

World Bank Access to Information – 2012 Survey – Questions

In 2012, as part of the 2012 Survey, survey respondents were asked to provide comments to six 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 six 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 three questions regarding the World Bank's quality of service in support of the public's requests for information (including related to appeals), 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 your views on the World Bank's information systems, including any specific reasons why you were either satisfied or dissatisfied (limited to 10 lines).

Answered question 91

Skipped question 106

1. Great layout, easy to search and wide variety of statistics. Thank you
2. I found that World Bank does not provide a wide range of statistics and indicators. I faced the problem that couldn't find the indicator i want and also the statistics are incomplete or the data range not enough,
3. I was dissatisfied because I asked for a document, the PPG-7 midterm evaluation document, which was a publically available document at some point and is cited in numerous publications, and the Bank, for some reason, denied the request.
4. For the website search engine, a much more specific and customizable advanced search function is needed. The search generally does not find what I am looking for and it is much easier and more effective to use google search rather than searching within the WB website. In the open data site, many countries do not have all indicators available which is understandable because the country's own government statistics are generally used. However, it is difficult to compare poverty levels between countries when a "standard" measurement is not used and it is not clear from the Open Data site how each country measures its poverty level. The mapping for results platform is a fine tool to look at an extremely broad level of where projects are located, and in what regions, but once you zoom in beyond the country level the platform is useless. There is no level of detail on the map beyond lines distinguishing governorates. At the city and street level it is impossible to tell where projects are located, and cities continue to be shown as a single dot rather than being defined by streets or city limits. The access to information request form is not intuitively located and it is not immediately apparent that there is a mechanism to find a document that does not exist -- unless you already know where to look! The request system, once you find it, is fine, although it does take a significant amount of time. It is understandable that requests could take up to 20 business days, but if the request is a particularly difficult case I have often received a reply after the 20 days that the request has been delayed, with no estimation or deadline of when the request will be processed. It is also difficult to keep track of the status of ones request and would be great to have a way to check on the status of your request.

5. La plataforma del Banco Mundial me parece muy interesante y relevante para la realización de investigaciones. Las dificultades encontradas se refieren a la ausencia de bases de datos claras sobre misiones y consultores específicos por país en determinadas áreas, me parece que esta información no la posee el Banco, o al menos no la ha procesado, ya que no constan en los informes (apraisal y documentos de seguimiento y cierre de proyectos).
6. I was dissatisfied with the response, and I would prefer to actually reach a person, the person responsible for the area, as opposed to an anonymous form, which provides much less in the way of accountability.
7. The systems are fine, it only takes some time to receive an answer from an archivist.
8. Fairly easy to use, given the vast amount of WB data and scope of its work. Had a very helpful response which pointed me in the right direction and provided a link to a page with all documents I needed.
9. I had a terrific experience in gathering information from the world bank. My particular area of interest was on telecommunications and privatization in Ethiopia. Although I managed to navigate through the system by my own for the most part, I was also able to get the assistance of [staff] who generously guided me through specific details of what might be useful for my research.
10. Some times when I was accessing to the information of world development indicators, I could only get information by country and not for a set of countries. Maybe you can make this kind of access easier.
11. I was pleasantly surprised to find how easy & precise it was to locate the article that was years old.
12. When I look for some specific documents I'm only able to find them if I already know where to search. Otherwise, if I just digit what I'm looking for in the "search" space, the page that opens up never put the document I want in evidence, but I have to search between a lot of other more or less related staff (even if I digit the exact name of the document...). Also, the "access to information request form" page is rarely functional (it keep reloading over and over before I even finish to digit what I'm supposed to) and that is a real obstacle in getting documents, since it's the only way to obtain documents from the archives!
13. Very long response time to my request. Original denial was later overturned by AI Committee, so ultimately the right answer, but this took way too long.
14. Through the Archives system, I am getting original information on Japan. It takes unexpectedly long time to make information public. Particularly I mention items such as Board's Proceedings and files on old loans.
15. interesting
16. was satisfied with the relative ease of getting information in your website. The request form was also user friendly. however, the requested information (as far as i can remember) took some time to be retrieved and sent to me.
17. Easily can access the book title When we want to get the ISBN nos. we can get it easily Easily get the statistics
18. I liked the fact that so many search options were available. I felt comfortable using them, so the navigation structure was good as well.
19. I was satisfied because of the two reasons: 1. I found the right kind of information which I was in need; and 2. I found it in a quick response.
20. I found the system to be useful in at least obtaining over 80% of the information that I was looking for. Of course I have not been entirely satisfied because I never got a feed back on the last request I

made for a document titled 'Ghana and the World Bank 2002 - A partnership for Progress'. A couple of researchers have cited this work, which I understand was produced by the Ghana office of the Bank. If your outfit can help me to obtain this document, that would be grateful.

21. [omitted to protect the anonymity of the survey respondent] It is not easy for [omitted to protect the anonymity of the survey respondent] to access all the information.
22. The country reports I was looking for showed too much missing information. I was surprised that there isn't much information collected on the Democratic Republic of Congo.
23. Lack of integration across the World Bank Group entities (e.g. IBRD, IFC, MIGA, etc.) Difficult to find information related to WBG headquarters activities. Many documents relating to projects (e.g. project appraisal documents, procurement plans, status reports, etc.) were either missing or out of date.
24. Very good - I could find the documents that I was looking for very quickly.
25. satisfied
26. When I used the 'Access to information - Request Form' the response time was rather too long.
27. I found it very hard retrieving information
28. If I understand the system correctly, there is ample information provided on-line about World Bank documents and archival sources. However, it is not at all certain that a research will then actually have access to these unpublished documents. It would be helpful if it was made clearer which of these sources will actually be available and, from a historian's point of view, to make as many of them as possible easily available.
29. could not use it much, but will try now.
30. The data site had not updated statistics. I searched data for Albania [omitted to protect the anonymity of the survey respondent] and the statistics and indicators were till 2009. Very no-helpful statistics for research purpose.
31. It's very friendly and easy to consult.
32. I was looking for information related to the start-up of the entity and the initial contract with France. Little if any of the terms and conditions of the agreement were made available
33. The Open Data site and the Mapping for Results platform work perfect and are very clear and easy to access. My only request to access WB non-published information (a WB report) did not get a reply on time, so I could not use the information as expected.
34. I am very satisfied with respect to available reports, also inform you that to quality to studies and research, but we to summaries in English or French to benefit more.
35. Current information about the Bank's activities is good. I sometimes find it more difficult to find historical information.
36. very complicated website, especially when looking for publications and documents in the past. User unfriendly !
37. response to the "access to information - request form" was quick and information provided timely
38. The data has been arranged and uploaded very systematically and categorically which makes it easy to access.
39. I think the bank's information systems world, are easily accessible, understanding, and high job satisfaction for the progress of each person.
40. I requested archival material. I could easily locate it and I was helped by an excellent, very friendly archivist.

41. I am satisfied with the response I got to my request for information.
42. The information was nice and clear, but if you want to improve it should have a shorter response period of time, but it is not that bad.
43. If the reference could be much precise, that would be better.
44. The WB website is one of the greatest resources I have come across. I am an equity analyst for an investment bank and I found the people, information and tools available to me at the WB to be exceptional. I have communicated this fact to me colleagues and acquaintances
45. thank your information
46. In at least one instance of making a request for information via the Access to information form I have not received any response from World Bank staff.
47. When one [omitted to protect the anonymity of the survey respondent] and requests information that is not otherwise available one would expect a quick response. Instead I got a response saying my request would be available in ONE month's time. How ridiculous is that?
48. The interactiveness of the forms is weak.
49. I found difficult to find historical documents and documents regarding project. Once I localized them access to information works well.
50. Even if it doesn't fully cover my period of research, I think the "Documents and Research - Advanced search" engine is a very useful (and easy to use) instrument to search into the World Bank's document collection. The Access to Information - Request Form is easy to use.
51. I found the process cumbersome and time consuming. Once I got in touch with an archivist things got better. I had very specific names, dates, projects etc I wanted to focus on as well as more general topics. I found it very difficult to use the online system. I have experience using archives all over the world and so came to this with considerable experience. My experience with the Bank's archives, from talking with colleagues, is not uncommon.
52. The information gathering system is ok but what happened when such information is processed, is not properly known; No body is sure how many reminders need to be sent.
53. No ability to search archive material externally!
54. I found the website very confusing and not at all clear where I could find the information I was looking for. In fact most of it I could not find
55. When looking after stgh very specific (such as the records of a meeting), it is sometimes difficult to figur out the systemic logic of organisation so as to finally find the relevant data.
56. I sent several mails asking about what happened with "the ICT spending as a share of PIB". Your service referred my question to ITU and they sent me back to the WB. That happened three times, so then, I gave up.
57. I always received prompt and helpful responses to my query regarding documents such as PIDs, PAD's etc
58. Perhaps time it takes to get approval for research
59. The reference is Draft ISO 39001 and pertained to background and data on accidents in 3rd world countries. The information provided by the system was useful and the system response was fast. The queries related to data access were resolved in professional manner and quickly.
60. I have conducted research in archives of about one dozen international organizations (in the UN system as well as regional organizations in Europe and the Americas). My experience at the World

Bank was by far the worst so far. A few months ago I requested access to some specific documents and, more importantly, asked for assistance in identifying other documents relevant for my research. I suggested that, as I was in Washington at the time, I could come in to discuss my specific research interests. While I was granted (after some time) access to the specific documents I requested, I was never offered any pertinent suggestions for my research nor granted the opportunity to discuss with someone about my research. Several years ago I conducted research and published on the topic of public access to information in international organizations. At that time I felt that the changes that were apparently taking place at the Bank were nothing more than window dressing. I have now been convinced that this is the case.

61. I was especially satisfied to receive a real answer from a person at the World Bank in response to my inquiry.
62. They are very good. Much better than the IMF.
63. Sometime the information I want to look at may not appear, may be my weakness in IT. I've heard that most of the international organizations like World Bank are not in favour of [omitted to protect the anonymity of the survey respondent] while recruiting personnels in. I'm not sure about this just my curiosity, if not fine, but if yes directly or indirectly that is not the way to deal or behave people. Sorry for comments.
64. I think the WB's information system should be able to create a PDF document of my request. The survey should not be only in english, considering that not everyone speaks this language.
65. I can't remember now whether it was a request form or whether I just sent an email. What I know is that I asked for information about a project in Djibouti because I thought it would help me amplify a report I was writing at the beginning of August 2011 and the information arrived way too late. I got a series of emails from the Bank telling me they were looking for the information; it finally arrived in January 2012. My report was submitted in August 2011 and I therefore haven't read the information that came so late.
66. sorry no speak english
67. No too friendly when downloading database xls Lack of Science Technology and Innovation indicators We need more desegregated indicator, particularly on development indicator Includ more. Indicators for mobile devises (iPad)
68. I'm going to write in Turkish due to my lack of proper English. Yaklak 10 aydr Dünya Bankas'ndan istediimiz bilgileri almaya çalyoruz. Ancak sonuç olumsuz. imdiye kadar bankanzdan gördüümüz tavr olumsuzdur. Sizin bu olumsuzluunuz gelecekte bizim iddia ettiimiz gibi oluacak sellerde bizlerin görecei zararlar ve meydana gelecek ölümleri kapatamayacaktır. Biz kamu yarar adna, bu bölgenin mühendisleri olarak can ve mal kaybn önlemek için bize TC devleti tarafından verilmeyen bilgileri tarafnzdan istemi, ve sizden adil ve demokratik bir cevap beklemistik. Ancak imdiye kadar gördüümüz olumsuzluklar size olan güvenimizi krmtr. Fakat yine de yapacanz bir eyler oldu inancyla bu anketinizi doldurup sizden bundan sonraki admlarda daha olumlu cevaplar bekliyoruz. Bundan sonraki aamada yoksul Türk halk adna demokratik bir karar bekliyoruz.
69. At the begining it was not easy to find some specific information about a comparison between OMS 2.34, OD 4.20, and OP 4.10 Finally, after a long reading of a lot of documents I found it. I would prefer each one were in a separate document, or that the documents have had a summary of their contents.
70. When I inquired about the subject I was looking for, I received a response almost immediately and I was sent links so that I could access the information requested instantly. Later on there was some information that needed to be checked before being released to the public and then again I received what I consider to be a good response. Thank you. Regards

71. Very quick response
72. I wanted data on World Bank's survey on financing of SMEs in Nigeria but i did not get it. Further, i wanted to use your survey platform to get information on SMEs financing in Nigeria but i was not successful.
73. world bank has running many project for humans by sharing state governments ,that projects are not complete in time so i want that informations ,so i hope if available on world bank site is good for all thanks,
74. Was happy to receive a prompt and helpful response and access to the information I requested.
75. MY INTERESTS ARE STRICTLY RELATED TO ANIMAL NUTRITION AND CANNOT RESPOND TO ANY OTHER QUERIES OR INFORMATION SUPPLIED. AS FAR AS MY INTERESTS ARE CONCERNED, FIRST CLASS
76. I expect a World Class institution like the World Bank to provide information on time. The current problem with the information in the World Bank Website is that it is often very old. An example is when one is looking for Specific Project Documents or Appraisal Reports, one finds it easy to look for such information from Member Countries than the Bank because the Bank takes a very long time to upload important project information. The second information relates to linkages between Projects in cases where additional financing has been approved. The linkages between the same project and the old one under the additional financing is not very clear. In general the World Bank website provides critical information on projects and the performance of the Global economy.
77. little dissatisfaction as the document required existed but eh version was not available & also could not be found through help from archive help
78. Hard to remember details but I know I was able to get what I was looking for and permission to use the information in documents we were working on.
79. I WAS DISSATISFIED BECAUSE I NEVER GOT ANY RESPONSE REGARDING THE INFORMATION I WAS LOOKING FOR
80. although the response was not personalised, i was given web links to the information i required which proved to aid me in my research.
81. we are looking for basic information like GDP growth every quarter for sub saharan african countries, however this is not available. also information on inflation, interest rates and currency is not available for sub saharan countries.
82. I received a quick response, but the response was that they didn't have the information I sought.
83. the access was fine, but I was disappointed in the inability of the Bank to provide the data I needed. While basic data is available, the information that i needed on the small grants program/civic development fund was not available to me. Further, it appeared that the records for this information were not standardized nor even centrally organized, but were left to the country offices to manage (for better or worse). When we contacted the country offices (in SSA) few responded to our emails, and those who did, while they appeared to want to help, indicated they did not have the information. The person in charge of this at the Bank was sympathetic, but obviously overwhelmed and indicated that [staff] did not have the time to get this for us- there were no alternatives given. In sum, while the responses were friendly and cordial, it was rather concerning to see that an organization such as the World Bank is this undermanaged, at least in this one area
84. world bank database is very important for researchers, academics and students to get data required for their scientific projects particularly in economic and demographic fields. For me, I've obtained a lot of data required to my studies, but the database of the bank is still fall short of providing some data, especially relating to agricultural and environmental data.

85. I think that the information that has the world is great and very important Bank, but most is intended for presentation, not to be worked for analysis. It would be useful for the World Bank to allow the most practical query your databases with statistical information. I think that the information that has the world is great and very important Bank, but most is intended for presentation, not to be worked for analysis. It would be useful for the World Bank to allow the most practical query your databases with statistical information.
86. I was satisfied with the user-friendliness of the search interface and the information available in the database. The report I was looking for, however, was not available online and it took about 2 months to get a definitive answer from the World Bank archivist. I would have appreciated a more timely response.
87. The response was very encouraging
88. I typically have trouble finding documents using the search function on the WB website, but am very satisfied with the help of the knowledgeable staff behind the WB Access to Information Request
89. All of these systems are very useful -- perhaps as useful as any databases on the web for governmental, supra-governmental, and non-governmental organizations. I think the best feature is the people working in the Archive. [Staff] was outstanding in going out of the way to find other documents that related to my project. [Staff] work saved me an initial trip to D.C. -- probably \$1,000.
90. There is a lot on the website, but it is not always clear because of jargon that is particular to the institution. The more that you can visually make clear the role and availability of the information, the easier it will be to understand the jargon. A good graphic/web/information team could cut down on the number of clicks and confusion.
91. I have written to the World Bank Jakarta office for different to enquire about different types of data on Indonesia - they have been very helpful in providing the GDS dataset. However, there seem very reluctant to share their other data, or even share any information about data they are collecting.

B. QUALITY OF SERVICE

Question 1: Please share your views on the quality of the Bank's service in supporting your information access request, including any specific reasons why you were either satisfied or dissatisfied (limited to 10 lines).

Answered question 59

Skipped question 138

1. Documents that were requested were 'unavailable', even though I found one of them on scribe.
2. After the initial 20 days, the second back response saying that the request has been delayed gives no timeline or date when the request should be finished. There is also no way to keep track of pending requests. I have requests that I believe have been pending for 6 months or more.
3. Estoy conforme con las respuestas entregadas por el personal del Banco Mundial.
4. The bank made no useful suggestions on where I might look to find the data.
5. I can only repeat here that it is dissatisfying to find out that the whole process takes so long and that it is not at all clear whether [omitted to protect the anonymity of the survey respondent] will be able to view the records in question in time. As I my visit was to end in June 2012, I did not get the chance to actually use the material in question because I was told that my resuquest could take until October.

6. Very helpful response, link provided to page storing all my information and contact details provided for relevant WB project officer. However, I was not at all satisfied with his subsequent failure to engage or provide any info.
7. The most important aspect I would like to highlight about my satisfaction is the efficient manner in which the Bank personally treated me. When I had questions on how I could access a particular information, I was assigned a case number, and as I specified in my previous response, I was treated individually. This hardly happens with institutions with the stature of the World Bank.
8. I like that the reply was fairly quick which supported my research process
9. The archivist named [staff] has been very helpful and very efficient while responding to my requests.
10. Service was great but there is a basic problem. The Bank decides what is appropriate for my research. It does not make its files, even from the 1950s, open to historical research.
11. refer to the response in previous box
12. Satisfied because of the quick response.
13. See statement on the previous page
14. 14 days was simply not enough time for me to follow up on my initial request. I was happy with the information that was provided, but during a busy time for me I did not have enough time to look through the files and decide whether or not to pursue the research.
15. The staff I spoke with were very helpful.
16. I was pleased that my request for information was accepted and that it did not take long before the Bank responded to me.
17. I would have been happier if additional information that was sought from me was more open ended than very specific. It is not always possible to be very specific, especially if you are researching a subject.
18. World Bank was very responsive to my information requests and responded in a very timely manner with the information.
19. The quality of the Bank's is OK but there is still room for improvement especially in the area of response time. Timeliness is one of the qualities of good information!
20. The archivist I met and have been in communication with is wonderful and very helpful. What remains to be determined is the quality and comprehensiveness of what I am allowed to see. Having to wait a year to see documents is hard to take, but I understand the Bank's constraints. I was in the Bank Archives in 2001, and it will be interesting to see how that experience compares to my scheduled July 2013 experience. I made ten visits to the IMF Archives between May 2011 and July 2012; it will be very interesting to see how the two experiences compare. First impressions are that the Fund archives are much easier to search out and identify and then the access was much more open than I think I am going to have from the Bank.
21. The people who contacted me were very courteous and helpful and got back to me information even months after my original request.
22. i did not use it much
23. the response was quick
24. We received a quickly answer or different links to obtain more information in connection with my inquiries.

25. The World Bank Group all it can to provide assistance to researchers in several areas so I am very satisfied with the quality of services, but I have a slight reproach represented in few reports are available in Arabic, where there are reports of very useful English-language Arab researchers would like to take advantage of them.
26. very bureaucratic and user unfriendly
27. The service to access the needed information is quite prompt and the concerned staff provided the information for research work.
28. Only once had the opportunity, and I could not participate because they see the mail too late .. would like to have an opportunity to apply.
29. I am satisfied with the Bank's response to my request.
30. I would prefer a quicker response.
31. Very satisfied - responded in a friendly and timely manner
32. Weak and delayed.
33. It often takes a long time (sometimes up to several months and after several rappels) to receive replies but I know this is often due to the heavy work load on the archivists.
34. It took longer than what the Bank promised to send the information
35. The World Bank's staff was very helpful with me. I was in Washington only for a few weeks and they made an effort to arrange an appointment during this period. Later, they kept me continuously informed about the declassification process concerning relevant documentation and even provided me with a digital copy of the documents. I want to thank in particular [staff] for all [staff] help.
36. World bank at some point of time appeared to be responsive about the promptness of service. Gradually such readiness waned into oblivion with passage of time for reason best known to them.
37. It took the Bank nearly a year to respond. When it eventually did, its response was somewhat vague.
38. Lack of transparency. This is despite there being an international public interest that material is released. For example Internal documents not released. I was given irrelevant material. Made it impossible for me to carry out my research.
39. I have to admit that I cannot now remember what information I requested access to, but in general I am not very impressed with the availability of information or ease of access to it
40. The response was reasonably quick.
41. I sent several mails asking about what happened with "the ICT spending as a share of PIB". Your service referred my question to ITU and they sent me back to the WB. That happened three times, so then, I gave up.
42. The archivist [staff] was extremely helpful to me throughout the process.
43. Very satisfied.
44. The respondent was very honest in the reply and informed me that the information online would be updated based on the research I asked about. That heartened me.
45. I tried accessing ICSID's archive, no material of which is available online. I was told to apply to ICSID through its general contact e-mail, but ICSID does not have a formal archive application process. If an organization is part of the World Bank, I should only have to apply to the World Bank for archival access. I felt like I was being given a run-around.

46. i requested for information and i was told to wait 20 days. no further contact was made to me and i was never given the information I requested for.
47. 20 business days is too much time, when you looks for information online is because you need it quickly to make decisions.
48. Quick response time
49. I have no experience to share because i did not get response
50. My single AI request was related to a business opportunity listed in econsultant2. We submitted an EoI in one case, but not short-listed. I wished to learn the shortlisted firms. The staff at econsult declined to answer my question. I got the list through a separate AI request. More generally, I think the Bank should publish the number of firms submitting EoIs for each project, the short-list, and contract award, contract value in the econsult site. This is done by EU commission – the silver, if not the gold, standard in this respect.
51. Access to information request is not obvious on the World Bank website. This can be improved by having a clear link or icon for request for information that will enable users to make such requests.
52. satisfied as staff promptly respond to query
53. N/A
54. The eventual grant of the information took longer than expected (40 working days)
55. I would like to have more easily to obtain statistical information. I would also like to have access to the reports of the World Bank on the situation. I would like to have more easily to obtain statistical information. I would also like to have access to the reports of the World Bank on the situation.
56. My only complaint is that it took about 2 months to find out whether or not the World Bank had a copy of a specific report available online. My correspondences with the archivist were helpful and informative, it just took too long to hear back a definitive answer.
57. Found what I needed.
58. The team at the Archives is lovely to work with.
59. There isn't much information online about the data being collected by the World Bank office in Jakarta - they did tell me vaguely about some of the data they are collecting/have collected, but were very reluctant to share any further information.

Question 2: If your request for information was denied by the World Bank, and you chose not to file an Appeal, please tell us why you chose not to file an Appeal (limited to 10 lines).

Answered question 33

Skipped question 164

1. n/a
2. Lack of time, frustration, and an awareness that the IFIs have poor reputations for disclosure.
3. N/A
4. Because it was just reasonable!
5. N/A

6. I was able to sort myself out in through other means.
7. My understanding was that only certain classes of documents were available at all. I was not aware that the World Bank has a policy of making additional documents available when asked again and again. I recommend that the World Bank adopt rules similar to those that apply to state archives.
8. carelessness
9. Because when I take to find the information of the BIRF I don't have time to begin a process an Appel.
10. I do not like to appeal regarding rejected my request because the explanation and interpretation Bank team is very convincing, he directs you sometimes to websites dealing with the subject you have requested, or useful reports available to it relating with my demand.
11. no motivation
12. Knew you could not appeal.
13. N/A
14. Because it would just increase the bureaucracy and I had a limited time in which I had to access the information for a specific project. I got the information from the TTLs concerned.
15. Why to bother others source of income?
16. it is a matter of availability of time. Regarding corruptive practice I brought the attention of World Bank one year back and it did not evince any reply. None is accountable and responsible if a query is not answered.
17. If it took the bank a year to respond to my request for information, I could not contemplate waiting for the outcome of an appeal.
18. I wasn't told I could file an appeal, but I wasn't given an accurate description of material available so did not have an ideas whether it was worth it. Also another researcher internal to the World Bank informed me there was a wealth of information.
19. The reason was understandable and the information was not too essential for my research.
20. n/a
21. N/A
22. Because I was never formally denied, I was only told to apply somewhere else. ICSID, it should be noted, was also very unhelpful.
23. It could be taken as partly-denied, as your place has not finished converting photographic records to digital formats.
24. Non
25. It was not necessary as it may not have the required information or may not have adequate response system
26. The world bank has very busy shedule
27. N/A
28. N/A
29. Explanation cryptic but made sense.
30. I felt that the reason why my information was denied was due to an inability to gather the data, and so believed an appeal would be useless.

31. I have not considered the need for such a measure, I have not considered the need for such a measure,
32. N/A
33. I did not expect an appeal to be successful, but now consider filing one

Question 3: If you filed a first level appeal, and the Access to Information Committee upheld the decision to deny your request, please tell us why you chose not to file a second level appeal to the Access to Information Appeals Board (limited to 10 lines).

Answered question 20

Skipped question 177

1. N/A
2. not necessary
3. N/A
4. Nothing like that.
5. did not have much time
6. The problem in my case is time spent in a long procedure.
7. N/A.
8. N/A
9. It is almost every where. WB is also a member of the same society no more an exception. I hardly see anything better than rests.
10. Not Applicable in my case
11. NA
12. n/a
13. N/A
14. Non
15. I'm going to write in Turkish due to my lack of proper English. Yaklak 10 aydr Dünya Bankas'ndan istediimiz bilgileri almaya çalyoruz. Ancak sonuç olumsuz. imdiye kadar bankanzdan gördüümüz tavr olumsuzdur. Sizin bu olumsuzluunuz gelecekte bizim iddia ettiimiz gibi oluacak sellerde bizlerin görecei zararlar ve meydana gelecek ölümleri kapatamayacaktr. Biz kamu yarar adna, bu bölgenin mühendisleri olarak can ve mal kaybn önlemek için bize TC devleti tarafından verilmeyen bilgileri tarafnzdan istemi, ve sizden adil ve demokratik bir cevap beklemirik. Ancak imdiye kadar gördüümüz olumsuzluklar size olan güvenimizi krmtr. Fakat yine de yapacanz bir eyler olduu inancyla bu anketinizi doldurup sizden bundan sonraki admlarda daha olumlu cevaplar bekliyoruz. Bundan sonraki aamada yoksul Türk halk adna demokratik bir karar bekliyoruz.
16. It would be a waste of valuable time
17. N/A
18. N/A
19. Not a resource I submitted

20. N/A

C. MEETING YOUR INFORMATION NEEDS

Question: Please share with us your views on the World Bank's efforts to meet the public's information needs (limited to 10 lines).

Answered question 57

Skipped question 140

1. Numerous reports that I requested were not provided.
2. Es un buen esfuerzo el que ha realizado el Banco en recopilar y poner información accesible para el público.
3. Feel there needs to be greater accountability and transparency. I work for a campaigning NGO and was seeking information on a development project which the WB has been funding, which has led to harmful impacts on human rights. The project officer failed to engage or answer any questions.
4. This is a commendable start. I am wondering if the Bank is also accessible for interviews and conversations on matters I am researching regarding Ethiopia. That would be terrific.
5. I didn't necessarily find the information I wanted but it is a resource that I would go through again
6. As previously noted, this is no way to open historical archives to research.
7. World Bank holds a huge information repository I found the necessary thing which I wanted. There was also similar type of information in there. Very easy access so any one can try for information.
8. I think this innovative project is very useful for researchers.
9. I would encourage the World Bank to redouble its efforts to meet the public's information needs. Not many people are aware of the World Bank's efforts to alleviate poverty in the DR Congo, for example. it would not hurt for the Bank to publicize its projects so people can see and learn to appreciate the presence of this institution in our country.
10. I think it is a great service - thw ability to secure information quickly is valuable.
11. Very good and very responsive to my specific requests
12. good
13. The feedback on request is too slow
14. The Bank should intensify efforts to reduce response time.
15. As note in an earlier question, I cannot make firm judgments about this issue because I have to wait until next July to see what I have requested with the help of my archivist contact.
16. I appreciate the efforts of all individual people I have come into contact with at the World Bank, both the archivists and former employees, all of whom have been uniformly friendly and helpful. I do not appreciate the institutional policy of keeping large amounts of archival material from historians' views.
17. i have to experience its dealing first
18. The efforts to meet public information need was correct, but the statistics and indicators were not updated and not specific or detailed.

19. I think is an important instrument to investigate and important tool to produce more information.
20. I hope the World Bank team to provide information on the states according to their languages to enable the research community in the country to benefit more from them. And I thank you very much for your effort to provide information, research and reports are very important help to understand the economic and social situations of the people in different parts of the world.
21. N/A
22. Declassify more material
23. Continue the good work you are doing.
24. Maybe to shorten the period of time that the answer is given. But it is not that bad.
25. In general, they are doing very good.
26. Comprehensive and unbiased.
27. I do not think that WB cares so sincerely.
28. In India it takes about 2-3 years to get an information after crossing various impediments although the RTI Act says it should not take more than six months. In World Bank, those encourage corruption, a system is side by side developing to find "creative negative thinking" to block information so that more the delay more will be the reluctance of requestor to get such information
29. Satisfied because there were a good follow up on my request (i.e. several email informing that the World Bank was searching for the document requested). I was however disappointed to see that the World Bank was finally not able to provide me with a copy of this document as it was an World Bank publication, although I recognize that it dated from 30 years.
30. It was the first time I got in touch with the Bank. I can confirm that as an academic, I regularly ask other organizations for information, my experience dealing with the World Bank was the worse in my 25 years career.
31. There is no reason why internal memos etc... should still be classified after 30 years. It makes it impossible to assess the World Bank's role if internal information is not made available. State release this information so there is no reason why international organisations should do so as well.
32. It needs to be clearer where different information can be found. And maybe different information should be available to different types of users – eg companies that are applying for WB funded projects could have a specific point of access to the relevant information. There also needs to be clearer information about formats of applications etc. for the same group of users mentioned above
33. A few of my questions remained unanswered.
34. I am satisfied with the information provided which was very useful for my research.
35. The amount of authorized documents that I was able to view was very limited, which limited my ability to do my research.
36. The system is user friendly. The response is quick. The data base is updated.
37. The World Bank's information page for the archive makes it seem like certain information is available, yet that information is not available once one tries to obtain access. It makes the World Bank feel like it's trying to hide something.
38. I was very happy with the high level of helpfulness and expertise.
39. Not any specific.

40. In general, Bank's public outreach efforts on an improving trajectory. Speaker's Bureau needs to be upgraded in terms of quality of service and responsiveness.
41. Non
42. imdiye kadar Dünya bankas tarafından bize gösterilen tavr, kat üzerinde her eyi olumlu gösterip aslında insanların hayatıyla oynayacak sonuçlara destek vermektir.Ksaca özetlersek elemanlarnz kat üzerinde (imdiye kadar izlenen süreçteki tüm yazmalarımızda, istediimiz bilgileri anlamazla gelerek olay sapırlardır) görevlerini yapm hissi uyandırma çabas içindedirler. O nedenle bizim size güvenerek baladmz bu mücadele süreci sizler adna onur krc, adaletsiz ve demokrasi anlayna uymayan bir süreç olmutur. Bundan sonraki aamada daha olumlu, daha adil bir tavr beklemekteyiz. Sayglar..
43. I would say that I'm very grateful for the assistance received. Thank you
44. My request was denied based on the policy that the Bank cannot turn over information provided to it by a third party (even though in this case there was an overriding public interest). It would be useful for the Bank to revisit that part of its policy, which otherwise provides a potential loophole for real abuse and nondisclosure.
45. Not Applicable
46. yes
47. See previous.
48. When I logged a request for information the Bank provided the exact information I needed. What puzzleles me is why was such information not in the website in the first instance because this delays clients from using the information resulting in business losses. Again the most important issue is to have information updates on the website current.
49. information needs to be more systematic & alphabetical as on a general search gives many irrelevant documents as well
50. THE INFORMATION PROVIDED BY WORLD BANK IN VARIOUS SECTORS AND ECONOMIES IS VERY USEFUL. I HAVE LEARN T A LOT BY ACCESSING DIFFERENT INFORMATION PROVIDED BY THE BANK
51. Happy to have access to the research you have done and the documents are written with clarity and not too much jargon.
52. efforts taken by world bank to meet the public information by bank database (indicators) is partly good, however data provided by information requested is mostly unavailble.
53. I did not use that service
54. I think the amount of information available online to the public is great. I have found many helpful documents through the online database. I think the response time to questions is one area that could be improved.
55. Very pleased.
56. Again, [staff] was key for my project search on Guatemalan tourism. Much of the information [staff] provided led me to other documents, away from the World Bank, that shed further light on my field of research. [Staff] is pro-active, professional, and a valuable asset to the World Bank!
57. There are a lot of sites, a lot of sub-files, a lot of clicks to get to understand what you need and what you are asking. Not everybody uses the same jargon. Again, quality of graphics/web flow architecture (re-design) could reduce some of that "click here- then here - then here- " . It really depends on what you want to accomplish and what your audience is. For non-internal researchers, it takes a little while to pick up the "language" the website is explaining itself in.

D. HOW WAS THE INFORMATION USED

Question: The Bank is interested in knowing the impact of the Access to Information Policy. Please share with us how you used the information that you had received. Was the information used in matters concerning development? If so, what areas of development? (Limited to 10 lines)

Answered question 92

Skipped question 105

1. For doctoral dissertation research
2. Economics trend used for market analysis in global healthcare and access to medicines (malaria, NCDs, childhood illness). Affordability to pay for medicines
3. Research on development on binding constraints to growth
4. Mi idea es incorporar un análisis de algunos proyectos desarrollados en América Latina en educación, en función de mi investigación doctoral sobre la difusión de la reforma educacional de Chile en la región.
5. The information helped me to reschedule my stay in Washington, D.C. and to exclude the World Bank from the list of institutions I would visit. I used other archives instead.
6. The data fed into a research report that I produced for my MSc in Development Management and which formed the basis of a briefing and website articles related to a land rights campaign undertaken by [omitted to protect the anonymity of the survey respondent].
7. The primary purpose of the information I got from the World Bank was for my dissertation which definitely has a development component. Broadly speaking, I am studying the role of information communication technologies and telecommunications in economic and human development. In doing so, I am also evaluating whether the state monopoly control of the telecommunications sector is benefiting the country's economic growth goals.
8. The exact information wasn't directly helpful but it opened up new search leads for my purposes in the use of obtaining a masters degree
9. No, I used the information for preparing my classes. [omitted to protect the anonymity of the survey respondent].
10. I use the information of many sources related to energy and mining sector. It's important to get information that summarizes the context of other countries.
11. I used the information for my doctoral research, that is about the interaction between the WB's operations and international law.
12. I am using it in my doctoral research.
13. <http://www.freedominfo.org/2012/06/world-bank-reverses-decision-releases-draft-egyptian-foi-law/>
14. Used for historical research
15. [omitted to protect the anonymity of the survey respondent] papers on Japan and the World Bank for 1952-1966 as Japan being a Borrower. [omitted to protect the anonymity of the survey respondent]. The information provided by the Archives is vital form my research.

16. For homework
17. I used the material for scientific research
18. Economic History of Italian Golden Age
19. The WB didn't have the report I was looking for, so I didn't have an information to use. I was satisfied with the answer, though.
20. [omitted to protect the anonymity of the survey respondent]. [omitted to protect the anonymity of the survey respondent] relates to poverty reduction in rural Bangladesh. For the understanding and measurement of poverty I used the information I extracted from the document of World Bank.
21. I used this on my PhD thesis at [omitted to protect the anonymity of the survey respondent], which I am just about to submit. [omitted to protect the anonymity of the survey respondent] was interested in gathering regionally-disaggregated public expenditure data across a range of sectors. The Bank's data base was one of my most useful sources for this information.
22. The information I received was not complete. [omitted to protect the anonymity of the survey respondent] research on public funding of higher education in the DR Congo
23. Development
24. We are developing affordable housing in the private sector and we wanted to understand the experiences of the World Bank regarding this.
25. Understanding the alignment of the World Bank's budget and financing to the Post crisis directions and the overall World Bank modernization efforts
26. Used for a research project on the impact of the Articles of Agreement on the Bank's historical and present effectiveness
27. There is no much impact.
28. I am not scheduled to have access until July 2013, but the material will be used for a book I am writing
29. I have to experience it
30. the required information to your website was for research purpose. But I did not use it because the data were not updated
31. I work with [omitted to protect the anonymity of the survey respondent] and used very frequently the information of the BIRF in order to coordinate strategies.
32. I am writing about credit and access to credit and the start of the world bank and global credit markets were of importance for the publication.
33. I am interested in studying the relationship between the business climate and economic growth, so were my requests about institutions and governance, in addition to the Doing Business reports issued by the World Bank Group and the International Finance Corporation (IFC), as I am very interested in macroeconomic policies and the impact of reforms on economic development
34. I have used the information for research purposes - mainly about the role of Australia in the Bank
35. preparing papers and lectures
36. The information was used to answer queries from the auditors.
37. I had used the information for my research purpose. I had requested one research article which was sent by the concerned staff which helped in my research work. I think that there are many such material which are not freely downloadable and very costly however it is very significant for research and other purpose.

38. If I'm interested.
39. PhD Thesis on development economic expertise
40. The UN in the Philippines has started a new programme cycle and under the Harmonized Approach to Cash Transfer, [omitted to protect the anonymity of the survey respondent] macro-assessment of the country's Public Financial Management System. Your report was very helpful for our purpose.
41. As a source of information to elaborate an essay for a scholarship.
42. I use the information for my PhD thesis on innovation diffusion.
43. Sustainable Development For use in Climate Change and Economics Projects
44. Mining impacts on international trade, local environment and federal revenues.
45. Information to be used in academic analysis of foreign aid.
46. Information were used for policy formulation wherever received.
47. academic research - PhD thesis
48. Child development
49. I am currently [omitted to protect the anonymity of the survey respondent] research on the admission of Spain to the IMF and the WB in 1958, on behalf of [omitted to protect the anonymity of the survey respondent]. The documents I collected in the World Bank will be cited in my research.
50. I have a plan to share such knowledge with others. But situation did not allow such dissemination to pass on.
51. I did not receive any information from the Bank.
52. for my PhD research
53. I am using that information for my PhD dissertation on public administration reform in the Western Balkans.
54. Cannot remember what information I was requesting
55. My research looks at the impact of international aid on Energy development (particularly the acquisition of renewable energy) in small islands. The information from the world bank helped me to understand the debt implications of using loans/aid funds to purchase capital equipment for the energy sector.
56. Technical assistance in governance issues to countries neighbours to the European Union.
57. I used the information to write books.
58. I used it to build forecast for telco services.
59. Research to understand the needs and requirements of various countries pertaining to mostly infrastructure - roads, highways, power etc. I work for [omitted to protect the anonymity of the survey respondent] spanning 140 countries providing Global Reach with Local Presence. We have over 14,000 staff working in market sectors from transport, energy, buildings, water and the environment to health and education, industry and communications, where we provide a comprehensive range of planning, design, project delivery and business advisory services covering all stages of a project from concept to completion
60. The information accessed was mainly related to accident statistics with particular reference 3rd world countries. The use of information from the World Bank website was used for giving quality input and comments on Draft ISO 39001 on Road Traffic Safety Management. The World Bank checklist on this subject was immensely useful.

61. I was hoping that the information I would receive could be used for my book comparing developments across multiple international organizations across time. I will hardly touch upon the case of the Bank as I do not have sufficient information.
62. The spurious data that was circulating on the WB and other sites was not included in the development of a policy I drafted.
63. Economic development and local development. I've worked for more than 25 years in development sector and mostly in Local Development field. So, I've keen interest in local development, I think local development is the key thrust for national development of Nepal. Development programmes, policies, external and internal support, modalities and development results and people's share in it are mainly focused areas for me to understand.
64. It would have been used in a report to a regional institution. It arrived too late.
65. For personal research To support my profession as [omitted to protect the anonymity of the survey respondent] in Mexico To support my teaching at postgraduate level
66. İnsanların sel ve köprü yollarında can ve mal kaybını önleme adına istediğimiz bilgilerdi. Ancak bankanız tarafından bu bilgiler tarafımıza verilmeyi. O nedenle daha önce de belirttiğimiz gibi bölgemizde bundan sonra oluşacak sellerde büyük ölçüde can ve mal kaybı olacaktır. Tarafınızdan verilen krediler TC devleti tarafından doğru ve yerinde kullanılmadık ve siz de bu harcamalar tam olarak denetlemediğiniz için insanların can ve mal kaybını önlemeyecektir. Aslında çevremizde yayanların ve bizim yaamızız iyileştirecek, geliştirecek kredinizi yanlış ve uygunsuz yerlere kullanıldık için bizler adına hiç yararlı olmamıştır.
67. In my doctoral examination
68. The information received was about a highway financed by the WB and it helped to complete information about an area affected by the project that hasn't still sorted out, considering that the project was designed in the 1960's, the area shows a huge spiritual and material pain. It has helped to see that we should be very careful when we invest money in a project and try to avoid harm to people and the environment.
69. Airline business plan and marketing plan development. The airline is in the process of becoming a reality.
70. Please see my previous comment. I feel there is a need to revisit the ATI Policy that provides an exception to the disclosure of information provided to the Bank by a third-party without the consent of the third party. This provides a potentially major loophole for abuse and non-disclosure.
71. NA
72. Punjab India
73. Political Economy
74. I WISH TO COMPOUND AN ANIMAL FEED BLOCK THAT CONTAINS TANNINS OR ANY OTHER ORGANIC MATERIAL THAT WOULD HELP ELIMINATE INTERNAL PARASITES FROM FARM ANIMALS (RUMINANTS). A PRODUCT THAT WILL EITHER COMPLETELY OR PARTIALLY REPLACE CHEMO-THERAPEUTIC REMEDIES THAT ARE VERY EXPENSIVE AND NOT ALWAYS SAFE TO BE USED AND AVAILABLE IN THIRD WORLD COUNTRIES. INTERNAL PARASITES ALSO CAN AND ARE ON RECORD, THAT THEY BUILD UP A RESISTANCE TO SUCH CHEMO-THERAPEUTIC REMEDIES WITH CARELESS AND INJUDICIOUS USE.
75. I used the article as part of a systematic review about core services in primary care
76. We are [omitted to protect the anonymity of the survey respondent] and use World Bank information especially Project Appraisal Documents to fully understand the projects our clients want us to do in

order to provide them with the best service we can. It is therefore important to us that we obtain these documents from the World Bank in time since the procurement period is limited. In cases where documents are available but old or have been revised or updated but not reflected in the Bank website, this skews the level playing field in that other service providers may request and obtain these documents while others not.

77. mobile technology in education
78. document used internally by myself to compare environmental standards of back date & current standard
79. BASICALLY, [omitted to protect the anonymity of the survey respondent], I HAVE USED THE INFORMATION IN MATTERS CONCERNING DEVELOPMENT ESPECIALLY IN ACCESS TO FINANCE TO THE UNDERBANKED
80. Grant applications for development projects
81. Information was used as background for procurement capacity for an ADB education project in Vietnam
82. Due to the inability to get the info we needed, we have refocused the study, and are looking at the impact of traditional state directed aid (IDA primarily) compared to that of the small grant programs funding of NGOs in SSA
83. It was a review paper of older publications, so it was very useful for literature review for my thesis.
84. for analysis of approaches in dealing with borrower's default
85. all obtained data was used in studying water crisis in Libya (environmental area)
86. We work with information we provide to producers and consumer groups and even members of Congress. It could not assess the effect of this activity.
87. No.
88. Procured photographs for reproduction in books.
89. I use the information received for my PhD research in international law
90. I am writing a book on comparative tourism development in Latin America. The first section concerns the impacts of tourism on development around Machu Picchu and Tikal. The information Guatemalan tourism was very helpful.
91. I am [omitted to protect the anonymity of the survey respondent] and I am [omitted to protect the anonymity of the survey respondent] conference paper for the History of Science meeting in November 2012. My topic is "understanding the ideals of environmental expertise and consulting for development" in the 20th century.
92. I am using the GDS data set for my thesis on local economic governance in Indonesia.