



Papua New Guinea

The World Bank Group
Country Survey FY 2014

Report of Findings
June 2014



CountryOpinionSurveys
THE WORLD BANK GROUP

Acknowledgements

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

II. Methodology

From April to May 2014, 463 stakeholders of the World Bank Group in Papua New Guinea were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a 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 government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 150 stakeholders participated in the survey (32% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via courier and returned it accordingly. Respondents were asked about: general issues facing PNG; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's sectoral focus in the PNG, the WBG's future role in PNG; and the WBG's communication and information sharing in PNG.

Every country that engages in the Country Opinion 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 Papua New Guinea: Respondents were asked to indicate whether PNG is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in PNG, and how "shared prosperity" would be best achieved in PNG.
- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Papua New Guinea, WBG staff preparedness to help PNG solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective

II. Methodology (continued)

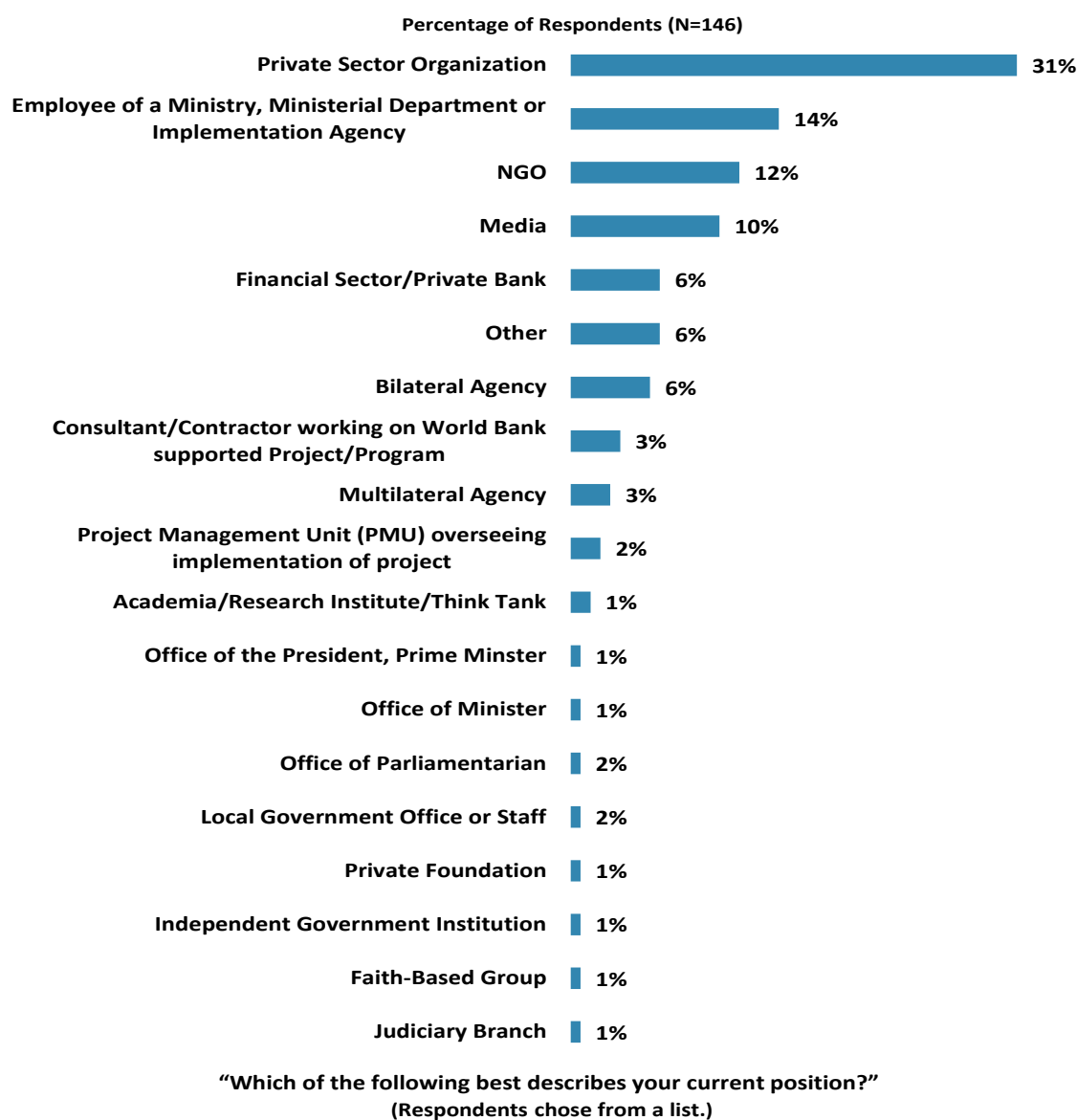
- B. Overall Attitudes toward the World Bank Group (continued): development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in PNG, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts. Respondents were also asked to respond to a few questions about capacity building, whether they believe the WBG should have more or less local presence and more or effective collaboration with the UN.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in PNG, the extent to which the WBG meets PNG's needs for knowledge services and financial instruments, the WBG's level of effectiveness across twenty three development areas, such as education, public sector governance/reform, transport, and job creation/employment.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, and disbursing funds promptly. They were also asked to indicate whether they think the WBG should take more risk in PNG and whether the WBG is adequately staffed in PNG.
- F. The World Bank Group's Sectoral Focus in PNG: Respondents were asked to indicate which areas the WBG would be most valuable in related to sustainable development of mining sector, the oil and gas sector, and sustainable development of minerals revenues.
- G. The Future Role of the World Bank Group in PNG: Respondents were asked to indicate what the WBG should do to make itself of greater value in PNG, and which services the Bank should offer more of in the country, and what the WBG should do to improve its collaboration with the UN in the field. They were also asked to which areas the country will benefit most from WBG playing a leading role as compared to other donors.
- H. 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 WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- I. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in PNG, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 81 respondents (54% response rate) who completed the survey in FY 2003. For more details, please see Appendix E (page 140).

III. Demographics of the Sample

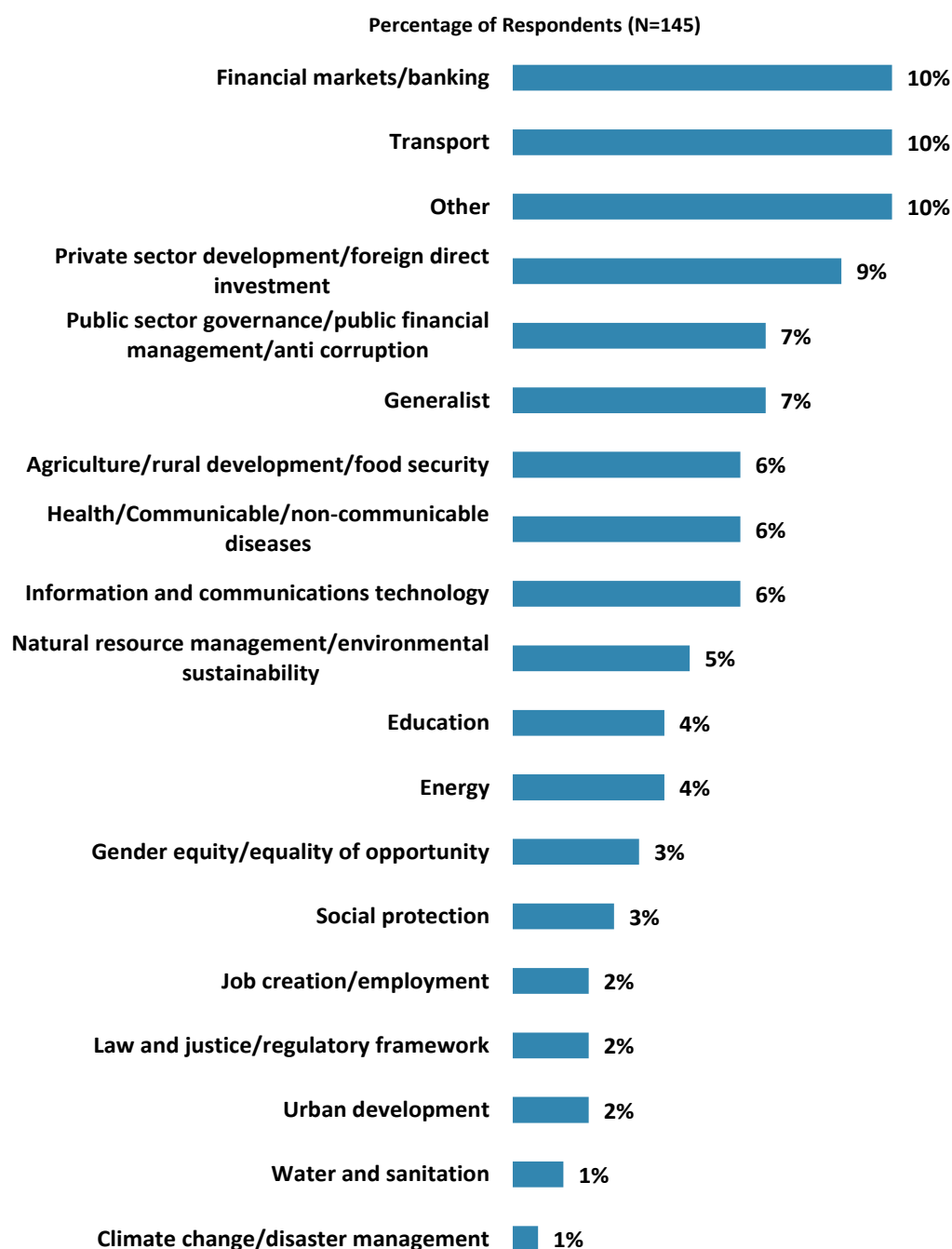
Current Position

- For further analyses, respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from PMUs were combined with consultants/contractors working on WBG-supported projects/programs. Respondents from private foundations, NGOs, and faith-based groups were combined into “CSO.” Few respondents from the Office of the President, Prime Minister, and Ministers, office of parliamentarian, local governments, independent government institutions, academia/research institutes/think tanks, the judiciary branch and other organizations were included in the “Other” category. There were no respondents from the CBOs or trade unions.



III. Demographics of the Sample (continued)

Area of Primary Specialization

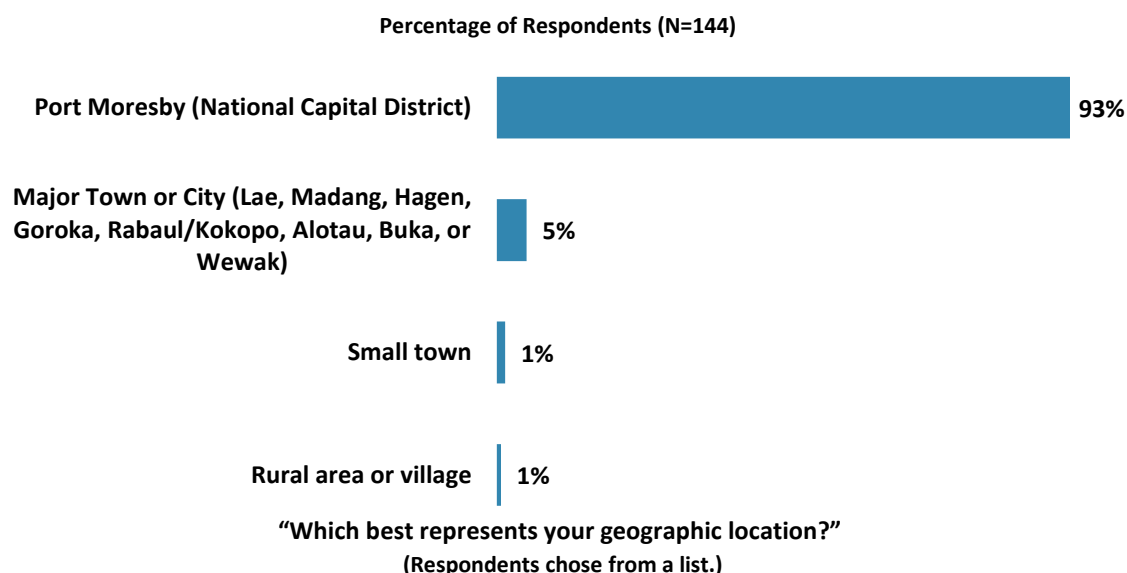


"Please identify the primary specialization of your work."
(Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

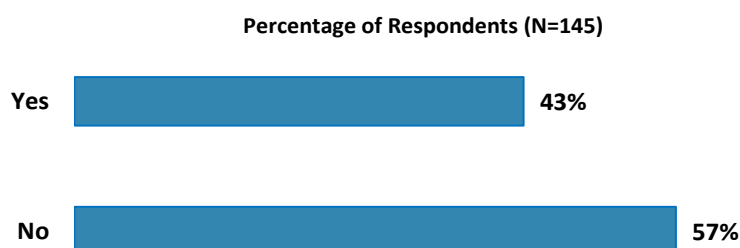
- The vast majority of respondents indicated that they were located in Port Moresby (National Capital District). Because of the small number of respondents from other locations, these locations were combined in the “Other” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix C (see page 104). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



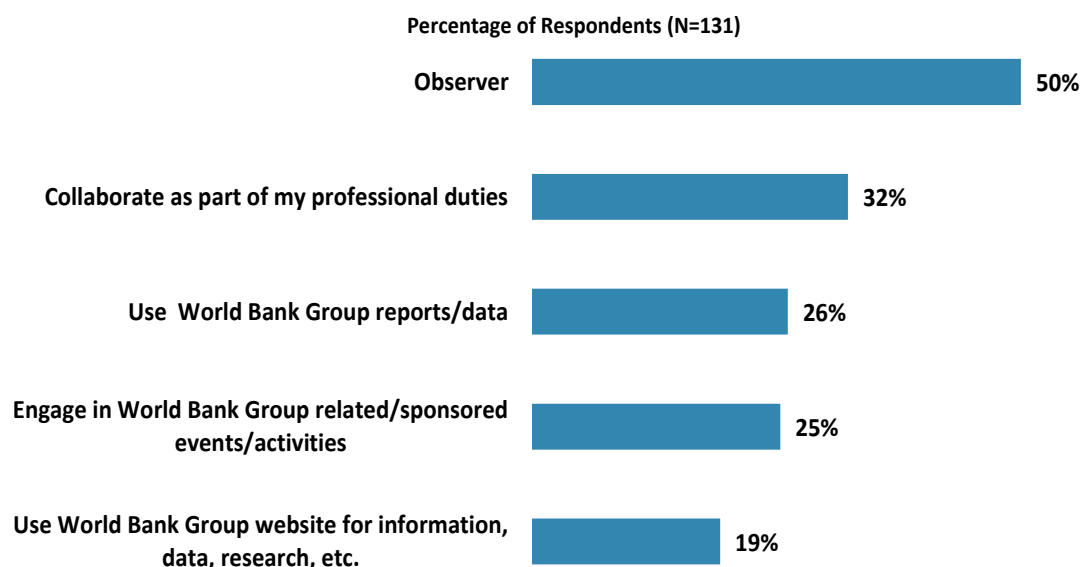
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank Group

- Differences in responses to all questions based on the levels of collaboration can be found in Appendix D (see page 122). Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Papua New Guinea, can be found in Appendix D and F (see page 122 and 142). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.



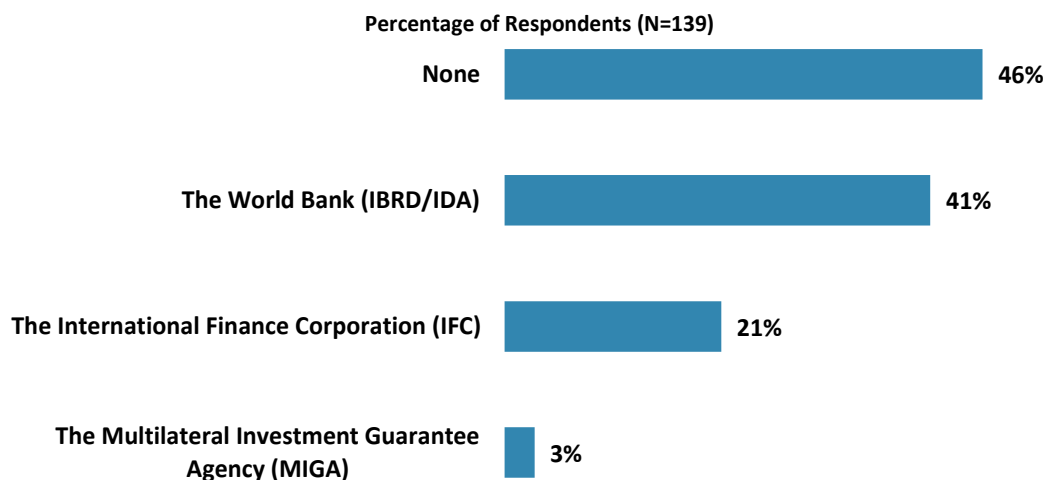
"Currently, do you professionally collaborate/work with the World Bank Group in your country?"



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

III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group

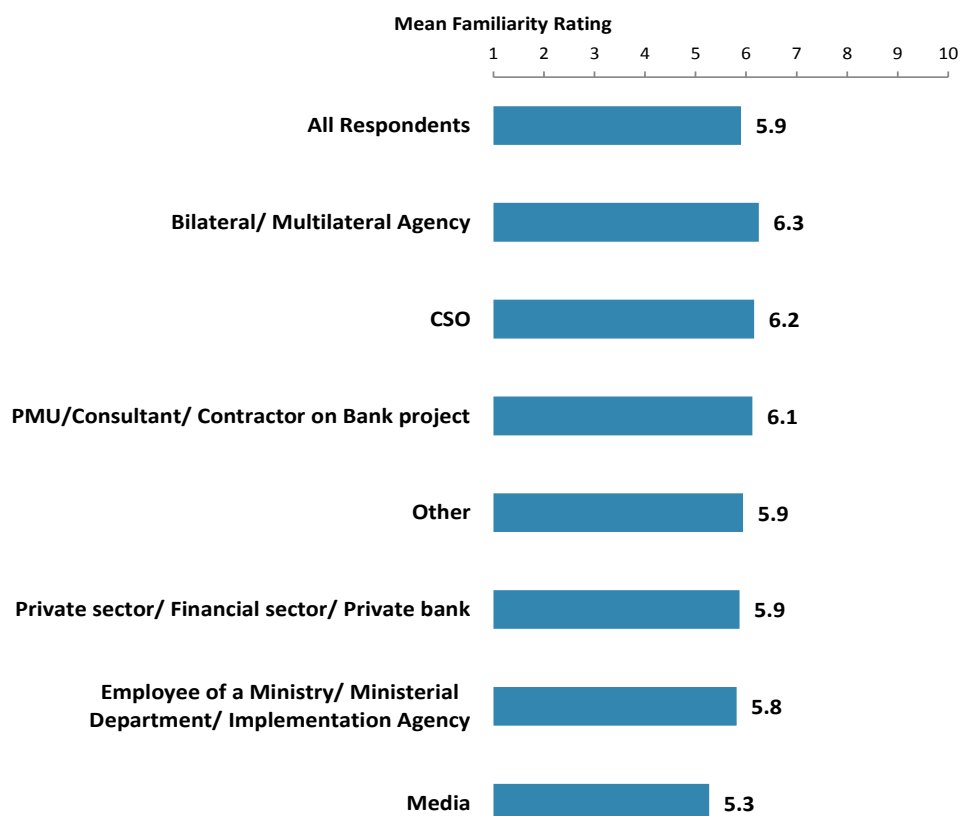


"Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents across stakeholder groups had statistically similar levels of familiarity with the World Bank Group.
- Respondents across geographic locations had statistically similar levels of familiarity with the World Bank Group.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Papua New Guinea, and significantly, moderately correlated with their perceptions of the WBG's relevance to Papua New Guinea's development and the WBG's ability to help achieve development results in Papua New Guinea.

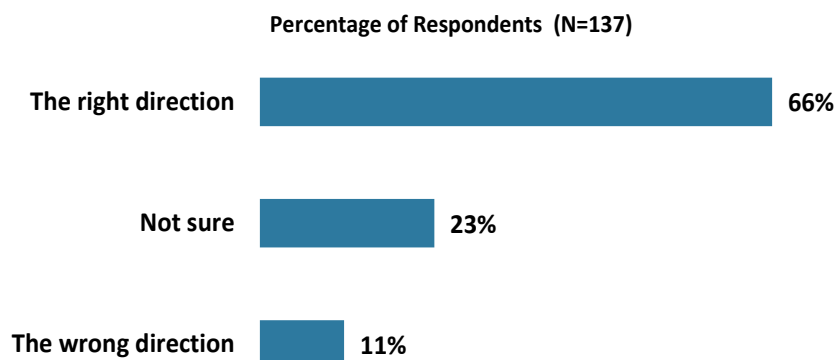


"How familiar are you with the work of the World Bank Group in Papua New Guinea?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Papua New Guinea

Headed in the Right Direction

- A majority of respondents across stakeholder groups and geographic locations indicated that Papua New Guinea is headed in the right direction.

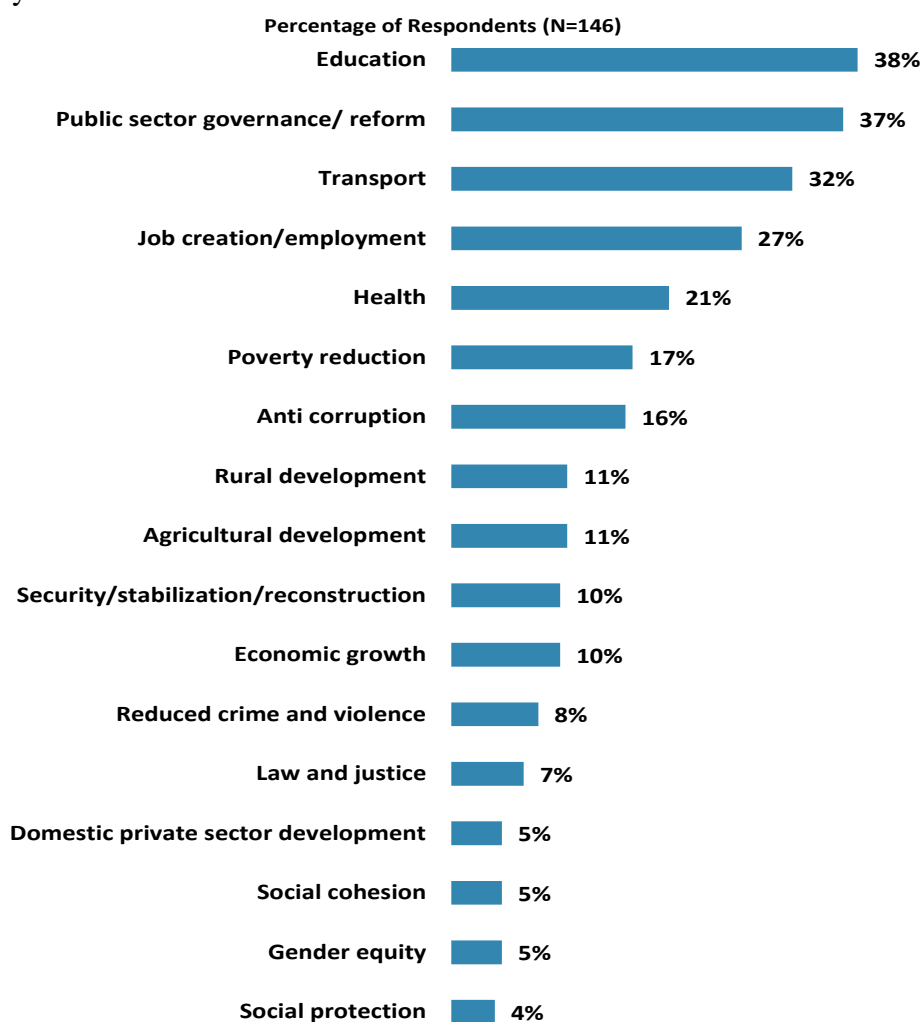


"In general, would you say that Papua New Guinea is headed in ...?"
(Respondents chose from a list.)

IV. General Issues Facing Papua New Guinea (continued)

Development Priority

- Respondents across stakeholder groups, geographic locations, and specialized sectors had statistically similar responses to the importance of “*education*” as a top development priority facing Papua New Guinea.
- There were significant stakeholder group differences in their views about the importance of “*public sector governance/reform*.” Employees of ministries/ministerial departments/implementation agencies were mostly likely to perceive it as a top development priority, whereas respondents from CSOs and the media were significantly less likely to indicate so.



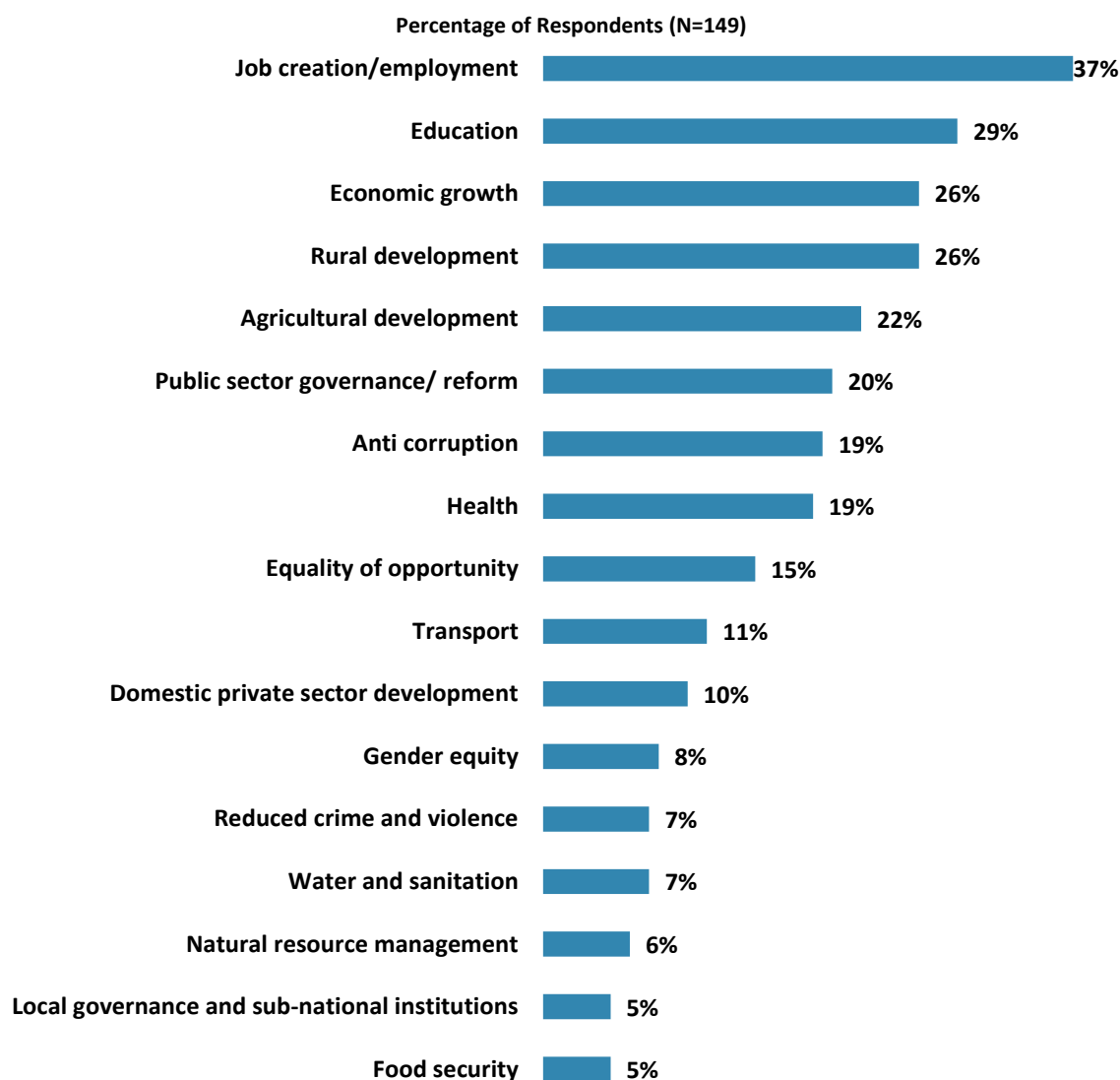
"Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in Papua New Guinea. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized sectoral areas in question I2 in Appendix H), analyses are done to see these respondents' views about development priorities in comparison to respondents from other sectors.

IV. General Issues Facing Papua New Guinea (continued)

What Would Contribute Most to Reducing Poverty

- Respondents across stakeholder groups, geographic locations, and specialized sectors had statistically similar views about top contributors to poverty reduction in Papua New Guinea.



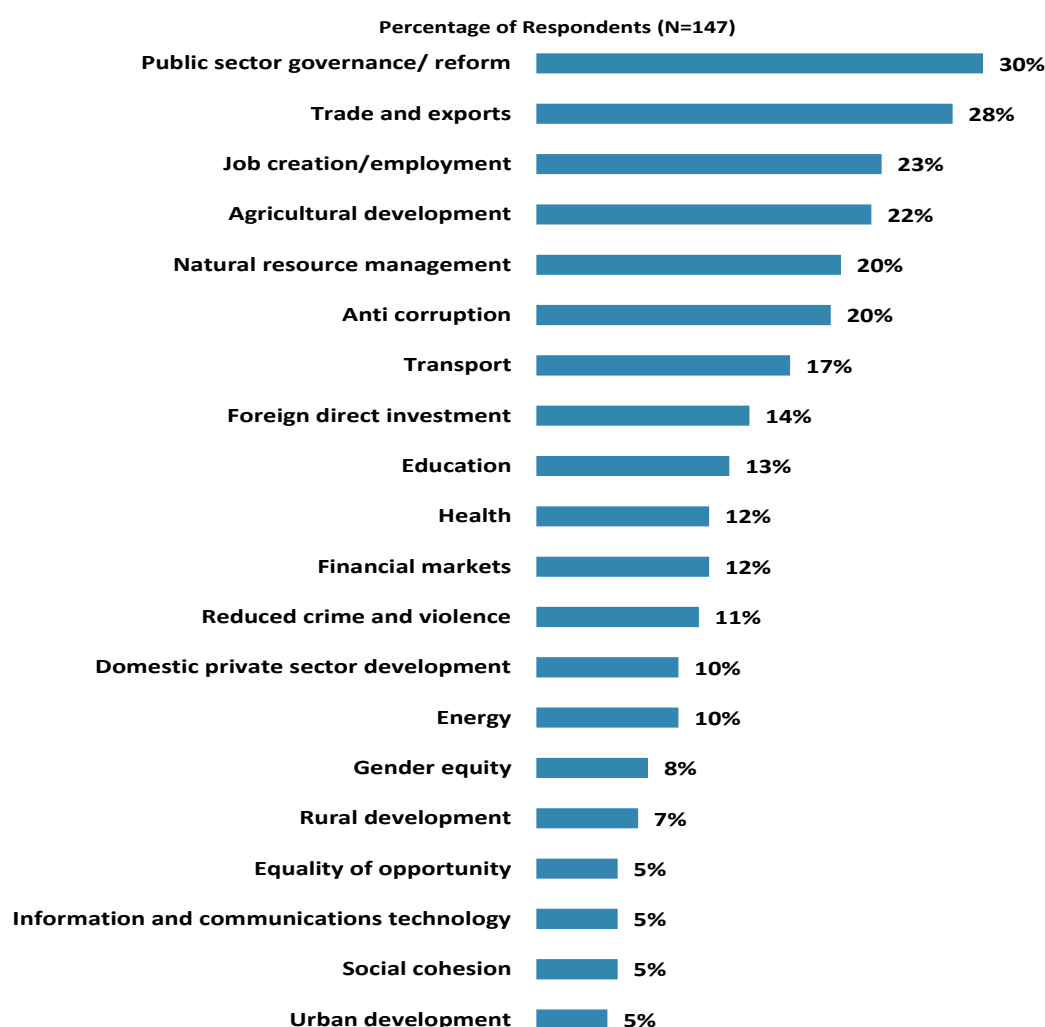
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Papua New Guinea?" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized sectoral areas in question I2 in Appendix H), analyses are done to see these respondents' views about top contributors to poverty reduction in comparison to respondents from other sectors.

IV. General Issues Facing Papua New Guinea (continued)

What Would Contribute Most to Generating Economic Growth

- Respondents across stakeholder groups, geographic locations, and specialized sectors had statistically similar views about most of the top development areas contributing to economic growth in Papua New Guinea, except their views on “*reduced crime and violence*” and “*foreign direct investment*.” Respondents from other locations outside Port Moresby (National Capital District) were significantly more likely to indicate the WBG should focus most resources on these two areas than respondents from the capital.
- Respondents who do not professionally collaborate/work with the WBG were significantly more likely to indicate that “*public sector governance/reform*” would contribute most to generating economic growth in Papua New Guinea compared to respondents who professionally collaborate/work with the WBG.

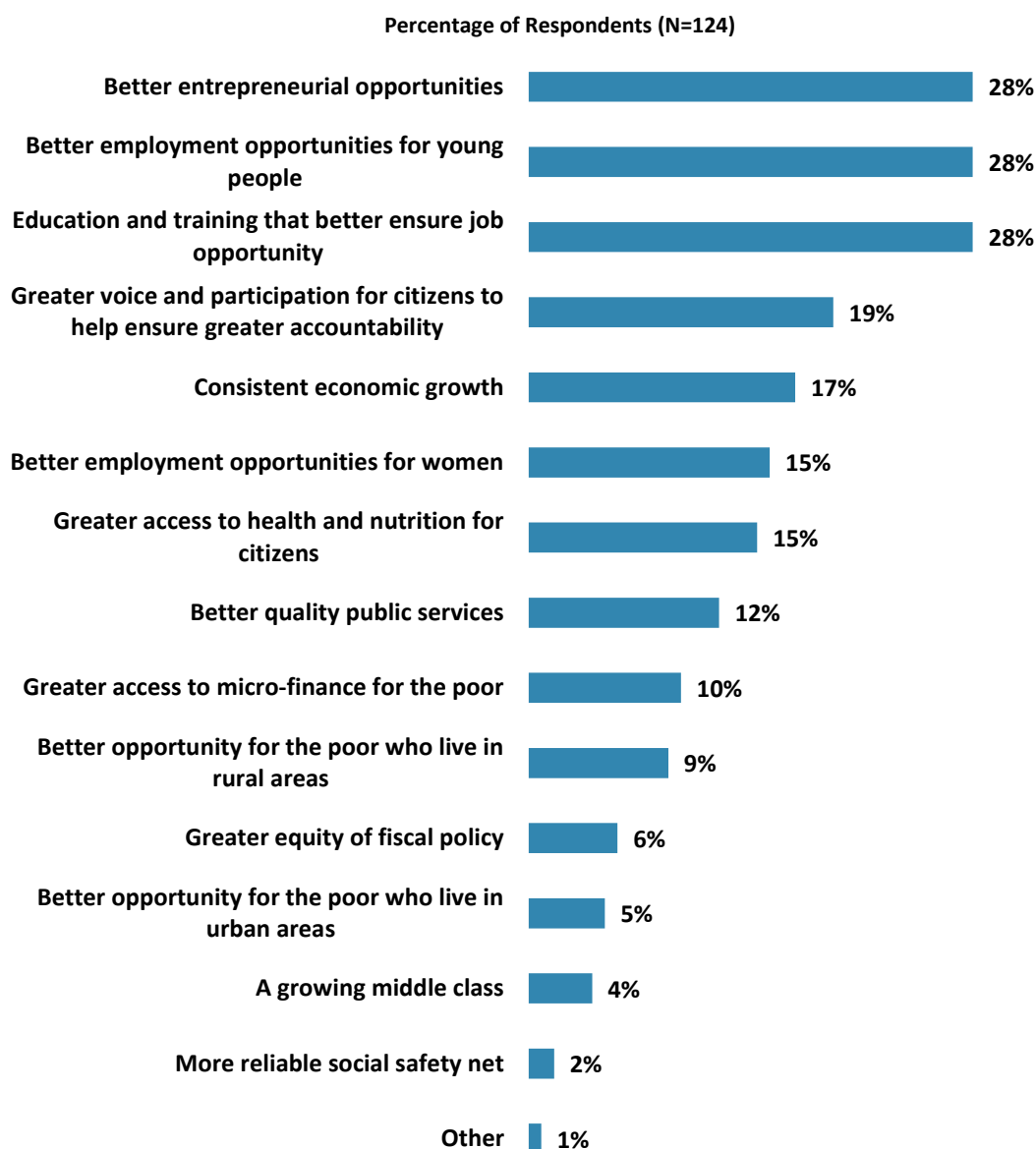


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Papua New Guinea? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized sectoral areas in question I2 in Appendix H), analyses are done to see these respondents' views about top contributors to economic growth in comparison to respondents from other sectors.

IV. General Issues Facing Papua New Guinea (continued)

Factors Contributing to “Shared Prosperity”

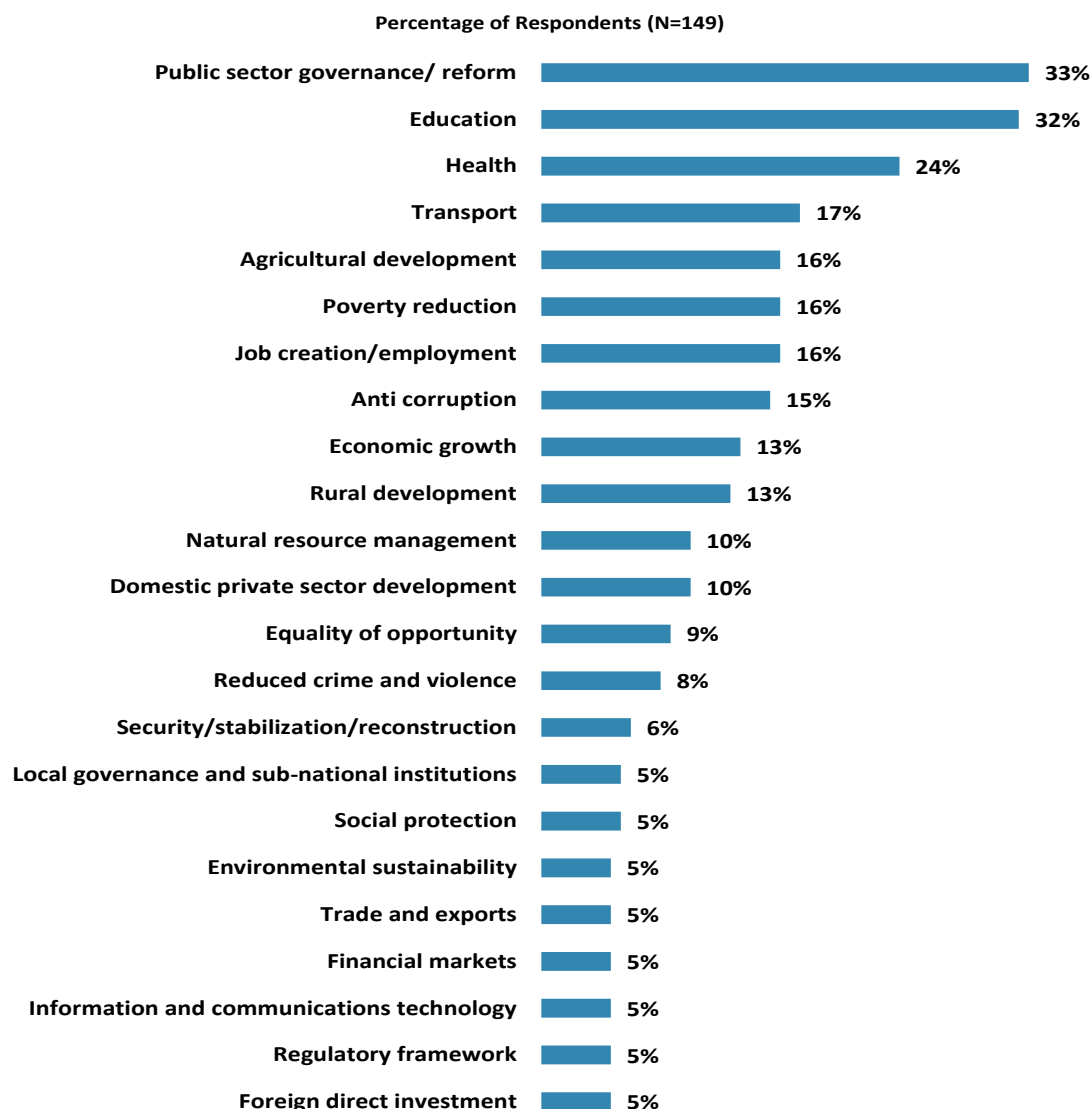


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Papua New Guinea?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources

- Respondents across stakeholder groups, geographic locations, and specialized sectors had statistically similar views about the top development areas which the WBG should focus most of its resources on.
- Respondents who do not professionally collaborate/work with the WBG were significantly more likely to indicate that the WBG should focus most of its resources on “health” compared to respondents who professionally collaborate/work with the WBG.



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

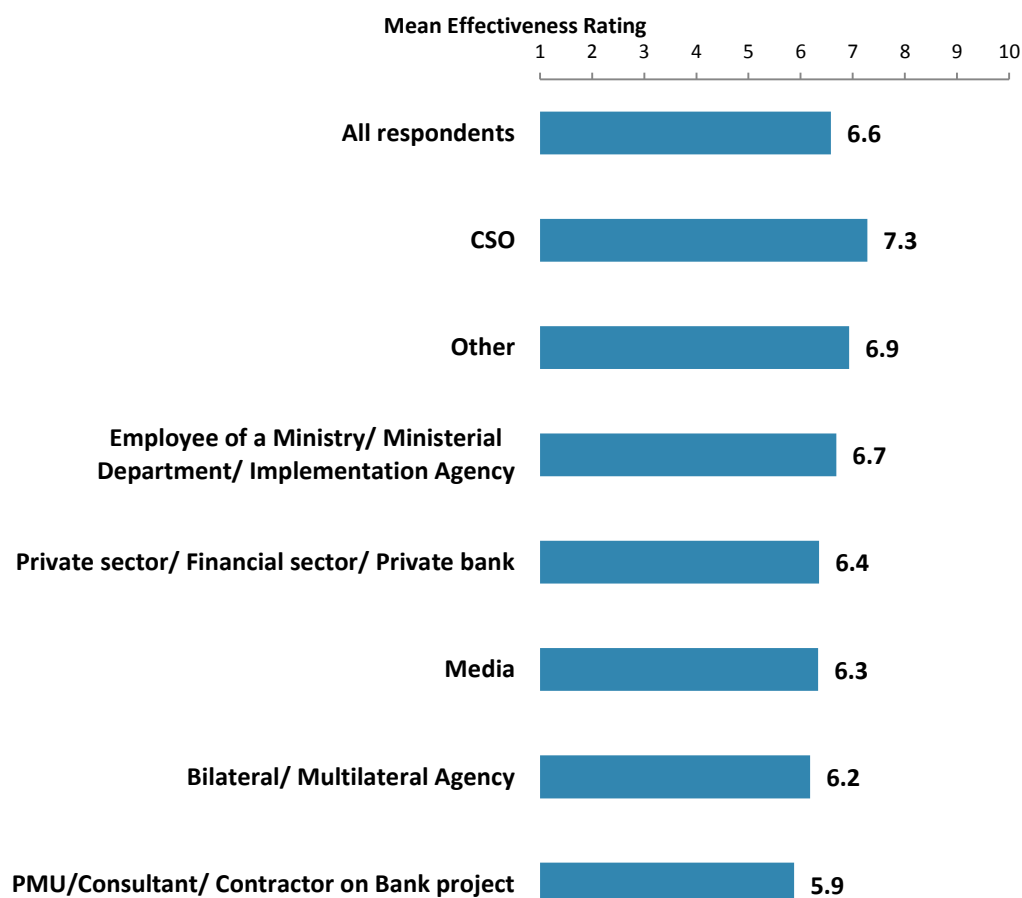
When more than 10% of the sample are respondents from a particular sector (see the full list of specialized sectoral areas in question I2 in Appendix H), analyses are done to see these respondents' views about where the WBG should focus most of its resources in comparison to respondents from other sectors.

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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the WBG’s overall effectiveness in Papua New Guinea.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the WBG’s overall effectiveness.



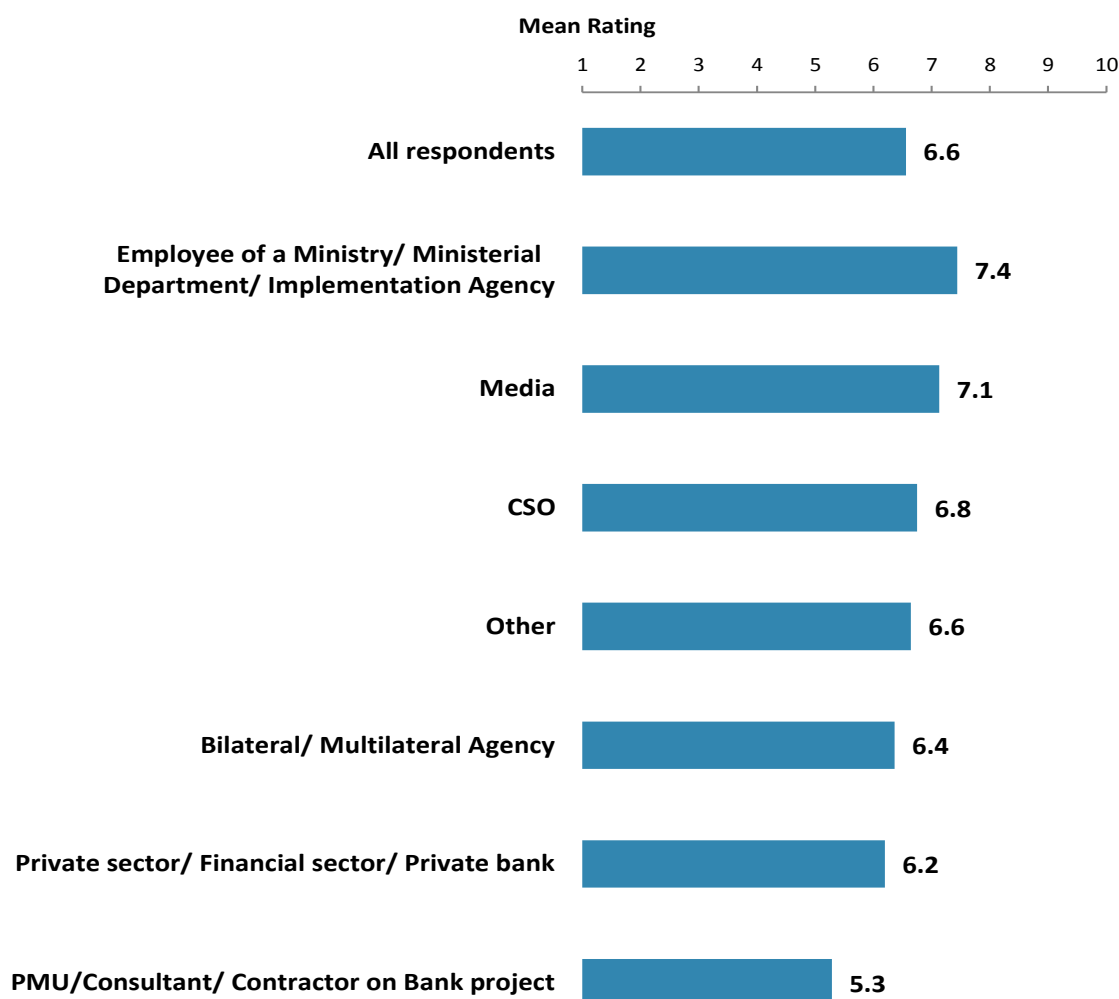
"Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea?"

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

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

Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the World Bank Group helping achieve development results in Papua New Guinea.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the WBG helping achieve development results in Papua New Guinea.

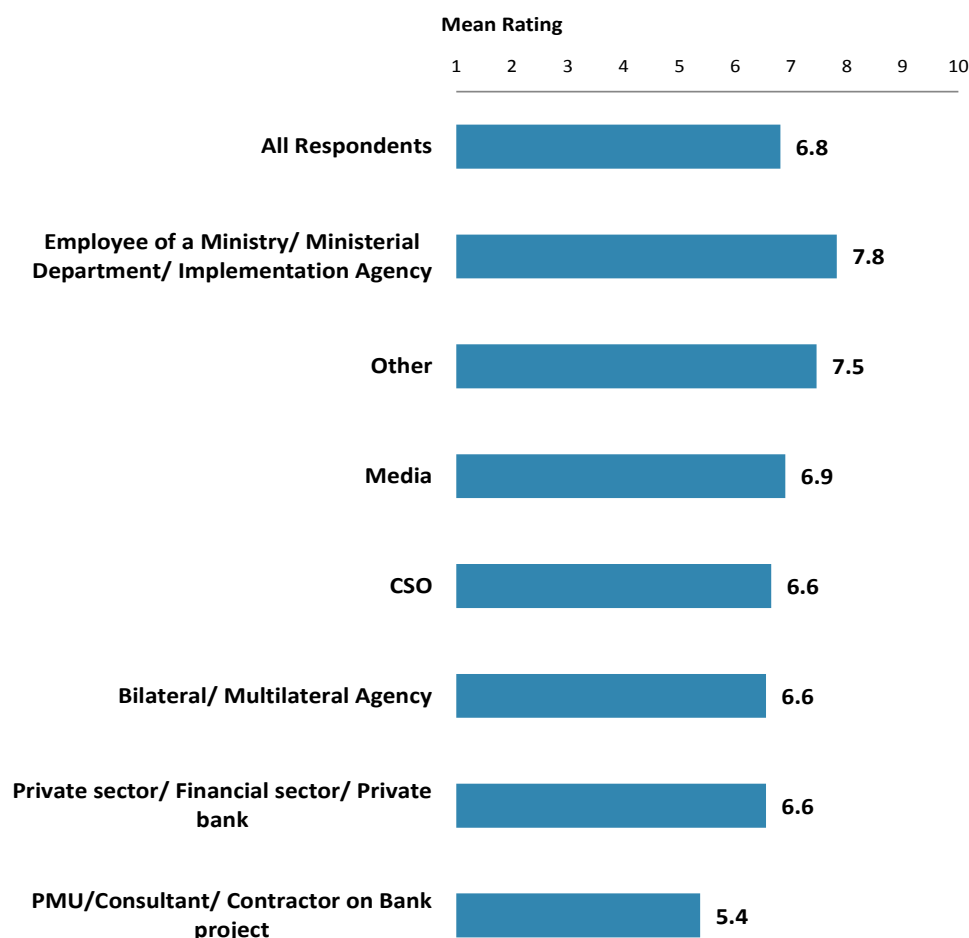


"To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?"
(1 - "To no degree at all", 10 - "To a very significant degree")

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

Staff Preparedness (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the WBG's staff is well prepared to help Papua New Guinea solve its most complicated development challenges.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Papua New Guinea solve its most complicated development challenges.

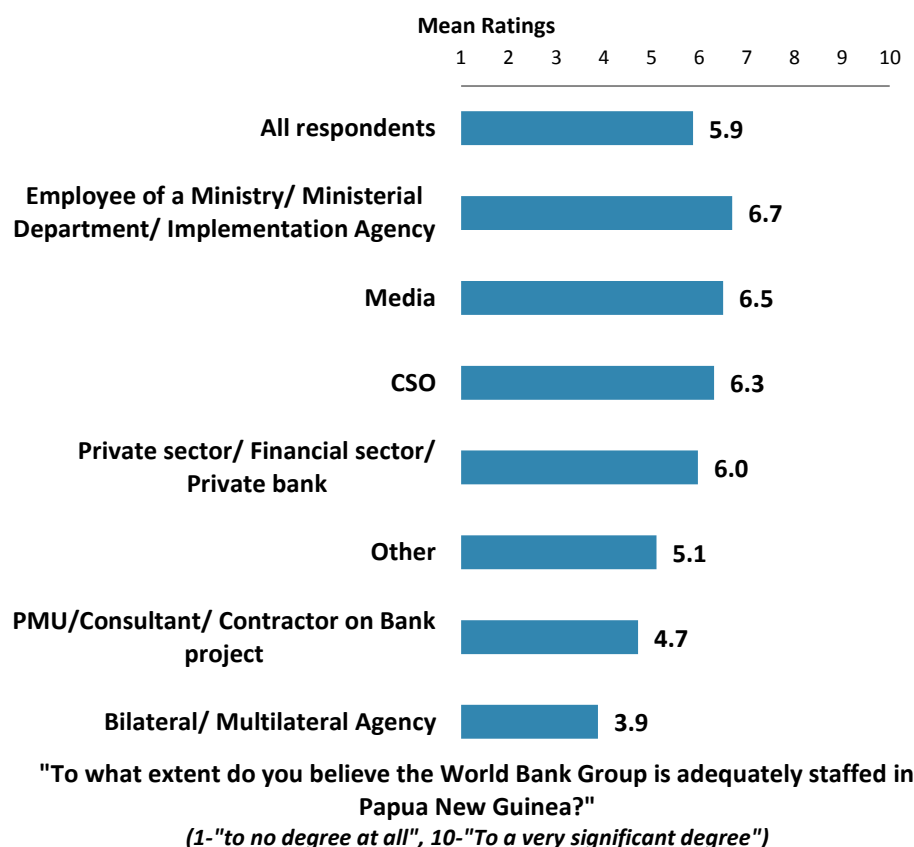


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Papua New Guinea solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

Adequate Staffing (*Indicator Question*)

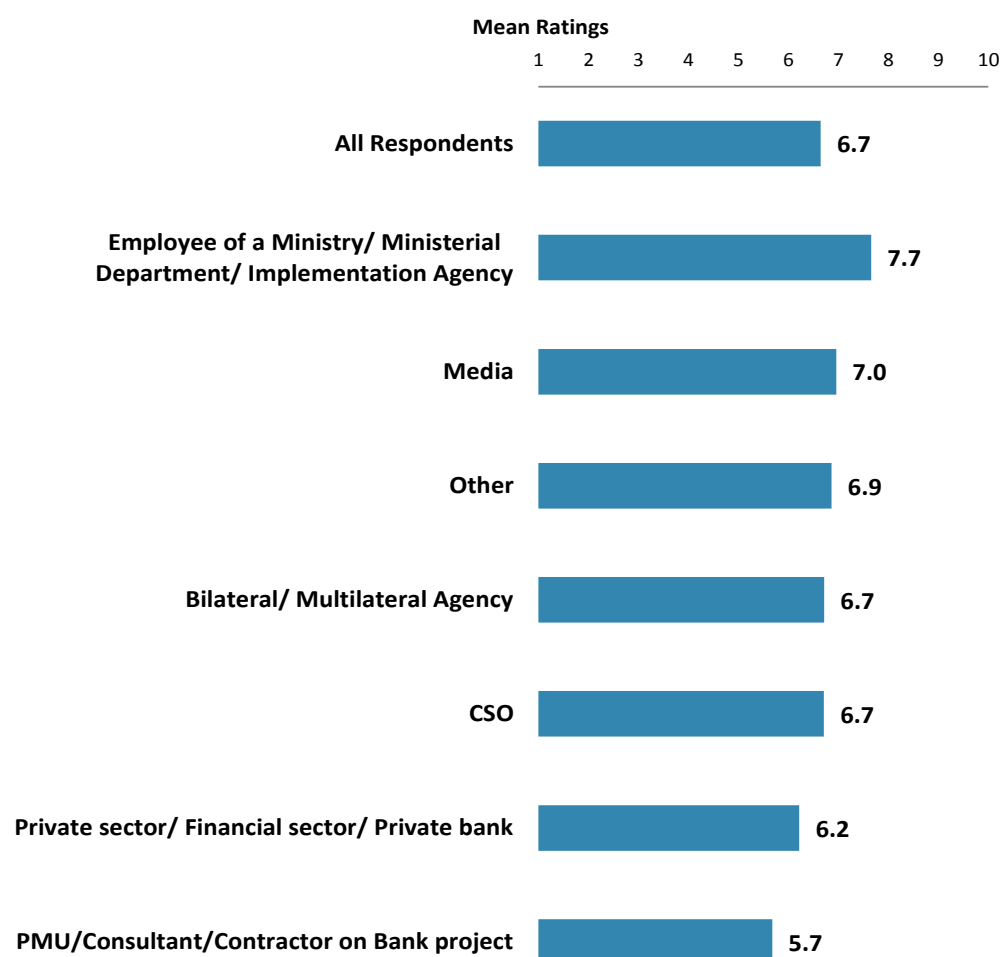
- Respondents from the media and employees of ministries/ministerial departments/implementation agencies had the highest ratings for the extent to which they believed the WBG was adequately staffed in Papua New Guinea, whereas respondents in bilateral/multilateral agencies had significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which they believed the WBG was adequately staffed in Papua New Guinea.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar ratings for the extent to which they believed the WBG was adequately staffed in Papua New Guinea.



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were significant stakeholder differences in the respondents' ratings for twenty seven indicator questions. Employees of ministries/ministerial departments/implementation agencies tended to give the highest ratings for these questions, whereas respondents from PMUs and consultants/contractors working on WBG projects tended to give significantly lower ratings.
- Respondents who professionally collaborate/work with the WBG gave statistically similar ratings (6.8) for twenty seven indicator questions as respondents who do not professionally collaborate/work with the WBG (6.4)
- Responses for individual indicator questions by stakeholder groups can be found in Appendix G (page 143).

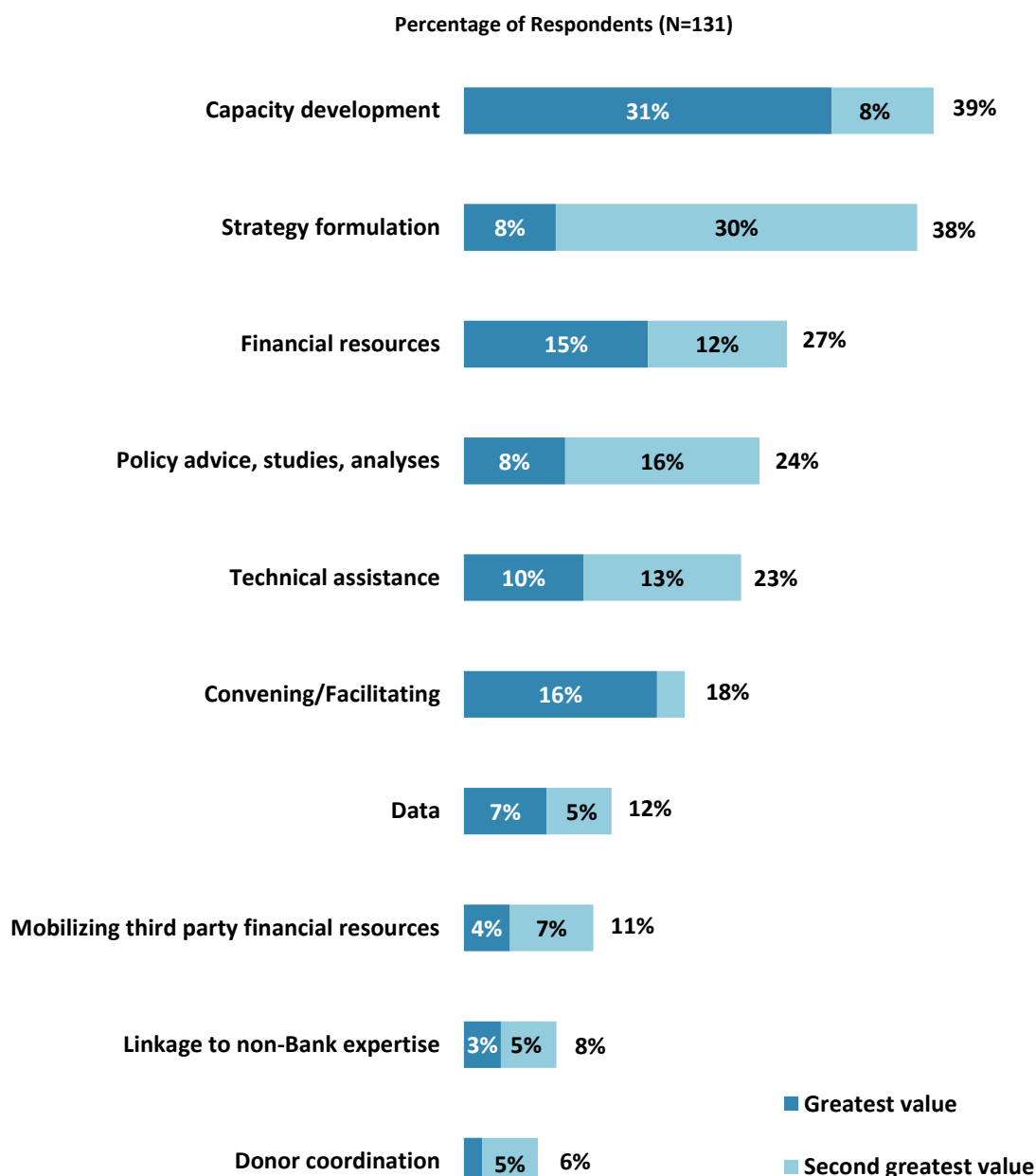


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty seven indicator questions can be found in Appendices F and G.

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

Greatest Value

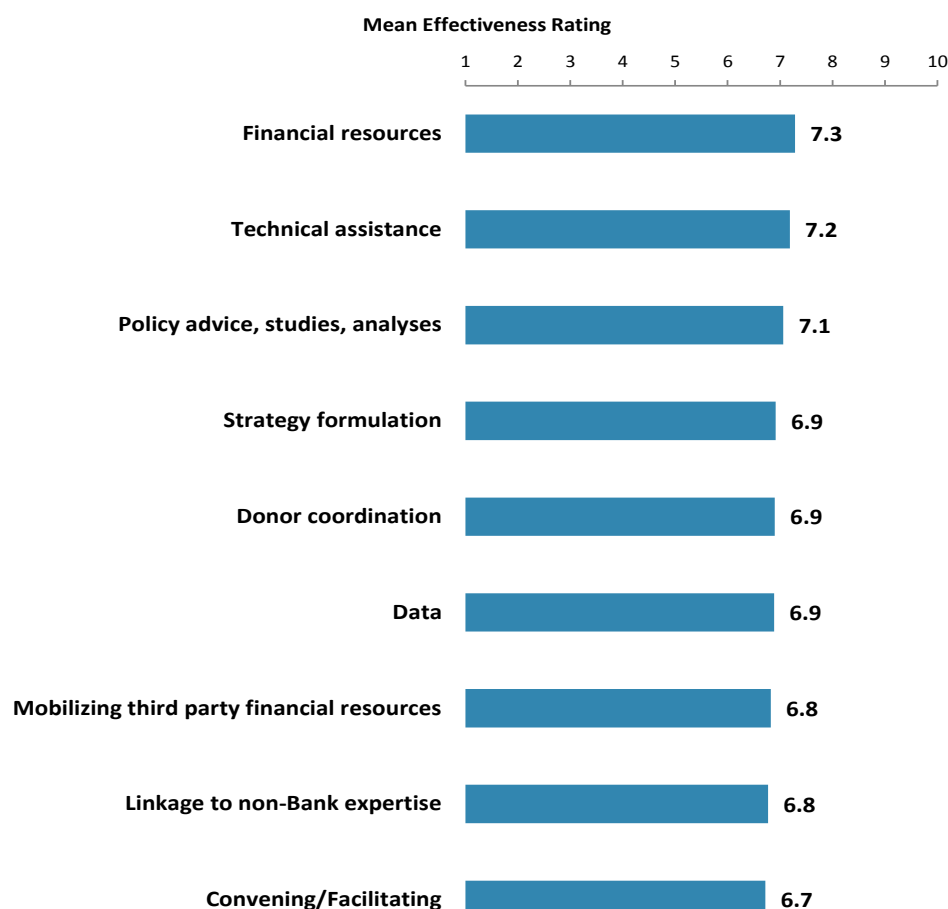


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value Papua New Guinea?"
(Respondents chose from a list.)

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

Effectiveness of the WBG Activities

- There were significant stakeholder differences in the ratings for the effectiveness of the following WBG activities. For the most part, employees of ministries/ministerial departments/implementation agencies had the highest ratings, whereas respondents from bilateral/multilateral agencies and CSOs tended to have significantly lower ratings.
 - Policy advice, studies, and analyses;
 - Financial resources
 - Technical assistance;
 - Mobilizing third party financial resources; and
 - Donor coordination.
- Respondents across geographic locations had statistically similar ratings for the effectiveness of the following WBG activities in supporting Papua New Guinea's efforts to achieve development results.

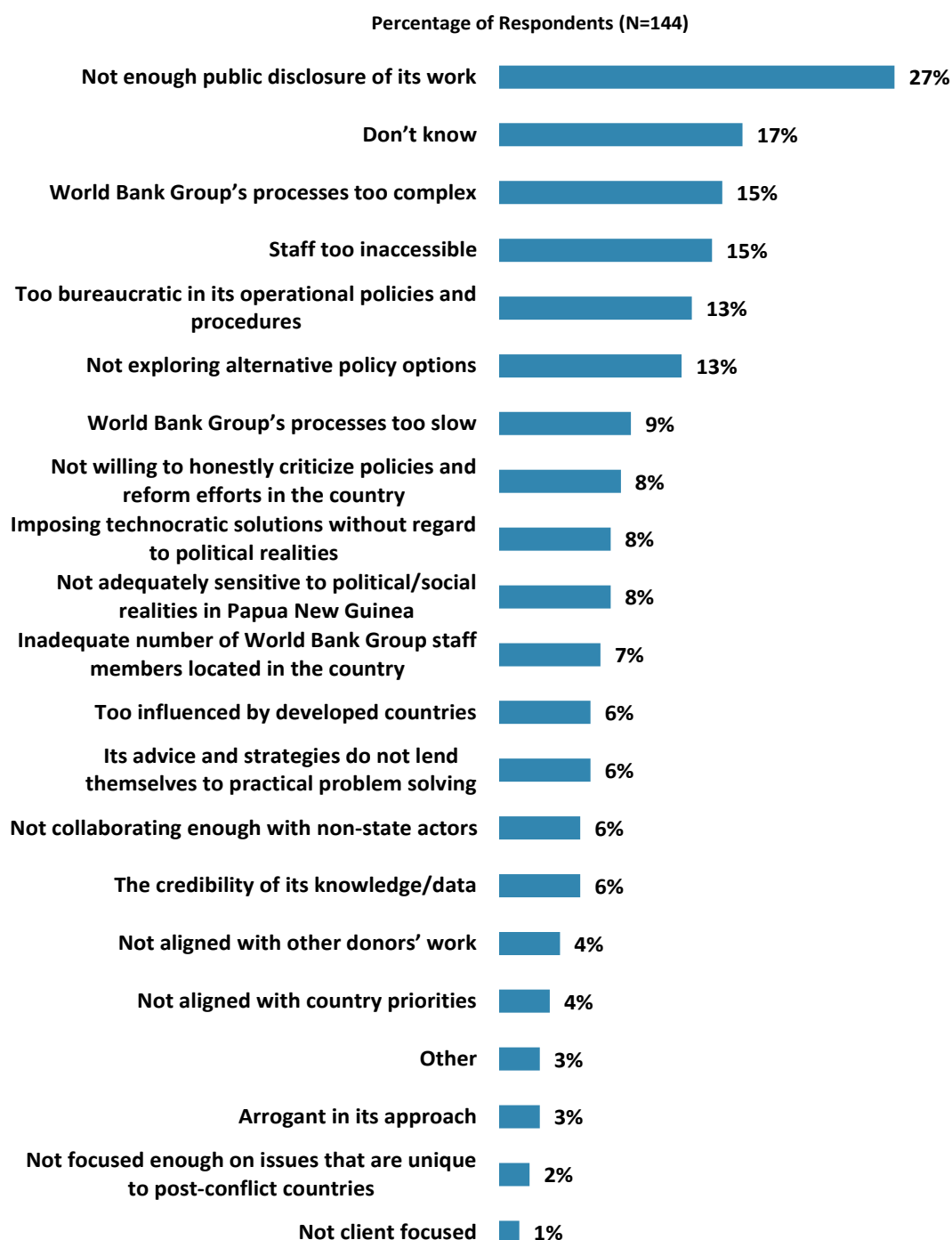


"How effective do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results?"

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

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

Greatest Weakness

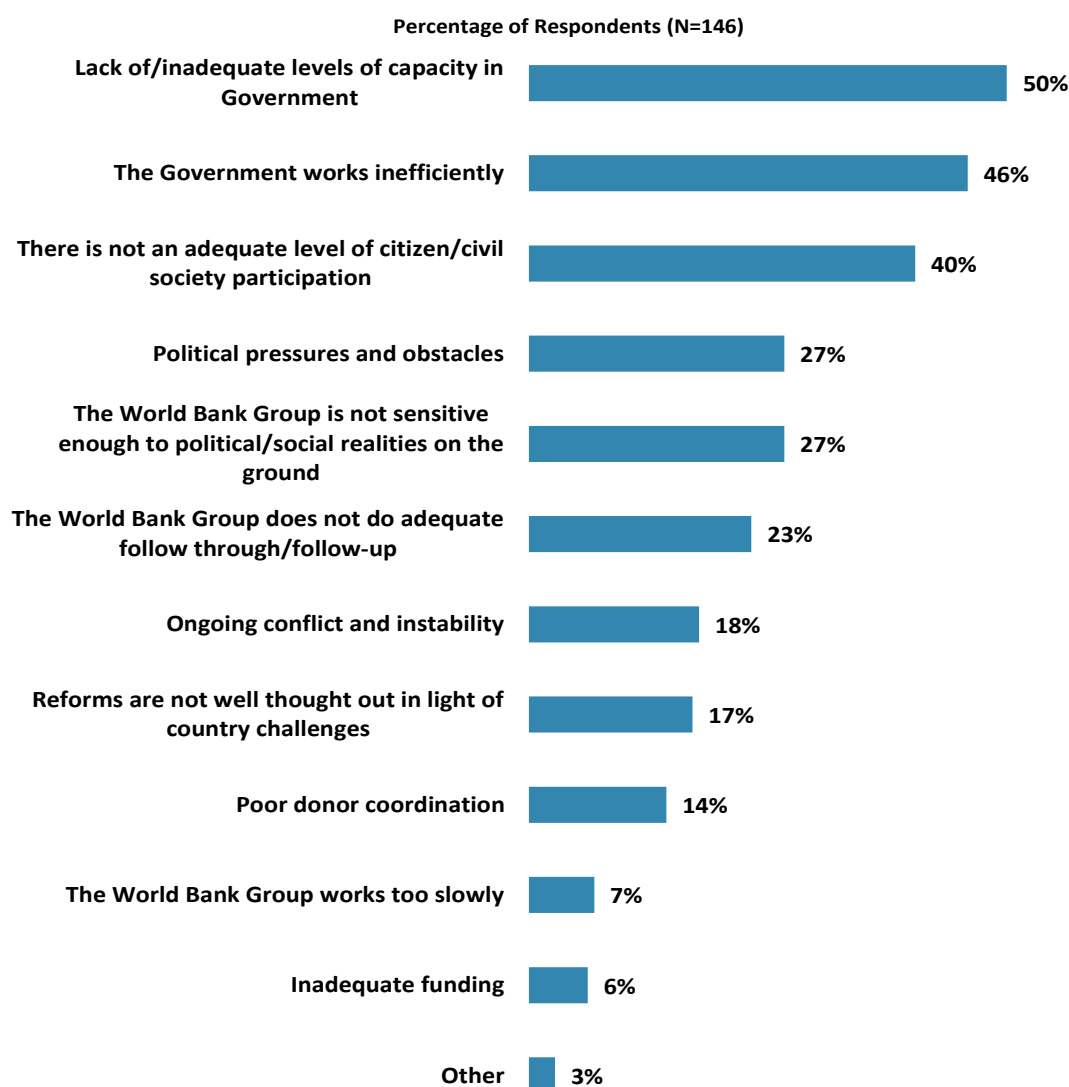


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Papua New Guinea? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

Attributing Slow or Failed Reform Efforts

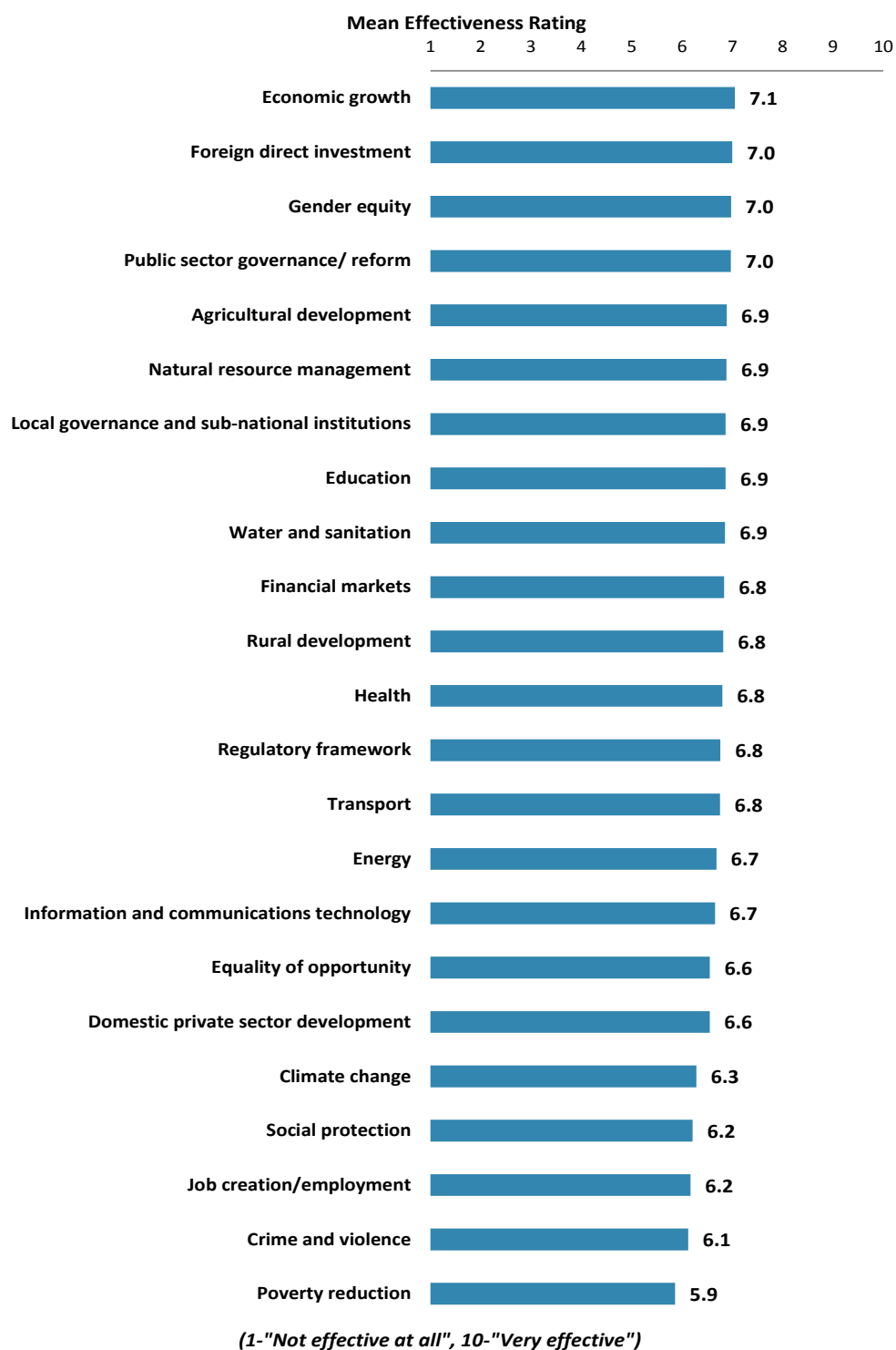
- Half of the respondents indicated that “*lack of/inadequate levels of capacity in Government*” was the biggest obstacle to successful WBG-assisted reforms. Consultants/Contractors working on WBG projects and respondents from PMUs were significantly more likely to indicate so than other stakeholder groups.
- Nearly half of the respondents indicated that failed or slow WBG-assisted reforms should be attributed to *inefficient Government*. Among all stakeholders, respondents from the media were significantly more likely to indicate so than other stakeholder groups.



"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 THREE)"
(Respondents chose from a list. Responses combined.)

VI. Sectoral Effectiveness

Effectiveness of Sectoral Areas



VI. Sectoral Effectiveness (continued)

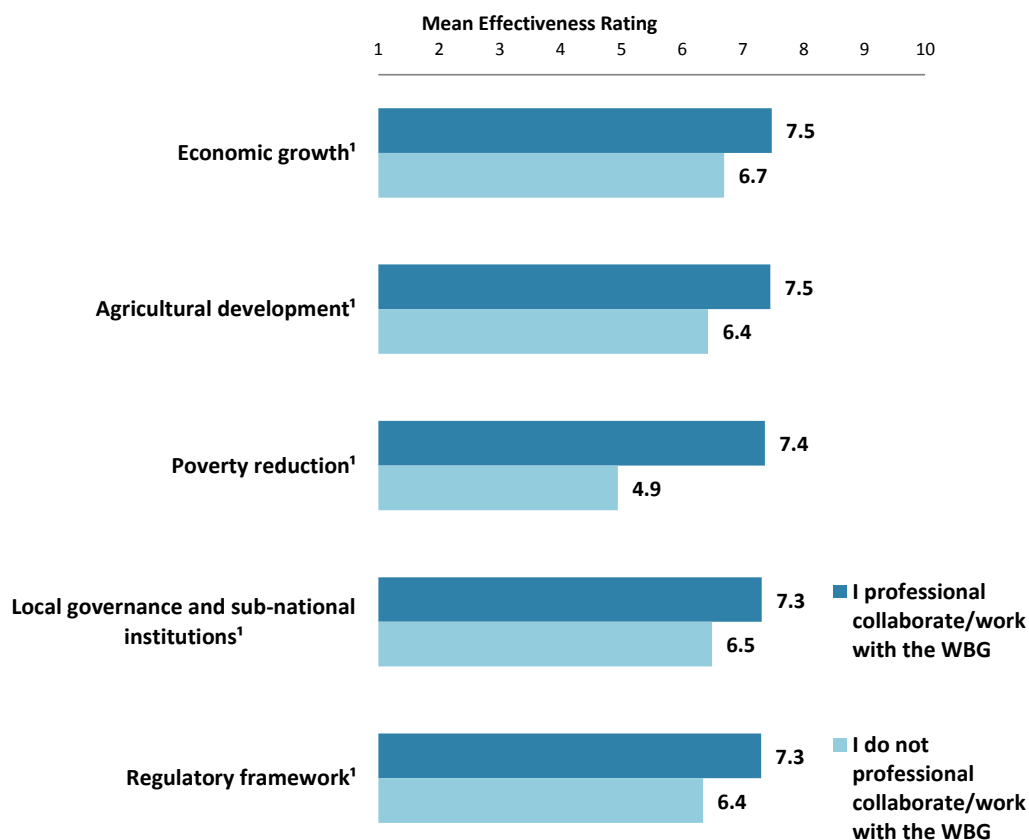
Effectiveness of Sectoral Areas (continued)

- There were significant stakeholder differences in the ratings for two of the twenty three development areas. The two areas are “*regulatory framework*,” and “*public sector governance/reform*.” Respondents from bilateral/multilateral agencies, the media, and employees of ministries/ministerial departments/implementation agencies had the highest ratings for the WBG’s effectiveness in these two areas, whereas respondents from PMUs and consultants/contractors working on WBG projects gave significantly lower ratings.
- Respondents from Port Moresby (National Capital District) gave significantly higher ratings for the WBG’s effectiveness in “*regulatory framework*,” and “*transport*” than respondents from other geographic locations.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 65) that primarily informed stakeholders responded to this question.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Effectiveness of Sectoral Areas (continued)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the WBG's effectiveness in the following development areas compared to respondents who do not professionally collaborate/work with the WBG.



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

(¹Significantly different between respondents who do and do not collaborate/work with the World Bank Group)

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Papua New Guinea, bivariate correlational analyses were conducted using respondents' ratings of the twenty three specific areas of effectiveness.

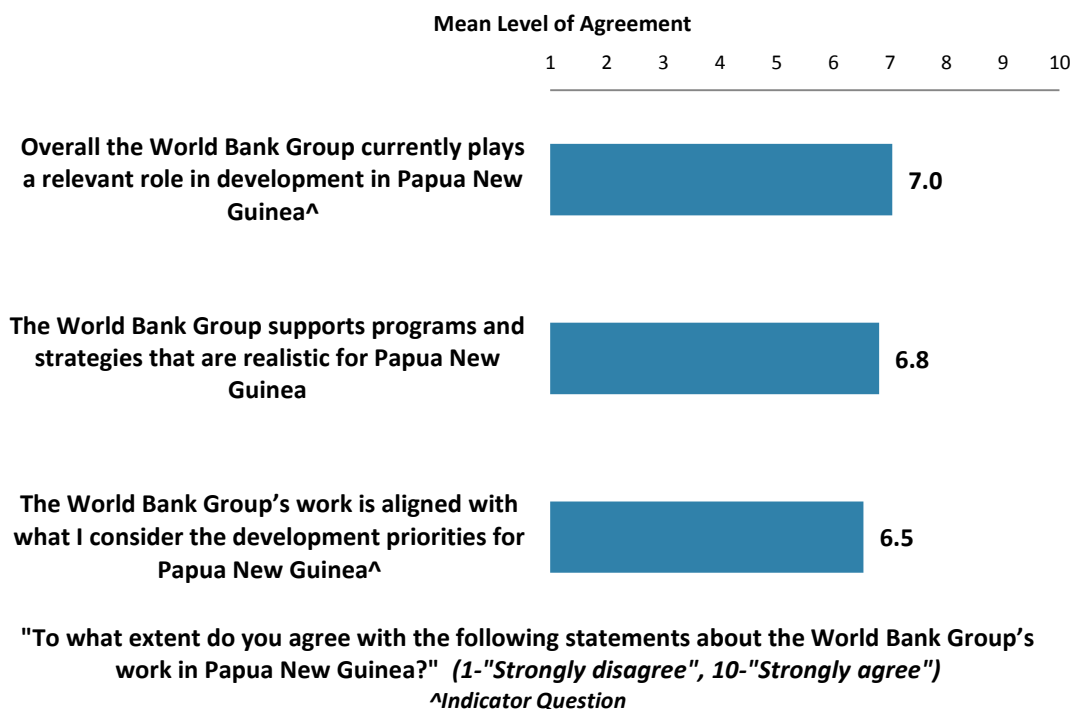
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG'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 Papua New Guinea. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at energy;
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at crime and violence;
 - The WBG's effectiveness at local governance and sub-national institutions; and
 - The WBG's effectiveness at domestic private sector development.
- 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 WBG's ability to help achieve development results in Papua New Guinea, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at transport;
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at domestic private sector development;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at crime and violence.

VII. How the World Bank Group Operates

The World Bank Group's Work in Papua New Guinea

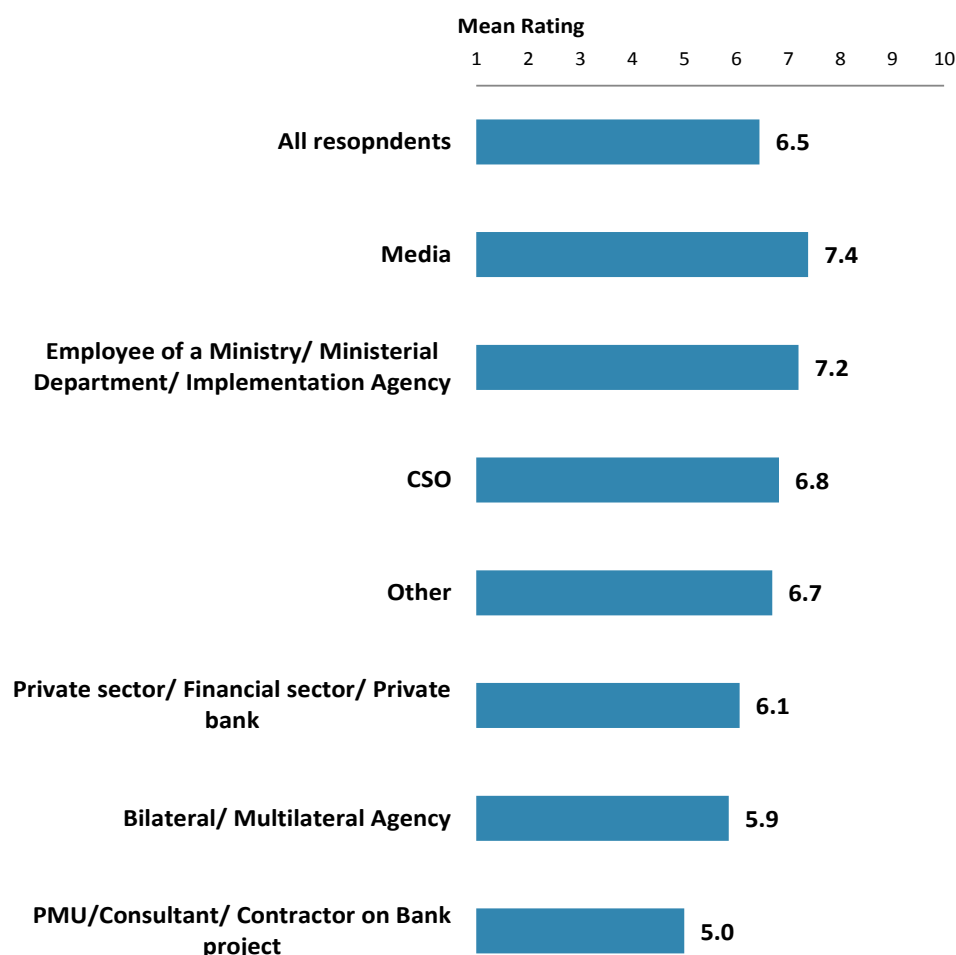
- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement with all of the statements below.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar levels of agreement with all of the statements below.



VII. How the World Bank Group Operates (continued)

Building/Strengthening Existing Country Systems (*Indicator Question*)

- Respondents from the media and employees of ministries/ministerial departments/implementation agencies had the highest ratings for the extent the WBG helped to build/strengthen existing country systems in Papua New Guinea, whereas respondents from PMUs and contractors/consultants working on WBG projects had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the extent the WBG helped to build/strengthen existing country systems in Papua New Guinea.
- Respondents who do and do not collaborate/work with the WBG had statistically similar ratings for the extent the WBG helped to build/strengthen existing country systems in Papua New Guinea.

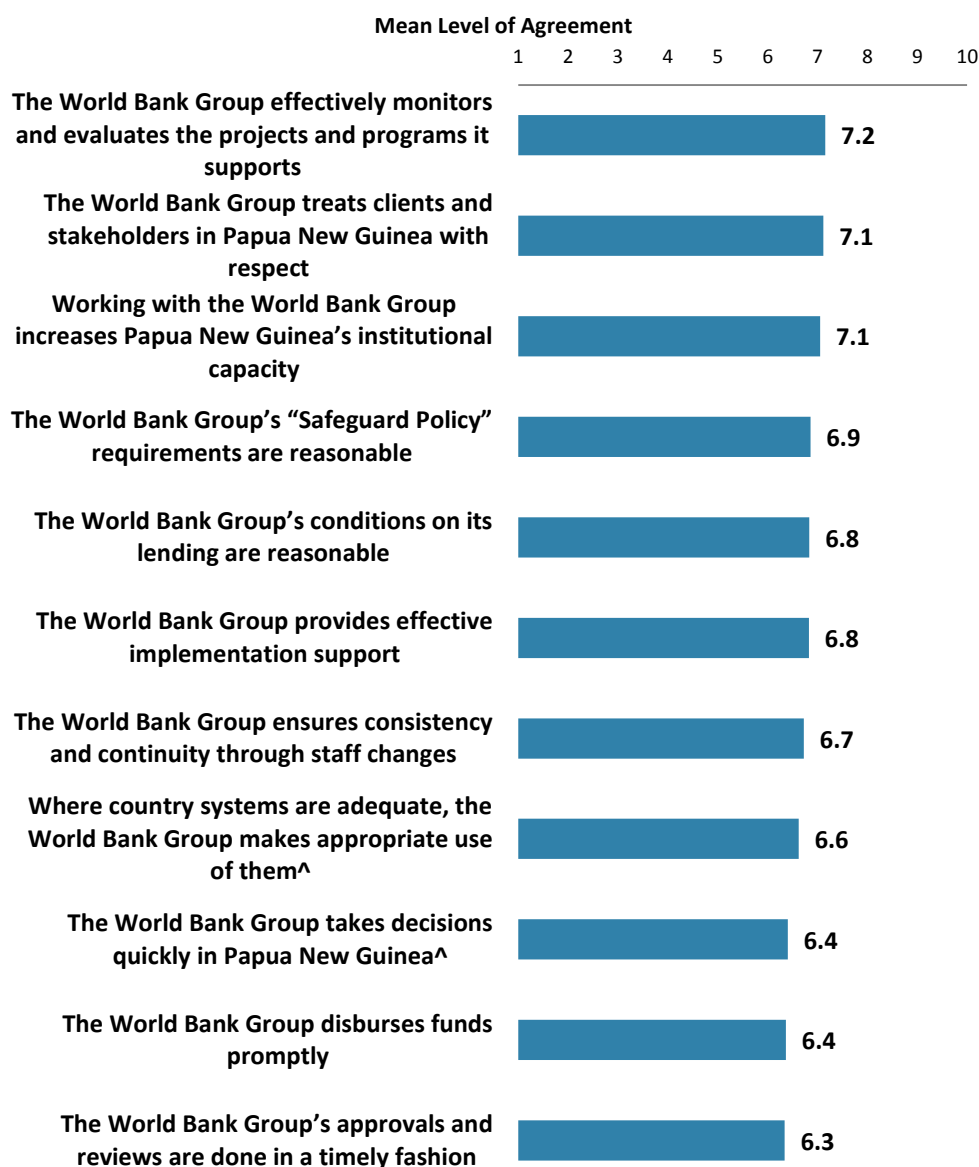


"To what extent does the World Bank Group help to build/strengthen existing country systems in Papua New Guinea?"

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

VII. How the World Bank Group Operates (continued)

Overall Perceptions



"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)

Overall Perceptions (continued)

- There were significant stakeholder differences in respondents' levels of agreement with four of the following statements. These statements include "*the WBG effectively monitors and evaluates the projects and programs it support,*" "*the WBG's approvals and reviews are done in a timely fashion,*" "*the WBG's 'Safeguard Policy' requirements are reasonable,*" and "*where country systems are adequate, the WBG makes appropriate use of them.*" For the most part, respondents from the media and employees of ministries/ministerial departments/implementation agencies had the highest levels of agreement with these statements, whereas respondents from PMUs and contractors/consultants working on WBG projects had significantly lower levels of agreements.
- Respondents across geographic locations had statistically similar levels of agreement with all the following statements about the WBG's operations.
- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement with the indicator statement that "*the WBG takes decisions quickly in Papua New Guinea.*"
- Respondents across geographic locations had statistically similar levels of agreement with the indicator statement that "*where country systems are adequate, the WBG makes appropriate use of them.*"

VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

- Respondents who professionally collaborate/work with WBG had significantly higher levels of agreement with the statements that “*the WBG treats clients and stakeholders in Papua New Guinea with respect*” compared to respondents who do not collaborate/work with WBG.
- Respondents who do and do not collaborate/work with the WBG had statistically similar levels of agreement with all other statements about the WBG including the two indicator statements.



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

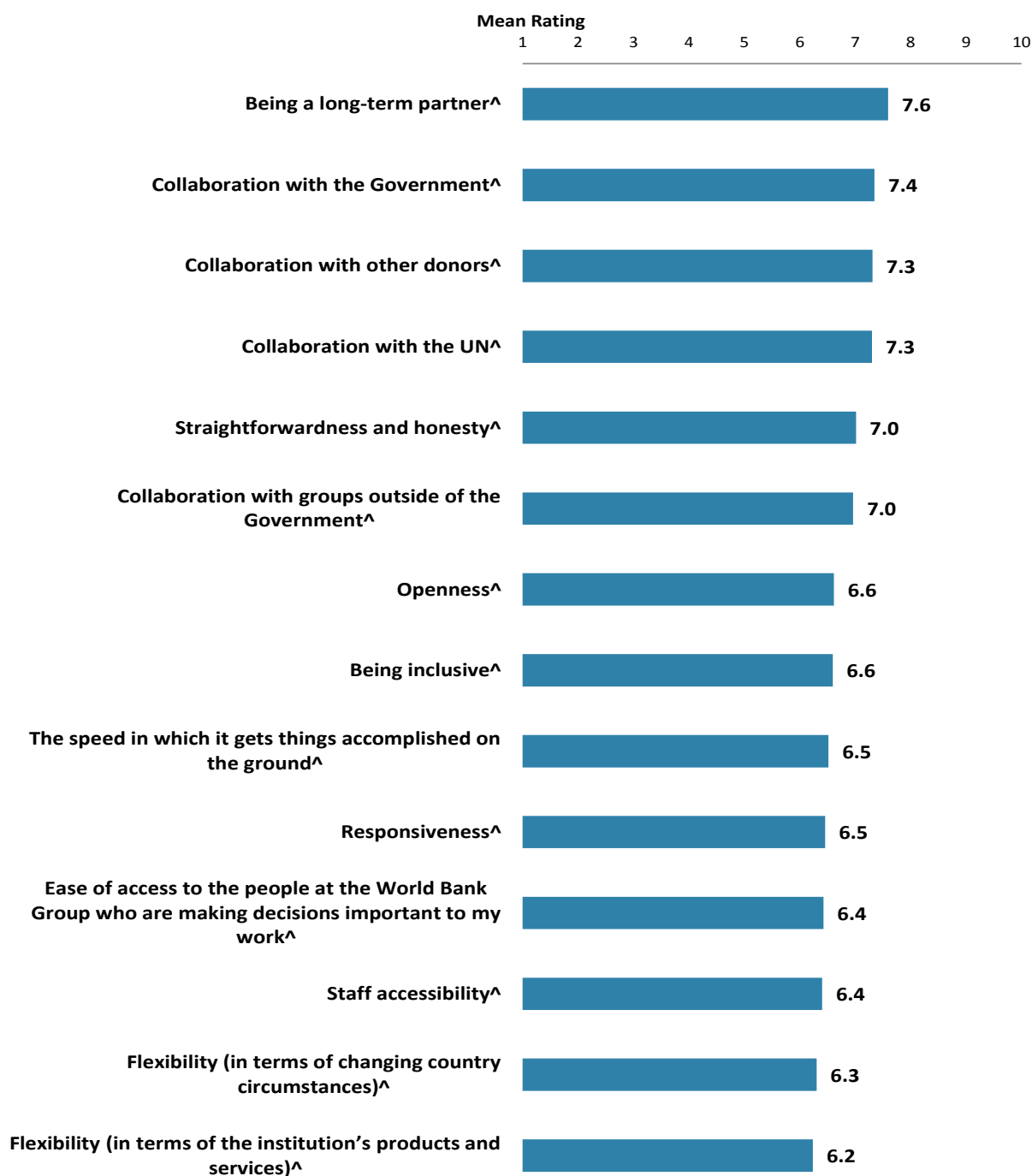
(1- "Strongly disagree", 10- "Strongly agree")

(¹Significantly different between respondents who do and do not collaborate/work with the WBG)

[^]Indicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner



"To what extent is the World Bank Group an effective development partner in Papua New Guinea, in terms of each of the following?"

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

^Indicator Question

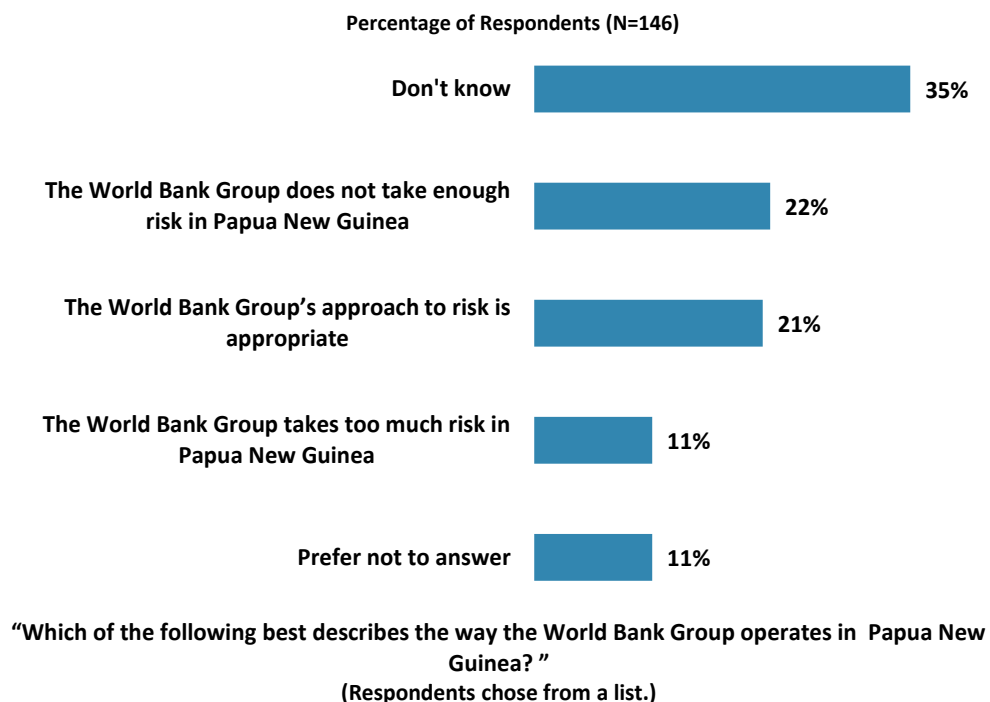
VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

- There were significant stakeholder group differences in their ratings for the WBG “*being a long-term partner*.” Respondents from the media and employees of ministries/ministerial departments/implementation agencies tended to give the highest ratings, whereas respondents from PMUs and consultants/contractors working on WBG projects tended to give significantly lower ratings (see Appendix B for details).
- There were significant differences between geographic locations in respondents’ ratings for three qualities of the WBG being an effective development partner. These qualities are “*being inclusive*,” “*collaboration with groups outside the Government*,” and “*collaboration with other donors*.” Respondents from the Port Moresby (National Capital District) had significantly higher ratings for these qualities of the WBG than respondents from other geographic locations.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG’s “*openness*,” and “*staff accessibility*” compared to respondents who do not professionally collaborate/work with the WBG.

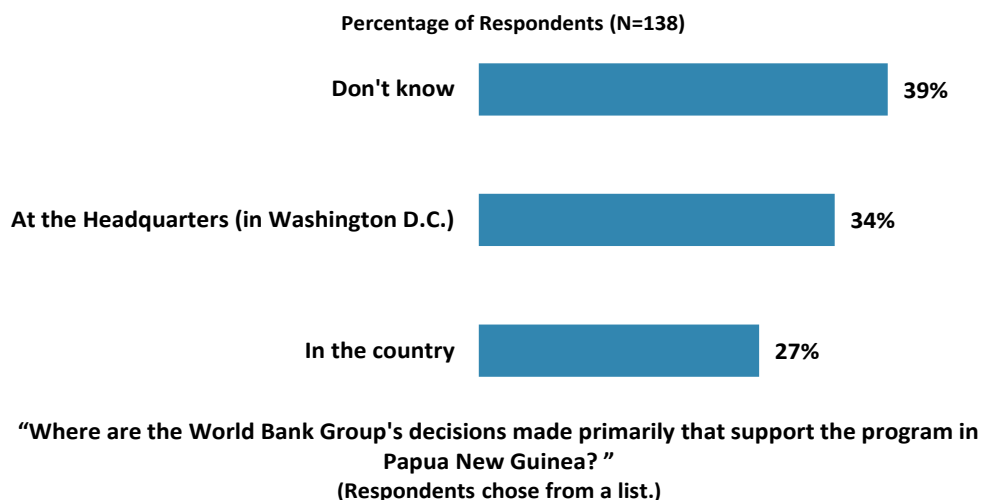
VII. How the World Bank Group Operates (continued)

The World Bank Group's Approach to Risk in Papua New Guinea

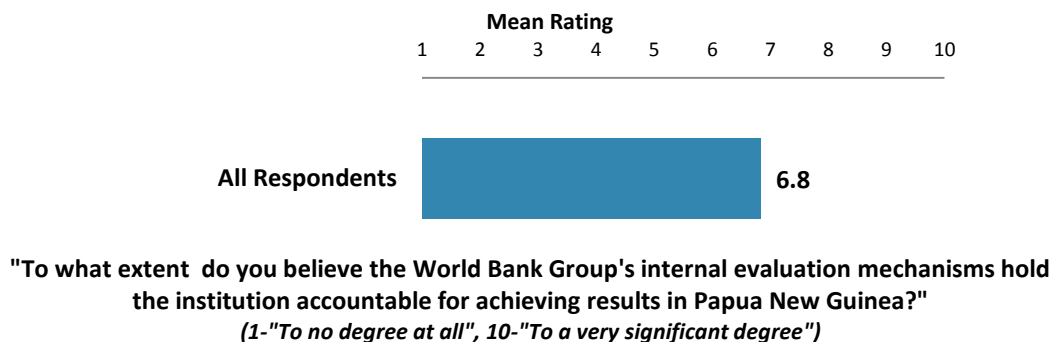


VII. How the World Bank Group Operates (continued)

Making Decisions about the WBG Program in Papua New Guinea

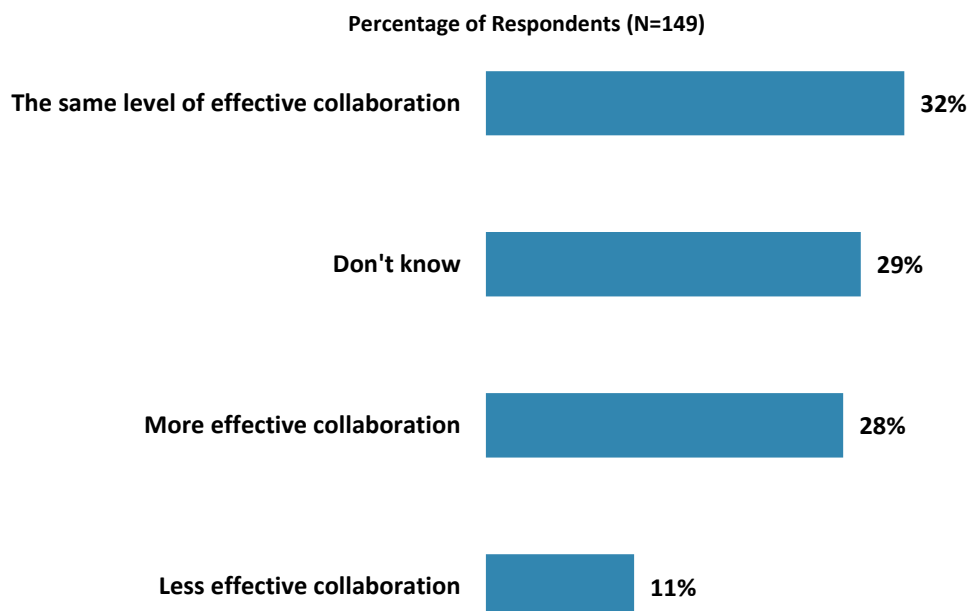


The World Bank Group's Internal Monitoring Mechanisms



VII. How the World Bank Group Operates (continued)

Effective Collaboration between the UN and the World Bank Group

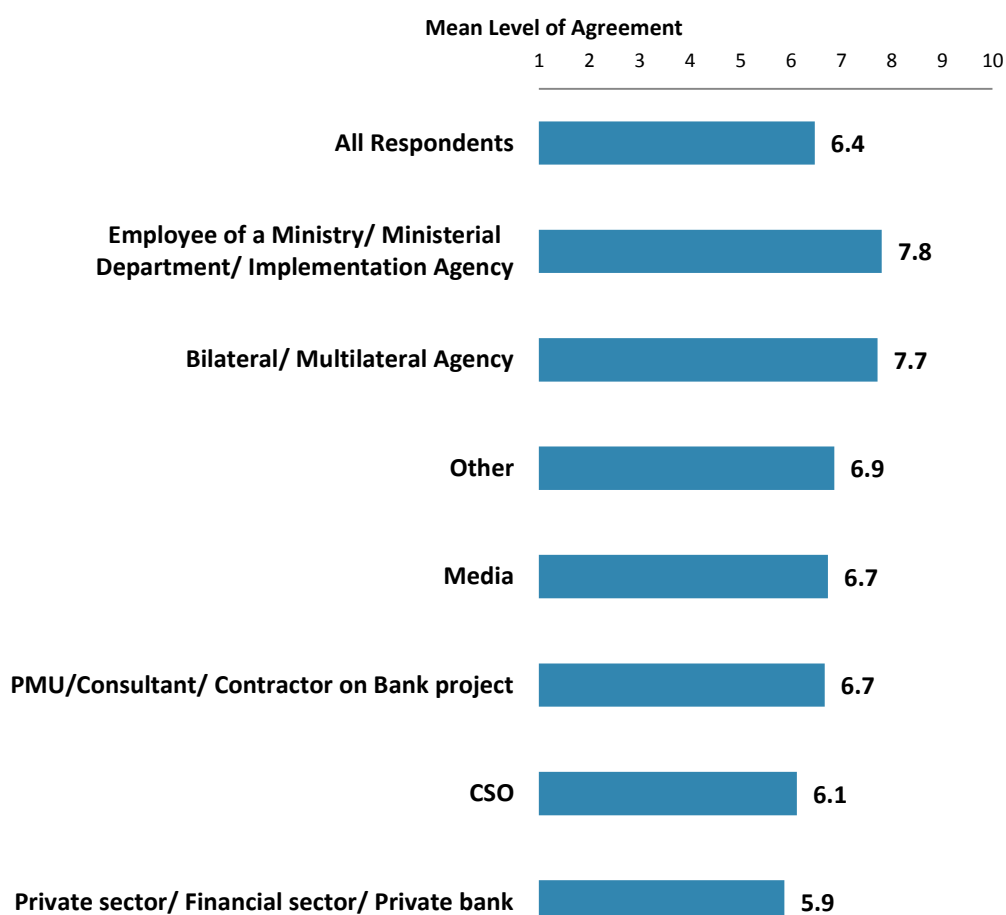


"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?"
(Respondents chose from a list.)

VIII. World Bank Group's Knowledge and Instruments

Meeting Papua New Guinea's Knowledge Needs (*Indicator Question*)

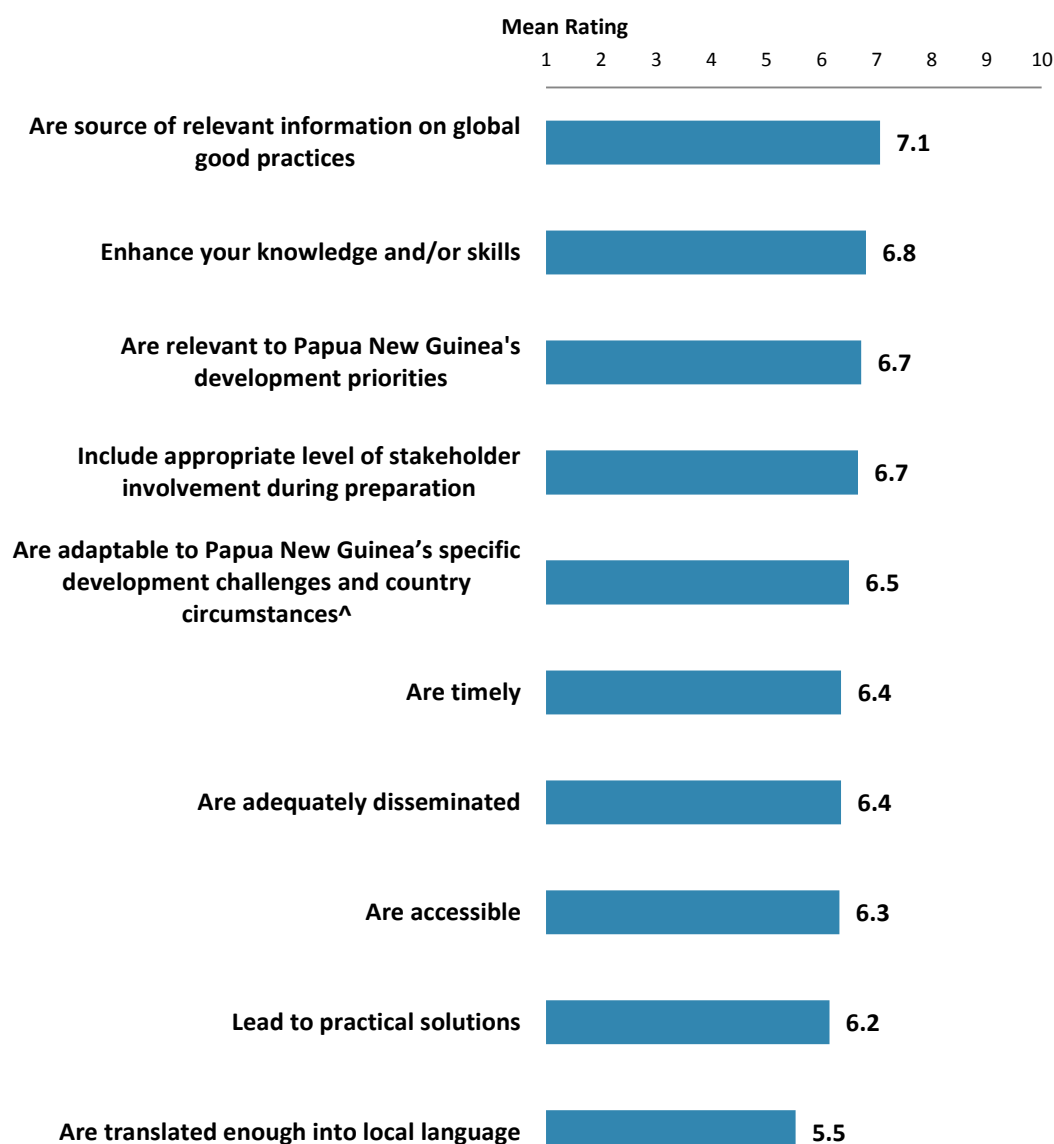
- Employees of ministries/ministerial departments/implementation agencies had the highest levels of agreement that the WBG meets PNG's needs for knowledge services, whereas respondents from private sector/financial sector/private banks and CSOs tended to have significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar ratings for the levels of agreement that the World Bank Group meets Papua New Guinea's needs for knowledge services.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the WBG meets Papua New Guinea's needs for knowledge services compared to respondents who do not collaborate/work with the WBG.



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

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

Qualities of the WBG's Knowledge Work and Activities



"In Papua New Guinea, 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's Knowledge and Instruments (continued)

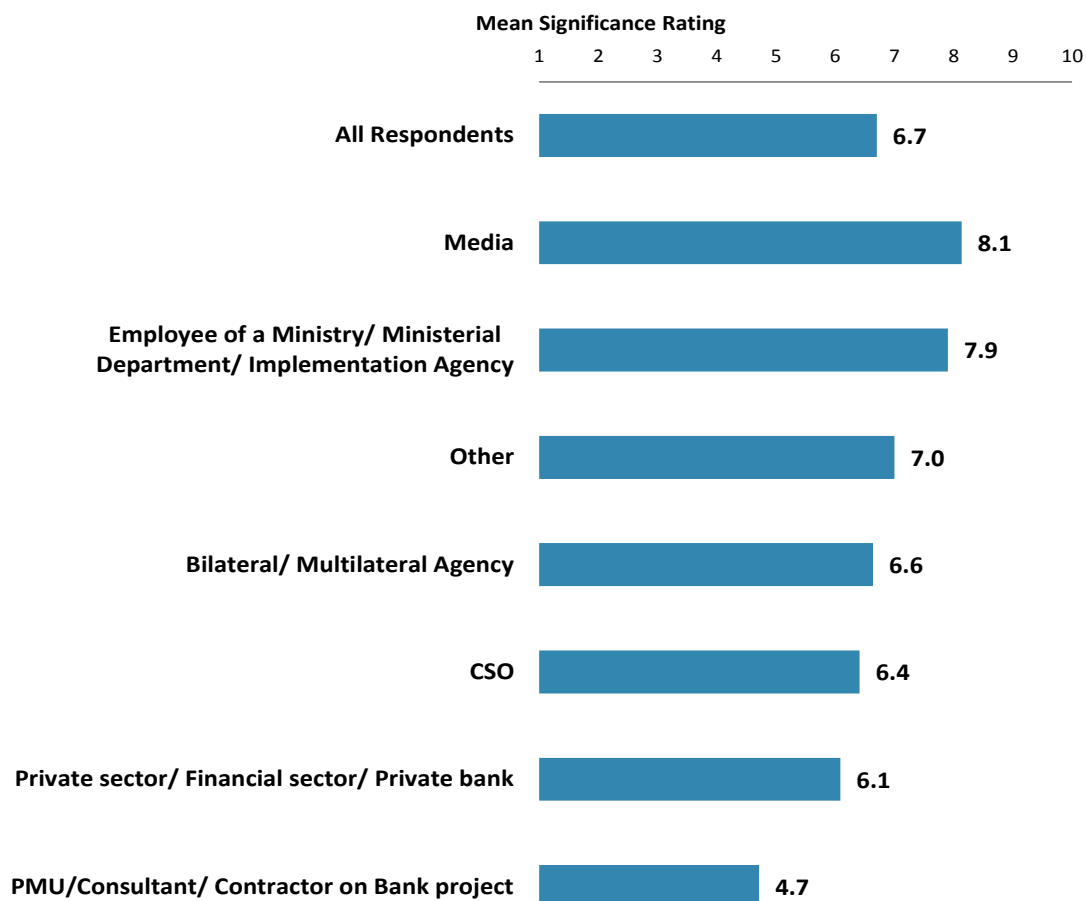
Qualities of the WBG's Knowledge Work and Activities (continued)

- There were significant stakeholder group differences in respondents' ratings for three of the qualities of the WBG's knowledge work and activities. These qualities include *"timeliness," "being a source of relevant information on global good practices,"* and *"enhancing your knowledge and/or skills."* Respondents from bilateral/multilateral agencies and employees of ministries/ministerial departments/implementation agencies tended to give the highest ratings, whereas respondents from PMUs and consultants/contractors working on WBG projects tended to give significantly lower ratings for these qualities.
- Respondents across geographic locations had statistically similar ratings for all of the following qualities of the WBG's knowledge work and activities (including the indicator question).
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for two qualities of the WBG knowledge work and activities compared to respondents who do not professionally collaborate/work with the organization. These qualities are that the WBG knowledge work and activities *"include appropriate level of stakeholder involvement during preparation,"* and *"enhance your knowledge and/or skills."*

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

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

- Respondents from the media and employees of ministries/ministerial departments/implementation agencies had the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Papua New Guinea, whereas respondents from PMUs and contractors/consultants on WBG project had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Papua New Guinea.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Papua New Guinea.

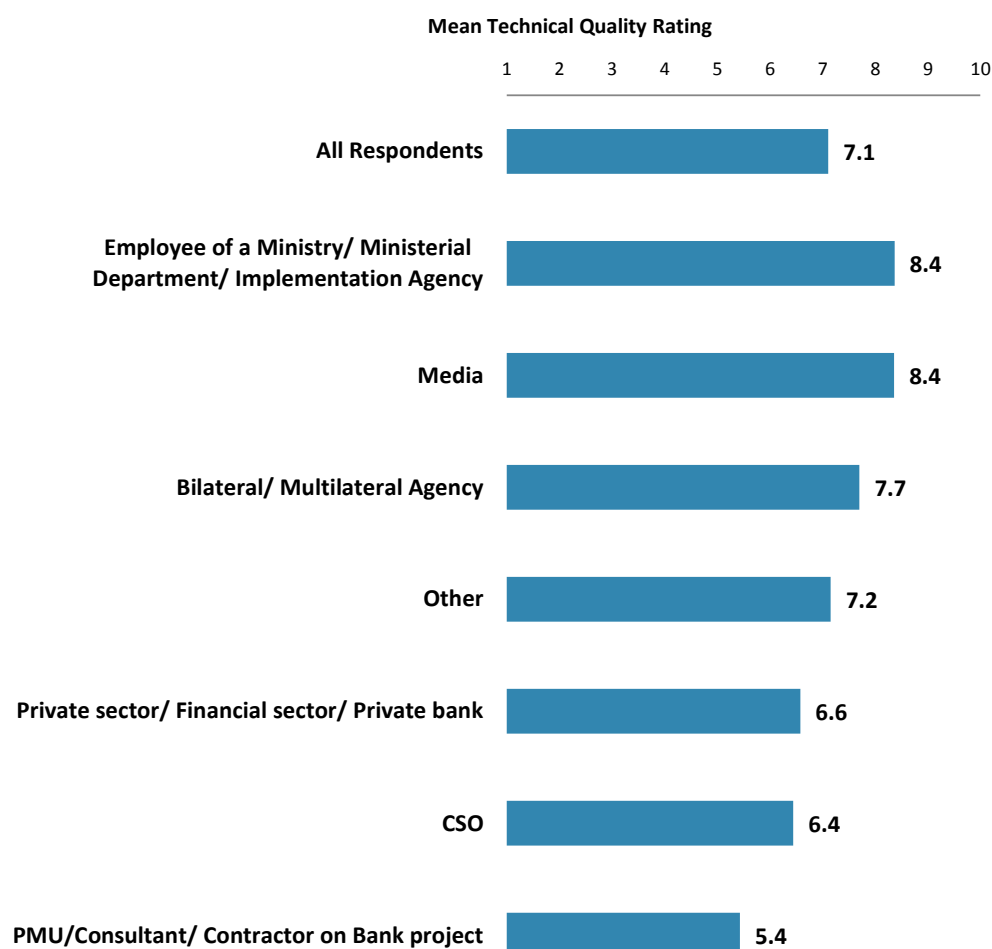


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
 (1-"Not significant at all", 10-"Very significant")

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

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

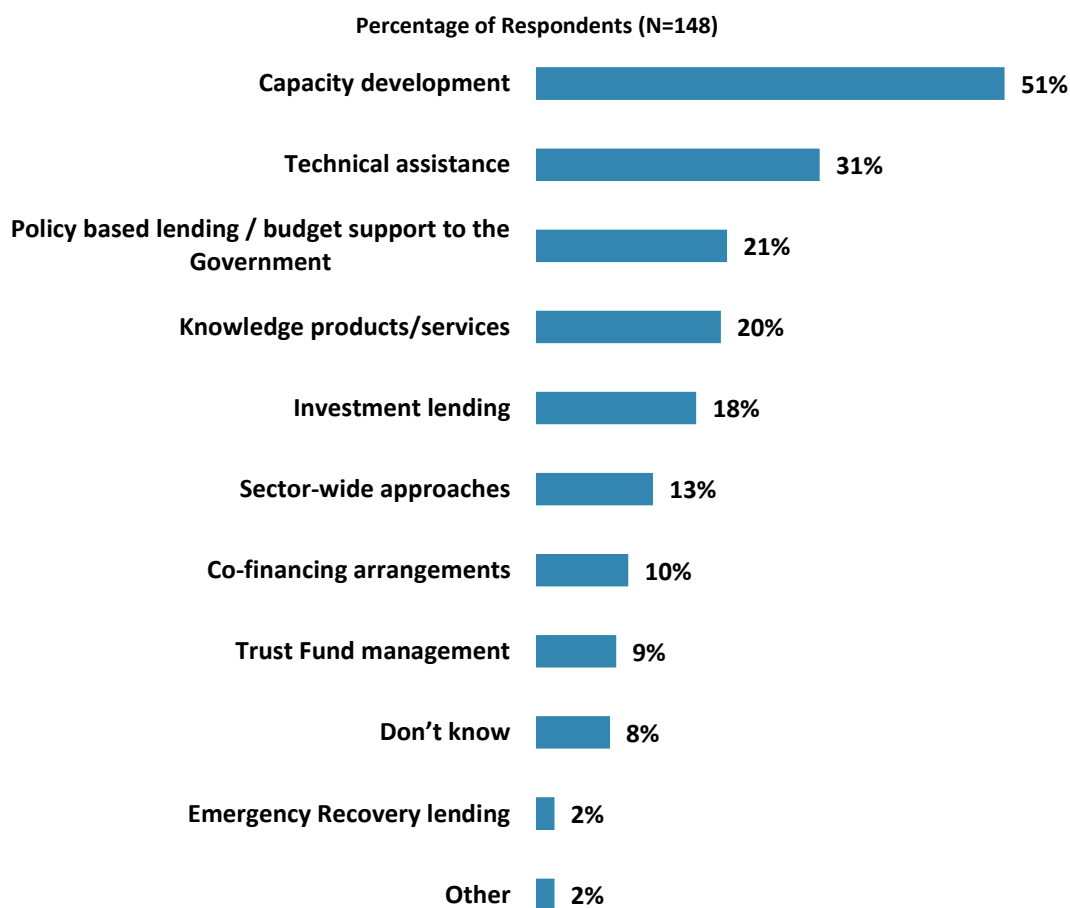
- Respondents from the media and employees of ministries/ministerial departments/implementation agencies had the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from PMUs and contractors/consultants on WBG project had significantly lower ratings.
- Respondents from Port Moresby (National Capital District) had significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents from other locations.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the technical quality of the WBG's knowledge work and activities.



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

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

Most Effective Instruments in Reducing Poverty

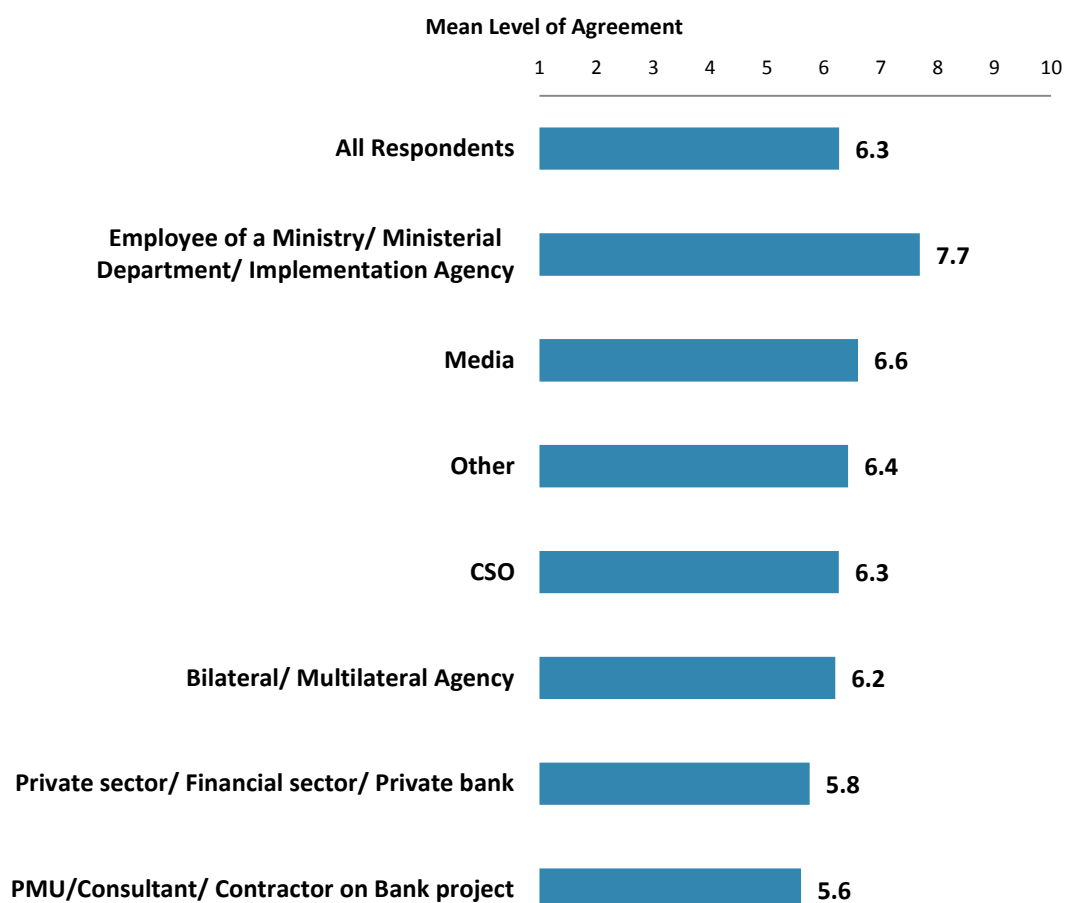


“Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

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

Meeting Papua New Guinea's Needs for Financial Instruments (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group's financial instruments meet Papua New Guinea's needs.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement that the World Bank Group's financial instruments meet Papua New Guinea's needs.

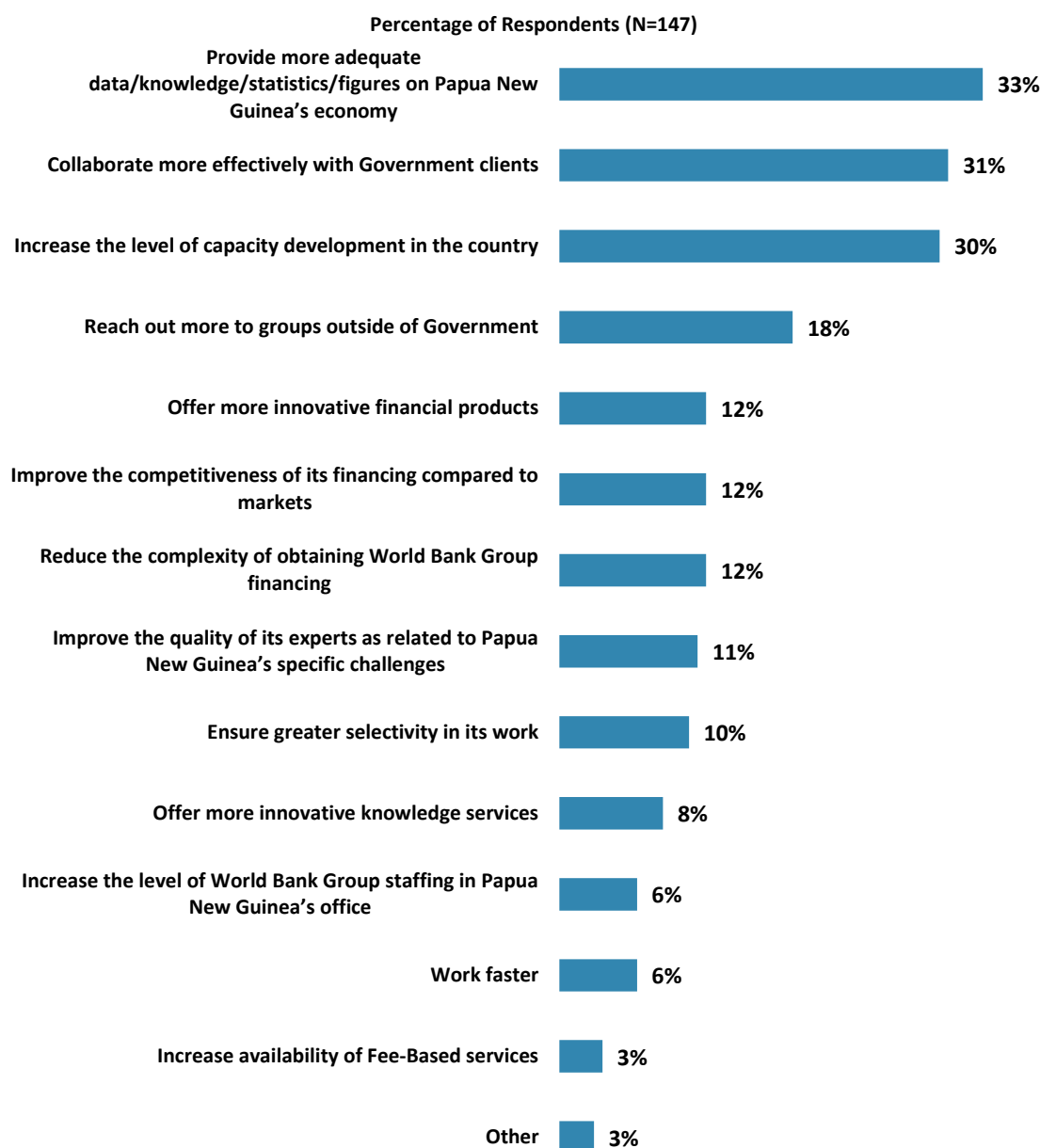


"The World Bank Group's financial instruments meet the needs of Papua New Guinea."
 (1-"Strongly disagree", 10-"Strongly agree")

IX. The Future Role of the WBG in Papua New Guinea

Making the World Bank Group of Greater Value

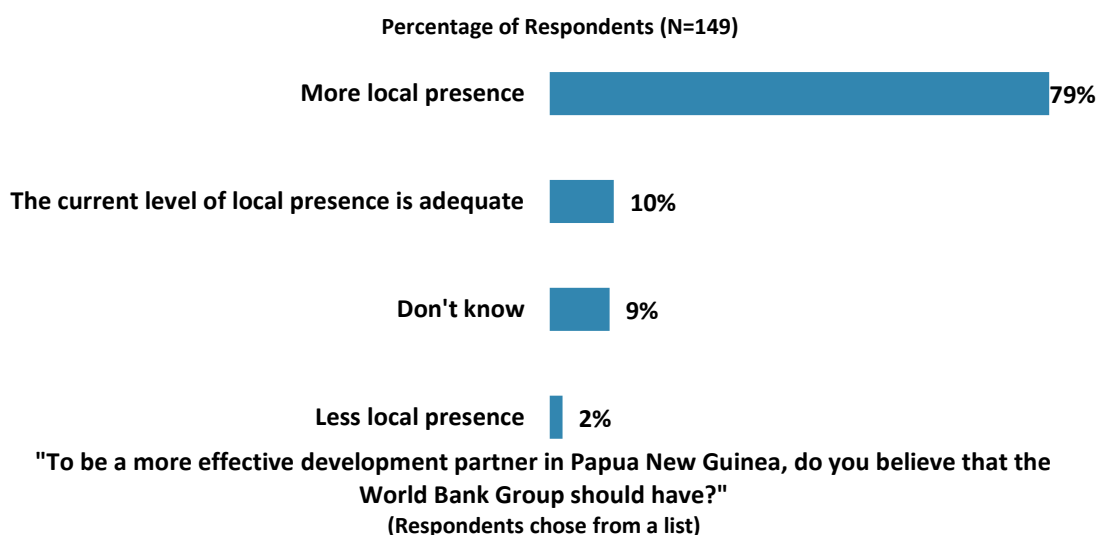
- Respondents from ministries/ministerial departments/implementation agencies were significantly more likely to indicate that the WBG should “*collaborate more effectively with the Government clients*” compared to respondents from other stakeholder groups.



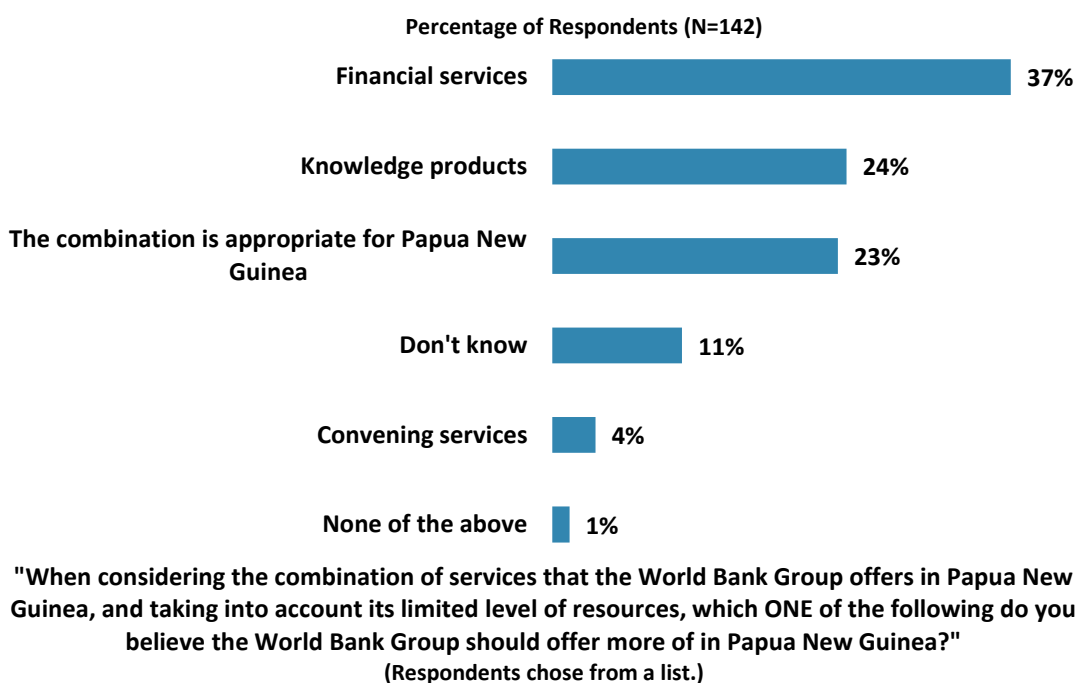
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Papua New Guinea? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

IX. The Future Role of the WBG in Papua New Guinea (continued)

The World Bank Group's Local Presence in Papua New Guinea

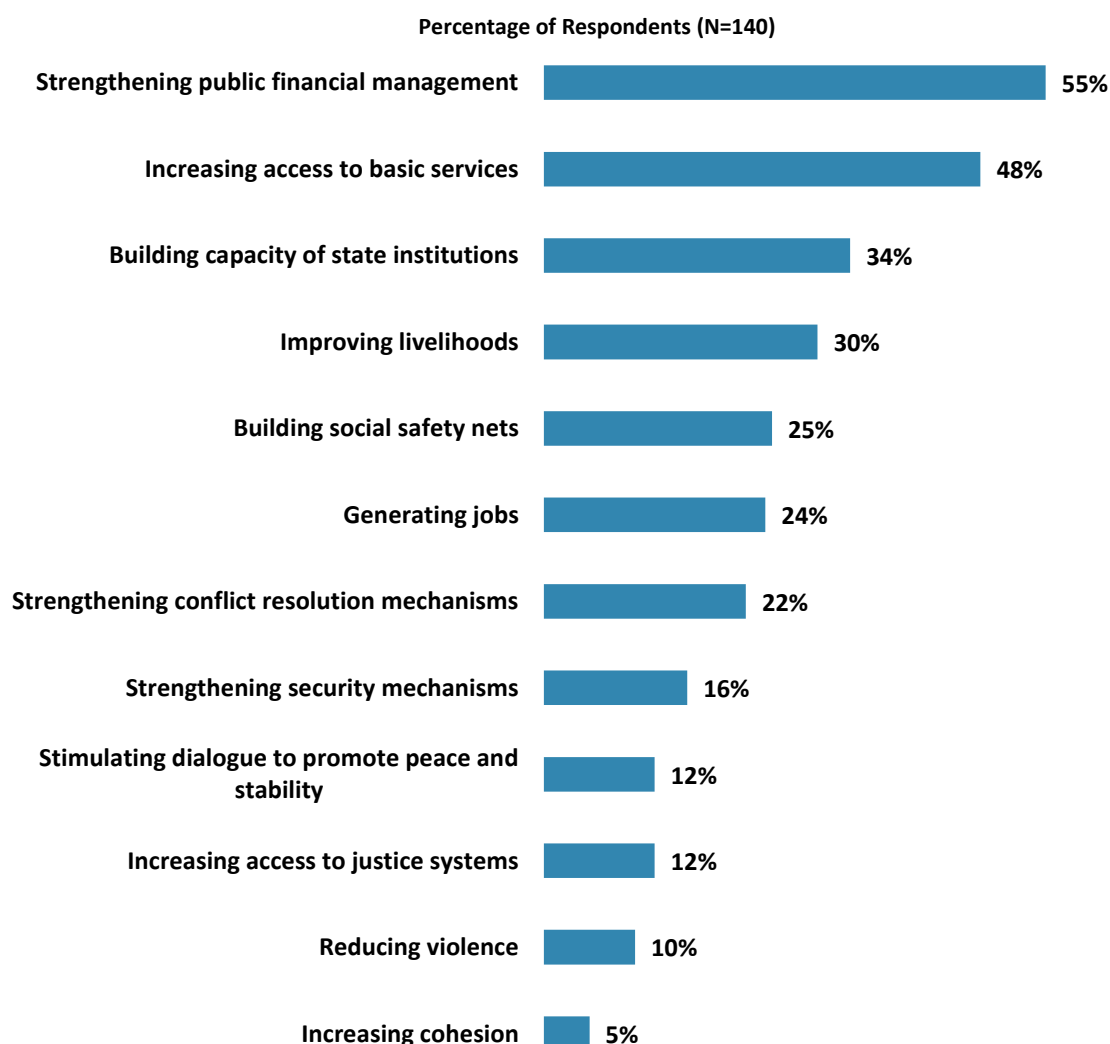


World Bank Group's Services in Papua New Guinea



IX. The Future Role of the WBG in Papua New Guinea (continued)

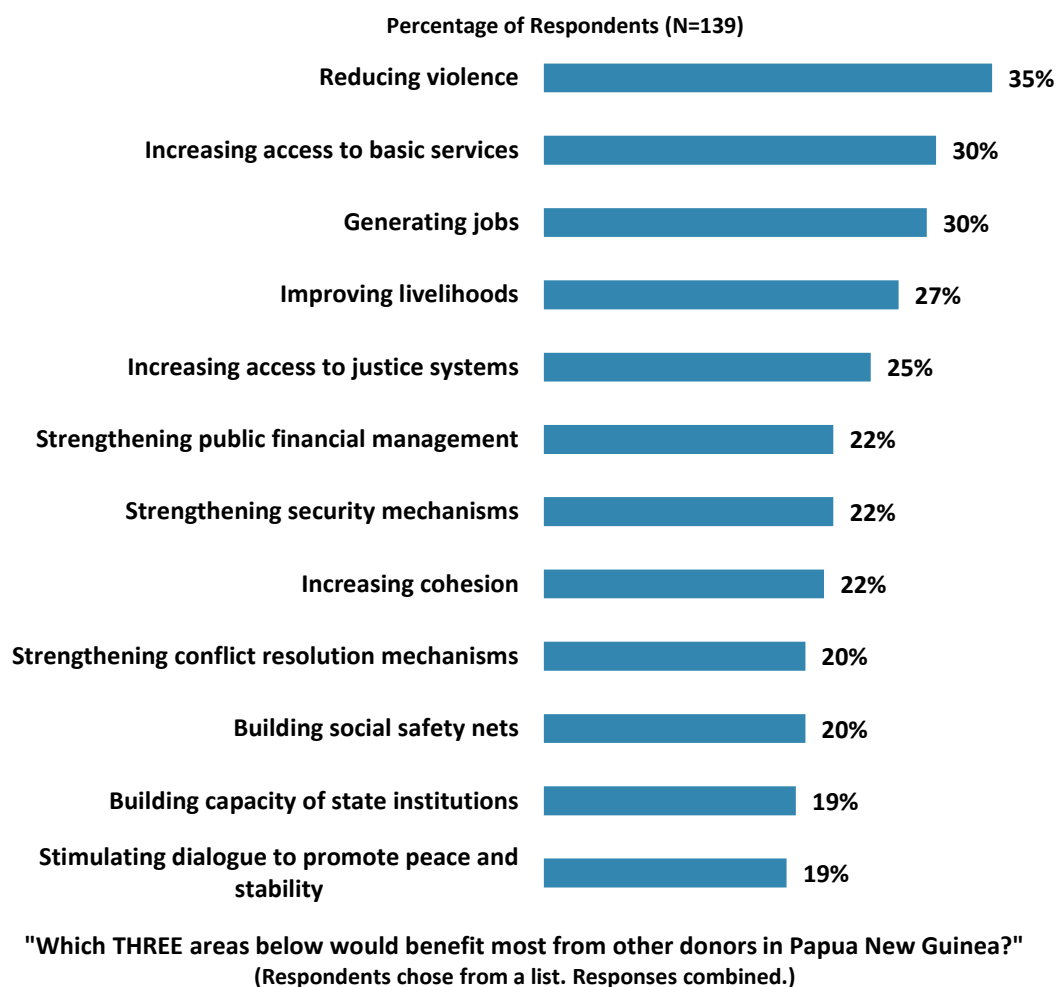
The World Bank Group Playing the Leading Role



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

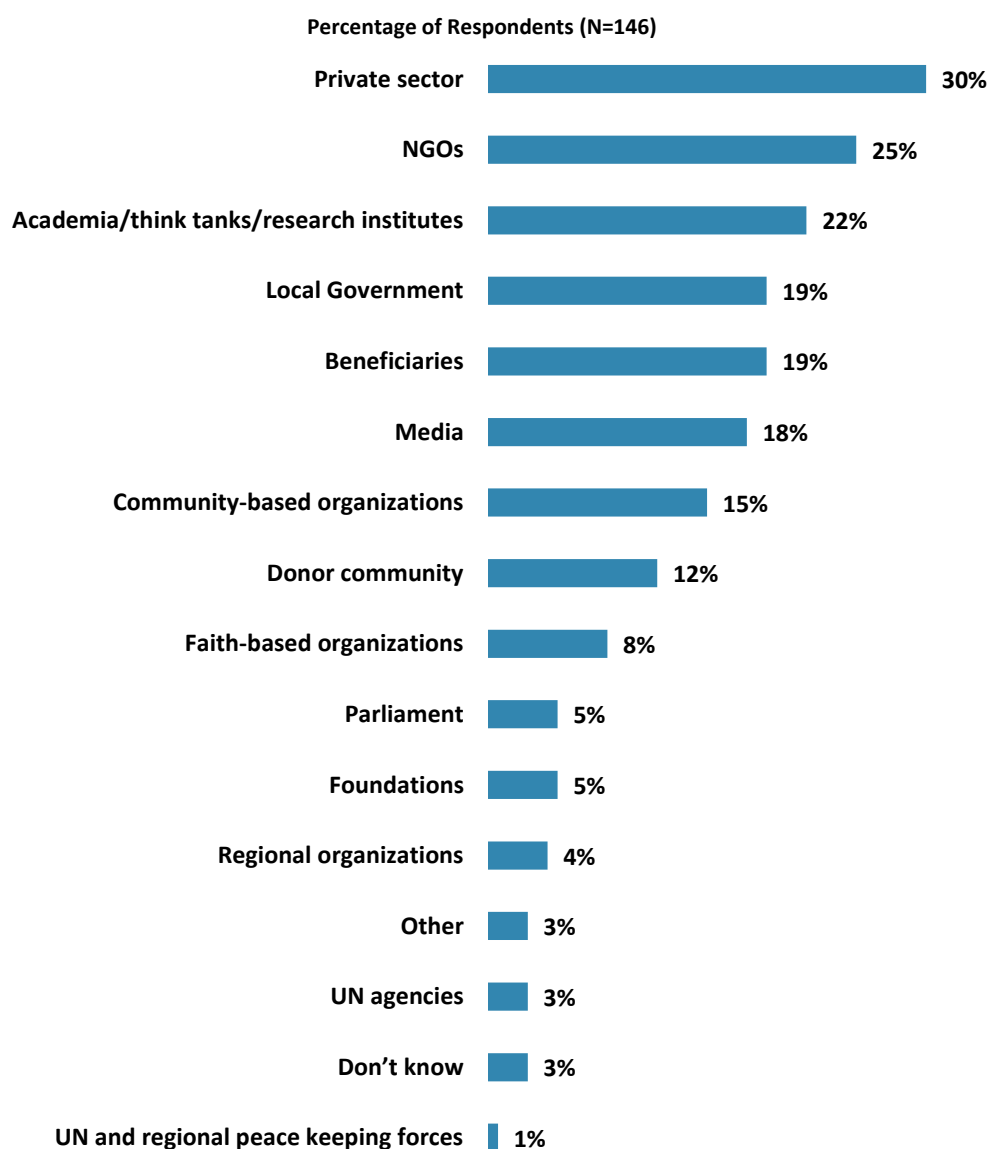
IX. The Future Role of the WBG in Papua New Guinea (continued)

Other Donors Playing the Leading Role



IX. The Future Role of the WBG in Papua New Guinea (continued)

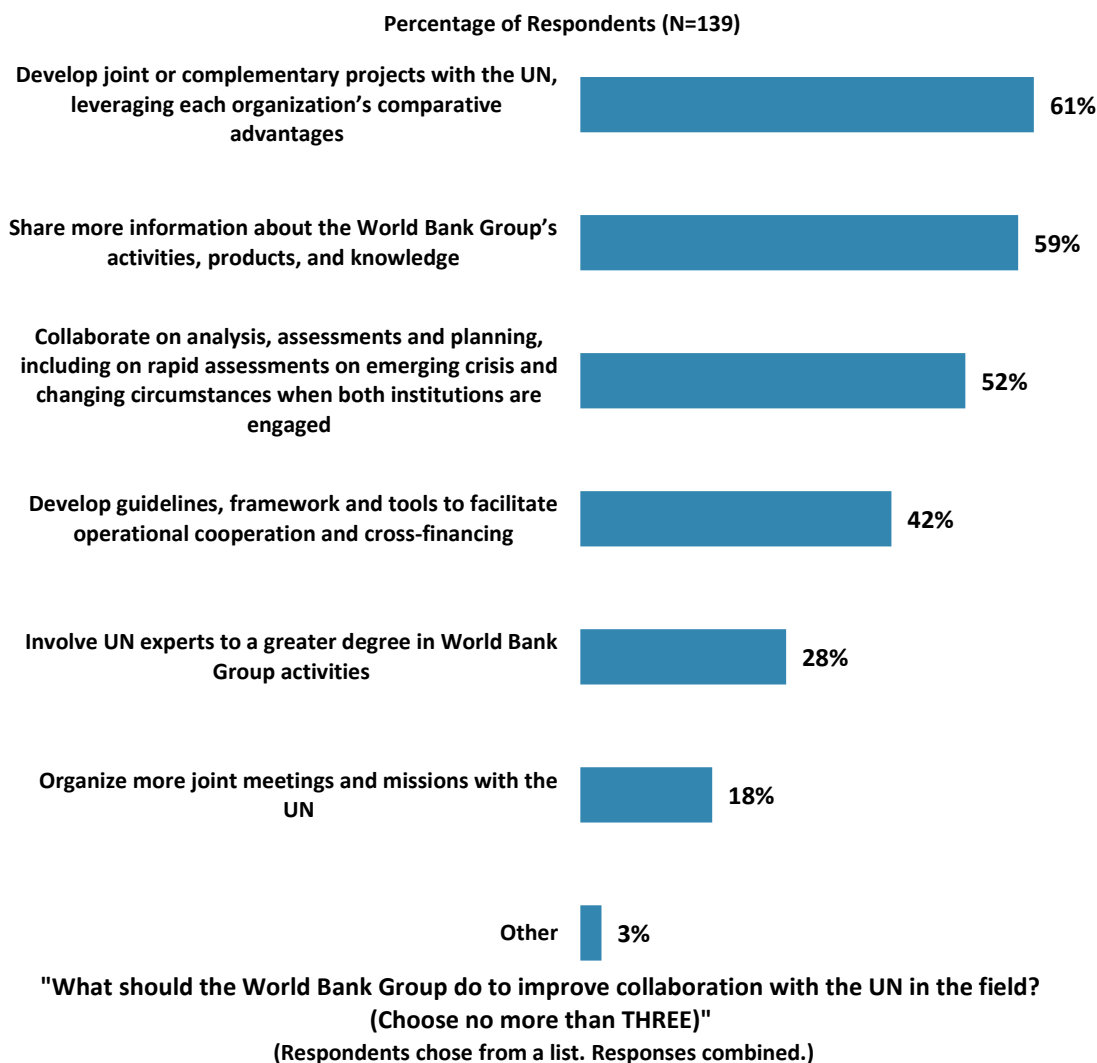
Collaboration with Stakeholder Groups



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

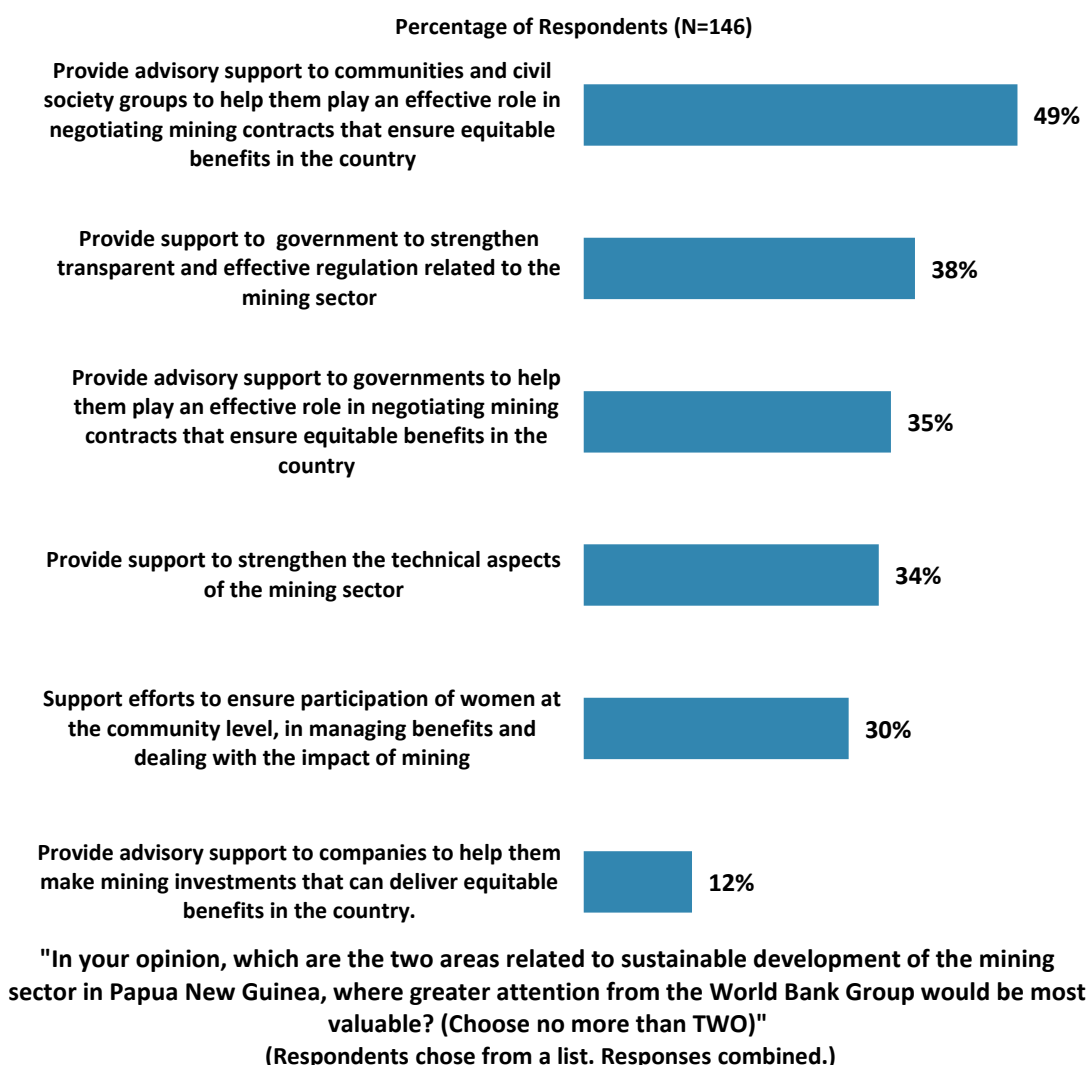
IX. The Future Role of the WBG in Papua New Guinea (continued)

Future Collaboration with the UN



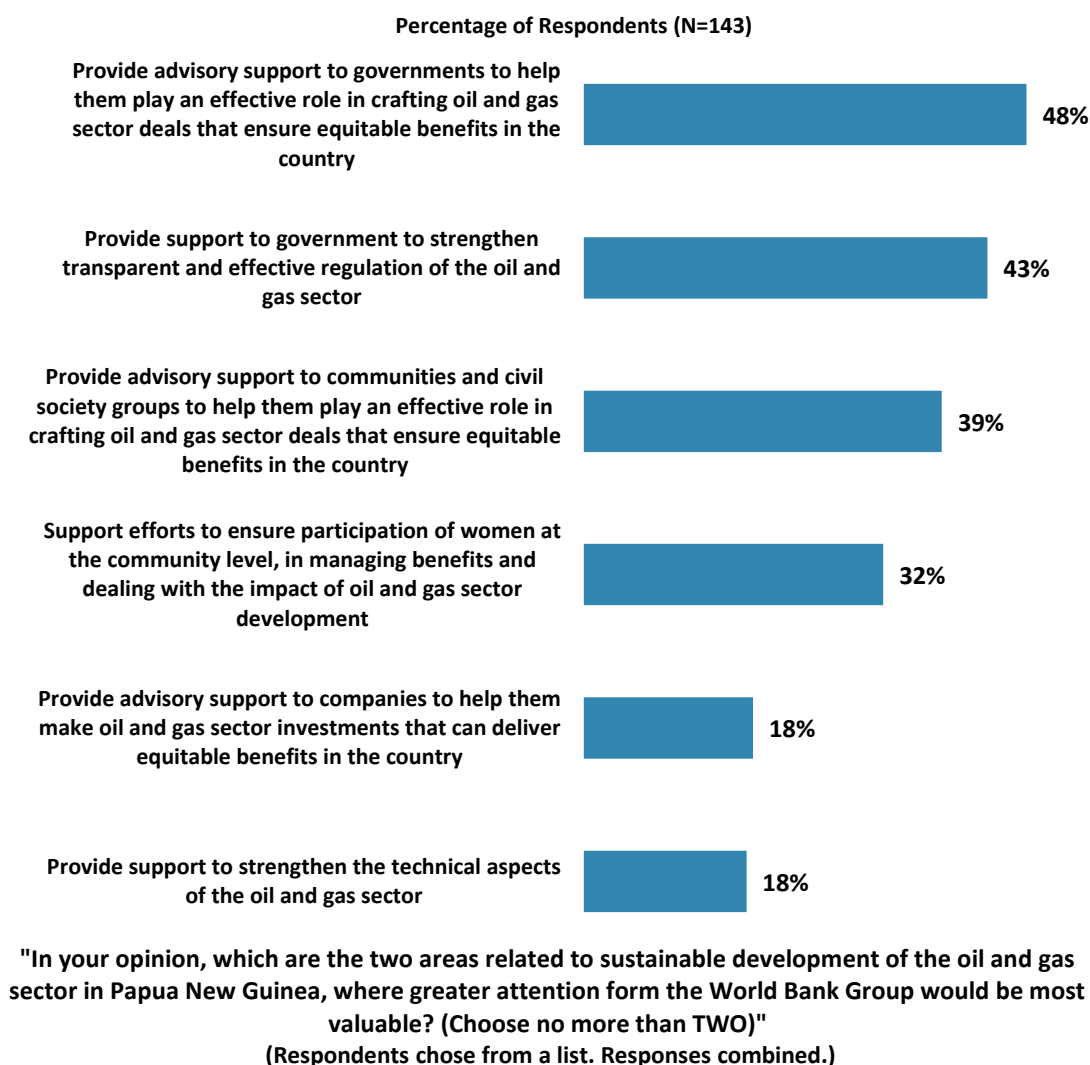
X. The WBG's Sectoral Focus in Papua New Guinea

Areas Related to Sustainable Development of the Mining Sector



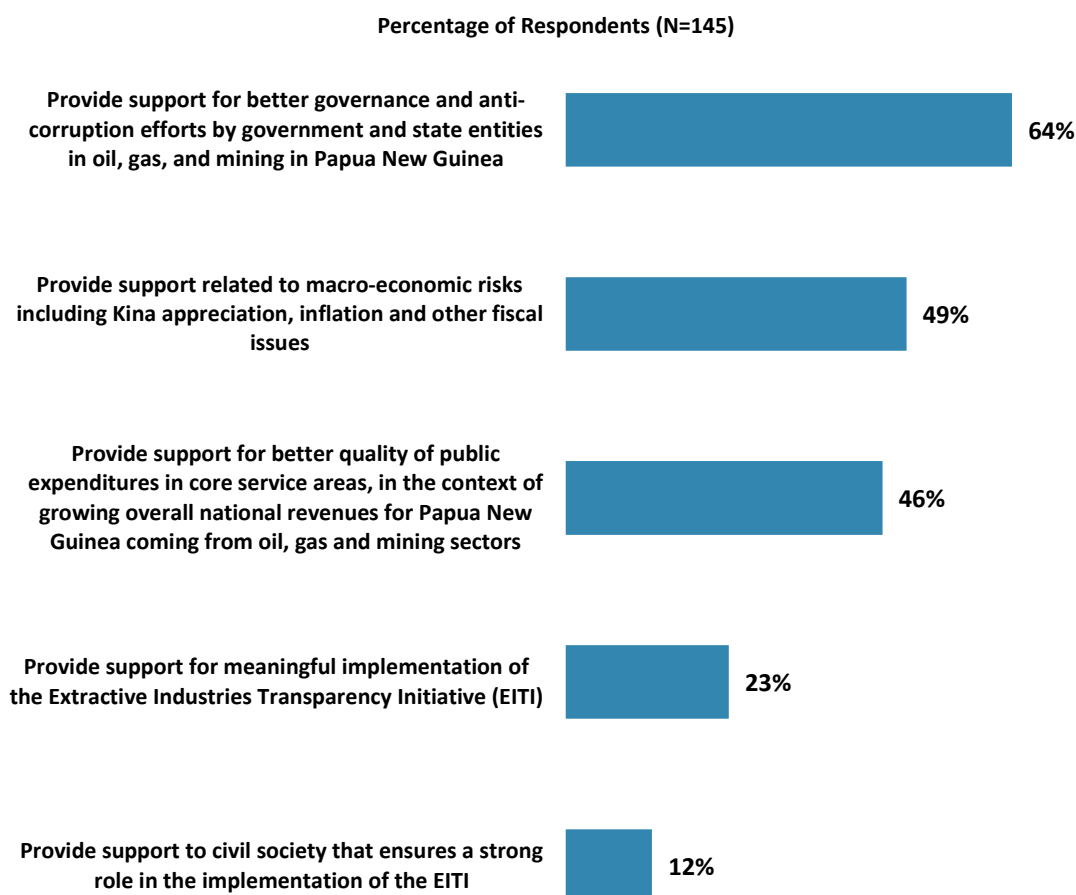
X. The WBG's Sectoral Focus in Papua New Guinea (continued)

Areas Related to Sustainable Development of the Oil and Gas Sector



X. The WBG's Sectoral Focus in Papua New Guinea (continued)

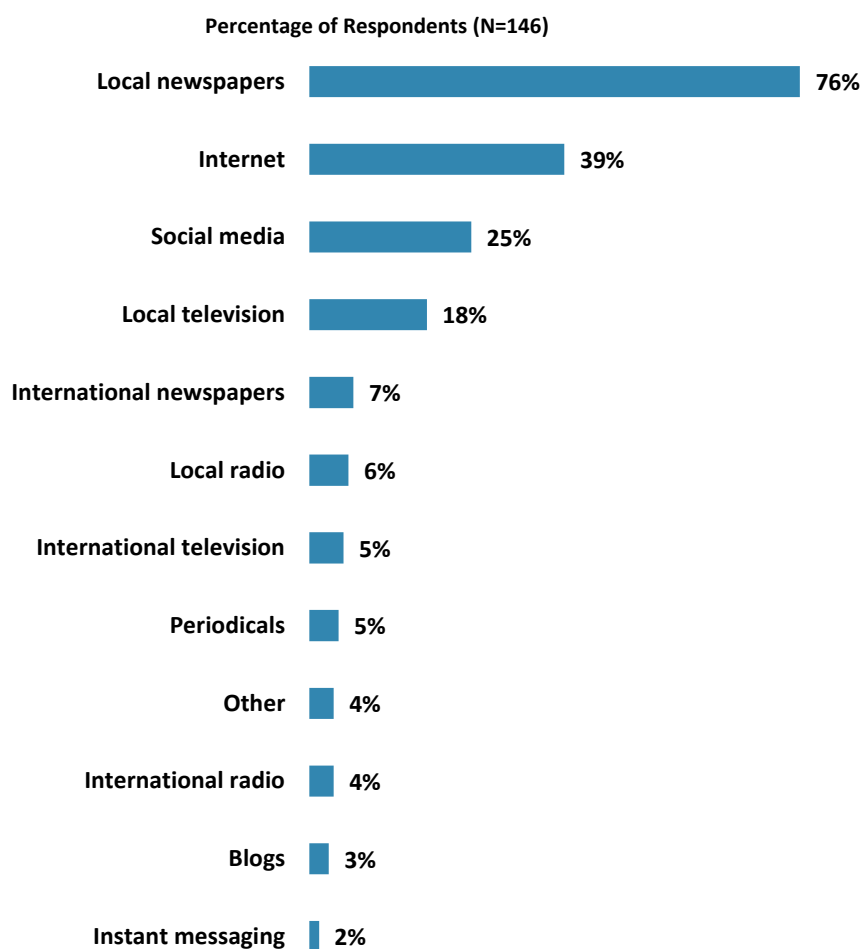
Areas Related to Management of Minerals Revenues



"In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)"
 (Respondents chose from a list. Responses combined.)

XI. Communication and Openness

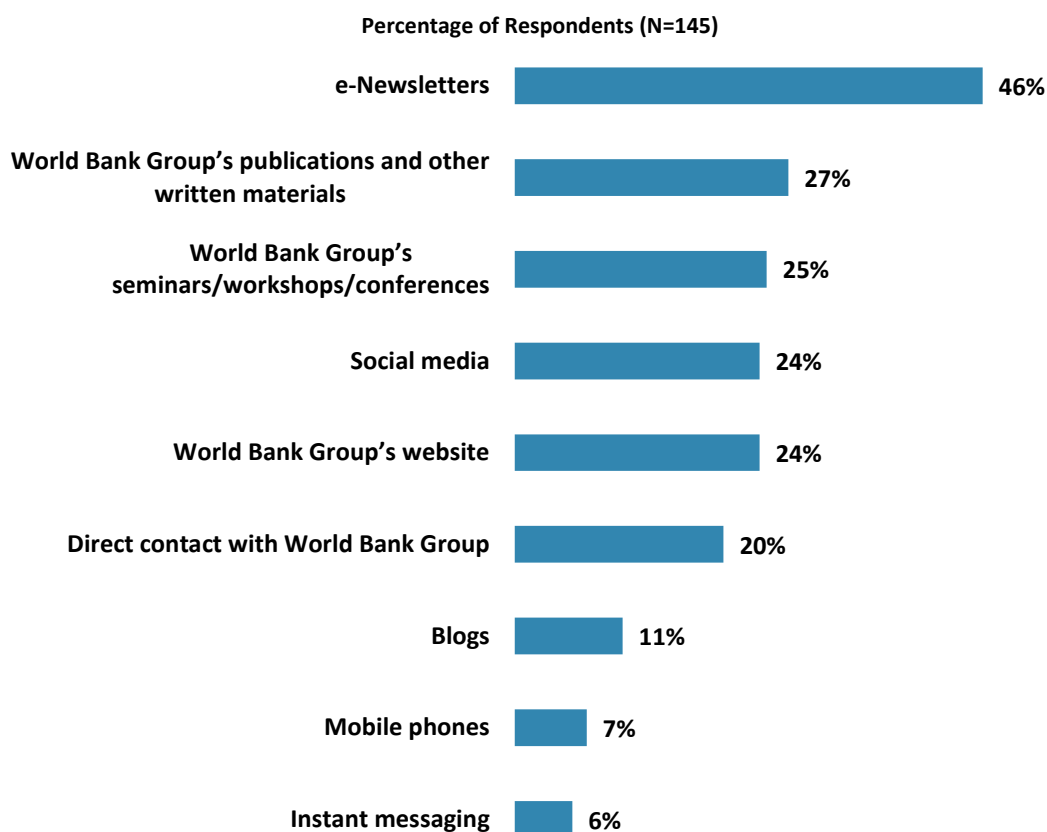
General Information Sources



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

XI. 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.)

XI. Communication and Openness (continued)

Access to Information

Percentage of Respondents (N=146)



"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?"

- Respondents from bilateral/multilateral agencies were significantly more likely to have requested the information from the WBG than other stakeholder groups.

Percentage of Respondents (N=144)



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

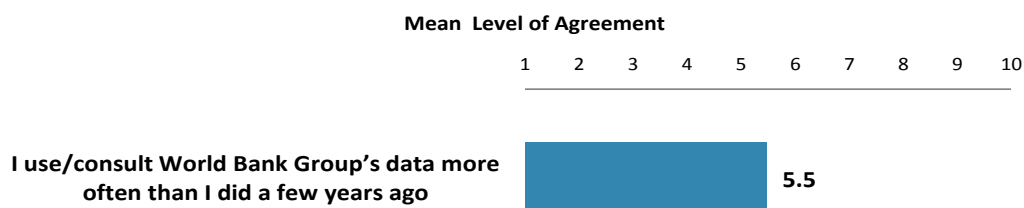
Percentage of Respondents (N=28)



"Were you able to obtain this information?"

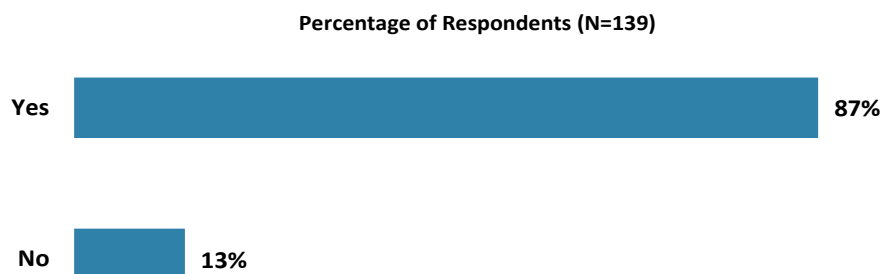
XI. Communication and Openness (continued)

Access to Information (continued)

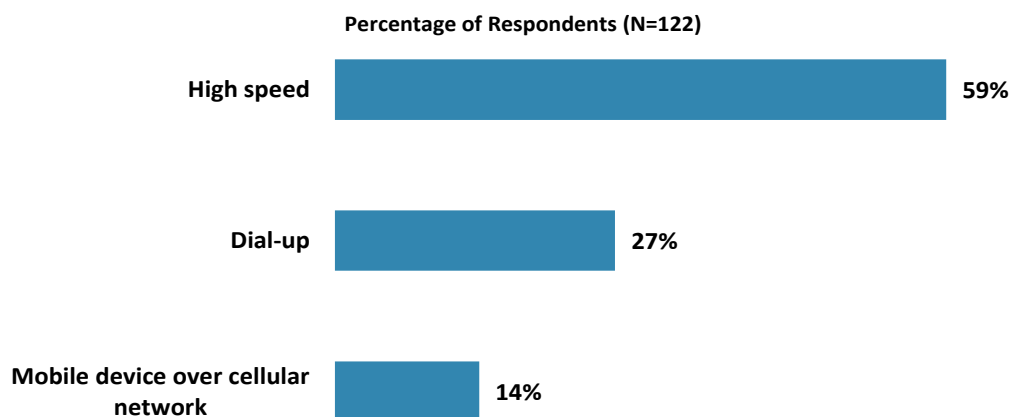


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

Internet Access



"Do you have access to the Internet?"



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

XI. Communication and Openness (continued)

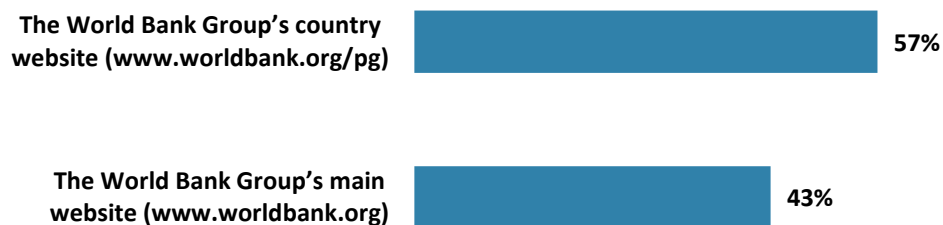
Website Usage

Percentage of Respondents (N=140)



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

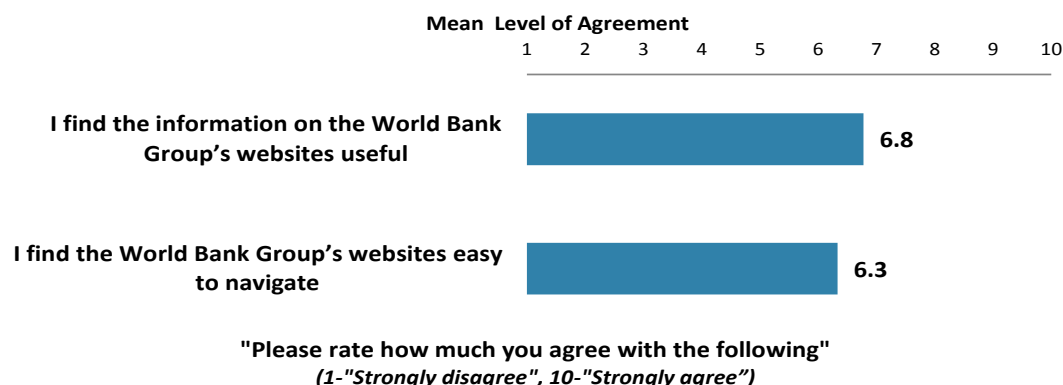
Percentage of Respondents (N=115)



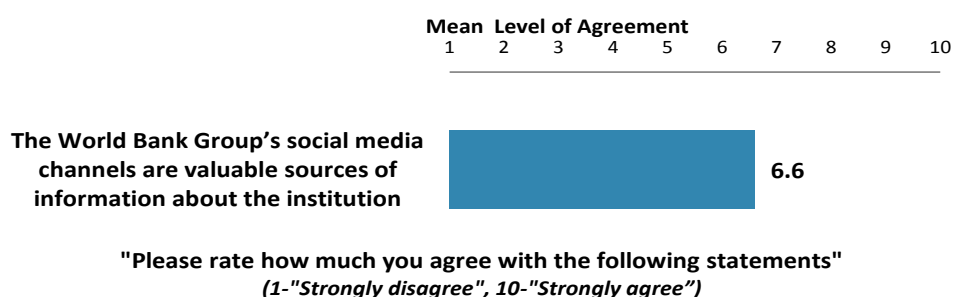
"Which do you primarily use?"

XI. Communication and Openness (continued)

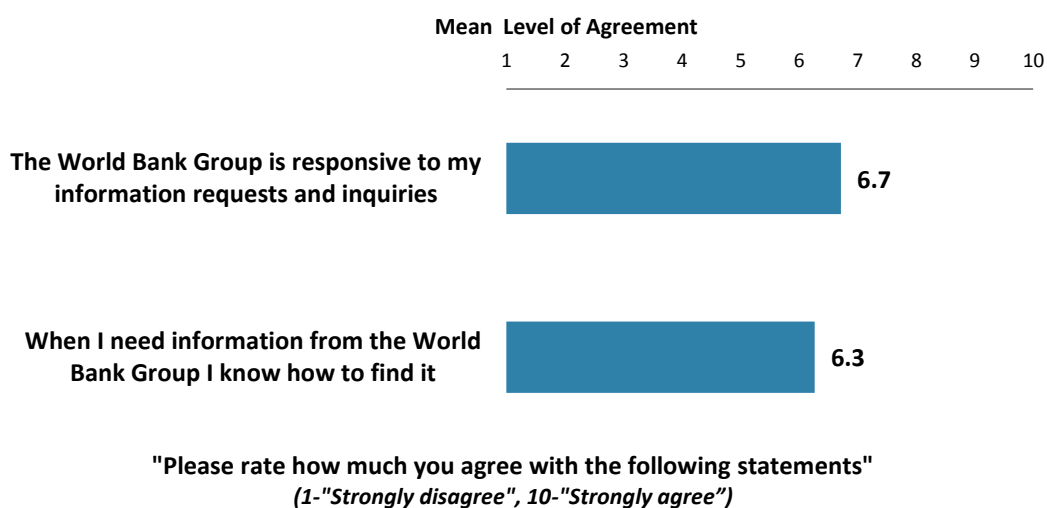
Website Evaluation



Evaluation of WBG's Social Media Channels



Information Sharing



XII. Appendices

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Papua New Guinea



Appendix A: Responses to All Questions across All Respondents (N=150)

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 Papua New Guinea

1. In general would you say that Papua New Guinea is headed in ... ?	Percentage of Respondents (N=137)
The right direction	66.4%
The wrong direction	10.9%
Not sure	22.6%

2. Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=146)
Education	38.4%
Public sector governance/ reform	37.0%
Transport	32.2%
Job creation/employment	27.4%
Health	20.5%
Poverty reduction	17.1%
Anti corruption	16.4%
Rural development	11.0%
Agricultural development	11.0%
Security/stabilization/reconstruction	10.3%
Economic growth	10.3%
Reduced crime and violence	8.2%
Law and justice	6.8%
Domestic private sector development	4.8%
Social cohesion	4.8%
Gender equity	4.8%
Social protection	4.1%
Foreign direct investment	3.4%
Environmental sustainability	3.4%
Urban development	2.7%
Water and sanitation	2.7%
Trade and exports	2.7%
Energy	2.7%
Financial markets	2.7%
Equality of opportunity	2.7%
Natural resource management	2.1%
Information and communications technology	2.1%
Climate change	1.4%
Global/regional integration	0.7%
Local governance and sub-national institutions	0.7%
Disaster management	0.7%
Food security	0.7%
Communicable/non-communicable diseases	0.7%
Regulatory framework	0.7%
Regional conflict and tensions	0.0%

A. General Issues Facing Papua New Guinea (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=149)
Job creation/employment	36.9%
Education	28.9%
Economic growth	26.2%
Rural development	26.2%
Agricultural development	22.1%
Public sector governance/ reform	20.1%
Anti corruption	19.5%
Health	18.8%
Equality of opportunity	14.8%
Transport	11.4%
Domestic private sector development	10.1%
Gender equity	8.1%
Reduced crime and violence	7.4%
Water and sanitation	7.4%
Natural resource management	6.0%
Local governance and sub-national institutions	4.7%
Food security	4.7%
Energy	3.4%
Information and communications technology	2.7%
Urban development	2.7%
Foreign direct investment	2.7%
Trade and exports	2.7%
Social protection	2.7%
Law and justice	2.0%
Social cohesion	2.0%
Environmental sustainability	1.3%
Disaster management	0.7%
Global/regional integration	0.7%
Security/stabilization/reconstruction	0.7%
Regulatory framework	0.7%
Climate change	0.0%
Regional conflict and tensions	0.0%
Communicable/non-communicable diseases	0.0%
Financial markets	0.0%

A. General Issues Facing Papua New Guinea (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=147)
Public sector governance/ reform	29.9%
Trade and exports	27.9%
Job creation/employment	23.1%
Agricultural development	22.4%
Natural resource management	20.4%
Anti corruption	19.7%
Transport	17.0%
Foreign direct investment	14.3%
Education	12.9%
Health	11.6%
Financial markets	11.6%
Reduced crime and violence	10.9%
Domestic private sector development	9.5%
Energy	9.5%
Gender equity	7.5%
Rural development	6.8%
Equality of opportunity	5.4%
Information and communications technology	5.4%
Social cohesion	5.4%
Urban development	4.8%
Regulatory framework	3.4%
Social protection	3.4%
Security/stabilization/reconstruction	2.7%
Environmental sustainability	2.7%
Global/regional integration	2.0%
Local governance and sub-national institutions	2.0%
Disaster management	0.7%
Regional conflict and tensions	0.7%
Communicable/non-communicable diseases	0.7%
Food security	0.7%
Law and justice	0.7%
Water and sanitation	0.7%
Climate change	0.0%

A. General Issues Facing Papua New Guinea (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 Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=124)
Better entrepreneurial opportunities	28.2%
Better employment opportunities for young people	28.2%
Education and training that better ensure job opportunity	28.2%
Greater voice and participation for citizens to help ensure greater accountability	19.4%
Consistent economic growth	16.9%
Better employment opportunities for women	15.3%
Greater access to health and nutrition for citizens	14.5%
Better quality public services	12.1%
Greater access to micro-finance for the poor	9.7%
Better opportunity for the poor who live in rural areas	8.9%
Greater equity of fiscal policy	5.6%
Better opportunity for the poor who live in urban areas	4.8%
A growing middle class	4.0%
More reliable social safety net	1.6%
Other	0.8%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Papua New Guinea? (1-Not familiar at all, 10-Extremely familiar)	149	0	5.90	2.26

Overall Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea? (1-Not effective at all, 10-Very effective)	136	13	6.58	2.13

Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	120	29	6.81	2.03

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

4. When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=149)
Public sector governance/ reform	32.9%
Education	32.2%
Health	24.2%
Transport	17.4%
Agricultural development	16.1%
Poverty reduction	16.1%
Job creation/employment	16.1%
Anti corruption	15.4%
Economic growth	13.4%
Rural development	12.8%
Natural resource management	10.1%
Domestic private sector development	10.1%
Equality of opportunity	8.7%
Reduced crime and violence	8.1%
Security/stabilization/reconstruction	6.0%
Local governance and sub-national institutions	5.4%
Social protection	5.4%
Environmental sustainability	4.7%
Trade and exports	4.7%
Financial markets	4.7%
Information and communications technology	4.7%
Regulatory framework	4.7%
Foreign direct investment	4.7%
Water and sanitation	3.4%
Gender equity	2.7%
Food security	2.7%
Energy	2.7%
Social cohesion	2.0%
Law and justice	2.0%
Climate change	0.7%
Disaster management	0.7%
Urban development	0.7%
Regional conflict and tensions	0.7%
Global/regional integration	0.0%
Communicable/non-communicable diseases	0.0%

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

5. 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 Papua New Guinea?	Percentage of Respondents (N=131)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	30.5%	8.5%	39.0%
Strategy formulation	7.6%	30.0%	37.6%
Financial resources	15.3%	11.5%	26.8%
Policy advice, studies, analyses	8.4%	16.2%	24.6%
Technical assistance	9.9%	13.1%	23.0%
Convening/Facilitating	16.0%	2.3%	18.3%
Data	6.9%	5.4%	12.3%
Mobilizing third party financial resources	3.8%	6.9%	10.7%
Linkage to non-Bank expertise	3.1%	4.6%	7.7%
Donor coordination	1.5%	4.6%	6.1%
Other	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating	100	36	6.72	1.78
7. Data	96	40	6.89	2.07
8. Policy advice, studies, analyses	112	22	7.06	1.97
9. Financial resources	116	23	7.28	1.93
10. Technical assistance	113	25	7.19	1.80
11. Mobilizing third party financial resources	107	30	6.82	2.05
12. Donor coordination	111	24	6.90	2.35
13. Linkage to non-Bank expertise	88	48	6.77	2.00
14. Strategy formulation	110	28	6.92	2.11

15. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=144)
Not enough public disclosure of its work	27.1%
Don't know	16.7%
World Bank Group's processes too complex	15.3%
Staff too inaccessible	14.6%
Too bureaucratic in its operational policies and procedures	13.2%
Not exploring alternative policy options	12.5%
World Bank Group's processes too slow	9.0%
Not willing to honestly criticize policies and reform efforts in the country	8.3%
Imposing technocratic solutions without regard to political realities	7.6%
Not adequately sensitive to political/social realities in Papua New Guinea	7.6%
Inadequate number of World Bank Group staff members located in the country	6.9%
Too influenced by developed countries	6.3%
Its advice and strategies do not lend themselves to practical problem solving	6.3%
Not collaborating enough with non-state actors	5.6%
The credibility of its knowledge/data	5.6%
Not aligned with other donors' work	4.2%
Not aligned with country priorities	3.5%
Other	2.8%
Arrogant in its approach	2.8%
Not focused enough on issues that are unique to post-conflict countries	2.1%
Not client focused	1.4%

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

16. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=148)
Capacity development	51.4%
Technical assistance	31.1%
Policy based lending / budget support to the Government	20.9%
Knowledge products/services	20.3%
Investment lending	17.6%
Sector-wide approaches	12.8%
Co-financing arrangements	10.1%
Trust Fund management	8.8%
Don't know	8.1%
Emergency Recovery lending	2.0%
Other	2.0%

17. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=146)
Private sector	30.1%
NGOs	25.3%
Academia/think tanks/research institutes	21.9%
Local Government	19.2%
Beneficiaries	19.2%
Media	17.8%
Community-based organizations	15.1%
Donor community	11.6%
Faith-based organizations	8.2%
Parliament	4.8%
Foundations	4.8%
Regional organizations	4.1%
Other	2.7%
UN agencies	2.7%
Don't know	2.7%
UN and regional peace keeping forces	0.7%
Emerging donors	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
18. Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea*	138	7	7.04	2.04
19. The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea*	132	12	6.54	2.08
20. The World Bank Group supports programs and strategies that are realistic for Papua New Guinea	132	14	6.81	2.02
21. The World Bank Group treats clients and stakeholders in Papua New Guinea with respect	126	18	7.12	1.99

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

To what extent is the World Bank Group an effective development partner in Papua New Guinea, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
22. Responsiveness*	118	25	6.46	1.95
23. Flexibility (in terms of the institution's products and services)*	115	29	6.23	1.89
24. Flexibility (in terms of changing country circumstances)*	118	24	6.31	1.88
25. Being inclusive*	126	16	6.60	1.78
26. Openness*	125	19	6.62	2.00
27. Staff accessibility*	126	15	6.40	2.00
28. Straightforwardness and honesty*	125	17	7.02	2.02
29. Ease of access to the people at the World Bank Group who are making decisions important to my work*	119	25	6.43	2.30
30. Collaboration with groups outside of the Government*	115	29	6.97	1.96
31. Collaboration with the Government*	120	24	7.35	1.92
32. Collaboration with other donors*	115	27	7.31	1.94
33. Collaboration with the UN*	102	41	7.30	2.11
34. The speed in which it gets things accomplished on the ground*	123	20	6.52	2.07
35. Being a long-term partner*	123	21	7.59	1.96

36. To be a more effective development partner in Papua New Guinea, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=149)
More local presence	78.5%
The current level of local presence is adequate	10.1%
Don't know	9.4%
Less local presence	2.0%

37. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=149)
The same level of effective collaboration	32.2%
Don't know	28.9%
More effective collaboration	27.5%
Less effective collaboration	11.4%

38. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=146)
Lack of/inadequate levels of capacity in Government	50.0%
The Government works inefficiently	45.9%
There is not an adequate level of citizen/civil society participation	40.4%
Political pressures and obstacles	26.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.7%
The World Bank Group does not do adequate follow through/follow-up	23.3%
Ongoing conflict and instability	17.8%
Reforms are not well thought out in light of country challenges	17.1%
Poor donor coordination	14.4%
The World Bank Group works too slowly	6.8%
Inadequate funding	6.2%
Other	2.7%

C. World Bank Group's Effectiveness and Results

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Papua New Guinea? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	75	67	6.65	2.11
2. Transport	98	45	6.76	2.12
3. Crime and violence	84	56	6.12	2.36
4. Regulatory framework	88	52	6.76	2.11
5. Poverty reduction	29	10	5.86	2.43
6. Gender equity	109	33	6.97	2.03
7. Domestic private sector development	100	41	6.55	1.97
8. Foreign direct investment	90	49	7.00	1.88
9. Local governance and sub-national institutions	90	51	6.87	1.89
10. Water and sanitation	95	47	6.85	2.01
11. Economic growth	103	37	7.05	1.86
12. Energy	85	55	6.68	2.03
13. Public sector governance/ reform	106	33	6.97	1.97
14. Job creation/employment	100	41	6.17	2.19
15. Financial markets	97	43	6.84	2.01
16. Equality of opportunity	96	44	6.55	1.98
17. Health	99	43	6.80	1.91
18. Rural development	98	40	6.82	2.10
19. Education	97	44	6.87	1.95
20. Social protection	86	54	6.21	2.23
21. Climate change	91	51	6.29	2.17
22. Agricultural development	106	36	6.89	2.03
23. Natural resource management	94	48	6.88	1.89

2. Where are the World Bank Group's decisions made primarily that support the program in Papua New Guinea? (Select only ONE response)	Percentage of Respondents (N=138)
Don't know	39.1%
At the Headquarters (in Washington D.C.)	34.1%
In the country	26.8%

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?* (1-To no degree at all, 10-To a very significant degree)	127	22	6.56	1.82

Build/Strengthen Existing Country Systems *	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to build/strengthen existing country systems in Papua New Guinea?* (1-To no degree at all, 10-To a very significant degree)	122	27	6.45	1.92

To what extent do you agree with the following statements about the World Bank Group in Papua New Guinea? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of Papua New Guinea*	117	31	6.27	2.04
6. The World Bank Group meets Papua New Guinea's needs for knowledge services*	123	25	6.47	2.16

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

Internal Evaluation Mechanisms	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Papua New Guinea? (1-To no degree at all, 10-To a very significant degree)	100	49	6.82	2.16

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

In Papua New Guinea, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Are timely	114	32	6.36	1.99
2. Include appropriate level of stakeholder involvement during preparation	123	24	6.67	1.89
3. Are relevant to Papua New Guinea's development priorities	130	15	6.72	1.95
4. Lead to practical solutions	122	24	6.15	2.18
5. Are accessible	125	21	6.33	2.08
6. Are source of relevant information on global good practices	123	24	7.07	1.94
7. Enhance your knowledge and/or skills	127	17	6.81	2.13
8. Are adequately disseminated	120	26	6.36	2.12
9. Are translated enough into local language	105	41	5.53	2.48
10. Are adaptable to Papua New Guinea's specific development challenges and country circumstances*	123	22	6.50	2.10

Overall Evaluations	N	DK	Mean	SD
11. 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)	131	16	6.71	2.18
12. 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)	129	18	7.11	2.07

E. Working with the World Bank Group (continued)

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	96	52	6.36	2.14
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	130	18	7.15	1.82
3. The World Bank Group's approvals and reviews are done in a timely fashion	106	41	6.34	2.01
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	99	46	6.86	1.92
5. The World Bank Group's conditions on its lending are reasonable	103	40	6.83	1.97
6. The World Bank Group takes decisions quickly in Papua New Guinea*	109	39	6.40	2.22
7. Working with the World Bank Group increases Papua New Guinea's institutional capacity	121	27	7.05	2.02
8. The World Bank Group ensures consistency and continuity through staff changes	95	53	6.73	1.96
9. Where country systems are adequate, the World Bank Group makes appropriate use of them*	106	42	6.62	2.19
10. The World Bank Group provides effective implementation support	115	33	6.83	2.10

11. Which of the following best describes the way the World Bank Group operates in Papua New Guinea? (Select only one response)	Percentage of Respondents (N=146)
Don't know	34.9%
The World Bank Group does not take enough risk in Papua New Guinea	21.9%
The World Bank Group's approach to risk is appropriate	21.2%
The World Bank Group takes too much risk in Papua New Guinea	11.0%
Prefer not to answer	11.0%

World Bank Group Staff	N	DK	Mean	SD
12. To what extent do you believe the World Bank Group is adequately staffed in Papua New Guinea? (1-To no degree at all, 10-To a very significant degree)	98	50	5.87	1.93

F. The World Bank Group's Sectoral Focus in Papua New Guinea

1. In your opinion, which are the two areas related to sustainable development of the mining sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=146)
Provide advisory support to communities and civil society groups to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	49.3%
Provide support to government to strengthen transparent and effective regulation related to the mining sector	37.7%
Provide advisory support to governments to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	34.9%
Provide support to strengthen the technical aspects of the mining sector	33.6%
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of mining	30.1%
Provide advisory support to companies to help them make mining investments that can deliver equitable benefits in the country.	12.3%

F. The World Bank Group's Sectoral Focus in Papua New Guinea (continued)

2. In your opinion, which are the two areas related to sustainable development of the oil and gas sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=143)
Provide advisory support to governments to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	47.6%
Provide support to government to strengthen transparent and effective regulation of the oil and gas sector	43.4%
Provide advisory support to communities and civil society groups to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	38.5%
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of oil and gas sector development	32.2%
Provide advisory support to companies to help them make oil and gas sector investments that can deliver equitable benefits in the country	18.2%
Provide support to strengthen the technical aspects of the oil and gas sector	17.5%

3. In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
Provide support for better governance and anti-corruption efforts by government and state entities in oil, gas, and mining in Papua New Guinea	64.1%
Provide support related to macro-economic risks including Kina appreciation, inflation and other fiscal issues	49.0%
Provide support for better quality of public expenditures in core service areas, in the context of growing overall national revenues for Papua New Guinea coming from oil, gas and mining sectors	45.5%
Provide support for meaningful implementation of the Extractive Industries Transparency Initiative (EITI)	23.4%
Provide support to civil society that ensures a strong role in the implementation of the EITI	12.4%

G. The Future Role of the World Bank Group in Papua New Guinea

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
Provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy	33.3%
Collaborate more effectively with Government clients	30.6%
Increase the level of capacity development in the country	29.9%
Reach out more to groups outside of Government	18.4%
Offer more innovative financial products	11.6%
Improve the competitiveness of its financing compared to markets	11.6%
Reduce the complexity of obtaining World Bank Group financing	11.6%
Improve the quality of its experts as related to Papua New Guinea's specific challenges	10.9%
Ensure greater selectivity in its work	10.2%
Offer more innovative knowledge services	8.2%
Increase the level of World Bank Group staffing in Papua New Guinea's office	6.1%
Work faster	6.1%
Increase availability of Fee-Based services	3.4%
Other	2.7%

2. When considering the combination of services that the World Bank Group offers in Papua New Guinea, 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 Papua New Guinea? (Select only ONE response)	Percentage of Respondents (N=142)
Financial services	37.3%
Knowledge products	23.9%
The combination is appropriate for Papua New Guinea	23.2%
Don't know	10.6%
Convening services	3.5%
None of the above	1.4%

3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=140)
Strengthening public financial management	55.0%
Increasing access to basic services	47.9%
Building capacity of state institutions	33.6%
Improving livelihoods	30.0%
Building social safety nets	25.0%
Generating jobs	24.3%
Strengthening conflict resolution mechanisms	22.1%
Strengthening security mechanisms	15.7%
Stimulating dialogue to promote peace and stability	12.1%
Increasing access to justice systems	12.1%
Reducing violence	10.0%
Increasing cohesion	5.0%

G. The Future Role of the World Bank Group in Papua New Guinea (continued)

3b. Which THREE areas below would benefit most from other donors in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=139)
Reducing violence	34.5%
Increasing access to basic services	30.2%
Generating jobs	29.5%
Improving livelihoods	27.3%
Increasing access to justice systems	25.2%
Strengthening public financial management	22.3%
Strengthening security mechanisms	22.3%
Increasing cohesion	21.6%
Strengthening conflict resolution mechanisms	20.1%
Building social safety nets	20.1%
Building capacity of state institutions	19.4%
Stimulating dialogue to promote peace and stability	18.7%

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=141)
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	61.0%
Share more information about the World Bank Group's activities, products, and knowledge	58.9%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	51.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	41.8%
Involve UN experts to a greater degree in World Bank Group activities	27.7%
Organize more joint meetings and missions with the UN	17.7%
Other	2.8%

H. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=132)
Local newspapers	75.8%
Internet	39.4%
Social media	25.0%
Local television	18.2%
International newspapers	6.8%
Local radio	6.1%
International television	5.3%
Periodicals	4.5%
Other	3.8%
International radio	3.8%
Blogs	3.0%
Instant messaging	1.5%
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=143)
e-Newsletters	45.5%
World Bank Group's publications and other written materials	26.6%
World Bank Group's seminars/workshops/conferences	24.5%
Social media	23.8%
World Bank Group's website	23.8%
Direct contact with World Bank Group	20.3%
Blogs	10.5%
Mobile phones	7.0%
Instant messaging	5.6%
Other	0.0%

3. 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?	Percentage of Respondents (N=146)
Yes	15.1%
No	84.9%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=144)
Yes	21.5%
No	78.5%

5. Were you able to obtain this information?	Percentage of Respondents (N=28)
Yes	89.3%
No	10.7%

6. Do you have access to the Internet?	Percentage of Respondents (N=139)
Yes	87.1%
No	12.9%

H. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=140)
Yes	47.1%
No	52.9%

8. Which do you primarily use?	Percentage of Respondents (N=115)
The World Bank Group's country website (www.worldbank.org/pg)	56.5%
The World Bank Group's main website (www.worldbank.org)	43.5%

9. Which Internet connection do you use primarily when visiting a World Bank Group Website?	Percentage of Respondents (N=122)
High speed	59.0%
Dial-up	27.0%
Mobile device over cellular network	13.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	107	30	5.47	2.60
11. I find the World Bank Group's websites easy to navigate	102	28	6.33	2.14
12. I find the information on the World Bank Group's websites useful	100	28	6.78	2.17
13. The World Bank Group's social media channels are valuable sources of information about the institution	82	52	6.60	2.28
14. When I need information from the World Bank Group I know how to find it	104	30	6.27	2.36
15. The World Bank Group is responsive to my information requests and inquiries	99	32	6.72	2.15

I. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=146)
Private Sector Organization	30.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	14.4%
NGO	11.6%
Media	10.3%
Financial Sector/Private Bank	6.2%
Other	6.2%
Bilateral Agency	5.5%
Consultant/Contractor working on World Bank supported Project/Program	3.4%
Multilateral Agency	2.7%
Project Management Unit (PMU) overseeing implementation of project	2.1%
Academia/Research Institute/Think Tank	1.4%
Office of the President, Prime Minister	.7%
Office of Minister	.7%
Office of Parliamentarian	.7%
Local Government Office or Staff	.7%
Private Foundation	.7%
Independent Government Institution	.7%
Faith-Based Group	.7%
Judiciary Branch	.7%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=145)
Financial markets/banking	10.3%
Transport	10.3%
Other	10.3%
Private sector development/foreign direct investment	9.0%
Public sector governance/public financial management/anti corruption	6.9%
Generalist	6.9%
Agriculture/rural development/food security	6.2%
Health/Communicable/non-communicable diseases	6.2%
Information and communications technology	6.2%
Natural resource management/environmental sustainability	4.8%
Education	4.1%
Energy	4.1%
Gender equity/equality of opportunity	3.4%
Social protection	2.8%
Job creation/employment	2.1%
Law and justice/regulatory framework	2.1%
Urban development	2.1%
Water and sanitation	1.4%
Climate change/disaster management	.7%

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=145)
Yes	42.8%
No	57.2%

I. Background Information (continued)

4. Which of the following agencies of the World Bank Group do you work with in Papua New Guinea? (Select all that apply)	Percentage of Respondents (Responses Combined; N=139)
None	46.0%
The World Bank (IBRD/IDA)	41.0%
The International Finance Corporation (IFC)	20.9%
The Multilateral Investment Guarantee Agency (MIGA)	2.9%

5. Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=131)
Observer	49.6%
Collaborate as part of my professional duties	32.1%
Use World Bank Group reports/data	26.0%
Engage in World Bank Group related/sponsored events/activities	25.2%
Use World Bank Group website for information, data, research, etc.	19.1%

6. Which best represents your geographic location?	Percentage of Respondents (N=144)
Port Moresby (National Capital District)	93.1%
Major Town or City (Lae, Madang, Hagen, Goroka, Rabaul/Kokopo, Alotau, Buka, or Wewak)	4.9%
Small town	1.4%
Rural area or village	.7%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Papua New Guinea

In general, would you say that Papua New Guinea is headed in...?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	61.1%	33.3%	60.0%	73.5%	73.7%	57.1%	70.6%
The wrong direction	11.1%	0.0%	20.0%	12.2%	10.5%	0.0%	11.8%
Not sure	27.8%	66.7%	20.0%	14.3%	15.8%	42.9%	17.6%

Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in PNG?

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	14.3%	0.0%	0.0%	1.9%	10.5%	0.0%	0.0%
Transport	38.1%	28.6%	36.4%	29.6%	5.3%	53.3%	37.5%
Security/stabilization/reconstruction	4.8%	0.0%	9.1%	16.7%	0.0%	0.0%	12.5%
Public sector governance/ reform*	61.9%	57.1%	36.4%	42.6%	21.1%	0.0%	37.5%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Gender equity*	0.0%	0.0%	18.2%	1.9%	5.3%	0.0%	18.8%
Domestic private sector development	0.0%	0.0%	0.0%	7.4%	10.5%	0.0%	0.0%
Foreign direct investment	4.8%	0.0%	0.0%	3.7%	0.0%	6.7%	6.3%
Water and sanitation*	0.0%	0.0%	27.3%	1.9%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	18.2%	1.9%	5.3%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	23.8%	42.9%	9.1%	27.8%	52.6%	20.0%	12.5%
Rural development*	19.0%	0.0%	0.0%	1.9%	15.8%	26.7%	18.8%
Financial markets*	0.0%	0.0%	0.0%	0.0%	15.8%	0.0%	0.0%
Urban development	0.0%	14.3%	0.0%	1.9%	5.3%	6.7%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	1.9%	5.3%	13.3%	6.3%
Equality of opportunity	0.0%	0.0%	0.0%	1.9%	0.0%	13.3%	6.3%
Health	19.0%	14.3%	9.1%	22.2%	10.5%	46.7%	18.8%
Education	33.3%	28.6%	36.4%	38.9%	36.8%	53.3%	43.8%
Poverty reduction	14.3%	14.3%	18.2%	16.7%	21.1%	13.3%	25.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Social cohesion*	4.8%	28.6%	18.2%	0.0%	5.3%	0.0%	6.3%
Climate change	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	6.3%
Agricultural development	23.8%	14.3%	9.1%	11.1%	5.3%	6.7%	6.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	5.3%	6.7%	6.3%
Reduced crime and violence	9.5%	28.6%	0.0%	9.3%	0.0%	6.7%	12.5%
Economic growth	9.5%	0.0%	9.1%	7.4%	21.1%	13.3%	12.5%
Law and justice	0.0%	0.0%	9.1%	13.0%	10.5%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Local governance and sub-national institutions	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	9.5%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption*	4.8%	14.3%	36.4%	25.9%	21.1%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	3.7%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Papua New Guinea (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 Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Water and sanitation	19.0%	12.5%	16.7%	7.4%	0.0%	0.0%	0.0%
Equality of opportunity	9.5%	0.0%	16.7%	11.1%	26.3%	33.3%	5.9%
Economic growth	23.8%	37.5%	33.3%	24.1%	21.1%	26.7%	29.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	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%	5.3%	0.0%	0.0%
Gender equity	9.5%	12.5%	16.7%	1.9%	10.5%	13.3%	11.8%
Rural development	14.3%	12.5%	25.0%	25.9%	31.6%	40.0%	29.4%
Urban development	0.0%	0.0%	0.0%	3.7%	0.0%	6.7%	5.9%
Regulatory framework	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Local governance and sub-national institutions*	19.0%	0.0%	8.3%	1.9%	5.3%	0.0%	0.0%
Social protection	9.5%	0.0%	0.0%	0.0%	5.3%	6.7%	0.0%
Law and justice	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	5.9%
Transport	9.5%	0.0%	16.7%	16.7%	5.3%	6.7%	11.8%
Reduced crime and violence	0.0%	12.5%	0.0%	11.1%	0.0%	0.0%	17.6%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	12.5%	0.0%	0.0%	0.0%	6.7%	11.8%
Security/stabilization/reconstruction	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Anti corruption	9.5%	25.0%	16.7%	24.1%	31.6%	0.0%	11.8%
Domestic private sector development	0.0%	25.0%	8.3%	7.4%	10.5%	26.7%	11.8%
Foreign direct investment	4.8%	0.0%	0.0%	3.7%	0.0%	0.0%	5.9%
Energy	4.8%	0.0%	8.3%	1.9%	5.3%	0.0%	5.9%
Public sector governance/ reform	28.6%	25.0%	25.0%	24.1%	15.8%	6.7%	11.8%
Social cohesion*	0.0%	25.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Education	14.3%	25.0%	41.7%	29.6%	31.6%	26.7%	41.2%
Natural resource management	9.5%	0.0%	16.7%	5.6%	5.3%	6.7%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Health	28.6%	0.0%	16.7%	24.1%	21.1%	13.3%	5.9%
Agricultural development	38.1%	25.0%	8.3%	25.9%	5.3%	13.3%	23.5%
Disaster management	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Job creation/employment	28.6%	50.0%	8.3%	33.3%	57.9%	46.7%	41.2%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	9.5%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Food security	9.5%	0.0%	0.0%	1.9%	5.3%	0.0%	11.8%

*Significantly different between stakeholder groups

A. General Issues facing Papua New Guinea (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 Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Energy	19.0%	12.5%	25.0%	3.8%	5.3%	6.7%	12.5%
Gender equity	4.8%	0.0%	16.7%	5.7%	15.8%	0.0%	6.3%
Equality of opportunity	4.8%	12.5%	8.3%	1.9%	10.5%	6.7%	6.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	12.5%
Social protection	9.5%	0.0%	0.0%	3.8%	5.3%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	19.0%	37.5%	16.7%	26.4%	10.5%	13.3%	6.3%
Disaster management	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Rural development	4.8%	12.5%	16.7%	1.9%	5.3%	20.0%	6.3%
Foreign direct investment	4.8%	12.5%	16.7%	15.1%	10.5%	13.3%	25.0%
Urban development	0.0%	12.5%	0.0%	5.7%	0.0%	6.7%	12.5%
Water and sanitation*	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	33.3%	12.5%	8.3%	20.8%	57.9%	13.3%	37.5%
Information and communications technology	0.0%	0.0%	16.7%	3.8%	5.3%	13.3%	6.3%
Regulatory framework	0.0%	12.5%	16.7%	1.9%	0.0%	0.0%	6.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Social cohesion	0.0%	12.5%	8.3%	9.4%	5.3%	0.0%	0.0%
Public sector governance/ reform	28.6%	12.5%	25.0%	39.6%	42.1%	26.7%	6.3%
Domestic private sector development	4.8%	25.0%	0.0%	13.2%	5.3%	13.3%	6.3%
Job creation/employment	14.3%	25.0%	8.3%	20.8%	21.1%	53.3%	25.0%
Agricultural development	42.9%	25.0%	16.7%	17.0%	21.1%	20.0%	18.8%
Food security	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	23.8%	25.0%	41.7%	15.1%	5.3%	6.7%	18.8%
Security/stabilization/reconstruction	0.0%	0.0%	0.0%	5.7%	0.0%	6.7%	0.0%
Education	9.5%	0.0%	8.3%	11.3%	15.8%	13.3%	25.0%
Natural resource management	33.3%	12.5%	25.0%	24.5%	5.3%	0.0%	31.3%
Environmental sustainability	0.0%	0.0%	0.0%	5.7%	5.3%	0.0%	0.0%
Health	23.8%	0.0%	0.0%	11.3%	15.8%	13.3%	6.3%
Law and justice	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Local governance and sub-national institutions	4.8%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Reduced crime and violence	4.8%	25.0%	16.7%	13.2%	0.0%	13.3%	12.5%
Financial markets	0.0%	0.0%	8.3%	11.3%	21.1%	26.7%	12.5%

*Significantly different between stakeholder groups

A. General Issues facing Papua New Guinea (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 Papua New Guinea?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Better employment opportunities for young people	38.9%	37.5%	22.2%	36.4%	33.3%	7.7%	6.7%
Better employment opportunities for women	27.8%	12.5%	22.2%	9.1%	33.3%	0.0%	13.3%
Greater access to micro-finance for the poor	5.6%	12.5%	11.1%	9.1%	0.0%	23.1%	6.7%
Greater voice and participation for citizens to help ensure greater accountability	22.2%	37.5%	11.1%	13.6%	20.0%	7.7%	33.3%
Greater access to health and nutrition for citizens	16.7%	12.5%	22.2%	15.9%	20.0%	7.7%	6.7%
Better entrepreneurial opportunities*	27.8%	12.5%	11.1%	25.0%	13.3%	76.9%	26.7%
A growing middle class	0.0%	12.5%	0.0%	9.1%	0.0%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	5.6%	12.5%	0.0%	9.1%	20.0%	7.7%	6.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	6.7%
Consistent economic growth	16.7%	25.0%	0.0%	15.9%	13.3%	15.4%	33.3%
More reliable social safety net	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Greater equity of fiscal policy	0.0%	0.0%	0.0%	9.1%	6.7%	15.4%	0.0%
Education and training that better ensure job opportunity	22.2%	0.0%	66.7%	25.0%	26.7%	30.8%	40.0%
Better quality public services	11.1%	25.0%	22.2%	11.4%	6.7%	7.7%	13.3%
Other*	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	How familiar are you with the work of the World Bank Group in Papua New Guinea?																				
	21	5.81	2.56	8	6.13	2.17	12	6.25	1.76	54	5.87	2.23	19	6.16	2.24	15	5.27	2.31	17	5.94	2.51

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	19	6.68	2.26	8	5.88	2.23	11	6.18	1.54	51	6.35	2.32	18	7.28	2.40	12	6.33	1.67	14	6.93	1.54

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

1 Not effective at all, 20 Very effective	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	17	7.82	1.88	8	5.38	2.20	9	6.56	1.42	45	6.56	2.01	17	6.65	2.34	10	6.90	2.13	13	7.46	1.71

(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 Papua New Guinea, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	19.0%	0.0%	0.0%	3.7%	5.3%	0.0%	0.0%
Security/stabilization/reconstruction	14.3%	12.5%	8.3%	1.9%	10.5%	0.0%	5.9%
Public sector governance/ reform	42.9%	37.5%	41.7%	38.9%	15.8%	20.0%	29.4%
Transport	19.0%	12.5%	8.3%	20.4%	10.5%	20.0%	23.5%
Poverty reduction	14.3%	25.0%	25.0%	11.1%	21.1%	20.0%	11.8%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	8.3%	0.0%	5.3%	13.3%	0.0%
Reduced crime and violence	0.0%	12.5%	0.0%	9.3%	0.0%	13.3%	17.6%
Rural development	19.0%	25.0%	8.3%	7.4%	0.0%	26.7%	23.5%
Domestic private sector development	9.5%	12.5%	8.3%	11.1%	21.1%	6.7%	0.0%
Foreign direct investment	4.8%	0.0%	16.7%	3.7%	5.3%	0.0%	5.9%
Water and sanitation	9.5%	0.0%	16.7%	1.9%	0.0%	0.0%	0.0%
Energy	9.5%	0.0%	8.3%	0.0%	0.0%	6.7%	0.0%
Social cohesion*	0.0%	12.5%	0.0%	0.0%	10.5%	0.0%	0.0%
Job creation/employment	4.8%	12.5%	0.0%	18.5%	31.6%	20.0%	5.9%
Financial markets	0.0%	12.5%	16.7%	1.9%	5.3%	0.0%	11.8%
Urban development*	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	4.8%	0.0%	0.0%	1.9%	5.3%	20.0%	5.9%
Equality of opportunity	4.8%	12.5%	0.0%	3.7%	21.1%	13.3%	11.8%
Regional conflict and tensions	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Health	23.8%	12.5%	16.7%	25.9%	42.1%	20.0%	17.6%
Education	28.6%	0.0%	16.7%	40.7%	36.8%	20.0%	47.1%
Food security	4.8%	0.0%	0.0%	3.7%	0.0%	6.7%	0.0%
Climate change	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Agricultural development	19.0%	12.5%	16.7%	16.7%	0.0%	13.3%	29.4%
Trade and exports	0.0%	0.0%	16.7%	5.6%	5.3%	0.0%	0.0%
Economic growth	4.8%	25.0%	16.7%	18.5%	5.3%	13.3%	11.8%
Law and justice	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	5.9%
Local governance and sub-national institutions	14.3%	0.0%	8.3%	5.6%	5.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	8.3%	7.4%	5.3%	0.0%	5.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	9.5%	0.0%	8.3%	11.1%	5.3%	26.7%	5.9%
Information and communications technology	0.0%	12.5%	8.3%	5.6%	0.0%	13.3%	0.0%
Anti corruption	19.0%	37.5%	16.7%	11.1%	26.3%	0.0%	11.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%

*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 Papua New Guinea?

Greatest Value Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/Facilitating	23.5%	37.5%	0.0%	16.0%	25.0%	0.0%	14.3%
Data	5.9%	0.0%	0.0%	6.0%	18.8%	0.0%	14.3%
Policy advice, studies, analyses*	0.0%	0.0%	50.0%	4.0%	6.3%	0.0%	7.1%
Financial resources*	5.9%	25.0%	33.3%	12.0%	6.3%	45.5%	7.1%
Capacity development	29.4%	0.0%	16.7%	38.0%	25.0%	54.5%	21.4%
Technical assistance	23.5%	12.5%	0.0%	12.0%	6.3%	0.0%	7.1%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	6.0%	0.0%	0.0%	14.3%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Linkage to non-Bank expertise	0.0%	12.5%	0.0%	2.0%	12.5%	0.0%	0.0%
Strategy formulation	11.8%	12.5%	0.0%	8.0%	12.5%	0.0%	7.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/Facilitating	0.0%	0.0%	0.0%	2.0%	6.3%	0.0%	0.0%
Data	5.9%	0.0%	16.7%	2.0%	18.8%	0.0%	0.0%
Policy advice, studies, analyses	23.5%	0.0%	25.0%	14.0%	18.8%	18.2%	14.3%
Financial resources	5.9%	28.6%	0.0%	16.0%	12.5%	9.1%	7.1%
Capacity development	11.8%	0.0%	16.7%	4.0%	0.0%	18.2%	21.4%
Technical assistance	5.9%	28.6%	16.7%	12.0%	0.0%	27.3%	21.4%
Mobilizing third party financial resources	5.9%	14.3%	0.0%	12.0%	6.3%	0.0%	0.0%
Donor coordination	11.8%	0.0%	0.0%	4.0%	0.0%	0.0%	14.3%
Linkage to non-Bank expertise	17.6%	0.0%	0.0%	4.0%	6.3%	0.0%	0.0%
Strategy formulation	11.8%	28.6%	25.0%	34.0%	43.8%	27.3%	21.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating	15	8.00	1.56	5	5.60	2.41	7	6.00	.82	37	6.62	2.00	16	6.88	1.71	6	6.50	1.52	13	6.31	1.11
Data	16	8.00	2.00	5	6.80	1.10	9	7.22	1.48	31	6.48	2.50	16	6.69	2.06	7	7.57	1.40	10	6.00	1.63
Policy advice, studies, analyses*	16	8.38	1.75	5	6.40	2.70	11	7.00	1.84	42	6.60	1.91	16	6.56	2.22	9	8.00	2.00	11	7.27	1.19
Financial resources*	17	8.59	1.70	8	7.25	1.49	9	6.44	1.01	42	6.98	1.92	16	6.75	2.35	10	8.20	1.87	12	7.17	1.90
Technical assistance*	17	8.71	1.26	6	7.17	.75	8	6.63	.92	42	6.86	1.98	16	6.75	1.95	10	7.40	1.90	12	7.00	1.48
Mobilizing third party financial resources*	15	7.80	2.18	7	5.14	1.95	7	6.00	1.29	42	6.55	1.89	16	7.06	1.98	6	8.00	1.67	12	7.17	2.52
Donor coordination*	17	8.00	2.42	6	5.50	2.66	10	5.10	2.38	40	7.00	1.95	16	7.00	2.45	8	7.75	2.12	12	6.67	2.77
Linkage to non-Bank expertise	13	7.77	2.05	5	5.20	2.28	5	5.80	2.17	35	6.63	1.99	15	7.00	1.81	5	7.20	1.92	8	7.00	1.93
Strategy formulation	16	7.56	1.97	5	6.80	3.42	10	5.80	2.49	42	6.79	1.92	16	7.06	1.95	8	7.38	2.26	11	7.09	2.30

*Significantly different between stakeholder groups

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 Papua New Guinea? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Staff too inaccessible	26.3%	0.0%	16.7%	18.9%	15.8%	0.0%	0.0%
Not exploring alternative policy options	21.1%	0.0%	8.3%	17.0%	15.8%	0.0%	0.0%
Not adequately sensitive to political/social realities in Papua New Guinea	5.3%	12.5%	0.0%	7.5%	21.1%	0.0%	6.3%
Not enough public disclosure of its work	31.6%	12.5%	16.7%	34.0%	15.8%	50.0%	6.3%
Arrogant in its approach*	0.0%	25.0%	8.3%	1.9%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	12.5%	8.3%	3.8%	0.0%	7.1%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	7.5%	10.5%	7.1%	6.3%
World Bank Group's processes too complex	21.1%	50.0%	16.7%	7.5%	15.8%	21.4%	12.5%
Not willing to honestly criticize policies and reform efforts in the country	10.5%	0.0%	8.3%	13.2%	0.0%	0.0%	0.0%
Too influenced by developed countries	0.0%	0.0%	0.0%	11.3%	0.0%	14.3%	6.3%
Imposing technocratic solutions without regard to political realities	5.3%	25.0%	16.7%	3.8%	5.3%	14.3%	6.3%
World Bank Group's processes too slow	0.0%	25.0%	16.7%	9.4%	5.3%	7.1%	12.5%
Too bureaucratic in its operational policies and procedures*	21.1%	37.5%	8.3%	7.5%	5.3%	35.7%	6.3%
Not aligned with other donors' work	15.8%	0.0%	8.3%	0.0%	5.3%	0.0%	6.3%
Not collaborating enough with non-state actors	0.0%	0.0%	16.7%	5.7%	10.5%	0.0%	6.3%
Not client focused	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	0.0%	5.7%	15.8%	7.1%	6.3%
Not focused enough on issues that are unique to post-conflict countries	0.0%	0.0%	0.0%	3.8%	0.0%	7.1%	0.0%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.0%	25.0%	7.5%	0.0%	7.1%	12.5%
Other	5.3%	0.0%	0.0%	1.9%	0.0%	0.0%	12.5%
Don't know	15.8%	0.0%	8.3%	13.2%	31.6%	7.1%	37.5%

*Significantly different between stakeholder groups

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Capacity development	65.0%	50.0%	25.0%	57.4%	52.6%	46.7%	35.3%
Policy based lending / budget support to the Government	20.0%	25.0%	16.7%	22.2%	26.3%	0.0%	35.3%
Knowledge products/services	20.0%	0.0%	33.3%	11.1%	31.6%	40.0%	17.6%
Investment lending	15.0%	37.5%	25.0%	18.5%	10.5%	33.3%	0.0%
Technical assistance*	25.0%	62.5%	25.0%	33.3%	5.3%	46.7%	41.2%
Trust Fund management	5.0%	0.0%	0.0%	11.1%	21.1%	0.0%	5.9%
Co-financing arrangements	10.0%	0.0%	8.3%	7.4%	0.0%	26.7%	17.6%
Sector-wide approaches	10.0%	12.5%	16.7%	13.0%	21.1%	6.7%	11.8%
Emergency Recovery lending	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	5.9%
Other	0.0%	0.0%	8.3%	1.9%	0.0%	0.0%	0.0%
Don't know	10.0%	0.0%	8.3%	7.4%	15.8%	0.0%	11.8%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Academia/think tanks/research institutes	36.8%	25.0%	33.3%	18.5%	21.1%	6.7%	25.0%
Donor community*	26.3%	0.0%	33.3%	7.4%	5.3%	0.0%	18.8%
Media*	0.0%	0.0%	0.0%	14.8%	21.1%	60.0%	18.8%
NGOs	15.8%	12.5%	0.0%	27.8%	36.8%	33.3%	25.0%
Local Government	36.8%	37.5%	33.3%	11.1%	15.8%	20.0%	12.5%
Private sector*	5.3%	25.0%	33.3%	48.1%	15.8%	20.0%	25.0%
Parliament	10.5%	12.5%	8.3%	1.9%	0.0%	6.7%	6.3%
Community-based organizations	15.8%	50.0%	0.0%	14.8%	10.5%	20.0%	12.5%
Beneficiaries	21.1%	12.5%	25.0%	20.4%	26.3%	6.7%	18.8%
Foundations	0.0%	0.0%	0.0%	1.9%	10.5%	6.7%	18.8%
Faith-based organizations	10.5%	0.0%	16.7%	5.6%	15.8%	6.7%	6.3%
UN and regional peace keeping forces	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UN agencies*	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional organizations	5.3%	0.0%	0.0%	7.4%	0.0%	0.0%	6.3%
Other	0.0%	0.0%	8.3%	3.7%	0.0%	6.7%	0.0%
Don't know	0.0%	12.5%	0.0%	3.7%	5.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	19	8.21	1.99	8	6.75	1.67	12	7.33	2.19	51	6.55	2.21	16	7.00	1.90	15	7.40	1.35	14	6.79	1.81
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	17	7.76	1.92	8	6.13	1.89	11	6.00	2.53	50	6.24	2.24	16	6.56	1.97	15	7.07	1.87	13	6.31	1.38
The World Bank Group supports programs and strategies that are realistic for Papua New Guinea	17	7.65	1.97	8	6.13	2.30	11	6.73	1.85	49	6.57	2.18	17	6.94	2.01	14	7.64	1.45	13	6.15	1.72
The World Bank Group treats clients and stakeholders in Papua New Guinea with respect	17	7.82	1.94	8	5.75	2.05	10	7.50	1.96	49	7.06	1.96	15	6.60	2.32	11	7.91	1.64	14	7.00	1.88

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	18	7.39	2.06	7	5.71	2.06	9	6.22	1.92	45	6.13	1.96	16	7.06	1.81	9	6.11	1.54	11	6.55	1.29
Flexibility (in terms of the institution's products and services)	16	6.75	1.84	7	4.71	1.38	9	6.11	1.62	44	6.02	1.91	17	6.82	1.85	8	7.25	1.75	11	6.27	2.00
Flexibility (in terms of changing country circumstances)	16	7.06	2.08	7	5.57	.98	10	6.60	1.17	45	5.98	1.91	17	6.65	2.03	9	6.33	2.24	11	6.45	1.63
Being inclusive	18	7.78	1.35	7	6.29	1.80	10	6.90	1.20	45	6.42	1.79	17	6.76	1.82	13	6.15	1.68	14	6.21	2.01
Openness	19	7.63	1.98	7	6.57	1.62	10	6.80	1.93	47	6.19	1.86	17	7.06	1.95	10	6.60	2.27	12	6.75	1.96
Staff accessibility	18	7.33	2.25	7	7.14	.90	10	5.90	2.33	46	6.04	1.98	17	6.88	2.06	12	6.58	1.51	13	6.08	1.66
Straightforwardness and honesty	17	8.12	1.80	7	6.43	1.99	9	7.22	1.79	47	6.96	1.85	17	7.00	2.32	13	6.46	2.15	13	7.08	2.10
Ease of access to the people at the World Bank Group who are making decisions important to my work	18	7.44	2.41	7	7.00	1.41	10	6.10	2.60	42	6.26	2.14	17	6.71	2.20	12	5.92	2.54	10	6.60	2.07
Collaboration with groups outside of the Government	17	8.53	1.33	6	6.67	2.34	8	7.13	1.96	41	6.76	1.91	16	6.88	2.19	12	6.67	1.30	12	6.67	2.10
Collaboration with the Government	17	8.41	1.37	7	7.00	2.00	9	7.33	1.58	42	7.29	2.09	17	7.00	2.09	14	7.43	1.50	12	7.17	2.08
Collaboration with other donors	16	8.25	1.53	7	6.57	1.99	10	7.30	1.83	39	7.23	1.91	16	7.00	2.22	13	7.38	1.76	11	7.36	2.16
Collaboration with the UN	15	8.07	2.55	5	7.00	2.00	7	7.57	1.72	33	7.45	1.92	16	7.13	2.25	14	7.36	1.69	9	6.78	2.44
The speed in which it gets things accomplished on the ground	17	7.53	1.97	7	5.71	2.21	10	6.20	2.44	46	6.22	2.19	16	7.06	2.14	14	6.71	1.44	11	6.36	1.50
Being a long-term partner*	17	8.76	1.44	7	6.43	1.81	10	7.30	1.95	47	7.47	1.85	17	7.00	2.35	10	8.10	2.02	12	8.25	1.42

*Significantly different between stakeholder groups

To be more effective development partner in Papua New Guinea, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More local presence	52.4%	62.5%	83.3%	83.3%	89.5%	100.0%	70.6%
The current level of local presence is adequate	33.3%	37.5%	0.0%	5.6%	0.0%	0.0%	11.8%
Less local presence	4.8%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Don't know	9.5%	0.0%	16.7%	7.4%	10.5%	0.0%	17.6%

*Significantly different between stakeholder groups

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More effective collaboration	19.0%	25.0%	0.0%	27.8%	73.7%	13.3%	23.5%
The same level of effective collaboration	28.6%	37.5%	16.7%	35.2%	10.5%	60.0%	29.4%
Less effective collaboration	19.0%	0.0%	16.7%	11.1%	10.5%	0.0%	17.6%
Don't know	33.3%	37.5%	66.7%	25.9%	5.3%	26.7%	29.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	25.0%	42.9%	8.3%	30.2%	31.6%	13.3%	0.0%
There is not an adequate level of citizen/civil society participation	60.0%	0.0%	25.0%	37.7%	57.9%	33.3%	41.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	35.0%	57.1%	16.7%	22.6%	15.8%	40.0%	29.4%
Lack of/inadequate levels of capacity in Government*	40.0%	85.7%	75.0%	52.8%	31.6%	26.7%	64.7%
Poor donor coordination	15.0%	0.0%	16.7%	13.2%	31.6%	0.0%	5.9%
The World Bank Group works too slowly	0.0%	14.3%	8.3%	9.4%	10.5%	0.0%	5.9%
The Government works inefficiently*	35.0%	28.6%	33.3%	49.1%	21.1%	86.7%	64.7%
Political pressures and obstacles*	20.0%	0.0%	33.3%	18.9%	26.3%	60.0%	41.2%
Reforms are not well thought out in light of country challenges	30.0%	28.6%	8.3%	20.8%	5.3%	6.7%	17.6%
Ongoing conflict and instability	10.0%	0.0%	0.0%	18.9%	31.6%	26.7%	11.8%
Inadequate funding	10.0%	0.0%	8.3%	5.7%	5.3%	0.0%	11.8%
Other	5.0%	0.0%	16.7%	0.0%	5.3%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	8	7.38	2.67	1	7.00		2	5.00	1.41	34	6.44	2.18	15	7.00	1.81	6	7.50	2.59	7	6.57	1.13
Transport	14	7.93	1.98	4	6.25	2.63	5	6.80	1.48	37	6.32	2.38	16	6.94	1.84	10	7.30	1.42	10	6.60	1.96
Crime and violence	11	7.36	2.46	3	4.33	2.52	3	6.33	2.08	33	5.85	2.55	15	6.60	1.72	8	5.63	3.07	9	6.22	1.48
Regulatory framework*	12	7.33	1.97	3	3.33	1.53	7	7.86	1.07	31	6.52	2.29	15	6.73	1.87	9	7.67	1.12	9	6.89	2.26
Poverty reduction	2	7.50	3.54				3	5.67	4.04	8	5.88	2.64	7	5.14	2.34	3	6.33	2.31	6	6.00	1.90
Gender equity	19	7.42	2.43	4	5.25	.96	5	7.60	1.52	37	6.62	2.07	17	6.76	2.25	14	7.86	1.29	11	7.18	1.66
Domestic private sector development	13	7.62	1.98	3	5.33	1.15	7	7.29	1.70	37	6.14	2.24	16	6.63	1.78	12	6.58	1.68	10	6.80	1.40
Foreign direct investment	11	8.36	1.63	1	4.00		7	6.86	.90	34	6.82	1.91	15	6.93	1.67	11	6.64	2.01	9	7.56	2.07
Local governance and sub-national institutions	15	7.60	1.72	3	5.33	3.21	5	6.20	1.92	30	6.63	1.99	16	6.94	1.88	10	7.50	1.27	9	7.00	1.66
Water and sanitation	15	7.67	1.88	1	8.00		3	6.33	2.52	36	6.56	2.18	15	6.73	2.09	13	7.77	1.59	10	6.20	1.32
Economic growth	15	7.93	1.39	3	6.67	.58	7	7.71	1.11	38	6.61	2.21	16	6.81	1.76	12	7.67	1.78	10	7.20	1.32
Energy	12	7.67	1.67	2	7.50	2.12	5	7.40	.55	33	6.24	2.44	15	6.67	1.95	9	6.89	1.69	7	6.71	1.38
Public sector governance/ reform*	14	8.43	1.28	5	6.40	3.21	6	8.00	.89	38	6.53	2.08	17	6.53	1.91	13	7.46	1.51	11	6.91	1.76
Job creation/employment	12	7.17	2.69	5	6.20	1.79	6	6.50	2.43	36	5.89	2.21	16	6.31	1.96	12	5.92	2.31	11	6.36	1.69
Financial markets	13	7.31	2.36	4	7.50	2.38	5	7.40	.89	38	6.39	2.13	16	6.81	1.76	10	7.80	1.48	9	7.00	1.94
Equality of opportunity	14	7.43	2.03	1	7.00		6	6.67	1.03	35	6.46	2.19	16	6.56	1.86	13	6.23	2.31	9	6.22	1.39
Health	15	7.80	1.42	1	9.00		5	7.00	2.55	36	6.53	2.20	16	6.44	2.03	14	6.64	1.39	10	7.10	1.20
Rural development	14	8.07	1.21	3	7.67	2.08	6	6.67	2.50	35	6.49	2.44	16	6.31	1.96	14	7.36	1.60	8	6.75	1.49
Education	14	7.79	1.31	2	6.50	2.12	7	7.14	1.77	33	6.42	2.24	16	6.38	2.19	14	7.50	1.29	9	7.44	1.33
Social protection	14	6.79	2.58				7	6.57	2.07	29	5.93	2.46	16	6.31	2.27	11	6.27	1.62	8	5.88	1.89
Climate change	14	7.29	1.98	3	5.33	1.15	3	7.33	1.53	32	6.31	2.25	15	6.33	2.26	12	5.00	2.41	10	6.60	1.65
Agricultural development	16	7.94	1.81	5	7.60	.89	6	8.17	.75	36	6.44	2.20	16	6.81	2.07	14	7.07	2.09	11	6.18	1.72
Natural resource management	13	7.77	1.83	4	7.00	1.41	6	7.83	.98	30	6.53	2.26	16	6.69	1.78	13	6.69	1.65	10	7.20	1.55

*Significantly different between stakeholder groups

Where are the World Bank Group's decisions made primarily that support the program in Papua New Guinea?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
At the Headquarters (in Washington D.C.)	35.0%	75.0%	41.7%	35.3%	33.3%	14.3%	18.8%
In the country	20.0%	0.0%	16.7%	17.6%	40.0%	57.1%	43.8%
Don't know	45.0%	25.0%	41.7%	47.1%	26.7%	28.6%	37.5%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	16	7.44	1.93	7	5.29	.76	11	6.36	1.50	46	6.20	1.97	16	6.75	1.44	15	7.13	1.73	14	6.64	1.55

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Papua New Guinea?*	15	7.20	2.04	8	5.00	2.14	7	5.86	1.07	46	6.07	1.96	17	6.82	1.85	13	7.38	1.89	13	6.69	1.25

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Papua New Guinea	16	7.69	2.12	5	5.60	1.82	5	6.20	1.64	44	5.75	2.19	15	6.27	2.12	15	6.60	1.64	14	6.43	1.50
The World Bank Group meets Papua New Guinea's needs for knowledge services*	15	7.80	2.40	6	6.67	2.73	7	7.71	1.38	46	5.87	2.27	17	6.12	2.06	15	6.73	1.39	14	6.86	1.75

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Papua New Guinea?	15	7.80	2.08	8	6.38	1.85	5	8.40	1.14	34	6.62	2.44	17	6.41	2.24	10	6.90	1.79	9	6.11	1.27

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

D. The World Bank Group's Knowledge Work and Activities

In Papua New Guinea, 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?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	17	7.59	2.18	7	4.71	1.89	6	6.67	2.25	41	5.83	1.96	16	6.69	1.78	12	6.58	1.93	13	6.54	1.39
Include appropriate level of stakeholder involvement during preparation	18	7.50	1.76	6	6.00	2.00	7	8.00	1.41	44	6.20	1.98	17	6.47	2.27	15	7.27	1.22	14	6.57	1.45
Are relevant to Papua New Guinea's development priorities	19	7.42	2.22	7	6.14	2.91	9	7.67	1.41	46	6.35	1.80	18	6.44	2.06	15	7.60	1.30	13	6.62	1.66
Lead to practical solutions	17	7.12	2.39	7	5.43	2.37	9	6.78	2.22	44	5.86	2.15	16	6.44	2.34	14	6.43	1.70	12	5.67	1.78
Are accessible	18	7.22	2.26	7	5.29	2.43	9	6.56	1.94	42	6.31	1.94	18	6.00	2.25	15	6.60	1.76	13	6.38	1.94
Are source of relevant information on global good practices*	19	7.79	2.07	6	5.50	3.21	9	8.44	1.01	40	6.80	1.77	18	6.28	1.90	14	7.50	1.51	14	7.57	1.65
Enhance your knowledge and/or skills*	19	7.42	1.77	7	5.86	2.41	9	8.44	1.33	43	6.28	2.29	18	6.33	2.35	15	7.33	1.63	14	7.50	1.61
Are adequately disseminated	18	7.72	2.08	7	5.71	2.29	6	7.17	2.32	40	6.03	2.08	18	6.50	2.43	15	5.93	1.53	13	6.23	1.69
Are translated enough into local language	15	6.80	2.48	6	4.00	2.37	5	3.80	2.77	33	5.94	2.26	18	5.94	2.84	14	4.86	1.99	11	4.91	2.12
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	19	7.63	2.34	6	4.67	2.42	8	6.88	1.25	41	6.44	2.13	18	6.17	2.41	15	6.53	1.30	13	6.54	1.51

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	20	7.90	1.89	7	4.71	2.29	11	6.64	1.12	46	6.09	2.22	17	6.41	2.18	15	8.13	2.13	13	7.00	1.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	19	8.37	1.46	7	5.43	2.82	10	7.70	1.34	45	6.58	2.12	18	6.44	2.06	14	8.36	1.60	13	7.15	1.52

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

E. Working with the World Bank Group

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	15	7.40	2.41	8	6.25	2.87	5	6.40	2.88	36	6.00	1.77	16	6.50	1.79	6	8.17	1.17	8	5.00	2.27
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	19	8.47	1.12	8	6.75	2.38	9	7.33	1.50	47	6.64	1.82	17	6.41	1.97	15	8.13	1.64	13	7.31	1.25
The World Bank Group's approvals and reviews are done in a timely fashion*	18	7.17	2.18	8	4.38	2.13	6	6.00	1.79	35	6.03	1.85	16	6.13	1.75	10	7.90	1.29	12	6.67	1.87
The World Bank Group's "Safeguard Policy" requirements are reasonable*	18	7.89	1.88	6	5.17	2.04	7	7.00	1.15	32	6.63	1.81	16	6.31	2.12	10	7.60	1.58	9	6.78	1.99
The World Bank Group's conditions on its lending are reasonable	15	7.80	1.86	6	5.33	2.66	6	7.67	2.34	37	6.54	1.94	16	6.38	1.75	9	7.11	1.27	13	7.15	2.03
The World Bank Group takes decisions quickly in Papua New Guinea	16	7.25	2.27	7	4.43	2.15	6	7.50	1.76	39	6.18	2.27	17	6.53	2.07	10	7.20	1.23	12	6.00	2.41
Working with the World Bank Group increases Papua New Guinea's institutional capacity	16	7.56	1.93	8	6.38	3.11	8	7.63	2.20	45	6.80	1.96	17	6.24	2.05	12	8.00	1.28	13	7.46	1.85
The World Bank Group ensures consistency and continuity through staff changes	15	7.67	1.76	6	5.83	1.94	4	7.25	2.50	32	6.75	1.81	16	5.94	2.02	9	7.44	1.42	11	6.55	2.50
Where country systems are adequate, the World Bank Group makes appropriate use of them*	17	7.65	1.69	8	5.13	2.47	5	7.00	2.45	33	6.12	2.37	17	5.94	2.08	14	7.86	1.66	10	6.90	1.60
The World Bank Group provides effective implementation support	18	7.78	2.10	8	5.88	2.59	7	7.14	2.19	40	6.35	1.97	17	6.41	2.21	11	7.82	1.60	12	7.08	1.93

*Significantly different between stakeholder groups

Which of the following best describes the way the World Bank Group operates in Papua New Guinea?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group takes too much risk in Papua New Guinea	14.3%	0.0%	0.0%	13.7%	31.6%	0.0%	0.0%
The World Bank Group does not take enough risk in Papua New Guinea	23.8%	37.5%	41.7%	23.5%	5.3%	13.3%	17.6%
The World Bank Group's approach to risk is appropriate	19.0%	37.5%	33.3%	15.7%	0.0%	40.0%	35.3%
Don't know	23.8%	12.5%	16.7%	39.2%	63.2%	40.0%	23.5%
Prefer not to answer	19.0%	12.5%	8.3%	7.8%	0.0%	6.7%	23.5%

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Papua New Guinea?*	13	6.69	2.25	7	4.71	1.60	8	3.88	1.64	36	5.97	1.65	16	6.31	1.74	6	6.50	1.22	10	5.10	1.97

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

F. The World Bank Group's Sectoral Focus in Papua New Guinea

In your opinion, which are the two areas related to sustainable development of the mining sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide advisory support to communities and civil society groups to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	65.0%	62.5%	41.7%	47.2%	36.8%	46.7%	50.0%
Provide support to strengthen the technical aspects of the mining sector*	25.0%	0.0%	0.0%	49.1%	63.2%	0.0%	31.3%
Provide support to government to strengthen transparent and effective regulation related to the mining sector	35.0%	50.0%	50.0%	32.1%	26.3%	46.7%	56.3%
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of mining*	15.0%	25.0%	50.0%	22.6%	36.8%	66.7%	18.8%
Provide advisory support to governments to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	45.0%	37.5%	41.7%	35.8%	21.1%	20.0%	37.5%
Provide advisory support to companies to help them make mining investments that can deliver equitable benefits in the country.	15.0%	25.0%	8.3%	11.3%	15.8%	13.3%	6.3%

*Significantly different between stakeholder groups

In your opinion, which are the two areas related to sustainable development of the oil and gas sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of oil and gas sector development	16.7%	25.0%	33.3%	34.0%	52.6%	26.7%	25.0%
Provide advisory support to governments to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country*	83.3%	25.0%	50.0%	54.7%	42.1%	26.7%	18.8%
Provide support to government to strengthen transparent and effective regulation of the oil and gas sector	50.0%	62.5%	50.0%	39.6%	26.3%	40.0%	62.5%
Provide advisory support to communities and civil society groups to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	27.8%	25.0%	41.7%	37.7%	31.6%	53.3%	56.3%
Provide support to strengthen the technical aspects of the oil and gas sector	16.7%	37.5%	8.3%	17.0%	15.8%	20.0%	12.5%
Provide advisory support to companies to help them make oil and gas sector investments that can deliver equitable benefits in the country	5.6%	25.0%	8.3%	15.1%	31.6%	26.7%	18.8%

*Significantly different between stakeholder groups

F. The World Bank Group's Sectoral Focus in Papua New Guinea (continued)

In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide support related to macro-economic risks including Kina appreciation, inflation and other fiscal issues*	52.6%	50.0%	16.7%	45.3%	78.9%	66.7%	31.3%
Provide support for better governance and anti-corruption efforts by government and state entities in oil, gas, and mining in Papua New Guinea	68.4%	50.0%	66.7%	64.2%	52.6%	80.0%	62.5%
Provide support for better quality of public expenditures in core service areas, in the context of growing overall national revenues for Papua New Guinea coming from oil, gas and mining sectors	52.6%	62.5%	50.0%	49.1%	26.3%	26.7%	62.5%
Provide support for meaningful implementation of the Extractive Industries Transparency Initiative (EITI)	10.5%	12.5%	41.7%	20.8%	26.3%	13.3%	43.8%
Provide support to civil society that ensures a strong role in the implementation of the EITI	15.8%	12.5%	8.3%	15.1%	10.5%	6.7%	0.0%

*Significantly different between stakeholder groups

G. The Future Role of the World Bank Group in Papua New Guinea

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy	26.3%	0.0%	33.3%	33.3%	42.1%	46.7%	35.3%
Collaborate more effectively with Government clients*	63.2%	12.5%	41.7%	31.5%	26.3%	13.3%	17.6%
Offer more innovative financial products	5.3%	12.5%	0.0%	11.1%	21.1%	20.0%	5.9%
Improve the competitiveness of its financing compared to markets	5.3%	0.0%	0.0%	14.8%	15.8%	20.0%	11.8%
Reach out more to groups outside of Government*	5.3%	50.0%	8.3%	20.4%	10.5%	13.3%	35.3%
Improve the quality of its experts as related to Papua New Guinea's specific challenges*	10.5%	50.0%	8.3%	3.7%	15.8%	13.3%	11.8%
Offer more innovative knowledge services	5.3%	0.0%	8.3%	11.1%	10.5%	13.3%	0.0%
Ensure greater selectivity in its work	15.8%	12.5%	8.3%	9.3%	15.8%	0.0%	5.9%
Increase the level of capacity development in the country	31.6%	25.0%	50.0%	33.3%	10.5%	13.3%	47.1%
Reduce the complexity of obtaining World Bank Group financing	21.1%	37.5%	0.0%	5.6%	21.1%	13.3%	5.9%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%
Work faster*	0.0%	0.0%	0.0%	5.6%	5.3%	26.7%	5.9%
Increase the level of World Bank Group staffing in Papua New Guinea's office	0.0%	0.0%	25.0%	5.6%	5.3%	0.0%	11.8%
Other	5.3%	0.0%	0.0%	1.9%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

G. The Future Role of the World Bank Group in Papua New Guinea (continued)

When considering the combination of services that the World Bank Group offers in Papua New Guinea, 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 Papua New Guinea?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial services	25.0%	25.0%	10.0%	45.1%	66.7%	26.7%	29.4%
Knowledge products	20.0%	12.5%	50.0%	17.6%	11.1%	46.7%	29.4%
Convening services	0.0%	12.5%	0.0%	3.9%	0.0%	6.7%	5.9%
None of the above	0.0%	12.5%	0.0%	2.0%	0.0%	0.0%	0.0%
The combination is appropriate for Papua New Guinea	50.0%	37.5%	20.0%	21.6%	5.6%	20.0%	11.8%
Don't know	5.0%	0.0%	20.0%	9.8%	16.7%	0.0%	23.5%

*Significantly different between stakeholder groups

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Papua New Guinea?

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Building social safety nets	16.7%	0.0%	27.3%	21.2%	44.4%	26.7%	37.5%
Strengthening public financial management	61.1%	25.0%	54.5%	63.5%	38.9%	53.3%	56.3%
Reducing violence	16.7%	12.5%	0.0%	13.5%	5.6%	0.0%	6.3%
Increasing access to justice systems	5.6%	12.5%	0.0%	11.5%	27.8%	6.7%	18.8%
Strengthening security mechanisms	11.1%	0.0%	0.0%	23.1%	11.1%	26.7%	12.5%
Strengthening conflict resolution mechanisms	22.2%	25.0%	9.1%	25.0%	38.9%	6.7%	18.8%
Increasing access to basic services	44.4%	50.0%	54.5%	48.1%	33.3%	46.7%	62.5%
Building capacity of state institutions	33.3%	62.5%	27.3%	30.8%	22.2%	40.0%	43.8%
Generating jobs	27.8%	25.0%	27.3%	21.2%	27.8%	33.3%	12.5%
Improving livelihoods	33.3%	50.0%	63.6%	25.0%	22.2%	20.0%	25.0%
Increasing cohesion	5.6%	12.5%	0.0%	0.0%	5.6%	20.0%	6.3%
Stimulating dialogue to promote peace and stability	22.2%	0.0%	9.1%	13.5%	11.1%	13.3%	0.0%

Which THREE areas below would benefit most from other donors in Papua New Guinea?

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Building social safety nets*	5.3%	25.0%	0.0%	24.0%	15.8%	66.7%	0.0%
Strengthening public financial management	31.6%	12.5%	20.0%	22.0%	21.1%	6.7%	31.3%
Reducing violence	42.1%	50.0%	30.0%	30.0%	36.8%	26.7%	43.8%
Increasing access to justice systems	26.3%	25.0%	50.0%	24.0%	26.3%	13.3%	25.0%
Strengthening security mechanisms	21.1%	12.5%	10.0%	26.0%	26.3%	26.7%	18.8%
Strengthening conflict resolution mechanisms	15.8%	12.5%	50.0%	18.0%	21.1%	6.7%	31.3%
Increasing access to basic services	47.4%	50.0%	30.0%	30.0%	15.8%	20.0%	25.0%
Building capacity of state institutions	15.8%	37.5%	20.0%	22.0%	15.8%	0.0%	25.0%
Generating jobs	31.6%	25.0%	0.0%	34.0%	31.6%	26.7%	31.3%
Improving livelihoods	47.4%	12.5%	20.0%	20.0%	42.1%	26.7%	18.8%
Increasing cohesion	10.5%	0.0%	30.0%	22.0%	26.3%	20.0%	37.5%
Stimulating dialogue to promote peace and stability	5.3%	12.5%	20.0%	24.0%	5.3%	40.0%	12.5%

*Significantly different between stakeholder groups

G. The Future Role of the World Bank Group in Papua New Guinea (continued)

What should the World Bank Group do to improve collaboration with the UN in the field?

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Share more information about the World Bank Group's activities, products, and knowledge*	60.0%	20.0%	45.5%	57.7%	94.7%	40.0%	56.3%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	55.0%	20.0%	54.5%	57.7%	42.1%	60.0%	43.8%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	65.0%	80.0%	63.6%	61.5%	63.2%	40.0%	68.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	45.0%	60.0%	36.4%	46.2%	47.4%	26.7%	31.3%
Organize more joint meetings and missions with the UN	15.0%	40.0%	9.1%	13.5%	26.3%	13.3%	12.5%
Involve UN experts to a greater degree in World Bank Group activities	35.0%	20.0%	27.3%	26.9%	21.1%	40.0%	18.8%
Other	5.0%	0.0%	0.0%	3.8%	0.0%	0.0%	6.3%

*Significantly different between stakeholder groups

H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local newspapers	87.5%	100.0%	90.0%	71.4%	50.0%	85.7%	76.5%
International newspapers	12.5%	14.3%	0.0%	8.2%	0.0%	0.0%	11.8%
Local radio	6.3%	14.3%	0.0%	6.1%	6.3%	7.1%	5.9%
International radio	6.3%	0.0%	10.0%	6.1%	0.0%	0.0%	0.0%
Local television	31.3%	28.6%	10.0%	8.2%	12.5%	28.6%	29.4%
International television	0.0%	0.0%	0.0%	8.2%	6.3%	0.0%	11.8%
Periodicals	0.0%	14.3%	0.0%	6.1%	0.0%	0.0%	11.8%
Internet	31.3%	14.3%	50.0%	42.9%	62.5%	28.6%	23.5%
Social media	12.5%	14.3%	30.0%	22.4%	31.3%	42.9%	23.5%
Blogs	0.0%	0.0%	0.0%	6.1%	0.0%	7.1%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Other	0.0%	0.0%	10.0%	6.1%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

H. Communication and Information Sharing (continued)**How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Blogs	0.0%	12.5%	9.1%	15.4%	21.1%	6.7%	0.0%
Direct contact with World Bank Group*	50.0%	25.0%	9.1%	13.5%	5.3%	20.0%	35.3%
e-Newsletters	50.0%	37.5%	45.5%	50.0%	47.4%	26.7%	41.2%
Instant messaging	5.6%	0.0%	0.0%	3.8%	10.5%	13.3%	5.9%
World Bank Group's seminars/workshops/conferences	33.3%	25.0%	27.3%	23.1%	10.5%	26.7%	35.3%
World Bank Group's publications and other written materials*	5.6%	50.0%	54.5%	26.9%	5.3%	33.3%	41.2%
Mobile phones	5.6%	12.5%	0.0%	7.7%	15.8%	0.0%	0.0%
Social media*	11.1%	0.0%	18.2%	19.2%	52.6%	40.0%	11.8%
World Bank Group's website	22.2%	37.5%	27.3%	21.2%	15.8%	33.3%	23.5%
Other	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	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	9.5%	50.0%	0.0%	15.1%	15.8%	6.7%	17.6%
No	90.5%	50.0%	100.0%	84.9%	84.2%	93.3%	82.4%

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	14.3%	37.5%	55.6%	11.1%	21.1%	30.8%	29.4%
No	85.7%	62.5%	44.4%	88.9%	78.9%	69.2%	70.6%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	80.0%
No	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	20.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	75.0%	85.7%	100.0%	88.2%	78.9%	100.0%	94.1%
No	25.0%	14.3%	0.0%	11.8%	21.1%	0.0%	5.9%

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	19.0%	71.4%	77.8%	45.1%	52.6%	61.5%	47.1%
No	81.0%	28.6%	22.2%	54.9%	47.4%	38.5%	52.9%

H. Communication and Information Sharing (continued)**Which do you primarily use?**

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group's country website (www.worldbank.org/pg)	77.8%	12.5%	41.7%	56.4%	58.8%	70.0%	50.0%
The World Bank Group's main website (www.worldbank.org)	22.2%	87.5%	58.3%	43.6%	41.2%	30.0%	50.0%

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed	58.8%	50.0%	90.9%	67.4%	23.5%	60.0%	53.8%
Dial-up	29.4%	25.0%		23.3%	58.8%	10.0%	30.8%
Mobile device over cellular network	11.8%	25.0%	9.1%	9.3%	17.6%	30.0%	15.4%

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	15	6.20	3.34	8	4.88	1.89	9	5.56	1.88	39	5.36	2.76	16	6.06	2.32	9	5.44	2.07	9	5.00	2.50
I find the World Bank Group's websites easy to navigate	13	7.85	1.91	8	6.13	2.17	11	6.18	1.54	34	6.29	2.04	16	6.06	2.24	8	6.25	2.71	10	6.00	1.94
I find the information on the World Bank Group's websites useful	14	8.21	1.48	8	7.13	1.81	10	6.90	1.52	34	6.21	2.28	15	6.27	2.34	7	7.14	2.34	9	7.67	1.73
The World Bank Group's social media channels are valuable sources of information about the institution	9	7.33	1.87	3	6.33	1.53	6	6.67	3.39	31	6.55	2.14	15	6.53	2.29	7	6.71	2.06	8	6.25	2.55
When I need information from the World Bank Group I know how to find it	13	7.00	2.55	7	7.14	2.34	11	6.18	2.40	36	5.89	2.36	16	6.13	2.36	8	7.25	1.91	10	6.00	1.76
The World Bank Group is responsive to my information requests and inquiries	12	7.75	1.86	7	6.57	2.30	9	7.33	1.94	34	6.59	1.97	15	6.07	2.58	10	7.50	2.27	9	6.56	1.33

I. Background Information

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

Percentage of Respondents	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	65.0%	75.0%	83.3%	29.6%	35.3%	26.7%	41.2%
No	35.0%	25.0%	16.7%	70.4%	64.7%	73.3%	58.8%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Papua New Guinea? (Select all that apply)

Percentage of Respondents (Responses combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IBRD/IDA)*	50.0%	87.5%	83.3%	19.2%	68.8%	35.7%	26.7%
The International Finance Corporation (IFC)	25.0%	12.5%	33.3%	28.8%	0.0%	7.1%	20.0%
The Multilateral Investment Guarantee Agency (MIGA)	5.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
None*	45.0%	12.5%	16.7%	57.7%	31.3%	57.1%	53.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer*	17.6%	37.5%	8.3%	60.9%	80.0%	66.7%	43.8%
Use World Bank Group reports/data	17.6%	25.0%	41.7%	17.4%	46.7%	26.7%	25.0%
Engage in World Bank Group related/sponsored events/activities	47.1%	25.0%	25.0%	23.9%	13.3%	13.3%	31.3%
Collaborate as part of my professional duties*	41.2%	62.5%	66.7%	21.7%	26.7%	40.0%	12.5%
Use World Bank Group website for information, data, research, etc.	11.8%	0.0%	33.3%	21.7%	0.0%	33.3%	18.8%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Papua New Guinea

In general, would you say that Papua New Guinea is headed in...?

Percentage of Respondents	Port Moresby (National Capital District)	Other
The right direction	65.3%	70.0%
The wrong direction	10.7%	20.0%
Not sure	24.0%	10.0%

Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in PNG?

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Social protection	4.5%	0.0%
Transport	30.8%	55.6%
Security/stabilization/reconstruction	8.3%	33.3%
Public sector governance/ reform	35.3%	55.6%
Global/regional integration	0.8%	0.0%
Gender equity	5.3%	0.0%
Domestic private sector development	4.5%	11.1%
Foreign direct investment	3.8%	0.0%
Water and sanitation	3.0%	0.0%
Energy	2.3%	11.1%
Regional conflict and tensions	0.0%	0.0%
Job creation/employment	27.8%	0.0%
Rural development	10.5%	11.1%
Financial markets	3.0%	0.0%
Urban development	3.0%	0.0%
Environmental sustainability	3.8%	0.0%
Equality of opportunity	3.0%	0.0%
Health	22.6%	0.0%
Education	40.6%	22.2%
Poverty reduction	18.0%	0.0%
Food security*	0.0%	11.1%
Social cohesion	5.3%	0.0%
Climate change*	0.8%	11.1%
Agricultural development	10.5%	22.2%
Trade and exports	3.0%	0.0%
Reduced crime and violence	7.5%	22.2%
Economic growth	9.8%	0.0%
Law and justice	7.5%	0.0%
Regulatory framework	0.8%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and sub-national institutions	0.8%	0.0%
Natural resource management	2.3%	0.0%
Anti corruption	17.3%	11.1%
Disaster management	0.8%	0.0%
Information and communications technology	2.3%	0.0%

*Significantly different between geographic locations

A. General Issues facing Papua New Guinea (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 Papua New Guinea? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Water and sanitation	7.5%	10.0%
Equality of opportunity	16.4%	0.0%
Economic growth	24.6%	10.0%
Climate change	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%
Global/regional integration	0.7%	0.0%
Gender equity	9.0%	0.0%
Rural development	26.1%	30.0%
Urban development	2.2%	10.0%
Regulatory framework	0.7%	0.0%
Local governance and sub-national institutions	4.5%	0.0%
Social protection	3.0%	0.0%
Law and justice	2.2%	0.0%
Transport	11.2%	20.0%
Reduced crime and violence*	5.2%	40.0%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	3.0%	0.0%
Security/stabilization/reconstruction	0.7%	0.0%
Anti corruption	19.4%	30.0%
Domestic private sector development	10.4%	10.0%
Foreign direct investment	3.0%	0.0%
Energy	3.0%	0.0%
Public sector governance/ reform	20.1%	10.0%
Social cohesion	2.2%	0.0%
Education	29.9%	30.0%
Natural resource management	6.0%	0.0%
Environmental sustainability	1.5%	0.0%
Health	20.1%	0.0%
Agricultural development	20.9%	40.0%
Disaster management	0.7%	0.0%
Job creation/employment	38.1%	30.0%
Financial markets	0.0%	0.0%
Trade and exports	3.0%	0.0%
Food security	3.7%	10.0%

*Significantly different between geographic locations

A. General Issues facing Papua New Guinea (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 Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Energy	9.8%	10.0%
Gender equity	8.3%	0.0%
Equality of opportunity	6.0%	0.0%
Global/regional integration	1.5%	10.0%
Social protection	3.8%	0.0%
Climate change	0.0%	0.0%
Anti corruption	21.1%	10.0%
Disaster management	0.8%	0.0%
Regional conflict and tensions	0.8%	0.0%
Rural development	6.0%	20.0%
Foreign direct investment	13.5%	0.0%
Urban development	5.3%	0.0%
Water and sanitation*	0.0%	10.0%
Trade and exports	27.8%	20.0%
Information and communications technology	6.0%	0.0%
Regulatory framework	3.8%	0.0%
Communicable/non-communicable diseases	0.8%	0.0%
Social cohesion	6.0%	0.0%
Public sector governance/ reform	30.1%	30.0%
Domestic private sector development	9.0%	20.0%
Job creation/employment	24.1%	0.0%
Agricultural development	21.8%	30.0%
Food security	0.8%	0.0%
Transport	16.5%	20.0%
Security/stabilization/reconstruction*	1.5%	20.0%
Education	12.8%	20.0%
Natural resource management	21.1%	20.0%
Environmental sustainability	3.0%	0.0%
Health	11.3%	0.0%
Law and justice	0.8%	0.0%
Local governance and sub-national institutions	2.3%	0.0%
Reduced crime and violence*	8.3%	50.0%
Financial markets	12.8%	0.0%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Better employment opportunities for young people	29.8%	0.0%
Better employment opportunities for women	15.8%	0.0%
Greater access to micro-finance for the poor	9.6%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	19.3%	14.3%
Greater access to health and nutrition for citizens	15.8%	0.0%
Better entrepreneurial opportunities	27.2%	42.9%
A growing middle class	4.4%	0.0%
Better opportunity for the poor who live in rural areas	8.8%	14.3%
Better opportunity for the poor who live in urban areas	5.3%	0.0%
Consistent economic growth*	14.0%	57.1%
More reliable social safety net	1.8%	0.0%
Greater equity of fiscal policy	6.1%	0.0%
Education and training that better ensure job opportunity	27.2%	57.1%
Better quality public services	13.2%	0.0%
Other	0.9%	0.0%

*Significantly different between geographic locations

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Papua New Guinea?	134	5.87	2.23	10	6.00	2.87

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	122	6.57	2.11	9	5.67	2.35

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	110	6.84	2.07	7	6.00	1.41

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

When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Papua New Guinea?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Social protection	5.2%	0.0%
Security/stabilization/reconstruction	6.0%	0.0%
Public sector governance/ reform	32.1%	40.0%
Transport	17.2%	30.0%
Poverty reduction	16.4%	10.0%
Global/regional integration	0.0%	0.0%
Gender equity	3.0%	0.0%
Reduced crime and violence*	6.7%	30.0%
Rural development	11.2%	30.0%
Domestic private sector development	11.2%	0.0%
Foreign direct investment*	3.7%	20.0%
Water and sanitation	3.7%	0.0%
Energy	2.2%	0.0%
Social cohesion	2.2%	0.0%
Job creation/employment	14.9%	20.0%
Financial markets	5.2%	0.0%
Urban development	0.7%	0.0%
Environmental sustainability	5.2%	0.0%
Equality of opportunity	9.0%	10.0%
Regional conflict and tensions	0.7%	0.0%
Health	24.6%	0.0%
Education	32.8%	30.0%
Food security	3.0%	0.0%
Climate change	0.7%	0.0%
Agricultural development	14.9%	30.0%
Trade and exports	4.5%	10.0%
Economic growth	14.2%	0.0%
Law and justice	2.2%	0.0%
Local governance and sub-national institutions	5.2%	10.0%
Regulatory framework	5.2%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	11.2%	0.0%
Information and communications technology	5.2%	0.0%
Anti corruption	15.7%	20.0%
Disaster management	0.7%	0.0%

*Significantly different between geographic locations

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 Papua New Guinea?

Greatest Value Percentage of Respondents	Port Moresby (National Capital District)	Other
Convening/Facilitating	14.5%	10.0%
Data	7.7%	0.0%
Policy advice, studies, analyses	8.5%	0.0%
Financial resources	16.2%	10.0%
Capacity development	31.6%	30.0%
Technical assistance	10.3%	10.0%
Mobilizing third party financial resources	3.4%	10.0%
Donor coordination*	0.9%	10.0%
Linkage to non-Bank expertise	3.4%	0.0%
Strategy formulation	6.8%	20.0%
Other	0.0%	0.0%

*Significantly different between geographic locations

2 nd Greatest Value Percentage of Respondents	Port Moresby (National Capital District)	Other
Convening/Facilitating	1.7%	10.0%
Data	6.0%	0.0%
Policy advice, studies, analyses	15.5%	10.0%
Financial resources	12.1%	0.0%
Capacity development	7.8%	20.0%
Technical assistance	12.1%	30.0%
Mobilizing third party financial resources	7.8%	0.0%
Donor coordination	4.3%	10.0%
Linkage to non-Bank expertise	5.2%	0.0%
Strategy formulation	31.0%	20.0%
Other	0.0%	0.0%

How effectively do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	91	6.68	1.75	6	6.00	1.67
Data	89	6.87	2.05	4	5.50	1.73
Policy advice, studies, analyses	104	7.06	2.00	5	6.00	.71
Financial resources	107	7.30	1.94	6	6.00	.89
Technical assistance	103	7.18	1.81	7	6.29	.76
Mobilizing third party financial resources	99	6.82	2.03	5	5.40	1.67
Donor coordination	103	6.88	2.36	5	5.60	1.67
Linkage to non-Bank expertise	80	6.73	2.01	5	6.00	.71
Strategy formulation	102	6.92	2.10	5	5.40	1.52

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 Papua New Guinea?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Staff too inaccessible	13.2%	10.0%
Not exploring alternative policy options	12.4%	0.0%
Not adequately sensitive to political/social realities in Papua New Guinea	8.5%	0.0%
Not enough public disclosure of its work	27.1%	30.0%
Arrogant in its approach	3.1%	0.0%
Not aligned with country priorities	3.9%	0.0%
The credibility of its knowledge/data	6.2%	0.0%
World Bank Group's processes too complex	15.5%	10.0%
Not willing to honestly criticize policies and reform efforts in the country*	6.2%	30.0%
Too influenced by developed countries	7.0%	0.0%
Imposing technocratic solutions without regard to political realities	7.8%	10.0%
World Bank Group's processes too slow	10.1%	0.0%
Too bureaucratic in its operational policies and procedures	14.7%	0.0%
Not aligned with other donors' work	3.9%	10.0%
Not collaborating enough with non-state actors	5.4%	10.0%
Not client focused*	0.8%	10.0%
Its advice and strategies do not lend themselves to practical problem solving	5.4%	20.0%
Not focused enough on issues that are unique to post-conflict countries	2.3%	0.0%
Inadequate number of World Bank Group staff members located in the country	7.0%	10.0%
Other*	1.6%	20.0%
Don't know	17.1%	10.0%

*Significantly different between geographic locations

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Capacity development	50.4%	40.0%
Policy based lending / budget support to the Government	21.1%	0.0%
Knowledge products/services	21.1%	10.0%
Investment lending	17.3%	30.0%
Technical assistance	32.3%	30.0%
Trust Fund management	9.8%	0.0%
Co-financing arrangements*	8.3%	30.0%
Sector-wide approaches	13.5%	10.0%
Emergency Recovery lending	2.3%	0.0%
Other	1.5%	10.0%
Don't know	8.3%	10.0%

*Significantly different between geographic locations

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

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

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Academia/think tanks/research institutes	22.7%	10.0%
Donor community	11.4%	20.0%
Media	18.2%	10.0%
NGOs	25.8%	0.0%
Local Government	19.7%	10.0%
Private sector*	27.3%	80.0%
Parliament	4.5%	10.0%
Community-based organizations	16.7%	0.0%
Beneficiaries	18.2%	20.0%
Foundations	4.5%	10.0%
Faith-based organizations	9.1%	0.0%
UN and regional peace keeping forces	0.8%	0.0%
Emerging donors	0.0%	0.0%
UN agencies	3.0%	0.0%
Regional organizations	4.5%	0.0%
Other	2.3%	10.0%
Don't know	3.0%	0.0%

*Significantly different between geographic locations

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	125	7.06	2.06	9	6.00	1.58
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	121	6.55	2.10	8	5.38	1.19
The World Bank Group supports programs and strategies that are realistic for Papua New Guinea*	121	6.85	2.04	7	5.14	.69
The World Bank Group treats clients and stakeholders in Papua New Guinea with respect	114	7.07	2.06	9	7.00	.50

*Significantly different between geographic locations

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

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	107	6.38	1.94	6	6.00	1.79
Flexibility (in terms of the institution's products and services)	105	6.26	1.90	6	5.00	1.26
Flexibility (in terms of changing country circumstances)	108	6.31	1.89	6	5.17	1.33
Being inclusive*	114	6.63	1.74	8	5.25	2.05
Openness	113	6.58	1.96	7	6.14	1.86
Staff accessibility	113	6.40	2.00	9	5.67	1.73
Straightforwardness and honesty	113	7.01	2.01	8	6.00	1.85
Ease of access to the people at the World Bank Group who are making decisions important to my work	109	6.44	2.29	6	5.83	2.14
Collaboration with groups outside of the Government*	105	7.03	1.91	6	5.17	1.72
Collaboration with the Government	111	7.32	1.93	5	6.60	2.07
Collaboration with other donors*	107	7.30	1.86	4	5.25	2.63
Collaboration with the UN	95	7.32	2.08	3	5.67	3.06
The speed in which it gets things accomplished on the ground	115	6.51	2.05	5	5.00	1.22
Being a long-term partner	112	7.56	1.99	6	6.83	1.47

*Significantly different between geographic locations

To be more effective development partner in Papua New Guinea, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Port Moresby (National Capital District)	Other
More local presence	77.6%	90.0%
The current level of local presence is adequate	9.7%	10.0%
Less local presence	2.2%	0.0%
Don't know	10.4%	0.0%

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Port Moresby (National Capital District)	Other
More effective collaboration	26.9%	30.0%
The same level of effective collaboration	32.8%	30.0%
Less effective collaboration	11.2%	10.0%
Don't know	29.1%	30.0%

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

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

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
The World Bank Group does not do adequate follow through/follow-up	22.1%	20.0%
There is not an adequate level of citizen/civil society participation	38.9%	30.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.7%	20.0%
Lack of/inadequate levels of capacity in Government	50.4%	50.0%
Poor donor coordination	14.5%	20.0%
The World Bank Group works too slowly	6.9%	10.0%
The Government works inefficiently	45.0%	70.0%
Political pressures and obstacles	28.2%	10.0%
Reforms are not well thought out in light of country challenges	17.6%	10.0%
Ongoing conflict and instability	19.1%	10.0%
Inadequate funding	6.9%	0.0%
Other	3.1%	0.0%

C. World Bank Group's Effectiveness and Results

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
Information and communications technology	69	6.67	2.08	3	4.33	1.53
Transport*	89	6.84	2.11	6	4.67	1.37
Crime and violence	77	6.12	2.38	4	4.50	1.29
Regulatory framework*	82	6.79	2.05	3	3.67	0.58
Poverty reduction	27	6.00	2.47	2	4.00	0.00
Gender equity	101	7.00	2.02	5	5.20	0.84
Domestic private sector development	92	6.55	1.96	5	5.00	1.00
Foreign direct investment	83	7.01	1.90	4	5.75	1.50
Local governance and sub-national institutions	84	6.85	1.87	3	5.33	1.53
Water and sanitation	89	6.85	2.01	3	5.00	1.00
Economic growth	97	7.05	1.84	3	5.00	1.00
Energy	79	6.65	2.03	3	5.33	1.53
Public sector governance/ reform	101	6.94	1.96	2	5.50	2.12
Job creation/employment	94	6.14	2.13	3	4.00	2.00
Financial markets	91	6.84	2.00	3	4.67	0.58
Equality of opportunity	90	6.53	1.94	3	4.33	0.58
Health	92	6.80	1.91	4	5.25	1.26
Rural development	90	6.84	2.08	5	5.00	1.58
Education	91	6.86	1.91	3	5.00	2.00
Social protection	82	6.17	2.22	1	3.00	
Climate change	85	6.25	2.13	3	4.33	0.58
Agricultural development	98	6.88	2.04	5	5.80	1.64
Natural resource management	89	6.81	1.85	2	6.50	3.54

*Significantly different between geographic locations

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

Where are the World Bank Group's decisions made primarily that support the program in Papua New Guinea?
(Select only ONE response)

Percentage of Respondents	Port Moresby (National Capital District)	Other
At the Headquarters (in Washington D.C.)	32.3%	33.3%
In the country	28.2%	22.2%
Don't know	39.5%	44.4%

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	115	6.57	1.82	7	5.29	1.11

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Papua New Guinea?	112	6.44	1.92	6	5.17	.98

(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 Papua New Guinea?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Papua New Guinea	106	6.25	2.04	6	5.00	.63
The World Bank Group meets Papua New Guinea's needs for knowledge services	111	6.48	2.17	7	5.29	.95

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	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 Papua New Guinea?	91	6.79	2.18	5	5.60	1.34

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

D. The World Bank Group's Knowledge Work and Activities

In Papua New Guinea, 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 best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
Are timely	104	6.27	2.03	6	6.67	1.03
Include appropriate level of stakeholder involvement during preparation	112	6.66	1.93	7	6.14	.90
Are relevant to Papua New Guinea's development priorities	117	6.73	1.98	9	6.11	1.17
Lead to practical solutions	111	6.14	2.16	7	5.43	1.27
Are accessible	113	6.34	2.08	8	5.88	1.55
Are source of relevant information on global good practices	111	7.09	1.97	8	6.25	1.58
Enhance your knowledge and/or skills	116	6.82	2.16	8	5.88	1.25
Are adequately disseminated	109	6.38	2.12	7	5.43	1.40
Are translated enough into local language	96	5.52	2.46	5	4.80	1.30
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	111	6.53	2.08	8	5.50	1.41

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	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?	119	6.72	2.19	8	5.25	1.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	117	7.13	2.06	8	5.63	1.30

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	87	6.34	2.19	5	6.00	1.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports	119	7.16	1.84	6	6.33	1.21
The World Bank Group's approvals and reviews are done in a timely fashion	98	6.33	2.05	4	5.25	.50
The World Bank Group's "Safeguard Policy" requirements are reasonable	92	6.87	1.93	4	5.50	1.29
The World Bank Group's conditions on its lending are reasonable	96	6.75	1.99	3	7.00	1.00
The World Bank Group takes decisions quickly in Papua New Guinea	101	6.38	2.21	4	6.00	1.41
Working with the World Bank Group increases Papua New Guinea's institutional capacity	110	7.02	2.06	6	6.17	1.17
The World Bank Group ensures consistency and continuity through staff changes	87	6.76	2.00	3	6.00	1.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	99	6.59	2.20	3	5.00	1.00
The World Bank Group provides effective implementation support	105	6.81	2.11	5	5.20	1.10

Which of the following best describes the way the World Bank Group operates in Papua New Guinea? (Select only ONE response)

Percentage of Respondents	Port Moresby (National Capital District)	Other
The World Bank Group takes too much risk in Papua New Guinea	10.7%	0.0%
The World Bank Group does not take enough risk in Papua New Guinea	21.4%	30.0%
The World Bank Group's approach to risk is appropriate	22.1%	20.0%
Don't know	35.9%	30.0%
Prefer not to answer	9.9%	20.0%

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Papua New Guinea?	89	5.81	1.92	5	5.20	1.48

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

F. The World Bank Group's Sectoral Focus in Papua New Guinea

In your opinion, which are the two areas related to sustainable development of the mining sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Provide advisory support to communities and civil society groups to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	47.0%	70.0%
Provide support to strengthen the technical aspects of the mining sector	33.3%	20.0%
Provide support to government to strengthen transparent and effective regulation related to the mining sector	37.1%	50.0%
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of mining*	32.6%	0.0%
Provide advisory support to governments to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	34.8%	50.0%
Provide advisory support to companies to help them make mining investments that can deliver equitable benefits in the country.	12.9%	10.0%

*Significantly different between geographic locations

In your opinion, which are the two areas related to sustainable development of the oil and gas sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of oil and gas sector development	32.3%	11.1%
Provide advisory support to governments to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	46.9%	33.3%
Provide support to government to strengthen transparent and effective regulation of the oil and gas sector	44.6%	44.4%
Provide advisory support to communities and civil society groups to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	37.7%	66.7%
Provide support to strengthen the technical aspects of the oil and gas sector	18.5%	11.1%
Provide advisory support to companies to help them make oil and gas sector investments that can deliver equitable benefits in the country	16.9%	33.3%

F. The World Bank Group's Sectoral Focus in Papua New Guinea (continued)

In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Provide support related to macro-economic risks including Kina appreciation, inflation and other fiscal issues	49.6%	30.0%
Provide support for better governance and anti-corruption efforts by government and state entities in oil, gas, and mining in Papua New Guinea	64.1%	50.0%
Provide support for better quality of public expenditures in core service areas, in the context of growing overall national revenues for Papua New Guinea coming from oil, gas and mining sectors	45.8%	60.0%
Provide support for meaningful implementation of the Extractive Industries Transparency Initiative (EITI)	24.4%	20.0%
Provide support to civil society that ensures a strong role in the implementation of the EITI	10.7%	30.0%

G. The Future Role of the World Bank Group in Papua New Guinea

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

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy	31.1%	30.0%
Collaborate more effectively with Government clients	31.1%	10.0%
Offer more innovative financial products	12.1%	0.0%
Improve the competitiveness of its financing compared to markets	12.9%	0.0%
Reach out more to groups outside of Government	17.4%	40.0%
Improve the quality of its experts as related to Papua New Guinea's specific challenges	11.4%	10.0%
Offer more innovative knowledge services	9.1%	0.0%
Ensure greater selectivity in its work	10.6%	10.0%
Increase the level of capacity development in the country	29.5%	40.0%
Reduce the complexity of obtaining World Bank Group financing	12.9%	0.0%
Increase availability of Fee-Based services	3.0%	10.0%
Work faster	6.8%	0.0%
Increase the level of World Bank Group staffing in Papua New Guinea's office	6.1%	10.0%
Other*	0.8%	30.0%

*Significantly different between geographic locations

When considering the combination of services that the World Bank Group offers in Papua New Guinea, 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 Papua New Guinea?* (Select only ONE response)

Percentage of Respondents	Port Moresby (National Capital District)	Other
Financial services	36.7%	30.0%
Knowledge products	25.0%	10.0%
Convening services	3.1%	10.0%
None of the above	.8%	10.0%
The combination is appropriate for Papua New Guinea	25.0%	10.0%
Don't know	9.4%	30.0%

*Significantly different between geographic locations

G. The Future Role of the World Bank Group in Papua New Guinea (continued)

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Papua New Guinea?

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Building social safety nets	27.6%	0.0%
Strengthening public financial management	54.3%	44.4%
Reducing violence	9.4%	22.2%
Increasing access to justice systems	12.6%	11.1%
Strengthening security mechanisms	15.7%	22.2%
Strengthening conflict resolution mechanisms	21.3%	22.2%
Increasing access to basic services	48.0%	44.4%
Building capacity of state institutions	33.1%	55.6%
Generating jobs	24.4%	22.2%
Improving livelihoods	28.3%	33.3%
Increasing cohesion	5.5%	0.0%
Stimulating dialogue to promote peace and stability	11.8%	22.2%

Which THREE areas below would benefit most from other donors in Papua New Guinea?

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Building social safety nets	22.2%	0.0%
Strengthening public financial management	23.0%	22.2%
Reducing violence	34.1%	33.3%
Increasing access to justice systems	25.4%	22.2%
Strengthening security mechanisms	23.8%	11.1%
Strengthening conflict resolution mechanisms	21.4%	11.1%
Increasing access to basic services	27.8%	44.4%
Building capacity of state institutions	18.3%	22.2%
Generating jobs	29.4%	44.4%
Improving livelihoods	25.4%	44.4%
Increasing cohesion	21.4%	11.1%
Stimulating dialogue to promote peace and stability	19.0%	22.2%

What should the World Bank Group do to improve collaboration with the UN in the field?

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Share more information about the World Bank Group's activities, products, and knowledge	58.6%	55.6%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	53.1%	22.2%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	60.2%	55.6%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	43.8%	22.2%
Organize more joint meetings and missions with the UN	17.2%	22.2%
Involve UN experts to a greater degree in World Bank Group activities	28.1%	33.3%
Other	2.3%	11.1%

H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Local newspapers	73.5%	90.0%
International newspapers	6.8%	0.0%
Local radio	6.8%	0.0%
International radio	4.3%	0.0%
Local television	17.1%	20.0%
International television	6.0%	0.0%
Periodicals*	3.4%	20.0%
Internet	40.2%	50.0%
Social media	28.2%	0.0%
Blogs	3.4%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	1.7%	0.0%
Other*	2.6%	20.0%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses Combined)	Port Moresby (National Capital District)	Other
Blogs	11.7%	0.0%
Direct contact with World Bank Group	19.5%	40.0%
e-Newsletters	43.0%	60.0%
Instant messaging	6.3%	0.0%
World Bank Group's seminars/workshops/conferences	25.0%	30.0%
World Bank Group's publications and other written materials	27.3%	20.0%
Mobile phones	7.8%	0.0%
Social media	25.8%	10.0%
World Bank Group's website	22.7%	20.0%
Other	0.0%	0.0%

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	Port Moresby (National Capital District)	Other
Yes	14.5%	20.0%
No	85.5%	80.0%

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

Percentage of Respondents	Port Moresby (National Capital District)	Other
Yes	23.3%	10.0%
No	76.7%	90.0%

Were you able to obtain this information?

Percentage of Respondents	Port Moresby (National Capital District)	Other
Yes	88.9%	100.0%
No	11.1%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Port Moresby (National Capital District)	Other
Yes	87.2%	100.0%
No	12.8%	0.0%

H. Communication and Information Sharing (continued)**Do you use/have used the World Bank Group website?**

Percentage of Respondents	Port Moresby (National Capital District)	Other
Yes	49.2%	22.2%
No	50.8%	77.8%

Which do you primarily use?

Percentage of Respondents	Port Moresby (National Capital District)	Other
The World Bank Group's country website (www.worldbank.org/pg)	54.7%	60.0%
The World Bank Group's main website (www.worldbank.org)	45.3%	40.0%

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

Percentage of Respondents	Port Moresby (National Capital District)	Other
High speed	56.3%	87.5%
Dial-up	28.6%	12.5%
Mobile device over cellular network	15.2%	0.0%

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

	Which best represents your geographic location?					
	Port Moresby (National Capital District)			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	95	5.62	2.57	8	4.00	2.88
I find the World Bank Group's websites easy to navigate	94	6.38	2.12	4	5.00	3.16
I find the information on the World Bank Group's websites useful	92	6.85	2.16	4	5.25	3.10
The World Bank Group's social media channels are valuable sources of information about the institution*	75	6.67	2.21	3	3.33	2.08
When I need information from the World Bank Group I know how to find it	93	6.32	2.30	7	4.57	2.82
The World Bank Group is responsive to my information requests and inquiries	89	6.81	2.14	6	5.50	2.35

*Significantly different between geographic locations

I. Background Information

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

Percentage of Respondents	Port Moresby (National Capital District)	Other
Yes	40.3%	70.0%
No	59.7%	30.0%

Which of the following agencies of the World Bank Group do you work with in Papua New Guinea? (Select all that apply)

Percentage of Respondents (Responses combined)	Port Moresby (National Capital District)	Other
The World Bank (IBRD/IDA)	41.9%	30.0%
The International Finance Corporation (IFC)	19.4%	40.0%
The Multilateral Investment Guarantee Agency (MIGA)	3.1%	0.0%
None	47.3%	30.0%

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

Percentage of Respondents (Responses combined)	Port Moresby (National Capital District)	Other
Observer	51.6%	22.2%
Use World Bank Group reports/data	27.0%	11.1%
Engage in World Bank Group related/sponsored events/activities*	23.0%	55.6%
Collaborate as part of my professional duties	32.0%	33.3%
Use World Bank Group website for information, data, research, etc.	19.7%	11.1%

*Significantly different between geographic locations

Appendix D: Responses to All Questions by Level of Collaboration

A. General Issues facing Papua New Guinea

In general, would you say that Papua New Guinea is headed in...?*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The right direction	62.5%	68.4%
The wrong direction	5.4%	15.8%
Not sure	32.1%	15.8%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in PNG?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Social protection	3.4%	4.8%
Transport*	42.4%	25.3%
Security/stabilization/reconstruction	13.6%	7.2%
Public sector governance/ reform	40.7%	33.7%
Global/regional integration	1.7%	0.0%
Gender equity	5.1%	4.8%
Domestic private sector development	3.4%	6.0%
Foreign direct investment	5.1%	2.4%
Water and sanitation*	6.8%	0.0%
Energy	5.1%	1.2%
Regional conflict and tensions	0.0%	0.0%
Job creation/employment	18.6%	31.3%
Rural development	10.2%	10.8%
Financial markets	1.7%	3.6%
Urban development	1.7%	3.6%
Environmental sustainability	5.1%	2.4%
Equality of opportunity	1.7%	3.6%
Health	18.6%	22.9%
Education	35.6%	42.2%
Poverty reduction	10.2%	21.7%
Food security	0.0%	1.2%
Social cohesion	8.5%	2.4%
Climate change	0.0%	2.4%
Agricultural development	16.9%	7.2%
Trade and exports	0.0%	4.8%
Reduced crime and violence	10.2%	7.2%
Economic growth*	3.4%	13.3%
Law and justice*	1.7%	10.8%
Regulatory framework	0.0%	1.2%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and sub-national institutions	1.7%	0.0%
Natural resource management	3.4%	1.2%
Anti corruption	16.9%	16.9%
Disaster management	0.0%	1.2%
Information and communications technology	3.4%	1.2%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

A. General Issues facing Papua New Guinea (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 Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Water and sanitation	9.7%	6.0%
Equality of opportunity	12.9%	16.9%
Economic growth	24.2%	24.1%
Climate change	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%
Global/regional integration	0.0%	1.2%
Gender equity	8.1%	8.4%
Rural development	21.0%	31.3%
Urban development*	6.5%	0.0%
Regulatory framework	1.6%	0.0%
Local governance and sub-national institutions	4.8%	3.6%
Social protection	3.2%	2.4%
Law and justice	1.6%	2.4%
Transport	16.1%	8.4%
Reduced crime and violence	9.7%	6.0%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	3.2%	2.4%
Security/stabilization/reconstruction	1.6%	0.0%
Anti corruption	21.0%	19.3%
Domestic private sector development	12.9%	8.4%
Foreign direct investment	3.2%	2.4%
Energy	3.2%	2.4%
Public sector governance/ reform	17.7%	20.5%
Social cohesion	0.0%	3.6%
Education	25.8%	32.5%
Natural resource management	8.1%	3.6%
Environmental sustainability	3.2%	0.0%
Health*	4.8%	28.9%
Agricultural development	27.4%	18.1%
Disaster management	0.0%	1.2%
Job creation/employment	37.1%	38.6%
Financial markets	0.0%	0.0%
Trade and exports	3.2%	2.4%
Food security	4.8%	3.6%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

A. General Issues facing Papua New Guinea (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 Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Energy*	18.0%	3.7%
Gender equity	8.2%	7.3%
Equality of opportunity	6.6%	4.9%
Global/regional integration	1.6%	2.4%
Social protection	3.3%	3.7%
Climate change	0.0%	0.0%
Anti corruption	18.0%	22.0%
Disaster management	0.0%	1.2%
Regional conflict and tensions	1.6%	0.0%
Rural development	11.5%	3.7%
Foreign direct investment	9.8%	14.6%
Urban development	6.6%	3.7%
Water and sanitation	1.6%	0.0%
Trade and exports	23.0%	30.5%
Information and communications technology	6.6%	4.9%
Regulatory framework	4.9%	2.4%
Communicable/non-communicable diseases	0.0%	1.2%
Social cohesion	6.6%	4.9%
Public sector governance/ reform*	19.7%	37.8%
Domestic private sector development	8.2%	11.0%
Job creation/employment	21.3%	23.2%
Agricultural development	29.5%	17.1%
Food security	0.0%	1.2%
Transport*	26.2%	9.8%
Security/stabilization/reconstruction	3.3%	2.4%
Education	11.5%	14.6%
Natural resource management	19.7%	22.0%
Environmental sustainability	1.6%	3.7%
Health*	1.6%	17.1%
Law and justice	0.0%	1.2%
Local governance and sub-national institutions	1.6%	2.4%
Reduced crime and violence*	18.0%	6.1%
Financial markets	6.6%	15.9%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Better employment opportunities for young people	26.0%	29.6%
Better employment opportunities for women	8.0%	19.7%
Greater access to micro-finance for the poor	14.0%	5.6%
Greater voice and participation for citizens to help ensure greater accountability	20.0%	18.3%
Greater access to health and nutrition for citizens	14.0%	15.5%
Better entrepreneurial opportunities	26.0%	29.6%
A growing middle class	6.0%	2.8%
Better opportunity for the poor who live in rural areas	6.0%	11.3%
Better opportunity for the poor who live in urban areas	6.0%	4.2%
Consistent economic growth*	28.0%	8.5%
More reliable social safety net	0.0%	2.8%
Greater equity of fiscal policy*	0.0%	9.9%
Education and training that better ensure job opportunity	32.0%	26.8%
Better quality public services	10.0%	14.1%
Other	2.0%	0.0%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Papua New Guinea?	62	6.08	2.14	83	5.72	2.34

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	59	6.42	2.04	73	6.60	2.21

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	50	6.96	1.88	67	6.66	2.16

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

When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Papua New Guinea?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Social protection	3.2%	6.0%
Security/stabilization/reconstruction	6.5%	6.0%
Public sector governance/ reform	30.6%	33.7%
Transport	19.4%	16.9%
Poverty reduction	14.5%	16.9%
Global/regional integration	0.0%	0.0%
Gender equity	0.0%	4.8%
Reduced crime and violence	11.3%	6.0%
Rural development	19.4%	8.4%
Domestic private sector development	12.9%	8.4%
Foreign direct investment	8.1%	2.4%
Water and sanitation	4.8%	2.4%
Energy	3.2%	1.2%
Social cohesion	0.0%	3.6%
Job creation/employment	14.5%	15.7%
Financial markets	6.5%	3.6%
Urban development	1.6%	0.0%
Environmental sustainability	6.5%	3.6%
Equality of opportunity	6.5%	10.8%
Regional conflict and tensions	0.0%	1.2%
Health*	8.1%	33.7%
Education	32.3%	33.7%
Food security	1.6%	3.6%
Climate change	0.0%	1.2%
Agricultural development	17.7%	14.5%
Trade and exports	6.5%	3.6%
Economic growth	9.7%	15.7%
Law and justice	0.0%	3.6%
Local governance and sub-national institutions	8.1%	3.6%
Regulatory framework	4.8%	4.8%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	11.3%	9.6%
Information and communications technology	4.8%	4.8%
Anti corruption	21.0%	12.0%
Disaster management	1.6%	0.0%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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 Papua New Guinea?

Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Convening/Facilitating	9.6%	17.3%
Data	5.8%	8.0%
Policy advice, studies, analyses	13.5%	4.0%
Financial resources	19.2%	13.3%
Capacity development	25.0%	36.0%
Technical assistance	13.5%	8.0%
Mobilizing third party financial resources	7.7%	1.3%
Donor coordination	0.0%	2.7%
Linkage to non-Bank expertise	0.0%	5.3%
Strategy formulation	9.6%	6.7%
Other	0.0%	0.0%

2 nd Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Convening/Facilitating	0.0%	4.0%
Data	7.8%	4.0%
Policy advice, studies, analyses	19.6%	12.0%
Financial resources	9.8%	12.0%
Capacity development	11.8%	6.7%
Technical assistance	11.8%	14.7%
Mobilizing third party financial resources	9.8%	5.3%
Donor coordination	5.9%	4.0%
Linkage to non-Bank expertise	2.0%	6.7%
Strategy formulation	25.5%	33.3%
Other	0.0%	0.0%

How effectively do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	41	6.51	1.53	56	6.73	1.89
Data	38	6.87	2.02	55	6.76	2.09
Policy advice, studies, analyses	45	7.04	1.92	64	6.98	2.03
Financial resources	46	7.15	1.67	67	7.28	2.09
Technical assistance	44	7.25	1.62	66	7.05	1.88
Mobilizing third party financial resources	40	6.70	1.95	64	6.78	2.10
Donor coordination	44	6.73	2.39	64	6.89	2.32
Linkage to non-Bank expertise	32	6.47	1.92	53	6.81	2.00
Strategy formulation	43	6.65	2.07	64	6.98	2.12

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 Papua New Guinea?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Staff too inaccessible*	1.6%	21.5%
Not exploring alternative policy options*	4.9%	16.5%
Not adequately sensitive to political/social realities in Papua New Guinea	4.9%	10.1%
Not enough public disclosure of its work	29.5%	25.3%
Arrogant in its approach	3.3%	2.5%
Not aligned with country priorities	3.3%	3.8%
The credibility of its knowledge/data	4.9%	6.3%
World Bank Group's processes too complex*	24.6%	7.6%
Not willing to honestly criticize policies and reform efforts in the country	8.2%	7.6%
Too influenced by developed countries*	1.6%	10.1%
Imposing technocratic solutions without regard to political realities	9.8%	6.3%
World Bank Group's processes too slow*	16.4%	3.8%
Too bureaucratic in its operational policies and procedures*	21.3%	7.6%
Not aligned with other donors' work	6.6%	2.5%
Not collaborating enough with non-state actors	4.9%	6.3%
Not client focused	1.6%	1.3%
Its advice and strategies do not lend themselves to practical problem solving	3.3%	8.9%
Not focused enough on issues that are unique to post-conflict countries	0.0%	3.8%
Inadequate number of World Bank Group staff members located in the country	9.8%	5.1%
Other	3.3%	2.5%
Don't know	14.8%	19.0%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Capacity development	45.9%	53.0%
Policy based lending / budget support to the Government	16.4%	22.9%
Knowledge products/services	23.0%	18.1%
Investment lending	21.3%	15.7%
Technical assistance	34.4%	30.1%
Trust Fund management*	3.3%	13.3%
Co-financing arrangements	9.8%	9.6%
Sector-wide approaches	13.1%	13.3%
Emergency Recovery lending	1.6%	2.4%
Other	1.6%	2.4%
Don't know	8.2%	8.4%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Academia/think tanks/research institutes	22.0%	21.7%
Donor community*	18.6%	7.2%
Media*	10.2%	22.9%
NGOs	23.7%	24.1%
Local Government	25.4%	14.5%
Private sector	33.9%	28.9%
Parliament	6.8%	3.6%
Community-based organizations	18.6%	13.3%
Beneficiaries*	6.8%	26.5%
Foundations	3.4%	6.0%
Faith-based organizations	11.9%	6.0%
UN and regional peace keeping forces	1.7%	0.0%
Emerging donors	0.0%	0.0%
UN agencies	3.4%	2.4%
Regional organizations	1.7%	6.0%
Other	1.7%	3.6%
Don't know	1.7%	3.6%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	58	7.28	1.99	76	6.76	2.06
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	56	6.68	1.93	73	6.33	2.18
The World Bank Group supports programs and strategies that are realistic for Papua New Guinea	56	7.00	1.83	72	6.57	2.15
The World Bank Group treats clients and stakeholders in Papua New Guinea with respect*	55	7.47	1.76	68	6.74	2.10

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	48	6.50	1.80	66	6.29	2.02
Flexibility (in terms of the institution's products and services)	46	5.91	1.53	65	6.38	2.09
Flexibility (in terms of changing country circumstances)	48	6.19	1.62	66	6.29	2.06
Being inclusive	54	6.76	1.64	69	6.39	1.88
Openness*	52	7.00	1.78	69	6.26	2.03
Staff accessibility*	55	6.84	1.71	67	5.94	2.12
Straightforwardness and honesty	54	7.26	1.88	68	6.72	2.09
Ease of access to the people at the World Bank Group who are making decisions important to my work	52	6.60	2.11	63	6.25	2.41
Collaboration with groups outside of the Government	45	6.93	1.97	66	6.92	1.93
Collaboration with the Government	48	7.48	1.73	69	7.19	2.06
Collaboration with other donors	44	7.34	1.83	67	7.15	1.98
Collaboration with the UN	36	7.47	2.08	62	7.15	2.14
The speed in which it gets things accomplished on the ground	50	6.24	1.87	70	6.60	2.16
Being a long-term partner	49	7.67	1.72	70	7.44	2.12

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

To be more effective development partner in Papua New Guinea, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
More local presence	74.2%	80.7%
The current level of local presence is adequate	14.5%	7.2%
Less local presence	1.6%	2.4%
Don't know	9.7%	9.6%

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
More effective collaboration	21.0%	31.3%
The same level of effective collaboration	29.0%	34.9%
Less effective collaboration	9.7%	12.0%
Don't know	40.3%	21.7%

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

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group does not do adequate follow through/follow-up*	9.8%	30.9%
There is not an adequate level of citizen/civil society participation	32.8%	43.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	18.0%	32.1%
Lack of/inadequate levels of capacity in Government*	60.7%	43.2%
Poor donor coordination	13.1%	16.0%
The World Bank Group works too slowly	8.2%	6.2%
The Government works inefficiently	55.7%	40.7%
Political pressures and obstacles	29.5%	24.7%
Reforms are not well thought out in light of country challenges	16.4%	17.3%
Ongoing conflict and instability	14.8%	21.0%
Inadequate funding	9.8%	3.7%
Other	4.9%	1.2%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

C. World Bank Group's Effectiveness and Results

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Information and communications technology	21	6.62	1.83	51	6.55	2.23
Transport	36	6.92	2.06	59	6.58	2.18
Crime and violence	26	6.27	2.16	55	5.93	2.46
Regulatory framework*	30	7.30	1.74	55	6.35	2.21
Poverty reduction*	11	7.36	1.86	18	4.94	2.31
Gender equity	40	7.18	2.04	66	6.76	2.01
Domestic private sector development	38	6.95	1.45	59	6.17	2.17
Foreign direct investment	32	7.41	1.32	55	6.69	2.12
Local governance and sub-national institutions*	32	7.31	1.51	55	6.49	2.01
Water and sanitation	32	6.97	1.82	60	6.70	2.11
Economic growth*	38	7.47	1.77	62	6.69	1.86
Energy	30	7.03	1.92	52	6.35	2.05
Public sector governance/ reform	39	7.36	1.97	64	6.64	1.92
Job creation/employment	37	6.11	2.14	60	6.05	2.17
Financial markets	34	6.85	1.83	60	6.72	2.12
Equality of opportunity	36	6.39	1.87	57	6.51	2.01
Health	36	6.94	1.97	60	6.62	1.88
Rural development	36	7.14	1.88	59	6.51	2.19
Education	35	6.91	1.85	59	6.73	1.99
Social protection	30	6.30	2.04	53	6.04	2.34
Climate change	28	6.07	2.42	60	6.23	1.99
Agricultural development*	40	7.45	1.80	63	6.43	2.08
Natural resource management	30	7.13	1.46	61	6.64	2.03

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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

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

(Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
At the Headquarters (in Washington D.C.)	32.2%	32.0%
In the country	23.7%	30.7%
Don't know	44.1%	37.3%

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	53	6.66	1.49	70	6.37	2.01

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Papua New Guinea?	47	6.47	1.69	71	6.31	2.04

(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 Papua New Guinea?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Papua New Guinea	45	6.56	1.79	68	5.96	2.12
The World Bank Group meets Papua New Guinea's needs for knowledge services*	50	6.94	1.96	69	6.04	2.18

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	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 Papua New Guinea?	40	6.83	1.63	56	6.66	2.47

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

D. The World Bank Group's Knowledge Work and Activities

In Papua New Guinea, 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)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	49	6.41	1.91	61	6.20	2.06
Include appropriate level of stakeholder involvement during preparation*	52	7.02	1.73	67	6.33	1.96
Are relevant to Papua New Guinea's development priorities	57	6.91	1.83	69	6.49	2.00
Lead to practical solutions	50	6.28	1.83	68	5.97	2.31
Are accessible	53	6.64	1.99	68	6.04	2.06
Are source of relevant information on global good practices	52	7.21	1.89	67	6.90	2.00
Enhance your knowledge and/or skills*	55	7.31	1.98	69	6.32	2.15
Are adequately disseminated	48	6.65	1.96	68	6.09	2.16
Are translated enough into local language	39	5.08	2.45	62	5.74	2.38
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	53	6.70	2.04	66	6.27	2.06

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	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?	55	6.78	1.84	72	6.51	2.39
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	55	7.38	1.87	70	6.76	2.16

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

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	38	6.63	2.08	54	6.11	2.17
The World Bank Group effectively monitors and evaluates the projects and programs it supports	57	7.40	1.70	69	6.90	1.89
The World Bank Group's approvals and reviews are done in a timely fashion	44	6.32	2.12	59	6.29	1.97
The World Bank Group's "Safeguard Policy" requirements are reasonable	39	6.92	1.86	57	6.74	1.99
The World Bank Group's conditions on its lending are reasonable	40	6.83	2.00	60	6.73	1.96
The World Bank Group takes decisions quickly in Papua New Guinea	46	6.35	2.10	59	6.37	2.27
Working with the World Bank Group increases Papua New Guinea's institutional capacity	50	7.34	1.81	67	6.72	2.14
The World Bank Group ensures consistency and continuity through staff changes	34	7.06	1.72	57	6.56	2.10
Where country systems are adequate, the World Bank Group makes appropriate use of them	43	6.72	2.37	59	6.41	2.05
The World Bank Group provides effective implementation support	47	6.72	2.04	64	6.77	2.15

Which of the following best describes the way the World Bank Group operates in Papua New Guinea?**(Select only ONE response)**

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group takes too much risk in Papua New Guinea	3.2%	15.0%
The World Bank Group does not take enough risk in Papua New Guinea	24.2%	20.0%
The World Bank Group's approach to risk is appropriate	25.8%	18.8%
Don't know	33.9%	37.5%
Prefer not to answer	12.9%	8.8%

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Papua New Guinea?	41	5.51	1.79	53	5.98	1.97

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

F. The World Bank Group's Sectoral Focus in Papua New Guinea

In your opinion, which are the two areas related to sustainable development of the mining sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Provide advisory support to communities and civil society groups to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country	46.7%	50.0%
Provide support to strengthen the technical aspects of the mining sector*	16.7%	43.9%
Provide support to government to strengthen transparent and effective regulation related to the mining sector	46.7%	31.7%
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of mining	28.3%	31.7%
Provide advisory support to governments to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country*	51.7%	24.4%
Provide advisory support to companies to help them make mining investments that can deliver equitable benefits in the country.	8.3%	15.9%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

In your opinion, which are the two areas related to sustainable development of the oil and gas sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of oil and gas sector development*	16.9%	41.3%
Provide advisory support to governments to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	42.4%	48.8%
Provide support to government to strengthen transparent and effective regulation of the oil and gas sector	52.5%	38.8%
Provide advisory support to communities and civil society groups to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country	44.1%	36.3%
Provide support to strengthen the technical aspects of the oil and gas sector	16.9%	18.8%
Provide advisory support to companies to help them make oil and gas sector investments that can deliver equitable benefits in the country*	25.4%	12.5%

F. The World Bank Group's Sectoral Focus in Papua New Guinea (continued)

In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Provide support related to macro-economic risks including Kina appreciation, inflation and other fiscal issues*	35.6%	57.3%
Provide support for better governance and anti-corruption efforts by government and state entities in oil, gas, and mining in Papua New Guinea	61.0%	64.6%
Provide support for better quality of public expenditures in core service areas, in the context of growing overall national revenues for Papua New Guinea coming from oil, gas and mining sectors	55.9%	40.2%
Provide support for meaningful implementation of the Extractive Industries Transparency Initiative (EITI)	25.4%	23.2%
Provide support to civil society that ensures a strong role in the implementation of the EITI	16.9%	8.5%

G. The Future Role of the World Bank Group in Papua New Guinea

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy	26.2%	35.4%
Collaborate more effectively with Government clients	27.9%	30.5%
Offer more innovative financial products	8.2%	13.4%
Improve the competitiveness of its financing compared to markets	6.6%	15.9%
Reach out more to groups outside of Government	19.7%	18.3%
Improve the quality of its experts as related to Papua New Guinea's specific challenges	13.1%	9.8%
Offer more innovative knowledge services	6.6%	9.8%
Ensure greater selectivity in its work	14.8%	7.3%
Increase the level of capacity development in the country	34.4%	28.0%
Reduce the complexity of obtaining World Bank Group financing	14.8%	9.8%
Increase availability of Fee-Based services	1.6%	4.9%
Work faster	8.2%	4.9%
Increase the level of World Bank Group staffing in Papua New Guinea's office	9.8%	3.7%
Other	4.9%	1.2%

When considering the combination of services that the World Bank Group offers in Papua New Guinea, 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 Papua New Guinea? (Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Financial services	35.0%	36.7%
Knowledge products	25.0%	24.1%
Convening services	0.0%	6.3%
None of the above	1.7%	1.3%
The combination is appropriate for Papua New Guinea	30.0%	19.0%
Don't know	8.3%	12.7%

G. The Future Role of the World Bank Group in Papua New Guinea (continued)

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Papua New Guinea?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Building social safety nets	19.6%	30.0%
Strengthening public financial management	53.6%	53.8%
Reducing violence	14.3%	7.5%
Increasing access to justice systems	7.1%	16.3%
Strengthening security mechanisms	8.9%	21.3%
Strengthening conflict resolution mechanisms	23.2%	20.0%
Increasing access to basic services	55.4%	42.5%
Building capacity of state institutions	37.5%	32.5%
Generating jobs	23.2%	25.0%
Improving livelihoods	32.1%	26.3%
Increasing cohesion	3.6%	6.3%
Stimulating dialogue to promote peace and stability	12.5%	12.5%

Which THREE areas below would benefit most from other donors in Papua New Guinea?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Building social safety nets	21.4%	20.3%
Strengthening public financial management	21.4%	24.1%
Reducing violence	41.1%	29.1%
Increasing access to justice systems	19.6%	29.1%
Strengthening security mechanisms	19.6%	25.3%
Strengthening conflict resolution mechanisms	25.0%	17.7%
Increasing access to basic services	32.1%	26.6%
Building capacity of state institutions	19.6%	17.7%
Generating jobs	25.0%	34.2%
Improving livelihoods	33.9%	21.5%
Increasing cohesion*	12.5%	26.6%
Stimulating dialogue to promote peace and stability	16.1%	21.5%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

What should the World Bank Group do to improve collaboration with the UN in the field?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Share more information about the World Bank Group's activities, products, and knowledge	51.8%	63.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	41.1%	58.0%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	57.1%	61.7%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	39.3%	44.4%
Organize more joint meetings and missions with the UN	19.6%	16.0%
Involve UN experts to a greater degree in World Bank Group activities*	39.3%	21.0%
Other	1.8%	3.7%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

H. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Papua New Guinea?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Local newspapers	82.7%	69.7%
International newspapers	5.8%	7.9%
Local radio	5.8%	6.6%
International radio	3.8%	3.9%
Local television	17.3%	17.1%
International television	5.8%	5.3%
Periodicals	5.8%	3.9%
Internet	38.5%	42.1%
Social media	21.2%	28.9%
Blogs	1.9%	3.9%
Mobile phones	0.0%	0.0%
Instant messaging	1.9%	1.3%
Other	7.7%	1.3%

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Blogs	8.5%	12.5%
Direct contact with World Bank Group*	28.8%	15.0%
e-Newsletters	45.8%	42.5%
Instant messaging	6.8%	5.0%
World Bank Group's seminars/workshops/conferences	23.7%	26.3%
World Bank Group's publications and other written materials	33.9%	22.5%
Mobile phones	5.1%	8.8%
Social media*	15.3%	31.3%
World Bank Group's website	22.0%	23.8%
Other	0.0%	0.0%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	13.3%	15.9%
No	86.7%	84.1%

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	27.6%	18.3%
No	72.4%	81.7%

Were you able to obtain this information?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	100.0%	76.9%
No	0.0%	23.1%

Do you have access to the Internet?*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	98.2%	80.8%
No	1.8%	19.2%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

H. Communication and Information Sharing (continued)**Do you use/have used the World Bank Group website?***

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	62.1%	37.2%
No	37.9%	62.8%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

Which do you primarily use?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group's country website (www.worldbank.org/pg)	52.8%	56.9%
The World Bank Group's main website (www.worldbank.org)	47.2%	43.1%

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
High speed	59.6%	57.4%
Dial-up	26.9%	27.9%
Mobile device over cellular network	13.5%	14.7%

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	48	5.69	2.60	55	5.33	2.64
I find the World Bank Group's websites easy to navigate	45	6.78	2.03	53	5.94	2.22
I find the information on the World Bank Group's websites useful*	43	7.53	1.75	53	6.17	2.36
The World Bank Group's social media channels are valuable sources of information about the institution	25	7.04	2.34	53	6.30	2.25
When I need information from the World Bank Group I know how to find it	46	6.67	2.16	54	5.80	2.48
The World Bank Group is responsive to my information requests and inquiries*	39	7.33	1.90	56	6.30	2.26

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

I. Background Information

Which of the following agencies of the World Bank Group do you work with in Papua New Guinea? (Select all that apply)

Percentage of Respondents (Responses combined)	Port Moresby (National Capital District)	Other
The World Bank (IBRD/IDA)*	70.0%	19.0%
The International Finance Corporation (IFC)*	43.3%	3.8%
The Multilateral Investment Guarantee Agency (MIGA)	5.0%	1.3%
None*	6.7%	75.9%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

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

Percentage of Respondents (Responses combined)	Port Moresby (National Capital District)	Other
Observer*	21.7%	73.2%
Use World Bank Group reports/data	30.0%	22.5%
Engage in World Bank Group related/sponsored events/activities*	40.0%	12.7%
Collaborate as part of my professional duties*	53.3%	14.1%
Use World Bank Group website for information, data, research, etc.	16.7%	21.1%

*Significantly different between respondents who do and do not professionally collaborate with the World Bank Group

Appendix E: Responses to All Questions by Year¹

FY '03 Response Number = 81 • FY '14 Response Number = 150

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Papua New Guinea?*	80	7.16	1.87	149	5.90	2.26

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY14 and FY03 country surveys

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.*	73	5.73	2.26	136	6.58	2.13

(1-Not effective at all, 10-Very effective) *Significantly different between FY14 and FY03 country surveys

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	80	6.73	2.24	138	7.04	2.04
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	79	6.19	2.32	132	6.54	2.08
The World Bank Group supports programs and strategies that are realistic for Papua New Guinea*	80	5.65	2.54	132	6.81	2.02
The World Bank Group treats clients and stakeholders in Papua New Guinea with respect*	74	5.99	2.43	126	7.12	1.99

*Significantly different between FY14 and FY03 country surveys

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

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	58	5.86	2.51	118	6.31	1.88
Staff accessibility	76	5.86	2.32	126	6.40	2.00
Straightforwardness and honesty	76	7.04	2.47	125	7.02	2.02
Collaboration with the Government*	57	6.42	2.53	120	7.35	1.92
Collaboration with other donors*	71	6.66	2.04	115	7.31	1.94

*Significantly different between FY14 and FY03 country surveys

¹ Only those questions that were asked in the FY '03 and FY '14 country surveys, with similar response scales/options, are presented.

C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Regulatory framework*	74	5.98	2.23	88	6.76	2.11
Poverty reduction	75	5.37	2.38	29	5.86	2.43
Gender equity*	69	5.51	2.10	109	6.97	2.03
Domestic private sector development*	71	5.39	2.51	100	6.55	1.97
Economic growth*	78	5.57	2.28	103	7.05	1.86
Public sector governance/ reform*	77	5.56	2.41	106	6.97	1.97
Health	74	6.33	2.27	99	6.80	1.91
Rural development*	75	5.44	2.50	98	6.82	2.10
Education	73	6.23	2.51	97	6.87	1.95

*Significantly different between FY14 and FY03 country surveys

D. The World Bank Group's Knowledge Work and Activities

In Papua New Guinea, 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)

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Are adaptable to Papua New Guinea's specific development challenges and country circumstances*	79	5.53	2.28	123	6.50	2.10

*Significantly different between FY14 and FY03 country surveys

E. Working with the World Bank Group

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

	year					
	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	54	6.43	2.51	96	6.36	2.14
The World Bank Group effectively monitors and evaluates the projects and programs it supports	57	6.53	2.62	130	7.15	1.82
Working with the World Bank Group increases Papua New Guinea's institutional capacity	58	6.66	2.45	121	7.05	2.02

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank in Papua New Guinea? Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	6.60	6.42	6.48	6.12	6.14	6.77	6.33	6.23	6.14	6.61	6.24	6.59
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	6.66	6.96	6.92	6.21	6.50	6.74	6.55	6.59	6.36	6.94	6.52	6.78
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	6.76	7.28	7.43	6.32	6.82	7.03	6.76	7.19	6.49	7.65	6.86	6.92
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	6.33	6.68	6.75	5.86	6.29	6.35	6.19	6.63	5.96	7.00	6.27	6.43
Responsiveness	6.29	6.50	6.47	5.76	6.05	6.32	6.08	6.25	5.88	6.60	6.08	6.32
Flexibility (in terms of the institution's products and services)	6.38	5.91	6.08	5.79	5.96	5.89	5.89	6.07	5.75	6.29	5.89	6.16
Flexibility (in terms of changing country circumstances)	6.29	6.19	6.38	5.57	5.96	6.14	5.88	6.36	5.85	6.31	5.93	6.33
Being inclusive	6.39	6.76	6.68	5.96	6.32	6.38	6.21	6.69	6.09	6.76	6.30	6.50
Openness	6.26	7.00	6.77	5.92	6.32	6.48	6.20	6.79	6.16	6.70	6.28	6.71
Staff accessibility	5.94	6.84	6.47	5.65	6.04	6.22	6.10	6.03	5.72	6.68	6.07	6.14
Straightforwardness and honesty	6.72	7.26	7.27	6.17	6.59	7.19	6.64	7.00	6.50	7.12	6.70	6.86
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.25	6.60	6.83	5.37	5.95	6.67	6.13	6.15	5.97	6.40	6.01	6.62
Collaboration with groups outside of the Government	6.92	6.93	7.00	6.33	6.68	6.65	6.66	6.70	6.44	7.05	6.62	6.89
Collaboration with the Government	7.19	7.48	7.49	6.76	7.11	7.14	7.05	7.28	7.12	7.11	7.01	7.58
Collaboration with other donors	7.15	7.34	7.35	6.71	7.08	6.85	7.00	7.08	6.95	7.14	6.99	7.15
Collaboration with the UN	7.15	7.47	7.36	6.69	7.06	6.87	7.00	7.04	6.79	7.42	6.87	7.59
The speed in which it gets things accomplished on the ground	6.60	6.24	6.25	6.06	6.13	6.24	6.18	6.11	5.96	6.50	6.05	6.59
Being a long-term partner	7.44	7.67	7.69	6.94	7.34	7.31	7.32	7.37	7.06	7.84	7.33	7.32
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	6.37	6.66	6.80	5.89	6.42	6.17	6.20	6.81	6.07	6.92	6.22	6.91
To what extent does the World Bank Group help to build/strengthen existing country systems in Papua New Guinea?	6.31	6.47	6.68	5.71	6.08	6.41	6.16	6.21	5.96	6.64	6.00	6.90
The World Bank Group's financial instruments meet the needs of Papua New Guinea	5.96	6.56	6.55	5.35	5.77	6.33	5.85	6.27	5.72	6.42	5.83	6.40
The World Bank Group meets Papua New Guinea's needs for knowledge services	6.04	6.94	6.92	5.51	6.04	6.65	6.00	6.92	5.93	6.85	6.11	6.64
World Bank Group's knowledge work and activities are adaptable to Papua New Guinea's specific development challenges and country circumstances	6.27	6.70	6.93	5.52	6.03	6.83	6.10	6.64	5.96	6.81	6.17	6.52
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.51	6.78	7.00	5.88	6.44	6.45	6.29	6.90	6.11	7.08	6.32	6.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.76	7.38	7.53	6.15	6.77	7.13	6.70	7.33	6.51	7.49	6.68	7.64
The World Bank Group takes decisions quickly in Papua New Guinea	6.37	6.35	6.52	5.73	6.02	6.43	5.91	6.79	6.02	6.36	6.01	6.75
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.41	6.72	6.87	5.86	6.33	6.50	6.25	6.74	5.93	7.15	6.27	6.79

Yellow highlight indicates significant difference between Yes and No mean.

Appendix G: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	19	6.68	2.26	8	5.88	2.23	11	6.18	1.54	51	6.35	2.32	18	7.28	2.40	12	6.33	1.67	14	6.93	1.54
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	17	7.82	1.88	8	5.38	2.20	9	6.56	1.42	45	6.56	2.01	17	6.65	2.34	10	6.90	2.13	13	7.46	1.71
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	19	8.21	1.99	8	6.75	1.67	12	7.33	2.19	51	6.55	2.21	16	7.00	1.90	15	7.40	1.35	14	6.79	1.81
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	17	7.76	1.92	8	6.13	1.89	11	6.00	2.53	50	6.24	2.24	16	6.56	1.97	15	7.07	1.87	13	6.31	1.38
Responsiveness	18	7.39	2.06	7	5.71	2.06	9	6.22	1.92	45	6.13	1.96	16	7.06	1.81	9	6.11	1.54	11	6.55	1.29
Flexibility (in terms of the institution's products and services)	16	6.75	1.84	7	4.71	1.38	9	6.11	1.62	44	6.02	1.91	17	6.82	1.85	8	7.25	1.75	11	6.27	2.00
Flexibility (in terms of changing country circumstances)	16	7.06	2.08	7	5.57	.98	10	6.60	1.17	45	5.98	1.91	17	6.65	2.03	9	6.33	2.24	11	6.45	1.63
Being inclusive	18	7.78	1.35	7	6.29	1.80	10	6.90	1.20	45	6.42	1.79	17	6.76	1.82	13	6.15	1.68	14	6.21	2.01
Openness	19	7.63	1.98	7	6.57	1.62	10	6.80	1.93	47	6.19	1.86	17	7.06	1.95	10	6.60	2.27	12	6.75	1.96
Staff accessibility	18	7.33	2.25	7	7.14	.90	10	5.90	2.33	46	6.04	1.98	17	6.88	2.06	12	6.58	1.51	13	6.08	1.66
Straightforwardness and honesty	17	8.12	1.80	7	6.43	1.99	9	7.22	1.79	47	6.96	1.85	17	7.00	2.32	13	6.46	2.15	13	7.08	2.10
Ease of access to the people at the World Bank Group who are making decisions important to my work	18	7.44	2.41	7	7.00	1.41	10	6.10	2.60	42	6.26	2.14	17	6.71	2.20	12	5.92	2.54	10	6.60	2.07
Collaboration with groups outside of the Government	17	8.53	1.33	6	6.67	2.34	8	7.13	1.96	41	6.76	1.91	16	6.88	2.19	12	6.67	1.30	12	6.67	2.10
Collaboration with the Government	17	8.41	1.37	7	7.00	2.00	9	7.33	1.58	42	7.29	2.09	17	7.00	2.09	14	7.43	1.50	12	7.17	2.08
Collaboration with other donors	16	8.25	1.53	7	6.57	1.99	10	7.30	1.83	39	7.23	1.91	16	7.00	2.22	13	7.38	1.76	11	7.36	2.16
Collaboration with the UN	15	8.07	2.55	5	7.00	2.00	7	7.57	1.72	33	7.45	1.92	16	7.13	2.25	14	7.36	1.69	9	6.78	2.44
The speed in which it gets things accomplished on the ground	17	7.53	1.97	7	5.71	2.21	10	6.20	2.44	46	6.22	2.19	16	7.06	2.14	14	6.71	1.44	11	6.36	1.50
Being a long-term partner*	17	8.76	1.44	7	6.43	1.81	10	7.30	1.95	47	7.47	1.85	17	7.00	2.35	10	8.10	2.02	12	8.25	1.42
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	16	7.44	1.93	7	5.29	.76	11	6.36	1.50	46	6.20	1.97	16	6.75	1.44	15	7.13	1.73	14	6.64	1.55
To what extent does the World Bank Group help to build/strengthen existing country systems in Papua New Guinea?*	15	7.20	2.04	8	5.00	2.14	7	5.86	1.07	46	6.07	1.96	17	6.82	1.85	13	7.38	1.89	13	6.69	1.25
The World Bank Group's financial instruments meet the needs of Papua New Guinea	16	7.69	2.12	5	5.60	1.82	5	6.20	1.64	44	5.75	2.19	15	6.27	2.12	15	6.60	1.64	14	6.43	1.50
The World Bank Group meets Papua New Guinea's needs for knowledge services*	15	7.80	2.40	6	6.67	2.73	7	7.71	1.38	46	5.87	2.27	17	6.12	2.06	15	6.73	1.39	14	6.86	1.75
World Bank Group's knowledge work and activities are adaptable to Papua New Guinea's specific development challenges and country circumstances	19	7.63	2.34	6	4.67	2.42	8	6.88	1.25	41	6.44	2.13	18	6.17	2.41	15	6.53	1.30	13	6.54	1.51
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	20	7.90	1.89	7	4.71	2.29	11	6.64	1.12	46	6.09	2.22	17	6.41	2.18	15	8.13	2.13	13	7.00	1.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	19	8.37	1.46	7	5.43	2.82	10	7.70	1.34	45	6.58	2.12	18	6.44	2.06	14	8.36	1.60	13	7.15	1.52
The World Bank Group takes decisions quickly in Papua New Guinea	16	7.25	2.27	7	4.43	2.15	6	7.50	1.76	39	6.18	2.27	17	6.53	2.07	10	7.20	1.23	12	6.00	2.41
Where country systems are adequate, the World Bank Group makes appropriate use of them*	17	7.65	1.69	8	5.13	2.47	5	7.00	2.45	33	6.12	2.37	17	5.94	2.08	14	7.86	1.66	10	6.90	1.60

*Significantly different between stakeholder groups

Appendix H: Papua New Guinea FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Papua New Guinea

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING PAPUA NEW GUINEA

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Papua New Guinea.			
Please identify which of the following you consider the most important development priorities in Papua New Guinea? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Transport (e.g., roads, bridges, transportation)	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Food security
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)	22	Social cohesion (e.g. working together to solve problems in a nonviolent and civil way)
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Gender equity	24	Agricultural development
7	Domestic private sector development	25	Trade and exports
8	Foreign direct investment	26	Reduced crime and violence
9	Water and sanitation	27	Economic growth
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and sub-national institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Urban development	33	Anti corruption
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Papua New Guinea? (Choose no more than THREE)			
1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Economic growth	20	Domestic private sector development
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)
7	Gender equity	24	Social cohesion (e.g. working together to solve problems in a nonviolent and civil way)
8	Rural development	25	Education
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and sub-national institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Reduced crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

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

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Papua New Guinea? (Choose no more than THREE)			
1	Energy	18	Social cohesion (e.g. working together to solve problems in a nonviolent and civil way)
2	Gender equity	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)
3	Equality of opportunity (i.e., equity)	20	Domestic private sector development
4	Global/regional integration	21	Job creation/employment
5	Social protection (e.g., pensions, targeted social assistance)	22	Agricultural development
6	Climate change (e.g., mitigation, adaptation)	23	Food security
7	Anti corruption	24	Transport (e.g., roads, bridges, transportation)
8	Disaster management	25	Security/stabilization/reconstruction
9	Regional conflict and tensions	26	Education
10	Rural development	27	Natural resource management (e.g., oil, gas, mining)
11	Foreign direct investment	28	Environmental sustainability
12	Urban development	29	Health
13	Water and sanitation	30	Law and justice (e.g., judicial system)
14	Trade and exports	31	Local governance and sub-national institutions
15	Information and communications technology	32	Reduced crime and violence
16	Regulatory framework	33	Financial markets
17	Communicable/non-communicable diseases		

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 Papua New Guinea? (Choose no more than TWO)	
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 (i.e., for the elderly, disabled, poor, or vulnerable)
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

B1. How familiar are you with the work of the World Bank Group in Papua New Guinea?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Papua New Guinea solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the future in Papua New Guinea? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)	21	Health
4	Transport (e.g., roads, bridges, transportation)	22	Education
5	Poverty reduction	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Gender equity	25	Agricultural development
8	Reduced crime and violence	26	Trade and exports
9	Rural development	27	Economic growth
10	Domestic private sector development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and sub-national institutions
12	Water and sanitation	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion (e.g. working together to solve problems in a nonviolent and civil way)	32	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	33	Information and communications technology
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. 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 Papua New Guinea?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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 (skills training, knowledge building, and organizational help)	<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 (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., assistance with national development plans or sectoral strategies)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Papua New Guinea's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Strategy formulation (e.g., assistance with national development plans or sectoral strategies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B15. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Papua New Guinea? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Papua New Guinea
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	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

B16. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Papua New Guinea? (Choose no more than TWO)	
1	Capacity development (skills training, knowledge building, and organizational help)
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	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B17. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community-based organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith-based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., Pacific Islands Forum, etc.)
16	Other (please specify): _____
17	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?

		Strongly disagree										Strongly agree	Don't know
B18	Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	The World Bank Group supports programs and strategies that are realistic for Papua New Guinea	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	The World Bank Group treats clients and stakeholders in Papua New Guinea with respect	1	2	3	4	5	6	7	8	9	10	<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 Papua New Guinea, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B22	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Being inclusive (including a wide range of perspectives and stakeholders)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	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"/>	
B30	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"/>	
B31	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B34	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B35	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B36. To be a more effective development partner in Papua New Guinea, 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
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B37. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B38. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	
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	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it currently does in the following areas of development in Papua New Guinea? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Local governance and sub-national institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Public sector governance/ reform (i.e., government effectiveness, public financial management, procurement, public expenditure, fiscal reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	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

C2. Where are the World Bank Group's decisions made primarily that support the program in Papua New Guinea? (Select only ONE response)

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

C3. To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?

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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Papua New Guinea?

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 Papua New Guinea?

		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Papua New Guinea	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets Papua New Guinea'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 Papua New Guinea?

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)

In Papua New Guinea, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D1	Are timely											<input type="checkbox"/>	
D2	Include appropriate level of stakeholder involvement during preparation											<input type="checkbox"/>	
D3	Are relevant to Papua New Guinea's development priorities											<input type="checkbox"/>	
D4	Lead to practical solutions											<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)											<input type="checkbox"/>	
D6	Are source of relevant information on global good practices											<input type="checkbox"/>	
D7	Enhance your knowledge and/or skills											<input type="checkbox"/>	
D8	Are adequately disseminated											<input type="checkbox"/>	
D9	Are translated enough into local language											<input type="checkbox"/>	
D10	Are adaptable to Papua New Guinea's specific development challenges and country circumstances											<input type="checkbox"/>	

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Papua New Guinea	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7	Working with the World Bank Group increases Papua New Guinea's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E10	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"/>

E11. Which of the following best describes the way the World Bank Group operates in Papua New Guinea? (Select only one response)	
1	The World Bank Group takes too much risk in Papua New Guinea
2	The World Bank Group does not take enough risk in Papua New Guinea
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

E12. To what extent do you believe the World Bank Group is adequately staffed in Papua New Guinea?													
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 F: THE WORLD BANK GROUP'S SECTORAL FOCUS IN PAPUA NEW GUINEA

F1. In your opinion, which are the two areas related to sustainable development of the mining sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

1	Provide advisory support to communities and civil society groups to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country
2	Provide support to strengthen the technical aspects of the mining sector (e.g. technological upgrades or best practice approaches for managing and monitoring exploration and production leases)
3	Provide support to government to strengthen transparent and effective regulation related to the mining sector
4	Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of mining (negative and positive)
5	Provide advisory support to governments to help them play an effective role in negotiating mining contracts that ensure equitable benefits in the country
6	Provide advisory support to companies to help them make mining investments that can deliver equitable benefits in the country.

F2. In your opinion, which are the two areas related to sustainable development of the oil and gas sector in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

1	Support efforts to ensure participation of women at the community level, in managing benefits and dealing with the impact of oil and gas sector development (negative and positive)
2	Provide advisory support to governments to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country
3	Provide support to government to strengthen transparent and effective regulation of the oil and gas sector
4	Provide advisory support to communities and civil society groups to help them play an effective role in crafting oil and gas sector deals that ensure equitable benefits in the country
5	Provide support to strengthen the technical aspects of the oil and gas sector (e.g. online oil and gas registry, technological upgrades for managing and monitoring exploration and production leases)
6	Provide advisory support to companies to help them make oil and gas sector investments that can deliver equitable benefits in the country

F3. In your opinion, which are the two areas related to sustainable and transparent management of minerals revenues (oil, gas and mining) in Papua New Guinea, where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

1	Provide support related to macro-economic risks including Kina appreciation, inflation and other fiscal issues
2	Provide support for better governance and anti-corruption efforts by government and state entities in oil, gas, and mining in Papua New Guinea
3	Provide support for better quality of public expenditures in core service areas, in the context of growing overall national revenues for Papua New Guinea coming from oil, gas and mining sectors
4	Provide support for meaningful implementation of the Extractive Industries Transparency Initiative (EITI)
5	Provide support to civil society that ensures a strong role in the implementation of the EITI

SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAPUA NEW GUINEA

G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Papua New Guinea? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Papua New Guinea'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 Papua New Guinea'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 (e.g. more attention to training and skills development)
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Increase the level of World Bank Group staffing in Papua New Guinea's office
14	Other (please specify): _____

G2. When considering the combination of services that the World Bank Group offers in Papua New Guinea, 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 Papua New Guinea? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Papua New Guinea
6	Don't know

SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAPUA NEW GUINEA

G3. Please answer the following questions:			
Choose no more than THREE for each column		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Papua New Guinea?	B. Which THREE areas below would benefit most from other donors in Papua New Guinea?
1	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<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	Strengthening conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Building capacity of state institutions	<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"/>

G4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	
1	Share more information about the World Bank Group's activities, products, and knowledge
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION H: COMMUNICATION AND INFORMATION SHARING**H1. How do you get most of your information about economic and social development issues in Papua New Guinea? (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): _____

H2. 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): _____

H3	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?	Yes	No
H4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
H5	Were you able to obtain this information?	Yes	No
H6	Do you have access to the Internet?	Yes	No
H7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION H: COMMUNICATION AND INFORMATION SHARING

H8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/pg)
2	The World Bank Group's main website (www.worldbank.org)

H9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	High speed
2	Dial-up
3	Mobile device over cellular network

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
H10	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H13	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H14	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.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION I: BACKGROUND INFORMATION

11. Which of the following best describes your current position? (Select only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank 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): _____

12. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION I: BACKGROUND INFORMATION

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

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

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

16. Which best represents your geographic location?	
1	Port Moresby (National Capital District)
2	Major Town or City (Lae, Madang, Hagen, Goroka, Rabaul/Kokopo, Alotau, Buka, or Wewak)
3	Small town
4	Rural area or village

Thank you for completing the survey!