



# Morocco

The World Bank  
Country Survey FY 2012

Report of Findings  
November 2012

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

## II. Methodology

In June thru August 2012, 310 stakeholders of the World Bank in Morocco 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 among the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial departments, 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 agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; academia/research institutes/think tanks; and the judiciary branch. A total of 96 stakeholders participated in the country survey (31%).

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

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

- A. General Issues facing Morocco: Respondents were asked to indicate whether Morocco was headed in the right or wrong direction, the three most important development priorities, and which areas would contribute most to reducing poverty and generate economic growth.

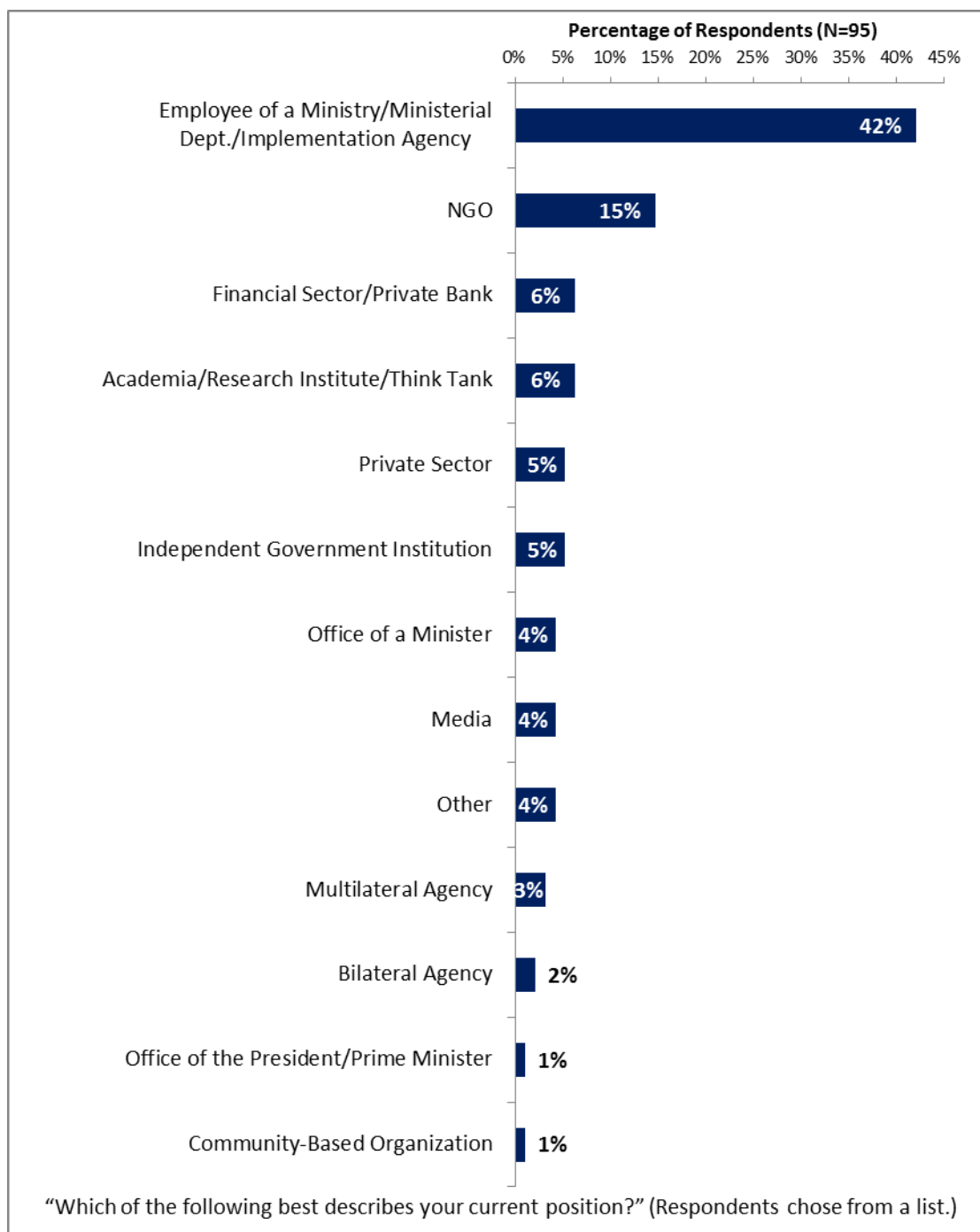
## II. Methodology (continued)

- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's overall effectiveness in Morocco, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Morocco, with which groups the Bank should work more in Morocco, and how they attribute slow or failed reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Morocco, the extent to which the Bank meets Morocco's need for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-one development areas, such as economic growth. Respondents were also asked to indicate the greatest obstacles to more effective governance and greater job creation in Morocco, the areas related to governance and job creation that the Bank should spend greater attention on, and whether respondents would like to see more or less World Bank involvement in job creation in Morocco.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant 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 and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Morocco: Respondents were asked to rate how significant a role the Bank should play in Morocco in the near future and to indicate what the Bank should do to make itself of greater value in Morocco.
- G. Communication and Information Sharing: Respondents were asked to indicate whether the government is doing enough to increase civil society participation in Morocco, the greatest obstacles to greater civil society participation, where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website and PICs. 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 to indicate their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- 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 Morocco, and their geographic location.

### III. Demographics of the Sample

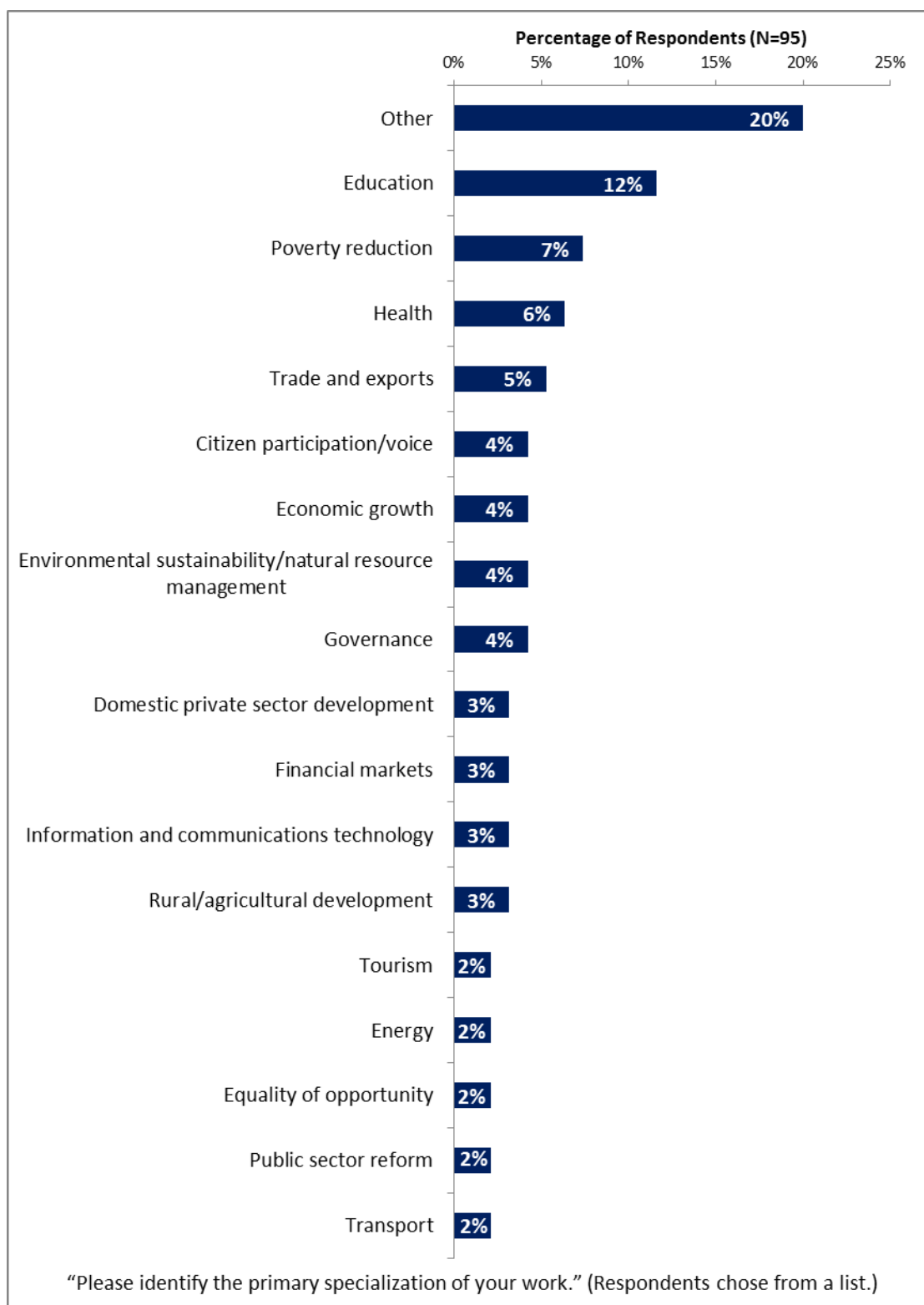
#### Current Position

- For further analyses, the small number of respondents from community-based organizations were combined with those from NGOs, respondents from multilateral agencies were combined with those from bilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, and the one respondent from the office of the President/Prime Minister was included in the “Other” category.



### III. Demographics of the Sample (continued)

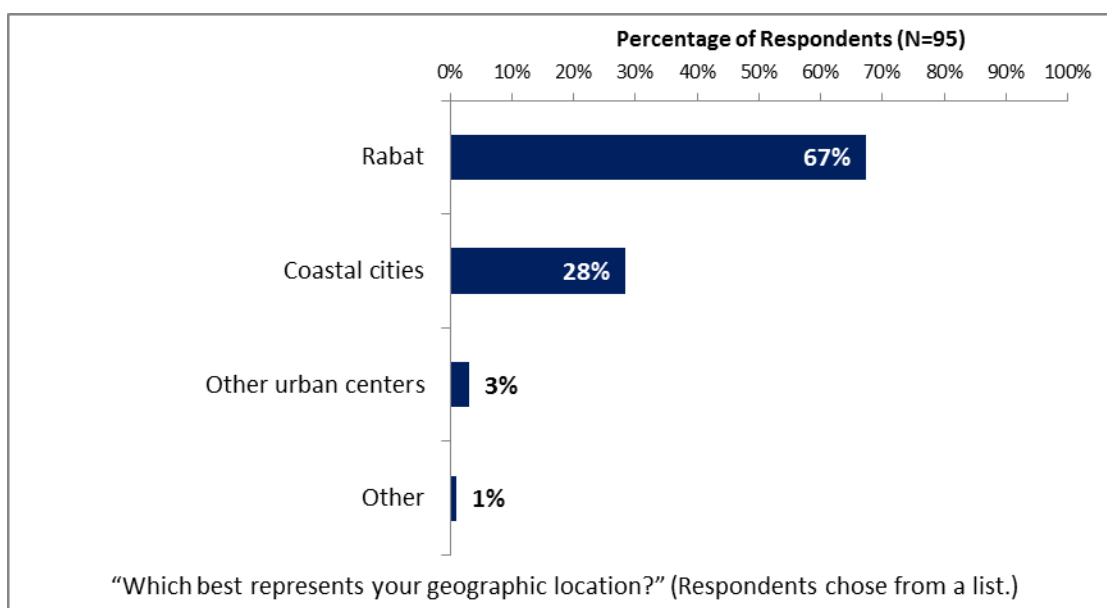
#### Area of Primary Specialization



### III. Demographics of the Sample (continued)

#### Geographic Location

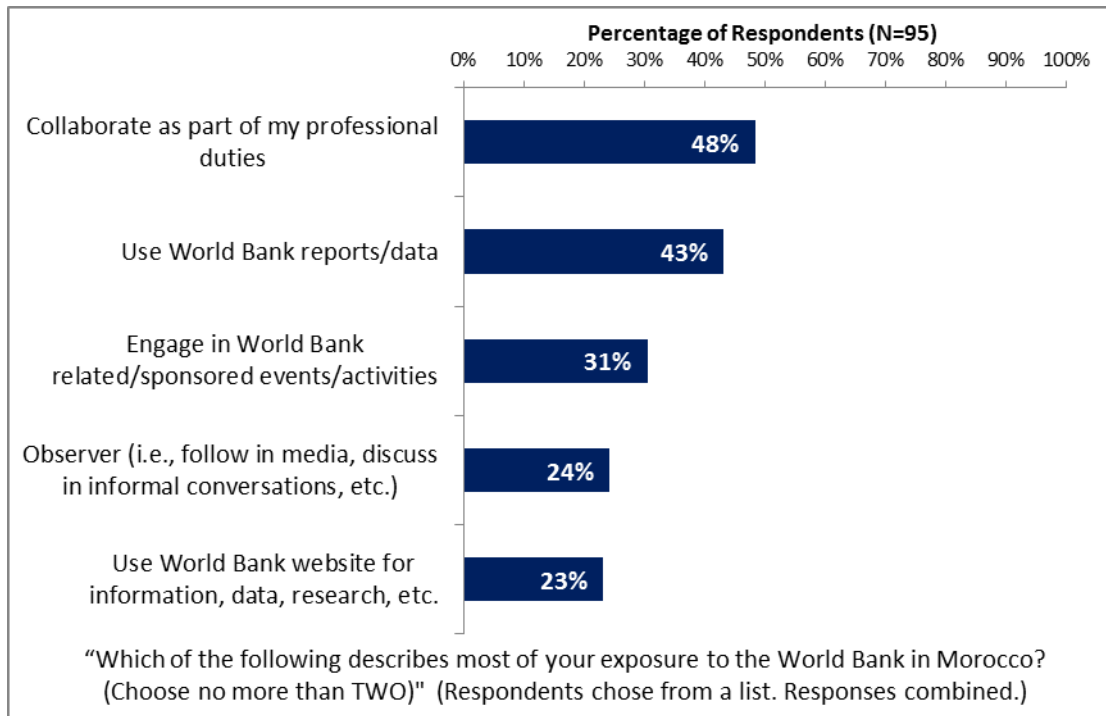
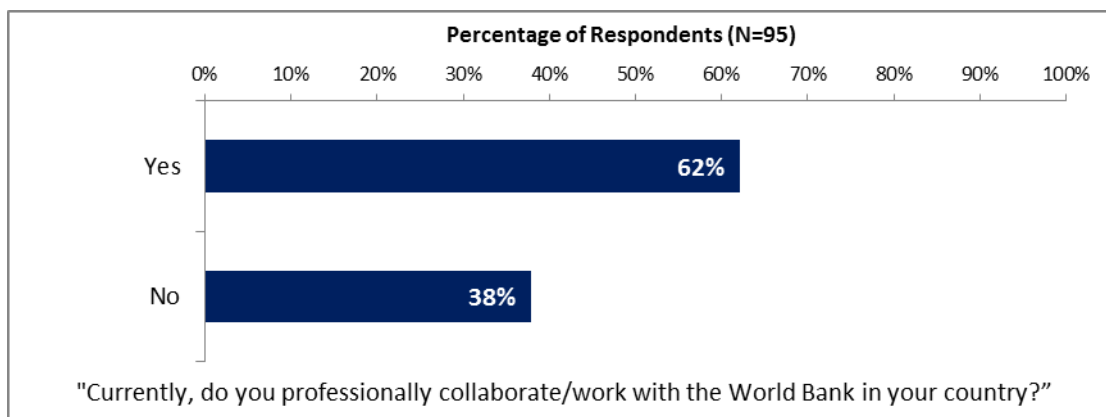
- For further analyses, respondents from coastal cities, other urban centers, and other areas were combined into an “Other Areas” category.
- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 85). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



### 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 Morocco, can be found in the Appendix (page 98). 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.

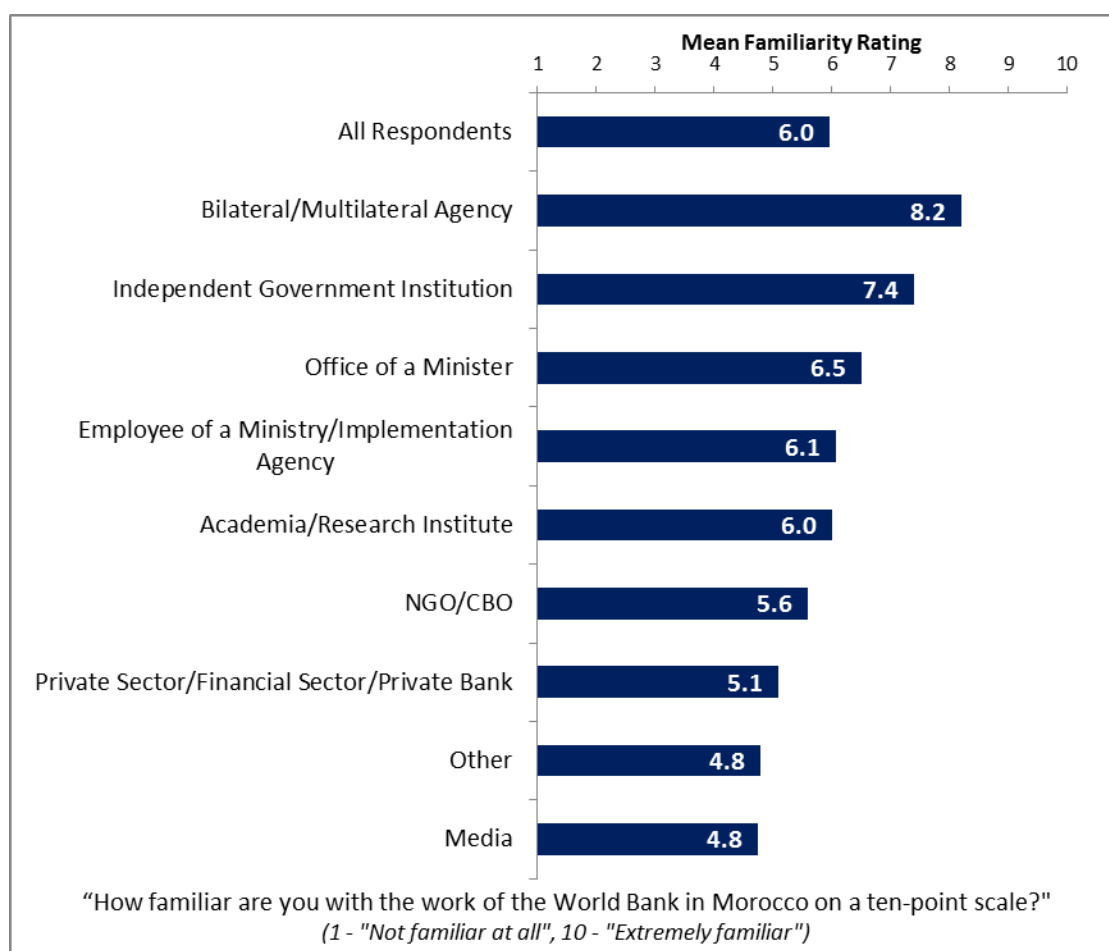




### III. Demographics of the Sample (continued)

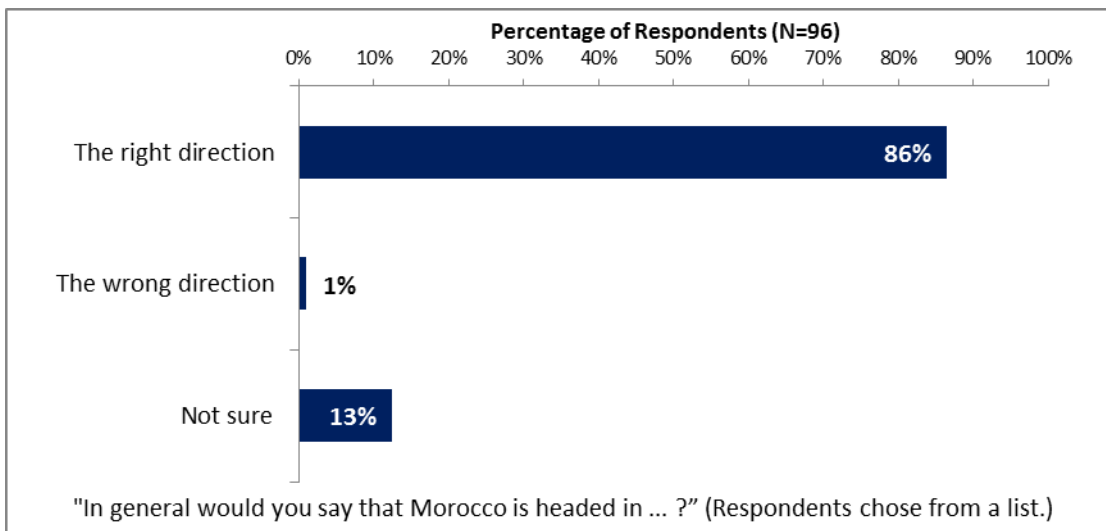
#### Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.0.
  - Respondents across all stakeholder groups and geographic locations had statistically similar levels of familiarity with the Bank.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly strongly correlated with their perceptions of the Bank's overall effectiveness in Morocco, and had a small, but significant correlation with the Bank's relevance to Morocco's development.



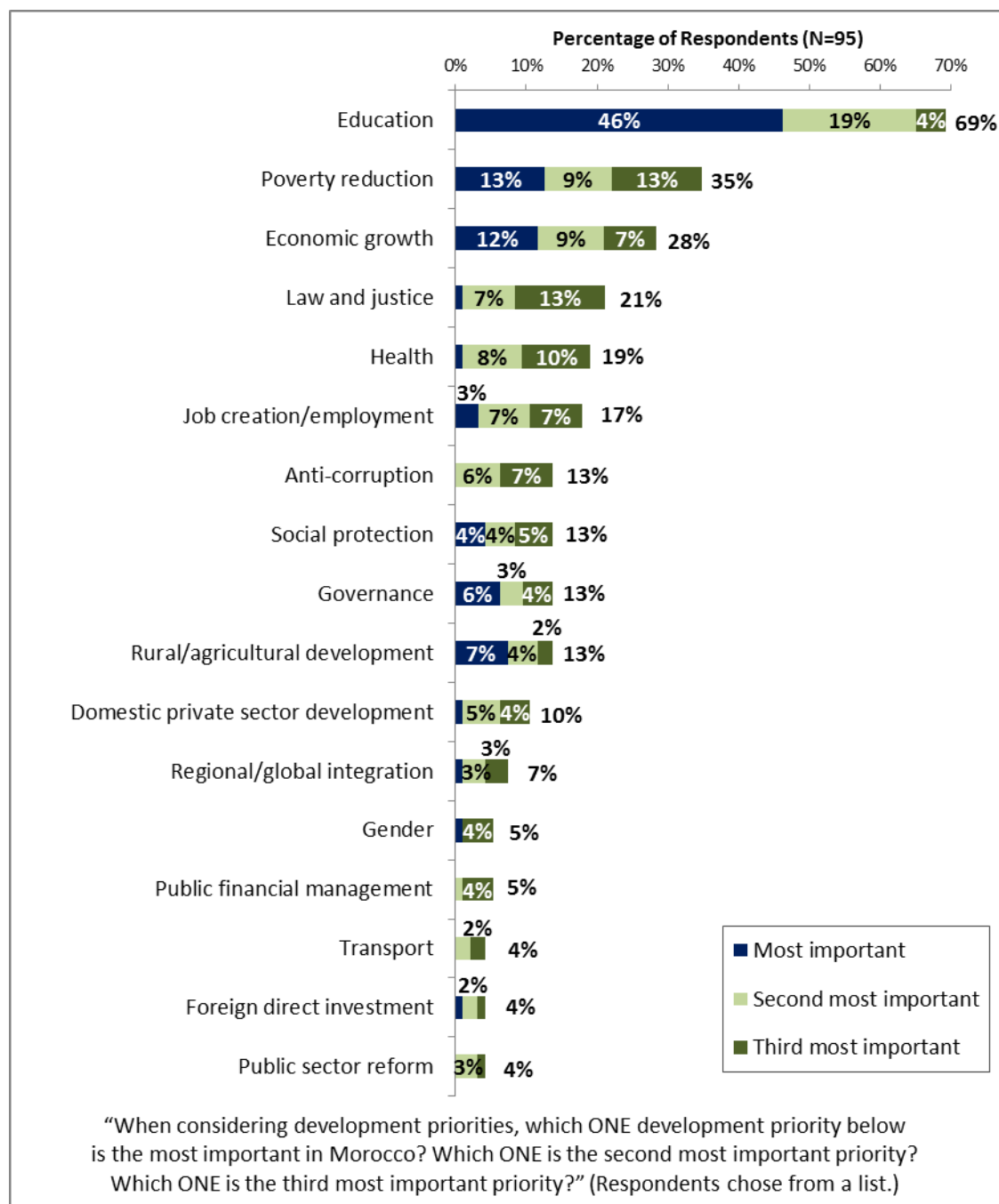
## IV. General Issues facing Morocco

### Headed in the Right Direction



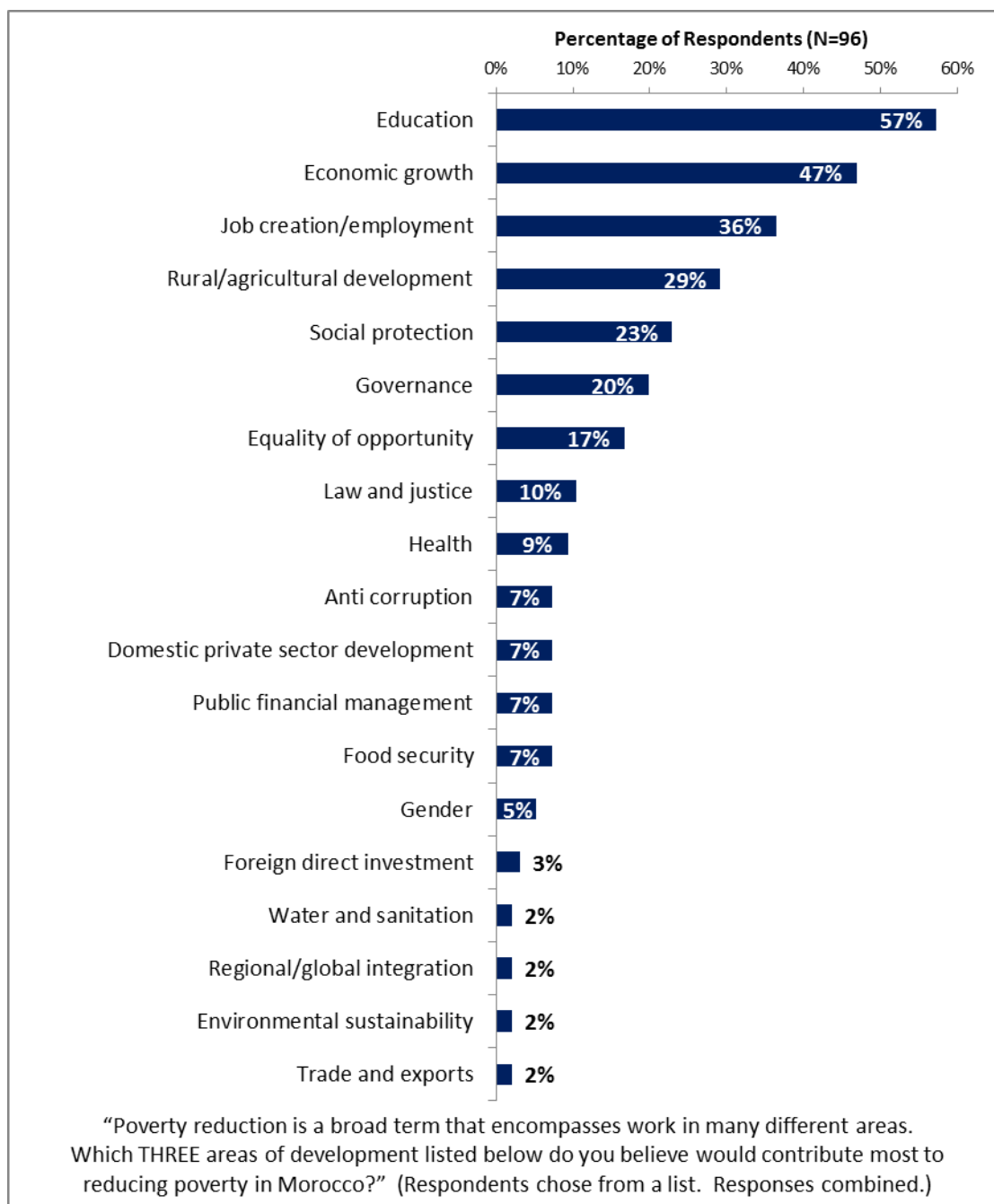
## IV. General Issues facing Morocco (continued)

### Development Priorities



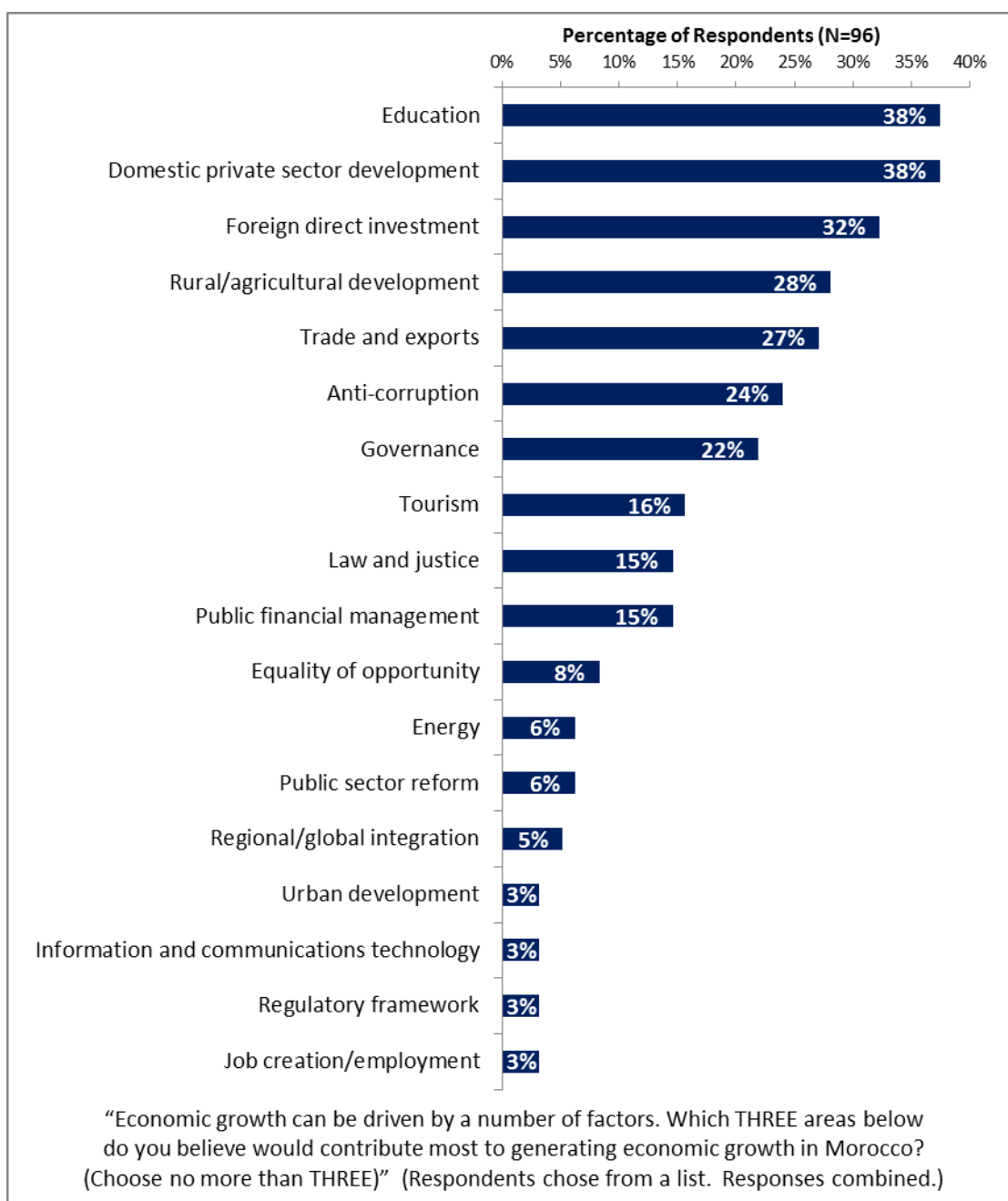
## IV. General Issues facing Morocco (continued)

### Factors Contributing to Poverty Reduction



## IV. General Issues facing Morocco (continued)

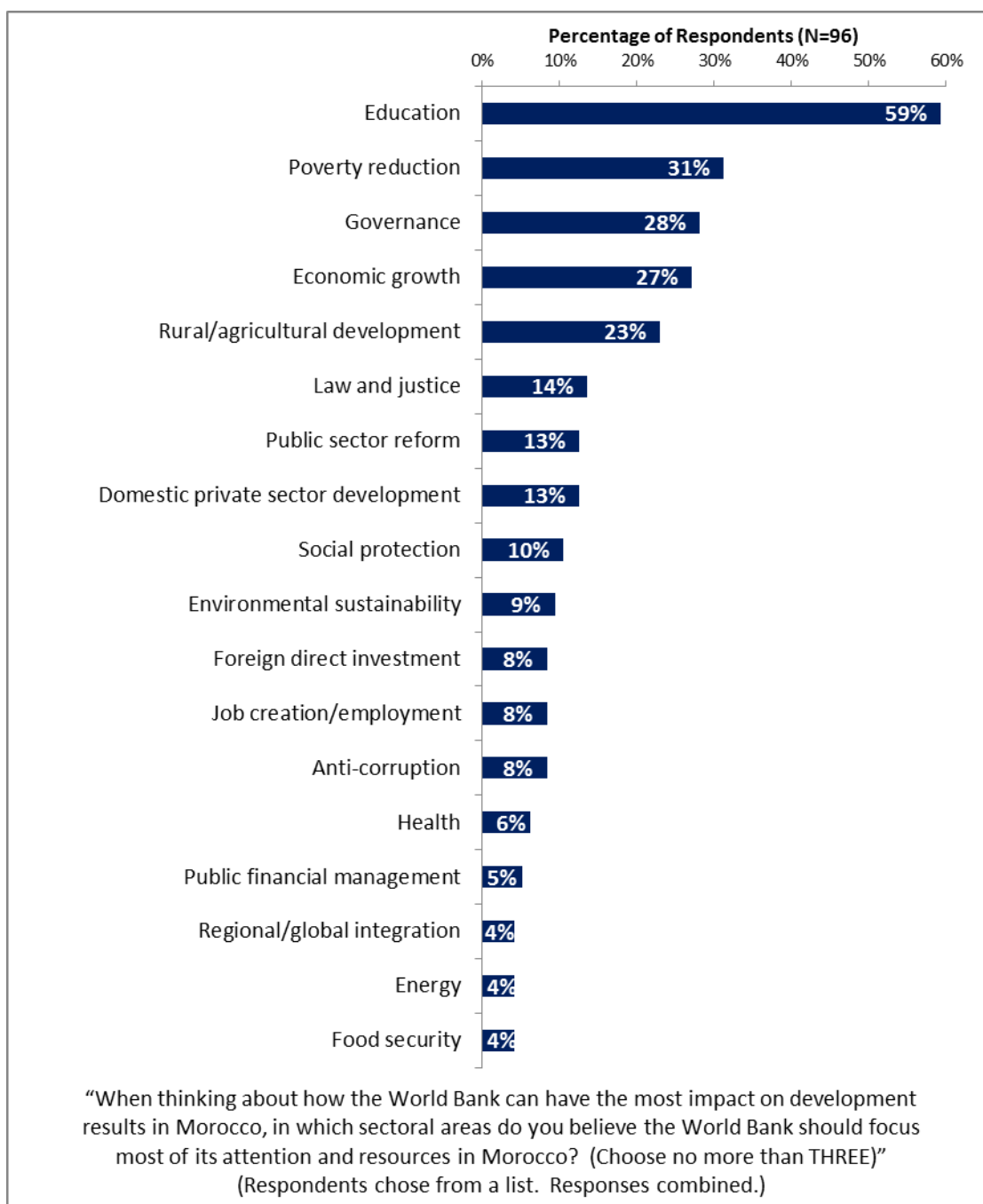
### Factors Contributing to Economic Growth



## V. Overall Attitudes toward the World Bank

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.

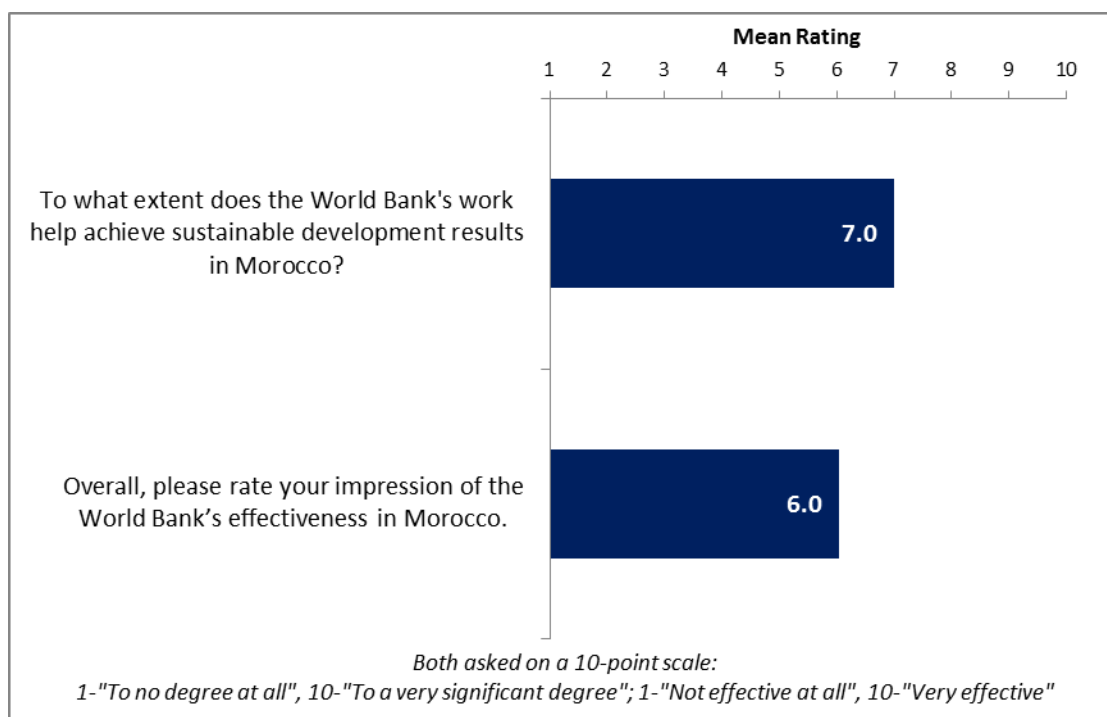
### Focusing World Bank Resources



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

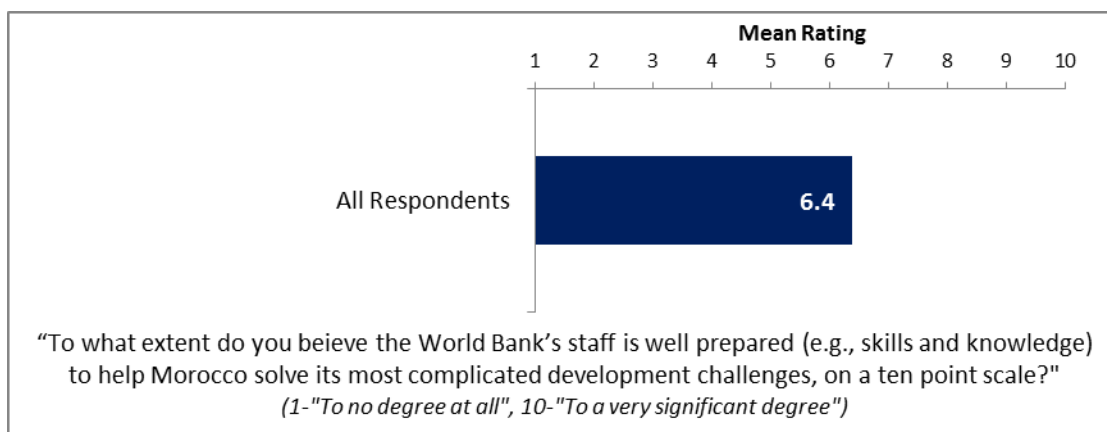
### The World Bank's Overall Effectiveness in Morocco (*Indicator Question*)

- Ratings of the World Bank's work achieving sustainable development results in Morocco received a mean rating of 7.0 across all respondents.
  - Respondents from Rabat had significantly higher ratings for the World Bank's work achieving sustainable development results in Morocco (6.3) compared to respondents from other areas (5.5). Respondents across all stakeholder groups had statistically similar ratings for the World Bank's work achieving sustainable development results in Morocco.
- Across all respondents, ratings of the World Bank's overall effectiveness in Morocco received a mean rating of 6.0.
  - Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's overall effectiveness in Morocco.

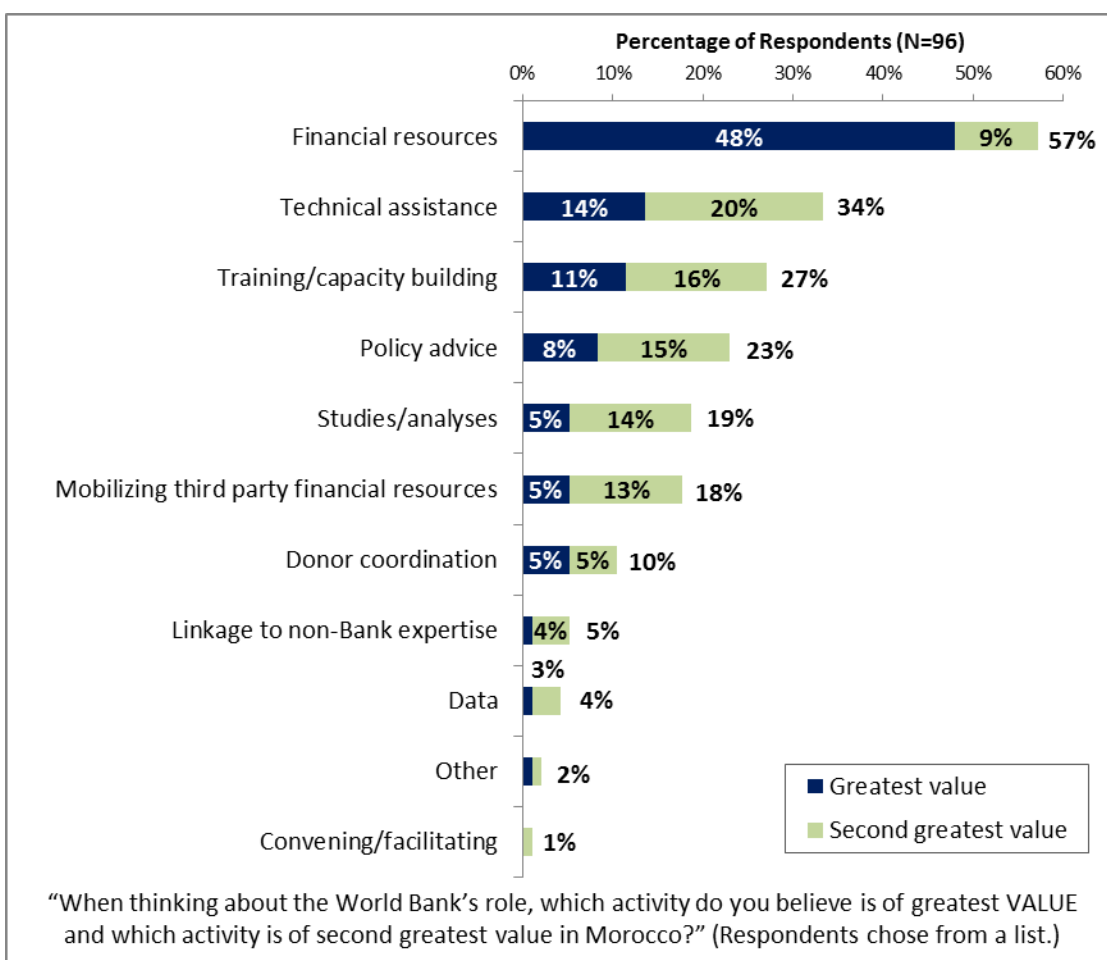


## V. Overall Attitudes toward the World Bank (continued)

### Bank Staff are Well Prepared to Help Morocco



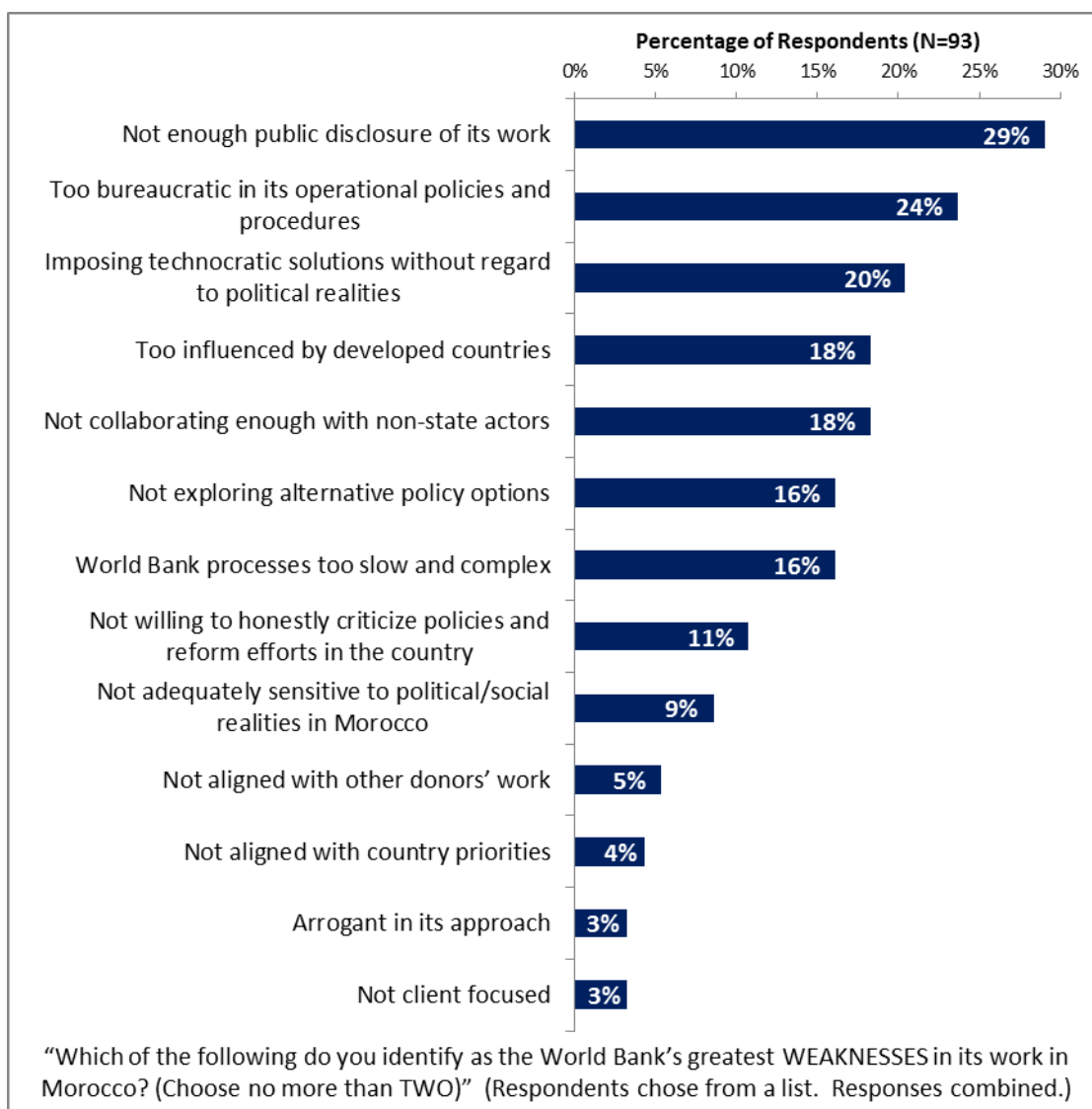
### The World Bank's Greatest Value in Morocco





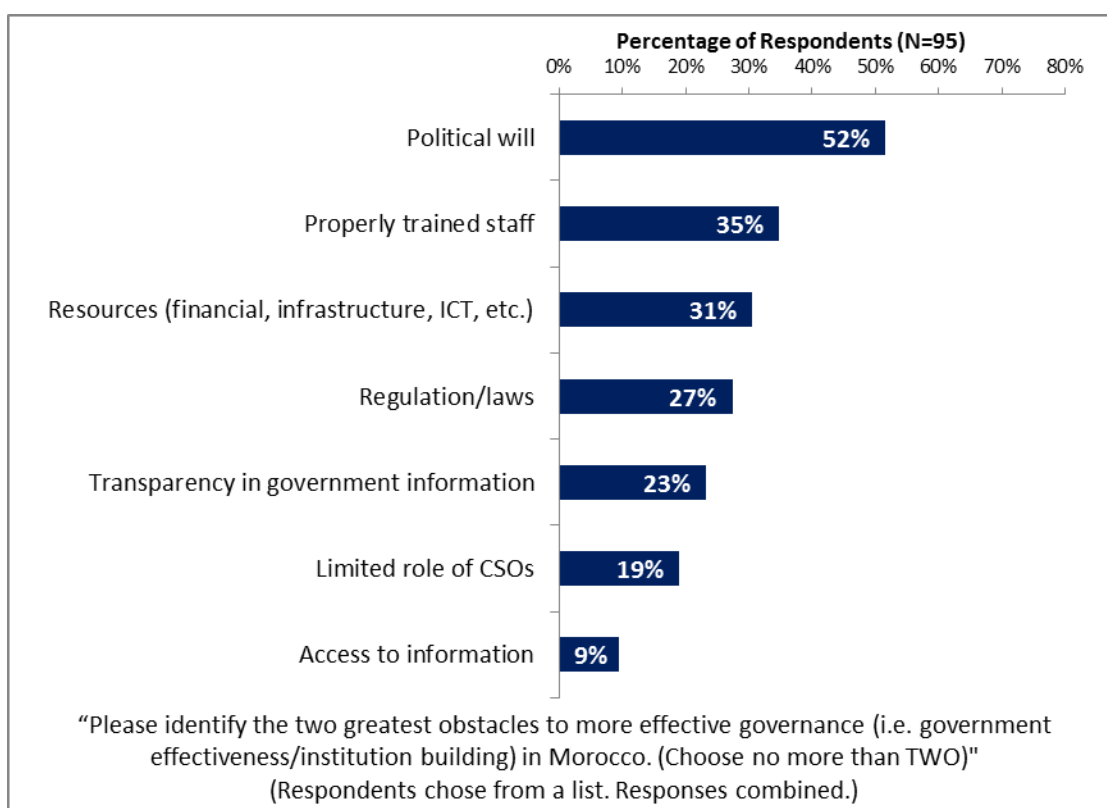
## V. Overall Attitudes toward the World Bank (continued)

### Greatest Weakness

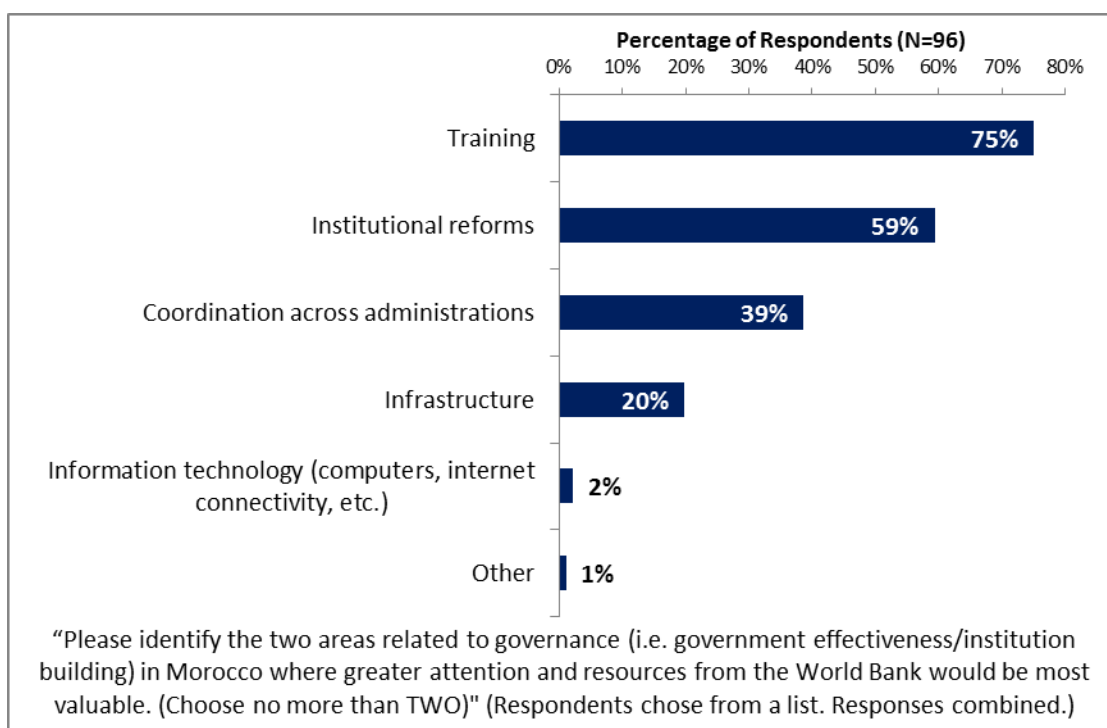


## V. Overall Attitudes toward the World Bank (continued)

### Obstacles to More Effective Governance in Morocco

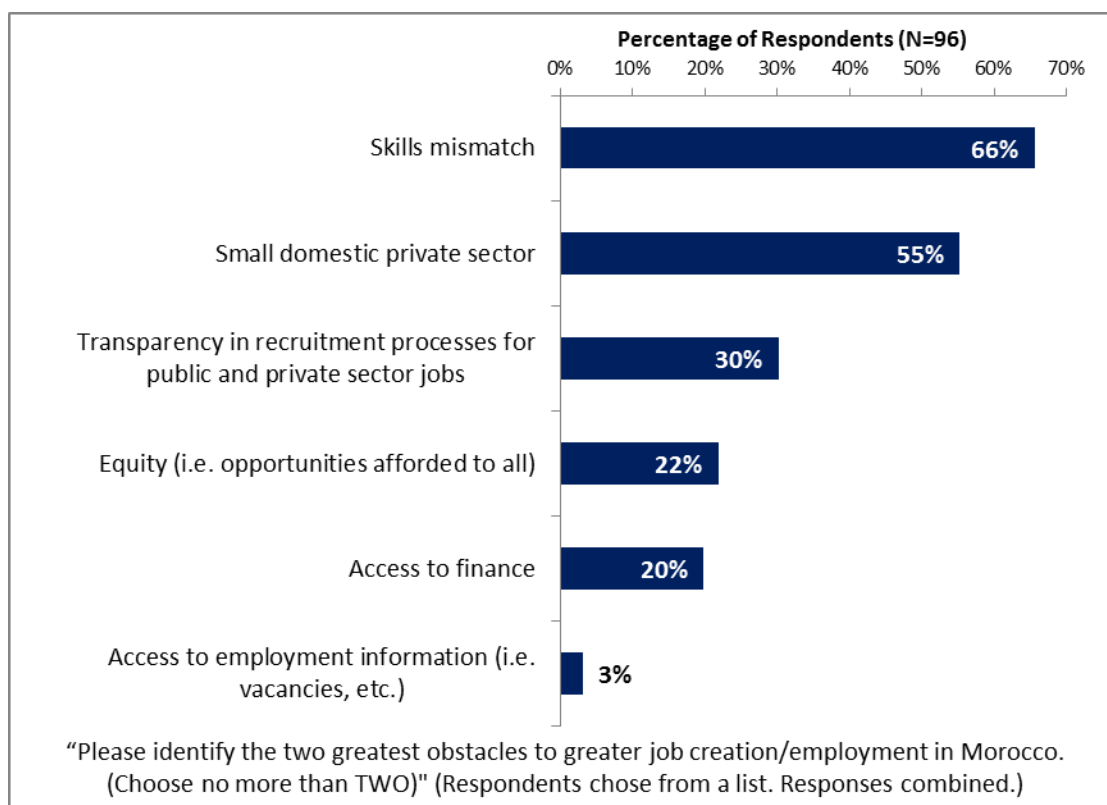


### The World Bank's Value Related to Governance



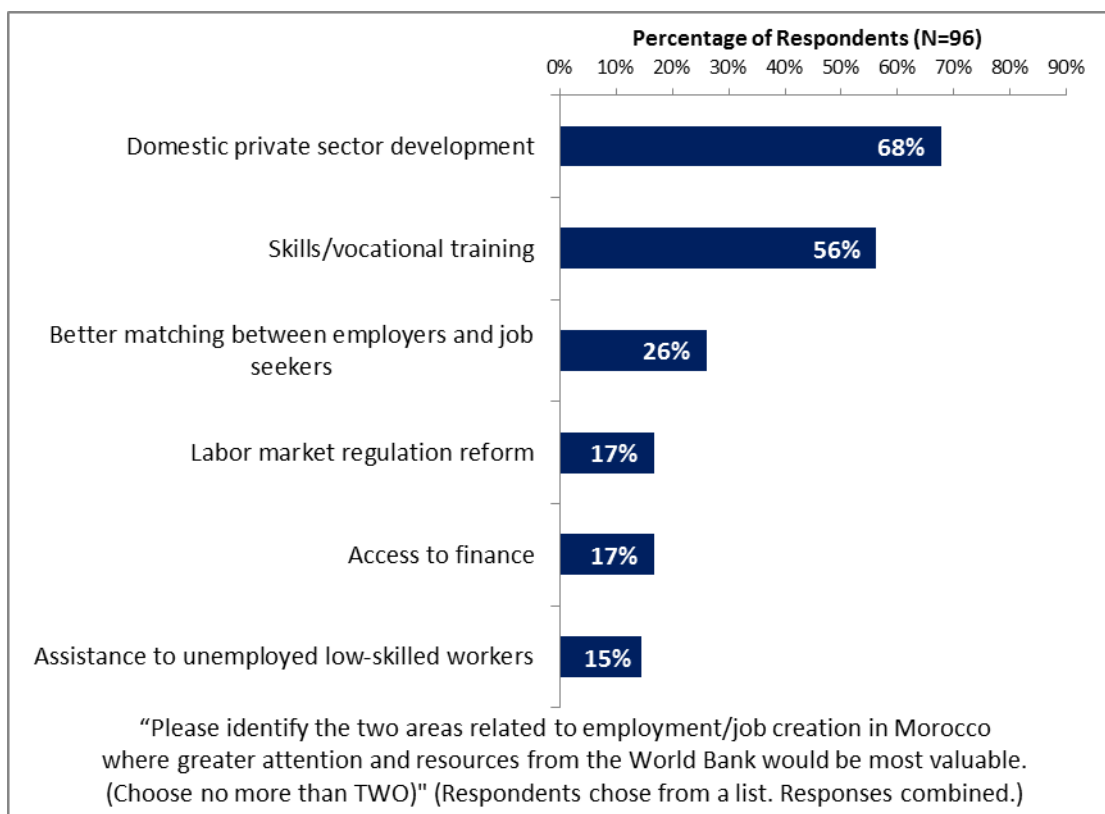
## V. Overall Attitudes toward the World Bank (continued)

### Obstacles to Job Creation in Morocco

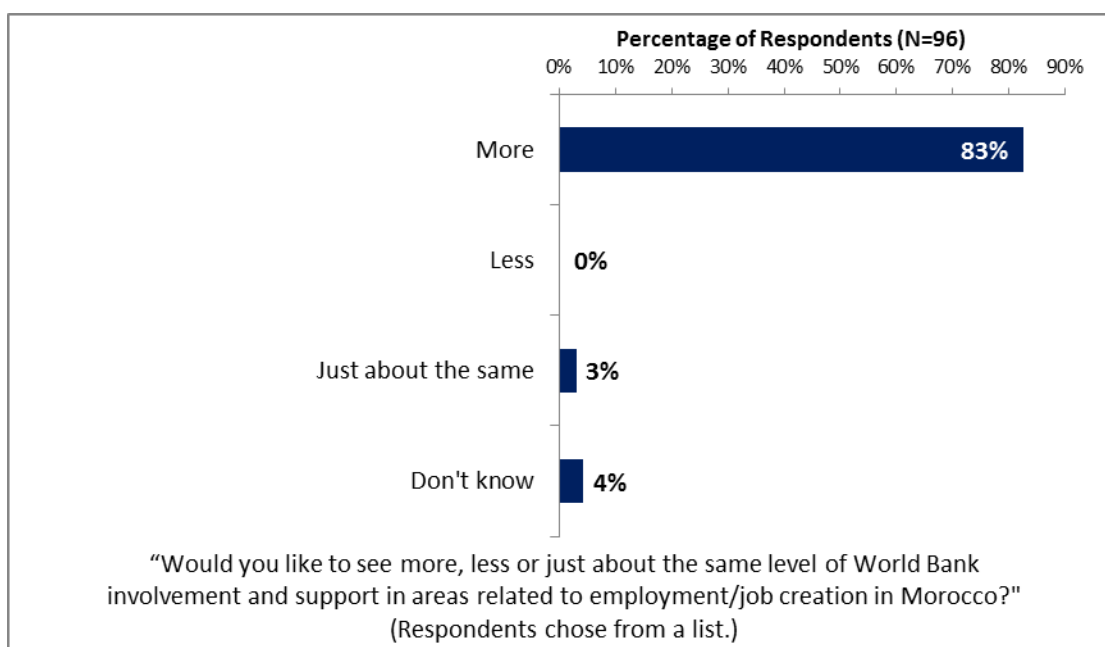


## V. Overall Attitudes toward the World Bank (continued)

### The World Bank's Value Related to Job Creation

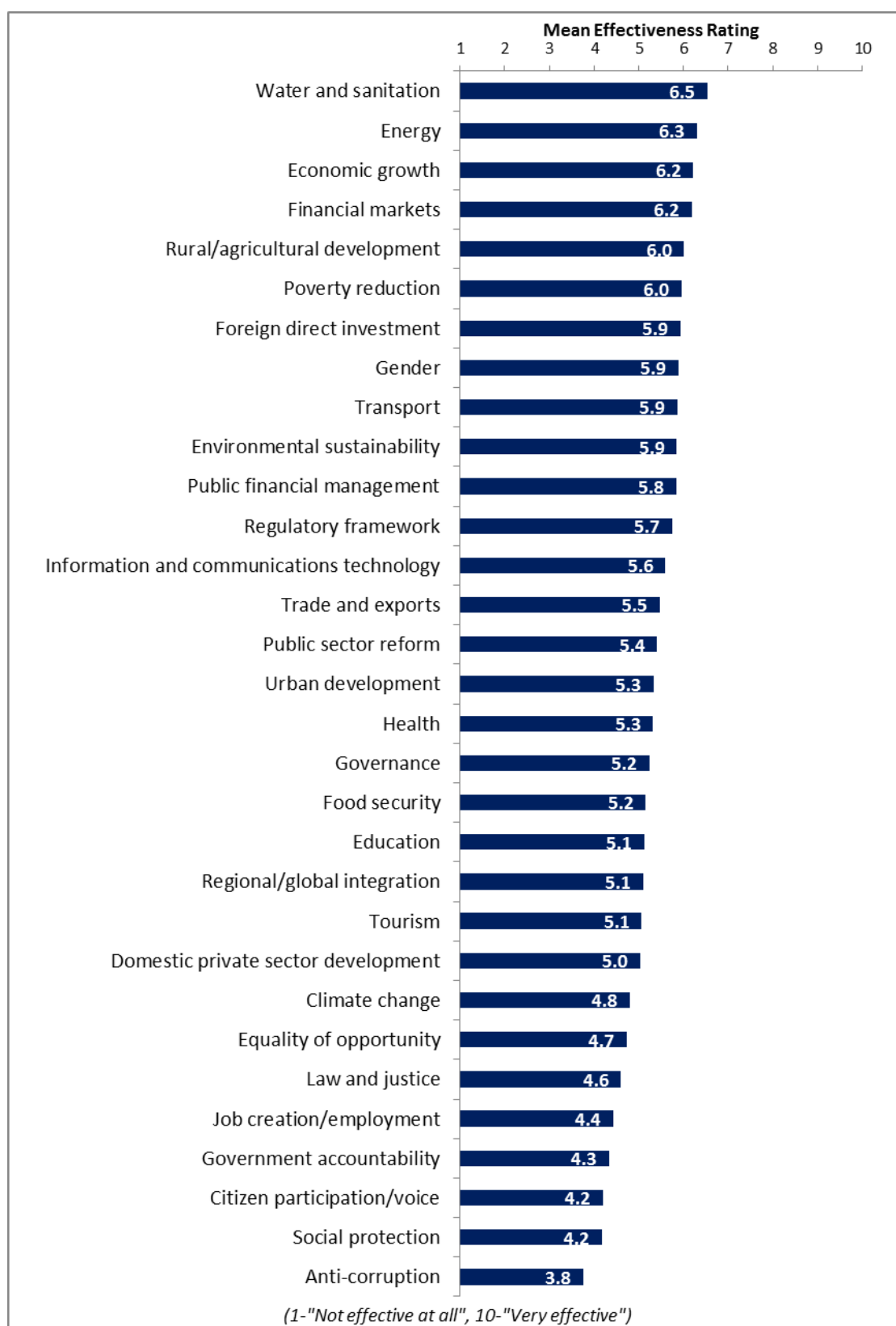


### The World Bank's Involvement in Job Creation



## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness in five of these thirty-one development areas. For the most part, employees of ministries and respondents from bilateral or multilateral agencies had the highest ratings for the Bank's effectiveness across these areas whereas respondents from the media, academia/research institutes, and other organizations tended to have significantly lower ratings for the Bank's effectiveness in these areas. Those areas for which there were significant stakeholder group differences were:
  - Domestic private sector development;
  - Equality of opportunity;
  - Health;
  - Rural/agriculture development; and
  - Education.

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

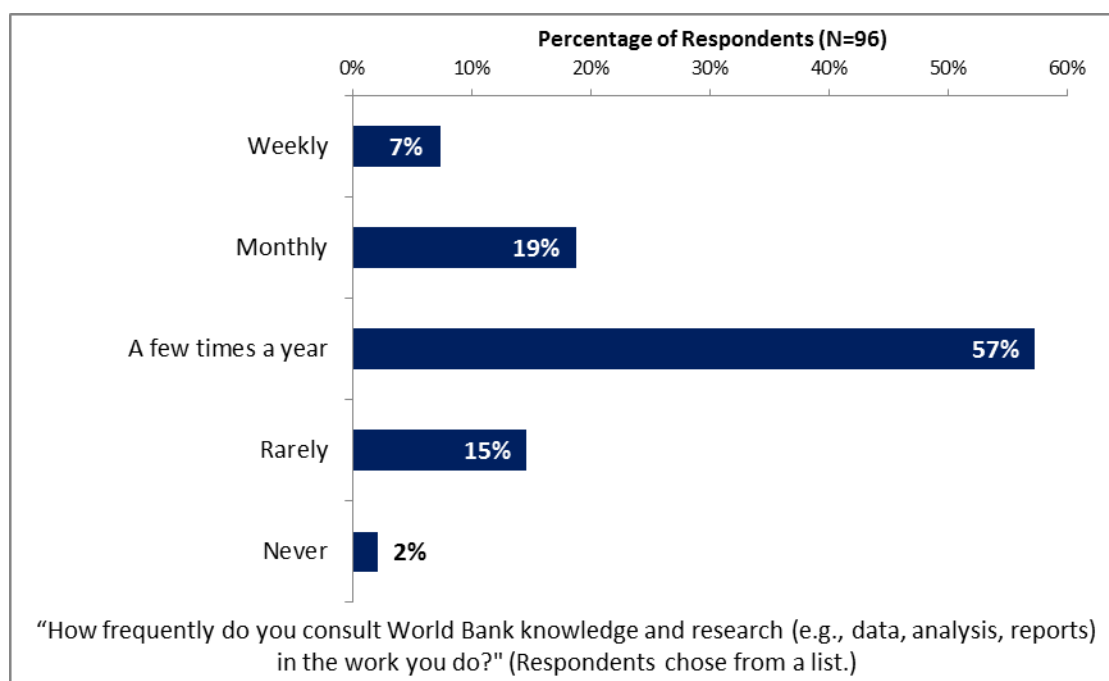
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in Morocco, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

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 sustainable 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 sustainable 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 sustainable 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 Morocco. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at energy;
  - The Bank's effectiveness at financial markets; and
  - The Bank's effectiveness at poverty reduction.
- Achieving Sustainable 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 sustainable development results in Morocco, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at financial markets;
  - The Bank's effectiveness at economic growth; and
  - The Bank's effectiveness at rural/agricultural development.

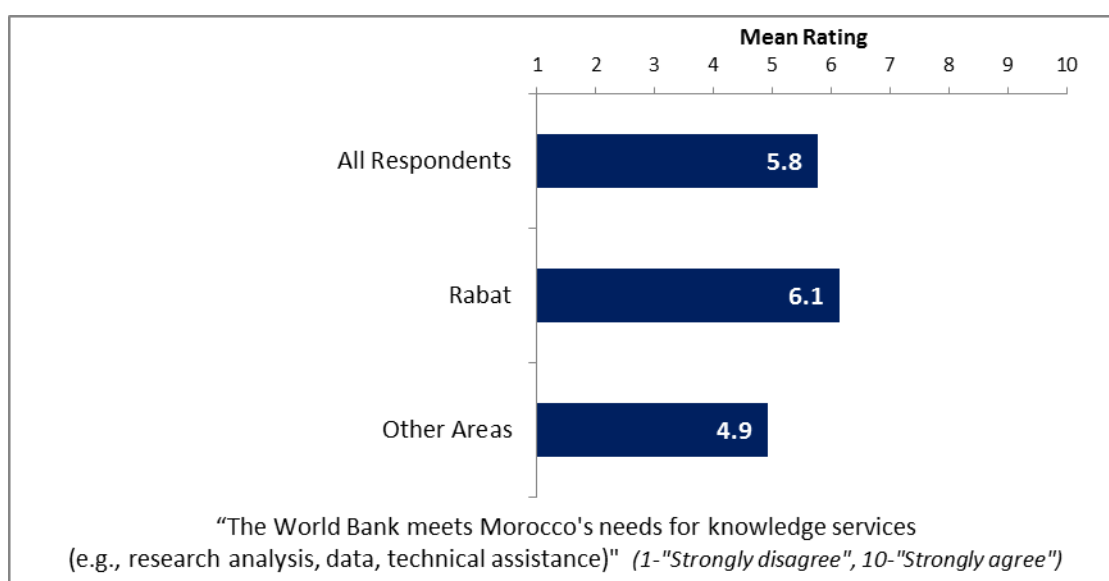
## VII. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use



### Knowledge: Meeting Morocco's Knowledge Needs (*Indicator Question*)

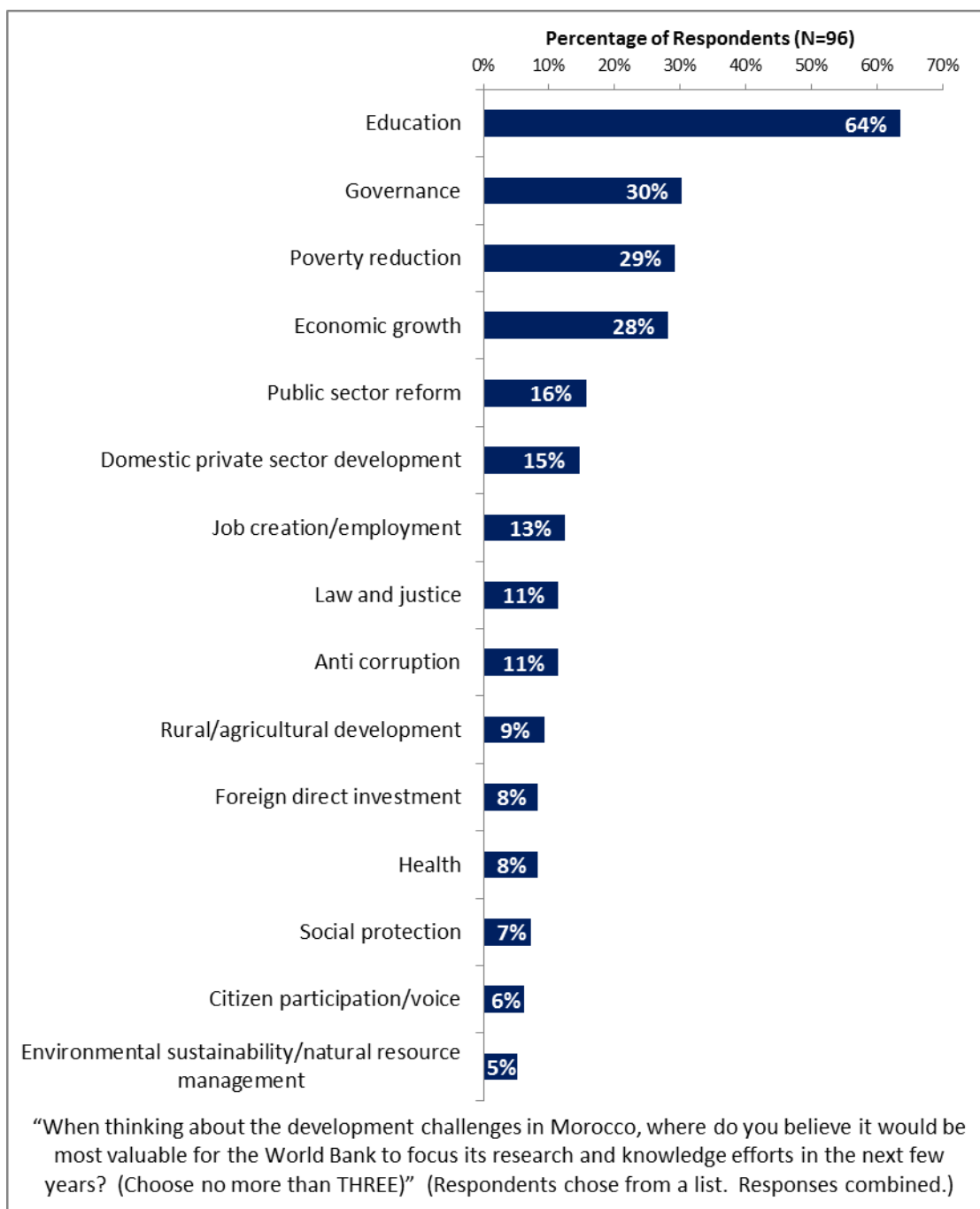
- Respondents from Rabat had significantly higher levels of agreement that the Bank meets Morocco's needs for knowledge services compared to respondents from other areas.
- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank meets Morocco's needs for knowledge services.





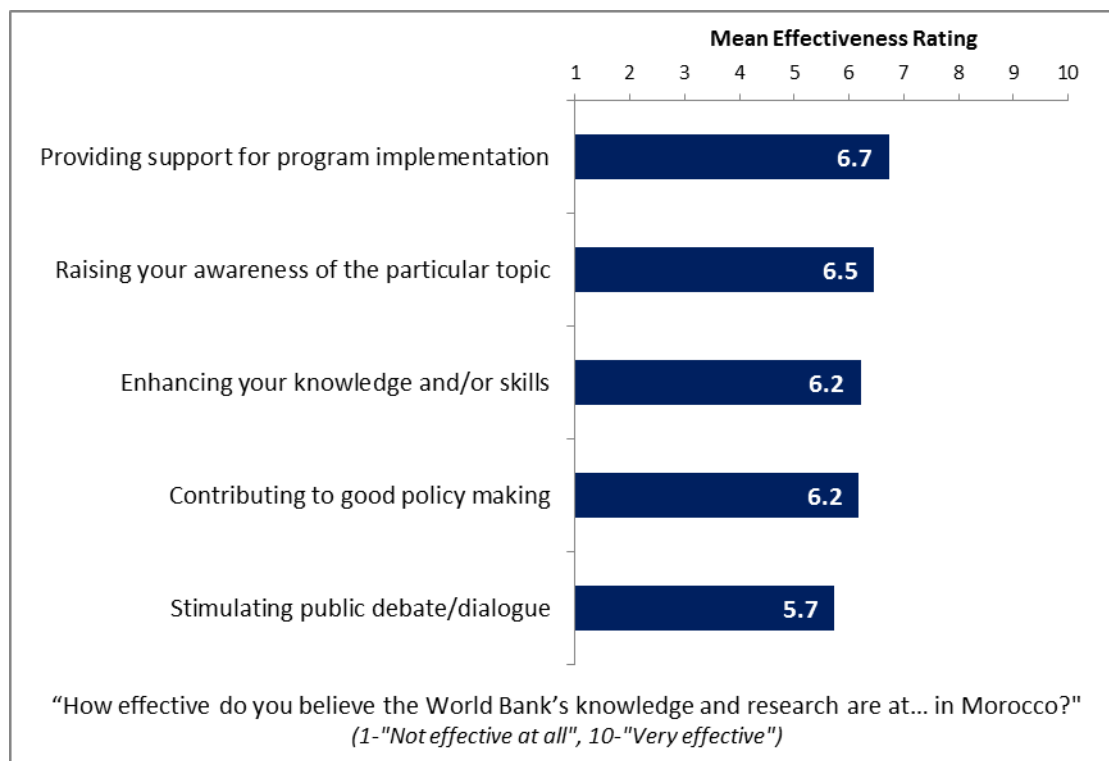
## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research



## VII. World Bank Knowledge and Instruments (continued)

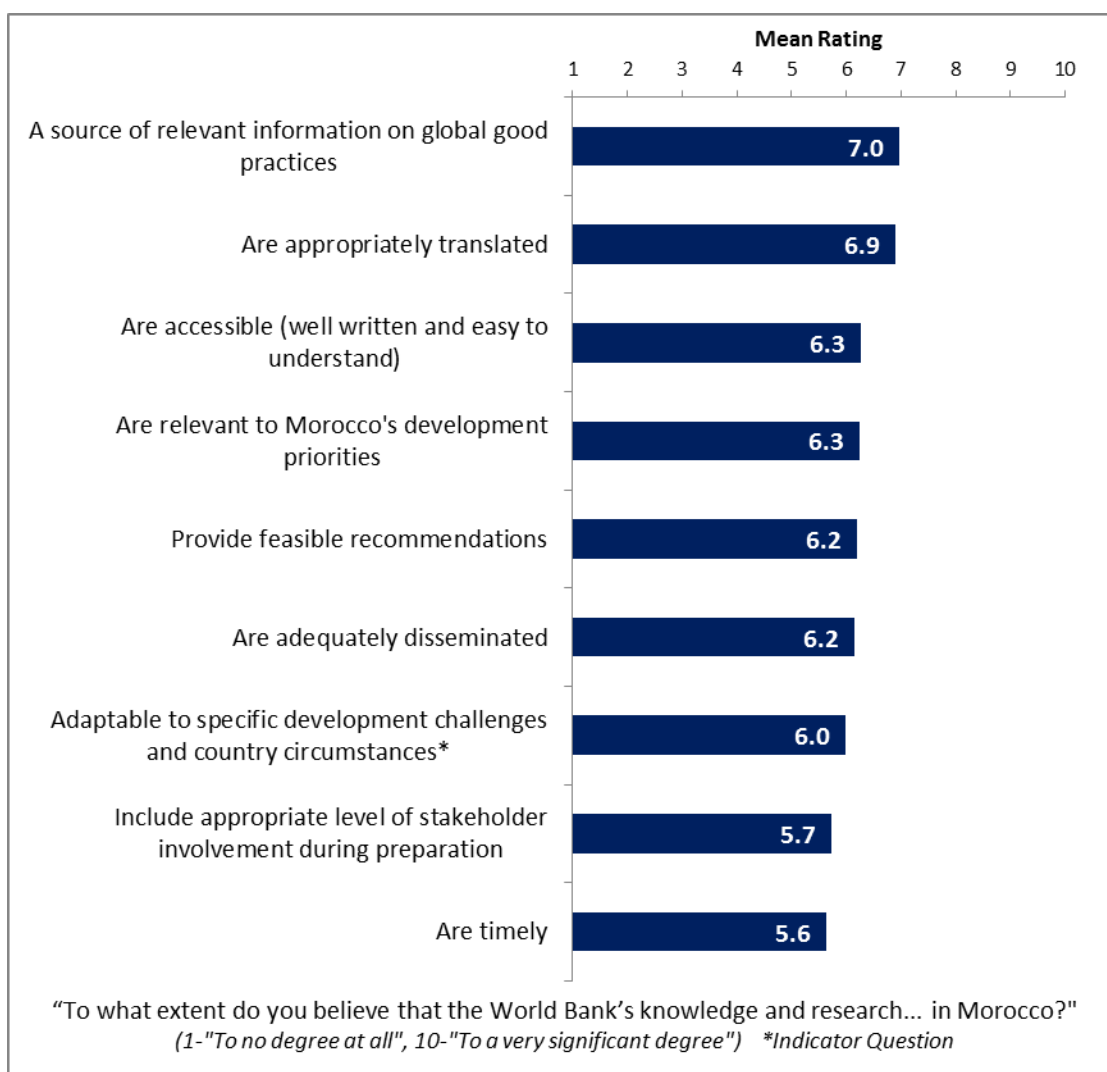
### Knowledge: Effectiveness



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

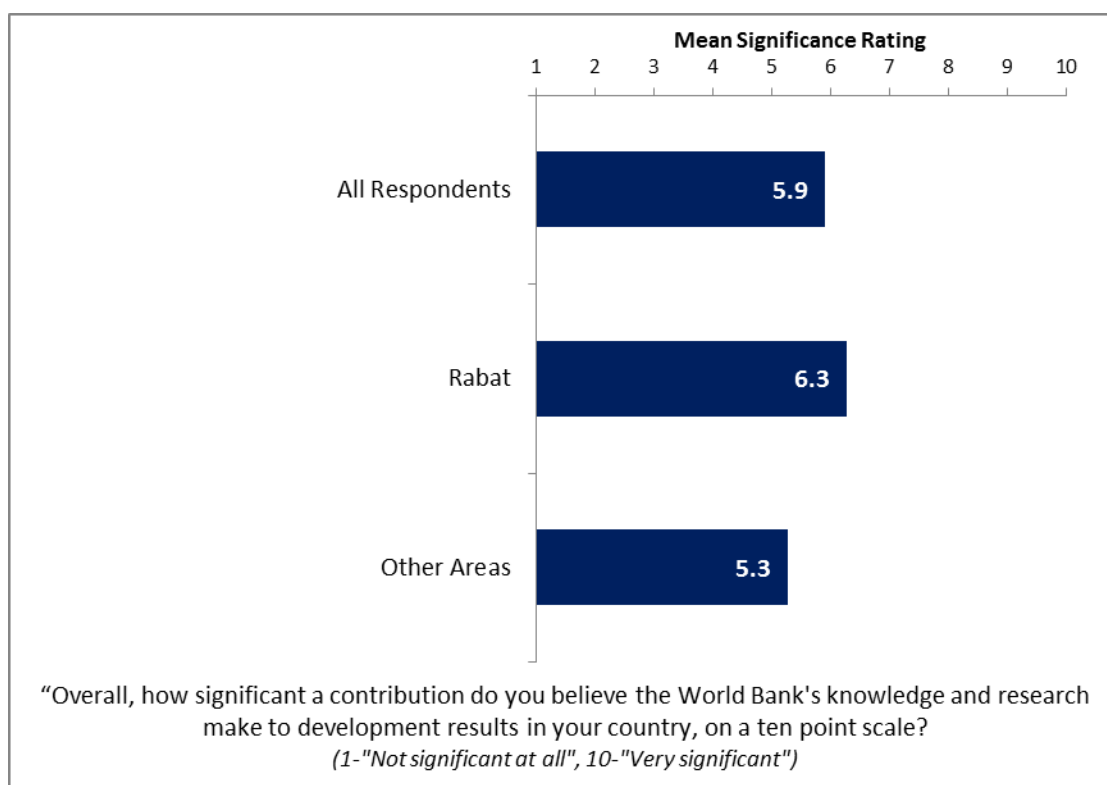
- Respondents from academia/research institutes and independent government institutions had the highest ratings that the Bank's knowledge and research include an appropriate level of stakeholder involvement during preparation whereas respondents from the office of a Minister, NGOs/CBOs, and the media had significantly lower ratings.
- Respondents from bilateral or multilateral agencies and independent government institutions had the highest ratings that the Bank's knowledge and research are accessible whereas respondents from the office of a Minister, NGOs/CBOs, and the media had significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

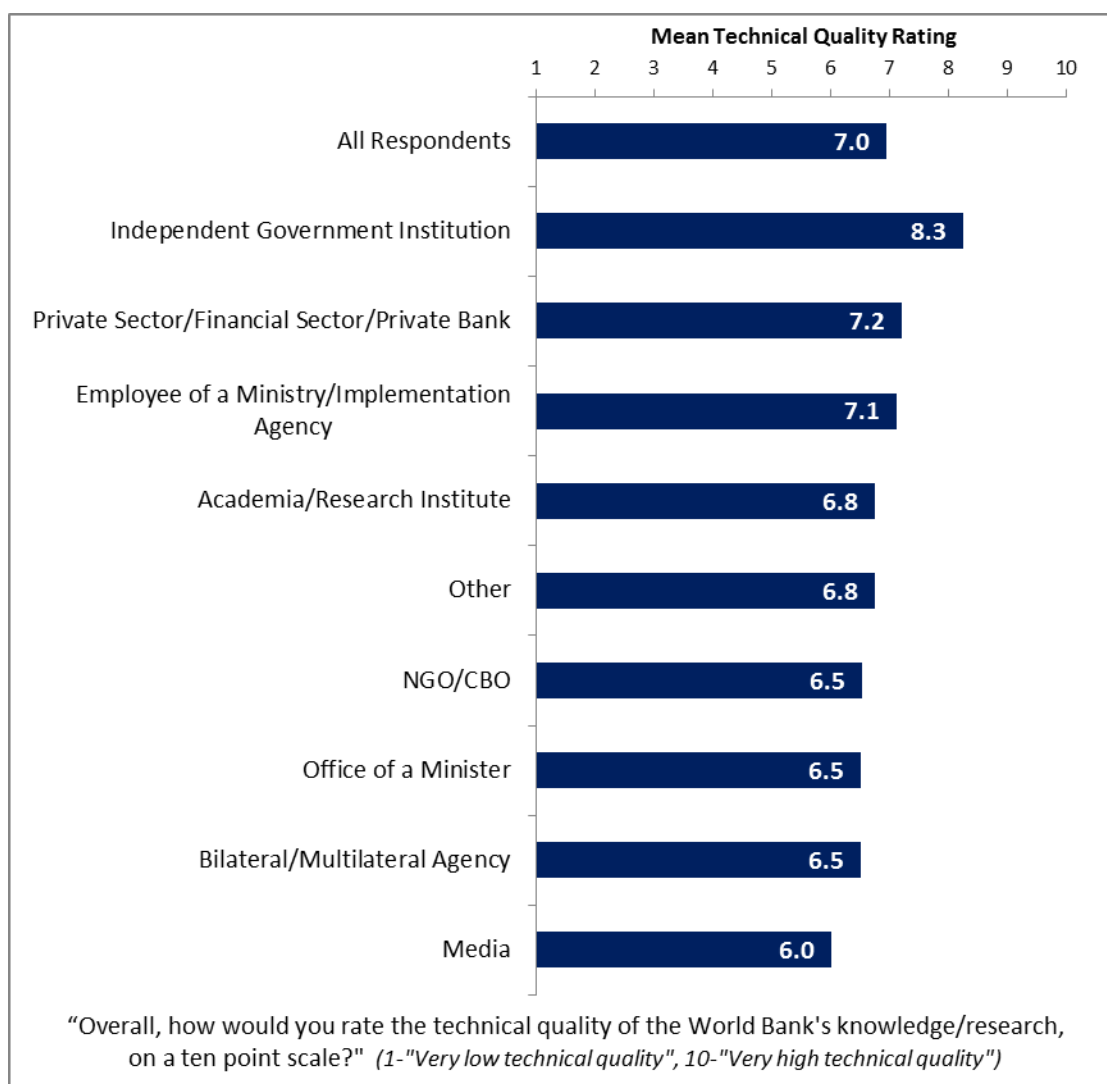
- Respondents from Rabat had significantly higher ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Morocco compared to respondents from other areas.
- Respondents across all stakeholder groups had statistically similar ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Morocco.



## VII. World Bank Knowledge and Instruments (continued)

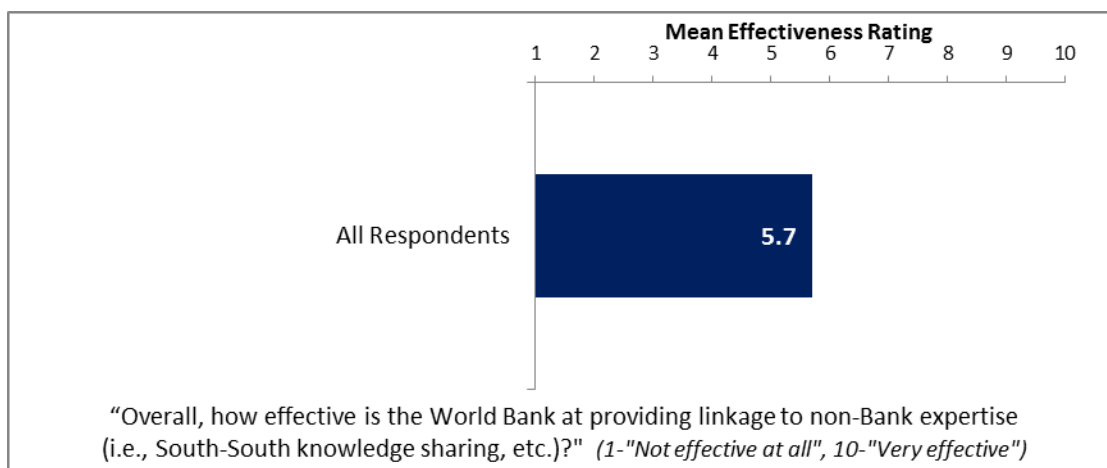
### Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the technical quality of the World Bank's knowledge and research.



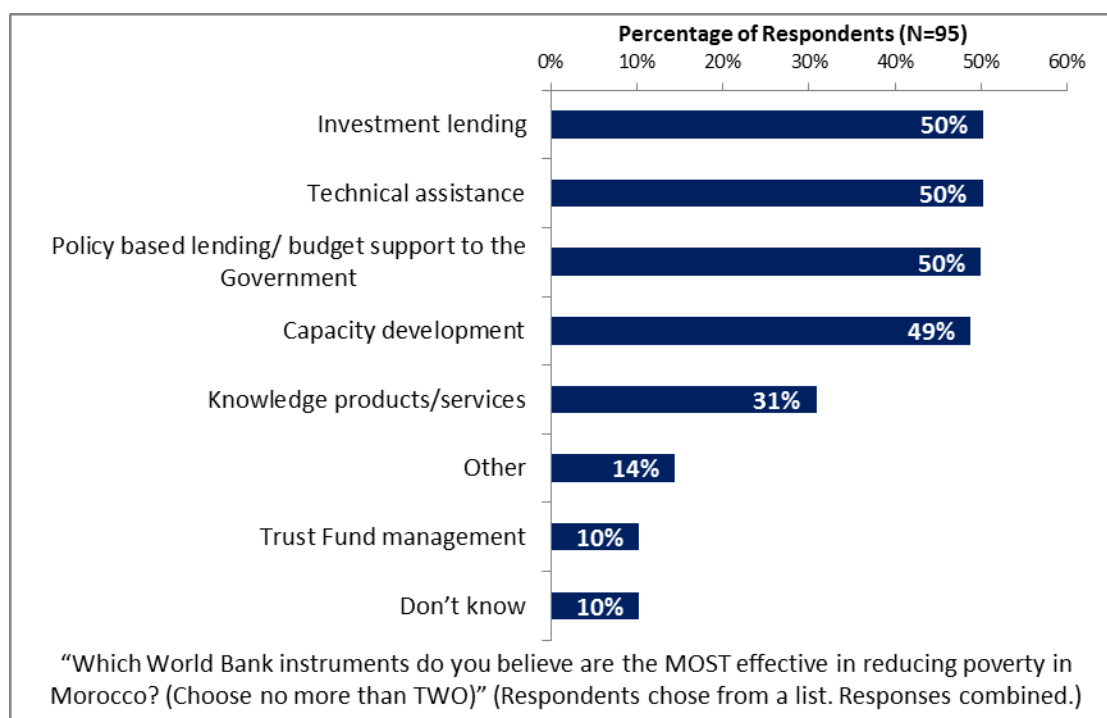
## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Providing Linkage to Non-Bank Expertise

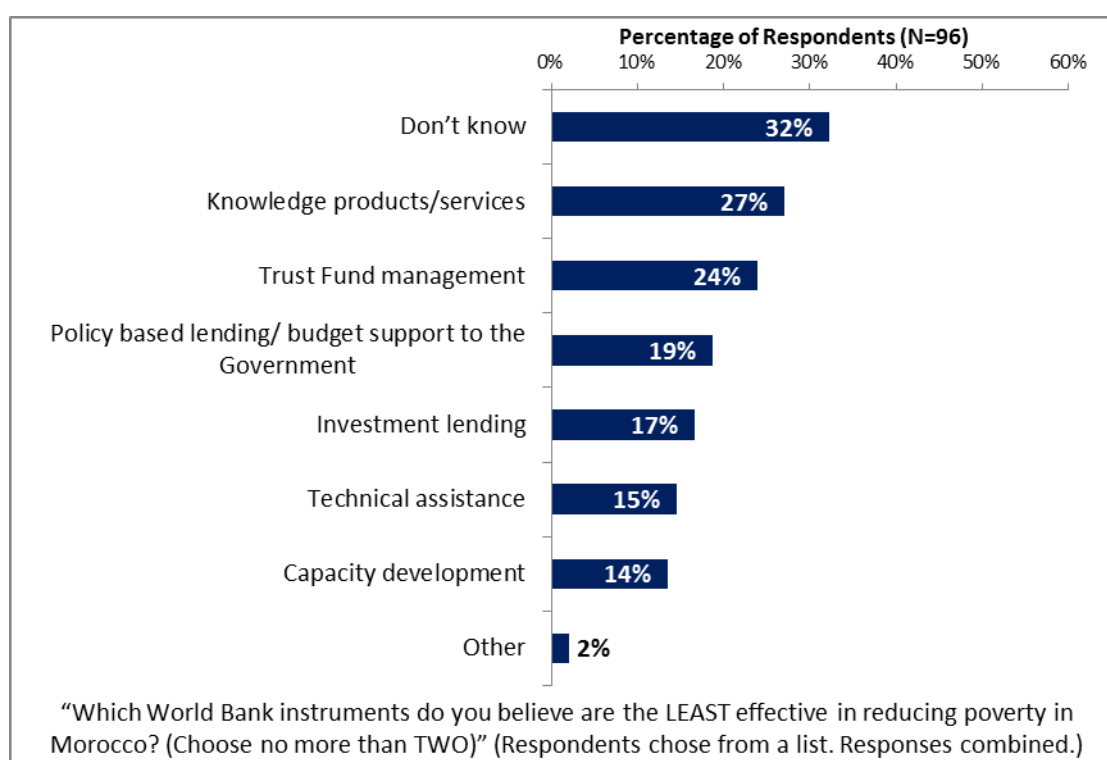


## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



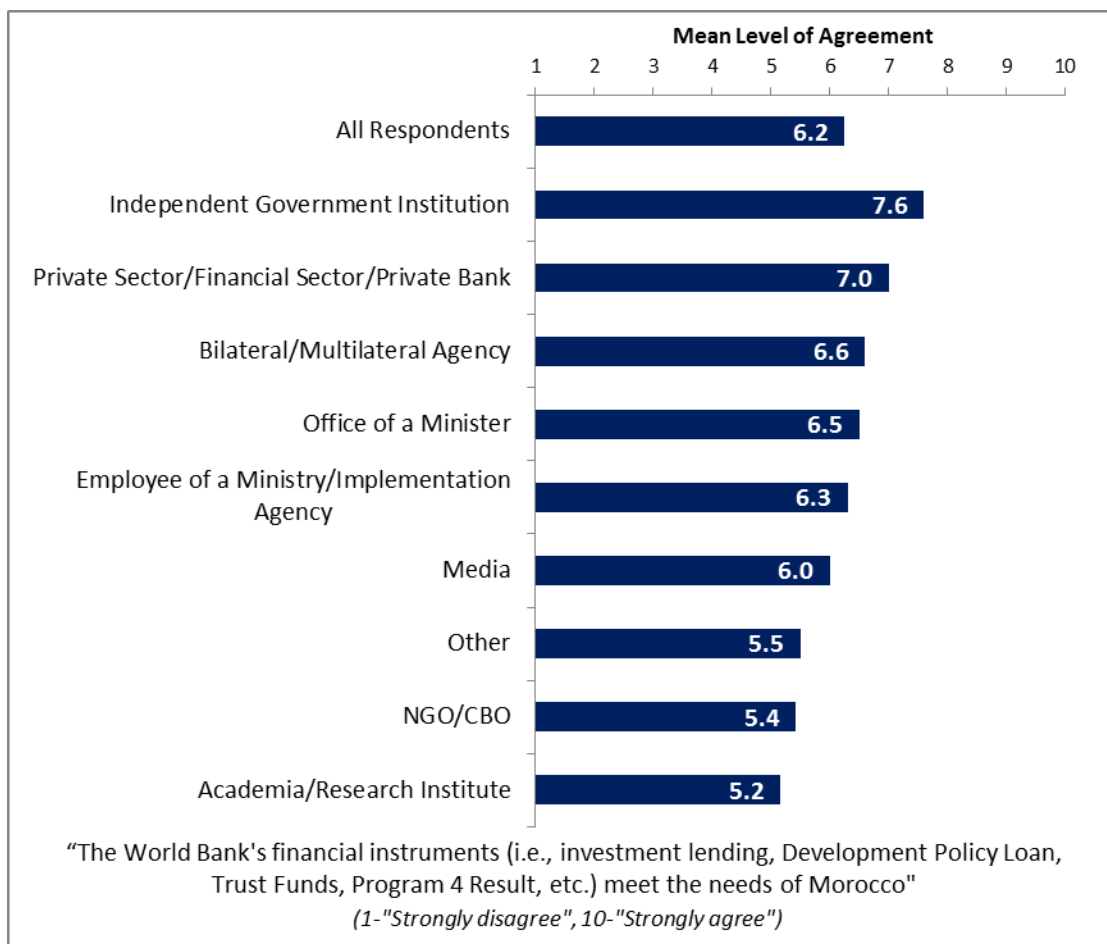
### Instruments: Least Effective



## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Morocco's Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank's financial instruments meet Morocco's needs.





## VIII. How the World Bank Operates

### The World Bank's Work in Morocco

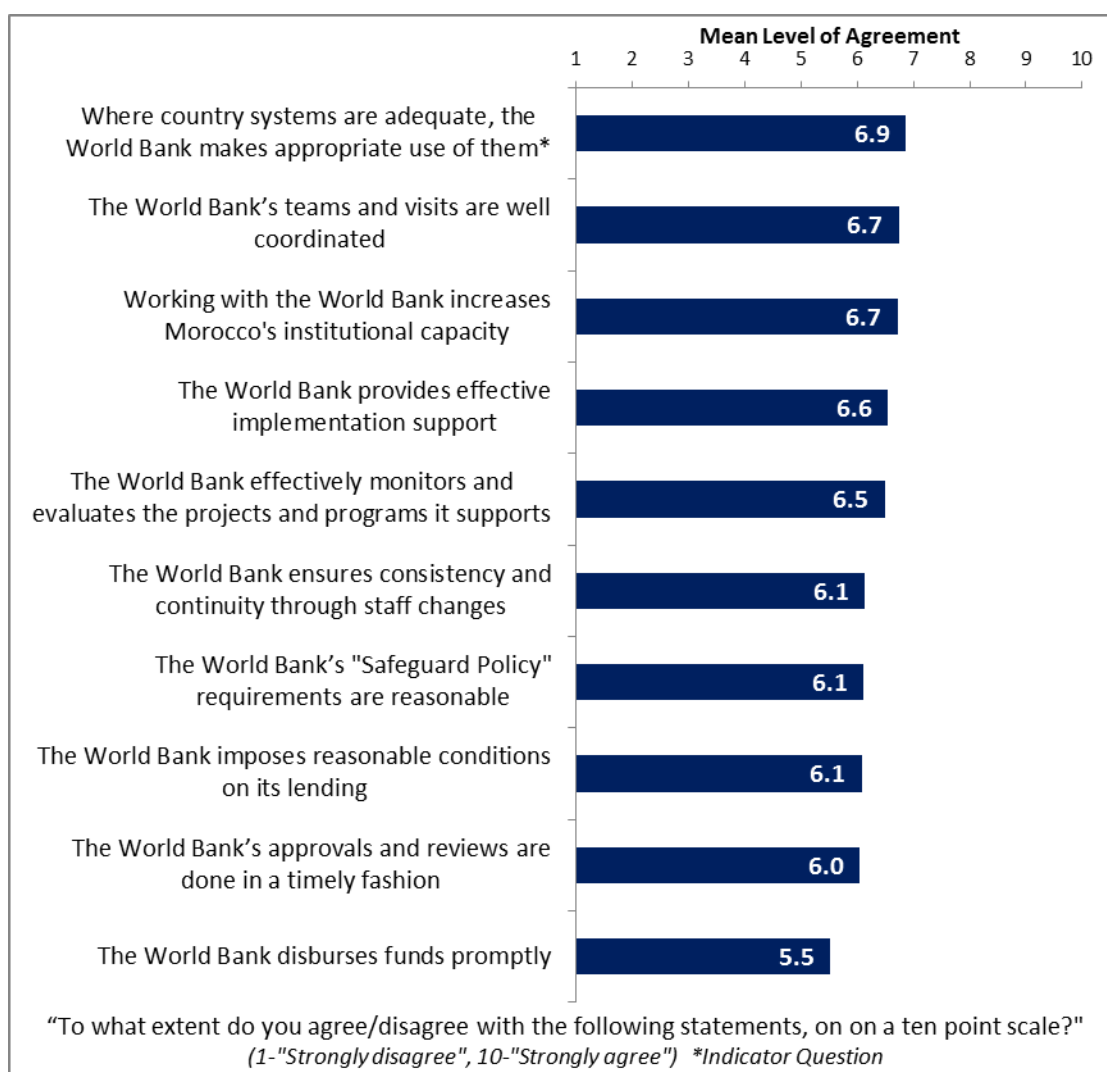
- Respondents from Rabat had significantly higher levels of agreement that the World Bank currently plays a relevant role in development in Morocco, that the World Bank is aligned with their development priorities for Morocco, and that the World Bank treats clients and stakeholders with respect (6.2, 6.2, and 7.6, respectively) compared to respondents from other areas (5.4, 5.3, and 6.5, respectively).
- Respondents across all stakeholder groups had statistically similar levels of agreement regarding these aspects of the Bank's work in Morocco.



## VIII. How the World Bank Operates (continued)

### Overall Perceptions

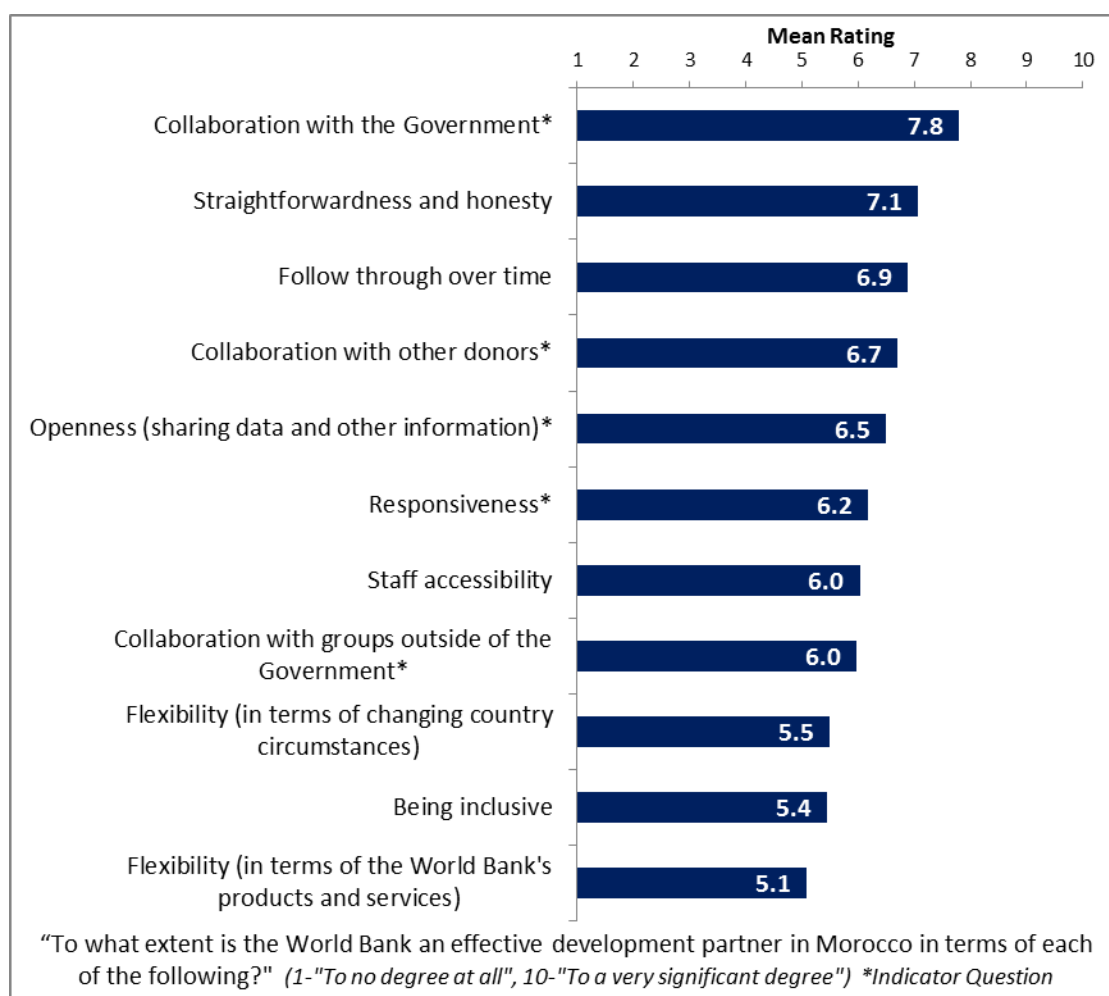
- Respondents from the private sector/financial sector/private banks had the highest levels of agreement that the Bank disburses funds promptly whereas respondents from NGOs/CBOs and the media had significantly lower levels of agreement.
- Respondents from the private sector/financial sector/private banks and independent government institutions had the highest levels of agreement that the Bank's teams and visits are well coordinated whereas respondents from bilateral or multilateral agencies and the media had significantly lower levels of agreement.
- Employees of a ministry and respondents from the private sector/financial sector/private banks, independent government institutions, and other organizations had the highest levels of agreement that the World Bank provides effective implementation support whereas respondents from the office of a Minister and the media had significantly lower levels of agreement.



## VIII. How the World Bank Operates (continued)

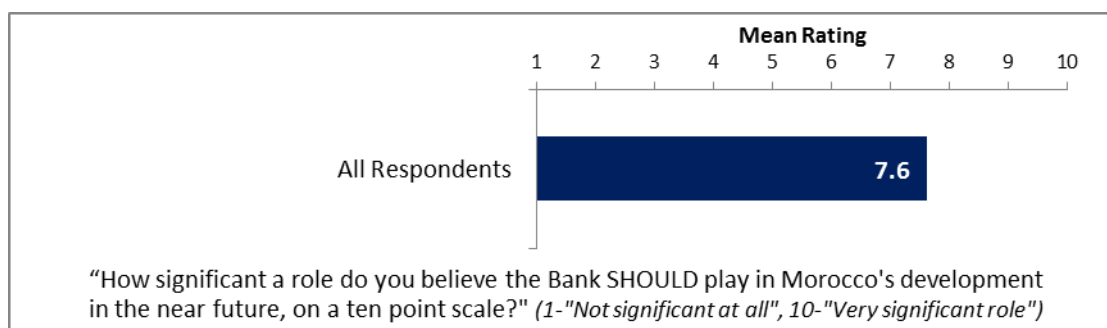
### The World Bank as an Effective Development Partner

- Employees of ministries and respondents from bilateral or multilateral agencies, and the private sector/financial sector/private banks had the highest ratings regarding the Bank being inclusive whereas respondents from NGOs/CBOs and other organizations had significantly lower ratings.
- Respondents from the private sector/financial sector/private banks had the highest ratings regarding staff accessibility whereas respondents from NGOs/CBOs, the media, and academia/research institutes had significantly lower ratings.
- Employees of a ministry and respondents from the private sector/financial sector/private banks and independent government institutions had the highest ratings regarding follow through over time whereas respondents from the office of a Minister, bilateral or multilateral agencies, NGOs/CBOs, and academia/research institutes had significantly lower ratings.
- Respondents from Rabat had significantly higher ratings regarding the Bank's collaboration with groups outside of the Government and staff accessibility compared to respondents from other areas.

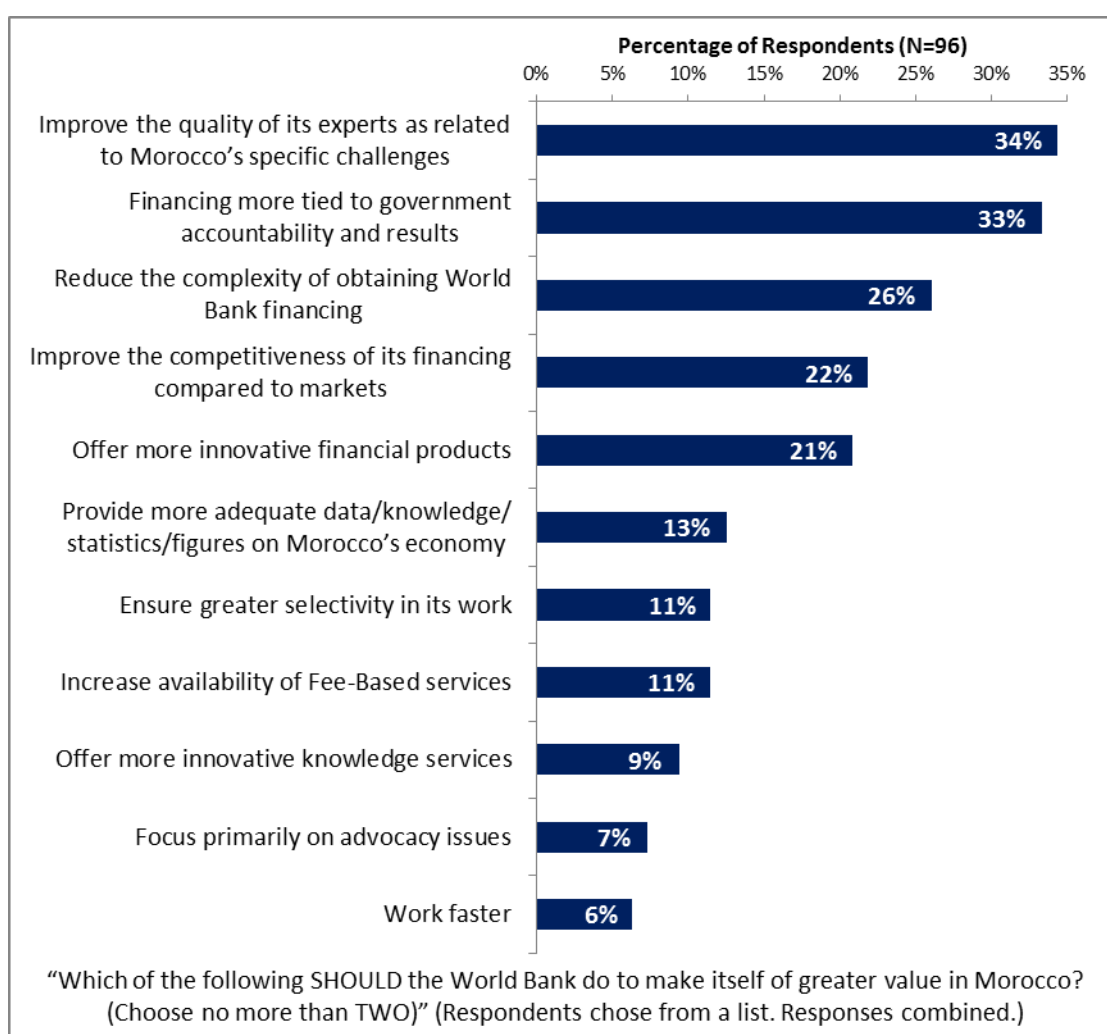


## IX. The Future Role of the World Bank in Morocco

### Role Significance



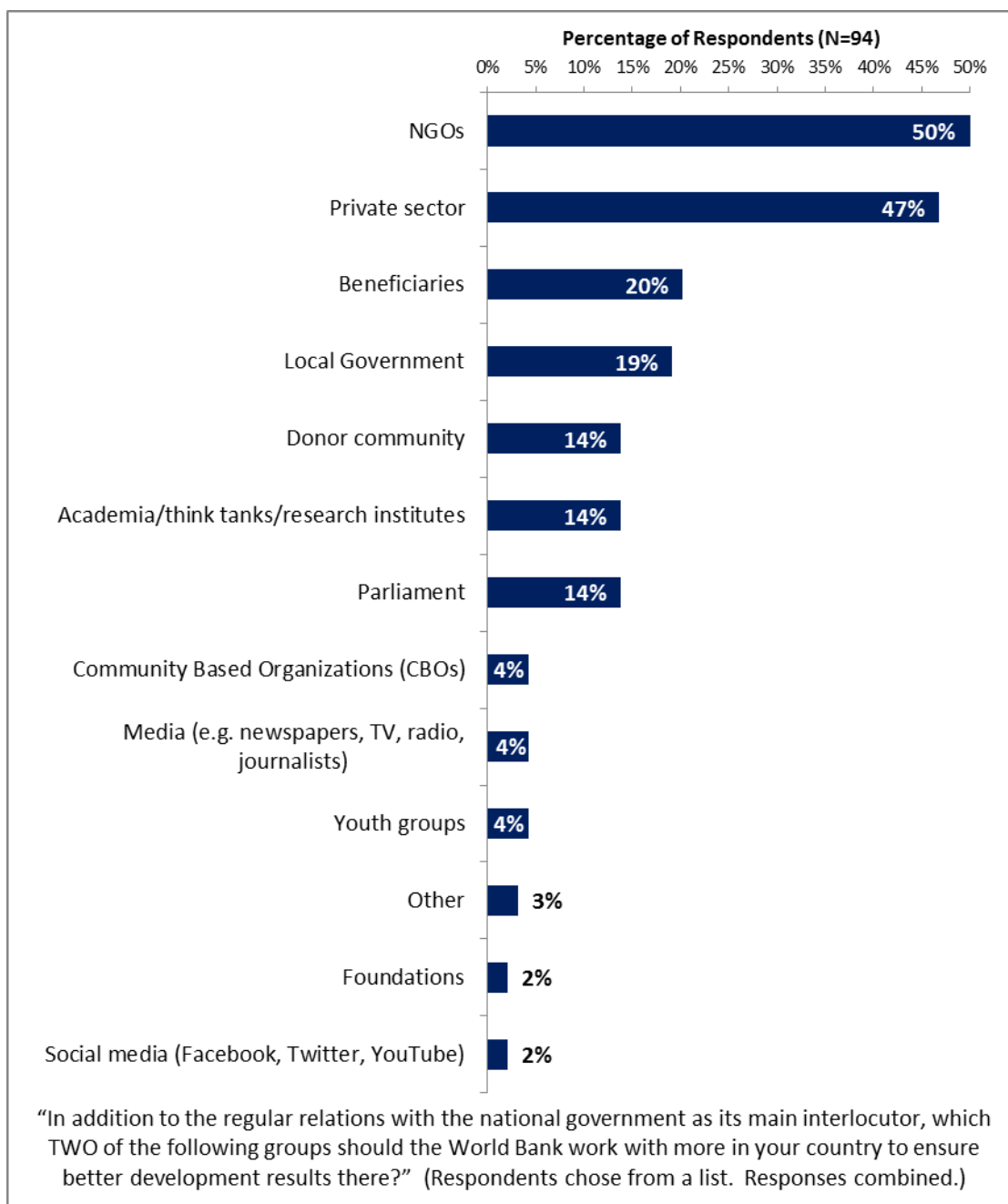
### Making the Bank of Greater Value



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

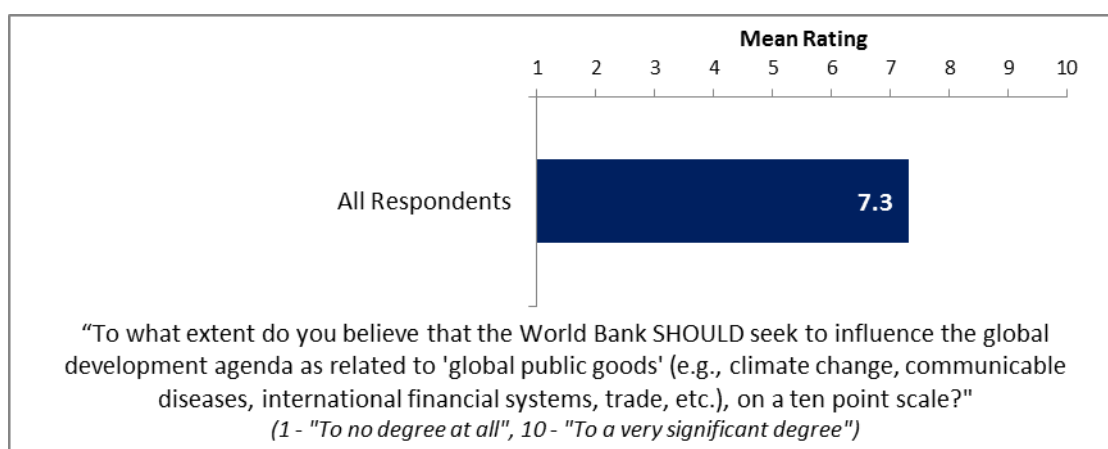
### Collaborating in Morocco

- Respondents from bilateral or multilateral agencies indicated that the World Bank should also work more with the donor community to ensure better development results in Morocco.

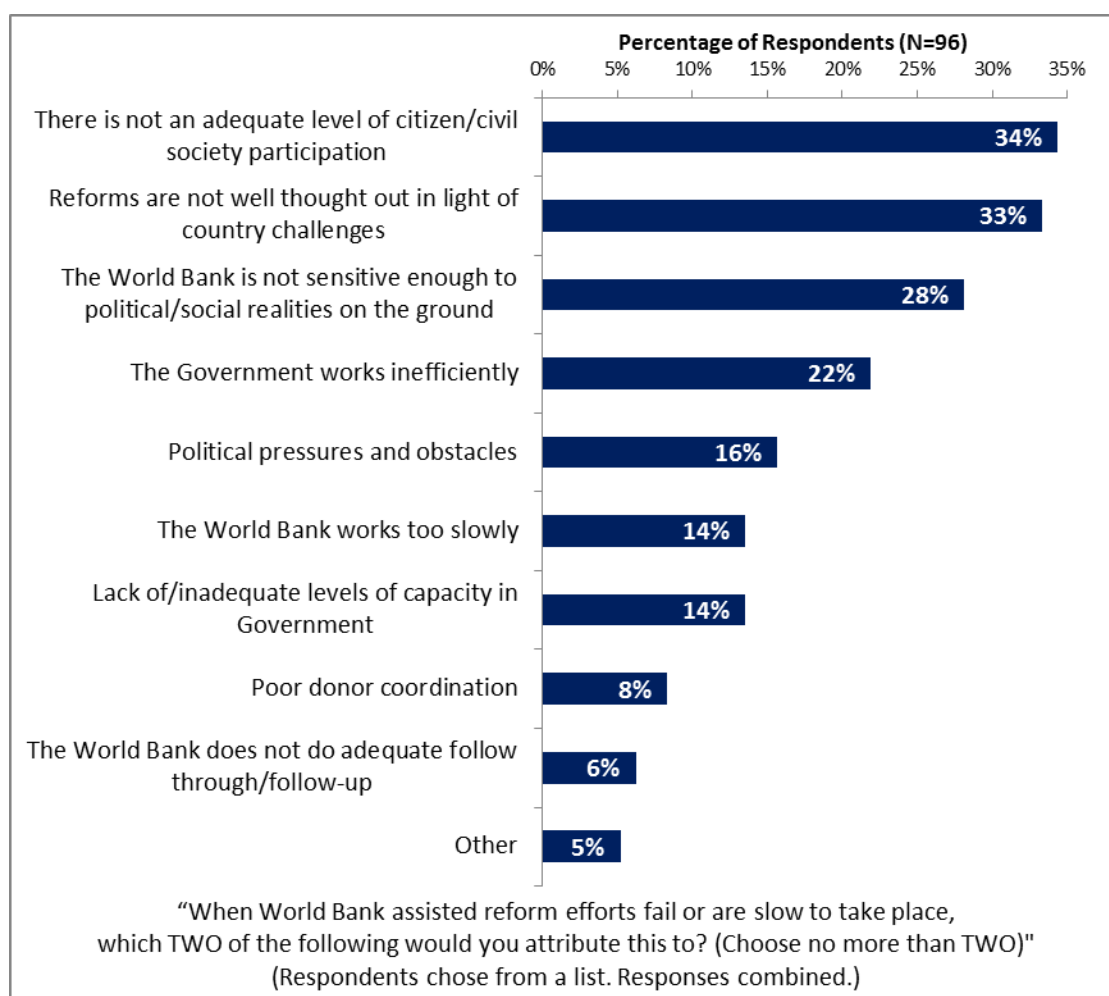


## IX. The Future Role of the World Bank in Morocco (continued)

### Influencing the Global Development Agenda



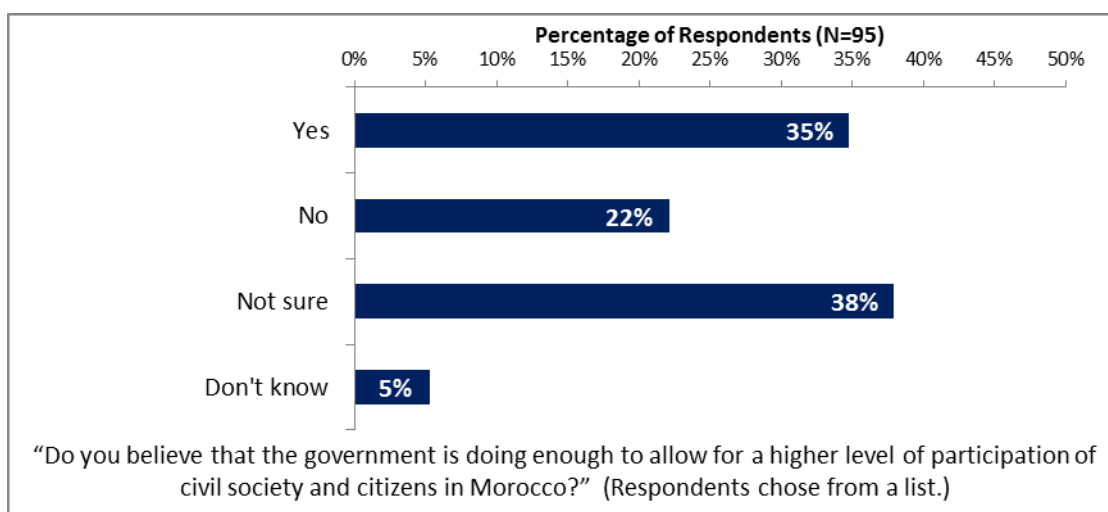
### Attributing Slow or Failed Reform Efforts



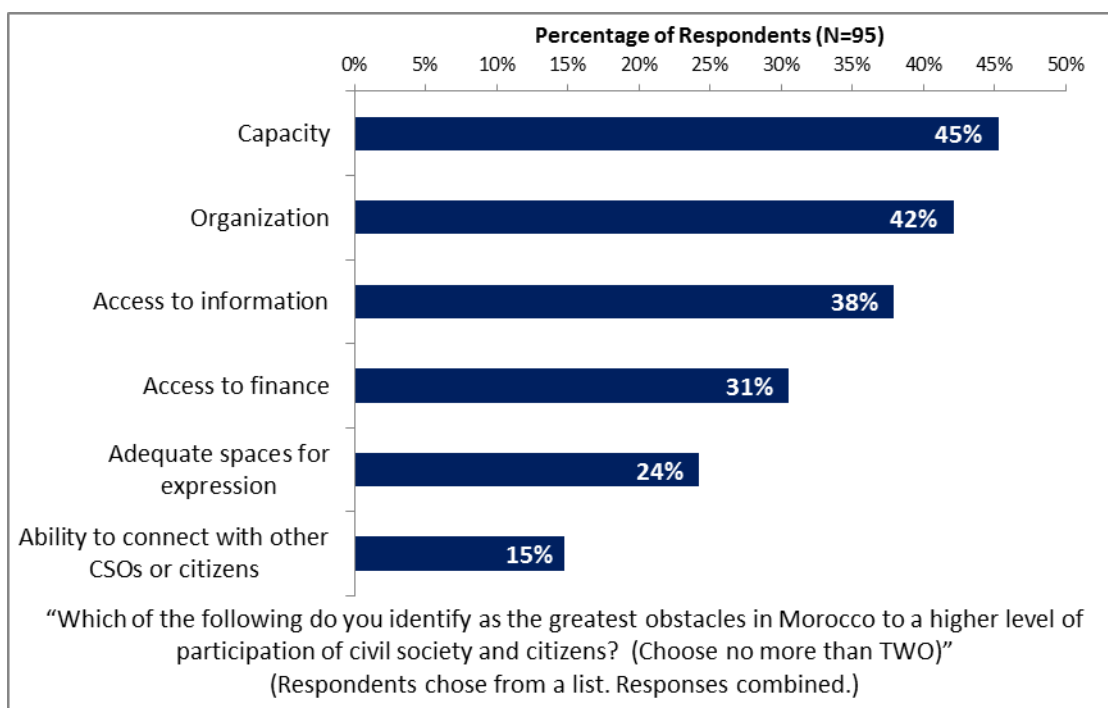
## X. Communication and Openness

### Government Encouragement of Civil Society Participation

- Majorities of ministry employees and respondents from independent government institutions indicated yes, the government is doing enough to allow for civil society participation. Respondents from the office of a Minister and the private/financial sector/private banks were equally like to indicate yes or not sure. A majority of respondents from NGOs/CBOs said no. Respondents from the media were equally like to say no or not sure. Respondents from academia/research institutes were equally like to say yes or no. A majority of respondents from bilateral/multilateral agencies and other organizations indicated that they were not sure.

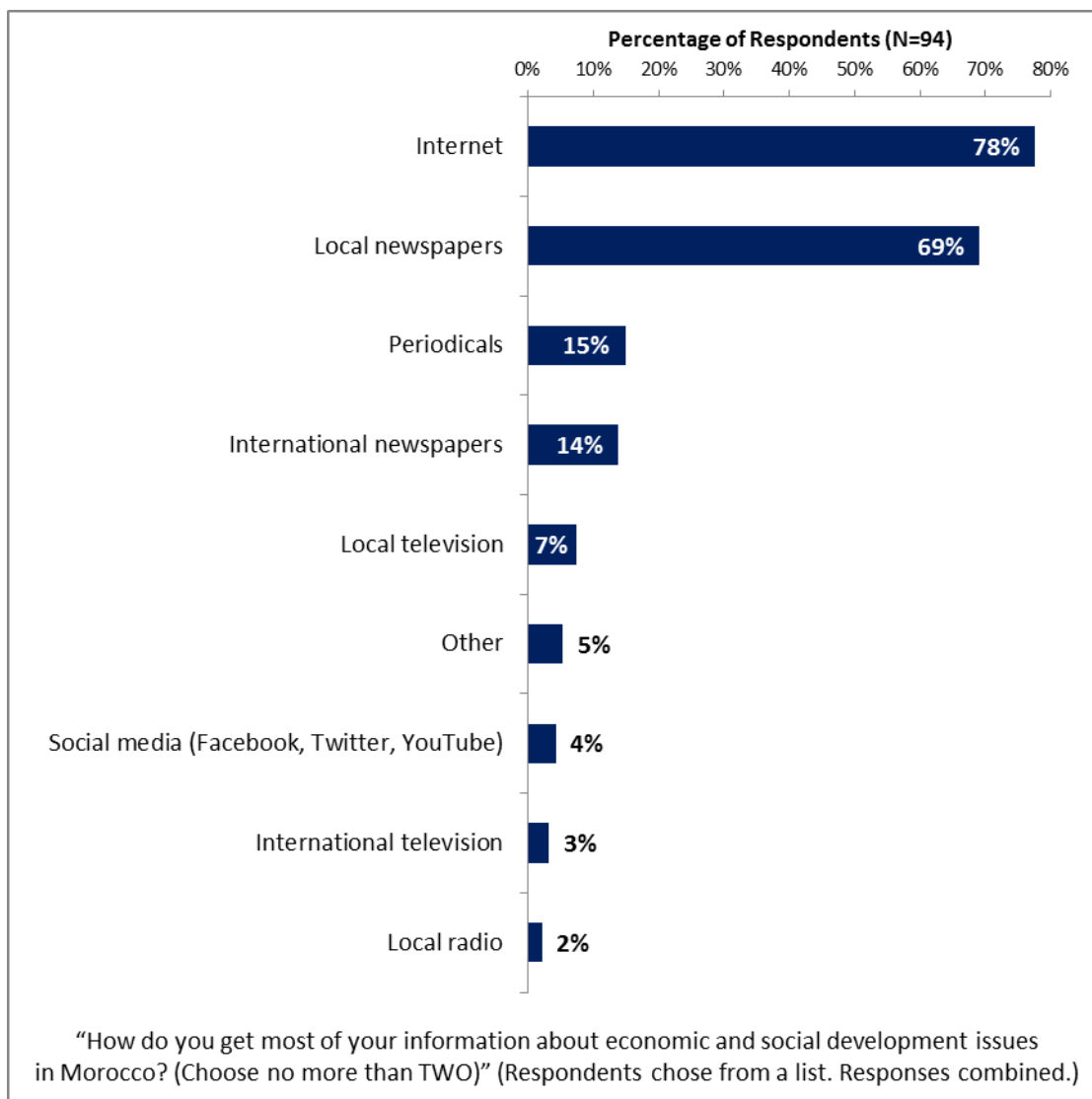


### Obstacles to Civil Society Participation



## X. Communication and Openness (continued)

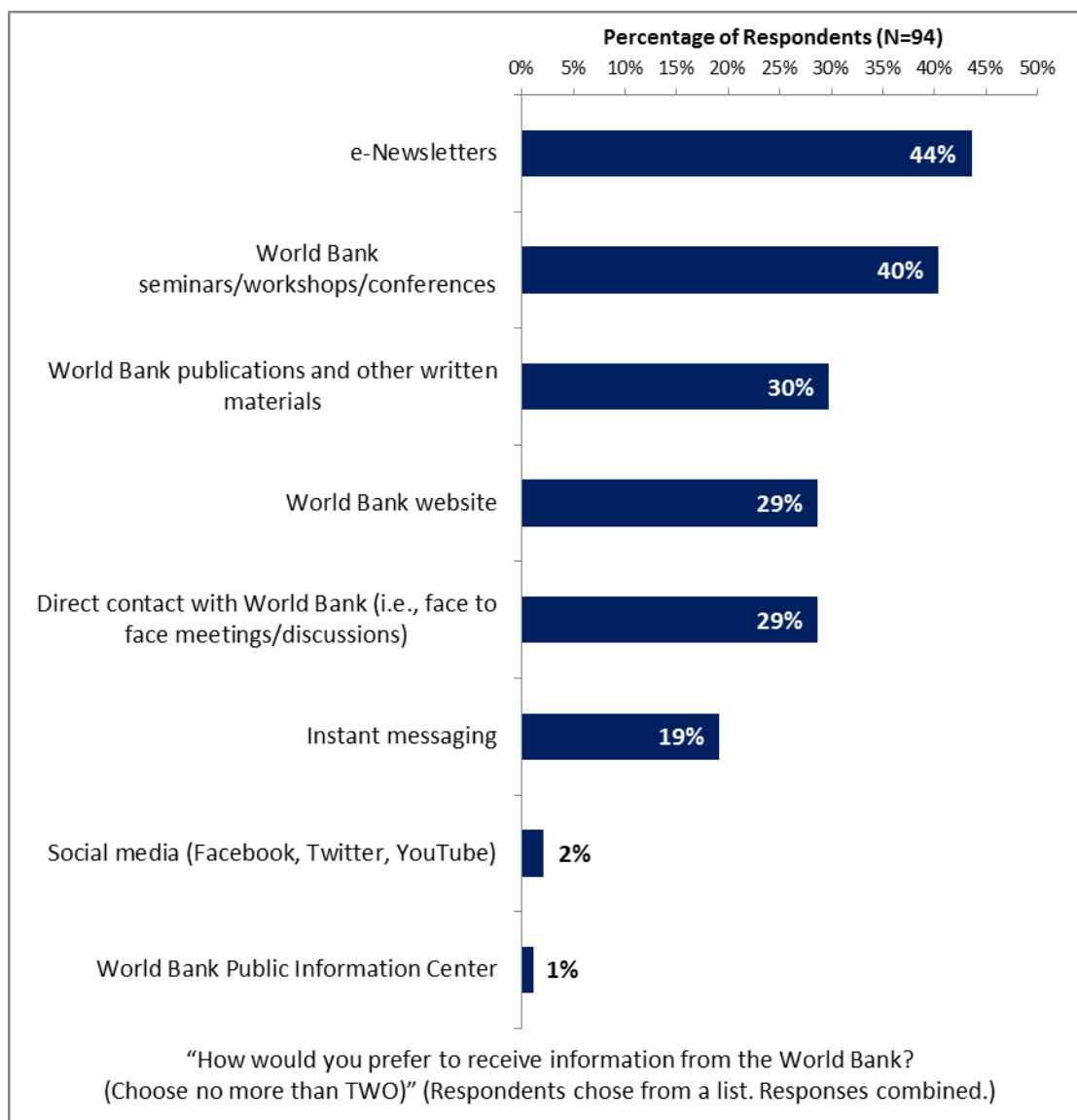
### Information Sources





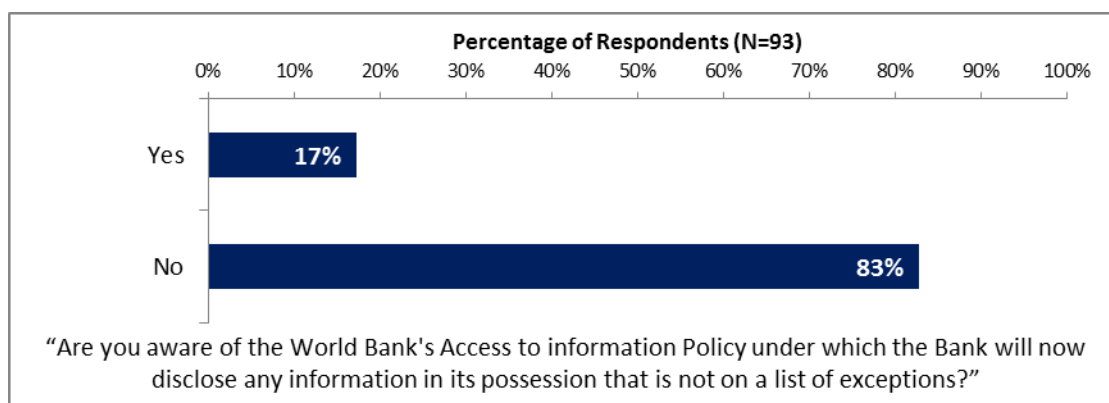
## X. Communication and Openness (continued)

### Preferred Information Sources

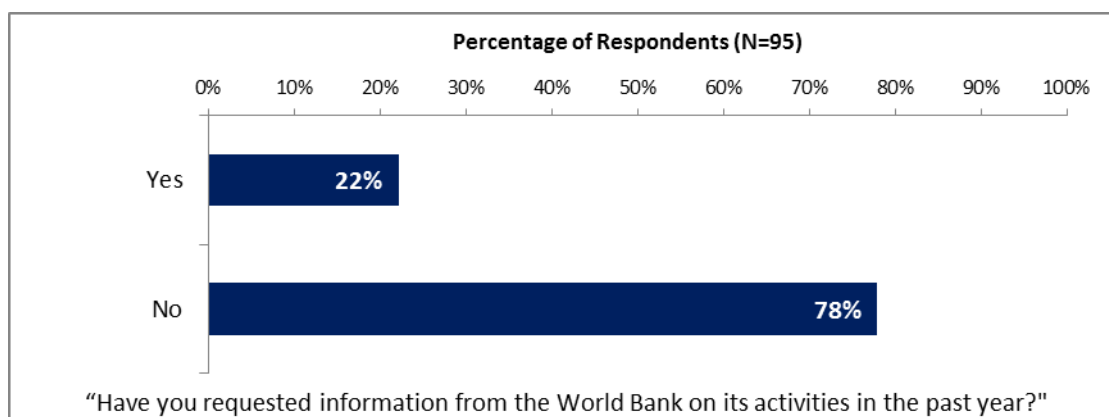


## X. Communication and Openness (continued)

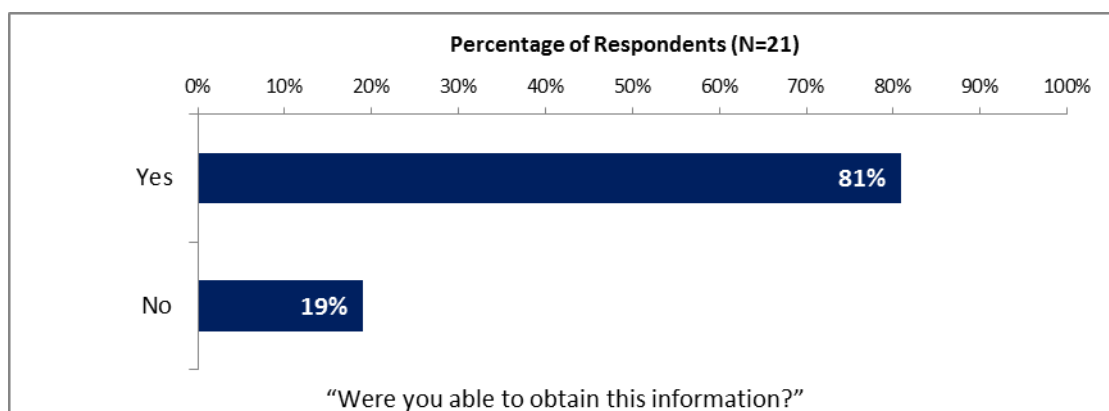
### Access to Information



- Respondents from bilateral or multilateral agencies, the media, and independent government institutions were significantly more likely to have requested information from the Bank compared to respondents from other stakeholder groups.

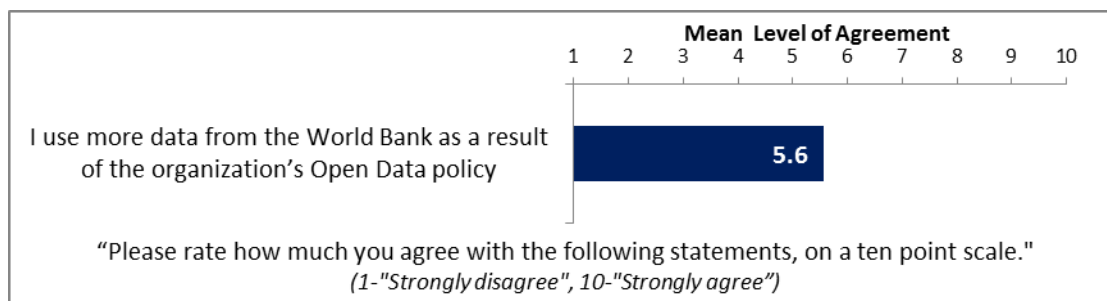


- Respondents from the media were significantly *less* likely to have received the information that they had requested from the Bank compared to respondents from other stakeholder groups.



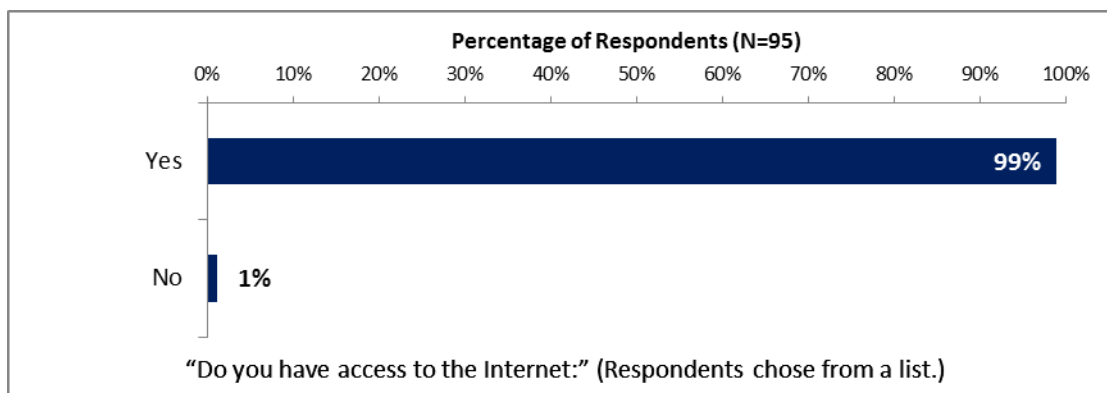
## X. Communication and Openness (continued)

### Access to Information (continued)

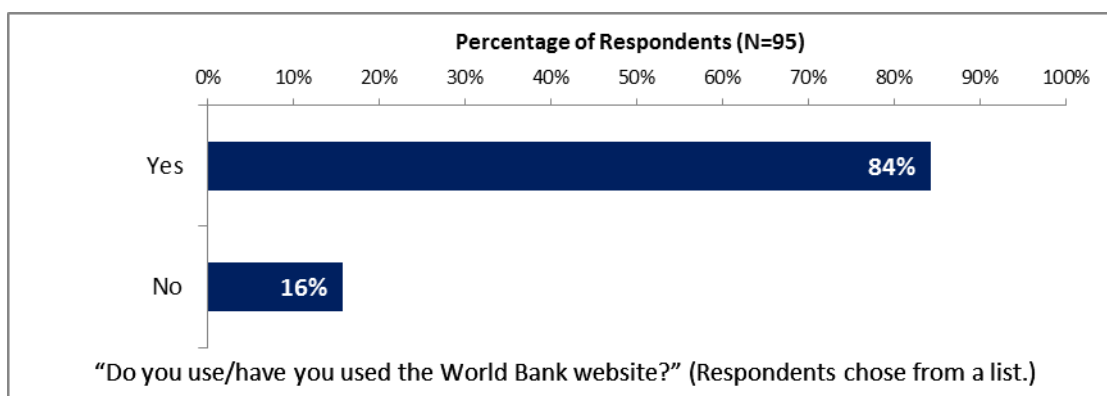


### Internet Access

- Respondents from other organizations were significantly *less* likely to have access to the Internet compared to respondents from other stakeholder groups.



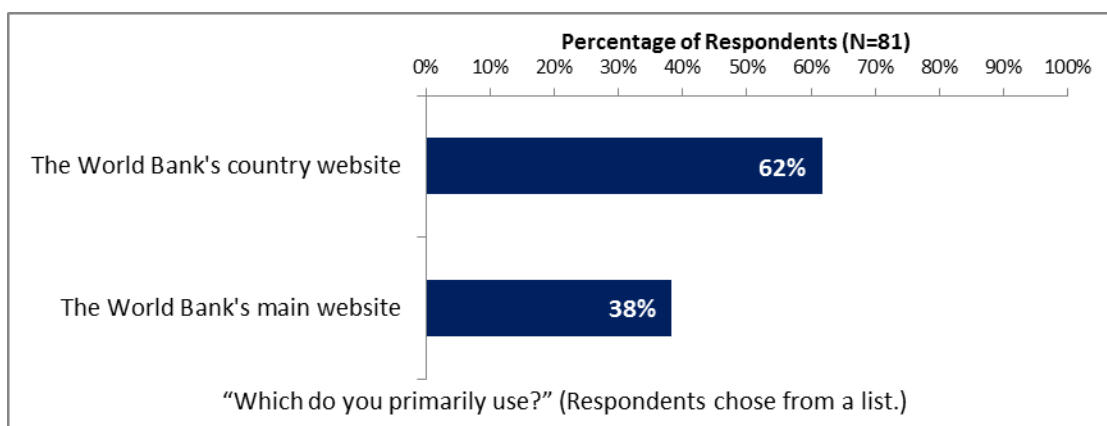
### Website Usage



## X. Communication and Openness (continued)

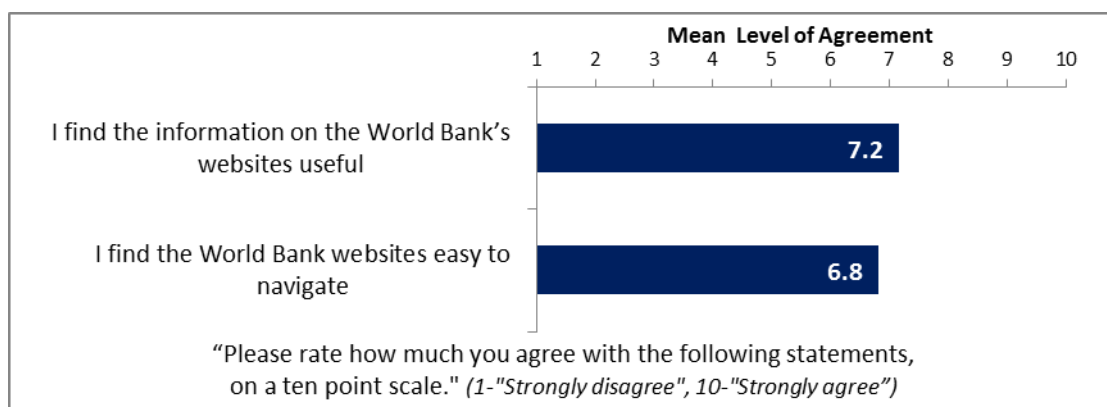
### Website Usage (continued)

- Respondents from the office of a Minister, NGOs/CBOs, and independent government institutions were significantly more likely to have used the Bank's country website compared to respondents from other stakeholder groups.



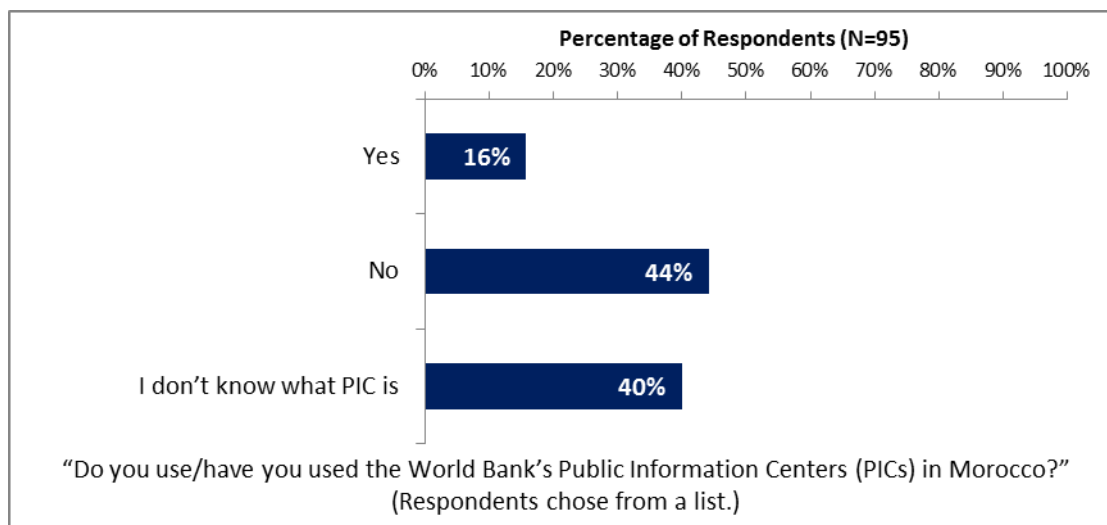
### Website Evaluation

- Employees of a ministry and respondents from the private sector/financial sector/private banks and academia/research institutes had the highest levels of agreement that they find the Bank websites easy to navigate whereas respondents from the office of a Minister, the media, independent government institutions, and other organizations had significantly lower levels of agreement.

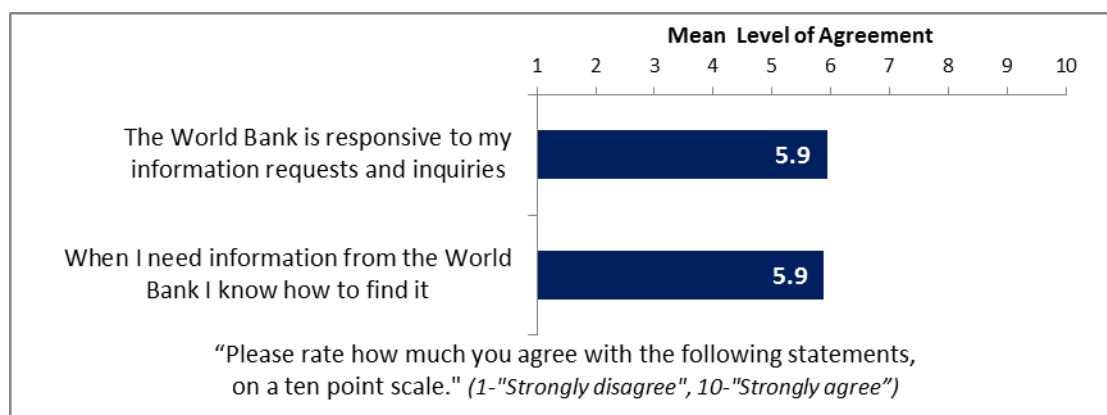


## X. Communication and Openness (continued)

### PIC Usage



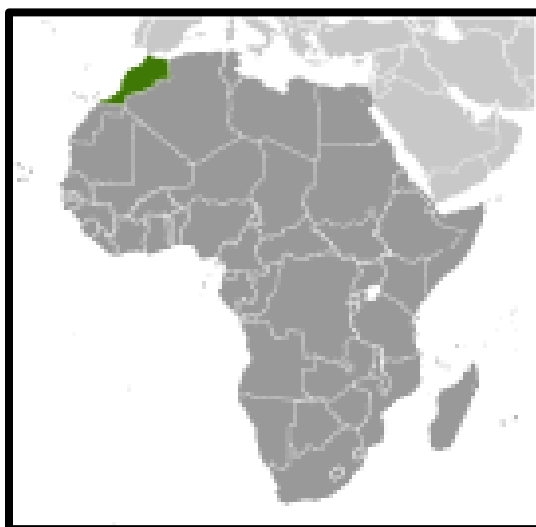
### Information Sharing



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### MOROCCO



## Appendix A: Responses to All Questions across All Respondents (N=96)

### A. General Issues facing Morocco

1. In general, would you say that Morocco is headed in...?	Percentage of Respondents (N=96)
The right direction	86.5%
The wrong direction	1.0%
Not sure	12.5%

2. When considering development priorities, which ONE development priority below is the most important in Morocco? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=95)			
	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>	<i>Combined</i>
Education	46.3%	18.8%	4.3%	69.3%
Poverty reduction	12.6%	9.4%	12.8%	34.8%
Economic growth	11.6%	9.4%	7.4%	28.4%
Law and justice	1.1%	7.3%	12.8%	21.1%
Health	1.1%	8.3%	9.6%	19.0%
Job creation/employment	3.2%	7.3%	7.4%	17.9%
Anti-corruption	0.0%	6.3%	7.4%	13.7%
Social protection	4.2%	4.2%	5.3%	13.7%
Governance	6.3%	3.1%	4.3%	13.7%
Rural/agricultural development	7.4%	4.2%	2.1%	13.7%
Domestic private sector development	1.1%	5.2%	4.3%	10.5%
Regional/global integration	1.1%	3.1%	3.2%	7.4%
Gender	1.1%	0.0%	4.3%	5.3%
Public financial management	0.0%	1.0%	4.3%	5.3%
Transport	0.0%	2.1%	2.1%	4.2%
Foreign direct investment	1.1%	2.1%	1.1%	4.2%
Public sector reform	0.0%	3.1%	1.1%	4.2%
Environmental sustainability/natural resource management	0.0%	1.0%	2.1%	3.2%
Energy	1.1%	0.0%	1.1%	2.1%
Food security	0.0%	1.0%	1.1%	2.1%
Trade and exports	0.0%	1.0%	1.1%	2.1%
Financial markets	0.0%	0.0%	1.1%	1.1%
Climate change	0.0%	0.0%	1.1%	1.1%
Information and communications technology	0.0%	0.0%	1.1%	1.1%
Government accountability	1.1%	0.0%	0.0%	1.1%
Water and sanitation	0.0%	1.0%	0.0%	1.0%
Citizen participation/voice	0.0%	1.0%	0.0%	1.0%
Regulatory framework	0.0%	1.0%	0.0%	1.0%
Urban development	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Morocco (continued)**

<b>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 Morocco? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Education	57.3%
Economic growth	46.9%
Job creation/employment	36.5%
Rural/agricultural development	29.2%
Social protection	22.9%
Governance	19.8%
Equality of opportunity	16.7%
Law and justice	10.4%
Health	9.4%
Anti-corruption	7.3%
Domestic private sector development	7.3%
Public financial management	7.3%
Food security	7.3%
Gender	5.2%
Foreign direct investment	3.1%
Water and sanitation	2.1%
Regional/global integration	2.1%
Environmental sustainability	2.1%
Trade and exports	2.1%
Tourism	1.0%
Urban development	1.0%
Regulatory framework	1.0%
Transport	1.0%
Climate change	0.0%
Information and communications technology	0.0%
Energy	0.0%
Public sector reform	0.0%
Citizen participation/voice	0.0%
Government accountability	0.0%
Financial markets	0.0%



**A. General Issues facing Morocco (continued)**

<b>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 Morocco? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Education	37.5%
Domestic private sector development	37.5%
Foreign direct investment	32.3%
Rural/agricultural development	28.1%
Trade and exports	27.1%
Anti-corruption	24.0%
Governance	21.9%
Tourism	15.6%
Law and justice	14.6%
Public financial management	14.6%
Equality of opportunity	8.3%
Energy	6.3%
Public sector reform	6.3%
Regional/global integration	5.2%
Urban development	3.1%
Information and communications technology	3.1%
Regulatory framework	3.1%
Job creation/employment	3.1%
Social protection	2.1%
Environmental sustainability/natural resource management	2.1%
Government accountability	1.0%
Gender	1.0%
Financial markets	1.0%
Climate change	0.0%
Citizen participation/voice	0.0%
Water and sanitation	0.0%
Food security	0.0%
Transport	0.0%
Health	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Morocco, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	96	5.96	2.38

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Morocco, on a ten-point scale. (1-Not effective at all, 10-Very effective)	81	6.04	1.68

<b>Staff Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Morocco solve its most complicated development challenges, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	72	6.38	1.52

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

<b>4. When thinking about how the World Bank can have the most impact on development results in Morocco, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Morocco? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Education	59.4%
Poverty reduction	31.3%
Governance	28.1%
Economic growth	27.1%
Rural/agricultural development	22.9%
Law and justice	13.5%
Public sector reform	12.5%
Domestic private sector development	12.5%
Social protection	10.4%
Environmental sustainability/natural resource management	9.4%
Foreign direct investment	8.3%
Job creation/employment	8.3%
Anti-corruption	8.3%
Health	6.3%
Public financial management	5.2%
Regional/global integration	4.2%
Energy	4.2%
Food security	4.2%
Gender	3.1%
Water and sanitation	3.1%
Citizen participation/voice	3.1%
Urban development	3.1%
Equality of opportunity	2.1%
Climate change	2.1%
Trade and exports	2.1%
Regulatory framework	2.1%
Transport	1.0%
Financial markets	1.0%
Government accountability	1.0%
Tourism	0.0%
Information and communications technology	0.0%

<b>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 Morocco?</b>	<b>Percentage of Respondents (N=96)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	47.9%	9.4%	57.3%
Technical assistance	13.5%	19.8%	33.3%
Training/capacity building	11.5%	15.6%	27.1%
Policy advice	8.3%	14.6%	22.9%
Studies/analyses	5.2%	13.5%	18.8%
Mobilizing third party financial resources	5.2%	12.5%	17.7%
Donor coordination	5.2%	5.2%	10.4%
Linkage to non-Bank expertise	1.0%	4.2%	5.2%
Data	1.0%	3.1%	4.2%
Other	1.0%	1.0%	2.1%
Convening/facilitating	0.0%	1.0%	1.0%

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

<b>6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Morocco? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=93)</b>
Not enough public disclosure of its work	29.0%
Too bureaucratic in its operational policies and procedures	23.7%
Imposing technocratic solutions without regard to political realities	20.4%
Too influenced by developed countries	18.3%
Not collaborating enough with non-state actors	18.3%
Not exploring alternative policy options	16.1%
World Bank processes too slow and complex	16.1%
Not willing to honestly criticize policies and reform efforts in the country	10.8%
Not adequately sensitive to political/social realities in Morocco	8.6%
Not aligned with other donors' work	5.4%
Not aligned with country priorities	4.3%
Arrogant in its approach	3.2%
Not client focused	3.2%
Staff too inaccessible	2.2%
The credibility of its knowledge/data	1.1%
Other	1.1%

<b>7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Morocco? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=95)</b>
Investment lending	50.2%
Technical assistance	50.2%
Policy based lending/ budget support to the Government	49.9%
Capacity development	48.8%
Knowledge products/services	30.9%
Other	14.4%
Trust Fund management	10.3%
Don't know	10.3%

<b>8. Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Morocco? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Don't know	32.3%
Knowledge products/services	27.1%
Trust Fund management	24.0%
Policy based lending/ budget support to the Government	18.8%
Investment lending	16.7%
Technical assistance	14.6%
Capacity development	13.5%
Other	2.1%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. 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-To no degree at all, 10-To a very significant degree)	85	7.32	1.77

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

10. 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=94)
NGOs	50.0%
Private sector	46.8%
Beneficiaries	20.2%
Local Government	19.1%
Donor community	13.8%
Academia/think tanks/research institutes	13.8%
Parliament	13.8%
Community Based Organizations (CBOs)	4.3%
Media (e.g. newspapers, TV, radio, journalists)	4.3%
Youth groups	4.3%
Other	3.2%
Foundations	2.1%
Social media (Facebook, Twitter, YouTube)	2.1%
Faith based organizations	0.0%

To what extent do you agree with the following statements about the World Bank's work in Morocco, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
11. Overall the World Bank currently plays a relevant role in development in Morocco	86	5.95	1.83
12. The World Bank's work is aligned with what I consider the development priorities for this country	87	5.98	1.92
13. The World Bank supports programs and strategies that are realistic for Morocco	84	6.11	1.84
14. The World Bank treats clients and stakeholders in Morocco with respect	76	7.22	2.00

To what extent is the World Bank an effective development partner in Morocco, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
15. Responsiveness	72	6.18	1.86
16. Flexibility (in terms of the World Bank's products and services)	66	5.09	1.68
17. Flexibility (in terms of changing country circumstances)	67	5.49	1.82
18. Being inclusive	54	5.44	2.03
19. Openness (sharing data and other information)	76	6.50	2.16
20. Staff accessibility	65	6.03	2.21
21. Straightforwardness and honesty	70	7.06	1.85
22. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	64	5.97	2.02
23. Collaboration with the Government	71	7.79	1.37
24. Collaboration with other donors	50	6.70	2.01
25. Follow through over time	67	6.88	2.03

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

<b>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 TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
There is not an adequate level of citizen/civil society participation	34.4%
Reforms are not well thought out in light of country challenges	33.3%
The World Bank is not sensitive enough to political/social realities on the ground	28.1%
The Government works inefficiently	21.9%
Political pressures and obstacles	15.6%
The World Bank works too slowly	13.5%
Lack of/inadequate levels of capacity in Government	13.5%
Poor donor coordination	8.3%
The World Bank does not do adequate follow through/follow-up	6.3%
Other	5.2%

### 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 Morocco, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti-corruption	66	3.76	2.13
2. Information and communications technology	55	5.60	1.86
3. Transport	64	5.86	2.32
4. Tourism	47	5.06	2.09
5. Law and justice	55	4.60	2.40
6. Urban development	58	5.33	2.24
7. Environmental sustainability/natural resource management	62	5.85	1.96
8. Regulatory framework	59	5.75	1.96
9. Poverty reduction	78	5.96	2.09
10. Gender	51	5.88	1.63
11. Domestic private sector development	60	5.03	1.97
12. Foreign direct investment	55	5.93	1.86
13. Water and sanitation	66	6.53	1.85
14. Trade and exports	61	5.48	1.99
15. Economic growth	68	6.22	1.80
16. Energy	55	6.31	1.54
17. Public financial management	58	5.84	1.69
18. Job creation/employment	52	4.42	1.81
19. Financial markets	49	6.18	2.01
20. Equality of opportunity	58	4.72	2.20
21. Health	66	5.32	2.17
22. Rural/agricultural development	64	6.02	1.87
23. Governance	63	5.24	1.78
24. Food security	52	5.15	2.18
25. Education	68	5.12	2.28
26. Social protection	52	4.17	2.05
27. Climate change	50	4.80	2.07
28. Public sector reform	68	5.41	1.84
29. Regional/global integration	53	5.09	1.77
30. Citizen participation/voice	49	4.20	1.77
31. Government accountability	44	4.34	1.99

32. Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in MOROCCO. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=95)
Political will	51.6%
Properly trained staff	34.7%
Resources (financial, infrastructure, ICT, etc.)	30.5%
Regulation/laws	27.4%
Transparency in government information	23.2%
Limited role of CSOs	18.9%
Access to information	9.5%
Other	1.1%

**C. World Bank Effectiveness and Results (continued)**

<b>33. Please identify the two areas related to governance (i.e., government effectiveness/institution building) in MOROCCO where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Training	75.0%
Institutional reforms	59.4%
Coordination across administrations	38.5%
Infrastructure	19.8%
Information technology (computers, internet connectivity, etc.)	2.1%
Other	1.0%

<b>34. Please identify the two greatest obstacles to greater job creation/employment in MOROCCO. (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Skills mismatch	65.6%
Small domestic private sector	55.2%
Transparency in recruitment processes for public and private sector jobs	30.2%
Equity (i.e. opportunities afforded to all)	21.9%
Access to finance	19.8%
Access to employment information (i.e. vacancies, etc.)	3.1%
Other	0.0%

<b>35. Please identify the two areas related to employment/job creation in MOROCCO where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Domestic private sector development	67.7%
Skills/vocational training	56.3%
Better matching between employers and job seekers	26.0%
Labor market regulation reform	16.7%
Access to finance	16.7%
Assistance to unemployed low-skilled workers	14.6%
Other	0.0%

<b>36. Would you like to see more, less or just about the same level of World Bank involvement and support in areas related to employment/job creation in MOROCCO?</b>	<b>Percentage of Respondents (N=96)</b>
More	51.6%
Less	0.0%
Just about the same	34.7%
Don't know	30.5%

<b>Achieving Sustainable Results</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
37. To what extent does the World Bank's work help achieve sustainable development results in Morocco, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	80	6.01	1.70

**C. World Bank Effectiveness and Results (continued)**

<b>To what extent do you agree with the following statements about the World Bank in Morocco, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
38. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Morocco	83	6.24	1.86
39. The World Bank meets Morocco's needs for knowledge services (e.g., research analysis, data, technical assistance)	83	5.77	1.98

**D. The World Bank's Knowledge**

<b>1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	<b>Percentage of Respondents (N=96)</b>
Weekly	7.3%
Monthly	18.8%
A few times a year	57.3%
Rarely	14.6%
Never	2.1%



**D. The World Bank's Knowledge (continued)**

<b>2. When thinking about the development challenges in Morocco, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
Education	63.5%
Governance	30.2%
Poverty reduction	29.2%
Economic growth	28.1%
Public sector reform	15.6%
Domestic private sector development	14.6%
Job creation/employment	12.5%
Law and justice	11.5%
Anti-corruption	11.5%
Rural/agricultural development	9.4%
Foreign direct investment	8.3%
Health	8.3%
Social protection	7.3%
Citizen participation/voice	6.3%
Environmental sustainability/natural resource management	5.2%
Gender	4.2%
Energy	4.2%
Equality of opportunity	4.2%
Regional/global integration	4.2%
Urban development	3.1%
Water and sanitation	2.1%
Trade and exports	2.1%
Tourism	2.1%
Public financial management	2.1%
Regulatory framework	2.1%
Climate change	1.0%
Financial markets	1.0%
Government accountability	1.0%
Transport	1.0%
Information and communications technology	0.0%
Food security	0.0%

<b>How effective do you believe the World Bank's knowledge and research are at... in Morocco? (1-Not effective at all, 10-Very effective)</b>	<b>Level of Effectiveness</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. Raising your awareness of the particular topic	74	6.46	1.84
4. Stimulating public debate/dialogue	75	5.73	1.72
5. Enhancing your knowledge and/or skills	75	6.21	1.70
6. Contributing to good policy making	77	6.18	1.62
7. Providing support for program implementation	82	6.73	1.64

**D. The World Bank's Knowledge (continued)**

To what extent do you believe that the World Bank's knowledge and research... in Morocco? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	61	5.64	2.24
9. Include appropriate level of stakeholder involvement during preparation	66	5.73	2.02
10. Are relevant to Morocco's development priorities	71	6.25	1.65
11. Provide feasible recommendations	72	6.21	1.68
12. Are accessible (well written and easy to understand)	72	6.26	1.87
13. A source of relevant information on global good practices	74	6.97	1.82
14. Are adequately disseminated	63	6.16	1.97
15. Are appropriately translated	70	6.90	1.70
16. Are adaptable to Morocco's specific development challenges and country circumstances	70	5.99	1.80

Overall Evaluations	N	Mean	SD
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	76	5.89	1.72
18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	85	6.95	1.43
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)? (1-Not effective at all, 10-Very effective)	59	5.71	1.62

**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)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	63	5.52	1.86
2. The World Bank effectively monitors and evaluates the projects and programs it supports	80	6.49	1.80
3. The World Bank's approvals and reviews are done in a timely fashion	70	6.04	1.84
4. The World Bank's "Safeguard Policy" requirements are reasonable	52	6.12	1.72
5. The World Bank imposes reasonable conditions on its lending	74	6.08	2.14
6. Working with the World Bank increases Morocco's institutional capacity	83	6.71	1.54
7. The World Bank ensures consistency and continuity through staff changes	59	6.14	1.76
8. The World Bank's teams and visits are well coordinated	70	6.74	1.76
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	52	6.87	1.74
10. The World Bank provides effective implementation support (i.e., supervision of projects)	69	6.55	1.76

### F. The Future Role of the World Bank in Morocco

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Morocco's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	92	7.62	1.55

2. Which of the following SHOULD the World Bank do to make itself of greater value in Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=96)
Improve the quality of its experts as related to Morocco's specific challenges	34.4%
Financing more tied to government accountability and results	33.3%
Reduce the complexity of obtaining World Bank financing	26.0%
Improve the competitiveness of its financing compared to markets	21.9%
Offer more innovative financial products	20.8%
Provide more adequate data/knowledge/statistics/figures on Morocco's economy	12.5%
Ensure greater selectivity in its work	11.5%
Increase availability of Fee-Based services	11.5%
Offer more innovative knowledge services	9.4%
Focus primarily on advocacy issues	7.3%
Work faster	6.3%
Other	1.0%

### G. Communication and Information Sharing

1. Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in Morocco?	Percentage of Respondents (N=95)
Yes	34.7%
No	22.1%
Not sure	37.9%
Don't know	5.3%

2. Which of the following do you identify as the greatest obstacles in MOROCCO to a higher level of participation of civil society and citizens? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=95)
Capacity	45.3%
Organization	42.1%
Access to information	37.9%
Access to finance	30.5%
Adequate spaces for expression	24.2%
Ability to connect with other CSOs or citizens	14.7%
Other	0.0%

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

<b>3. Where do you get most of your information about economic and social development issues in Morocco? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=94)</b>
Internet	77.7%
Local newspapers	69.1%
Periodicals	14.9%
International newspapers	13.8%
Local television	7.4%
Other	5.3%
Social media (Facebook, Twitter, YouTube)	4.3%
International television	3.2%
Local radio	2.1%
International radio	0.0%
Blogs	0.0%
Mobile phones	0.0%
Instant messaging	0.0%

<b>4. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=94)</b>
e-Newsletters	43.6%
World Bank seminars/workshops/conferences	40.4%
World Bank publications and other written materials	29.8%
World Bank website	28.7%
Direct contact with World Bank (i.e., face to face meetings/discussions)	28.7%
Instant messaging	19.1%
Social media (Facebook, Twitter, YouTube)	2.1%
World Bank Public Information Center	1.1%
Mobile phones	0.0%
Blogs	0.0%
Other	0.0%

<b>5. 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?</b>	<b>Percentage of Respondents (N=93)</b>
Yes	17.2%
No	82.8%

<b>6. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=95)</b>
Yes	22.1%
No	77.9%

<b>7. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=21)</b>
Yes	81.0%
No	19.0%

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

8. Do you have access to the Internet?	Percentage of Respondents (N=95)
Yes	98.9%
No	1.1%

9. Do you use/have used the World Bank website?	Percentage of Respondents (N=95)
Yes	84.2%
No	15.8%

10. Which do you primarily use?	Percentage of Respondents (N=81)
The World Bank's country website	38.3%
The World Bank's main website	61.7%

11. Do you use/have you used the World Bank's Public Information Centers (PICs) in Morocco?	Percentage of Respondents (N=95)
Yes	15.8%
No	44.2%
I don't know what PIC is	40.0%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	61	5.57	2.36
11. I find the World Bank websites easy to navigate	70	6.81	1.90
12. I find the information on the World Bank's websites useful	71	7.17	1.55
13. When I need information from the World Bank I know how to find it	70	5.89	2.59
14. The World Bank is responsive to my information requests and inquiries	46	5.93	2.37

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=150)
Employee of a Ministry/Ministerial Department/Implementation Agency	26.0%
Office of Minister/State Minister, Undersecretary, Director General	16.0%
Media	8.7%
Independent Government Institution	8.0%
Academia/Research Institute/Think Tank	7.3%
PMU	6.0%
Financial Sector/Private Bank	6.0%
Private Foundation	4.7%
NGO	4.7%
Other	4.0%
Consultant/Contractor on Bank-Supported Project	3.3%
Bilateral Agency	2.0%
Private Sector Organization	2.0%
Local Government Office or Staff	0.7%
Community-Based Organization	0.7%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=149)</b>
Other	22.1%
Economic growth	12.8%
Education	10.1%
Rural development	6.7%
Public financial management	6.0%
Basic infrastructure	5.4%
Foreign direct investment	4.7%
Health	4.7%
Information and communications technology	4.7%
Agricultural development	3.4%
Environmental sustainability	2.7%
Financial markets	2.7%
Gender	2.0%
Poverty reduction	2.0%
Social protection	2.0%
Trade and exports	2.0%
Domestic private sector development	1.3%
Regional conflict and tensions	1.3%
Water and sanitation	1.3%
Disaster management	0.7%
Food security	0.7%
Governance	0.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=147)</b>
Yes	61.9%
No	38.1%

<b>4. Which of the following describes most of your exposure to the World Bank in Sudan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=145)</b>
Collaborate as part of my professional duties	60.0%
Use World Bank reports/data	39.3%
Engage in World Bank related/sponsored events/activities	34.5%
Use World Bank website for information, data, research, etc.	22.8%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	16.6%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=148)</b>
Central Sudan	82.4%
Western Sudan	13.5%
Northern Sudan	2.7%
Eastern Sudan	1.4%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Morocco

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
The right direction	100.0%	95.0%	80.0%	100.0%	60.0%	75.0%	80.0%	83.3%	80.0%
The wrong direction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Not sure	0.0%	5.0%	20.0%	0.0%	40.0%	25.0%	20.0%	0.0%	20.0%

When considering development priorities, which ONE development priority below is the most important in Morocco? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 <sup>st</sup> Most Important	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Percentage of Respondents									
Rural/agricultural development	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	60.0%
Education	66.7%	35.0%	80.0%	54.5%	53.3%	75.0%	20.0%	50.0%	40.0%
Social protection	0.0%	2.5%	0.0%	0.0%	13.3%	0.0%	20.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	17.5%	0.0%	18.2%	0.0%	25.0%	20.0%	16.7%	0.0%
Public sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Governance	0.0%	10.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	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%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	12.5%	20.0%	18.2%	0.0%	0.0%	40.0%	16.7%	0.0%
Law and justice	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Morocco (continued)**

When considering development priorities, which ONE development priority below is the most important in Morocco? Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>2<sup>nd</sup> Most Important</b>	<b>Office of a Minister</b>	<b>Employee of a Ministry/ Implementation Agency</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO/CBO</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research Institute</b>	<b>Other</b>
Rural/agricultural development	0.0%	5.0%	0.0%	0.0%	6.7%	0.0%	0.0%	16.7%	0.0%
Education	0.0%	20.0%	0.0%	9.1%	20.0%	25.0%	60.0%	33.3%	0.0%
Social protection	25.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Transport	0.0%	2.5%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	15.0%	20.0%	0.0%	6.7%	0.0%	20.0%	0.0%	0.0%
Public sector reform	0.0%	2.5%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%
Regional/global integration	0.0%	2.5%	0.0%	9.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	9.1%	6.7%	0.0%	20.0%	16.7%	20.0%
Foreign direct investment	25.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Anti-corruption	25.0%	7.5%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	7.5%	20.0%	9.1%	13.3%	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	0.0%	40.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	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%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	10.0%	0.0%	0.0%	13.3%	25.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Economic growth	0.0%	12.5%	0.0%	9.1%	6.7%	50.0%	0.0%	0.0%	0.0%
Law and justice	25.0%	5.0%	0.0%	18.2%	6.7%	0.0%	0.0%	0.0%	20.0%
Regulatory framework	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



**A. General Issues facing Morocco (continued)**

When considering development priorities, which ONE development priority below is the most important in Morocco? Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>3<sup>rd</sup> Most Important</b>	<b>Office of a Minister</b>	<b>Employee of a Ministry/ Implementation Agency</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO/CBO</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research Institute</b>	<b>Other</b>
Rural/agricultural development	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	2.6%	20.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	2.6%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	10.3%	40.0%	27.3%	13.3%	0.0%	0.0%	0.0%	20.0%
Public sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Regional/global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	40.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	40.0%	0.0%	20.0%
Domestic private sector development	0.0%	2.6%	0.0%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	10.3%	0.0%	0.0%	13.3%	25.0%	0.0%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	5.1%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	20.0%
Job creation/employment	33.3%	7.7%	20.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	2.6%	0.0%	9.1%	0.0%	0.0%	20.0%	16.7%	0.0%
Financial markets	0.0%	0.0%	0.0%	9.1%	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%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	33.3%	12.8%	20.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Economic growth	33.3%	12.8%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Law and justice	0.0%	12.8%	0.0%	9.1%	0.0%	50.0%	40.0%	16.7%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Morocco (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 Morocco? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Water and sanitation	0.0%	2.5%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	50.0%	12.5%	0.0%	0.0%	33.3%	25.0%	40.0%	16.7%	0.0%
Economic growth	50.0%	62.5%	40.0%	36.4%	20.0%	25.0%	20.0%	50.0%	60.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	2.5%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	9.1%	13.3%	25.0%	20.0%	0.0%	0.0%
Rural/agricultural development	0.0%	25.0%	60.0%	36.4%	20.0%	0.0%	60.0%	50.0%	20.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Education	0.0%	47.5%	100.0%	54.5%	66.7%	75.0%	60.0%	100.0%	60.0%
Regulatory framework	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	22.5%	0.0%	36.4%	20.0%	50.0%	0.0%	0.0%	60.0%
Law and justice	0.0%	12.5%	0.0%	9.1%	20.0%	25.0%	0.0%	0.0%	0.0%
Transport	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	25.0%	12.5%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Domestic private sector development	50.0%	7.5%	0.0%	9.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	40.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	50.0%	27.5%	0.0%	27.3%	13.3%	0.0%	20.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	10.0%	40.0%	0.0%	6.7%	0.0%	0.0%	16.7%	20.0%
Public financial management	0.0%	2.5%	0.0%	0.0%	13.3%	25.0%	20.0%	33.3%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	75.0%	37.5%	40.0%	45.5%	26.7%	25.0%	40.0%	16.7%	40.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	5.0%	0.0%	9.1%	20.0%	25.0%	0.0%	0.0%	0.0%

### A. General Issues facing Morocco (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 Morocco? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Energy	0.0%	5.0%	20.0%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	5.0%	20.0%	0.0%	13.3%	25.0%	40.0%	0.0%	0.0%
Social protection	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	25.0%	10.0%	20.0%	9.1%	26.7%	0.0%	0.0%	33.3%	40.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	75.0%	20.0%	0.0%	9.1%	26.7%	50.0%	60.0%	33.3%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural/agricultural development	25.0%	35.0%	80.0%	9.1%	13.3%	0.0%	20.0%	0.0%	60.0%
Foreign direct investment	75.0%	37.5%	0.0%	18.2%	13.3%	25.0%	40.0%	50.0%	40.0%
Urban development	0.0%	5.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	30.0%	40.0%	54.5%	33.3%	100.0%	40.0%	50.0%	40.0%
Information and communications technology	0.0%	5.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	9.1%	6.7%	0.0%	20.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Trade and exports	25.0%	30.0%	0.0%	45.5%	13.3%	0.0%	20.0%	16.7%	80.0%
Public sector reform	25.0%	2.5%	20.0%	9.1%	6.7%	25.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	7.5%	20.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	42.5%	40.0%	63.6%	26.7%	25.0%	20.0%	50.0%	20.0%
Job creation/employment	0.0%	2.5%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	25.0%	22.5%	40.0%	9.1%	33.3%	0.0%	20.0%	16.7%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	2.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	25.0%	17.5%	0.0%	9.1%	13.3%	0.0%	0.0%	33.3%	20.0%
Public financial management	0.0%	12.5%	0.0%	9.1%	33.3%	25.0%	20.0%	16.7%	0.0%
Financial markets	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

### B. Overall Attitudes toward the World Bank

#### Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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 Morocco?	4	6.50	2.38	40	6.08	2.40	5	8.20	1.10	11	5.09	2.70	15	5.60	2.44	4	4.75	2.50	5	7.40	1.95	6	6.00	1.79	5	4.80	2.59
Overall, please rate your impression of the World Bank's effectiveness in Morocco.	4	6.75	1.50	33	6.24	1.95	4	7.00	1.41	7	5.57	1.90	12	5.25	1.60	4	6.25	.50	5	6.40	1.52	6	5.67	1.21	5	5.60	.89
To what extent do you believe the World Bank's staff is well prepared to help Morocco solve its most complicated development challenges?	4	5.25	.96	33	6.58	1.48	4	7.00	.82	7	6.57	1.90	9	6.56	1.88	3	5.00	1.00	4	6.00	1.41	4	5.00	.82	3	7.33	1.53

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 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 Morocco, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Morocco?  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Rural/agricultural development	25.0%	27.5%	60.0%	0.0%	6.7%	0.0%	40.0%	16.7%	40.0%
Education	0.0%	52.5%	60.0%	63.6%	66.7%	75.0%	60.0%	83.3%	80.0%
Social protection	0.0%	12.5%	20.0%	0.0%	13.3%	0.0%	20.0%	0.0%	20.0%
Governance	25.0%	25.0%	40.0%	18.2%	40.0%	25.0%	60.0%	0.0%	20.0%
Transport	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	25.0%	35.0%	0.0%	36.4%	20.0%	25.0%	60.0%	33.3%	40.0%
Public sector reform	25.0%	10.0%	20.0%	18.2%	13.3%	25.0%	0.0%	16.7%	0.0%
Regional/global integration	0.0%	0.0%	20.0%	18.2%	0.0%	0.0%	0.0%	16.7%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	20.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	7.5%	20.0%	45.5%	13.3%	0.0%	0.0%	16.7%	0.0%
Foreign direct investment	25.0%	5.0%	0.0%	18.2%	6.7%	0.0%	0.0%	16.7%	20.0%
Water and sanitation	0.0%	5.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	7.5%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	25.0%	5.0%	20.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	7.5%	20.0%	9.1%	13.3%	0.0%	0.0%	0.0%	20.0%
Financial markets	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	2.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	20.0%
Environmental sustainability/natural resource management	25.0%	7.5%	0.0%	27.3%	13.3%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	2.5%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Health	0.0%	5.0%	0.0%	0.0%	13.3%	0.0%	0.0%	16.7%	20.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	5.0%	0.0%	9.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	2.5%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	75.0%	30.0%	20.0%	0.0%	13.3%	50.0%	40.0%	50.0%	20.0%
Law and justice	0.0%	20.0%	0.0%	9.1%	6.7%	25.0%	0.0%	33.3%	0.0%
Regulatory framework	25.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	25.0%	12.5%	0.0%	0.0%	6.7%	25.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Morocco?

Greatest Value	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Percentage of Respondents									
Financial resources	50.0%	42.5%	60.0%	54.5%	53.3%	50.0%	40.0%	66.7%	40.0%
Mobilizing third party financial resources	0.0%	5.0%	0.0%	18.2%	0.0%	0.0%	20.0%	0.0%	0.0%
Technical assistance	25.0%	25.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	20.0%
Policy advice	0.0%	2.5%	20.0%	18.2%	0.0%	25.0%	40.0%	0.0%	20.0%
Donor coordination	25.0%	5.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	15.0%	0.0%	9.1%	0.0%	25.0%	0.0%	33.3%	20.0%
Studies/analyses	0.0%	5.0%	20.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	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%	6.7%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%

**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 Morocco?

2 <sup>nd</sup> Greatest Value	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Percentage of Respondents									
Financial resources	0.0%	7.5%	0.0%	9.1%	0.0%	50.0%	40.0%	16.7%	0.0%
Mobilizing third party financial resources	0.0%	7.5%	0.0%	27.3%	13.3%	0.0%	0.0%	33.3%	40.0%
Technical assistance	25.0%	30.0%	20.0%	9.1%	6.7%	0.0%	20.0%	0.0%	40.0%
Policy advice	0.0%	17.5%	20.0%	9.1%	0.0%	25.0%	20.0%	33.3%	0.0%
Donor coordination	0.0%	5.0%	40.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	9.1%	6.7%	0.0%	0.0%	16.7%	0.0%
Training/capacity building	75.0%	15.0%	0.0%	9.1%	33.3%	0.0%	0.0%	0.0%	0.0%
Studies/analyses	0.0%	12.5%	20.0%	9.1%	26.7%	25.0%	0.0%	0.0%	20.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	5.0%	0.0%	9.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Imposing technocratic solutions without regard to political realities	25.0%	17.9%	20.0%	27.3%	21.4%	25.0%	20.0%	16.7%	20.0%
Not exploring alternative policy options	0.0%	10.3%	20.0%	18.2%	21.4%	25.0%	60.0%	0.0%	20.0%
Too bureaucratic in its operational policies and procedures	0.0%	30.8%	0.0%	18.2%	35.7%	0.0%	0.0%	33.3%	20.0%
Staff too inaccessible	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Arrogant in its approach	25.0%	2.6%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	5.1%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	20.0%	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%	12.8%	0.0%	0.0%	7.1%	25.0%	40.0%	16.7%	0.0%
Too influenced by developed countries	0.0%	23.1%	0.0%	18.2%	28.6%	25.0%	0.0%	16.7%	0.0%
Not enough public disclosure of its work	100.0%	28.2%	60.0%	18.2%	7.1%	25.0%	20.0%	33.3%	40.0%
World Bank processes too slow and complex	0.0%	28.2%	0.0%	9.1%	7.1%	0.0%	0.0%	16.7%	20.0%
Not aligned with country priorities	25.0%	2.6%	0.0%	9.1%	7.1%	0.0%	0.0%	0.0%	0.0%
Not aligned with other donors' work	25.0%	5.1%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	0.0%	20.0%	45.5%	28.6%	50.0%	20.0%	50.0%	20.0%
Not adequately sensitive to political/social realities in Morocco	0.0%	10.3%	0.0%	9.1%	7.1%	0.0%	20.0%	0.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Investment lending	25.0%	57.5%	0.0%	63.6%	46.7%	75.0%	40.0%	33.3%	80.0%
Capacity development	50.0%	35.0%	60.0%	18.2%	60.0%	0.0%	80.0%	33.3%	0.0%
Policy based lending/ budget support to the Government	50.0%	60.0%	40.0%	36.4%	20.0%	50.0%	20.0%	50.0%	20.0%
Knowledge products/services	0.0%	2.5%	0.0%	18.2%	20.0%	25.0%	20.0%	16.7%	20.0%
Technical assistance	50.0%	40.0%	60.0%	54.5%	46.7%	50.0%	20.0%	66.7%	80.0%
Trust Fund management	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Other	25.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Investment lending	50.0%	15.0%	20.0%	0.0%	26.7%	0.0%	20.0%	16.7%	20.0%
Capacity development	0.0%	15.0%	0.0%	18.2%	6.7%	25.0%	0.0%	16.7%	40.0%
Policy based lending/ budget support to the Government	0.0%	17.5%	0.0%	0.0%	26.7%	25.0%	40.0%	33.3%	40.0%
Knowledge products/services	25.0%	27.5%	40.0%	36.4%	20.0%	25.0%	0.0%	33.3%	40.0%
Technical assistance	25.0%	15.0%	0.0%	9.1%	20.0%	25.0%	0.0%	33.3%	0.0%
Trust Fund management	0.0%	25.0%	40.0%	9.1%	33.3%	25.0%	40.0%	33.3%	0.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Don't know	25.0%	30.0%	40.0%	45.5%	33.3%	25.0%	40.0%	0.0%	40.0%

**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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"?	3	5.00	1.73	39	7.33	1.74	4	8.00	.82	10	7.70	1.64	11	7.36	2.11	3	7.67	.58	4	8.25	1.26	6	7.33	2.50	4	6.50	1.29

(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)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
NGOs	66.7%	43.6%	20.0%	63.6%	80.0%	25.0%	40.0%	33.3%	60.0%
Local Government	0.0%	28.2%	0.0%	0.0%	33.3%	0.0%	20.0%	0.0%	20.0%
Beneficiaries	33.3%	28.2%	20.0%	9.1%	6.7%	25.0%	20.0%	16.7%	20.0%
Private sector	33.3%	38.5%	80.0%	90.9%	0.0%	75.0%	40.0%	66.7%	80.0%
Community Based Organizations (CBOs)	0.0%	2.6%	0.0%	0.0%	13.3%	0.0%	0.0%	16.7%	0.0%
Donor community	0.0%	10.3%	60.0%	18.2%	13.3%	0.0%	0.0%	16.7%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	33.3%	10.3%	0.0%	9.1%	20.0%	25.0%	20.0%	33.3%	0.0%
Parliament	33.3%	15.4%	0.0%	9.1%	13.3%	0.0%	20.0%	16.7%	20.0%
Media (e.g. newspapers, TV, radio, journalists)	0.0%	5.1%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%
Youth groups	0.0%	7.7%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%

**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 Morocco, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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 Morocco	4	4.25	2.22	35	6.03	1.71	5	7.60	.89	9	5.11	2.09	13	5.23	1.69	4	6.75	.96	5	7.20	1.92	5	6.00	1.58	5	6.40	2.19
The World Bank's work is aligned with what I consider the development priorities for Morocco	4	6.00	2.45	36	6.03	1.93	5	8.00	1.00	9	5.33	1.32	13	5.31	2.21	4	4.75	1.50	5	7.40	1.95	5	6.00	1.41	5	5.60	1.67
The World Bank supports programs and strategies that are realistic for Morocco	4	5.50	2.38	36	6.44	1.84	3	6.00	1.00	9	6.00	1.94	13	5.31	1.97	4	5.75	1.26	5	7.20	.84	4	5.25	2.22	5	6.20	2.17
The World Bank treats clients and stakeholders in Morocco with respect	4	6.00	3.16	34	7.82	1.71	3	5.67	1.53	9	6.67	2.45	12	6.67	1.97	4	6.00	2.45	4	8.50	1.00	2	7.00	.00	3	7.33	2.52

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

**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	3	5.00	1.00	35	6.51	1.96	5	7.00	1.58	7	6.14	1.77	8	5.63	1.69	4	5.50	1.29	3	7.33	1.53	3	4.00	1.00	3	4.67	1.53
Flexibility (in terms of the World Bank's products and services)	3	5.00	1.00	31	5.42	1.84	5	5.60	.89	6	5.33	1.63	9	3.56	1.81	3	5.00	1.00	3	5.67	.58	2	4.50	.71	3	4.67	1.53
Flexibility (in terms of changing country circumstances)	3	6.00	1.00	29	5.66	1.90	5	6.80	1.30	6	5.33	1.63	10	4.50	2.32	4	5.25	2.06	3	5.67	1.15	2	4.50	.71	4	5.50	1.73
Being inclusive*	3	5.00	1.00	21	6.19	1.86	5	6.40	1.14	6	6.17	2.64	11	3.55	1.81	3	4.67	.58	1	8.00	.	2	5.50	.71	2	4.00	1.41
Openness (sharing data and other information)	4	5.25	1.26	33	7.03	2.26	5	5.80	.45	7	7.86	1.21	12	5.17	2.21	4	5.50	3.11	3	7.33	2.08	4	6.00	1.83	3	6.33	2.31
Staff accessibility*	3	6.67	1.53	29	6.90	2.01	5	6.60	.89	7	7.43	1.62	10	3.60	1.84	3	3.67	2.52	3	6.00	1.00	3	4.00	1.00	2	5.00	.00
Straightforwardness and honesty	4	5.75	2.22	30	7.67	1.71	5	6.40	1.67	6	7.50	1.22	10	6.30	2.11	4	6.50	2.65	4	6.75	.50	3	6.33	2.52	3	7.33	2.52
Collaboration with groups outside of the Government	4	4.00	1.15	23	6.78	1.54	4	6.00	1.63	5	6.40	2.41	11	4.91	2.17	4	4.75	1.71	3	7.00	2.65	5	5.40	2.51	4	6.50	2.38
Collaboration with the Government	4	7.25	1.71	34	7.91	1.52	5	7.40	1.82	4	7.75	.50	11	7.27	1.10	3	7.67	.58	4	8.75	.96	2	8.00	1.41	3	8.33	1.53
Collaboration with other donors	4	4.75	1.26	21	7.29	2.03	5	5.80	1.79	3	6.67	1.53	8	5.87	2.47	2	6.50	.71	3	8.00	1.00	2	8.50	.71	2	6.50	2.12
Follow through over time*	2	3.00	1.41	32	7.59	1.68	5	5.40	1.14	5	8.20	1.30	9	5.33	1.66	2	7.00	1.41	5	7.80	1.64	4	5.50	3.11	2	6.50	2.12

\*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 TWO)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
The World Bank works too slowly	50.0%	15.0%	0.0%	9.1%	6.7%	0.0%	0.0%	0.0%	40.0%
The Government works inefficiently	25.0%	15.0%	40.0%	9.1%	40.0%	0.0%	40.0%	33.3%	0.0%
There is not an adequate level of citizen/civil society participation	25.0%	32.5%	40.0%	36.4%	60.0%	25.0%	20.0%	33.3%	0.0%
Poor donor coordination	25.0%	10.0%	20.0%	0.0%	0.0%	25.0%	0.0%	16.7%	0.0%
The World Bank does not do adequate follow through/follow-up	0.0%	2.5%	0.0%	18.2%	6.7%	25.0%	20.0%	0.0%	0.0%
Lack of/inadequate levels of capacity in Government	0.0%	17.5%	0.0%	18.2%	13.3%	0.0%	40.0%	0.0%	0.0%
Political pressures and obstacles	25.0%	7.5%	40.0%	18.2%	13.3%	50.0%	0.0%	16.7%	40.0%
Reforms are not well thought out in light of country challenges	25.0%	35.0%	0.0%	27.3%	40.0%	0.0%	60.0%	66.7%	20.0%
The World Bank is not sensitive enough to political/social realities on the ground	25.0%	37.5%	20.0%	18.2%	6.7%	50.0%	20.0%	16.7%	60.0%
Other	0.0%	7.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	20.0%



### 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 Morocco, on a ten point scale? (1-Not effective at all, 10-Very effective)

#### World Bank Effectiveness and Results

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	3	4.00	1.73	26	4.42	2.27	3	4.67	2.52	6	2.17	1.17	12	4.08	2.19	3	2.67	1.53	4	3.25	2.63	5	2.80	1.64	4	2.50	1.29
Information and communications technology	3	5.00	2.00	24	6.21	1.67	1	6.00		6	4.83	2.40	10	5.00	2.36	3	4.67	.58	2	5.00	1.41	3	5.67	1.53	2	5.00	1.41
Transport	2	5.50	3.54	26	6.62	1.63	4	6.25	3.10	9	5.44	2.88	9	4.33	2.29	3	3.33	2.52	3	4.67	2.08	3	7.33	1.53	4	6.50	2.89
Tourism	2	5.00	2.83	19	5.26	1.82	1	6.00		6	4.67	2.25	6	3.67	2.16	3	5.00	1.73	2	5.50	.71	3	6.67	2.08	4	4.75	3.77
Law and justice	2	4.50	2.12	22	4.91	2.33	1	4.00		6	4.17	2.40	9	4.22	2.49	3	4.00	2.65	3	7.33	3.06	5	3.60	2.41	3	3.00	1.73
Urban development	2	3.50	.71	24	5.63	1.86	3	7.00	1.00	7	4.14	2.97	8	4.50	2.62	3	5.00	1.73	2	7.00	1.41	4	4.75	2.99	4	6.50	2.65
Environmental sustainability/natural resource management	2	5.00	2.83	28	6.07	1.92	2	5.50	.71	9	6.11	1.76	10	5.00	2.31	3	6.33	.58	2	7.50	.71	4	5.00	3.16	1	6.00	
Regulatory framework	3	4.67	1.53	24	6.04	1.92	2	6.50	.71	9	6.11	2.20	7	4.57	1.90	3	6.33	1.53	4	6.25	2.99	3	4.67	2.08	3	5.00	1.73
Poverty reduction	2	5.50	3.54	33	6.09	2.32	5	6.20	1.10	9	5.89	1.83	12	5.58	2.15	3	3.67	1.53	4	8.00	1.15	5	5.80	1.92	4	5.50	1.00
Gender	3	5.00	2.00	23	6.17	1.50	2	5.50	.71	4	5.50	2.08	6	6.00	1.10	4	5.00	2.58	2	7.50	2.12	5	5.00	1.00	1	5.00	
Domestic private sector development*	2	4.00	1.41	21	5.52	1.99	3	5.00	1.00	9	4.33	2.00	7	5.00	.82	3	3.00	2.00	5	7.60	1.52	6	3.83	1.72	3	4.33	2.31
Foreign direct investment	2	4.50	2.12	19	6.00	1.63	2	7.00	.00	9	6.56	1.33	7	5.86	2.34	3	5.33	2.31	4	7.25	2.06	4	5.50	2.65	4	4.00	1.83
Water and sanitation	3	4.67	1.53	26	6.88	1.84	4	6.25	2.22	7	7.29	1.60	8	5.75	1.98	4	6.75	1.50	3	7.67	.58	6	5.17	2.14	4	6.75	1.26
Trade and exports	2	4.00	1.41	23	5.65	1.72	3	5.33	2.52	8	5.50	2.56	8	5.50	1.85	3	5.33	2.52	4	7.75	2.22	6	4.50	2.07	3	4.00	.00
Economic growth	2	4.00	1.41	27	6.48	1.89	4	6.75	.96	9	5.78	1.20	9	5.89	1.62	3	6.33	1.53	4	7.50	2.38	5	5.80	1.48	4	5.50	3.11
Energy	2	4.00	1.41	21	6.71	1.52	3	7.33	.58	8	6.13	1.25	7	5.57	2.23	3	6.00	2.00	2	7.00	.00	4	6.25	1.26	4	6.00	.82
Public financial management	3	5.33	2.52	21	6.24	1.73	3	7.33	1.15	9	5.56	1.88	6	5.33	1.21	3	6.00	1.00	3	6.00	1.73	6	5.50	2.07	4	4.75	1.26
Job creation/employment	2	4.00	1.41	21	4.76	1.64	2	5.00	1.41	8	3.50	2.27	7	4.71	2.50	3	4.00	2.00	2	5.50	.71	4	3.75	1.71	3	4.33	1.15
Financial markets	2	4.00	1.41	19	6.42	2.06	3	7.00	1.00	8	5.50	2.39	4	5.75	.96	2	7.00	.00	3	8.67	1.15	4	5.00	2.45	3	5.67	1.15
Equality of opportunity*	2	4.00	1.41	19	5.58	1.64	2	7.00	1.41	9	4.67	3.00	10	5.10	1.91	3	2.33	1.15	3	5.00	1.73	6	2.67	1.51	3	2.33	.58
Health*	3	5.33	2.52	26	6.38	1.77	3	7.00	.00	8	4.38	2.72	10	4.60	1.84	3	3.33	2.52	2	5.50	2.12	6	3.67	1.75	4	4.25	2.22
Rural/agricultural development*	2	4.00	1.41	27	6.85	1.59	4	7.00	.82	7	5.00	2.38	7	5.29	2.06	4	5.25	1.89	3	5.67	1.53	5	6.00	1.22	4	4.25	2.06
Governance	3	4.33	1.15	24	5.71	1.43	4	5.50	1.00	7	4.57	1.40	9	4.89	1.83	3	4.33	3.06	4	7.00	2.58	6	4.17	1.94	2	4.00	1.41
Food security	2	3.00	.00	23	5.70	2.16	2	4.50	3.54	5	5.80	1.79	7	3.86	2.48	3	3.67	2.08	2	6.00	2.83	4	5.75	1.50	3	4.33	2.08
Education*	2	4.00	1.41	27	5.81	2.17	5	6.80	1.30	9	4.33	2.78	9	5.00	2.35	3	2.33	1.53	3	6.00	2.65	6	4.00	1.10	3	3.00	1.00
Social protection	2	3.00	.00	20	4.15	1.87	3	5.00	1.00	5	3.40	2.51	7	5.00	2.16	3	3.00	2.65	3	7.00	2.65	5	3.40	1.52	3	2.67	.58
Climate change	2	3.00	.00	23	5.17	2.01	2	5.00	1.41	6	5.17	2.79	5	4.80	2.28	3	3.33	2.08	2	7.00	2.83	5	3.40	1.14	1	5.00	
Public sector reform	3	4.67	1.53	27	5.78	1.87	3	5.00	2.65	9	4.67	2.06	8	5.75	1.16	4	5.50	2.38	4	6.50	2.65	6	4.17	.98	3	5.00	1.00
Regional/global integration	2	3.50	.71	20	5.25	1.68	2	6.50	2.12	9	5.00	1.73	6	5.00	2.10	3	7.00	1.00	2	5.50	3.54	5	4.20	1.64	3	4.33	1.53
Citizen participation/voice	2	3.50	.71	18	4.56	1.92	2	4.00	1.41	8	3.63	2.20	7	4.86	1.21	4	4.75	2.06	2	4.50	2.12	5	3.00	1.22	1	3.00	
Government accountability	2	3.50	.71	17	4.82	2.40	3	6.33	.58	5	3.40	1.95	7	3.43	1.72	3	3.33	1.15	3	4.67	2.08	3	4.33	.58	1	5.00	

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results (continued)

Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in Morocco. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Resources (financial, infrastructure, ICT, etc.)	25.0%	43.6%	20.0%	27.3%	13.3%	0.0%	20.0%	16.7%	40.0%
Political will	50.0%	43.6%	40.0%	63.6%	66.7%	25.0%	80.0%	50.0%	40.0%
Properly trained staff	25.0%	33.3%	60.0%	27.3%	20.0%	75.0%	20.0%	66.7%	40.0%
Regulation/laws	75.0%	28.2%	40.0%	27.3%	13.3%	0.0%	40.0%	16.7%	40.0%
Access to information	0.0%	7.7%	20.0%	0.0%	20.0%	50.0%	0.0%	0.0%	0.0%
Transparency in government information	25.0%	15.4%	20.0%	18.2%	40.0%	50.0%	20.0%	33.3%	20.0%
Limited role of CSOs	0.0%	25.6%	0.0%	27.3%	26.7%	0.0%	0.0%	0.0%	20.0%
Other	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Please identify the two areas related to governance (i.e. government effectiveness/institution building) in Morocco where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Training	75.0%	65.0%	100.0%	100.0%	66.7%	100.0%	80.0%	66.7%	80.0%
Infrastructure	25.0%	22.5%	20.0%	18.2%	0.0%	0.0%	20.0%	16.7%	60.0%
Information technology (computers, internet connectivity)	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Institutional reforms	75.0%	55.0%	80.0%	45.5%	80.0%	50.0%	40.0%	66.7%	60.0%
Coordination across administrations	25.0%	47.5%	0.0%	18.2%	46.7%	50.0%	60.0%	50.0%	0.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Please identify the two greatest obstacles to greater job creation/employment in Morocco. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Small domestic private sector	50.0%	60.0%	20.0%	81.8%	33.3%	50.0%	40.0%	50.0%	80.0%
Skills mismatch	25.0%	65.0%	60.0%	81.8%	53.3%	100.0%	100.0%	33.3%	80.0%
Access to employment information (i.e. vacancies, etc.)	25.0%	2.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Transparency in recruitment processes for public and private sector jobs	50.0%	25.0%	40.0%	18.2%	60.0%	0.0%	20.0%	16.7%	40.0%
Equity (i.e. opportunities afforded to all)	25.0%	25.0%	20.0%	0.0%	33.3%	25.0%	0.0%	50.0%	0.0%
Access to finance	25.0%	15.0%	60.0%	9.1%	13.3%	25.0%	40.0%	50.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Please identify the two areas related to employment/job creation in Morocco where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Domestic private sector development	50.0%	72.5%	60.0%	90.9%	40.0%	25.0%	80.0%	83.3%	80.0%
Better matching between employers and job seekers	50.0%	25.0%	20.0%	18.2%	33.3%	50.0%	20.0%	16.7%	20.0%
Skills/vocational training	75.0%	57.5%	40.0%	27.3%	60.0%	100.0%	40.0%	50.0%	80.0%
Labor market regulation reform	25.0%	12.5%	20.0%	27.3%	20.0%	0.0%	20.0%	16.7%	20.0%
Access to finance	0.0%	12.5%	60.0%	18.2%	20.0%	25.0%	0.0%	33.3%	0.0%
Assistance to unemployed low-skilled workers	0.0%	15.0%	0.0%	18.2%	26.7%	0.0%	40.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### C. World Bank Effectiveness and Results (continued)

Would you like to see more, less or just about the same level of World Bank involvement and support in areas related to employment/job creation in Morocco?"

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
More	75.0%	92.5%	80.0%	100.0%	93.3%	100.0%	80.0%	100.0%	100.0%
Less	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Just about the same	25.0%	0.0%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
None at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	7.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%

#### World Bank Effectiveness and Results

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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 Morocco?	4	5.50	1.73	31	6.35	1.72	4	6.50	2.08	10	5.30	1.64	11	5.73	1.49	4	5.25	.50	5	7.20	1.64	5	5.00	1.87	5	6.20	2.17

(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 Morocco, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

#### World Bank Effectiveness and Results

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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 Morocco	4	6.50	2.08	33	6.30	1.81	5	6.60	1.52	10	7.00	1.25	12	5.42	2.02	3	6.00	1.00	5	7.60	1.52	6	5.17	2.86	4	5.50	2.08
The World Bank meets Morocco's needs for knowledge services	4	4.75	1.71	34	6.18	1.96	5	7.00	1.58	10	5.20	1.87	12	5.67	1.61	4	5.75	1.71	4	6.50	3.11	6	3.67	1.86	3	5.67	2.08

### D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Weekly	0.0%	7.5%	0.0%	9.1%	0.0%	50.0%	20.0%	0.0%	0.0%
Monthly	75.0%	12.5%	60.0%	9.1%	20.0%	0.0%	20.0%	16.7%	0.0%
A few times a year	25.0%	65.0%	40.0%	36.4%	66.7%	25.0%	60.0%	83.3%	60.0%
Rarely	0.0%	12.5%	0.0%	45.5%	13.3%	25.0%	0.0%	0.0%	20.0%
Never	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%

**D. The World Bank's Knowledge (continued)**

When thinking about the development challenges in Morocco, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Public sector reform	0.0%	12.5%	20.0%	18.2%	40.0%	25.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	13.3%	25.0%	20.0%	0.0%	0.0%
Education	50.0%	52.5%	80.0%	63.6%	53.3%	100.0%	60.0%	100.0%	100.0%
Domestic private sector development	0.0%	17.5%	0.0%	36.4%	6.7%	0.0%	0.0%	33.3%	0.0%
Foreign direct investment	50.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Water and sanitation	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Trade and exports	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Economic growth	25.0%	30.0%	40.0%	9.1%	26.7%	25.0%	20.0%	50.0%	20.0%
Energy	0.0%	7.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Citizen participation/voice	0.0%	10.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Governance	25.0%	32.5%	80.0%	36.4%	26.7%	0.0%	60.0%	0.0%	0.0%
Social protection	0.0%	5.0%	20.0%	0.0%	13.3%	0.0%	20.0%	0.0%	20.0%
Climate change	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	50.0%	30.0%	20.0%	18.2%	26.7%	0.0%	80.0%	16.7%	40.0%
Law and justice	0.0%	17.5%	0.0%	0.0%	13.3%	50.0%	0.0%	0.0%	0.0%
Anti-corruption	25.0%	12.5%	0.0%	9.1%	0.0%	25.0%	0.0%	33.3%	20.0%
Financial markets	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	5.0%	0.0%	0.0%	6.7%	25.0%	0.0%	0.0%	0.0%
Urban development	0.0%	2.5%	0.0%	9.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	0.0%	0.0%	18.2%	6.7%	0.0%	0.0%	0.0%	20.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	50.0%	12.5%	20.0%	0.0%	13.3%	0.0%	20.0%	16.7%	0.0%
Health	0.0%	12.5%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Rural/agricultural development	25.0%	10.0%	20.0%	9.1%	0.0%	0.0%	20.0%	16.7%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	2.5%	0.0%	27.3%	6.7%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%

How effective do you believe the World Bank's knowledge and research are at... in Morocco? (1-Not effective at all, 10-Very effective)

**The World Bank's Knowledge**

Which of the following best describes your current position?

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	4	5.00	2.16	33	6.73	1.61	4	6.00	2.16	7	5.57	2.30	12	6.92	1.38	3	5.00	2.65	4	7.25	1.71	3	5.67	2.52	3	7.00	2.65
Stimulating public debate/dialogue	4	5.00	1.41	32	6.09	1.59	4	4.75	.96	8	5.13	1.64	12	5.67	1.92	4	5.25	2.36	4	7.00	1.41	4	5.25	2.50	2	4.50	.71
Enhancing your knowledge and/or skills	4	5.25	.96	34	6.47	1.71	4	6.25	2.06	7	5.71	1.50	11	6.09	2.02	4	5.00	1.83	4	7.50	1.73	4	6.25	1.50	2	5.50	.71
Contributing to good policy making	4	5.50	1.29	36	6.72	1.45	4	6.25	1.89	7	6.14	1.46	12	5.25	2.01	4	5.00	1.41	4	6.50	1.00	3	5.67	2.52	2	5.50	.71
Providing support for program implementation	4	5.00	1.41	36	7.25	1.56	4	7.25	1.26	8	6.75	1.67	13	6.00	1.47	4	5.75	.50	4	7.50	1.29	5	5.80	1.79	3	7.00	3.00

**D. The World Bank's Knowledge (continued)**

To what extent do you believe that the World Bank's knowledge and research... in Morocco? (1-To no degree at all, 10-To a very significant degree)

**The World Bank's Knowledge**

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	3	5.67	2.08	29	5.90	2.24	2	6.50	2.12	8	5.88	1.73	9	4.56	2.96	3	4.33	1.15	3	6.00	2.00	1	4.00	.	2	7.00	4.24
Include appropriate level of stakeholder involvement during preparation*	3	4.00	1.00	34	6.21	1.93	3	6.33	2.08	6	6.00	2.37	9	3.78	1.39	3	4.00	2.00	4	7.25	.96	2	7.00	1.41	1	5.00	.
Are relevant to Morocco's development priorities	3	5.67	.58	34	6.44	1.71	3	7.33	1.15	7	6.57	1.51	10	5.00	1.76	3	5.33	1.53	5	7.40	.55	4	6.50	1.29	1	4.00	.
Provide feasible recommendations	3	6.00	1.00	35	6.46	1.56	3	5.67	1.53	8	6.00	2.14	10	5.40	1.90	3	5.00	.00	4	7.25	.96	2	6.00	2.83	3	7.00	2.65
Are accessible (well written and easy to understand)*	3	5.00	.00	35	6.66	1.70	3	7.67	.58	8	6.50	2.07	11	5.00	2.14	3	4.00	1.00	4	7.25	1.26	3	6.67	2.31	1	5.00	.
A source of relevant information on global good practices	3	6.00	1.00	33	7.21	1.69	3	6.67	1.15	9	7.78	1.30	11	6.45	2.21	3	5.33	2.08	4	7.75	.50	6	6.67	3.01	1	5.00	.
Are adequately disseminated	3	6.00	1.73	30	6.40	1.77	3	6.67	1.53	7	7.00	2.08	8	5.25	2.38	3	4.33	2.08	4	7.50	2.08	3	4.33	1.53	1	4.00	.
Are appropriately translated	3	5.33	.58	33	6.79	1.69	3	6.33	3.06	9	7.89	1.45	11	6.45	1.69	2	6.50	.71	3	8.00	1.00	3	7.67	1.15	2	7.50	3.54
Are adaptable to Morocco's specific development challenges and country circumstances	3	4.33	1.15	32	5.91	1.86	3	7.33	1.53	7	5.86	1.57	11	6.09	2.30	3	4.67	1.53	5	7.00	.71	3	7.00	1.00	2	5.00	1.41

\*Significantly different between stakeholder groups

**The World Bank's Knowledge**

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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 and research make to development results in your country?	3	6.67	1.53	28	6.18	1.61	3	6.00	1.00	11	5.55	2.11	15	5.27	1.44	3	4.67	1.53	4	7.25	1.71	3	5.33	1.53	5	6.20	2.59
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	4	6.50	.58	37	7.11	1.49	4	6.50	.58	10	7.20	1.03	13	6.54	1.66	4	6.00	2.00	4	8.25	.96	4	6.75	1.50	4	6.75	1.71
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	4	5.75	.96	23	6.04	1.52	3	4.67	1.53	9	5.44	2.13	8	5.50	1.07	4	5.75	1.89	4	6.50	2.38	2	4.50	.71	1	3.00	.

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

### 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)

#### Working with the World Bank

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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*	2	5.00	.00	33	5.45	1.95	4	6.50	1.29	6	7.33	.82	6	3.83	1.47	3	4.33	.58	4	6.50	1.29	1	7.00	.	4	4.75	2.06
The World Bank effectively monitors and evaluates the projects and programs it supports	4	5.25	2.36	37	6.92	1.44	4	6.25	.96	9	6.44	1.88	8	5.25	2.12	3	5.67	2.08	5	6.80	2.05	4	5.75	2.87	5	7.20	2.17
The World Bank's approvals and reviews are done in a timely fashion	3	5.67	1.15	34	6.00	1.98	3	7.33	1.15	8	6.38	2.07	10	5.80	1.87	4	4.75	1.50	3	7.00	1.73	1	8.00	.	3	5.67	1.53
The World Bank's "Safeguard Policy" requirements are reasonable	3	5.00	1.00	24	6.62	1.38	2	7.00	1.41	7	6.14	2.12	7	4.71	2.21	4	5.25	.96	1	9.00	.	2	6.00	.00	2	6.00	2.83
The World Bank imposes reasonable conditions on its lending	3	5.33	2.08	33	6.58	1.97	4	6.75	1.50	8	5.25	1.83	9	5.00	2.87	3	4.33	2.89	5	7.40	1.14	3	5.33	2.08	5	6.20	2.68
Working with the World Bank increases Morocco's institutional capacity	3	5.67	1.53	35	6.80	1.66	5	6.40	1.14	9	7.44	1.24	12	6.08	1.44	4	5.75	.96	5	7.80	1.64	5	7.00	1.41	4	6.25	1.71
The World Bank ensures consistency and continuity through staff changes	3	6.00	1.00	28	6.39	1.85	4	6.25	2.06	6	7.17	.75	9	4.78	1.86	2	5.00	.00	2	7.00	1.41	1	4.00	.	4	6.50	1.29
The World Bank's teams and visits are well coordinated*	3	6.33	1.53	34	7.00	1.63	5	4.80	1.92	8	7.75	1.04	7	5.86	2.54	2	5.00	1.41	4	8.00	.82	3	6.33	.58	3	6.33	1.53
Where country systems are adequate, the World Bank makes appropriate use of them	2	6.50	2.12	25	7.00	1.58	3	6.00	2.00	7	7.00	2.38	6	6.83	1.83	3	5.00	2.00	3	8.33	.58	1	8.00	.	2	6.50	.71
The World Bank provides effective implementation support*	2	4.50	2.12	33	6.97	1.57	4	5.75	2.06	7	6.86	1.95	7	5.57	1.27	2	4.00	1.41	4	8.00	.82	4	5.25	1.26	5	7.00	2.24

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Morocco

#### The Future Role of the World Bank in Morocco

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	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 Morocco's development in the near future?	3	6.67	3.21	39	7.74	1.58	4	7.00	2.45	11	7.45	1.51	14	7.43	1.45	4	7.50	1.00	5	8.60	.55	6	7.67	1.75	5	7.60	1.14

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

### F. The Future Role of the World Bank in Morocco (continued)

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

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Improve the quality of its experts as related to Morocco's specific challenges	50.0%	30.0%	20.0%	27.3%	40.0%	50.0%	40.0%	33.3%	40.0%
Reduce the complexity of obtaining World Bank financing	0.0%	40.0%	20.0%	18.2%	20.0%	25.0%	0.0%	0.0%	20.0%
Focus primarily on advocacy issues	0.0%	2.5%	20.0%	9.1%	13.3%	25.0%	20.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets	25.0%	25.0%	20.0%	27.3%	6.7%	0.0%	20.0%	50.0%	20.0%
Financing more tied to government accountability and results	25.0%	27.5%	0.0%	27.3%	60.0%	25.0%	60.0%	50.0%	20.0%
Ensure greater selectivity in its work	0.0%	10.0%	40.0%	27.3%	0.0%	0.0%	0.0%	0.0%	40.0%
Provide more adequate data/knowledge/statistics/figures on Morocco's economy	50.0%	7.5%	20.0%	0.0%	13.3%	25.0%	20.0%	33.3%	0.0%
Offer more innovative financial products	25.0%	25.0%	40.0%	36.4%	6.7%	0.0%	20.0%	16.7%	0.0%
Offer more innovative knowledge services	0.0%	10.0%	0.0%	9.1%	20.0%	0.0%	0.0%	16.7%	0.0%
Increase availability of Fee-Based services	0.0%	12.5%	0.0%	0.0%	13.3%	25.0%	20.0%	0.0%	40.0%
Work faster	0.0%	5.0%	0.0%	18.2%	6.7%	25.0%	0.0%	0.0%	0.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### G. Communication and Information Sharing

Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in Morocco?

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	50.0%	50.0%	0.0%	36.4%	6.7%	0.0%	60.0%	33.3%	20.0%
No	0.0%	7.5%	40.0%	18.2%	60.0%	50.0%	20.0%	33.3%	0.0%
Not sure	50.0%	40.0%	60.0%	36.4%	26.7%	50.0%	20.0%	16.7%	60.0%
Don't know	0.0%	2.5%	0.0%	9.1%	6.7%	0.0%	0.0%	16.7%	20.0%

Which of the following do you identify as the greatest obstacles in Morocco to a higher level of participation of civil society and citizens? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Capacity	100.0%	42.5%	60.0%	45.5%	26.7%	75.0%	60.0%	66.7%	0.0%
Organization	25.0%	50.0%	20.0%	36.4%	20.0%	75.0%	40.0%	33.3%	80.0%
Adequate spaces for expression	0.0%	22.5%	60.0%	36.4%	40.0%	25.0%	0.0%	0.0%	0.0%
Ability to connect with other CSOs or citizens	0.0%	15.0%	40.0%	18.2%	13.3%	0.0%	0.0%	16.7%	20.0%
Access to finance	50.0%	27.5%	20.0%	27.3%	40.0%	0.0%	60.0%	16.7%	40.0%
Access to information	25.0%	37.5%	0.0%	27.3%	53.3%	25.0%	40.0%	66.7%	40.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Local newspapers	75.0%	75.0%	60.0%	81.8%	57.1%	75.0%	20.0%	66.7%	80.0%
International newspapers	0.0%	10.0%	40.0%	9.1%	14.3%	25.0%	20.0%	33.3%	0.0%
Local radio	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	7.5%	0.0%	9.1%	7.1%	0.0%	20.0%	0.0%	20.0%
International television	0.0%	5.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Periodicals	25.0%	15.0%	0.0%	9.1%	14.3%	0.0%	20.0%	33.3%	20.0%
Internet	100.0%	77.5%	80.0%	81.8%	78.6%	75.0%	80.0%	66.7%	60.0%
Social media (Facebook, Twitter, YouTube)	0.0%	2.5%	0.0%	0.0%	14.3%	25.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	20.0%	9.1%	7.1%	0.0%	40.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
World Bank website	75.0%	32.5%	20.0%	10.0%	26.7%	25.0%	20.0%	33.3%	20.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	0.0%	30.0%	40.0%	40.0%	26.7%	25.0%	60.0%	0.0%	20.0%
e-Newsletters	0.0%	45.0%	80.0%	50.0%	40.0%	0.0%	20.0%	83.3%	40.0%
Instant messaging	50.0%	15.0%	40.0%	10.0%	20.0%	50.0%	0.0%	16.7%	20.0%
World Bank seminars/workshops/conferences	0.0%	47.5%	20.0%	40.0%	40.0%	50.0%	40.0%	16.7%	60.0%
World Bank Public Information Center	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
World Bank publications and other written materials	75.0%	27.5%	0.0%	50.0%	33.3%	25.0%	40.0%	16.7%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	0.0%	0.0%	6.7%	25.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	50.0%	12.5%	20.0%	18.2%	21.4%	25.0%	0.0%	33.3%	0.0%
No	50.0%	87.5%	80.0%	81.8%	78.6%	75.0%	100.0%	66.7%	100.0%

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	0.0%	12.5%	80.0%	18.2%	26.7%	50.0%	60.0%	16.7%	0.0%
No	100.0%	87.5%	20.0%	81.8%	73.3%	50.0%	40.0%	83.3%	100.0%

\*Significantly different between stakeholder groups



**G. Communication and Information Sharing (continued)****Were you able to obtain this information?\***

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	-	100.0%	75.0%	100.0%	100.0%	0.0%	66.7%	100.0%	-
No	-	0.0%	25.0%	0.0%	0.0%	100.0%	33.3%	0.0%	-

\*Significantly different between stakeholder groups

**Do you have access to the Internet?\***

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	100.0%	87.5%	80.0%	81.8%	80.0%	75.0%	80.0%	100.0%	60.0%
No	0.0%	12.5%	20.0%	18.2%	20.0%	25.0%	20.0%	0.0%	40.0%

**Which do you primarily use?\***

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
The World Bank's country website	100.0%	30.6%	33.3%	22.2%	61.5%	0.0%	75.0%	16.7%	33.3%
The World Bank's main website	0.0%	69.4%	66.7%	77.8%	38.5%	100.0%	25.0%	83.3%	66.7%

\*Significantly different between stakeholder groups

**Do you use/have you used the World Bank's Public Information Centers (PICs) in Morocco?**

Percentage of Respondents	Office of a Minister	Employee of a Ministry/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/ Research Institute	Other
Yes	50.0%	7.5%	20.0%	9.1%	20.0%	50.0%	40.0%	16.7%	0.0%
No	50.0%	52.5%	40.0%	36.4%	20.0%	25.0%	60.0%	50.0%	60.0%
I don't know what PIC is	0.0%	40.0%	40.0%	54.5%	60.0%	25.0%	0.0%	33.3%	40.0%

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

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

#### Communication and Information Sharing

	Which of the following best describes your current position?																										
	Office of a Minister			Employee of a Ministry/Implementation Agency			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	3	3.67	2.52	25	6.16	2.13	4	5.50	3.00	7	4.29	2.93	10	5.30	2.16	3	3.33	2.08	5	7.00	1.41	2	8.00	1.41	2	4.50	.71
I find the World Bank websites easy to navigate*	2	3.00	2.83	30	7.53	1.46	4	6.75	1.50	8	7.25	2.12	12	6.25	2.09	3	5.67	1.53	4	5.50	1.73	4	7.75	.96	3	5.00	1.00
I find the information on the World Bank's websites useful	1	3.00		31	7.26	1.63	4	7.00	1.41	9	7.56	1.42	12	7.42	1.38	3	7.67	.58	4	6.50	1.73	4	7.50	1.29	3	5.67	.58
When I need information from the World Bank I know how to find it	2	3.00	.00	29	6.55	2.37	4	4.75	2.36	10	6.80	2.44	10	4.80	2.70	3	6.67	2.08	5	5.60	2.88	4	4.50	3.70	3	5.00	3.00
The World Bank is responsive to my information requests and inquiries	2	3.50	.71	21	6.62	2.01	4	4.75	2.99	4	7.00	1.83	6	6.00	2.37	2	5.00	4.24	4	6.75	1.71	1	1.00		2	3.00	1.41

\*Significantly different between stakeholder groups

### H. Background Information

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/Research Institute	Other
Yes	75.0%	72.5%	100.0%	45.5%	53.3%	50.0%	100.0%	0.0%	40.0%
No	25.0%	27.5%	0.0%	54.5%	46.7%	50.0%	0.0%	100.0%	60.0%

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia/Research Institute	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.0%	15.0%	20.0%	36.4%	33.3%	50.0%	0.0%	33.3%	40.0%
Use World Bank reports/data	25.0%	52.5%	0.0%	27.3%	33.3%	50.0%	60.0%	50.0%	60.0%
Engage in World Bank related/sponsored events/activities	50.0%	30.0%	40.0%	27.3%	33.3%	0.0%	20.0%	50.0%	20.0%
Collaborate as part of my professional duties	75.0%	60.0%	80.0%	45.5%	20.0%	50.0%	80.0%	0.0%	20.0%
Use World Bank website for information, data, research, etc.	0.0%	17.5%	20.0%	27.3%	46.7%	0.0%	20.0%	33.3%	20.0%

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Morocco

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

Percentage of Respondents	Rabat	Other Areas
The right direction	89.1%	80.6%
The wrong direction	0.0%	3.2%
Not sure	10.9%	16.1%

When considering development priorities, which ONE development priority below is the most important in Morocco?

Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>1<sup>st</sup> Most Important</b>		
Percentage of Respondents	Rabat	Other Areas
Rural/agricultural development	7.9%	6.5%
Education	41.3%	54.8%
Social protection	4.8%	3.2%
Transport	0.0%	0.0%
Poverty reduction	11.1%	16.1%
Public sector reform	0.0%	0.0%
Regional/global integration	1.6%	0.0%
Gender	1.6%	0.0%
Domestic private sector development	1.6%	0.0%
Foreign direct investment	1.6%	0.0%
Water and sanitation	0.0%	0.0%
Anti-corruption	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%
Public financial management	0.0%	0.0%
Job creation/employment	3.2%	3.2%
Governance	7.9%	3.2%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%
Health	1.6%	0.0%
Energy	0.0%	3.2%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Government accountability	0.0%	3.2%
Trade and exports	0.0%	0.0%
Economic growth	14.3%	6.5%
Law and justice	1.6%	0.0%
Regulatory framework	0.0%	0.0%
Information and communications technology	0.0%	0.0%
Tourism	0.0%	0.0%
Equality of opportunity	0.0%	0.0%

### A. General Issues facing Morocco (continued)

When considering development priorities, which ONE development priority below is the most important in Morocco?  
Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>2<sup>nd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Rabat</b>	<b>Other Areas</b>
Rural/agricultural development	3.1%	6.5%
Education	20.3%	16.1%
Social protection	4.7%	3.2%
Transport	3.1%	0.0%
Poverty reduction	10.9%	6.5%
Public sector reform	1.6%	6.5%
Regional/global integration	1.6%	6.5%
Gender	0.0%	0.0%
Domestic private sector development	3.1%	9.7%
Foreign direct investment	3.1%	0.0%
Water and sanitation	1.6%	0.0%
Anti-corruption	6.3%	6.5%
Citizen participation/voice	0.0%	3.2%
Public financial management	1.6%	0.0%
Job creation/employment	7.8%	6.5%
Governance	3.1%	3.2%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability/natural resource management	1.6%	0.0%
Health	7.8%	6.5%
Energy	0.0%	0.0%
Food security	0.0%	3.2%
Climate change	0.0%	0.0%
Government accountability	0.0%	0.0%
Trade and exports	1.6%	0.0%
Economic growth	10.9%	6.5%
Law and justice	6.3%	9.7%
Regulatory framework	1.6%	0.0%
Information and communications technology	0.0%	0.0%
Tourism	0.0%	0.0%
Equality of opportunity	0.0%	0.0%

<b>3<sup>rd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Rabat</b>	<b>Other Areas</b>
Rural/agricultural development	3.2%	0.0%
Education	6.5%	0.0%
Social protection	4.8%	6.5%
Transport	1.6%	3.2%
Poverty reduction	12.9%	12.9%
Public sector reform	0.0%	3.2%
Regional/global integration	3.2%	3.2%
Gender	4.8%	3.2%
Domestic private sector development	1.6%	9.7%
Foreign direct investment	0.0%	3.2%
Water and sanitation	0.0%	0.0%
Anti-corruption	6.5%	9.7%
Citizen participation/voice	0.0%	0.0%
Public financial management	4.8%	3.2%
Job creation/employment	6.5%	9.7%
Governance	3.2%	6.5%
Financial markets	0.0%	3.2%
Urban development	0.0%	0.0%
Environmental sustainability/natural resource management	1.6%	3.2%
Health	12.9%	3.2%
Energy	1.6%	0.0%
Food security	1.6%	0.0%
Climate change	1.6%	0.0%
Government accountability	0.0%	0.0%
Trade and exports	1.6%	0.0%
Economic growth	9.7%	3.2%
Law and justice	12.9%	9.7%
Regulatory framework	0.0%	0.0%
Information and communications technology	0.0%	3.2%
Tourism	0.0%	0.0%
Equality of opportunity	0.0%	0.0%

### A. General Issues facing Morocco (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 Morocco? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Water and sanitation	3.1%	0.0%
Equality of opportunity	17.2%	16.1%
Economic growth	50.0%	38.7%
Climate change	0.0%	0.0%
Tourism	0.0%	3.2%
Regional/global integration	3.1%	0.0%
Gender	3.1%	9.7%
Rural/agricultural development	26.6%	32.3%
Urban development	0.0%	3.2%
Education	54.7%	64.5%
Regulatory framework	1.6%	0.0%
Social protection	18.8%	29.0%
Law and justice	10.9%	9.7%
Transport	1.6%	0.0%
Information and communications technology	0.0%	0.0%
Anti-corruption	10.9%	0.0%
Domestic private sector development	9.4%	3.2%
Foreign direct investment	4.7%	0.0%
Energy	0.0%	0.0%
Public sector reform	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%
Governance	23.4%	12.9%
Environmental sustainability/natural resource management	3.1%	0.0%
Health	10.9%	6.5%
Public financial management	4.7%	12.9%
Government accountability	0.0%	0.0%
Job creation/employment	35.9%	38.7%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	6.5%
Food security	4.7%	12.9%

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 Morocco? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Energy	4.7%	9.7%
Equality of opportunity	10.9%	3.2%
Social protection	3.1%	0.0%
Tourism	14.1%	19.4%
Climate change	0.0%	0.0%
Anti-corruption	26.6%	19.4%
Citizen participation/voice	0.0%	0.0%
Rural/agricultural development	34.4%	12.9%
Foreign direct investment	34.4%	25.8%
Urban development	3.1%	3.2%
Water and sanitation	0.0%	0.0%
Education	37.5%	38.7%
Information and communications technology	3.1%	3.2%
Regulatory framework	1.6%	6.5%
Government accountability	1.6%	0.0%
Trade and exports	25.0%	32.3%
Public sector reform	4.7%	9.7%
Regional/global integration	6.3%	3.2%
Domestic private sector development	32.8%	48.4%
Job creation/employment	1.6%	6.5%
Food security	0.0%	0.0%
Governance	21.9%	19.4%
Transport	0.0%	0.0%
Gender	1.6%	0.0%
Environmental sustainability/natural resource management	3.1%	0.0%
Health	0.0%	0.0%
Law and justice	15.6%	12.9%
Public financial management	10.9%	22.6%
Financial markets	0.0%	3.2%

## B. Overall Attitudes toward the World Bank

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Morocco?	64	6.17	2.39	31	5.52	2.39
Overall, please rate your impression of the World Bank's effectiveness in Morocco.	53	6.15	1.77	27	5.78	1.50
To what extent do you believe the World Bank's staff is well prepared to help Morocco solve its most complicated development challenges?	48	6.44	1.47	23	6.22	1.68

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

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

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Rural/agricultural development	28.1%	9.7%
Education	56.3%	64.5%
Social protection	12.5%	6.5%
Governance	29.7%	22.6%
Transport	1.6%	0.0%
Poverty reduction	31.3%	32.3%
Public sector reform	12.5%	12.9%
Regional/global integration	1.6%	9.7%
Gender	3.1%	3.2%
Tourism	0.0%	0.0%
Domestic private sector development	9.4%	19.4%
Foreign direct investment	7.8%	9.7%
Water and sanitation	4.7%	0.0%
Energy	4.7%	3.2%
Citizen participation/voice	3.1%	3.2%
Public financial management	6.3%	3.2%
Job creation/employment	4.7%	16.1%
Financial markets	1.6%	0.0%
Urban development	1.6%	6.5%
Environmental sustainability/natural resource management	7.8%	12.9%
Equality of opportunity	3.1%	0.0%
Health	6.3%	6.5%
Government accountability	0.0%	3.2%
Food security	3.1%	6.5%
Climate change	1.6%	3.2%
Trade and exports	1.6%	3.2%
Economic growth	29.7%	22.6%
Law and justice	14.1%	12.9%
Regulatory framework	3.1%	0.0%
Anti-corruption	9.4%	6.5%
Information and communications technology	0.0%	0.0%

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 Morocco?

Greatest Value		
Percentage of Respondents	Rabat	Other Areas
Financial resources	43.8%	58.1%
Mobilizing third party financial resources	4.7%	6.5%
Technical assistance	17.2%	6.5%
Policy advice	6.3%	12.9%
Donor coordination	4.7%	6.5%
Data	1.6%	0.0%
Training/capacity building	12.5%	9.7%
Studies/analyses	6.3%	0.0%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise	1.6%	0.0%
Other	1.6%	0.0%

## 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 Morocco?

<b>2<sup>nd</sup> Greatest Value</b>		
<b>Percentage of Respondents</b>	<b>Rabat</b>	<b>Other Areas</b>
Financial resources	9.4%	9.7%
Mobilizing third party financial resources	10.9%	16.1%
Technical assistance	23.4%	12.9%
Policy advice	14.1%	12.9%
Donor coordination	6.3%	3.2%
Data	0.0%	9.7%
Training/capacity building	15.6%	16.1%
Studies/analyses	12.5%	16.1%
Convening/facilitating	1.6%	0.0%
Linkage to non-Bank expertise	4.7%	3.2%
Other	1.6%	0.0%

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

<b>Percentage of Respondents (Responses Combined)</b>	<b>Rabat</b>	<b>Other Areas</b>
Imposing technocratic solutions without regard to political realities	22.6%	16.1%
Not exploring alternative policy options	16.1%	16.1%
Too bureaucratic in its operational policies and procedures	21.0%	29.0%
Staff too inaccessible	1.6%	3.2%
Arrogant in its approach	3.2%	3.2%
Not client focused	3.2%	3.2%
The credibility of its knowledge/data	1.6%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.3%	9.7%
Too influenced by developed countries	14.5%	25.8%
Not enough public disclosure of its work	37.1%	12.9%
World Bank processes too slow and complex	17.7%	12.9%
Not aligned with country priorities	4.8%	3.2%
Not aligned with other donors' work	8.1%	0.0%
Not collaborating enough with non-state actors	8.1%	38.7%
Not adequately sensitive to political/social realities in Morocco	8.1%	9.7%
Other	0.0%	3.2%

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

<b>Percentage of Respondents (Responses Combined)</b>	<b>Rabat</b>	<b>Other Areas</b>
Investment lending	46.9%	61.3%
Capacity development	40.6%	32.3%
Policy based lending/ budget support to the Government	48.4%	35.5%
Knowledge products/services	7.8%	16.1%
Technical assistance	46.9%	48.4%
Trust Fund management	0.0%	3.2%
Other	3.1%	0.0%
Don't know	1.6%	0.0%

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

<b>Percentage of Respondents (Responses Combined)</b>	<b>Rabat</b>	<b>Other Areas</b>
Investment lending	21.9%	6.5%
Capacity development	14.1%	12.9%
Policy based lending/ budget support to the Government	20.3%	16.1%
Knowledge products/services	25.0%	32.3%
Technical assistance	9.4%	25.8%
Trust Fund management	26.6%	19.4%
Other	1.6%	3.2%
Don't know	31.3%	32.3%

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

	Which best represents your geographic location?					
	Rabat			Other Areas		
	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"?	56	7.34	1.81	28	7.36	1.70

(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)	Rabat	Other Areas
NGOs	50.0%	51.6%
Local Government	21.0%	16.1%
Beneficiaries	25.8%	9.7%
Private sector	38.7%	61.3%
Community Based Organizations (CBOs)	3.2%	6.5%
Donor community	11.3%	16.1%
Foundations	0.0%	6.5%
Academia/think tanks/research institutes	14.5%	12.9%
Parliament	14.5%	12.9%
Media (e.g. newspapers, TV, radio, journalists)	4.8%	3.2%
Youth groups	4.8%	3.2%
Social media (Facebook, Twitter, YouTube)	3.2%	0.0%
Faith based organizations	0.0%	0.0%
Other	4.8%	0.0%

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

(1-Strongly disagree, 10-Strongly agree)

**Overall Attitudes toward the World Bank**

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Morocco*	57	6.23	1.83	28	5.36	1.73
The World Bank's work is aligned with what I consider the development priorities for Morocco*	59	6.24	1.96	27	5.33	1.71
The World Bank supports programs and strategies that are realistic for Morocco	56	6.27	1.90	27	5.74	1.70
The World Bank treats clients and stakeholders in Morocco with respect*	51	7.55	1.97	24	6.50	1.96

\*Significantly different between geographic locations

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

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

**Overall Attitudes toward the World Bank**

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness	50	6.32	1.87	21	5.71	1.76
Flexibility (in terms of the World Bank's products and services)	45	5.22	1.69	20	4.75	1.68
Flexibility (in terms of changing country circumstances)	45	5.64	1.93	21	5.14	1.59
Being inclusive	35	5.77	2.03	19	4.84	1.95
Openness (sharing data and other information)	51	6.63	2.34	24	6.17	1.76
Staff accessibility*	44	6.48	1.93	21	5.10	2.49
Straightforwardness and honesty	49	7.24	1.87	20	6.60	1.82
Collaboration with groups outside of the Government*	41	6.37	1.88	22	5.18	2.11
Collaboration with the Government	53	7.87	1.48	17	7.53	1.01
Collaboration with other donors	35	6.83	1.98	15	6.40	2.13
Follow through over time	47	7.15	1.99	19	6.16	2.03

\*Significantly different between geographic locations



## 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 TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
The World Bank works too slowly	15.6%	6.5%
The Government works inefficiently	21.9%	19.4%
There is not an adequate level of citizen/civil society participation	34.4%	35.5%
Poor donor coordination	12.5%	0.0%
The World Bank does not do adequate follow through/follow-up	1.6%	16.1%
Lack of/inadequate levels of capacity in Government	15.6%	9.7%
Political pressures and obstacles	14.1%	19.4%
Reforms are not well thought out in light of country challenges	31.3%	38.7%
The World Bank is not sensitive enough to political/social realities on the ground	29.7%	25.8%
Other	4.7%	6.5%

## 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 Morocco, on a ten point scale?

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

### World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption	41	4.12	2.24	25	3.16	1.82
Information and communications technology	32	5.69	2.01	22	5.36	1.62
Transport	40	6.12	2.36	23	5.35	2.25
Tourism	29	5.14	2.33	17	4.82	1.67
Law and justice	33	4.58	2.56	21	4.48	2.11
Urban development	38	5.63	2.21	19	4.63	2.24
Environmental sustainability/natural resource management	38	5.82	2.18	23	5.87	1.60
Regulatory framework	37	5.73	2.06	21	5.71	1.85
Poverty reduction	50	6.10	2.30	27	5.63	1.62
Gender	33	6.09	1.53	17	5.29	1.61
Domestic private sector development*	37	5.59	1.92	22	4.05	1.73
Foreign direct investment	32	6.09	2.01	22	5.68	1.70
Water and sanitation	43	6.67	2.01	22	6.18	1.50
Trade and exports	36	5.75	2.10	24	5.04	1.81
Economic growth	41	6.46	2.03	26	5.77	1.31
Energy	32	6.56	1.78	22	5.91	1.06
Public financial management	35	6.11	1.73	23	5.43	1.59
Job creation/employment	30	4.50	1.48	22	4.32	2.21
Financial markets	30	6.53	1.98	18	5.50	1.95
Equality of opportunity*	31	5.29	1.99	26	3.92	2.19
Health*	40	6.07	1.95	25	4.04	1.95
Rural/agricultural development*	40	6.50	1.81	23	5.13	1.71
Governance*	38	5.71	1.56	24	4.38	1.76
Food security	31	5.29	2.27	20	4.85	2.08
Education*	42	5.67	2.18	25	4.12	2.17
Social protection	32	4.41	2.06	19	3.68	2.00
Climate change	31	4.97	2.09	18	4.56	2.12
Public sector reform	42	5.62	1.91	25	5.00	1.68
Regional/global integration	30	5.07	1.86	22	5.18	1.71
Citizen participation/voice	27	4.26	1.68	22	4.14	1.91
Government accountability	28	4.61	2.17	16	3.88	1.59

\*Significantly different between geographic locations

### C. World Bank Effectiveness and Results (continued)

Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in Morocco. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Resources (financial, infrastructure, ICT, etc.)	34.9%	19.4%
Political will	47.6%	58.1%
Properly trained staff	36.5%	32.3%
Regulation/laws	25.4%	32.3%
Access to information	9.5%	9.7%
Transparency in government information	20.6%	29.0%
Limited role of CSOs	20.6%	16.1%
Other	1.6%	0.0%

Please identify the two areas related to governance (i.e. government effectiveness/institution building) in Morocco where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Training	76.6%	71.0%
Infrastructure	20.3%	16.1%
Information technology (computers, internet connectivity)	0.0%	6.5%
Institutional reforms	56.3%	67.7%
Coordination across administrations	40.6%	35.5%
Other	1.6%	0.0%

Please identify the two greatest obstacles to greater job creation/employment in Morocco. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Small domestic private sector	50.0%	64.5%
Skills mismatch	62.5%	71.0%
Access to employment information (i.e. vacancies, etc.)	4.7%	0.0%
Transparency in recruitment processes for public and private sector jobs	32.8%	25.8%
Equity (i.e. opportunities afforded to all)	23.4%	19.4%
Access to finance	21.9%	16.1%
Other	0.0%	0.0%

Please identify the two areas related to employment/job creation in Morocco where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Domestic private sector development	64.1%	74.2%
Better matching between employers and job seekers	25.0%	29.0%
Skills/vocational training	56.3%	54.8%
Labor market regulation reform	20.3%	9.7%
Access to finance	15.6%	19.4%
Assistance to unemployed low-skilled workers	15.6%	12.9%
Other	0.0%	0.0%

Would you like to see more, less or just about the same level of World Bank involvement and support in areas related to employment/job creation in Morocco?"

Percentage of Respondents	Rabat	Other Areas
More	90.6%	96.8%
Less	0.0%	0.0%
Just about the same	4.7%	0.0%
None at all	0.0%	0.0%
Don't know	4.7%	3.2%

#### World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Morocco?*	51	6.29	1.70	28	5.46	1.62

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

### C. World Bank Effectiveness and Results (continued)

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

#### World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Morocco	55	6.31	1.81	27	6.07	2.02
The World Bank meets Morocco's needs for knowledge services*	56	6.14	1.99	26	4.92	1.72

\*Significantly different between geographic locations

### D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Rabat	Other Areas
Weekly	6.3%	9.7%
Monthly	21.9%	9.7%
A few times a year	57.8%	58.1%
Rarely	10.9%	22.6%
Never	3.1%	0.0%

When thinking about the development challenges in Morocco, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Public sector reform	10.9%	25.8%
Gender	4.7%	3.2%
Education	59.4%	71.0%
Domestic private sector development	12.5%	19.4%
Foreign direct investment	9.4%	6.5%
Water and sanitation	3.1%	0.0%
Trade and exports	1.6%	3.2%
Economic growth	26.6%	29.0%
Energy	6.3%	0.0%
Citizen participation/voice	7.8%	3.2%
Tourism	3.1%	0.0%
Governance	32.8%	25.8%
Social protection	7.8%	6.5%
Climate change	0.0%	3.2%
Poverty reduction	31.3%	25.8%
Law and justice	15.6%	3.2%
Anti-corruption	10.9%	12.9%
Financial markets	0.0%	3.2%
Equality of opportunity	4.7%	3.2%
Urban development	1.6%	6.5%
Government accountability	1.6%	0.0%
Regional/global integration	1.6%	9.7%
Information and communications technology	0.0%	0.0%
Transport	1.6%	0.0%
Public financial management	1.6%	3.2%
Job creation/employment	14.1%	9.7%
Health	9.4%	3.2%
Rural/agricultural development	10.9%	6.5%
Food security	0.0%	0.0%
Environmental sustainability/natural resource management	3.1%	9.7%
Regulatory framework	1.6%	3.2%

### D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at... in Morocco? (1-Not effective at all, 10-Very effective)

#### The World Bank's Knowledge

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	53	6.68	1.73	20	5.80	2.02
Stimulating public debate/dialogue	51	5.78	1.51	23	5.52	2.11
Enhancing your knowledge and/or skills	53	6.36	1.72	21	5.81	1.66
Contributing to good policy making	55	6.35	1.57	21	5.71	1.74
Providing support for program implementation*	57	6.96	1.68	24	6.17	1.46

\*Significantly different between geographic locations

To what extent do you believe that the World Bank's knowledge and research... in Morocco? (1-To no degree at all, 10-To a very significant degree)

#### The World Bank's Knowledge

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
Are timely	40	5.73	2.36	20	5.45	2.06
Include appropriate level of stakeholder involvement during preparation	48	5.94	2.06	17	5.12	1.90
Are relevant to Morocco's development priorities	48	6.33	1.75	22	6.05	1.43
Provide feasible recommendations	50	6.36	1.68	21	5.81	1.69
Are accessible (well written and easy to understand)	49	6.43	1.85	22	5.86	1.93
A source of relevant information on global good practices	47	7.09	1.75	26	6.77	1.99
Are adequately disseminated*	43	6.56	1.80	19	5.21	2.10
Are appropriately translated	48	6.81	1.78	21	7.10	1.58
Are adaptable to Morocco's specific development challenges and country circumstances	47	6.11	1.86	22	5.68	1.70

\*Significantly different between stakeholder groups

#### The World Bank's Knowledge

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?*	46	6.26	1.63	29	5.28	1.73
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	57	7.07	1.39	27	6.67	1.52
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	38	5.84	1.57	20	5.40	1.73

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

\*Significantly different between stakeholder groups

### 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)

#### The World Bank's Knowledge

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	47	5.47	1.85	16	5.69	1.92
The World Bank effectively monitors and evaluates the projects and programs it supports*	55	6.82	1.68	24	5.71	1.90
The World Bank's approvals and reviews are done in a timely fashion	48	6.21	1.90	21	5.67	1.74
The World Bank's "Safeguard Policy" requirements are reasonable	36	6.25	1.76	16	5.81	1.64
The World Bank imposes reasonable conditions on its lending*	52	6.42	2.15	21	5.24	1.97
Working with the World Bank increases Morocco's institutional capacity	55	6.71	1.62	27	6.67	1.41
The World Bank ensures consistency and continuity through staff changes	43	6.16	1.82	16	6.06	1.61
The World Bank's teams and visits are well coordinated	48	6.81	1.76	21	6.52	1.81
Where country systems are adequate, the World Bank makes appropriate use of them	36	6.97	1.61	16	6.63	2.03
The World Bank provides effective implementation support	48	6.75	1.77	20	6.05	1.73

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Morocco

#### The Future Role of the World Bank in Morocco

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Morocco's development in the near future?	61	7.67	1.66	30	7.50	1.36

(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 Morocco? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Improve the quality of its experts as related to Morocco's specific challenges	28.1%	45.2%
Reduce the complexity of obtaining World Bank financing	29.7%	16.1%
Focus primarily on advocacy issues	7.8%	6.5%
Improve the competitiveness of its financing compared to markets	20.3%	25.8%
Financing more tied to government accountability and results	31.3%	38.7%
Ensure greater selectivity in its work	12.5%	9.7%
Provide more adequate data/knowledge/statistics/figures on Morocco's economy	9.4%	19.4%
Offer more innovative financial products	25.0%	12.9%
Offer more innovative knowledge services	10.9%	6.5%
Increase availability of Fee-Based services	12.5%	9.7%
Work faster	4.7%	9.7%
Other	1.6%	0.0%

### G. Communication and Information Sharing

Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in Morocco?

Percentage of Respondents	Rabat	Other Areas
Yes	42.2%	19.4%
No	14.1%	38.7%
Not sure	40.6%	32.3%
Don't know	3.1%	9.7%

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

Which of the following do you identify as the greatest obstacles in Morocco to a higher level of participation of civil society and citizens?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Capacity	43.8%	48.4%
Organization	42.2%	41.9%
Adequate spaces for expression	23.4%	25.8%
Ability to connect with other CSOs or citizens	12.5%	19.4%
Access to finance	34.4%	22.6%
Access to information	39.1%	35.5%
Other	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
Local newspapers	68.8%	70.0%
International newspapers	12.5%	16.7%
Local radio	3.1%	0.0%
International radio	0.0%	0.0%
Local television	6.3%	10.0%
International television	3.1%	3.3%
Periodicals	14.1%	16.7%
Internet	76.6%	80.0%
Social media (Facebook, Twitter, YouTube)	4.7%	3.3%
Blogs	0.0%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	0.0%	0.0%
Other	7.8%	0.0%

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

Percentage of Respondents (Responses Combined)	Rabat	Other Areas
World Bank website	31.3%	23.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	28.1%	30.0%
e-Newsletters	40.6%	50.0%
Instant messaging	18.8%	20.0%
World Bank seminars/workshops/conferences	40.6%	40.0%
World Bank Public Information Center	0.0%	3.3%
World Bank publications and other written materials	32.8%	23.3%
Mobile phones	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	6.7%
Blogs	0.0%	0.0%
Other	0.0%	0.0%

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	Rabat	Other Areas
Yes	17.7%	16.1%
No	82.3%	83.9%

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

Percentage of Respondents	Rabat	Other Areas
Yes	23.4%	19.4%
No	76.6%	80.6%

Were you able to obtain this information?

Percentage of Respondents	Rabat	Other Areas
Yes	86.7%	66.7%
No	13.3%	33.3%

Do you have access to the Internet?

Percentage of Respondents	Rabat	Other Areas
Yes	98.4%	100.0%
No	1.6%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Rabat	Other Areas
Yes	84.4%	83.9%
No	15.6%	16.1%

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

Which do you primarily use?

Percentage of Respondents	Rabat	Other Areas
The World Bank's country website	41.8%	30.8%
The World Bank's main website	58.2%	69.2%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Morocco?

Percentage of Respondents	Rabat	Other Areas
Yes	14.1%	19.4%
No	53.1%	25.8%
I don't know what PIC is	32.8%	54.8%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

#### Communication and Information Sharing

	Which best represents your geographic location?					
	Rabat			Other Areas		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy*	43	6.12	2.24	18	4.28	2.16
I find the World Bank websites easy to navigate	48	7.08	1.85	22	6.23	1.90
I find the information on the World Bank's websites useful	48	7.21	1.62	23	7.09	1.41
When I need information from the World Bank I know how to find it	45	6.18	2.50	25	5.36	2.71
The World Bank is responsive to my information requests and inquiries	32	6.25	2.33	14	5.21	2.39

\*Significantly different between geographic locations

### H. Background Information

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

Percentage of Respondents	Rabat	Other Areas
Yes	70.3%	45.2%
No	29.7%	54.8%

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

Percentage of Respondents	Rabat	Other Areas
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.9%	29.0%
Use World Bank reports/data	43.8%	41.9%
Engage in World Bank related/sponsored events/activities	28.1%	35.5%
Collaborate as part of my professional duties	59.4%	25.8%
Use World Bank website for information, data, research, etc.	18.8%	32.3%

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Sudan? (Choose no more than TWO)									
	No Mean	Yes Mean	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
Overall, please rate your impression of the World Bank's effectiveness in Morocco.	5.57	6.27	6.19	5.44	6.18	5.83	6.00	6.08	5.67	6.37	5.89	6.53
The World Bank's financial instruments meet the needs of Morocco	5.93	6.39	6.19	6.35	6.13	6.36	6.47	5.68	5.85	6.60	6.25	6.16
The World Bank meets Morocco's needs for knowledge services	5.14	6.09	5.79	5.65	5.70	5.83	5.92	5.35	5.18	6.28	5.78	5.68
Overall the World Bank currently plays a relevant role in development in Morocco	5.40	6.24	5.92	6.00	6.02	5.84	6.05	5.68	5.66	6.20	5.88	6.15
The World Bank's work is aligned with what I consider the development priorities for Morocco	5.34	6.26	5.97	5.89	6.15	5.72	5.95	5.96	5.76	6.13	5.83	6.35
Responsiveness	5.85	6.25	6.21	5.86	6.13	6.16	6.31	5.78	5.68	6.50	6.03	6.62
Openness (sharing data and other information)	5.83	6.77	6.52	6.33	6.60	6.33	6.57	6.31	5.79	7.05	6.51	6.36
Collaboration with groups outside of the Government	5.59	6.15	5.94	6.00	6.08	5.78	6.13	5.65	5.57	6.30	6.04	5.64
Collaboration with the Government	7.48	7.92	7.71	8.07	7.84	7.72	8.02	7.24	7.56	7.97	7.78	7.80
Collaboration with other donors	5.90	6.90	6.88	5.57	6.84	6.56	6.97	6.13	6.21	7.00	6.46	7.38
To what extent does the World Bank's work help to achieve development results in Morocco?	5.62	6.22	5.97	6.11	5.93	6.08	6.09	5.81	5.97	6.03	5.83	6.73
Are adaptable to Morocco's specific development challenges and country circumstances	5.85	6.02	5.97	6.00	6.28	5.64	5.77	6.41	6.00	5.95	5.74	6.80
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	5.69	6.00	5.91	5.78	6.07	5.63	5.77	6.13	5.82	5.95	5.70	6.42
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.00	6.91	6.83	7.32	7.20	6.64	6.93	6.96	6.78	7.09	6.89	7.10
Where country systems are adequate, the World Bank makes appropriate use of them	6.63	6.97	6.88	6.80	7.11	6.60	6.77	7.15	6.83	6.90	6.63	7.50

Yellow highlight indicates significant difference between Yes and No mean.



## Appendix E: Morocco FY 2012 Questionnaire



### **World Bank Country Survey FY12 – MOROCCO**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in MOROCCO 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 MOROCCO, 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 MOROCCO. The World Bank commissioned an independent firm to oversee the logistics of this effort in MOROCCO. 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 MOROCCO**

<b>A1. In general would you say that MOROCCO is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

**A2. When considering development priorities, which ONE development priority below is the most important in MOROCCO? Which ONE is the second most important priority? Which ONE is the third most important priority?**

<b>Choose only ONE for each column</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
1	Rural/Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional/Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development (i.e. access to finance, access to land)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Citizen participation/Voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., building strong institutions/government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability/Natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Government accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in MOROCCO? (Choose no more than THREE)</b>	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Tourism
6	Regional/Global integration
7	Gender
8	Rural/Agricultural development
9	Urban development
10	Education
11	Regulatory framework
12	Social protection (e.g., pensions, targeted social assistance)
13	Law and justice (e.g., judicial system)
14	Transport (e.g., roads, bridges, transportation)
15	Information and communications technology
16	Anti corruption
17	Domestic private sector development (i.e. access to finance, access to land)
18	Foreign direct investment
19	Energy
20	Public sector reform
21	Citizen participation/Voice
22	Governance (i.e., building strong institutions/government effectiveness)
23	Environmental sustainability/Natural resource management
24	Health
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Government accountability
27	Job creation/employment
28	Financial markets
29	Trade and exports
30	Food security

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>	
<b>Which THREE areas below do you believe would contribute most to generating economic growth in MOROCCO? (Choose no more than THREE)</b>	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Tourism
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Citizen participation/Voice
8	Rural/Agricultural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Regulatory framework
15	Government accountability
16	Trade and exports
17	Public sector reform
18	Regional/Global integration
19	Domestic private sector development (i.e. access to finance, access to land)
20	Job creation/employment
21	Food security
22	Governance (i.e., building strong institutions/government effectiveness)
23	Transport (e.g., roads, bridges, transportation)
24	Gender
25	Environmental sustainability/Natural resource management
26	Health
27	Law and justice (e.g., judicial system)
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Financial markets

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

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

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

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

**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**

**B4. When thinking about how the World Bank can have the most impact on development results in MOROCCO, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in MOROCCO? (Choose no more than THREE)**

1	Rural/Agricultural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., building strong institutions/government effectiveness)
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Regional/Global integration
9	Gender
10	Tourism
11	Domestic private sector development (i.e. access to finance, access to land)
12	Foreign direct investment
13	Water and sanitation
14	Energy
15	Citizen participation/Voice
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Job creation/employment
18	Financial markets
19	Urban development
20	Environmental sustainability/Natural resource management
21	Equality of opportunity (i.e., equity)
22	Health
23	Government accountability
24	Food security
25	Climate change (e.g., mitigation, adaptation)
26	Trade and exports
27	Economic growth
28	Law and justice (e.g., judicial system)
29	Regulatory framework
30	Anti corruption
31	Information and communications technology

**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 MOROCCO?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	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 MOROCCO? (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 MOROCCO
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 MOROCCO? (Choose no more than TWO)**

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

**B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in MOROCCO? (Choose no more than TWO)**

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

**B9. 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



## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

**B10. 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 (e.g. newspapers, TV, radio, journalists)
11	Youth groups
12	Social media (Facebook, Twitter, Youtube)
13	Faith based organizations
14	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
<b>B11</b>	Overall the World Bank currently plays a relevant role in development in MOROCCO	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B12</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B13</b>	The World Bank supports programs and strategies that are realistic for MOROCCO	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank treats clients and stakeholders in MOROCCO with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**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

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

<b>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 TWO)</b>	
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): _____

## 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 MOROCCO, on a ten point scale?													
		Not effective at all										Very effective	Don't know
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	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Law and justice (e.g., judicial system)	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/Natural resource management	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	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Domestic private sector development (i.e. access to finance, access to land)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Rural/Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Governance (i.e., building strong institutions/government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Regional/Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Citizen participation/Voice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Government accountability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

**C32. Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in MOROCCO. (Choose no more than TWO)**

1	Resources (financial, infrastructure, ICT, etc.)
2	Political will
3	Properly trained staff
4	Regulation/laws
5	Access to information
6	Transparency in government information
7	Limited role of CSOs
8	Other (please specify): _____

**C33. Please identify the two areas related to governance (i.e. government effectiveness/institution building) in MOROCCO where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)**

1	Training
2	Infrastructure
3	Information technology (computers, internet connectivity, etc.)
4	Institutional reforms
5	Coordination across administrations
6	Other (please specify): _____

**C34. Please identify the two greatest obstacles to greater job creation/employment in MOROCCO. (Choose no more than TWO)**

1	Small domestic private sector
2	Skills mismatch
3	Access to employment information (i.e. vacancies, etc.)
4	Transparency in recruitment processes for public and private sector jobs
5	Equity (i.e. opportunities afforded to all)
6	Access to finance
7	Other (please specify): _____

## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

**C35. Please identify the two areas related to employment/job creation in MOROCCO where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)**

1	Domestic private sector development
2	Better matching between employers and job seekers
3	Skills/vocational training
4	Labor market regulation reform
5	Access to finance
6	Assistance to unemployed low-skilled workers
7	Other (please specify): _____

**C36. Would you like to see more, less or just about the same level of World Bank involvement and support in areas related to employment/job creation in MOROCCO?**

1	More
2	Less
3	Just about the same
4	None at all
5	Don't know

**C37. To what extent does the World Bank's work help to achieve development results in MOROCCO, 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 MOROCCO, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
<b>C38</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of MOROCCO	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C39</b>	The World Bank meets MOROCCO'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"/>	

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

<b>D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**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 D: THE WORLD BANK'S KNOWLEDGE

**D2. When thinking about the development challenges in MOROCCO, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)**

1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development (i.e. access to finance, access to land)
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Citizen participation/Voice
11	Tourism
12	Governance (i.e., building strong institutions/government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Government accountability
22	Regional/Global integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Job creation/employment
27	Health
28	Rural/Agricultural development
29	Food security
30	Environmental sustainability/Natural resource management
31	Regulatory framework

## SECTION D: THE WORLD BANK'S KNOWLEDGE

How effective do you believe the World Bank's knowledge and research are at ... in MOROCCO?													
		Not effective at all										Very effective	Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10		
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10		
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		

To what extent do you believe that the World Bank's knowledge and research ... in MOROCCO?													
		To no degree at all										To a very significant degree	Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10		
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		
D10	Are relevant to MOROCCO's development priorities	1	2	3	4	5	6	7	8	9	10		
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10		
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10		
D16	Are adaptable to MOROCCO's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?													
1	2	3	4	5	6	7	8	9	10				
Not significant at all									Very significant	Don't know			



**SECTION D: THE WORLD BANK'S KNOWLEDGE**

**D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, 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

**D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?**

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

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## SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN MOROCCO

**F1. How significant a role do you believe the World Bank SHOULD play in MOROCCO'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 MOROCCO? (Choose no more than TWO)**

1	Improve the quality of its experts as related to MOROCCO'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	Financing more tied to government accountability and results
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on MOROCCO's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Others (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

**G1. Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in MOROCCO?**

1	Yes
2	No
3	Not sure
4	Don't know

**G2. Which of the following do you identify as the greatest obstacles in MOROCCO to a higher level of participation of civil society and citizens? (Choose no more than TWO)**

1	Capacity
2	Organization
3	Adequate spaces for expression
4	Ability to connect with other CSOs or citizens
5	Access to finance
6	Access to information
7	Other (please specify): _____

**G3. How do you get most of your information about economic and social development issues in MOROCCO? (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): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G4. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
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 Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

<b>G5</b>	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?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G7; if NO please go to G8)	<b>Yes</b>	<b>No</b>
<b>G7</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G9</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G10. Which do you primarily use?</b>	
1	The World Bank's country website ( <a href="http://www.worldbank.org/morocco">www.worldbank.org/morocco</a> , <a href="http://www.albankaldawli.org/ma">www.albankaldawli.org/ma</a> , <a href="http://www.banquemondiale.org/ma">www.banquemondiale.org/ma</a> )
2	The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

<b>G11. Do you use/have you used the World Bank's Public Information Centers (PICs) in MOROCCO?</b>	
1	Yes
2	No
3	I don't know what PIC is

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		
<b>G12</b>	I use more data from the World Bank as a result of the organization's Open Data policy												<input type="checkbox"/>
<b>G13</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
<b>G14</b>	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"/>
<b>G15</b>	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"/>
<b>G16</b>	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): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Tourism
2	Anti corruption
3	Citizen participation/Voice
4	Climate change (e.g., mitigation, adaptation)
5	Government accountability
6	Domestic private sector development (i.e. access to finance, access to land)
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability/Natural resource management
11	Equality of opportunity (i.e., equity)
12	Financial markets
13	Food security
14	Foreign direct investment
15	Gender
16	Governance (i.e., building strong institutions/government effectiveness)
17	Health
18	Information and communications technology
19	Job creation/employment
20	Law and justice (e.g., judicial system)
21	Poverty reduction
22	Public financial management (e.g., public expenditure, fiscal system reform)
23	Public sector reform
24	Regional/Global integration
25	Regulatory framework
26	Rural/Agricultural development
27	Social protection (e.g., pensions, targeted social assistance)
28	Trade and exports
29	Transport (e.g., roads, bridges, transportation)
30	Urban development
31	Water and sanitation
32	Other (please specify): _____



**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in MOROCCO? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Rabat
2	Coastal cities
3	Rural/mountainous areas
4	Other urban centers
5	Other: _____

**Thank you for completing the survey!**