

## **World Bank Access to Information Survey – 2014**

### **Write-in Comments**

As part of the 2014 Access to Information Survey, survey respondents were asked to provide comments to seven 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 **seven 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 the replacement of certain text, as indicated by “[\*\*\*]” to protect the anonymity of survey respondents and World Bank staff.

#### **MAIN ISSUES**

1. Dissatisfaction over the request process
  - a. Impersonal communication
  - b. Lack of regular updates
  - c. Dissatisfaction over the length of response time
2. Technical difficulties with the system
  - a. Technical difficulties with the login process
  - b. Dissatisfaction over the bank web search
3. Dissatisfaction over the AI policy
  - a. Dissatisfaction over not obtaining the requested information
  - b. Lack of awareness about the Access to Information Policy

#### **SECTION A: ADEQUACY OF INFORMATION SYSTEMS**

**Q05. Is there any specific information that was not there but you would have liked to see on the World Bank's Access to Information website?**

1. Yes - Clearer Guidance about which email addresses/links to follow for what kinds of information.
2. No
3. A lot of Kenya data information was missing. I wanted poverty levels per county on an yearly basis for at least 5 years but wasn't lucky to find it. I also needed malaria cases per county level and was still not able to find it. / / Basically would be nice if the website can have latest information and at least continuous data on an yearly if not monthly basis
4. The information I requested for was not there but the World Bank searched for it and availed it to me.

5. Yes the project completion report etc of the second urban development project in the Philippines loan 1647 ph ... Also , I live outside the U. S. , I don't know how to get the documents without going to the states...
6. Procurement Information regarding shortlisted companies which have responded a call with an expression of interest - the are almost unpossible to find. Also, evaluation reports of proposal evaluations are not sharred, not even with the companies that were evaluated.
7. accord de pret
8. Labor conditions more detailed and complete from all countries
9. No.
10. No current data - when I was searching for the top 10 richest and poorest countries. They were only up to 2012 . Monaco for example had no information for the last 3 years. Also, the data is not usually in sync with IMF.
11. complete nutrition data , and cow milk consumption data of every country is not at worldbank website, and i ill make a ilist of such which are not at orldbank ebsite this include intoxication by citizens data
12. Researcher's contact information.
13. No.
14. More specifical implementation of the ISO 15489 standart into the WB
15. Actual number of people unbanked and the percentage of population unbanked (the informaiton available is access to formal financial services) and one had to calculate the unbanked (for Africa)
16. Yes. I was seeking data concerning global household energy. You provided an email & now you have me participating in your survey & I still am not in possession of the information that I sought...
17. Yes, maybe credit indicators segmented in individuals, small business and companies
18. The report that i was looking for was not available hence i had to write an e-mail to enquire its availability.
19. No
20. Don't remember
21. NA
22. No.
23. More details regarding what information may not be granted in an access to information request.
24. Country and sector reviews on South and Southeast Asian countries.
25. Detail financial account of the project implementation I was interested in
26. Used fund of allocated fund for each sector of work
27. n/a
28. A list of de-classified textual records would be helpful to have available online.

29. The site was very difficult to navigate and so it always felt like I wasn't getting back all the potential results.
30. no
31. FDI
32. No
33. Yes
34. no
35. Yes, the documents from 1960s about drafting history of the ICSID convention. I still didn't receive these documents. From the World Bank. After since. I requested them.
36. No such information
37. N/A
38. Investment IRRs.
39. Up to date Procurement Plans
40. Project progress report
41. I did not find some documents of different projects
42. The time frame of the feedback I would get from the supporting team.
43. no
44. more information on the topics covered in the different archival fonds.
45. I would like a guide to the archives that makes it easier to request boxes for study in DC. Its hard to request documents if you don't know what is available!
46. Yes
47. information on scholarship
48. N/A
49. No

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**Q08. Please share your views on the World Bank's information systems, including any specific reasons why you were either satisfied or dissatisfied.**

1. There was no final resolution of my request
2. I mainly used the case management system to contact the Archives services of the World Bank, in order to start a PhD. I was impressed by the precision, the accuracy and the rapidity of the answers. / Also, I navigated through the World Bank website in order to access the WB project database : I could easily understand how to search projects and how to identify them. / I would have, maybe, one suggestion : it would be nice to have an "schematic" access to the information, such as chronological charts explaining the evolution of the World Bank or of WB departments. I was specifically thinking in the evolution of

the Population, Health and Nutrition department : as far as I know, this department changed a lot in few years... Maybe such charts already exist, but I did not find them. / Thank you for having such a complete a nice website !

3. I indicated dissatisfaction (answer #6) with the system as a whole for reasons covered in the following pages. I think your questionnaire may be unclear here, if you are just looking for feedback on the technical interface. To me, "system" implies the whole thing. / / I indicated moderate satisfaction (#7) because the form and interface where responses from you were received were clunky, although eventually clear. There were some redundancies that took a little figuring out, but overall it worked. Still, in this day and age it could be significantly better.
4. The system is very okay and overall i can say i was satisfied compared to other data sites out there. / / My only challenge and wish is if response speed would improve and if world bank would even do much better in gathering most updated data especially in Kenya
5. The request took a long time to satisfy but the team never forgot and they kept on updating me, giving me hope and finally the information was available. I was thankful.
6. I am happy that you made this survey because it shows you do care. However, I really am frustrated because I don't live in the states and the project I am interested in is closed and in the archives... I really need to get the project report before world bank starts another project here in cebu, Philippines... Actually I believe the cebu bus rapid transit loan is approved already ...and I am a victim by my government of the previous project called second urban development project because my land was taken without due compensation and made into a slum... I need to know the facts before they do this again in this bet project of Cebu by pretending there are affected people that needs to be restless or they are expropriating private land... The titles were not checked in the RAP report . / It's two years of research personally and the bank study of the resettlement action plan needs to be redone.. My number is (\*\*\*) ... Please take time to listen even for five minutes... I need the world bank to tell my government to look into my case... They will only listen to you. Thank you , Kathy
7. The system works fine, the information I was seeking was not provided. Holding back procurement information does not increase the transparency of tendering processes and seems to be in conflict with the access to information policy of the bank.
8. some information are difficult to obtain
9. WB is a good example for other international, public agencies
10. The system is not very user friendly. The account setup and login process is a bit too much. When I forgot my password to login, the process to recover is long and takes a couple of days, which can be frustrating.

11. I had to call someone to find out how to request information as it wasn't obvious on the website (this was prior to Aug 16) and then when I finally received an email with the information several weeks later, it wasn't what I was looking for.
12. Is complete but sometimes needs to be updated more frequently.
13. The system was responsive and fairly easy to navigate.
14. Very useful - but you have to be an expert researcher to find what you are looking for.
15. I communicated directly with a World Bank Employee to get the information I needed, and to submit the request. She was very helpful and I got all the information I needed. The request I sent via the system did not give me the information I needed.
16. it need some kind of specific data should be at worldbank website , inform it later
17. its very resourceful and quick
18. Its impersonal. I would rather communicate with an actual person and know the status of the request. It also did not answer my question when the response came - it was very generic. I had to look up an email address to ask for clarity.
19. My account was blocked when I typed in the wrong password too many times and I was told to contact the Help Desk. However I found no information on where and how to contact said HelpDesk.
20. See previous written response
21. I could not simply get all the material i needed for my thesis
22. I searched the sites for relevant data to answer some research questions? I found out the organization did have the data I will be needing but it was not yet publicly available. / / With the case management system I was able to request for the data i needed. There where several correspondence via this system in trying to obtain the data. It did take some time (say 4 months or more) before I was sent to a site to obtain the data. / / The site I was sent to had the data in French. My professor was going to help me convert it to English, However, we could not download the data. / My issues are as follows, long wait to obtain relevant data, inability to obtain data in other languages (for me English) and inability to download data. / / Hopefully my information will be useful. / / Thank you.
23. Never really got an answer to my question. Used other sources.
24. It was very helpful.
25. In my oppinion the case management system is a little bit to formalized. I prefer direct communication with a case manager.
26. I requested access to archival material as part of my PhD work in History. Because of the mere size of the archive, it is very difficult to navigate the database. I was referred to the technical department responsible for the specific cases, but it was difficult to know who precisely to ask for assistance with browsing and digging out the specific relevant files. Archival staff in the reading room were helpful,

but I could only access this room if I had an appointment with a staff at another department - archive staff could not grant me access to the WB building. This was unfortunate, as I had travelled far to get to DC and the reading room, but had booked interview appointments only half the days, precisely because I wanted time in the archive. This then turned out not to be possible. I therefore had to change the scope of the dissertation somewhat, to not be dependent on WB archival material.

27. I was unable to contact a human being and responses for each iteration of a request took months. Had I talked to a human being it might have been possible to eliminate some of those 3 month loops.
28. That response time was quite long considering the size of the IDA
29. Satisfied because clear and easy accessible database
30. It is easy to use.
31. It is quite adequate.
32. I thought that the system was helpful overall. I did think that the inability to directly communicate with archivists was a bit cumbersome. Otherwise, I thought it worked fine.
33. The search mechanism left me feeling like it wasn't returning all the potential results. And the site was presented in such a way that it made it seem as if the archive (historical materials) were not categorized or archived in any clearly identifiable manner. And the interactions I had with those who managed it left me feeling that the WB was not accessible to researchers.
34. it was pretty good overall just took a long time but i was very grateful for the information received thanks
35. n/a
36. Delay between requesting for information and response regarding availability of the information.
37. It is very complicated to use the systems. clear instructions are needed.
38. Bank should put on their web page the various categories by which they have classified their information before navigation to a specific search engine.
39. when i clicked on the link for the information I couldn't get
40. it was easy to create a user name and password. the information was easily available after the creation of the username and password. but without adequate information or a direct contact at the bank, one wouldn't have known about the availability or possibility of creating a username and password to access information. many researchers are not aware of the existence of the Access to Information
41. The is good but I still not received what I have asked for. Almost year has passed and still nothing . Additionally document system doesn't apply to ICSID.
42. Easy access. Quick reply.
43. Very transparent and descriptive

44. As far as the Access to Information portal goes, my dissatisfaction stems from the various technical problems I encountered in both setting up my account and submitting my request. The dual log-in system was frustrating and not user friendly, as I had to click on 2-3 links just to get to the log-in page. While accessing general information from the World Bank's main page is relatively straightforward, it is difficult to find specific information (even the Access to Information page) without extensive digging. I do not like the World Bank's built-in search bar as it never gives me the most intuitive results, so I prefer to use an external search service such as Google.
45. Keyword search made research easier
46. satisfied
47. The website functionality was terrible, making it almost impossible to log in. Information navigation is not intuitive and not well organized. Access to information requests when met are met in a perfunctory manner. General questions regarding the access to information system itself seem to have been ignored.
48. Very good service however I seem to have to go back into the system to see if my questions have been answered rather than being advised via email
49. Even though the World Bank's website is full of relevant information, I have to admit that it is not really user friendly as you can't browse intuitively. A huge effort could be made by your communication team in order to revamp the website for it to be more convenient. For instance other MDBs such as the African Development Bank succeeded in transforming their website from a static tool to a dynamic instrument. On the other hand the access to information system is flowing perfectly and happen to be easy and reliable, perhaps the best among the MDBs
50. Not easy accessible
51. I could not find specific documents of projects in mexico
52. Systematic and completed information system
53. Form was inadequately sized for appeal
54. I was quite satisfied at the beginning by the support of your staff. but then, when i decided to shift the focus of my enquiries I was left out in the cold with no more answers. that was not that kind at all.
55. Its bureaucratic, takes too long, and is impersonal (cases moved from case worker to case worker). Would prefer to email directly with a librarian in a back and forth to help me find the documents I need.
56. I was looking for information but when i clicked on the link provided I couldn't get tehm
57. I derive maximum satisfaction on the World Bank information system because of the high speed of the search engine
58. As far as the Bank's data portals are concerned, the links at the top are useful when looking for general information, which for some is all that is necessary. I have used the search bar on the website in the

past, and I find it to be pretty useless at identifying the documents I am looking for - I have a much easier time using an outside search engine such as Google for site-specific searches. I think my dissatisfaction with the Access to Information system in particular stems from the technical glitches I encountered when using the webpage (which isn't as user-friendly as one might think!), which seems to be buried pretty deep into the WB webpage architecture. It is a multi-step process just to get to the log-in page, which is frankly very annoying and dissuades me from using the system.

59. The response should come faster.

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## **SECTION B: QUALITY OF SERVICE**

**Q14. Please share your views on the quality of the World Bank's service in supporting your information request including any specific reasons why you were either satisfied or dissatisfied.**

1. Key information is just not easily accessible. E.g. the board calendar should be available on the board page, like it used to be. Also, all country partnership strategies should be available in English on the website.
2. I was supplied with the information I requested in a timely manner.
3. The first email address I wrote to was prompt in guiding me to where I should search further... but then I did not receive what I was seeking.
4. I was dissatisfied (1) because of consistent failure to explain the relationship between what I received and what I had originally requested, and (2) because of vague and conflicting explanations of why I did not receive particular files.
5. N/A
6. I was satisfied because the process took a long time as the team was searching for the information but they updated me regularly. Finally I received the information and it was useful to me.
7. I need the project docs but I can't go to the states.. I am not wealthy...the local government is stonewalling me.. How can I get them please?
8. See previous answers...
9. bad
10. A bit slow, and I was not giving a thorough explanation to my questions.
11. I never received the information that I was looking for and the time lag was too long for a journalist (which I am).
12. The info is good. I'm satisfied in general
13. Easy and responsive. No problems.

14. While most information can be found in your portal -- an animated How to Use or Where to Find Info would be useful. The SEARCH box does not always take you to the information if the key words/tags were not used
15. The employee was very quick to respond to my e-mails, and very friendly in her way of writing. But it took a long time before I received an answer to my first application. Only when I e-mailed a query about it did I get the answer (positive).
16. actually the worldbank should include all problems of every country by finding it at ground level, but it did not happen, some thing orld bank should do , which is not in list of worldbank
17. The Archives staff were wonderful.
18. Good quality, i was able to find the information i needed and this is offered in good formats
19. Same reason as before
20. My Case Manager (\*\*\*) was incredibly helpful and prompt in replying to my queries and requests.
21. See previous response
22. I got the report emailed to me and i was satisfied with the service and the speed at which my request was processed.
23. I believe 2 emails were initially sent to me to inform me my case was being processed. Afterwards I had to keep sending emails to get my request processed.
24. poor turnaround time.
25. They immediately replied to my queries and was very helpful.
26. The archivists have always responded in detail and provided important information. I highly appreciate the service.
27. I appreciated very much the great support for my information request. In my case it was somewhat difficult to identify relevant documents in advance, nevertheless I was provided with several well prepared series of documents, so that I could go through them on my own - with great revenues.
28. reasonably good.
29. Poor. I am not faulting the staff who are implementing the policy, as I suspect they are highly over worked. But the guidelines regarding what is accessible are not clear, and the policy that continues to keep many documents private is not appropriate.
30. I was pleased with the key information the response contained. The duration taken was quite long but the quality was sufficient.
31. Efficient system and dedicated staff !!
32. The staff that I interacted with were very patient and helpful in finding the information that I needed. When aspects of my requests were unclear, they took the effort to clarify what I was looking for.

33. I thought that the efforts of the archivist (\*\*\*) assigned to my case were highly satisfactory. She provided me with a help list of relevant records and helped me narrow my request to a manageable level. I hope to work with her or her colleagues again in the future.
34. It wasn't even clear to me if my information request was rejected (or that I could file an appeal)! Instead it took so long to hear back from the WB and then the response was so vague and insufficient it wasn't clear if that was all the information that was there or that I was being denied information.
35. pretty good
36. unexpected
37. It took almost half a year to answer my request of information. Within that time, I did not received any messages informing me that the information is still being gathered and I thought that the question will be left unanswered. Imagine my surprise, when after 4/6 months I received the message, telling me that there has been and update in my inquiry. Sadly, the information gotten at the time was not very different from previous information given and it was no longer needed.
38. satisfied with quality of service. prompt response to request.
39. I was satidfaied because the service directed me to te person I could contact to get the information
40. long process.
41. Very slow response. I applied a year ago and still didn't receive the documents. No coordination any assistance whatsoever between WB institutions. One of requests was denied on the basis that I to apply directly toICSD. Despite I did apply. A few times directly, my emails were never answered by ICSID.
42. Quickness. Competence.
43. Never requested
44. First, the Bank took longer than 20 days to process my request, and I was not notified about the delay until after I had send an inquiry asking for clarification. Second, the Bank denied my request saying that the document I asked for was "deliberative" without giving any more clarity. This particular type of document is only considered deliberative when it is in draft form, but the Bank did not mention this in the response to me, just a summary dismissal. I was quite disappointed that after all this time waiting the Bank did not have the courtesy to be clear and specific about why they rejected my request.
45. Archivist was very helpful and resourceful
46. somewhat satisfied
47. The services are very helpful
48. The system is clear, I can track my request, I was satisfied with the process.
49. Practical progress report of work against the delivered fund
50. Satisfied for availability of data

51. the same I wrote previously.
  52. In general, it takes too long and is adversarial (rather than giving me the impression that I was being helped to access the information).
  53. I was somehow satisfied because when I wrote to the Bank to get an adress I was provided with it.
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**Q15. If your request for information was denied by the World Bank, and you chose not to file an appeal, please tell us why.**

1. too much trouble.
2. I may still file one, but I have been waiting for a reply to my outstanding questions, and my other experiences with the process have been positive, so I assumed I would get an answer.
3. N/A
4. I was not fully aware of possibilities of appeal + I doubt if it would have changed anything + time consuming
5. because i'm sure they won't respond
6. n/a
7. n/a
8. i send reminder regarding my information, there should be an authority ho take action at complaint in world bank
9. was satisfied with the reason given for denying the information
10. N/A
11. N/A
12. N/A
13. na
14. NA
15. n/a
16. Do not consider a good use of my time.
17. I intend to appeal.
18. There were a few files that were denied. However, after consulting with (\*\*\*), I decided that the information in classified document could be inferred or found in other document. If I find that I need more specific information from these documents in the future, I plan on filing a request.
19. take long time
20. N/A
21. N/A
22. The Procedure seems to complicated and take time to finalize the process.

23. n/a
  24. I was redirected to apply to ICSID instead . I was not informed that I can appeal such decision.
  25. Not Applicable
  26. N/A
  27. NA
  28. somewhat satisfied
  29. n/a
  30. I never file an appeal
  31. Wanted to avoid the hassle; there might be other sources available outside WB.
  32. N/A
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**Q16. If you filed an appeal to the Access to Information Committee and it upheld the original decision to deny your request but you did not file a second level appeal, please let us know why you chose not to file a second level appeal to the Access to Information Appeals Board.**

1. I didn't realize there was a second level appeal process
2. NA
3. N/A
4. See previous answer
5. lack of confidence
6. n/a
7. n/a
8. there is no counter in worldbank ho take action at complaints
9. N/A
10. N/A
11. N/A
12. na
13. NA
14. n/a
15. N/A
16. lost reliance
17. N/A
18. N/A
19. n/a
20. Not Applicable

21. I had filed the claim because I believed that the document I wanted had been finalized, which under the Bank policy means that it should have been disclosed. However, the Committee report noted that at the time of my request the document was still in draft form and therefore could not be disclosed, though they did note that in retrospect the Bank should have just told me so in the first place. The Committee sent me a link to the finalized, published report along with their ruling, so there was no need to pursue the case further.
  22. NA
  23. somewhat satisfied
  24. n/a
  25. I never file any appeal
  26. N/A
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## **SECTION C: MEETING YOUR INFORMATION NEEDS**

### **Q19. What could we have done better to meet your information needs?**

1. Public availability of a highly quoted report . This is not a report to not make available, since it is a widely referenced document. / / Brems, S., & Berg, A. (1988). Eating down during pregnancy: nutrition, obstetric and cultural considerations in the third world. UN Advisory Group on Nutrition Discussion Paper. ACC Subcommittee on Nutrition. New York.
2. Better explanation about (1) the documents I received and how they related to my initial request, and (2) better (clear and detailed) explanation about what was not being provided and why.
3. Go a step ahead further and try to atleast get me the data even if it wasnt available on your website. / / Refer me to other relevant sources if it was out of world bank scope
4. Help me get the project completion report internationally...
5. You could have given me the information I was looking for ..
6. give information in good time
7. Faster response and user friendly system.
8. If you could speed things up for journalists, that would help. The process is way too slow for news.
9. An accurate and prompt response
10. A great help with data. I appreciate being able to access WB data and learn about activities in governments all around the world.
11. Do not assume that users are all techies and intellectuals. Note , as a student, we do not know everything.

12. It is difficult to find information about the availability of microdata on your web pages. I had to write to an author who had used the data, to get to know that I had to send an application to get these data.
13. every country has different kind of problems, citizen of such countries who are working at ground level should be included in orldbank
14. Speed up the declassification process so that we do not have wait months sometimes to see the documents found for us.
15. I think that a contact by e-mail with the records management WB specialist would be more useful to fill my information needs
16. Send me directly to a person and not a request website which i found to be impersonal.
17. Provided the information that I requested...
18. If one is sent to another site to obtain data, the organization can try to find out if the data was retrievable and useful to the requesting party
19. respond more quickly to what I thought was a simple question.
20. More communication with staff prior to my research visit: would be very helpful to have appointed an individual advisor able to help navigate and specify the research needs before my visit, and with whom I could make an appointment on a specific date - and who could grant access to the WB building.
21. Have a more open policy regarding information.
22. Shorting the response duration maximum 10 working days
23. The process, although overall satisfactory, is a bit slow.
24. I think that the process was very helpful overall. I think that the request did take a little longer than I would have wanted (I submitted a request in October and was granted access sometime in March). I was updated in the mean time, however, it would help to have a more prompt response to records requests.
25. Direct and personal communication with the archivist/information provider. Allowing an in-person visit to discuss what materials were there. More accessible website.
26. possibly a bit faster but i appreciate some things may take a while to dig out and you may have staff constraints
27. you can charge at least 1 dollar per request. /
28. Timely response
29. Better timing
30. You could have sent me the link to where I can get the information or suggested the world Bank site link.
31. That the link posted on the Bank home page brought me straight to the information (For instance, I was looking for COSTAB software but I couldn't get it)

32. no comment. it was great
  33. Be less beurocratic and more friendly to the researchers.
  34. Never tried
  35. I appreciate that the Committee sent me the report along with their ruling, as it was the document I had requested AND it was publicly disclosed in accordance with the AI policy. On that note the response was good. If the Bank had been more explicit about WHY the document was "deliberative" in this context - i.e. it was still in draft form - then I wouldn't have filed an appeal. The Bank should also have taken the courtesy to notify me that the response was going to take longer than necessary if they are serious about serving the public.
  36. NA
  37. somewhat satisfied
  38. emailed me when the information I requested had been found
  39. Provide me the information in the first place.
  40. Better opportunity of accessibility.
  41. Let people know about the Access to Information program, esp. among the scholars. Use a online campaign.
  42. to suggest which other fonds might be more useful to research upon, depending on the topics.
  43. The online archive is excellent, but accessing historical documents is a pain.
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## **SECTION D: ABOUT YOURSELF**

**Q24. The World Bank is interested in knowing the impact of the Access to Information Policy. Please share how you used the information that you had received. Was the information used in matters concerning development? If so, which areas of development?**

1. Used in evaluating request for legal advice.
2. I am using the information for development- (including policy-) related research on land governance and administration.
3. I didnt get the information. I wanted to do a research paper on agricultutre & poverty in Kenya for presentation at the Isibalo young African Statisticians conference / / I also needed data on malaria to do a data analysis for participation on the IYASC data analysis comeptition
4. I was writing my PhD thesis on livestock trade and the information requested was the tool for analyzing livestock markets. It is a useful tool and I am going to include it in my policy brief to the Ministry in charge of livestock so that it can be adopted for developing livestock markets in the country.
5. I will make the city accountable that they did not implement the agreement with world bank... Please google earth this project... They lied to world bank

6. I did not receive the information I was looking for...
7. public procurment
8. I use the information for research purposes
9. I completed a book on public budgeting in context (2014), which assesses fiscal health and rule of law in selected developed and developing countries. Indices from numerous organizations, including World Bank, were included in the written text and supported tabular displays. Also, I oriented several exercises to send students to World Bank to access the data themselves and use it to learn about budgeting and finance in governments globally. I also use information from World Bank for numerous training initiatives that we engage in here at the University.
10. The materials were used as part of our Disaster Management Final Exams
11. The information was used for research on diets and Climate Change
12. very serious findings i have seen at worldbank website , but no action by worldbank in interest of whole human society, these include work to improve mental health of human being / , to root out intoxication from world, complete nutrition in whole world , and uranium and such others highly radio active element has been found naturally in fertilizers in india, it happen in every country of world , according website of world bank , no data is available in orldbank regarding production/consumption of organic fertizers by any country , due to this large number of people are dying due to cancer and other diseases, world bank should include these matter in their list
13. It is being used for a book on the Paris Club and thus directly impacts development issues.
14. I used the information received to write my bachelor degree thesis in Information Science.
15. literacy,
16. The information was used to write a thought leadership paper. The information used was on unbanked population in Africa, GDP, population, MPESA case study etc
17. PhD research project
18. I am yet to receive any information... However, I am presently a student of International Aid & Development and Sustainable Development. Hence, I am totally interested in all aspects of those combined fields.
19. Foreign Aid
20. I was looking for information on John J McCloy.
21. I needed the report on Piracy in Somalia for my term paper and thesis on the issue.
22. Could not use the datat
23. term paper
24. As a historian, I am interested in the history of development, in particular agriculture.
25. I am using the information for a research project in the field of economic history.

26. I have only used material publicly available, for the purpose of historical research on aid evaluation.
27. Had I received any information, which I did not, I would have used it in academic work on development and the effectiveness of aid.
28. Academic research, still in progress
29. Yes it is on development; integrated rural development to be specific.
30. I used the information in applying for the 2014 JJWBGSP
31. The information is used in my dissertation research.
32. I thought the access to information was very helpful. I am currently writing a dissertation on the industrial development of South Korea during the 1970s. So far, the information from the World Bank provided a critical resource for understanding the various regional and local projects that contributed to the nation's overall industrial and economic development. I found the the World Bank to be among the most accessible archives for information on the subject.
33. it was used for background information for a legal matter
34. steel mill
35. The information was to form part of my research while writing my masters thesis. The delay in receiving the information caused several setbacks due to lack of timely information.
36. The information was used in development new partnerships in different countries.
37. Used in procurement reviews and audit.
38. I didn't get the information
39. the information provided was for my M.A. Degree dissertation.therefore for academic purposes: needed it to run a regression analysis
40. I didn't receive the information yet .
41. Non disclosed
42. We shared the document with partners in a particular country to provide background information and shape their engagement with Bank staff as the Bank prepares its country strategy.
43. Scholarship
44. somewhat satisfied
45. helps us have a fuller understanding the project
46. The information provided me background information for my workshop on how Access to information can improve development outcomes
47. Regarding the panchayet development project of West Bengal,India we got the the all report of cooperation of World Bank and also can differ within practical development project and projected development project which is a full report of financial corruption.

- 48.** The World Bank's information policy is more restrictive than the information policies of most governments and this is unacceptable.
- 49.** Not known.
- 50.** Yes, concerning with development and I used in my daily work such as economics and business development area.
- 51.** academic research