

# **OECS**

**(Grenada, Dominica,  
Saint Vincent & the Grenadines,  
Antigua & Barbuda)**

## **The World Bank Group Country Survey FY 2014**

**Report of Findings  
December 2013**



Country **Opinion** Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The OECS Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the OECS country team and the local fielding agency Market Research Services Limited (Jamaica). In particular, PORG is grateful to Alessandro Legrottaglie (Senior Country Officer) and Mauro Lopes Mendes De Azeredo (Senior Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in four OECS states (Grenada, Dominica, Saint Vincent & the Grenadines, Antigua & Barbuda) perceive the Bank;
- Obtain systematic feedback from stakeholders in these countries regarding:
  - Their views regarding the general environment in XXXX<sup>1</sup>;
  - Their overall attitudes toward the World Bank Group in XXXX;
  - Overall impressions of the World Bank Group's effectiveness and results, knowledge work, and communication and information sharing in XXXX;
  - Perceptions of the recent trends and the World Bank Group's future role in XXXX.
- Use data to help inform XXXX's country strategy.

## II. Methodology

From October to November 2013, 151 stakeholders of the World Bank Group in four OECS countries were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. In each country, participants were drawn from the office of the President, Prime Minister/Minister, office of a parliamentarian, ministries, ministerial departments, or implementation agencies; consultants/ contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; faith-based groups, the judiciary branch; and other organizations. A total of 119<sup>2</sup> stakeholders participated in the survey (79% response rate).

Respondents received questionnaires via email and completed them online. Respondents were asked about: general issues facing XXXX; their overall attitudes toward the Bank; the World Bank Group's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank Group; the current trends and the Bank's future role in XXXX; and the Bank's communication and information sharing in XXXX.

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

A. General Issues Facing XXXX: Respondents were asked to indicate whether XXXX is headed in the right direction, what they thought were the top three development priorities in XXXX, and which areas would contribute most to reducing poverty and generating economic growth. They were also asked to indicate what best illustrate how "shared prosperity" could be achieved in XXXX.

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<sup>1</sup> XXXX refers to one of the four countries (Grenada, Dominica, Saint Vincent & the Grenadines, Antigua & Barbuda) in which respondents were located when responding to the questionnaire.

<sup>2</sup> Among the 119 respondents, 27 are based in Grenada, 30 in Saint Vincent & the Grenadines, 31 in Antigua & Barbuda, and 31 in Dominica.

## II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the World Bank, Caribbean Development Bank, European Caribbean Development Bank, Organization of Eastern Caribbean States (OECS), International Monetary Fund, and Inter-American Development Bank, and their perceived effectiveness of these organizations in XXXX. They were asked to rate the Bank staff's preparedness to help XXXX solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the Bank's greatest values, greatest weaknesses, the most effective instruments in helping reduce poverty in XXXX, in which sectoral areas the Bank should focus most resources, to what reasons respondents attributed failed or slow reform efforts. Respondents were invited to provide their views on the Bank's capacity building support to XXXX, whether the Bank's current level of local presence is appropriate, and to what extent the combination of financial, knowledge, and convening services that the Bank provides in XXXX meets the national development needs of XXXX.
- C. World Bank Group Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets XXXX's needs for knowledge services and financial instruments, and the perceived importance and the Bank's level of effectiveness across thirty-one development areas, such as job creation/employment, education, economic growth, and agricultural development. They were also asked to indicate where they think the World Bank Group's decisions that support the program in XXXX are made primarily, and the extent to which the Bank's internal evaluation mechanism holds the institution accountable.
- D. The World Bank Group's Knowledge: Respondents were asked to indicate how frequently they consult the Bank's knowledge work and activities and to rate quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality. Respondents were also asked whether they read/consulted the most recent LAC Flagship Report and whether it raised substantive new information and insight and provided useful information in their work.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank Group's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing XXXX's institutional capacity, and providing effective implementation support. They were asked to rate the extent to which several aspects of the Bank's delivery work contribute to solving XXXX's development challenges. They were asked to indicate whether the Bank's approach to risk is appropriate.
- F. Recent Trends and The Future Role of the World Bank Group in XXXX: Respondents were asked to indicate to what extent they believe the World Bank Group has moved in the right direction in terms of the focus of its work in XXXX and how significant a role international development cooperation should play in XXXX's development in the near future at the federal, state, and/or municipal level. Respondents were asked to indicate what the Bank should do to make itself of greater value. Respondents were asked to indicate what services the Bank should offer more and what development areas XXXX would benefit the most from the Bank or other donors playing a leading role.

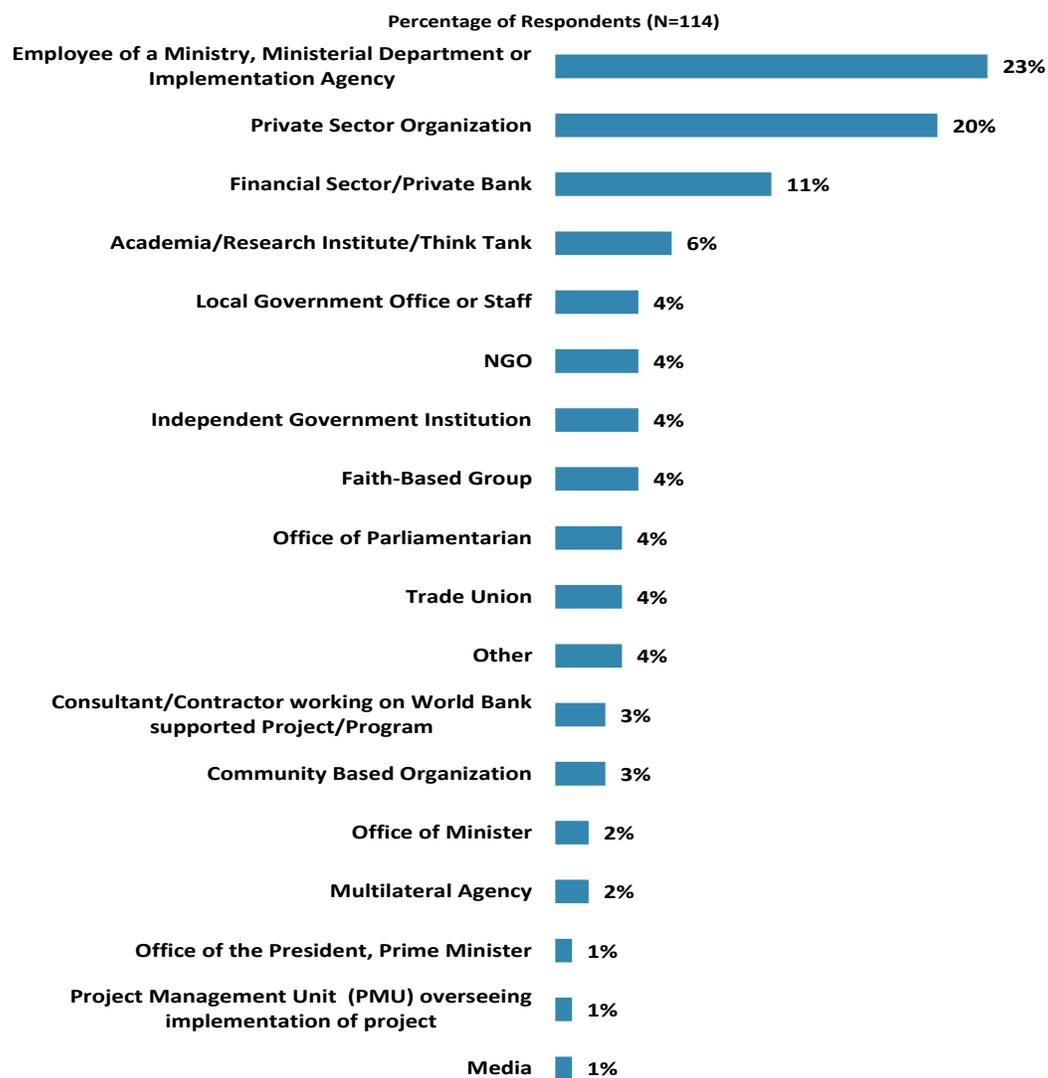
## II. Methodology (continued)

- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank. Respondents were asked about their awareness of the Bank's Access to Information policy, whether they used/had used the World Bank Group website. Respondents were also asked about their level of agreement that they know how to find information from the Bank, that the Bank's social media channels are valuable sources of information about the institution, and that the Bank is responsive to information requests. Respondents were also asked to indicate what kind of e-services they are currently subscribed to.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank Group, which agencies of the World Bank Group they work with in XXXX, and their exposure to the Bank in XXXX.

### III. Demographics of the Sample

#### Current Position

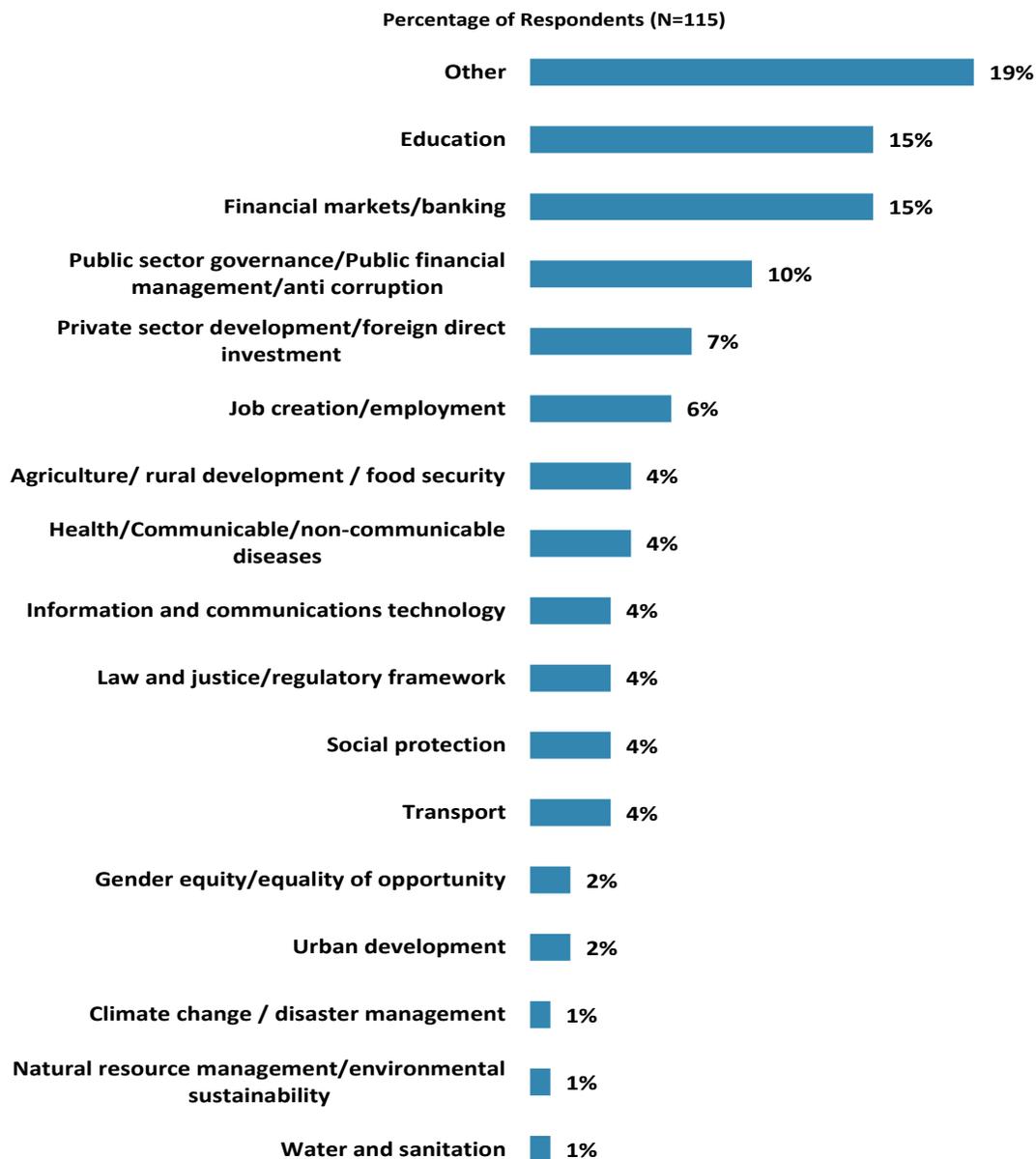
- For further analyses, respondents from the office of President, Prime Minister were combined with respondents from the office of ministers. Respondents from PMUs were combined with consultants/contractors working on Bank projects; respondents from private sector organizations were combined with respondents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



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

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

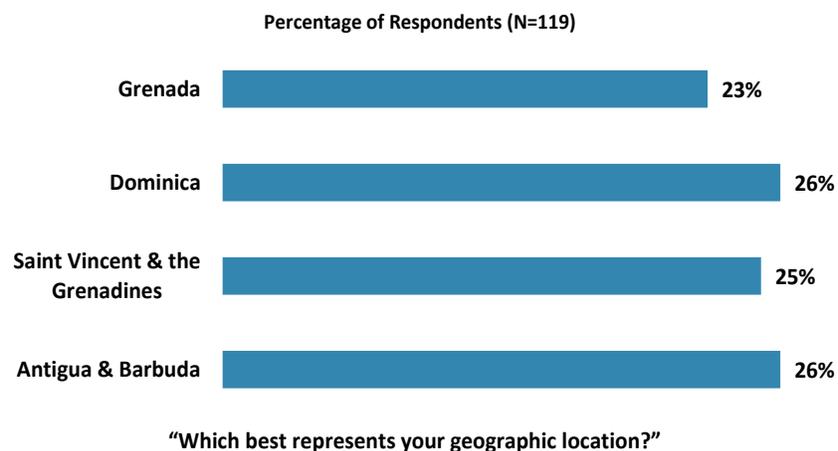
#### Area of Primary Specialization



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

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

#### Geographic Location<sup>3</sup>

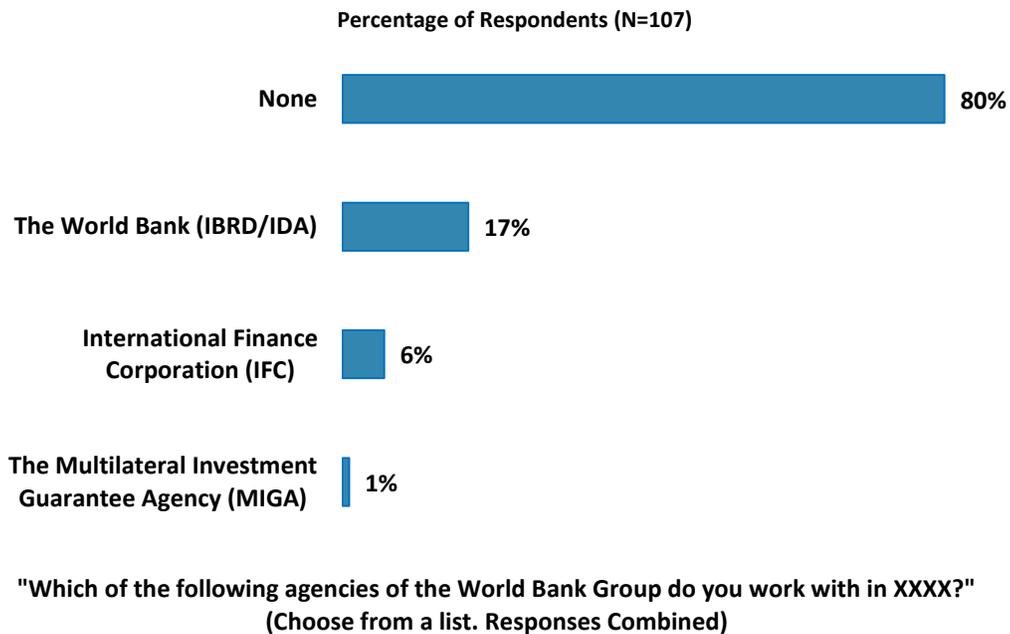
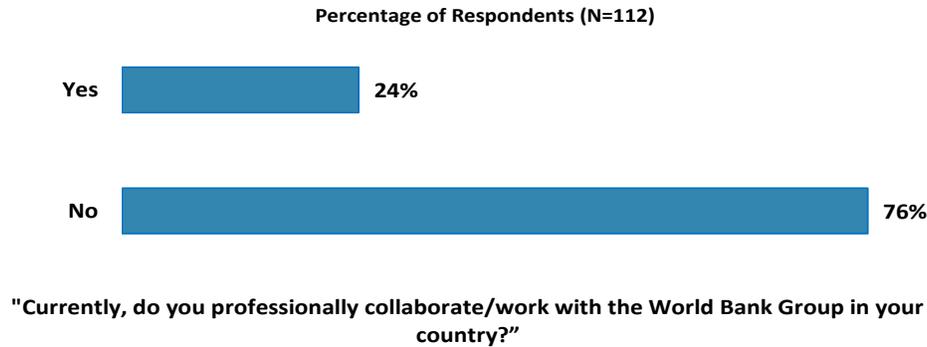


<sup>3</sup> Originally, surveys were sent to 38 potential respondents in Grenada, 40 in Saint Vincent and the Grenadines, 33 in Antigua and Barbuda, and 40 in Dominica.

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

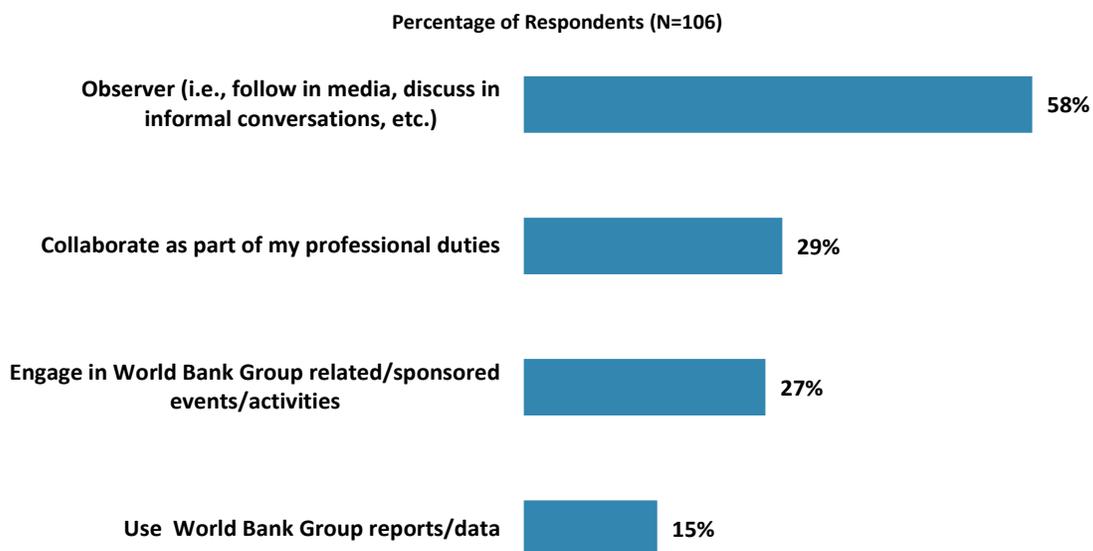
#### Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in XXXX, can be found in Appendix D (see page 122). 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)

#### Collaboration with and Exposure to the World Bank Group (continued)



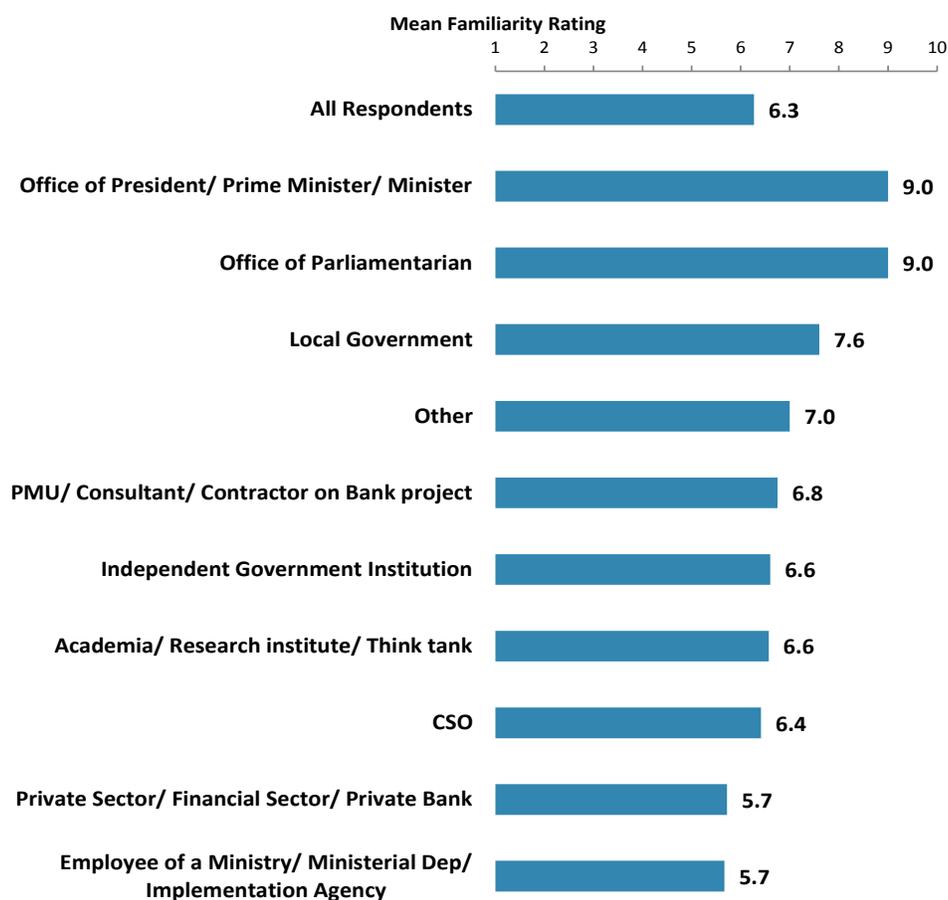
"Which of the following describes most of your exposure to the World Bank Group in XXXX?  
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank

- Respondents across stakeholder groups and four countries had statistically similar levels of familiarity with the World Bank.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in their countries, but not statistically correlated with the Bank's perceived relevance to their countries' development, or the Bank's ability to help achieve development results in their countries.

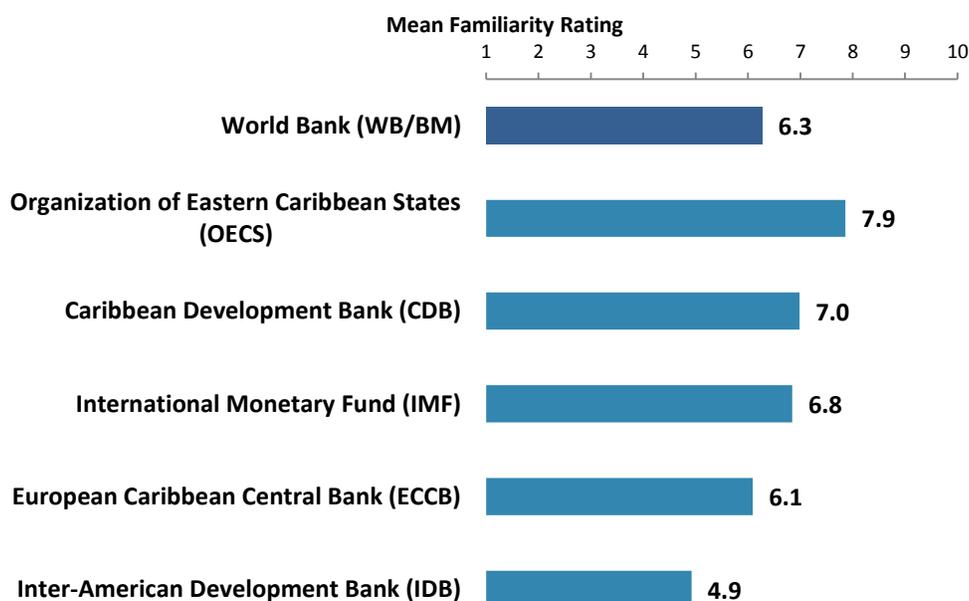


"How familiar are you with the work of the World Bank in XXXX?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

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

#### Familiarity with Other Organizations

- Respondents are significantly more familiar with the World Bank than the Inter-American Development Bank. But compared to the Organization of Eastern Caribbean States (OECS) and the International Monetary Fund (IMF), respondents are significantly less familiar with the World Bank.
- Respondents had statistically similar levels of familiarity with the World Bank and the European Caribbean Central Bank (ECCB).

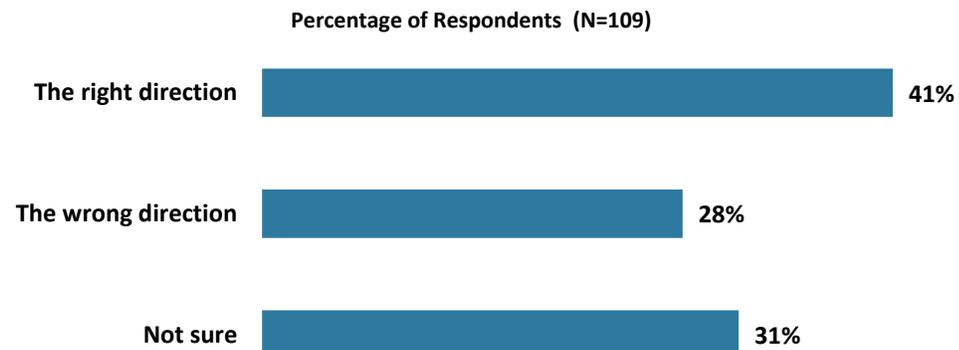


"How familiar are you with the work of these organizations in XXXX?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing XXXX

### Headed in the Right Direction

- Respondents who are located in Grenada are significantly more likely to indicate that their country is headed in the right direction.
- Respondents who are based in Antigua & Barbuda are significantly more likely to indicate that they are not sure whether their country is headed in the right or wrong direction.

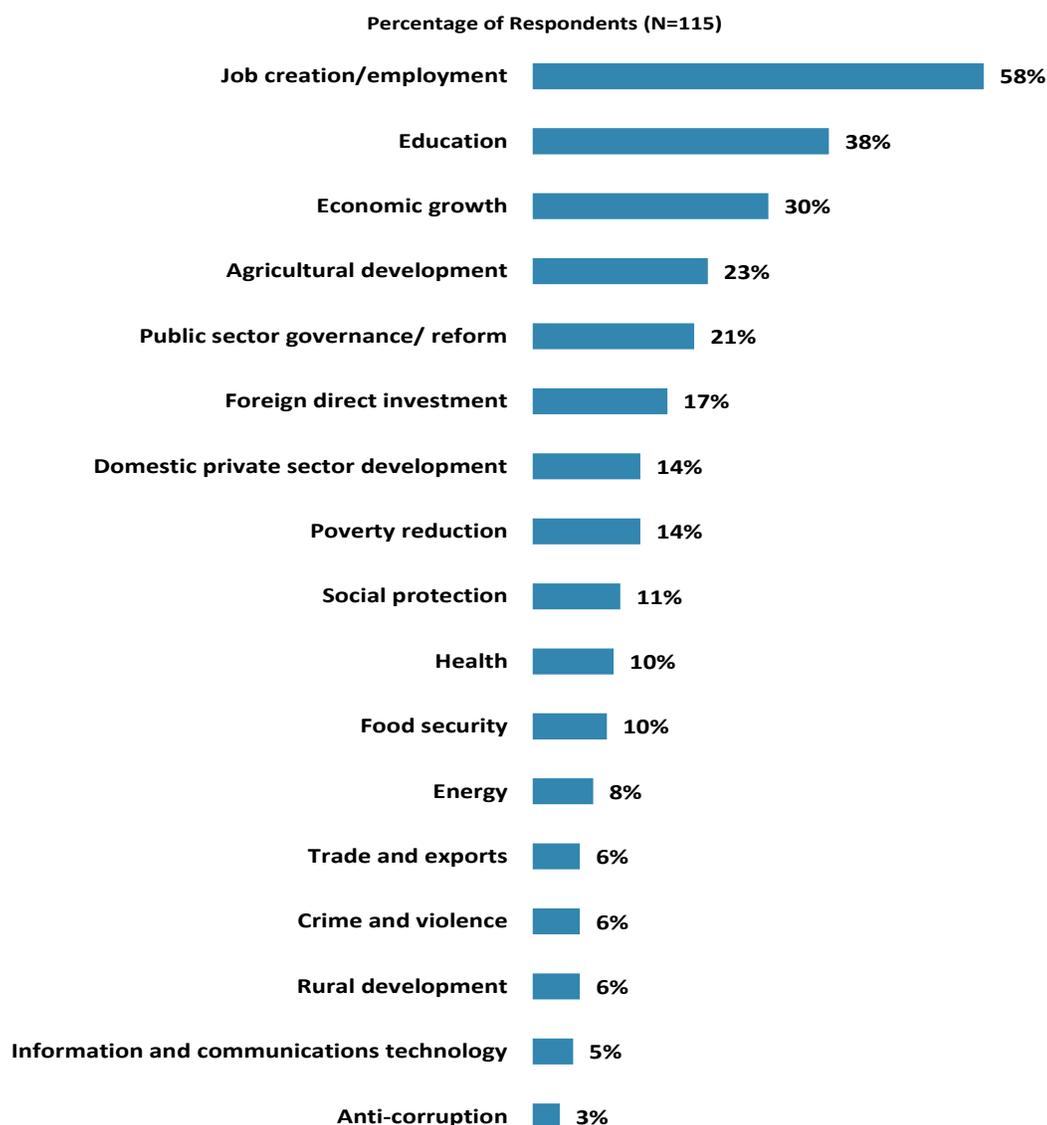


"In general, would you say that XXXX is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing XXXX (continued)

### Development Priority

- Among the top five priorities, respondents who are located in Antigua & Barbuda are significantly more likely to consider “public sector governance/reform” as a top development priority than respondents located in other three countries.
- Respondents in Antigua & Barbuda and Saint Vincent & the Grenadines are significantly more likely to indicate that “education” is a top development priority.

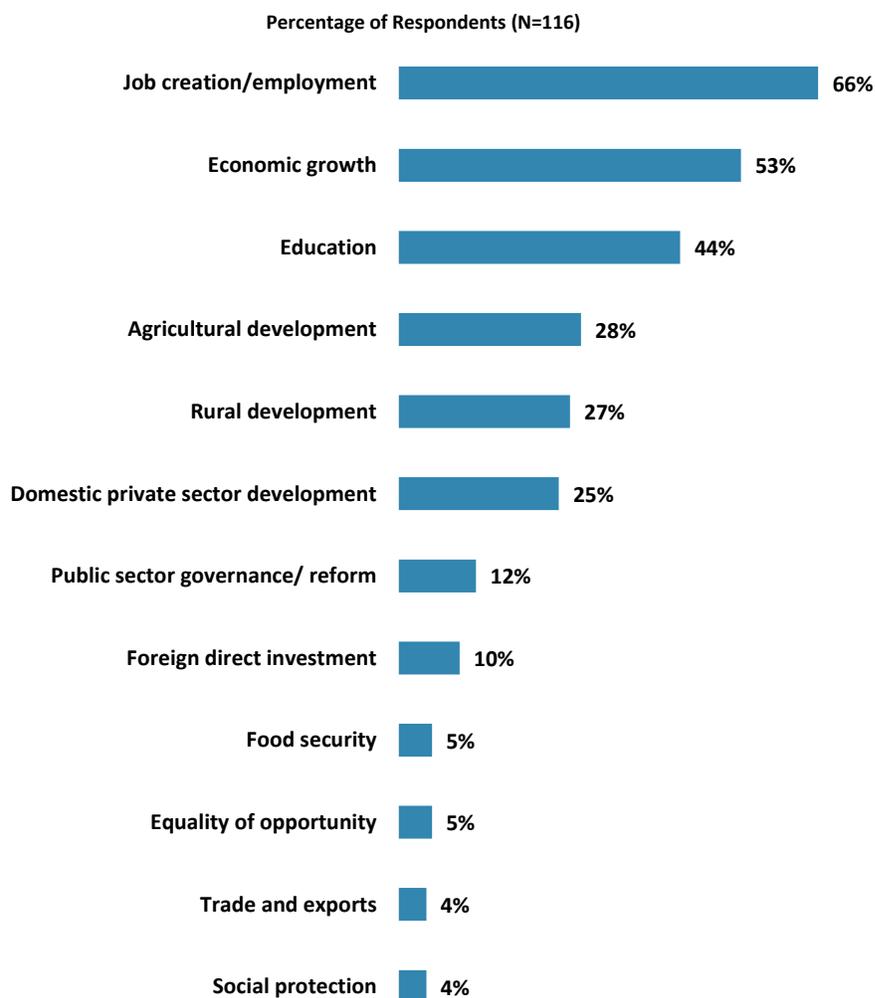


"Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX." (Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing XXXX (continued)

### What Would Contribute Most to Reducing Poverty

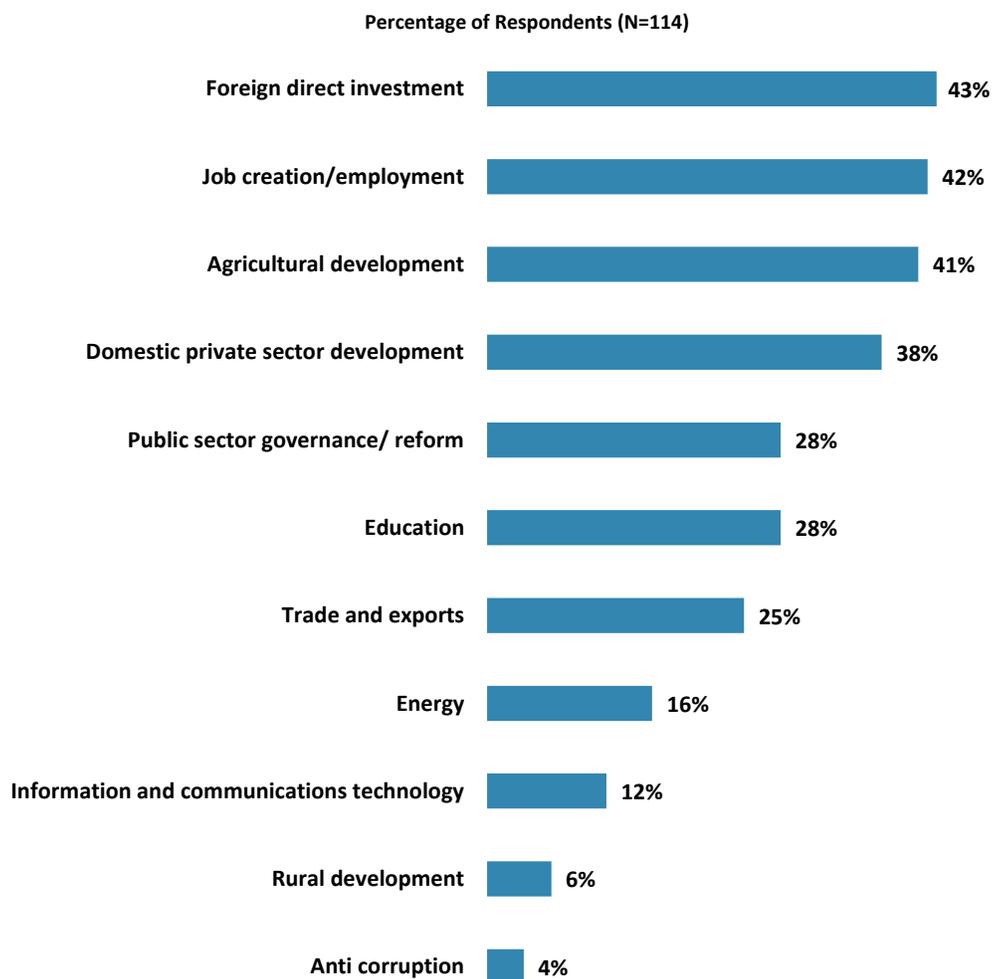


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX?"

(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing XXXX (continued)

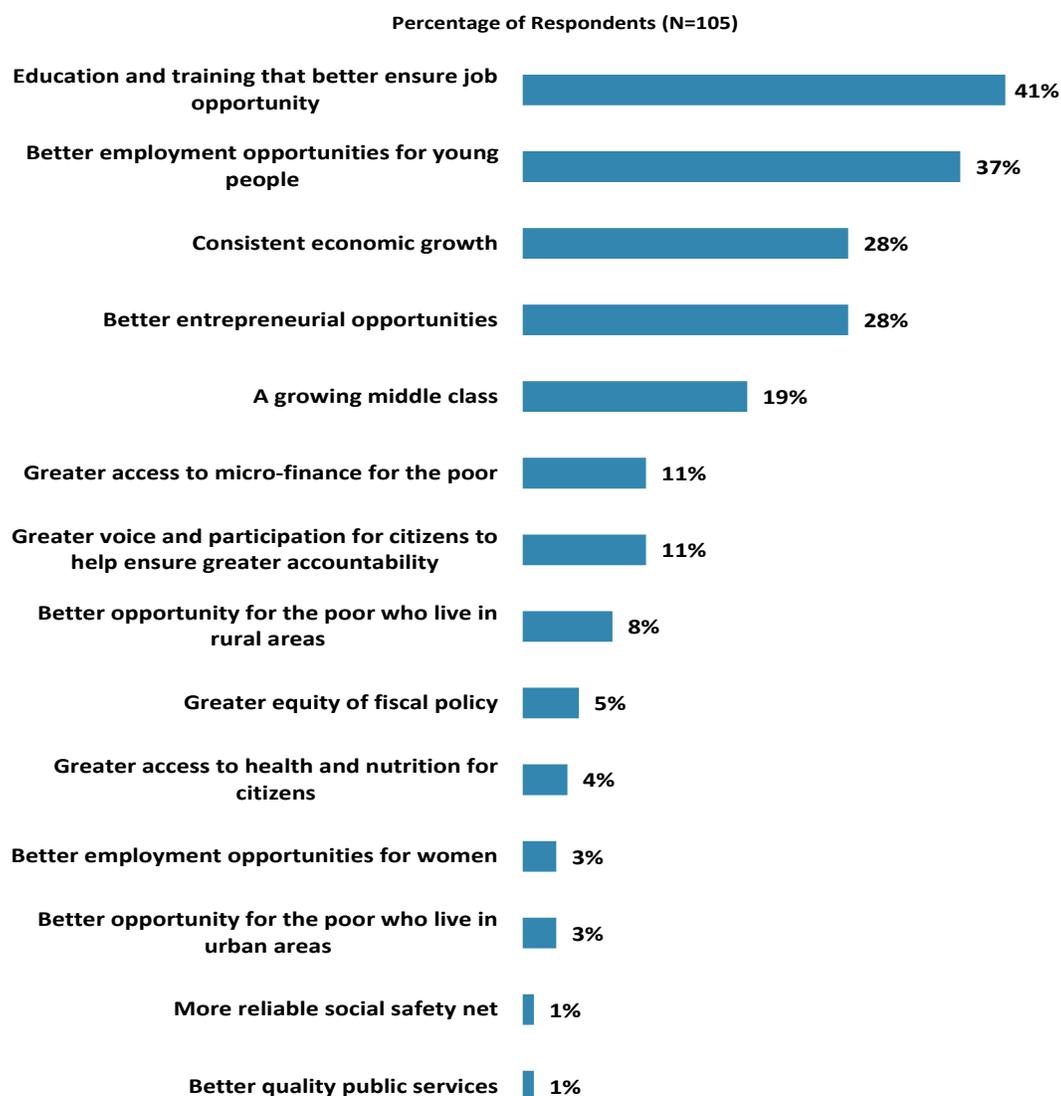
### What Would Contribute Most to Generating Economic Growth



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

## IV. General Issues Facing XXXX (continued)

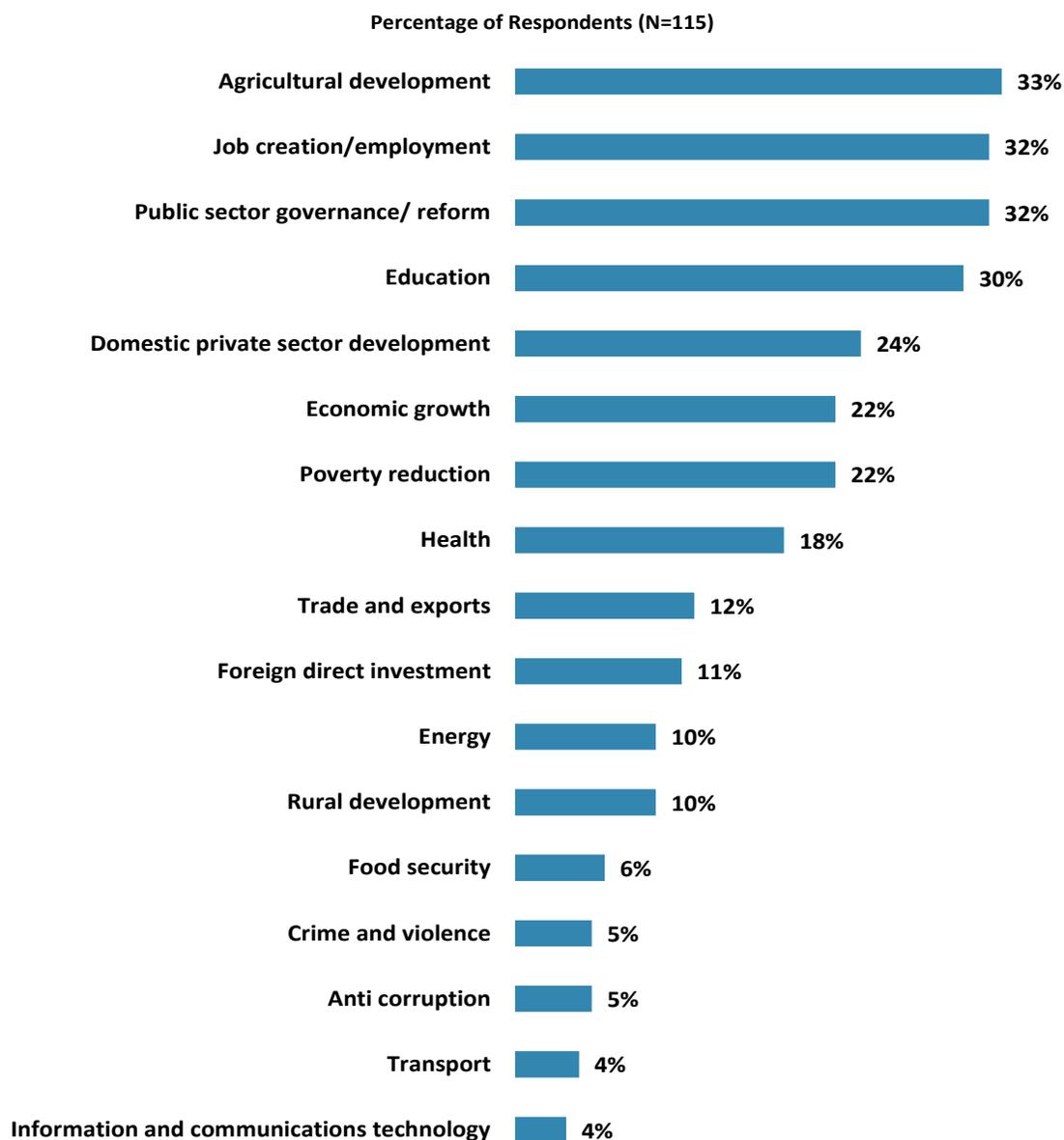
### What Best Illustrates How "Shared Prosperity" Would be Achieved in XXXX



"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in XXXX? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources



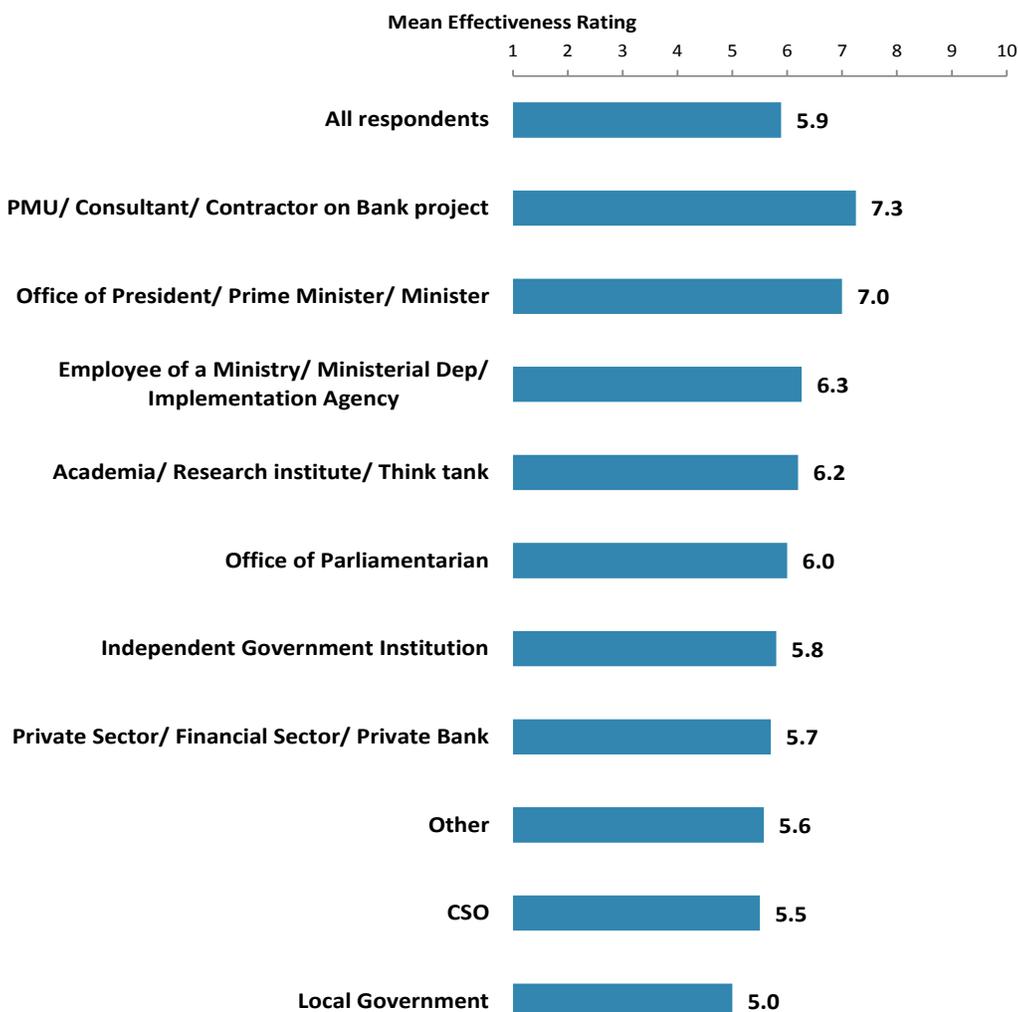
“When thinking about how the World Bank Group can have the most impact on development results XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources in XXXX? (Choose no more than THREE)”  
 (Respondents chose from a list. Responses combined.)

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

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

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

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

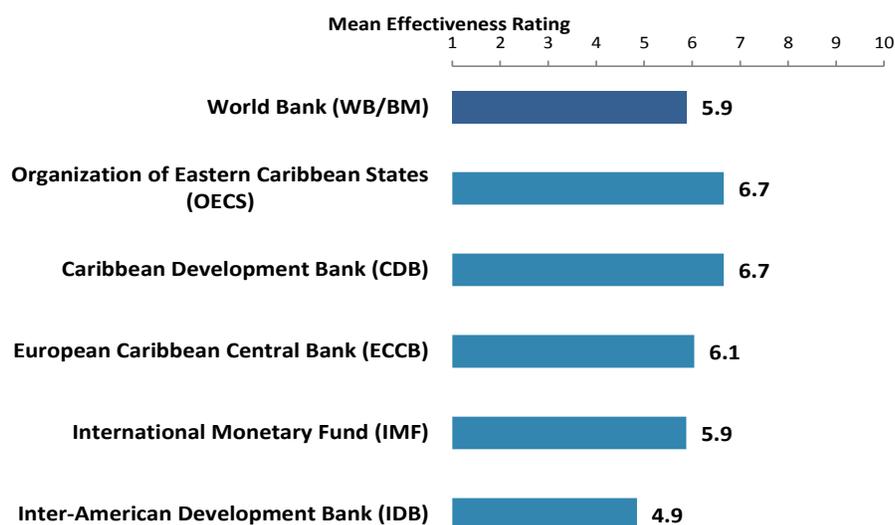


"Overall, please rate your impression of the World Bank's effectiveness in XXXX."  
(1 - "Not effective at all", 10 - "Extremely effective")

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

### Other Organizations' Overall Effectiveness

- Respondents gave statistically similar ratings for the effectiveness of the World Bank, the European Caribbean Central Bank, and the International Monetary Fund.
- Compared to the ratings for the World Bank's effectiveness, respondents gave significantly *higher* ratings for the effectiveness of the Organization of Eastern Caribbean States (OECS) and the Caribbean Development Bank (CDB), and significantly *lower* ratings for the effectiveness of the Inter-American Development Bank (IDB).

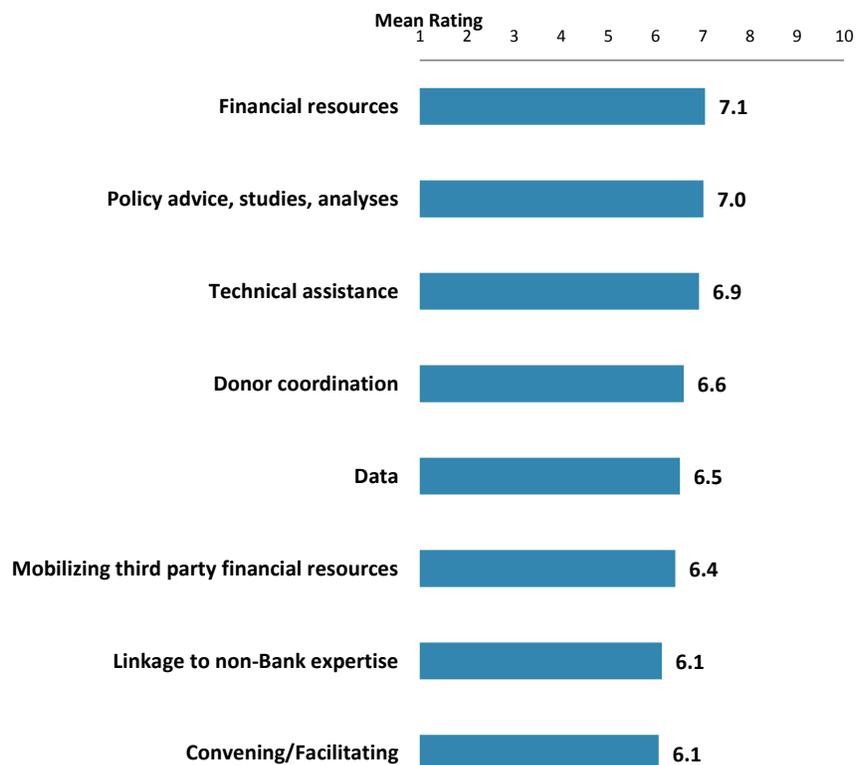


"Overall, please rate your impression of these organizations' effectiveness in XXXX."  
(1 - "Not effective at all", 10 - "Extremely effective")

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

### Effectiveness of World Bank Group's Activities

- Respondents across stakeholder groups had statistically similar ratings for the Bank's effectiveness in all of the following activities.
- Respondents who are located in Saint Vincent & the Grenadines had the highest ratings for the Bank's effectiveness in "convening/facilitating" and "financial resources," whereas respondents from Antigua & Barbuda had significantly lower ratings.



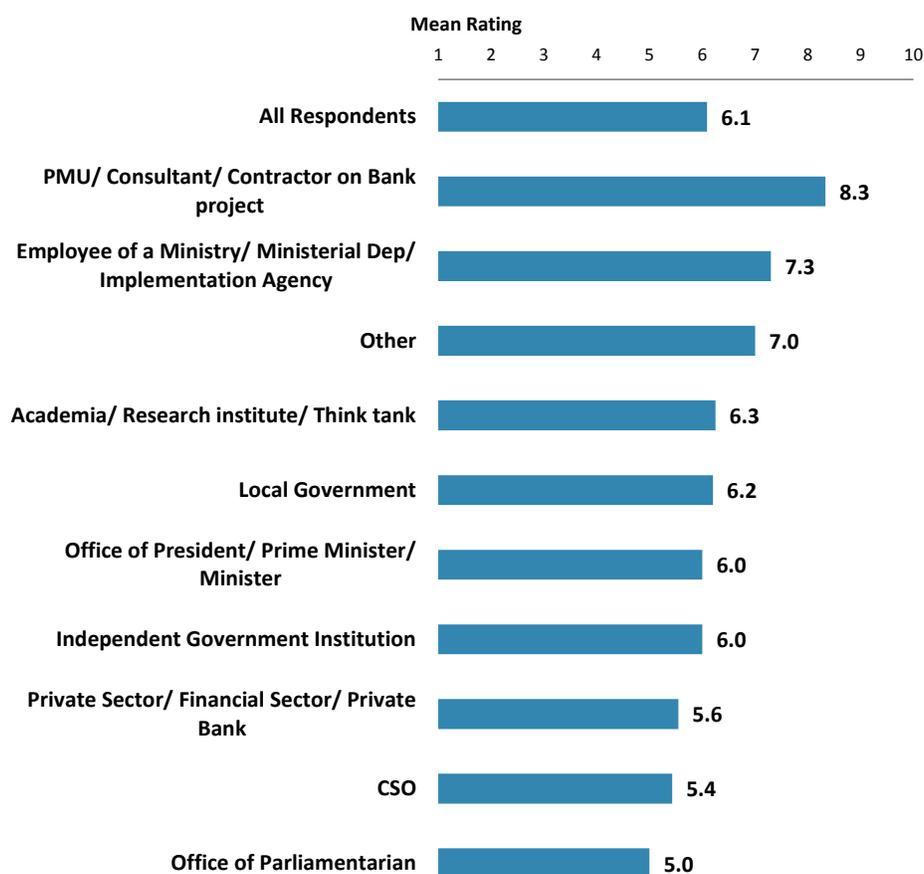
"How effectively do the World Bank Group's activities below support XXXX's efforts to achieve development results?"

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

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

### World Bank Group Moving in the Right Direction

- There are significant differences across stakeholder groups in the extent to which they believe that the World Bank Group in the past three years has moved in the right direction in terms of the focus of its work in their countries. Respondents from PMUs and Contractors/Consultants working Bank projects are most likely to believe that the Bank has moved in the right direction, whereas respondents from the office of parliamentarian and CSOs are significantly less likely to think this way.
- Respondents located in Grenada and Saint Vincent & the Grenadines are mostly likely to indicate that the Bank has moved in the right direction, whereas respondents from Dominica and Antigua & Barbuda are significantly less likely to indicate so.

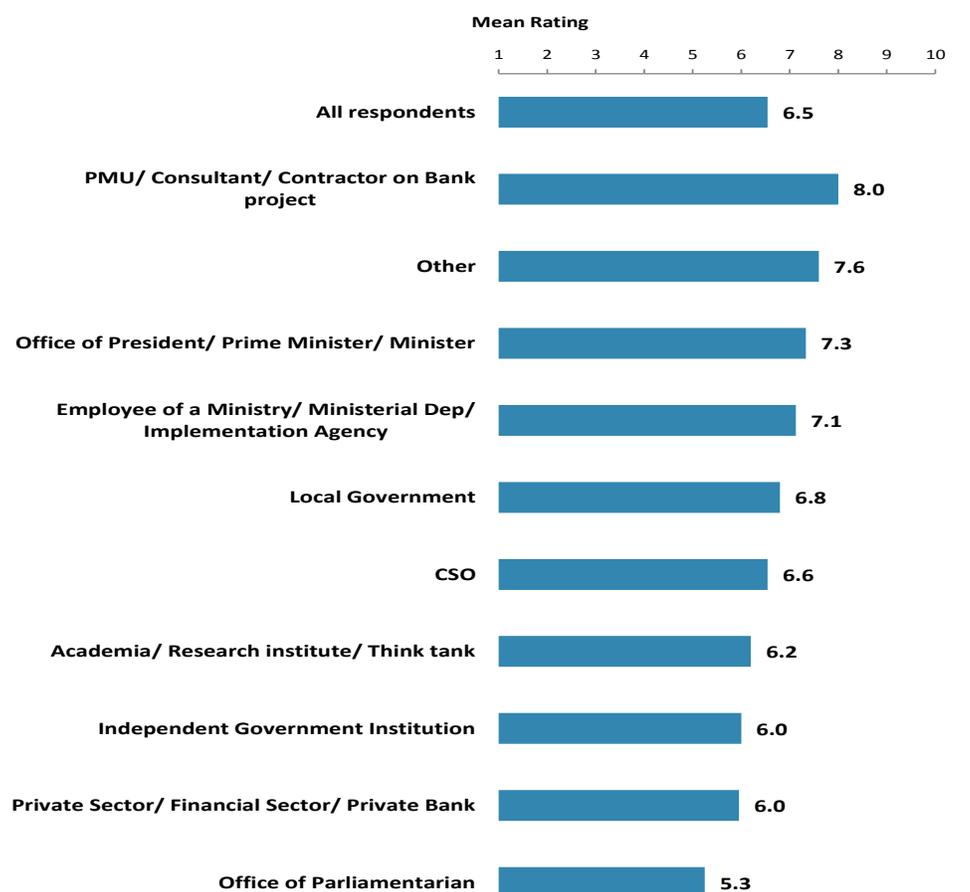


"In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in XXXX?"  
*(1-"To no degree at all", 10-"To a very significant degree")*

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

### Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups had statistically similar ratings for the extent to which the World Bank Group's work helps achieve development results in their countries.
- Respondents located in Saint Vincent & the Grenadines had the highest ratings for the extent to which the World Bank Group's work helps achieve development results in Saint Vincent & the Grenadines, whereas respondents based in Dominica had significantly lower ratings.

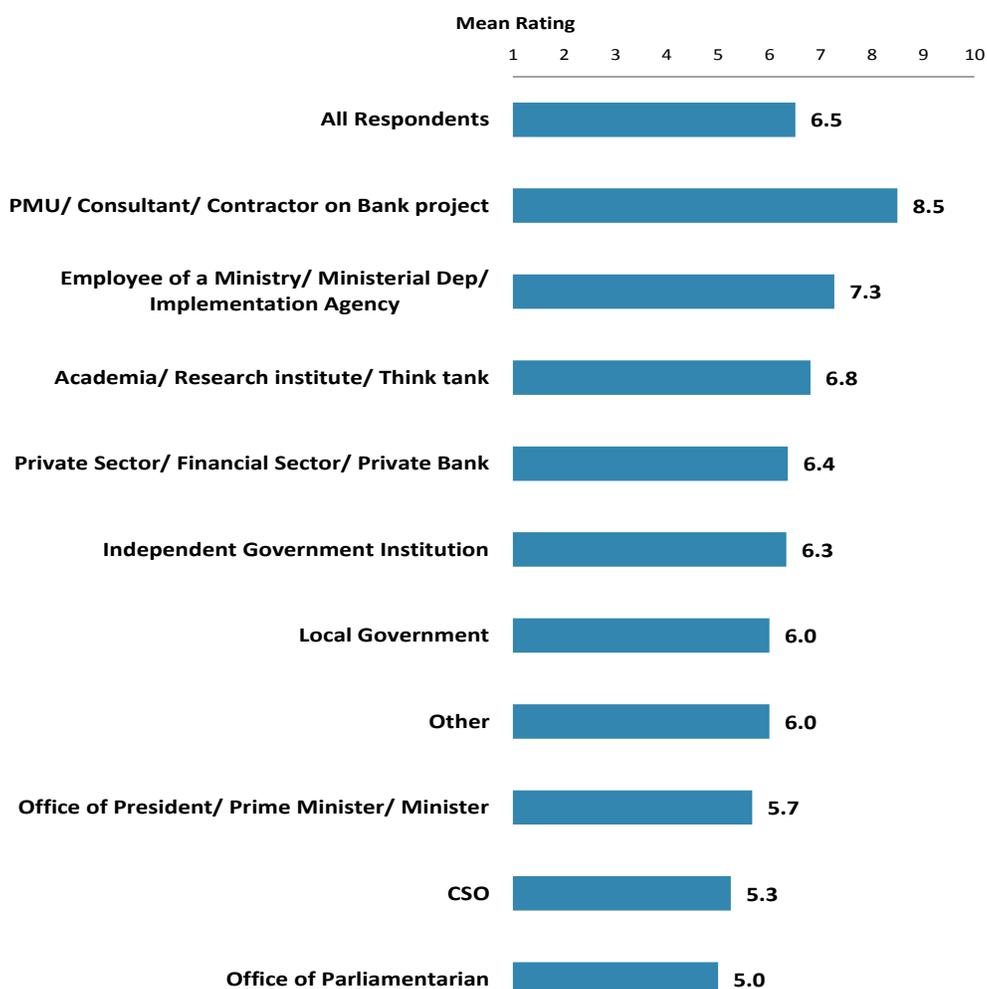


"To what extent does the World Bank Group's work help to achieve development results in  
XXXX?"  
(1 - "To no degree at all", 10 - "To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

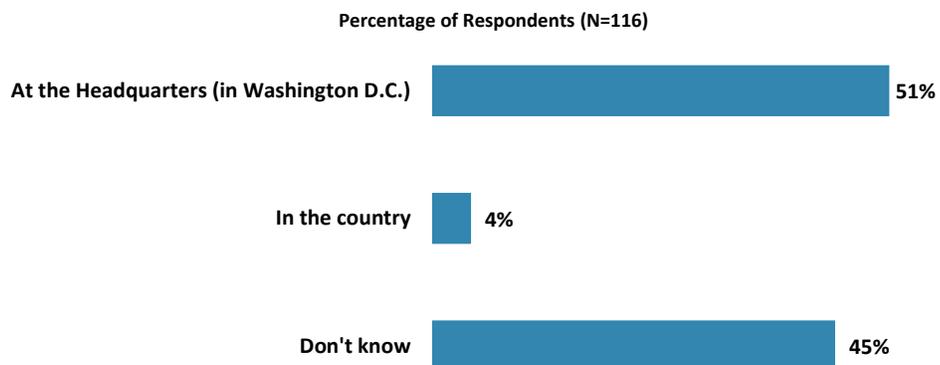
- Respondents across stakeholder groups and countries gave statistically similar ratings for the extent to which the World Bank Group's staff is well prepared to help their countries solve the most complicated development challenges.



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

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

### Where Decisions Are Made

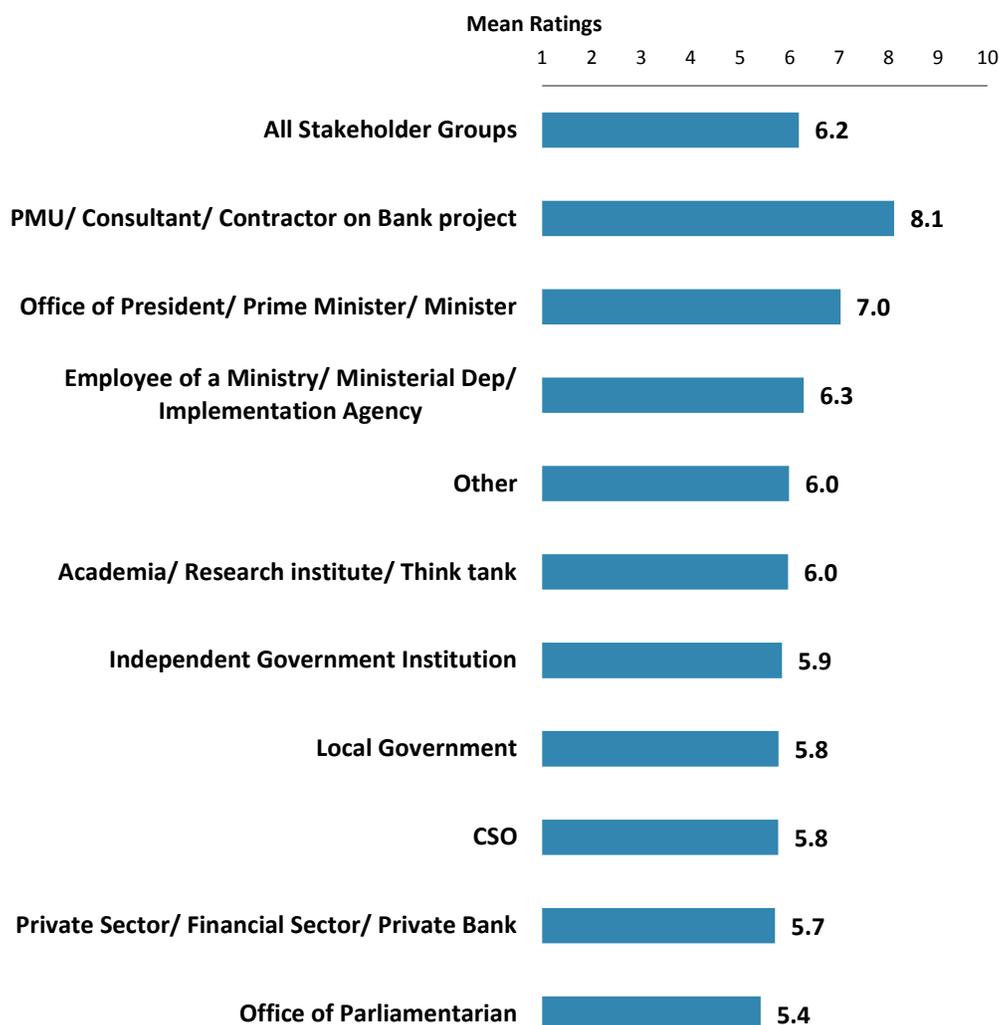


"Where are the World Bank Group's decisions made primarily that support the program in  
XXXX? "  
(Respondents chose from a list. )

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- Respondents across stakeholder groups had statistically similar overall ratings for the indicator questions.



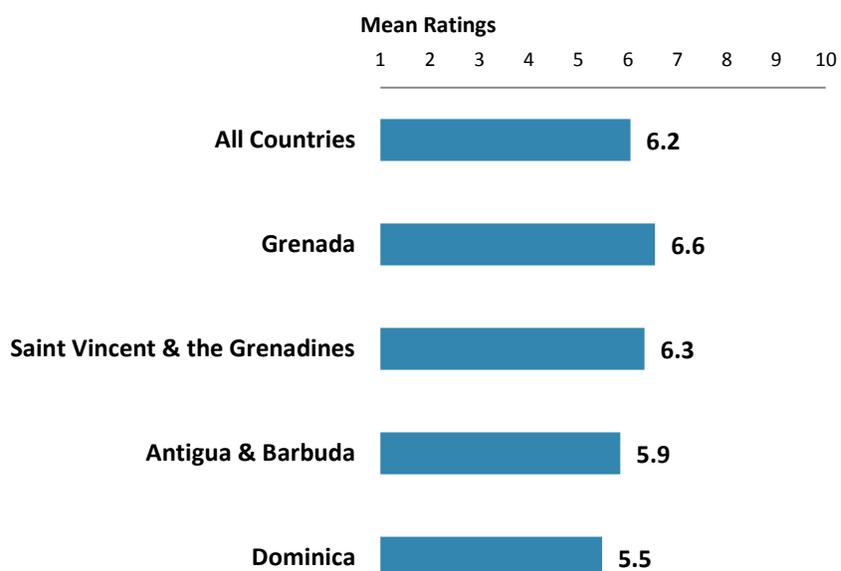
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty five indicator questions can be found in Appendix D and E.

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

### Overall Ratings for Indicator Questions by Countries\*

- Respondents across four countries had statistically similar overall ratings for the indicator questions.
- Respondents' ratings for the level of familiarity with the World Bank were significantly, moderately correlated with respondents' overall ratings for all indicator questions. This suggests that the more familiar the respondents are with the Bank, the more positive they are with the Bank's overall performance.

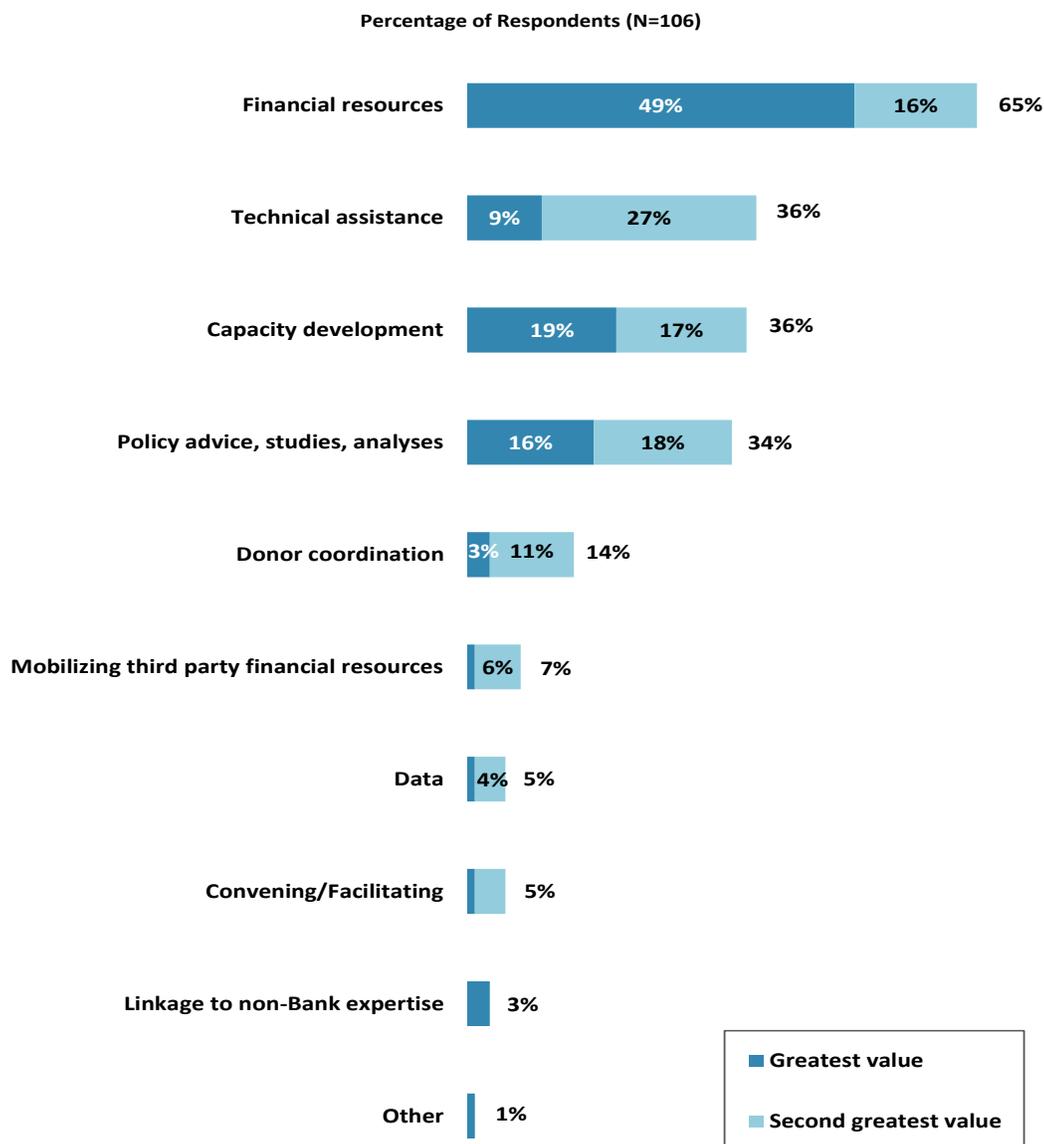


**Mean Ratings for All Indicator Questions by Countries on a Scale from 1 to 10**

\* Responses to all twenty five indicator questions can be found in Appendix D and E.

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

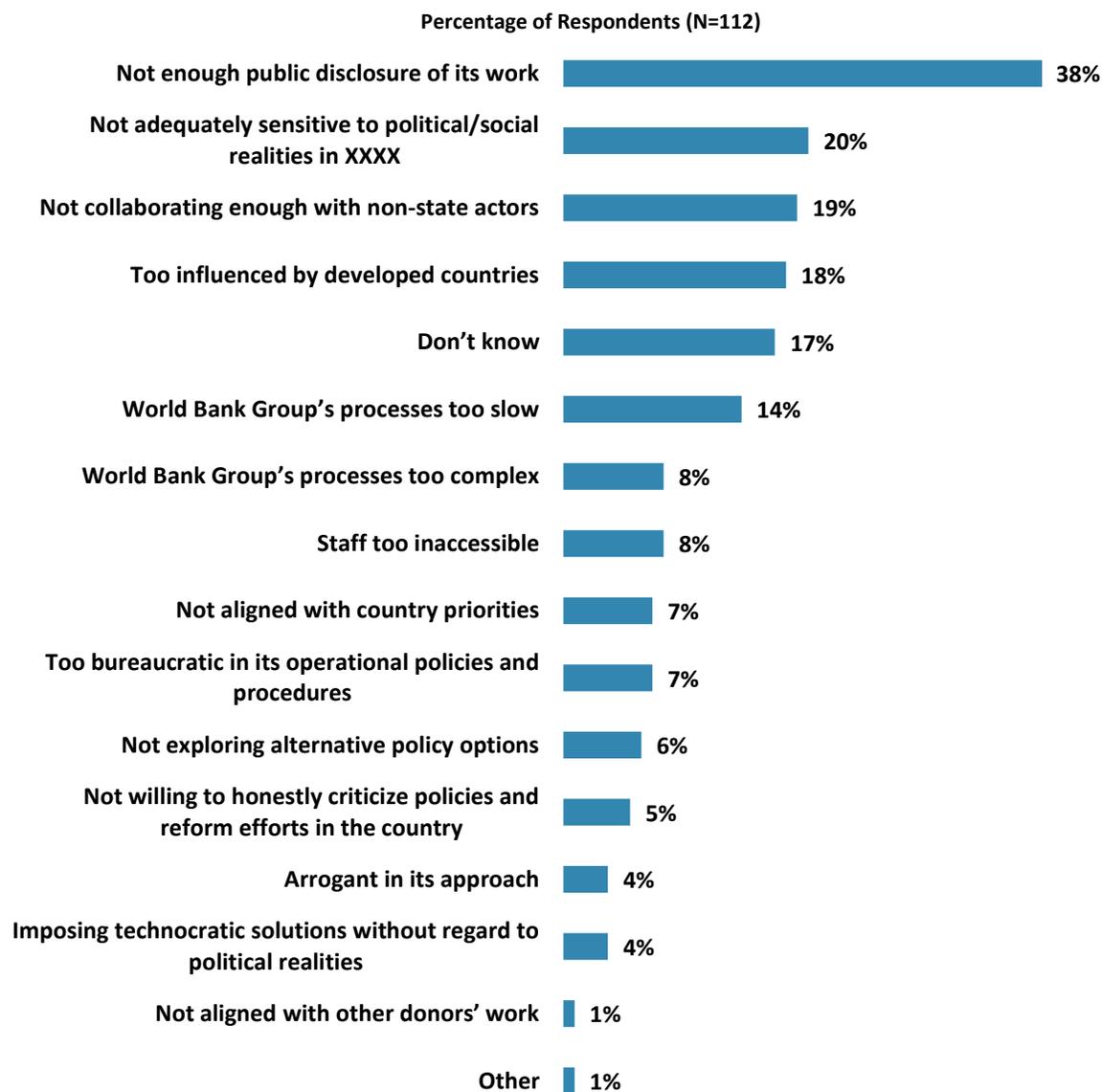
### Greatest Value



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

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

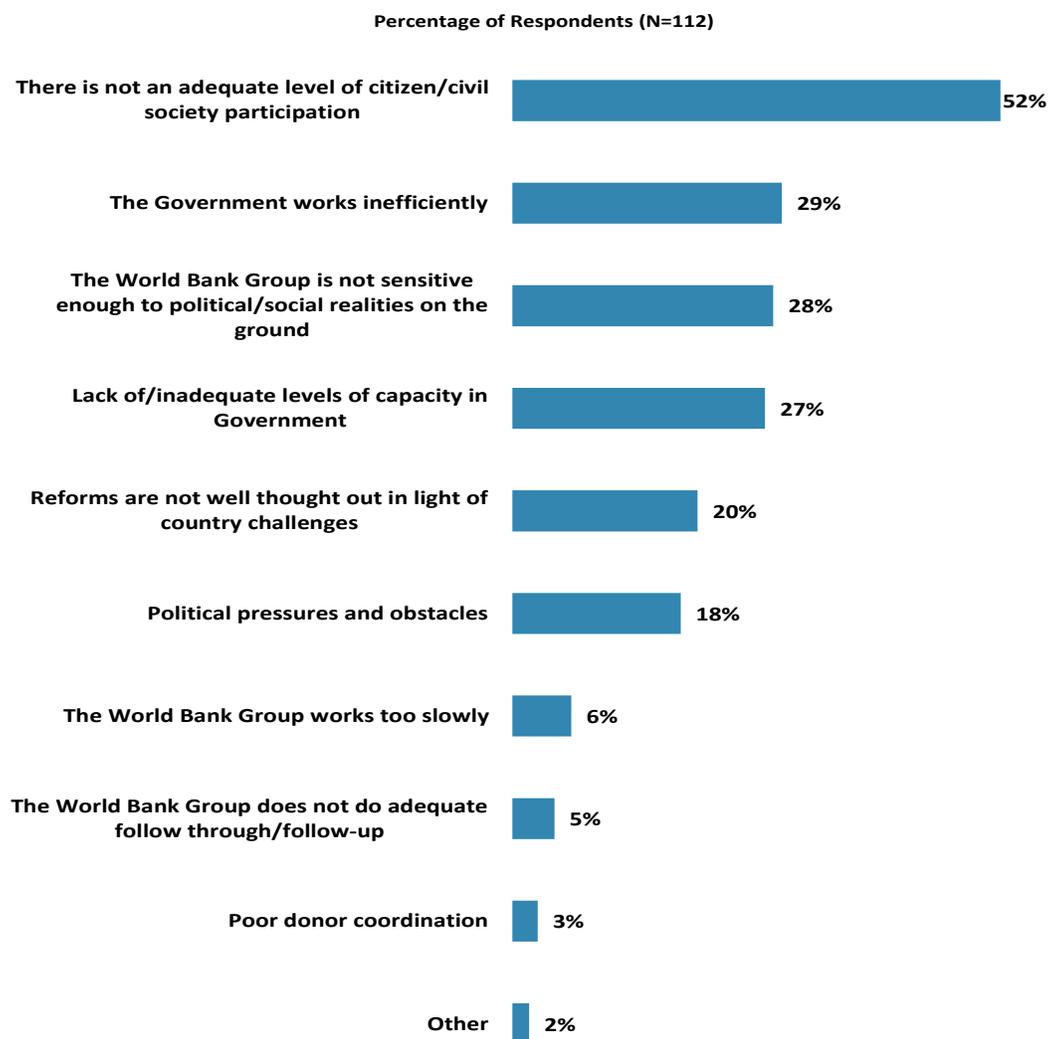
### Greatest Weakness



"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

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

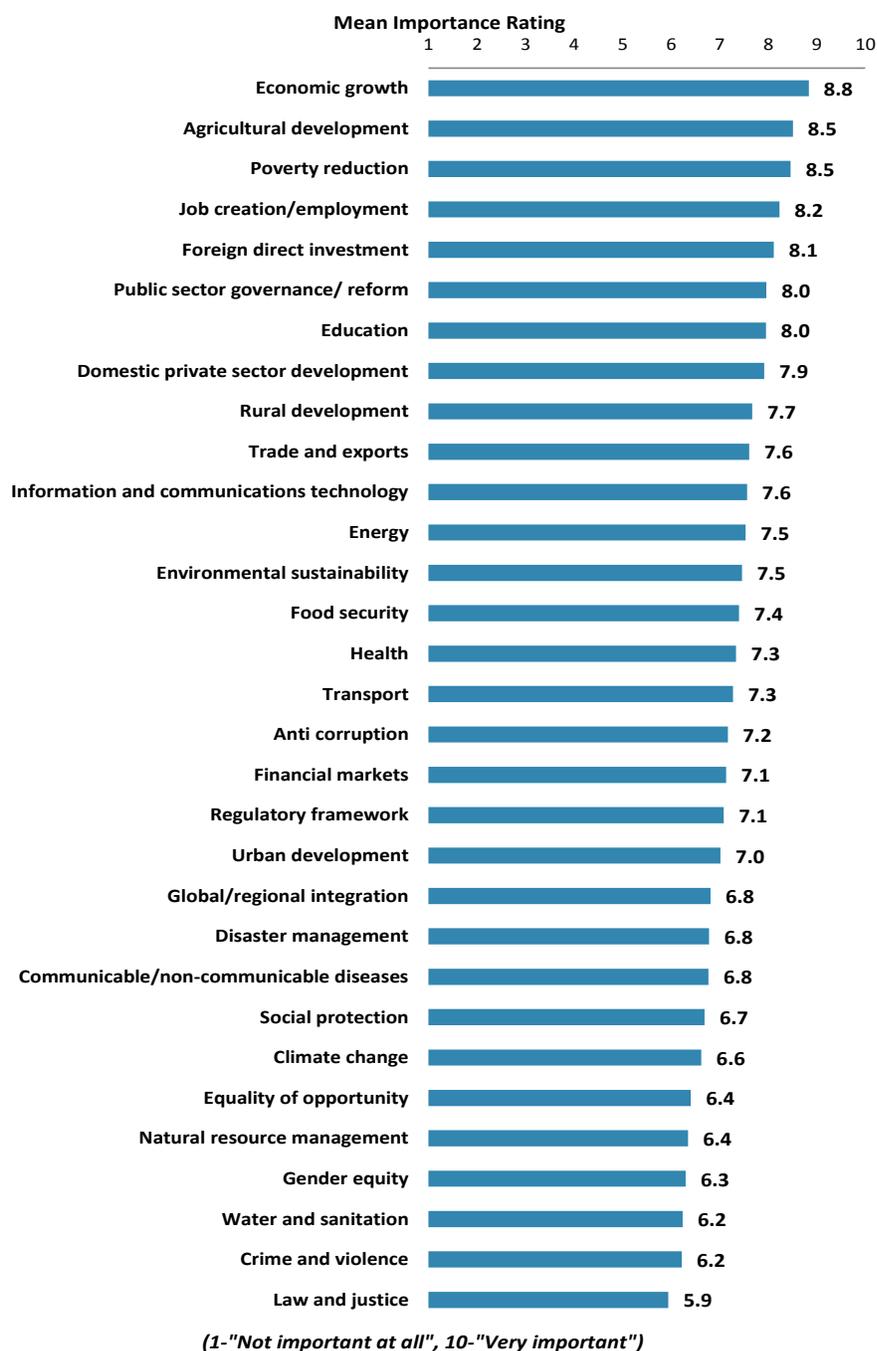
### Attributing Slow or Failed Reform Efforts



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

## VI. Sectoral Importance and Effectiveness

### Sectoral Importance



## VI. Sectoral Importance and Effectiveness (continued)

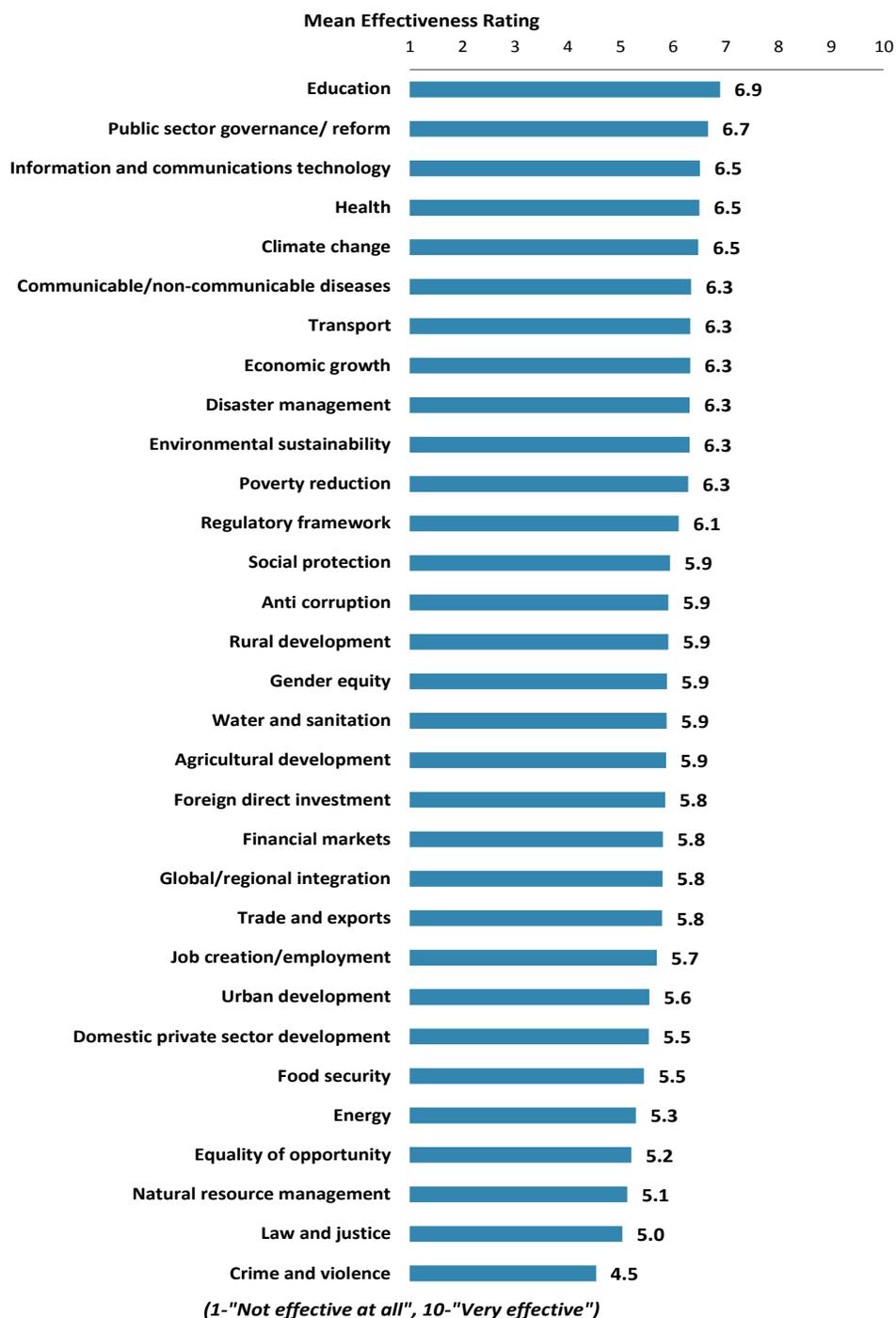
### Sectoral Importance (continued)

- Respondents across stakeholder groups had significantly different ratings for the importance of the World Bank Group to be involved in “anti corruption.” Respondents from the office of parliament and local governments had the highest ratings for the importance, whereas respondents from independent government institutions had statistically lower ratings.
- Respondents across all countries had significantly different ratings for the importance of the World Bank Group to be involved in fifteen development areas (please see Appendix C). For the most part, respondents located in Saint Vincent & the Grenadines had the highest ratings, whereas respondents from Antigua & Barbuda had significantly lower ratings.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness

- Respondents across geographic locations gave statistically similar ratings for the effectiveness of the World Bank Group's work in all thirty-one development areas.



## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents across stakeholder groups had significantly different ratings for the World Bank Group's effectiveness in several development areas (listed below). For the most part, respondents from local governments had the highest ratings for its effectiveness, whereas respondents from the office of a parliamentarian and the private sector/financial sector/private banks had statistically lower ratings.
  - Information and communication technology;
  - Crime and violence;
  - Gender equality;
  - Domestic private sector development;
  - Energy;
  - Social protection; and
  - Natural resource management
  
- Respondents across four countries had significantly different ratings for the World Bank Group's effectiveness in thirteen development areas (please see Appendix C). For the most part, respondents located in Saint Vincent & the Grenadines had the highest ratings, whereas respondents from Antigua & Barbuda had significantly lower ratings.

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in XXXX<sup>4</sup>, 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 development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in XXXX. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at equality of opportunity;
  - The Bank's effectiveness at environmental sustainability;
  - The Bank's effectiveness at education;
  - The Bank's effectiveness at poverty reduction; and
  - The Bank's effectiveness at water and sanitation.
  
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in XXXX, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at economic growth;
  - The Bank's effectiveness at education;
  - The Bank's effectiveness at environmental sustainability;
  - The Bank's effectiveness at communicable/non-communicable diseases; and
  - The Bank's effectiveness at transport.

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<sup>4</sup> To reiterate, XXXX refers to one of the four countries (Grenada, Dominica, Saint Vincent & the Grenadines, Antigua & Barbuda) in which respondents were located when responding to the questionnaire.

## VII. How the World Bank Group Operates

### The World Bank Group’s Work in XXXX

- Respondents from PMUs and consultants/contractors working on Bank projects had the highest levels of agreement that “the World Bank Group listens and takes into account your views,” whereas respondents from local governments and independent government institutions had significantly lower levels of agreement.
- Respondents across four countries had statistically similar levels of agreement with all of the following statements, including the two indicator statements.



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

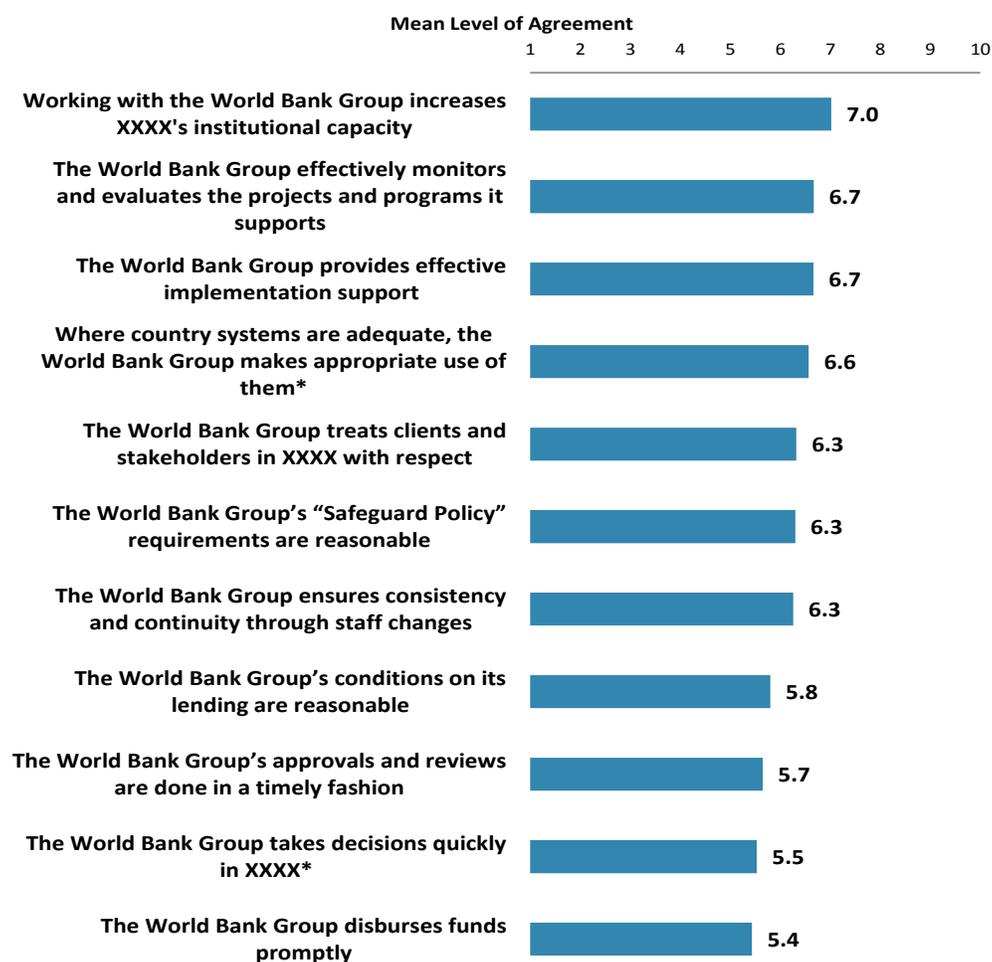
(1-"Strongly disagree", 10-"Strongly agree")

\*Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- Respondents from PMUs and consultants/contractors working on Bank projects had the highest levels of agreement that “the World Bank Group disburses funds promptly,” whereas respondents from local governments and CSOs had significantly lower levels of agreement.
- Respondents located in Saint Vincent & the Grenadines had the highest levels of agreement that “the World Bank Group’s conditions on its lending are reasonable,” and that “Working with the World Bank Group increases XXXX’s institutional capacity” whereas respondents from Dominica and Antigua & Barbuda had significantly lower levels of agreement.



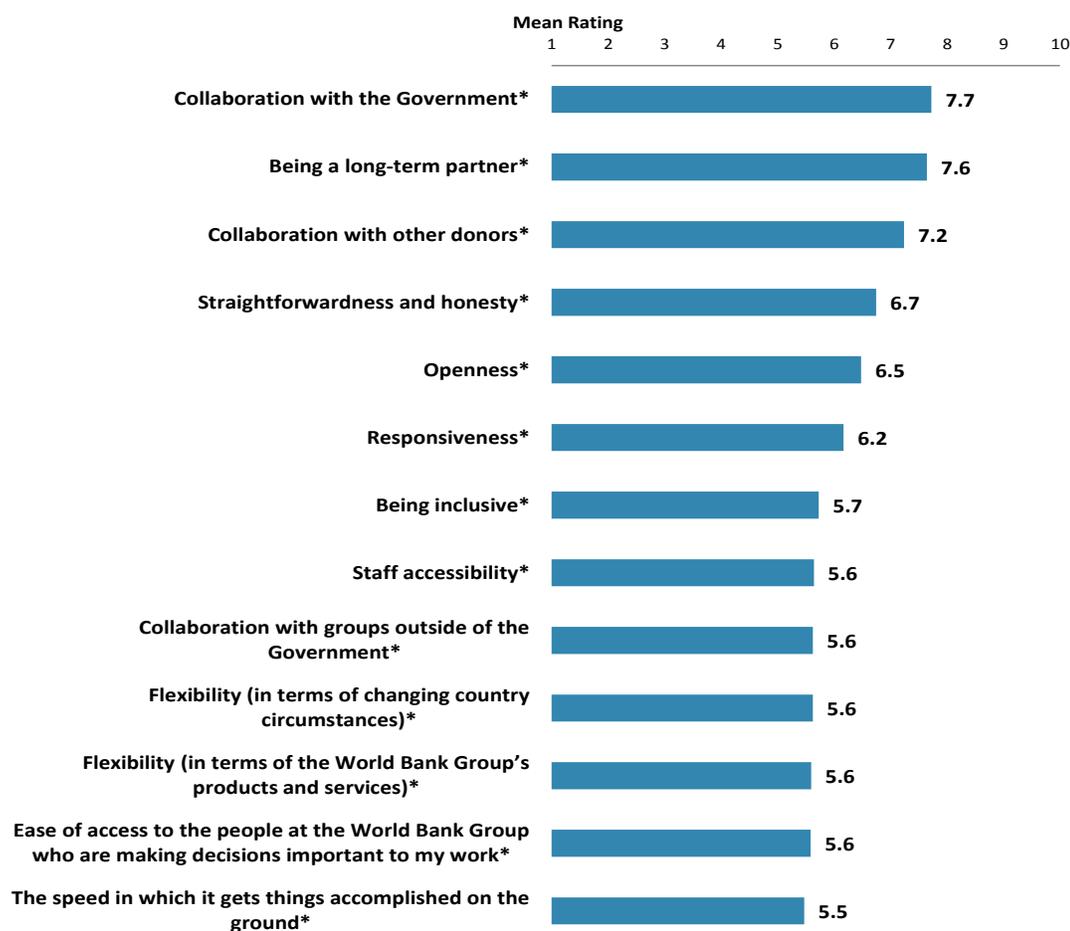
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")

\*Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- Respondents from PMUs and consultants/contractors working on Bank projects gave the highest ratings for the Bank's "flexibility (in terms of changing country circumstances)" and "the ease of access to the people at the Bank who are making decisions important to my work," whereas respondents from CSOs and private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across four countries had significant differences in their ratings for a number of qualities of the Bank as an effective development partner. They include: "responsiveness," "flexibility (in terms of changing country circumstances)," "openness," "staff accessibility," "straightforwardness and honesty," "the ease of access to the people at the Bank who are making decisions important to my work," and "collaboration with groups outside of the Government." For the most part, respondents located in Saint Vincent & the Grenadines had the highest ratings, whereas respondents from Antigua & Barbuda gave significantly lower ratings.



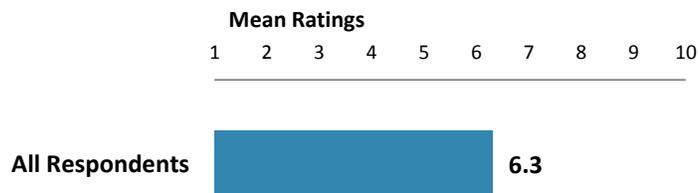
"To what extent is the World Bank Group an effective development partner in XXXX?"  
 (1-"To no degree at all", 10-"To a very significant degree") \*Indicator Question

v

## VII. How the World Bank Group Operates (continued)

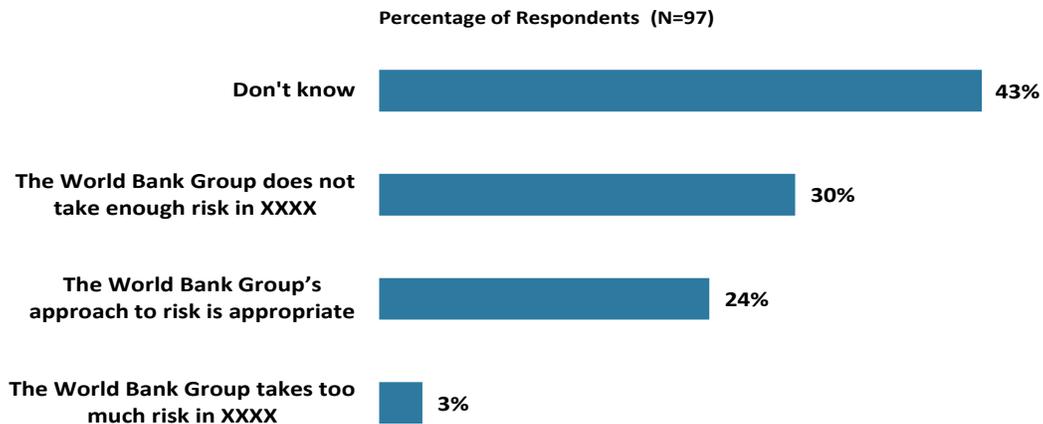
### The World Bank Group’s Internal Monitoring and Evaluation

- Respondents across stakeholder groups had statistically similar ratings for the extent to which they believe the bank’s internal evaluation mechanism holds the institution accountable for achieving results in their countries.
- Respondents located in Antigua & Barbuda had the highest ratings for the extent to which they believe the bank’s internal evaluation mechanism holds the institution accountable for achieving results in their country, whereas respondents who are based in Grenada had significantly lower ratings.



**"To what extent do you believe the World Bank Group's internal evaluation mechanism hold the institution accountable for achieving results in XXXX?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

### The World Bank Group’s Risk Taking

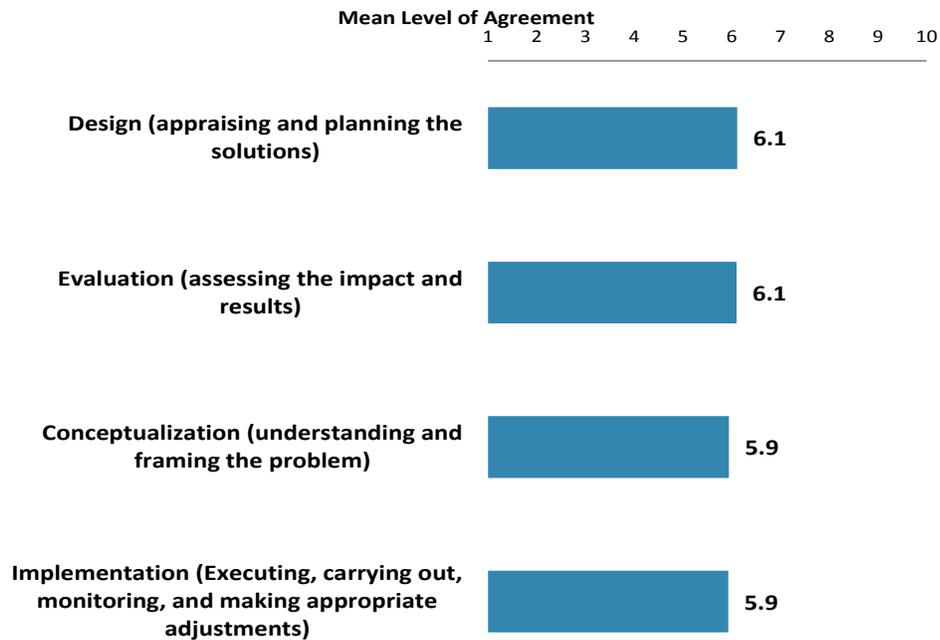


**"Which of the following best describes the way the World Bank Group operates in XXXX?"**  
*(Respondents chose from a list.)*

## VII. How the World Bank Group Operates (continued)

### The World Bank Group’s Delivery Work

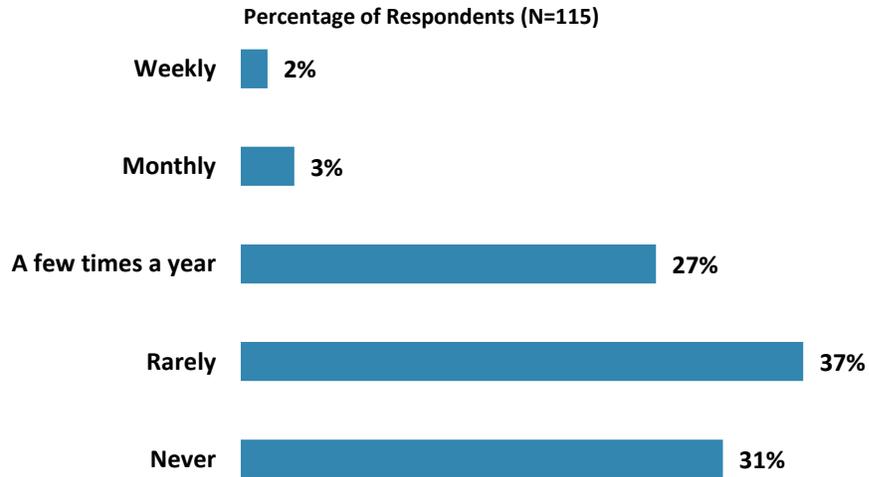
- Respondents from PMUs and consultants/contractors working on Bank projects gave the highest ratings for the extent to which the design aspect of the Bank’s delivery work contribute to solving XXXX’s development challenges, whereas respondents from CSOs and academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across four countries had statistically similar ratings for the extent to which the following aspects of the Bank’s delivery work contribute to solving XXXX’s development challenges.



**"To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving XXXX's development challenges?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

## VIII. World Bank Group Knowledge and Instruments

### Frequency of Use

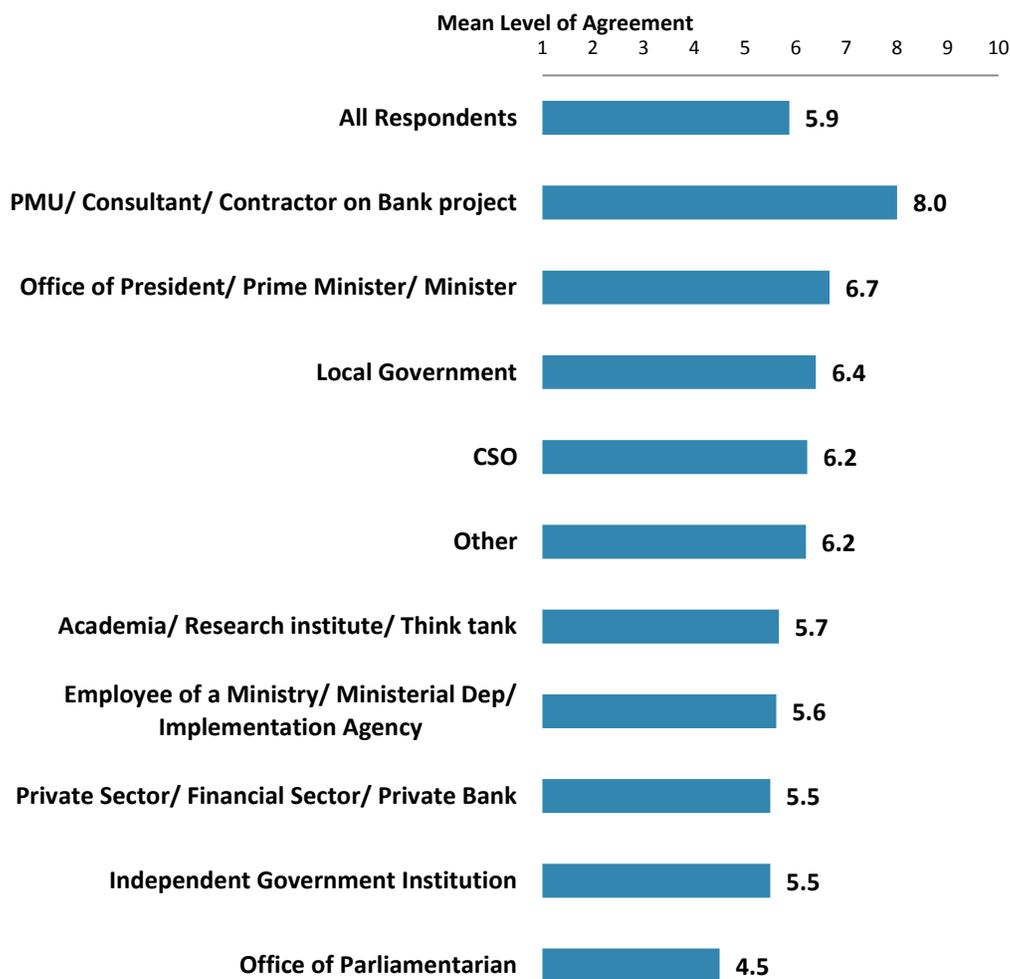


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

## VIII. World Bank Group Knowledge and Instruments (continued)

### Meeting XXXX's Knowledge Needs (*Indicator Question*)

- Respondents across stakeholder groups and countries had statistically similar levels of agreement that the Bank meets their countries' needs for knowledge services.

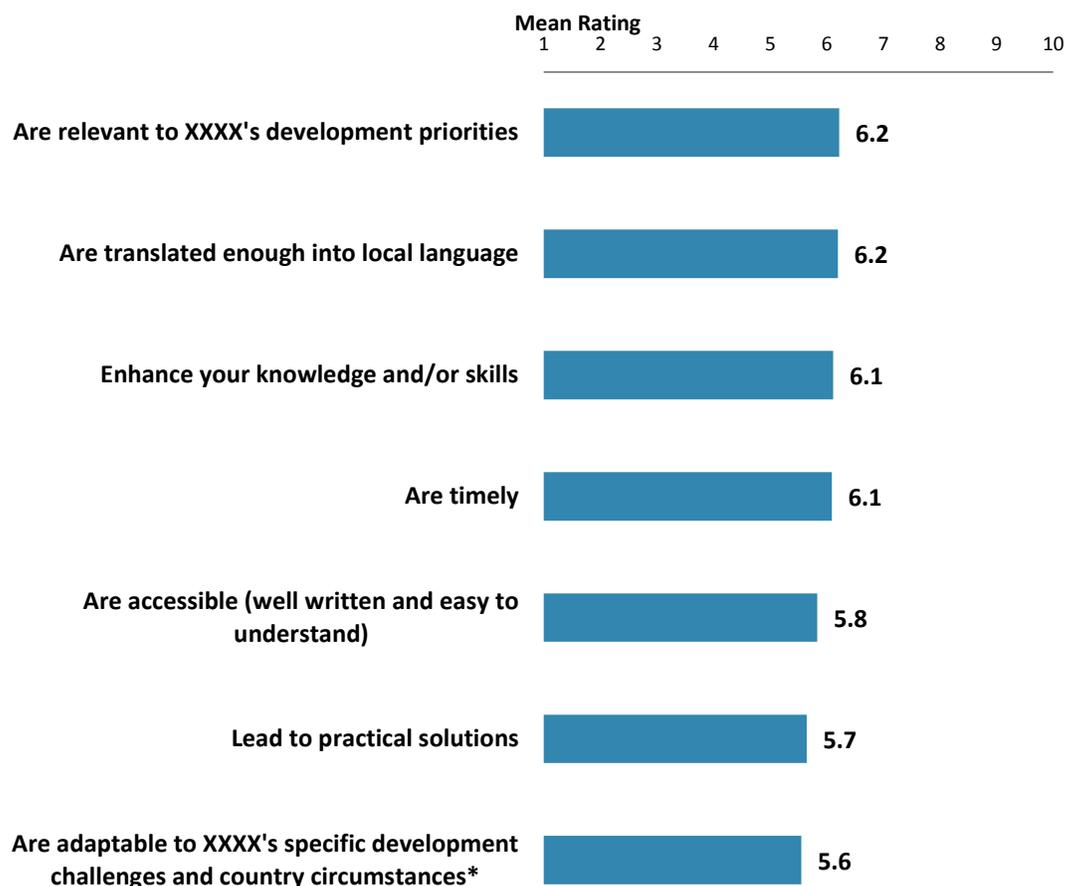


"The World Bank Group meets XXXX's needs for knowledge services."  
 (1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Group Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents across stakeholder groups and countries gave statistically similar ratings for all of the following qualities of the World Bank Group's knowledge work and activities.



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

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

\*Indicator Question

## VIII. World Bank Group Knowledge and Instruments (continued)

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

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

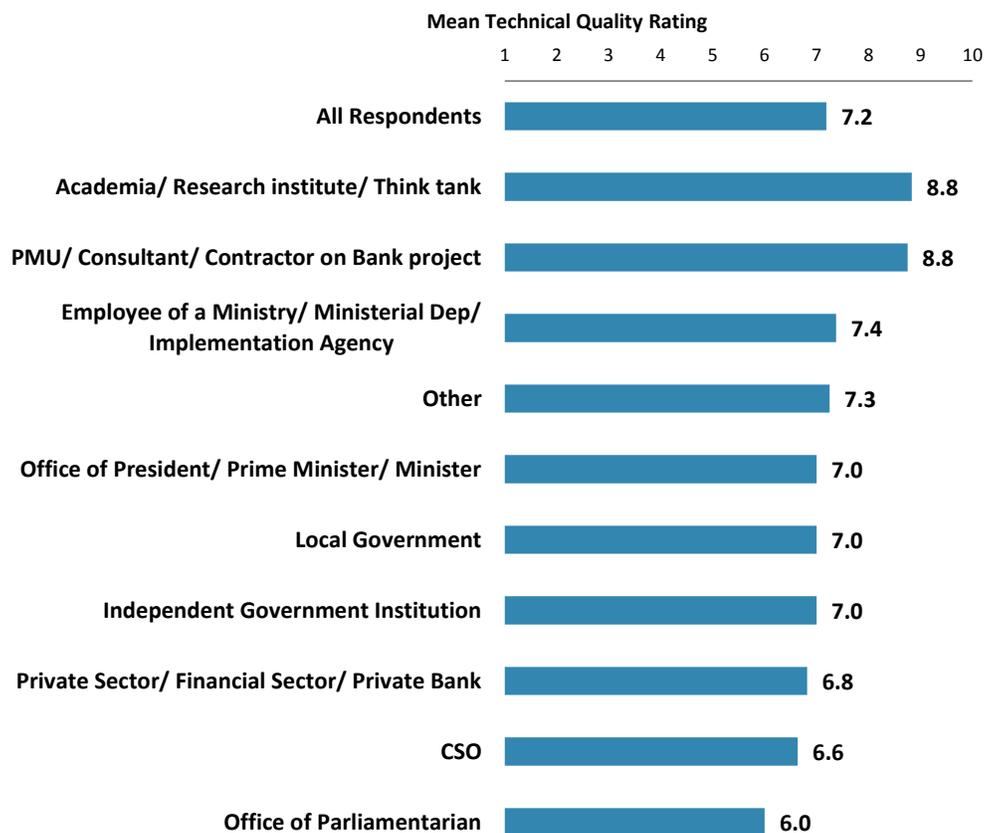


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
 (1- "Not significant at all", 10- "Very significant")

## VIII. World Bank Group Knowledge and Instruments (continued)

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

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



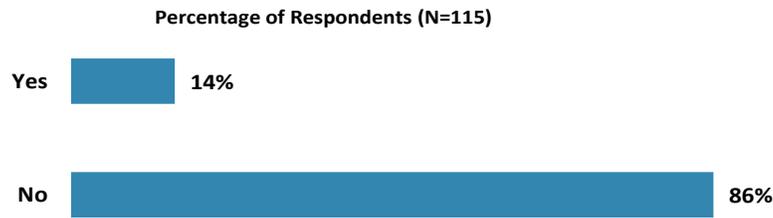
"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?"

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

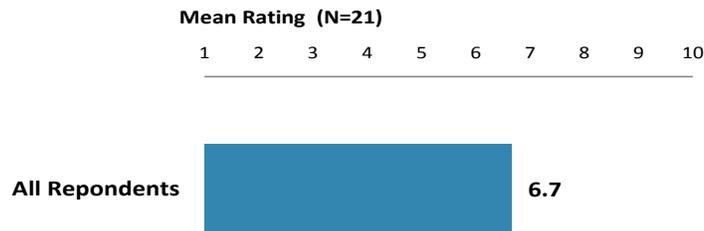
## VIII. World Bank Group Knowledge and Instruments (continued)

### LAC Flagship Report

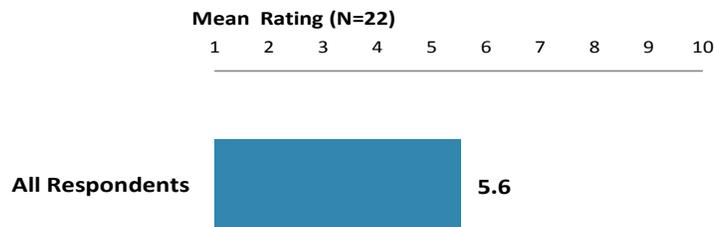
- Respondents from the office of parliament are most likely to have read/consulted the most recent LAC Flagship Report, whereas respondents from independent government institutions, PMUs and consultants/contractors working on Bank projects are significantly less likely to have done so.
- Respondents located in Saint Vincent & the Grenadines are significantly more likely have do read/consulted the Flagship Report than respondents who are located in other countries.



**"Have you read/consulted the most recent LAC Flagship Report: Economic Mobility and the Rise of the Latin American Middle Class?" (Respondents chose from a list.)**



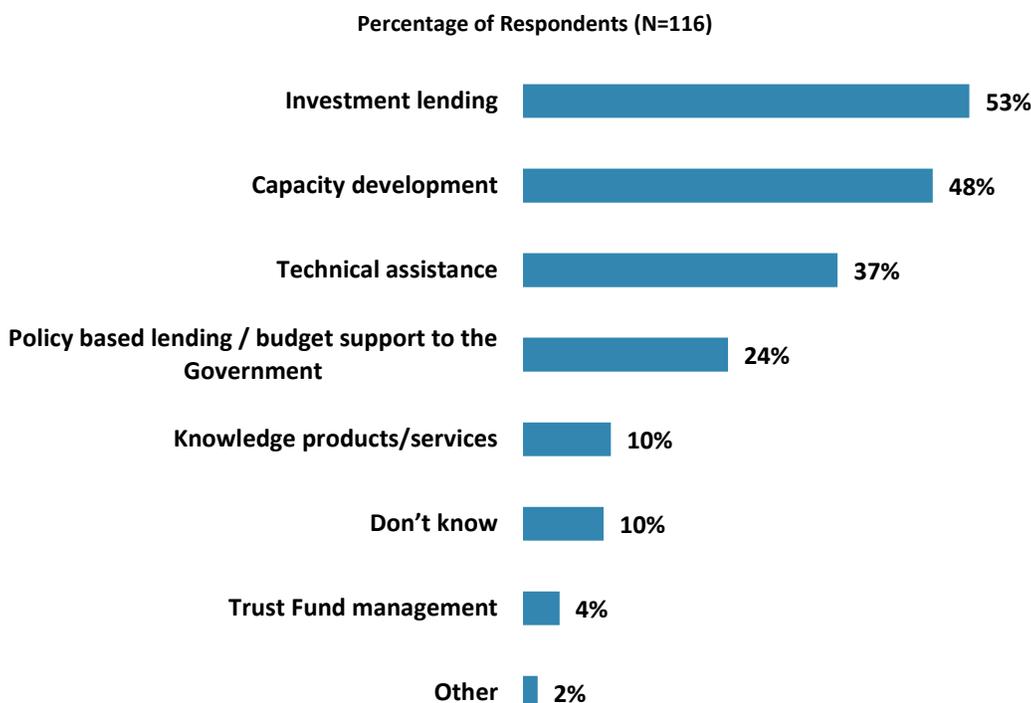
**"To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?" (1-"To no degree at all; 10-"To a very significant degree")**



**"To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?" (1-"To no degree at all; 10-"To a very significant degree")**

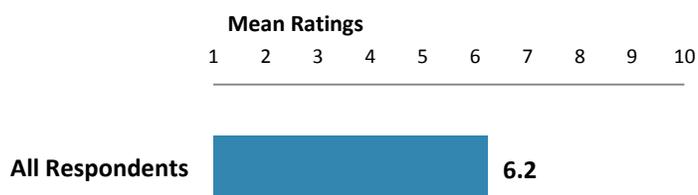
## VIII. World Bank Group Knowledge and Instruments (continued)

### Most Effective Instruments



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

### Combination of Financial, Knowledge and Convening Services

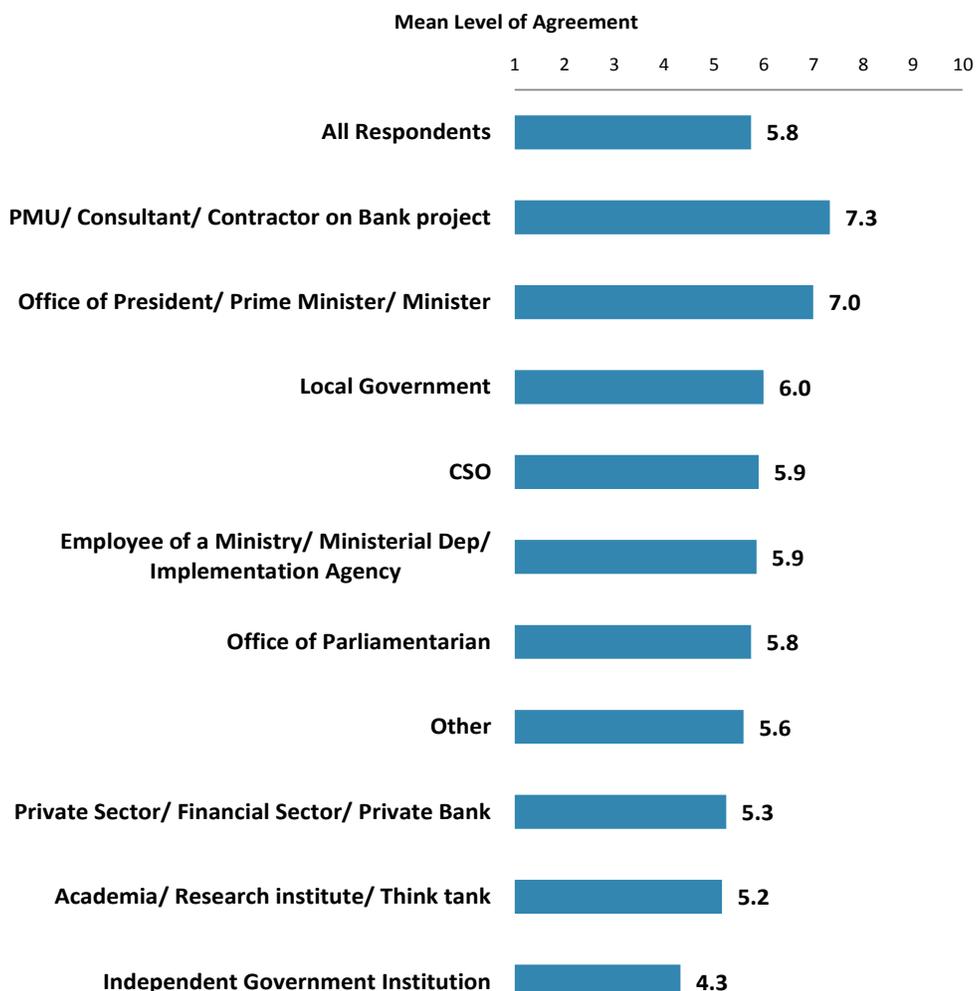


**“When considering the national development needs in , to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in XXXX meet the national development needs of XXXX?”**  
 (1-“To no degree at all”, 10-“To a very significant degree”)

## VIII. World Bank Group Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank's financial instruments meet their countries' needs.
- Respondents who are located in Saint Vincent & the Grenadines had the highest levels of agreement that the Bank's financial instruments meet their countries' needs, whereas respondents from Antigua & Barbuda had significantly lower levels of agreement.

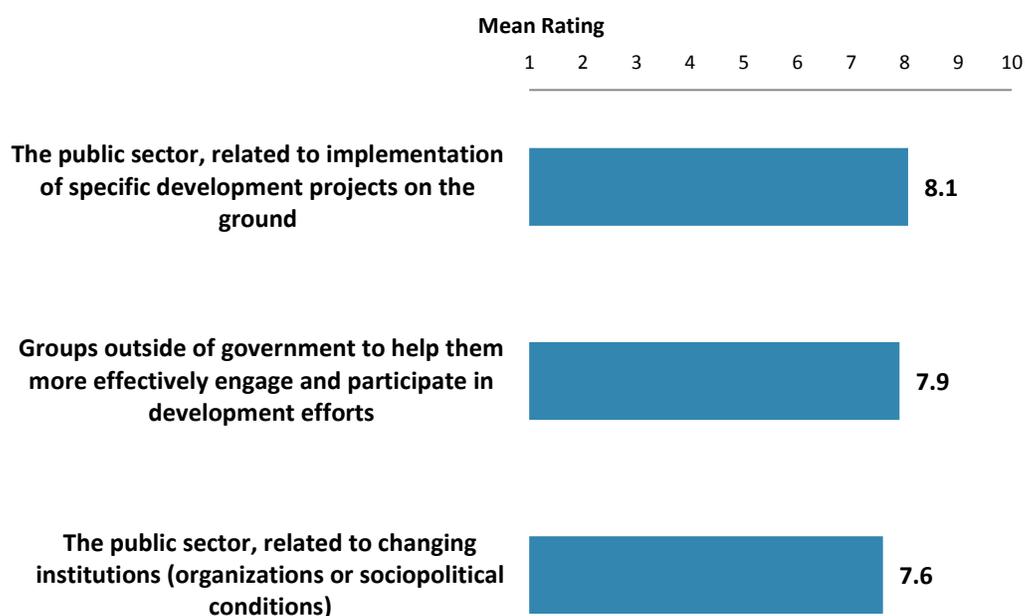


**"The World Bank Group's financial instruments meet the needs of XXXX"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

## VIII. World Bank Group Knowledge and Instruments (continued)

### Areas of Capacity Building Support

- Respondents across stakeholder groups and countries gave statistically similar ratings for the extent their countries would benefit, if capacity building were to support the following three areas.

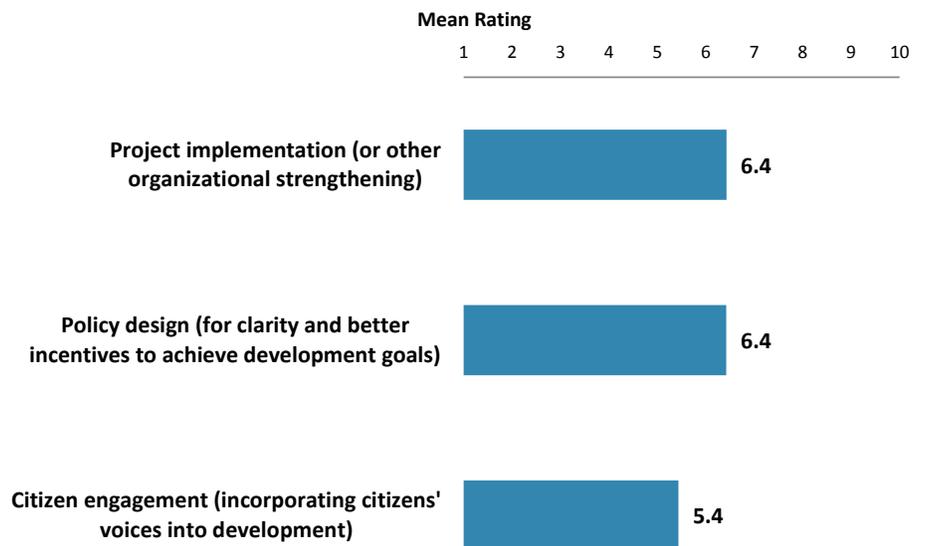


**"The World Bank Group can provide capacity building support in a number of ways in XXXX.  
To what degree would XXXX benefit, if capacity building were to support...?"**  
(1-"To no degree at all", 10-"To a very significant degree")

## VIII. World Bank Group Knowledge and Instruments (continued)

### Effectiveness of Capacity Building Work

- Respondents from academia/research institutes/think tanks had the highest ratings for the Bank’s effectiveness in “citizen engagement,” whereas respondents from the office of parliament and independent government institutions had significantly lower ratings for this area of work.
- Respondents who are located in Grenada gave the highest ratings for the Bank’s effectiveness in “project implementation,” whereas respondents who are located in Antigua & Barbuda had significantly lower ratings.

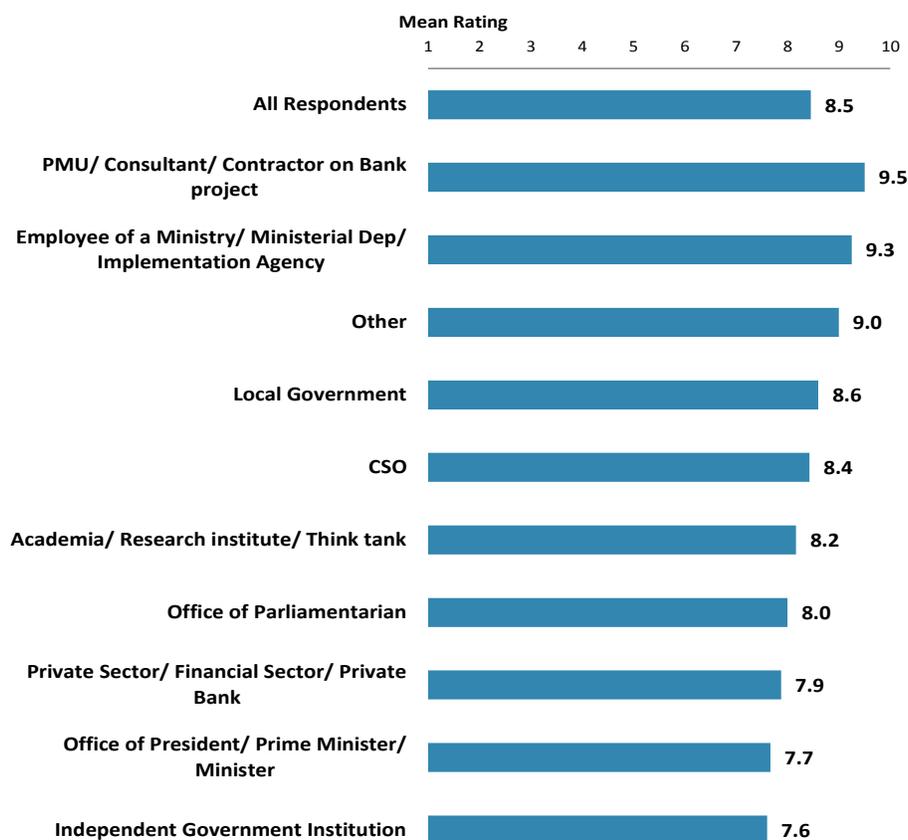


"How effective do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX?"  
 (1-"Not effective at all", 10-"Very effective")

## IX. Recent Trends and the Future Role of the World Bank Group in XXXX

### Role Significance of International Development Cooperation

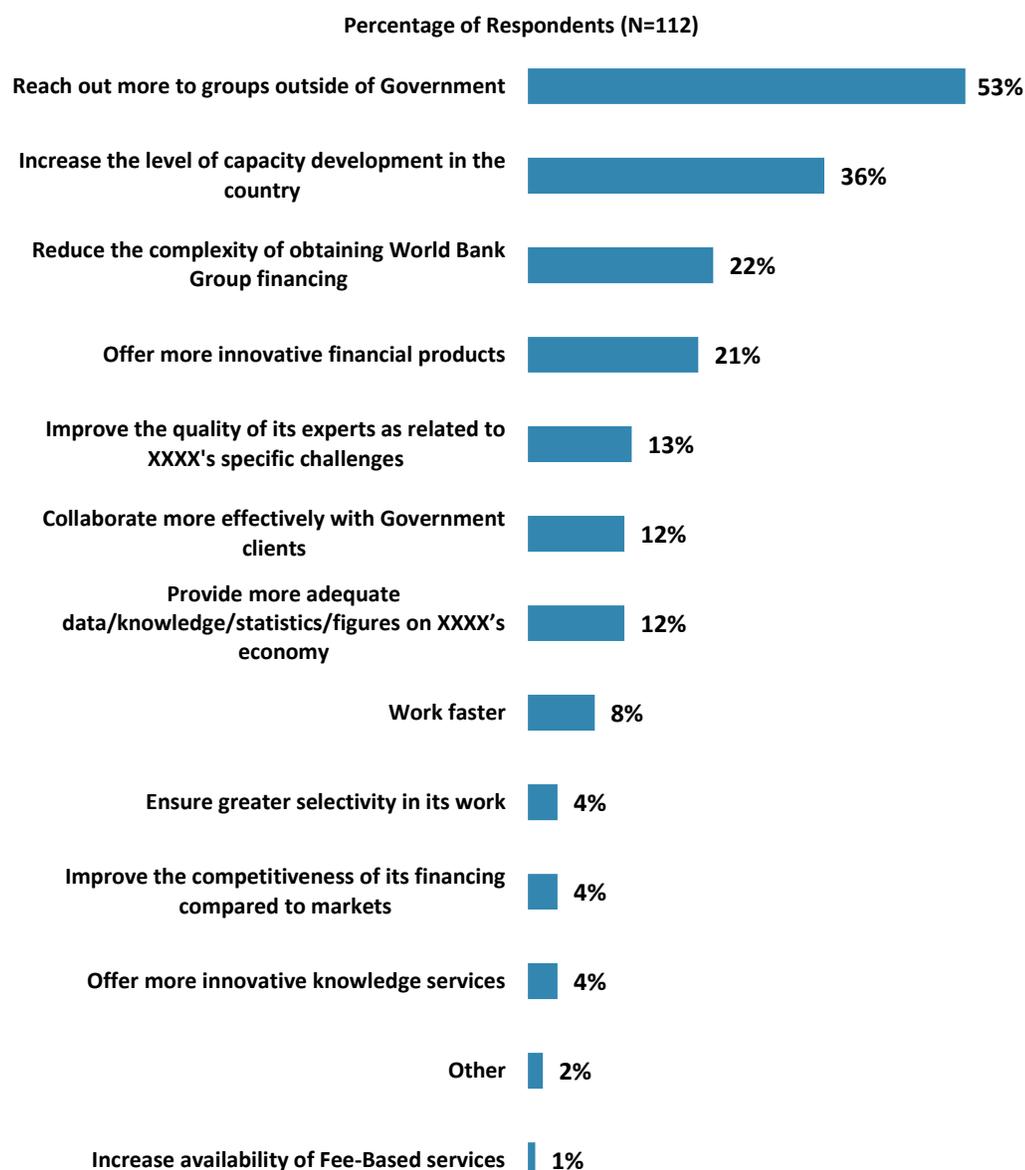
- Respondents from PMUs, consultants/contractors working on Bank projects and employees of ministries/ministerial departments/implementation agencies gave the highest ratings for the significance of the future role of international development cooperation in their countries' development, whereas respondents from independent government institutions and the office of President/Prime Minister/Ministers had significantly lower ratings.
- Respondents who are located in Grenada gave the highest ratings for the significance of the future role of international development cooperation in their countries' development, whereas respondents from Antigua & Barbuda had significantly lower ratings.



"How significant a role do you believe that international development cooperation SHOULD play in XXXX's development in the near future?"  
(1-"Not a significant role at all", 10-"Very significant role")

## IX. Recent Trends and The Future Role of the World Bank Group in XXXX (continued)

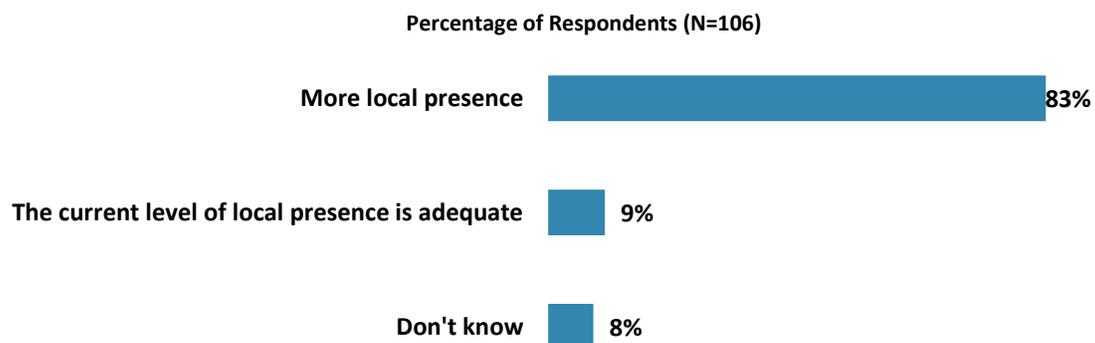
### Making the World Bank Group of Greater Value



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

## IX. Recent Trends and The Future Role of the World Bank Group in XXXX (continued)

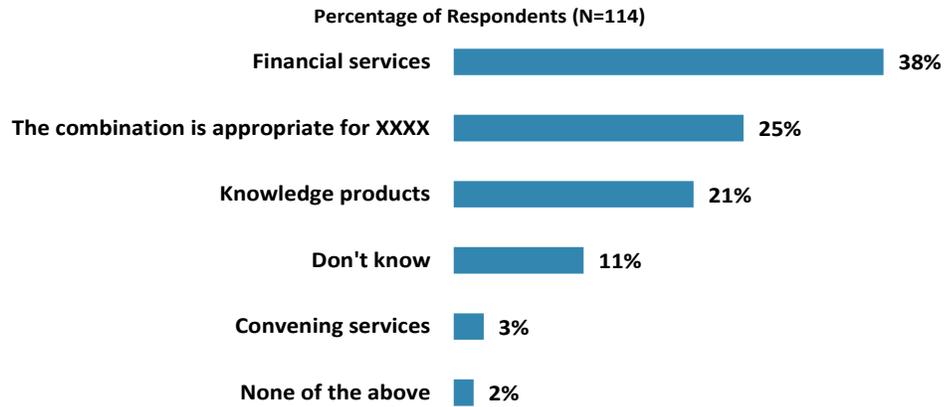
### The World Bank Group's Local Presence



"To be a more effective development partner in XXXX, do you believe that the World Bank Group should have....?"  
(Respondents chose from a list.)

## IX. Recent Trends and The Future Role of the World Bank Group in XXXX (continued)

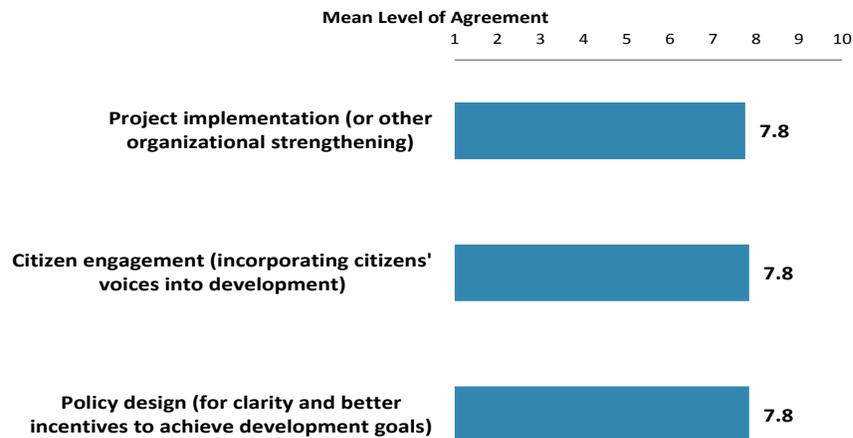
### Offering a Better Combination of Services



"When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX? "  
 (Respondents chose from a list.)

### Improving Capacity Building

- Respondents who are located in Grenada and Saint Vincent & the Grenadine gave the highest ratings for the importance for the Bank to be involved in “project implementation” and “policy design” aspects of capacity building in the future, whereas respondents who are located in Dominica had significantly lower ratings.



"When thinking about how to improve capacity building in XXXX to help ensure between development results, looking forward, how important is it for the World Bank Group to be involved in the following aspects of capacity building?"  
 (1-"Not important at all", 10-"Very important")

## IX. Recent Trends and The Future Role of the World Bank Group in XXXX (continued)

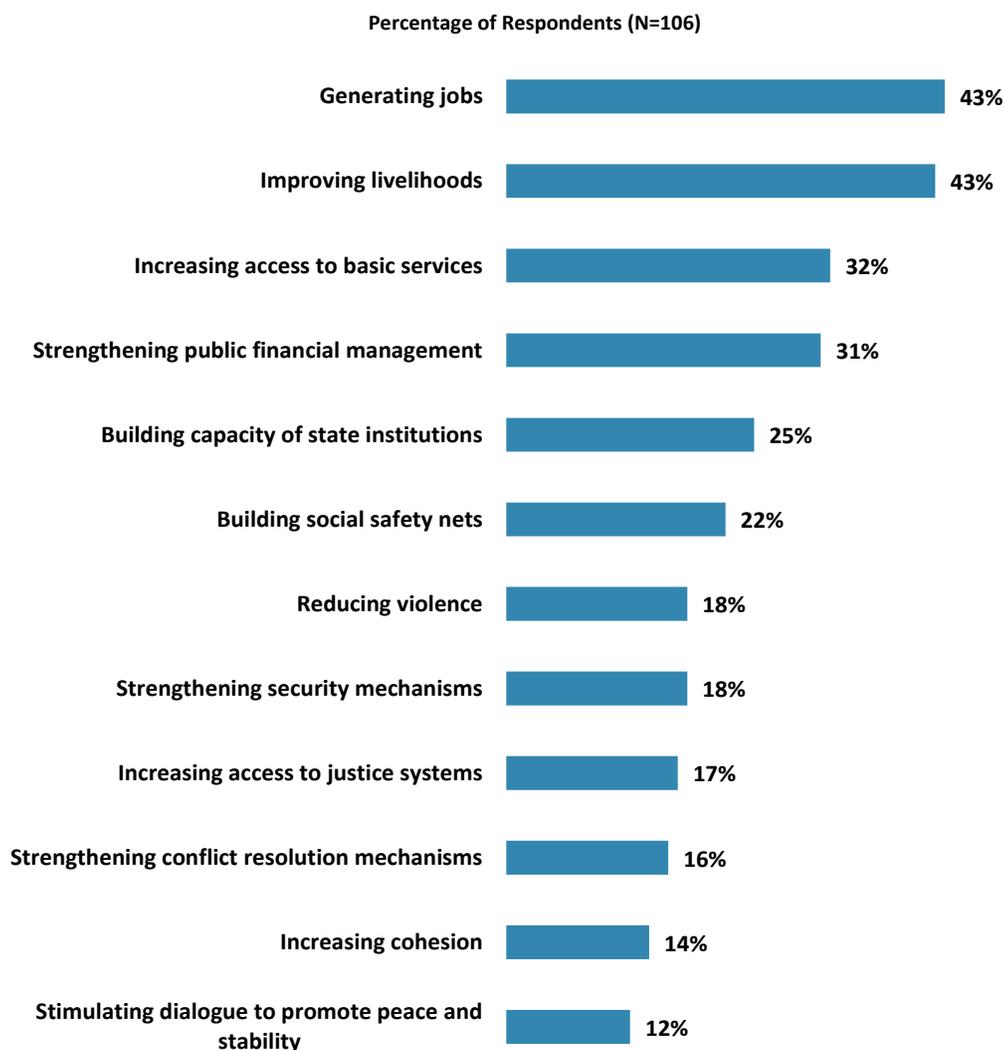
### Benefiting from the World Bank Group Playing A Leading Role



"Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in XXXX?" (Respondents chose from a list. Responses combined.)

## IX. Recent Trends and The Future Role of the World Bank Group in XXXX (continued)

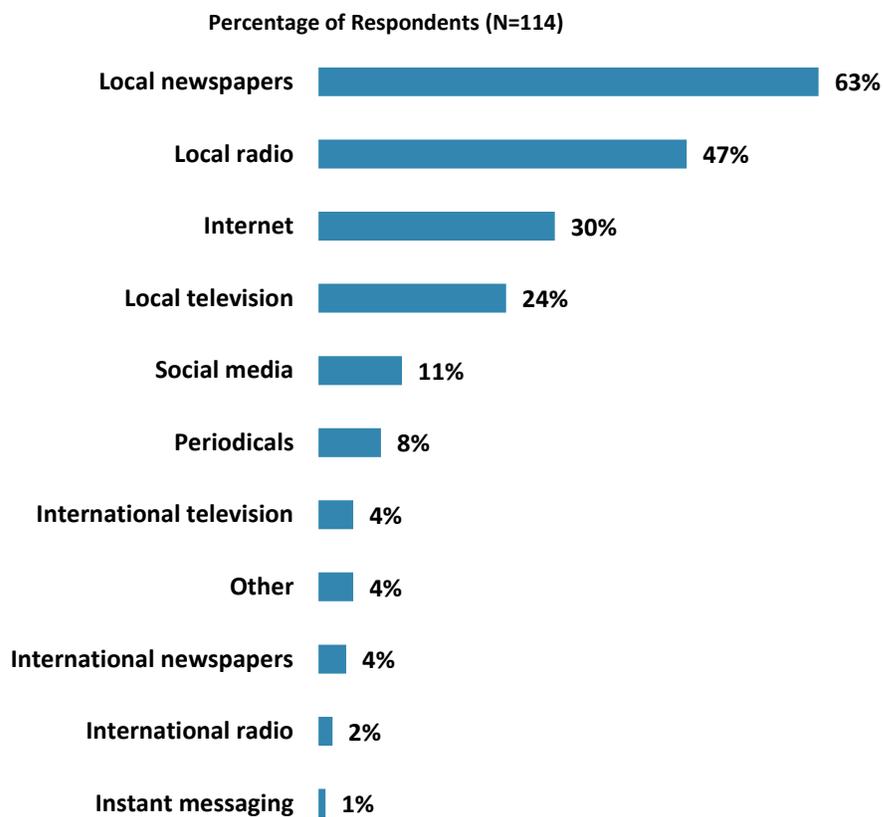
### Benefiting from Other Donors



"Which THREE areas below would benefit most from other donors in XXXX?"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness

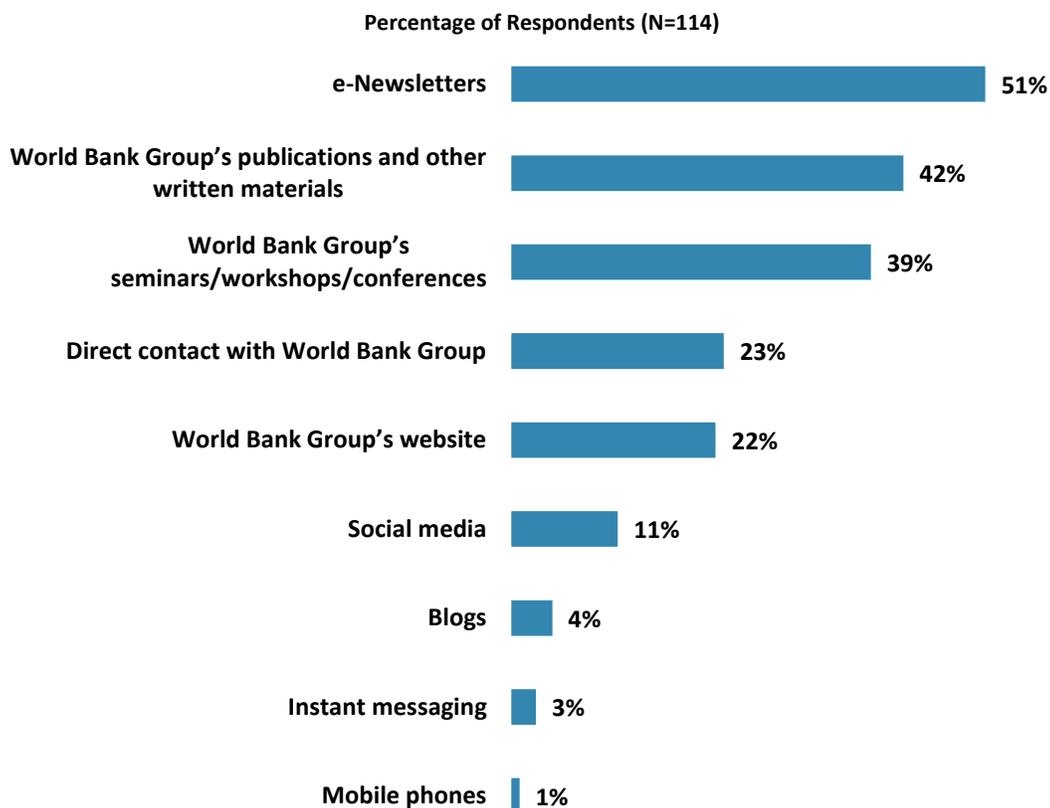
### Information Sources



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

## X. Communication and Openness (continued)

### Preferred Information Sources



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

## X. Communication and Openness (continued)

### Access to Information

- Respondents from the office of President/Prime Minister/Ministers and the office of parliamentarian are most likely to indicate that they are aware of the Bank's Access to Information Policy, whereas respondents from CSOs and local governments are significantly less likely to indicate so.

Percentage of Respondents (N=103)



"Are you aware of the World Bank Group'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?"

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### Website Usage

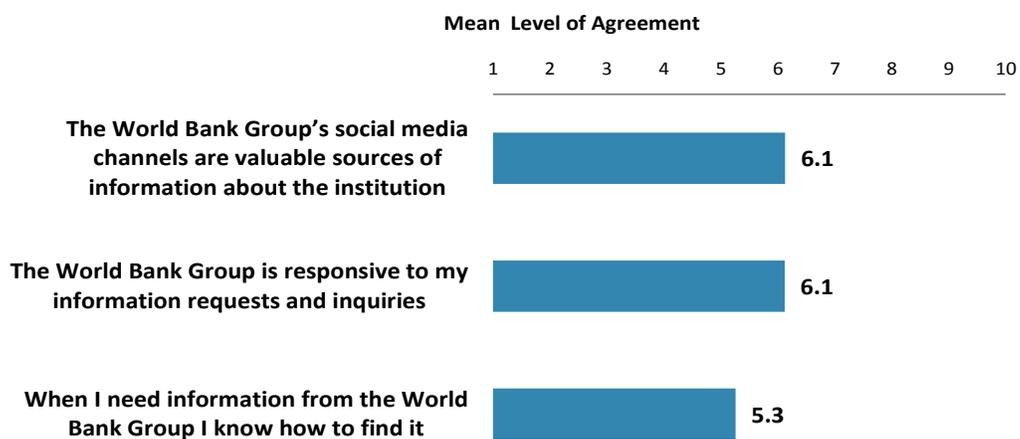
Percentage of Respondents (N=104)



"Do you use/have you used the World Bank Group website?"

## X. Communication and Openness (continued)

### Information Sharing



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

## XI. Appendices

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## Appendix A: Responses to All Questions across All Respondents (N=119)

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

### A. General Issues Facing XXXX<sup>5</sup>

1. In general would you say that XXXX is headed in ... ?	Percentage of Respondents (N=109)
The right direction	41.3%
The wrong direction	27.5%
Not sure	31.2%

2. Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=115)
Job creation/employment	58.3%
Education	38.3%
Economic growth	30.4%
Agricultural development	22.6%
Public sector governance/ reform	20.9%
Foreign direct investment	17.4%
Domestic private sector development	13.9%
Poverty reduction	13.9%
Social protection	11.3%
Health	10.4%
Food security	9.6%
Energy	7.8%
Trade and exports	6.1%
Crime and violence	6.1%
Rural development	6.1%
Information and communications technology	5.2%
Anti-corruption	3.5%
Communicable/non-communicable diseases	2.6%
Disaster management	1.7%
Financial markets	1.7%
Natural resource management	1.7%
Transport	1.7%
Water and sanitation	1.7%
Law and justice	0.9%
Global/regional integration	0.9%
Environmental sustainability	0.9%
Gender equity	0.0%
Urban development	0.0%
Equality of opportunity	0.0%
Climate change	0.0%
Regulatory framework	0.0%

<sup>5</sup> XXXX refers to one of the four countries (Grenada, Dominica, Saint Vincent & the Grenadines, Antigua & Barbuda) in which respondents were located when responding to the questionnaire.

**A. General Issues Facing XXXX (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 XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=116)</b>
Job creation/employment	65.5%
Economic growth	53.4%
Education	44.0%
Agricultural development	28.4%
Rural development	26.7%
Domestic private sector development	25.0%
Public sector governance/ reform	12.1%
Foreign direct investment	9.5%
Food security	5.2%
Equality of opportunity	5.2%
Trade and exports	4.3%
Social protection	4.3%
Health	3.4%
Information and communications technology	2.6%
Transport	1.7%
Crime and violence	1.7%
Anti corruption	1.7%
Water and sanitation	0.9%
Energy	0.9%
Disaster management	0.9%
Law and justice	0.9%
Climate change	0.0%
Global/regional integration	0.0%
Gender equity	0.0%
Urban development	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Natural resource management	0.0%
Environmental sustainability	0.0%
Financial markets	0.0%

**A. General Issues Facing XXXX (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 XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=114)</b>
Foreign direct investment	43.0%
Job creation/employment	42.1%
Agricultural development	41.2%
Domestic private sector development	37.7%
Public sector governance/ reform	28.1%
Education	28.1%
Trade and exports	24.6%
Energy	15.8%
Information and communications technology	11.4%
Rural development	6.1%
Anti corruption	3.5%
Natural resource management	2.6%
Health	1.8%
Urban development	1.8%
Financial markets	1.8%
Food security	1.8%
Transport	0.9%
Environmental sustainability	0.9%
Equality of opportunity	0.9%
Social protection	0.9%
Disaster management	0.9%
Gender equity	0.0%
Global/regional integration	0.0%
Climate change	0.0%
Water and sanitation	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Law and justice	0.0%
Crime and violence	0.0%

**A. General Issues Facing XXXX (continued)**

5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Education and training that better ensure job opportunity	41.0%
Better employment opportunities for young people	37.1%
Consistent economic growth	27.6%
Better entrepreneurial opportunities	27.6%
A growing middle class	19.0%
Greater access to micro-finance for the poor	10.5%
Greater voice and participation for citizens to help ensure greater accountability	10.5%
Better opportunity for the poor who live in rural areas	7.6%
Greater equity of fiscal policy	4.8%
Greater access to health and nutrition for citizens	3.8%
Better employment opportunities for women	2.9%
Better opportunity for the poor who live in urban areas	2.9%
More reliable social safety net	1.0%
Better quality public services	1.0%
Other	0.0%

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

How familiar are you with the work of these organizations in XXXX? (1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. World Bank (WB/BM)	117	0	6.27	2.50
2. Caribbean Development Bank (CDB)	116	0	6.98	2.07
3. European Caribbean Central Bank (ECCB)	109	0	6.09	3.08
4. Organization of Eastern Caribbean States (OECS)	116	0	7.86	1.87
5. International Monetary Fund (IMF)	116	0	6.84	2.05
6. Inter-American Development Bank (IDB)	117	0	4.92	2.66

Overall, please rate your impression of the effectiveness of these organizations in XXXX. (1-Not effective at all, 10-Extremely effective)	N	DK	Mean	SD
7. World Bank (WB/BM)*	97	18	5.89	1.73
8. Caribbean Development Bank (CDB)	108	8	6.66	1.78
9. European Caribbean Central Bank (ECCB)	87	24	6.05	2.27
10. Organization of Eastern Caribbean States (OECS)	112	4	6.66	1.97
11. International Monetary Fund (IMF)	106	10	5.88	1.99
12. Inter-American Development Bank (IDB)	79	35	4.85	1.87

Staff Preparedness*	N	DK	Mean	SD
13. To what extent do you believe the World Bank Group's staff is well prepared to help solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	71	44	6.51	2.03

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

<b>14. When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=115)</b>
Agricultural development	33.0%
Job creation/employment	32.2%
Public sector governance/ reform	32.2%
Education	30.4%
Domestic private sector development	23.5%
Economic growth	21.7%
Poverty reduction	21.7%
Health	18.3%
Trade and exports	12.2%
Foreign direct investment	11.3%
Energy	9.6%
Rural development	9.6%
Food security	6.1%
Crime and violence	5.2%
Anti corruption	5.2%
Transport	4.3%
Information and communications technology	3.5%
Regulatory framework	2.6%
Natural resource management	2.6%
Social protection	2.6%
Environmental sustainability	1.7%
Disaster management	1.7%
Financial markets	0.9%
Climate change	0.9%
Global/regional integration	0.9%
Gender equity	0.9%
Urban development	0.9%
Water and sanitation	0.0%
Equality of opportunity	0.0%
Law and justice	0.0%
Communicable/non-communicable diseases	0.0%

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

15. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?	Percentage of Respondents (N=106)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	49.1%	15.5%	64.6%
Technical assistance	9.4%	27.2%	36.6%
Capacity development	18.9%	16.5%	35.4%
Policy advice, studies, analyses	16.0%	17.5%	33.5%
Donor coordination	2.8%	10.7%	13.5%
Mobilizing third party financial resources	0.9%	5.8%	6.8%
Data	0.9%	3.9%	4.8%
Convening/Facilitating	0.9%	3.9%	4.8%
Linkage to non-Bank expertise	2.8%	0.0%	2.8%
Other	0.9%	0.0%	0.9%

How effectively do the World Bank Group's activities below support XXXX's efforts to achieve development results? (1-Not effective at all; 10-Very effective)	N	DK	Mean	SD
16. Convening/Facilitating	59	49	6.07	2.09
17. Data	64	43	6.52	2.02
18. Policy advice, studies, analyses	74	37	7.01	1.88
19. Financial resources	75	33	7.05	1.85
20. Technical assistance	76	36	6.92	1.76
21. Mobilizing third party financial resources	50	57	6.42	1.92
22. Donor coordination	57	53	6.60	1.86
23. Linkage to non-Bank expertise	45	64	6.13	2.15

The World Bank Group can provide capacity building support in a number of ways in XXXX. To what degree would XXXX benefit, if capacity building were to support...? (1-To no degree at all; 10-To a very significant degree)	N	DK	Mean	SD
24. Groups outside of government to help them more effectively engage and participate in development efforts	110	5	7.91	1.91
25. The public sector, related to implementation of specific development projects on the ground	113	1	8.07	1.72
26. The public sector, related to changing institutions (organizations or sociopolitical conditions)	103	8	7.60	1.97

How effective do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX? (1-Not effective at all; 10-Very effective)	N	DK	Mean	SD
27. Project implementation (or other organizational strengthening)	68	47	6.43	1.88
28. Citizen engagement (incorporating citizens' voices into development)	55	61	5.44	2.42
29. Policy design (for clarity and better incentives to achieve development goals)	66	49	6.42	2.17

When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how important is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not effective at all; 10-Very effective)	N	DK	Mean	SD
30. Project implementation (or other organizational strengthening)	93	20	7.75	1.58
31. Citizen engagement (incorporating citizens' voices into development)	90	23	7.84	1.88
32. Policy design (for clarity and better incentives to achieve development goals)	95	18	7.84	1.68

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

<b>33. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=112)</b>
Not enough public disclosure of its work	38.4%
Not adequately sensitive to political/social realities in XXXX	19.6%
Not collaborating enough with non-state actors	18.8%
Too influenced by developed countries	17.9%
Don't know	17.0%
World Bank Group's processes too slow	14.3%
World Bank Group's processes too complex	8.0%
Staff too inaccessible	8.0%
Not aligned with country priorities	7.1%
Too bureaucratic in its operational policies and procedures	7.1%
Not exploring alternative policy options	6.3%
Not willing to honestly criticize policies and reform efforts in the country	5.4%
Arrogant in its approach	3.6%
Imposing technocratic solutions without regard to political realities	3.6%
Not aligned with other donors' work	0.9%
Other	0.9%
The credibility of its knowledge/data	0.0%
Not client focused	0.0%

<b>34. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=116)</b>
Investment lending	52.6%
Capacity development	48.3%
Technical assistance	37.1%
Policy based lending / budget support to the Government	24.1%
Knowledge products/services	10.3%
Don't know	9.5%
Trust Fund management	4.3%
Other	1.7%

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

To what extent do you agree with the following statements about the World Bank Group's work in XXXX? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
35. Overall the World Bank Group currently plays a relevant role in development in XXXX*	88	27	6.56	2.04
36. The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	83	33	5.93	2.16
37. The World Bank Group supports XXXX's efforts to reduce social exclusion	73	42	5.96	1.95
38. The World Bank Group supports programs and strategies that are realistic for XXXX	86	29	5.99	2.12
39. The World Bank Group treats clients and stakeholders in XXXX with respect	74	40	6.32	2.20
40. The World Bank Group is an organization that does not represent a particular ideological perspective in XXXX	76	38	7.12	2.42
41. The World Bank Group is an organization that is not overly influenced by any particular country	81	33	5.57	2.66
42. The World Bank Group respects the positions, views and demands of the government of XXXX	74	39	6.30	2.23
43. The World Bank Group listens and takes into account your views	80	34	5.56	2.54

Combination of Financial, Knowledge and Convening Services	N	DK	Mean	SD
44. When considering the national development needs in XXXX, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in XXXX meet the national development needs of XXXX? (1-To no degree at all, 10-To a very significant degree)	71	39	6.23	1.95

To what extent is the World Bank Group an effective development partner in XXXX? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
45. Responsiveness*	72	38	6.17	2.15
46. Flexibility (in terms of the World Bank Group's products and services)*	74	34	5.59	1.93
47. Flexibility (in terms of changing country circumstances)*	80	30	5.63	2.04
48. Being inclusive*	74	33	5.73	2.02
49. Openness*	75	32	6.48	2.18
50. Staff accessibility*	67	41	5.64	2.34
51. Straightforwardness and honesty*	74	37	6.74	2.16
52. Ease of access to the people at the World Bank Group who are making decisions important to my work*	63	45	5.59	2.45
53. Collaboration with groups outside of the Government*	72	36	5.63	2.18
54. Collaboration with the Government*	86	24	7.72	1.62
55. Collaboration with other donors*	55	50	7.24	1.61
56. The speed in which it gets things accomplished on the ground*	70	37	5.47	2.00
57. Being a long-term partner*	84	26	7.64	1.89

58. To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=106)
More local presence	83.0%
The current level of local presence is adequate	9.4%
Don't know	7.5%

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

59. When World Bank Group 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; N=112)
There is not an adequate level of citizen/civil society participation	51.8%
The Government works inefficiently	28.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	27.7%
Lack of/inadequate levels of capacity in Government	26.8%
Reforms are not well thought out in light of country challenges	19.6%
Political pressures and obstacles	17.9%
The World Bank Group works too slowly	6.3%
The World Bank Group does not do adequate follow through/follow-up	4.5%
Poor donor coordination	2.7%
Other	1.8%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX? (1-Not important at all; 10-Very important)	Effectiveness			
	N	DK	Mean	SD
Anti corruption	107	4	7.17	2.75
Information and communications technology	110	1	7.56	2.08
Transport	106	2	7.27	2.25
Crime and violence	106	6	6.22	2.59
Law and justice	105	5	5.94	2.45
Urban development	110	2	7.02	2.05
Environmental sustainability	109	2	7.46	1.91
Regulatory framework	109	2	7.08	1.99
Communicable/non-communicable diseases	108	4	6.77	2.20
Poverty reduction	112	0	8.46	1.54
Gender equity	107	2	6.30	2.25
Domestic private sector development	111	0	7.92	1.85
Foreign direct investment	110	1	8.12	1.78
Water and sanitation	110	2	6.24	2.15
Trade and exports	112	1	7.61	1.95
Economic growth	110	0	8.84	1.38
Energy	110	2	7.54	2.25
Disaster management	110	1	6.78	2.39
Public sector governance/ reform	109	1	7.96	1.56
Job creation/employment	112	1	8.23	1.74
Financial markets	104	5	7.13	2.15
Equality of opportunity	106	4	6.41	2.13
Health	112	1	7.34	2.01
Rural development	109	1	7.67	1.90
Global/regional integration	111	1	6.81	2.22
Food security	110	0	7.40	1.99
Education	110	1	7.95	1.94
Social protection	112	2	6.69	2.04
Climate change	111	1	6.62	2.57
Agricultural development	112	0	8.51	1.72
Natural resource management	104	6	6.35	2.72

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX? (1-Not effective at all; 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Anti corruption	34	73	5.91	2.11
Information and communications technology	49	58	6.51	1.98
Transport	43	63	6.33	2.23
Crime and violence	26	80	4.54	2.20
Law and justice	28	79	5.04	2.20
Urban development	42	62	5.55	2.01
Environmental sustainability	45	61	6.31	2.01
Regulatory framework	47	58	6.11	2.06
Communicable/non-communicable diseases	41	62	6.34	2.40
Poverty reduction	56	49	6.29	2.48
Gender equity	43	63	5.88	2.00
Domestic private sector development	50	53	5.54	2.13
Foreign direct investment	46	58	5.85	2.10
Water and sanitation	41	64	5.88	2.35
Trade and exports	43	62	5.79	2.04
Economic growth	59	45	6.32	2.10
Energy	41	62	5.29	2.41
Disaster management	48	57	6.31	2.31
Public sector governance/ reform	59	46	6.66	2.21
Job creation/employment	58	47	5.69	2.05
Financial markets	47	58	5.81	2.10
Equality of opportunity	34	66	5.21	1.86
Health	48	55	6.50	2.10
Rural development	45	59	5.91	2.19
Global/regional integration	45	59	5.80	2.03
Food security	38	67	5.45	1.91
Education	55	48	6.89	2.02
Social protection	36	67	5.94	1.64
Climate change	46	59	6.48	2.08
Agricultural development	44	61	5.86	2.43
Natural resource management	31	71	5.13	2.53

3. Where are the World Bank Group's decisions made primarily that support the program in XXXX?	Percentage of Respondents (N=116)
At the Headquarters (in Washington D.C.)	50.9%
In the country	4.3%
Don't know	44.8%

**C. World Bank Group's Effectiveness and Results (continued)**

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent does the World Bank Group's work help to achieve development results in XXXX? (1-To no degree at all, 10-To a very significant degree)	83	33	6.54	1.84

<b>To what extent do you agree with the following statements about the World Bank Group in XXXX? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. The World Bank Group's financial instruments meet the needs of XXXX*	76	40	5.75	2.04
6. The World Bank Group meets XXXX's needs for knowledge services*	79	35	5.87	1.99

<b>Evaluation Mechanism</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in XXXX? (1-To no degree at all, 10-To a very significant degree)	59	58	6.31	2.40

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=115)</b>
Weekly	1.7%
Monthly	3.5%
A few times a year	27.0%
Rarely	36.5%
Never	31.3%

<b>In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	65	46	6.09	1.80
3. Are relevant to XXXX's development priorities	77	33	6.22	2.03
4. Lead to practical solutions	71	40	5.65	1.81
5. Are accessible (well written and easy to understand)	72	37	5.83	2.11
6. Enhance your knowledge and/or skills	78	33	6.12	2.31
7. Are translated enough into local language	71	39	6.20	2.75
8. Are adaptable to XXXX's specific development challenges and country circumstances*	76	34	5.55	2.05

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	88	27	6.17	1.93
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	80	35	7.19	1.87

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

11. Have you read/consulted the most recent LAC Flagship Report: Economic Mobility and the Rise of the Latin American Middle Class?	Percentage of Respondents (N=115)
Yes	13.9%
No	86.1%

Value of Flagship Report	N	DK	Mean	SD
12. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading? (1-To no degree at all, 10-To a very significant degree)	21	92	6.67	2.13
13. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do? (1-To no degree at all, 10-To a very significant degree)	22	91	5.55	2.11

**E. Working with the World Bank Group**

To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving XXXX's development challenges? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	72	38	5.94	2.01
2. Design (appraising and planning the solutions)	70	40	6.11	1.95
3. Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	73	36	5.93	1.91
4. Evaluation (assessing the impact and results)	68	42	6.10	1.99

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	64	47	5.44	2.48
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	88	24	6.67	1.87
7. The World Bank Group's approvals and reviews are done in a timely fashion	69	42	5.65	1.93
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	63	45	6.30	2.10
9. The World Bank Group's conditions on its lending are reasonable	77	32	5.81	1.95
10. The World Bank Group takes decisions quickly in XXXX*	60	49	5.53	2.00
11. Working with the World Bank Group increases XXXX's institutional capacity	89	22	7.02	1.73
12. The World Bank Group ensures consistency and continuity through staff changes	38	71	6.26	1.95
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	49	59	6.57	1.85
14. The World Bank Group provides effective implementation support	69	40	6.67	1.86

E15. Which of the following best describes the way the World Bank Group operates in XXXX?	Percentage of Respondents (N=97)
The World Bank Group takes too much risk in XXXX	3.1%
The World Bank Group does not take enough risk in XXXX	29.9%
The World Bank Group's approach to risk is appropriate	23.7%
Don't know	43.3%

**F. Recent Trends and the Future Role of the World Bank Group in XXXX**

<b>World Bank's Focus of Work in XXXX</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in XXXX? (1-To no degree at all, 10-To a very significant degree)	76	38	6.09	1.70

<b>Future Role of the International Development Cooperation</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. How significant a role do you believe that international development cooperation SHOULD play in XXXX's development in the near future? (1-Not a significant role at all, 10-Very significant role)	106	7	8.45	1.47

<b>3. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (1-Not effective at all; 10-Very effective)</b>	<b>Percentage of Respondents (Responses Combined; N=112)</b>
Reach out more to groups outside of Government	52.7%
Increase the level of capacity development in the country	35.7%
Reduce the complexity of obtaining World Bank Group financing	22.3%
Offer more innovative financial products	20.5%
Improve the quality of its experts as related to XXXX's specific challenges	12.5%
Collaborate more effectively with Government clients	11.6%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	11.6%
Work faster	8.0%
Ensure greater selectivity in its work	3.6%
Improve the competitiveness of its financing compared to markets	3.6%
Offer more innovative knowledge services	3.6%
Other	1.8%
Increase availability of Fee-Based services	0.9%

<b>4. When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=114)</b>
Financial services	37.7%
The combination is appropriate for XXXX	25.4%
Knowledge products	21.1%
Don't know	11.4%
Convening services	2.6%
None of the above	1.8%

**F. Recent Trends and the Future Role of the World Bank Group in XXXX (continued)**

<b>5a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=111)</b>
Generating jobs	72.1%
Strengthening public financial management	70.3%
Building capacity of state institutions	64.9%
Improving livelihoods	33.3%
Building social safety nets	16.2%
Increasing access to basic services	11.7%
Reducing violence	9.9%
Strengthening security mechanisms	7.2%
Increasing cohesion	3.6%
Increasing access to justice systems	2.7%
Stimulating dialogue to promote peace and stability	1.8%
Strengthening conflict resolution mechanisms	0.9%

<b>5b. Which THREE areas below would benefit most from other donors in XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Generating jobs	43.4%
Improving livelihoods	42.5%
Increasing access to basic services	32.1%
Strengthening public financial management	31.1%
Building capacity of state institutions	24.5%
Building social safety nets	21.7%
Reducing violence	17.9%
Strengthening security mechanisms	17.9%
Increasing access to justice systems	17.0%
Strengthening conflict resolution mechanisms	16.0%
Increasing cohesion	14.2%
Stimulating dialogue to promote peace and stability	12.3%

### G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=114)
Local newspapers	63.2%
Local radio	46.5%
Internet	29.8%
Local television	23.7%
Social media	10.5%
Periodicals	7.9%
International television	4.4%
Other	4.4%
International newspapers	3.5%
International radio	1.8%
Instant messaging	0.9%
Blogs	0.0%
Mobile phones	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=114)
e-Newsletters	50.9%
World Bank Group's publications and other written materials	42.1%
World Bank Group's seminars/workshops/conferences	38.6%
Direct contact with World Bank Group	22.8%
World Bank Group's website	21.9%
Social media	11.4%
Blogs	4.4%
Instant messaging	2.6%
Mobile phones	0.9%
Other	0.0%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=103)
Yes	18.4%
No	81.6%

4. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=104)
Yes	55.8%
No	44.2%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. When I need information from the World Bank Group I know how to find it	100	13	5.26	2.71
6. The World Bank Group's social media channels are valuable sources of information about the institution	54	59	6.13	2.36
7. The World Bank Group is responsive to my information requests and inquiries	49	59	6.12	2.29

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=114)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	22.8%
Private Sector Organization	20.2%
Financial Sector/Private Bank	11.4%
Academia/Research Institute/Think Tank	6.1%
Local Government Office or Staff	4.4%
NGO	4.4%
Independent Government Institution	4.4%
Faith-Based Group	4.4%
Office of Parliamentarian	3.5%
Trade Union	3.5%
Other	3.5%
Consultant/Contractor working on World Bank supported Project/Program	2.6%
Community Based Organization	2.6%
Office of Minister	1.8%
Multilateral Agency	1.8%
Office of the President, Prime Minister	.9%
Project Management Unit (PMU) overseeing implementation of project	.9%
Media	.9%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=115)</b>
Other	19.1%
Education	14.8%
Financial markets/banking	14.8%
Public sector governance/Public financial management/anti corruption	9.6%
Private sector development/foreign direct investment	7.0%
Job creation/employment	6.1%
Agriculture/ rural development / food security	4.3%
Health/Communicable/non-communicable diseases	4.3%
Information and communications technology	3.5%
Law and justice/regulatory framework	3.5%
Social protection	3.5%
Transport	3.5%
Gender equity/equality of opportunity	1.7%
Urban development	1.7%
Climate change / disaster management	.9%
Natural resource management/environmental sustainability	.9%
Water and sanitation	.9%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=112)</b>
Yes	24.1%
No	75.9%

<b>4. Which of the following agencies of the World Bank Group do you work with in XXXX?</b>	<b>Percentage of Respondents (N=107)</b>
None	80.4%
The World Bank (IBRD/IDA)	16.8%
International Finance Corporation (IFC)	5.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.9%

<b>5. Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	57.5%
Collaborate as part of my professional duties	29.2%
Engage in World Bank Group related/sponsored events/activities	27.4%
Use World Bank Group reports/data	15.1%

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

### A. General Issues facing XXXX<sup>6</sup>

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	66.7%	0.0%	59.1%	50.0%	0.0%	34.3%	28.6%	75.0%	28.6%	57.1%
The wrong direction	0.0%	100.0%	4.5%	50.0%	40.0%	20.0%	50.0%	0.0%	57.1%	28.6%
Not sure	33.3%	0.0%	36.4%	0.0%	60.0%	45.7%	21.4%	25.0%	14.3%	14.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection	33.3%	0.0%	24.0%	25.0%	0.0%	2.9%	11.8%	0.0%	0.0%	14.3%
Transport	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Public sector governance/ reform	33.3%	50.0%	12.0%	25.0%	0.0%	26.5%	5.9%	40.0%	33.3%	28.6%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	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%	8.0%	0.0%	0.0%	14.7%	29.4%	40.0%	16.7%	14.3%
Foreign direct investment	0.0%	0.0%	20.0%	25.0%	0.0%	17.6%	17.6%	20.0%	16.7%	42.9%
Water and sanitation	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Anti-corruption*	0.0%	50.0%	0.0%	0.0%	0.0%	2.9%	5.9%	0.0%	0.0%	0.0%
Job creation/employment	66.7%	50.0%	56.0%	25.0%	60.0%	73.5%	47.1%	60.0%	50.0%	42.9%
Rural development	33.3%	25.0%	8.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	14.3%
Financial markets*	0.0%	0.0%	0.0%	0.0%	20.0%	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%	0.0%
Environmental sustainability	0.0%	0.0%	4.0%	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%	0.0%
Health	0.0%	0.0%	16.0%	0.0%	20.0%	17.6%	0.0%	0.0%	16.7%	0.0%
Education	33.3%	25.0%	36.0%	25.0%	60.0%	26.5%	64.7%	60.0%	50.0%	28.6%
Poverty reduction	0.0%	25.0%	24.0%	25.0%	20.0%	0.0%	17.6%	0.0%	16.7%	14.3%
Energy	0.0%	0.0%	8.0%	0.0%	0.0%	11.8%	5.9%	0.0%	0.0%	14.3%
Food security	0.0%	25.0%	12.0%	25.0%	20.0%	8.8%	0.0%	0.0%	16.7%	14.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	66.7%	0.0%	16.0%	50.0%	60.0%	20.6%	11.8%	40.0%	16.7%	28.6%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	17.6%	0.0%	16.7%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	8.8%	11.8%	20.0%	16.7%	0.0%
Economic growth	33.3%	25.0%	24.0%	50.0%	40.0%	47.1%	5.9%	20.0%	33.3%	42.9%
Law and justice*	0.0%	25.0%	0.0%	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%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	4.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	4.0%	0.0%	0.0%	5.9%	17.6%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<sup>6</sup> XXXX refers to one of the four countries (Grenada, Dominica, Saint Vincent & the Grenadines, Antigua & Barbuda) in which respondents were located when responding to the questionnaire.

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	4.0%	0.0%	0.0%	8.3%	5.9%	0.0%	16.7%	0.0%
Economic growth	66.7%	25.0%	64.0%	50.0%	50.0%	50.0%	23.5%	60.0%	66.7%	71.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	66.7%	25.0%	20.0%	25.0%	75.0%	19.4%	41.2%	0.0%	16.7%	42.9%
Urban development	0.0%	0.0%	0.0%	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%	0.0%
Social protection	0.0%	0.0%	8.0%	0.0%	0.0%	2.8%	11.8%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%
Crime and violence	0.0%	25.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	25.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	25.0%	20.0%	0.0%	25.0%	27.8%	35.3%	40.0%	0.0%	42.9%
Foreign direct investment*	33.3%	0.0%	16.0%	0.0%	0.0%	5.6%	0.0%	20.0%	0.0%	42.9%
Education	0.0%	25.0%	40.0%	50.0%	25.0%	47.2%	70.6%	60.0%	50.0%	14.3%
Energy	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	0.0%	50.0%	12.0%	25.0%	0.0%	16.7%	0.0%	0.0%	16.7%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	4.0%	0.0%	25.0%	0.0%	0.0%	20.0%	16.7%	0.0%
Agricultural development	66.7%	50.0%	24.0%	50.0%	75.0%	22.2%	17.6%	40.0%	16.7%	42.9%
Job creation/employment	66.7%	50.0%	68.0%	75.0%	25.0%	75.0%	70.6%	60.0%	66.7%	42.9%
Financial markets	0.0%	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%	4.0%	0.0%	0.0%	2.8%	5.9%	0.0%	16.7%	0.0%
Food security	0.0%	0.0%	12.0%	0.0%	0.0%	2.8%	5.9%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Energy	0.0%	0.0%	24.0%	0.0%	0.0%	21.2%	11.8%	0.0%	16.7%	14.3%
Gender equity	0.0%	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%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	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%	0.0%
Anti corruption*	0.0%	50.0%	4.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	33.3%	0.0%	4.0%	25.0%	0.0%	6.1%	11.8%	0.0%	0.0%	0.0%
Foreign direct investment	33.3%	75.0%	60.0%	25.0%	60.0%	36.4%	23.5%	40.0%	50.0%	57.1%
Urban development	0.0%	0.0%	0.0%	0.0%	20.0%	3.0%	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%	0.0%
Education	33.3%	25.0%	24.0%	25.0%	20.0%	24.2%	47.1%	40.0%	33.3%	28.6%
Information and communications technology	0.0%	0.0%	8.0%	0.0%	0.0%	15.2%	17.6%	20.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	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%	32.0%	0.0%	20.0%	36.4%	11.8%	0.0%	50.0%	14.3%
Public sector governance/ reform	33.3%	25.0%	32.0%	75.0%	20.0%	36.4%	23.5%	20.0%	0.0%	0.0%
Domestic private sector development	33.3%	25.0%	32.0%	25.0%	40.0%	39.4%	35.3%	60.0%	33.3%	71.4%
Job creation/employment	66.7%	25.0%	36.0%	50.0%	60.0%	39.4%	47.1%	60.0%	16.7%	42.9%
Agricultural development	66.7%	75.0%	28.0%	50.0%	40.0%	30.3%	52.9%	40.0%	66.7%	42.9%
Food security	0.0%	0.0%	4.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	28.6%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	16.7%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%

\*Significantly different between stakeholder groups

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

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Better employment opportunities for young people	0.0%	25.0%	20.8%	50.0%	60.0%	38.7%	53.8%	40.0%	40.0%	42.9%
Better employment opportunities for women	0.0%	0.0%	4.2%	0.0%	0.0%	3.2%	7.7%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	33.3%	0.0%	16.7%	25.0%	0.0%	12.9%	7.7%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	25.0%	12.5%	0.0%	20.0%	12.9%	15.4%	0.0%	0.0%	0.0%
Greater access to health and nutrition for citizens*	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	60.0%	0.0%
Better entrepreneurial opportunities	33.3%	25.0%	20.8%	25.0%	20.0%	32.3%	23.1%	60.0%	20.0%	28.6%
A growing middle class	33.3%	0.0%	20.8%	0.0%	20.0%	22.6%	15.4%	40.0%	20.0%	0.0%
Better opportunity for the poor who live in rural areas	33.3%	0.0%	12.5%	0.0%	20.0%	3.2%	7.7%	0.0%	0.0%	14.3%
Better opportunity for the poor who live in urban areas*	33.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Consistent economic growth*	0.0%	75.0%	20.8%	0.0%	20.0%	35.5%	7.7%	20.0%	0.0%	57.1%
More reliable social safety net	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	0.0%	8.3%	0.0%	0.0%	6.5%	7.7%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	33.3%	50.0%	50.0%	100.0%	20.0%	25.8%	53.8%	20.0%	60.0%	42.9%
Better quality public services	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	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%	0.0%

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	3	9.00	1.00	4	9.00	.82	24	5.67	2.75	4	6.75	3.40	5	7.60	1.14	36	5.72	2.19	17	6.41	2.74	5	6.60	1.14	7	6.57	2.15	7	7.00	3.16
Caribbean Development Bank (CDB)	3	8.67	1.15	4	9.00	.82	23	6.65	2.37	4	6.25	1.71	5	7.80	1.10	36	6.58	1.83	17	6.76	2.75	5	6.80	1.79	7	7.29	1.50	7	8.00	2.00
European Caribbean Central Bank (ECCB)	3	6.00	3.61	4	8.50	1.29	21	4.67	3.38	4	6.75	3.95	4	6.75	2.63	33	6.36	2.90	17	6.29	3.18	4	4.25	3.59	7	6.71	2.21	7	7.29	2.81
Organization of Eastern Caribbean States (OECS)	3	7.67	4.04	4	9.25	.96	24	7.83	1.97	4	7.00	1.15	4	9.25	.96	36	7.42	1.75	17	8.18	1.70	5	8.40	.89	7	8.29	1.38	7	8.14	2.27
International Monetary Fund (IMF)	3	8.67	1.53	4	9.00	.82	23	6.13	1.98	4	7.50	2.08	5	7.00	1.41	36	6.83	1.98	17	6.88	1.93	5	6.40	1.95	7	7.86	1.68	7	6.57	2.99
Inter-American Development Bank (IDB)	3	6.33	4.04	4	7.00	4.08	24	4.67	2.94	4	3.75	2.99	5	4.20	1.79	36	4.86	2.42	17	5.47	2.50	5	4.40	1.52	7	5.57	2.37	7	5.00	3.65

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	3	7.00	2.00	4	6.00	2.16	19	6.26	1.69	4	7.25	2.22	5	5.00	.71	27	5.70	1.54	14	5.50	2.10	5	5.80	.84	5	6.20	2.39	7	5.57	1.81
Caribbean Development Bank (CDB)	3	7.00	2.00	4	6.00	1.41	22	7.32	2.19	4	6.50	1.73	5	6.20	1.30	32	6.31	1.51	15	6.73	2.12	5	6.20	1.64	6	6.50	2.43	7	6.71	1.38
European Caribbean Central Bank (ECCB)	2	6.00	4.24	3	6.00	1.00	14	6.79	2.55	4	4.75	3.30	4	5.25	2.63	27	6.26	1.83	14	5.21	2.46	2	7.50	2.12	6	6.00	2.19	7	6.29	2.69
Organization of Eastern Caribbean States (OECS)	3	8.33	1.15	4	7.25	.96	23	7.35	1.90	4	7.00	2.16	4	6.75	2.87	33	6.39	1.78	17	6.35	2.29	5	6.20	1.48	7	6.57	2.23	7	6.00	2.71
International Monetary Fund (IMF)*	3	7.00	2.65	4	3.50	2.38	20	6.50	2.19	4	7.00	.82	5	6.00	1.87	32	6.16	1.42	17	4.88	2.12	4	6.50	.58	6	6.50	2.43	7	4.57	2.51
Inter-American Development Bank (IDB)	1	4.00	0	3	4.67	1.15	14	5.50	1.91	2	5.50	3.54	5	3.40	1.67	23	4.83	1.64	13	4.62	1.89	3	6.33	.58	6	5.67	2.07	6	3.67	2.50

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	3	5.67	2.08	3	5.00	2.65	15	7.27	1.83	4	8.50	1.73	2	6.00	1.41	22	6.36	1.76	8	5.25	2.60	3	6.33	1.53	5	6.80	2.59	4	6.00	.82

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection*	33.3%	25.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	33.3%	50.0%	28.0%	50.0%	0.0%	31.4%	25.0%	60.0%	33.3%	28.6%
Transport	0.0%	0.0%	4.0%	0.0%	0.0%	2.9%	18.8%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	32.0%	25.0%	20.0%	20.0%	25.0%	0.0%	0.0%	28.6%
Global/regional integration*	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Crime and violence*	33.3%	0.0%	0.0%	0.0%	40.0%	2.9%	6.3%	0.0%	16.7%	0.0%
Domestic private sector development	0.0%	75.0%	20.0%	0.0%	0.0%	28.6%	12.5%	20.0%	33.3%	42.9%
Rural development	0.0%	0.0%	12.0%	25.0%	40.0%	5.7%	18.8%	0.0%	0.0%	0.0%
Foreign direct investment	33.3%	0.0%	8.0%	0.0%	0.0%	17.1%	12.5%	0.0%	0.0%	28.6%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	20.0%	22.9%	0.0%	0.0%	16.7%	14.3%
Job creation/employment	33.3%	25.0%	28.0%	25.0%	20.0%	34.3%	31.3%	80.0%	33.3%	14.3%
Financial markets	0.0%	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%	2.9%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	8.0%	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%	0.0%
Health	33.3%	0.0%	32.0%	25.0%	40.0%	17.1%	0.0%	0.0%	33.3%	14.3%
Education*	33.3%	0.0%	16.0%	25.0%	40.0%	20.0%	68.8%	40.0%	83.3%	28.6%
Food security	0.0%	0.0%	12.0%	25.0%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	33.3%	25.0%	24.0%	50.0%	60.0%	34.3%	37.5%	20.0%	33.3%	42.9%
Trade and exports	0.0%	25.0%	12.0%	0.0%	20.0%	8.6%	12.5%	40.0%	0.0%	14.3%
Economic growth	0.0%	25.0%	44.0%	0.0%	0.0%	22.9%	0.0%	40.0%	16.7%	14.3%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	25.0%	4.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	6.3%	0.0%	0.0%	14.3%
Anti corruption	0.0%	25.0%	0.0%	0.0%	0.0%	8.6%	6.3%	0.0%	0.0%	0.0%
Information and communications technology	33.3%	0.0%	0.0%	0.0%	0.0%	2.9%	6.3%	0.0%	0.0%	0.0%
Disaster management*	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	0.0%	24.0%	50.0%	20.0%	12.9%	13.3%	0.0%	40.0%	14.3%
Financial resources	66.7%	50.0%	44.0%	50.0%	40.0%	54.8%	33.3%	80.0%	20.0%	57.1%
Capacity development	33.3%	25.0%	16.0%	0.0%	0.0%	16.1%	33.3%	20.0%	20.0%	14.3%
Technical assistance	0.0%	0.0%	8.0%	0.0%	40.0%	16.1%	6.7%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	13.3%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	25.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	6.7%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	4.2%	0.0%	25.0%	0.0%	6.7%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	33.3%	0.0%	8.3%	0.0%	75.0%	20.7%	13.3%	20.0%	0.0%	42.9%
Financial resources	33.3%	25.0%	12.5%	50.0%	0.0%	17.2%	20.0%	0.0%	20.0%	14.3%
Capacity development	0.0%	25.0%	16.7%	50.0%	0.0%	13.8%	26.7%	20.0%	0.0%	0.0%
Technical assistance	0.0%	25.0%	37.5%	0.0%	0.0%	27.6%	20.0%	40.0%	20.0%	42.9%
Mobilizing third party financial resources	33.3%	25.0%	4.2%	0.0%	0.0%	3.4%	0.0%	20.0%	20.0%	0.0%
Donor coordination	0.0%	0.0%	16.7%	0.0%	0.0%	10.3%	6.7%	0.0%	40.0%	0.0%
Linkage to non-Bank expertise	0.0%	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%	0.0%
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	6.7%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	4.2%	0.0%	25.0%	0.0%	6.7%	0.0%	0.0%	0.0%

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

How effective do the World Bank Group's activities below support XXXX's efforts to achieve development results? (1-Not effective at all, 10-Extremely effective)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating	3	7.00	1.73	3	5.67	2.52	10	7.20	1.87	3	8.33	.58	3	7.33	1.15	16	5.31	2.12	9	5.67	2.83	2	5.00	1.41	5	5.20	1.48	4	6.00	1.15
Data	3	7.33	2.08	3	6.67	3.21	11	7.09	2.07	4	7.75	1.26	3	7.33	2.08	20	6.05	2.09	8	6.00	2.45	2	6.00	1.41	4	5.25	1.26	4	7.00	1.15
Policy advice, studies, analyses	3	8.67	.58	3	5.33	2.08	14	7.79	1.37	4	8.50	1.29	3	7.00	1.00	22	6.50	2.09	9	6.78	2.33	4	6.50	1.73	5	6.40	1.34	4	8.00	1.41
Financial resources	2	8.00	2.83	3	8.00	2.00	14	7.79	2.19	4	8.50	1.29	3	7.00	2.00	21	6.19	1.63	11	7.00	1.84	5	6.80	1.92	5	6.80	1.79	4	8.00	.82
Technical assistance	3	7.67	2.08	3	8.00	2.00	13	7.69	1.80	4	8.25	.96	3	6.33	.58	22	6.64	1.62	10	6.40	2.55	4	5.75	1.26	5	6.40	1.52	5	7.60	1.14
Mobilizing third party financial resources	2	7.00	4.24	3	6.67	3.21	9	7.33	1.50	2	7.50	2.12	3	6.67	1.53	12	6.00	1.71	7	6.00	2.52	3	5.33	1.15	5	5.80	1.64	4	6.75	1.89
Donor coordination	3	6.67	2.31	3	6.00	3.61	10	7.10	1.79	3	7.33	1.53	3	7.33	1.15	13	6.31	1.75	8	6.13	2.53	3	5.67	1.53	5	6.00	1.87	4	7.50	.58
Linkage to non-Bank expertise	2	5.00	2.83	3	5.33	2.89	9	7.11	1.90	2	7.50	2.12	3	6.67	2.52	11	5.82	1.83	6	5.00	3.10				5	6.20	1.30	4	6.50	2.38

The World Bank Group can provide capacity building support in a number of ways in XXXX. To what degree would XXXX benefit, if capacity building were to support...?

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	3	8.00	3.46	4	8.75	.96	22	8.14	1.67	3	8.67	2.31	5	7.60	3.05	34	7.68	1.85	16	8.00	2.53	4	8.75	1.26	7	7.14	1.35	7	7.86	1.07
The public sector, related to implementation of specific development projects on the ground	3	8.67	1.53	4	8.00	1.41	23	9.00	1.04	4	9.00	1.41	5	7.40	1.14	35	7.77	1.80	16	7.31	2.57	5	7.20	1.10	7	7.57	1.27	6	8.17	.75
The public sector, related to changing institutions (organizations or sociopolitical conditions)	3	8.33	2.08	3	9.00	0.00	19	7.84	1.83	4	8.00	1.63	5	7.60	2.07	31	7.81	1.66	16	6.75	2.72	4	6.25	1.26	7	7.29	1.60	6	7.17	2.23

How effective do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't Know") (1-Not effective at all, 10-Extremely effective)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	2	6.50	2.12	4	6.00	2.45	13	7.38	1.61	3	8.67	1.15	3	7.00	1.73	16	5.75	1.69	10	5.70	2.50	5	5.80	1.48	5	7.40	1.14	4	6.00	1.41
Citizen engagement (incorporating citizens' voices into development)*	3	7.00	1.73	4	4.00	2.45	8	7.25	1.58	3	7.00	1.73	3	6.00	2.65	13	4.38	1.85	9	5.00	3.16	5	3.00	1.41	4	7.50	1.29	2	5.00	1.41
Policy design (for clarity and better incentives to achieve development goals)	3	8.33	.58	4	5.25	2.63	13	7.46	1.81	2	8.00	2.83	4	6.50	1.00	13	5.62	2.14	11	5.64	2.77	4	5.25	1.50	5	7.60	1.67	4	6.00	2.16

\*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how important is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't Know") (1-Not important at all, 10-Extremely important)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	3	8.00	1.73	3	7.67	1.15	20	8.05	1.64	3	9.33	1.15	5	7.20	1.30	25	7.48	1.48	14	7.93	1.73	5	7.60	1.14	6	7.67	1.03	6	7.00	2.19
Citizen engagement (incorporating citizens' voices into development)	3	9.00	0.00	3	8.00	1.00	20	7.95	1.99	4	8.50	1.91	4	8.00	.82	23	7.57	1.80	15	8.00	2.07	5	7.20	1.92	6	8.00	1.26	5	6.40	3.21
Policy design (for clarity and better incentives to achieve development goals)	3	7.67	1.15	3	7.33	1.53	22	8.14	1.75	3	9.00	1.73	5	7.60	2.07	24	7.67	1.52	15	7.93	2.05	5	7.60	1.14	6	8.17	.98	6	7.33	2.16

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Staff too inaccessible	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	17.6%	20.0%	28.6%	14.3%
Not exploring alternative policy options	33.3%	0.0%	0.0%	0.0%	0.0%	9.1%	5.9%	0.0%	14.3%	14.3%
Not adequately sensitive to political/social realities in XXXX	0.0%	66.7%	12.5%	25.0%	0.0%	21.2%	17.6%	40.0%	14.3%	28.6%
Not enough public disclosure of its work	0.0%	0.0%	20.8%	50.0%	75.0%	54.5%	29.4%	40.0%	28.6%	57.1%
Arrogant in its approach	33.3%	0.0%	0.0%	0.0%	0.0%	3.0%	5.9%	0.0%	14.3%	0.0%
Not aligned with country priorities	33.3%	33.3%	12.5%	0.0%	25.0%	3.0%	5.9%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	33.3%	0.0%	12.5%	0.0%	25.0%	6.1%	0.0%	0.0%	0.0%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	33.3%	4.2%	0.0%	0.0%	9.1%	5.9%	0.0%	0.0%	0.0%
Too influenced by developed countries*	0.0%	0.0%	12.5%	0.0%	0.0%	21.2%	23.5%	80.0%	28.6%	0.0%
Imposing technocratic solutions without regard to political realities	0.0%	0.0%	4.2%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow*	33.3%	0.0%	12.5%	25.0%	0.0%	3.0%	35.3%	0.0%	14.3%	42.9%
Too bureaucratic in its operational policies and procedures	0.0%	0.0%	4.2%	25.0%	0.0%	6.1%	11.8%	0.0%	0.0%	14.3%
Not aligned with other donors' work*	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	66.7%	4.2%	50.0%	75.0%	21.2%	23.5%	0.0%	14.3%	14.3%
Not client focused	0.0%	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%	20.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	45.8%	0.0%	0.0%	12.1%	5.9%	0.0%	14.3%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Capacity development	33.3%	75.0%	48.0%	25.0%	40.0%	61.8%	35.3%	100.0%	14.3%	28.6%
Policy based lending / budget support to the Government*	0.0%	25.0%	24.0%	75.0%	0.0%	11.8%	47.1%	0.0%	28.6%	57.1%
Knowledge products/services	33.3%	0.0%	16.0%	25.0%	0.0%	5.9%	11.8%	20.0%	14.3%	0.0%
Investment lending	33.3%	75.0%	40.0%	50.0%	80.0%	52.9%	41.2%	80.0%	71.4%	57.1%
Technical assistance	33.3%	25.0%	48.0%	25.0%	80.0%	38.2%	29.4%	0.0%	42.9%	28.6%
Trust Fund management	33.3%	0.0%	4.0%	0.0%	0.0%	2.9%	5.9%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Don't know	33.3%	0.0%	8.0%	0.0%	0.0%	11.8%	11.8%	0.0%	14.3%	14.3%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	3	6.33	2.08	4	6.25	2.22	17	7.12	2.06	4	8.25	.96	5	4.60	2.07	25	6.52	1.66	11	6.18	2.86	5	6.60	1.52	5	5.20	2.28	6	7.50	1.05
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	3	6.33	1.53	4	5.00	2.83	15	6.40	2.23	4	7.75	.50	5	4.40	1.52	24	5.67	1.93	10	5.60	3.03	3	7.00	1.00	5	5.00	1.58	6	6.00	2.37
The World Bank Group supports XXXX's efforts to reduce social exclusion	3	6.00	2.00	4	4.75	3.10	11	6.73	1.49	3	7.33	2.08	5	5.20	2.17	21	5.76	1.70	10	5.20	2.39	2	6.50	.71	5	6.20	2.49	5	5.80	1.30
The World Bank Group supports programs and strategies that are realistic for XXXX	3	5.33	3.51	4	4.75	2.36	16	7.00	1.86	4	7.75	2.06	5	4.20	1.64	25	5.68	1.80	11	6.00	2.57	4	6.00	2.16	5	4.60	2.41	5	6.60	1.67
The World Bank Group treats clients and stakeholders in XXXX with respect	3	6.00	3.00	4	5.75	2.50	14	7.00	2.18	4	8.25	1.71	2	4.00	2.83	21	5.95	2.06	9	5.33	2.83	4	7.25	.50	5	5.80	2.28	6	6.83	.75
The World Bank Group is an organization that does not represent a particular ideological perspective in XXXX	3	6.00	1.00	4	6.75	2.63	12	7.33	2.15	4	9.50	.58	2	5.50	3.54	21	7.24	2.39	12	7.08	2.68	5	8.00	2.55	5	4.20	3.11	5	7.80	.84
The World Bank Group is an organization that is not overly influenced by any particular country	3	5.33	1.53	4	5.75	2.06	14	5.14	3.32	4	8.75	.96	4	3.50	1.91	22	5.55	2.48	12	5.17	2.21	5	6.00	3.08	4	3.00	2.16	6	6.17	2.04
The World Bank Group respects the positions, views and demands of the government of XXXX	3	6.33	2.31	4	7.00	2.71	10	7.10	1.45	4	8.50	1.00	2	5.00	2.83	23	5.83	2.04	10	5.30	2.63	4	6.50	1.73	5	5.00	2.12	6	6.33	2.58
The World Bank Group listens and takes into account your views*	3	5.67	3.06	4	4.50	2.08	13	7.00	2.48	4	8.00	1.41	3	3.67	2.89	25	5.04	2.13	11	4.91	2.98	5	4.00	2.24	5	5.00	2.55	5	7.20	2.17

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When considering the national development needs in XXXX, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in XXXX meet the national development needs of XXXX	3	7.67	1.53	4	5.25	2.63	15	7.00	1.96	4	7.50	1.29	4	4.75	2.36	17	6.06	1.89	8	5.13	2.42	4	6.50	.58	5	5.20	1.30	4	6.75	1.26

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

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	3	7.33	.58	4	5.00	2.83	15	6.87	2.42	3	8.33	.58	4	6.00	1.41	17	5.41	1.94	9	6.11	3.06	4	6.00	1.83	6	5.17	1.60	5	7.00	.71
Flexibility (in terms of the World Bank Group's products and services)	3	6.00	2.00	4	5.00	2.16	13	6.23	2.01	2	8.50	2.12	4	5.25	1.26	21	5.14	1.62	9	5.11	2.85	4	5.25	1.71	6	5.17	1.72	5	6.00	1.22
Flexibility (in terms of changing country circumstances)*	3	6.00	1.73	4	4.75	2.50	16	6.75	1.95	3	8.00	1.73	4	5.25	1.89	21	4.81	1.40	11	4.64	2.50	4	5.25	2.06	6	5.33	1.51	5	6.40	1.52
Being inclusive	3	6.67	1.53	4	4.50	3.11	13	6.15	1.91	2	9.00	1.41	4	4.75	1.50	18	5.56	1.42	11	5.09	2.43	4	6.50	1.29	5	5.40	1.67	6	5.17	1.94
Openness	3	7.33	.58	4	5.50	1.91	13	6.54	2.18	2	9.00	0.00	4	8.50	1.73	19	6.26	2.05	10	5.30	2.41	5	7.20	1.30	6	5.33	2.66	6	6.17	1.83
Staff accessibility	3	6.33	1.53	4	5.50	2.38	11	6.45	2.42	2	9.50	.71	2	5.00	0.00	16	5.56	2.31	11	4.36	2.25	5	5.40	3.13	6	4.83	2.48	5	5.80	1.64
Straightforwardness and honesty	3	8.33	1.15	4	5.50	2.89	15	7.13	2.20	3	9.00	1.00	2	7.00	0.00	18	6.61	1.72	11	6.27	2.76	5	6.20	.84	5	4.40	2.61	5	7.80	.45
Ease of access to the people at the World Bank Group who are making decisions important to my work*	3	8.00	2.65	4	5.25	2.63	13	6.46	2.07	2	9.50	.71	2	6.50	.71	14	5.21	2.33	8	3.63	1.85	4	4.50	3.00	5	5.20	2.17	6	5.83	2.71
Collaboration with groups outside of the Government	3	7.67	1.53	4	4.75	3.30	9	6.67	1.32	3	7.67	2.08	3	4.67	1.53	19	5.11	2.08	12	5.25	1.91	5	4.40	2.79	6	5.50	1.97	5	6.60	.89
Collaboration with the Government	3	8.67	.58	4	6.75	1.89	16	7.81	1.22	4	8.75	1.50	4	8.50	1.00	22	7.45	1.47	13	7.38	2.02	4	8.50	1.29	6	6.67	2.07	7	7.71	1.89
Collaboration with other donors	3	7.67	1.53	3	6.67	2.52	11	7.45	1.29	3	9.00	1.00	2	7.50	.71	12	6.42	1.51	8	6.63	2.00	3	7.67	.58	4	8.25	1.71	5	7.00	1.22
The speed in which it gets things accomplished on the ground	3	7.00	1.73	4	5.00	2.94	14	5.64	2.17	4	8.00	1.41	4	5.00	1.41	16	5.31	1.66	9	4.56	2.19	3	6.33	1.53	5	4.80	2.39	6	5.00	1.55
Being a long-term partner	3	8.33	1.15	4	8.00	1.15	16	8.06	1.39	4	9.75	.50	4	8.25	2.36	22	6.91	1.82	11	7.09	2.39	5	7.00	1.22	6	6.50	2.88	6	8.67	.82

\*Significantly different between stakeholder groups

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

To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
More local presence	66.7%	50.0%	70.8%	75.0%	100.0%	90.3%	92.9%	100.0%	83.3%	83.3%
The current level of local presence is adequate	33.3%	25.0%	16.7%	25.0%	0.0%	3.2%	0.0%	0.0%	16.7%	16.7%
Don't know	0.0%	25.0%	12.5%	0.0%	0.0%	6.5%	7.1%	0.0%	0.0%	0.0%

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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	12.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
There is not an adequate level of citizen/civil society participation*	0.0%	25.0%	44.0%	25.0%	80.0%	71.9%	41.2%	80.0%	20.0%	57.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	0.0%	75.0%	16.0%	50.0%	20.0%	18.8%	52.9%	20.0%	40.0%	42.9%
Lack of/inadequate levels of capacity in Government*	66.7%	25.0%	40.0%	75.0%	20.0%	12.5%	17.6%	0.0%	20.0%	42.9%
Poor donor coordination	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	5.9%	0.0%	20.0%	0.0%
The World Bank Group works too slowly	33.3%	0.0%	4.0%	0.0%	0.0%	9.4%	0.0%	20.0%	0.0%	14.3%
The Government works inefficiently	33.3%	50.0%	16.0%	50.0%	0.0%	31.3%	29.4%	60.0%	40.0%	14.3%
Political pressures and obstacles	33.3%	25.0%	24.0%	0.0%	60.0%	15.6%	17.6%	0.0%	20.0%	0.0%
Reforms are not well thought out in light of country challenges	33.3%	0.0%	24.0%	0.0%	20.0%	15.6%	23.5%	20.0%	40.0%	14.3%
Other	0.0%	0.0%	4.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Group Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	3	7.33	1.53	4	9.75	.50	21	7.95	2.33	3	8.33	2.08	5	8.80	1.79	32	6.22	3.08	17	7.00	2.85	5	4.60	2.51	6	8.33	2.25	7	6.57	2.70
Information and communications technology	3	7.00	1.00	4	8.25	.96	23	7.43	2.25	4	8.75	.50	5	8.80	1.10	32	7.09	1.87	17	7.82	2.72	5	6.60	3.36	6	7.00	1.79	7	8.14	1.68
Transport	3	7.67	1.53	3	6.67	1.53	22	7.73	2.25	3	5.33	3.79	5	8.00	1.87	32	6.41	2.18	17	8.35	2.26	5	5.80	2.95	5	7.80	1.30	7	7.86	1.68
Crime and violence	3	6.00	3.00	4	8.25	1.71	21	6.62	2.87	4	5.25	3.30	4	7.00	2.58	32	5.34	2.19	16	6.75	2.65	5	5.20	2.86	6	6.83	2.48	7	5.71	2.98
Law and justice	2	3.50	3.54	4	7.50	2.65	20	5.95	2.63	4	5.50	1.29	4	8.00	1.41	32	5.09	2.22	17	7.12	2.06	5	4.60	2.97	6	6.50	2.07	7	5.86	3.08
Urban development	3	7.00	1.00	4	7.25	2.87	22	6.64	1.97	4	8.25	.96	5	8.00	1.87	32	6.44	1.81	17	7.82	2.16	5	5.60	3.13	7	7.57	1.51	7	7.43	2.23
Environmental sustainability	3	6.33	2.08	4	8.25	.50	23	7.57	2.13	4	7.75	2.06	5	8.40	.89	32	7.06	1.64	17	7.76	2.11	5	6.60	3.36	5	7.00	1.87	7	7.86	1.68
Regulatory framework	3	8.67	1.53	4	7.75	1.26	23	7.57	2.02	4	7.00	1.41	4	8.00	1.41	33	6.94	1.56	17	6.94	2.25	5	5.20	3.19	6	6.33	1.75	6	5.83	2.64
Communicable/non-communicable diseases	3	5.33	2.89	4	9.00	.82	22	6.55	2.54	4	7.50	2.08	5	7.20	2.49	31	6.16	1.79	17	7.71	2.34	5	7.00	.71	6	6.67	2.34	7	6.00	2.45
Poverty reduction	3	8.33	1.53	4	9.25	.50	24	8.71	1.55	4	9.50	1.00	5	9.40	.89	34	8.18	1.47	17	8.35	1.66	4	8.25	.96	6	7.17	2.32	7	8.14	1.68
Gender equity	3	6.00	2.00	4	6.75	.96	22	5.95	2.36	4	6.25	3.86	5	8.00	1.58	32	5.44	2.14	16	7.88	1.59	5	6.00	3.16	6	6.83	1.60	6	6.00	2.45
Domestic private sector development	3	9.00	1.00	4	8.25	1.71	25	7.92	1.78	4	8.25	1.71	4	7.75	2.87	32	7.53	1.97	16	8.44	1.59	5	7.60	1.52	7	8.00	1.53	7	7.43	2.94
Foreign direct investment	3	9.00	1.00	4	8.50	1.29	24	8.21	2.04	4	9.25	.96	5	9.20	.84	32	7.97	1.51	17	7.76	1.82	5	7.20	2.39	5	8.80	1.30	7	7.14	2.67
Water and sanitation	3	6.67	1.53	3	7.00	1.00	24	6.17	2.48	4	7.00	2.00	5	6.80	2.28	32	5.44	1.90	17	7.29	2.05	5	4.60	2.97	6	6.50	2.35	7	6.29	1.11
Trade and exports	3	8.33	1.53	4	7.50	1.00	24	7.75	1.70	4	6.75	.96	5	9.00	1.22	32	7.09	2.01	17	8.18	1.91	5	6.40	2.70	7	8.00	1.91	7	7.00	2.94
Economic growth	3	9.33	1.15	4	8.75	1.89	23	9.04	1.43	4	9.25	.96	5	9.60	.55	34	8.56	1.19	16	8.63	2.00	4	8.00	1.41	6	8.83	1.17	7	9.14	1.21
Energy	3	8.33	1.15	4	8.00	2.00	22	7.73	2.03	4	8.00	1.63	5	7.40	1.95	33	7.18	2.34	17	7.71	2.85	5	5.20	2.95	6	8.00	2.10	7	8.43	1.13
Disaster management	3	6.67	2.08	4	7.50	1.91	22	6.73	2.51	4	7.25	2.99	5	7.40	2.07	32	6.00	2.14	17	7.41	2.67	5	5.60	2.61	7	8.00	1.91	7	6.71	3.15
Public sector governance/ reform	3	8.67	.58	4	9.00	1.41	22	7.95	1.46	4	8.75	1.50	5	7.80	2.28	31	7.61	1.48	17	7.88	1.65	5	8.00	1.41	7	8.57	1.90	7	7.57	1.72
Job creation/employment	3	8.00	1.73	4	8.50	1.29	25	8.68	1.75	4	9.00	1.41	5	9.40	.89	33	7.76	1.71	17	8.35	1.58	4	7.00	3.37	6	8.17	2.32	7	7.86	1.21
Financial markets	3	9.00	1.73	3	6.33	.58	19	7.63	2.09	4	6.75	2.99	5	8.60	2.07	32	6.47	1.95	16	7.69	2.39	5	6.00	1.87	6	7.33	1.97	7	6.29	2.81
Equality of opportunity	3	5.67	3.51	4	7.50	1.29	21	6.81	2.09	4	6.75	2.99	5	6.80	2.39	32	5.53	2.03	16	7.63	1.86	5	5.60	2.79	5	6.80	1.64	7	6.00	1.63
Health	3	6.00	3.61	4	8.25	1.50	23	7.26	2.24	4	7.50	2.08	5	8.80	1.30	34	6.68	2.06	17	8.24	1.52	5	7.80	1.64	6	7.33	1.03	7	6.71	2.36
Rural development	3	8.00	2.00	4	8.00	1.41	23	7.96	1.80	4	9.25	.96	5	8.00	2.35	32	7.28	1.80	17	7.71	2.14	5	6.00	3.08	6	7.50	1.97	6	7.67	1.21
Global/regional integration	3	7.67	2.08	4	7.50	2.08	23	6.22	2.43	4	7.75	1.71	5	7.40	1.14	32	6.47	2.23	17	7.12	2.12	5	7.40	1.82	7	6.86	2.91	7	6.00	2.24
Food security	3	7.33	.58	4	8.75	1.26	24	7.58	2.06	4	8.25	1.71	5	7.00	2.74	30	6.40	2.01	17	8.18	2.01	5	6.60	2.30	7	7.86	1.35	7	7.71	1.25
Education	3	8.00	1.00	4	8.25	1.71	24	7.96	1.97	3	7.00	3.61	5	9.00	1.00	33	7.18	1.84	17	8.82	1.74	5	7.20	2.49	5	8.80	1.30	7	8.14	2.41
Social protection	3	8.00	1.00	4	7.25	2.06	24	6.96	2.03	4	7.25	1.89	5	6.80	1.92	33	5.91	1.91	17	7.47	1.77	5	5.20	2.39	6	7.50	2.59	7	5.86	2.04
Climate change	3	7.67	1.53	4	8.75	1.89	24	7.25	2.36	3	7.00	3.61	4	6.00	2.71	33	5.64	2.41	17	6.53	2.90	5	5.00	3.81	7	8.00	1.63	7	6.71	2.06
Agricultural development	3	8.33	2.08	4	8.75	.96	24	8.79	1.61	3	7.00	3.61	4	9.00	.82	34	8.03	1.51	17	9.00	1.77	5	7.20	3.49	7	9.14	1.21	7	8.86	1.21
Natural resource management	3	7.00	3.61	3	7.67	2.52	20	6.90	2.61	4	6.75	3.95	5	7.00	2.35	30	6.13	2.69	17	6.18	3.00	5	2.80	2.68	7	7.00	2.31	7	5.86	1.46

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	3	6.67	.58	4	5.00	2.58	7	6.86	1.57	1	8.00		3	7.00	0.00	4	3.75	1.89	5	5.60	3.21				4	6.25	.96	3	5.33	2.89
Information and communications technology*	3	7.00	1.73	4	5.75	2.99	7	6.57	1.40	2	7.50	.71	4	8.50	.58	11	4.73	2.10	7	6.71	1.50	2	7.00	1.41	4	6.75	1.26	4	7.50	1.29
Transport	2	7.50	.71	4	5.00	2.45	6	6.83	1.47	2	8.00	0.00	2	8.00	1.41	10	4.50	1.84	7	7.14	2.12	1	8.00		4	6.50	1.73	4	6.25	3.40
Crime and violence*	2	6.00	2.83	3	4.00	2.00	5	6.00	1.87				1	8.00		6	2.67	.82	3	2.67	2.08				4	6.00	.82	2	4.00	2.83
Law and justice	1	9.00		3	4.33	2.08	6	5.83	1.60				1	8.00		6	3.83	1.83	4	4.00	3.16	1	5.00		4	5.50	.58	2	5.00	4.24
Urban development	2	6.00	1.41	4	4.50	2.65	8	6.38	1.30	2	7.50	.71	2	7.00	0.00	11	4.82	1.94	7	5.57	2.76	1	5.00		3	6.00	1.73	2	4.00	2.83
Environmental sustainability	2	5.50	3.54	4	5.25	2.50	7	7.57	.79	2	7.50	.71	2	7.00	1.41	13	5.23	1.96	6	6.00	2.10	2	7.00	1.41	3	7.00	2.00	2	6.00	1.41
Regulatory framework	2	8.50	.71	4	4.25	2.22	9	6.67	1.66	2	8.00	1.41	1	7.00		14	6.00	2.22	6	5.50	1.97	3	7.00	1.00	3	5.33	.58	2	3.50	2.12
Communicable/non-communicable diseases				4	5.00	2.58	6	6.83	1.47	1	7.00		3	8.67	.58	8	4.75	2.87	9	6.78	2.28	1	7.00		4	6.50	1.73	4	6.00	3.16
Poverty reduction	3	7.67	1.15	4	4.25	2.99	11	7.27	1.79	1	7.00		3	8.33	1.53	16	5.44	2.63	8	5.63	2.26	2	8.00	1.41	3	6.33	2.31	3	4.33	2.52
Gender equity*	2	7.00	1.41	4	4.75	2.22	8	6.63	1.19	1	7.00		3	8.00	1.00	7	4.14	2.27	8	5.75	1.75	2	8.50	.71	4	6.50	1.29	4	4.50	1.91
Domestic private sector development*	2	6.00	2.83	4	4.25	2.22	6	7.17	.98	1	8.00		3	7.67	1.53	15	4.60	2.10	8	4.63	1.60	2	7.50	.71	4	6.25	1.26	4	4.50	1.73
Foreign direct investment	2	6.50	.71	4	4.50	2.08	8	6.38	.92	1	6.00		4	7.00	.82	15	5.47	2.45	4	4.50	2.38	2	8.00	1.41	3	6.67	1.53	2	3.50	2.12
Water and sanitation	2	7.00	2.83	4	4.00	3.16	8	6.50	1.07	2	7.50	.71	3	7.33	.58	10	5.00	2.71	5	5.80	2.39				4	6.75	1.50	2	3.00	1.41
Trade and exports	2	7.00	1.41	4	4.75	1.71	7	6.86	.69	1	8.00		3	6.67	1.53	13	4.77	2.01	4	4.25	2.75	2	6.00	1.41	3	6.00	1.00	2	5.50	.71
Economic growth	3	7.00	1.00	4	5.00	2.16	9	7.00	1.00	2	8.50	.71	4	6.75	1.50	17	5.06	1.95	7	6.29	2.93	2	6.50	3.54	5	6.80	1.64	4	7.00	1.83
Energy*	2	6.00	1.41	4	3.75	1.50	7	7.14	1.35				3	6.67	2.08	12	4.00	1.60	5	5.40	3.05	1	1.00		4	7.00	1.63	2	3.00	2.83
Disaster management	2	7.50	.71	4	5.50	3.00	7	7.00	1.63	2	8.50	.71	4	6.75	1.50	9	4.44	2.24	7	6.14	2.34	3	5.67	4.04	5	7.20	1.64	4	6.75	2.06
Public sector governance/ reform	3	7.67	.58	4	5.00	2.58	10	7.30	1.57	3	8.33	1.15	3	6.00	1.00	16	5.88	2.39	8	5.63	2.50	4	8.00	2.16	4	7.25	2.06	2	7.00	1.41
Job creation/employment	3	6.67	2.52	4	4.50	2.08	10	6.30	1.49	2	7.00	1.41	4	5.75	2.75	14	5.43	2.21	10	4.80	2.25	2	6.50	.71	4	6.25	1.89	4	5.00	.82
Financial markets	2	6.50	.71	4	5.25	1.89	9	6.11	2.03	1	9.00		3	7.67	1.15	11	5.45	2.25	6	4.00	1.79	2	7.50	.71	4	6.00	1.83	4	4.75	1.50
Equality of opportunity	1	7.00		4	4.75	2.36	6	6.00	1.41				2	6.50	.71	6	4.83	2.40	6	4.17	1.83	2	4.00	2.83	3	6.33	1.53	4	5.25	.96
Health	1	9.00		4	5.00	2.94	6	6.67	1.03	1	6.00		4	8.00	.82	12	5.75	2.14	9	6.44	2.51	1	5.00		5	7.20	1.79	4	6.75	2.06
Rural development	2	7.00	4.24	3	4.00	1.73	8	6.38	.92	1	8.00		2	7.50	.71	13	5.23	2.39	5	4.40	2.61	2	7.00	1.41	4	6.00	1.15	3	6.00	1.00
Global/regional integration	2	7.00	2.83	4	4.50	2.38	6	6.17	1.17	1	8.00		4	7.00	.82	14	5.29	1.73	4	3.75	2.22	3	6.67	2.08	3	6.00	1.00	2	4.50	.71
Food security	2	6.50	2.12	4	3.50	1.73	6	6.17	1.72	1	8.00		2	5.00	0.00	11	4.82	1.78	6	5.83	1.94				3	5.67	1.15	2	5.00	0.00
Education	1	8.00		4	5.25	3.86	9	7.44	1.13	2	7.50	.71	3	8.67	1.15	15	6.00	1.89	9	6.78	2.22	3	6.33	.58	5	7.60	1.67	3	8.00	1.73
Social protection*	3	8.00	1.00	4	5.00	1.63	8	6.50	1.07	1	8.00		3	7.67	.58	7	5.00	1.63	5	5.00	1.87				3	5.33	.58	2	5.50	.71
Climate change	2	7.00	2.83	3	7.33	1.53	7	7.43	.98	1	9.00		3	7.00	1.00	11	5.09	2.02	8	6.38	2.07	2	4.50	4.95	4	5.75	.96	4	7.75	1.89
Agricultural development	2	5.50	4.95	4	4.00	1.83	6	7.17	.98	1	8.00		3	5.67	3.06	14	5.71	2.16	6	5.17	2.48	1	5.00		3	7.00	2.00	2	3.00	2.83
Natural resource management*	2	5.50	3.54	3	5.00	2.00	6	6.67	1.63				3	6.67	1.15	6	3.33	2.25	2	2.00	0.00	1	1.00		4	6.25	1.26	3	4.33	2.89

\*Significantly different between stakeholder groups

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

Where are the World Bank Group's decisions made primarily that support the program in XXXX?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
At the Headquarters (in Washington D.C.)	33.3%	75.0%	30.8%	75.0%	100.0%	44.1%	52.9%	80.0%	71.4%	71.4%
In the country	33.3%	0.0%	7.7%	25.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Don't know	33.3%	25.0%	61.5%	0.0%	0.0%	52.9%	47.1%	20.0%	28.6%	28.6%

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?	3	7.33	1.15	4	5.25	2.22	16	7.13	1.82	3	8.00	1.00	5	6.80	2.28	22	5.95	1.73	11	6.55	2.11	5	6.00	1.87	5	6.20	1.92	5	7.60	.89

(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 Group in XXXX? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX	3	7.00	1.00	4	5.75	2.06	14	5.86	2.03	3	7.33	.58	5	6.00	1.87	20	5.25	1.74	10	5.90	2.77	3	4.33	2.08	6	5.17	2.14	5	5.60	2.51
The World Bank Group meets XXXX's needs for knowledge services	3	6.67	2.31	4	4.50	2.65	13	5.62	2.02	3	8.00	1.00	5	6.40	2.07	20	5.50	2.06	13	6.23	2.09	4	5.50	1.73	6	5.67	2.16	5	6.20	1.30

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other					
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in XXXX?	3	7.00	1.73	3	5.00	2.00	9	6.56	3.05	3	8.67	1.53	3	5.00	2.65	11	6.91	2.59	14	5.79	2.46							6	4.67	1.86	5	7.00	1.00

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	0.0%	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	33.3%	25.0%	4.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
A few times a year	33.3%	25.0%	20.0%	25.0%	20.0%	23.5%	29.4%	40.0%	42.9%	42.9%
Rarely	33.3%	25.0%	28.0%	50.0%	60.0%	35.3%	47.1%	40.0%	42.9%	28.6%
Never	0.0%	0.0%	48.0%	0.0%	20.0%	38.2%	23.5%	20.0%	14.3%	28.6%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	3	7.33	.58	4	5.50	2.65	12	6.42	1.73	2	7.50	.71	4	6.50	1.00	16	5.94	1.98	11	5.91	2.17	3	5.00	1.73	4	5.50	2.08	5	6.00	1.22
Are relevant to XXXX's development priorities	3	7.00	1.00	4	4.75	2.75	15	6.87	1.60	3	7.33	.58	5	6.80	2.28	22	5.64	2.28	11	6.00	2.14	4	5.50	1.73	4	6.25	2.22	4	6.75	1.26
Lead to practical solutions	3	6.00	2.65	4	5.00	2.58	13	6.54	1.39	3	7.00	1.00	4	7.25	.96	20	5.10	1.97	10	5.10	1.79	4	5.00	1.41	4	4.75	1.71	4	5.75	1.26
Are accessible (well written and easy to understand)	3	7.33	.58	4	4.75	3.30	13	6.15	1.86	3	7.33	2.08	5	5.40	1.95	19	5.42	2.29	12	5.92	2.27	4	6.25	.50	3	5.33	2.52	4	6.50	2.38
Enhance your knowledge and/or skills	3	6.33	2.89	4	5.25	3.20	14	6.00	2.25	3	8.33	1.53	5	6.80	1.30	22	5.77	2.69	13	5.85	2.23	4	6.25	.50	4	6.25	2.36	4	6.50	2.38
Are translated enough into local language	3	8.33	.58	4	6.50	3.42	12	6.42	2.81	3	8.33	2.89	5	6.60	2.41	19	5.00	3.04	12	6.50	2.94	3	7.67	1.15	4	5.25	1.71	4	5.50	1.73
Are adaptable to XXXX's specific development challenges and country circumstances	3	7.00	1.73	4	5.25	2.75	14	5.93	2.02	3	6.67	.58	5	5.00	1.73	21	5.00	2.28	12	5.42	2.02	4	5.50	1.91	4	5.50	1.73	4	5.75	1.89

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	3	7.33	2.08	4	5.00	2.16	16	6.56	2.25	4	7.25	.96	5	7.00	2.55	26	5.65	1.85	14	5.79	1.67	4	5.75	2.06	5	6.00	1.58	3	6.33	.58
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	3	7.00	2.65	4	6.00	2.94	16	7.38	1.67	4	8.75	1.89	4	7.00	2.16	22	6.82	1.94	11	6.64	1.69	4	7.00	1.15	6	8.83	.75	4	7.25	1.50

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

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

**Have you read/consulted the most recent LAC Flagship Report: Economic Mobility and the Rise of the Latin American Middle Class?\***

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	33.3%	75.0%	8.0%	0.0%	40.0%	8.6%	17.6%	0.0%	14.3%	14.3%
No	66.7%	25.0%	92.0%	100.0%	60.0%	91.4%	82.4%	100.0%	85.7%	85.7%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research institute/ Think tank			Academia/ Research institute/ Think tank			Other					
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	1	9.00		3	6.33	3.06	2	4.50	4.95				2	7.00	1.41	5	6.60	2.19	4	7.25	.96	2	6.00	0.00							1	6.00	
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	1	7.00		3	6.00	2.65	2	3.00	2.83				2	6.00	2.83	5	5.80	1.92	4	6.25	1.50	2	5.50	.71							2	4.00	4.24

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

**E. Working with the World Bank Group**

To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving XXXX's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	3	6.67	1.15	4	5.25	2.63	13	7.54	1.51	3	8.00	1.73	5	5.80	2.17	21	5.62	1.83	11	4.73	1.95	3	5.33	1.15	4	4.50	1.00	4	5.50	1.29
Design (appraising and planning the solutions)	3	6.33	2.08	4	5.50	3.11	11	7.27	1.01	3	8.33	1.53	5	6.00	2.00	21	5.90	1.89	11	5.00	1.90	3	6.33	2.08	4	4.75	1.26	4	6.25	1.26
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	2	6.00	1.41	4	5.25	2.63	13	6.15	1.68	2	7.50	.71	5	6.00	2.12	20	5.85	2.11	13	5.38	1.89	5	6.00	1.22	4	4.75	2.06	4	7.25	.50
Evaluation (assessing the impact and results)	2	7.50	.71	4	5.75	2.22	10	6.10	1.60	2	7.50	.71	5	6.60	2.70	19	5.89	2.18	13	5.62	2.02	4	6.25	1.71	4	5.00	2.16	4	7.00	.82

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	3	6.00	1.00	4	5.50	3.11	11	6.27	2.15	3	9.00	1.00	4	7.50	2.65	15	4.73	2.46	11	3.91	2.12	3	7.00	2.00	3	5.00	2.65	5	3.80	1.64
The World Bank Group effectively monitors and evaluates the projects and programs it supports	2	6.50	2.12	4	5.50	2.89	16	7.13	1.36	2	9.50	.71	5	6.60	2.07	27	6.74	1.77	12	6.25	2.26	5	6.60	1.14	6	6.83	1.83	7	5.43	1.90
The World Bank Group's approvals and reviews are done in a timely fashion	3	5.67	1.53	4	5.00	2.58	13	6.23	1.69	3	8.00	0.00	4	6.00	1.41	16	5.31	1.96	8	4.63	1.69	3	5.67	1.53	6	6.33	2.16	7	5.29	2.14
The World Bank Group's "Safeguard Policy" requirements are reasonable	3	6.33	2.08	3	5.33	2.08	10	6.80	1.32	3	8.00	1.00	5	8.00	2.35	15	5.67	2.38	9	5.89	2.20	2	5.00	2.83	4	7.25	1.26	7	5.14	1.77
The World Bank Group's conditions on its lending are reasonable	3	5.67	1.53	4	5.00	2.16	12	6.25	1.48	3	8.00	1.00	5	7.00	1.22	22	5.27	2.23	12	5.83	2.25	3	5.33	2.89	4	6.25	.50	7	5.43	1.51
The World Bank Group takes decisions quickly in XXXX	3	6.33	.58	4	5.00	2.94	10	6.40	1.65	2	8.50	.71	4	6.50	.58	14	4.93	1.54	8	4.75	1.75	2	4.00	2.83	4	6.50	1.91	7	4.71	1.98
Working with the World Bank Group increases XXXX's institutional capacity	3	7.00	1.00	4	5.75	1.71	14	7.43	1.40	3	8.33	.58	5	7.20	1.48	26	6.85	1.69	14	6.64	2.17	5	7.60	1.67	6	7.83	1.47	7	6.14	2.04
The World Bank Group ensures consistency and continuity through staff changes	2	5.50	.71	2	6.50	2.12	7	6.57	1.27	2	8.50	.71	1	8.00		12	5.50	1.83	3	4.67	2.52	2	6.50	2.12	3	8.33	1.15	3	5.00	2.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	2	5.50	2.12	2	5.00	2.83	8	7.00	1.69	2	8.50	2.12	4	6.75	.96	12	5.67	1.44	7	6.29	2.29	2	6.50	2.12	4	8.00	1.41	5	6.80	1.79
The World Bank Group provides effective implementation support	2	6.00	1.41	3	5.33	3.21	10	6.60	1.71	3	9.00	1.00	5	7.00	1.22	21	6.19	1.81	9	6.67	1.94	3	7.33	.58	5	7.60	1.52	6	5.67	1.51

\*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

Which of the following best describes the way the World Bank Group operates in XXXX?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank Group takes too much risk in XXXX	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	20.0%	0.0%	0.0%
The World Bank Group does not take enough risk in XXXX	66.7%	75.0%	15.0%	25.0%	66.7%	36.7%	14.3%	0.0%	60.0%	33.3%
The World Bank Group's approach to risk is appropriate	33.3%	25.0%	25.0%	75.0%	33.3%	6.7%	28.6%	20.0%	20.0%	33.3%
Don't know	0.0%	0.0%	60.0%	0.0%	0.0%	56.7%	42.9%	60.0%	20.0%	33.3%

\*Significantly different between stakeholder groups

**F. Recent Trends and the Future Role Of the World Bank Group In XXXX**

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in XXXX?*	3	6.00	1.73	4	5.00	2.16	10	7.30	1.25	3	8.33	0.58	5	6.20	1.92	22	5.55	1.22	14	5.43	2.14	5	6.00	1.87	4	6.25	0.50	3	7.00	1.00

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation SHOULD play in XXXX's development in the near future?*	3	7.67	.58	4	8.00	1.15	24	9.25	.99	4	9.50	1.00	5	8.60	1.14	32	7.88	1.52	14	8.43	1.83	5	7.60	1.67	6	8.17	1.47	6	9.00	1.26

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between stakeholder groups

**F. Recent Trends and the Future Role Of the World Bank Group In XXXX (continued)**

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	0.0%	25.0%	19.2%	25.0%	20.0%	12.1%	0.0%	0.0%	0.0%	14.3%
Collaborate more effectively with Government clients	0.0%	0.0%	11.5%	0.0%	20.0%	21.2%	6.3%	0.0%	0.0%	14.3%
Offer more innovative financial products	66.7%	25.0%	30.8%	0.0%	0.0%	9.1%	37.5%	20.0%	16.7%	14.3%
Improve the competitiveness of its financing compared to markets*	0.0%	0.0%	3.8%	0.0%	0.0%	3.0%	0.0%	0.0%	33.3%	0.0%
Reach out more to groups outside of Government*	0.0%	75.0%	26.9%	100.0%	60.0%	54.5%	56.3%	100.0%	50.0%	57.1%
Improve the quality of its experts as related to XXXX's specific challenges	0.0%	25.0%	3.8%	25.0%	20.0%	12.1%	12.5%	20.0%	33.3%	14.3%
Offer more innovative knowledge services	33.3%	0.0%	0.0%	0.0%	0.0%	6.1%	6.3%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	33.3%	0.0%	3.8%	0.0%	20.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	33.3%	50.0%	38.5%	25.0%	20.0%	42.4%	25.0%	60.0%	33.3%	0.0%
Reduce the complexity of obtaining World Bank Group financing	0.0%	0.0%	34.6%	25.0%	20.0%	18.2%	18.8%	0.0%	16.7%	42.9%
Increase availability of Fee-Based services	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster*	0.0%	0.0%	0.0%	0.0%	20.0%	6.1%	12.5%	0.0%	16.7%	42.9%
Other	0.0%	0.0%	3.8%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX? (Please mark only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Financial services	66.7%	25.0%	32.0%	25.0%	40.0%	35.3%	41.2%	20.0%	42.9%	71.4%
Knowledge products	0.0%	25.0%	12.0%	0.0%	40.0%	26.5%	29.4%	40.0%	14.3%	0.0%
Convening services	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	5.9%	20.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	20.0%	2.9%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for XXXX	33.3%	50.0%	36.0%	75.0%	0.0%	20.6%	11.8%	0.0%	28.6%	28.6%
Don't know	0.0%	0.0%	20.0%	0.0%	0.0%	11.8%	11.8%	20.0%	14.3%	0.0%

**F. Recent Trends and the Future Role Of the World Bank Group In XXXX (continued)**

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of	Office of	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
	President/Prime Minister/Minister	Parliamentarian								
Building capacity of state institutions	33.3%	75.0%	60.9%	75.0%	60.0%	63.6%	70.6%	100.0%	57.1%	71.4%
Strengthening public financial management	66.7%	50.0%	65.2%	75.0%	60.0%	81.8%	64.7%	60.0%	71.4%	57.1%
Strengthening conflict resolution mechanisms	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increasing access to justice systems*	33.3%	25.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%
Strengthening security mechanisms	0.0%	0.0%	8.7%	0.0%	20.0%	6.1%	5.9%	0.0%	14.3%	14.3%
Reducing violence	33.3%	0.0%	8.7%	0.0%	20.0%	9.1%	5.9%	20.0%	28.6%	0.0%
Increasing access to basic services	33.3%	0.0%	17.4%	0.0%	0.0%	15.2%	5.9%	0.0%	0.0%	28.6%
Building social safety nets	66.7%	25.0%	21.7%	25.0%	0.0%	12.1%	5.9%	0.0%	42.9%	14.3%
Generating jobs	33.3%	75.0%	65.2%	50.0%	100.0%	69.7%	88.2%	100.0%	42.9%	85.7%
Improving livelihoods	0.0%	50.0%	34.8%	50.0%	20.0%	27.3%	41.2%	20.0%	42.9%	28.6%
Increasing cohesion	0.0%	0.0%	4.3%	25.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%
Stimulating dialogue to promote peace and stability	0.0%	0.0%	0.0%	0.0%	20.0%	3.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Which THREE areas below would benefit most from other donors in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of	Office of	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
	President/Prime Minister/Minister	Parliamentarian								
Building capacity of state institutions	33.3%	50.0%	50.0%	0.0%	20.0%	12.5%	23.5%	0.0%	28.6%	14.3%
Strengthening public financial management	33.3%	25.0%	45.0%	0.0%	60.0%	31.3%	23.5%	40.0%	14.3%	28.6%
Strengthening conflict resolution mechanisms*	0.0%	0.0%	5.0%	25.0%	0.0%	6.3%	35.3%	40.0%	14.3%	42.9%
Increasing access to justice systems	0.0%	0.0%	25.0%	25.0%	0.0%	18.8%	11.8%	20.0%	42.9%	0.0%
Strengthening security mechanisms	0.0%	50.0%	15.0%	50.0%	0.0%	21.9%	5.9%	20.0%	14.3%	28.6%
Reducing violence	66.7%	0.0%	20.0%	0.0%	60.0%	18.8%	17.6%	0.0%	0.0%	14.3%
Increasing access to basic services	66.7%	25.0%	20.0%	50.0%	60.0%	28.1%	41.2%	40.0%	28.6%	28.6%
Building social safety nets	0.0%	0.0%	20.0%	0.0%	0.0%	21.9%	23.5%	0.0%	42.9%	57.1%
Generating jobs	33.3%	75.0%	50.0%	75.0%	40.0%	50.0%	29.4%	20.0%	28.6%	42.9%
Improving livelihoods	33.3%	25.0%	30.0%	25.0%	60.0%	62.5%	23.5%	40.0%	42.9%	42.9%
Increasing cohesion*	33.3%	25.0%	0.0%	0.0%	0.0%	6.3%	23.5%	60.0%	42.9%	0.0%
Stimulating dialogue to promote peace and stability	0.0%	25.0%	10.0%	25.0%	0.0%	15.6%	17.6%	20.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers	33.3%	50.0%	56.0%	50.0%	80.0%	74.3%	62.5%	80.0%	42.9%	71.4%
International newspapers	0.0%	25.0%	4.0%	0.0%	0.0%	2.9%	0.0%	0.0%	14.3%	0.0%
Local radio	33.3%	25.0%	44.0%	75.0%	40.0%	51.4%	37.5%	40.0%	57.1%	57.1%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Local television	33.3%	0.0%	28.0%	50.0%	0.0%	22.9%	18.8%	20.0%	14.3%	42.9%
International television	0.0%	0.0%	4.0%	0.0%	20.0%	2.9%	6.3%	20.0%	0.0%	0.0%
Periodicals	33.3%	0.0%	4.0%	0.0%	0.0%	8.6%	6.3%	0.0%	28.6%	0.0%
Internet	33.3%	75.0%	36.0%	25.0%	20.0%	22.9%	31.3%	0.0%	42.9%	14.3%
Social media	0.0%	25.0%	4.0%	0.0%	40.0%	5.7%	18.8%	40.0%	0.0%	14.3%
Blogs	0.0%	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%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Other*	33.3%	0.0%	16.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Blogs	0.0%	0.0%	7.7%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	14.3%
Direct contact with World Bank Group	33.3%	50.0%	19.2%	0.0%	60.0%	12.1%	29.4%	40.0%	14.3%	42.9%
e-Newsletters	0.0%	75.0%	65.4%	50.0%	40.0%	51.5%	47.1%	20.0%	57.1%	57.1%
Instant messaging*	33.3%	0.0%	0.0%	25.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	0.0%	25.0%	38.5%	50.0%	40.0%	42.4%	35.3%	40.0%	57.1%	28.6%
World Bank Group's publications and other written materials	66.7%	25.0%	46.2%	25.0%	40.0%	42.4%	35.3%	40.0%	28.6%	42.9%
Mobile phones*	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	0.0%	0.0%	7.7%	0.0%	20.0%	12.1%	23.5%	20.0%	14.3%	0.0%
World Bank Group's website	33.3%	0.0%	15.4%	25.0%	0.0%	33.3%	17.6%	20.0%	28.6%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank Group'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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	66.7%	75.0%	13.0%	50.0%	0.0%	16.1%	7.1%	25.0%	16.7%	0.0%
No	33.3%	25.0%	87.0%	50.0%	100.0%	83.9%	92.9%	75.0%	83.3%	100.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	66.7%	75.0%	37.5%	50.0%	80.0%	64.5%	42.9%	100.0%	66.7%	57.1%
No	33.3%	25.0%	62.5%	50.0%	20.0%	35.5%	57.1%	0.0%	33.3%	42.9%

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution		Academia/ Research institute/ Think tank		Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	3	6.67	1.53	4	6.75	1.71	20	5.60	3.00	4	6.50	3.70	5	5.00	2.12	30	4.27	2.46	15	5.07	2.84	4	6.25	2.50	6	7.33	2.50	7	4.00	2.24
The World Bank Group's social media channels are valuable sources of information about the institution	3	6.00	4.36	2	7.50	.71	12	6.25	2.14	1	3.00		3	6.67	2.52	16	5.44	2.42	4	6.50	1.00	3	7.67	1.15	4	7.00	2.16	4	4.25	2.22
The World Bank Group is responsive to my information requests and inquiries	3	7.00	2.65	2	6.00	4.24	7	5.86	2.73	3	8.00	2.65	4	5.75	1.71	9	5.67	1.80	9	6.00	2.50	1	7.00		5	6.60	1.52	6	5.67	3.08

**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	0.0%	25.0%	30.8%	50.0%	40.0%	9.1%	18.8%	40.0%	42.9%	28.6%
No	100.0%	75.0%	69.2%	50.0%	60.0%	90.9%	81.3%	60.0%	57.1%	71.4%

Which of the following agencies of the World Bank Group do you work with in XXXX?

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank (IBRD/IDA)	0.0%	25.0%	26.1%	50.0%	0.0%	9.1%	0.0%	40.0%	16.7%	28.6%
International Finance Corporation (IFC)	0.0%	0.0%	13.0%	0.0%	0.0%	6.1%	6.7%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None	100.0%	75.0%	65.2%	50.0%	100.0%	90.9%	93.3%	60.0%	83.3%	71.4%

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer*	0.0%	75.0%	50.0%	33.3%	100.0%	71.9%	64.3%	40.0%	42.9%	14.3%
Use World Bank Group reports/data*	100.0%	50.0%	25.0%	0.0%	0.0%	9.4%	0.0%	0.0%	42.9%	0.0%
Engage in World Bank Group related/sponsored events/activities	0.0%	0.0%	25.0%	66.7%	0.0%	21.9%	28.6%	40.0%	57.1%	42.9%
Collaborate as part of my professional duties*	50.0%	25.0%	41.7%	66.7%	0.0%	15.6%	14.3%	40.0%	28.6%	85.7%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Countries

### A. General Issues facing XXXX<sup>7</sup>

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

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
The right direction	54.2%	40.7%	40.0%	32.1%
The wrong direction	20.8%	25.9%	33.3%	28.6%
Not sure	25.0%	33.3%	26.7%	39.3%

\*Significantly different between countries

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Social protection*	7.4%	13.8%	0.0%	23.3%
Transport	0.0%	0.0%	3.4%	3.3%
Public sector governance/ reform*	25.9%	17.2%	0.0%	40.0%
Global/regional integration	0.0%	3.4%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	11.1%	6.9%	27.6%	10.0%
Foreign direct investment	22.2%	10.3%	17.2%	20.0%
Water and sanitation	0.0%	0.0%	0.0%	6.7%
Anti-corruption	3.7%	10.3%	0.0%	0.0%
Job creation/employment	51.9%	65.5%	51.7%	63.3%
Rural development	0.0%	10.3%	13.8%	0.0%
Financial markets	0.0%	3.4%	3.4%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	3.4%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%
Health	14.8%	6.9%	13.8%	6.7%
Education*	25.9%	13.8%	65.5%	46.7%
Poverty reduction	11.1%	17.2%	17.2%	10.0%
Energy*	18.5%	13.8%	0.0%	0.0%
Food security	11.1%	13.8%	6.9%	6.7%
Climate change	0.0%	0.0%	0.0%	0.0%
Agricultural development	29.6%	17.2%	31.0%	13.3%
Trade and exports	7.4%	10.3%	3.4%	3.3%
Crime and violence	0.0%	0.0%	13.8%	10.0%
Economic growth	40.7%	34.5%	17.2%	30.0%
Law and justice	0.0%	3.4%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	7.4%	3.4%	0.0%	0.0%
Natural resource management	0.0%	6.9%	0.0%	0.0%
Disaster management	3.7%	0.0%	3.4%	0.0%
Information and communications technology	3.7%	3.4%	6.9%	6.7%

\*Significantly different between countries

<sup>7</sup> XXXX refers to one of the four countries (Grenada, Dominica, Saint Vincent & the Grenadines, Antigua & Barbuda) in which respondents were located when responding to the questionnaire.

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

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Water and sanitation	0.0%	3.3%	0.0%	0.0%
Equality of opportunity	3.7%	3.3%	13.8%	0.0%
Economic growth	66.7%	56.7%	34.5%	56.7%
Climate change	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%
Rural development*	18.5%	40.0%	44.8%	3.3%
Urban development	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%
Social protection	3.7%	6.7%	0.0%	6.7%
Law and justice	0.0%	0.0%	0.0%	3.3%
Transport	0.0%	0.0%	6.9%	0.0%
Crime and violence	0.0%	0.0%	3.4%	3.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	10.0%
Anti corruption	0.0%	3.3%	0.0%	3.3%
Domestic private sector development	22.2%	16.7%	37.9%	23.3%
Foreign direct investment	18.5%	6.7%	0.0%	13.3%
Education	44.4%	33.3%	44.8%	53.3%
Energy	0.0%	3.3%	0.0%	0.0%
Public sector governance/ reform	14.8%	6.7%	3.4%	23.3%
Natural resource management	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	3.3%	0.0%	0.0%
Health	7.4%	0.0%	3.4%	3.3%
Agricultural development	22.2%	36.7%	34.5%	20.0%
Job creation/employment	63.0%	76.7%	58.6%	63.3%
Financial markets	0.0%	0.0%	0.0%	0.0%
Trade and exports	7.4%	3.3%	3.4%	3.3%
Food security	7.4%	0.0%	6.9%	6.7%

\*Significantly different between countries

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Energy*	18.5%	28.6%	16.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	3.3%	0.0%
Social protection	0.0%	0.0%	0.0%	3.4%
Global/regional integration	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Anti corruption	3.7%	10.7%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	3.4%
Rural development	11.1%	10.7%	3.3%	0.0%
Foreign direct investment	40.7%	35.7%	53.3%	41.4%
Urban development	0.0%	3.6%	3.3%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%
Education*	29.6%	10.7%	23.3%	48.3%
Information and communications technology	3.7%	14.3%	20.0%	6.9%
Regulatory framework	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Trade and exports*	22.2%	42.9%	10.0%	24.1%
Public sector governance/ reform	33.3%	21.4%	16.7%	41.4%
Domestic private sector development*	33.3%	21.4%	60.0%	34.5%
Job creation/employment	37.0%	39.3%	30.0%	62.1%
Agricultural development	44.4%	46.4%	43.3%	31.0%
Food security	3.7%	0.0%	3.3%	0.0%
Transport	0.0%	0.0%	3.3%	0.0%
Natural resource management	7.4%	3.6%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	3.3%	0.0%
Health	3.7%	0.0%	3.3%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	7.1%	0.0%	0.0%

\*Significantly different between countries

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Better employment opportunities for young people	24.0%	36.4%	55.2%	31.0%
Better employment opportunities for women	4.0%	0.0%	0.0%	6.9%
Greater access to micro-finance for the poor	20.0%	13.6%	3.4%	6.9%
Greater voice and participation for citizens to help ensure greater accountability	12.0%	9.1%	17.2%	3.4%
Greater access to health and nutrition for citizens	4.0%	4.5%	3.4%	3.4%
Better entrepreneurial opportunities	16.0%	22.7%	27.6%	41.4%
A growing middle class*	8.0%	9.1%	17.2%	37.9%
Better opportunity for the poor who live in rural areas	12.0%	9.1%	10.3%	0.0%
Better opportunity for the poor who live in urban areas*	0.0%	0.0%	10.3%	0.0%
Consistent economic growth*	36.0%	54.5%	10.3%	17.2%
More reliable social safety net	0.0%	0.0%	3.4%	0.0%
Greater equity of fiscal policy	4.0%	9.1%	0.0%	6.9%
Education and training that better ensure job opportunity	56.0%	27.3%	37.9%	41.4%
Better quality public services	0.0%	0.0%	3.4%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

\*Significantly different between countries

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

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	27	6.41	2.15	29	6.07	2.53	30	6.47	2.89	31	6.16	2.45
Caribbean Development Bank (CDB)	26	7.19	1.92	29	7.07	2.00	30	7.07	2.24	31	6.65	2.14
European Caribbean Central Bank (ECCB)	25	6.60	2.80	27	6.11	3.18	28	5.86	2.92	29	5.86	3.45
Organization of Eastern Caribbean States (OECS)	27	7.89	1.53	29	7.55	2.23	29	8.03	1.86	31	7.97	1.83
International Monetary Fund (IMF)	27	6.67	1.80	29	7.10	1.88	30	6.40	2.19	30	7.20	2.25
Inter-American Development Bank (IDB)	27	5.11	2.56	29	5.14	3.03	30	4.97	2.61	31	4.52	2.51

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	25	6.12	2.03	23	5.48	1.93	23	6.26	1.39	26	5.69	1.49
Caribbean Development Bank (CDB)	26	7.04	1.97	28	6.75	1.51	28	6.64	1.79	26	6.19	1.83
European Caribbean Central Bank (ECCB)	23	6.48	2.69	22	6.36	1.81	22	5.95	1.96	20	5.30	2.45
Organization of Eastern Caribbean States (OECS)*	27	7.19	2.06	28	6.54	1.67	28	7.14	1.46	29	5.83	2.33
International Monetary Fund (IMF)	26	5.81	2.30	27	5.63	2.11	25	6.32	1.35	28	5.79	2.08
Inter-American Development Bank (IDB)	18	5.11	2.03	20	4.55	1.96	22	5.23	1.60	19	4.47	1.93

\*Significantly different between countries

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	23	6.74	2.22	15	5.33	2.19	18	6.94	1.39	15	6.80	1.93

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

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

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Social protection*	0.0%	0.0%	0.0%	9.7%
Public sector governance/ reform*	37.0%	29.6%	6.7%	54.8%
Transport	3.7%	3.7%	10.0%	0.0%
Poverty reduction	18.5%	25.9%	30.0%	12.9%
Global/regional integration	0.0%	0.0%	0.0%	3.2%
Gender equity	0.0%	3.7%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	16.7%	3.2%
Domestic private sector development	22.2%	11.1%	23.3%	35.5%
Rural development	11.1%	7.4%	16.7%	3.2%
Foreign direct investment	18.5%	7.4%	3.3%	16.1%
Water and sanitation	0.0%	0.0%	0.0%	0.0%
Energy	3.7%	22.2%	10.0%	3.2%
Job creation/employment	29.6%	33.3%	23.3%	41.9%
Financial markets	0.0%	3.7%	0.0%	0.0%
Urban development	0.0%	3.7%	0.0%	0.0%
Environmental sustainability	0.0%	7.4%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%
Health*	18.5%	11.1%	36.7%	6.5%
Education	37.0%	11.1%	36.7%	35.5%
Food security	11.1%	11.1%	3.3%	0.0%
Climate change	0.0%	3.7%	0.0%	0.0%
Agricultural development	33.3%	29.6%	43.3%	25.8%
Trade and exports	7.4%	18.5%	13.3%	9.7%
Economic growth	37.0%	22.2%	13.3%	16.1%
Law and justice	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	7.4%	3.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Natural resource management	3.7%	7.4%	0.0%	0.0%
Anti corruption	0.0%	7.4%	3.3%	9.7%
Information and communications technology	0.0%	3.7%	3.3%	6.5%
Disaster management	0.0%	3.7%	3.3%	0.0%

\*Significantly different between countries

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

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

Greatest Value Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Convening/Facilitating	3.8%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	3.4%	0.0%
Policy advice, studies, analyses	19.2%	7.7%	20.7%	16.0%
Financial resources	46.2%	57.7%	55.2%	36.0%
Capacity development*	15.4%	23.1%	0.0%	40.0%
Technical assistance	7.7%	7.7%	20.7%	0.0%
Mobilizing third party financial resources	0.0%	3.8%	0.0%	0.0%
Donor coordination	3.8%	7.7%	0.0%	0.0%
Linkage to non-Bank expertise	3.8%	0.0%	0.0%	8.0%
Other	0.0%	3.8%	0.0%	0.0%

\*Significantly different between countries

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Convening/Facilitating	0.0%	4.2%	10.3%	0.0%
Data	4.0%	8.3%	3.4%	0.0%
Policy advice, studies, analyses*	8.0%	12.5%	37.9%	8.0%
Financial resources	20.0%	8.3%	13.8%	20.0%
Capacity development	12.0%	20.8%	6.9%	28.0%
Technical assistance	36.0%	25.0%	20.7%	28.0%
Mobilizing third party financial resources	4.0%	12.5%	0.0%	8.0%
Donor coordination	16.0%	12.5%	6.9%	8.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

\*Significantly different between countries

How effective do the World Bank Group's activities below support XXXX's efforts to achieve development results? (1-Not effective at all, 10-Extremely effective)

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating*	14	6.00	2.60	12	5.58	2.15	19	7.16	.90	14	5.07	2.16
Data	17	6.47	2.12	12	6.00	2.52	18	7.44	1.29	17	5.94	1.98
Policy advice, studies, analyses	19	7.58	1.71	17	6.65	2.12	21	7.38	1.28	17	6.29	2.23
Financial resources*	21	7.29	2.03	17	6.35	1.58	17	8.06	1.30	20	6.55	1.96
Technical assistance	21	7.38	1.88	14	6.36	2.06	20	7.20	1.24	21	6.57	1.78
Mobilizing third party financial resources	10	5.90	2.33	11	6.55	2.07	18	7.17	1.29	11	5.55	1.97
Donor coordination	12	6.83	1.99	13	6.31	2.14	19	7.11	1.05	13	5.92	2.29
Linkage to non-Bank expertise	10	5.40	2.37	11	6.00	2.57	17	6.88	1.41	7	5.57	2.51

\*Significantly different between countries

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

The World Bank Group can provide capacity building support in a number of ways in XXXX. To what degree would XXXX benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	24	7.79	1.77	26	7.12	2.44	30	8.40	1.50	30	8.20	1.73
The public sector, related to implementation of specific development projects on the ground	25	8.36	1.63	28	7.54	2.05	30	8.33	1.32	30	8.07	1.76
The public sector, related to changing institutions (organizations or sociopolitical conditions)	21	7.43	2.16	23	6.91	2.31	30	8.37	1.19	29	7.48	2.03

How effective do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't Know") (1-Not effective at all, 10-Extremely effective)

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	16	7.44	2.00	15	5.87	1.92	17	7.00	1.12	20	5.55	1.82
Citizen engagement (incorporating citizens' voices into development)	12	5.67	2.71	13	5.15	2.67	12	6.67	1.23	18	4.67	2.47
Policy design (for clarity and better incentives to achieve development goals)	15	6.67	2.53	16	6.38	2.42	19	7.00	1.33	16	5.56	2.28

\*Significantly different between countries

When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how important is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't Know") (1-Not important at all, 10-Extremely important)

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	21	8.48	1.81	23	7.13	1.79	26	8.08	.98	23	7.35	1.40
Citizen engagement (incorporating citizens' voices into development)	21	7.95	2.36	20	7.40	1.76	24	8.50	1.02	25	7.48	2.08
Policy design (for clarity and better incentives to achieve development goals)*	21	8.29	2.08	24	7.17	1.71	25	8.36	1.04	25	7.60	1.61

\*Significantly different between countries

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

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Staff too inaccessible	7.4%	3.6%	3.4%	17.9%
Not exploring alternative policy options	11.1%	10.7%	0.0%	3.6%
Not adequately sensitive to political/social realities in XXXX	25.9%	14.3%	10.3%	28.6%
Not enough public disclosure of its work	25.9%	42.9%	41.4%	42.9%
Arrogant in its approach	3.7%	0.0%	3.4%	7.1%
Not aligned with country priorities	11.1%	3.6%	10.3%	3.6%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	3.7%	14.3%	10.3%	3.6%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	7.1%	3.4%	0.0%
Too influenced by developed countries	14.8%	14.3%	13.8%	28.6%
Imposing technocratic solutions without regard to political realities	7.4%	3.6%	0.0%	3.6%
World Bank Group's processes too slow	11.1%	7.1%	27.6%	10.7%
Too bureaucratic in its operational policies and procedures	11.1%	7.1%	3.4%	7.1%
Not aligned with other donors' work	0.0%	3.6%	0.0%	0.0%
Not collaborating enough with non-state actors*	11.1%	14.3%	41.4%	7.1%
Not client focused	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	3.4%	0.0%
Don't know	18.5%	21.4%	10.3%	17.9%

\*Significantly different between countries

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Capacity development	55.6%	44.8%	40.0%	53.3%
Policy based lending / budget support to the Government	25.9%	10.3%	36.7%	23.3%
Knowledge products/services	14.8%	13.8%	6.7%	6.7%
Investment lending*	37.0%	34.5%	63.3%	73.3%
Technical assistance	37.0%	44.8%	36.7%	30.0%
Trust Fund management	7.4%	6.9%	0.0%	3.3%
Other	0.0%	3.4%	3.3%	0.0%
Don't know	7.4%	17.2%	10.0%	3.3%

\*Significantly different between countries

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	23	7.17	2.19	20	5.90	1.83	24	6.54	2.21	21	6.52	1.78
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	20	6.65	2.54	21	5.29	2.15	24	6.21	1.98	18	5.50	1.76
The World Bank Group supports XXXX's efforts to reduce social exclusion	16	6.25	2.24	17	5.29	2.11	23	6.61	1.44	17	5.47	1.94
The World Bank Group supports programs and strategies that are realistic for XXXX	23	6.70	1.99	21	5.52	1.89	24	6.08	2.19	18	5.50	2.36
The World Bank Group treats clients and stakeholders in XXXX with respect	19	7.26	2.49	19	5.68	2.08	19	6.32	1.60	17	6.00	2.40
The World Bank Group is an organization that does not represent a particular ideological perspective in XXXX	19	7.00	3.20	17	6.76	1.86	19	7.21	1.51	21	7.43	2.79
The World Bank Group is an organization that is not overly influenced by any particular country	17	6.24	3.68	17	5.41	2.40	23	5.52	1.95	24	5.25	2.67
The World Bank Group respects the positions, views and demands of the government of XXXX	18	6.61	2.85	17	6.00	2.18	20	7.05	1.32	19	5.47	2.20
The World Bank Group listens and takes into account your views	22	6.09	2.81	17	4.76	2.25	20	6.45	1.54	21	4.81	2.93

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When considering the national development needs in XXXX, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in XXXX meet the national development needs of XXXX	21	6.38	1.88	16	5.69	2.39	20	6.65	1.66	14	6.00	1.92

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

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	19	6.63	2.31	16	5.31	2.30	21	7.05	1.50	16	5.31	2.06
Flexibility (in terms of the World Bank Group's products and services)	18	5.89	1.94	17	5.24	2.05	22	6.23	1.48	17	4.82	2.13
Flexibility (in terms of changing country circumstances)*	21	6.38	2.16	18	4.78	1.86	22	6.36	1.43	19	4.74	2.13
Being inclusive	18	6.22	2.05	19	5.05	2.15	20	6.25	1.48	17	5.35	2.23
Openness*	18	6.50	2.43	18	5.28	2.49	22	7.59	1.26	17	6.29	1.93
Staff accessibility*	16	6.31	2.44	16	5.63	2.36	18	6.33	1.33	17	4.29	2.64
Straightforwardness and honesty*	17	7.06	2.46	19	5.95	2.25	18	7.78	1.11	20	6.30	2.25
Ease of access to the people at the World Bank Group who are making decisions important to my work*	17	6.29	2.37	15	5.00	2.20	17	6.76	1.60	14	3.93	2.73
Collaboration with groups outside of the Government*	18	6.22	1.96	15	5.60	1.80	20	6.30	1.53	19	4.37	2.77
Collaboration with the Government	24	7.71	1.73	18	7.44	1.72	23	7.96	1.19	21	7.71	1.87
Collaboration with other donors	17	7.41	1.50	11	6.27	1.79	18	7.56	1.42	9	7.44	1.74
The speed in which it gets things accomplished on the ground	21	5.48	2.14	13	4.85	2.30	20	6.10	1.52	16	5.19	2.04
Being a long-term partner	24	7.88	2.03	17	7.29	1.69	21	8.33	1.24	22	7.00	2.23

\*Significantly different between countries

To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...?

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
More local presence	73.9%	80.0%	89.3%	86.7%
The current level of local presence is adequate	13.0%	12.0%	7.1%	6.7%
Don't know	13.0%	8.0%	3.6%	6.7%

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to?

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
The World Bank Group does not do adequate follow through/follow-up	3.8%	7.1%	3.4%	3.4%
There is not an adequate level of citizen/civil society participation	34.6%	53.6%	65.5%	51.7%
The World Bank Group is not sensitive enough to political/social realities on the ground*	15.4%	14.3%	51.7%	27.6%
Lack of/inadequate levels of capacity in Government	42.3%	32.1%	17.2%	17.2%
Poor donor coordination	3.8%	7.1%	0.0%	0.0%
The World Bank Group works too slowly	7.7%	3.6%	13.8%	0.0%
The Government works inefficiently*	30.8%	21.4%	3.4%	58.6%
Political pressures and obstacles	7.7%	21.4%	20.7%	20.7%
Reforms are not well thought out in light of country challenges	34.6%	17.9%	17.2%	10.3%
Other	3.8%	0.0%	3.4%	0.0%

\*Significantly different between countries

### C. World Bank Group Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX?

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	26	7.46	2.85	25	7.80	2.29	28	7.54	1.84	28	5.96	3.47
Information and communications technology*	27	8.07	1.98	26	7.23	2.01	28	8.64	1.13	29	6.34	2.32
Transport*	24	7.54	2.48	24	7.33	1.69	29	8.24	1.72	29	6.03	2.46
Crime and violence*	23	5.48	3.17	26	6.35	2.23	28	7.25	1.82	29	5.69	2.80
Law and justice	24	5.58	2.73	25	6.24	2.24	27	6.63	1.67	29	5.34	2.88
Urban development	25	6.68	2.36	27	7.04	1.91	29	7.76	1.81	29	6.55	1.99
Environmental sustainability*	26	7.42	2.21	27	7.33	1.66	28	8.32	1.19	28	6.75	2.17
Regulatory framework	26	7.31	2.56	27	7.44	1.93	28	7.36	1.03	28	6.25	2.05
Communicable/non-communicable diseases*	25	6.44	2.79	26	6.23	2.16	28	8.11	1.20	29	6.24	1.96
Poverty reduction	26	8.54	1.88	29	8.21	1.82	29	8.86	.92	28	8.25	1.35
Gender equity	27	6.22	2.53	26	6.15	2.01	28	7.18	1.42	26	5.58	2.69
Domestic private sector development	25	8.00	2.14	29	7.41	1.96	28	8.39	1.73	29	7.90	1.54
Foreign direct investment	25	8.32	2.10	27	7.89	1.53	29	8.52	1.12	29	7.76	2.17
Water and sanitation	26	6.38	2.67	26	6.42	1.81	29	6.72	1.85	29	5.45	2.08
Trade and exports	26	7.35	2.53	29	7.66	1.76	29	8.10	1.42	28	7.29	2.00
Economic growth*	25	9.24	1.36	29	8.28	1.73	29	9.24	.79	27	8.63	1.28
Energy*	26	8.35	1.79	26	7.65	2.06	29	8.10	1.50	29	6.14	2.81
Disaster management*	25	6.48	2.50	27	6.70	2.00	29	8.34	1.08	29	5.55	2.80
Public sector governance/ reform*	25	8.44	1.66	27	7.33	1.64	28	7.61	1.34	29	8.48	1.33
Job creation/employment	27	8.70	1.73	27	7.70	1.68	29	8.38	1.24	29	8.14	2.13
Financial markets	25	6.76	2.68	23	7.17	2.08	29	7.76	1.84	27	6.78	1.93
Equality of opportunity*	24	5.96	2.53	25	6.20	2.22	29	7.45	1.30	28	5.89	2.10
Health*	27	7.52	2.44	27	6.81	2.09	29	8.45	1.27	29	6.55	1.62
Rural development*	27	8.11	2.04	27	7.67	1.82	27	8.48	1.12	28	6.46	1.91
Global/regional integration	26	6.23	2.90	27	6.56	2.24	29	7.52	1.43	29	6.86	2.05
Food security*	27	7.48	2.39	28	7.11	1.73	28	8.14	1.60	27	6.85	2.03
Education	24	7.83	2.46	28	7.54	1.60	29	8.59	1.66	29	7.83	1.95
Social protection	26	6.38	2.45	27	6.30	1.92	29	6.90	1.57	30	7.10	2.17
Climate change*	25	7.04	2.73	28	7.00	2.04	28	7.64	1.83	30	4.97	2.80
Agricultural development	26	8.58	2.10	29	8.31	1.34	28	9.04	1.10	29	8.14	2.08
Natural resource management*	26	6.77	2.58	26	6.92	2.02	26	7.12	2.20	26	4.58	3.25

\*Significantly different between countries

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

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	8	4.00	2.62	5	5.80	1.10	14	7.14	.95	7	5.71	2.29
Information and communications technology*	10	6.60	2.22	8	6.13	1.25	21	7.57	1.43	10	4.50	1.72
Transport*	11	6.09	2.98	9	6.00	1.22	16	7.69	1.35	7	4.00	1.41
Crime and violence*	7	3.29	2.56	5	4.80	1.64	7	6.29	1.80	7	3.86	1.57
Law and justice*	7	3.14	2.54	6	5.17	1.17	7	6.86	1.46	8	5.00	1.85
Urban development*	11	4.91	2.55	8	5.25	1.49	12	7.00	1.35	11	4.82	1.72
Environmental sustainability	13	6.08	2.43	10	6.30	1.95	11	7.55	.69	11	5.36	2.01
Regulatory framework	11	5.82	2.64	11	6.27	2.28	12	7.00	1.04	13	5.38	1.89
Communicable/non-communicable diseases*	9	5.78	3.07	6	5.33	1.51	16	8.06	1.24	10	4.70	2.06
Poverty reduction*	17	6.47	2.96	11	5.73	2.15	14	7.93	1.27	14	4.86	2.14
Gender equity	10	5.10	2.81	9	5.56	1.67	16	6.88	.89	8	5.25	2.31
Domestic private sector development	12	5.75	3.02	9	4.67	1.41	16	6.38	1.63	13	4.92	1.89
Foreign direct investment	12	5.00	2.45	7	5.71	2.06	15	6.87	1.13	12	5.50	2.39
Water and sanitation*	13	6.00	2.92	9	5.56	1.51	12	7.08	1.24	7	4.00	2.58
Trade and exports	11	5.73	2.94	10	5.90	1.97	10	6.70	1.49	12	5.00	1.28
Economic growth*	16	6.31	2.73	11	5.82	1.89	17	7.53	1.46	15	5.33	1.54
Energy	9	5.11	3.52	9	5.78	1.86	12	6.00	1.91	11	4.27	2.15
Disaster management*	12	6.33	2.90	8	5.88	1.73	20	7.30	1.63	8	4.25	2.12
Public sector governance/ reform	14	6.64	2.95	11	6.18	1.89	14	6.71	1.07	20	6.90	2.47
Job creation/employment	13	5.69	2.72	8	5.13	1.13	20	5.60	2.06	17	6.06	1.89
Financial markets	10	5.60	2.84	8	6.13	1.96	17	5.65	1.84	12	6.00	2.09
Equality of opportunity	7	4.14	2.41	4	5.25	1.71	14	5.79	1.25	9	5.11	2.15
Health*	11	6.09	2.91	7	5.86	1.07	19	7.84	1.34	11	5.00	1.41
Rural development	16	5.94	2.79	9	6.33	1.66	11	6.27	1.79	9	5.00	1.94
Global/regional integration	11	5.73	2.94	8	5.88	2.03	14	6.50	1.34	12	5.00	1.60
Food security	11	5.91	2.74	7	5.57	1.13	10	5.80	1.14	10	4.50	1.78
Education*	13	7.31	2.56	8	6.50	1.51	20	7.85	1.18	14	5.36	1.82
Social protection	7	5.43	2.51	7	6.14	1.07	12	6.83	1.11	10	5.10	1.37
Climate change*	11	6.55	2.42	10	6.30	.95	17	7.53	1.23	8	4.38	2.67
Agricultural development	14	5.79	3.19	10	5.70	2.41	10	6.30	1.95	10	5.70	1.89
Natural resource management	7	3.29	2.56	7	5.71	2.56	10	6.30	1.77	7	4.71	2.69

\*Significantly different between countries

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

Where are the World Bank Group's decisions made primarily that support the program in XXXX?

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
At the Headquarters (in Washington D.C.)	63.0%	36.7%	63.3%	41.4%
In the country	3.7%	6.7%	0.0%	6.9%
Don't know	33.3%	56.7%	36.7%	51.7%

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	22	6.77	2.16	20	5.55	1.64	23	7.65	.93	18	5.94	1.80

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

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX*	20	5.25	2.38	18	5.61	1.82	21	6.81	1.54	17	5.18	2.04
The World Bank Group meets XXXX's needs for knowledge services	19	5.47	2.41	19	5.53	1.58	24	6.54	1.64	17	5.76	2.25

\*Significantly different between countries

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in XXXX?*	12	5.00	2.86	17	5.65	2.45	14	6.71	.83	16	7.63	2.33

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

### D. The World Bank Group's Knowledge

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

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Weekly	0.0%	0.0%	6.7%	0.0%
Monthly	3.7%	3.6%	0.0%	6.7%
A few times a year	22.2%	32.1%	33.3%	20.0%
Rarely	48.1%	21.4%	36.7%	40.0%
Never	25.9%	42.9%	23.3%	33.3%

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

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

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	16	6.25	1.88	14	5.71	1.59	23	6.52	1.73	12	5.50	2.02
Are relevant to XXXX's development priorities	18	6.44	2.50	16	5.56	1.71	25	6.80	1.73	18	5.78	2.05
Lead to practical solutions	17	5.59	2.03	16	5.25	1.61	23	6.30	1.69	15	5.13	1.77
Are accessible (well written and easy to understand)	15	6.27	2.05	17	5.35	2.29	22	6.36	2.13	18	5.28	1.87
Enhance your knowledge and/or skills	17	6.53	2.60	18	5.44	2.48	25	6.44	2.27	18	5.94	1.89
Are translated enough into local language	16	5.44	3.16	16	6.19	2.43	22	6.41	2.75	17	6.65	2.71
Are adaptable to XXXX's specific development challenges and country circumstances	17	5.71	2.26	17	5.59	1.84	24	5.79	2.25	18	5.06	1.83

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	22	6.36	2.17	19	6.05	1.58	26	6.65	1.90	21	5.48	1.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	21	7.57	2.13	16	6.38	1.86	22	7.77	1.15	21	6.81	2.02

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

Have you read/consulted the most recent LAC Flagship Report: Economic Mobility and the Rise of the Latin American Middle Class?\*

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Yes	14.8%	6.9%	30.0%	3.4%
No	85.2%	93.1%	70.0%	96.6%

\*Significantly different between countries

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?*	5	7.40	1.67	4	7.00	1.41	9	7.44	1.24	3	2.67	1.53
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	6	5.33	2.66	4	5.50	1.29	9	6.56	1.42	3	3.00	2.00

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

### E. Working with the World Bank Group

To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving XXXX's development challenges? (1-To no degree at all, 10-To a very significant degree)

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	18	6.50	2.31	14	5.64	2.10	23	5.83	1.67	17	5.76	2.08
Design (appraising and planning the solutions)	18	6.17	2.41	12	5.42	1.56	23	6.52	1.50	17	6.00	2.21
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	18	6.00	2.33	13	5.31	1.84	22	6.45	1.30	20	5.70	2.08
Evaluation (assessing the impact and results)	17	6.00	2.50	12	5.75	1.71	20	6.85	1.35	19	5.63	2.11

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	14	5.57	2.87	14	4.71	1.64	20	5.80	2.82	16	5.50	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports	22	6.68	2.63	18	6.22	1.63	25	7.12	1.33	23	6.52	1.70
The World Bank Group's approvals and reviews are done in a timely fashion	17	6.12	2.57	14	4.79	1.53	22	5.95	1.25	16	5.50	2.13
The World Bank Group's "Safeguard Policy" requirements are reasonable*	15	6.60	2.32	12	5.25	1.48	20	7.60	1.23	16	5.19	2.26
The World Bank Group's conditions on its lending are reasonable*	17	6.29	1.99	17	5.06	1.64	22	6.91	1.06	21	4.86	2.24
The World Bank Group takes decisions quickly in XXXX	13	5.38	2.75	13	4.77	1.64	21	6.33	1.02	13	5.15	2.38
Working with the World Bank Group increases XXXX's institutional capacity*	21	7.33	1.93	19	5.74	1.63	24	7.54	1.06	25	7.24	1.74
The World Bank Group ensures consistency and continuity through staff changes	11	6.45	2.46	10	5.80	1.32	12	6.00	1.95	5	7.40	1.82
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	7.09	2.43	10	5.30	1.70	21	6.71	1.35	7	7.14	1.86
The World Bank Group provides effective implementation support	16	7.00	2.28	13	6.00	1.78	24	7.13	1.36	16	6.19	2.01

\*Significantly different between countries

Which of the following best describes the way the World Bank Group operates in XXXX?\*

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
The World Bank Group takes too much risk in XXXX	3.8%	0.0%	4.3%	3.7%
The World Bank Group does not take enough risk in XXXX	38.5%	33.3%	13.0%	33.3%
The World Bank Group's approach to risk is appropriate	23.1%	14.3%	47.8%	11.1%
Don't know	34.6%	52.4%	34.8%	51.9%

\*Significantly different between countries

**F. Recent Trends and the Future Role Of the World Bank Group In XXXX**

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in XXXX?*	17	6.65	1.84	14	5.36	1.91	23	6.65	1.19	22	5.55	1.65

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation SHOULD play in XXXX's development in the near future?*	25	9.20	1.38	26	8.19	1.30	27	8.67	1.33	28	7.82	1.54

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between countries

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	20.0%	10.7%	10.0%	6.9%
Collaborate more effectively with Government clients	16.0%	7.1%	10.0%	13.8%
Offer more innovative financial products	16.0%	25.0%	10.0%	31.0%
Improve the competitiveness of its financing compared to markets*	0.0%	0.0%	0.0%	13.8%
Reach out more to groups outside of Government	32.0%	53.6%	63.3%	58.6%
Improve the quality of its experts as related to XXXX's specific challenges	16.0%	7.1%	20.0%	6.9%
Offer more innovative knowledge services	0.0%	7.1%	6.7%	0.0%
Ensure greater selectivity in its work	4.0%	7.1%	3.3%	0.0%
Increase the level of capacity development in the country	44.0%	35.7%	30.0%	34.5%
Reduce the complexity of obtaining World Bank Group financing	32.0%	25.0%	16.7%	17.2%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	3.4%
Work faster	4.0%	3.6%	23.3%	0.0%
Other	4.0%	3.6%	0.0%	0.0%

\*Significantly different between countries

When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX? (Please mark only ONE response)

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Financial services	42.3%	34.5%	36.7%	37.9%
Knowledge products	15.4%	20.7%	20.0%	27.6%
Convening services	11.5%	0.0%	0.0%	0.0%
None of the above	0.0%	6.9%	0.0%	0.0%
The combination is appropriate for XXXX	26.9%	24.1%	26.7%	24.1%
Don't know	3.8%	13.8%	16.7%	10.3%

### F. Recent Trends and the Future Role Of the World Bank Group In XXXX (continued)

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in XXXX?  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Building capacity of state institutions*	84.6%	48.1%	63.3%	64.3%
Strengthening public financial management	73.1%	70.4%	53.3%	85.7%
Strengthening conflict resolution mechanisms	0.0%	0.0%	0.0%	3.6%
Increasing access to justice systems	0.0%	3.7%	3.3%	3.6%
Strengthening security mechanisms	7.7%	7.4%	10.0%	3.6%
Reducing violence*	0.0%	0.0%	26.7%	10.7%
Increasing access to basic services	19.2%	14.8%	6.7%	7.1%
Building social safety nets	11.5%	25.9%	3.3%	25.0%
Generating jobs	69.2%	70.4%	83.3%	64.3%
Improving livelihoods	23.1%	37.0%	43.3%	28.6%
Increasing cohesion	7.7%	7.4%	0.0%	0.0%
Stimulating dialogue to promote peace and stability	0.0%	3.7%	3.3%	0.0%

\*Significantly different between countries

Which THREE areas below would benefit most from other donors in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Building capacity of state institutions*	12.0%	48.0%	10.3%	29.6%
Strengthening public financial management	44.0%	24.0%	37.9%	18.5%
Strengthening conflict resolution mechanisms	16.0%	16.0%	20.7%	11.1%
Increasing access to justice systems	24.0%	16.0%	10.3%	18.5%
Strengthening security mechanisms	12.0%	24.0%	6.9%	29.6%
Reducing violence*	4.0%	16.0%	34.5%	14.8%
Increasing access to basic services	48.0%	20.0%	34.5%	25.9%
Building social safety nets	28.0%	16.0%	24.1%	18.5%
Generating jobs	32.0%	36.0%	44.8%	59.3%
Improving livelihoods	44.0%	36.0%	37.9%	51.9%
Increasing cohesion	12.0%	16.0%	13.8%	14.8%
Stimulating dialogue to promote peace and stability	12.0%	20.0%	17.2%	0.0%

\*Significantly different between countries

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Local newspapers*	32.0%	34.5%	93.3%	86.7%
International newspapers	0.0%	6.9%	0.0%	6.7%
Local radio*	32.0%	37.9%	40.0%	73.3%
International radio	0.0%	3.4%	3.3%	0.0%
Local television	56.0%	13.8%	20.0%	10.0%
International television	8.0%	10.3%	0.0%	0.0%
Periodicals	16.0%	10.3%	0.0%	6.7%
Internet*	40.0%	48.3%	16.7%	16.7%
Social media*	8.0%	6.9%	26.7%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	3.4%	0.0%	0.0%
Other*	4.0%	13.8%	0.0%	0.0%

\*Significantly different between countries

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Blogs	7.4%	3.6%	3.3%	3.4%
Direct contact with World Bank Group	22.2%	14.3%	36.7%	17.2%
e-Newsletters	55.6%	46.4%	50.0%	51.7%
Instant messaging	3.7%	3.6%	3.3%	0.0%
World Bank Group's seminars/workshops/conferences	37.0%	42.9%	26.7%	48.3%
World Bank Group's publications and other written materials	55.6%	50.0%	30.0%	34.5%
Mobile phones	0.0%	0.0%	3.3%	0.0%
Social media*	3.7%	0.0%	30.0%	10.3%
World Bank Group's website	14.8%	32.1%	10.0%	31.0%
Other	0.0%	0.0%	0.0%	0.0%

\*Significantly different between countries

Are you aware of the World Bank Group'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	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Yes	13.0%	16.7%	22.2%	20.7%
No	87.0%	83.3%	77.8%	79.3%

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

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Yes	39.1%	48.0%	63.0%	69.0%
No	60.9%	52.0%	37.0%	31.0%

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

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

	country											
	Grenada			Dominica			Saint Vincent & the Grenadines			Antigua & Barbuda		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	25	5.52	3.29	24	4.96	2.51	25	5.12	2.65	26	5.42	2.45
The World Bank Group's social media channels are valuable sources of information about the institution	17	6.41	2.65	13	6.15	2.38	11	6.45	1.57	13	5.46	2.60
The World Bank Group is responsive to my information requests and inquiries	14	4.93	2.53	9	6.22	2.28	19	6.95	1.61	7	6.14	2.79

**H. Background Information**

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

Percentage of Respondents	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Yes	11.1%	22.2%	43.3%	17.9%
No	88.9%	77.8%	56.7%	82.1%

\*Significantly different between countries

Which of the following agencies of the World Bank Group do you work with in XXXX?

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
The World Bank (IBRD/IDA)	8.0%	19.2%	23.3%	15.4%
International Finance Corporation (IFC)	4.0%	11.5%	0.0%	7.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	3.8%	0.0%	0.0%
None	88.0%	76.9%	76.7%	80.8%

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

Percentage of Respondents (Responses Combined)	Grenada	Dominica	Saint Vincent & the Grenadines	Antigua & Barbuda
Observer (i.e., follow in media, discuss in informal conversations, etc.)	54.2%	50.0%	55.2%	70.4%
Use World Bank Group reports/data	16.7%	26.9%	6.9%	11.1%
Engage in World Bank Group related/sponsored events/activities	37.5%	15.4%	34.5%	22.2%
Collaborate as part of my professional duties	29.2%	30.8%	37.9%	18.5%

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in XXXX? (Choose no more than TWO)							
			Observer		Use WB reports/data		Engage in WB activities		Collaborate	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the effectiveness of the World Bank Group in XXXX.	5.64	6.54	6.10	5.68	5.92	5.62	5.69	6.31	5.51	6.62
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	6.18	7.32	6.61	6.53	6.73	5.92	6.27	7.19	6.45	6.78
Overall the World Bank Group currently plays a relevant role in development in XXXX	6.36	7.08	6.86	6.40	6.67	6.31	6.29	7.31	6.37	7.07
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	5.56	6.74	6.22	5.66	5.95	5.75	5.77	6.25	5.56	6.59
Responsiveness	5.77	7.00	6.64	5.67	6.17	6.08	5.98	6.50	5.55	7.08
Flexibility (in terms of the World Bank Group's products and services)	5.20	6.35	6.03	5.11	5.63	5.25	5.50	5.70	5.18	6.24
Flexibility (in terms of changing country circumstances)	5.20	6.50	6.14	5.13	5.65	5.38	5.40	6.00	5.15	6.41
Being inclusive	5.35	6.50	6.27	5.14	5.64	5.92	5.58	5.91	5.42	6.16
Openness	6.27	6.82	6.48	6.46	6.60	5.92	6.66	6.09	6.40	6.60
Staff accessibility	4.86	7.05	6.44	4.63	5.56	5.58	5.33	6.05	4.74	6.88
Straightforwardness and honesty	6.34	7.45	7.15	6.31	6.81	6.33	6.67	6.83	6.24	7.48
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.98	6.70	6.29	4.61	5.30	6.25	5.48	5.53	4.73	6.77
Collaboration with groups outside of the Government	5.31	6.48	6.40	4.89	5.47	6.10	5.28	6.19	5.09	6.55
Collaboration with the Government	7.53	8.04	7.67	7.72	7.72	7.58	7.81	7.46	7.67	7.74
Collaboration with other donors	6.95	8.08	7.23	7.24	7.14	7.75	7.11	7.50	7.15	7.39
The speed in which it gets things accomplished on the ground	5.25	5.86	5.65	5.15	5.36	5.50	5.35	5.45	5.28	5.59
Being a long-term partner	7.48	8.00	7.76	7.51	7.69	7.25	7.69	7.50	7.28	8.26
To what extent does the World Bank Group's work help to achieve development results in XXXX?	6.21	7.38	7.11	6.14	6.62	6.33	6.34	7.08	6.17	7.38
The World Bank Group's financial instruments meet the needs of XXXX	5.34	6.67	6.17	5.40	5.66	6.10	5.46	6.25	5.53	6.13
The World Bank Group meets XXXX's needs for knowledge services	5.54	6.48	6.19	5.55	5.86	5.60	5.63	6.20	5.53	6.40
The World Bank Group's knowledge work and activities are adaptable to XXXX's specific development challenges and country circumstances	5.02	6.52	6.21	4.87	5.43	5.83	5.19	6.30	5.06	6.32
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.87	7.00	6.61	5.92	6.25	5.92	6.02	6.60	5.86	7.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.89	7.91	7.42	7.00	7.25	6.83	6.92	7.69	6.88	7.83
The World Bank Group takes decisions quickly in XXXX	4.92	6.57	5.69	5.38	5.46	6.00	5.33	6.00	5.46	5.70
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.00	7.40	6.78	6.50	6.58	7.00	6.48	6.94	6.48	6.90

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	3	7.00	2.00	4	6.00	2.16	19	6.26	1.69	4	7.25	2.22	5	5.00	.71	27	5.70	1.54	14	5.50	2.10	5	5.80	.84	5	6.20	2.39	7	5.57	1.81
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	3	5.67	2.08	3	5.00	2.65	15	7.27	1.83	4	8.50	1.73	2	6.00	1.41	22	6.36	1.76	8	5.25	2.60	3	6.33	1.53	5	6.80	2.59	4	6.00	.82
Overall the World Bank Group currently plays a relevant role in development in XXXX	3	6.33	2.08	4	6.25	2.22	17	7.12	2.06	4	8.25	.96	5	4.60	2.07	25	6.52	1.66	11	6.18	2.86	5	6.60	1.52	5	5.20	2.28	6	7.50	1.05
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	3	6.33	1.53	4	5.00	2.83	15	6.40	2.23	4	7.75	.50	5	4.40	1.52	24	5.67	1.93	10	5.60	3.03	3	7.00	1.00	5	5.00	1.58	6	6.00	2.37
Responsiveness	3	7.33	.58	4	5.00	2.83	15	6.87	2.42	3	8.33	.58	4	6.00	1.41	17	5.41	1.94	9	6.11	3.06	4	6.00	1.83	6	5.17	1.60	5	7.00	.71
Flexibility (in terms of the World Bank Group's products and services)	3	6.00	2.00	4	5.00	2.16	13	6.23	2.01	2	8.50	2.12	4	5.25	1.26	21	5.14	1.62	9	5.11	2.85	4	5.25	1.71	6	5.17	1.72	5	6.00	1.22
Flexibility (in terms of changing country circumstances)*	3	6.00	1.73	4	4.75	2.50	16	6.75	1.95	3	8.00	1.73	4	5.25	1.89	21	4.81	1.40	11	4.64	2.50	4	5.25	2.06	6	5.33	1.51	5	6.40	1.52
Being inclusive	3	6.67	1.53	4	4.50	3.11	13	6.15	1.91	2	9.00	1.41	4	4.75	1.50	18	5.56	1.42	11	5.09	2.43	4	6.50	1.29	5	5.40	1.67	6	5.17	1.94
Openness	3	7.33	.58	4	5.50	1.91	13	6.54	2.18	2	9.00	0.00	4	8.50	1.73	19	6.26	2.05	10	5.30	2.41	5	7.20	1.30	6	5.33	2.66	6	6.17	1.83
Staff accessibility	3	6.33	1.53	4	5.50	2.38	11	6.45	2.42	2	9.50	.71	2	5.00	0.00	16	5.56	2.31	11	4.36	2.25	5	5.40	3.13	6	4.83	2.48	5	5.80	1.64
Straightforwardness and honesty	3	8.33	1.15	4	5.50	2.89	15	7.13	2.20	3	9.00	1.00	2	7.00	0.00	18	6.61	1.72	11	6.27	2.76	5	6.20	.84	5	4.40	2.61	5	7.80	.45
Ease of access to the people at the World Bank Group who are making decisions important to my work*	3	8.00	2.65	4	5.25	2.63	13	6.46	2.07	2	9.50	.71	2	6.50	.71	14	5.21	2.33	8	3.63	1.85	4	4.50	3.00	5	5.20	2.17	6	5.83	2.71
Collaboration with groups outside of the Government	3	7.67	1.53	4	4.75	3.30	9	6.67	1.32	3	7.67	2.08	3	4.67	1.53	19	5.11	2.08	12	5.25	1.91	5	4.40	2.79	6	5.50	1.97	5	6.60	.89
Collaboration with the Government	3	8.67	.58	4	6.75	1.89	16	7.81	1.22	4	8.75	1.50	4	8.50	1.00	22	7.45	1.47	13	7.38	2.02	4	8.50	1.29	6	6.67	2.07	7	7.71	1.89
Collaboration with other donors	3	7.67	1.53	3	6.67	2.52	11	7.45	1.29	3	9.00	1.00	2	7.50	.71	12	6.42	1.51	8	6.63	2.00	3	7.67	.58	4	8.25	1.71	5	7.00	1.22
The speed in which it gets things accomplished on the ground	3	7.00	1.73	4	5.00	2.94	14	5.64	2.17	4	8.00	1.41	4	5.00	1.41	16	5.31	1.66	9	4.56	2.19	3	6.33	1.53	5	4.80	2.39	6	5.00	1.55
Being a long-term partner	3	8.33	1.15	4	8.00	1.15	16	8.06	1.39	4	9.75	.50	4	8.25	2.36	22	6.91	1.82	11	7.09	2.39	5	7.00	1.22	6	6.50	2.88	6	8.67	.82
To what extent does the World Bank Group's work help to achieve development results in XXXX?	3	7.33	1.15	4	5.25	2.22	16	7.13	1.82	3	8.00	1.00	5	6.80	2.28	22	5.95	1.73	11	6.55	2.11	5	6.00	1.87	5	6.20	1.92	5	7.60	.89
The World Bank Group's financial instruments meet the needs of XXXX	3	7.00	1.00	4	5.75	2.06	14	5.86	2.03	3	7.33	.58	5	6.00	1.87	20	5.25	1.74	10	5.90	2.77	3	4.33	2.08	6	5.17	2.14	5	5.60	2.51
The World Bank Group meets XXXX's needs for knowledge services	3	6.67	2.31	4	4.50	2.65	13	5.62	2.02	3	8.00	1.00	5	6.40	2.07	20	5.50	2.06	13	6.23	2.09	4	5.50	1.73	6	5.67	2.16	5	6.20	1.30
Are adaptable to XXXX's specific development challenges and country circumstances	3	7.00	1.73	4	5.25	2.75	14	5.93	2.02	3	6.67	.58	5	5.00	1.73	21	5.00	2.28	12	5.42	2.02	4	5.50	1.91	4	5.50	1.73	4	5.75	1.89
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	3	7.33	2.08	4	5.00	2.16	16	6.56	2.25	4	7.25	.96	5	7.00	2.55	26	5.65	1.85	14	5.79	1.67	4	5.75	2.06	5	6.00	1.58	3	6.33	.58
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	3	7.00	2.65	4	6.00	2.94	16	7.38	1.67	4	8.75	1.89	4	7.00	2.16	22	6.82	1.94	11	6.64	1.69	4	7.00	1.15	6	8.83	.75	4	7.25	1.50
The World Bank Group takes decisions quickly in XXXX	3	6.33	.58	4	5.00	2.94	10	6.40	1.65	2	8.50	.71	4	6.50	.58	14	4.93	1.54	8	4.75	1.75	2	4.00	2.83	4	6.50	1.91	7	4.71	1.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	2	5.50	2.12	2	5.00	2.83	8	7.00	1.69	2	8.50	2.12	4	6.75	.96	12	5.67	1.44	7	6.29	2.29	2	6.50	2.12	4	8.00	1.41	5	6.80	1.79

\*Significantly different between stakeholder groups

## Appendix F: XXXX FY 2013 Questionnaire



### **World Bank Group Country Survey FY14 – OECS (Country XXXX)**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in XXXX or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in XXXX, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders. With this understanding, the World Bank Group hopes to develop more effective strategies that support development in XXXX. The World Bank Group commissioned an independent firm to oversee the logistics of this effort. 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. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

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

#### **SECTION A: GENERAL ISSUES FACING XXXX**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in XXXX.</b>			
<b>Please identify which of the following you consider the most important development priorities in XXXX? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti-corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

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

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in xxxx? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

<b>How familiar are you with the work of these organizations in XXXX?</b>											
		<b>Not familiar at all</b>						<b>Extremely familiar</b>			
		1	2	3	4	5	6	7	8	9	10
<b>B1</b>	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10
<b>B2</b>	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10
<b>B3</b>	European Caribbean Central Bank (ECCB)	1	2	3	4	5	6	7	8	9	10
<b>B4</b>	Organization of Eastern Caribbean States (OECS)	1	2	3	4	5	6	7	8	9	10
<b>B5</b>	International Monetary Fund (IMF)	1	2	3	4	5	6	7	8	9	10
<b>B6</b>	Inter-American Development Bank (IDB)	1	2	3	4	5	6	7	8	9	10

<b>Overall, please rate your impression of the effectiveness of these organizations in XXXX.</b>												
		<b>Not effective at all</b>						<b>Extremely effective</b>				<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	
<b>B7</b>	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B8</b>	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B9</b>	European Caribbean Central Bank (ECCB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B10</b>	Organization of Eastern Caribbean States (OECS)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B11</b>	International Monetary Fund (IMF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	Inter-American Development Bank (IDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B13. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges?</b>											
1	2	3	4	5	6	7	8	9	10		
<b>To no degree at all</b>									<b>To a very significant degree</b>		<b>Don't know</b>
										<input type="checkbox"/>	

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

**B14. When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)**

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

**B15. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other	<input type="checkbox"/>	<input type="checkbox"/>

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

<b>How effectively do the World Bank Group's activities below support XXXX's efforts to achieve development results?</b>												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B16</b>	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>The World Bank Group can provide capacity building support in a number of ways in XXXX. To what degree would XXXX benefit, if capacity building were to support...?</b>												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B24</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>How effective do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B27</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B28</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B29</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how important is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B30</b>	Project implementation (or other organizational strengthening)											<input type="checkbox"/>	
<b>B31</b>	Citizen engagement (incorporating citizens' voices into development)											<input type="checkbox"/>	
<b>B32</b>	Policy design (for clarity and better incentives to achieve development goals)											<input type="checkbox"/>	

<b>B33. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in XXXX
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don't know

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

<b>B34. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in XXXX? (Choose no more than TWO)</b>	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>To what extent do you agree with the following statements about the World Bank Group's work in XXXX?</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B35</b>	Overall the World Bank Group currently plays a relevant role in development in XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	The World Bank Group's work is aligned with what I consider the development priorities for XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	The World Bank Group supports XXXX's efforts to reduce social exclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	The World Bank Group supports programs and strategies that are realistic for XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	The World Bank Group treats clients and stakeholders in XXXX with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	The World Bank Group is an organization that does not represent a particular ideological perspective in XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	The World Bank Group is an organization that is not overly influenced by any particular country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	The World Bank Group respects the positions, views and demands of the government of XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	The World Bank Group listens and takes into account your views	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>B44. When considering the national development needs in XXXX, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in XXXX meet the national development needs of XXXX?</b>													
		1	2	3	4	5	6	7	8	9	10		
		To no degree at all										To a very significant degree	Don't know
		<input type="checkbox"/>											

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

To what extent is the World Bank Group an effective development partner in XXXX?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B45</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B46</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B47</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B48</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B49</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B50</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B51</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B52</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B53</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B54</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B55</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B56</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B57</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B58. To be a more effective development partner in XXXX, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

**B59. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX?</b>												Don't know	
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C3. Where are the World Bank Group's decisions made primarily that support the program in XXXX? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in XXXX?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in XXXX?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**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 GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Are relevant to XXXX's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are adaptable to XXXX's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

**SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

**D11. Have you read/consulted the most recent LAC Flagship Report: *[Economic Mobility and the Rise of the Latin American Middle Class]*?**

1	Yes
2	No

**D12. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?**

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

**D13. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?**

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 E: WORKING WITH THE WORLD BANK GROUP**

<b>To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving XXXX's development challenges?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>To what extent do you agree/disagree with the following statements?</b>												
		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	The World Bank Group takes decisions quickly in XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E11</b>	Working with the World Bank Group increases XXXX's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E12</b>	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E13</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E14</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E15. Which of the following best describes the way the World Bank Group operates in XXXX? (Select only one response)</b>	
1	The World Bank Group takes too much risk in XXXX
2	The World Bank Group does not take enough risk in XXXX
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

**SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN XXXX**

**F1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in XXXX?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**F2. How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in XXXX's development in the near future?**

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

**F3. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on XXXX's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to XXXX's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

**F4. When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for XXXX
6	Don't know

**SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN XXXX**

<b>F5. Please answer the following questions:</b>			
<b>Choose no more than THREE for each column</b>		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in XXXX?</b>	<b>B. Which THREE areas below would benefit most from other donors in XXXX?</b>
1	Building capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Strengthening conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
4	Increasing access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Strengthening security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
9	Generating jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Increasing cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in XXXX? (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 (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

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

<b>G3</b>	Are you aware of the World Bank Group'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>G4</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G5</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
<b>G6</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
<b>G7</b>	The World Bank Group is responsive to my information requests and inquiries											<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 H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
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 Group 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): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender equity / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

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

<b>H4. Which of the following agencies of the World Bank Group do you work with in XXXX? (Select all that apply)</b>	
1	The World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

**Thank you for completing the survey!**