

World Bank
Access to Information
Survey
2014

This report was prepared by the Access to Information team of the Global Practices Communications Unit, External and Corporate Relations Vice Presidency (ECR) (Hannah George, Frances Allen, Davinia Levy Molner, and Isabel Tepedino).

© 2014 International Bank for Reconstruction and Development / The World Bank
1818 H Street NW
Washington DC 20433
Telephone: 202-473-1000
Internet: www.worldbank.org

This work is a product of the staff of The World Bank with external contributions. The findings, interpretations, and conclusions expressed in this work do not necessarily reflect the views of The World Bank, its Board of Executive Directors, or the governments they represent.

The World Bank does not guarantee the accuracy of the data included in this work. The boundaries, colors, denominations, and other information shown on any map in this work do not imply any judgment on the part of The World Bank concerning the legal status of any territory or the endorsement or acceptance of such boundaries.

Rights and Permissions

The material in this work is subject to copyright. Because The World Bank encourages dissemination of its knowledge, this work may be reproduced, in whole or in part, for noncommercial purposes as long as full attribution to this work is given.

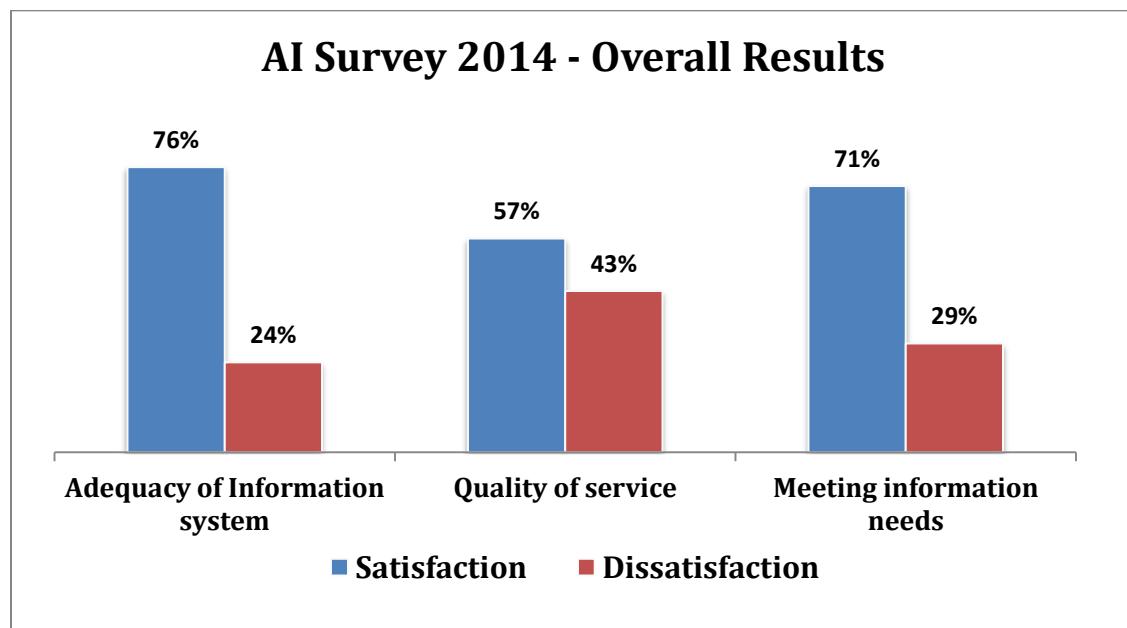
Any queries on rights and licenses, including subsidiary rights, should be addressed to World Bank Publications, The World Bank Group, 1818 H Street NW, Washington, DC 20433, USA; fax: 202-522-2625; e-mail: pubrights@worldbank.org.

World Bank
Access to Information Survey
2014

During the period of September through November 2014, the World Bank (“Bank”) conducted its fourth annual Access to Information Survey (“2014 AI Survey”). The Bank directed the 2014 AI Survey to all members of the public who had electronically submitted an access to information (“AI”) request to the Bank during the period of July 1, 2013, through June 30, 2014. The 2014 AI Survey sought to obtain public feedback that could help the institution assess the public’s satisfaction with the Bank’s AI systems and processes, and identify opportunities to improve. Out of 360 requesters, 100 (28%) responded to the survey.

Similar to the prior surveys, the 2014 AI Survey focused on three specific areas: (i) the adequacy of the Bank’s information systems; (ii) the quality of the Bank’s service in support of the public’s requests for information; and (iii) the ability of the Bank to meet the requesters’ information needs. As highlighted below, the survey results show that the public’s overall satisfaction levels in 2014 were relatively lower than its corresponding values in 2013.

In 2014, 76% of the survey responses (88% in 2013) rated the adequacy of the Bank’s information systems in the satisfactory range. With respect to the Bank’s quality of service, 57% of the survey responses in 2014 (76% in 2013) gave the Bank a rating in the satisfactory range. Lastly, with respect to the Bank’s ability to meet the requesters’ information needs, 71% of the survey responses in 2014 (84% in 2013) rated the Bank in the satisfactory range. Alike the past two AI Surveys, in the “quality of service” category, the 2014 AI Survey gave particular focus to those survey respondents who had their requests denied by the Bank. The chart below provides a summary of the survey respondents’ satisfaction levels in the three areas.



The 2014 Survey also requested survey respondents to provide comments on their satisfaction. The comments can be categorized under each topic as follows:

1. Adequacy of the World Bank's information systems:

- i. accessibility of information in information systems;
- ii. speed of response;
- iii. sufficiency of information available on website;
- iv. ease of searching and navigating through information categories in website;
- v. availability of older/historical material;
- vi. availability of requested information;
- vii. need for translation;
- viii. direct communication with the Bank staff member; and
- ix. accessibility and usability of the AI request form,

2. The World Bank's quality of service in support of the public's requests for information:

- i. general satisfaction/dissatisfaction with the answer provided by the Bank;
- ii. competency and professionalism of Bank staff;
- iii. speed of response;
- iv. availability and accessibility of requested information; and
- v. information available in multiple languages.

3. The World Bank's ability to meet the requesters' information needs:

- i. general satisfaction/dissatisfaction;
- ii. availability of information on Bank's website / Archives files;
- iii. response time / responsiveness;
- iv. consistency between information requested and received;
- v. ability to search and navigate information categories in the Bank's website;
- vi. direct communication with Bank staff members; and
- vii. information available in multiple languages.

Additionally, survey respondents who had their requests denied but chose not to file an appeal were asked the reason why they did not appeal. For those who had their denial upheld by the Access to Information Committee, the 2014 AI Survey also sought to ascertain why some requesters chose not to file a second level appeal. The survey respondents were also asked to provide information about their demographics, the topics related to their information requests, and how they have used the information obtained from the Bank.

The World Bank Access to Information - 2014 Survey Report

ABOUT THE SURVEY

Basic Information

- **Dates of survey:** September 23 – November 3, 2014
- **Sent to:** 360 members of the public who had made an access to information request, between July 1, 2013 and June 30, 2014, through the Bank's AI Request Form
- **Total No. Respondents:** 100 respondents
- **Response Rate:** 28%

Change in Scale

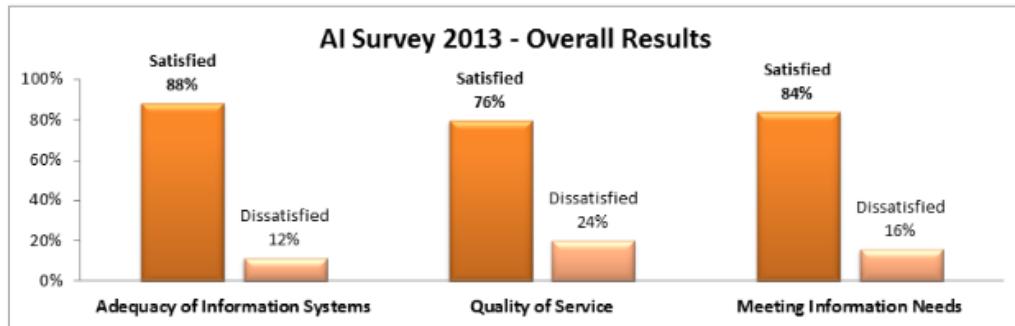
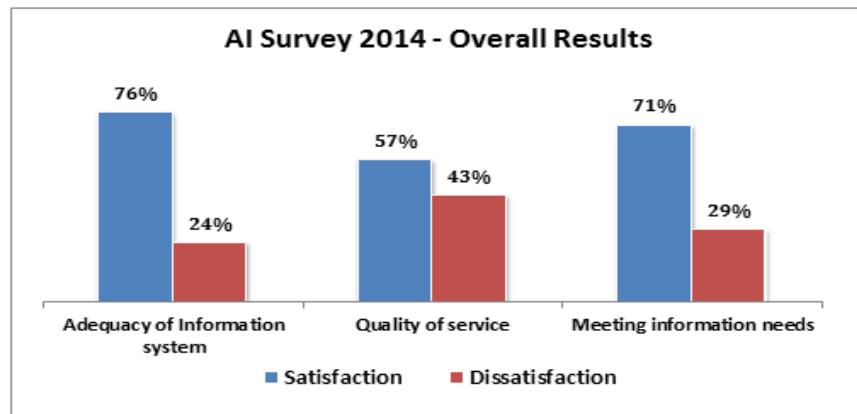
In the past AI Surveys, the questions and data were aggregated into two unevenly distributed categories:

- a) **Total – Satisfied:** comprising **Very Satisfied**, **Satisfied**, and **Somewhat Satisfied** ratings (*3 scale points*)
- b) **Total – Dissatisfied:** comprising **Dissatisfied** and **Very Dissatisfied** ratings (*2 scale points*)

To increase accuracy, the 2014 AI Survey has been aggregated into two evenly distributed categories:

- a) **Total – Satisfied:** comprising **Satisfied** and **Somewhat Satisfied** (*2 scale points*)
- b) **Total – Dissatisfied:** comprising **Somewhat Dissatisfied** and **Dissatisfied** (*2 scale points*)

The change in scale may impact the overall satisfaction results compared to previous results.



Additional Questions

Two questions were added to the survey:

- Was the Access to Information website easy to find from the World Bank's homepage? (*Question 3*)
- On August 16, 2013, the World Bank implemented a new case management system that allows users to track the status of their requests and communicate with the World Bank. Users are directed to create a username and password in order to submit their requests. If you submitted a request for information after August 16, 2013, how satisfied were you with the new system? (*Question 6*)

RESULTS

Survey results have been aggregated into two categories:

- **Total – Satisfied** consisting of responses that indicate **Satisfied** and **Somewhat Satisfied**, and
- **Total – Dissatisfied** consisting of responses that indicate **Somewhat Dissatisfied** and **Dissatisfied**

Percentages may not add up to 100 percent due to rounding. The percentages discount the number of respondents that identified the respective question as “don’t know” or “not applicable.”

SECTION A. ADEQUACY OF THE INFORMATION SYSTEMS

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

(N=95 respondents)

Total – Satisfied: 72.6% **Total – Dissatisfied: 27.4%**

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

(N=87 respondents)

Total – Satisfied: 77.0% **Total – Dissatisfied: 23.0%**

3. Was the Access to Information website easy to find from the World Bank's homepage?

(N=90 respondents)

Yes: 66.7% **No: 33.3%**

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

(N= 96 respondents)

Total – Satisfied: 74.0% **Total – Dissatisfied: 25.6%**

5. 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

Comments were received from 49 respondents. Relevant comments can be generally grouped into the following categories:

Related to Satisfaction: 11 respondents

- Information can be easily found in the Access to Information website – 11 comments.

Related to Dissatisfaction: 30 respondents

- Information and/or links routing to WB data, procurement, projects & documents, Bank history, scholarship, etc. websites – 22 comments;

- Clearer guidance on information pertaining to archives dept., researchers, helpdesk links, and relevant email contacts – 8 comments.

The remainder of the 8 comments did not respond to the issue presented.

6. On August 16, 2013, the World Bank implemented a new case management system that allows users to track the status of their requests and communicate with the World Bank. Users are directed to create a username and password in order to submit their requests. If you submitted a request for information after August 16, 2013, how satisfied were you with the new system?

(N=71 respondents)

Total – Satisfied: **77.5%**

Total – Dissatisfied: **22.5%**

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

(N=84 respondents)

Total – Satisfied: **78.6%**

Total – Dissatisfied: **21.4%**

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

Comments were received from 59 respondents. Relevant comments can be generally grouped into the following categories:

Related to Satisfaction: 25 respondents

- Information systems is transparent, systematic and very helpful (e.g., precise, accurate and adequate information; resourceful; prompt and easy to use) – 25 comments.

Related to Dissatisfaction: 32 respondents

- Slow response time/lack of response – 10 comments;
- Technical problems with the new system or links (associated with the response) – 7 comments;
- Difficulty to search and navigate through categories of information in the Bank's website - 4 comments;
- Lack of availability or accessibility of information/data – 4 comments;
- Non-synchronous or generic information provided – 3 comments;
- Lack of direct communication with staffs – 3 comments;
- Unavailability of information in other languages (including English) – 1 comment.

The remainder of the 2 comments did not respond to the issue presented.

SECTION B. QUALITY OF SERVICE

- 9.** 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 identify specific documents)?

(N=79 respondents)

Total – Satisfied: **74.7%** Total – Dissatisfied: **25.3%**

- 10.** 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?

(N=61 respondents)

Total – Satisfied: **52.3%** Total – Dissatisfied: **47.5%**

- 11.** 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?

(N=32 respondents)

Total – Satisfied: **31.3%** Total – Dissatisfied: **68.7%**

- 12.** If your request was denied and you filed a first level to 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.

(N=10 respondents)

Total – Satisfied: **60.0%** Total – Dissatisfied: **40.0%**

Note: Since the inception of the AI Policy, on July 1, 2010, through July 1, 2014, the Access to Information Committee (AIC) issued in total 33 decisions on appeals. Of which, nine were issued in the 2014 AI Survey period. While the 10 respondents may have in fact filed an appeal to the AIC, and their views are responsive to the question, those appeals may not have all been filed within the period for the 2014 AI Survey. This should be taken into account when considering the overall results related to the appeals to the AIC.

- 13.** 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.

(N=9 respondents)

Total – Satisfied: **66.7%** Total – Dissatisfied: **33.3%**

Note: Since the inception of the AI Policy, on July 1, 2010, through July 1, 2014, the Access to Information Appeals Board (AIAB) issued three decisions on appeals. Only one decision was issued in the period for the 2014 AI Survey, despite this question having had nine respondents. This should be taken into account when considering the overall results related to the appeals to the AIAB.

- 14.** 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.

Comments were received from 53 respondents. Relevant comments can be generally grouped into the following categories:

Related to Satisfaction: 27 respondents

- Competency and professionalism of the Bank staff – 12 comments.
- General satisfaction with the answer provided by the Bank – 10 comments;
- Satisfaction with speed of response – 5 comments;

Related to Dissatisfaction: 19 respondents

- Slow response time/lack of response – 11 comments;
- General dissatisfaction with response – 4 comments;
- Lack of availability or accessibility of information/data (including language issues) – 4 comments.

The remainder of the 7 comments did not respond to the issue presented.

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

Comments were received from 32 respondents. Relevant comments can be generally grouped into the following categories:

Positive: 5 respondents

- Satisfaction with the decision – 3 comments;
- Intend to appeal in future – 2 comments.

Negative: 9 respondents

- General lack of confidence in the system – 4 comments;
- Lack of time/perception that appeal would take too much time – 4 comments;
- Lack of knowledge of the appeals mechanism – 1 comment.

Neutral: 1 respondent

- Request was not technically denied / information belongs to other institutions – 1 comment;

The remainder of the 17 comments (including N/A responses) did not respond to the issue presented.

- 16.** 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.

Comments were received from 26 respondents. Relevant comments can be generally grouped into the following categories:

- Found appeal unnecessary – 2 comments;
- General lack of confidence in the system – 2 comments.
- Lack of knowledge of the second level of appeal mechanism – 1 comment;

The remainder of the 21 comments (including N/A responses) did not respond to the issue presented.

SECTION C. MEETING YOUR INFORMATION NEEDS

- 17.** How satisfied were you with the World Bank's accuracy in giving you the information or documents you had requested?

(N=80 respondents)

Total – Satisfied: **73.7%**

Total – Dissatisfied: **26.3%**

- 18.** Overall, how satisfied were you with your experience in requesting information from the World Bank?

(N=82 respondents)

Total – Satisfied: **68.3%**

Total – Dissatisfied: **31.7%**

- 19.** What could we have done better to meet your information needs?

Comments were received from 43 respondents. Relevant comments can be generally grouped into the following categories:

Related to Satisfaction: 10 respondents

- General satisfaction (e.g., very helpful, documents available) – 8 comments;
- Satisfaction with speed of response – 2 comments;

Related to Dissatisfaction: 29 respondents

- Slow response time / lack of response – 11 comments;
- Lack of availability or accessibility of information/data – 5 comments;
- Difficulty in searching and navigating categories of information in the Bank's website – 5 comments;
- Lack of direct communication with the Bank staff – 4 comments;
- Non-synchronous nature between request and response – 3 comments
- Technical problems with the new system or links (associated with response) – 1 comment.

The remainder of the 4 comments did not directly respond to the issue presented.

SECTION D. ABOUT YOURSELF

20. How familiar are you with the World Bank?

(N=84 respondents)

Very familiar	33.3%	Not very familiar	11.9%
Somewhat familiar	53.6%	Not familiar at all	1.2%

21. Approximately, how many times did you visit the World Bank's website in the period between July 1, 2013 and June 30, 2014?

(N=79 respondents)

(1-10 times):	25	(51-100 times):	7
(11-20 times):	20	More than 100 times:	11
(21-50 times):	16		

22. How many times did you submit a request for information in the period between July 1, 2013 and June 30, 2014?

(N=78 respondents)

Once:	46	Six times:	1
Twice:	16	Seven times:	1
Thrice:	8	Eight times:	0
Four times:	3	Nine times:	0
Five times:	2	Ten times:	1

23. Which of the following topic(s) relate(s) to the information that you requested?

(N=98 respondents*)

Agriculture	20.4%	Climate Change	9.2%
Finance and Markets	18.4%	Water	9.2%
Macroeconomics & Financial Management	18.4%	Health, Nutrition & Population	8.2%
Governance	17.3%	Jobs	8.2%
Poverty	17.3%	Social, Urban, Rural & Resilience	7.1%
Education	14.3%	Fragility, Conflicts & Violence	6.1%
Energy	12.2%	Social Protection & Labor	6.1%
Private and Public Partnership	11.2%	Transport & ICT	4.1%
Environment & Natural Resources	10.2%	Gender	2.0%
Trade & Competitiveness	10.2%	Others [†]	28.6%

* 98 respondents answered this question. Because respondents were allowed to select more than one topic, the data above reflects **234 selections**.

[†] Respondents selecting the “Other” category were asked to write in relevant topics. Write-in topics can be categorized into the following topics: *historic documents; economics and development; Bank internal institutions; financial information; record management; staff or employee information; procurement; statistics and data; monitoring & evaluation; country portfolio; scholarship and online training programs.*

24. 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?

Responses were received from 51 respondents. Relevant responses can be generally grouped into the following categories:

- Education / academic purposes – 15 responses;
- Development (e.g., interest of project-affected party, aid effectiveness, feasibility studies, research for other development projects) – 14 responses;
- Research – 6 responses;
- Jobs/Internship/Scholarship – 2 responses;
- Legal advice – 2 responses.

The remainder of the 12 comments did not directly respond to the questions presented.

25. Which country are you located in?

(N=82 respondents*)			
Europe and Central Asia	29.3%	South Asia	6.1%
United States and Canada	26.8%	Latin America & Caribbean	4.9%
Africa	18.3%	Middle East & North Africa	2.4%
East Asia & Pacific	9.8%	Australia and New Zealand	2.4%

26. Please indicate your affiliation (select the one most relevant to you):

(N=83 respondents)			
Academic/Education	55.4%	Youth Group	2.4%
Business or private enterprise	14.5%	Multilateral development	
NGO/CSO	7.2%	agency	1.2%
Government	6.0%	Legal profession	1.2%
Media	3.6%	<i>Others</i> [†]	4.8%
Other private international Organization	3.6%		

ANNEX

* Of the 82 survey respondents for this question, 33 (40 percent) are located in borrower countries (based on the IBRD/IDA and Blend Countries list; see Operational Policy 3.10, Annex D:

http://siteresources.worldbank.org/OPSMANUAL/Attachments/23612460/OP310_AnnexD_September24_2014.pdf

All survey respondents from AFR, LAC, MNA, and SAR are located in borrower countries. 50 percent of the survey respondents from EAP and 12.5 percent of the respondents from ECA are located in borrower countries. Remaining 50 percent of the respondents from EAP and 87.5 percent of the respondents from ECA are located in non-borrower countries.

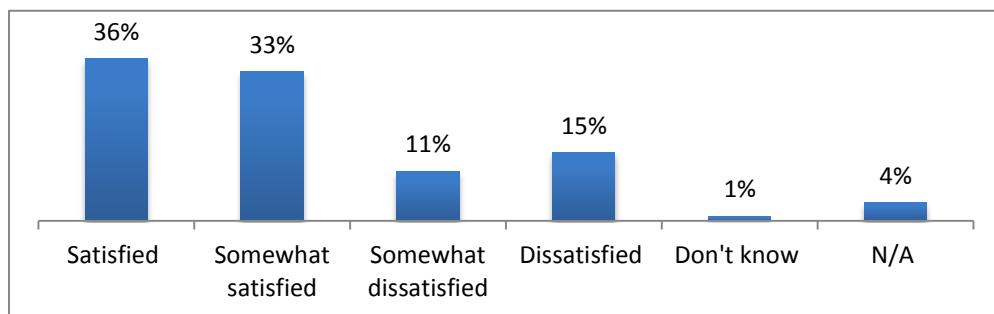
[†] Respondents selecting the “Other” category were asked to write in their affiliation. Write-in affiliations can be categorized into the following affiliations: *Single mother, student, consultant, ILO*.

Survey Sections A-C: Detailed Breakdown of Percentages including Don't Know and N/A indications

SECTION A. ADEQUACY OF THE INFORMATION SYSTEMS

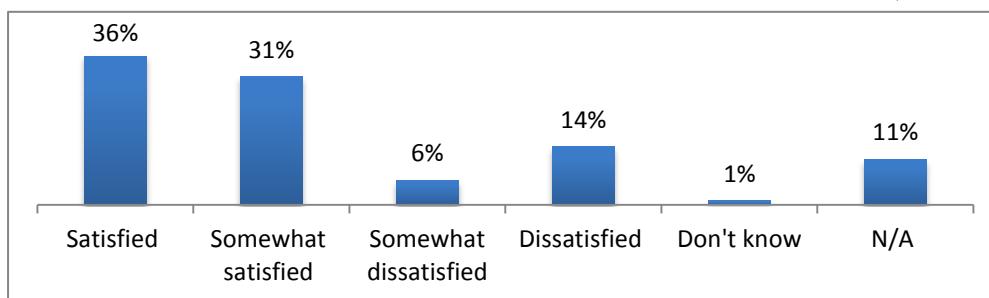
1. If you used the World Bank's website (e.g., homepage; Projects & Operations page; Documents & Reports page) to search for information, how satisfied were you with the search engine's ability to find the information that you were looking for?

(N=100 respondents)



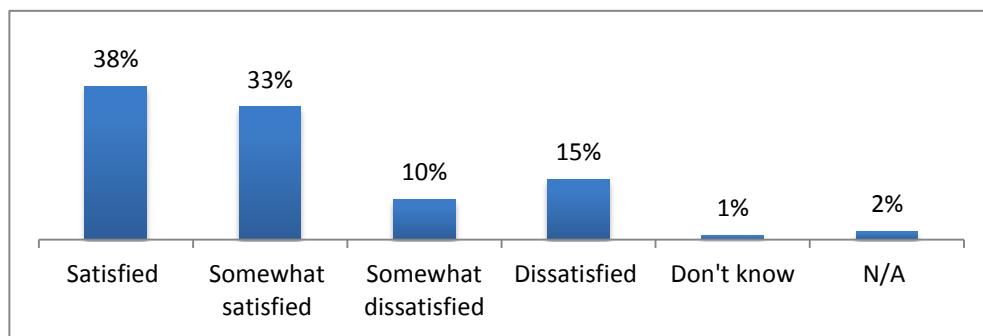
2. If you used the World Bank's Open Data site, how satisfied were you navigating it to find information?

(N=99 respondents)



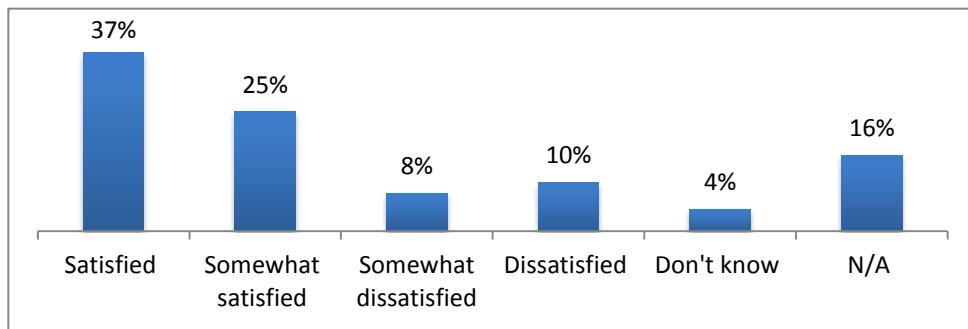
4. How satisfied were you with the information available on the World Bank's Access to Information website?

(N=99 respondents)



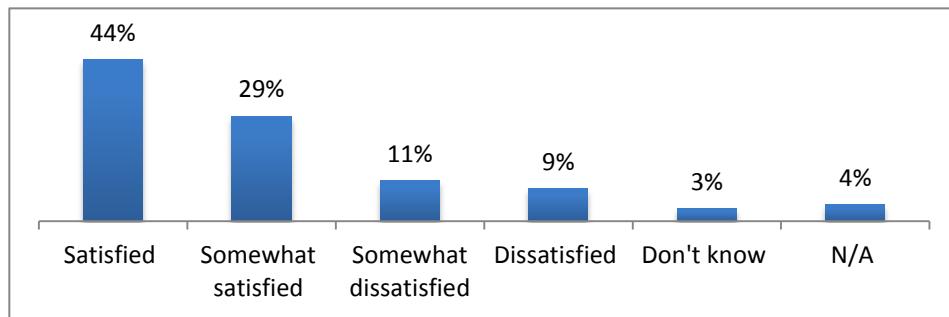
5. On August 16, 2013, the World Bank implemented a new case management system that allows users to track the status of their requests and communicate with the World Bank. Users are directed to create a username and password in order to submit their requests. If you submitted a request for information after August 16, 2013, how satisfied were you with the new system?

(N=89 respondents)



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

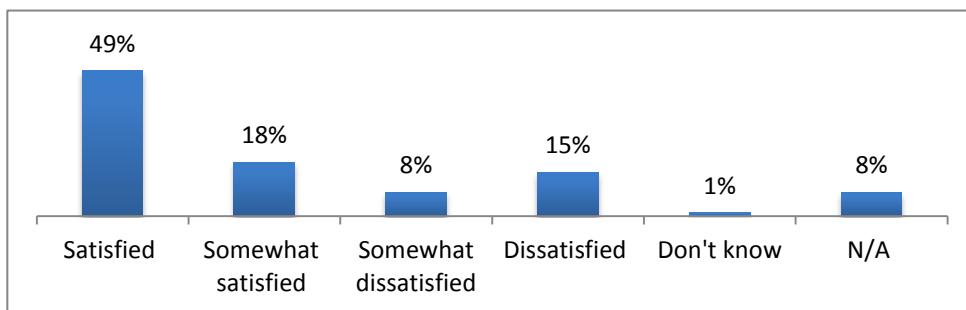
(N=84 respondents)



SECTION B. QUALITY OF SERVICE

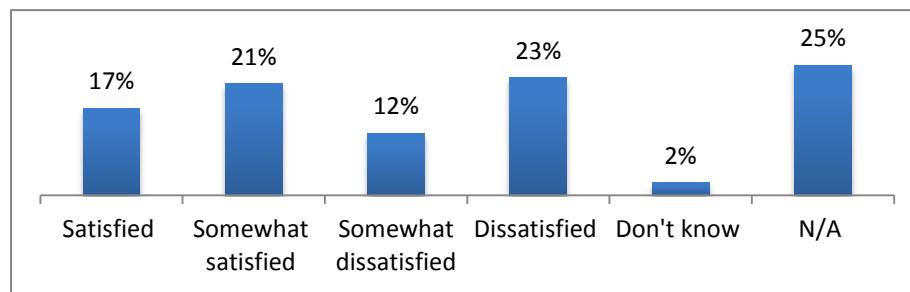
9. If the World Bank contacted you after you submitted your request for information, how satisfied were you with the World Bank's efforts to assist you (e.g., to help narrow the scope of your request or identify specific documents)?

(N=87 respondents)



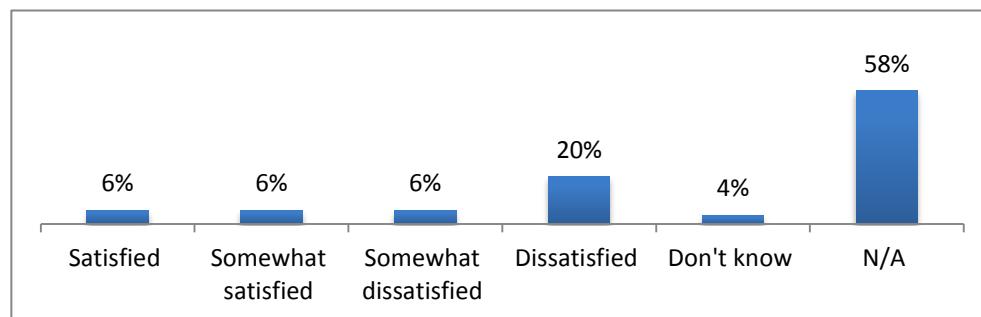
- 10.** If the World Bank had to take more than 20 business days to respond to your request, how satisfied were you with the World Bank's efforts to keep you informed throughout the process?

(N=84 respondents)



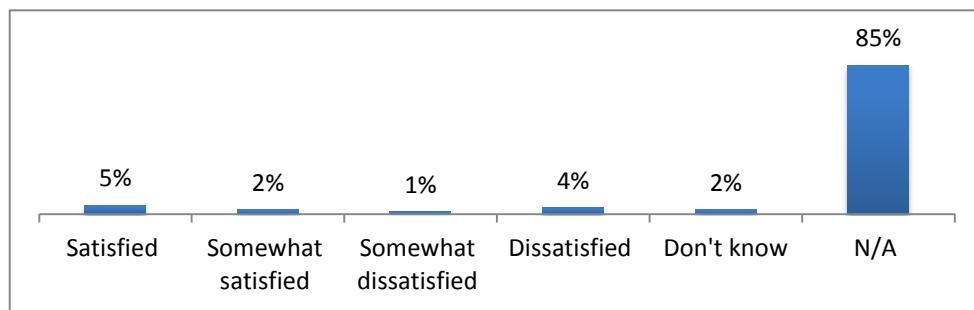
- 11.** If your request for information was denied (in whole or in part), how satisfied were you with the clarity of the World Bank's explanation on why the request was denied?

(N=83 respondents)



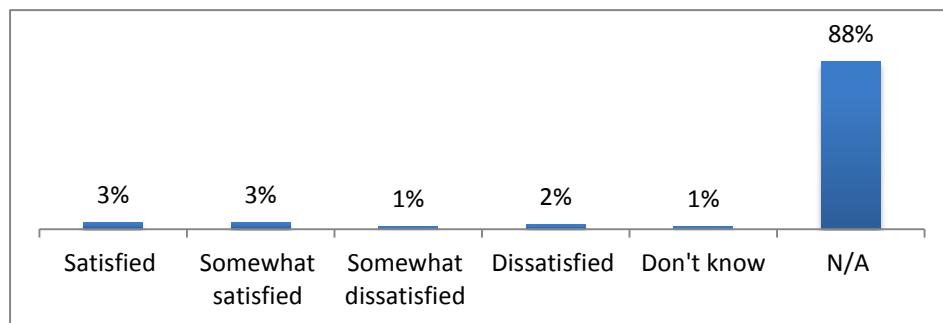
- 12.** If your request was denied and you filed a first level to appeal to the Access to Information Committee, how satisfied were you with the clarity of the explanation in the Committee's decision? Note: If you did not file an appeal, please select N/A.

(N=82 respondents)



13. 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.

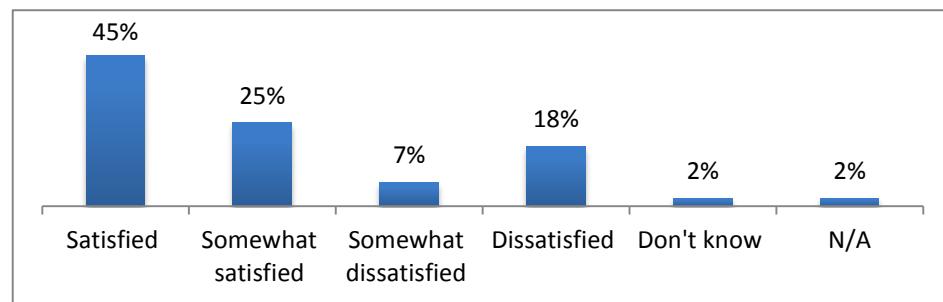
(N=86 respondents)



SECTION C. MEETING YOUR INFORMATION NEEDS

17. How satisfied were you with the World Bank's accuracy in giving you the information or documents you had requested?

(N=84 respondents)



18. Overall, how satisfied were you with your experience in requesting information from the World Bank?

(N=84 respondents)

