

# World Bank - Civil Society Global Policy Forum

## EVALUATION SURVEY REPORT

In the follow-up to the Civil Society Global Policy Form, which took place in Washington, DC, on April 20-22, 2005, the Bank's Civil Society Team sent out an on-line survey to collect reflections and evaluations from the participants. Invitations to fill out the survey were sent out to all 120 Forum external participants.

The questionnaire included sections on evaluating meeting logistics, quality of sessions, overall usefulness of the event, and satisfaction with the meeting outcomes. Respondents had the choice of evaluating the meetings on the scale of 1 (*poor*) – 5 (*excellent*), and express their opinions by agreeing or disagreeing with statements about the Forum on the scale of 1 (*disagree strongly*) – 5 (*strongly agree*).

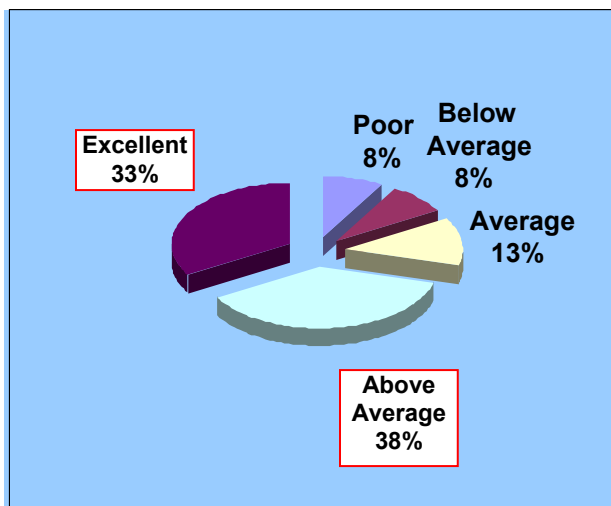
In the final section of the survey, respondents were provided with space to submit comments, their overall assessment, and suggestions for future interaction between the Bank and civil society. The survey was opened for a period of one month, and a reminder was sent to the 120 potential respondents before it was closed.

Thirty-six Forum participants from 24 different countries filled out the survey. The results therefore reflect opinions of 30% of the external participants. If you wish to view detailed results of the survey, please contact Karolina Ordon at [kordon@worldbank.org](mailto:kordon@worldbank.org).

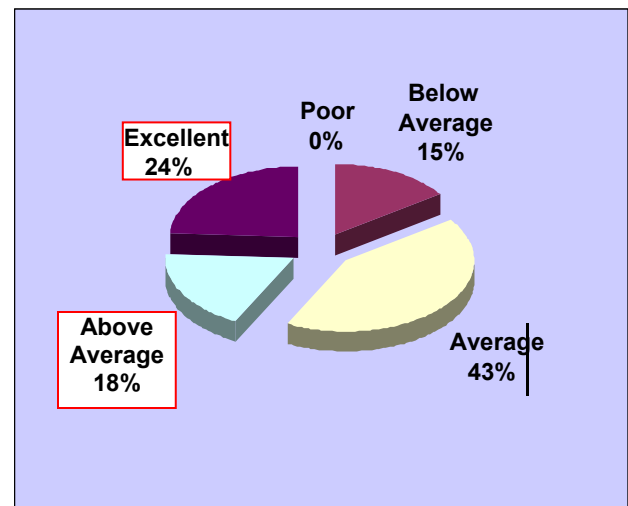
### **Below is a summary of the main results:**

#### **1. Meeting Logistics – Evaluation:**

**Reserving and ticketing airfare:**  
71% Excellent & Above Average



**Registration and meeting materials:**  
42% Excellent & Above Average



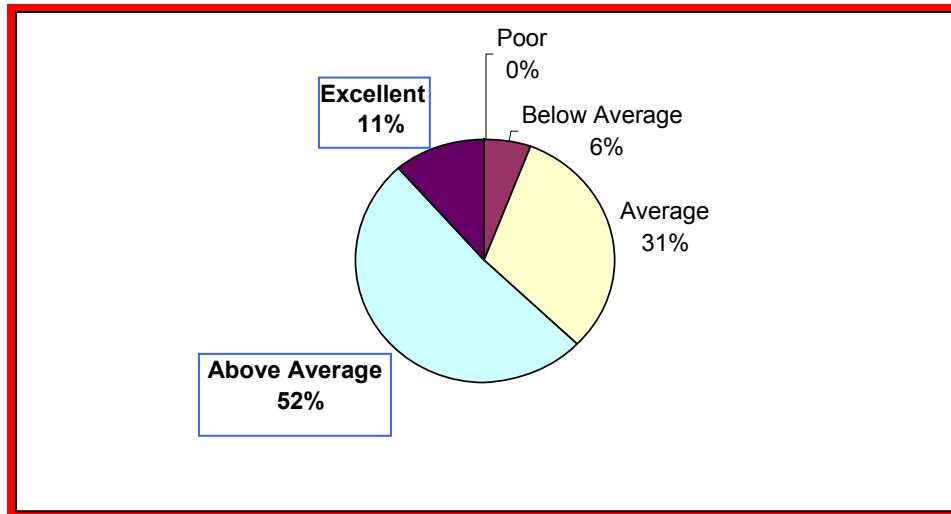
## 2. Quality of Sessions

### Evaluation of Individual Sessions:

<b>Usefulness of Main Sessions</b>							
	<b>Poor</b>	<b>Below Average</b>	<b>Average</b>	<b>Above Average</b>	<b>Excellent</b>	<b>n/a</b>	<b>Response Average</b>
Opening Plenary Session (Wednesday)	0% (0)	9% (3)	26% (9)	<b>43% (15)</b>	17% (6)	6% (2)	<b>3.73</b>
PRSP Plenary Session (Thursday)	0% (0)	0% (0)	31% (11)	<b>46% (16)</b>	20% (7)	3% (1)	<b>3.88</b>
PRSP Breakout Sessions (Thursday MORNING)	3% (1)	0% (0)	34% (12)	<b>40% (14)</b>	20% (7)	3% (1)	<b>3.76</b>
PRSP Breakout Sessions (Thursday AFTERNOON)	3% (1)	0% (0)	37% (13)	<b>43% (15)</b>	17% (6)	0% (0)	<b>3.71</b>
Regional / Network Dinners (Thursday)	0% (0)	6% (2)	17% (6)	<b>40% (14)</b>	26% (9)	11% (4)	<b>3.97</b>
Bank - CS Relations Plenary (Friday)	0% (0)	0% (0)	29% (10)	<b>49% (17)</b>	6% (2)	17% (6)	<b>3.72</b>
Bank - CS Relations Breakouts (Friday)	0% (0)	9% (3)	24% (8)	<b>41% (14)</b>	9% (3)	18% (6)	<b>3.61</b>
Lunch Discussion with Bank President (Friday)	3% (1)	0% (0)	6% (2)	26% (9)	<b>51% (18)</b>	14% (5)	<b>4.43</b>
Specific Topics Sessions (Friday)	3% (1)	3% (1)	30% (10)	<b>33% (11)</b>	12% (4)	18% (6)	<b>3.59</b>
<b>Total Respondents</b>							<b>35</b>
(skipped this question)							1

**Overall organization of the conference was evaluated:**

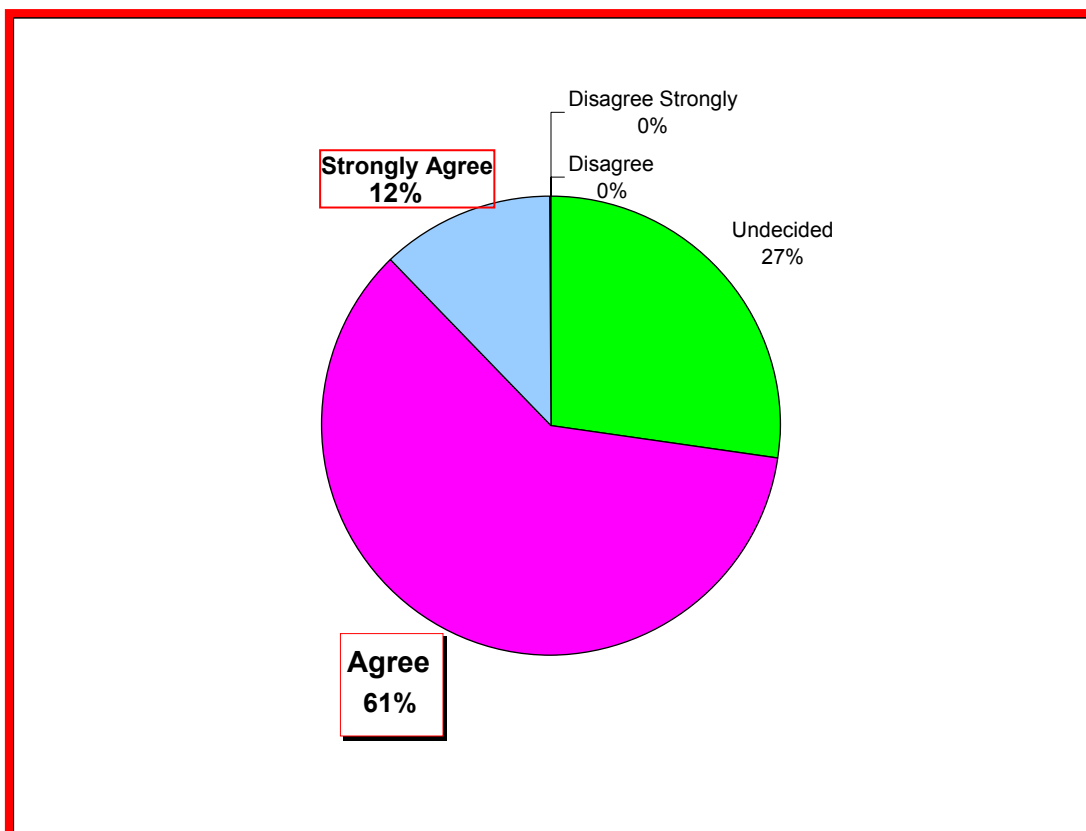
63% Excellent & Above Average



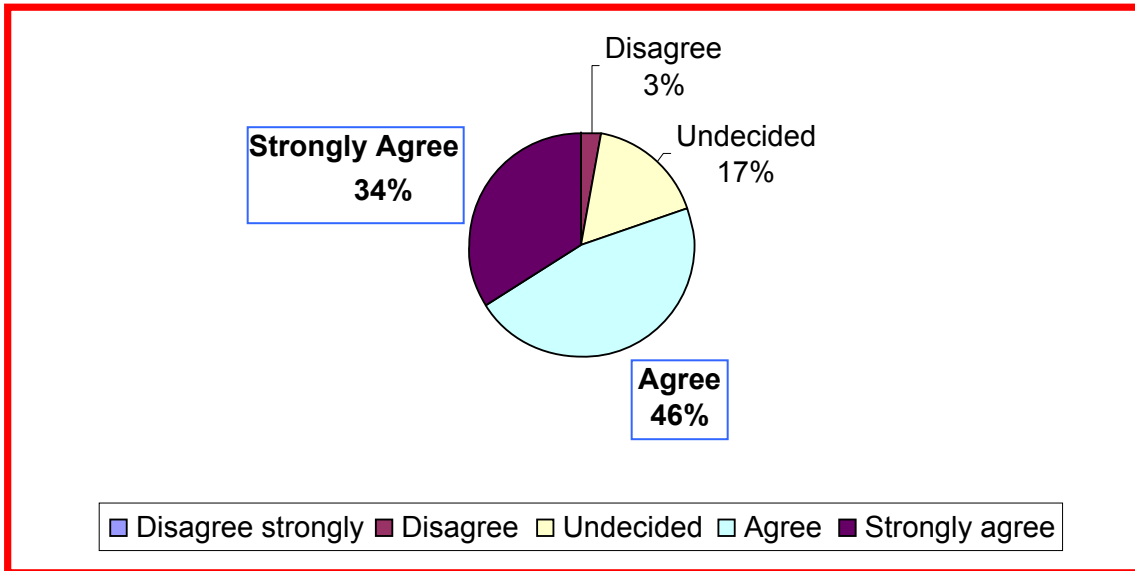
**3. Meeting Outcomes**

**The Forum provided a useful opportunity for me to network with other stakeholders.**

73% Strongly Agree & Agree



**Attending the Forum was relevant to my work.**  
80% Strongly Agree & Agree



## 4. Overall Assessment

### What did you find the MOST EFFECTIVE about the Forum?

*Examples of responses given:*

*It's good to be able to talk face to face to WB and IMF staff to expose to them the concerns of Civil Society and Trade Unions Organizations, particularly as regards PRSPs. The participation of government representatives was also a good thing, though they were not many.*

*Workshops allowed us to exchange experiences and try to find solutions to improve Civil Society participation in PRSP processes in the future.*

*The Forum allowed me to meet new potential partners, both from other CSOs and from the Bank.*

*The Forum is a step forward in the relations between the Civil society and the World Bank. The mutual cooperation in the process of planning and implementation of the poverty reduction strategies on the global level is essential in a direction of achieving real results.*

*The two papers presented i.e. "Options and Issues.." and the "JFC paper" were good background information giving the Forum direction.*

*The most effective was the openness of participants, the World Bank officials and CSOs on what they stand for.*

*The opportunity to engage with the Bank in a constructive manner yet maintaining our independent views and positions.*

### What did you find the LEAST EFFECTIVE about the Forum?

*Documents were not always available in French. Interpretation was not always possible given that the participants were divided into many groups and there were not enough interpreters or interpretation materials. This constituted a handicap for French-speaking people whose English was not good enough to thoroughly express their ideas/opinions.*

*I don't think the Bank carefully listened to the views expressed by the CSOs. But it seems to me that CSOs were not ready to listen to the Bank either.*

*There was no organization of the breakout sessions; participants had not been asked to produce presentations or key points. Discussants were often approached with very short notice. Subsequently, the breakout sessions had no direction or structure, and were not able to reach conclusions. A three-hour session with not structuring is bound to be unproductive.*

*Too many presentations about the Bank.*

*Lack of preparation prior the Forum and selection of participants.*

*The fact that no civil society presenters were identified prior to the forum to contribute through concrete analysis in the break our sessions. This made the break out sessions weak and not as much was got out of this. It made civil society seem disorganized in views.*

### **What suggestions do you have to make such an event MORE EFFECTIVE in the future?**

*The terms of reference for each workshop should be better clarified, participants should be gathered by sector/geographical groups so as to discuss common issues of interest.*

*Per diems should be calculated better.*

*Make the break-out sessions more focused, with clear agendas, and carefully selected, informed presenters and discussants. It was also very frustrating to have nothing organized for the first preparatory day, many people flew in specially to be there for Wednesday and were disappointed that the entire day was preparatory.*

*You need a minimum of three days.*

*Have real debate, differentiate between CSOs that are contractors and those that have a development agenda (some groups were there to drum up business), have more Bank staff from the Regions, demonstrate what the Bank really means by support for openness and participation rather than platitudes.*

### **How should the Bank continue to engage civil society at the global level? Through policy conferences, advisory group, or other approach?**

*The conference needs to be 'regionalized.' It was too large to have any fruitful outcome. There needs to be a lot more ground-work on the part of participants.*

*Policy conference will be the most appropriate. It will be good to hold them in different parts of the world, Asia and Europe since we have had one in America.*

*Policy conferences, more consultation at the regional, national and local levels. Involvement of CSOs in the monitoring and evaluation of disbursement of funds, implementation of projects etc.*