

World Bank Access to Information – 2011 Survey – Questions

As part of the 2011 Survey, survey respondents were asked to provide comments to four questions seeking specific views of the survey respondents on their satisfaction and on the use of information. The full set of comments received to the four questions is provided below and is divided in four parts. Part A sets out the comments to one question regarding the adequacy of the World Bank's information systems, Part B sets out the comments to one question regarding the World Bank's quality of service in support of the public's requests for information, Part C sets out the comments to one question regarding meeting the requesters' information needs, and Part D sets out the comments to one question regarding how the information was used.

Comments are set out as originally received by the World Bank, except for minor editorial revisions made to protect the anonymity of both survey respondents and World Bank staff.

A. ADEQUACY OF THE INFORMATION SYSTEMS

Question: Please share any comments that you may have on the World Bank's information systems (limited to 10 lines/500 characters).

Answered question 80

1. There could be difficulties of categorising well the information one needs and result in failure to get what one is looking for.
2. I was looking for archival information. I could access some finding aids, but many collections did not have aids and it was impossible to tell from any of the aids what the collections really held. If you could make the finding aids more detailed, that may reduce some of inquiries you receive for more information.
3. I hereby request the authorities of the bank to be ready all the time for the provision of services of the customers throughout the world. THANKS
4. I was unable to obtain socio-economic reports on Lebanon. I also tried searching for reports related to decentralization and natural resources management but was denied access.
5. Well, due to my regular search carried out via google's search engine. Searching for document that are not World Bank oriented documents, is never done in the bank's search engine.
6. The document that I was searching clearly existed but was not possible to find.
7. I am happy with the breadth of information provided by World Bank on its site.
8. The request form was okay, but I did not get a satisfactory response back. I never got the documents that I wanted that were not already on the site.
9. It takes a very long to me to drill down to the level where the required documents are to be found. There is no help menu or a road map to guide the user. The Image Bank files are very large and are not convenient as attachments to EM messages . The form is OK but not friendly. One feels that the information is being provided grudgingly.

10. I have filed a freedom of information request regarding offering documents for fixed income securities, chased several times without any response
11. Easy for searching
12. Web site search function does not allow for prioritizing for type of documents, relevance, or date, therefore producing no good prioritization of results; documents database should prominently include a date when the document was disclosed; the ATI window is not well designed to promote informed requests, should provide references to the key parts of the policy that guide what the public should be able to access. The appeals page should identify possible grounds for appeal under the policy, which most users won't know. Most of my info requests involving simultaneous disclosure type documents have been denied, raising doubts about the value of this provision;
13. I haven't really used the information. I have only submitted myself but later on I lost the link.
14. Firstly thank you for the revised policy. I am fortunate that [omitted to protect the anonymity of the survey respondent]. However for anyone who is unfamiliar with the search directory of the WBG site -especially if you are looking for multisectoral projects then filtering through the information is difficult. I have found that I have to often refine or expand my searches in order to get the documents I require. Please make your development policy notes, best practice guidelines more accessible and visible on the site -especially those from IEG. I have extensively used the infoDev site as the resources are well laid out and the information is easily accessible.
15. I hope the engine search will run better than now. When you enter a specific sentence, it's good that you decide only by title or details or text.
16. responded to request promptly and efficiently
17. Could have been much faster
18. it is not geared to receive spontaneous information. The information should be based on either on Project ID or some key words connected to the project
19. Place of the form is too short to explain anything.
20. The world bank was unable to identify papers that should have been available on its website according to its disclosure policy.
21. I was only trying to link with the WB, to enable me access information which has not yet gone through. However, I am aware that whatever comes from the WB is always very useful and educative. I am now benefiting as a Resettlement Practitioner as a result of my [omitted to protect the anonymity of the survey respondent] with the Bumbuna Hydro Electric Project - a WB supported project where I learnt most of the skills.
22. At the time I used it, archive catalogue was difficult to find on the Bank's website.
23. I think the Access to Information Request Form should be able to be sent by email so I could remember what I have asked for. I am [omitted to protect the anonymity of the survey respondent] in Argentina and every week I ask for information in many countries, so it is very difficult for me to know exactly what I have requested. Finally, I think your system should be similar to Infomex, in Mexico. I have more than 50 requests in that country and it works really well because I can have

control over all the information I have ever asked for. Thank you!

24. Dear All Good day Some days ago I tried to read about World Bank and find any Client for my Construction Business. Then I have entered in Bank Web Site and I had Resisterd My Company [omitted to protect the anonymity of the survey respondent] but Until I have donot accept any good news about my related Business. Please Update help with my Company to do Business with Bank .If you Interest I can sent My Profile.
25. Most of the time, it is easier to conduct a search related to the World Bank using a regular search engine as opposed to the World Bank website.
26. The system is adquate. However, the length of time waiting for the response (20 days) is too long. Clients seeking information want it immediately and not waiting for it for 20 days.
27. I am making research studies as an asisstant prof. dr.on the calculation of compensation in international investment law. I have asked to make use of the library of the ICISID in order to give detail to my studies. Unfortunately it was rejected due to the possibility of accesing documents by web site. But I want to learn the compensation methods in diffrent conflicts that was resolved bi ICISID. Besides many of the cases related with the Turkey is not accesiable by your web site. I will be pleased if you will be kind enough to let me make researches with these cases. I was granted as a [omitted to protect the anonymity of the survey respondent] between September 2011 and June 2012.
28. World Bank country data are universally used for research ad policy purposes. They should be easily available (e.g. PPP data) for free (the Bank is financed from public funds). Limited interest in project or programme information except for operational purposes (few, dedicated
29. When I was forwarded to this site as I was in search ofWB published books which I wish to buy, I was not successful. In fact in a day of two, I shall try again.
30. The time taken for WB to send a response was just too long!
31. It was easy for me since my topic of interest is the Indus Waters Treaty, for which there is a special category.
32. no comments so far
33. I did not know that the transcripts for Board Meetings are handled separately from general archives. More so because the request and acknowledgement of the request is handled identically.
34. I applaud you for the steps you've taken to make information more accessible. Please do more to extend this to historical materials, ie open up the archives more fully to outside researchers.
35. Your website worked pretty much as expected. You have a lot of information, so it was a bit tiresome to sift through it - perhaps you could tweak your search features.
36. the website can be difficult to navigate. for example, when you try to go "back" after selecting a specific document, it sometimes erases all the search results, requiring me to search all over again.
37. The World Bank has adequate resource materials that have been useful to me in information required of its programmes, policy and funding of population and reproductive health efforts. However on one occassion i required the country partnership strategy for 2011-2013 but was not

available.

38. Open and distance learning system
39. Just to say that I found it very useful. It is indeed a good initiative. Perhaps the only challenge is the duration that one has to wait before getting the required information.
40. quite complicated, but after a few minutes of searching more simpler
41. I have been using the reports and data for my teaching and for my research in Public Policy. In fact I should thank WB for providing basic information and data otherwise it may be very difficult for person [omitted to protect the anonymity of the survey respondent] to get such information. Thank You.
42. I'm not a frequent user but my experience is that it is difficult to search with multiple sets of conditions, or more simply to conduct a single search with several conditions with confidence. There are also problems with older material that has not been scanned, this appears in search results but leads to a dead-end trail. I have also found problems in searching for material on a single topic that may be held in separate parts of the site.
43. The World Bank's information systems is well configured and user friendly in my opinion
44. it should provide information to its email subscribers on new projects coming up.
45. It would be good if we can get the information at least within a week
46. I didn't use your data base finally, because I found it's easier for me to use CEIC. Sorry. However, I'm very satisfied with your quick response to my request.
47. It was difficult to search for an specific document, even in combining search of specialty field, key word and country. An improvement of "key word" search filter would be nice.
48. WB needs to provide an easily accessible glossary to accompany information supplied
49. The most difficult to find items are the oldest, which naturally I want! I would like to see more documents added to the service from 15-20 years ago, and later.
50. I have not been able to find documents through the World Bank's search function on the website, but when I have emailed the World Bank directly I have been able to obtain documents.
51. The Bank's information systems are very modern and easy to use. The system really aid researchers in their quest for data.
52. No follow up by worldbank side and on the contrary asking appellant to make specific,specific. So appellant leaves hope of getting information. In this invitation also, I am not reminded my queries. I was among first 100 appellant at the start of ATI service. But no encouraging reply nor my original application traceable till date.
53. It was difficult to perform, the search without using the correct key words. Only with the document title I got finally more detailed information. Using regional search criteria I was not succesful.
54. I did not find what I was looking for, therefore , this influences my response to Q3

55. The access to information process is very cumbersome and slow. I realize that you have a considerable number of requests to process, but have to say that in comparison with my requests for information from the IMF Archives, I have found the Bank's response to be slow and generally incomplete. The staff responding are helpful, but they don't seem to be able to provide the material required or to explain long delays (or a complete lack of response to one query). I am often given links to material that is easily available on the website when I have requested information that is not available there (e.g. verbatim transcripts of certain Board meetings). To date, I have found the IMF to be far more transparent and supportive of scholars than the World Bank, which frankly has surprised me. The Fund archival staff have provided me with CDs with copies of the material I have requested, including verbatim transcripts of Board meetings more than ten years old. They have collected and provided material based on key words that I have provided. In contrast, I have had very little success in obtaining similar information about the World Bank. I realize that your organization is much larger, but have still been frustrated by lack of flexibility and transparency at the Bank.
56. The search engine often breaks down when I perform searches (e.g. first page of 10 or so results displayed and then no second page). Also, it would be good to know which documents I am not seeing. The engine gives the impression that it covers all documents on one country (Mauritius for example). But when I performed the same search a couple of months later, there were suddenly more documents than before.
57. There are too many pages and some with very old documents that are not catalogued in any way to track progress in countries or by issues. It is very confusing to try and find the most recent work. Some pages are also archived. I was trying to find information about the world banks work on pollutant release and transfer register programs and it is no where to be found
58. My expectation from world bank as a knowledge bank. So, once it should provide the reserachers platform by providing the theoretical framework of any study/projects then it shuld move on the practical cases. I have personal problem when I was interested to survey livelihood issues with respect to irrigation. Actually I got troubled with the world bank's information about it. It means world bank has not managed properly what I am seeking. Similarly the information regarding [omitted to protect the anonymity of the survey respondent] Nepal were not sufficient to conduct research in concurrent issues. If you want to conduct your research in 2011; we need to updated data up to 2010 at least but world bank provides 2008/ 09 etc. Thank you.
59. I had problem downloading the information needed; it took extremely long time.
60. When I requested information I received a long list of confidentiality agreement and is very confuse to btain the information
61. Yes, I asked for documents I know you have -- speeches by your former President -- and I never received ANYTHING back from you.
62. I submitted a request on 17 March. After some prompting on my part it took 2 months before I received an email which told me that the information I had requested was "on the list of exceptions as stipulated in Part II, Section A of The World Bank Policy on Access to Information and is therefore not eligible for public access". I appealed this decision on 26 May. I have yet to receive any further information apart from holding emails. 9. Deliberative Information
63. information systems by world bank is at our finger tips.

64. Search is not very easy to handle
65. Publications should be catalogued and available by Country/ by topic/ by year etc. I could not find the article in the formulation of which I participated
66. Narrowing down the scope is sometimes a bit difficult since not all record groups have thorough description. However, help from the archivists in this department is excellent.
67. some materials are not accessible through the website and request takes too long to be responded to yet researchers some time require very quick information.
68. Very helpful, responsive and timely service. Thank you.
69. THANKS FOR EVERYTHING FRO YOUR VALUED BANK
70. It would be helpful if Project Appraisal Document could be made available more quickly after approval date
71. the world bank's information helps me a lot because i found a lot of important documents and information, so i finished my search easily.
72. No comments
73. If I try to refine the search, I get no hits even if I'm 100% sure the document exists. I have to click over several links just to finally find the report document.
74. The World Bank-NGO relationship chapter of the web site is not informative about oppotunities for funding enough
75. I should like any info about constructions and infrastructures by WB financing receiving e-mail alerts..
76. We did receive a reply and some of the documents we were searching for, but it was very difficult to locate older ones from before 1990, although they could be found in the search engine. If they were available as PDFs attached to the catalogue, especially the older ones, it would be much easier to find them, as many libraries and the archives no longer carry them.
77. I was never able to locate the document i was looking for
78. Commendable effort and the research community is appreciative.
79. Doing a free text search on this website it almost pointless. Even when it is a known item and I know which tab it ought to be located under, I rarely have success. I do better searching some of the document archives separately, although the searching isn't spectacular in some of those either.
80. there was no access to project report (Tehran waste management project report)

B. QUALITY OF SERVICE

Question: Please share any comments that you may have on the World Bank's service in support of information disclosure (limited to 10 lines/500 characters).

Answered question 61

1. All the documents that a asked in the WB Info Request, that were very important to understand the SEM DLP I in Brazil haven't been sent.
2. I would have loved a response much sooner than 20 days, but as it was, the response received came after about 6 weeks. I then asked a follow-up question based on what I could see in the online finding aids, and that response was a few more weeks in coming.
3. The bank had not rejected my request up till now. And in future i am hope full that it will not do it.
4. I requested for a report that was available but not listed in the search. No one bothered to respond. I did not follow-it up to answer the last two questions above.
5. I was disappointed that the information requested was denied. i asked for annual reports and evaluation documents of a 65 million dollar project in Tanzania, and was told this information is confidential. It makes me wonder why you have a policy on increasing access to information - this is basic data that the public needs. Clearly the Bank's policy on transparency is very limited.
6. Most of the bank's documents are not made available to the public. Hence, submitting an appeal, or any other measure, for me, is considered time wasting. Remember, not everyone has the time to take this kind of survey. It took me several reminders from you.
7. The World bank contacted me, but in the meantime through a different communication, I received the documents in question (communication with WB staff). This created a confusion both with me and WB staff as I was not aware that the documents which I received were the ones I was looking for, due to different names and bad translation of titles.
8. Request initiated on 16/04/2011 and acknowledged by [staff]. Sent reminders but to no avail. Then contacted [staff] over phone and sent reminders. Finally, the links for information sought was provided on 27/07/2011 after umpteen reminders.
9. I did not get any information about additional documents. I was simply resent the documents that I already found on the website myself.
10. I have filed a freedom of information request regarding offering documents for fixed income securities, chased several times without any response
11. As noted, most of my claims have involved exceptions areas of the new policy, and nearly all have been denied, without adequate justification in my view. Program documents for DPLs should be public before Board approval, but typically are not. ISRs are watered down to contain almost no meaningful information. Evaluations are hard to find. For a Brazil DPL we asked for evidence the loan triggers were in fact met but were denied the information due to confidentiality protection. The executing agent was a public bank. This excessively wide interpretation of confidentiality protection undermines the Bank's policy effectiveness. Other major gaps in disclosure are Board proceedings, policy document drafts, detailed budget information, project quality assessments,

timely results data, and a great deal of information treated as deliberative without clear rationale. The new policy delivers far less than was expected.

12. The staffs at the Bank were very kind and stayed with me even on the day of the earthquake until the closing time so that I completed my research for that day.
13. The staff member who handled my enquiry was extremely helpful and able to answer me within a four working days.
14. The information that I needed was key for my research and I am grateful that the World Bank made good part of it available to me within reasonable time. I had requested a longer time series of CPIA data but was able to work with the relatively shorter data-set that I obtained. However, no explanation was provided for not giving access to the longer series. I assumed that it was perhaps WB policy.
15. Access to information will primarily depend on availability, intention to provide at the required time and avoiding the propensity "there is no information", thus delaying information till it is sorted out at appellate stage. Your quality could at its pinnacle if such safeguards are taken
16. I had a specific request on the source of claim supposedly based on World Bank research that was quoted by several donors. WB was unable to identify the source and suggested I contact other WB researchers associated with the subject. I did contact them but never received a reply.
17. Well, it was clear that my request was denied, but I wanted to make sure that I am completely aware of security matters and not interested in sensitive datas, but it was rejected for these reasons. So the crew in the archive itself was more than helpful, but I could not benefet from their help.
18. Some of the employees in the library appear disinterested in the matter.
19. I was surprised how quickly my query was dealt with.
20. I just had the one request for a report from long ago. It was promptly met. I was impressed by both the record-keeping and the speed of rfesponse.
21. I am yet to immensely benefit from the access to information since I am trying to link with the World Bank.
22. Bank archive staff were extremely helpful and professional.
23. the website is comprehensive but on new books that were recently published, it is not.
24. The document i request was not available in digital format. Since the possibility of my coming to Washington DC to access the document was very remote, the "permission" i received from WB, was in effect, quite useless.
25. The quality of service was beyond my expectations. When I was denied information, the concerned staff went beyond the line of duty to keep the matter alive and help.
26. The staff was very helpful.
27. I think there is a problem in the "disconnect" between the ED's Library and the Archives. To this day, I have not heard about the disclosure of the Board Transcripts (over 50 years old), even for the

summary of the transcripts. What I requested was not about salaries or personnel but the transcripts of the Board discussion for three loans for Japanese projects that were approved!

28. The staff at the archives are amazing -- extremely helpful and friendly, they go out of their way to ensure you have a positive experience.
29. [staff] and the rest of the staff in the Bank archives are exceptional.
30. I have not received the information I requested, only standardized email stating that my request is being evaluated,
31. Sorry - I don't remember filing a request. If I did, I hope you grant it.
32. Several times, i have requested a document and the response from the bank is something like "you can access the document right here" with a link. however, that link is not available to the public. The bank must have access to more links, documents, and pages than the public, and it seems that employees assume the public can see all the same things that insiders can see. it's frustrating.
33. i received no clarification nor explanation on the document i required that was unavailable (country partnership strategy) for Kenya.
34. I have no experience with the World Bank's denial or Appeal.
35. The waiting period may well be reduced to a few days
36. The world Bank's service in support of information disclosure is quite in order by any legal standards.
37. Yes , now it is one year back and I am unable to trace my two queries.
38. WBs answer was engaging for further search
39. The process to gain access is very time consuming (in my case it took 2.5 years, probably partially due to some policy changes) which can be a problem with gaining research funding. Planning a year ahead is normal, but this really created some problems for me with regard to the funding body sponsoring my research.
40. The staff at the archives are top-notch and very professional. It is a pleasure to work with them.
41. I have been told that some of the information I have requested will need to be approved but, to date, have not received any update about the status of the requests or when I am likely to receive an answer. The kind of material I have requested (verbatim transcripts of Board meetings over ten years old) is readily available at the IMF. The World Bank procedure seems to be far more rigid and unresponsive than the one at the Fund.
42. I was informed that it would take several months to see some folders. When I narrowed my request down to four folders and visited the archive I found other researchers looking at hundreds of folders and learned that they had not waited much longer than me. Also, after an initial visit to the archives, I filed a second request and have not heard for months from anyone. Furthermore, a staff member provided me with a very subjective narrative on the history of World Bank policies, which I found did not necessarily confirm the findings in the database. Secondly, this same member of staff has given me the impression that my research was not welcome by the bank in terms of policy issues.

43. I was very impressed with all the archive staff whom I interacted with, who were very efficient and went out of their way to be helpful.
44. Very impressed with the speed with which WB replied to my request and furnished tips to get information.
45. Other than a brief initial reply (with one useful link, though for an item I had already located), I have received no information in the four months since my initial inquiry. My follow-up email from roughly six weeks ago - about an upcoming trip to Washington, now completed - has yet to receive any reply whatsoever.
46. I did not get exactly what I was trying to get which was an implementation plan that outlined phased timeline with activities that explained what the bank is doing to implement thier new policy with roles and responsibilities, training events. But some information was interesting that was provided
47. I have not consumed such interactive service from world bank. I approached with world bank to achieve relevant information on my research article. In this context I am somewhat satisfied. Thank you
48. I never heard anything. Pretty absymal performance. Plus you have no one to call. It's very confusing.
49. The World Bank did not heed to its policy on information disclosure. It is an obscure and opaque process. I am deeply dissatisfied and still waiting to hear back from my appeal.
50. disclosure decision making in world bank is very independent and decent
51. At least 20 business days elapsed before I even received a reply to let me know the request was being addressed. Now, several weeks later, I have still not received any further information. Unfortunately, time constraints for me mean that any information received now is too late to use. This is a shame, as I would think the information I requested is readily available and not sensitive e.g. a project implementation document.
52. I have never received an answer on my question
53. It takes too much time, by that you find it from elsewhere, the site becomes redundant.
54. I was never contacted after submitting my Access to Information Request Form.
55. I recieved a prompt response that the world bank would look into my request. I have subsequently received an email every 2 months or so informing me that the request is being investigated. But it has now been 1 year, and I have not received any further information about what documents that I have requested may or may not exist, what is being done to process them, nor have I received any documents.
56. I still do not understand why the request was denied. The reasons for denial that I was given (e.g. security details, privacy issues) were not germaine to the national education project that I was looking for information on.
57. no comments

58. I just got an explanation that some parts of the document have been deleted for privacy reasons. Why? Should the information be accessible to all?
59. Special thanks to [staff], who is extremely helpful and kind, and has done everything possible to assist me in my research!
60. I never received a response! That is the root of my dissatisfaction. I would love a follow up to figure out why no one responded to my request: [omitted to protect the anonymity of the survey respondent]. Overall, I am very impressed with the information available on-line. It is a great advantage over other aid agencies and I appreciate the efforts of the bank to make information available. I am doing research on tourism development in Zihuatanejo Mexico and wanted to request the completion reports for that process.
61. Our requests were addressed quickly, some secondary ones to other sources within the World Bank took longer, but overall the quality of service and promptness of response (also the politeness) was wonderful and very helpful!

C. MEETING YOUR INFORMATION NEEDS

Question: Please share any comments that you may have on the World Bank's efforts to meet the public's information needs (limited to 10 lines/500 characters).

Answered question 47

1. I haven't requested any information to the WB, I have just access to the information and documents available in its website and I find it very useful.
2. I am sure that you receive many requests and that staff are dedicated to answering them all. If possible, though, it would be nice if requests from researchers and other librarians (such as my request was) could be given some kind of professional priority over more general queries.
3. As above.
4. If World Bank could not provide timely service, i.e., within 20 days, at least periodic emails could have been sent indicating that the work is in progress, but to no avail.
5. took a long time to actually get the document
6. not only did I not get additional information, no one I contacted through the email address database regarding a physical visit to the archives or information about it replied to me.
7. I have filed a freedom of information request regarding offering documents for fixed income securities, chased several times without any response
8. This section is repetitive
9. I am very grateful that the World Bank acknowledged receipt of my mail and sent the information. This has not been my experience with some other international institutions where I requested

information which was not readily available on the Internet.

10. I requested documents on Bank's relationship with Indonesia 1968 - 74. Unfortunately only a small number seem to have been retained in archives.
11. It is too early to predict since the service of World Bank has not completed a year. I do not know what type of penal action would be imposed on not providing timely information nor I have seen the citizens' charter on such information
12. As above--received advice on further people to contact but never got to the bottom of my request.
13. I would personally like more accessible information on just who is doing what at the Bank.
14. I am still waiting to fully benefit from the access to information on the World Bank. I am pretty sure that when once the link is established, I will definitely enjoy the facility of easy access to information.
15. Information provision through the Bank's website is in general inconsistent. Often, not all documents related to a certain project can be found on the website. Also, translated documents such as PIDs and PADs that must be posted in arabic for projects in the MENA region are often not found. Another issue that is often faced is that the status of projects is very often not updated and it is difficult to get an accurate list of a country's portfolio.
16. Unfortunately the contents of the website is not updated at the time I wrote. I have to check now if it is updated
17. Regarding the Board Meeting transcripts, I was dissatisfied. Also, I failed to see the need for the archives staff to go over the documents to screen for possible "not-to-be-disclosed" documents when the entire project preparation in question was more than 50 years old!
18. I have not received the information I requested, only standardized email stating that my request is being evaluated,
19. Once again, your website worked ok - I don't think I requested info from you in any other manner - this time.
20. I just wish I would be able to make xerox copies of the documents that I had in hands. Since they were very old, I had to take pictures and then digitalize them, which was OK, but not the best way to assemble the documentation. Anyway, the staff at the Library was very helpful.
21. The World Bank has a vast documentation database that has proved useful to me.
22. To really meet the public needs, the World Bank should translate all their information and websites, This survey for example...
23. I used this information system just once and I was satisfied.
24. I did not find the information I requested but I was given the opportunity to expand my search but I did not bother to do so
25. I am [omitted to protect the anonymity of the survey respondent] but I did not receive any reply. I was really upset. I would be happy if the world bank could consider me.

26. Since I didn't go through the whole process you e-mailed to me, I can't make any judgement upon its accuracy. Hopefully I'll do that.
27. No effort at all by the world bank ref my FOO tequest
28. The World Bank's response to my request was timely.
29. World bank should keep queries asked by appellant and reply given by world bank on website so that truth of ATI will be clear. Other sister organisation ADB also resisting information sharing.
30. I submitted a request a year ago and still haven't received the documents that I requested. During the course of first six months, I received two emails telling me they are looking for the documents that I wanted, which I truly appreciate. However, for the second half of the year I didn't hear anything. I still yet to receive my requested documents.
31. I hope to get more concrete data, e.g. contact person, focus point etc.
32. See above comments
33. see above, I find that the way requests are handled stands in the way of objective research on the bank's work.
34. I think the efforts being made are commendable but alot of management of information that is released proactively needs to be done as the website is not very helpful
35. I am not sure that world bank will provide every spheres of information what i have needed. Actually, it is supplimentary source not utterly omniscience. In this regards I am somewhat satisfied to meet my needs. Thank you
36. I could not be more dissatisfied. What I asked for was easy. And you just ignored it.
37. my self i was satisfied with the response is very satisfactory
38. While I it is good that the Bank now has an access to information policy, based on my experience, the implementation of it is not running well. I hope my experience isn't representative of others'.
39. I was never provided with either the informaion requested or an explanation for its unavailability.
40. Archive staff were very responsive and helpful, both over email and in person.
41. The information that I requested was classified and therefore not shared by the World Bank.
42. Although I had asked a specific question regarding the availability of Norwegian data prior to 1970s, the reply was just addressing the website data.worldbank.org. The email I received was as follows: "In response to your request [case number], we would like to refer you to data.worldbank.org for free and easy access to World Bank data and statistics. The World Development Indicators, database for the full-time series, provides data until 2008."
43. i appreciate all the efforts they the team of world bank are doing to make our searches very easily
44. no comments

45. Again, love what is on-line. Would like a response when I request information.
46. Very helpful, many documents available. Often we find we need older ones, which are more difficult and our library has encountered waiting times of several months for requests to sources recommended by the primary contact person, otherwise for newer articles and documents the service is very good and very prompt.
47. I found the form to be a bit confusing. It's hard to remember, but I think the confusion was about whether the document was an IFC or IBRD and where I consequently needed to submit the request.

D. HOW WAS THE INFORMATION USED

Question: The World Bank is interested in knowing the impact of the Access to Information Policy. Please share with us, in the box below, how you were able to use the information that you received, and whether the information was used in matters concerning development.

Answered question 144

1. For textbook project.
2. I could not get the information.
3. In spite of didn't receive the information that I asked for I think that the Access to Information Policy from WB it still much better than from others development bank
4. Master Thesis
5. The information I requested was not identified/located/received.
6. Unable to obtain the resources needed.
7. For knowledge and writing papers.
8. Did not get any information
9. As [omitted to protect the anonymity of the survey respondent], I once or twice went on the bank's site in search of information about procurement related standard documents. It was a wonderful experience, though.
10. it was useful for my research on India's political economy and for my columns
11. Since no direct information has been provided by the World Bank, I had to take it up with the Tamil Nadu State Administration and still correspondence is resting with them
12. The document was used to support a decision to use outcome based indicators instead of impacts based on research findings from the World Bank in the 1970s. This increased efficiency and interpretation of a program evaluation.
13. I used it for academic work

14. The information was used to prepare a keynote address on rural roads at an international conference.
15. It was a reduced information due to the nature of the specificity of the topic, but it was somewhat accessible
16. I haven't received any reply
17. Internal use only
18. The information was used in matters concerning development in Guyana for a research project.
19. I was preparing a seminar on Colombian Industrial for College students
20. I didn't receive any information back
21. The Bank provides a great deal of information, more than any other development institution. [omitted to protect the anonymity of the survey respondent] work to have other peer developing institutions adopt the World Bank standards for disclosure. However, we hold the WB to a higher standard. As a professed leader in knowledge transfer, it is well known that the Bank has difficulty in tracing its own knowledge resources internally, much less making them available in a culturally appropriate way for clients and the public. The Bank maintains a somewhat defensive posture regarding disclosure to avoid offending its stakeholders. The general public deserves full disclosure of Bank documents, meaning Board proceedings, drafts, much deliberative information, greater detail about results, and how internal incentives are associated with results. As the Bank moves away from projectized finance, this gap in disclosing what is most relevant will likely grow, which undermines the spirit of the new policy.
22. a road project is going in my locality, not happy with that project
23. [omitted to protect the anonymity of the survey respondent] first president of Kawasaki Steel Corporation which received three loans from the Bank during 1950's and 1960's. The information I obtained at the Bank will be used to describe how Kawasaki Steel negotiated with and received the loans from the Bank.
24. I am conducting a metareview of donor support for Policy n STI and Education in Sub Saharan Africa. This is the major part of my research for Masters in Science and Technology Studies.
25. I use the information to increase my knowledge and improve my studies about sones with difficults to arrive. Good vision in difficult places.
26. The information was very useful for my research on fragile states while [omitted to protect the anonymity of the survey respondent]. I am now finalising the paper for publication in an international economics journal.
27. In research and writing reports
28. Unable to use it for planned research project since not enough info available.
29. Helped me writing a paper

30. Have not had time to examine the information fully yet.
31. Used for teaching or research
32. I could not apply it for the development of NGOs as rest information is yet to receive. The way your Indian counterpart is handling various information trails I am afraid your H/Q would be heavily loaded. They do not mind providing incorrect information intelligently.
33. I did not receive the answer to my question
34. I did not make use of the information because my focus shifted in the course of my work.
35. The information filled a gap in my knowledge of the history
36. It really contributed in enhanced my capacity as a Resettlement Practitioner
37. The information contributed to my doctoral dissertation on the public finances of colonial and post-colonial Africa. I am currently revising this dissertation for publication as a monograph which will contribute to a growing body of literature which identifies the roots of current development challenges in the colonial period.
38. The request that i made was rejected because the document could'nt be released.
39. Yes, all information received used in broader research project on aid effectiveness.
40. Publication
41. I have used the information for an academic research.
42. I usually use the papers and WDI indicators
43. Dear All, I interest to work with Bank .I request to send your Business documents by mail. we will able to make Proposal with according to Your require.
44. I used the information that i received through the World Bank's access to information policy to monitor and analyze the Bank's work in the MENA region, especially in Lebanon. Also, the information obtained was sent to other civil society organizations from the MENA region who either did not have access to the information or did not know it existed.
45. The information requested for was mainly for clients
46. I am [omitted to protect the anonymity of the survey respondent]. My practise area is on private international law. I have been workisng as an academician at the University since 1999.
47. The data available publicly available for research work is very useful in research work. But there are many data and reports which are not freely downloadable and very few leading institutions have library facility for that.
48. I havent received any information at all.
49. Used other sources.

50. Public funded scientific research project
51. I used the information for university matters. Once, for a term paper in International Monetary Policy Regimes and the second time for my master thesis in the field of economics.
52. I used them for my research
53. I has requested the information for purely academic purposes pertaining to my Doctoral thesis, which looks at the role of the World Bank in global food security.
54. Yes i was
55. it is a source of information, I must say the information I read is encouraging because, I read, the World Bank is into something good.
56. NA
57. The Access to Information policy helped me a great deal. This was used as a lever to gain the permission of the World Bank.
58. Material obtained (mainly archival photos) was very useful for my book project.
59. I will use the research to write my PhD Dissertation in Geography.
60. We used this information in the evaluation process of some projects in the industrial field
61. The Bank records on the entire interaction with the client during project/loan preparation andf approval for three loans for a Japanese steel company in the late 1950s -- these are invaluable. The info is being used [omitted to protect the anonymity of the survey respondent] President of Kawasaki steel in those days [omitted to protect the anonymity of the survey respondent]
62. I used the document obtained as a reference in my research
63. I used the information to help inform a research project about the history of development
64. I used the policy to request historical materials for a research project on the Bank's history.
65. I have not received the information I requested, only standardized email stating that my request is being evaluated,
66. It was used in better understanding world politics. It was used in analysis.
67. I used it for my research on the writings of Albert Hirschman
68. [omitted to protect the anonymity of the survey respondent] in the US working with partners in countries affected by WB projects.
69. My research would not have been possible without the possibility to access the World Bank documents
70. The organisation I work for [omitted to protect the anonymity of the survey respondent] has a project that aims to train reproductive health civil society organisation to advocate towards the

World Bank representatives and national government officials to prioritize on reproductive health in their programmes, policy and funding structures and the reproductive health action plan. We needed documents relating to work the World Bank has been involved with in the past and currently that our partners needed that will form part of their advocacy strategy. We finished the training and managed to get contacts of persons relevant to our work and how we can be part of World Bank's CSO participation in organisational processes and activities concerning population and reproductive health as well as influence World Bank's aid environment to go into reproductive health budget.

71. The information was used while writing research articles
72. I am mainly engaged in elaborating feasibility studies in the health sector. So it is important to know also the financial framework of the countries, especially of the non european countries.
73. As part of my PhD thesis
74. I needed financial information from Annual Report and World Bank's information system helped me to get it.
75. i have not been able to use any information because my request has not been addressed
76. I received a very delayed response and it was useless for me because of the deadline was already passed
77. Information are useful to increase the knowledge and skills for our developmental activities
78. I used the information to prepare a background paper.
79. WB reports on Health Policy and Health Care in General and particularly related to India have been useful for my research work.
80. I used the information for academic purposes and I intend to use it for lobbying policy implementation
81. I was unsuccessful
82. i used for term papers and my thesis
83. I didn't use any. I hope I would use your data base someday. I'm afraid of too complicated systems. What I need is only information or statistics. I hope to get it in the easiest way.
84. Our company used the information as base for providing consultancy services in the Philippines, Mongolia, Morocco and Pakistan, in the fields of Road and transportation and Water resources. The information from the World Bank, also help us by giving us a background information on the countries we have interest.
85. T decide whether to apply for a post with WB
86. I used the information to write a thesis paper
87. The information I requested was not available, so I wasn't able to use it.

88. Used the information for my Masters thesis on the Cambodian Garment Industry; thesis in the realm of economic development.
89. No
90. I used the information I received as a material reference in an ongoing research work in the field of economic development.
91. No information received out of my two applications within one week of start of ATI. So nothing to comment.
92. Still haven't received the info yet.
93. I wasn't able to assess in the 2 cases I made the request
94. I was interested to learn more about the inspection information system for Bosnia Herzegovina, supported by WB to be used in another similar project environment in Mongolia. Through my request I got finally the system administrator's name. With the given answer I was not really satisfied.
95. I am planning to use the material for scholarly articles and perhaps a book which broadly fall into the areas of business & management, development, history.
96. Some of the information was referenced as source in a strategic review program in my department.
97. Still working on my dissertation, but the information has already been very helpful in answering questions and formulating interview questions.
98. used for journalists researching stories
99. As a political science scholar, I am trying to understand how the organization itself works. I've been focusing on several key policy decisions made within the World Bank over the past two decades (e.g. on governance, PRSPs) in order to understand why and how the institution is evolving.
100. I am a historian working on the history of export-led development.
101. I was very satisfied with my experience of accessing information on a World Bank project, impressed at the Bank's level of transparency, and grateful for the helpfulness of Bank staff in helping me access that information.
102. I am a student pursuing a PhD in infrastructure finance. I asked WB to help with obtain some data on PPPs and they provided me with a number of links whereby I can get information. This information I used to narrow the scope of my thesis. Thanks a ton!
103. The requested document was used for literature review and was very helpful in formulation of research proposal
104. I cannot comment on the policy because I have yet to learn anything about the information I am seeking. But if my experience reflects that policy, then I would say that the World Bank ranks among the least accessible major organizations I have researched over the last fifteen years.

105. I could integrate a lot of the information into my PhD study
106. The documents I could find on line on the World Bank web site have been very usefull for my research on the evolution of global governance, especially for the preparation of a paper presented in scientific meetings.
107. I was going to use the information to help write a piece that we are doing on creating model implementation plans for governments which have passed an ATI law. The information was not sufficient
108. My purpose of world bank information to use my research article and sometimes I could get enjoy reading such praiseworthy working papers and other information with out cost. Really, I have get the new life i followed these information on knowlede building. Frankly speaking it will be the path in search of new life with knowledge theory in economic and social issues. Thank you.
109. *I used the information for a research work on developing manufacturing
110. I work with an other development bank and try to work coordinate with the worldbank but I fund different barriers in connection with the informati3n to understand the policies and procedures
111. I could not use it because you never got back to me.
112. For peer-reviewed accademic publications and for a reputable South African think tank.
113. I received the 1992 portfolio management report and used it in my dissertation on the World Bank
114. women empowerment concerning sme's and their innovativeness through development market place
115. I would have used the information in a study of the role of Project Risk Management in similar development projects.
116. I failed to recieve.
117. Used the information to evaluate whether the relevant government had upheld its commitments with regards to an indigenous group.
118. I never received it, but it was intended to be used in educational research about public educational policy.
119. I am using this information to write my Ph.D. dissertation in History.
120. Used to help produce a concept note for a payment for watershed services mechanism in Kenya
121. information downloaded from WB-websites were very useful for my work and my general knowledge developoment / opinion formation.
122. I did not receive the information requested as it was classified.

123. I am still working with findings from my visit, which will eventually result in a number of academic publications. The information I obtained from the WB was great and complements other findings.
124. On education research relating to developing countries.
125. After waiting one year, I am still awaiting a response. There is no Access to Information, as far as I can tell, just a policy that is a smokescreen for an endless wait.
126. I was only able to use information from one report posted on the website in a paper I wrote. I did not use any information for any development projects.
127. No this is for a thesis writing in the university for my son
128. provided further indepth details of approved projects
129. I had already checked data.worldbank.org. So I needed data that was not publish on the website if it was available. But no answer regarding the availability was provided.
130. As [omitted to protect the anonymity of the survey respondent], I used the information towards a book project.
131. i used the information in my final search and i used that information to complete my final study search intitlled [omitted to protect the anonymity of the survey respondent].
132. I write a study for my school.
133. I am a PhD student doing research about water management in Tegucigalpa, Honduras. The World Bank data base has helped me to build my case that intermittent water supply hits poor people the most
134. No information was provided. It would have been used in a developing country highway project
135. I have not yet seen the documents
136. Especcially the information about Education networking and World Bank support was useful and helpfull for contacting different institutions to launch common projects.lb addition meetings organized in this framework were contributive to our capacity for access to new technologies and systems in the education sector
137. I am [omitted to protect the anonymity of the survey respondent], so I visit the World Bank site for information needed for my article. It's also a humbling experience to know the various development work undertaking by World Bank.
138. I used the information for my thesis purpose
139. My job live with news every day quickly.
140. In research and education.

141. All information requested was used for research purposes for matters concerning development.
142. Was never able to get the information needed
143. Research and business plans
144. Definitely concerned development.