



Jordan

The World Bank Country Survey FY 2013

Report of Findings
October 2013



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Jordan perceive the Bank;
- Obtain systematic feedback from stakeholders in Jordan regarding:
 - Their views regarding the general environment in Jordan;
 - Their overall attitudes toward the World Bank in Jordan;
 - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Jordan;
 - Perceptions of the World Bank's future role in Jordan.
- Use data to help inform Jordan country team's strategy.

II. Methodology

In June 2013, 254 stakeholders of the World Bank in Jordan were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President/Prime Minister/Minister; office of parliamentarian, a ministry, ministerial department, or implementation agency; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 132 stakeholders participated in the survey (52% response rate).

Respondents received questionnaires via courier and email and returned them accordingly. Respondents were asked about: general issues facing Jordan; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Jordan; and the Bank's communication and information sharing in Jordan.

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

- A. General Issues Facing Jordan: Respondents were asked to indicate whether Jordan is headed in the right direction, what they thought were the top three development priorities in Jordan, and which areas would contribute most to reducing poverty and generating economic growth.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Jordan, Bank staff preparedness to help Jordan solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were asked to indicate the Bank's greatest values, greatest weaknesses, the most effective instruments in helping reduce poverty in Jordan, with which stakeholder groups the Bank should collaborate more, in which sectoral areas the Bank should focus most resources, to what extent the Bank should seek to influence the global development agenda, and to what reasons respondents attributed failed or slow reform efforts.

II. Methodology (continued)

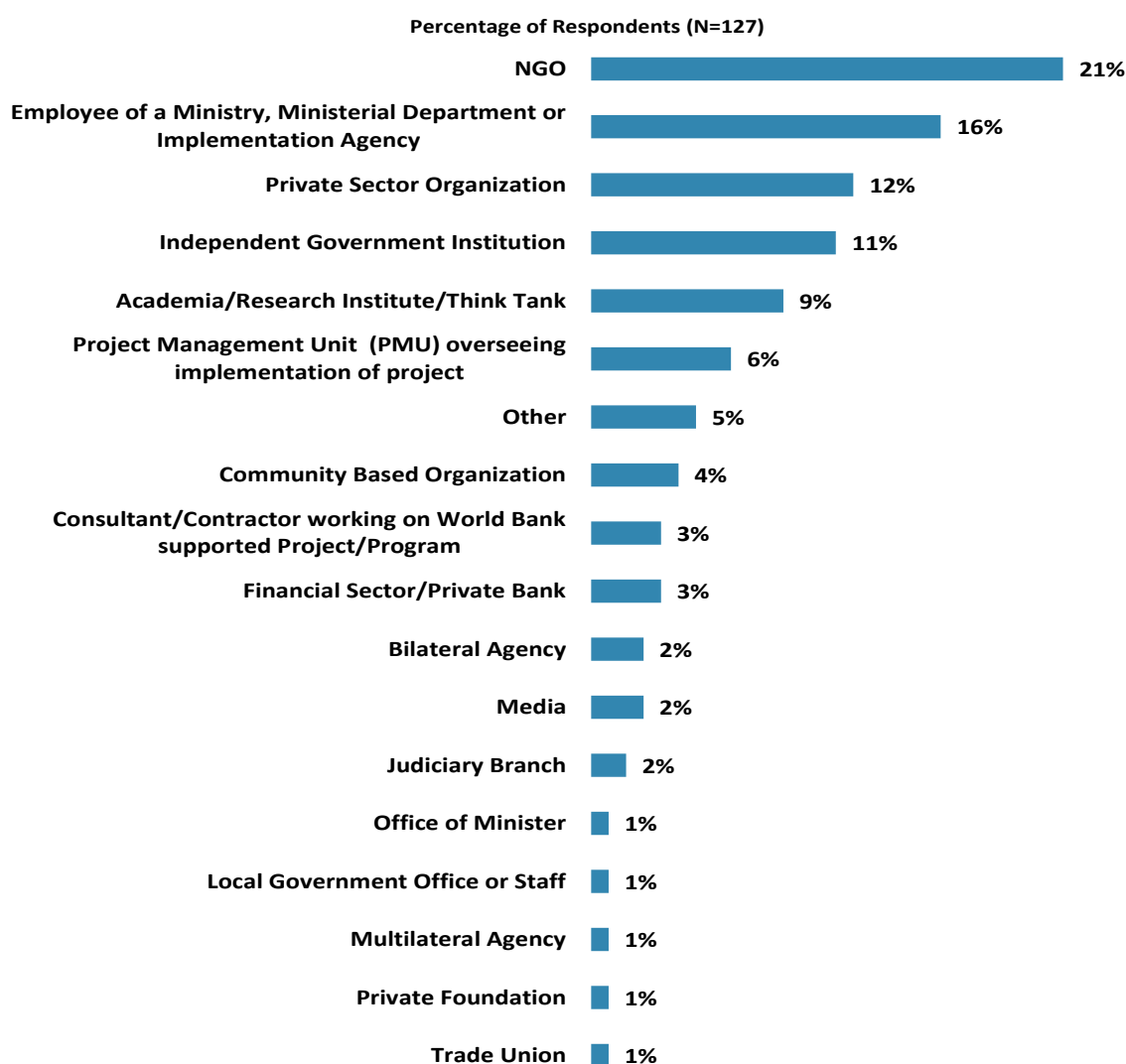
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets Jordan's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-four development areas, such as public sector governance/reform, energy, job creation/employment, anti-corruption, and poverty reduction.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Jordan's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Jordan: Respondents were asked to rate how significant a role the Bank should play in Jordan in the near future and to indicate what the Bank should do to make itself of greater value.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests. Respondents were also asked to indicate whether they primarily use the Bank's country website or the Bank's main website and whether they primarily use high speed or dial-up Internet connection when visiting a World Bank website.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Jordan, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 260 respondents (39% response rate) who completed the country survey in FY 2006. All responses to comparable questions across years can be found in Appendix C (see page 86). Notations and/or charts are included in the body of the report when the differences between years are worth-noting.

III. Demographics of the Sample

Current Position

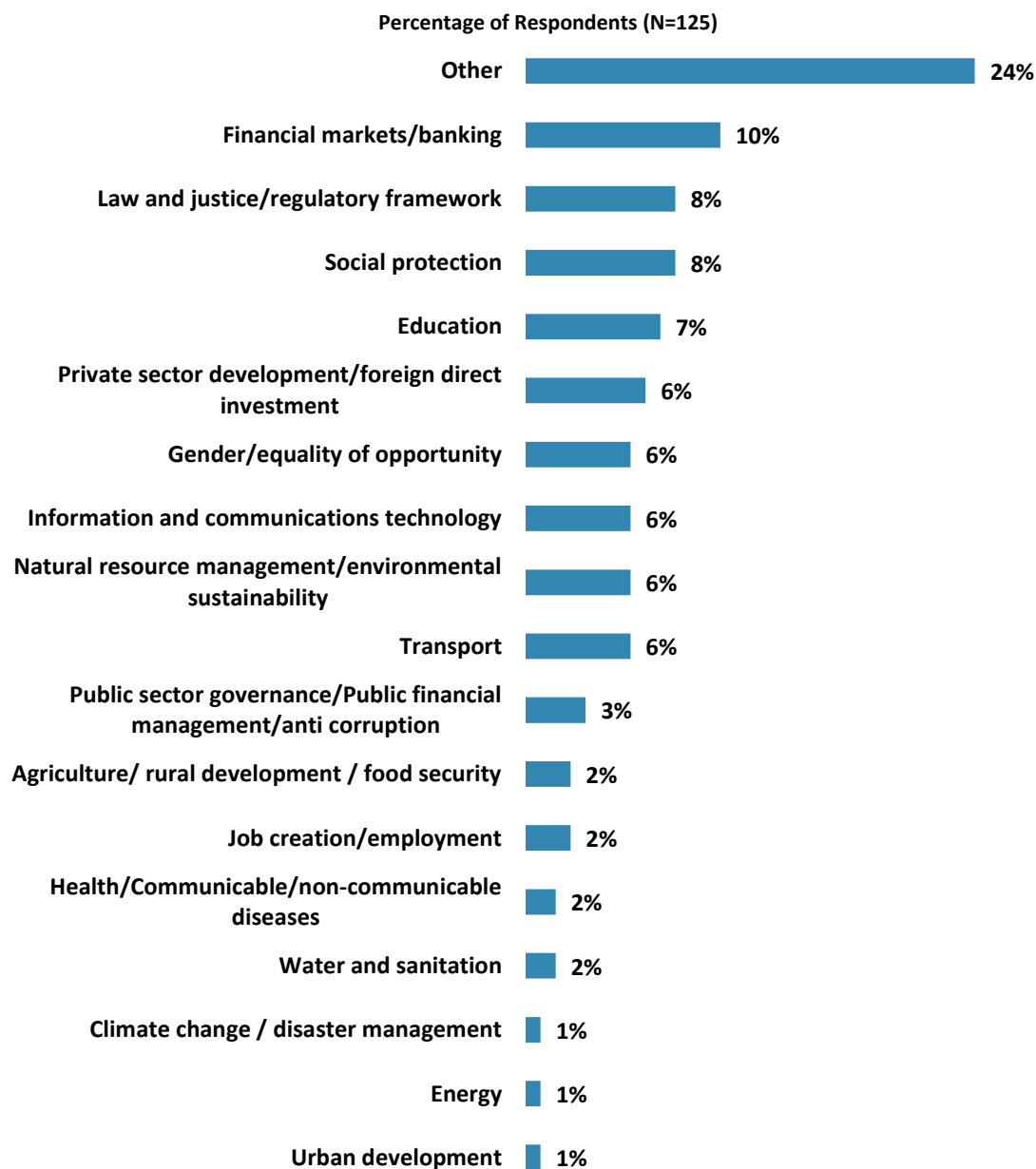
- For further analyses, respondents from PMUs were combined with consultants/contractors working on Bank projects; respondents from private sector organizations were combined with respondents from financial sector/private banks; respondents from private foundations, NGOs, CBOs, and trade unions were combined into the “CSO” category; the few respondents from the office of a minister, local governments, bilateral and multilateral agencies, the media, the judiciary branch, and other organizations were included in the “Other” category. There were no respondents from the office of the President/Prime Minister, office of a Parliamentarian, or faith-based groups.



“Which of the following best describes your current position?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Area of Primary Specialization

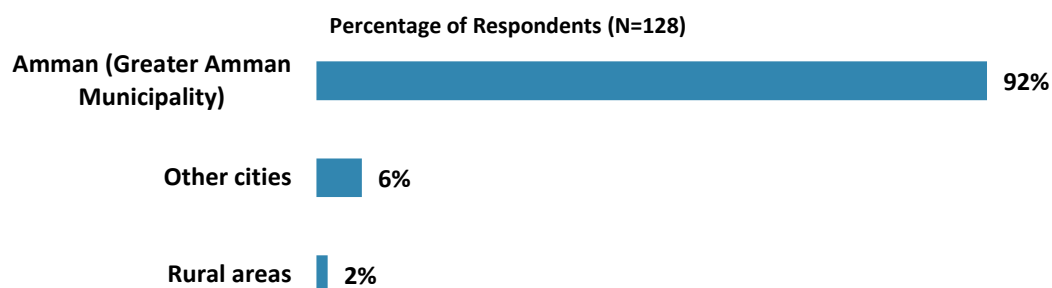


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Nearly all respondents indicated that they were located in Amman (Greater Amman Municipality). Because of the small number of respondents from other cities and rural areas, statistical comparisons across geographic locations were not possible.



“Which best represents your geographic location?”

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

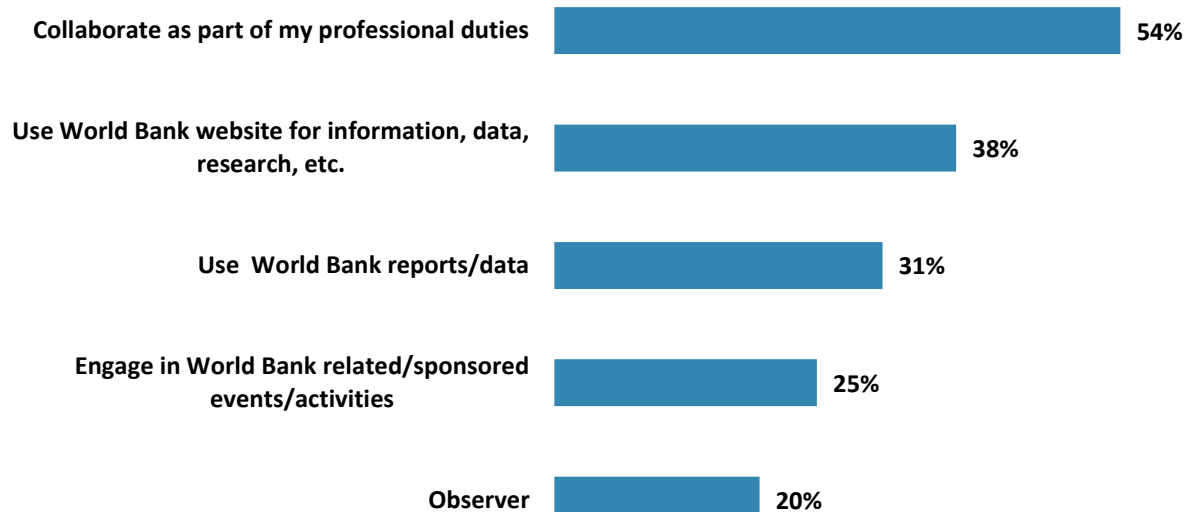
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Jordan, can be found in Appendix D (see page 89). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=130)



"Currently, do you professionally collaborate/work with the World Bank in your country?"

Percentage of Respondents (N=128)

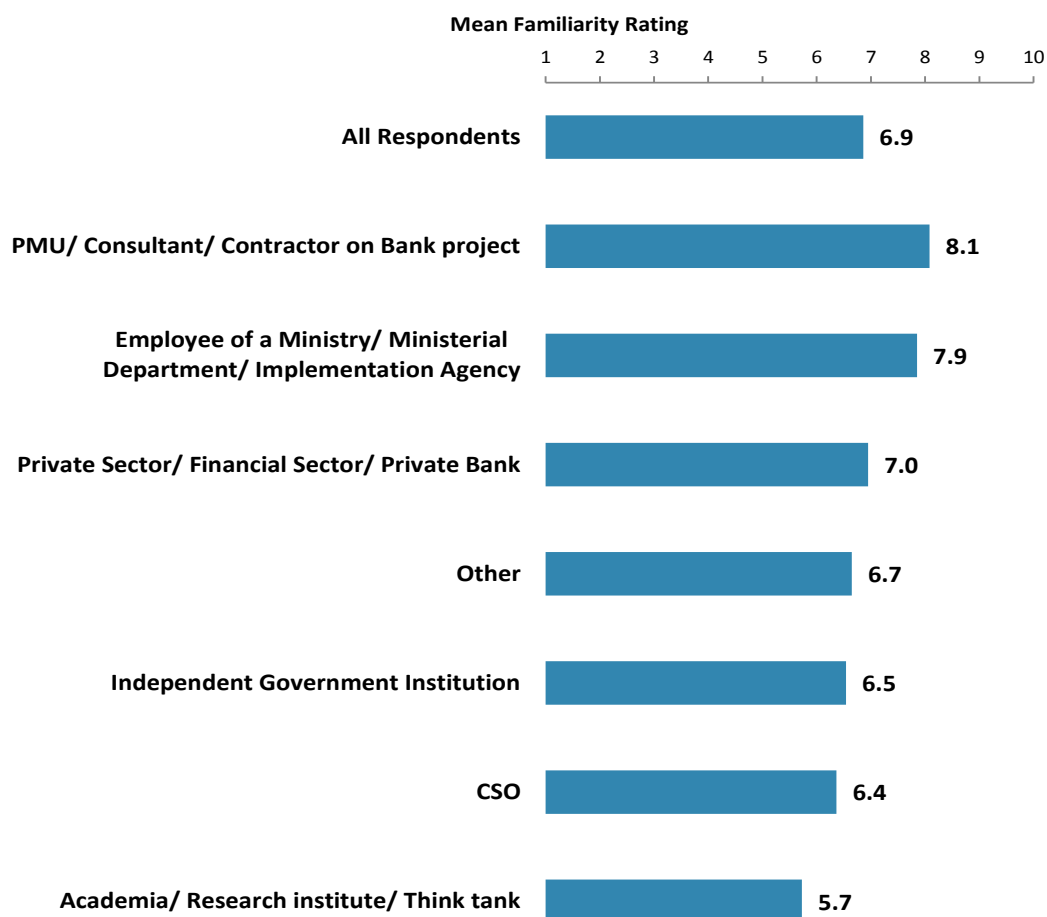


"Which of the following describes most of your exposure to the World Bank in Jordan?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

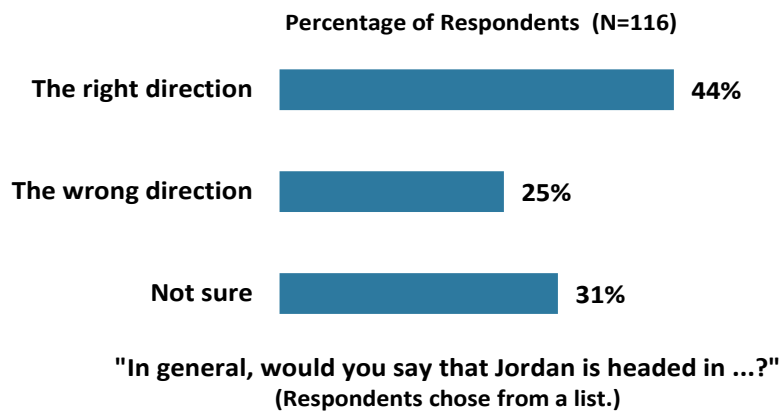
- Respondents from PMUs and consultants/contractors working on Bank projects indicated the highest levels of familiarity with the World Bank, whereas respondents from academia/research institutes/think tanks indicated significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their perceptions of the Bank's overall effectiveness in Jordan, the Bank's relevance to Jordan's development, and the Bank's ability to help achieve development results in Jordan.



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

IV. General Issues Facing Jordan

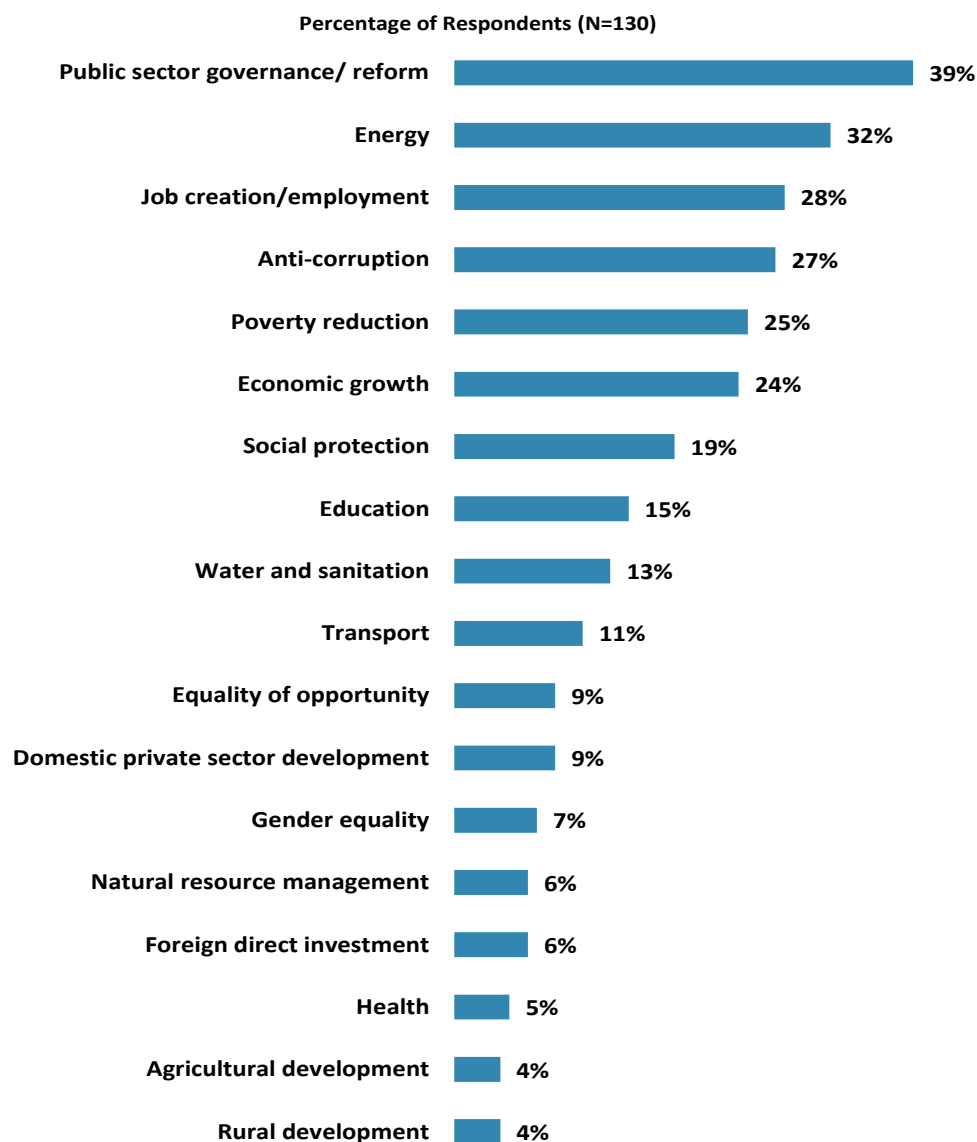
Headed in the Right Direction



IV. General Issues Facing Jordan (continued)

Development Priority

- In the FY '06 country survey *, respondents indicated that “reducing poverty” (30%) and “improving government effectiveness” (26%) were the most important development priorities for Jordan.

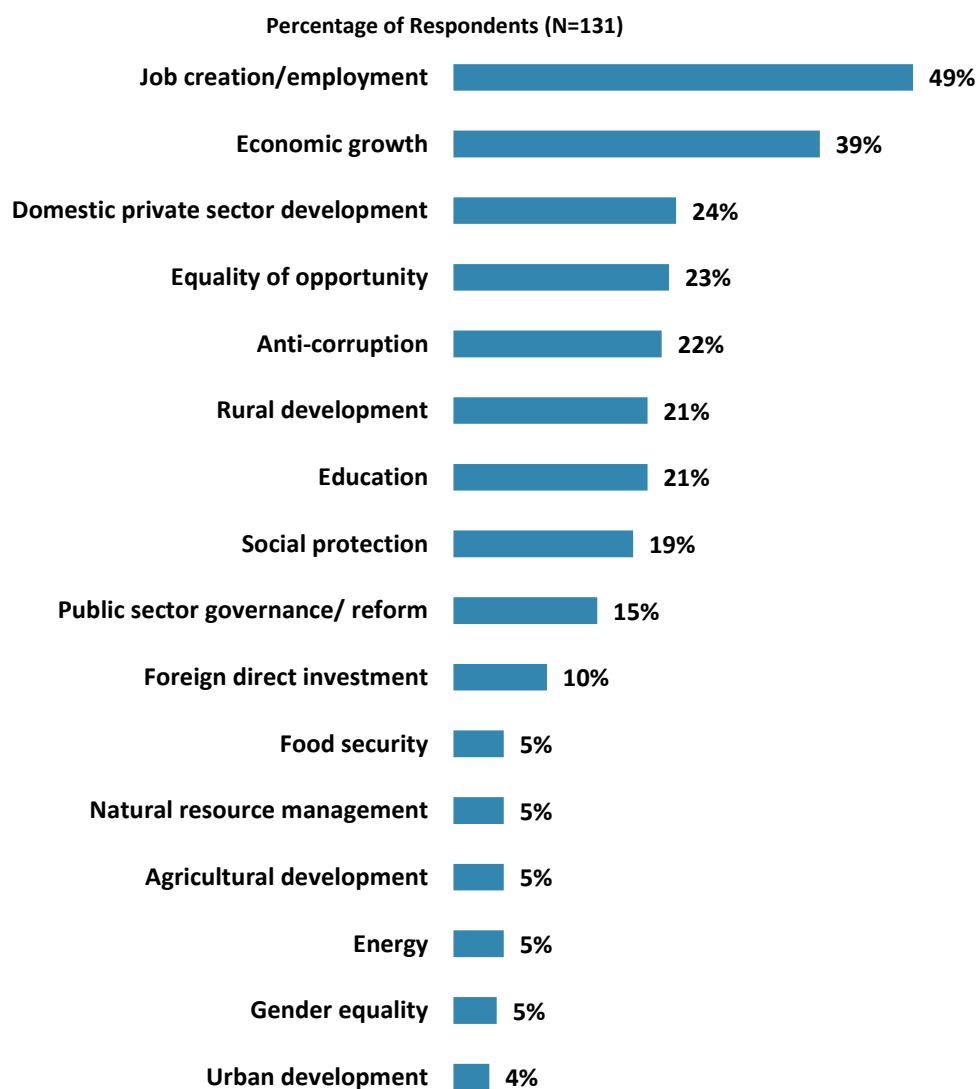


"Listed below are a number of development priorities in Jordan. Please identify which of the following you consider the most important development priorities in Jordan. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

IV. General Issues Facing Jordan (continued)

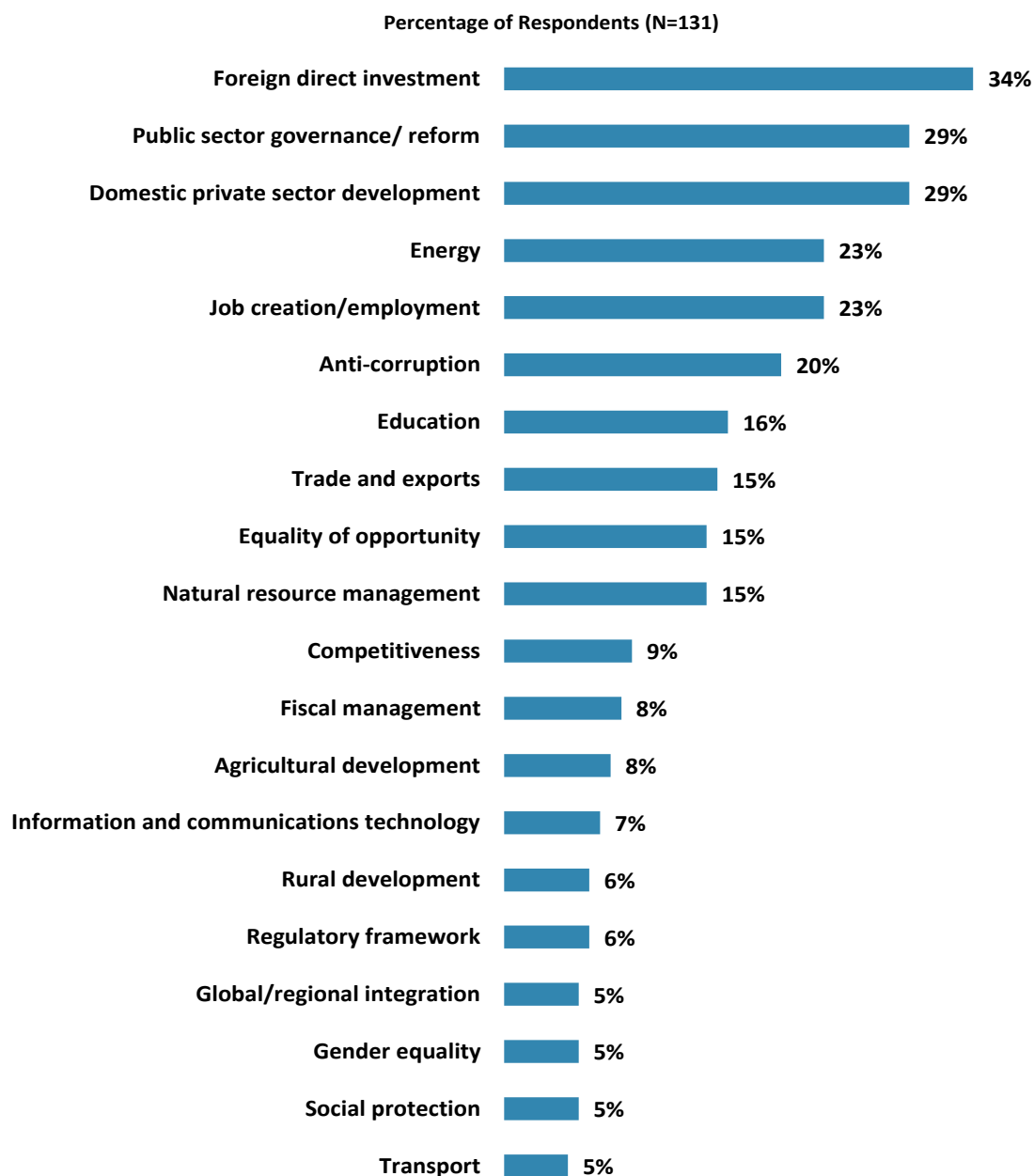
What Would Contribute Most to Reducing Poverty



"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 Jordan?" (Respondents chose from a list. Responses combined.)

IV. General Issues Facing Jordan (continued)

What Would Contribute Most to Generating Economic Growth

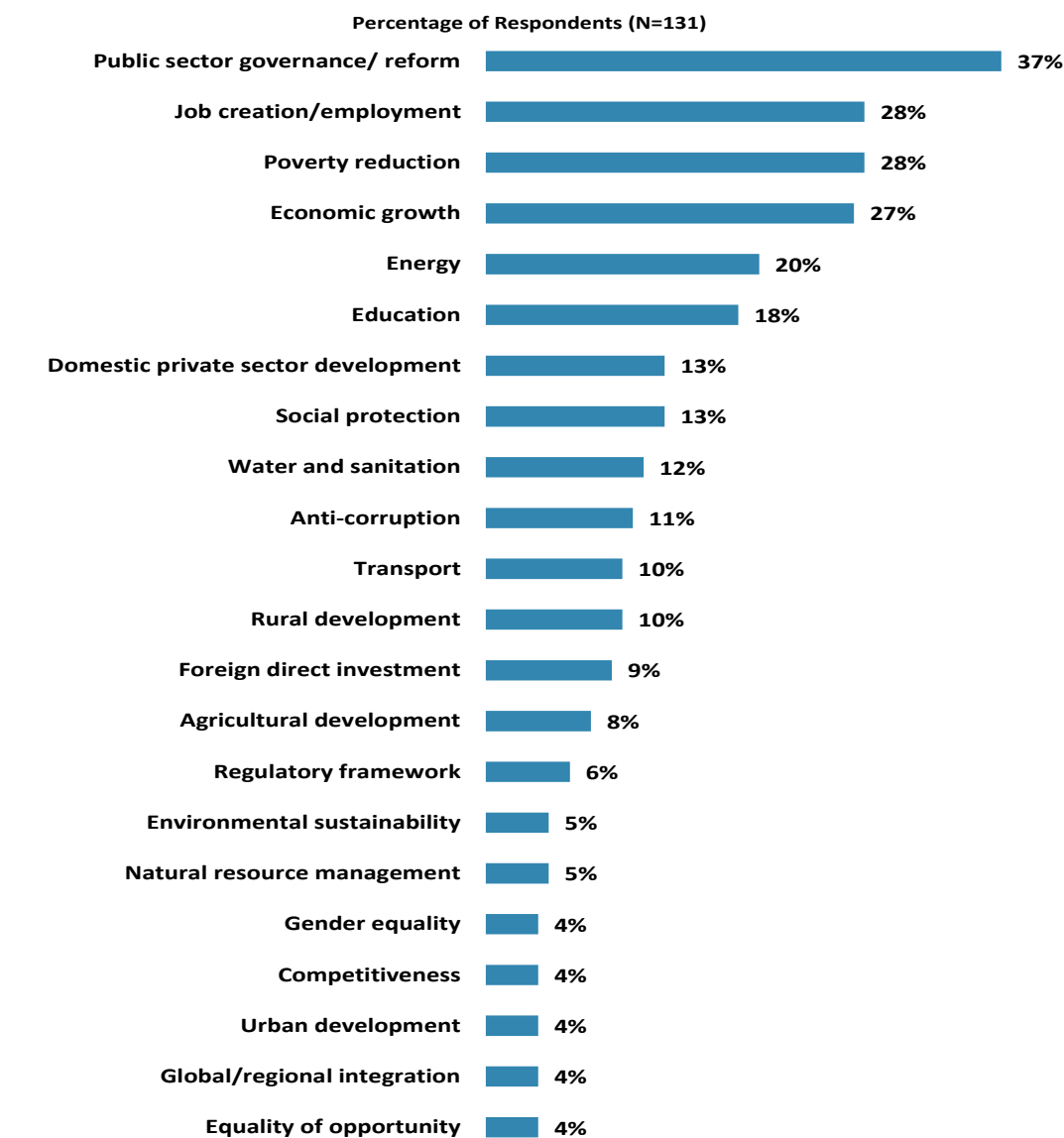


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jordan? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- In the FY '06 country survey*, respondents indicated that it would be most productive for the Bank to focus most of its resources on poverty reduction (42%) and the economy and jobs (38%) in Jordan.



“When thinking about how the World Bank can have the most impact on development results in Jordan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jordan? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

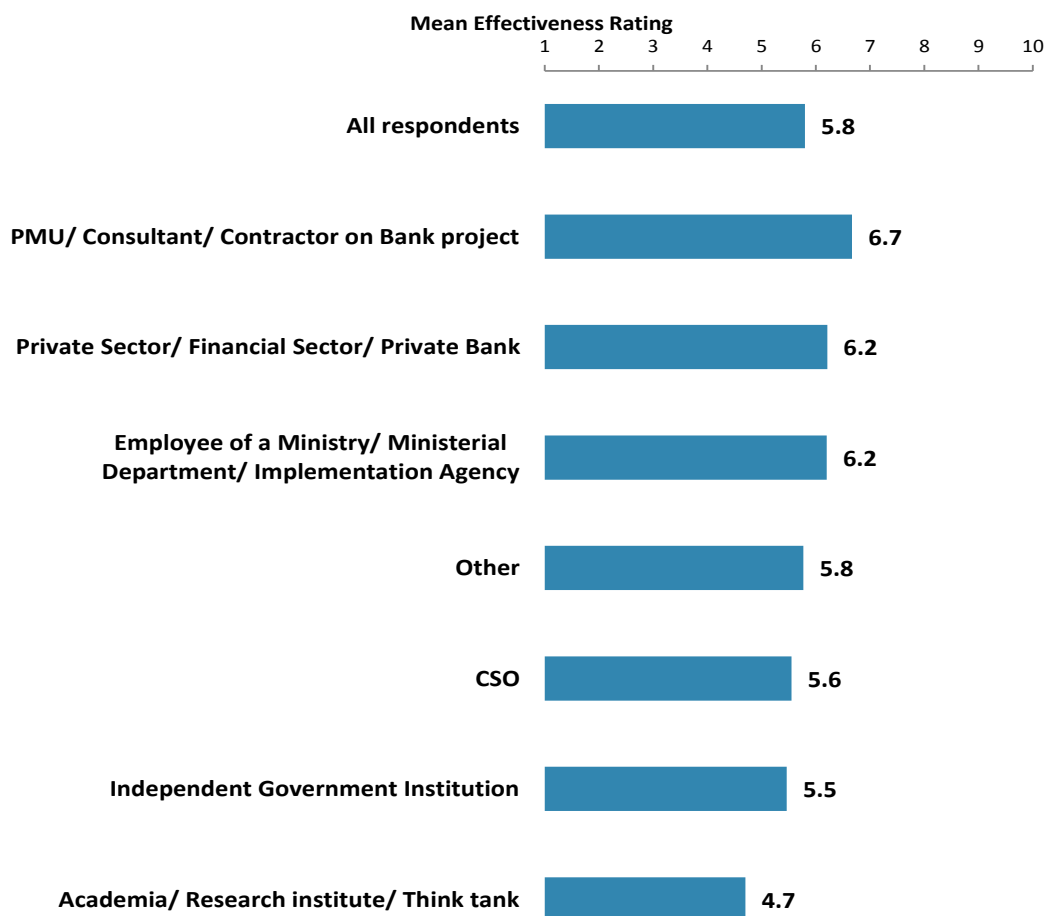
*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

V. Overall Attitudes toward the World Bank (continued)

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across stakeholder groups gave statistically similar ratings for the World Bank’s overall effectiveness in Jordan.

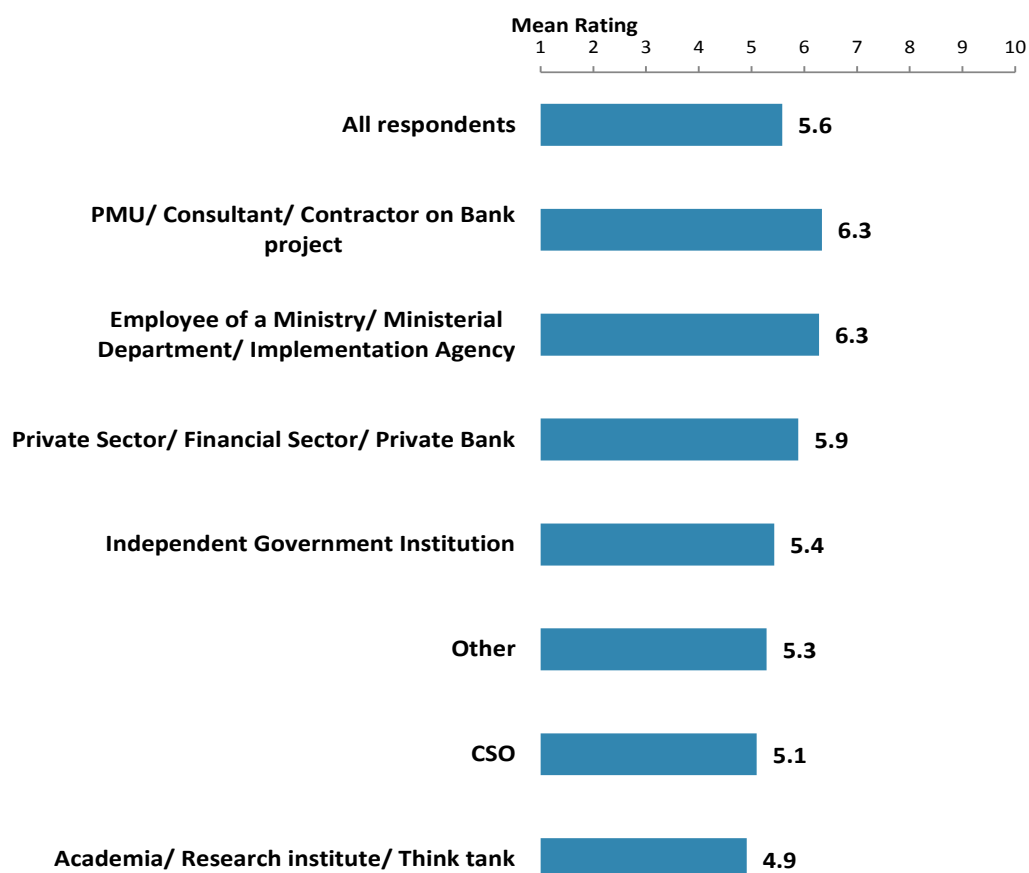


"Overall, please rate your impression of the World Bank's effectiveness in Jordan?"
(1 - "Not effective at all", 10 - "Very effective")

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups gave statistically similar ratings for the extent to which the World Bank's work helps achieve development results in Jordan.

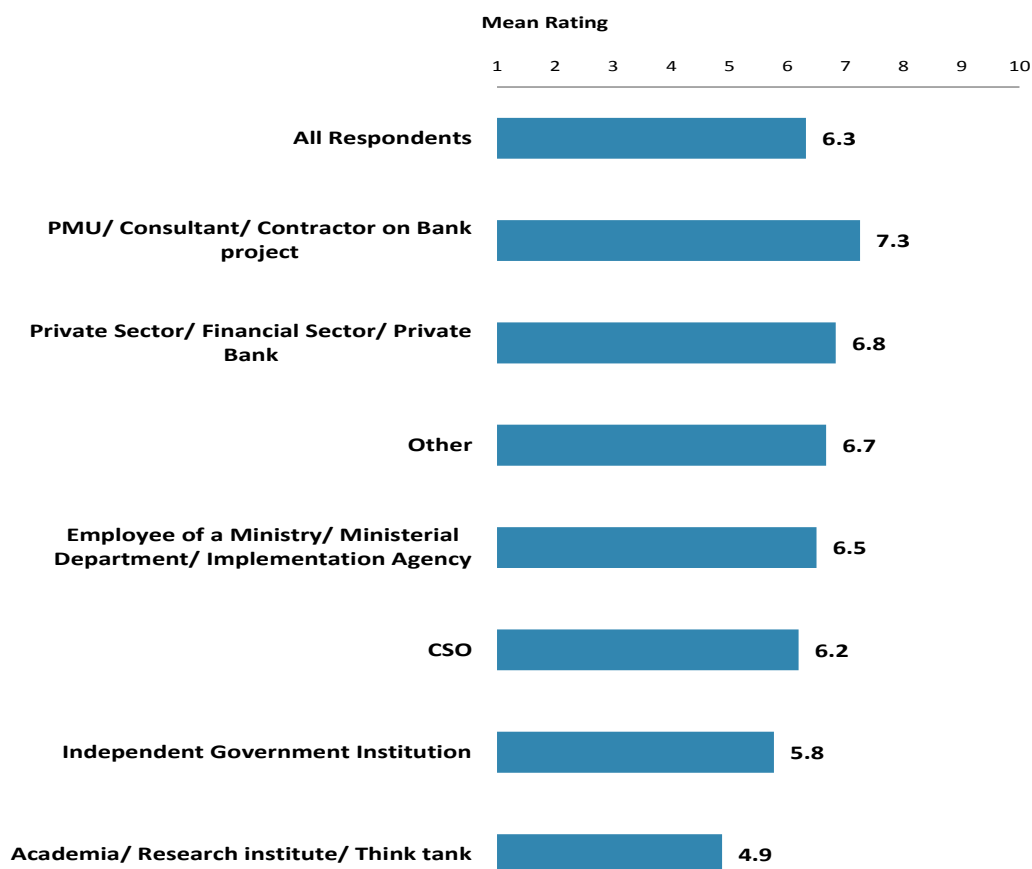


"To what extent does the World Bank's work help to achieve development results in Jordan?"
 (1 - "To no degree at all", 10 - "To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

- Respondents across stakeholder groups gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Jordan solve its most complicated development challenges.

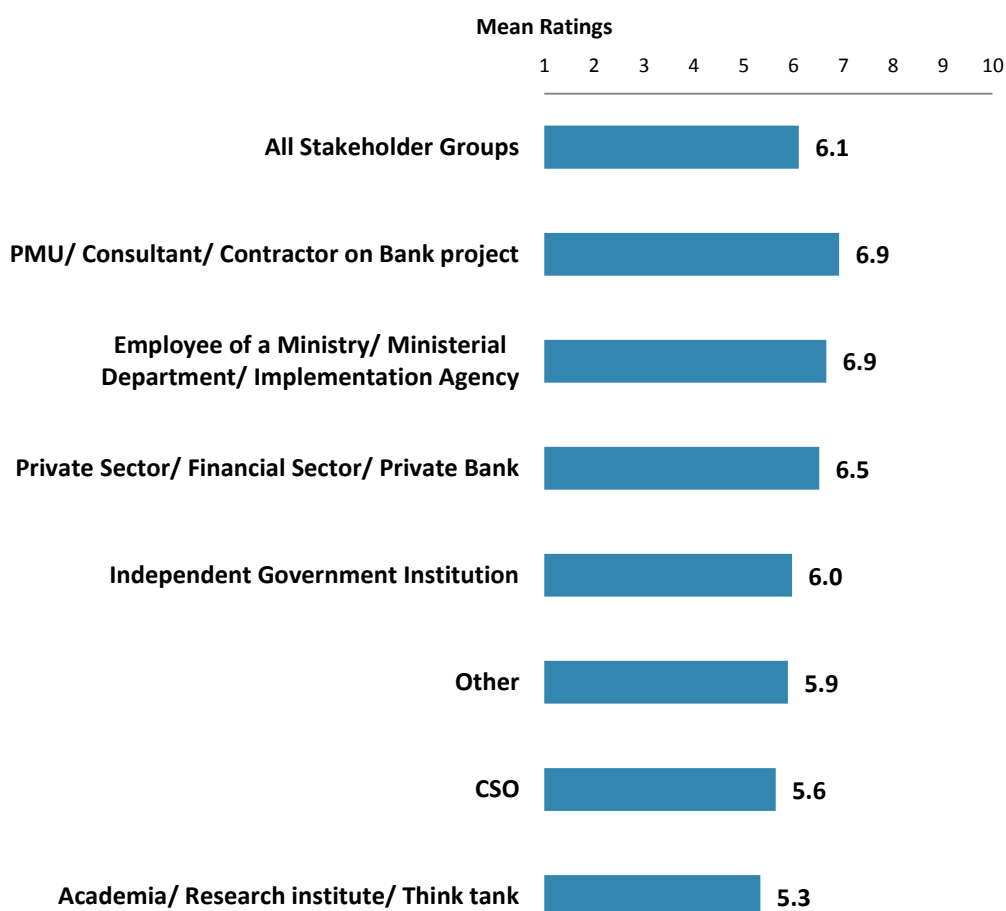


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Jordan solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were significant differences across stakeholder groups in their responses to sixteen indicator questions. Overall, respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants/contractors working on Bank projects had the highest ratings/levels of agreement on indicator questions/statements, whereas respondents from CSOs and academia/research institutes/think tanks had significantly lower ratings/levels of agreement.

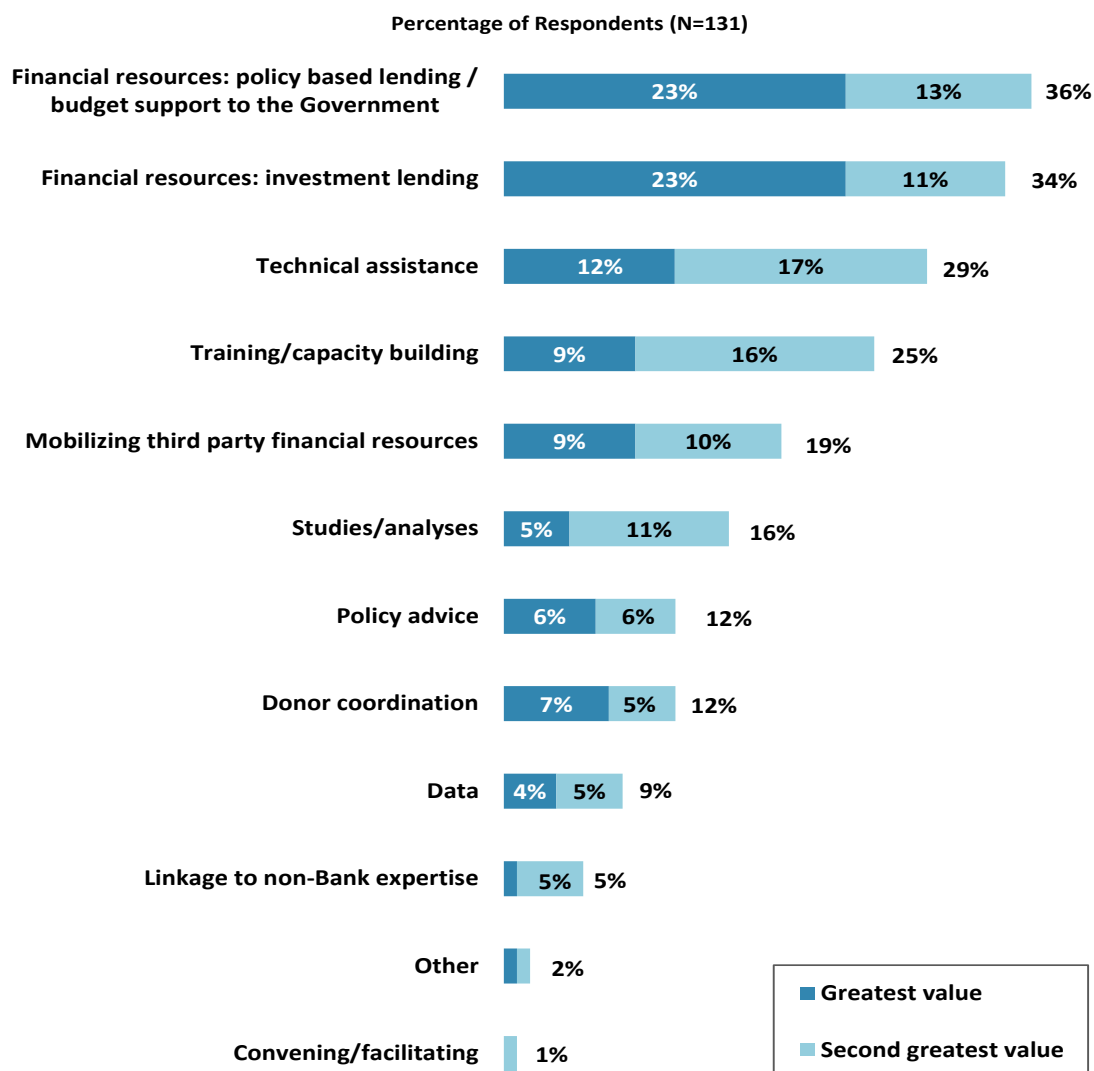


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all sixteen indicator questions can be found in Appendix D and E.

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

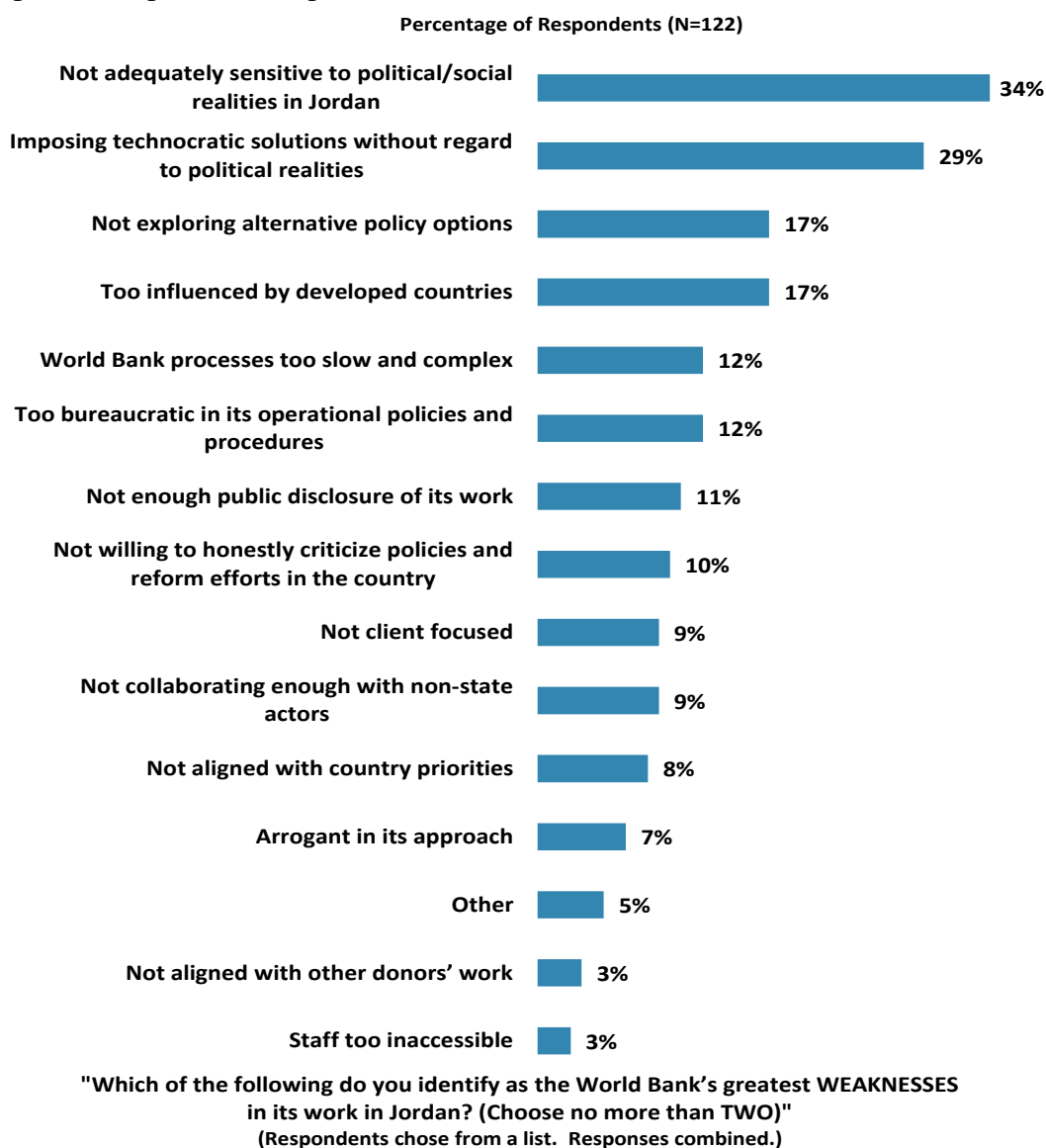


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jordan?"
 (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

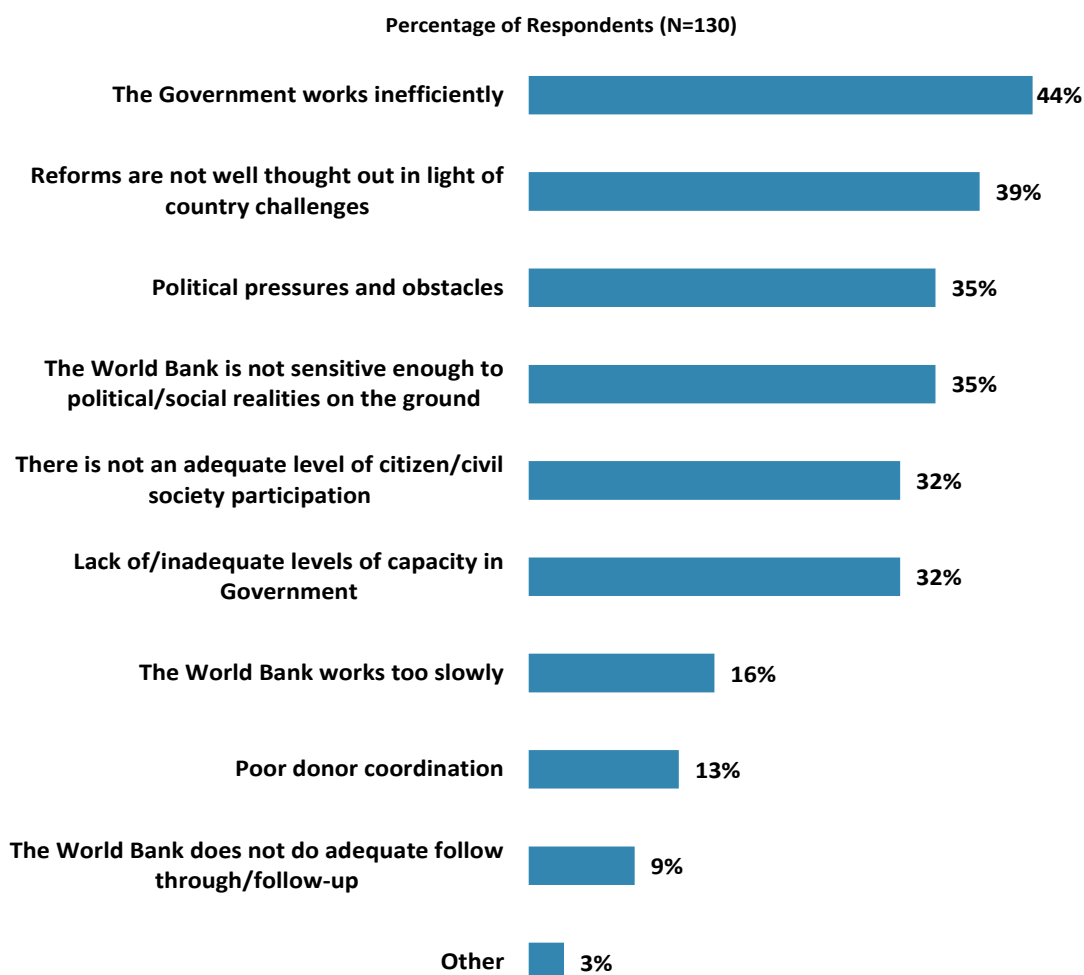
- In the FY '06 country survey*, respondents indicated that the Bank's greatest weaknesses were "not exploring alternate policy options (28%) and being "too bureaucratic in its operational policies and procedures (22%).



*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

V. Overall Attitudes toward the World Bank (continued)

Attributing Slow or Failed Reform Efforts

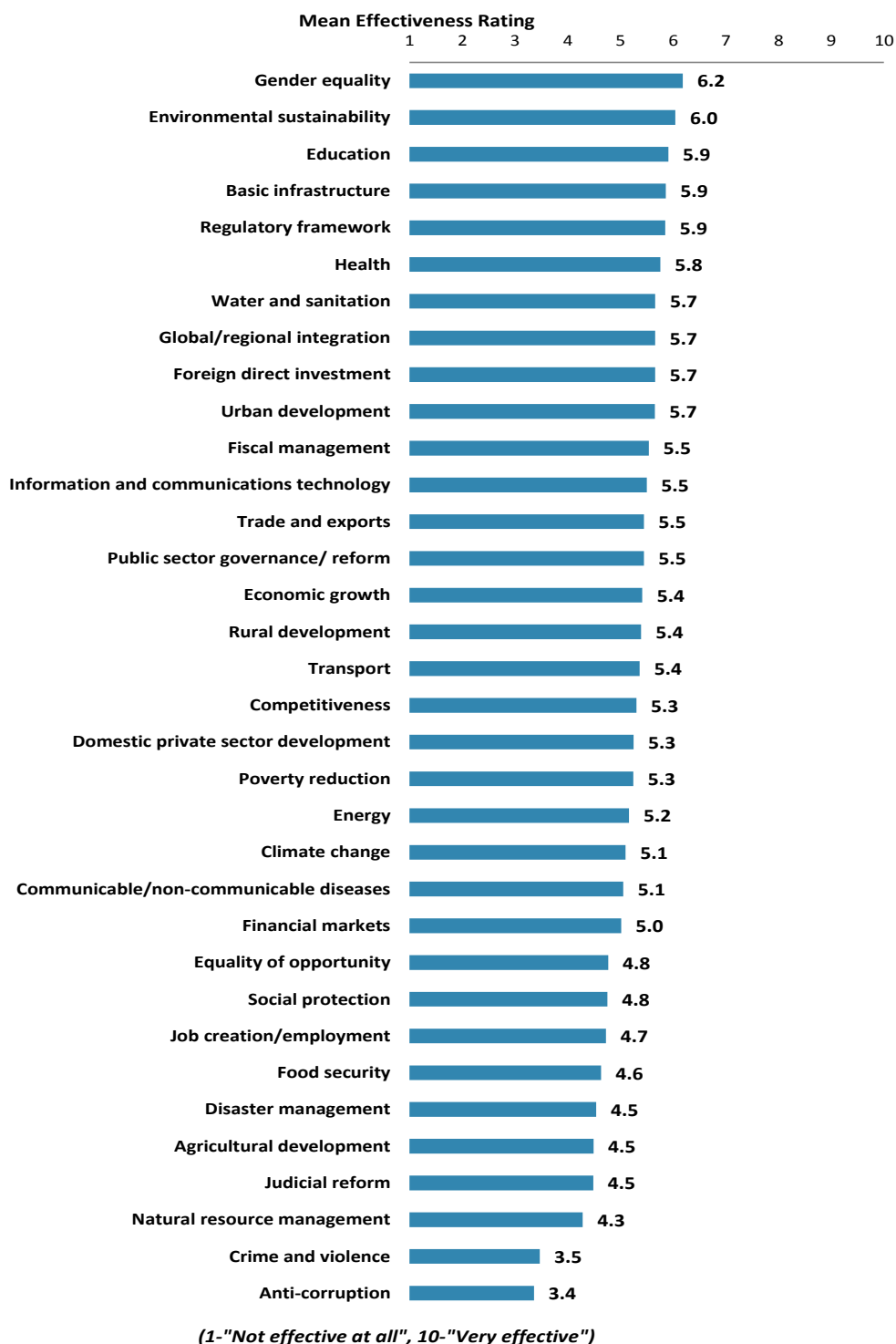


"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

VI. Sectoral Effectiveness

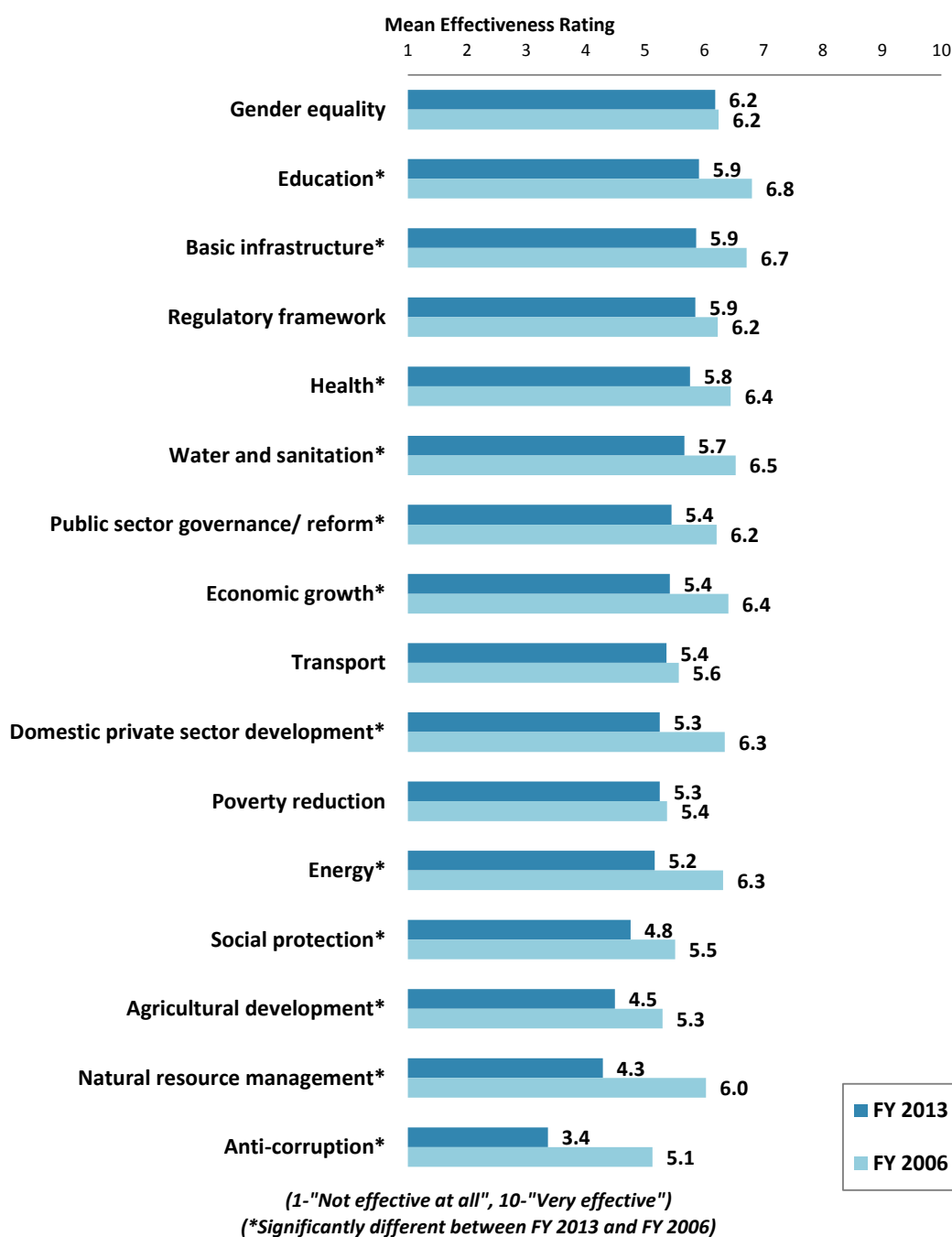
Specific Areas of Effectiveness

- Respondents across all stakeholder groups gave statistically similar ratings for the effectiveness of the World Bank's work in all thirty-four development areas.



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)



*Not all development areas provided in the FY '13 survey were provided in the FY '06 survey.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Compared to the ratings received from the respondents in FY '06 country survey, respondents in this year's survey gave significantly lower ratings for the Bank's effectiveness in the following areas:
 - Education;
 - Basic infrastructure;
 - Health;
 - Water and sanitation;
 - Public sector governance/reform;
 - Economic growth;
 - Domestic private sector development;
 - Energy;
 - Social protection;
 - Agricultural development;
 - Natural resource management; and
 - Anti-corruption.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Jordan, bivariate correlational analyses were conducted using respondents' ratings of the forty-one specific areas of effectiveness.

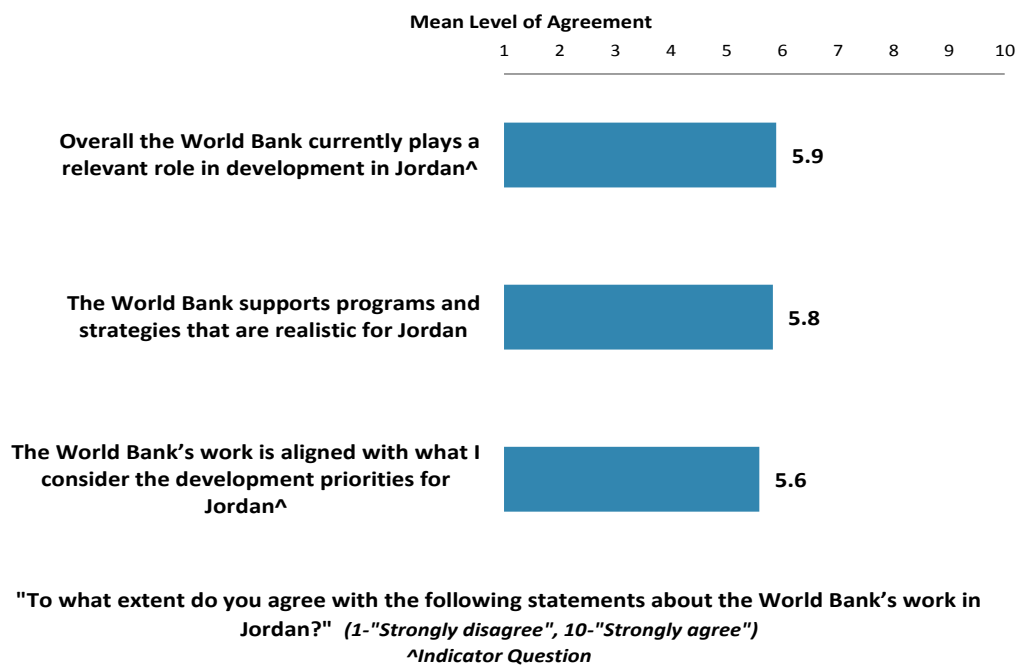
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Jordan. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at environmental sustainability;
 - The Bank's effectiveness at job creation/employment;
 - The Bank's effectiveness at public sector governance/reform;
 - The Bank's effectiveness at urban development; and
 - The Bank's effectiveness at health.
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Jordan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at job creation;
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at public sector governance/reform;
 - The Bank's effectiveness at health;
 - The Bank's effectiveness at competitiveness; and
 - The Bank's effectiveness at environmental sustainability.

VII. How the World Bank Operates

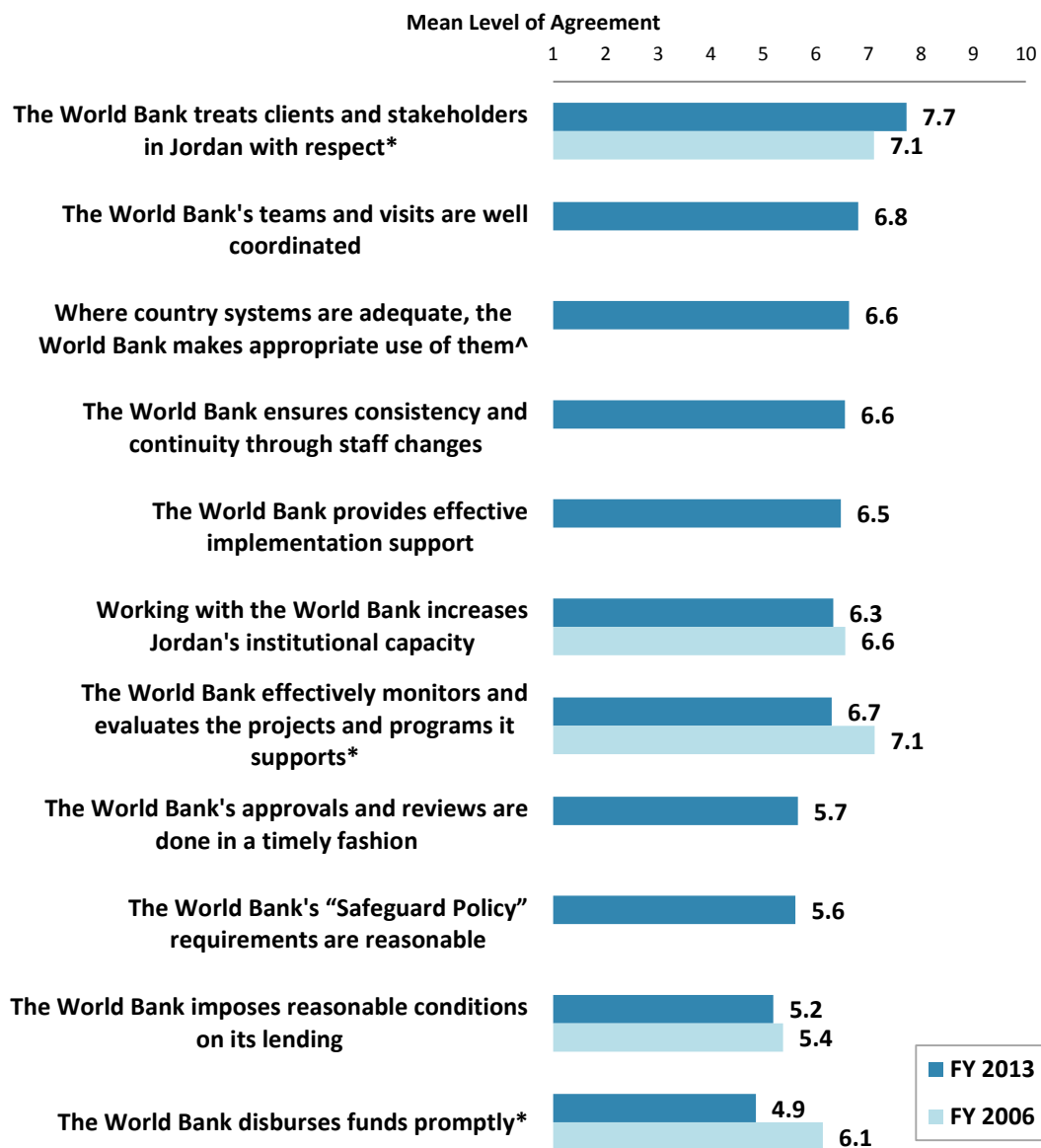
The World Bank's Work in Jordan

- Respondents across stakeholder groups had statistically similar levels of agreement with all three statements about the World Bank's work in Jordan.



VII. How the World Bank Operates (continued)

Overall Perceptions



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2013 and FY 2006)

^Indicator Question

VII. How the World Bank Operates (continued)

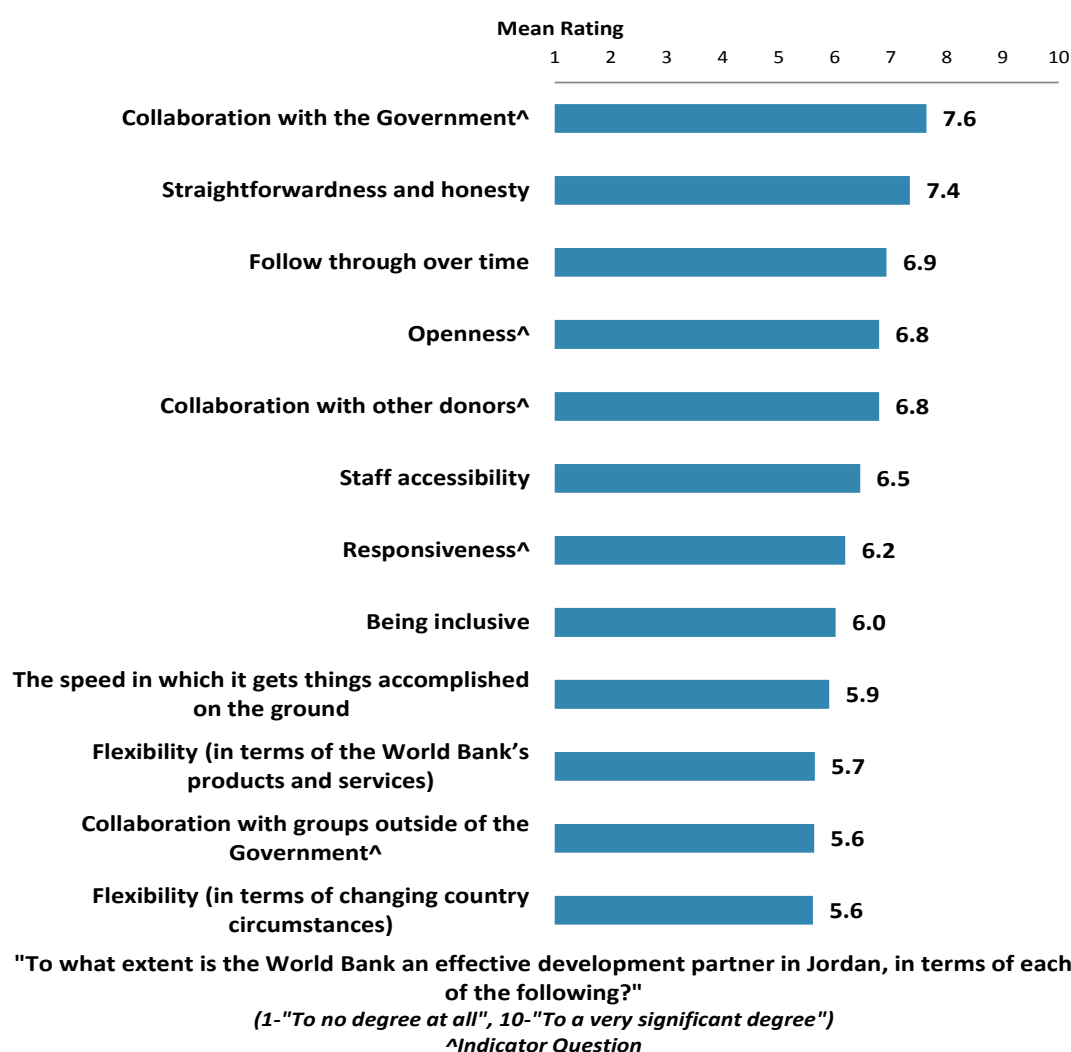
Overall Perceptions (continued)

- Respondents in this year's survey had significantly *higher* levels of agreement that "the World Bank treats clients and stakeholders in Jordan with respect" compared to the levels of agreement given by the respondents in FY '06 country survey.
- Respondents in this year's survey had significantly *lower* levels of agreement that "The World Bank effectively monitors and evaluates the projects and programs it supports" and that "The World Bank disburses funds promptly" compared to the levels of agreement given by the respondents in FY '06 country survey.
- There were significant differences across stakeholder groups in their levels of agreement that "the World Bank imposes reasonable conditions on its lending." Respondents from PMUs and consultants/contractors working on Bank projects had the highest levels of agreement, whereas respondents from independent government institutions and CSOs had significantly *lower* levels of agreement.
- Respondents across all stakeholder groups had statistically similar levels of agreement with the indicator question that "where country systems are adequate, the World Bank makes appropriate use of them."

VII. How the World Bank Operates (continued)

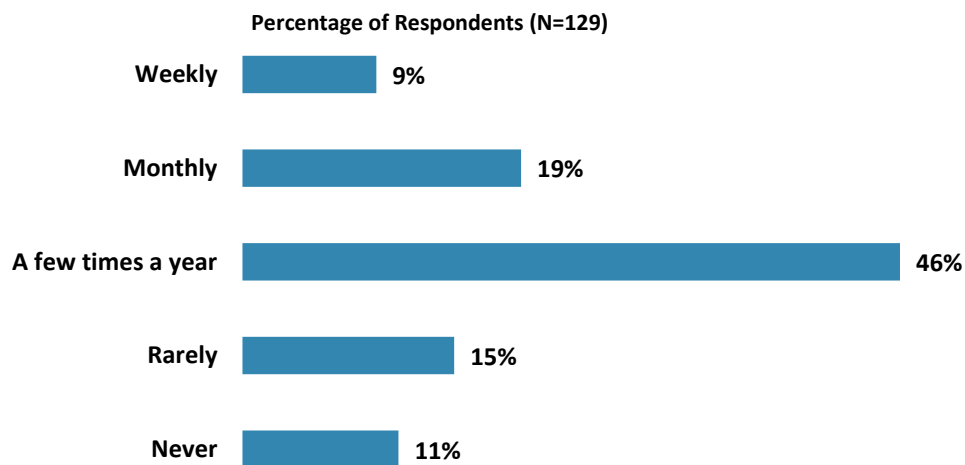
The World Bank as an Effective Development Partner

- There were significant stakeholder differences in the ratings for the following qualities of the Bank as an effective development partner, including the Bank's "collaboration with the Government," "staff accessibility," "flexibility in terms of the World Bank's products and services", and "collaboration with groups outside of the government." Respondents from PMUs and consultants/contractors working on Bank projects had the highest ratings, whereas respondents from CSOs had significantly lower ratings.
- Respondents across stakeholder groups had statistically similar ratings for the rest of the indicator qualities of the Bank as an effective development partner. These qualities include "openness," "collaboration with other donors," and "responsiveness."



VIII. World Bank Knowledge and Instruments

Frequency of Use

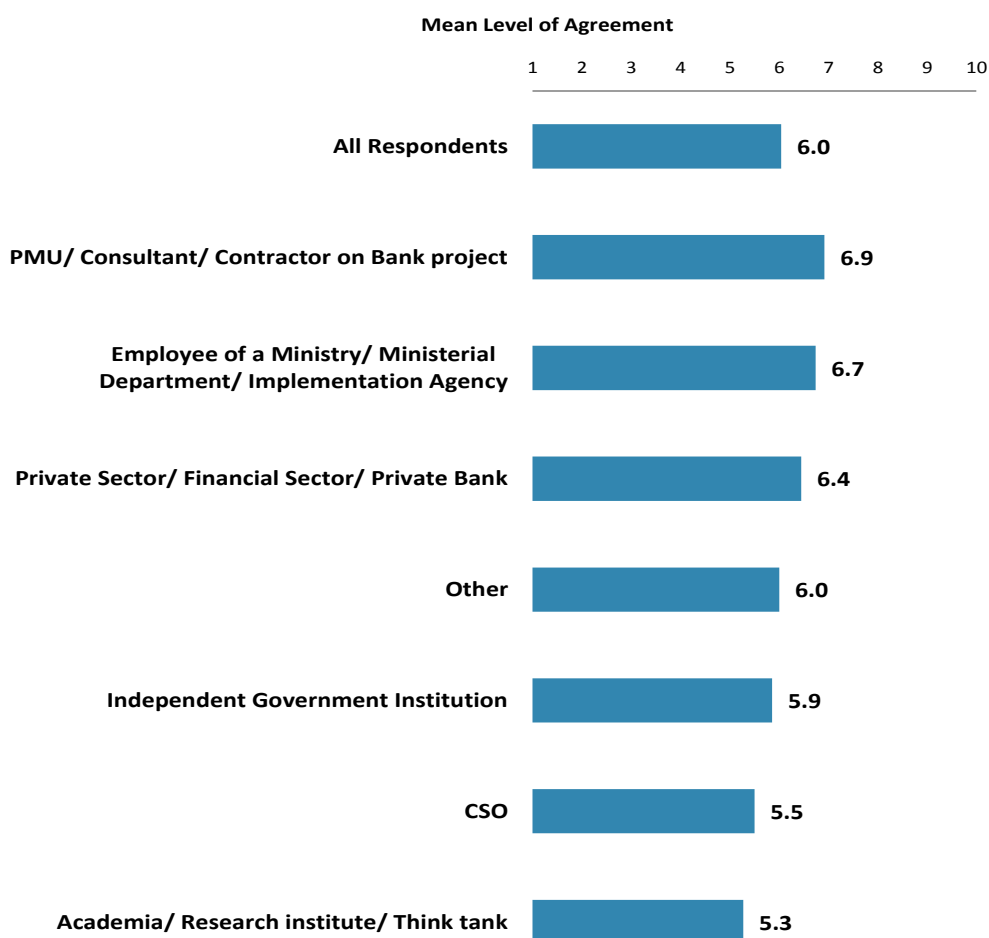


"How frequently do you consult World Bank knowledge work and activities in the work you do?"
(Respondents chose from a list.)

VIII. World Bank Knowledge and Instruments (continued)

Meeting Jordan's Knowledge Needs (*Indicator Question*)

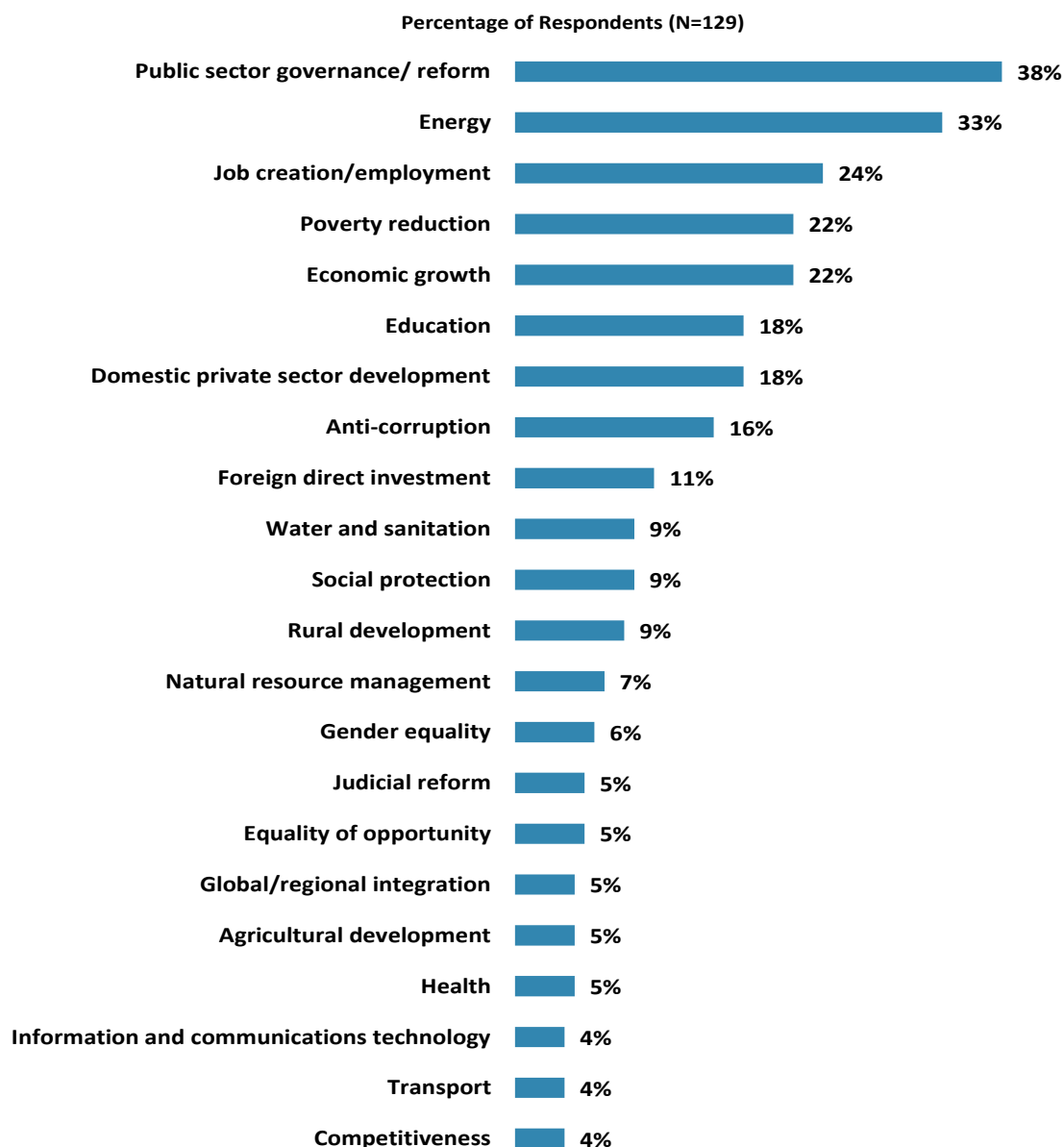
- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank meets Jordan's needs for knowledge services.



"The World Bank meets Jordan's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

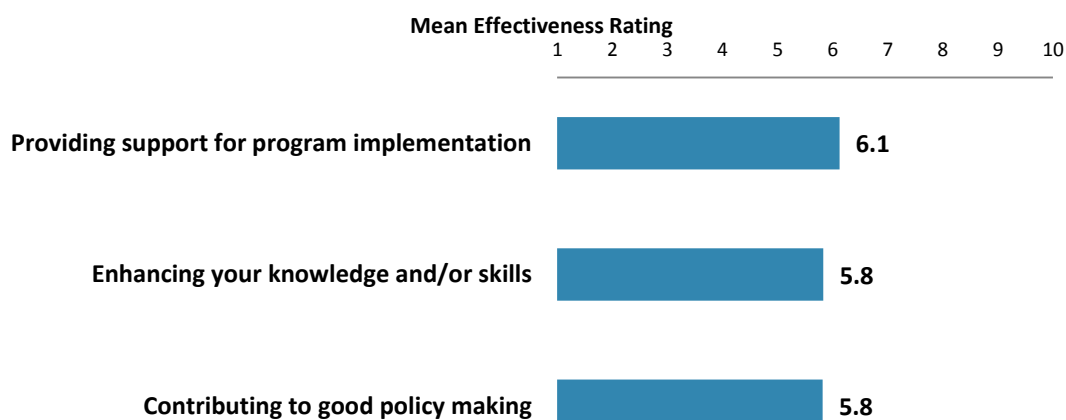


“When thinking about the development challenges in Jordan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Respondents across all stakeholder groups gave statistically similar ratings for the Bank's effectiveness in "providing support for program implementation," "enhancing knowledge and/or skills," and "contributing to good policy making."

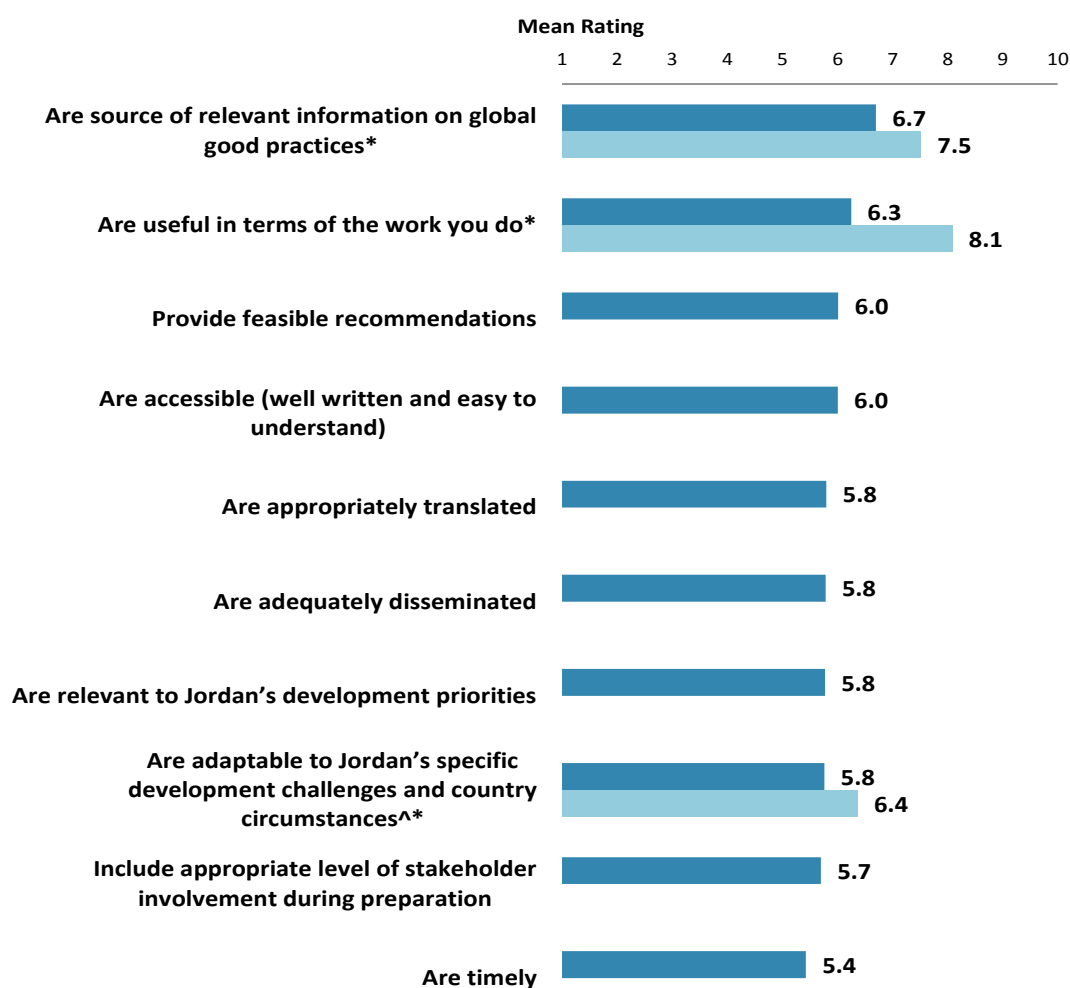


"In Jordan, how effective do you believe the World Bank's knowledge work and activities are at:"
(1-"Not effective at all", 10-"Very effective")

VIII. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

- Respondents in this year's survey had significantly lower ratings for the extent the World Bank's knowledge work and activities "are source of relevant information on global good practices," "are useful in terms of the work you do," and "are adaptable to Jordan's specific development challenges and country circumstances," compared to the responses from the respondents in the FY'06 survey.
- Respondents across all stakeholder groups gave statistically similar ratings for all of the following qualities of the World Bank's knowledge work and activities.



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

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

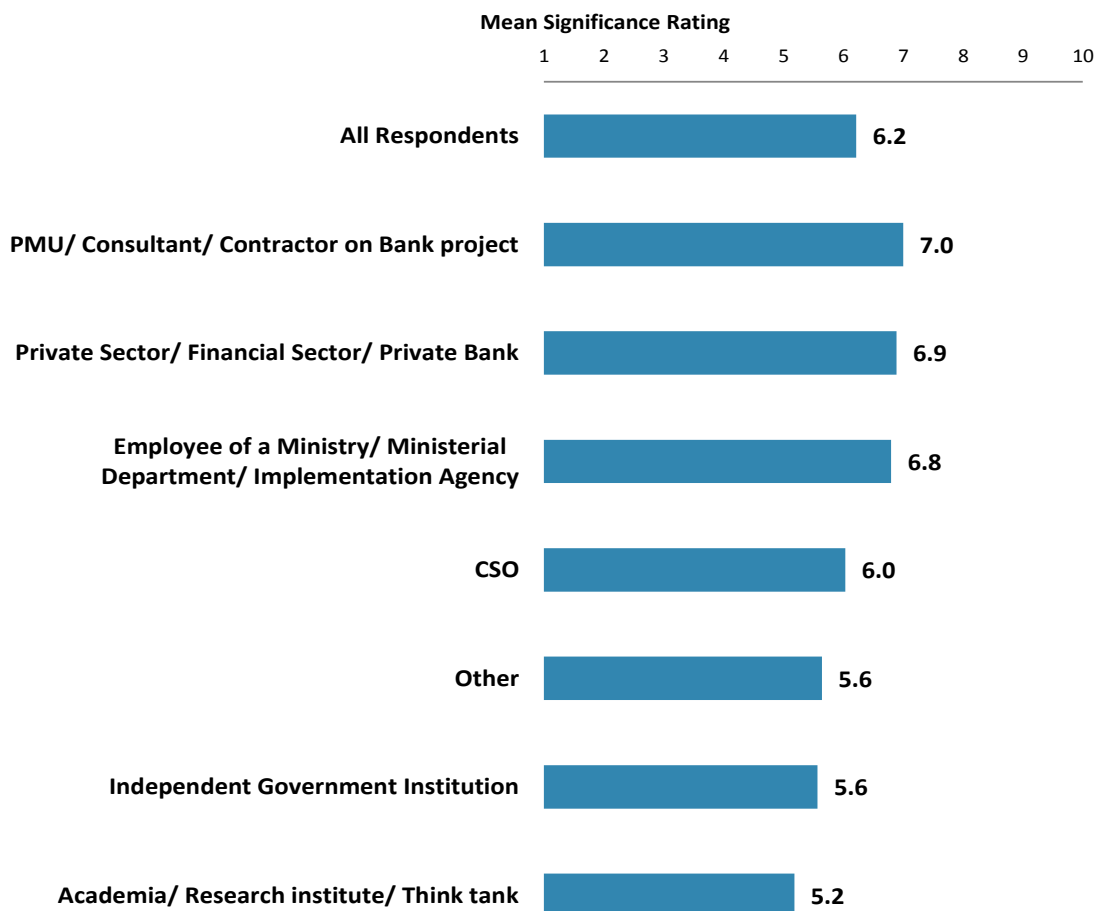
(*Significantly different between FY 2006 and FY 2013)

^Indicator Question

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Jordan.



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

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.

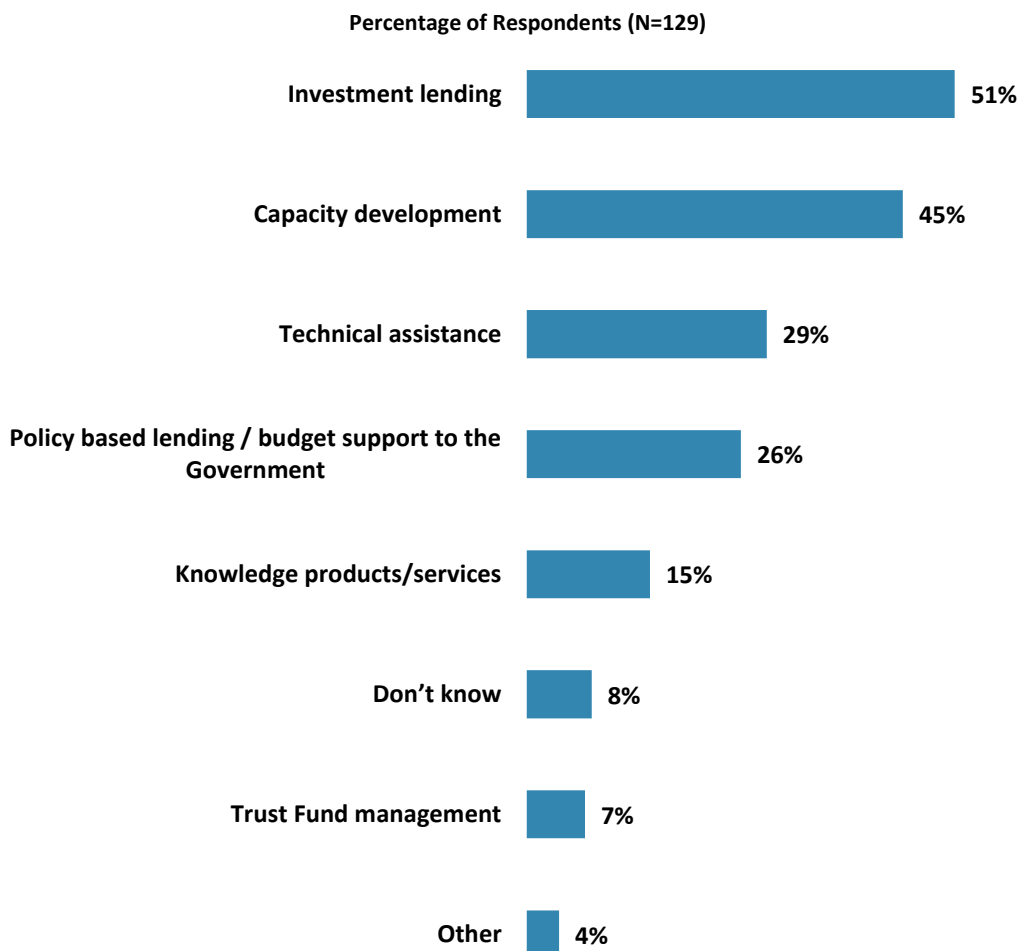


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?"

(1-"Very low technical quality", 10-"Very high technical quality")

VIII. World Bank Knowledge and Instruments (continued)

Most Effective Instruments

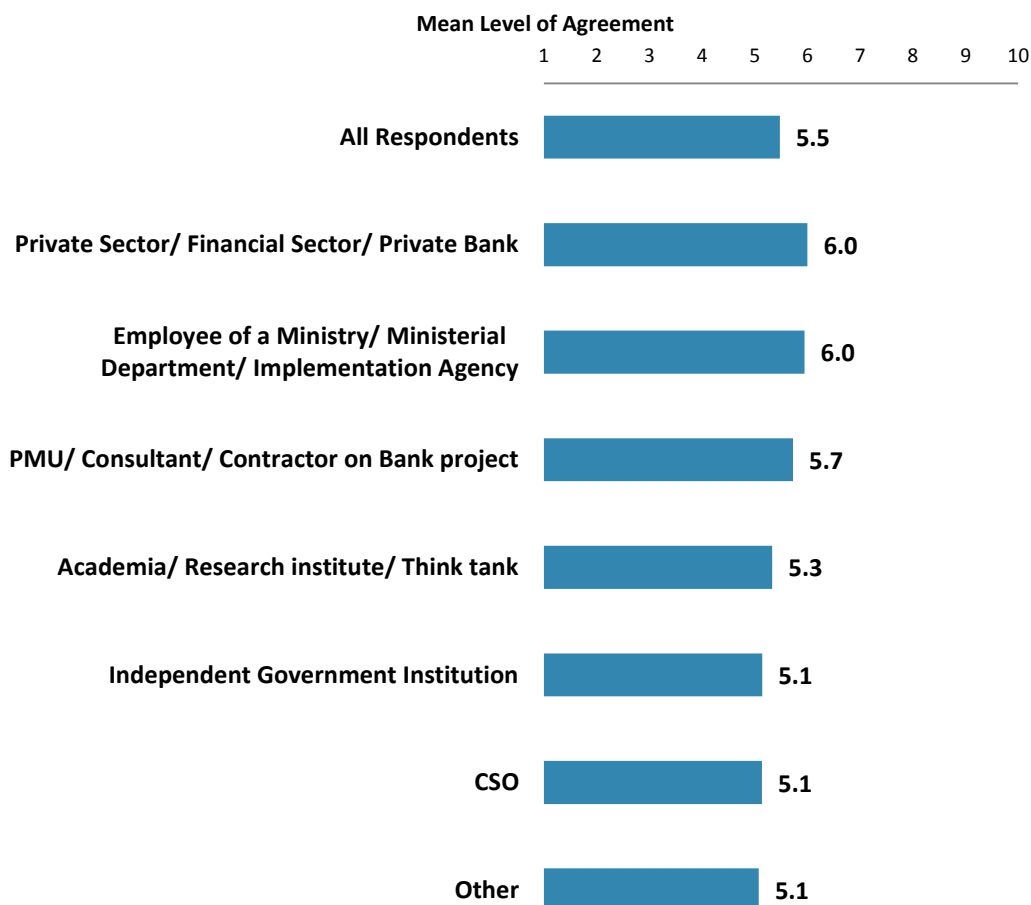


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jordan? (Choose no more than TWO)”
 (Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank's financial instruments meet Jordan's needs.

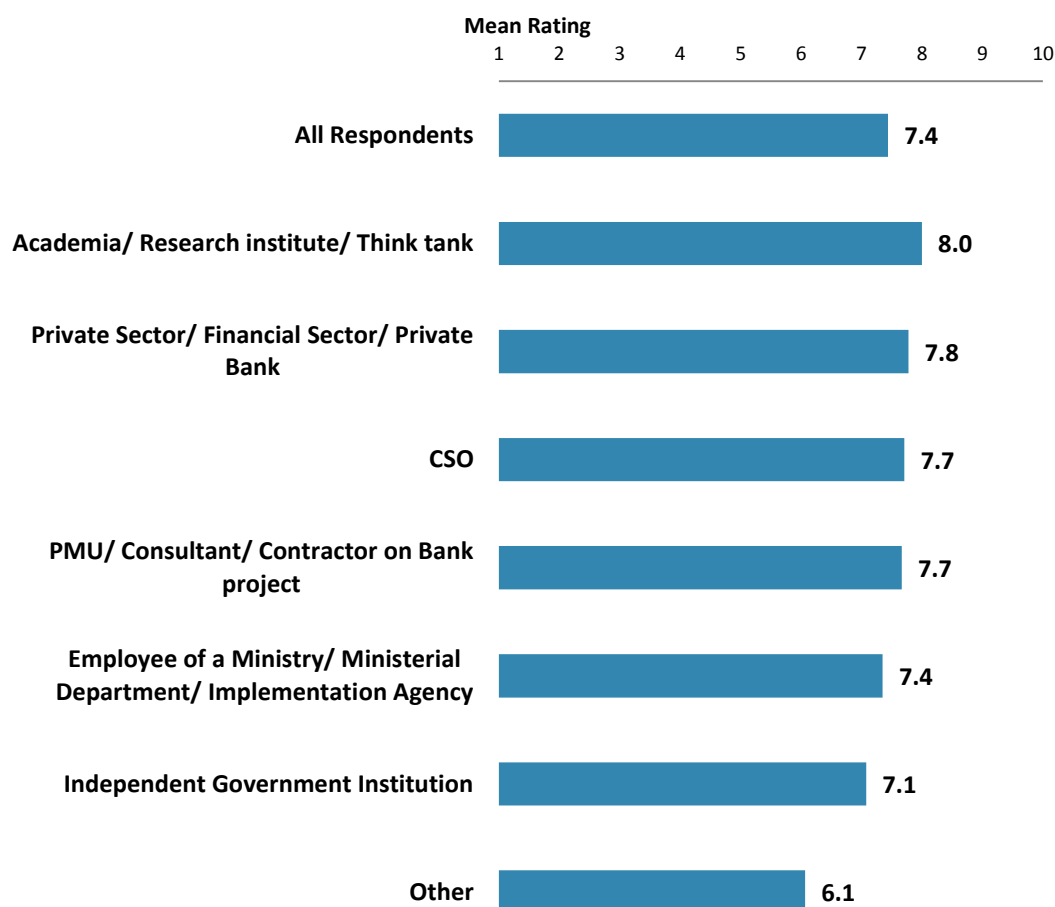


"The World Bank's financial instruments meet the needs of Jordan"
(1-"Strongly disagree", 10-"Strongly agree")

IX. The Future Role of the World Bank in Jordan

Role Significance

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the Bank's future role in Jordan's development.

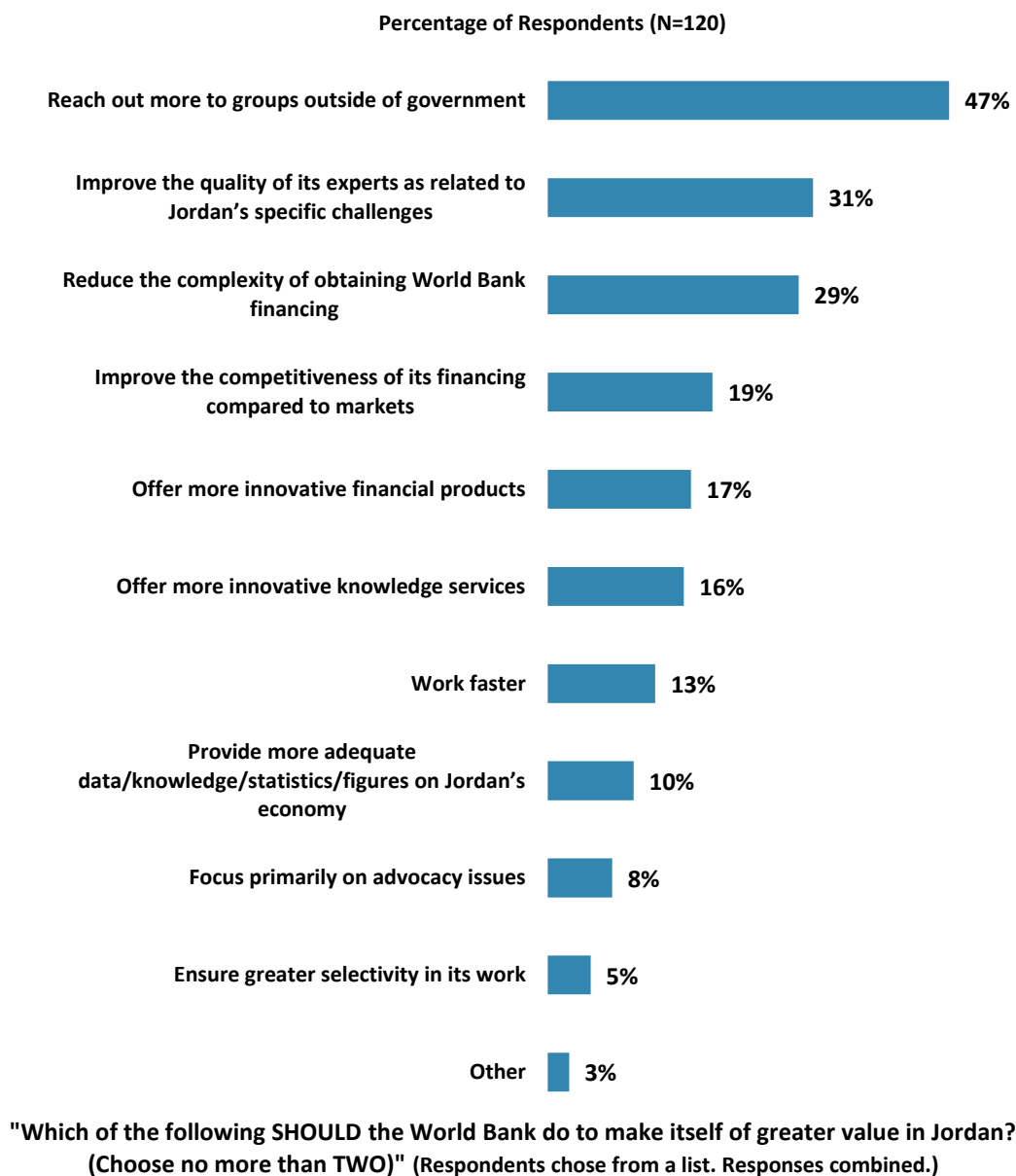


"How significant a role do you believe the World Bank SHOULD play in Jordan's development in the near future?"

(1-"Not a significant role at all", 10-"Very significant role")

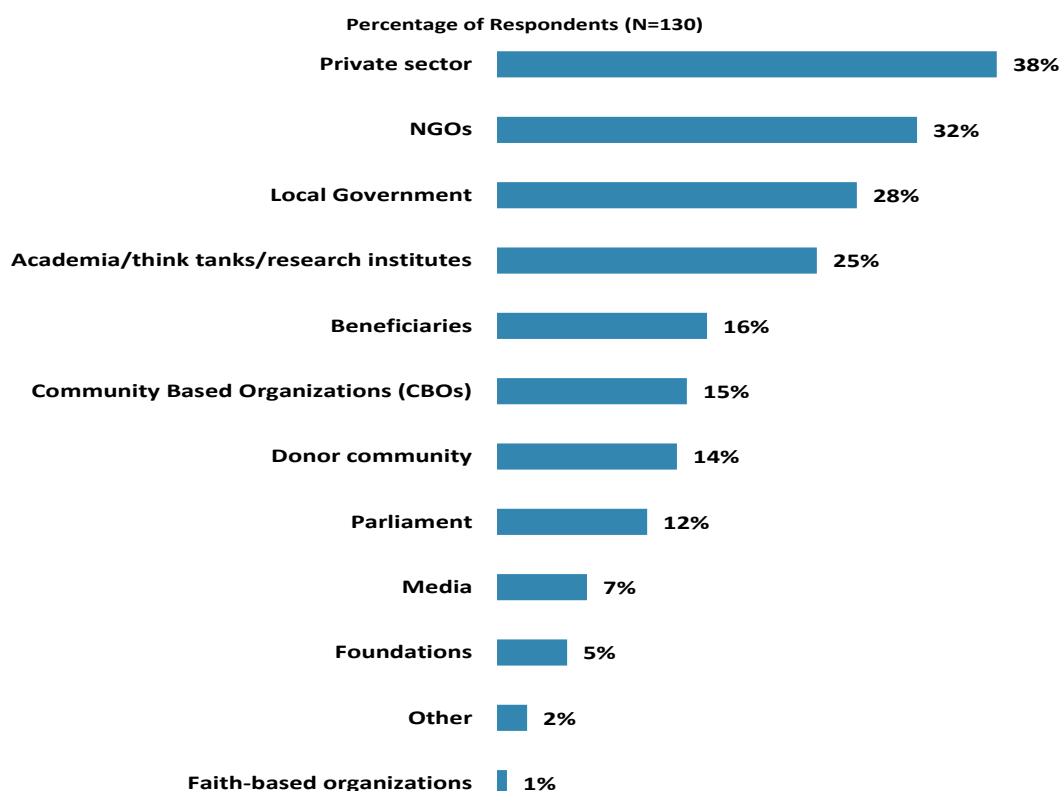
IX. The Future Role of the World Bank in Jordan (continued)

Making the World Bank of Greater Value



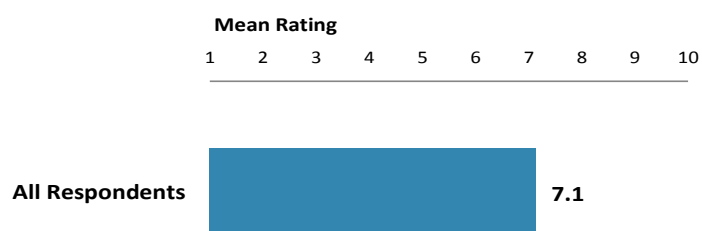
IX. The Future Role of the World Bank in Jordan (continued)

Collaborating with Stakeholders in Jordan



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?"
(Respondents chose from a list. Responses combined.)

Influencing the Global Development Agenda

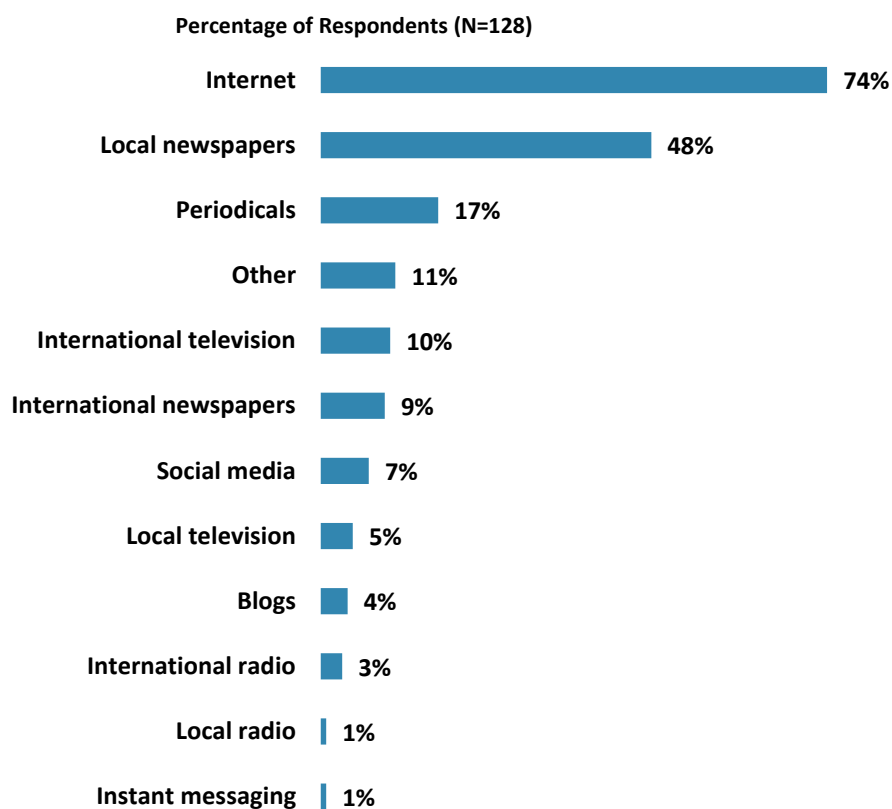


"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods'?"
(1 - "To no degree at all", 10 - "To a very significant degree")

X. Communication and Openness

Information Sources

- Respondents from the FY '06 survey* indicated that they utilized local newspapers (57%) and websites (54%) to get most of their information about economic and social development issues in Jordan.

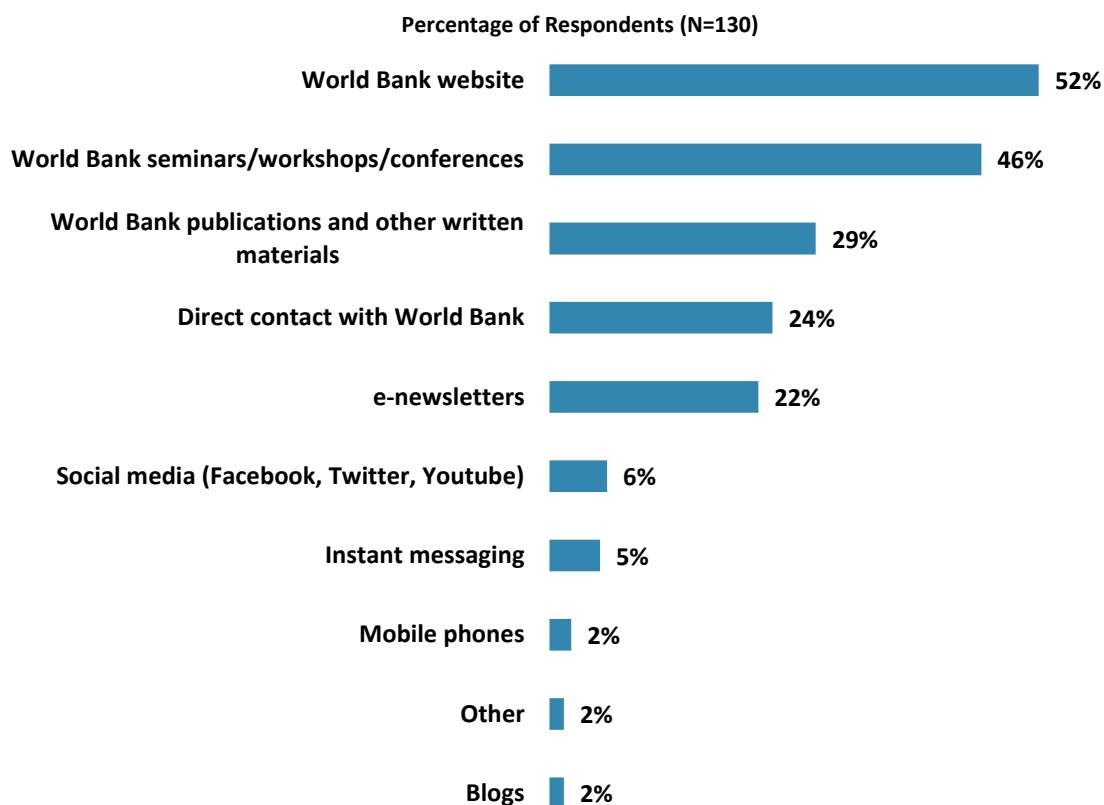


"How do you get most of your information about economic and social development issues in Jordan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

X. Communication and Openness (continued)

Preferred Information Sources

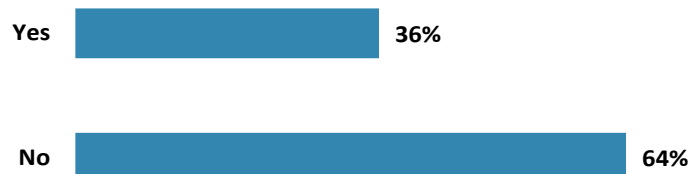


"How would you prefer to receive information from the World Bank?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Access to Information

Percentage of Respondents (N=121)



"Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

-
- Employees of a ministry/ministerial departments/implementation agencies and respondents from other organizations were most likely to have requested information from the World Bank on its activities in the past year, whereas respondents from CSOs were significantly *less* likely to have done so.

Percentage of Respondents (N=114)



"Have you requested information from the World Bank on its activities in the past year?"

Percentage of Respondents (N=18)

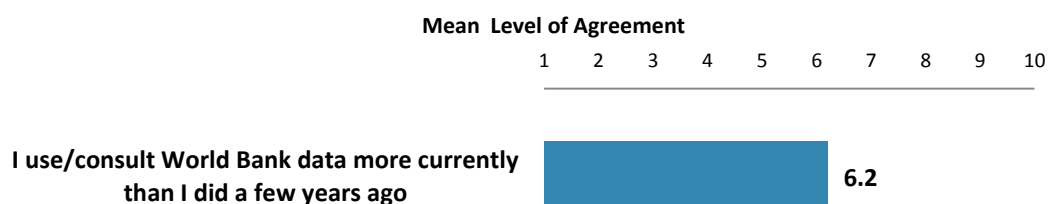


"Were you able to obtain this information?"

X. Communication and Openness (continued)

Access to Information (continued)

- Respondents across stakeholder groups had statistically similar levels of agreement that “I use/consult World Bank data more often than I did a few years ago.”



"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Internet Access

Percentage of Respondents (N=118)



"Do you have access to the Internet?"

Percentage of Respondents (N=121)

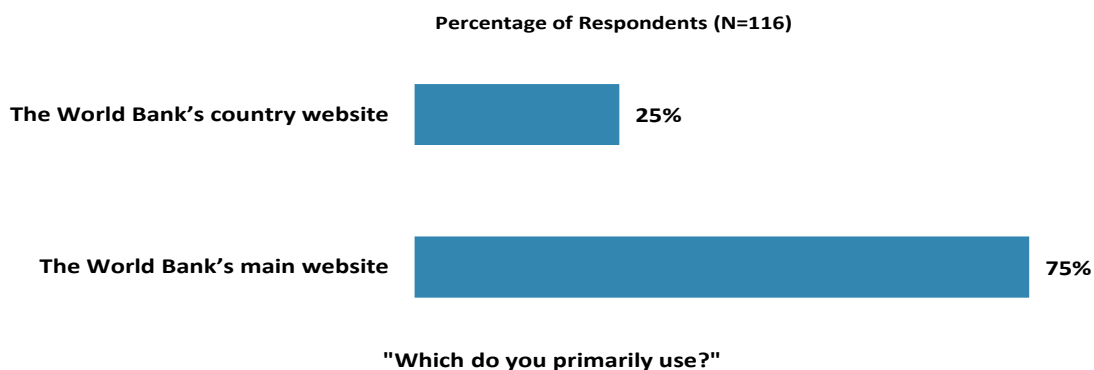
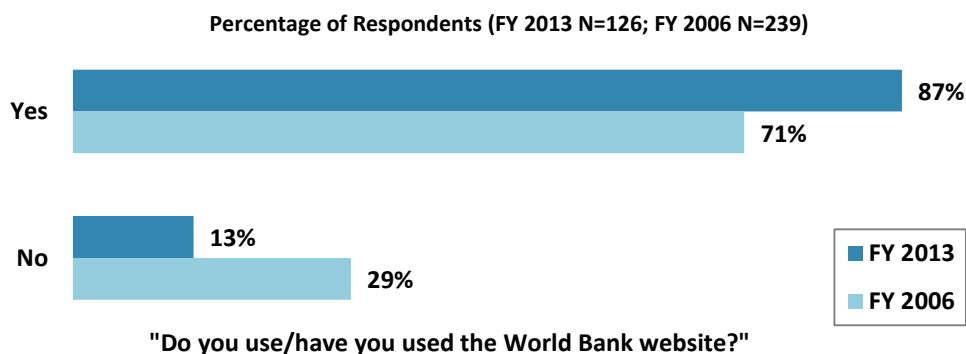


"Which Internet connection do you use primarily when visiting a World Bank website?"
(Respondents chose from a list.)

X. Communication and Openness (continued)

Website Usage

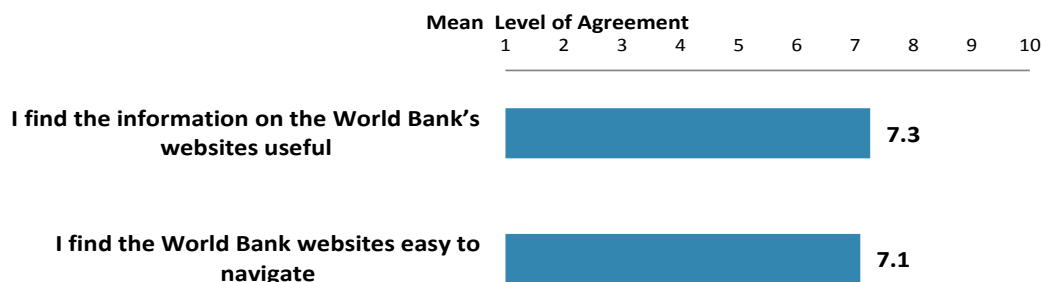
- Respondents from this year's survey were significantly more likely to have used the Bank website compared to respondents in the FY '06 survey.



X. Communication and Openness (continued)

Website Evaluation

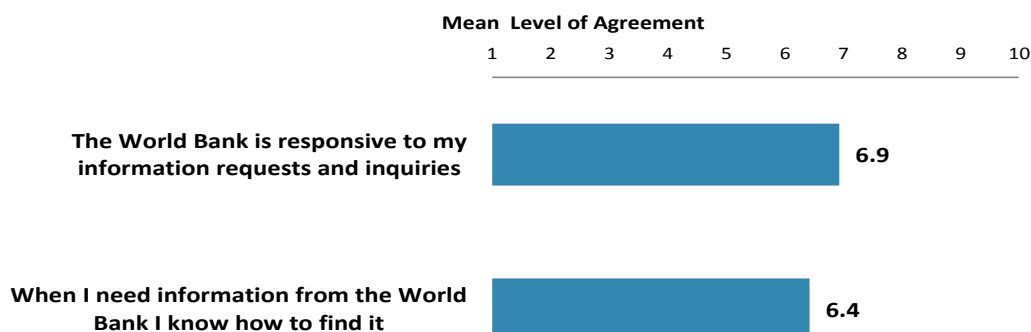
- Respondents across stakeholder groups had statistically similar levels of agreement that “I find the information on the World Bank’s websites useful” and “I find the World Bank websites easy to navigate.”



"Please rate how much you agree with the following"
(1-"Strongly disagree", 10-"Strongly agree")

Information Sharing

- Respondents across stakeholder groups had statistically similar levels of agreement that “when I need information I know how to find it” and “the World Bank is responsive to my information requests and inquiries.”



"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

XI. Appendices

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Jordan



Appendix A: Responses to All Questions across All Respondents (N=132)

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 (*).

A. General Issues Facing Jordan

1. In general would you say that Jordan is headed in ... ?	Percentage of Respondents (N=116)
The right direction	44.0%
The wrong direction	25.0%
Not sure	31.0%

2. Listed below are a number of development priorities in Jordan. Please identify which of the following you consider the most important development priorities in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=130)
Public sector governance/ reform	38.5%
Energy	31.5%
Job creation/employment	27.7%
Anti-corruption	26.9%
Poverty reduction	24.6%
Economic growth	23.8%
Social protection	18.5%
Education	14.6%
Water and sanitation	13.1%
Transport	10.8%
Equality of opportunity	8.5%
Domestic private sector development	8.5%
Gender equality	6.9%
Natural resource management	6.2%
Foreign direct investment	6.2%
Health	4.6%
Agricultural development	3.8%
Rural development	3.8%
Environmental sustainability	3.1%
Food security	3.1%
Judicial reform	3.1%
Fiscal management	2.3%
Basic infrastructure	2.3%
Information and communications technology	2.3%
Regulatory framework	1.5%
Global/regional integration	0.8%
Competitiveness	0.8%
Trade and exports	0.8%
Crime and violence	0.8%
Financial markets	0.0%
Urban development	0.0%
Climate change	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

A. General Issues Facing Jordan (continued)

3. 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 Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=131)
Job creation/employment	48.9%
Economic growth	38.9%
Domestic private sector development	23.7%
Equality of opportunity	22.9%
Anti-corruption	22.1%
Rural development	20.6%
Education	20.6%
Social protection	19.1%
Public sector governance/ reform	15.3%
Foreign direct investment	9.9%
Food security	5.3%
Natural resource management	5.3%
Agricultural development	5.3%
Energy	5.3%
Gender equality	4.6%
Urban development	3.8%
Health	3.1%
Transport	3.1%
Competitiveness	3.1%
Trade and exports	2.3%
Basic infrastructure	2.3%
Fiscal management	2.3%
Global/regional integration	1.5%
Water and sanitation	1.5%
Environmental sustainability	1.5%
Judicial reform	1.5%
Information and communications technology	0.8%
Financial markets	0.8%
Regulatory framework	0.8%
Climate change	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

A. General Issues Facing Jordan (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=131)
Foreign direct investment	33.6%
Public sector governance/ reform	29.0%
Domestic private sector development	29.0%
Energy	22.9%
Job creation/employment	22.9%
Anti-corruption	19.8%
Education	16.0%
Trade and exports	15.3%
Equality of opportunity	14.5%
Natural resource management	14.5%
Competitiveness	9.2%
Fiscal management	8.4%
Agricultural development	7.6%
Information and communications technology	6.9%
Rural development	6.1%
Regulatory framework	6.1%
Global/regional integration	5.3%
Gender equality	5.3%
Social protection	5.3%
Transport	4.6%
Basic infrastructure	3.1%
Food security	2.3%
Environmental sustainability	2.3%
Judicial reform	1.5%
Water and sanitation	1.5%
Financial markets	1.5%
Urban development	0.8%
Health	0.8%
Climate change	0.0%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%
Crime and violence	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank in Jordan? (1-Not familiar at all, 10-Extremely familiar)	130	0	6.86	2.16
Overall Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Jordan? (1-Not effective at all, 10-Very effective)	122	7	5.80	1.92
Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared to help Jordan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	112	17	6.32	2.14

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Jordan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=131)
Public sector governance/ reform	37.4%
Job creation/employment	27.5%
Poverty reduction	27.5%
Economic growth	26.7%
Energy	19.8%
Education	18.3%
Domestic private sector development	13.0%
Social protection	13.0%
Water and sanitation	11.5%
Anti-corruption	10.7%
Transport	9.9%
Rural development	9.9%
Foreign direct investment	9.2%
Agricultural development	7.6%
Regulatory framework	6.1%
Environmental sustainability	4.6%
Natural resource management	4.6%
Gender equality	3.8%
Competitiveness	3.8%
Urban development	3.8%
Global/regional integration	3.8%
Equality of opportunity	3.8%
Basic infrastructure	3.1%
Information and communications technology	3.1%
Health	3.1%
Food security	3.1%
Judicial reform	2.3%
Fiscal management	2.3%
Trade and exports	2.3%
Climate change	1.5%
Financial markets	0.8%
Crime and violence	0.8%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jordan?	Percentage of Respondents (N=111)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources: policy based lending / budget support to the Government	23.4%	12.7%	36.2%
Financial resources: investment lending	23.4%	10.9%	34.3%
Technical assistance	11.7%	17.3%	29.0%
Training/capacity building	9.0%	16.4%	25.4%
Mobilizing third party financial resources	9.0%	10.0%	19.0%
Studies/analyses	4.5%	10.9%	15.4%
Policy advice	6.3%	5.5%	11.8%
Donor coordination	7.2%	4.5%	11.8%
Data	3.6%	4.5%	8.1%
Linkage to non-Bank expertise	0.9%	4.5%	5.4%
Other	0.9%	0.9%	1.8%
Convening/facilitating	0.0%	0.9%	0.9%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=122)
Not adequately sensitive to political/social realities in Jordan	33.6%
Imposing technocratic solutions without regard to political realities	28.7%
Not exploring alternative policy options	17.2%
Too influenced by developed countries	17.2%
World Bank processes too slow and complex	12.3%
Too bureaucratic in its operational policies and procedures	12.3%
Not enough public disclosure of its work	10.7%
Not willing to honestly criticize policies and reform efforts in the country	9.8%
Not client focused	9.0%
Not collaborating enough with non-state actors	9.0%
Not aligned with country priorities	8.2%
Arrogant in its approach	6.6%
Other	4.9%
Not aligned with other donors' work	3.3%
Staff too inaccessible	2.5%
The credibility of its knowledge/data	0.0%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=129)
Investment lending	51.2%
Capacity development	45.0%
Technical assistance	28.7%
Policy based lending / budget support to the Government	25.6%
Knowledge products/services	14.7%
Don't know	7.8%
Trust Fund management	7.0%
Other	3.9%

B. Overall Attitudes toward the World Bank (continued)

Influencing Global Development Agenda	N	DK	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods?” (1-To no degree at all, 10-To a very significant degree)	119	5	7.13	1.99
9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=130)			
Private sector	38.5%			
NGOs	32.3%			
Local Government	27.7%			
Academia/think tanks/research institutes	24.6%			
Beneficiaries	16.2%			
Community Based Organizations (CBOs)	14.6%			
Donor community	13.8%			
Parliament	11.5%			
Media	6.9%			
Foundations	5.4%			
Other	2.3%			
Faith-based organizations	0.8%			
To what extent do you agree with the following statements about the World Bank's work in Jordan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Jordan*	122	6	5.89	2.05
11. The World Bank's work is aligned with what I consider the development priorities for Jordan*	122	6	5.59	2.14
12. The World Bank supports programs and strategies that are realistic for Jordan	123	5	5.83	1.97
13. The World Bank treats clients and stakeholders in Jordan with respect	110	18	7.73	1.92
To what extent is the World Bank an effective development partner in Jordan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Responsiveness*	104	22	6.19	1.86
15. Flexibility (in terms of the World Bank's products and services)	102	22	5.65	1.72
16. Flexibility (in terms of changing country circumstances)	104	18	5.62	1.82
17. Being inclusive	100	19	6.02	1.83
18. Openness*	112	11	6.79	2.02
19. Staff accessibility	103	20	6.46	2.08
20. Straightforwardness and honesty	98	26	7.35	2.34
21. Collaboration with groups outside of the Government*	102	20	5.64	2.26
22. Collaboration with the Government*	111	12	7.64	1.58
23. Collaboration with other donors*	92	31	6.79	1.97
24. Follow through over time	99	26	6.93	2.01
25. The speed in which it gets things accomplished on the ground	107	17	5.91	2.14

B. Overall Attitudes toward the World Bank (continued)

26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=130)
The Government works inefficiently	43.8%
Reforms are not well thought out in light of country challenges	39.2%
Political pressures and obstacles	35.4%
The World Bank is not sensitive enough to political/social realities on the ground	35.4%
There is not an adequate level of citizen/civil society participation	32.3%
Lack of/inadequate levels of capacity in Government	32.3%
The World Bank works too slowly	16.2%
Poor donor coordination	13.1%
The World Bank does not do adequate follow through/follow-up	9.2%
Other	3.1%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jordan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	80	37	3.36	2.03
2. Information and communications technology	82	35	5.50	2.17
3. Transport	77	36	5.36	2.11
4. Crime and violence	66	49	3.47	2.06
5. Judicial reform	72	42	4.49	2.39
6. Urban development	78	36	5.65	2.03
7. Environmental sustainability	90	28	6.04	1.97
8. Regulatory framework	87	31	5.85	1.86
9. Basic infrastructure	88	26	5.86	1.74
10. Communicable/non-communicable diseases	57	55	5.05	2.29
11. Poverty reduction	101	16	5.25	2.10
12. Gender equality	82	32	6.18	1.93
13. Domestic private sector development	88	28	5.25	1.94
14. Foreign direct investment	79	35	5.66	2.21
15. Water and sanitation	83	31	5.66	2.03
16. Trade and exports	76	39	5.45	2.06
17. Economic growth	96	22	5.42	2.05
18. Energy	86	30	5.16	2.06
19. Disaster management	61	49	4.54	2.21
20. Public sector governance/ reform	94	20	5.45	2.28
21. Job creation/employment	96	21	4.73	2.18
22. Financial markets	70	41	5.01	2.03
23. Equality of opportunity	78	36	4.77	2.14
24. Health	75	38	5.76	1.99
25. Rural development	76	37	5.39	2.12
26. Global/regional integration	65	46	5.66	2.16
27. Food security	68	45	4.63	2.16
28. Education	89	25	5.91	2.14
29. Social protection	74	39	4.76	2.35
30. Climate change	70	43	5.10	2.11
31. Agricultural development	75	40	4.49	2.13
32. Natural resource management	66	48	4.29	2.30
33. Competitiveness	82	34	5.30	2.05
34. Fiscal management	83	33	5.54	2.24

C. World Bank Effectiveness and Results (continued)

Achieving Development Results*	N	DK	Mean	SD
35. To what extent does the World Bank's work help to achieve development results in Jordan? (1-To no degree at all, 10-To a very significant degree)	122	7	5.58	1.73

To what extent do you agree with the following statements about the World Bank in Jordan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
36. The World Bank's financial instruments meet the needs of Jordan*	118	10	5.47	1.96
37. The World Bank meets Jordan's needs for knowledge services*	122	6	6.04	2.05

D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=129)
Weekly	9.3%
Monthly	19.4%
A few times a year	45.7%
Rarely	14.7%
Never	10.9%

D. The World Bank's Knowledge Work and Activities (continued)
(i.e., Analysis, Studies, Research, Data, Reports, Conferences)

2. When thinking about the development challenges in Jordan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?(Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=129)
Public sector governance/ reform	38.0%
Energy	33.3%
Job creation/employment	24.0%
Poverty reduction	21.7%
Economic growth	21.7%
Education	17.8%
Domestic private sector development	17.8%
Anti-corruption	15.5%
Foreign direct investment	10.9%
Water and sanitation	9.3%
Social protection	9.3%
Rural development	8.5%
Natural resource management	7.0%
Gender equality	6.2%
Judicial reform	5.4%
Equality of opportunity	5.4%
Global/regional integration	4.7%
Agricultural development	4.7%
Health	4.7%
Information and communications technology	3.9%
Transport	3.9%
Competitiveness	3.9%
Environmental sustainability	3.1%
Fiscal management	3.1%
Food security	2.3%
Climate change	2.3%
Basic infrastructure	1.6%
Regulatory framework	1.6%
Trade and exports	1.6%
Financial markets	1.6%
Disaster management	0.8%
Urban development	0.8%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%

D. The World Bank's Knowledge Work and Activities (continued)
(i.e., Analysis, Studies, Research, Data, Reports, Conferences)

In Jordan, how effective do you believe the World Bank's knowledge work and activities: <i>(1-Not effective at all, 10- Very effective)</i>	Degree			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	113	9	5.83	2.39
4. Contributing to good policy making	117	9	5.82	2.05
5. Providing support for program implementation	112	14	6.13	2.03

In Jordan, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	100	21	5.43	1.98
7. Include appropriate level of stakeholder involvement during preparation	111	12	5.70	2.13
8. Are relevant to Jordan's development priorities	116	10	5.78	2.15
9. Provide feasible recommendations	117	10	6.02	2.06
10. Are accessible (well written and easy to understand)	112	11	6.01	2.33
11. Are source of relevant information on global good practices.	113	13	6.70	2.05
12. Are useful in terms of the work you do	116	9	6.25	2.22
13. Are adequately disseminated	113	13	5.79	2.52
14. Are appropriately translated	106	18	5.80	2.49
15. Are adaptable to Jordan's specific development challenges and country circumstances*	115	12	5.77	2.04

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	125	4	6.22	1.92
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	119	8	6.94	1.84

E. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank disburses funds promptly	94	33	4.86	2.54
2. The World Bank effectively monitors and evaluates the projects and programs it supports	115	12	6.30	2.02
3. The World Bank's approvals and reviews are done in a timely fashion	107	21	5.66	2.03
4. The World Bank's "Safeguard Policy" requirements are reasonable	101	27	5.61	2.02
5. The World Bank imposes reasonable conditions on its lending	103	23	5.19	2.29
6. Working with the World Bank increases Jordan's institutional capacity	123	6	6.33	2.28
7. The World Bank ensures consistency and continuity through staff changes	102	24	6.56	2.17
8. The World Bank's teams and visits are well coordinated	105	22	6.81	1.99
9. Where country systems are adequate, the World Bank makes appropriate use of them*	91	35	6.64	2.02
10. The World Bank provides effective implementation support	106	23	6.48	2.07

F. The Future Role of the World Bank in Jordan

Future Role of the World Bank	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Jordan's development in the near future? (1-Not a significant role at all, 10-Very significant role)	123	2	7.44	2.13

2. Which of the following SHOULD the World Bank do to make itself of greater value in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=120)
Reach out more to groups outside of government	46.7%
Improve the quality of its experts as related to Jordan's specific challenges	30.8%
Reduce the complexity of obtaining World Bank financing	29.2%
Improve the competitiveness of its financing compared to markets	19.2%
Offer more innovative financial products	16.7%
Offer more innovative knowledge services	15.8%
Work faster	12.5%
Provide more adequate data/knowledge/statistics/figures on Jordan's economy	10.0%
Focus primarily on advocacy issues	7.5%
Ensure greater selectivity in its work	5.0%
Other	2.5%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=128)
Internet	74.2%
Local newspapers	48.4%
Periodicals	17.2%
Other	10.9%
International television	10.2%
International newspapers	9.4%
Social media	7.0%
Local television	4.7%
Blogs	3.9%
International radio	3.1%
Local radio	0.8%
Instant messaging	0.8%
Mobile phones	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=130)
World Bank website	52.3%
World Bank seminars/workshops/conferences	46.2%
World Bank publications and other written materials	28.5%
Direct contact with World Bank	23.8%
e-newsletters	22.3%
Social media (Facebook, Twitter, Youtube)	6.2%
Instant messaging	5.4%
Mobile phones	2.3%
Other	1.5%
Blogs	1.5%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=121)
Yes	35.5%
No	64.5%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=114)
Yes	15.8%
No	84.2%

5. Were you able to obtain this information?	Percentage of Respondents (N=18)
Yes	88.9%
No	11.1%

G. Communication and Information Sharing (continued)

6. Do you have access to the Internet?	Percentage of Respondents (N=118)
Yes	97.5%
No	2.5%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=126)
Yes	87.3%
No	12.7%

8. Which do you primarily use?	Percentage of Respondents (N=116)
The World Bank's country website	25.0%
The World Bank's main website	75.0%

9. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=121)
High speed	100%
Dial-up	0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank data more currently than I did a few years ago	116	7	6.20	2.52
11. I find the World Bank websites easy to navigate	112	6	7.09	1.96
12. I find the information on the World Bank's websites useful	111	6	7.26	1.88
13. When I need information from the World Bank I know how to find it	118	8	6.42	2.39
14. The World Bank is responsive to my information requests and inquiries	74	42	6.93	2.02

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=127)
NGO	21.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.7%
Private Sector Organization	11.8%
Independent Government Institution	11.0%
Academia/Research Institute/Think Tank	8.7%
Project Management Unit (PMU) overseeing implementation of project	6.3%
Other	4.7%
Community Based Organization	3.9%
Consultant/Contractor working on World Bank supported Project/Program	3.1%
Financial Sector/Private Bank	3.1%
Bilateral Agency	2.4%
Media	2.4%
Judiciary Branch	1.6%
Office of Minister	0.8%
Local Government Office or Staff	0.8%
Multilateral Agency	0.8%
Private Foundation	0.8%
Trade Union	0.8%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=125)
Other	24.0%
Financial markets/banking	10.4%
Law and justice/regulatory framework	8.0%
Social protection	8.0%
Education	7.2%
Private sector development/foreign direct investment	6.4%
Gender/equality of opportunity	5.6%
Information and communications technology	5.6%
Natural resource management/environmental sustainability	5.6%
Transport	5.6%
Public sector governance/Public financial management/anti corruption	3.2%
Agriculture/ rural development / food security	2.4%
Job creation/employment	2.4%
Health/Communicable/non-communicable diseases	1.6%
Water and sanitation	1.6%
Climate change / disaster management	0.8%
Energy	0.8%
Urban development	0.8%

H. Background Information (continued)

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=130)
Yes	43.8%
No	56.2%

4. Which of the following describes most of your exposure to the World Bank in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=128)
Collaborate as part of my professional duties	53.9%
Use World Bank website for information, data, research, etc.	38.3%
Use World Bank reports/data	31.3%
Engage in World Bank related/sponsored events/activities	25.0%
Observer	19.5%

5. Which best represents your geographic location?	Percentage of Respondents (N=128)
Amman (Greater Amman Municipality)	92.2%
Other cities	6.3%
Rural areas	1.6%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Jordan

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	66.7%	25.0%	50.0%	25.0%	63.6%	44.4%	60.0%
The wrong direction	5.6%	25.0%	22.2%	39.3%	27.3%	22.2%	20.0%
Not sure	27.8%	50.0%	27.8%	35.7%	9.1%	33.3%	20.0%

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection	25.0%	8.3%	15.8%	26.5%	21.4%	0.0%	17.6%
Transport	15.0%	25.0%	0.0%	11.8%	21.4%	0.0%	5.9%
Public sector governance/ reform	50.0%	41.7%	42.1%	35.3%	42.9%	30.0%	23.5%
Global/regional integration	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Gender equality	15.0%	0.0%	0.0%	11.8%	0.0%	20.0%	0.0%
Domestic private sector development	5.0%	8.3%	10.5%	11.8%	0.0%	10.0%	5.9%
Foreign direct investment	0.0%	16.7%	5.3%	0.0%	7.1%	10.0%	17.6%
Water and sanitation	20.0%	0.0%	10.5%	5.9%	14.3%	30.0%	23.5%
Anti-corruption	20.0%	33.3%	26.3%	26.5%	35.7%	10.0%	29.4%
Job creation/employment	30.0%	25.0%	36.8%	26.5%	35.7%	10.0%	29.4%
Rural development	0.0%	8.3%	10.5%	2.9%	0.0%	10.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	8.3%	0.0%	5.9%	0.0%	0.0%	5.9%
Equality of opportunity	5.0%	0.0%	10.5%	5.9%	14.3%	0.0%	11.8%
Health	5.0%	0.0%	15.8%	0.0%	7.1%	0.0%	5.9%
Education	0.0%	8.3%	21.1%	20.6%	7.1%	40.0%	11.8%
Poverty reduction	25.0%	25.0%	21.1%	32.4%	35.7%	10.0%	11.8%
Energy	45.0%	16.7%	26.3%	26.5%	21.4%	40.0%	52.9%
Food security	10.0%	0.0%	0.0%	0.0%	7.1%	10.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	8.3%	0.0%	0.0%	7.1%	10.0%	11.8%
Trade and exports	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	20.0%	33.3%	21.1%	26.5%	14.3%	40.0%	17.6%
Judicial reform	0.0%	0.0%	5.3%	5.9%	0.0%	0.0%	5.9%
Regulatory framework	5.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	5.9%
Natural resource management	0.0%	16.7%	5.3%	5.9%	7.1%	10.0%	5.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.0%	0.0%	5.3%	2.9%	0.0%	0.0%	0.0%
Competitiveness	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Fiscal management	0.0%	8.3%	10.5%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Jordan (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 Jordan?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water and sanitation	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	15.0%	16.7%	10.5%	32.4%	21.4%	27.3%	18.8%
Economic growth*	60.0%	25.0%	63.2%	26.5%	28.6%	27.3%	50.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Gender equality	0.0%	0.0%	0.0%	8.8%	0.0%	9.1%	12.5%
Rural development*	15.0%	41.7%	31.6%	11.8%	35.7%	36.4%	0.0%
Urban development	10.0%	0.0%	0.0%	2.9%	0.0%	9.1%	6.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Basic infrastructure	5.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Social protection	30.0%	25.0%	10.5%	20.6%	14.3%	9.1%	25.0%
Judicial reform	0.0%	0.0%	5.3%	0.0%	0.0%	9.1%	0.0%
Transport	5.0%	0.0%	5.3%	5.9%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Anti-corruption	20.0%	8.3%	15.8%	29.4%	21.4%	9.1%	31.3%
Domestic private sector development	20.0%	25.0%	21.1%	17.6%	21.4%	18.2%	43.8%
Foreign direct investment	10.0%	33.3%	10.5%	2.9%	7.1%	9.1%	12.5%
Education*	5.0%	16.7%	42.1%	29.4%	7.1%	36.4%	6.3%
Energy	5.0%	0.0%	10.5%	8.8%	7.1%	0.0%	0.0%
Public sector governance/ reform	30.0%	0.0%	15.8%	17.6%	7.1%	0.0%	12.5%
Natural resource management	0.0%	8.3%	0.0%	2.9%	7.1%	9.1%	12.5%
Environmental sustainability	0.0%	8.3%	0.0%	2.9%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	8.3%	0.0%	0.0%	7.1%	9.1%	0.0%
Agricultural development	10.0%	8.3%	0.0%	2.9%	7.1%	9.1%	6.3%
Job creation/employment	50.0%	66.7%	31.6%	52.9%	71.4%	45.5%	43.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Trade and exports	0.0%	8.3%	0.0%	2.9%	0.0%	9.1%	0.0%
Food security	5.0%	0.0%	5.3%	2.9%	7.1%	9.1%	6.3%
Competitiveness	0.0%	0.0%	0.0%	5.9%	14.3%	0.0%	0.0%
Fiscal management	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	12.5%

*Significantly different between stakeholder groups

A. General Issues facing Jordan (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jordan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Energy	40.0%	8.3%	22.2%	23.5%	28.6%	9.1%	17.6%
Gender equality	5.0%	0.0%	0.0%	14.7%	0.0%	9.1%	0.0%
Equality of opportunity	20.0%	8.3%	5.6%	23.5%	14.3%	18.2%	0.0%
Social protection*	5.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	5.6%	0.0%	14.3%	9.1%	17.6%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	15.0%	16.7%	16.7%	23.5%	7.1%	9.1%	35.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	5.0%	0.0%	0.0%	11.8%	7.1%	9.1%	0.0%
Foreign direct investment	35.0%	58.3%	38.9%	17.6%	35.7%	27.3%	41.2%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Water and sanitation	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	5.9%
Education	0.0%	25.0%	16.7%	20.6%	7.1%	36.4%	17.6%
Information and communications technology	0.0%	0.0%	16.7%	2.9%	14.3%	0.0%	17.6%
Regulatory framework	0.0%	16.7%	11.1%	2.9%	7.1%	9.1%	5.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	20.0%	16.7%	16.7%	11.8%	21.4%	9.1%	17.6%
Public sector governance/ reform	35.0%	33.3%	33.3%	35.3%	14.3%	27.3%	17.6%
Domestic private sector development	25.0%	33.3%	38.9%	26.5%	28.6%	27.3%	29.4%
Job creation/employment	30.0%	16.7%	5.6%	29.4%	42.9%	27.3%	11.8%
Agricultural development	10.0%	8.3%	5.6%	2.9%	14.3%	9.1%	5.9%
Food security	5.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	5.0%	8.3%	0.0%	5.9%	7.1%	0.0%	5.9%
Natural resource management	5.0%	33.3%	16.7%	8.8%	14.3%	18.2%	11.8%
Environmental sustainability	5.0%	0.0%	0.0%	2.9%	0.0%	0.0%	5.9%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Basic infrastructure	5.0%	0.0%	11.1%	0.0%	0.0%	0.0%	5.9%
Judicial reform	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	7.1%	9.1%	0.0%
Competitiveness	15.0%	0.0%	11.1%	8.8%	0.0%	18.2%	11.8%
Fiscal management	5.0%	8.3%	11.1%	8.8%	7.1%	0.0%	17.6%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Jordan?*	20	7.85	1.87	12	8.08	1.51	19	6.95	2.07	33	6.36	2.07	13	6.54	1.05	11	5.73	2.49	17	6.65	3.10

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Jordan?	20	6.20	1.96	12	6.67	1.72	19	6.21	1.75	31	5.55	1.82	13	5.46	1.94	10	4.70	1.83	13	5.77	2.45

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Jordan solve its most complicated development challenges?	18	6.50	2.23	12	7.25	1.66	18	6.83	1.82	26	6.19	1.72	13	5.77	2.28	8	4.88	3.18	12	6.67	2.46

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

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Jordan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jordan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection	25.0%	16.7%	10.5%	20.6%	7.1%	0.0%	0.0%
Public sector governance/ reform	30.0%	16.7%	42.1%	38.2%	57.1%	18.2%	56.3%
Transport	20.0%	16.7%	5.3%	2.9%	7.1%	0.0%	25.0%
Poverty reduction	25.0%	25.0%	36.8%	23.5%	35.7%	27.3%	12.5%
Global/regional integration*	0.0%	0.0%	10.5%	0.0%	21.4%	0.0%	0.0%
Gender equality	5.0%	0.0%	0.0%	8.8%	0.0%	9.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Domestic private sector development	5.0%	0.0%	15.8%	17.6%	14.3%	9.1%	18.8%
Rural development	15.0%	16.7%	10.5%	8.8%	14.3%	9.1%	0.0%
Foreign direct investment	5.0%	16.7%	5.3%	5.9%	7.1%	9.1%	18.8%
Water and sanitation	25.0%	0.0%	15.8%	5.9%	0.0%	9.1%	25.0%
Energy	15.0%	16.7%	15.8%	20.6%	21.4%	18.2%	31.3%
Job creation/employment	20.0%	25.0%	21.1%	47.1%	21.4%	27.3%	12.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Urban development*	0.0%	8.3%	0.0%	0.0%	0.0%	27.3%	0.0%
Environmental sustainability	0.0%	16.7%	0.0%	8.8%	0.0%	0.0%	6.3%
Equality of opportunity	10.0%	0.0%	10.5%	0.0%	7.1%	0.0%	0.0%
Health	5.0%	8.3%	5.3%	0.0%	7.1%	0.0%	0.0%
Education	15.0%	16.7%	21.1%	26.5%	7.1%	36.4%	6.3%
Food security*	5.0%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%
Climate change	0.0%	8.3%	5.3%	0.0%	0.0%	0.0%	0.0%
Agricultural development	20.0%	16.7%	0.0%	5.9%	0.0%	9.1%	6.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	12.5%
Economic growth	35.0%	25.0%	26.3%	26.5%	28.6%	9.1%	25.0%
Judicial reform	0.0%	0.0%	5.3%	2.9%	7.1%	0.0%	0.0%
Regulatory framework	0.0%	8.3%	15.8%	2.9%	14.3%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	5.0%	8.3%	5.3%	2.9%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	25.0%	0.0%	0.0%	7.1%	9.1%	6.3%
Anti-corruption	5.0%	8.3%	10.5%	14.7%	0.0%	9.1%	18.8%
Information and communications technology	5.0%	0.0%	5.3%	2.9%	7.1%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Competitiveness*	5.0%	0.0%	0.0%	2.9%	0.0%	27.3%	0.0%
Fiscal management	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	12.5%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jordan?

Greatest Value Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	23.5%	27.3%	17.6%	29.6%	27.3%	37.5%	6.7%
Financial resources: policy based lending / budget support to the Government*	23.5%	54.5%	17.6%	14.8%	18.2%	0.0%	46.7%
Mobilizing third party financial resources	5.9%	9.1%	0.0%	14.8%	0.0%	0.0%	20.0%
Technical assistance	23.5%	9.1%	17.6%	11.1%	9.1%	0.0%	6.7%
Policy advice	5.9%	0.0%	5.9%	3.7%	9.1%	12.5%	13.3%
Donor coordination	0.0%	0.0%	11.8%	7.4%	9.1%	25.0%	0.0%
Data	0.0%	0.0%	11.8%	3.7%	0.0%	12.5%	0.0%
Training/capacity building	5.9%	0.0%	5.9%	11.1%	27.3%	12.5%	0.0%
Studies/analyses	11.8%	0.0%	5.9%	3.7%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Other	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	5.9%	9.1%	5.9%	3.8%	18.2%	12.5%	33.3%
Financial resources: policy based lending / budget support to the Government	11.8%	0.0%	17.6%	11.5%	18.2%	25.0%	6.7%
Mobilizing third party financial resources	17.6%	27.3%	11.8%	11.5%	0.0%	0.0%	0.0%
Technical assistance	17.6%	27.3%	23.5%	7.7%	9.1%	25.0%	20.0%
Policy advice	5.9%	9.1%	11.8%	0.0%	9.1%	0.0%	6.7%
Donor coordination	0.0%	0.0%	0.0%	11.5%	9.1%	0.0%	6.7%
Data	0.0%	0.0%	11.8%	7.7%	0.0%	0.0%	0.0%
Training/capacity building	5.9%	9.1%	11.8%	23.1%	27.3%	12.5%	13.3%
Studies/analyses	29.4%	9.1%	5.9%	11.5%	0.0%	25.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Linkage to non-Bank expertise	5.9%	9.1%	0.0%	7.7%	9.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%

B. Overall Attitudes toward the World Bank (continued)

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Jordan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities	26.3%	36.4%	17.6%	34.4%	14.3%	33.3%	33.3%
Not exploring alternative policy options	31.6%	0.0%	17.6%	21.9%	14.3%	11.1%	13.3%
Too bureaucratic in its operational policies and procedures	15.8%	9.1%	23.5%	9.4%	7.1%	0.0%	13.3%
Staff too inaccessible	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	6.7%
Arrogant in its approach	15.8%	9.1%	0.0%	6.3%	7.1%	11.1%	0.0%
Not client focused	5.3%	0.0%	5.9%	6.3%	0.0%	22.2%	26.7%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	45.5%	11.8%	6.3%	14.3%	0.0%	0.0%
Too influenced by developed countries*	10.5%	9.1%	29.4%	6.3%	42.9%	44.4%	6.7%
Not enough public disclosure of its work	0.0%	18.2%	23.5%	6.3%	7.1%	11.1%	13.3%
World Bank processes too slow and complex	15.8%	0.0%	11.8%	9.4%	14.3%	11.1%	13.3%
Not aligned with country priorities	5.3%	0.0%	11.8%	18.8%	0.0%	11.1%	0.0%
Not aligned with other donors' work*	15.8%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	27.3%	0.0%	21.9%	7.1%	0.0%	0.0%
Not adequately sensitive to political/social realities in Jordan	42.1%	9.1%	29.4%	34.4%	42.9%	44.4%	33.3%
Other	0.0%	9.1%	0.0%	3.1%	7.1%	0.0%	20.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jordan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Capacity development	30.0%	41.7%	57.9%	43.8%	71.4%	54.5%	25.0%
Policy based lending / budget support to the Government	50.0%	8.3%	21.1%	18.8%	28.6%	27.3%	25.0%
Knowledge products/services	15.0%	8.3%	5.3%	31.3%	0.0%	18.2%	6.3%
Investment lending	55.0%	50.0%	57.9%	40.6%	50.0%	63.6%	62.5%
Technical assistance	20.0%	58.3%	31.6%	28.1%	28.6%	18.2%	12.5%
Trust Fund management	5.0%	0.0%	0.0%	9.4%	0.0%	9.1%	18.8%
Other	0.0%	8.3%	0.0%	3.1%	14.3%	0.0%	6.3%
Don't know	5.0%	8.3%	10.5%	9.4%	0.0%	0.0%	18.8%

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	19	7.89	1.97	11	7.09	1.70	19	7.05	1.96	28	7.11	1.59	13	6.23	2.35	11	7.09	2.55	13	7.15	2.30

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs*	15.0%	25.0%	26.3%	72.7%	14.3%	9.1%	6.3%
Local Government	45.0%	0.0%	26.3%	24.2%	14.3%	45.5%	37.5%
Beneficiaries	20.0%	33.3%	15.8%	6.1%	14.3%	18.2%	25.0%
Private sector	45.0%	41.7%	63.2%	27.3%	35.7%	18.2%	50.0%
Community Based Organizations (CBOs)	10.0%	16.7%	5.3%	21.2%	21.4%	9.1%	18.8%
Donor community	15.0%	41.7%	5.3%	9.1%	7.1%	9.1%	25.0%
Foundations	5.0%	16.7%	0.0%	0.0%	7.1%	9.1%	6.3%
Academia/think tanks/research institutes	25.0%	16.7%	21.1%	18.2%	42.9%	54.5%	6.3%
Parliament	5.0%	8.3%	10.5%	15.2%	28.6%	9.1%	0.0%
Media	5.0%	0.0%	10.5%	3.0%	7.1%	9.1%	12.5%
Faith-based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Other	5.0%	0.0%	5.3%	0.0%	0.0%	0.0%	6.3%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)**To what extent do you agree with the following statements about the World Bank's work in Jordan? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Jordan	20	6.25	1.94	12	6.42	2.11	19	6.32	1.83	29	5.31	1.73	13	6.23	2.39	10	4.90	2.69	14	5.93	2.37
The World Bank's work is aligned with what I consider the development priorities for Jordan	20	6.20	1.94	12	5.75	1.96	19	6.05	1.96	29	5.07	1.73	13	6.15	2.15	10	4.30	2.83	14	6.07	2.64
The World Bank supports programs and strategies that are realistic for Jordan	20	6.70	1.87	12	6.25	2.01	19	6.11	1.91	30	5.20	1.65	13	6.31	1.38	10	5.00	2.67	14	5.79	2.49
The World Bank treats clients and stakeholders in Jordan with respect	19	7.95	1.87	11	8.82	.98	18	8.28	1.13	23	7.17	2.41	13	7.15	2.30	7	7.29	1.60	14	7.86	2.07

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	19	6.84	1.89	10	6.20	2.04	17	6.47	1.59	27	5.78	2.08	10	6.20	1.40	8	6.00	1.69	10	5.90	2.18
Flexibility (in terms of the World Bank's products and services)*	19	6.11	1.56	10	6.50	1.58	16	6.44	1.50	22	4.59	1.65	11	5.73	1.56	9	5.33	1.94	11	5.45	1.86
Flexibility (in terms of changing country circumstances)	18	6.33	1.53	10	6.50	2.12	15	5.87	1.25	25	5.16	1.95	12	5.17	1.75	8	5.13	2.36	12	5.58	1.88
Being inclusive	18	6.83	1.29	9	6.22	1.79	14	6.43	1.02	24	5.13	2.19	11	6.00	1.26	8	6.25	1.83	13	5.92	2.36
Openness	19	7.32	1.67	11	7.73	1.49	16	7.31	1.78	28	6.07	2.29	11	7.27	1.79	10	6.50	2.32	13	6.69	1.84
Staff accessibility*	17	7.24	1.99	10	7.60	1.07	15	6.87	1.19	25	5.40	2.50	11	7.00	1.73	9	5.89	2.57	12	6.58	1.88
Straightforwardness and honesty	19	7.79	2.07	11	7.91	2.17	13	8.38	1.45	23	6.87	2.26	10	7.00	2.67	7	7.00	2.16	11	7.36	2.73
Collaboration with groups outside of the Government*	16	5.88	1.96	8	6.38	2.39	16	6.88	1.89	28	4.79	2.47	9	6.00	1.41	10	4.50	2.32	12	6.42	2.02
Collaboration with the Government*	19	8.00	1.25	11	8.27	1.01	15	8.47	.92	28	6.82	1.87	12	7.33	1.56	9	7.44	1.67	13	7.85	1.82
Collaboration with other donors	17	6.88	1.90	9	7.22	1.79	13	7.15	1.57	24	6.04	2.07	7	7.86	.38	6	6.83	2.23	13	7.08	2.25
Follow through over time	20	7.20	2.33	9	7.44	1.74	14	7.21	1.42	22	6.55	2.11	11	6.64	1.91	8	5.88	2.42	12	7.08	2.02
The speed in which it gets things accomplished on the ground	19	6.05	2.12	10	6.80	2.78	15	5.80	1.78	27	5.37	2.27	12	6.00	1.91	9	5.78	2.39	12	6.75	1.66

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	20.0%	16.7%	26.3%	17.6%	14.3%	0.0%	6.7%
The Government works inefficiently*	10.0%	66.7%	47.4%	52.9%	50.0%	36.4%	40.0%
There is not an adequate level of citizen/civil society participation	40.0%	25.0%	26.3%	29.4%	50.0%	36.4%	20.0%
Poor donor coordination	20.0%	8.3%	15.8%	11.8%	14.3%	9.1%	6.7%
The World Bank does not do adequate follow through/follow-up	5.0%	8.3%	10.5%	5.9%	14.3%	27.3%	6.7%
Lack of/inadequate levels of capacity in Government	40.0%	58.3%	36.8%	20.6%	21.4%	27.3%	40.0%
Political pressures and obstacles	50.0%	33.3%	36.8%	23.5%	21.4%	45.5%	46.7%
Reforms are not well thought out in light of country challenges	50.0%	16.7%	31.6%	35.3%	50.0%	45.5%	40.0%
The World Bank is not sensitive enough to political/social realities on the ground*	40.0%	8.3%	15.8%	52.9%	28.6%	45.5%	40.0%
Other	0.0%	0.0%	5.3%	8.8%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	13	3.85	2.44	7	2.00	1.83	11	3.82	2.18	19	3.26	1.79	8	5.00	1.07	8	2.88	2.17	10	2.80	2.10
Information and communications technology	12	4.83	2.62	8	4.75	2.76	13	5.38	2.50	21	5.62	1.75	8	6.38	1.60	9	6.33	2.06	7	4.71	1.98
Transport	13	5.54	2.57	10	5.80	2.82	11	5.36	1.96	17	5.29	1.45	6	5.00	1.41	8	5.13	2.42	9	5.78	2.33
Crime and violence	10	3.10	2.73	7	3.43	2.51	10	3.30	2.11	14	3.86	1.83	7	4.43	1.27	8	3.38	2.39	8	2.88	1.81
Judicial reform	12	4.00	2.70	7	4.57	2.57	11	4.73	2.87	16	4.63	2.28	8	4.75	1.67	7	3.86	2.79	7	5.14	2.41
Urban development	12	5.83	2.25	7	6.14	2.73	11	5.64	1.96	18	5.83	1.79	8	4.88	1.64	10	5.50	2.59	8	6.13	1.73
Environmental sustainability	13	6.23	2.20	10	7.10	1.10	12	6.33	2.19	22	5.91	1.72	9	5.22	1.20	10	5.00	2.79	10	6.70	1.89
Regulatory framework	12	5.75	1.76	8	7.00	1.60	15	6.07	2.19	21	5.90	1.51	11	5.45	1.86	7	5.29	1.98	10	5.90	2.28
Basic infrastructure	15	6.40	1.96	8	7.25	1.67	14	5.86	1.23	22	5.23	1.69	8	5.50	1.41	9	6.00	2.12	9	6.11	1.27
Communicable/non-communicable diseases	9	3.78	2.28	3	5.00	2.65	9	5.00	2.96	13	5.69	2.32	8	5.38	1.41	6	5.17	2.79	7	5.43	2.07
Poverty reduction	17	6.47	1.91	11	5.91	2.55	15	4.80	1.86	25	5.20	2.08	9	5.22	1.20	9	4.44	2.55	11	4.73	2.10
Gender equality	16	5.38	2.09	7	6.57	2.37	11	6.55	2.34	20	6.50	1.61	8	6.13	1.13	8	5.25	2.05	8	6.63	2.07
Domestic private sector development	14	5.93	2.02	8	4.88	2.47	14	5.71	2.02	21	5.00	1.70	8	5.50	1.20	10	4.70	2.31	10	5.00	2.11
Foreign direct investment	11	5.82	2.36	8	4.25	3.33	13	6.54	1.56	21	5.81	1.86	7	5.86	1.57	8	4.38	2.72	8	6.25	2.05
Water and sanitation	14	5.21	2.69	9	6.22	2.49	13	6.62	1.33	20	5.30	1.56	7	6.29	1.25	8	5.63	2.13	9	5.44	2.40
Trade and exports	12	5.33	2.53	6	4.67	2.94	13	5.85	1.86	19	5.32	2.00	8	5.88	1.55	8	4.88	2.53	7	5.86	1.07
Economic growth	14	5.64	2.41	10	5.90	2.23	15	5.53	2.26	24	5.29	1.90	10	5.20	1.55	9	4.22	2.54	10	5.90	1.20
Energy	11	5.64	2.34	8	6.00	1.31	12	5.25	2.09	22	5.36	2.06	9	5.56	1.01	11	3.64	2.62	10	5.10	1.91
Disaster management	12	4.58	2.54	3	6.33	1.15	8	4.63	2.88	13	4.31	2.32	8	4.88	1.81	6	4.00	2.45	8	4.75	1.75
Public sector governance/ reform	14	6.36	2.17	8	5.50	2.83	15	6.00	2.45	22	5.05	2.36	11	5.36	1.29	9	4.33	2.50	11	5.55	2.25
Job creation/employment	15	5.87	2.26	12	5.17	2.72	13	4.77	2.55	22	4.36	1.76	12	4.58	1.62	9	4.00	2.24	9	4.56	2.07
Financial markets	12	5.00	2.49	4	4.75	2.63	10	5.00	1.94	17	5.00	1.94	7	5.71	.76	8	3.63	2.26	9	6.22	1.48
Equality of opportunity	15	4.93	2.05	9	4.22	2.95	8	4.75	1.75	19	5.11	2.02	8	5.75	1.28	8	3.88	2.47	7	5.00	2.52
Health	12	5.75	2.26	7	6.43	2.23	11	5.91	2.74	17	5.24	1.48	10	5.70	1.16	8	5.75	2.43	7	6.86	1.68
Rural development	13	5.15	2.30	9	6.11	2.57	9	6.11	2.42	15	5.00	1.73	9	4.78	1.20	9	5.44	2.79	8	5.88	1.81
Global/regional integration	10	5.30	2.79	5	6.40	.89	10	6.00	1.94	16	5.81	2.40	7	5.43	1.51	5	5.00	2.55	9	5.56	2.13
Food security	11	5.00	2.32	2	4.00	1.41	8	5.00	2.56	19	4.63	2.29	7	4.71	1.38	9	4.22	2.59	9	4.56	2.19
Education	15	6.73	2.19	8	6.75	2.25	14	5.29	2.52	19	5.37	2.17	10	5.70	1.16	9	6.00	2.40	10	6.10	1.97
Social protection	14	5.71	2.84	5	3.20	2.49	10	4.60	2.07	16	4.81	2.37	9	4.78	1.56	8	5.25	2.49	9	4.11	2.03
Climate change	13	5.31	2.32	6	4.17	1.72	7	5.00	2.94	17	5.12	2.37	6	5.50	.55	7	4.43	2.37	10	5.60	1.84
Agricultural development	11	4.09	2.21	7	5.43	1.81	9	5.44	1.88	19	4.68	2.06	7	4.57	1.51	9	4.33	3.08	9	3.00	1.80
Natural resource management	11	3.45	2.46	6	5.00	2.45	6	4.50	2.59	14	5.29	1.90	6	3.83	1.72	10	3.70	2.87	9	4.33	2.18
Competitiveness	13	5.77	2.65	6	3.83	2.32	11	6.45	1.86	22	5.05	1.81	10	6.00	1.25	6	4.83	2.23	10	4.90	1.37
Fiscal management	12	5.75	2.77	7	5.29	3.20	14	5.86	1.75	20	5.35	2.25	10	5.60	1.43	6	5.17	2.48	11	5.55	2.58

C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Jordan?	18	6.28	1.93	12	6.33	1.50	18	5.89	1.57	30	5.10	1.27	14	5.43	1.74	11	4.91	2.02	14	5.29	2.16

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Jordan	19	5.95	1.84	11	5.73	2.87	18	6.00	1.94	29	5.14	1.55	14	5.14	1.75	9	5.33	2.24	13	5.08	2.14
The World Bank meets Jordan's needs for knowledge services	19	6.74	2.02	12	6.92	1.73	18	6.44	1.98	28	5.50	2.13	14	5.86	2.11	11	5.27	2.05	15	6.00	1.93

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	20.0%	9.1%	5.3%	6.1%	0.0%	0.0%	25.0%
Monthly	35.0%	36.4%	15.8%	15.2%	14.3%	0.0%	12.5%
A few times a year	35.0%	45.5%	47.4%	57.6%	57.1%	45.5%	31.3%
Rarely	5.0%	9.1%	21.1%	15.2%	14.3%	18.2%	18.8%
Never	5.0%	0.0%	10.5%	6.1%	14.3%	36.4%	12.5%

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Jordan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Public sector governance/ reform	36.8%	33.3%	52.6%	33.3%	50.0%	18.2%	37.5%
Gender equality	10.5%	0.0%	0.0%	12.1%	0.0%	18.2%	0.0%
Domestic private sector development	10.5%	8.3%	10.5%	27.3%	28.6%	9.1%	25.0%
Foreign direct investment	5.3%	25.0%	0.0%	12.1%	14.3%	9.1%	18.8%
Water and sanitation	15.8%	8.3%	10.5%	0.0%	7.1%	9.1%	25.0%
Trade and exports	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%
Energy	21.1%	16.7%	36.8%	30.3%	50.0%	27.3%	56.3%
Disaster management	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Social protection	15.8%	16.7%	5.3%	9.1%	14.3%	0.0%	6.3%
Climate change	0.0%	0.0%	10.5%	3.0%	0.0%	0.0%	0.0%
Poverty reduction	26.3%	25.0%	10.5%	24.2%	14.3%	18.2%	18.8%
Judicial reform	5.3%	0.0%	15.8%	3.0%	0.0%	0.0%	12.5%
Anti-corruption	10.5%	16.7%	26.3%	12.1%	7.1%	9.1%	18.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	6.3%
Equality of opportunity	5.3%	0.0%	5.3%	9.1%	0.0%	9.1%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	15.8%	16.7%	31.6%	21.2%	0.0%	27.3%	12.5%
Global/regional integration	0.0%	0.0%	5.3%	0.0%	7.1%	9.1%	12.5%
Information and communications technology	5.3%	0.0%	5.3%	6.1%	0.0%	0.0%	0.0%
Transport	5.3%	8.3%	0.0%	3.0%	7.1%	9.1%	0.0%
Agricultural development	15.8%	8.3%	0.0%	0.0%	0.0%	0.0%	12.5%
Natural resource management	0.0%	16.7%	0.0%	9.1%	14.3%	0.0%	6.3%
Job creation/employment	31.6%	25.0%	10.5%	30.3%	28.6%	36.4%	6.3%
Health	10.5%	0.0%	10.5%	3.0%	7.1%	0.0%	0.0%
Economic growth	26.3%	50.0%	15.8%	15.2%	21.4%	18.2%	18.8%
Rural development	5.3%	16.7%	5.3%	12.1%	7.1%	18.2%	0.0%
Food security*	5.3%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%
Environmental sustainability	0.0%	8.3%	0.0%	6.1%	0.0%	0.0%	6.3%
Regulatory framework	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Competitiveness	0.0%	0.0%	10.5%	3.0%	0.0%	9.1%	0.0%
Fiscal management	0.0%	0.0%	5.3%	6.1%	7.1%	0.0%	0.0%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

In Jordan, how effective do you believe the World Bank's knowledge work and activities: (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	17	6.71	1.99	11	6.64	2.62	18	5.83	2.31	27	5.67	2.72	14	5.86	1.83	8	5.00	2.39	13	4.77	2.68
Contributing to good policy making	18	6.61	1.61	12	6.08	1.93	18	6.17	2.04	29	5.41	2.51	13	5.85	1.52	8	5.38	2.33	14	5.43	2.14
Providing support for program implementation	19	6.84	1.64	11	7.45	1.69	18	5.67	2.03	27	5.85	2.36	13	5.92	1.26	6	5.67	2.16	14	5.71	2.16

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	18	5.78	1.77	9	6.33	1.66	15	5.67	1.80	23	5.26	1.86	13	5.15	2.03	6	4.83	2.48	12	5.17	2.44
Include appropriate level of stakeholder involvement during preparation	18	6.33	2.00	8	7.38	1.19	17	6.41	2.18	28	5.36	1.93	13	5.08	2.02	9	5.11	2.57	14	5.21	2.36
Are relevant to Jordan's development priorities	20	6.35	1.90	10	6.40	2.27	17	6.65	1.97	29	5.48	1.98	14	5.07	2.13	9	5.22	2.22	14	5.50	2.56
Provide feasible recommendations	20	6.45	2.04	11	7.09	1.76	17	6.82	2.04	28	5.68	2.02	14	5.36	1.45	9	5.33	2.35	14	5.43	2.24
Are accessible (well written and easy to understand)	20	6.55	2.09	9	7.00	2.24	16	6.06	2.08	27	5.93	2.57	13	5.46	2.30	9	5.44	2.13	13	6.23	2.52
Are source of relevant information on global good practices.	20	6.75	2.00	10	7.40	1.84	17	7.06	1.89	26	6.81	2.04	14	5.86	2.03	8	6.75	2.12	14	6.43	2.62
Are useful in terms of the work you do	20	6.80	1.96	12	7.58	1.38	17	6.65	1.90	26	5.62	2.53	14	5.21	1.97	9	6.44	1.67	14	6.14	2.77
Are adequately disseminated	19	6.63	2.06	11	6.09	2.63	17	6.06	2.36	25	6.00	2.60	14	5.50	2.53	8	4.75	2.87	15	5.13	2.85
Are appropriately translated	18	6.11	2.47	9	5.78	3.03	17	6.47	2.00	24	6.08	2.75	13	4.92	2.29	7	6.43	2.07	14	5.14	2.77
Are adaptable to Jordan's specific development challenges and country circumstances	19	6.26	2.08	10	6.60	1.90	17	6.47	1.66	27	5.26	2.40	14	5.64	1.45	9	5.44	2.01	14	5.21	2.19

D. The World Bank's Knowledge (continued)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	20	6.80	1.99	12	7.00	1.91	18	6.89	1.75	31	6.03	1.72	14	5.57	1.45	11	5.18	2.18	14	5.64	2.27
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	19	7.32	1.80	12	7.58	1.16	18	7.22	1.70	28	6.71	1.92	14	6.57	1.40	10	6.70	1.95	14	6.71	2.52

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

E. Working with the World Bank

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	17	5.00	2.57	9	6.44	2.96	13	5.31	2.18	22	4.05	2.44	11	3.82	2.68	6	6.17	2.71	12	4.92	2.27
The World Bank effectively monitors and evaluates the projects and programs it supports	18	6.44	2.33	11	7.09	2.02	17	6.47	1.94	28	5.86	1.90	14	6.43	1.40	8	6.00	2.83	15	6.20	2.08
The World Bank's approvals and reviews are done in a timely fashion	18	6.11	2.17	11	6.73	2.37	16	5.56	1.86	25	5.12	1.88	14	5.36	1.50	6	6.00	2.28	12	5.83	2.12
The World Bank's "Safeguard Policy" requirements are reasonable	18	5.83	1.79	11	7.00	2.32	13	5.77	2.17	22	4.82	1.97	13	5.62	1.56	6	6.17	2.23	13	5.46	2.07
The World Bank imposes reasonable conditions on its lending*	17	5.71	1.72	9	7.22	2.39	14	5.86	1.88	24	4.46	2.52	12	4.33	1.97	9	5.78	2.68	13	4.85	2.08
Working with the World Bank increases Jordan's institutional capacity	19	6.74	2.08	12	7.67	2.10	18	7.00	1.97	31	6.03	2.24	13	5.92	2.36	9	6.11	1.96	16	5.44	2.58
The World Bank ensures consistency and continuity through staff changes	18	6.94	2.18	9	7.11	2.85	14	6.57	1.87	24	6.42	2.15	12	6.50	2.11	8	6.88	1.25	12	6.25	2.53
The World Bank's teams and visits are well coordinated	19	6.68	2.26	8	7.00	2.98	16	7.19	1.60	24	6.63	1.71	13	6.62	2.14	7	7.71	.95	15	6.80	2.24
Where country systems are adequate, the World Bank makes appropriate use of them	15	6.93	2.02	7	8.14	1.77	15	6.87	1.64	22	6.36	1.81	11	6.82	1.78	5	6.00	1.87	11	5.91	2.84
The World Bank provides effective implementation support	16	6.69	2.21	11	7.36	1.80	15	6.80	1.57	27	5.96	2.30	12	6.00	2.13	8	7.00	1.51	13	6.38	2.36

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Jordan

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Jordan's development in the near future?	20	7.35	2.03	12	7.67	2.67	18	7.78	1.70	31	7.71	1.95	13	7.08	1.71	10	8.00	1.56	15	6.07	3.03

(1-Not a significant role at all, 10-Very significant role)

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Jordan's specific challenges	27.8%	41.7%	27.8%	32.3%	50.0%	36.4%	7.1%
Reduce the complexity of obtaining World Bank financing	44.4%	16.7%	16.7%	35.5%	8.3%	45.5%	28.6%
Focus primarily on advocacy issues*	0.0%	33.3%	11.1%	3.2%	16.7%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets	16.7%	8.3%	27.8%	9.7%	25.0%	9.1%	42.9%
Reach out more to groups outside of government*	22.2%	25.0%	55.6%	77.4%	8.3%	54.5%	35.7%
Ensure greater selectivity in its work	0.0%	8.3%	11.1%	0.0%	16.7%	0.0%	7.1%
Provide more adequate data/knowledge/statistics/figures on Jordan's economy*	16.7%	0.0%	5.6%	6.5%	0.0%	36.4%	14.3%
Offer more innovative financial products*	16.7%	33.3%	16.7%	12.9%	25.0%	0.0%	21.4%
Offer more innovative knowledge services	33.3%	16.7%	16.7%	3.2%	33.3%	0.0%	14.3%
Work faster	11.1%	8.3%	5.6%	19.4%	8.3%	18.2%	7.1%
Other	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers	36.8%	75.0%	38.9%	42.4%	64.3%	54.5%	50.0%
International newspapers	5.3%	16.7%	11.1%	6.1%	7.1%	18.2%	0.0%
Local radio	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	5.6%	6.1%	0.0%	0.0%	6.3%
Local television	10.5%	8.3%	0.0%	0.0%	7.1%	9.1%	0.0%
International television	10.5%	8.3%	16.7%	15.2%	0.0%	0.0%	12.5%
Periodicals	31.6%	0.0%	16.7%	21.2%	14.3%	18.2%	12.5%
Internet	78.9%	58.3%	72.2%	72.7%	92.9%	90.9%	68.8%
Social media	0.0%	8.3%	5.6%	9.1%	7.1%	0.0%	18.8%
Blogs	5.3%	0.0%	5.6%	0.0%	0.0%	9.1%	6.3%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Other	10.5%	8.3%	5.6%	18.2%	0.0%	0.0%	18.8%

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website	50.0%	41.7%	55.6%	47.1%	42.9%	90.9%	62.5%
Direct contact with World Bank	30.0%	16.7%	22.2%	20.6%	21.4%	18.2%	37.5%
e-newsletters	25.0%	16.7%	33.3%	26.5%	28.6%	9.1%	12.5%
Instant messaging	5.0%	0.0%	5.6%	2.9%	7.1%	0.0%	6.3%
World Bank seminars/workshops/conferences	50.0%	50.0%	38.9%	47.1%	50.0%	45.5%	43.8%
World Bank publications and other written materials	30.0%	50.0%	33.3%	29.4%	14.3%	27.3%	12.5%
Mobile phones*	0.0%	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	0.0%	8.3%	5.6%	8.8%	0.0%	0.0%	12.5%
Blogs	0.0%	8.3%	0.0%	2.9%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	6.3%

*Significantly different between stakeholder groups

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	52.6%	33.3%	23.5%	30.0%	38.5%	18.2%	40.0%
No	47.4%	66.7%	76.5%	70.0%	61.5%	81.8%	60.0%

G. Communication and Information Sharing (continued)

Have you requested information from the World Bank on its activities in the past year?*

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	35.3%	8.3%	12.5%	3.6%	8.3%	9.1%	35.7%
No	64.7%	91.7%	87.5%	96.4%	91.7%	90.9%	64.3%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	71.4%	100.0%	100.0%	100.0%	100.0%	-	100.0%
No	28.6%	0.0%	0.0%	0.0%	0.0%	-	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	94.1%	96.9%	100.0%	90.9%	100.0%
No	0.0%	0.0%	5.9%	3.1%	0.0%	9.1%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	88.9%	81.3%	92.9%	72.7%	80.0%
No	0.0%	0.0%	11.1%	18.8%	7.1%	27.3%	20.0%

Which do you primarily use?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	31.6%	8.3%	5.9%	40.0%	38.5%	12.5%	23.1%
The World Bank's main website	68.4%	91.7%	94.1%	60.0%	61.5%	87.5%	76.9%

Which Internet connection do you use primarily when visiting a World Bank website?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
High speed	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Dial-up	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	19	7.21	1.90	12	6.25	2.53	18	6.61	2.30	27	6.30	2.43	14	6.21	3.02	9	5.33	2.50	13	4.62	3.01
I find the World Bank websites easy to navigate	19	7.74	1.56	12	7.33	1.78	17	7.18	2.21	27	6.07	2.27	12	6.83	2.41	8	7.38	.74	13	7.85	1.28
I find the information on the World Bank's websites useful	19	7.74	1.52	12	8.17	1.11	17	7.76	2.02	27	6.44	2.26	13	6.77	1.79	7	7.43	.79	12	7.58	1.73
When I need information from the World Bank I know how to find it	19	7.68	1.63	12	6.50	2.24	16	6.56	2.61	29	5.48	2.68	14	6.21	2.15	9	6.44	1.33	15	6.33	3.02
The World Bank is responsive to my information requests and inquiries	17	7.35	2.00	10	7.60	1.35	7	7.71	1.38	14	5.64	2.17	10	6.70	1.95	2	6.00	1.41	10	7.20	2.66

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?*

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	80.0%	66.7%	31.6%	32.4%	42.9%	10.0%	50.0%
No	20.0%	33.3%	68.4%	67.6%	57.1%	90.0%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer*	0.0%	8.3%	16.7%	23.5%	14.3%	55.6%	31.3%
Use World Bank reports/data	25.0%	33.3%	33.3%	41.2%	28.6%	11.1%	25.0%
Engage in World Bank related/sponsored events/activities	5.0%	41.7%	27.8%	29.4%	21.4%	22.2%	18.8%
Collaborate as part of my professional duties*	95.0%	91.7%	44.4%	26.5%	50.0%	22.2%	81.3%
Use World Bank website for information, data, research, etc.	35.0%	16.7%	44.4%	44.1%	57.1%	44.4%	25.0%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Year¹

FY '06 Response Number = 260 • FY '13 Response Number = 132

B. Overall Attitudes toward the World Bank

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Jordan?	246	6.47	2.38	130	6.86	2.16

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

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Jordan?	216	6.06	2.05	122	5.80	1.92

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

To what extent do you agree with the following statements about the World Bank's work in Jordan, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Jordan	231	6.25	1.95	122	5.89	2.05
The World Bank's work is aligned with what I consider the development priorities for Jordan	229	5.82	2.13	122	5.59	2.14
The World Bank supports programs and strategies that are realistic for Jordan	227	5.63	2.00	123	5.83	1.97
The World Bank treats clients and stakeholders in Jordan with respect*	211	7.11	2.11	110	7.73	1.92

*Significantly different between FY13 and FY06 country surveys.

¹ Only those questions that were asked in the FY '06 and FY '13 country surveys, with similar response scales/options, are presented.

B. Overall Attitudes toward the World Bank (continued)

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

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

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	134	5.88	2.39	104	5.62	1.82
Staff accessibility	202	6.20	2.15	103	6.46	2.08
Straightforwardness and honesty	199	7.27	2.22	98	7.35	2.34

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jordan, on a ten point scale? (1-Not effective at all, 10-Very effective)

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
Regulatory framework	196	6.23	2.07	87	5.85	1.86
Poverty reduction	214	5.37	2.39	101	5.25	2.10
Domestic private sector development*	198	6.34	2.20	88	5.25	1.94
Economic growth*	214	6.40	1.93	96	5.42	2.05
Public sector governance/ reform*	210	6.21	2.20	94	5.45	2.28
Health*	198	6.45	2.13	75	5.76	1.99
Education*	206	6.80	2.22	89	5.91	2.14
Anti-corruption*	195	5.13	2.48	80	3.36	2.03
Transport	186	5.57	2.21	77	5.36	2.11
Basic infrastructure*	206	6.71	2.06	88	5.86	1.74
Gender equality	202	6.24	2.12	82	6.18	1.93
Water and sanitation*	193	6.53	2.35	83	5.66	2.03
Energy*	174	6.32	2.20	86	5.16	2.06
Social protection*	188	5.51	2.35	74	4.76	2.35
Agricultural development*	178	5.30	2.33	75	4.49	2.13
Natural resource management*	197	6.03	2.10	66	4.29	2.30

*significantly different between FY13 and FY06 country surveys

D. The World Bank's Knowledge Work and Activities

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

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

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices.*	219	7.52	2.12	113	6.70	2.05
Are useful in terms of the work you do*	223	8.09	1.90	116	6.25	2.22
Are adaptable to Jordan's specific development challenges and country circumstances*	218	6.37	2.20	115	5.77	2.04

*Significantly different between FY13 and FY06 country surveys.

E. Working with the World Bank

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

	year					
	FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	122	6.14	2.25	94	4.86	2.54
The World Bank effectively monitors and evaluates the projects and programs it supports*	137	7.12	1.99	115	6.30	2.02
The World Bank imposes reasonable conditions on its lending	200	5.38	2.16	103	5.19	2.29
Working with the World Bank increases Jordan's institutional capacity	137	6.56	1.99	123	6.33	2.28

*Significantly different between FY13 and FY06 country surveys.

G. Communication and Information Sharing

Do you use/have you used the World Bank website?*

Percentage of Respondents	FY 2006	FY 2013
Yes	70.7%	87.3%
No	29.3%	12.7%

*Significantly different between FY13 and FY06 country surveys.

Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Jordan? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Jordan?	5.20	6.54	5.98	5.11	5.86	5.79	5.69	6.25	5.53	6.09	5.68	6.11
To what extent do you believe the World Bank's staff is well prepared to help Jordan solve its most complicated development challenges?	5.65	7.00	6.56	5.39	6.24	6.62	6.40	6.28	5.92	6.71	6.26	6.53
Overall the World Bank currently plays a relevant role in development in Jordan	5.45	6.46	6.05	5.55	6.02	5.82	5.87	6.23	5.79	6.09	5.93	6.00
The World Bank's work is aligned with what I consider the development priorities for Jordan	4.86	6.47	5.78	5.14	5.70	5.59	5.52	6.06	5.26	5.99	5.67	5.67
Responsiveness	5.98	6.37	6.13	6.57	6.13	6.31	6.24	6.07	5.93	6.38	6.13	6.29
Openness	6.23	7.35	6.87	6.81	7.04	6.51	6.72	7.23	6.40	7.21	6.81	6.95
Collaboration with groups outside of the Government	4.83	6.56	5.93	4.61	5.62	5.83	5.51	6.30	5.12	6.12	5.57	5.89
Collaboration with the Government	7.26	8.04	7.60	7.78	7.65	7.58	7.59	7.72	7.19	7.95	7.67	7.56
Collaboration with other donors	6.48	7.11	6.78	6.71	6.93	6.47	6.61	7.27	6.29	7.07	6.71	6.88
To what extent does the World Bank's work help to achieve development results in Jordan?	5.09	6.16	5.77	4.96	5.53	5.81	5.59	5.69	5.33	5.86	5.64	5.58
The World Bank's financial instruments meet the needs of Jordan	5.08	5.96	5.58	5.14	5.46	5.59	5.38	5.83	5.31	5.65	5.47	5.56
The World Bank meets Jordan's needs for knowledge services	5.29	7.02	6.38	5.00	5.99	6.35	5.99	6.43	5.62	6.48	5.96	6.33
The World Bank's knowledge work and activities are adaptable to Jordan's specific development challenges and country circumstances	5.10	6.49	5.89	5.24	5.60	6.14	5.65	6.09	5.53	5.97	5.76	5.78
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.76	6.75	6.39	5.65	6.19	6.38	6.21	6.38	6.04	6.43	6.18	6.36
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.52	7.38	7.20	6.09	6.85	7.31	6.94	7.13	6.67	7.24	6.83	7.23
Where country systems are adequate, the World Bank makes appropriate use of them	6.33	6.98	6.65	6.58	6.59	6.72	6.59	6.76	6.23	6.96	6.56	6.75

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Jordan?	20	6.20	1.96	12	6.67	1.72	19	6.21	1.75	31	5.55	1.82	13	5.46	1.94	10	4.70	1.83	13	5.77	2.45
To what extent do you believe the World Bank's staff is well prepared to help Jordan solve its most complicated development challenges?	18	6.50	2.23	12	7.25	1.66	18	6.83	1.82	26	6.19	1.72	13	5.77	2.28	8	4.88	3.18	12	6.67	2.46
Overall the World Bank currently plays a relevant role in development in Jordan	20	6.25	1.94	12	6.42	2.11	19	6.32	1.83	29	5.31	1.73	13	6.23	2.39	10	4.90	2.69	14	5.93	2.37
The World Bank's work is aligned with what I consider the development priorities for Jordan	20	6.20	1.94	12	5.75	1.96	19	6.05	1.96	29	5.07	1.73	13	6.15	2.15	10	4.30	2.83	14	6.07	2.64
Responsiveness	19	6.84	1.89	10	6.20	2.04	17	6.47	1.59	27	5.78	2.08	10	6.20	1.40	8	6.00	1.69	10	5.90	2.18
Openness	19	7.32	1.67	11	7.73	1.49	16	7.31	1.78	28	6.07	2.29	11	7.27	1.79	10	6.50	2.32	13	6.69	1.84
Collaboration with groups outside of the Government*	16	5.88	1.96	8	6.38	2.39	16	6.88	1.89	28	4.79	2.47	9	6.00	1.41	10	4.50	2.32	12	6.42	2.02
Collaboration with the Government*	19	8.00	1.25	11	8.27	1.01	15	8.47	.92	28	6.82	1.87	12	7.33	1.56	9	7.44	1.67	13	7.85	1.82
Collaboration with other donors	17	6.88	1.90	9	7.22	1.79	13	7.15	1.57	24	6.04	2.07	7	7.86	.38	6	6.83	2.23	13	7.08	2.25
To what extent does the World Bank's work help to achieve development results in Jordan?	18	6.28	1.93	12	6.33	1.50	18	5.89	1.57	30	5.10	1.27	14	5.43	1.74	11	4.91	2.02	14	5.29	2.16
The World Bank's financial instruments meet the needs of Jordan	19	5.95	1.84	11	5.73	2.87	18	6.00	1.94	29	5.14	1.55	14	5.14	1.75	9	5.33	2.24	13	5.08	2.14
The World Bank meets Jordan's needs for knowledge services	19	6.74	2.02	12	6.92	1.73	18	6.44	1.98	28	5.50	2.13	14	5.86	2.11	11	5.27	2.05	15	6.00	1.93
The World Bank's knowledge work and activities are adaptable to Jordan's specific development challenges and country circumstances	19	6.26	2.08	10	6.60	1.90	17	6.47	1.66	27	5.26	2.40	14	5.64	1.45	9	5.44	2.01	14	5.21	2.19
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	20	6.80	1.99	12	7.00	1.91	18	6.89	1.75	31	6.03	1.72	14	5.57	1.45	11	5.18	2.18	14	5.64	2.27
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	19	7.32	1.80	12	7.58	1.16	18	7.22	1.70	28	6.71	1.92	14	6.57	1.40	10	6.70	1.95	14	6.71	2.52
Where country systems are adequate, the World Bank makes appropriate use of them	15	6.93	2.02	7	8.14	1.77	15	6.87	1.64	22	6.36	1.81	11	6.82	1.78	5	6.00	1.87	11	5.91	2.84

*Significantly different between stakeholder groups

Appendix F: Jordan FY 2013 Questionnaire



World Bank Country Survey FY13 – Hashemite Kingdom of Jordan

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Jordan or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Jordan, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Jordan. The World Bank commissioned an independent firm to oversee the logistics of this effort in Jordan. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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: GENERAL ISSUES FACING JORDAN

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Jordan.

**Please identify which of the following you consider the most important development priorities in Jordan?
(Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	18	Poverty reduction
2	Transport (e.g., roads, bridges, transportation)	19	Energy
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Food security
4	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
5	Gender equality	22	Agricultural development
6	Domestic private sector development	23	Trade and exports
7	Foreign direct investment	24	Crime and violence
8	Water and sanitation	25	Economic growth
9	Anti-corruption	26	Judicial reform
10	Job creation/employment	27	Regulatory framework
11	Rural development	28	Communicable/non-communicable diseases
12	Financial markets	29	Basic infrastructure
13	Urban development	30	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	31	Disaster management
15	Equality of opportunity (i.e., equity)	32	Information and communications technology
16	Health	33	Competitiveness
17	Education	34	Fiscal management

SECTION A: GENERAL ISSUES

A3. 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 Jordan? (Choose no more than THREE)			
1	Water and sanitation	18	Domestic private sector development
2	Equality of opportunity (i.e., equity)	19	Foreign direct investment
3	Economic growth	20	Education
4	Climate change (e.g., mitigation, adaptation)	21	Energy
5	Global/regional integration	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equality	23	Natural resource management (e.g., oil, gas, mining)
7	Rural development	24	Environmental sustainability
8	Urban development	25	Disaster management
9	Regulatory framework	26	Health
10	Basic infrastructure	27	Agricultural development
11	Social protection (e.g., pensions, targeted social assistance)	28	Job creation/employment
12	Judicial reform	29	Financial markets
13	Transport (e.g., roads, bridges, transportation)	30	Trade and exports
14	Crime and violence	31	Food security
15	Communicable/non-communicable diseases	32	Competitiveness
16	Information and communications technology	33	Fiscal management
17	Anti-corruption		

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Jordan? (Choose no more than THREE)			
1	Energy	17	Trade and exports
2	Gender equality	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	19	Domestic private sector development
4	Social protection (e.g., pensions, targeted social assistance)	20	Job creation/employment
5	Global/regional integration	21	Agricultural development
6	Climate change (e.g., mitigation, adaptation)	22	Food security
7	Anti-corruption	23	Transport (e.g., roads, bridges, transportation)
8	Disaster management	24	Natural resource management (e.g., oil, gas, mining)
9	Rural development	25	Environmental sustainability
10	Foreign direct investment	26	Health
11	Urban development	27	Basic infrastructure
12	Water and sanitation	28	Judicial reform
13	Education	29	Crime and violence
14	Information and communications technology	30	Financial markets
15	Regulatory framework	31	Competitiveness
16	Communicable/non-communicable diseases	32	Fiscal management

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Jordan, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank's effectiveness in Jordan, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Jordan solve its most complicated development challenges, on a ten point scale?										
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

B4. When thinking about how the World Bank can have the most impact on development results in Jordan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jordan? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	18	Health
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Education
3	Transport (e.g., roads, bridges, transportation)	20	Food security
4	Poverty reduction	21	Climate change (e.g., mitigation, adaptation)
5	Global/regional integration	22	Agricultural development
6	Gender equality	23	Trade and exports
7	Crime and violence	24	Economic growth
8	Domestic private sector development	25	Judicial reform
9	Rural development	26	Regulatory framework
10	Foreign direct investment	27	Communicable/non-communicable diseases
11	Water and sanitation	28	Basic infrastructure
12	Energy	29	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	30	Anti-corruption
14	Financial markets	31	Information and communications technology
15	Urban development	32	Disaster management
16	Environmental sustainability	33	Competitiveness
17	Equality of opportunity (i.e., equity)	34	Fiscal management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jordan?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Jordan? (Choose no more than TWO)

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Jordan
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jordan? (Choose no more than TWO)

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

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

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith-based organizations
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Jordan, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B10	Overall the World Bank currently plays a relevant role in development in Jordan											<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for Jordan											<input type="checkbox"/>
B12	The World Bank supports programs and strategies that are realistic for Jordan											<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in Jordan with respect											<input type="checkbox"/>

To what extent is the World Bank an effective development partner in Jordan, 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	
B14	Responsiveness											<input type="checkbox"/>
B15	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B17	Being inclusive											<input type="checkbox"/>
B18	Openness (sharing data and other information)											<input type="checkbox"/>
B19	Staff accessibility											<input type="checkbox"/>
B20	Straightforwardness and honesty											<input type="checkbox"/>
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>
B22	Collaboration with the Government											<input type="checkbox"/>
B23	Collaboration with other donors											<input type="checkbox"/>
B24	Follow through over time											<input type="checkbox"/>
B25	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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 C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jordan, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Judicial reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Gender equality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	Competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C34	Fiscal management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C35. To what extent does the World Bank's work help to achieve development results in Jordan, on a ten point scale?											
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 do you agree with the following statements about the World Bank in Jordan, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
C36	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jordan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C37	The World Bank meets Jordan'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"/>

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SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Jordan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?

(Choose no more than THREE)

1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Education
2	Gender equality	19	Global/regional integration
3	Domestic private sector development	20	Information and communications technology
4	Foreign direct investment	21	Transport (e.g., roads, bridges, transportation)
5	Water and sanitation	22	Agricultural development
6	Trade and exports	23	Natural resource management (e.g., oil, gas, mining)
7	Energy	24	Job creation/employment
8	Disaster management	25	Health
9	Social protection (e.g., pensions, targeted social assistance)	26	Economic growth
10	Climate change (e.g., mitigation, adaptation)	27	Rural development
11	Poverty reduction	28	Food security
12	Judicial reform	29	Environmental sustainability
13	Anti-corruption	30	Regulatory framework
14	Financial markets	31	Basic infrastructure
15	Equality of opportunity (i.e., equity)	32	Communicable/non-communicable diseases
16	Urban development	33	Competitiveness
17	Crime and violence	34	Fiscal management

SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Jordan, how effective do you believe the World Bank's knowledge work and activities:													
		Not effective at all										Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

In Jordan, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Are relevant to Jordan's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D15	Are adaptable to Jordan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?													
1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
Not significant at all										Very significant		Don't know	

SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?										
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 E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Jordan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN JORDAN

F1. How significant a role do you believe the World Bank SHOULD play in Jordan's development in the near future, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Jordan? (Choose no more than TWO)

1	Improve the quality of its experts as related to Jordan's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Jordan's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Work faster
11	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Jordan? (Choose no more than TWO)

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/jo)
2	The World Bank's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
G10	I use/consult World Bank data more currently than I did a few years ago											<input type="checkbox"/>
G11	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
G12	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
G13	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>
G14	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION**H1. Which of the following best describes your current position? (Please mark only ONE response)**

1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Please mark only ONE response)

1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti-corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

**H4. Which of the following describes most of your exposure to the World Bank in Jordan?
(Choose no more than TWO)**

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

H5. Which best represents your geographic location?

1	Amman (Greater Amman Municipality)
2	Other cities
3	Rural area

Thank you for completing the survey!