

**Access to Information 2016
Written Comments**

Question 3: Please indicate your affiliation (select the one most relevant to you):

#	Other (please specify)
1	Researcher PHD
2	Emerging Women Social Entrepreneur
3	My grandfather worked for the World Bank around 40 years ago.

Question 6: Which of the following topic(s) relate(s) to the information that you requested? (Please select all that apply).

#	Other (please specify)
1	Dispute Resolution (ICSID)
2	History of reforms in various emerging market economies
3	World fund aid to irrigation project in india
4	World Bank Trust Funds Financial Statements
5	IEG
6	Debt restructuring
7	Tourism data
8	CIADI origins
9	Access to information
10	Enterprise Survey
11	Investment
12	bank's internal organization
13	Books
14	DFI spend by the World bank
15	Leadership
16	procurement
17	Project outcomes
18	Loan Agreement
19	leadership
20	World Bank Projects
21	Infrastructure
22	Chernobyl topic
23	Bank's employment stats
24	History
25	I was interested to see if there was anything relating to my grandfather
26	Project appraisal, monitoring and evaluation; OED/IEG
27	history

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Q7: We are interested in knowing the impact of the World Bank's Access to Information Policy. Please tell us how you used the information obtained from the World Bank.

#	Other (please specify)
1	National forestry programme
2	Background Information
3	Counterparty credit risk.
4	I never received the information I requested.
5	Assessing adequacy of WB Programme Management
6	Never received my requested documents
7	Social Impact Assessment Study
8	I wasn't allowed to get the information I needed
9	procurement
10	I didn't get the information that i need
11	My request was (very disappointingly) never answered.
12	advocacy
13	I did not use it because I was not granted access. I requested the I2D2 dataset which is not authorised for release.
14	BOOK WRITING
15	Personal interest

Q8: In which of the following World Bank search engines did you search for information before submitting your AI request:

#	Other (please specify)
1	Archives
2	Indicators
3	World Bank data
4	Both of the above
5	info request
6	I used both equally
7	none?
8	Book
9	Both of the above
10	None because I knew what I wanted before using the site.
11	World development indicator
12	Both
13	I can't remember

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Q18: If your request for information was denied by the World Bank, and you chose not to file an appeal, please tell us why.

#	Response Text
1	Request not denied
2	N/A
3	My PhD work was on world bank and power sector. So, i wanted to know about the file/document about the minutes of meeting between world bank officials and borrower countries. I had request but could not get document due to some confidential and management policy. So i did not file again.
4	Too much trouble
5	Lack of time
6	I have no answer to my complaints
7	It just said document is unavailable.
8	I never recieved a notice or reaosn
9	Since the information policy was clear enough to give up an appeal.
10	N/A
11	My research team request was denied, clearly for no go reasons given that a multitude of research papers have been published using the data sets we have been requesting (i.e. CPIA from 1991 to 2011). However, these papers using the denied data were published by people with World Bank "special connections" it appears; for instance this paper by Sebastian Galiani, Stephen Knack, Ben Zou, Lixin Colin Xu (2016) The Effect of Aid on Growth: Evidence from a Quasi-Experiment" NBER Working Paper No. 22164 Issued in April 2016 which uses the CPIA data we have been requesting for more than 1 year. So we are very disappointed with these privileges given to some researchers and that the World Bank engagement to support Access to Information is not respected.
12	I thought my appeal would not change the result.
13	Gave up, no time
14	I probably to it to mean the implementing agency in country X had not submitted it - I'm usually looking for procurement plans
15	I was told the information requested was too difficult to gather, since many offices needed to be contacted.
16	Assumed that the document cited in the website actually does not exist.
17	I requested information about the projetct for a hydro power plant in Brazil. This would be used to be presented in a college seminar, but I got the answer for my request after seminar's deadline.
18	Did not want to spend time filing an appeal.
19	Disbelief
20	no
21	-
22	Not applicable
23	Because i will reduce time wastage.
24	N/A
25	I haven't heard/read anything about my request, I don't know what's the status or why they didn't send me the Information. I had to keep on working with other sources and, honestly, I forgot that I made an Information request.
26	I received an email. I could not find what I have requested. or maybe it is not easy to use that page
27	Request overtaken by events
28	Until now I have appealed in all the cases.
29	N/A
30	The denied material was not central to my research. That said, the denial itself seemed fairly nonsensical as the material appeared to be non-controversial.

Q19: Please share your views on the quality of the World Bank's service in supporting your information request.

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#	Response Text
1	It went very smoothly and I never had to actually communicate directly with WB officials in order to obtain what I was looking for.
2	The webpage was not easy to handle, I also did not understand why the communication was all stored on a specific webpage. But your archival staff was really great, well informed and always helpful, in advance looking for files and then when I used the archive (which should be much better known among historians).
3	Good service
4	Quality of service is satisfactory
5	Very slow service. When I was referred to the person in charge it took them a month to reply and it was too late (I needed this information for my thesis research).
6	Good- supplied me with the data that I required
7	Quality in terms of services is very high therefore I can't complain on this one
8	I hope that anyone can access the table of contents before asking the report that the World Bank published.
9	Concerning above issues, I think the Bank should reveal all minutes of meeting. So that citizen of lender and borrower can know the actual process and deliberations meeting. By knowing these, tax payer actually can know the using of funds.
10	It was prompt.
11	Very satisfactory especially for studies lead by the world bank. The transparency is highly appreciated
12	generally good, but time-consuming
13	I have submitted a request and did not receive any response in the last two years. once I requested for information on Bangladesh; I received information about an African country. I emailed back and received no response. this is not a professional way of doing business.
14	Not satisfactory
15	Good
16	good
17	The service itself is effective as it keeps one updated.
18	ok
19	The World Bank does not have information on whether the projects they fund are actually in operation.
20	Well
21	N/A
22	While the response was helpful and my experience at the archives was positive overall, the search capabilities for documents and even topics could be improved.
23	The world's bank service was effective, the problem was that the world bank no longer had the information I was requesting.
24	satisfied
25	There are lots of overlapping zones which needs to workout in the search engine. And data window needs be more simplified or some orientation programme should be there.
26	I got information for a student, it took a while to get the information he needed, but overall he was pleased.
27	I found the service efficient and the colleagues of the WB very helpful

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Q19: Please share your views on the quality of the World Bank's service in supporting your information request. *Continued*

#	Response Text
28	It would be great if we asked about the reports and documents, specific links were given, not the web site
29	It was uneven, sometimes great; other times less so.
30	Bad
31	...
32	Good effort has been made to make all queries addressed. Greatly appreciate the availability of reports both recent and past
33	I am generally satisfied and encouraged with the increasing access to micro-level data
34	For a foreign research persona, could be quite unclear the process that follows a request. Besides, the answer take too much time to arrive, so in some way is very hard to schedule a trip for a research.
35	Very fine. However, the contact mail case system seems a bit difficult.
36	It is very helpful
37	I think that the service is fast and in general you answer correctly what I asked for
38	-
39	It was good
40	N/A
41	I think the WB has to be a little bit more user-friendly title wise with relation to Hydro Power
42	None
43	The service was of very adequate
44	It was an effective response of a very serious process. I decided no to go further for time issues. It sounded it would take a long time.
45	Excellent and please keep it up
46	The bank is extremely cautious in providing information about itself. This may be an institutional characteristic.
47	I was very pleased with the helpfulness of the staff in the archives.
48	I never received all of the data I requested because I was told that the older, more complete data set (that was still listed on the World Bank web site) was no longer available.
49	Extremely limited and cumbersome
50	Great global markets indicator on which countries have the best tax write offs ;)
51	Different WGI factors contains the same questionnaire. For example, different data sources ask about 'red tape' in their questionnaire, but the outcome of one source is allocated for corruption factor, while the other is allocated to calculate rule of law or regulatory quality. It means that one WGI indicator is not fully reflecting available data sources. WGI should weight on questionnaire basis, not data source basis.
52	--
53	Highly professional and impressive.
54	Information and documents must be more user friendly.
55	Rapid answer
56	Generally OK
57	Can't find enough micro data
58	Did not hear back for months.

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Q19: Please share your views on the quality of the World Bank's service in supporting your information request. *Continued*

#	Response Text
59	the quality was good but I can not acces the information because I live in other country an they tell me if I want have access to the information I must go to USA Head office.
60	The request was handled quickly but after further investigation, I found a much easier way to get the data from the website which was not disclosed by the respondent
61	didn't want to create and clarify a detailed response to my questions and rather attempted to redirect me to inconclusively detailed pages
62	Very responsive
63	While it was quite informative some information was not up to date
64	Too complicated!
65	Obtaining information from the web site is hard work putting me off using it
66	Good
67	In terms of the content of the response and communication, the service was good. It just took very long to get a final decision (and the requested materials).
68	very easy to use and most of the time they are able to help
69	I received part of the information requested. For rest of information I did not received, there was not option where to choose; the information just was not available at that moment.
70	.
71	Generally satisfied.
72	The quality of service is good; the online communication tool, once requests have been made, is terrible
73	Neutral, did not have any direct contact
74	have nothing more to add
75	I had to wait for a long time for the information i requested. I understand that there must be a lot of inquiries coming in all the time but if you commit to providing information within 20 days you should be able to keep this promise.
76	Helpful, but a bit slowly.
77	great
78	---
79	Okay.
80	Full of complexities. Not worth believing.
81	x
82	excellent
83	X
84	I got the document I requested within 20 days. My only complaint would be that it was a bit hard to find how to request the information.
85	-
86	Very high quality.
87	detail of GDP for each country
88	Extremely poor. My request never came through nor was it denied. I am still uncertain what happened as I do know they received it and 'were working on it' (it has now been over 1 year since I filed the request).
89	N/A
90	The service was really helpful. However, sometimes the documents provided from World Bank is not the requested document.

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Q19: Please share your views on the quality of the World Bank's service in supporting your information request. *Continued*

#	Response Text
91	Needs to be simplified
92	Everything was clear. No complaints.
93	Bad and slow quality. I waited couple weeks till I received the first response.
94	Does just enough to satisfy its own internal audit for customer care. Did not satisfy me.
95	Not applicable
96	Very kind staff and friendly user resources
97	A reasonable start
98	The response was slow (more than 4 weeks) and consequently, I did not use the document in the report that I generated. However, it was still useful in my understanding of the work. A timeline approximating distribution of material would be helpful and if provided up front (if possible) could reduce the number of requests to the Bank for information that is never used.
99	Many informations are still not completed and scanty. E.g Informaton on health expenditure from 1970's- 2015
100	Poor.
101	Much too slow process. By the time it was approved, I had already gotten the needed information elsewhere
102	I didn't have any update via email or anything, so.. i'll have to check what's the answer to my request.
103	It has been vderly good
104	Weak
105	The information was very relevant to what I was researching on. It was key to finishing my assignment.
106	Can be improved in terms of responsiveness after a request is made. It is a critical service since the World Bank is ubiquitous. There is no one physical stop center in every country where you can go in and get information. This service is it.
107	It took longer than expected and I was not able to use the information for the primary purpose. But they were useful and I was somewhat satisfied by how they address my request.
108	Excellent
109	/
110	I used other websites to find what I've requested
111	Need to make it more responsive and give feedback
112	I will rate it medium to low.
113	I love the world bank and I was able to see something my grandfather wrote when he died in the 1980s. That is amazing and the most important thing to me. If you want honest feedback on the system I used.... Well, the web front-end felt very dated, slow and difficult to navigate. It felt like a system that has not had sufficient funding in a long time.
114	First-rate. The staff in the Archives could not be more helpful, or better motivated.
115	The World Bank, in my opinion, how has one of the best run and most accessible of all the main international organizations.