



World Bank Country Survey FY 2019 – Fiji

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

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.

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 FIJI

A1. In general, would you say that efforts to address poverty and inequality in Fiji are 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 Fiji.

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

1	Job creation/employment	13	Disaster risk management
2	Health	14	Equality of opportunity (i.e., social inclusion)
3	Financial markets	15	Information and communications technology
4	Education	16	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (i.e., renewable energy)
6	Global/regional integration	18	Climate change (e.g., mitigation, adaptation)
7	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
9	Private sector development	21	Trade and exports
10	Urban development	22	Poverty reduction
11	Energy	23	Anti corruption
12	Water and sanitation	24	Economic growth

A3. The World Bank'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 Fiji? (Choose no more than TWO)

1	A growing middle class
2	Education and training that better ensure job opportunity
3	Better opportunity for the poor who live in rural areas
4	Better opportunity for the poor who live in urban areas
5	Better climate adaptation in vulnerable areas
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Consistent economic growth
8	More reliable social safety net
9	Greater voice and participation for citizens to help ensure greater accountability
10	Better quality public services
11	Better employment opportunities for young people
12	Better employment opportunities for women
13	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Fiji solve its most complicated development challenges?										
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

B4. When thinking about how the World Bank can have the most impact on development results in Fiji, in which sectors do you believe the World Bank should focus most of its resources (financial and knowledge services) in Fiji? (Choose no more than THREE)			
1	Gender equity (closing the gap between women and men, and boys and girls)	13	Trade and exports
2	Urban development	14	Anti corruption
3	Energy	15	Economic growth
4	Water and sanitation	16	Disaster risk management
5	Job creation/employment	17	Equality of opportunity (i.e., social inclusion)
6	Health	18	Information and communications technology
7	Financial markets	19	Transport (e.g., roads, bridges, transportation)
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Climate change (e.g., mitigation, adaptation)
9	Social protection (e.g., pensions, targeted social assistance)	21	Agriculture and rural development
10	Private sector development	22	Crime and violence
11	Education	23	Natural resource management (i.e., renewable energy)
12	Global/regional integration	24	Poverty reduction

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Building local skills and knowledge around World Bank supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
8	Coordination of development partners	<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's greatest WEAKNESSES in its work in Fiji? (Choose no more than TWO)

1	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
2	Arrogant in its approach
3	Inadequate number of World Bank staff members located in the country
4	The credibility of its knowledge/data
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not aligned with country priorities
8	Not adequately sensitive to political/social realities in Fiji
9	Too influenced by developed countries
10	World Bank's processes too slow
11	World Bank's processes too complex
12	Monetary policies not for the benefit of Fiji
13	Not sufficiently focused on results
14	Not in it for the long term
15	Its advice and strategies do not lend themselves to practical problem solving
16	Other (please specify): _____
17	Don't know

B7. To what extent do you believe that the World Bank's work and support help the poorest in Fiji? (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

B8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country? (Choose no more than TWO)

1	Project beneficiaries	7	Media
2	Academia/universities/think tanks/research institutes	8	Regional organizations (e.g., Pacific Islands Forum, the Pacific Community (SPC))
3	Youth groups	9	UN organizations
4	Private sector	10	Other multilateral development banks (e.g., ADB)
5	NGOs/Community Based Organizations	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B9	Overall the World Bank currently plays a relevant role in development in Fiji	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B10	The World Bank's work is aligned with what I consider the development priorities for Fiji	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

		To no degree at all										To a very significant degree	Don't know
B11	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B15	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B16	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	Treating clients and stakeholders in Fiji with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK'S EFFECTIVENESS AND RESULTS

C1. In Fiji, to what extent do the World Bank's financial resources, advice, and knowledge influence policy related to ... ?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Gender (i.e., closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	The impact of climate change											<input type="checkbox"/>

C2. How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Fiji? (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	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
3	Private sector development											<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>
5	Urban development											<input type="checkbox"/>
6	Energy											<input type="checkbox"/>
7	Job creation/employment											<input type="checkbox"/>
8	Financial markets											<input type="checkbox"/>
9	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>
10	Agriculture and rural development											<input type="checkbox"/>
11	Natural resource management (i.e., renewable energy)											<input type="checkbox"/>
12	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>
13	Poverty reduction											<input type="checkbox"/>
14	Economic growth											<input type="checkbox"/>
15	Disaster risk management											<input type="checkbox"/>
16	Information and communications technology											<input type="checkbox"/>

SECTION C: WORLD BANK'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank's work help to achieve development results in Fiji?											
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 statements about the World Bank in Fiji?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Fiji	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank meets Fiji'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. How effectively does the World Bank help Fiji to mobilize finance for development from private sector sources?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all									Very effectively		Don't know

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

In Fiji, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Fiji's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. Overall, how significant a contribution do you believe the World Bank'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	

D10. Overall, how would you rate the technical quality of the World Bank'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

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		
E1	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank takes decisions quickly in Fiji	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Fiji's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN FIJI

F1. Which of the following SHOULD the World Bank do to make itself of greater value in Fiji? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Fiji's specific challenges
2	Offer more innovative financial products
3	Offer more innovative knowledge services
4	Reduce the complexity of obtaining World Bank financing
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Leverage the private sector more (i.e., mobilize private sector development)
7	Work faster
8	Help to bring discipline/effective supervision to implementation of World Bank projects
9	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
10	Provide more adequate data/knowledge/statistics/figures on Fiji's economy
11	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
12	Increase the level of capacity development in the country
13	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

1	Local radio	6	Internet
2	International radio	7	NGOs and think tanks
3	Social media (e.g., blogs, Facebook, Twitter, YouTube)	8	Local newspapers
4	International newspapers	9	Other (please specify): _____
5	Local television		

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

1	World Bank's publications and other written materials	4	Social media (e.g., blogs, Facebook, Twitter, YouTube)
2	Media (e.g., articles, radio interviews)	5	World Bank's website
3	Direct contact with the World Bank (i.e., face to face meetings/discussions)	6	Other (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policies under which the World Bank discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Have you used the World Bank (Pacific) website?	Yes	No
G6	Do you follow the World Bank on social media (e.g., Facebook, Twitter, YouTube)?	Yes	No

G7. How frequently do you consult the World Bank's website and/or social media channels (e.g., Facebook, Twitter, YouTube) for information/knowledge that you can use in your work?

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

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G8	I find the World Bank's websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G9	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G10	The World Bank's social media channels (e.g., Facebook, Twitter, YouTube) 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

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
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		

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

H4. Which of the following describes most of your exposure to the World Bank in Fiji? (Choose no more than TWO)

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

H5. What's your gender?

1	Female
2	Male

H6. 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!