A3. 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 expats who live in urban areas
9	More diversified economic growth
10	More reliable social safety net
11	Greater equity of fiscal policy
12	Better quality education and training that better ensure job opportunity
13	Better quality public services
14	Better energy efficiency
15	Other (please specify): _____

**A4. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in the UAE? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

**A5. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in the UAE? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don’t know

**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 sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in the UAE? (Choose no more than THREE)</b>				
1	Social protection (e.g., pensions, targeted social assistance)		14	Financial markets
2	Gender equity		15	Transport (e.g., roads, bridges, transportation)
3	Private sector development		16	Agriculture
4	Education		17	Trade and exports
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		18	Natural resource management (e.g., oil, gas, mining, solar energy)
6	Global/regional integration		19	Climate change (e.g., mitigation, adaptation)
7	Food security		20	Anti corruption
8	Urban development		21	Judiciary reform
9	Energy		22	Economic growth
10	Water and sanitation		23	Disaster risk management
11	Pollution		24	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment		25	Non-communicable disease
13	Health		26	Information and communications technology

**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?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<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	Promoting 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"/>

**B6. 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	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilateral, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in the UAE
7	Too influenced by developed countries
8	World Bank Group's processes too slow
9	World Bank Group's processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	The credibility of its knowledge/data
18	Other (please specify): _____
19	Don't know

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

**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
		1	2	3	4	5	6	7	8	9	10		
<b>B7</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)												<input type="checkbox"/>
<b>B8</b>	The private sector (related to institutional and policy change)												<input type="checkbox"/>
<b>B9</b>	Technical capacity building												<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
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)												<input type="checkbox"/>
<b>B11</b>	The private sector (related to institutional and policy change)												<input type="checkbox"/>
<b>B12</b>	Technical capacity building												<input type="checkbox"/>

**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	7	Youth/university groups
2	External partners	8	Beneficiaries
3	Media	9	Foundations
4	Private sector	10	Other (please specify): _____
5	Parliament		
6	NGOs/Community Based Organizations	11	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
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in The UAE												<input type="checkbox"/>
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for The UAE												<input type="checkbox"/>

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

**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
		1	2	3	4	5	6	7	8	9	10	
<b>B16</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B17</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B18</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B19</b>	Being inclusive											<input type="checkbox"/>
<b>B20</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B21</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B22</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B23</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B24</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B25</b>	Staff accessibility											<input type="checkbox"/>
<b>B26</b>	Collaboration with other development partners											<input type="checkbox"/>
<b>B27</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B28</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B29</b>	Treating clients and stakeholders in the UAE with respect											<input type="checkbox"/>
<b>B30</b>	Being a long-term partner											<input type="checkbox"/>

**B31. To be a more effective development partner in 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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**B32. 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 provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor coordination of development partners
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in the UAE?</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>To what extent do you agree with the following statement about the World Bank Group in the UAE?</b>													
		Strongly disagree										Strongly agree	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of the UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	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"/>	

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

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

**D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**In the UAE, to what extent do you believe that the World Bank Group's knowledge work and activities:**

		To no degree at all					To a very significant degree					Don't know
<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 Arabic	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"/>

**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?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

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
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)											<input type="checkbox"/>
<b>E3</b>	Implementation (executing, carrying out, monitoring and making appropriate adjustments)											<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)											<input type="checkbox"/>

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

		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports											<input type="checkbox"/>
<b>E6</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
<b>E7</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in the UAE											<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases the UAE's institutional capacity											<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											<input type="checkbox"/>
<b>E11</b>	The World Bank Group provides effective implementation support											<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

## 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	Reach out more to groups outside of Government
4	Work faster
5	Improve the quality of its visiting experts as related to the UAE's specific challenges
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Increase the level of capacity development in the country
9	Increase availability of reimbursable advisory services (RAS)
10	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	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: COMMUNICATIONS 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	International newspapers	6	Local newspapers
2	Local radio	7	Internet
3	International radio	8	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
4	Local television	9	Other (please specify): _____
5	International television		

**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>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

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

		Strongly disagree										Strongly agree	Don't know
<b>G6</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G7</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G8</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"/>

## 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	NGO/Community Based Organization
2	Parliament	10	Media (press, radio, TV, web, etc.)
3	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Project Management Unit (PMU) overseeing implementation of activity/ Consultant working on World Bank Group supported activity	12	Chambers of Commerce
5	Bilateral/Multilateral Agency	13	Academia/Research Institute/Think Tank
6	Private Sector Organization	14	Judiciary Branch
7	Private Foundation	15	Other (please specify): _____
8	Financial Sector/Private Bank		

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

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in the UAE? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____



## SECTION H: BACKGROUND INFORMATION

**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, social 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

**H7. What's your age?**

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

**Thank you for completing the survey!**