

FY 2021 Country Opinion Survey Report
for Member Countries of the Organisation of Eastern Caribbean States

THE WORLD BANK GROUP

Public Opinion Research Group



January 2022



Acknowledgements

The OECS Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Caribbean Countries CMU and the local fielding agency Market Research Services Limited (MRS�). In particular, SI is grateful for the support from Denis Boskovski (Senior Country Officer) and Karlene Collette Francis (Senior Operations Officer), who coordinated the survey related activities from Kingston, Jamaica.





Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. Overall Context	9
V. Overall Attitudes Toward the World Bank Group	15
VI. World Bank Group’s Support in Development Areas.....	19
VII. World Bank Group’s Work and Engagement on the Ground	22
VIII. World Bank Group’s Knowledge and Instruments	28
IX. The Future Role of the WBG in XXXX.....	32
X. Communication and Outreach	35
XI. Appendices.....	39



I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in four OECS states – Dominica, Grenada, St. Lucia, and St. Vincent and the Grenadines – perceive the WBG.

Specifically, the survey aims to obtain systematic feedback from stakeholders in these countries regarding:

- *The general environment in XXXX¹;*
- *Overall attitudes toward the WBG in XXXX;*
- *Overall impressions of the WBG's effectiveness and results, knowledge work, and communication and information sharing in XXXX;*
- *Their impressions of the WBG's support in development areas;*
- *Perceptions of the future role of the WBG in XXXX.*

II. Methodology

From February to May 2021, 576 stakeholders of the WBG in four OECS countries were invited to provide their opinions on the WBG's work in their respective countries by participating in a Country Opinion Survey. In each country, participants were drawn from the Office of the President, Prime Minister/Minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; project management units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 166² stakeholders participated in the survey (29% response rate). Respondents received the questionnaire via a courier or via email and returned it accordingly, or they completed the questionnaire online.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

¹ XXXX refers to one of the four countries (Dominica, Grenada, St. Lucia, St. Vincent and the Grenadines) in which respondents were located when responding to the questionnaire.

² Among the 166 respondents, Dominica N=51; Grenada N=59; Saint Lucia N=48; Saint Vincent and the Grenadines N=8



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 55%, N=231). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 97).

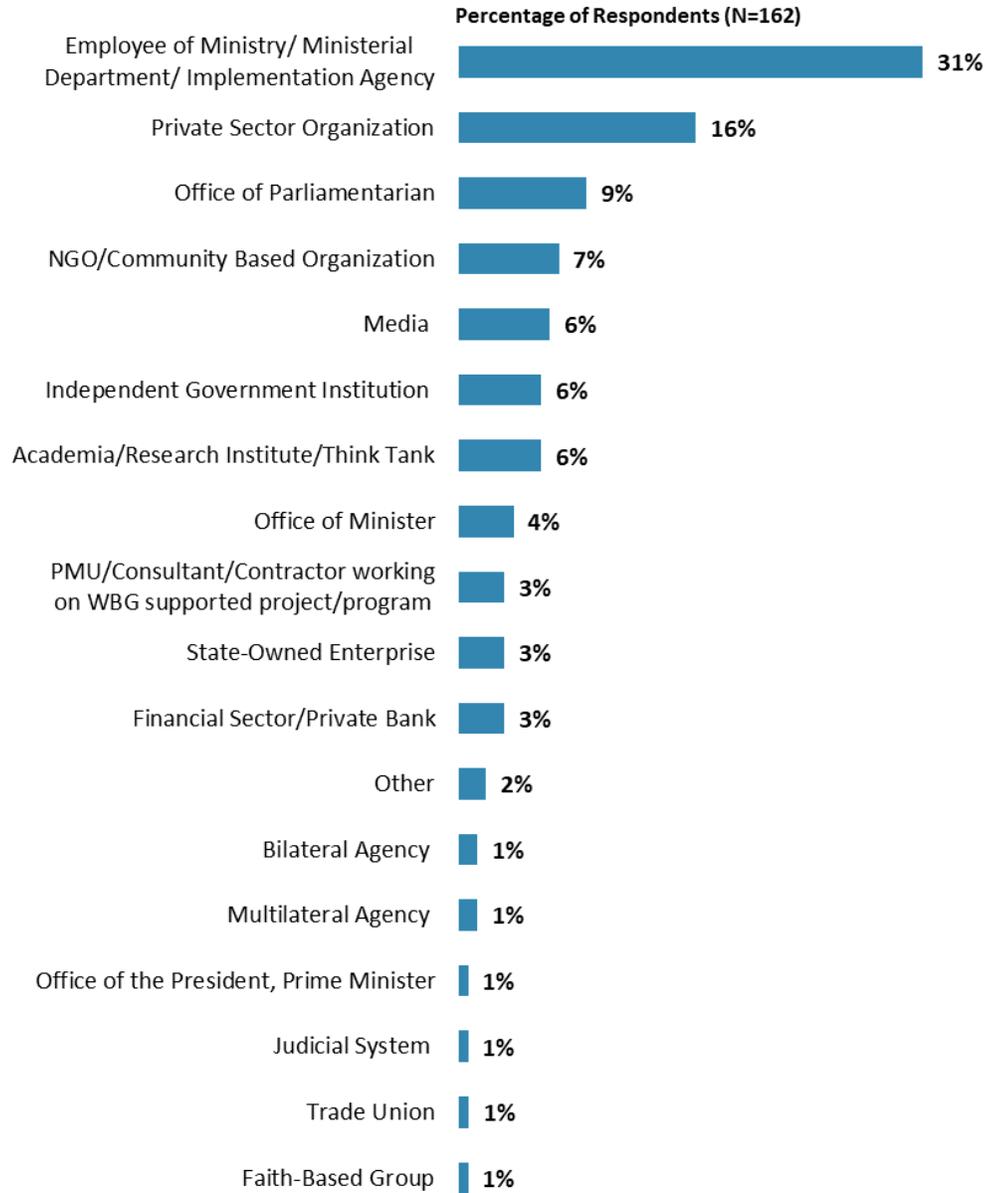
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to appendices A and C for data on all survey questions. Appendices B, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.³



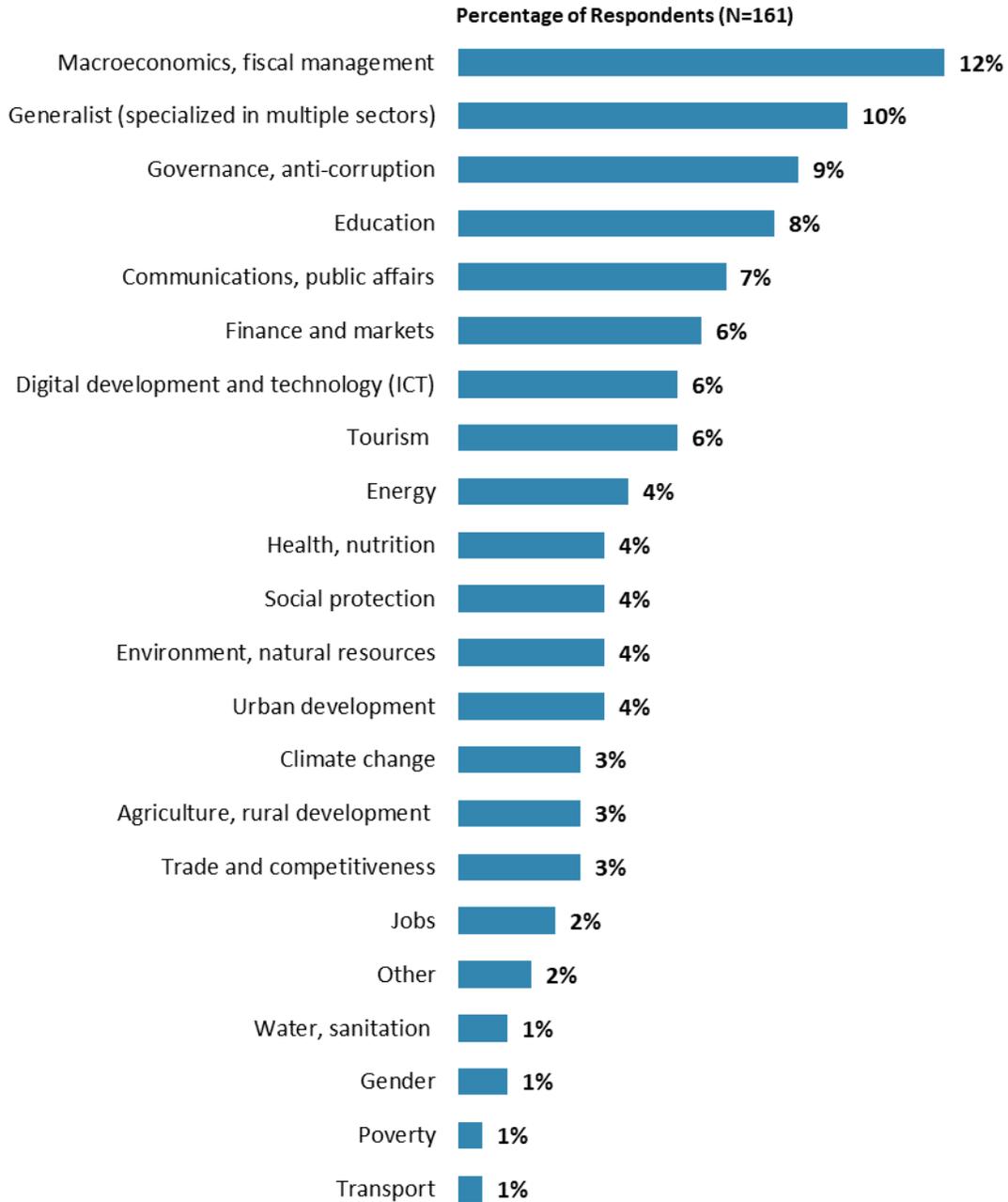
“Which of the following best describes your current affiliation?”

³ Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; respondents from PMUs/consultants/contractors working on WBG supported projects, independent government institutions, the judicial system, and from state-owned enterprises were included in the “Other Government Institutions” category; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGO/community-based organizations, trade unions, and faith-based groups were included in the “CSO” category. The small number of the respondents from bilateral and multilateral agencies were included in the “Other” category. There were no respondents from local governments, private foundations, and youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

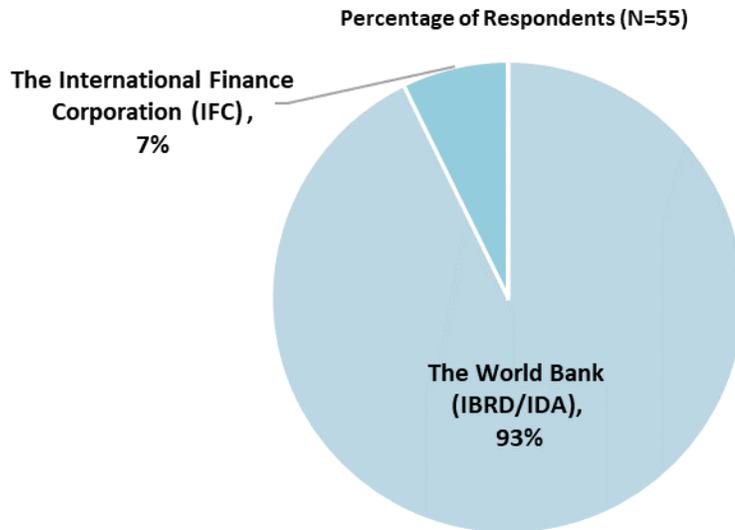


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group

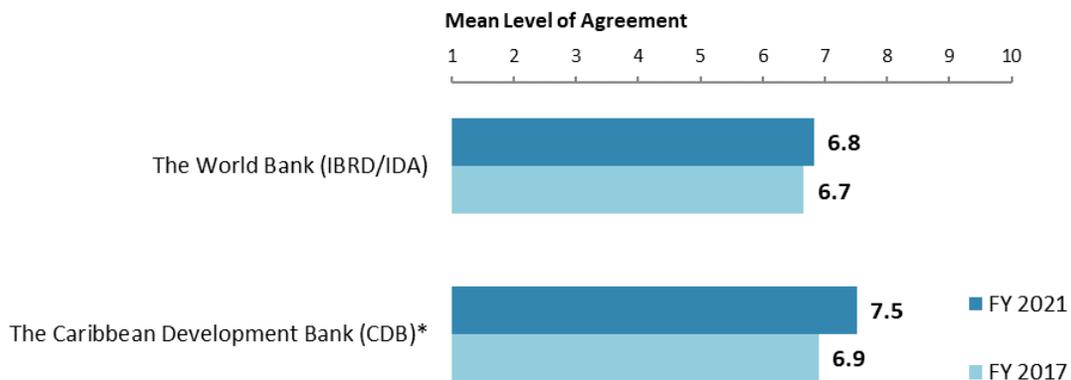


"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in XXXX?"

(Respondents chose from a list.)

Note: no respondents selected MIGA or ICSID response options.

Familiarity with the WBG vs. Other Development Banks⁴



"How familiar are you with the work of these organizations in XXXX?"

(1-"Not familiar at all", 10-"Strongly familiar")

(*Significantly different between FY 2021 and FY 2017)

¹Indicator Question

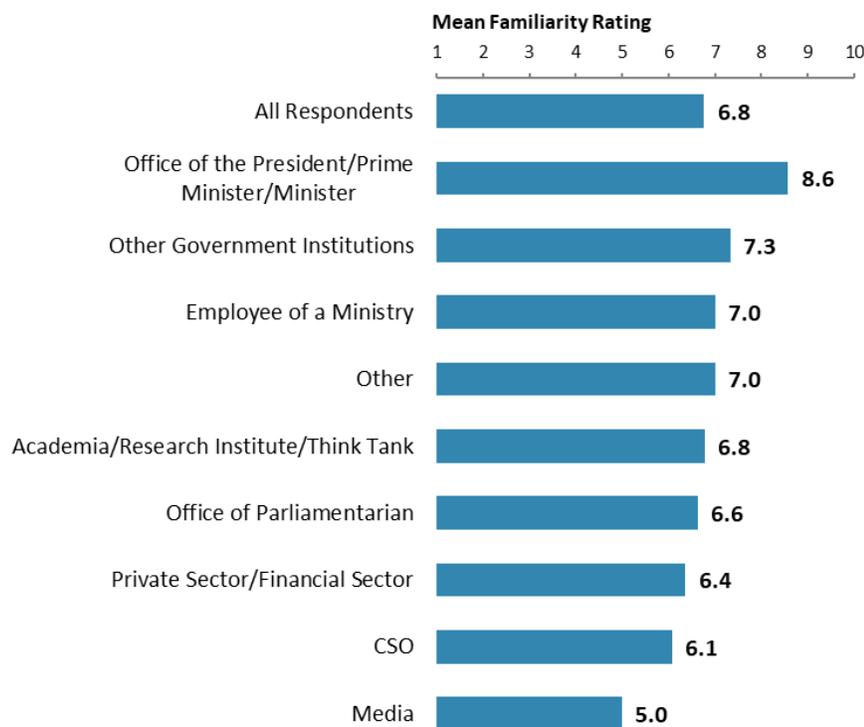
⁴ Means presented in this chart were calculated based on weighted data. See Appendix E (page 97) for details.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'21 = 6.8; weighted mean in FY'17 = 6.7)⁵.
- **Impact of familiarity:** Respondents' ratings of familiarity⁶ with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness⁷ in the OECS countries, with their ratings of the extent to which the WBG's work helps to achieve development results, and the extent to which the WBG plays a relevant role in development in the surveyed OECS countries.



"How familiar are you with the work of the World Bank (IBRD/IDA) in XXXX?"
(1-"Not familiar at all", 10-"Extremely familiar")

⁵ The means in the chart on this page were calculated based on un-weighted data. Please refer to Appendix E (page 97) for more details on weighting.

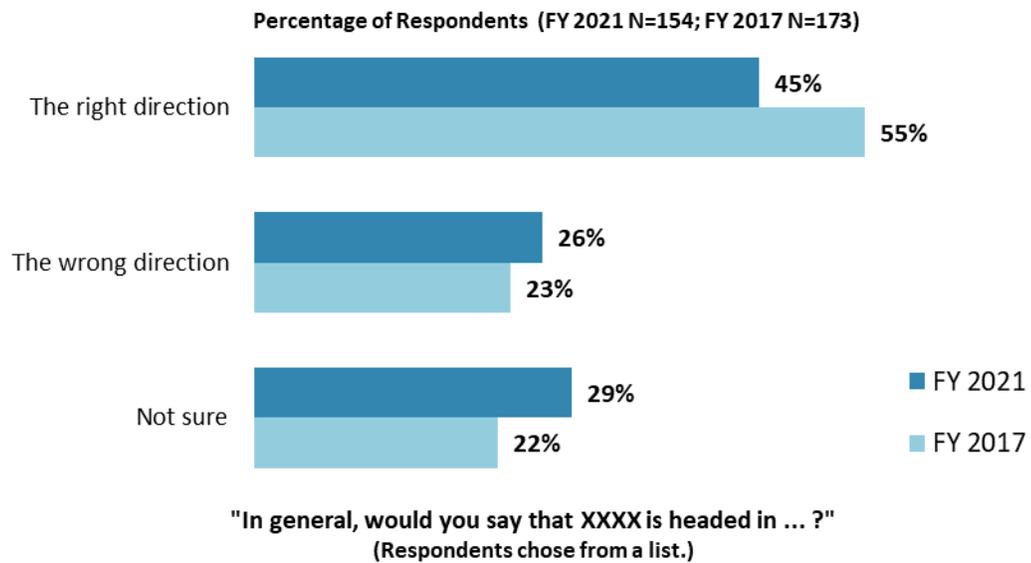
⁶ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

⁷ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). Only variable B4_1 (World Bank) was used in this calculation.

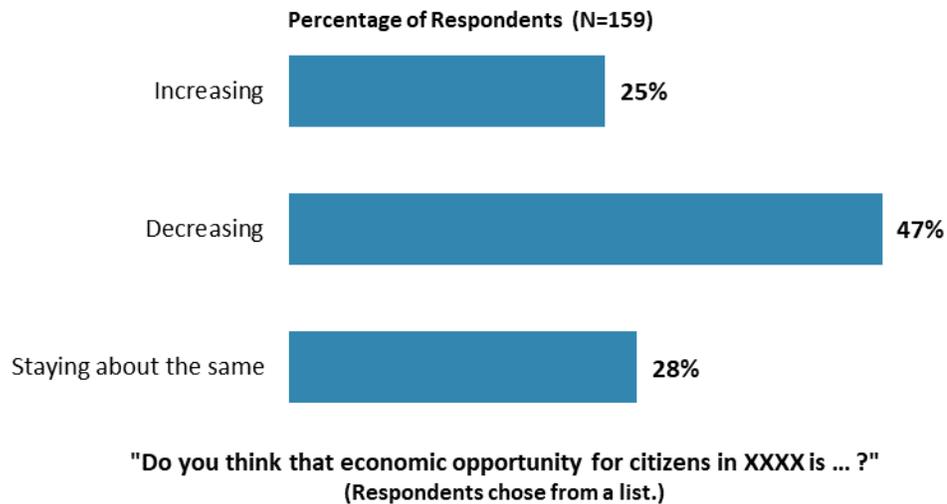


IV. Overall Context

Headed in the Right Direction⁸



Perceptions of Economic Opportunity



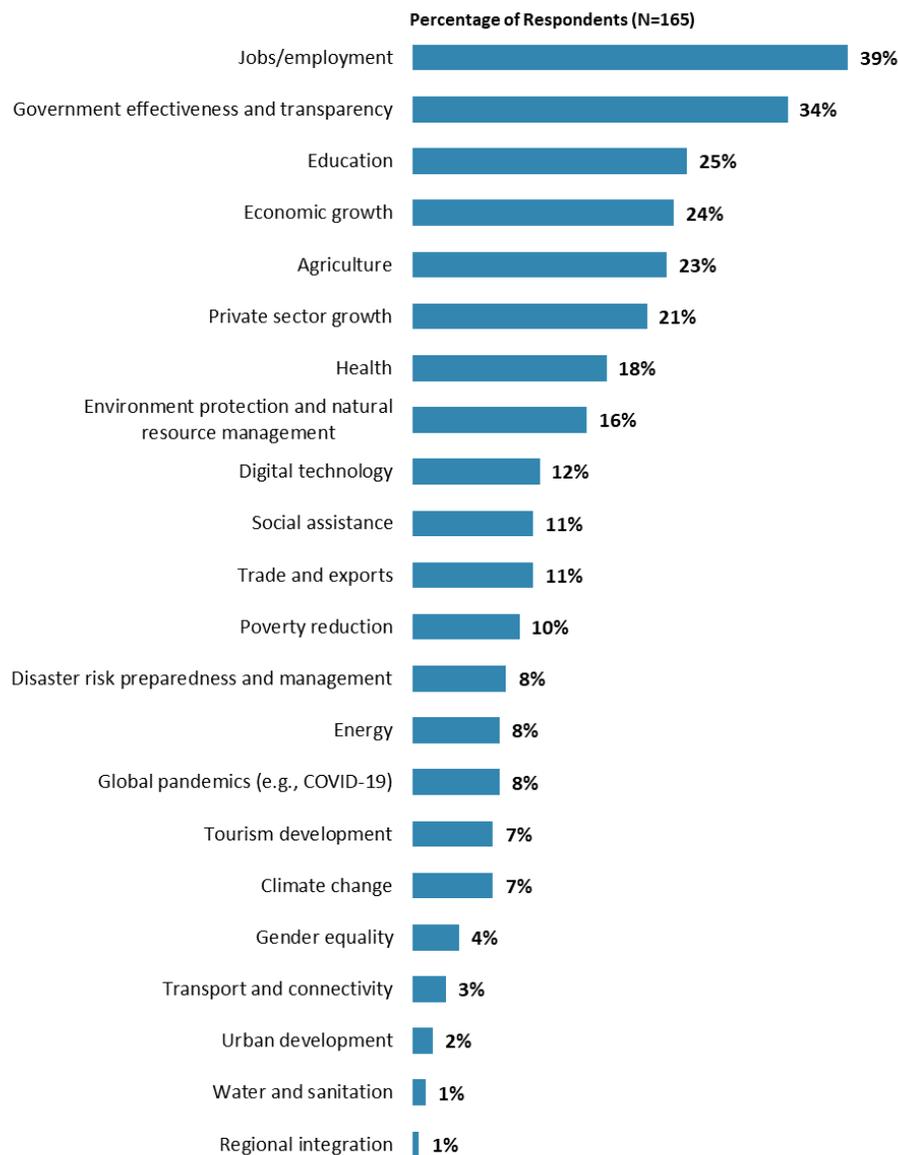
⁸ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in the OECS countries were “*economic growth*” (47%), “*job creation/employment*” (45%), “*crime and violence*” (28%), “*education*” (27%), “*agriculture and rural development*” (24%), and “*anti-corruption, transparency and accountability*” (21%).
- **Country differences:** It is important to point out that over half (58%) of respondents in Dominica considered “*government effectiveness and transparency*” a top priority and that “*agriculture*” remained an important development priority in Grenada (34%).



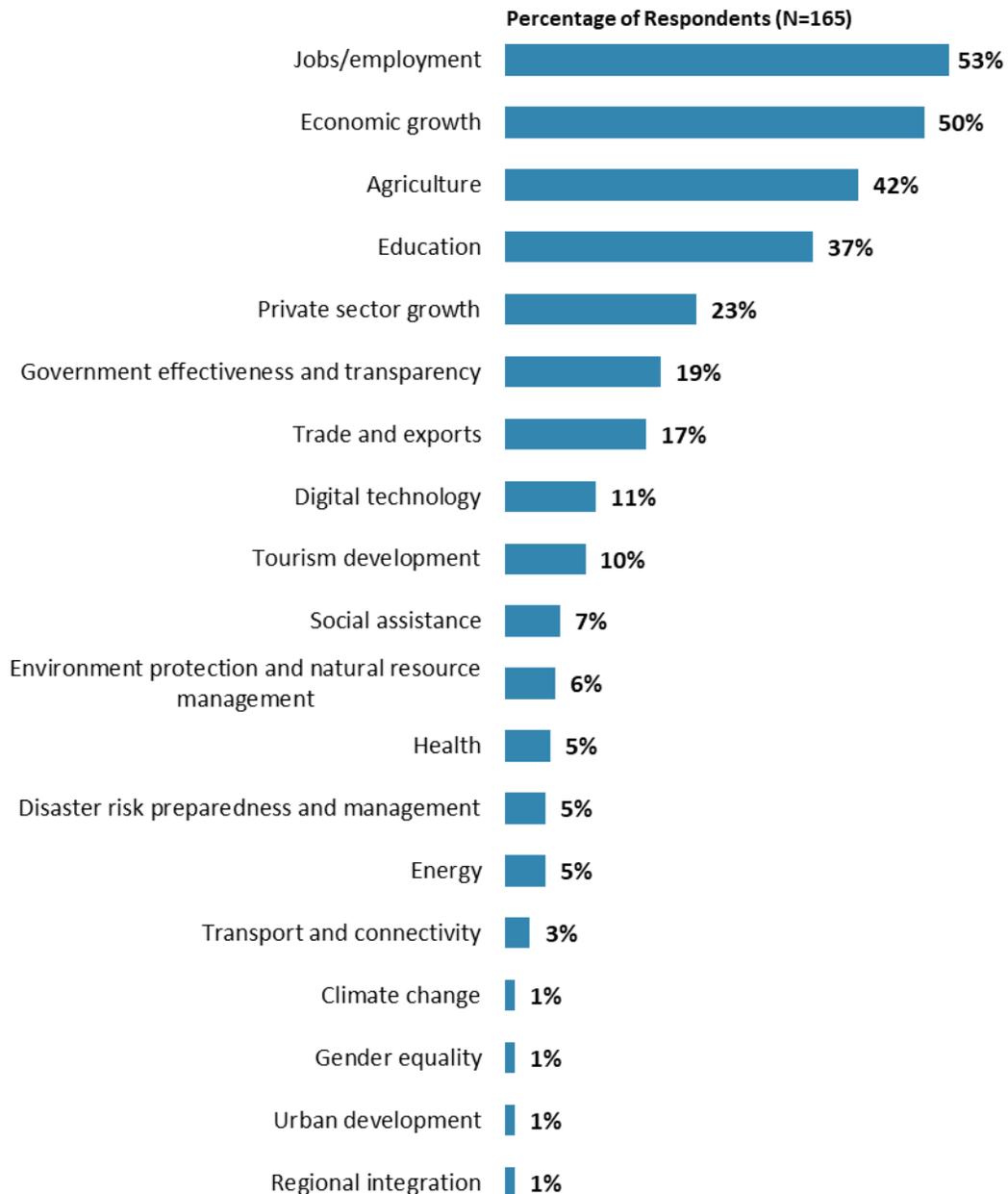
"Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in the OECS countries were “*job creation/employment*” (72%), “*education*” (50%), “*economic growth*” (43%), “*agriculture and rural development*” (32%), and “*social protection*” (20%).



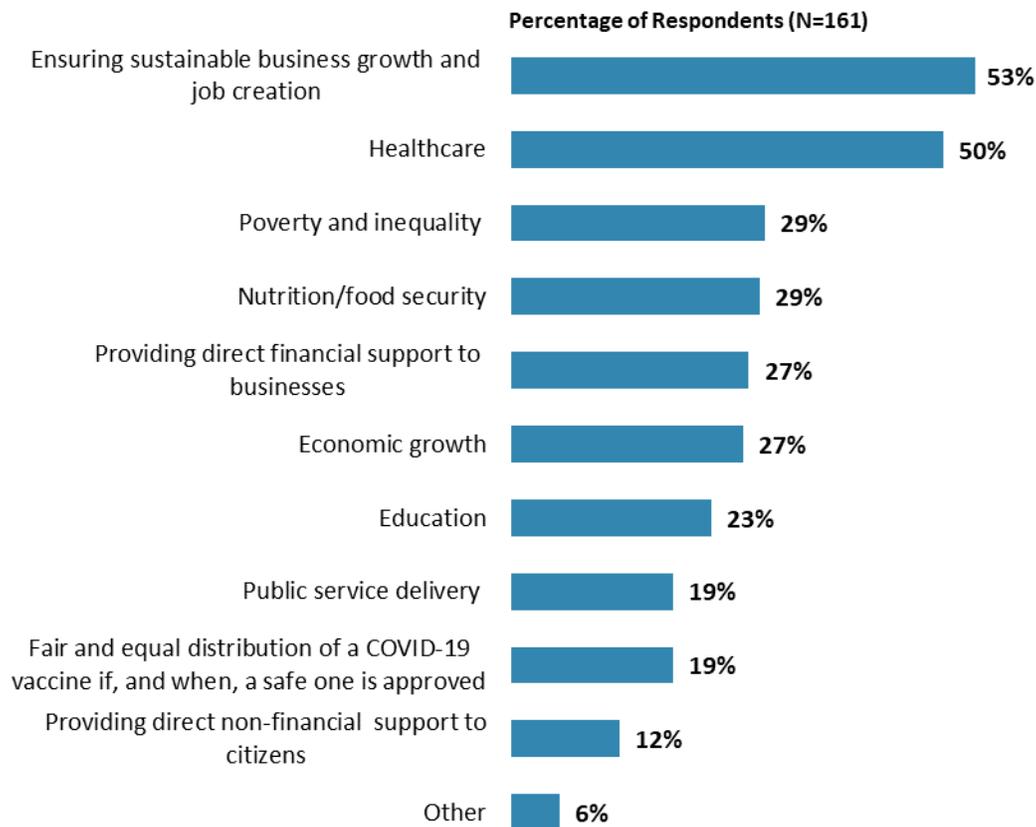
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of XXXX Should Focus Efforts

- **Country differences:** Importantly, “*healthcare*” was a top focus area in Saint Lucia (75%), while almost half of respondents in Dominica (45%) considered “*providing direct financial support to businesses*” among the most important focus areas for the government.

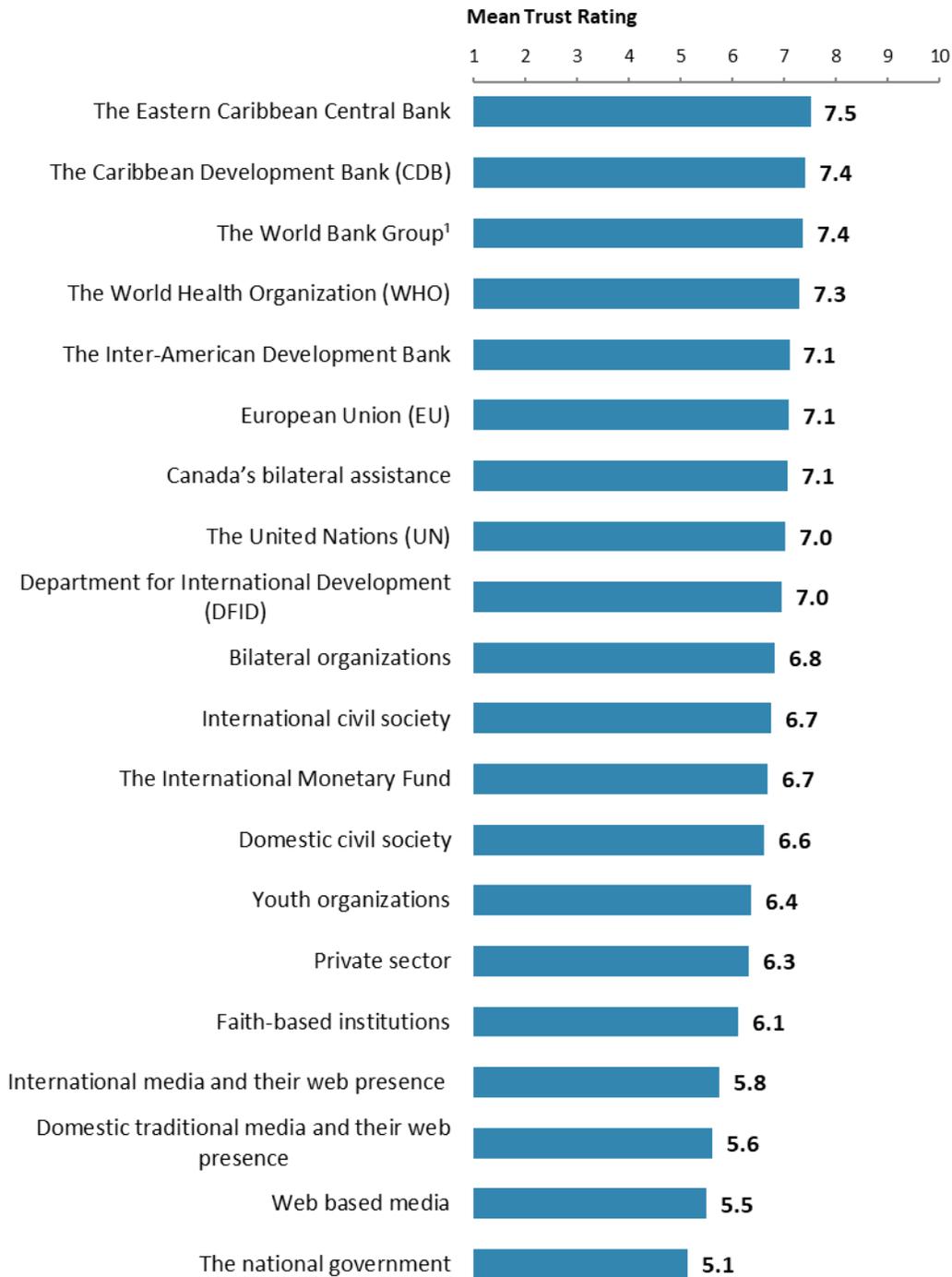


"The COVID-19 pandemic has stressed many aspects of XXXX's growth and development. In which areas would you like to see the XXXX's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



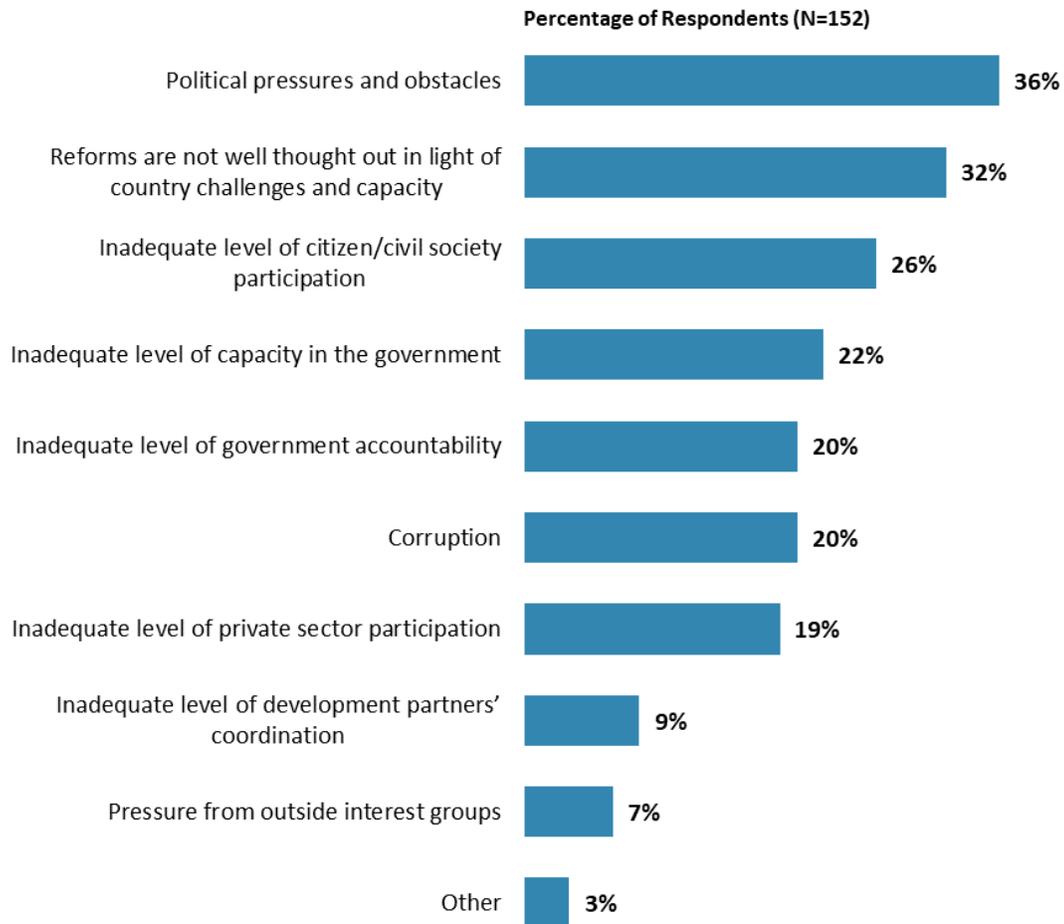
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")
¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Country differences:** When comparing data across countries, respondents from Dominica were significantly more likely than others to attribute failed or slow reform in their country to “*corruption*” (38%).

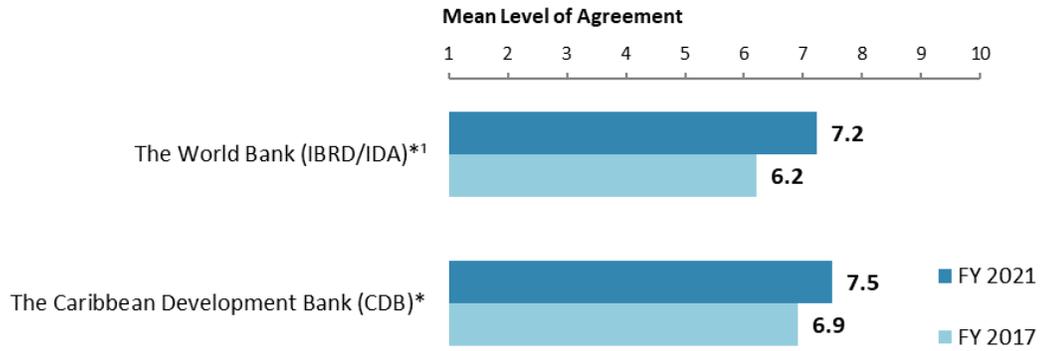


"When economic and/or social reform efforts fail or are slow to take place in XXXX, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



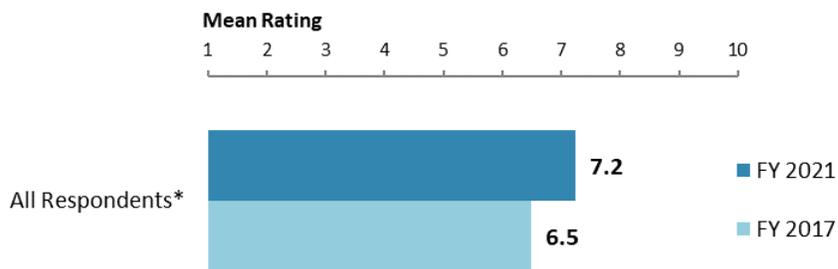
V. Overall Attitudes toward the World Bank Group

Overall Effectiveness of the World Bank Group vs. Other Development Banks⁹



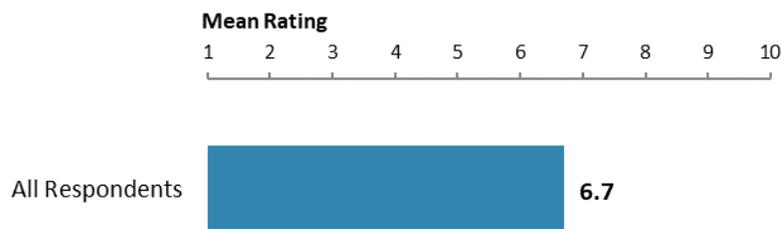
"Overall, please rate your impression of the effectiveness of these organizations in XXXX."
 (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2021 and FY 2017)
 'Indicator Question

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in XXXX?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2021 and FY 2017)

Influence on XXXX's Development Agenda (Indicator Question)



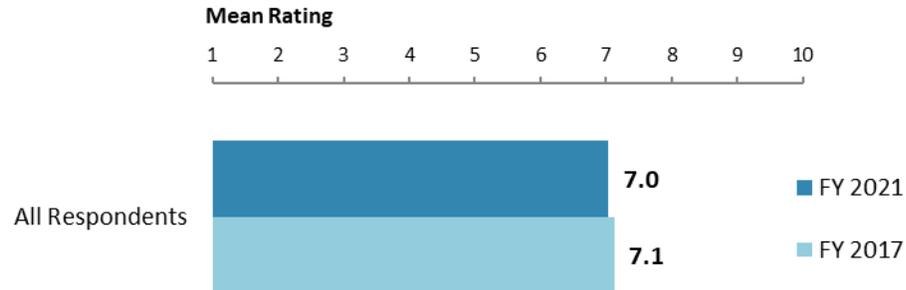
"To what extent does the World Bank Group influence the development agenda in XXXX?"
 (1-"To no degree at all", 10-"To a very significant degree")

⁹ Means presented in the first two charts on this page were calculated based on weighted data.



V. Overall Attitudes toward the World Bank Group (continued)

WBG Staff Preparedness¹⁰



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help XXXX solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

¹⁰ Means in this chart were calculated based on weighted data.



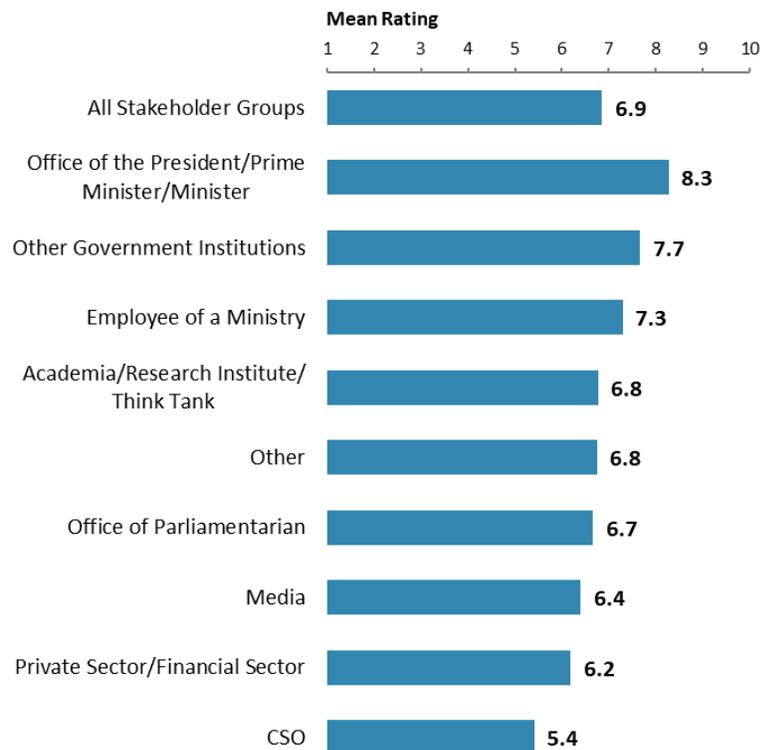
V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 7.5) compared to respondents who do not collaborate with the WBG (mean rating = 6.5). This difference was significant for all countries.

This year's collaborators had significantly higher mean ratings for the aggregated responses to the indicator questions¹¹ compared to the collaborators in FY'17 Country Survey (mean rating in FY'17 = 6.9; mean rating in FY'21=7.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 102).

- **Stakeholder groups:** Respondents from the office of the President/Prime Minister/minister had the highest mean ratings for the aggregated responses to the thirty COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 55).



Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

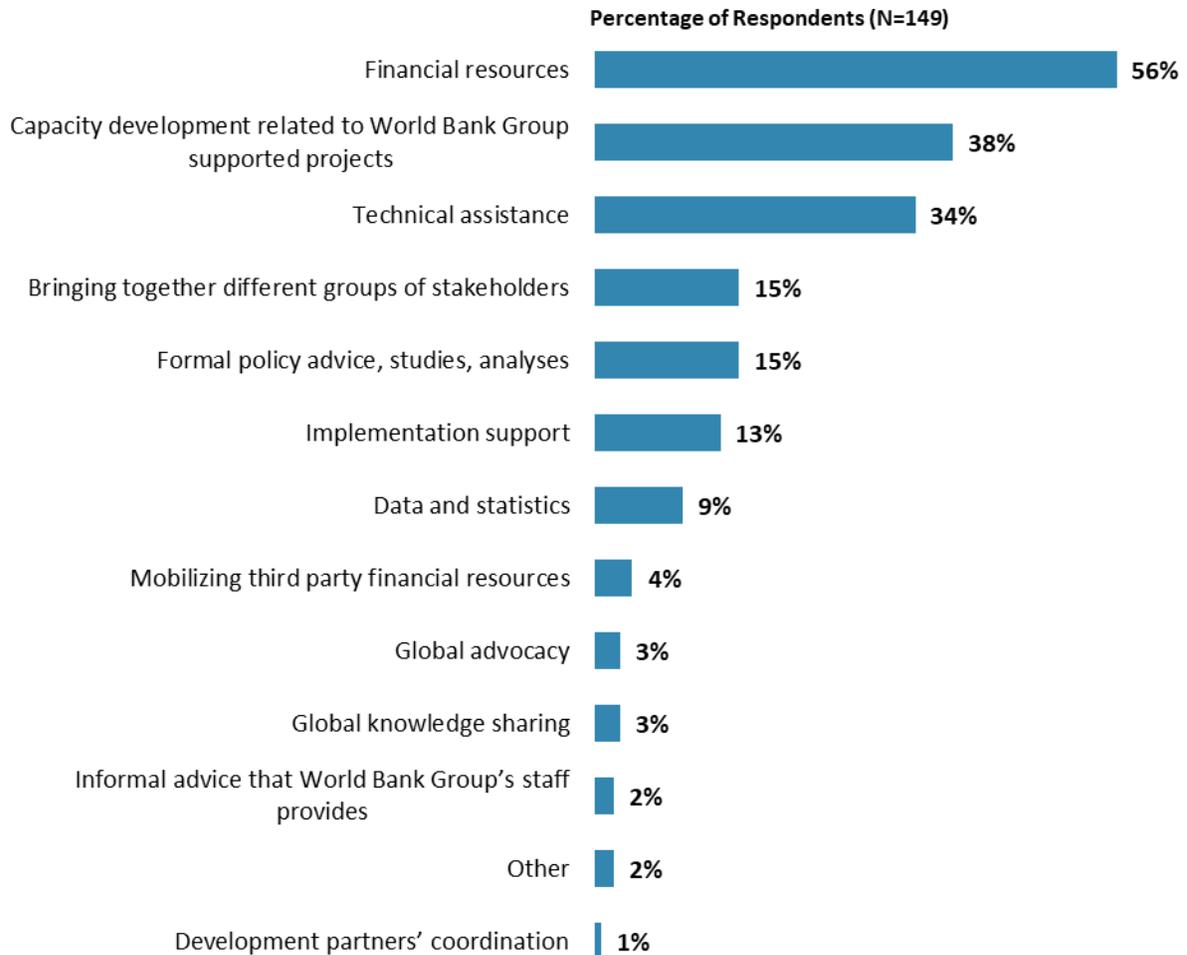
¹¹ Only the means for 26 out of the 30 indicator questions were included in this calculation. These were the questions that were asked both in FY17 and FY21. These included: B2, B3, B4_1, B5, C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C22, C24, C25, C26, E8, E9, and E10.



V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to the OECS countries were "*financial resources*" (55%), "*policy advice, studies, analyses*" (31%), and "*capacity development related to World Bank Group supported projects*" (30%).

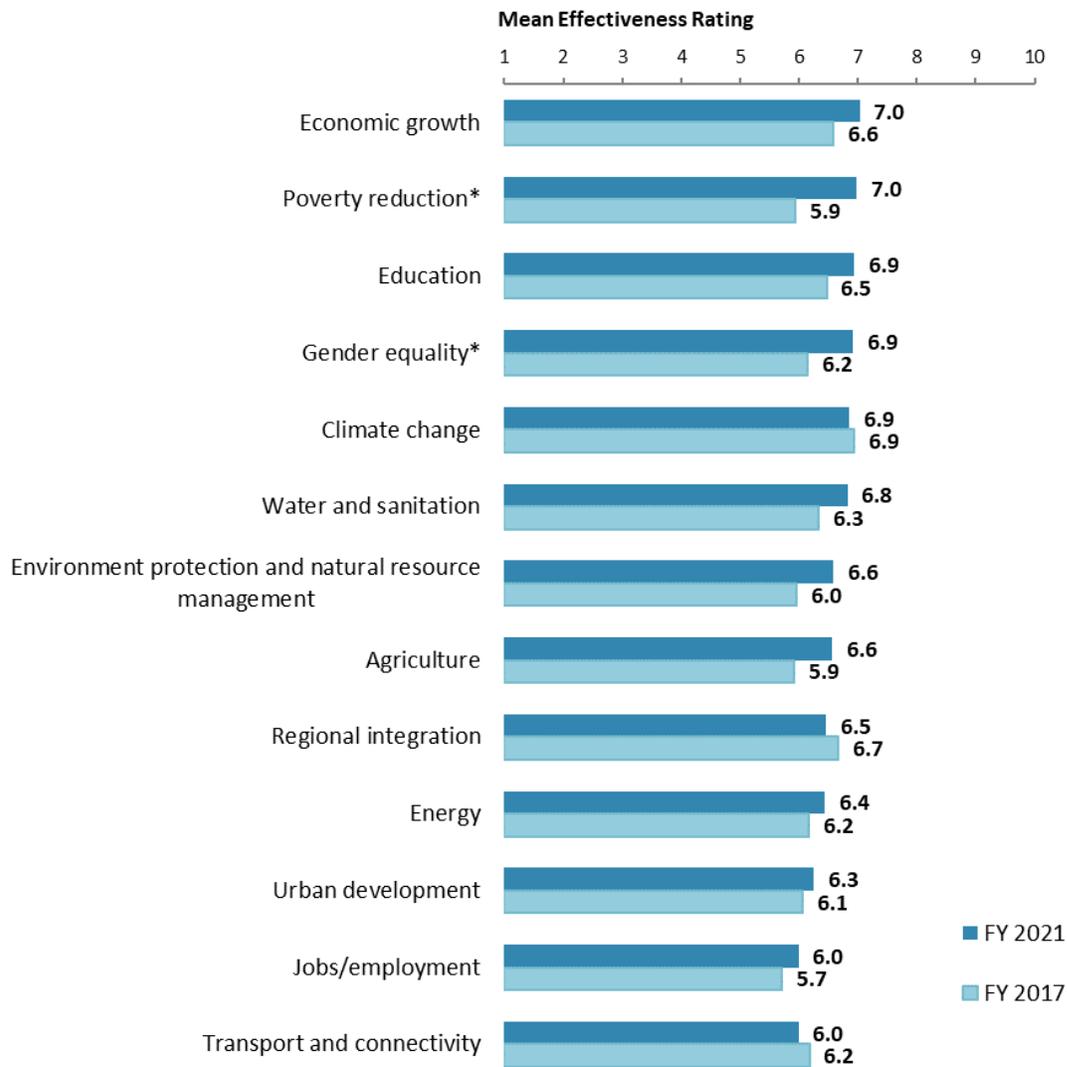


"When thinking about the World Bank Group's role in XXXX, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison¹²



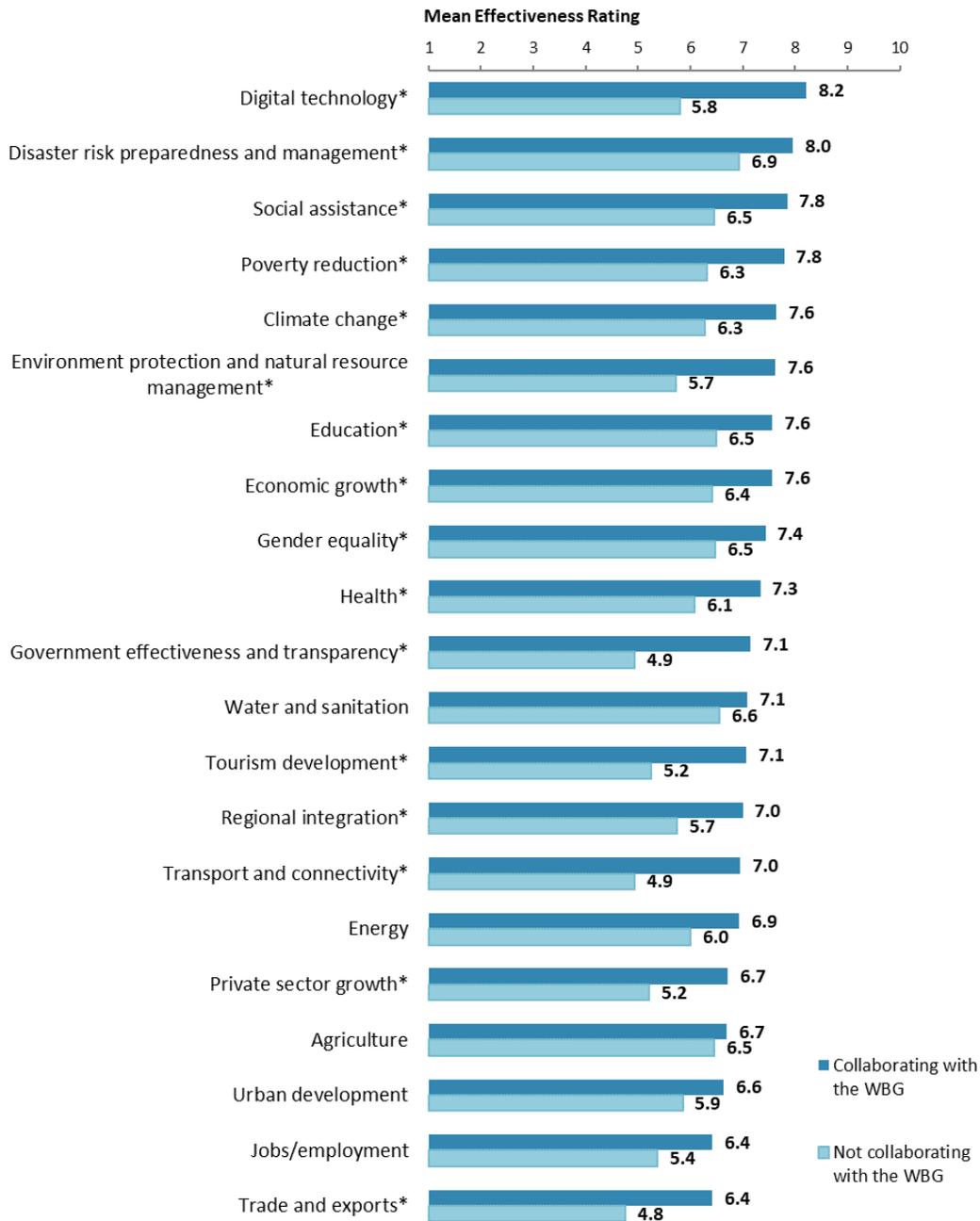
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?"
(1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2021 and FY 2017)

¹² Means presented in this chart were calculated based on weighted data. See Appendix E for details. Only options that were common in FY17 and FY21 questionnaires were included in this chart.



VI. WBG’s Support in Development Areas (continued)

Effectiveness of WBG’s Support in Sectoral Areas: Collaboration¹³



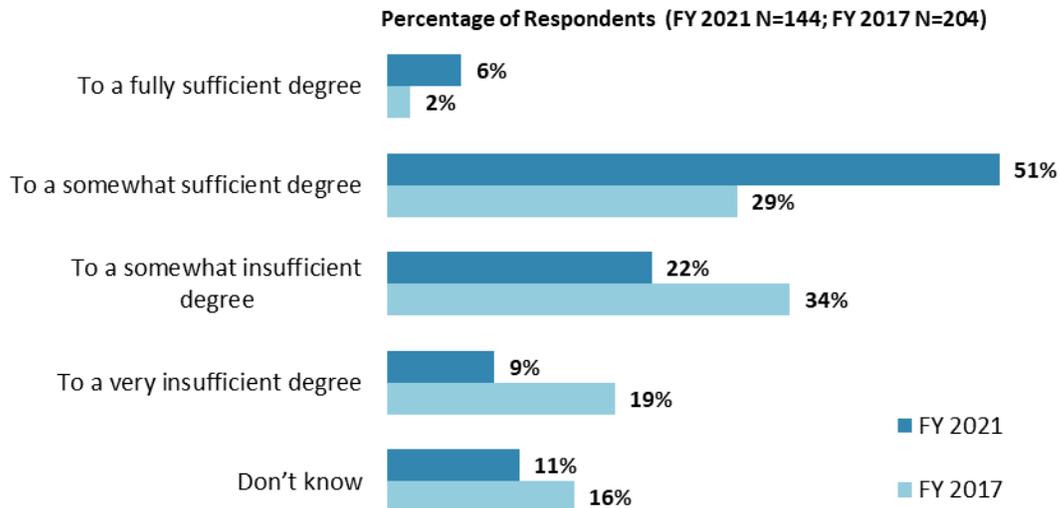
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

¹³ Note in the Appendix on the sectoral effectiveness (Appendix A, page 40) that primarily informed stakeholders responded to this question. Respondents were given the option of “don’t know” if they did not have exposure to the WBG’s work in certain development areas.



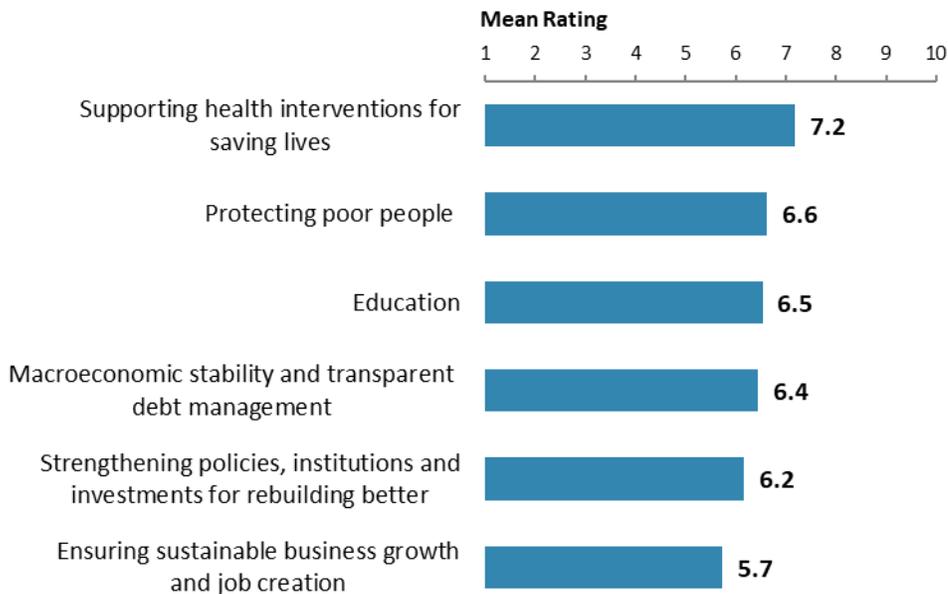
VI. WBG’s Support in Development Areas (continued)

Helping the Most Vulnerable¹⁴



"To what extent do you believe that the World Bank Group’s work and support help the most vulnerable in XXXX?" (Respondents chose from a list.)

Support related to COVID-19 outbreak



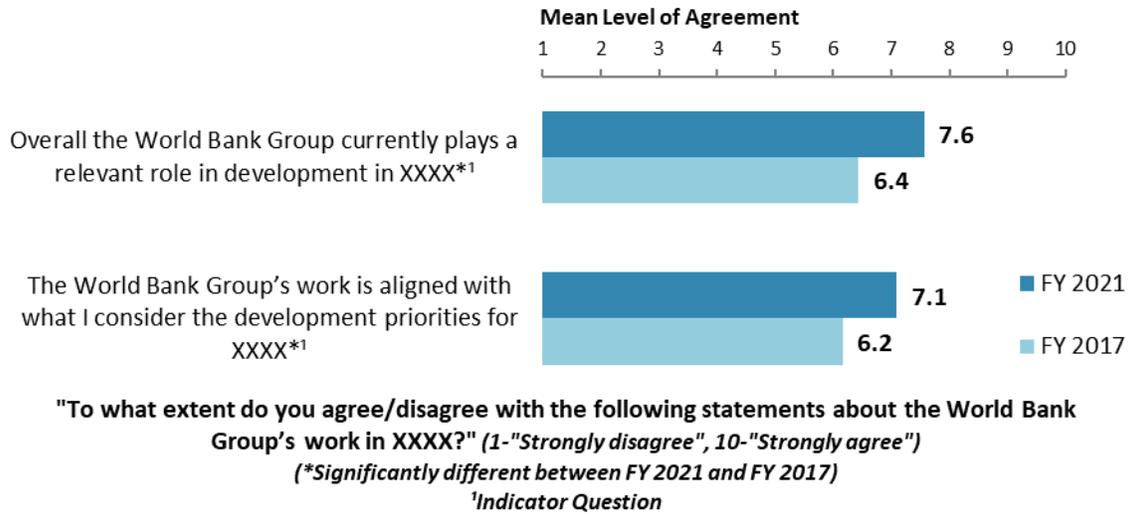
"The World Bank Group has provided fast track support to Dominica related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group’s effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"
(1 - "Not effective at all", 10 - "Very effective")

¹⁴ Percentages presented in this chart were calculated based on weighted data.

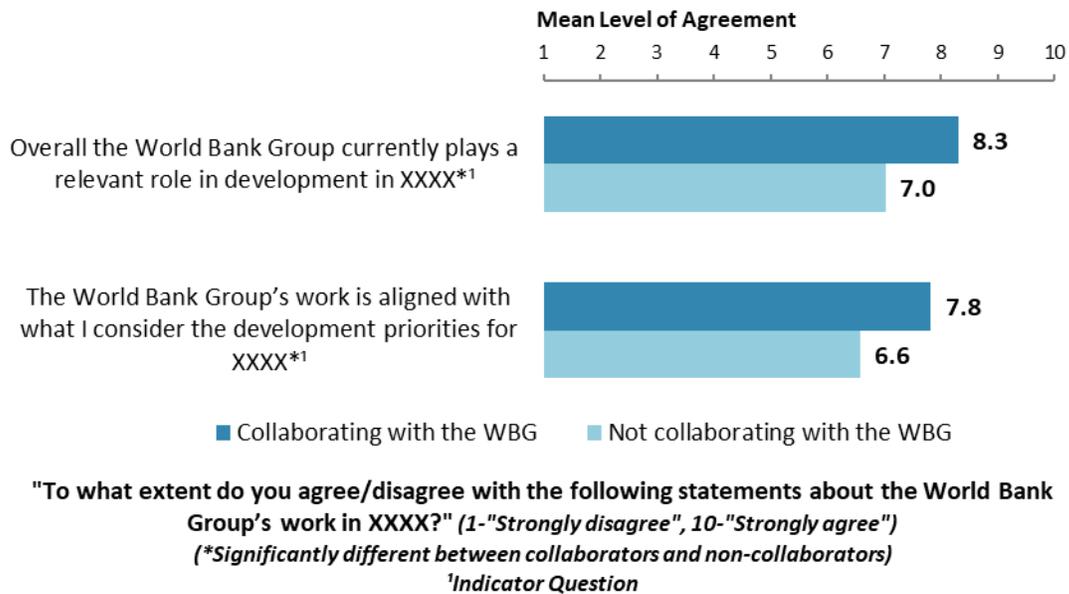


VII. World Bank Group’s Work and Engagement on the Ground

The World Bank Group’s Work in OECS: Year Comparison¹⁵



The World Bank Group’s Work in OECS: Collaboration

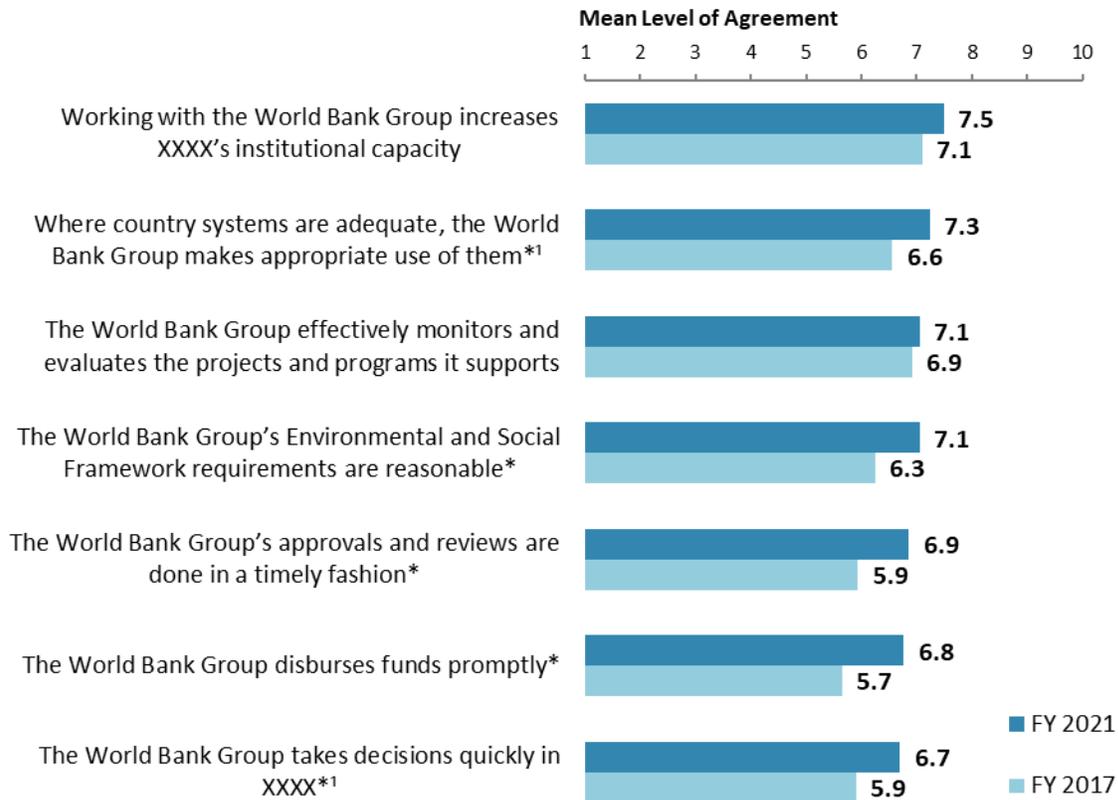


¹⁵ Means in this chart were calculated based on weighted data.



VII. WBG’s Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹⁶



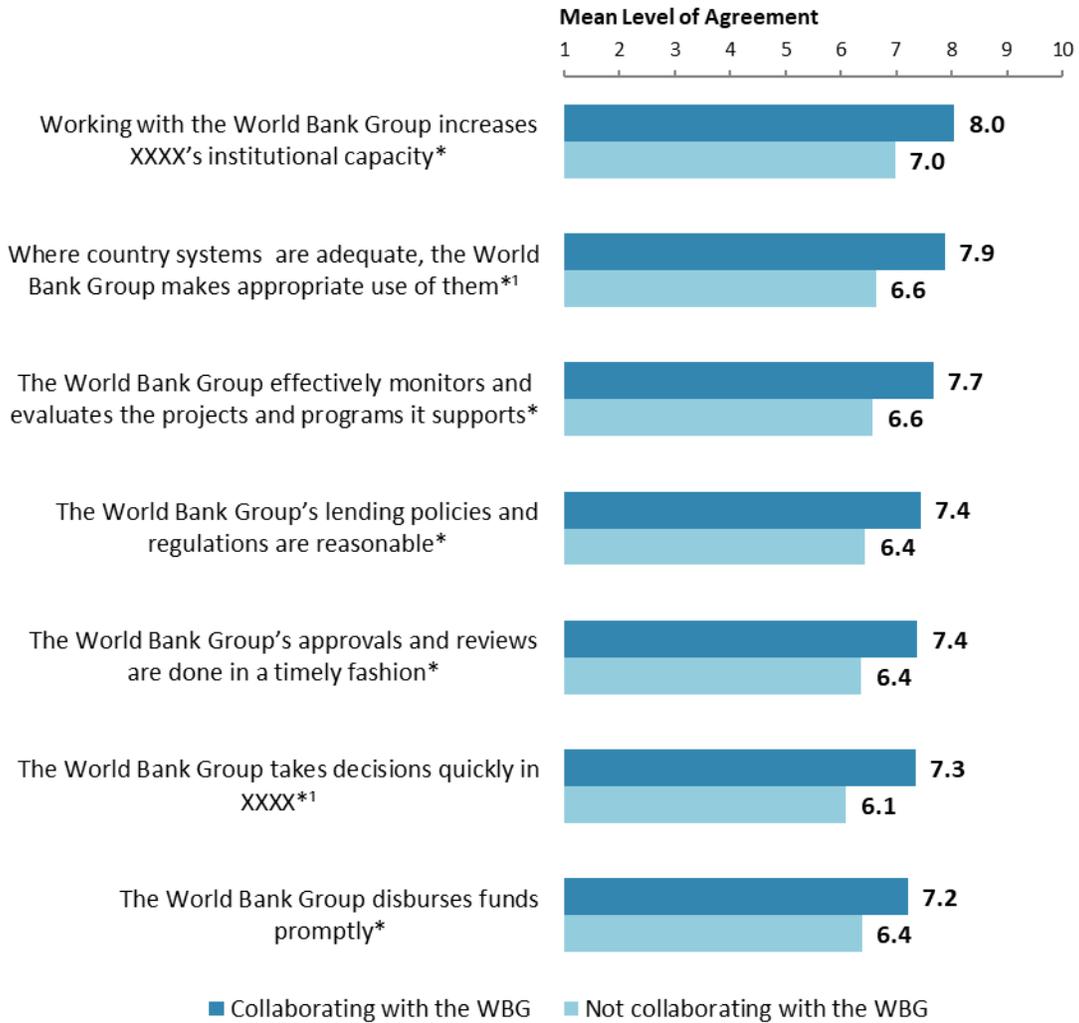
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2021 and FY 2017)
¹Indicator Question

¹⁶ Means in this chart were calculated based on weighted data.



VII. WBG’s Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators)
¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁷



"To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2021 and FY 2017)

¹Indicator Question

¹⁷ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



"To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

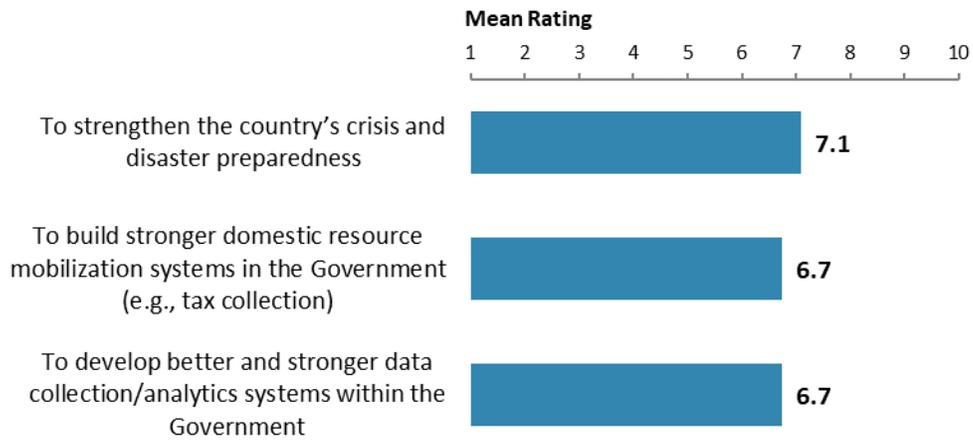
*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Effectiveness of WBG's Support

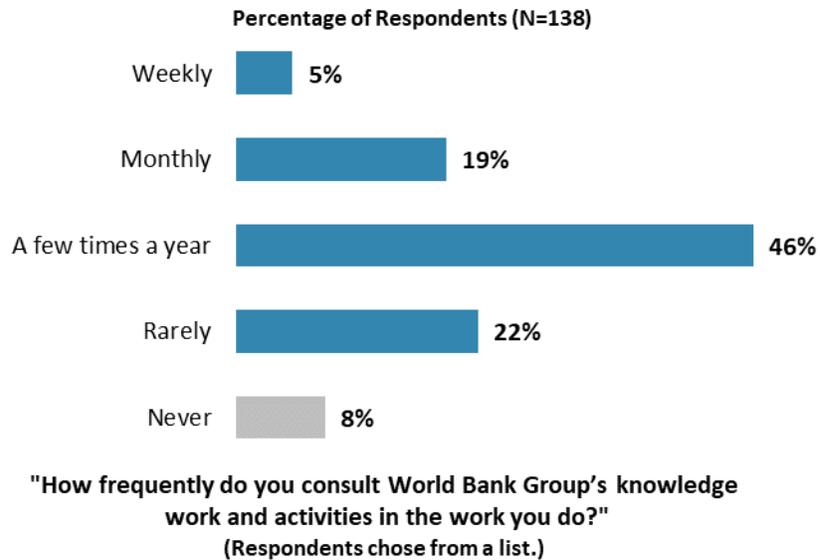


"How effectively does the World Bank Group support XXXX's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")

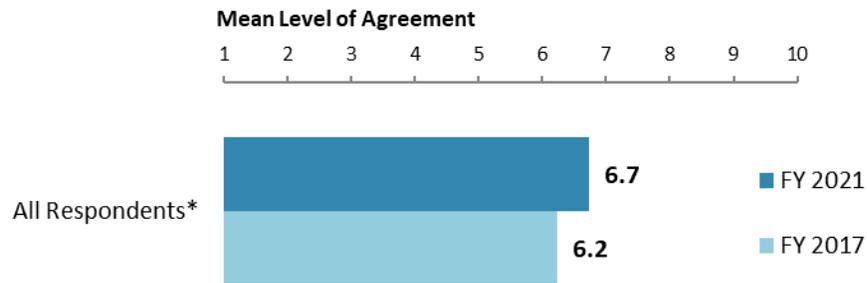


VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



Meeting OECS's Knowledge Needs¹⁸ (Indicator Question)



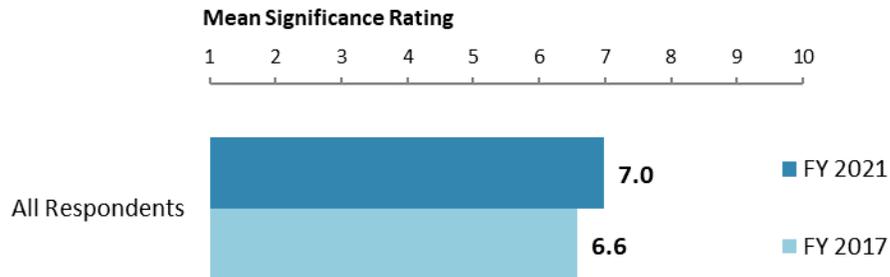
"The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2021 and FY 2017)

¹⁸ Means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")

Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)

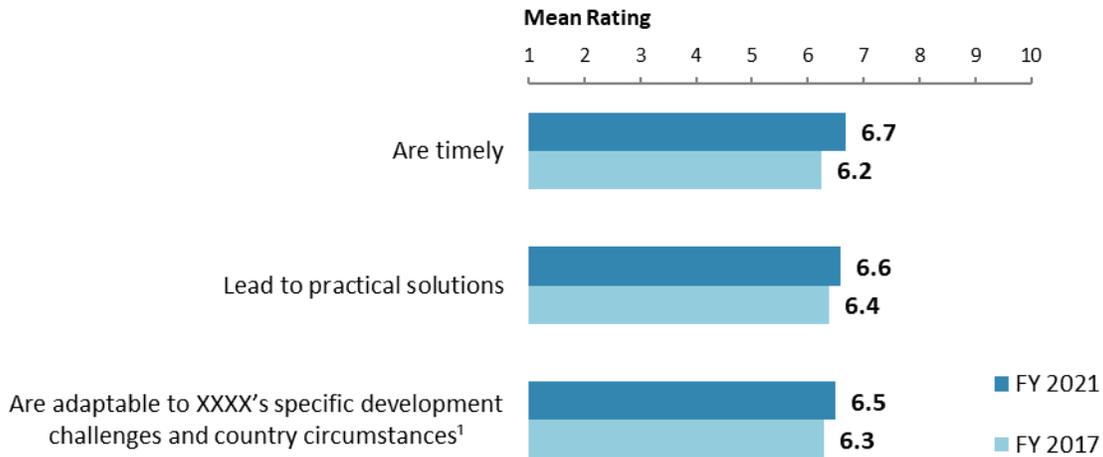


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")



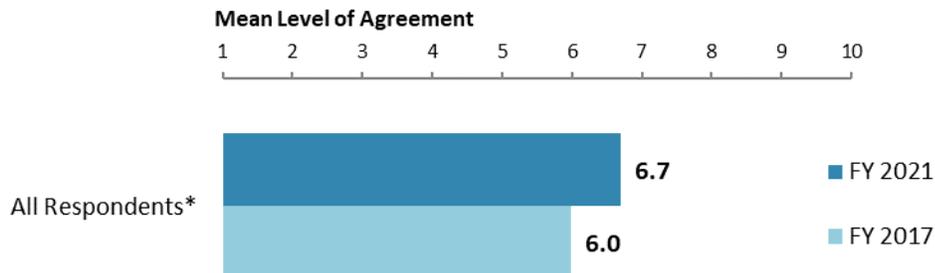
VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹⁹



"In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
'Indicator Question

Meeting XXXX's Needs for Financial Instruments (*Indicator Question*)



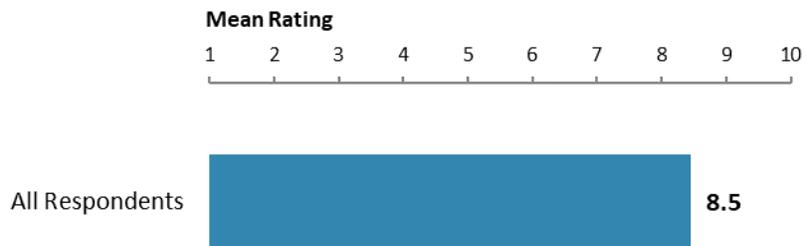
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of XXXX"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2021 and FY 2017)*

¹⁹ Means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

WBG's Global Advocacy Role (*Indicator Question*)



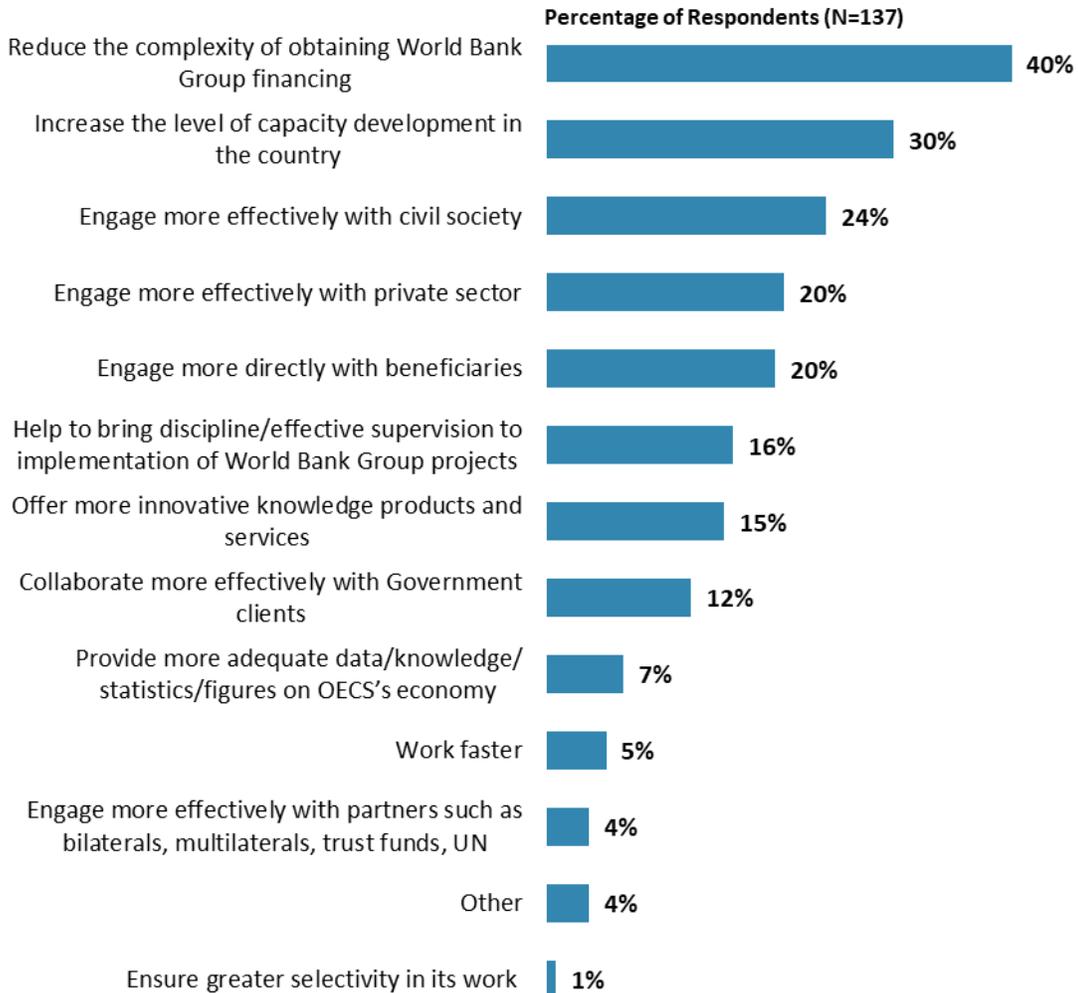
"How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")



IX. The Future Role of the World Bank Group in OECS

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*reduce the complexity of obtaining WBG financing*” (35%) and “*increase the level of capacity development in the country*” (35%) to make itself of greater value in the OECS countries.



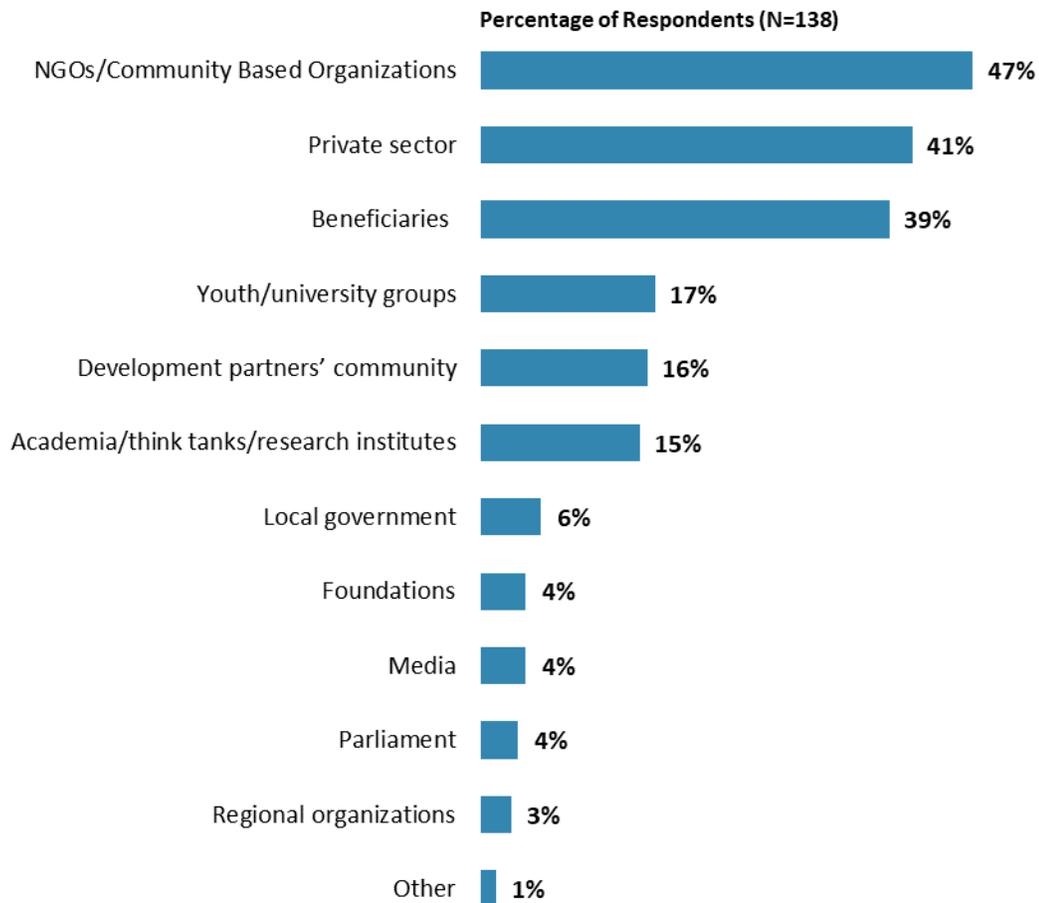
"Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in OECS (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with the “*private sector*” (45%) and “*NGOs/community-based organizations*” (37%), and with “*youth/university groups*” (27%) to ensure better development results in the OECS countries.



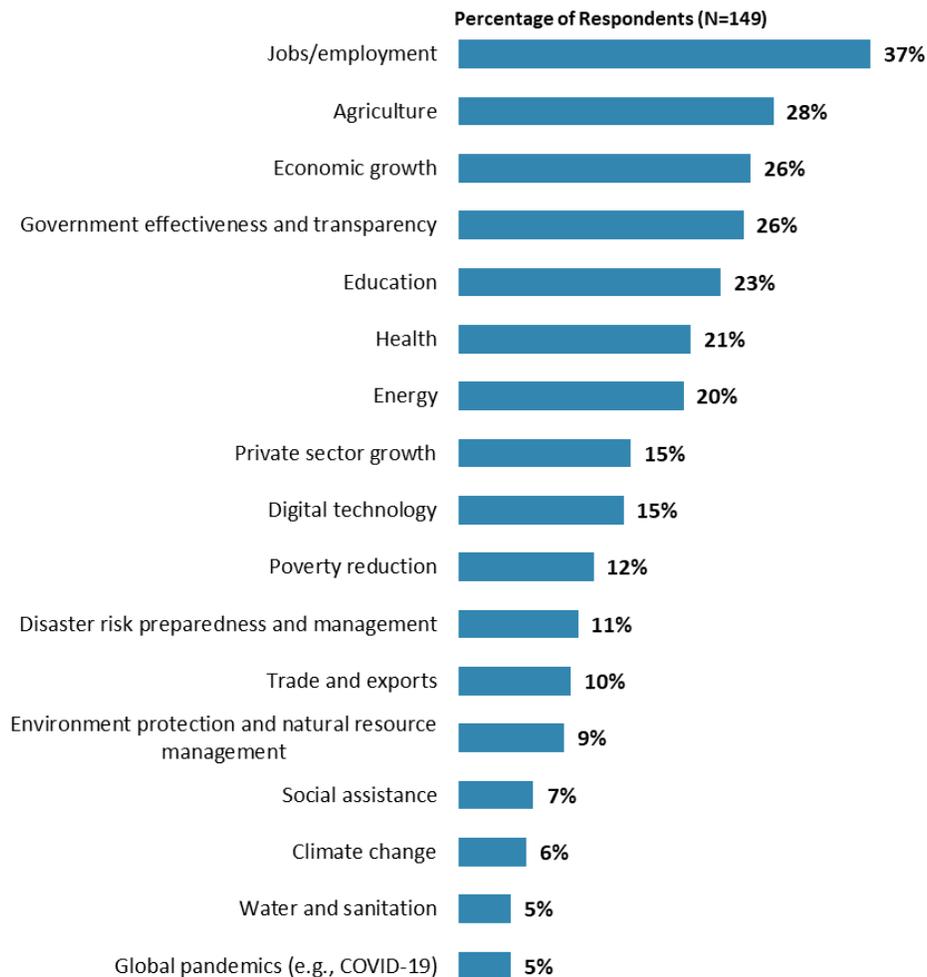
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"



IX. The Future Role of the WBG in OECS (continued)

Where the World Bank Group Should Focus its Resources

- Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*economic growth*” (51%), “*job creation/employment*” (34%), “*agriculture and rural development*” (27%), “*education*” (23%), “*public sector governance*” (21%), and “*poverty reduction*” (21%). “*Health*” emerged among the top areas of the WBG focus, with significant increase from 4% in FY'17 to 21% in FY'21.
- Country differences:** It is important to point out some variation in responses to this question from country to country. Respondents from Dominica were significantly more likely than others to believe that the WBG should focus on “*government effectiveness and transparency*” (42%). Respondents from Saint Lucia and Grenada were more likely to see the WBG focus on “*education*” (42% and 30% respectively). Respondents from Saint Lucia also were significantly more likely to see the WBG focus on “*health*” (39%).



“When thinking about how the World Bank Group can have the most impact on development results in XXXX, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)”
 (Respondents chose from a list. Responses combined. 17 out of 22 options included)

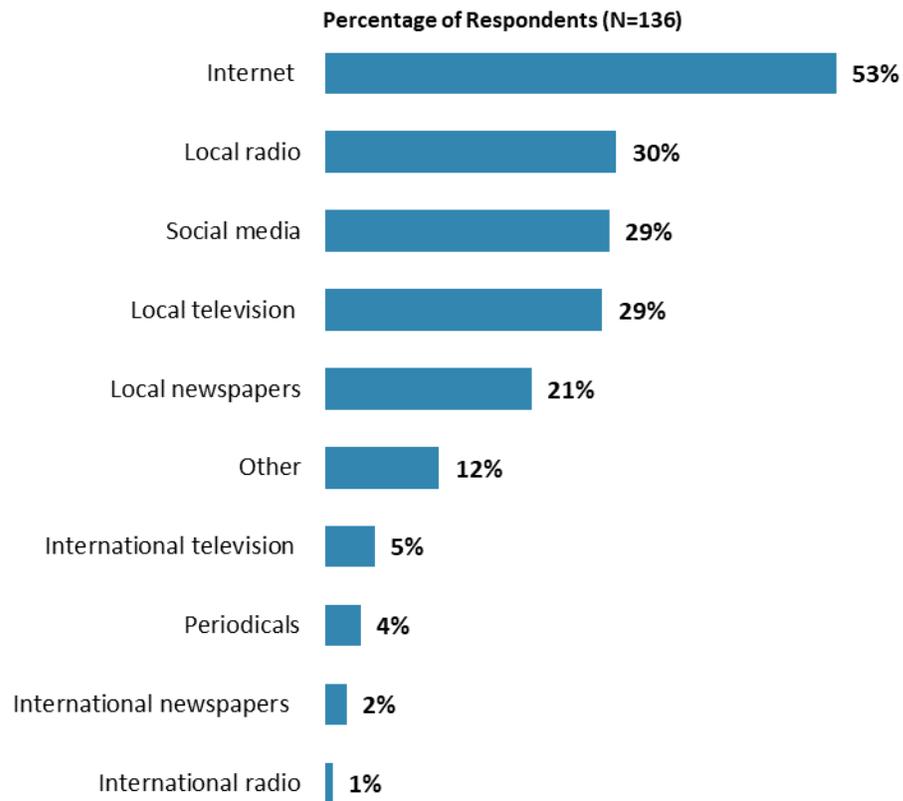


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 55) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’17 Country Survey indicated that they got most of their information about economic and social development issues in their countries from the “*Internet*” (44%), from “*local radio*” (40%), and from “*local television*” (35%).



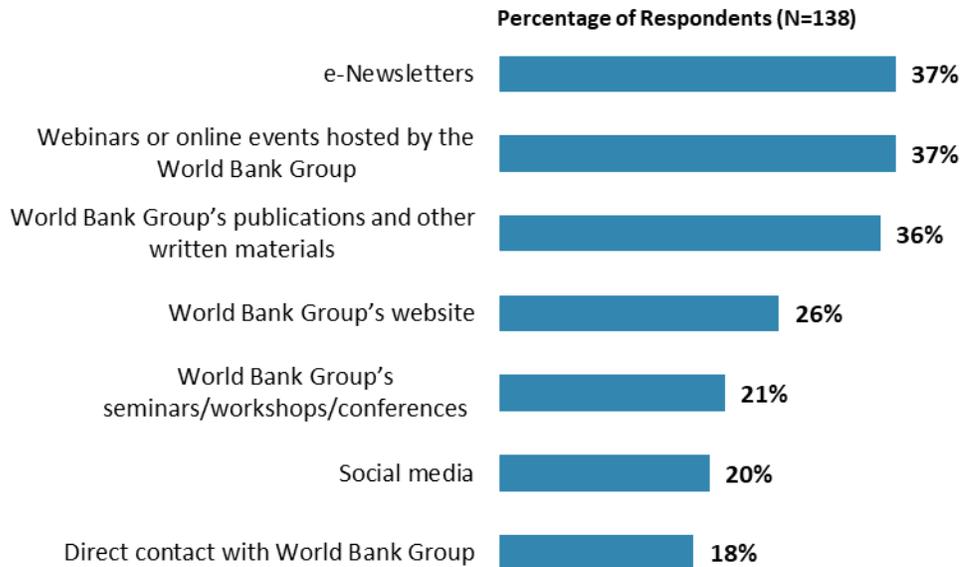
"How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (48%), through “*WBG’s seminars/workshops/conferences*” (31%), and through the “*WBG’s website*” (31%).

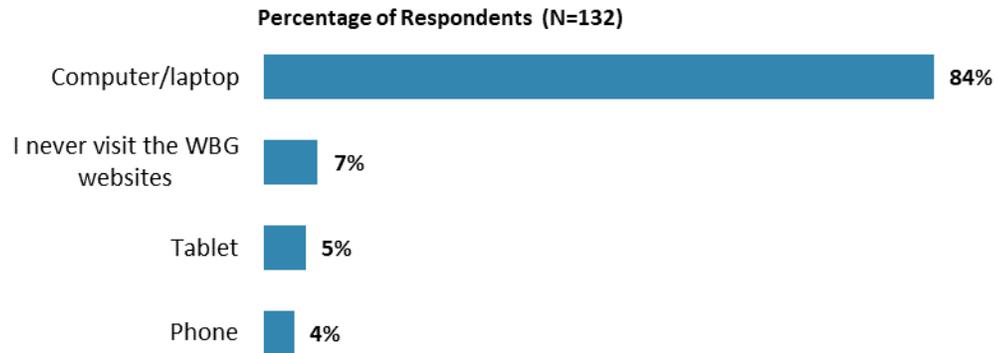


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**



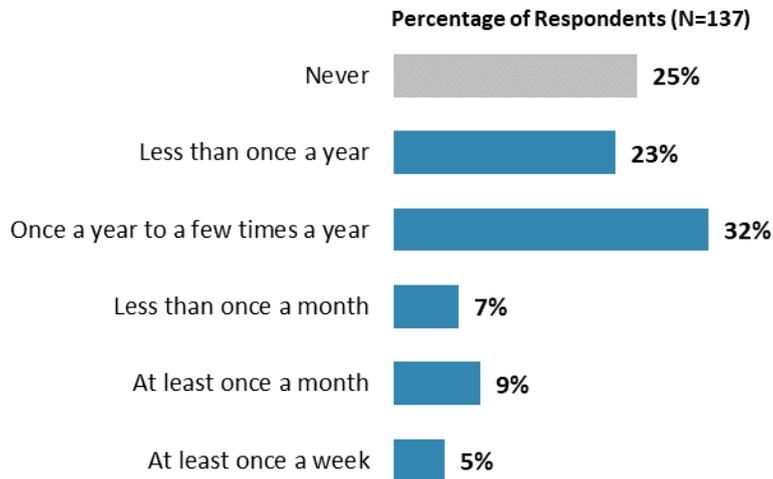
X. Communication and Outreach (continued)

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Interaction Frequency

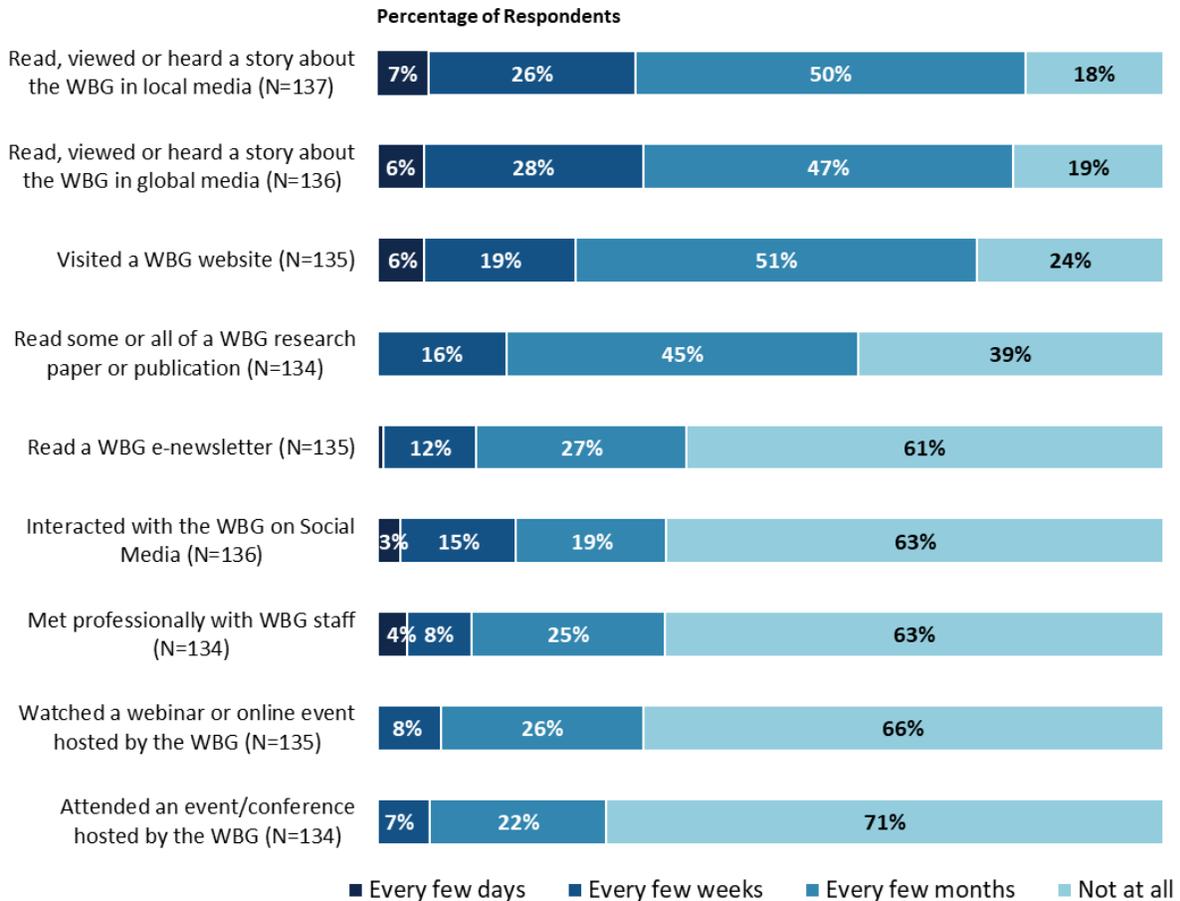


"How frequently do you interact with the World Bank Group now in XXXX?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	40
B. Responses to Selected Questions by Stakeholder Groups	55
C. Responses to All Questions by Country	68
D. Responses to Selected Questions by Levels of Collaboration with the World Bank Group	89
E. Responses to Selected Questions by Year	97
F. Indicator Questions as a Function of Exposure to the WBG	102
G. FY 2021 COS Questionnaire for the OECS Countries	103



Appendix A: Responses to All Questions across All Respondents (4 Countries Combined, N=166)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they “Don’t know” (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

Country	Number of Respondents (N=166)
Dominica	51
Grenada	59
Saint Lucia	48
Saint Vincent and the Grenadines	8

A. Overall Context

1. In general, would you say that XXXX is headed in ... ?	Percentage of Respondents (N=161)
The right direction	43.5%
The wrong direction	27.3%
Not sure	29.2%

2. Do you think that economic opportunity for citizens in XXXX is ... ?	Percentage of Respondents (N=159)
Increasing	25.2%
Decreasing	47.2%
Staying about the same	27.7%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=165)
Jobs/employment	39.4%
Government effectiveness and transparency	33.9%
Education	24.8%
Economic growth	23.6%
Agriculture	23.0%
Private sector growth	21.2%
Health	17.6%
Environment protection and natural resource management	15.8%
Digital technology	11.5%
Social assistance	10.9%
Trade and exports	10.9%
Poverty reduction	9.7%
Disaster risk preparedness and management	8.5%
Energy	7.9%
Global pandemics (e.g., COVID-19)	7.9%
Tourism development	7.3%
Climate change	7.3%
Gender equality	4.2%
Transport and connectivity	3.0%
Urban development	1.8%
Water and sanitation	1.2%
Regional integration	0.6%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=165)
Jobs/employment	53.3%
Economic growth	50.3%
Agriculture	42.4%
Education	37.0%
Private sector growth	23.0%
Government effectiveness and transparency	18.8%
Trade and exports	17.0%
Digital technology	10.9%
Tourism development	9.7%
Social assistance	6.7%
Environment protection and natural resource management	6.1%
Health	5.5%
Disaster risk preparedness and management	4.8%
Energy	4.8%
Transport and connectivity	3.0%
Climate change	1.2%
Gender equality	1.2%
Urban development	1.2%
Regional integration	1.2%
Water and sanitation	0.0%

5. The COVID-19 pandemic has stressed many aspects of XXXX's growth and development. In which areas would you like to see the XXXX's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=161)
Ensuring sustainable business growth and job creation	53.4%
Healthcare	49.7%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	29.2%
Nutrition/food security	28.6%
Providing direct financial support to businesses (business support packages)	27.3%
Economic growth	26.7%
Education	23.0%
Public service delivery (e.g., strengthening policies, institutions)	18.6%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	18.6%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	12.4%
Other	5.6%

**A. Overall Context (continued)**

6. When economic and/or social reform efforts fail or are slow to take place in XXXX, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=152)
Political pressures and obstacles	35.5%
Reforms are not well thought out in light of country challenges and capacity	31.6%
Inadequate level of citizen/civil society participation	26.3%
Inadequate level of capacity in the government	22.4%
Inadequate level of government accountability	20.4%
Corruption	20.4%
Inadequate level of private sector participation	19.1%
Inadequate level of development partners' coordination	8.6%
Pressure from outside interest groups (e.g., private sector, unions)	6.6%
Other	3.3%
Absence of regional focus	0.0%

7. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national government	151	2	5.13	2.72
2. Bilateral organizations (e.g., JICA, GIZ, USAID)	142	11	6.82	2.12
3. The World Bank Group*	151	4	7.36	2.01
4. The International Monetary Fund	150	5	6.68	2.07
5. The United Nations (UN)	149	5	7.03	2.05
6. The World Health Organization (WHO)	151	3	7.29	1.97
7. The Caribbean Development Bank (CDB)	153	1	7.40	2.02
8. The Inter-American Development Bank	134	15	7.10	2.01
9. European Union (EU)	143	6	7.08	1.98
10. Department for International Development (DFID)	130	17	6.96	2.11
11. Canada's bilateral assistance	131	18	7.07	2.09
12. The Eastern Caribbean Central Bank	147	2	7.51	2.04
13. Private sector	143	4	6.31	1.88
14. International civil society (e.g., NGOs, CBOs)	140	11	6.74	1.92
15. Domestic civil society (e.g., NGOs, CBOs)	145	6	6.61	1.91
16. Youth organizations	141	7	6.36	2.02
17. Faith-based institutions	145	7	6.12	2.43
18. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	148	4	5.61	2.07
19. International media and their web presence	144	8	5.75	1.97
20. Web based media (i.e., blogs, social media, other web-based news and information sources)	145	7	5.50	2.05

**B. Overall Attitudes toward the World Bank Group**

1. How familiar are you with the work of these organizations in XXXX? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)	154	n/a	6.75	2.26
2. The International Finance Corporation (IFC)	151	n/a	4.54	2.83
3. The Multilateral Investment Guarantee Agency (MIGA)	150	n/a	3.27	2.48
4. The International Monetary Fund	153	n/a	6.68	2.35
5. The Caribbean Development Bank (CDB)	153	n/a	7.50	1.95
6. The United Nations (UN)	152	n/a	6.88	2.37
7. European Union (EU)	153	n/a	7.07	2.17
8. Department for International Development (DFID)	152	n/a	5.61	2.82
9. Canada's bilateral assistance	153	n/a	5.07	2.92

To what extent do you agree/disagree with the following statements about the World Bank Group's work in XXXX? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in XXXX*	147	7	7.44	2.18
3. The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	143	10	7.01	2.11

4. Overall, please rate your impression of the effectiveness of these organizations in XXXX. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)*	138	13	7.12	2.09
2. The International Finance Corporation (IFC)*	94	56	5.64	2.27
3. The Multilateral Investment Guarantee Agency (MIGA)	73	76	5.14	2.41
4. The International Monetary Fund	132	19	6.58	2.14
5. The Caribbean Development Bank (CDB)	142	9	7.49	2.06
6. The United Nations (UN)	127	20	6.75	2.20
7. European Union (EU)	135	15	7.11	2.02
8. Department for International Development (DFID)	104	47	6.50	2.27
9. Canada's bilateral assistance	94	57	6.40	2.30

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in XXXX?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	134	17	7.14	2.07

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in XXXX?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	130	21	6.71	2.05

7. To what extent do you believe that the World Bank Group's work and support help the most vulnerable in XXXX? (Select only ONE response)	Percentage of Respondents (N=151)
To a fully sufficient degree	6.6%
To a somewhat sufficient degree	51.0%
To a somewhat insufficient degree	22.5%
To a very insufficient degree	8.6%
Don't know	11.3%

**B. Overall Attitudes toward the World Bank Group (continued)**

8. When thinking about the World Bank Group's role in XXXX, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=149)
Financial resources	55.7%
Capacity development related to World Bank Group supported projects	38.3%
Technical assistance	34.2%
Bringing together different groups of stakeholders	15.4%
Formal policy advice, studies, analyses	15.4%
Implementation support	13.4%
Data and statistics	9.4%
Mobilizing third party financial resources	4.0%
Global advocacy	2.7%
Global knowledge sharing	2.7%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.0%
Other	2.0%
Development partners' coordination	0.7%

9. When thinking about how the World Bank Group can have the most impact on development results in XXXX, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=149)
Jobs/employment	36.9%
Agriculture	28.2%
Economic growth	26.2%
Government effectiveness and transparency	25.5%
Education	23.5%
Health	20.8%
Energy	20.1%
Private sector growth	15.4%
Digital technology	14.8%
Poverty reduction	12.1%
Disaster risk preparedness and management	10.7%
Trade and exports	10.1%
Environment protection and natural resource management	9.4%
Social assistance	6.7%
Climate change	6.0%
Water and sanitation	4.7%
Global pandemics (e.g., COVID-19)	4.7%
Tourism development	4.0%
Regional integration	2.7%
Gender equality	2.0%
Urban development	1.3%
Transport and connectivity	0.7%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help XXXX solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	119	26	6.97	1.96

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	122	19	6.64	1.94
3. Flexibility (in terms of the institution's products and services)*	111	33	6.19	2.05
4. Flexibility (in terms of changing country circumstances)*	112	30	6.21	2.08
5. Being inclusive*	122	23	6.48	2.26
6. Openness (sharing data and other information)*	124	20	7.06	2.11
7. Collaboration with the Government*	129	15	7.74	1.91
8. The speed in which it gets things accomplished on the ground*	120	24	5.92	2.20
9. Helping to bring discipline/effective supervision to implementation of investment projects*	119	27	6.41	2.35
10. Collaboration with civil society*	106	39	5.96	2.38
11. Staff accessibility*	105	38	6.54	2.37
12. Collaboration with other development partners*	100	40	6.67	2.22
13. Collaboration with the private sector*	103	41	5.71	2.34
14. Straightforwardness and honesty*	114	31	6.99	2.21
15. Treating clients and stakeholders in XXXX with respect*	121	23	7.30	2.12
16. Being a long-term partner*	127	17	8.02	1.97

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	101	42	6.76	2.08
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	123	20	7.01	2.16
19. The World Bank Group's approvals and reviews are done in a timely fashion	108	35	6.82	2.09
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	108	34	7.04	1.93
21. The World Bank Group's lending policies and regulations are reasonable	110	32	6.85	2.13
22. The World Bank Group takes decisions quickly in XXXX*	101	42	6.66	2.17
23. Working with the World Bank Group increases XXXX's institutional capacity	126	17	7.40	2.29
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	97	45	7.18	2.09

To what extent do you agree/disagree with the following statements about the World Bank Group in XXXX? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of XXXX*	116	28	6.60	2.17
26. The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	119	25	6.68	2.07

Usefulness of COVID-19 related informal advice <i>(1- Not useful at all, 10- Very useful)</i>	N	DK	Mean	SD
27. How would you rate the usefulness of the World Bank Group's COVID-19 related informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the XXXX government's efforts to support citizens throughout this crisis?	89	53	6.93	2.02

Global role of advocacy	N	DK	Mean	SD
28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?* <i>(1-Not important at all, 10-Very important)</i>	131	11	8.46	1.84

How effectively does the World Bank Group support XXXX's efforts ... ? <i>(1-Not effectively at all, 10-Very effectively)</i>	Effectiveness			
	N	DK	Mean	SD
29. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	87	53	6.74	2.05
30. To develop better and stronger data collection/analytics systems within the Government	100	40	6.74	2.17
31. To strengthen the country's crisis preparedness	110	31	7.08	2.03

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social assistance	70	65	7.04	2.21
2. Gender equality	65	70	6.94	1.97
3. Private sector growth	64	69	5.94	2.25
4. Education	87	49	6.94	2.30
5. Government effectiveness and transparency	82	54	5.89	2.89
6. Regional integration	64	73	6.38	2.46
7. Urban development	63	72	6.13	2.69
8. Energy	72	61	6.38	2.12
9. Water and sanitation	73	59	6.75	2.19
10. Jobs/employment	81	55	5.83	2.36
11. Health	84	51	6.62	2.43
12. Transport and connectivity	54	79	5.83	2.52
13. Agriculture	87	49	6.52	2.36
14. Trade and exports	59	75	5.46	2.50
15. Environment protection and natural resource management	81	53	6.49	2.49
16. Climate change	93	44	6.82	2.26
17. Poverty reduction	91	43	6.89	2.31
18. Economic growth	89	45	6.92	2.34
19. Disaster risk preparedness and management	96	41	7.36	2.09
20. Digital technology	69	68	6.83	2.53
21. Tourism development	70	66	6.04	2.76

2. The World Bank Group has provided fast track support to XXXX related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	86	0	50	7.17	2.21
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	83	1	52	6.53	2.47
3. Protecting poor people (social assistance/ social safety nets)	82	1	52	6.61	2.37
4. Ensuring sustainable business growth and job creation	80	0	57	5.72	2.58
5. Strengthening policies, institutions and investments for rebuilding better	82	1	55	6.16	2.68
6. Macroeconomic stability and transparent debt management	77	0	60	6.43	2.65

E. World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=138)
Weekly	5.1%
Monthly	18.8%
A few times a year	46.4%
Rarely	21.7%
Never	8.0%

**E. World Bank Group's Knowledge Work and Activities (continued)**

In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	107	24	6.61	2.01
3. Include appropriate level of stakeholder involvement during preparation	101	32	6.09	2.30
4. Lead to practical solutions	111	23	6.51	2.22
5. Are source of relevant information on global good practices	117	19	7.42	1.99
6. Are adequately disseminated	114	22	6.19	2.25
7. Are translated enough into local language	110	25	6.66	2.45
8. Are adaptable to XXXX's specific development challenges and country circumstances*	111	26	6.48	2.19

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	122	15	6.96	2.12
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	120	18	7.67	1.73

F. The Future Role of the World Bank Group in XXXX

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=137)
Reduce the complexity of obtaining World Bank Group financing	40.1%
Increase the level of capacity development in the country	29.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	24.1%
Engage more effectively with private sector	20.4%
Engage more directly with beneficiaries	19.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	16.1%
Offer more innovative knowledge products and services	15.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.4%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	6.6%
Work faster	5.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	3.6%
Other	3.6%
Ensure greater selectivity in its work	0.7%

**F. The Future Role of the World Bank Group in XXXX (continued)**

2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=138)
NGOs/Community Based Organizations	47.1%
Private sector	41.3%
Beneficiaries	39.1%
Youth/university groups	16.7%
Development partners' community	15.9%
Academia/think tanks/research institutes	15.2%
Local government	5.8%
Foundations	4.3%
Media	4.3%
Parliament	3.6%
Regional organizations	2.9%
Other	1.4%
Don't know	0.0%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in XXXX?	Percentage of Respondents (N=137)
Never	24.8%
Less than once a year	22.6%
Once a year to a few times a year	32.1%
Less than once a month	6.6%
At least once a month	8.8%
At least once a week	5.1%

2. How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
Internet	52.9%
Local radio	30.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.4%
Local television	28.7%
Local newspapers	21.3%
Other	11.8%
International television	5.1%
Periodicals	3.7%
International newspapers	2.2%
International radio	0.7%

**G. Communication and Information Sharing (continued)**

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=138)
e-Newsletters	37.0%
Webinars or online events hosted by the World Bank Group	37.0%
World Bank Group's publications and other written materials	35.5%
World Bank Group's website	26.1%
World Bank Group's seminars/workshops/conferences	21.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	18.1%

4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=132)
Computer/laptop	84.1%
I never visit the WBG websites	6.8%
Tablet	5.3%
Phone	3.8%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	137	6.6%	26.3%	49.6%	17.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	136	5.9%	27.9%	47.1%	19.1%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	136	2.9%	14.7%	19.1%	63.2%
Visited a WBG website (e.g., read a blog, used data)	135	5.9%	19.3%	51.1%	23.7%
Attended an event/conference hosted by the WBG	134	0.0%	6.7%	22.4%	70.9%
Watched a webinar or online event hosted by the WBG	135	0.0%	8.1%	25.7%	66.2%
Read some or all of a WBG research paper or publication	134	0.0%	16.4%	44.8%	38.8%
Met professionally with WBG staff	134	3.7%	8.2%	24.6%	63.4%
Read a WBG e-newsletter	135	0.7%	11.9%	26.7%	60.7%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=162)
Employee of Ministry, Ministerial Department, Implementation Agency	31.5%
Private Sector Organization	16.0%
Office of Parliamentarian	8.6%
NGO/Community Based Organization	6.8%
Media (press, radio, TV, web, etc.)	6.2%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	5.6%
Academia/Research Institute/Think Tank	5.6%
Office of Minister	3.7%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	3.1%
State-Owned Enterprise	3.1%
Financial Sector/Private Bank	3.1%
Other	1.9%
Bilateral Agency (e.g., embassy, diplomatic, military)	1.2%
Multilateral Agency (UN, regional development bank)	1.2%
Office of the President, Prime Minister	0.6%
Judicial System (e.g., courts)	0.6%
Trade Union	0.6%
Faith-Based Group	0.6%
Local Government Office or Staff	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=161)
Macroeconomics, fiscal management	12.4%
Generalist (specialized in multiple sectors)	9.9%
Governance, anti-corruption	8.7%
Education	8.1%
Communications, public affairs	6.8%
Finance and markets	6.2%
Digital development and technology (ICT)	5.6%
Tourism	5.6%
Energy	4.3%
Health, nutrition	3.7%
Social protection	3.7%
Environment, natural resources	3.7%
Urban development	3.7%
Climate change	3.1%
Agriculture, rural development	3.1%
Trade and competitiveness	3.1%
Jobs	2.5%
Other	1.9%
Water, sanitation	1.2%
Gender	1.2%
Poverty	0.6%
Transport	0.6%
Fragility, conflict, violence, refugees	0.0%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in XXXX?	Percentage of Respondents (N=163)
Yes	33.7%
No	66.3%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in XXXX? (Select only ONE response)	Percentage of Respondents (N=55)
The World Bank (IBRD/IDA)	92.7%
The International Finance Corporation (IFC)	7.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

**H. Background Information (continued)**

5. Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=163)
Collaborate as part of my professional duties	39.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.0%
Engage in World Bank Group related/sponsored events/activities	28.2%
Use World Bank Group reports/data	26.4%
Use World Bank Group website for information, data, research, etc.	24.5%

6. What's your gender?	Percentage of Respondents (N=164)
Female	44.5%
Male	55.5%

7. What's your age?	Percentage of Respondents (N=165)
25 and under	0.6%
26-35	7.3%
36-45	20.0%
46-55	40.6%
56 and above	31.5%



Appendix B: Responses to Selected Questions by Stakeholder Groups²⁰

- Office of the President/Prime Minister/Minister N=7
- Office of Parliamentarian N=14
- Employee of a Ministry N=51
- Other Government Institutions²¹ N=20
- Private Sector/Financial Sector N=31 (Private Sector)
- CSO N=13
- Academia/Research Institute/Think Tank (Academia) N=9
- Media N=10
- Other²² N=7

A. Overall Context

In general, would you say that XXXX is headed in ... ?

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
The right direction*	100.0%	64.3%	57.1%	52.6%	16.7%	0.0%	12.5%	70.0%	28.6%
The wrong direction*	0.0%	35.7%	12.2%	15.8%	50.0%	53.8%	62.5%	10.0%	14.3%
Not sure	0.0%	0.0%	30.6%	31.6%	33.3%	46.2%	25.0%	20.0%	57.1%

*Significantly different between stakeholder groups

²⁰ Only 162 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

²¹ Includes the following categories: PMU overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program (N=5), Independent Government Institution (N=9), Judicial System (N=1), State-Owned Enterprise (N=5)

²² Includes the following categories: Bilateral Agency (N=2), Multilateral Agency (N=2), and Other (N=3). There were no respondents from local government office or staff, from private foundations and from youth groups.

**A. Overall Context (continued)**

Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Social assistance	0.0%	14.3%	9.8%	10.0%	12.9%	33.3%	0.0%	10.0%	0.0%
Gender equality	0.0%	0.0%	3.9%	5.0%	3.2%	8.3%	0.0%	0.0%	14.3%
Private sector growth	14.3%	14.3%	17.6%	10.0%	32.3%	25.0%	22.2%	30.0%	28.6%
Education	14.3%	35.7%	23.5%	10.0%	29.0%	25.0%	44.4%	40.0%	14.3%
Government effectiveness and transparency	14.3%	42.9%	23.5%	30.0%	48.4%	41.7%	66.7%	30.0%	14.3%
Regional integration	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Energy	14.3%	7.1%	11.8%	10.0%	6.5%	0.0%	0.0%	10.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Jobs/employment	57.1%	50.0%	33.3%	50.0%	38.7%	41.7%	22.2%	60.0%	28.6%
Health	42.9%	14.3%	15.7%	25.0%	12.9%	16.7%	0.0%	40.0%	14.3%
Transport and connectivity	0.0%	0.0%	5.9%	5.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Agriculture	14.3%	35.7%	23.5%	20.0%	16.1%	16.7%	55.6%	20.0%	0.0%
Trade and exports	28.6%	7.1%	15.7%	5.0%	9.7%	16.7%	0.0%	0.0%	14.3%
Tourism development	14.3%	0.0%	7.8%	10.0%	6.5%	8.3%	0.0%	0.0%	0.0%
Climate change	28.6%	0.0%	5.9%	10.0%	6.5%	0.0%	22.2%	0.0%	14.3%
Poverty reduction	0.0%	0.0%	19.6%	15.0%	0.0%	8.3%	11.1%	0.0%	14.3%
Economic growth	14.3%	14.3%	23.5%	20.0%	29.0%	16.7%	11.1%	40.0%	42.9%
Disaster risk preparedness and management	14.3%	0.0%	11.8%	5.0%	12.9%	0.0%	0.0%	0.0%	14.3%
Digital technology	28.6%	7.1%	19.6%	10.0%	3.2%	0.0%	11.1%	10.0%	14.3%
Global pandemics (e.g., COVID-19)	0.0%	7.1%	9.8%	15.0%	3.2%	16.7%	0.0%	10.0%	0.0%
Environment protection and natural resource management	0.0%	21.4%	7.8%	5.0%	25.8%	25.0%	33.3%	0.0%	28.6%



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in XXXX, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Political pressures and obstacles	28.6%		36.4%		30.4%		57.9%		40.0%		38.5%		12.5%		25.0%		33.3%	
Inadequate level of private sector participation	42.9%		9.1%		26.1%		10.5%		16.7%		0.0%		12.5%		25.0%		33.3%	
Inadequate level of citizen/civil society participation	57.1%		36.4%		28.3%		10.5%		23.3%		23.1%		25.0%		37.5%		0.0%	
Inadequate level of development partners' coordination	28.6%		18.2%		10.9%		5.3%		6.7%		0.0%		0.0%		0.0%		16.7%	
Reforms are not well thought out in light of country challenges and capacity	0.0%		36.4%		41.3%		21.1%		26.7%		30.8%		25.0%		50.0%		50.0%	
Inadequate level of government accountability*	0.0%		18.2%		15.2%		10.5%		26.7%		46.2%		50.0%		12.5%		0.0%	
Inadequate level of capacity in the government	14.3%		0.0%		19.6%		31.6%		26.7%		30.8%		25.0%		25.0%		33.3%	
Absence of regional focus	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	
Corruption	0.0%		18.2%		10.9%		21.1%		26.7%		30.8%		50.0%		12.5%		16.7%	
Pressure from outside interest groups	14.3%		9.1%		10.9%		5.3%		3.3%		0.0%		0.0%		0.0%		0.0%	
Other	0.0%		0.0%		4.3%		10.5%		0.0%		0.0%		0.0%		0.0%		16.7%	

*Significantly different between stakeholder groups

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	7	8.71	13	7.31	46	7.52	19	8.21	26	6.88	12	6.42	9	7.00	8	6.38	7	7.29

(1-To no degree at all, 10-To a very significant degree)



B. Overall Attitudes Toward the World Bank Group

How familiar are you with the work of these organizations in XXXX? (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	7	8.57	13	6.62	47	7.00	18	7.33	28	6.36	13	6.08	9	6.78	8	5.00	7	7.00
The International Finance Corporation (IFC)	7	6.71	13	4.46	46	4.72	17	4.47	27	4.81	13	3.38	9	4.56	8	3.25	7	4.29
The Multilateral Investment Guarantee Agency (MIGA)	7	4.57	13	3.15	45	3.51	17	3.12	27	2.89	13	2.54	9	3.33	8	3.00	7	4.00
The International Monetary Fund	7	8.00	13	7.15	47	7.06	17	5.65	28	6.18	13	6.69	9	7.56	8	5.50	7	6.14
The Caribbean Development Bank (CDB)	7	7.86	13	7.62	47	7.81	17	7.53	28	7.11	13	7.38	9	8.00	8	5.75	7	7.71
The United Nations (UN)	7	8.57	13	7.46	47	6.85	17	6.88	27	6.15	13	7.31	9	7.22	8	5.88	7	6.43
European Union (EU)	7	8.43	13	7.23	47	7.09	17	7.59	28	6.54	13	7.31	9	7.11	8	5.63	7	7.00
Department for International Development (DFID)	7	8.71	13	5.46	47	5.64	17	5.76	27	4.74	13	4.92	9	6.00	8	5.25	7	7.29
Canada's bilateral assistance	7	7.43	13	5.23	47	5.04	17	3.88	28	4.68	13	5.15	9	5.78	8	5.25	7	5.71

To what extent do you agree/disagree with the following statements about the World Bank Group's work in XXXX? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in XXXX*	7	9.00	13	7.08	46	7.96	18	8.50	23	7.13	13	6.00	9	6.67	8	6.00	6	7.17
The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	6	9.00	13	7.08	45	7.58	17	8.18	23	5.87	13	5.54	9	6.33	8	5.88	6	7.17

*Significantly different between stakeholder groups



B. Overall Attitudes Toward the World Bank Group (continued)

Overall, please rate your impression of the effectiveness of these organizations in XXXX. (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)*	7	9.29	12	6.17	42	7.60	16	8.31	23	6.57	13	5.31	9	7.00	7	6.29	5	7.60
The International Finance Corporation (IFC)	6	7.50	7	4.57	24	6.04	13	6.15	19	5.63	8	4.50	5	5.00	6	4.67	3	5.33
The Multilateral Investment Guarantee Agency (MIGA)	6	7.00	7	4.29	19	5.53	8	5.13	11	5.00	5	4.40	6	5.17	6	4.17	3	5.00
The International Monetary Fund	7	8.14	12	6.17	38	7.05	13	6.77	26	6.23	12	6.08	8	6.38	8	5.25	4	6.50
The Caribbean Development Bank (CDB)	7	8.86	13	7.15	41	7.83	16	7.88	27	6.93	13	6.54	9	8.22	8	6.38	4	7.75
The United Nations (UN)	7	8.29	13	6.69	37	7.05	15	7.20	21	5.81	12	6.08	8	7.00	8	5.63	3	7.33
European Union (EU)	7	8.14	13	6.62	40	7.40	15	8.07	26	6.46	12	7.00	8	7.63	7	5.71	4	6.50
Department for International Development (DFID)	7	8.71	10	6.20	30	7.00	12	6.33	17	6.18	10	5.40	6	6.17	7	5.86	3	6.67
Canada's bilateral assistance	6	7.83	8	5.38	24	6.83	8	7.00	17	6.06	9	5.56	8	6.63	7	5.71	4	6.50

*Significantly different between stakeholder groups

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	7	9.29	13	6.85	41	7.63	16	8.13	22	6.23	11	5.36	8	6.63	8	6.88	5	6.80

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in XXXX?*	7	8.86	12	6.33	41	7.12	13	7.46	21	5.86	11	5.55	9	6.67	7	6.00	6	6.33

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

**B. Overall Attitudes Toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in XXXX, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Energy	50.0%	23.1%	22.7%	17.6%	21.4%	7.7%	11.1%	12.5%	14.3%
Water and sanitation	0.0%	0.0%	2.3%	17.6%	7.1%	0.0%	0.0%	0.0%	0.0%
Jobs/employment	50.0%	38.5%	29.5%	41.2%	50.0%	23.1%	11.1%	37.5%	71.4%
Health	33.3%	7.7%	25.0%	35.3%	7.1%	30.8%	11.1%	25.0%	14.3%
Social assistance	16.7%	0.0%	4.5%	5.9%	3.6%	23.1%	0.0%	12.5%	14.3%
Gender equality	0.0%	0.0%	2.3%	0.0%	0.0%	7.7%	0.0%	0.0%	14.3%
Private sector growth	0.0%	7.7%	15.9%	23.5%	25.0%	0.0%	11.1%	12.5%	28.6%
Education	16.7%	23.1%	25.0%	23.5%	25.0%	0.0%	44.4%	25.0%	42.9%
Government effectiveness and transparency	0.0%	23.1%	20.5%	29.4%	21.4%	53.8%	33.3%	25.0%	28.6%
Regional integration	0.0%	0.0%	2.3%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	2.3%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Tourism development	0.0%	0.0%	4.5%	5.9%	3.6%	0.0%	11.1%	0.0%	0.0%
Economic growth	50.0%	46.2%	25.0%	11.8%	28.6%	15.4%	11.1%	50.0%	14.3%
Disaster risk preparedness and management	0.0%	7.7%	13.6%	11.8%	7.1%	23.1%	11.1%	0.0%	14.3%
Digital technology	33.3%	7.7%	22.7%	17.6%	7.1%	0.0%	11.1%	37.5%	0.0%
Transport and connectivity	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Agriculture	0.0%	30.8%	27.3%	23.5%	25.0%	30.8%	66.7%	37.5%	0.0%
Trade and exports	0.0%	7.7%	11.4%	17.6%	10.7%	23.1%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	23.1%	15.9%	0.0%	10.7%	7.7%	22.2%	12.5%	0.0%
Global pandemics (e.g., COVID-19)	0.0%	7.7%	4.5%	0.0%	3.6%	15.4%	0.0%	12.5%	0.0%
Climate change	16.7%	7.7%	6.8%	0.0%	3.6%	7.7%	11.1%	0.0%	14.3%
Environment protection and natural resource management	0.0%	15.4%	4.5%	11.8%	10.7%	23.1%	22.2%	0.0%	0.0%



C. World Bank Group's Work and Engagement on the Ground

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	5	7.80	12	6.42	39	7.26	14	7.29	20	5.75	10	5.20	7	6.57	7	6.29	5	5.80
Flexibility (in terms of the institution's products and services)	5	6.60	11	6.00	37	6.49	15	7.00	16	5.69	8	4.75	7	6.00	6	5.83	4	5.50
Flexibility (in terms of changing country circumstances)	5	6.80	11	6.18	38	6.63	14	6.93	16	5.25	9	4.78	8	6.00	6	6.33	4	6.00
Being inclusive*	6	6.83	11	6.18	39	7.33	14	7.21	21	5.29	10	4.50	8	6.63	6	5.83	4	6.00
Openness (sharing data and other information)*	6	7.17	11	6.27	40	7.75	16	8.25	16	6.00	10	5.20	9	7.67	7	6.57	6	6.33
Collaboration with the Government*	6	8.50	13	7.15	42	8.21	16	8.31	19	6.68	10	7.00	8	8.38	7	6.86	6	7.67
The speed in which it gets things accomplished on the ground	6	7.17	9	5.22	39	6.36	16	6.81	20	4.90	9	4.89	7	5.43	7	6.00	5	5.20
Helping to bring discipline/effective supervision to implementation of investment projects*	6	8.33	10	5.40	37	6.92	15	7.53	18	5.56	10	4.40	8	5.63	7	6.43	6	6.33
Collaboration with civil society*	5	6.80	9	5.56	30	6.87	15	6.93	17	4.65	10	3.70	7	6.43	7	5.86	5	5.20
Staff accessibility*	6	8.50	9	5.44	35	7.23	15	7.47	13	5.46	7	4.14	6	5.83	7	6.57	5	5.40
Collaboration with other development partners*	6	7.33	10	6.40	34	7.68	10	7.70	15	5.73	9	4.67	4	6.50	6	6.17	5	5.40
Collaboration with the private sector*	5	7.00	10	5.80	32	6.53	11	7.27	20	4.30	6	3.83	6	5.33	7	5.57	5	4.60
Straightforwardness and honesty*	6	7.83	10	6.60	34	7.85	16	7.88	19	5.32	8	5.75	9	6.89	7	6.71	4	6.25
Treating clients and stakeholders in XXXX with respect*	6	8.33	11	6.55	39	8.03	16	7.88	17	5.82	9	6.44	8	7.25	7	6.86	5	6.00
Being a long-term partner*	6	8.67	12	7.58	40	8.75	16	8.69	18	6.83	10	6.50	9	7.89	7	7.29	6	7.83

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statement? (1- Strongly disagree, 10- Strongly agree)

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in XXXX*	6	8.17	10	5.50	35	7.17	13	7.31	13	5.23	5	5.20	7	6.57	6	6.33	3	6.33

*Significantly different between stakeholder groups

To what extent do you agree/disagree with the following statements about the World Bank Group in XXXX? (1- Strongly disagree, 10- Strongly agree)

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of XXXX*	6	8.33	12	5.42	37	7.24	12	7.58	17	6.06	10	5.20	8	6.13	7	5.71	4	5.25
The World Bank Group meets XXXX's needs for knowledge services*	6	7.00	11	5.82	39	7.33	16	7.25	17	6.53	8	4.75	9	6.44	7	5.43	4	5.50

*Significantly different between stakeholder groups

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	6	8.83	12	8.00	39	8.69	15	8.87	24	8.50	10	7.60	9	8.56	8	7.00	5	8.80

(1- Not important at all, 10- Very important)



E. World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Weekly	16.7%		0.0%		11.9%		0.0%		0.0%		0.0%		0.0%		12.5%		0.0%	
Monthly	50.0%		23.1%		16.7%		25.0%		12.0%		20.0%		11.1%		12.5%		33.3%	
A few times a year	16.7%		30.8%		47.6%		50.0%		52.0%		70.0%		66.7%		50.0%		16.7%	
Rarely	16.7%		23.1%		19.0%		25.0%		20.0%		10.0%		22.2%		25.0%		16.7%	
Never*	0.0%		23.1%		4.8%		0.0%		16.0%		0.0%		0.0%		0.0%		33.3%	

*Significantly different between stakeholder groups

In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to XXXX's specific development challenges and country circumstances*	6	8.17	11	5.73	34	6.88	14	7.00	18	5.83	8	4.13	8	6.38	6	6.83	4	7.75

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6	8.33	11	6.55	37	7.24	15	7.53	21	6.24	9	5.44	9	7.11	7	7.43	4	6.50
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	6	9.50	11	7.27	37	8.14	15	8.13	18	7.28	10	5.90	9	7.00	8	7.13	3	8.33

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in XXXX**

Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Offer more innovative knowledge products and services	50.0%	30.8%	19.5%	18.8%	0.0%	10.0%	11.1%	12.5%	0.0%
Collaborate more effectively with Government clients	33.3%	7.7%	14.6%	12.5%	8.0%	10.0%	0.0%	25.0%	0.0%
Work faster	0.0%	7.7%	7.3%	0.0%	8.0%	0.0%	0.0%	0.0%	16.7%
Reduce the complexity of obtaining World Bank Group financing	66.7%	53.8%	46.3%	37.5%	36.0%	30.0%	44.4%	12.5%	33.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	15.4%	9.8%	18.8%	24.0%	30.0%	22.2%	25.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	0.0%	2.4%	6.3%	4.0%	10.0%	0.0%	0.0%	16.7%
Ensure greater selectivity in its work	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Dominica's economy	0.0%	0.0%	4.9%	0.0%	12.0%	0.0%	0.0%	25.0%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	16.7%	30.8%	7.3%	18.8%	24.0%	60.0%	55.6%	25.0%	33.3%
Increase the level of capacity development in the country*	33.3%	23.1%	48.8%	37.5%	12.0%	20.0%	11.1%	12.5%	50.0%
Engage more directly with beneficiaries	0.0%	23.1%	19.5%	12.5%	16.0%	20.0%	33.3%	37.5%	33.3%
Engage more effectively with private sector*	0.0%	7.7%	12.2%	25.0%	48.0%	10.0%	11.1%	25.0%	16.7%
Other	0.0%	0.0%	4.9%	12.5%	0.0%	0.0%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in XXXX (continued)**

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Beneficiaries	33.3%	38.5%	50.0%	50.0%	36.0%	40.0%	22.2%	25.0%	16.7%
Youth/university groups	50.0%	15.4%	7.1%	25.0%	16.0%	20.0%	11.1%	12.5%	33.3%
Private sector*	16.7%	23.1%	47.6%	31.3%	68.0%	20.0%	22.2%	50.0%	33.3%
Local government	0.0%	7.7%	2.4%	6.3%	4.0%	0.0%	22.2%	12.5%	16.7%
Development partners' community	33.3%	15.4%	14.3%	18.8%	12.0%	20.0%	0.0%	12.5%	16.7%
NGOs/Community Based Organizations	50.0%	53.8%	45.2%	43.8%	56.0%	60.0%	55.6%	12.5%	33.3%
Regional organizations	0.0%	0.0%	7.1%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	16.7%	23.1%	16.7%	6.3%	0.0%	0.0%	55.6%	25.0%	33.3%
Parliament	0.0%	15.4%	2.4%	0.0%	0.0%	0.0%	11.1%	12.5%	0.0%
Foundations	0.0%	0.0%	2.4%	6.3%	4.0%	10.0%	0.0%	0.0%	16.7%
Media*	0.0%	7.7%	2.4%	0.0%	4.0%	0.0%	0.0%	37.5%	0.0%
Other	0.0%	0.0%	0.0%	6.3%	0.0%	10.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in XXXX?

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Never*	0.0%	30.8%	12.2%	12.5%	44.0%	50.0%	22.2%	25.0%	33.3%
Less than once a year	16.7%	30.8%	12.2%	18.8%	20.0%	30.0%	44.4%	37.5%	33.3%
Once a year to a few times a year	33.3%	38.5%	31.7%	43.8%	32.0%	20.0%	33.3%	12.5%	33.3%
Less than once a month	16.7%	0.0%	9.8%	12.5%	4.0%	0.0%	0.0%	12.5%	0.0%
At least once a month*	33.3%	0.0%	22.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
At least once a week	0.0%	0.0%	12.2%	6.3%	0.0%	0.0%	0.0%	12.5%	0.0%

*Significantly different between stakeholder groups

How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Local radio	16.7%	30.8%	31.0%	20.0%	41.7%	50.0%	11.1%	25.0%	33.3%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Social media	16.7%	15.4%	23.8%	46.7%	37.5%	30.0%	33.3%	0.0%	66.7%
International newspapers	0.0%	0.0%	2.4%	0.0%	4.2%	0.0%	0.0%	0.0%	16.7%
Local television*	50.0%	7.7%	35.7%	53.3%	25.0%	0.0%	11.1%	25.0%	16.7%
Internet*	33.3%	84.6%	50.0%	33.3%	45.8%	60.0%	88.9%	75.0%	33.3%
Periodicals	16.7%	7.7%	2.4%	0.0%	4.2%	10.0%	0.0%	0.0%	0.0%
International television	0.0%	15.4%	9.5%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Local newspapers*	0.0%	7.7%	7.1%	26.7%	25.0%	30.0%	33.3%	62.5%	16.7%
Other	33.3%	7.7%	21.4%	13.3%	4.2%	0.0%	0.0%	0.0%	16.7%

*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials*	50.0%	38.5%	40.5%	18.8%	12.0%	60.0%	33.3%	75.0%	50.0%
e-Newsletters	33.3%	38.5%	38.1%	25.0%	56.0%	10.0%	44.4%	25.0%	16.7%
World Bank Group's seminars/workshops/conferences	50.0%	15.4%	21.4%	25.0%	20.0%	20.0%	33.3%	0.0%	0.0%
World Bank Group's website	16.7%	23.1%	31.0%	18.8%	20.0%	40.0%	22.2%	12.5%	66.7%
Direct contact with World Bank Group	16.7%	38.5%	19.0%	18.8%	16.0%	10.0%	11.1%	12.5%	16.7%
Social media	16.7%	15.4%	16.7%	25.0%	20.0%	20.0%	11.1%	25.0%	33.3%
Webinars or online events hosted by the World Bank Group	16.7%	23.1%	28.6%	56.3%	48.0%	40.0%	44.4%	37.5%	16.7%

*Significantly different between stakeholder groups



H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in XXXX?*

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Yes	85.7%	7.1%	56.9%	60.0%	6.5%	0.0%	0.0%	33.3%	14.3%
No	14.3%	92.9%	43.1%	40.0%	93.5%	100.0%	100.0%	66.7%	85.7%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in XXXX? (Select only ONE response)

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD/IDA)	100.0%	100.0%	92.9%	91.7%	50.0%	0.0%	0.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	7.1%	8.3%	50.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Observer*	28.6%	57.1%	21.6%	10.5%	51.6%	58.3%	44.4%	55.6%	14.3%
Use World Bank Group reports/data	42.9%	28.6%	13.7%	15.8%	25.8%	41.7%	55.6%	33.3%	42.9%
Engage in World Bank Group related/sponsored events/activities	28.6%	28.6%	33.3%	42.1%	19.4%	8.3%	33.3%	22.2%	28.6%
Collaborate as part of my professional duties*	57.1%	14.3%	64.7%	63.2%	22.6%	0.0%	11.1%	33.3%	28.6%
Use World Bank Group website for information, data, research, etc.	0.0%	28.6%	21.6%	26.3%	22.6%	33.3%	22.2%	22.2%	57.1%

*Significantly different between stakeholder groups



Appendix C: Responses to All Questions by Country

● Dominica N=51 ● Grenada N=59 ● Saint Lucia N=48 ● Saint Vincent and the Grenadines N=8

A. Overall Context

In general, would you say that XXXX is headed in ... ?*

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
The right direction	26.5%	54.4%	42.6%	75.0%
The wrong direction	46.9%	12.3%	25.5%	25.0%
Not sure	26.5%	33.3%	31.9%	0.0%

*Significantly different between countries

Do you think that economic opportunity for citizens in XXXX is ... ?*

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Increasing	20.8%	31.6%	17.4%	50.0%
Decreasing	64.6%	28.1%	58.7%	12.5%
Staying about the same	14.6%	40.4%	23.9%	37.5%

*Significantly different between countries

**A. Overall Context (continued)**

Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Social assistance	8.0%	11.9%	14.6%	0.0%
Gender equality*	2.0%	5.1%	2.1%	25.0%
Private sector growth	34.0%	16.9%	14.6%	12.5%
Education	14.0%	32.2%	29.2%	12.5%
Government effectiveness and transparency*	58.0%	16.9%	35.4%	0.0%
Regional integration	2.0%	0.0%	0.0%	0.0%
Urban development	0.0%	1.7%	4.2%	0.0%
Energy	4.0%	13.6%	4.2%	12.5%
Water and sanitation	0.0%	3.4%	0.0%	0.0%
Jobs/employment	34.0%	35.6%	47.9%	50.0%
Health*	6.0%	18.6%	29.2%	12.5%
Transport and connectivity	0.0%	1.7%	6.3%	12.5%
Agriculture*	26.0%	33.9%	8.3%	12.5%
Trade and exports	18.0%	6.8%	8.3%	12.5%
Tourism development	8.0%	5.1%	8.3%	12.5%
Climate change	6.0%	10.2%	4.2%	12.5%
Poverty reduction*	2.0%	8.5%	16.7%	25.0%
Economic growth	32.0%	16.9%	18.8%	50.0%
Disaster risk preparedness and management	12.0%	8.5%	6.3%	0.0%
Digital technology	6.0%	18.6%	6.3%	25.0%
Global pandemics (e.g., COVID-19)	2.0%	8.5%	12.5%	12.5%
Environment protection and natural resource management	12.0%	22.0%	14.6%	0.0%

*Significantly different between countries

**A. Overall Context (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Economic growth	58.8%	42.4%	51.1%	50.0%
Disaster risk preparedness and management*	0.0%	3.4%	12.8%	0.0%
Digital technology*	3.9%	13.6%	10.6%	37.5%
Environment protection and natural resource management	9.8%	5.1%	4.3%	0.0%
Agriculture	47.1%	45.8%	34.0%	37.5%
Trade and exports*	33.3%	10.2%	10.6%	0.0%
Climate change*	2.0%	0.0%	0.0%	12.5%
Transport and connectivity	3.9%	0.0%	6.4%	0.0%
Energy	2.0%	6.8%	6.4%	0.0%
Tourism development	13.7%	8.5%	6.4%	12.5%
Water and sanitation	0.0%	0.0%	0.0%	0.0%
Jobs/employment	43.1%	55.9%	57.4%	75.0%
Health	3.9%	6.8%	4.3%	12.5%
Government effectiveness and transparency*	27.5%	8.5%	25.5%	0.0%
Gender equality	0.0%	3.4%	0.0%	0.0%
Private sector growth	25.5%	23.7%	21.3%	12.5%
Education*	17.6%	57.6%	34.0%	25.0%
Social assistance*	2.0%	3.4%	12.8%	25.0%
Urban development	0.0%	3.4%	0.0%	0.0%
Regional integration	2.0%	0.0%	2.1%	0.0%

*Significantly different between countries

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of XXXX's growth and development. In which areas would you like to see the XXXX's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Education*	12.2%	28.1%	31.9%	0.0%
Healthcare*	24.5%	50.9%	74.5%	50.0%
Economic growth	26.5%	31.6%	19.1%	37.5%
Poverty and inequality*	26.5%	19.3%	46.8%	12.5%
Nutrition/food security	22.4%	36.8%	27.7%	12.5%
Public service delivery*	30.6%	14.0%	8.5%	37.5%
Ensuring sustainable business growth and job creation	65.3%	56.1%	38.3%	50.0%
Providing direct financial support to businesses*	44.9%	19.3%	14.9%	50.0%
Providing direct non-financial support to citizens	14.3%	14.0%	6.4%	25.0%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	24.5%	17.5%	12.8%	25.0%
Other	6.1%	1.8%	10.6%	0.0%

*Significantly different between countries

When economic and/or social reform efforts fail or are slow to take place in XXXX, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Political pressures and obstacles	25.0%	33.3%	48.8%	42.9%
Inadequate level of private sector participation	20.8%	25.9%	11.6%	0.0%
Inadequate level of citizen/civil society participation	14.6%	33.3%	30.2%	28.6%
Inadequate level of development partners' coordination	10.4%	11.1%	4.7%	0.0%
Reforms are not well thought out in light of country challenges and capacity	33.3%	33.3%	30.2%	14.3%
Inadequate level of government accountability	25.0%	16.7%	16.3%	42.9%
Inadequate level of capacity in the government	27.1%	22.2%	16.3%	28.6%
Absence of regional focus	0.0%	0.0%	0.0%	0.0%
Corruption*	37.5%	5.6%	20.9%	14.3%
Pressure from outside interest groups	2.1%	7.4%	9.3%	14.3%
Other	0.0%	5.6%	4.7%	0.0%

*Significantly different between countries

**A. Overall Context (continued)**

To what extent do you trust each of the following groups to do what is right?

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The national government*	44	4.20	2.93	57	5.68	2.52	43	5.19	2.50	7	6.00	3.11
Bilateral organizations	42	6.67	2.43	53	6.81	2.08	41	6.98	1.98	6	6.83	1.33
The World Bank Group	45	7.42	2.26	56	7.16	2.03	43	7.51	1.80	7	7.57	1.51
The International Monetary Fund	46	6.76	2.36	55	6.51	1.99	42	6.81	1.93	7	6.71	1.80
The United Nations (UN)	43	7.09	2.50	56	6.95	1.95	43	7.09	1.78	7	7.00	1.83
The World Health Organization (WHO)	44	7.48	2.22	56	7.05	1.99	44	7.27	1.70	7	8.14	1.77
The Caribbean Development Bank (CDB)	44	7.36	2.09	58	7.34	2.00	44	7.41	2.14	7	8.00	1.00
The Inter-American Development Bank	41	6.90	2.17	46	6.87	2.04	40	7.40	1.88	7	8.00	1.29
European Union (EU)	39	7.36	1.90	55	6.69	1.89	42	7.17	2.20	7	8.00	1.41
Department for International Development	35	7.26	2.12	48	6.79	1.87	41	6.85	2.45	6	7.33	1.63
Canada's bilateral assistance	38	7.16	2.24	49	6.96	2.06	38	7.00	2.14	6	7.83	0.98
The Eastern Caribbean Central Bank	42	7.67	1.90	55	7.56	1.95	43	7.16	2.35	7	8.29	1.25
Private sector	40	6.15	1.98	53	6.26	1.70	44	6.43	2.10	6	6.83	1.17
International civil society	38	6.61	2.24	54	6.59	1.63	41	6.95	2.05	7	7.29	1.50
Domestic civil society	39	6.28	2.32	57	6.72	1.62	42	6.67	1.95	7	7.14	1.35
Youth organizations	38	6.03	2.25	53	6.30	1.73	43	6.58	2.19	7	7.29	1.50
Faith-based institutions	40	5.58	2.71	55	6.33	2.14	43	6.33	2.47	7	6.43	2.70
Domestic traditional media and their web	41	5.56	2.39	57	5.49	1.67	43	5.67	2.28	7	6.57	1.90
International media and their web presence	39	5.77	2.27	56	5.48	1.74	42	5.98	1.96	7	6.43	2.07
Web based media	40	5.65	2.33	55	5.11	1.78	43	5.70	2.05	7	6.43	2.07

(1-To no degree at all, 10-To a very significant degree) *Significantly different between countries

**B. Overall Attitudes Toward the World Bank Group**

How familiar are you with the work of these organizations in XXXX? (1-Not familiar at all, 10-Extremely familiar)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)	47	6.49	2.33	57	6.74	2.14	43	6.95	2.33	7	7.29	2.50
The International Finance Corporation (IFC)	45	4.29	2.99	56	4.45	2.91	43	5.05	2.62	7	3.71	2.36
The Multilateral Investment Guarantee Agency (MIGA)	45	3.20	2.50	55	3.20	2.52	43	3.44	2.53	7	3.29	2.22
The International Monetary Fund	46	6.52	2.63	57	7.02	2.03	43	6.35	2.45	7	7.00	2.31
The Caribbean Development Bank (CDB)	46	7.17	2.03	57	7.68	1.73	43	7.56	2.21	7	7.86	1.57
The United Nations (UN)	45	6.49	2.79	57	6.98	2.07	43	6.95	2.35	7	8.00	1.63
European Union (EU)	46	7.02	2.23	57	6.86	2.09	43	7.30	2.29	7	7.57	1.72
Department for International Development (DFID)	45	5.38	2.80	57	5.53	2.80	43	6.16	2.79	7	4.29	3.20
Canada's bilateral assistance	46	5.15	2.76	57	5.02	2.91	43	5.09	3.13	7	4.86	3.44

To what extent do you agree/disagree with the following statements about the World Bank Group's work in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	43	7.02	2.29	55	7.64	2.11	42	7.52	2.22	7	8.00	1.73
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	42	6.71	2.06	53	7.19	2.06	41	7.02	2.32	7	7.29	1.80

**B. Overall Attitudes Toward the World Bank Group**

Overall, please rate your impression of the effectiveness of these organizations in XXXX. (1-Not effective at all, 10-Very effective)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)	42	6.74	2.21	51	7.39	2.00	38	7.08	2.11	7	7.57	1.90
The International Finance Corporation (IFC)	24	5.33	2.62	35	5.97	2.19	30	5.57	2.18	5	5.20	1.92
The Multilateral Investment Guarantee Agency (MIGA)	21	5.00	2.67	27	5.41	2.45	20	4.85	2.28	5	5.40	2.07
The International Monetary Fund	41	6.44	2.15	52	7.06	2.07	33	5.91	2.13	6	7.00	2.10
The Caribbean Development Bank (CDB)	42	7.31	2.16	55	7.76	1.82	38	7.13	2.35	7	8.29	1.11
The United Nations (UN)	36	6.72	2.42	50	6.80	2.06	34	6.62	2.31	7	7.14	1.86
European Union (EU)	42	7.29	1.95	51	6.92	1.95	36	7.17	2.30	6	7.17	1.47
Department for International Development (DFID)	30	7.07	2.18	40	6.48	2.25	29	5.97	2.44	5	6.40	1.52
Canada's bilateral assistance	31	6.48	2.45	34	6.59	2.26	24	5.96	2.39	5	6.80	1.30

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?	37	6.68	2.29	51	7.37	2.10	39	7.28	1.85	7	7.14	1.77

(1-To no degree at all, 10-To a very significant degree)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in XXXX?	36	6.33	2.15	52	7.19	1.98	37	6.43	2.01	5	6.40	1.82

(1-To no degree at all, 10-To a very significant degree)

**B. Overall Attitudes Toward the World Bank Group (continued)**

To what extent do you believe that the World Bank Group's work and support help the most vulnerable in XXXX? (Select only ONE response)

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
To a fully sufficient degree	4.3%	8.9%	7.1%	0.0%
To a somewhat sufficient degree	47.8%	60.7%	42.9%	42.9%
To a somewhat insufficient degree	23.9%	19.6%	23.8%	28.6%
To a very insufficient degree	10.9%	3.6%	14.3%	0.0%
Don't know	13.0%	7.1%	11.9%	28.6%

When thinking about the World Bank Group's role in XXXX, which activity do you VALUE the most? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Bringing together different groups of stakeholders	15.9%	12.5%	14.3%	42.9%
Capacity development related to World Bank Group supported projects	29.5%	41.1%	40.5%	57.1%
Technical assistance	34.1%	35.7%	38.1%	0.0%
Formal policy advice, studies, analyses	6.8%	23.2%	14.3%	14.3%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.3%	1.8%	0.0%	14.3%
Global advocacy	6.8%	1.8%	0.0%	0.0%
Financial resources	50.0%	60.7%	57.1%	42.9%
Data and statistics	11.4%	8.9%	9.5%	0.0%
Global knowledge sharing	4.5%	0.0%	4.8%	0.0%
Implementation support	20.5%	8.9%	14.3%	0.0%
Mobilizing third party financial resources	4.5%	5.4%	0.0%	14.3%
Development partners' coordination	2.3%	0.0%	0.0%	0.0%
Other	4.5%	0.0%	2.4%	0.0%



B. Overall Attitudes Toward the World Bank Group (continued)

When thinking about how the World Bank Group can have the most impact on development results in XXXX, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Energy	26.7%	19.6%	14.6%	14.3%
Water and sanitation	4.4%	1.8%	9.8%	0.0%
Jobs/employment*	35.6%	32.1%	51.2%	0.0%
Health*	2.2%	21.4%	39.0%	28.6%
Social assistance	6.7%	5.4%	9.8%	0.0%
Gender equality*	0.0%	1.8%	0.0%	28.6%
Private sector growth	20.0%	14.3%	12.2%	14.3%
Education*	2.2%	30.4%	41.5%	0.0%
Government effectiveness and transparency*	42.2%	16.1%	22.0%	14.3%
Regional integration	2.2%	3.6%	2.4%	0.0%
Urban development	2.2%	0.0%	2.4%	0.0%
Tourism development	6.7%	3.6%	0.0%	14.3%
Economic growth	35.6%	23.2%	19.5%	28.6%
Disaster risk preparedness and management	15.6%	5.4%	9.8%	28.6%
Digital technology*	8.9%	21.4%	7.3%	42.9%
Transport and connectivity	0.0%	1.8%	0.0%	0.0%
Agriculture	31.1%	33.9%	17.1%	28.6%
Trade and exports	11.1%	8.9%	9.8%	14.3%
Poverty reduction	11.1%	14.3%	12.2%	0.0%
Global pandemics (e.g., COVID-19)*	2.2%	5.4%	2.4%	28.6%
Climate change	2.2%	8.9%	4.9%	14.3%
Environment protection and natural resource management	8.9%	12.5%	7.3%	0.0%

*Significantly different between countries

C. World Bank Group's Work and Engagement on the Ground

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help XXXX solve its most complicated development challenges?	32	6.72	2.02	49	6.86	2.11	31	7.23	1.71	7	7.86	1.57

(1-To no degree at all, 10-To a very significant degree)

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	36	6.72	1.88	45	6.78	2.12	35	6.49	1.85	6	6.00	1.55
Flexibility (in terms of the institution's products and services)	31	6.29	2.21	40	6.43	2.06	34	5.82	2.04	6	6.17	0.98
Flexibility (in terms of changing country circumstances)	32	6.28	2.28	40	6.27	2.10	34	6.03	2.02	6	6.33	1.51
Being inclusive	35	6.06	2.31	48	6.90	2.15	33	6.36	2.33	6	6.33	2.58
Openness (sharing data and other information)	34	6.79	1.92	49	7.18	1.94	35	7.11	2.53	6	7.33	2.07
Collaboration with the Government	36	7.83	1.84	49	7.84	1.72	38	7.55	2.25	6	7.67	1.75
The speed in which it gets things accomplished on the ground	35	5.69	2.04	46	5.87	2.35	33	6.12	2.22	6	6.67	1.97
Helping to bring discipline/effective supervision to implementation of investment projects	35	6.09	2.33	45	6.67	2.21	33	6.52	2.59	6	5.83	2.48
Collaboration with civil society	30	5.40	2.03	39	6.28	2.33	31	6.13	2.74	6	5.83	2.48
Staff accessibility	29	5.97	2.24	39	7.23	2.05	31	6.29	2.76	6	6.17	2.32
Collaboration with other development partners	27	6.70	2.16	37	7.14	1.86	30	6.27	2.63	6	5.67	2.16
Collaboration with the private sector	28	5.43	2.41	40	5.78	2.12	30	5.80	2.68	5	6.20	1.92
Straightforwardness and honesty	32	6.56	2.21	43	7.30	2.12	33	6.94	2.41	6	7.33	1.63
Treating clients and stakeholders in XXXX with respect	34	7.00	2.10	46	7.72	1.88	35	7.09	2.48	6	7.00	1.55
Being a long-term partner	35	7.83	1.89	49	8.35	1.65	37	7.78	2.47	6	7.83	1.33

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	26	6.27	2.09	38	6.82	2.45	31	7.26	1.63	6	6.00	0.89
The World Bank Group effectively monitors and evaluates the projects and programs it supports	32	6.59	2.39	49	7.27	1.75	36	7.14	2.49	6	6.33	1.75
The World Bank Group's approvals and reviews are done in a timely fashion	28	6.29	2.16	42	7.17	2.34	32	6.81	1.79	6	7.00	1.10
The World Bank Group's Environmental and Social Framework requirements are reasonable	28	6.82	2.00	43	6.88	2.04	31	7.23	1.84	6	8.17	0.98
The World Bank Group's lending policies and regulations are reasonable	29	6.41	2.24	43	7.02	2.28	33	6.91	1.89	5	7.60	1.67
The World Bank Group takes decisions quickly in XXXX	25	6.20	2.00	41	6.83	2.36	30	6.73	2.16	5	7.20	1.48
Working with the World Bank Group increases XXXX's institutional capacity	35	6.74	2.42	51	7.65	2.31	34	7.59	2.16	6	8.00	1.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	25	6.36	2.29	36	7.67	1.84	30	7.33	1.99	6	6.83	2.64

To what extent do you agree/disagree with the following statements about the World Bank Group in XXXX?

(1- Strongly disagree, 10- Strongly agree)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX	32	6.09	2.18	44	7.07	2.25	35	6.49	2.15	5	6.60	0.89
The World Bank Group meets XXXX's needs for knowledge services	32	6.09	2.12	48	7.04	2.01	34	6.62	2.08	5	7.40	1.95

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How would you rate the usefulness of the World Bank Group's COVID-19 related informal advice and guidance to the XXXX government's efforts to support citizens throughout this crisis?	26	6.58	2.12	32	7.16	1.87	26	7.12	2.12	5	6.40	2.07

(1- Not useful at all, 10- Very useful)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	37	8.24	2.17	50	8.62	1.58	37	8.51	1.84	7	8.14	2.12

*(1- Not important at all, 10- Very important)***How effectively does the World Bank Group support XXXX's efforts ... ? (1- Not effectively at all, 10- Very effectively)**

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	21	6.33	2.18	39	7.26	2.05	23	6.13	1.74	4	7.25	2.36
To develop better and stronger data collection/analytics systems within the Government	26	6.42	2.25	41	6.98	2.14	28	6.64	2.18	5	7.00	2.45
To strengthen the country's crisis and disaster preparedness	31	6.71	2.27	39	7.15	1.94	34	7.35	1.98	6	7.00	1.79

**D. World Bank Group's Support in Development Areas**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social assistance	19	6.58	2.22	29	7.76	1.70	20	6.40	2.70	2	7.50	0.71
Gender equality	16	7.00	2.50	29	7.21	1.54	18	6.39	2.09	2	7.50	2.12
Private sector growth	18	5.39	2.83	28	6.43	2.08	14	5.57	1.99	4	6.25	0.50
Education	21	6.48	2.42	39	7.21	2.17	24	6.96	2.56	3	6.67	1.16
Government effectiveness and transparency*	22	4.59	3.23	33	6.94	2.37	24	5.58	2.70	3	6.33	4.04
Regional integration	17	5.94	2.97	26	6.69	2.31	17	6.06	2.41	4	7.50	0.58
Urban development	16	5.19	2.93	24	6.62	2.53	21	6.14	2.73	2	7.50	0.71
Energy	21	5.90	2.49	32	6.59	1.90	18	6.56	2.12	1	6.00	.
Water and sanitation	19	6.00	2.52	32	7.03	2.10	21	7.05	1.99	1	6.00	.
Jobs/employment	23	5.04	2.64	33	6.42	1.89	23	5.65	2.60	2	7.00	0.00
Health	20	5.95	2.95	36	6.89	2.07	25	6.68	2.53	3	7.33	2.08
Transport and connectivity	15	4.73	2.66	22	6.27	2.55	16	6.31	2.24	1	5.00	.
Agriculture	31	7.03	2.32	33	6.61	2.42	21	5.67	2.29	2	6.00	1.41
Trade and exports	18	5.28	2.87	25	5.60	2.42	15	5.47	2.42	1	5.00	.
Environment protection and natural resource management*	19	5.00	2.85	37	7.27	2.10	22	6.32	2.38	3	7.67	1.16
Climate change	21	5.81	2.86	41	7.32	1.90	27	6.81	2.19	4	7.00	1.63
Poverty reduction	26	6.27	2.49	37	7.46	2.01	26	6.69	2.45	2	7.00	2.83
Economic growth	22	6.27	2.87	36	7.53	2.02	27	6.56	2.19	4	7.50	2.08
Disaster risk preparedness and management	24	6.92	2.65	38	7.53	1.66	29	7.48	2.15	5	7.60	2.07
Digital technology	21	5.81	3.20	27	7.30	1.92	20	7.25	2.34	1	7.00	.
Tourism development	22	5.77	3.09	30	6.30	2.47	17	5.88	3.02	1	7.00	.

(1- Not effective at all, 10- Very effective) *Significantly different between countries

**D. World Bank Group's Support in Development Areas (continued)**

The World Bank Group has provided fast track support to XXXX related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	22	6.27	2.57	33	7.61	1.92	28	7.54	2.13	3	5.67	0.58
Education (e.g., transitioning to remote learning, ensuring access, etc.)	21	5.90	2.72	32	7.13	2.32	27	6.37	2.50	3	6.00	0.00
Protecting poor people (social assistance/social safety nets)*	25	5.80	2.53	32	7.75	1.67	22	5.86	2.57	3	6.67	1.53
Ensuring sustainable business growth and job creation	24	5.17	2.73	29	6.41	2.44	23	5.30	2.65	4	6.50	1.29
Strengthening policies, institutions and investments for rebuilding better	26	5.62	2.84	29	6.90	2.73	23	5.83	2.50	4	6.25	1.50
Macroeconomic stability and transparent debt management	22	5.86	3.14	29	7.00	2.41	22	6.14	2.55	4	7.00	1.83

*Significantly different between countries

E. World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Weekly	2.6%	5.6%	7.9%	0.0%
Monthly	12.8%	16.7%	26.3%	28.6%
A few times a year	51.3%	51.9%	34.2%	42.9%
Rarely	15.4%	25.9%	21.1%	28.6%
Never	17.9%	0.0%	10.5%	0.0%



E. World Bank Group's Knowledge Work and Activities (continued)

In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	27	6.33	1.94	43	6.81	2.35	30	6.53	1.72	7	6.71	1.25
Include appropriate level of stakeholder involvement during preparation	26	5.50	2.32	42	6.36	2.37	27	6.26	2.30	6	6.00	1.79
Lead to practical solutions	28	5.82	2.36	47	6.89	2.16	29	6.52	2.23	7	6.71	1.60
Are source of relevant information on global good practices	29	6.83	2.35	49	7.71	1.78	32	7.47	2.05	7	7.57	1.27
Are adequately disseminated	30	5.73	2.36	48	6.25	2.39	29	6.34	2.04	7	7.14	1.35
Are translated enough into local language	26	6.58	2.55	47	6.89	2.55	30	6.33	2.40	7	6.86	1.77
Are adaptable to XXXX's specific development challenges and country circumstances	29	5.90	2.65	45	6.93	1.90	30	6.47	2.18	7	6.00	1.41

(1-To no degree at all, 10-To a very significant degree)

	Dominica			Grenada			Saint Lucia			Saint Vincent and the Grenadines		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	33	6.36	2.29	50	7.24	1.91	32	7.28	2.17	7	6.29	2.21
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	33	7.21	1.95	49	8.06	1.55	31	7.68	1.68	7	7.00	1.63

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**F. The Future Role of The World Bank Group in XXXX**

Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Offer more innovative knowledge products and services	7.9%	14.8%	21.1%	28.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	10.5%	11.1%	18.4%	0.0%
Work faster*	0.0%	3.7%	13.2%	0.0%
Reduce the complexity of obtaining World Bank Group financing	39.5%	42.6%	39.5%	28.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.8%	16.7%	13.2%	28.6%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	2.6%	3.7%	5.3%	0.0%
Ensure greater selectivity in its work	2.6%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	2.6%	11.1%	2.6%	14.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	39.5%	16.7%	21.1%	14.3%
Increase the level of capacity development in the country	21.1%	31.5%	28.9%	71.4%
Engage more directly with beneficiaries	23.7%	18.5%	21.1%	0.0%
Engage more effectively with private sector	28.9%	20.4%	13.2%	14.3%
Other	5.3%	3.7%	2.6%	0.0%

*Significantly different between countries

**F. The Future Role of The World Bank Group in XXXX (continued)**

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Beneficiaries	35.9%	42.6%	42.1%	14.3%
Youth/university groups	10.3%	22.2%	13.2%	28.6%
Private sector	46.2%	42.6%	36.8%	28.6%
Local government	7.7%	0.0%	10.5%	14.3%
Development partners' community	12.8%	16.7%	18.4%	14.3%
NGOs/Community Based Organizations	51.3%	50.0%	39.5%	42.9%
Regional organizations	2.6%	1.9%	5.3%	0.0%
Academia/think tanks/research institutes	10.3%	18.5%	13.2%	28.6%
Parliament	2.6%	3.7%	5.3%	0.0%
Foundations	2.6%	1.9%	7.9%	14.3%
Media	7.7%	0.0%	5.3%	14.3%
Other	2.6%	0.0%	2.6%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in XXXX?

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Never	38.5%	18.9%	15.8%	42.9%
Less than once a year	15.4%	20.8%	34.2%	14.3%
Once a year to a few times a year	35.9%	34.0%	26.3%	28.6%
Less than once a month	2.6%	11.3%	5.3%	0.0%
At least once a month	7.7%	11.3%	7.9%	0.0%
At least once a week	0.0%	3.8%	10.5%	14.3%

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Local radio*	62.2%	16.7%	13.2%	57.1%
International radio	0.0%	0.0%	2.6%	0.0%
Social media	37.8%	24.1%	26.3%	42.9%
International newspapers	2.7%	1.9%	2.6%	0.0%
Local television*	0.0%	33.3%	55.3%	0.0%
Internet	51.4%	51.9%	57.9%	42.9%
Periodicals	2.7%	1.9%	5.3%	14.3%
International television	0.0%	7.4%	7.9%	0.0%
Local newspapers*	24.3%	27.8%	5.3%	42.9%
Other	10.8%	14.8%	10.5%	0.0%

*Significantly different between countries

How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
World Bank Group's publications and other written materials	41.0%	37.0%	31.6%	14.3%
e-Newsletters	33.3%	38.9%	39.5%	28.6%
World Bank Group's seminars/workshops/conferences	23.1%	22.2%	15.8%	28.6%
World Bank Group's website	23.1%	27.8%	31.6%	0.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.6%	14.8%	18.4%	0.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	12.8%	16.7%	23.7%	57.1%
Webinars or online events hosted by the World Bank Group	33.3%	40.7%	28.9%	71.4%

*Significantly different between countries

What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Phone	2.9%	5.7%	2.7%	0.0%
Tablet	0.0%	7.5%	8.1%	0.0%
Computer/laptop	85.7%	83.0%	81.1%	100.0%
I never visit the WBG websites	11.4%	3.8%	8.1%	0.0%

**G. Communication and Information Sharing (continued)**

Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

Dominica

Percentage of Respondents	Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (N=39)	10.3%	20.5%	56.4%	12.8%
Read, viewed or heard a story about the WBG in global media (N=39)	2.6%	33.3%	43.6%	20.5%
Interacted with the WBG on Social Media (N=39)	2.6%	15.4%	17.9%	64.1%
Visited a WBG website (N=39)	0.0%	10.3%	56.4%	33.3%
Attended an event/conference hosted by the WBG (N=38)	0.0%	2.6%	18.4%	78.9%
Watched a webinar or online event hosted by the WBG (N=38)	0.0%	2.6%	21.1%	76.3%
Read some or all of a WBG research paper or publication (N=39)	0.0%	12.8%	38.5%	48.7%
Met professionally with WBG staff (N=37)	0.0%	5.4%	27.0%	67.6%
Read a WBG e-newsletter (N=39)	0.0%	7.7%	33.3%	59.0%

Grenada

Percentage of Respondents	Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (N=54)	5.6%	29.6%	46.3%	18.5%
Read, viewed or heard a story about the WBG in global media (N=54)	9.3%	25.9%	46.3%	18.5%
Interacted with the WBG on Social Media (N=53)	3.8%	18.9%	13.2%	64.2%
Visited a WBG website (N=53)	9.4%	18.9%	54.7%	17.0%
Attended an event/conference hosted by the WBG (N=53)	0.0%	9.4%	20.8%	69.8%
Watched a webinar or online event hosted by the WBG (N=54)	0.0%	9.3%	27.8%	63.0%
Read some or all of a WBG research paper or publication (N=52)	0.0%	19.2%	48.1%	32.7%
Met professionally with WBG staff (N=54)	1.9%	9.3%	24.1%	64.8%
Read a WBG e-newsletter (N=53)	1.9%	13.2%	26.4%	58.5%

**G. Communication and Information Sharing (continued)****Saint Lucia**

Percentage of Respondents	Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (N=37)	5.4%	27.0%	45.9%	21.6%
Read, viewed or heard a story about the WBG in global media (N=36)	5.6%	25.0%	50.0%	19.4%
Interacted with the WBG on Social Media (N=37)	2.7%	8.1%	29.7%	59.5%
Visited a WBG website (N=36)	8.3%	30.6%	41.7%	19.4%
Attended an event/conference hosted by the WBG (N=36)	0.0%	5.6%	27.8%	66.7%
Watched a webinar or online event hosted by the WBG (N=37)	0.0%	10.8%	27.0%	62.2%
Read some or all of a WBG research paper or publication (N=36)	0.0%	16.7%	47.2%	36.1%
Met professionally with WBG staff (N=36)	8.3%	11.1%	22.2%	58.3%
Read a WBG e-newsletter (N=36)	0.0%	16.7%	19.4%	63.9%

Saint Vincent and the Grenadines

Percentage of Respondents	Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (N=7)	0.0%	28.6%	57.1%	14.3%
Read, viewed or heard a story about the WBG in global media (N=7)	0.0%	28.6%	57.1%	14.3%
Interacted with the WBG on Social Media (N=7)	0.0%	14.3%	14.3%	71.4%
Visited a WBG website (N=7)	0.0%	14.3%	42.9%	42.9%
Attended an event/conference hosted by the WBG (N=7)	0.0%	14.3%	28.6%	57.1%
Watched a webinar or online event hosted by the WBG (N=7)	0.0%	14.3%	28.6%	57.1%
Read some or all of a WBG research paper or publication (N=7)	0.0%	14.3%	42.9%	42.9%
Met professionally with WBG staff (N=7)	14.3%	0.0%	28.6%	57.1%
Read a WBG e-newsletter (N=7)	0.0%	0.0%	28.6%	71.4%

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Yes	21.6%	37.5%	37.5%	62.5%
No	78.4%	62.5%	62.5%	37.5%

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in XXXX? (Select only ONE response)

Percentage of Respondents	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
The World Bank (IBRD/IDA)	90.0%	90.9%	94.4%	100.0%
The International Finance Corporation (IFC)	10.0%	9.1%	5.6%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dominica	Grenada	Saint Lucia	Saint Vincent and the Grenadines
Observer*	60.0%	22.4%	25.5%	25.0%
Use World Bank Group reports/data*	22.0%	41.4%	14.9%	12.5%
Engage in World Bank Group related/sponsored events/activities	32.0%	29.3%	23.4%	25.0%
Collaborate as part of my professional duties	28.0%	41.4%	48.9%	50.0%
Use World Bank Group website for information, data, research, etc.*	12.0%	22.4%	38.3%	37.5%
Observer*	60.0%	22.4%	25.5%	25.0%

*Significantly different between countries



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²³

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 OECS COS questionnaire: All 10-point scale questions and questions B7, B8, B9, and F1.

- Collaborating with the WBG, FY21 N=55
- Not collaborating with the WBG, FY21 N=108

A. Overall Context

To what extent do you trust each of the following groups to do what is right?

(1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government*	52	6.10	2.61	96	4.56	2.61
Bilateral organizations (e.g., JICA, GIZ, USAID)	48	6.98	2.12	91	6.73	2.09
The World Bank Group	52	7.62	1.97	96	7.21	2.00
The International Monetary Fund	51	6.90	1.93	96	6.54	2.10
The United Nations (UN)	51	7.29	1.85	95	6.89	2.12
The World Health Organization (WHO)	51	7.33	1.99	97	7.27	1.92
The Caribbean Development Bank (CDB)	52	7.54	2.01	98	7.34	1.99
The Inter-American Development Bank	44	7.39	2.00	87	6.95	1.96
European Union (EU)	48	7.25	1.97	92	6.98	1.97
Department for International Development (DFID)	46	7.35	2.10	81	6.73	2.08
Canada's bilateral assistance	44	7.50	2.19	85	6.89	1.99
The Eastern Caribbean Central Bank	53	7.89	1.90	93	7.38	2.10
Private sector	49	6.37	1.94	91	6.29	1.85
International civil society (e.g., NGOs, CBOs)	47	6.85	1.78	90	6.70	1.99
Domestic civil society (e.g., NGOs, CBOs)	49	6.88	1.69	93	6.48	2.00
Youth organizations	49	6.67	2.03	89	6.22	1.98
Faith-based institutions	51	6.65	2.44	91	5.84	2.40
Domestic traditional media and their web presence	51	6.00	2.12	94	5.43	2.04
International media and their web presence	48	5.88	2.21	93	5.70	1.83
Web based media	50	5.62	2.39	92	5.43	1.84

*Significantly different between collaborators and non-collaborators

²³ Only 163 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes Toward the World Bank Group**

How familiar are you with the work of these organizations in XXXX? (1-Not familiar at all, 10-Extremely familiar)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	52	7.50	2.16	99	6.41	2.19
The International Finance Corporation (IFC)*	51	5.29	3.02	97	4.18	2.67
The Multilateral Investment Guarantee Agency (MIGA)	50	3.72	2.62	97	3.03	2.40
The International Monetary Fund	52	6.90	2.37	98	6.56	2.33
The Caribbean Development Bank (CDB)	52	7.56	2.15	98	7.50	1.82
The United Nations (UN)	52	7.13	2.19	97	6.74	2.44
European Union (EU)	52	7.25	2.22	98	6.98	2.12
Department for International Development (DFID)	52	6.23	2.83	97	5.31	2.78
Canada's bilateral assistance	52	5.44	3.09	98	4.88	2.83

*Significantly different between collaborators and non-collaborators

To what extent do you agree/disagree with the following statements about the World Bank Group's work in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX*	52	8.31	2.10	92	7.02	2.03
The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	50	7.82	2.04	91	6.58	2.01

*Significantly different between collaborators and non-collaborators

Overall, please rate your impression of the effectiveness of these organizations in XXXX.

(1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	47	7.91	1.94	89	6.71	2.06
The International Finance Corporation (IFC)*	34	6.29	2.30	58	5.28	2.19
The Multilateral Investment Guarantee Agency (MIGA)	26	5.58	2.50	46	4.91	2.37
The International Monetary Fund	44	6.91	2.12	85	6.38	2.09
The Caribbean Development Bank (CDB)	48	7.63	2.06	91	7.43	2.02
The United Nations (UN)	44	7.07	2.15	81	6.57	2.20
European Union (EU)	47	7.36	1.97	86	6.98	2.01
Department for International Development (DFID)	38	6.87	2.27	65	6.32	2.26
Canada's bilateral assistance	31	6.97	2.01	61	6.15	2.42

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	48	7.85	2.01	84	6.70	2.00

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in XXXX?*	47	7.40	1.97	81	6.28	2.01

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

**B. Overall Attitudes Toward the World Bank Group (continued)**

To what extent do you believe that the World Bank Group's work and support help the most vulnerable in XXXX?
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	11.8%	4.1%
To a somewhat sufficient degree	52.9%	48.5%
To a somewhat insufficient degree	21.6%	23.7%
To a very insufficient degree	5.9%	10.3%
Don't know	7.8%	13.4%

When thinking about the World Bank Group's role in XXXX, which activity do you VALUE the most?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Bringing together different groups of stakeholders	11.8%	17.9%
Capacity development related to World Bank Group supported projects	35.3%	40.0%
Technical assistance	43.1%	30.5%
Formal policy advice, studies, analyses	19.6%	13.7%
Informal advice that World Bank Group's staff provides	2.0%	2.1%
Global advocacy	2.0%	2.1%
Financial resources	56.9%	53.7%
Data and statistics	7.8%	10.5%
Global knowledge sharing*	7.8%	0.0%
Implementation support	5.9%	16.8%
Mobilizing third party financial resources	2.0%	5.3%
Development partners' coordination	0.0%	1.1%
Other	0.0%	3.2%

*Significantly different between collaborators and non-collaborators

**B. Overall Attitudes Toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in XXXX, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in XXXX?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	24.0%	18.8%
Water and sanitation	6.0%	4.2%
Jobs/employment	32.0%	39.6%
Health	26.0%	17.7%
Social assistance	10.0%	5.2%
Gender equality	2.0%	2.1%
Private sector growth	14.0%	16.7%
Education	28.0%	21.9%
Government effectiveness and transparency	18.0%	29.2%
Regional integration	2.0%	2.1%
Urban development	2.0%	1.0%
Tourism development	2.0%	4.2%
Economic growth	28.0%	24.0%
Disaster risk preparedness and management	12.0%	10.4%
Digital technology*	26.0%	9.4%
Transport and connectivity	0.0%	1.0%
Agriculture	22.0%	30.2%
Trade and exports	12.0%	9.4%
Poverty reduction	10.0%	13.5%
Global pandemics (e.g., COVID-19)	4.0%	5.2%
Climate change	6.0%	6.3%
Environment protection and natural resource management	4.0%	12.5%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	43	7.40	2.11	74	6.74	1.85

(1-To no degree at all, 10-To a very significant degree)

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	43	7.12	1.78	76	6.36	2.00
Flexibility (in terms of the institution's products and services)	42	6.43	2.00	68	6.01	2.08
Flexibility (in terms of changing country circumstances)*	41	6.78	2.10	71	5.87	2.01
Being inclusive*	44	7.11	1.93	76	6.05	2.35
Openness (sharing data and other information)*	45	7.93	1.78	76	6.49	2.12
Collaboration with the Government*	47	8.28	1.57	80	7.41	2.04
The speed in which it gets things accomplished on the ground*	44	6.45	2.13	74	5.57	2.20
Helping to bring discipline/effective supervision to implementation of investment projects*	43	7.21	2.20	74	5.91	2.34
Collaboration with civil society*	39	6.87	2.14	66	5.39	2.37
Staff accessibility*	45	7.58	2.05	58	5.66	2.27
Collaboration with other development partners*	40	7.63	1.66	59	6.00	2.33
Collaboration with the private sector*	38	6.50	2.11	64	5.20	2.35
Straightforwardness and honesty*	43	7.79	1.85	70	6.49	2.29
Treating clients and stakeholders in XXXX with respect*	45	8.02	1.66	73	6.78	2.25
Being a long-term partner*	46	8.63	1.54	78	7.62	2.13

**Significantly different between collaborators and non-collaborators*

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	39	7.21	2.13	60	6.38	1.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	45	7.67	1.81	76	6.58	2.27
The World Bank Group's approvals and reviews are done in a timely fashion*	42	7.38	2.05	63	6.37	2.03
The World Bank Group's Environmental and Social Framework requirements are reasonable	42	7.14	2.14	65	6.94	1.80
The World Bank Group's lending policies and regulations are reasonable*	43	7.44	2.07	66	6.44	2.09
The World Bank Group takes decisions quickly in XXXX*	41	7.34	2.16	57	6.09	2.04
Working with the World Bank Group increases XXXX's institutional capacity*	46	8.04	2.21	78	6.97	2.27
Where country systems are adequate, the World Bank Group makes appropriate use of them*	41	7.88	1.93	55	6.64	2.08

**Significantly different between collaborators and non-collaborators*

To what extent do you agree/disagree with the following statements about the World Bank Group in XXXX?

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX*	41	7.54	1.92	72	6.00	2.12
The World Bank Group meets XXXX's needs for knowledge services*	44	7.32	2.00	73	6.23	2.00

*(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators*

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How would you rate the usefulness of the World Bank Group's COVID-19 related informal advice and guidance to the XXXX government's efforts to support citizens throughout this crisis?*	37	7.54	1.85	50	6.40	2.00

(1- Not useful at all, 10- Very useful) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	44	8.57	1.69	84	8.35	1.94

(1- Not important at all, 10- Very important)

How effectively does the World Bank Group support XXXX's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)*	31	7.48	2.00	54	6.22	1.93
To develop better and stronger data collection/analytics systems within the Government*	40	7.43	2.15	59	6.25	2.09
To strengthen the country's crisis and disaster preparedness*	41	7.73	1.82	67	6.63	2.05

*Significantly different between collaborators and non-collaborators

**D. World Bank Group's Support in Development Areas**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social assistance*	26	7.85	1.83	42	6.45	2.28
Gender equality*	30	7.43	1.59	34	6.47	2.19
Private sector growth*	28	6.71	2.17	34	5.21	2.14
Education*	32	7.56	1.98	53	6.49	2.41
Government effectiveness and transparency*	34	7.15	2.36	47	4.94	2.91
Regional integration*	27	7.00	1.96	35	5.74	2.66
Urban development	22	6.64	2.79	41	5.85	2.63
Energy	28	6.93	2.21	43	6.00	2.02
Water and sanitation	25	7.08	1.91	47	6.55	2.34
Jobs/employment	31	6.42	2.13	48	5.38	2.45
Health*	33	7.33	1.76	48	6.08	2.76
Transport and connectivity*	23	6.96	2.38	30	4.93	2.33
Agriculture	29	6.69	2.32	57	6.46	2.41
Trade and exports*	24	6.42	2.60	34	4.76	2.26
Environment protection and natural resource management*	31	7.61	1.93	48	5.73	2.57
Climate change*	34	7.65	1.82	57	6.28	2.38
Poverty reduction*	33	7.79	1.85	56	6.32	2.42
Economic growth*	36	7.56	2.09	51	6.41	2.43
Disaster risk preparedness and management*	40	7.95	1.77	55	6.93	2.23
Digital technology*	29	8.21	1.95	39	5.79	2.47
Tourism development*	27	7.07	2.51	41	5.24	2.72

*Significantly different between collaborators and non-collaborators

E. World Bank Group's Knowledge Work and Activities

In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1- To no degree at all, 10- To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	39	7.51	1.78	65	6.03	1.99
Include appropriate level of stakeholder involvement during preparation*	39	6.85	2.32	60	5.53	2.17
Lead to practical solutions*	42	7.55	1.92	67	5.81	2.14
Are source of relevant information on global good practices	42	7.83	1.87	72	7.11	2.03
Are adequately disseminated*	41	6.95	2.05	70	5.66	2.23
Are translated enough into local language*	40	7.58	1.87	68	6.07	2.60
Are adaptable to XXXX's specific development challenges and country circumstances*	40	7.18	1.84	69	6.03	2.29

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	41	7.66	1.78	78	6.58	2.23

(1- Not significant at all, 10- Very significant) *Significantly different between collaborators and non-collaborators

**E. World Bank Group's Knowledge Work and Activities (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	42	8.19	1.58	75	7.36	1.77

(1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators

F. The future role of the World Bank Group in XXXX

Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more innovative knowledge products and services*	28.3%	9.1%
Collaborate more effectively with Government clients	13.0%	11.4%
Work faster	6.5%	4.5%
Reduce the complexity of obtaining World Bank Group financing	41.3%	40.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.7%	20.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	2.2%	4.5%
Ensure greater selectivity in its work	0.0%	1.1%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	6.5%	4.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	10.9%	30.7%
Increase the level of capacity development in the country*	47.8%	21.6%
Engage more directly with beneficiaries	17.4%	20.5%
Engage more effectively with private sector	13.0%	25.0%
Other	4.3%	3.4%

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²⁴

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 206
- FY 2021 Number of comparable respondents = 159

By weighting, the FY 2017 and FY 2021 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2021
Office of the President/Prime Minister/Minister	6.5%	6.5%
Office of Parliamentarian	7.5%	7.5%
Government Institutions	48.5%	48.5%
Bilateral/Multilateral Agency	1.5%	1.5%
Civil Society	8.5%	8.5%
Private Sector	19.5%	19.5%
Academia/Research Institute/Think Tank	3.5%	3.5%
Media	4.5%	4.5%

A. Overall Context

In general, would you say that XXXX is headed in ... ?

Percentage of Respondents	FY 2017	FY 2021
The right direction	54.9%	45.5%
The wrong direction	23.1%	26.0%
Not sure	22.0%	28.6%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in XXXX?

(1-Not familiar at all, 10-Extremely familiar)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA) ⁱ	205	6.66	2.23	147	6.83	2.28
The Caribbean Development Bank (CDB)*	202	6.90	2.11	146	7.51	1.96

*Significantly different between FY2017 and FY2021

ⁱ In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, question B1_1 that refers to the World Bank was compared to question B1 from FY 2017 – “How familiar are you with the work of these organizations in XXXX: World Bank Group”.

²⁴ Only those questions that were asked both in FY 2017 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements about the World Bank Group's work in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX*	184	6.44	1.82	141	7.57	2.17
The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	177	6.17	1.74	137	7.10	2.10

*Significantly different between FY2017 and FY2021

Overall, please rate your impression of the effectiveness of these organizations in XXXX.

(1-Not effective at all, 10-Very effective)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	195	6.21	1.85	132	7.23	2.10
The Caribbean Development Bank (CDB)*	187	6.91	1.69	136	7.50	2.07

*Significantly different between FY2017 and FY2021

ⁱ In FY 2021, this question was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, question B4_1 that refers to the World Bank was compared to question B4 from FY 2017 – "Overall, please rate your impression of these organizations in XXXX: World Bank Group"

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	171	6.50	1.65	129	7.24	2.07

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2021

To what extent do you believe that the World Bank Group's work and support help the most vulnerable in XXXX?*

(Select only ONE response)

Percentage of Respondents	FY 2017	FY 2021
To a fully sufficient degree	2.0%	6.3%
To a somewhat sufficient degree	29.4%	51.4%
To a somewhat insufficient degree	33.8%	22.2%
To a very insufficient degree	19.1%	9.0%
Don't know	15.7%	11.1%

*Significantly different between FY2017 and FY2021

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	167	7.12	1.71	116	7.03	1.95

(1-To no degree at all, 10-To a very significant degree)

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	159	5.99	1.95	117	6.68	1.94
Flexibility (in terms of the institution's products and services)*	157	5.57	1.95	108	6.21	2.09
Flexibility (in terms of changing country circumstances)	154	5.75	1.93	110	6.24	2.12
Being inclusive*	158	5.99	1.83	118	6.49	2.23
Openness (sharing data and other information)	160	6.79	1.88	118	7.12	2.07
Collaboration with the Government*	170	7.32	1.69	125	7.77	1.90
The speed in which it gets things accomplished on the ground	160	5.55	2.10	117	5.99	2.20
Helping to bring discipline/effective supervision to implementation of investment projects	153	6.63	1.87	115	6.48	2.36
Collaboration with civil society	142	5.80	2.05	102	6.00	2.37
Staff accessibility	155	6.40	2.08	102	6.69	2.36
Collaboration with other development partners	144	6.43	1.90	99	6.82	2.18
Collaboration with the private sector	139	5.85	2.07	99	5.86	2.33
Straightforwardness and honesty	156	6.97	1.94	111	7.06	2.19
Treating clients and stakeholders in XXXX with respect	160	7.45	1.86	116	7.36	2.09
Being a long-term partner	167	8.01	1.76	121	8.05	1.98

*Significantly different between FY2017 and FY2021

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	125	5.66	2.08	98	6.77	2.09
The World Bank Group effectively monitors and evaluates the projects and programs it supports	164	6.92	1.58	119	7.05	2.15
The World Bank Group's approvals and reviews are done in a timely fashion*	136	5.94	1.88	103	6.86	2.12
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ *	109	6.26	1.75	106	7.05	1.95
The World Bank Group's lending policies and regulations are reasonable ⁱⁱ				107	6.98	2.09
The World Bank Group takes decisions quickly in XXXX*	128	5.90	1.71	98	6.70	2.21
Working with the World Bank Group increases XXXX's institutional capacity	165	7.10	1.54	122	7.50	2.25
Where country systems are adequate, the World Bank Group makes appropriate use of them*	126	6.56	1.54	93	7.25	2.08

* Significantly different between FY2017 and FY2021

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

ⁱⁱ Only FY21 questionnaire had an option with this wording.

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements about the World Bank Group in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX*	151	5.99	1.68	111	6.70	2.13
The World Bank Group meets XXXX's needs for knowledge services*	168	6.24	1.72	115	6.74	2.03

*Significantly different between FY2017 and FY2021

D. World Bank Group's Support in Development Areas

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?

(1-Not effective at all, 10-Very effective)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Social assistance ⁱ				68	7.08	2.24
Gender equality ^{*ii}	72	6.15	1.94	65	6.92	1.94
Private sector growth ⁱ				63	6.05	2.25
Education	104	6.47	1.83	83	6.93	2.26
Government effectiveness and transparency ⁱ				81	6.09	2.87
Regional integration ⁱⁱⁱ	83	6.66	1.63	62	6.46	2.37
Urban development	71	6.07	1.81	61	6.25	2.62
Energy	80	6.17	1.79	71	6.44	2.10
Water and sanitation	69	6.33	1.95	70	6.82	2.08
Jobs/employment ^{iv}	96	5.71	1.90	79	5.99	2.28
Health ⁱ				81	6.63	2.37
Transport and connectivity ^v	79	6.18	1.92	53	5.99	2.50
Agriculture ^{vi}	72	5.91	1.89	84	6.56	2.33
Trade and exports ⁱ				56	5.61	2.49
Environment protection and natural resource management ^{vii}	82	5.96	1.71	77	6.58	2.43
Climate change	94	6.94	1.65	89	6.85	2.22
Poverty reduction*	116	5.94	1.92	88	6.97	2.23
Economic growth	113	6.59	1.65	87	7.03	2.30
Disaster risk preparedness and management ⁱ				94	7.43	2.00
Digital technology ⁱ				68	7.05	2.49
Tourism development ⁱ				68	6.17	2.73

*Significantly different between FY2017 and FY2021

ⁱ Only FY21 questionnaire had this response option

ⁱⁱ In FY17, this option was "Gender equity policies".

ⁱⁱⁱ In FY17, this option was "Integration Policies (e.g., regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)".

^{iv} In FY17, this option was "Job creation/employment".

^v In FY17, this option was "Transport (e.g., roads, bridges, transportation)".

^{vi} In FY17, this option was "Agriculture and rural development".

**E. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	FY 2017	FY 2021
Weekly	3.0%	6.1%
Monthly	15.6%	19.7%
A few times a year	33.2%	47.7%
Rarely	33.7%	19.7%
Never	14.6%	6.8%

*Significantly different between FY2017 and FY2021

In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	150	6.24	1.74	101	6.68	2.04
Include appropriate level of stakeholder involvement during preparation ⁱ				98	6.16	2.31
Lead to practical solutions	155	6.37	1.88	107	6.59	2.15
Are source of relevant information on global good practices ⁱ				113	7.41	1.97
Are adequately disseminated ⁱ				109	6.18	2.17
Are translated enough into local language ⁱ				107	6.74	2.36
Are adaptable to XXXX's specific development challenges and country circumstances	158	6.28	1.74	108	6.49	2.20

ⁱ Only FY21 questionnaire had this response option

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	173	6.57	1.88	117	6.98	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	170	7.41	1.52	116	7.73	1.73

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)



Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.21	7.62
Overall the World Bank Group currently plays a relevant role in development in XXXX	7.02	8.31
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	6.58	7.82
Overall, please rate your impression of the World Bank's effectiveness in XXXX.	6.71	7.91
Overall, please rate your impression of the IFC's effectiveness in XXXX.	5.28	6.29
To what extent does the World Bank Group's work help to achieve development results in XXXX?	6.70	7.85
To what extent does the World Bank Group influence the development agenda in XXXX?	6.28	7.40
Responsiveness to needs	6.36	7.12
Flexibility (in terms of the institution's products and services)	6.01	6.43
Flexibility (in terms of changing country circumstances)	5.87	6.78
Being inclusive	6.05	7.11
Openness (sharing data and other information)	6.49	7.93
Collaboration with the Government	7.41	8.28
The speed in which it gets things accomplished on the ground	5.57	6.45
Helping to bring discipline/effective supervision to implementation of investment projects	5.91	7.21
Collaboration with civil society	5.39	6.87
Staff accessibility	5.66	7.58
Collaboration with other donors and development partners	6.00	7.63
Collaboration with the private sector	5.20	6.50
Straightforwardness and honesty	6.49	7.79
Treating clients and stakeholders in XXXX with respect	6.78	8.02
Being a long-term partner	7.62	8.63
The World Bank Group takes decisions quickly in XXXX	6.09	7.34
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.64	7.88
The World Bank Group's financial instruments meet the needs of XXXX	6.00	7.54
The World Bank Group meets XXXX's needs for knowledge services	6.23	7.32
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	8.35	8.57
In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to XXXX's specific development challenges and country circumstances	6.03	7.18
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.58	7.66
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.36	8.19

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: FY 2021 COS Questionnaire for the OECS Countries



World Bank Group Country Survey FY 2021 – XXXX

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in XXXX or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in XXXX, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in XXXX.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

**SECTION A: OVERALL CONTEXT**

A1. In general, would you say that XXXX is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in XXXX is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in XXXX.			
Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)			
1	Social assistance	12	Transport and connectivity
2	Gender equality	13	Agriculture
3	Private sector growth	14	Trade and exports
4	Education	15	Tourism development
5	Government effectiveness and transparency	16	Climate change
6	Regional integration	17	Poverty reduction
7	Urban development	18	Economic growth
8	Energy	19	Disaster risk preparedness and management
9	Water and sanitation	20	Digital technology
10	Jobs/employment	21	Global pandemics (e.g., COVID-19)
11	Health	22	Environment protection and natural resource management

A4. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)			
1	Economic growth	11	Water and sanitation
2	Disaster risk preparedness and management	12	Jobs/employment
3	Digital technology	13	Health
4	Environment protection and natural resource management	14	Government effectiveness and transparency
5	Agriculture	15	Gender equality
6	Trade and exports	16	Private sector growth
7	Climate change	17	Education
8	Transport and connectivity	18	Social assistance
9	Energy	19	Urban development
10	Tourism development	20	Regional integration

**SECTION A: OVERALL CONTEXT**

A5. The COVID-19 pandemic has stressed many aspects of XXXX's growth and development. In which areas would you like to see the XXXX's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

1	Education
2	Healthcare
3	Economic growth
4	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
5	Nutrition/food security
6	Public service delivery (e.g., strengthening policies, institutions)
7	Ensuring sustainable business growth and job creation
8	Providing direct financial support to businesses (business support packages)
9	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
10	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
11	Other (please specify): _____

A6. When economic and/or social reform efforts fail or are slow to take place in XXXX, which of the following would you attribute this to? (Choose no more than TWO)

1	Political pressures and obstacles
2	Inadequate level of private sector participation
3	Inadequate level of citizen/civil society participation
4	Inadequate level of development partners' coordination
5	Reforms are not well thought out in light of country challenges and capacity
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Absence of regional focus
9	Corruption
10	Pressure from outside interest groups (e.g., private sector, unions)
11	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A7. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The Inter-American Development Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	European Union (EU)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Department for International Development (DFID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Canada's bilateral assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	The Eastern Caribbean Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B1. How familiar are you with the work of these organizations in XXXX?											
		Not familiar at all								Extremely familiar	
		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10
3	The Multilateral Investment Guarantee Agency (MIGA)	1	2	3	4	5	6	7	8	9	10
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10
5	The Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10
7	European Union (EU)	1	2	3	4	5	6	7	8	9	10
8	Department for International Development (DFID)	1	2	3	4	5	6	7	8	9	10
9	Canada's bilateral assistance	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group's work in XXXX?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B2	Overall the World Bank Group currently plays a relevant role in development in XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in XXXX.												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The Multilateral Investment Guarantee Agency (MIGA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	European Union (EU)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Department for International Development (DFID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Canada's bilateral assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B5. To what extent does the World Bank Group's work help to achieve development results in XXXX?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B6. To what extent does the World Bank Group influence the development agenda in XXXX?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B7. To what extent do you believe that the World Bank Group's work and support help the most vulnerable in XXXX? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B8. When thinking about the World Bank Group's role in XXXX, which activity do you VALUE the most? (Choose no more than TWO)	
1	Bringing together different groups of stakeholders
2	Capacity development related to World Bank Group supported projects
3	Technical assistance
4	Formal policy advice, studies, analyses
5	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
6	Global advocacy
7	Financial resources
8	Data and statistics
9	Global knowledge sharing
10	Implementation support
11	Mobilizing third party financial resources
12	Development partners' coordination
13	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B9. When thinking about how the World Bank Group can have the most impact on development results in XXXX, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)

1	Energy	12	Tourism development
2	Water and sanitation	13	Economic growth
3	Jobs/employment	14	Disaster risk preparedness and management
4	Health	15	Digital technology
5	Social assistance	16	Transport and connectivity
6	Gender equality	17	Agriculture
7	Private sector growth	18	Trade and exports
8	Education	19	Poverty reduction
9	Government effectiveness and transparency	20	Global pandemics (e.g., COVID-19)
10	Regional integration	21	Climate change
11	Urban development	22	Environment protection and natural resource management

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help XXXX solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all								To a very significant degree				Don't know

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in XXXX with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	The World Bank Group's lending policies and regulations are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group takes decisions quickly in XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Working with the World Bank Group increases XXXX's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in XXXX?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C27. How would you rate the usefulness of the World Bank Group's COVID-19 related informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the XXXX government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
Not useful at all									Very useful	Don't know		

C28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
Not important at all									Very important	Don't know		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

How effectively does the World Bank Group support XXXX's efforts ... ?												
		Not effectively at all						Very effectively				Don't know
C29	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C31	To strengthen the country's crisis and disaster preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social assistance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Government effectiveness and transparency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Jobs/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Transport and connectivity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Environment protection and natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Climate change	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Disaster risk preparedness and management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Digital technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Tourism development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D2. The World Bank Group has provided fast track support to XXXX related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

		Not effective at all										Very effective	N/A	Don't know
		1	2	3	4	5	6	7	8	9	10			
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
3	Protecting poor people (social assistance/social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	



SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to XXXX's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN XXXX****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)**

1	Offer more innovative knowledge products and services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on XXXX's economy
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Increase the level of capacity development in the country
11	Engage more directly with beneficiaries
12	Engage more effectively with private sector
13	Other (please specify): _____

F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Beneficiaries	8	Academia/think tanks/research institutes
2	Youth/university groups	9	Parliament
3	Private sector	10	Foundations
4	Local government	11	Media
5	Development partners' community	12	Other (please specify): _____
6	NGOs/Community Based Organizations		
7	Regional organizations	13	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in XXXX?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in XXXX?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in XXXX? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

**H5. Which of the following describes most of your exposure to the World Bank Group in XXXX?
(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H6. What's your gender?

1	Female
2	Male

H7. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

Thank you for completing the survey!