

World Bank Access to Information Survey – 2015

Write-in Comments

As part of the 2015 Access to Information Survey, survey respondents were asked to provide comments to seventeen questions seeking specific views of the survey respondents on their satisfaction and on the use of information. The full set of comments received to these **questions** is provided below and is divided in four parts. **Section A** sets out the comments to one question regarding the adequacy of the World Bank’s information systems, **Section 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), **Section C** sets out the comments to one question regarding meeting the requesters’ information needs, and **Section 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

- Dissatisfaction over the length of response time.
- Dissatisfaction over not obtaining the requested information.
- The case management system is not user friendly and presents technical problems.
- Dissatisfaction over the Bank website, including accessing the information, organization of the website and search function.
- Other (policy, AIC)

SECTION A: ADEQUACY OF INFORMATION SYSTEMS

Q01. If you used the World Bank’s website (e.g. Projects & Operations; Data; Documents & Reports) to search for information, how satisfied were you with the search engine’s ability to find the information that you were looking for?

1. Unable to find picture archives.
2. Delays and a lot of shirking on all the issues I asked information for. I asked only for basic information and not only it took a long time and repeated requests but was never forthcoming.
3. The information that should have been easily accessible such as key reports were not being publicly disclosed. They only became available when a direct request was submitted. They are still not on the web site. They are being kept from public view.
4. No response despite several attempts
5. I am grateful that the information I needed was sent to me promptly but when I tried to access it, I used a wrong password. Several attempts towards changing the password was futile. I emailed the department but I am yet to get a response.
6. Wonderful.
7. The help of the archivists was quite helpful.
8. It was a little difficult at times.

9. When I entered specifics, I would usually get narrow to no results, while when I only entered 1-2 words, the results were too wide.
10. I couldn't find the document I wanted, even though I knew it existed. I called the main office in DC and emailed the help desk. Nobody was able to give me any useful answers. I finally got a response from a real person months later, which was long after the consulting project I was working on was completed.
11. The answer took too long.
12. I really appreciate digital access. However, the different sites are not always integrated well.
13. The system itself is excellent, sorry to say, the written text of my lecture could not be found.
14. I think finding aids for archival documents should be made available online.
15. I applied for a document (Case No. AI3683) for official use only on 25th Feb. 2015. But till date there's no communication except the acknowledgement of my application.
16. I found it difficult to find the information I needed on the website.
17. I didn't get the exact information i needed.
18. I was looking for archival holdings on a specific topic. I think I was somewhat successful at finding everything available on the website concerning the topic. However, I am not confident that I saw everything that might be relevant.
19. There was a quick load of information and a variety was given as well on the subject which made me satisfied.
20. Although unless you're familiar with world bank terminology, the advanced search function is quite hard to understand. For my purposes, being able to search for ESW has been useful, thereby filtering out all the project files - but that trick would be hard for researchers to figure out who weren't already very familiar with such terminology.
21. Although I had to wait some weeks, I received all the documents.
22. The url provided in the World Bank report for supporting documents was not operative and provided another link that did not have the documents.
23. Sometimes quite complicated/not intuitive to find what you are looking for
24. It would be better if files on the site were somewhat grouped and one had the chance to get an overview of the holdings.

Q02. If you used the World Bank's Data site, how satisfied were you navigating it to find information?

1. Difficulty with understanding topic classifications.
2. At times it was confusing
3. I really had to hunt around and have exact titles, not even key words could pick up the information
4. Same as above.
5. Once you understand how the system works, you can easily customize your query to get the statistics you need.
6. Specifics are hard to find
7. when it comes to the data bank, while the facts are trustworthy, when available, I cannot help but notice that resent data was usually unavailable
8. See above
9. I was looking for oil sector information, and many key indicators were not available, such as oil sector as % of GDP

10. I could understand each phase of the process, if I perceived well what you mean in connection with this question.
11. Navigation is a bit not clear
12. I think I was able to find the information I needed, but I don't remember specifics.
13. What I was looking for - an open data source for world bank's black list - I did not find. I appreciate open data as easy as possible to access, and in file format instead of printouts.
14. You should include more descriptors.
15. The data site was very hard to navigate in looking for a particular document.
16. It can be very time consuming to apply filters
17. NOT EASY TO FIND MY WAY
18. Sometimes quite complicated/not intuitive to find what you are looking for

Q03. Was the Access to Information website easy to find from the World Bank's main page?

1. I really had to hunt around and have exact titles, not even key words could pick up the information
2. I searched 'World Bank archives' through google
3. You have to click around quite a bit before you find it.
4. Not especially, and the process is quite confusing. It would be much easier if it were possible simply to send emails to a contact address.
5. I think so

Q04. How satisfied were you with the information available on the World Bank's Access to Information website?

1. When I finally obtained information it was fine, but key reports such as EIA reports are still being withheld
2. Some PCN and PAD are not published in a timely manner
3. The response to my information request was: ""the World Bank has searched its records and databases but has not identified in its possession the information that you have requested."" So I didn't receive the information I was looking for.
4. I was not very quick to find the place from where I could ask the text of the lecture, but I am an old man not very familiar with IT.
5. Information was rich and helpful.
6. Very good.
7. Some of variables are save with other names.
8. It did not provide information I needed about how to obtain the documents.
9. I did not get the information I was looking for. There was no specific reason for this. The information was only for academic and scientific purposes.
10. Of course I would like to see everything, especially when we are looking for relevant documents that are 30-40 years old, but understand that some information remains sensitive for long periods of time.
11. I was searching for GIS data and the link did not work.

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. Basic project documents that I know exist. I think they are being held by the country office

2. couldn't find maps I asked for
3. It is cool as it is
4. I would have liked to access to informations about assistance before the 2000s, about some historical point of vue.
5. not really
6. i could not find the exact audio record i was looking for, however i was adequately guided and provided with an other, similar one.
7. No
8. I didn't access any information
9. more historical data
10. MIGA ratings
11. I like to have more years to make comparative analysis
12. Same as 1 and 2 above.
13. No
14. No, have accessed all relevant information
15. updated procurement plans
16. Quartely data for financial development indicators
17. Easier access to the World Bank Archives.
18. The data was incomplete
19. All information are there, but it is not easy to understand which holdings are open and which not and especially what one can do if a holding is not open for access
20. No.
21. no comment
22. no
23. yes
24. Correspondence for the Volta River Project in Ghana as distinct from Technical Reports and Contracts or Agreements. The case manager tracked relevant files (not yet digitized and made publicly accessible) and sent me a listing and I will visit the archive in October to consult.
25. World Bank Cities Development Strategy (CDS) Project in Lebanon, 2 Cities Reports as part of the CDS project (Tyre and Jounieh). Dec 2005 - March 2006.
26. No
27. Not to mention the text of my lecture everything was accessible.
28. Yes
29. Project Completion Reports of projects completed during late nineties and around 2006 pertaining to Integrated Watershed Development projects.
30. I was searching for a comprehensive life table for Ghana but i only got life expectancy rom birth from 1960s
31. Yes
32. Not that I can think of
33. Yes, i wanted to access thé nepalese dataset from lsms first but it required à certain payement. This is of course out of your responsibility.
34. Tembong Mercy Miyang (1994 PhD thesis) "The Financing of Secondary Education in Mezam Division, North West Province of Cameroon: An Uneasy Partnership between Family and State?" University of London.

35. No
36. income of FDI
37. Policies on World Bank
38. Data on the previous Quality Assurance Groups Quality at Entry Surveys
39. Somewhat more detailed descriptions of the available holdings
40. Mission reports.
41. More updated data especially for subsaharan Africa
42. director of units of the bank & digitized historical documents
43. Linkages to Local content and examples
44. Yes - specific information on procurement for health and medicinal products using Bank funds, either procured centrally or at the country level.
45. No
46. The information regarding the categorization of information between readily available parts and the parts that you have to send a request for is not very clear.
47. N/A
48. How to access information from specific World Bank reports when one has all of the publication information.
49. Monthly data frequency
50. New business entry density (new registrations per 1,000 people ages 15-64) and New business registered (number) indicators for United States and China
51. Of course I would like to see everything, especially when we are looking for relevant documents that are 30-40 years old, but understand that some information remains sensitive for long periods of time.
52. no, I guess not.
53. It should be easier to find a full list of contracts that a particular firm had for Bank-financed projects, not just limited to those that had Bank review. Also, contested sanctions notices should be publicly available, as well as the firm's response to the allegation.
54. specific data/ratings of the Rule of Law components.
- 55.

Q06. The World Bank's Access to Information case management system allows users to track the status of their requests and communicate with the World Bank. How satisfied were you with the system?

1. It just says request received, one never knows if a request is being handled or not
2. Very slow in providing information Difficult to access information in archives.
3. Same as 1.2 & 5 above.
4. I made a request for simple information and I was impressed with the speed with which the World Bank got back to me with the requested information. Moreover, they were also very courteous in their interaction with me.
5. I have had a very positive experience
6. It is mainly satisfied because the archivists are really helpful and open for questions
7. The system is great. It is a bit difficult to find the link to sign into the system from the Access to Information website, though.
8. See above

9. I was not aware of this option
10. Interface is a little clunky.
11. I could track the process, and the answer came in time or even earlier.
12. It seems to be a very round about way of communicating with the archivist at the World Bank.
13. I checked the status of my requests by contacting my case manager. If there was a different, instantaneous way to track that information I was not aware of it.
14. I did not get an answer when I asked for certain data. Not even a 'sorry we can't help you with that'
15. It took many days to give feedbacks on the outcome of my request.
16. None.
17. It is a little complicated to use this very small place for writing to Emails to the case manager
18. Despite repeated requests, I could not get an adequate explanation of (1) how the documents that were sent to me related to my initial request, and (2) the basis on which certain documents that I requested were being withheld.
19. This is overly complex, and there is no apparent reason why it has to be this way. I'm clear at all why its not possible to communicate directly with the archives staff.
20. Although I was sent the wrong document, the system did not permit interface to explain why it was not the document requested.
21. The system is far from intuitive, and resulted in wasted time on both sides (archivist and researcher).
22. I found it bizarre to create a dedicated log-in just for that site, particularly since it was only for one request! In other organizations you simply send an email and get a response.
23. Extremely satisfied with my case manager and the help provided. Very rapid, friendly, and helpful response!

Q07. How satisfied were you with the user-friendliness of the Access to Information request form when submitting your information request to the World Bank?

1. It is clear, when something happens but otherwise it can be just silence for months
2. it needs too much time to get access to holdings which are not open for public users yet
3. Interface is a little clunky.
4. Though I am not an easy-goer in the field of IT I could understand the requirements of submitting my request.
5. Do not answered my question, the answer was something that every one can see in the web, and my question was more specific.
6. Form was simple and easy to complete
7. None.
8. The box to write in is very small given that requests are likely to be a few paragraphs long. Also, it would also be useful to be able to attach excel files to the requests as that would be an easier format in which to submit required folder names, numbers and dates.
9. It was a bit confusing, and could be streamlined from a user experience design perspective; but it was certainly functional.
10. Your system is not user friendly at all. The responses are hard to retrieve because its not clear from the web page which is the actual message.
11. Unintuitive and clumsy

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

1. Minimal assistance from help desk researching historical information.
2. I do not think this a genuine offering by the World Bank. It is Access to information only in name and very difficult to get any access. I am very disappointed. [***]
3. I think I have, above
4. Satisfied mainly because replies were timely
5. I am somewhat satisfied with the amount of information available. Wheresoever I encountered problems, those had to do mostly with the availability of the data from the reporting countries rather than from the World Bank.
6. The world bank's data system is a user friendly system
7. it takes long for the requests to be confirmed
8. I was dissatisfied because I sent in a request, but was never attended to.
9. I use data for my studies and for my class, and recommend pupils to find information at your page
10. I believe the world bank information system is robust but there is need for the team in charge of password reset to improve on their service. The only reason I am yet to access the information I requested is my inability to reset my password. Additionally, I sent the team a screenshot of the error message I was getting but I am yet to get a response from them.
11. When I browse the WB site, I find it a bit cumbersome to go from the list of 'select' statistics to the list of ALL available statistics. I think it would be useful if it were easier to browse a complete list of statistics.
12. Very happy
13. The system failed to inform me what exact information I needed.
14. This was a wonderful information source.
15. Archives are not readily accessible
16. The data available were not complete. Hence they were less useful
17. I think the system is working well mainly because of the archivists which are doing a great job! On the other hand it was not easy for me to understand the access politics of the World Bank Archives without asking someone via mail
18. Some of statistics especially on Asian countries were absent.
19. It's hard to know how satisfied to be when my request did not turn up any results -- from the outside, it's impossible to tell how hard someone looked.
20. not getting information which is required
21. Although the systems may seem intuitive to someone familiar with the Bank's archiving system, without knowing in advance how items I was looking for were categorized, it was often difficult and time-consuming to search for and request them.
22. I found case managers responsive to requests and detailed in their responses.
23. Quick response and helpful reaction and information from officer in Beirut office.
24. I'm very impressed with the commitment to digitization and ease of access. However, I would appreciate it if there was a clearing house for all the data, documents, and archival materials. The sites are poorly integrated and sometimes difficult to find information across them.
25. At the begining it seemed to be surprising but it is due to my shortcomings in this field.
26. I was super surprised that I was able to request and get a copy of the dataset that I sought. Maybe I had low expectations, but in any event, I thought my request was handled effectively and quickly.

27. It took too long to answer my question. By the time I got the answer the information was useless "
28. I really do think for research integrity that researchers must be able to see what documents exist and choose what to access themselves.
29. I found the whole system very confusing. I am accustomed to being able to access and view a list of material held by an archive/library and then being able to communicate directly by email or phone with the archivist. Although I myself was very slow to reply to a response, this was in part because it took such a long time to get the information I requested that I was unable to plan a research trip when I had wished to do so, and had therefore put this particular research query on one side. I appreciate that there are no doubt many calls on staff time, but I don't see why it is not possible simply to send email inquiries rather than the elaborate 'access for information' system which is confusing to anyone unfamiliar with it!
30. I think it's a great source of information for many purposes. I was dissatisfied because I couldn't find the exact data I needed which is a comprehensive life tables for Ghana
31. I was satisfied with the attention but not with the answer that was given, it doesn't help me
32. For the most part I found everything I needed. Sometimes I had to spend a bit of time clicking on different links to find the one I needed (mostly on the page for the World Bank Archive). However, I feel like it is possible there were useful functions I didn't take advantage of because I did not know they existed.
33. The World Bank's information system is undoubtedly a very rich and widely used source of information that provides significant help to researchers around the world. My experience with the site was generally good as I was able to get at least 70% of information needed. However, I wish that information availability on the site should be broadened to include postgraduate thesis in all fields of study because of the detailed methodology and findings which these theses convey. In fact, they comprise significant primary source of information that has not been modified.
34. I was satisfied because the response was prompt
35. the website should be more clear and simple
36. Overall I was dissatisfied with the new approach to Access to Information as the data I was looking for was available (it mentioned this on the reports that contained the data (World Bank Quality Assurance Groups Quality at Entry Reports) and it mentioned this data was available in the reports I read. The Access to Information process took almost 6 months for the operator to come back to me and tell me that the data was not available. At which point I resorted to the informal channels to try and gain the data and ultimately received it within a month of pursuing this approach.
37. It is a powerful source of information on WB performance, very useful for research academic studies.
38. Navigation is easy. However, logging in for more than two people brings challenges.
39. The World Bank staff was very friendly and helpful.
40. The information offered seems to be very superficial. For the benefit of the Bank's processes, as well as actual or potential suppliers, detailed information would increase the efficiency of processes and effectiveness of funds.
41. The webpage works fine, but the best of all was the great and personal help from your case manager [***]. Without her I might have been lost sometimes.
42. Please see answer to #6 above; the case request in question is AI3064.
43. Easy access and prompt reply for data request
44. Just don't find the site very user friendly at all

45. I think the website can be made a little more interactive. There is a lot of information out there, and surfing through such large quantities is sometimes tedious, as far as present interface is concerned.
46. The irony here is that while you have an extremely difficult to navigate website, your archival staff is absolutely first rate and wonderfully helpful. So this largely mitigates the unnecessary complexity of your communications system.
47. Trying to obtain this document was a very frustrating experience. I was shuttled from one system to another. Despite several inquiries and hours searching the World Bank website, I could not obtain the document (Stallings and Knight,2003) cited in the report "Great Teachers."
48. I found it a bit unwieldy at first but once I got use dot the system it was fine.
49. The archivist went above and beyond for me, and having the oral histories in the website was a big plus for my research. I was highly satisfied with both archivist attention/repsonse and the oral histories. However, contact with the archivist through request/contact forms was confusing at best, due to the system itself.
50. no easy to navigate around
51. Found it all very easy to operate and find out what is available and what is not. Of course I would like to see everything, especially when we are looking for relevant documents that are 30-40 years old, but understand that some information remains sensitive for long periods of time.

SECTION B: QUALITY OF SERVICE

Q09: If the World Bank contacted you after you submitted your request for information, how satisfied were you with the World Bank's efforts to assist you (e.g., to help narrow the scope of your request, or to identify specific documents)?

1. Did not offer any further assistance if that was needed.
2. In fact I would like someone to contact meas there is something very wrong
3. Very courteous and 'personal' response
4. I only needed to request access once, since I could access most of the files without permission, which is really helpful. I have used world bank data plenty of times, on essays and surveys during my studies, since world bank is considered trustworthy.
5. The case manager sent me a list of files relevant to my research interest.
6. I was very satisfy with the archivists' assistance. I do wish that there was more open access to finding aids so that you can come to them with more specific requests.
7. There was no connection after submitting my question and before your answer.
8. I was sent links to files available over the internet and this was helpful. I was also sent a helpful list of other folders that might be relevant to my research -- again I appreciate the effort to assist me. However, I would rather have been able to consult an archive catalogue first hand rather than rely on someone else to identify material that might be relevant for me,.
9. For the most part satisfied. I feel like there was some information I could have gotten sooner that would have made the research process faster and more efficient
10. No further assistance was provided after the feedback of my request was given
11. None.
12. The assistance given was excellent, it was detailed and useful. The staff are clearly very knowledgeable and were always helpful.
13. The contact from the Bank was an attempt to satisfy me with less than sufficient detail.

14. see above, very satisfied!
15. I knew what I wanted; the problems I encountered were more specific -- please see #6 above.
16. Please see my earlier comments praising the archives staff.

Q10. If the World Bank had to take more than 20 business days to respond to your request, how satisfied were you with the World Bank's efforts to keep you informed throughout the process?

1. No effort made to send progress updates or followups
2. It has been more than two months, nothing
3. even 20 days are a lot to get information
4. Since my request for data was rather simple, my wait was a little over 24 hours. Again, I was impressed.
5. I submitted my request on May 8, 2015, and received the results on July 16, 2015. I did not receive any communications in between the two dates.
6. Nobody kept me informed of the process.
7. I receive a response in a couple of days which was very satisfactory and helpful to my research needs.
8. I wasn't always sure why the request took so long. It seems like a complicated process.
9. I got the answer within short
10. It took more than 20 working days to respond to my last request for information -- and then this was just to tell me that I needed to send in more details!
11. None.
12. I think the answers came always faster
13. The updates were nice to receive, but they often failed to answer basic questions of (1) how the documents I received in the interim were related to the ones I requested (the titles were generally not the same), and (2) whether the failure to provide the documents I requested was due to a failure to locate them or a withholding under an exemption in the access to information policy.
14. took too long
15. Because I was working with a deadline
16. Cannot remember how long it took, but it was just right!
17. response always came within a few days.

Q11. If your request for information was denied (in whole or in part), how satisfied were you with the clarity of the World Bank's explanation on why the request was denied?

1. Denied any further assistance in advance.
2. A lot of nonsense called reply.
3. I don't know if it has been denied or not, there is just silence (If it had been denied I could tale it further so to avoid that, my request is just not being dealt with)
4. In general it is not clear to me why requests for information are denied at all--after a time limit everything should be open for historians
5. The outcome of my request was that "the World Bank has searched its records and databases but has not identified in its possession the information that you have requested." The bottom line is clear--but from the outside it's impossible to tell how comprehensive searches for the information were.

6. I was actually not satisfied with World Bank's partner the Lebanese Council for Development and Reconstruction, CDR, fear to deal with researchers when contacted and their not sharing information with the public and VERY poor and uninformative CDR website.
7. You did not deny my request
8. I was not entirely sure why I could only look at 50 of the 100 files from a box or collection. I just assumed it was because of the work load associated with declassifying all of them
9. No explanation was given as to why the data was not available, and clearly from my subsequent attempts to obtain it, it was readily available
10. N/A.
11. See above -- #6 and #10.
12. The decisions on what to withhold to researchers, at least from my perspective as a historian, seem arbitrary and nonsensical. Some of the the information that was denied seems pretty basic and inoffensive.
13. I was given no explanation beyond its not being available.
14. Some reasons appeared legitimate. Others appeared motivated by ether lack of resources or disinterest.

Q12. If your request was denied and you filed a first level appeal to the Access to Information Committee, how satisfied were you with the clarity of the explanation in the Committee's decision? Note: If you did not file an appeal, please select N/A.

1. I didn't feel I should appeal because I thought it would be a waste of time and I don't believe that would give me a fair hearing.
2. i will now file an appeal
3. There was no denial.
4. None.
5. I did not file an appeal as I never received a reply which clarified whether or not the Bank had a document that was being denied, or whether it was simply a failure to locate -- please see correspondence related to request AI3064 for details. Ultimately I got frustrated and had more important things to do, so I let it drop.
6. I was not given an explanation. I was told it was not available.

Q13. If you filed a second level appeal, how satisfied were you with the clarity of the explanation in the Appeals Board's decision? Note: if you did not file a second level appeal, please select N/A.

1. The Appeals Board has yet to render its decision on my appeal.
2. there is sometimes no time for a second level appeal and one has to take the folders which are open
3. There was not second level appeal.
4. None.
5. I was not sent the document I requested. I was sent a document to substitute for the one I had requested (with different authors and a different date)- with no explanation.

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. The so called Access Information service is not a genuine service at all.
2. see previous answers

3. I may have submitted a slightly unusual request but I didn't get the feeling that it had been dealt with that diligently. My grandfather worked for the World Bank and I wanted to find out what information was held on the what he did for WB and the projects he worked on. All I got was confirmation he had worked for the world bank once (though my understanding was he had worked for them several times) and no other information. It might be that the kind of information I was looking for isn't recorded or accessible but the response was very short with no explanation or suggestions on how I might move forward.
4. Ok
5. The World Bank made no effort to inform me of my right to a second level appeal. I was not informed of such a right to appeal by my case manager who declined to inform me of anything upon the decision being rendered. In fact, I was prevented from filing such an appeal as electronically the World Bank website's interface provided me with no such option. Moreover, I could not write to anyone to know more about my filing options. Therefore, I had to take an unorthodox step and write to members of the Appeals Board in order to force the World Bank to make my appeal possible.
6. There were clear communications given to me concerning all my request to the World Bank
7. Very pleased, data was dispatched very quickly and couriered internationally very quickly
8. data gathering smoothly for my classes and my studies
9. I believe the world bank information system is robust but there is need for the team in charge of password reset to improve on their service. The only reason I am yet to access the information I requested is my inability to reset my password. Additionally, I sent the team a screenshot of the error message I was getting but I am yet to get a response from them.
10. I am satisfied because I got a fast, clear, direct response to my query.
11. Satisfied
12. positive experience
13. very good
14. Dissatisfied with the very bureaucratic response sent from the Bank's Archives regarding access to information about staff retiree interviews done more than 20 years ago. Request was denied for reasons still not clear to me.
15. Data incomplete
16. the specific information I was looking for was difficult to find at first, however; once information was obtained I was satisfied
17. Frankly, I located a copy of the essay I request online, before the world bank contacted me. The essay itself was helpful. I also never found the answer to my request, but probably my email is to be blamed for this
18. I'm grateful that the World Bank has made this service available, but so far I've made three requests and none have yielded any information. One request has been pending for more than two years. The second request was denied because the document I sought concerned internal deliberations. And the third request (this one) was denied because no information responsive to my request was found.
19. I am impressed by the thoroughness of my case manager who has not only directed my attention to documents that are publicly accessible, but also sent me a detailed list of relevant material not yet digitized and made publicly available. I am arranging to consult these at the World Bank's reading room.

20. Very good so far. Prompt reply to my email request and providing the reports and data I made a request for.
21. It took too long
22. I was very satisfied with all the assistance from the archivists. They are a great help with managing the system.
23. I cannot specify more detailed respond other than I did it previously.
24. It was very good that all the items I requested on behalf of our researcher were finally fulfilled - even though the publications were not _that_ recent.
25. Dissatisfied due to no response to my request
26. Mostly satisfied, though a bit more explanation would be helpful about limitations on number of files you can access. I feel like I shouldn't always have to ask why I can only look at a certain amount of information for a certain number of days. Could be solved with a more thorough list of archive policies and procedures or something
27. Relatively quick and useful response, but then the responder without consultation slotted me in for a visit in person at a randomly selected date. As I don't live in the US my choice of dates is constrained - when I wrote back explaining this I got no response.
28. There was appreciation from world Bank's (WB) employees about me contacting them for information. That really motivated me that whenever I need information i must not hesitate to contact WB since the employees are friendly.
29. to some extent, the service is better than Chinese data website, but i hope the website is updated like a index system so that we can search easily.
30. The service was horrible at best, it took the operator 6 months to come back to me to tell me they were unable to provide the information then they immediately closed off the request so i could correspond with them no longer.
31. The tracking service was useful.
32. Friendly email, quick response. I had to follow up on my original request a few times, but once the request was entered into the system things went smoothly.
33. The World Bank's service is very good. Whilst it is difficult submitting a request without being able to access a catalogue to view what is available, the staff were very good and providing all necessary information in order to identify relevant material.
34. see above at point 8 - your case manager was great and very competent
35. I was unsatisfied due to the poor quality of the communication which accompanied status updates, documents sent, and possibly denials of my initial request.
36. Good support service
37. na
38. I liked the service, although I felt that the period that world bank takes to respond to requests is too long.
39. As previously noted, the archival staff is first rate and wonderfully helpful.
40. The process demonstrated a lack of transparency in the World Bank's functioning. Information that was essential to a report's validity was not made available to a researcher exploring the evidence.
41. Archivist went above and beyond twice. Once to accompany me on a day when the bank was closed for storms and once to retrieve reference information. Highly satisfied.
42. I am extremely satisfied with the rapid, friendly, helpful response provided.
43. I was satisfied. Archivists suggested files to look at which I had not identified.

44. The case manager was inexperienced, which led to a lot of hits and misses. Also, the fact that researchers like me could not actually see the list of available folders/files, thus helping select the ones to be accessed, is a nonsensical policy and a global first. I have worked in dozens of archives in different countries and i always had the option of seeing he fonds/series contents and file titles! How else is a researcher supposed to get an idea of how the files are structured, thus making his/her requests more targeted and specific!

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. Lack of faith in their fairness
2. N/A
3. Ok
4. N/A
5. I knew I could not ask for reconsideration
6. NA
7. N/a
8. n/a
9. na
10. not applicable
11. See #14 above
12. N/a
13. N/A
14. In response to my request, ""The World Bank has searched its records and databases but has not identified in its possession the information that you have requested."" Since the search didn't yield any information, there was no decision about withholding information to appeal."
15. N/A
16. N/A
17. There was no denial.
18. n/a
19. Since my request had not been denied so did not file an appeal
20. I wasn't able to look at all files in collections relevant to my topic, but I assumed I could request to look at those at a later date.
21. it is waste time and energy, and always can not change the outcome
22. Because the initial request took me 6 months and at that stage i had lost confidence in the WBs Access to Information processes. At this stage i took the matter into my own hands and obtained the necessary data within 1 month from the commencement of my search
23. Because I would not have received the information requested and the guidance on where to find other data was helpful
24. None.
25. I did not know that an appeal was an option.
26. The last communication I received told me that the Bank was unable to locate the documents I had requested; this followed earlier communication which indicated that at least some of them had been located and were being considered for denial of disclosure, so this did not make sense to me. I

requested clarification and did not receive it, so I let the matter drop, as I was frustrated and had plenty of other things to work on.

27. NA
28. na
29. I did not file an appeal because the withheld information seemed pretty trivial, which is why I couldn't understand why the request was denied in the first place.
30. Timing
31. --

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. N/A
2. Ok
3. N/A
4. I did not know it was possible to do so
5. NA
6. N/a
7. na
8. not applicable
9. The initial response was so non-user friendly and bureaucratic and legalistic that I was discouraged.
10. N/a
11. N/A
12. N/A
13. N/A
14. There was no access to the board.
15. n/a
16. Not applicable
17. N/A
18. it is waste time and energy and always can not change the outcome
19. N/A.
20. The option for an Appeal was not something I was made aware of.
21. N.A.
22. NA
23. na
24. The process was too complex and labor intensive.
25. -

SECTION C: MEETING YOUR INFORMATION NEEDS

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

1. Could have offered further help to complete my research.
2. Review and reform your Access to Information Service so it becomes genuine

3. simple honesty and transparency, we are not talking secret stuff or even contentious developments. It is simple awkwardness by certain individuals
4. A bit more of an explanation of what is available.
5. Ok
6. Apply some exceptions to disclosure less stringently. Make the second level appeal actually possible. Inform requesters of their rights during the process. Not adopt such a defensive and an adversarial approach right from the beginning. Allow for more information exchanges with the requester.
7. I would have loved to receive the data in units smaller than country level
8. given me the information on a short period of time rather than a week
9. improve search results on World bank website
10. Possibility to modify request
11. I made a specific request about a study planned in a project appraisal document. It appeared to me that studies and consultant reports were not made available, nor was there any response to that aspect of my request.
12. Nothing
13. If I am given the assistance I need to reset my password, I will be able to access the information already provided.
14. up load new documents promptly such as PCN's PAD's PP's CAS/CPS's
15. All you need is to provide right information at right time. Not just assumptions.
16. to give data on quartely bassis
17. See above
18. More complete data
19. You are already quite good!
20. As I already stated, the blame is to my email settings and not to ypur services, yet I cannot efficiently comment on your services
21. What you could have done better was meeting my information needs, or, getting back to me in a timely manner so that I could complete my work, or at least tell my client that the data was unavailable.
22. While I had no way of knowing at the time, after finding citations in another scholar's work, I discovered that some of the documents that should have been identified under my request were not - and so I was unable to view them.
23. Encourage your partners in developing countries such as Lebanon to share information with the general public and researchers. Encourage to maintain serious, informative websites and not just decorative or praising authorities achievements without genuine detailed reports.
24. More open access (finding aids, etc.) before I take questions to the archivists.
25. To limit your voluntary questionnaire
26. Make the comman information available on the web site specially the ones with NO monetary values
27. disclosure processing times must be improved. It is unreasonable, and burdensome for researchers, to have a 2 to 3 month wait time on information that is listed as 'eligible for disclosure'.
28. May be by furnishing some interim replies and addressing the request at the earliest
29. A less elaborate more straightforward system; speedier responses.

30. The process is unbelievably slow - over six months of waiting!! I've worked in archives around the world and the WB is by far the slowest.
31. Make the process less dependent on asking case managers questions that could be answered by other means--such as a sheet explaining how the declassifying process operates and how this process affects access to information
32. I think the world bank could create contacts and get into partnership with as many universities as possible to access information reserved in the repositories of those institutions. In that way, the World Bank would be more able to assist researchers.
33. None for now
34. update the website, respond more quickly
35. They could have consulted me for more information on where i found the documents which were composed from the data i was after and asked how and where i felt the data could be obtained. Working together like this i believe we would have achieved a much more beneficial outcome and also a greater level of understanding about what position the staff were in to be able to access this information. By doing this if there looked like no options through the access to information channel I could have used the 6 months the request took to pursue more fruitful avenues of inquiry
36. Get the process done quicker
37. The holdings are vast and some sort of catalog would help in deciding which sources merit careful review.
38. To reduce the response time.
39. The website had too much information that is not user friendly
40. Increase specific topics for search option
41. Nothing
42. You could have answered the questions I asked in response to the updates I received. Under request AI3064, please see especially the inquiries I submitted on 28 Mar 2014 and 2 Aug 2014.
43. more data on missing sections.
44. The response time should be reduced to a few working days, no more than a week.
45. Provided the document I requested or an explanation of why I could not obtain it.
46. Told me in advance what I wouldn't have access to before I arrived 9 months after the original request.
47. Remove the need for a dedicated account!
48. Easy Navigation on the website
49. Give an specific reason for not sharing the information
50. Of course I would like to see everything, especially when we are looking for relevant documents that are 30-40 years old, but understand that some information remains sensitive for long periods of time.
51. Archivists were extremely helpful
52. Offer me a structured list of the fonds/series/sub series and files available. Much of my frustration was also caused by some unnecessary rigidity in the bank's rules. One of my requests was for a specific document (a report) that could have been found in any number of files. I asked the case manager to request multiple files, take a peek inside to see if the report was there, and only actually process (review) them if the report was found. I was told that that was not possible and that any file pulled from the archives (which hadn't been reviewed in the past) would have to be reviewed in full, even if the document I was looking for was clearly not contained therein. Needless to say that

meant a very small number of files was eventually reviewed, most of which had nothing to do with my request. The report I was looking for remains unavailable."

SECTION D: ABOUT YOURSELF

Q24. 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.

1. Research was my father's role in the IBRD to be included in his biography which is being written.
2. Ok
3. Academic
4. I knew that incorrect mapping had been used in the project and I was interested to see if this had been corrected
5. The data is for my PhD research
6. I used the information on a long paper that I was writing for school
7. Economics dissertation on Food security levels in Malawi, was able to manipulate household consumption surveys to calculate food security
8. Academic research
9. For my class and studies
10. I have not accessed the information but would be glad if the IT team can assist me reset my password.
11. I am using the statistics and country classifications provided by the World Bank for several research projects.
12. For academic dissertation purposes
13. to track the progress of projects and where we can have an impact
14. Yes. I used it for academic research
15. I used the information in my AP Environmental Science class.
16. In my academic courses at Dartmouth college
17. Could not use it.data needed to be moe complete
18. I'm writing a book dealing with the international debt crisis of the 1980s.
19. academically
20. study purposes for research paper
21. To create a report on the global forage and turf seed market.
22. The information obtained will inform an article and a monograph in progress on the nation-building challenges of the first generation of independent African leaders.
23. Academic
24. I am developing a study about federal conflicts in petrofederations. The information was used to detail some elements about India
25. Dissertation research
26. I did not get information otherwise everything was excellent.
27. Academic research
28. I used a lot of information, but not the information from the documents found through the access to information portal.
29. Not applicable
30. I am using it for scholarly research (history).

31. Academic research
32. I am using information from the World Bank for a historical study of malaria control research and interventions in the late twentieth and twenty-first centuries
33. Businessplan development
34. I used the information obtained from the World Bank to write up my PhD Thesis proposal as a requirement for admission into the PhD programme in Educational Foundations and Administration. Of course my proposal was accepted and I was granted the admission.
35. I have so far only made use of documents available through online search engines. They contain a wealth of historical information - I'm particularly interested in them as a source of data as they complement national statistical publications - particularly for the 1980s and 1990s.
36. For Research purposes.
37. I did used the information that was provided to me.
38. do research
39. Research
40. To analyse and triangulate information for my thesis (master degree).
41. Part of an ongoing research project, hopefully to be published as an academic monograph.
42. NO
43. For academic research.
44. The information will inform my doctorate.
45. I did not use it since I did not receive any information.
46. I will write an academic book
47. My frustration above pertains to a request where I ultimately found what I needed via other channels; I thus did not use the information I obtained from the Bank at all. For a second case, I received a study (from 2002) that allowed me to confirm and elaborate results that I had gotten from interviews; I used this in published work related to environmental governance and land administration.
48. PhD in public health
49. na
50. I used the information for my research, I might also publish some of the information in my opinion in newspapers.
51. My research does not relate directly to bank activities, but I am very interested in how bank employees perceived key events in Africa in the 1960s. In other words, they are providing me with a very useful alternative perspective to conventional governmental archives.
52. I am co-authoring a review of the report and am using the information in the review.
53. The information will be used in an academic monograph
54. For an academic paper and mphil dissertation
55. We requested a photo to be used in a forthcoming publication
56. It was meant to be used for academic purposes
57. We are a team preparing a biography of the Australian Economist Sir John Crawford. This involves looking at information pertaining to his work as Consultant to the World Bank - including to the Bell Mission to India in 1964.
58. I did, in my academic work.
59. yes i did