



# Yemen

## The World Bank Group Country Opinion Survey FY14

Report of Findings  
May 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

## Acknowledgements

The Yemen Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jessica Cameron, Jing Guo and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Yemen country team and the local fielding agency Dipherent Consulting. In particular, PORG is grateful to Wael Zakout (Country Manager) and Samra Shaibani (Senior Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

From February to April 2014, stakeholders of the World Bank Group in Yemen were invited to provide their opinions on the WBG's assistance to the country by participating in a country survey. Paper questionnaires were sent to 100 potential respondents and online questionnaires were sent to 500 potential respondents. Of those, 41 paper questionnaires were completed (41% response rate) and 255 online questionnaires were completed (51% response rate). Potential respondents were initially contacted via email and completed questionnaires either with a representative of the fielding agency (paper questionnaires) or online.

Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch.

Respondents were asked about: general issues facing Yemen; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Yemen; and the WBG's communication and information sharing in Yemen. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Yemen: Respondents were asked to indicate whether Yemen is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to reducing poverty, which areas would contribute most to generating economic growth, and what would best achieve "shared prosperity" in Yemen.

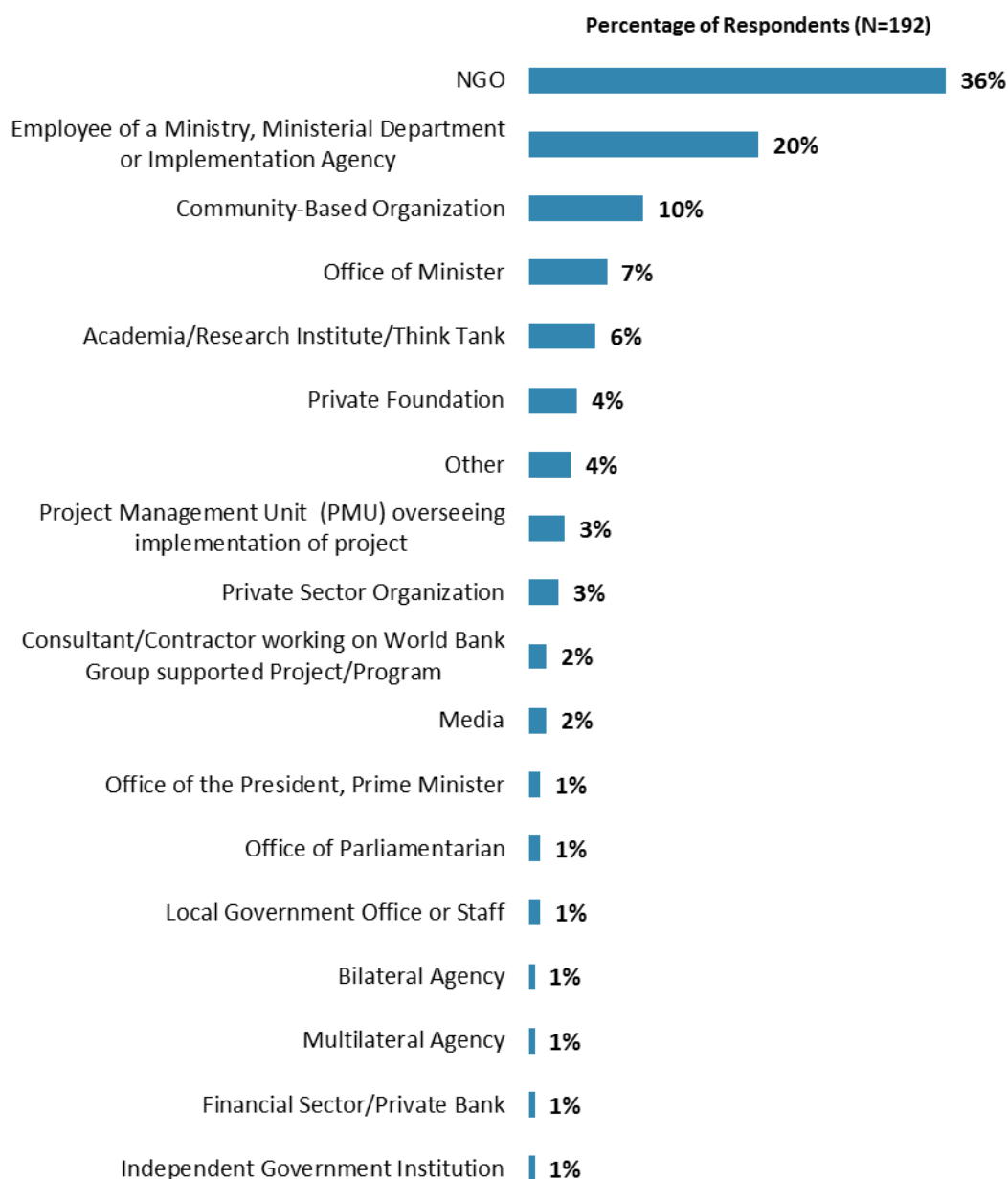
## II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, its effectiveness in Yemen, WBG staff preparedness, the effectiveness of its activities, to what extent it should provide capacity building support to certain groups, the importance and effectiveness of the WBG's current capacity building work, their agreement with various statements regarding the WBG's work, and the extent to which it is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the WBG to focus its resources, the WBG's greatest values and greatest weaknesses, its most effective instruments, with which stakeholder groups the WBG should collaborate more, if the WBG should have more or less of a local presence in Yemen, and to what they attributed slowed or failed reform efforts.
- 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 Yemen, the extent to which the WBG meets Yemen's needs for knowledge services and financial instruments, the extent to which the WBG helps strengthen existing country systems, the extent to which the WBG's internal evaluation mechanisms hold it accountable for achieving results, and the importance of the WBG's involvement and the WBG's level of effectiveness across thirty-six development areas. Respondents were also asked to indicate if WBG decisions regarding its Yemen program were made primarily in country or at Headquarters.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG knowledge work and to rate the 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: Respondents were asked to rate the extent to which various aspects of the WBG's technical assistance work contribute to solving Yemen's development challenges, the extent to which the WBG is adequately staffed in Yemen, and their level of agreement with a series of statements regarding working with the WBG. Respondents were also asked to indicate if the WBG operates with too much risk.
- F. The Future Role of the World Bank Group in Yemen: Respondents were asked to indicate what the WBG should do to make itself of greater value in Yemen, which of its services the WBG should offer more of in Yemen, and which development areas would benefit most for the WBG playing a leading role versus other donors playing a leading role in Yemen.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, their Internet access, and their usage and evaluation of the WBG's websites. Respondents were 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 World Bank Group as a result of the WBG's Open Data policy. Respondents were also asked to evaluate the WBG's information accessibility and responsiveness to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they currently collaborate with the WBG, with which WBG agencies they work, their exposure to the WBG in Yemen, and their geographic location.

### III. Demographics of the Sample

#### Current Position

- For further analyses, the few respondents from the office of the President/Prime Minister were combined with those from the office of a Ministry, the few respondents from PMUs were combined with consultants working on WBG-supported projects; the few respondents from the financial sector/private banks was combined with those from the private sector; respondents from private foundations and were combined with those from NGOs; and the few respondents from the media, the office of a Parliamentarian, local government, multilateral agencies, bilateral agencies, and independent government institutions were included in the “Other” category.

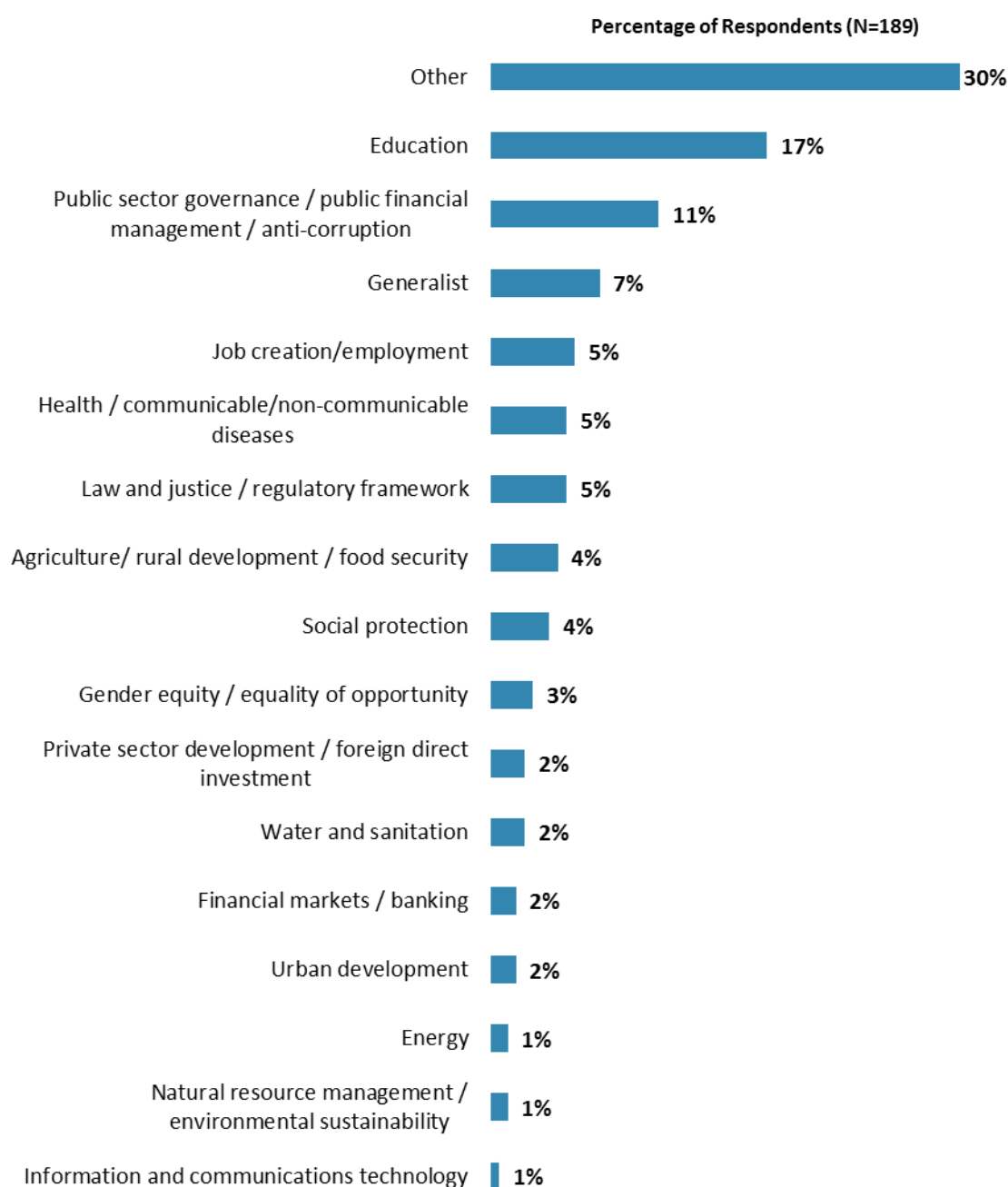


“Which of the following best describes your current position?” (Respondents chose from a list.)

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

#### Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 144).

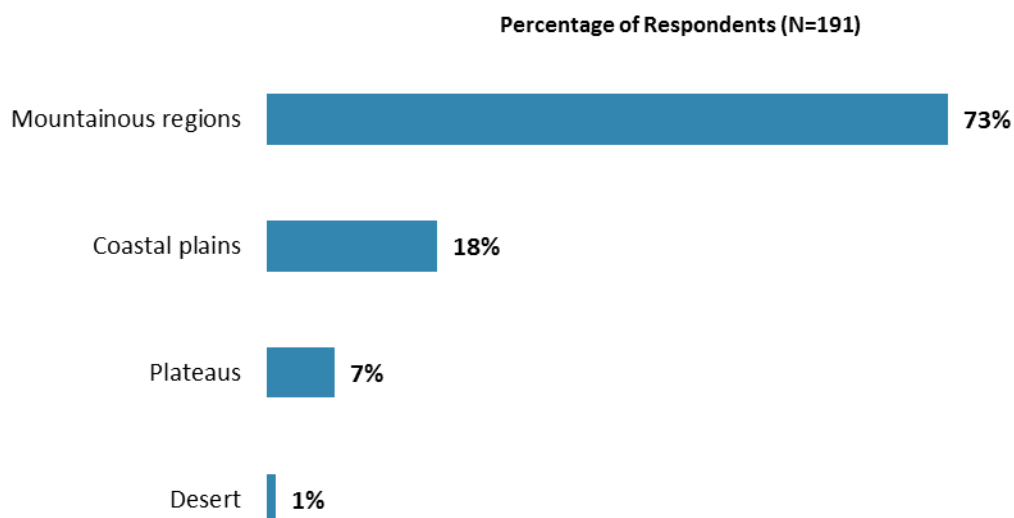


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- The majority of respondents were from mountainous regions. The few respondents from coastal plains, plateaus, and the desert were combined into one “Other Areas” category for all further analyses. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 106).



“Which best represents your geographic location?” (Respondents chose from a list.)



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

#### Collaboration with the World Bank Group

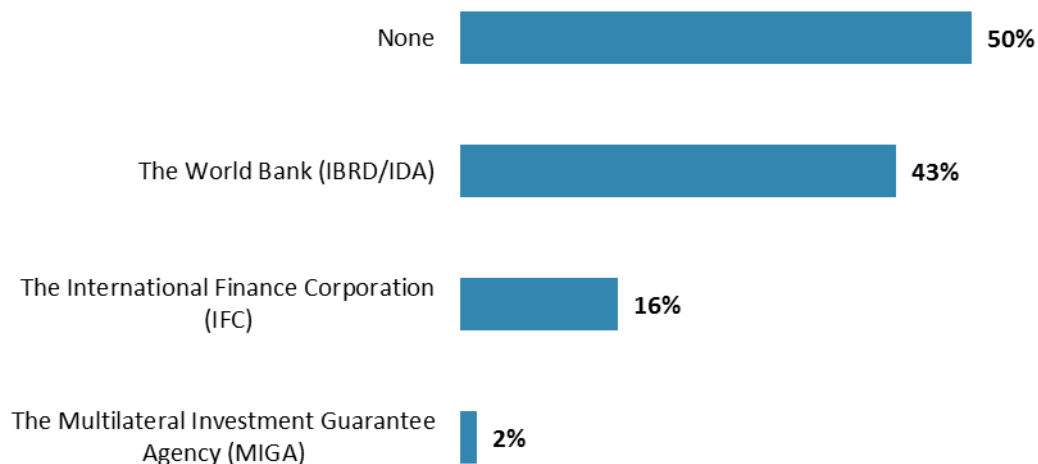
- Differences in responding, based on collaboration with the World Bank Group in Yemen, can be found in the Appendix (see page 125).

Percentage of Respondents (N=186)



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

Percentage of Respondents (N=187)

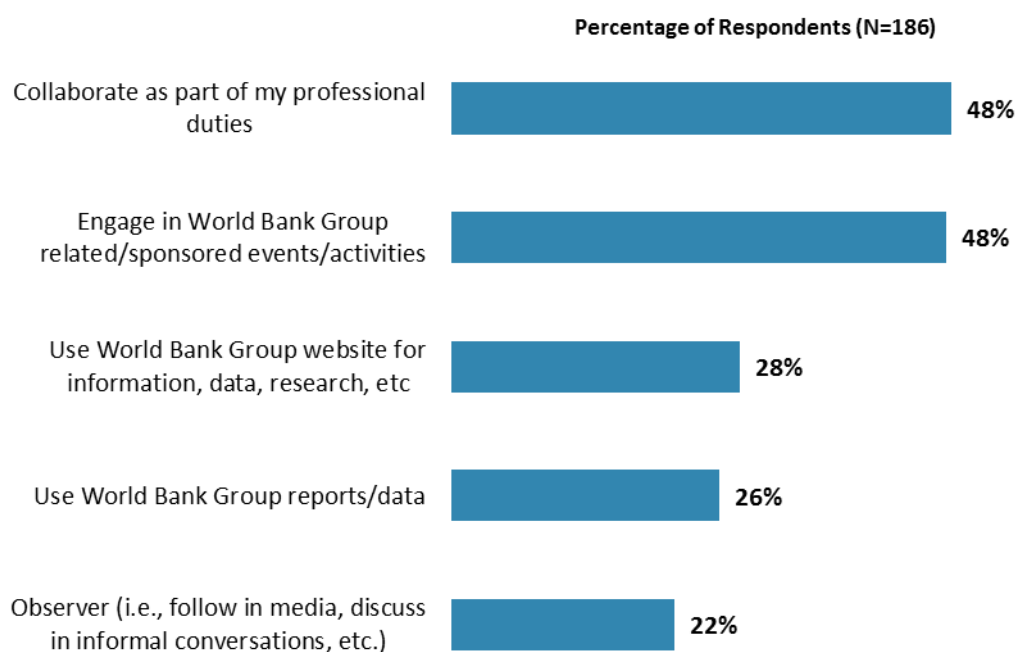


"Which of the following agencies of the World Bank Group do you work with in Yemen?  
(Select all that apply)" (Respondents chose from a list. Responses combined.)

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

#### Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Yemen, can be found in the Appendix (see page 158). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that table.

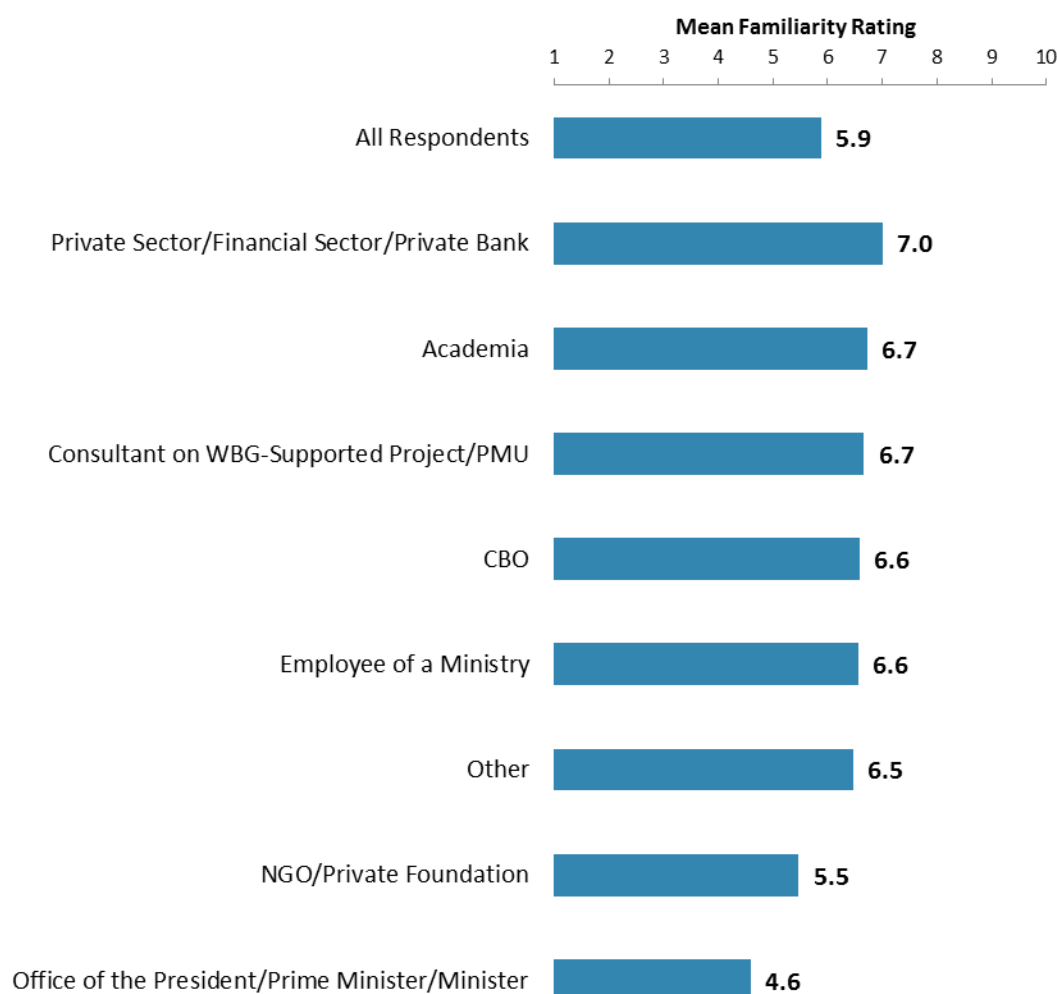


"Which of the following describes most of your exposure to the World Bank Group in Yemen?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Respondents from the private sector/financial sector/private banks had the highest levels of familiarity with the World Bank Group in Yemen whereas respondents from NGOs/private foundations and the office of the President/Prime Minister/Minister had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the World Bank Group were significantly, moderately correlated with their perceptions of the World Bank Group's overall effectiveness in Yemen, the World Bank Group's ability to help achieve development results, and agreement that the World Bank Group currently plays a relevant role in development in Yemen.

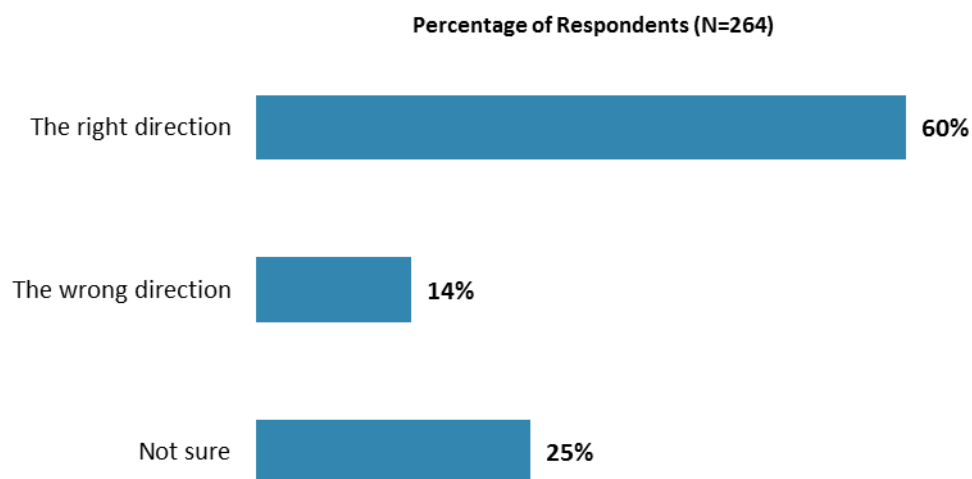


"How familiar are you with the work of the World Bank Group in Yemen?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Yemen

### Yemen Heading in the Right Direction

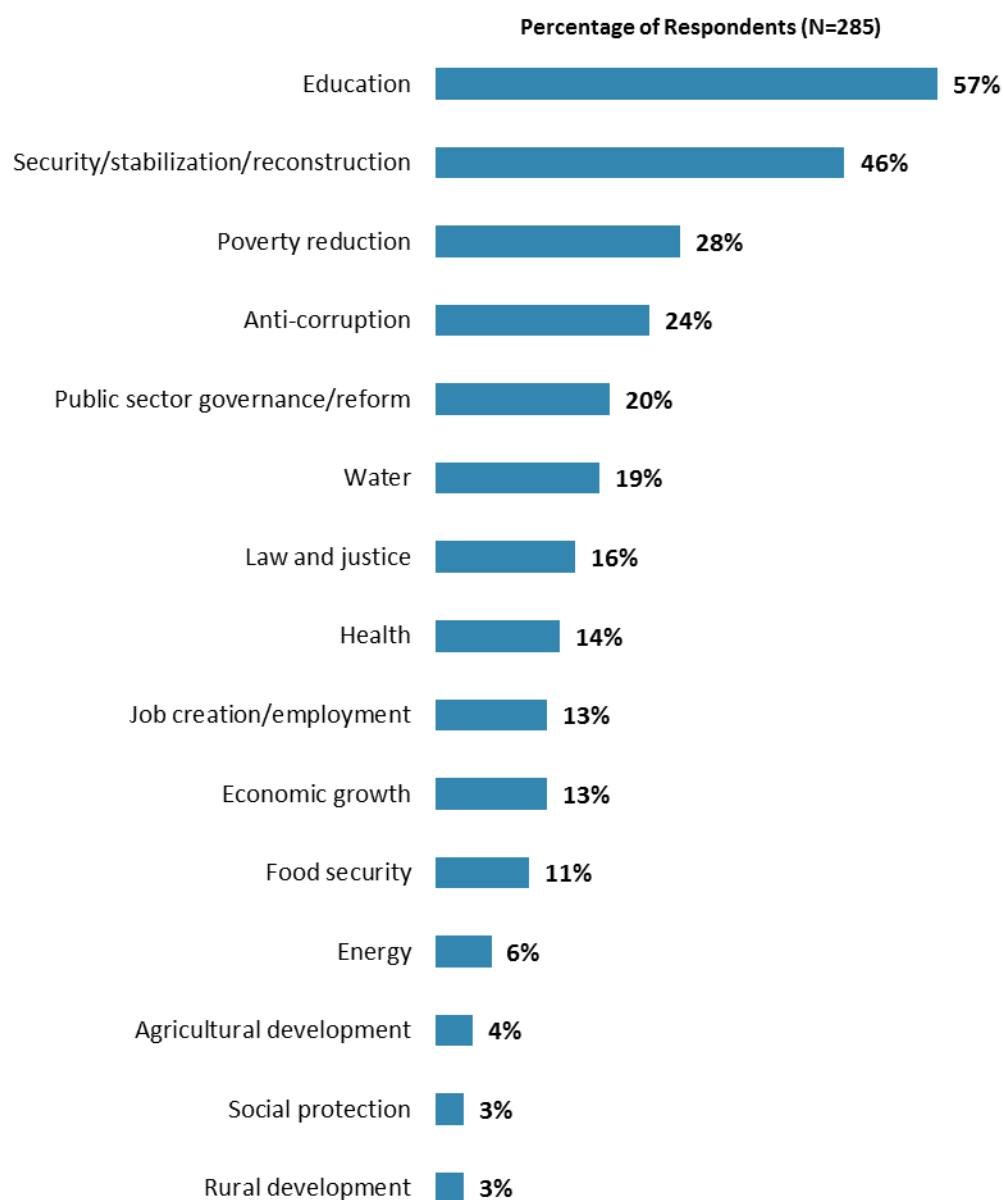
- Although a majority of respondents across most stakeholder groups indicated that Yemen is headed in the right direction, respondents from the office of the President/Prime Minister/Minister and the private sector/financial sector/private banks were more evenly split between Yemen being headed in the right direction and not being sure whether Yemen was headed in the right or wrong direction.



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

## IV. General Issues Facing Yemen (continued)

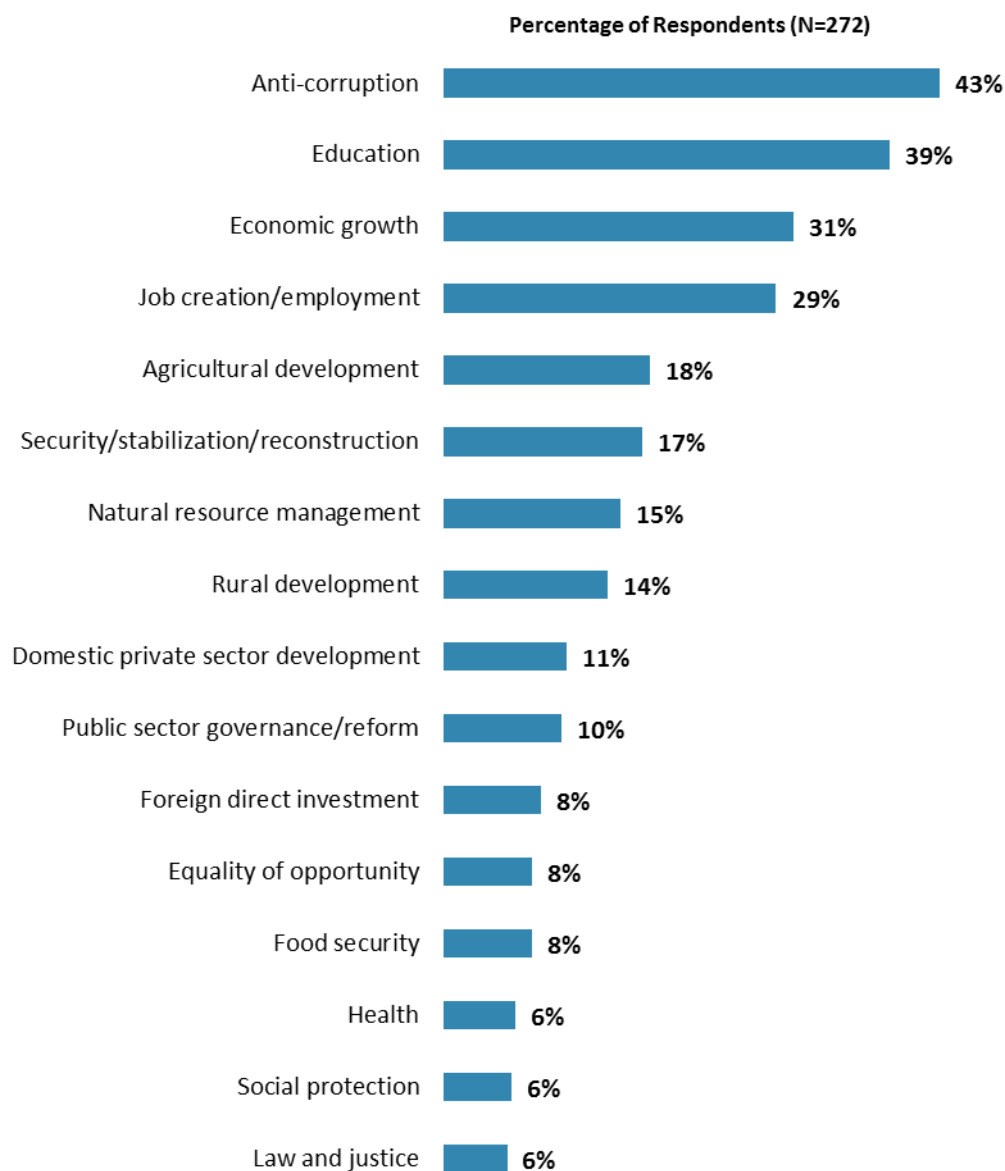
### Development Priority



"Listed below are a number of development priorities in Yemen. Please identify which of the following you consider the most important development priorities in Yemen. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 shown.)

## IV. General Issues Facing Yemen (continued)

### Factors Contributing to Poverty Reduction

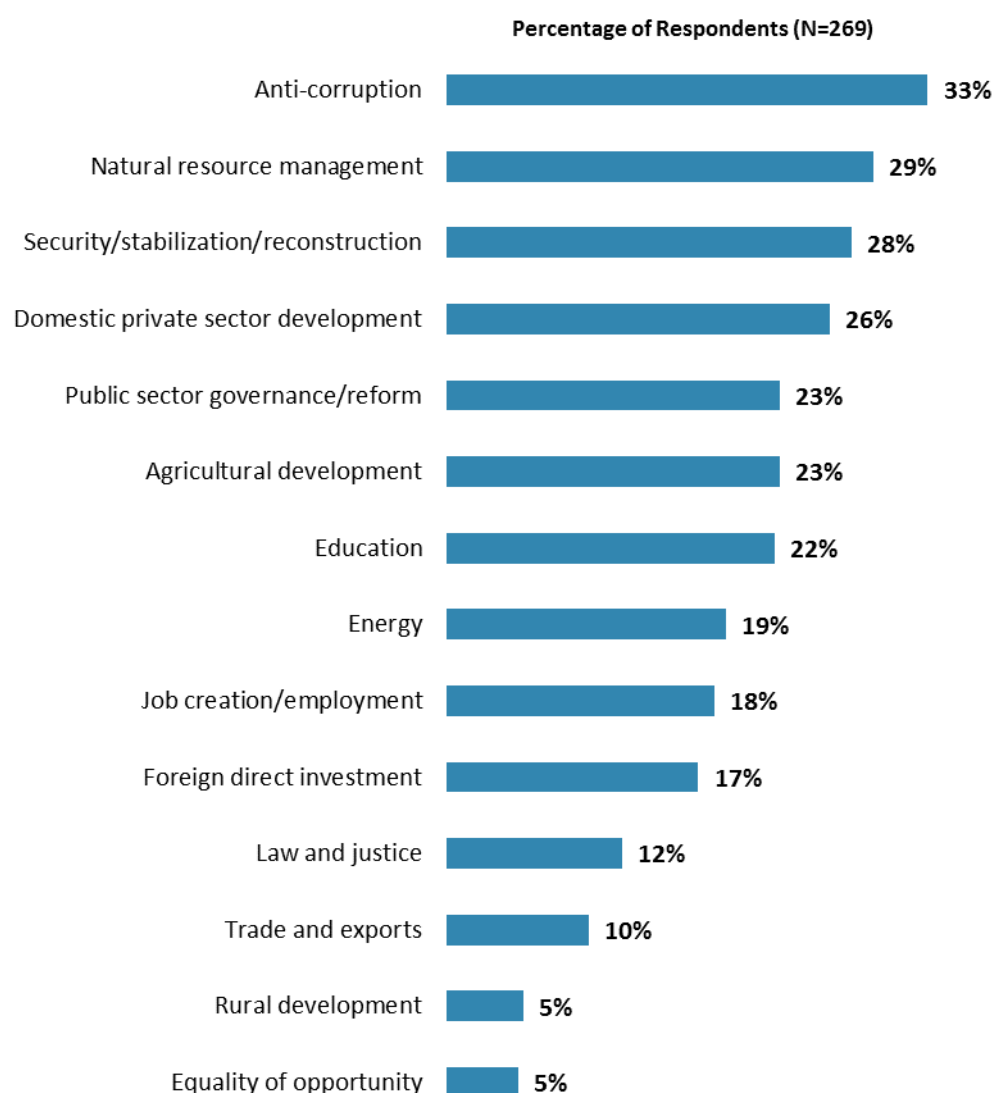


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Yemen?”  
(Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Yemen (continued)

### Factors Contributing to Economic Growth

- Respondents from the private sector/financial sector/private banks and academia were significantly more likely to indicate that energy would contribute most to generating economic growth in Yemen compared to respondents from other stakeholder groups. Respondents from CBOs were significantly more likely to indicate that agricultural development would contribute most to generating economic growth in Yemen compared to respondents from other stakeholder groups.

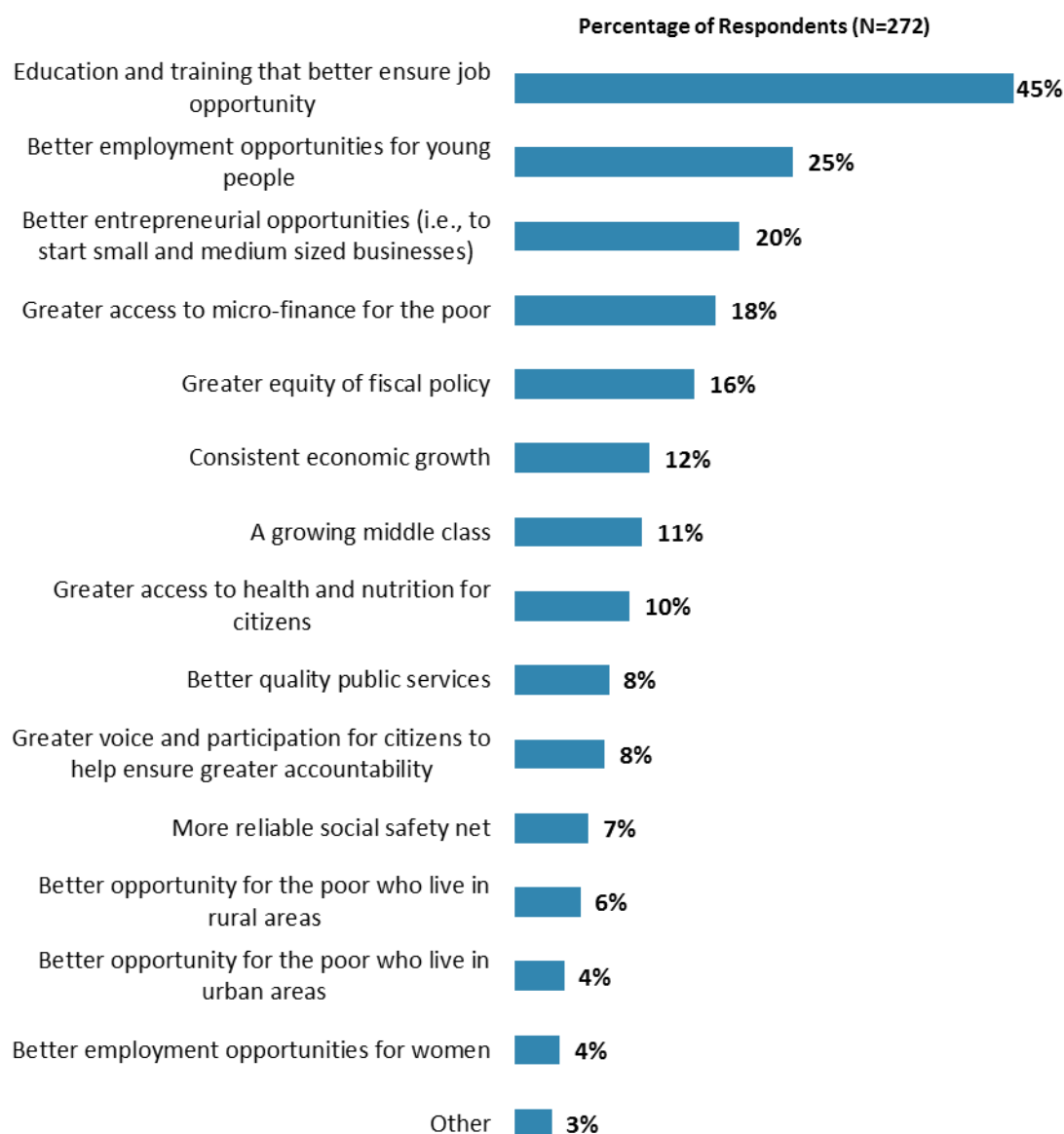


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Yemen? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 14 shown.)

## IV. General Issues Facing Yemen (continued)

### Achieving “Shared Prosperity”

- Respondents from the office of the President/Prime Minister/Minister were significantly more likely to indicate that greater access to micro-finance for the poor would achieve “shared prosperity” in Yemen compared to respondents from other stakeholder groups.



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

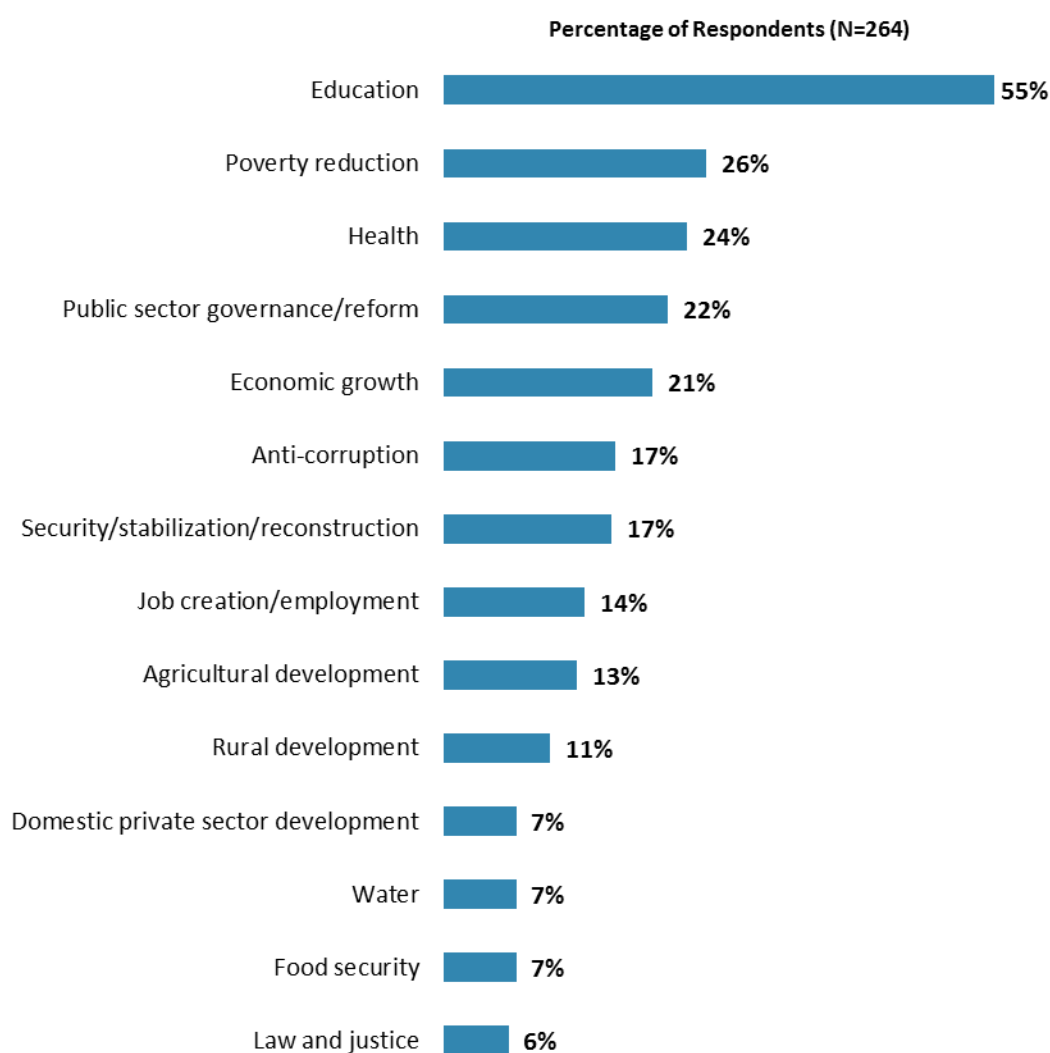


## V. Overall Attitudes toward the World Bank Group

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

### Focusing World Bank Group Resources

- Although a majority of respondents from most stakeholder groups indicated that it would be most productive for the WBG to focus on education, a majority of respondents from the private sector/financial sector/private banks indicated that it would be most productive for the WBG to focus on security/stabilization/reconstruction and a plurality of respondents from academia indicated that it would be most productive for the WBG to focus on poverty reduction.

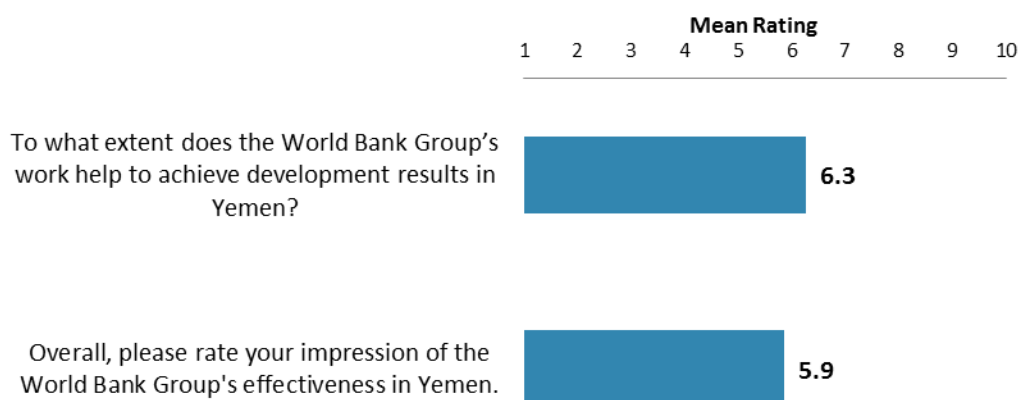


“When thinking about how the World Bank Group can have the most impact on development results in Yemen, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Yemen? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 14 shown.)

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

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

- Respondents from CBOs and consultants on WBG-supported projects/PMUs gave the highest ratings for the extent to which the WBG's work achieves development results in Yemen whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings. Respondents across all stakeholder groups had statistically similar ratings for the WBG's effectiveness in Yemen.
- Respondents who collaborated with the WBG gave statistically similar ratings for the extent to which the WBG's work achieves development results in Yemen and for the WBG's effectiveness in Yemen as respondents who indicated that they did not collaborate with the WBG.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the WBG's work achieves development results in Yemen and for the WBG's effectiveness in Yemen.

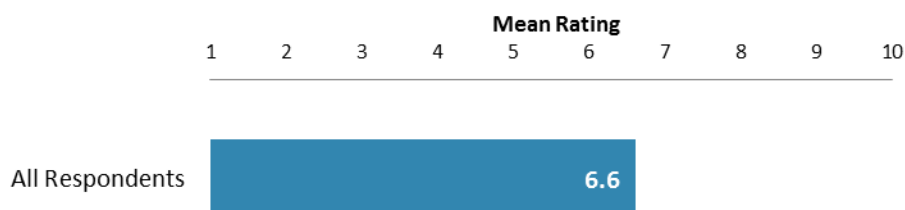


(1-"To no degree at all", 10-"To a very significant degree" and 1-"Not effective at all", 10-"Very effective")

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

### Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not collaborate, gave statistically similar ratings for the extent to which the World Bank Group's staff is well prepared to help Yemen solve its most complicated development challenges.

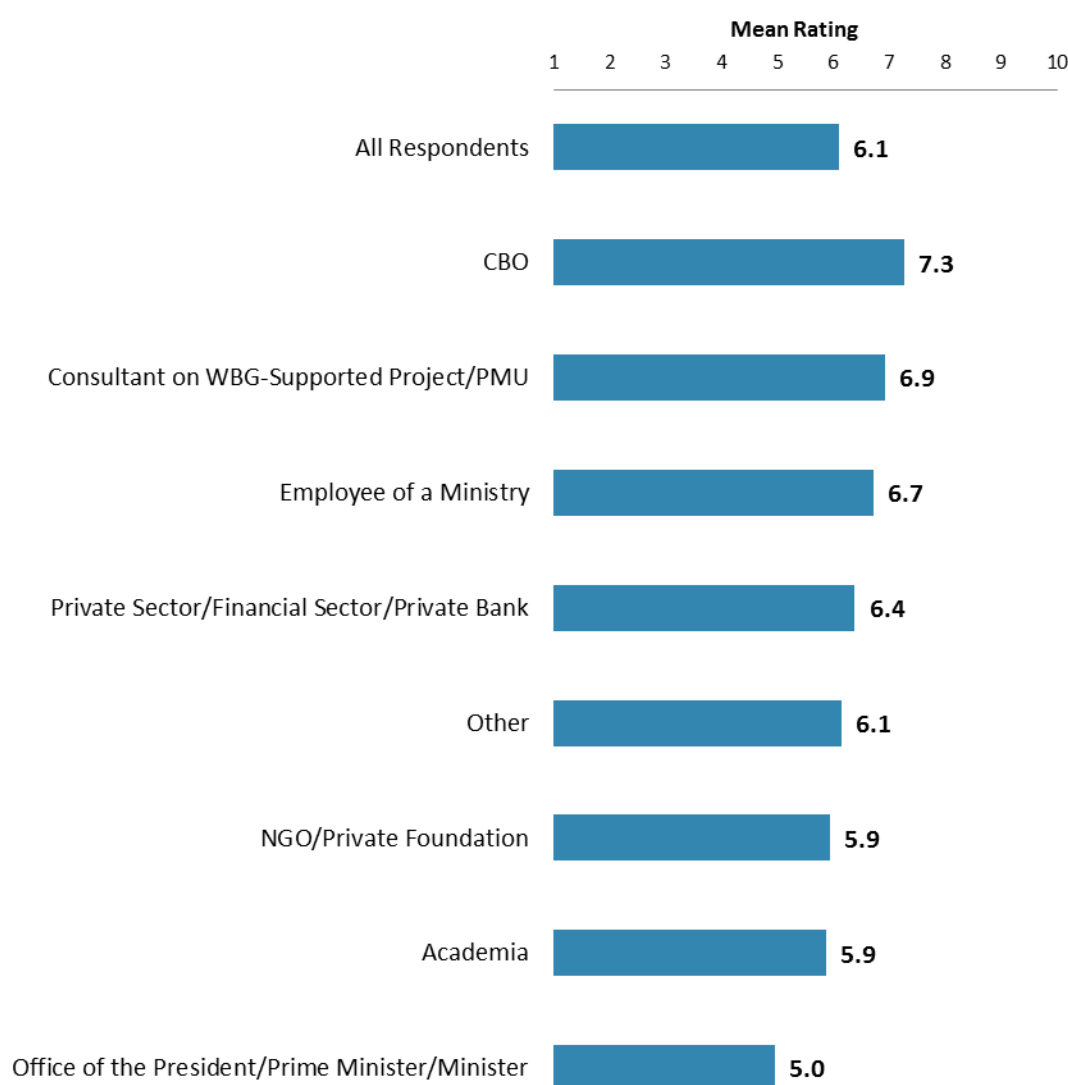


"To what extent do you agree that the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Yemen solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions

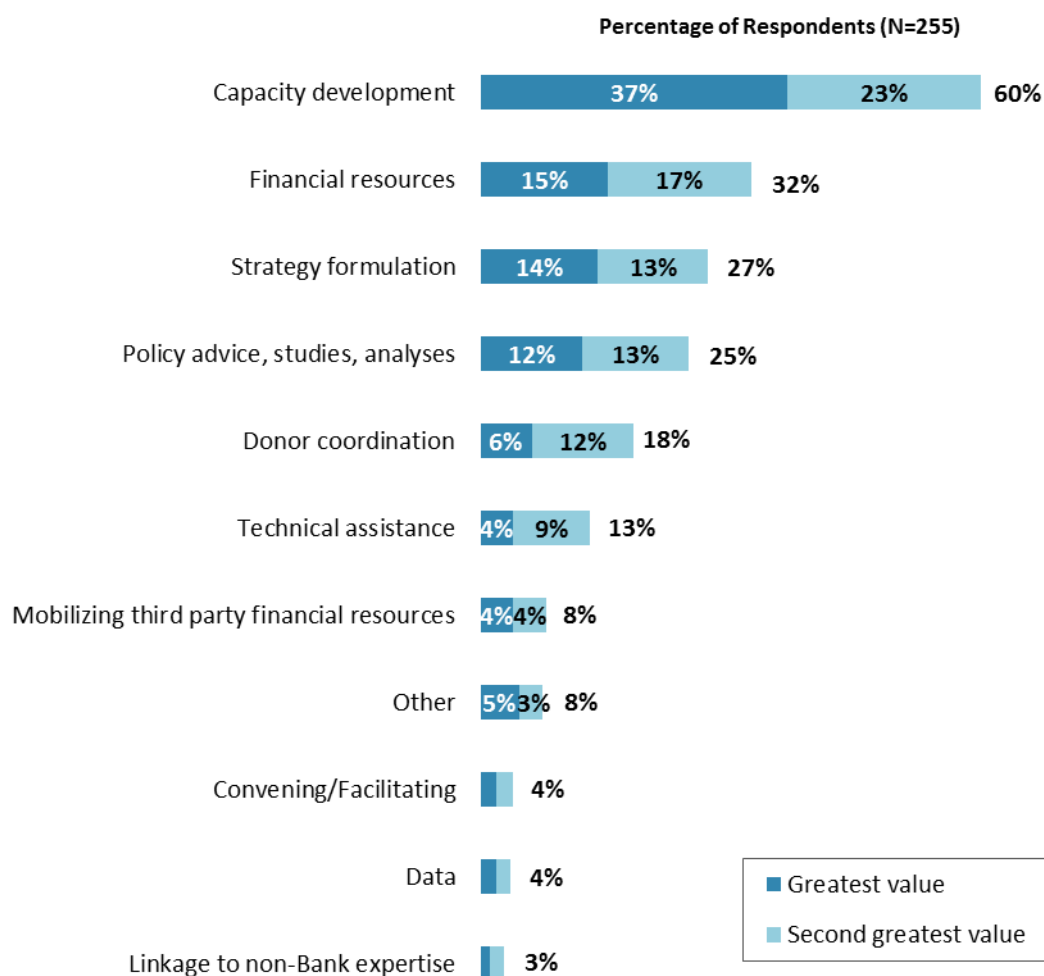
- Respondents from CBOs, consultants on WBG-supported projects/PMUs, and employees of ministries gave the highest ratings across all of the country survey indicator questions whereas respondents from the office of the President/Prime Minister/Minister, academia, NGOs/private foundations, and other organizations gave significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 159).



*Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales*

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

### WBG Activities: Greatest Value

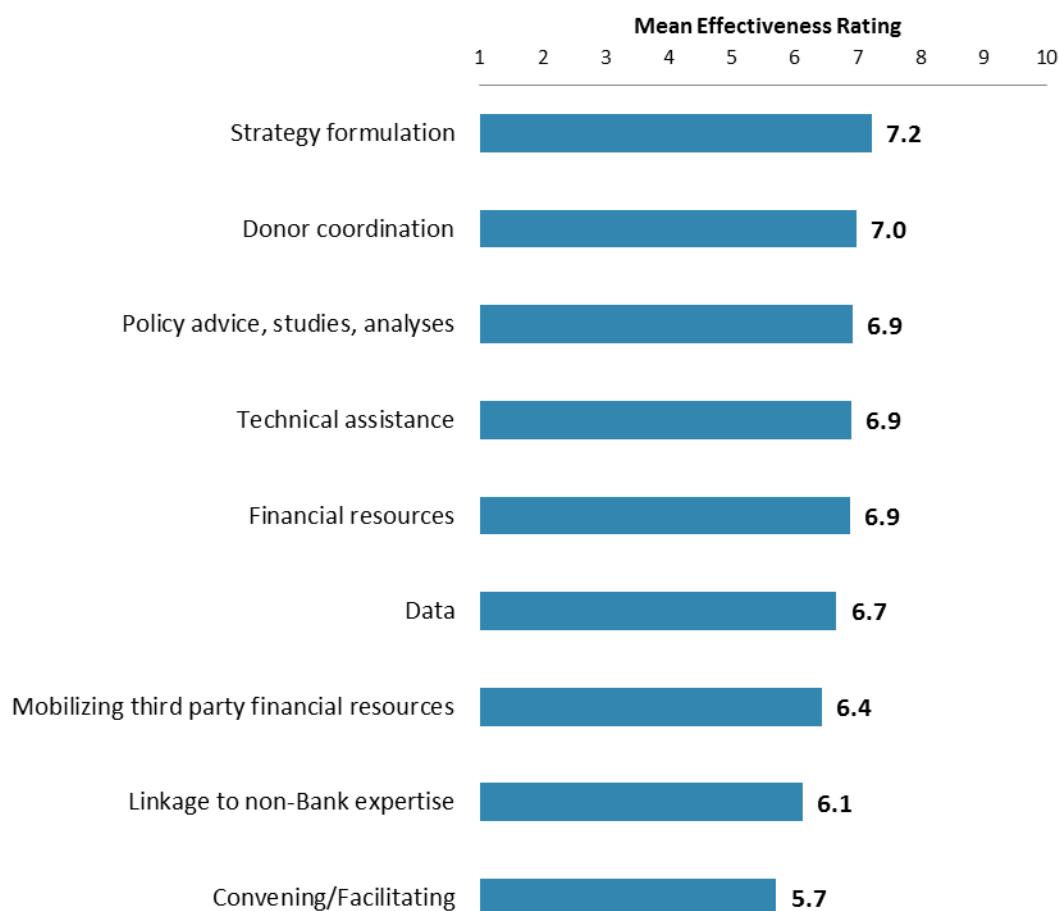


“When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Yemen?” (Respondents chose from a list.)

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

### WBG Activities: Effectiveness

- Consultants on WBG-supported projects/PMUs and respondents from the private sector/financial sector/private banks and CBOs gave the highest ratings for the effectiveness of the WBG's data whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings.

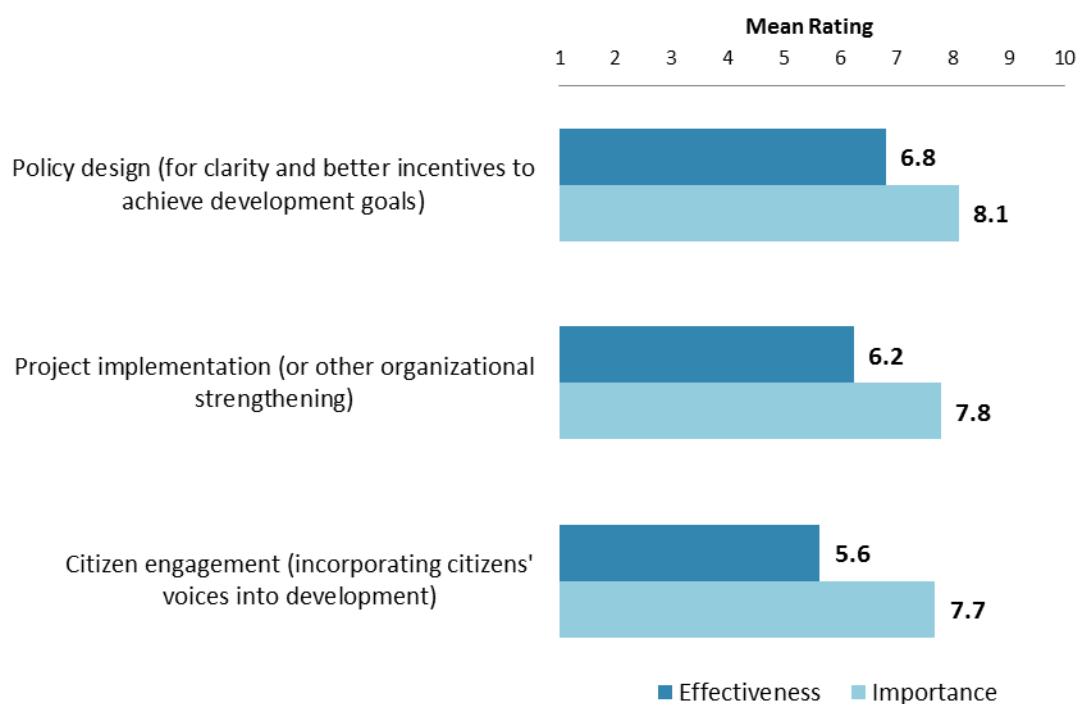


"How effectively do the World Bank Group's activities below support Yemen's efforts to achieve development results?" (1-"Not effective at all", 10-"Very effective")

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

### Capacity Building

- Employees of ministries and consultants on WBG-supported projects/PMUs gave the highest ratings for the importance of the WBG being involved in project implementation capacity building whereas respondents from other organizations gave significantly lower ratings.



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Yemen?"

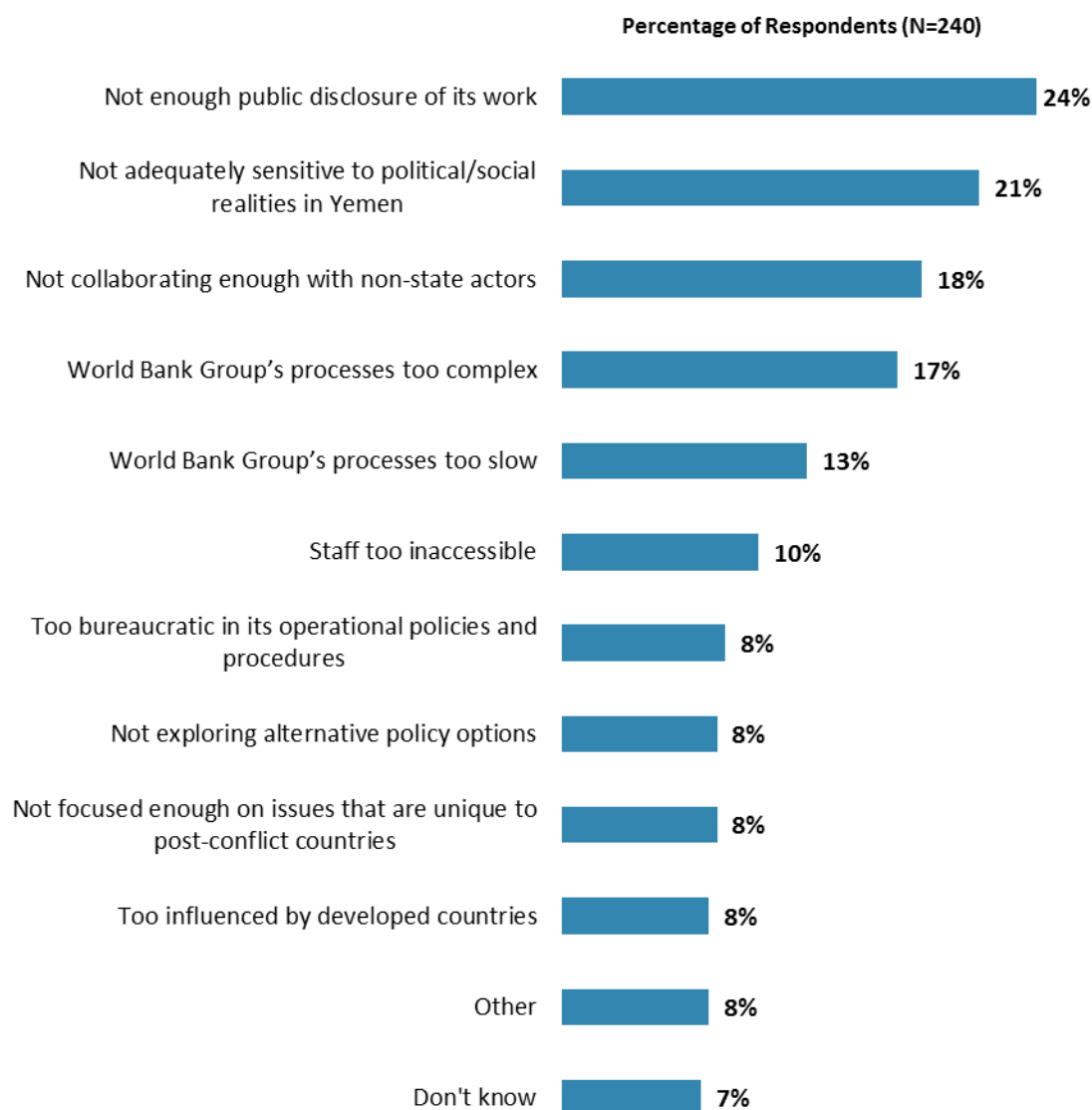
"When thinking about how to improve capacity building in Yemen to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"

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

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

### Greatest Weakness

- Respondents who do not collaborate with the WBG were significantly more likely to indicate that not collaborating with non-state actors was one of the WBG's greatest weaknesses compared to respondents who collaborate with the WBG.



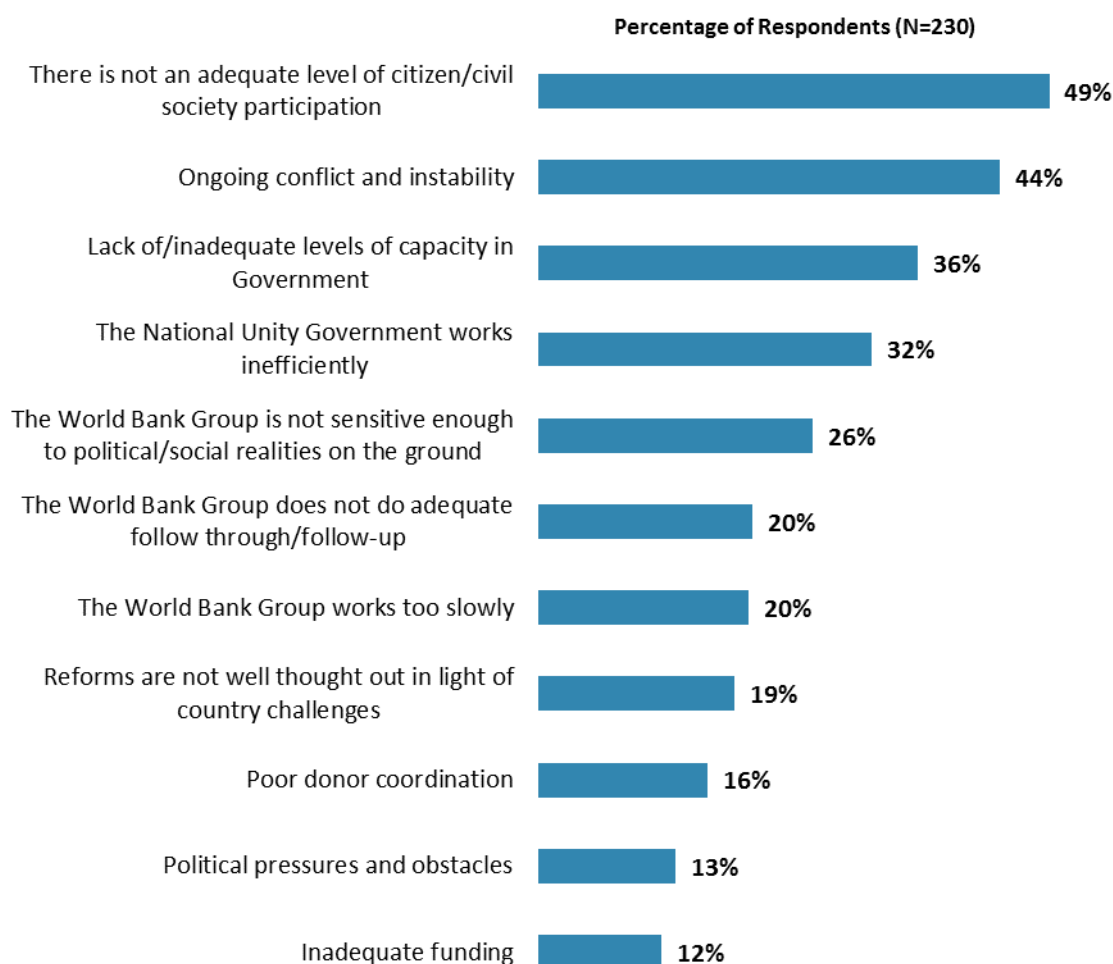
“Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Yemen? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined. Top 12 shown.)



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

### Attributing Failed/Slow Reform Efforts

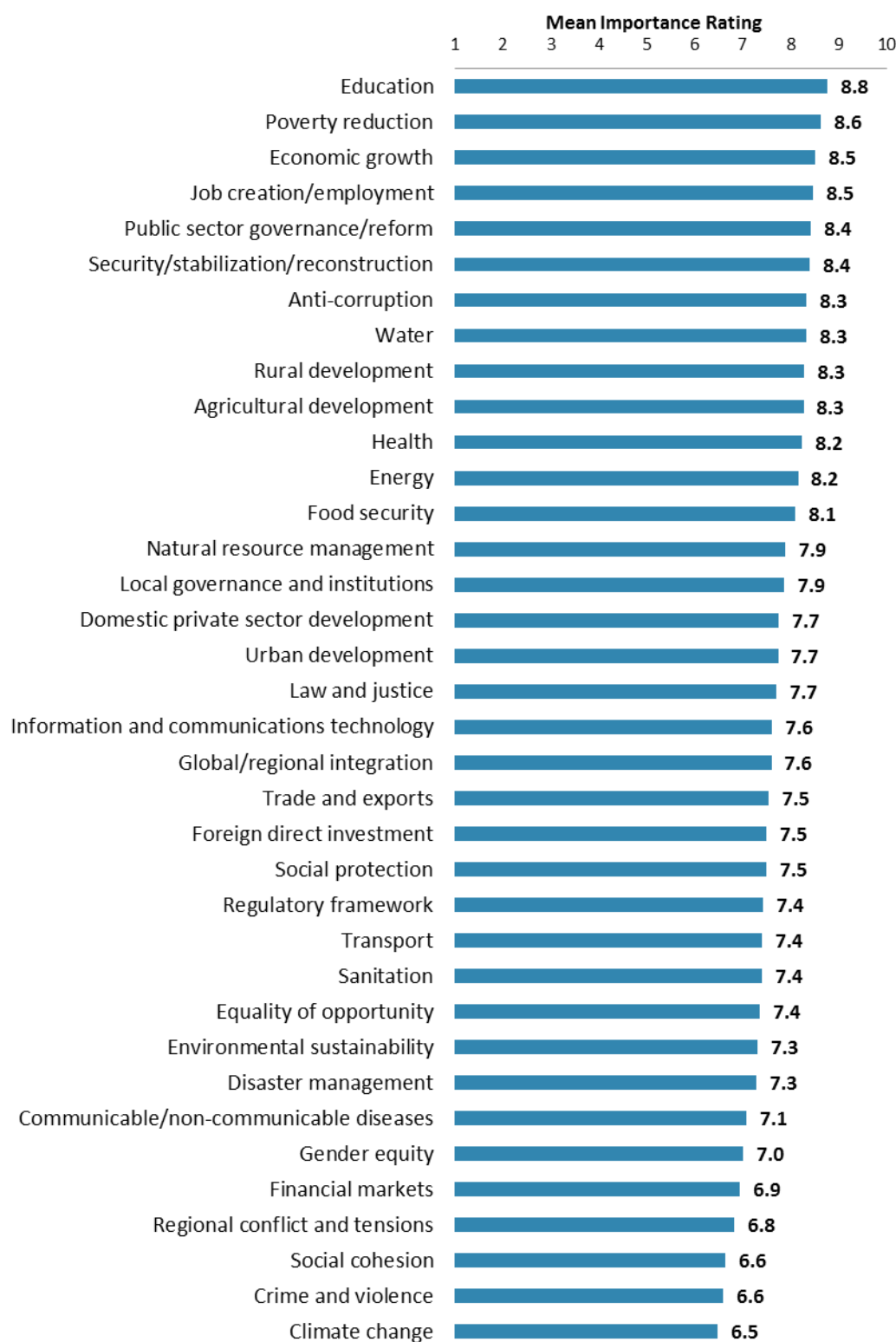
- A majority of respondents from the office of the President/Prime Minister/Minister indicated that they attribute failed or slow reform efforts to the WBG not being sensitive enough to political/social realities on the ground. A majority of employees of ministries indicated that they attribute it to a lack of/inadequate levels of capacity in Government. A majority of consultants on WBG-supported projects/PMUs and respondents from academia indicated that they attribute it to ongoing conflict and instability. A majority of respondents from the private sector/financial sector/private banks and other organizations indicated that they attribute it to the National Unity Government working inefficiently. A majority of respondents from NGOs/private foundations and CBOs indicated that they attribute it to there not being an adequate level of citizen/civil society participation.
- Respondents who do not collaborate with the WBG were significantly more likely to indicate that they attribute failed or slow reform efforts to an inadequate level of citizen/civil society participation and political pressures/obstacles compared to respondents who collaborate with the WBG.



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

## VI. Sectors: Importance and Effectiveness

### Importance of Specific Areas



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

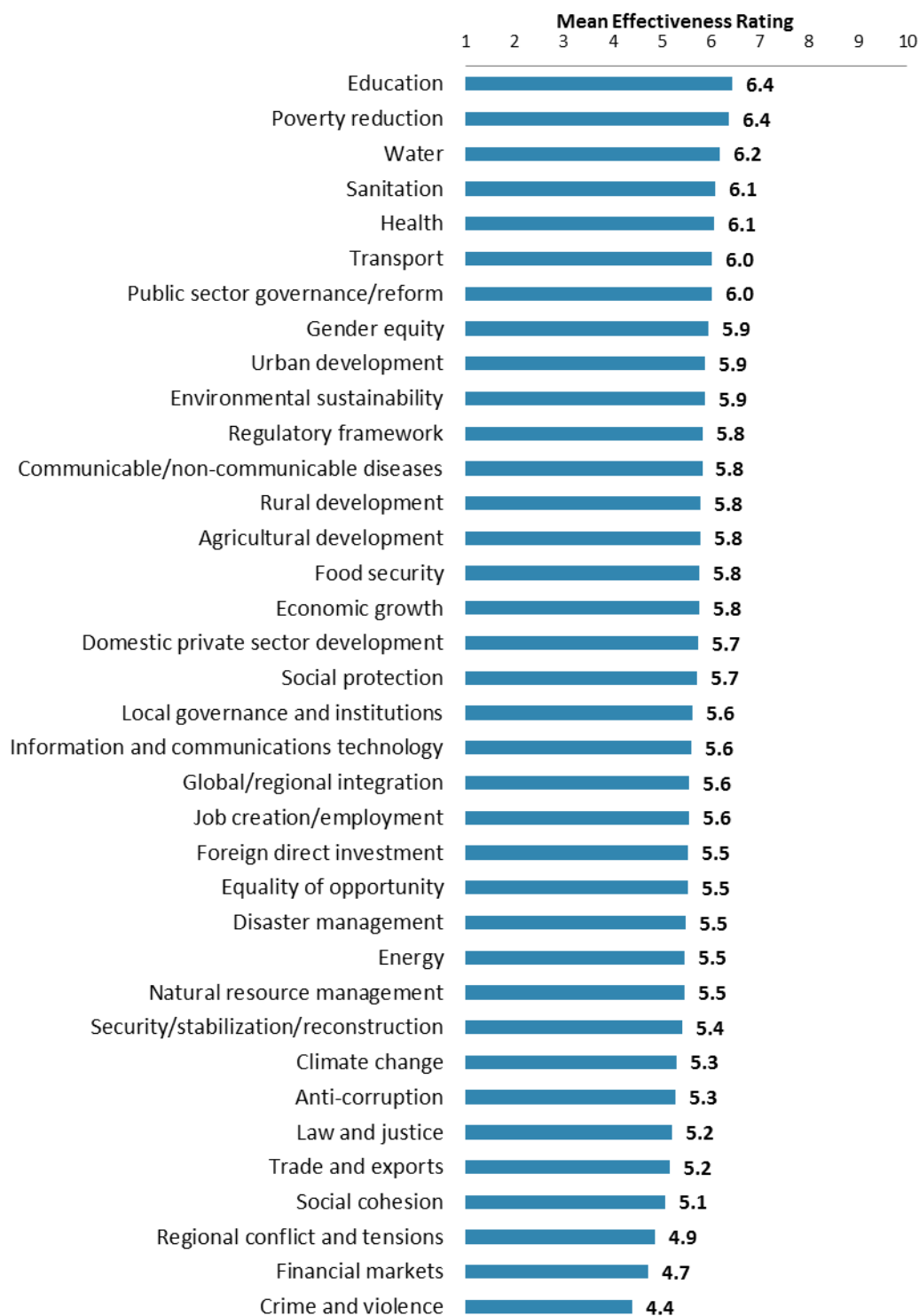
## VI. Sectors: Importance and Effectiveness (continued)

### Importance of Specific Areas (continued)

- There were statistically significant stakeholder group differences among just two of these thirty-six areas of development. Those areas with significant stakeholder group differences were:
  - Employees of ministries gave the highest importance ratings for the WBG being involved in “Sanitation” whereas consultants on WBG-supported projects/PMUs gave significantly lower ratings; and
  - Employees of ministries and respondents from CBOs gave the highest importance ratings for the WBG being involved in “Communicable/non-communicable diseases” whereas consultants on WBG-supported projects/PMUs gave significantly lower ratings.

## VI. Sectors: Importance and Effectiveness (continued)

### Effectiveness of Specific Areas



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

## VI. Sectors: Importance and Effectiveness (continued)

### Effectiveness of Specific Areas (continued)

- Please note the complete breakdown of respondents' effectiveness ratings for the WBG's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 59), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 77), by geographic locations in Appendix C (see page 106), by WBG-collaborators in Appendix D (see page 125), and by respondents' specializations/sectors in Appendix E (see page 144).
- There were statistically significant stakeholder group differences among just four of these thirty-six areas of development. Those areas with significant stakeholder group differences were:
  - Respondents from the private sector/financial sector/private banks and CBOs gave the highest ratings for the WBG's effectiveness at "Communicable/non-communicable diseases" whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings;
  - Respondents from CBOs gave the highest ratings for the WBG's effectiveness at "Poverty reduction" whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings;
  - Respondents from the private sector/financial sector/private banks gave the highest ratings for the WBG's effectiveness at "Gender equity" whereas respondents from the office of the President/Prime Minister/Minister and consultants on WBG-supported projects/PMUs gave significantly lower ratings; and
  - Consultants on WBG-supported projects/PMUs gave the highest ratings for the WBG's effectiveness at "Public sector governance/reform" whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings.

## VI. Sectors: Importance and 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 Yemen, bivariate correlational analyses were conducted using respondents' ratings of the thirty-six specific areas of effectiveness.

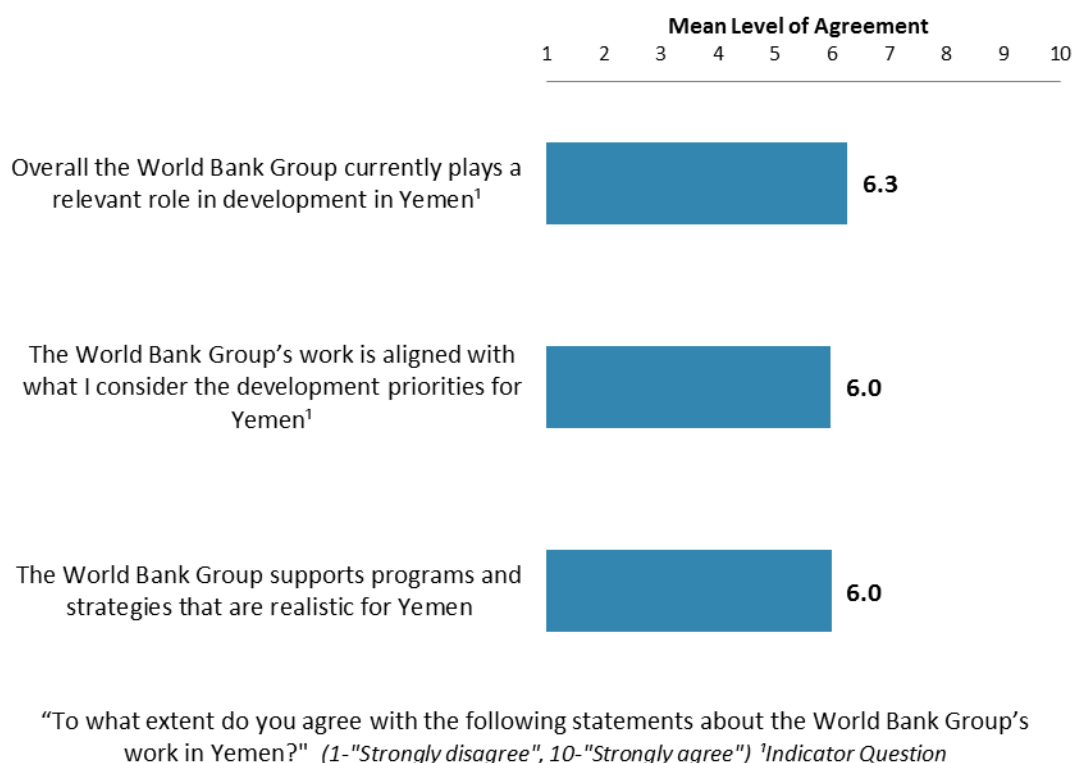
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG'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 WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Yemen. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at public sector governance/reform; and
  - The WBG's effectiveness at sanitation.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Yemen, 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 poverty reduction;
  - The WBG's effectiveness at sanitation; and
  - The WBG's effectiveness at social cohesion.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Yemen

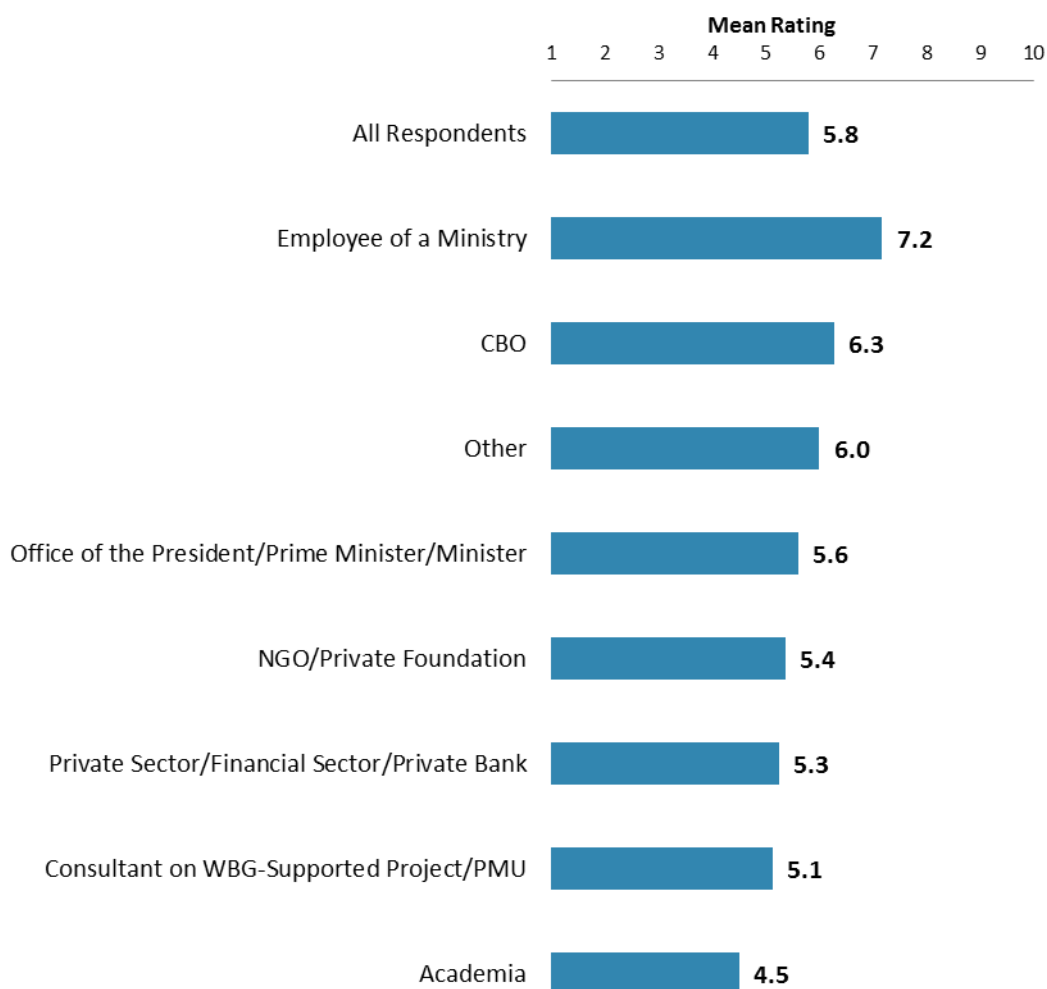
- Consultants on WBG-supported projects/PMUs had the highest levels of agreement that the World Bank Group is aligned with their development priorities whereas respondents from the office of the President/Prime Minister/Minister and the private sector/financial sector/private banks had significantly lower levels of agreement.



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

### Strengthen Existing Country Systems

- Employees of ministries had the highest ratings for the extent to which that the World Bank Group helps to build/strengthen existing country systems in Yemen whereas respondents from academia had significantly lower ratings.



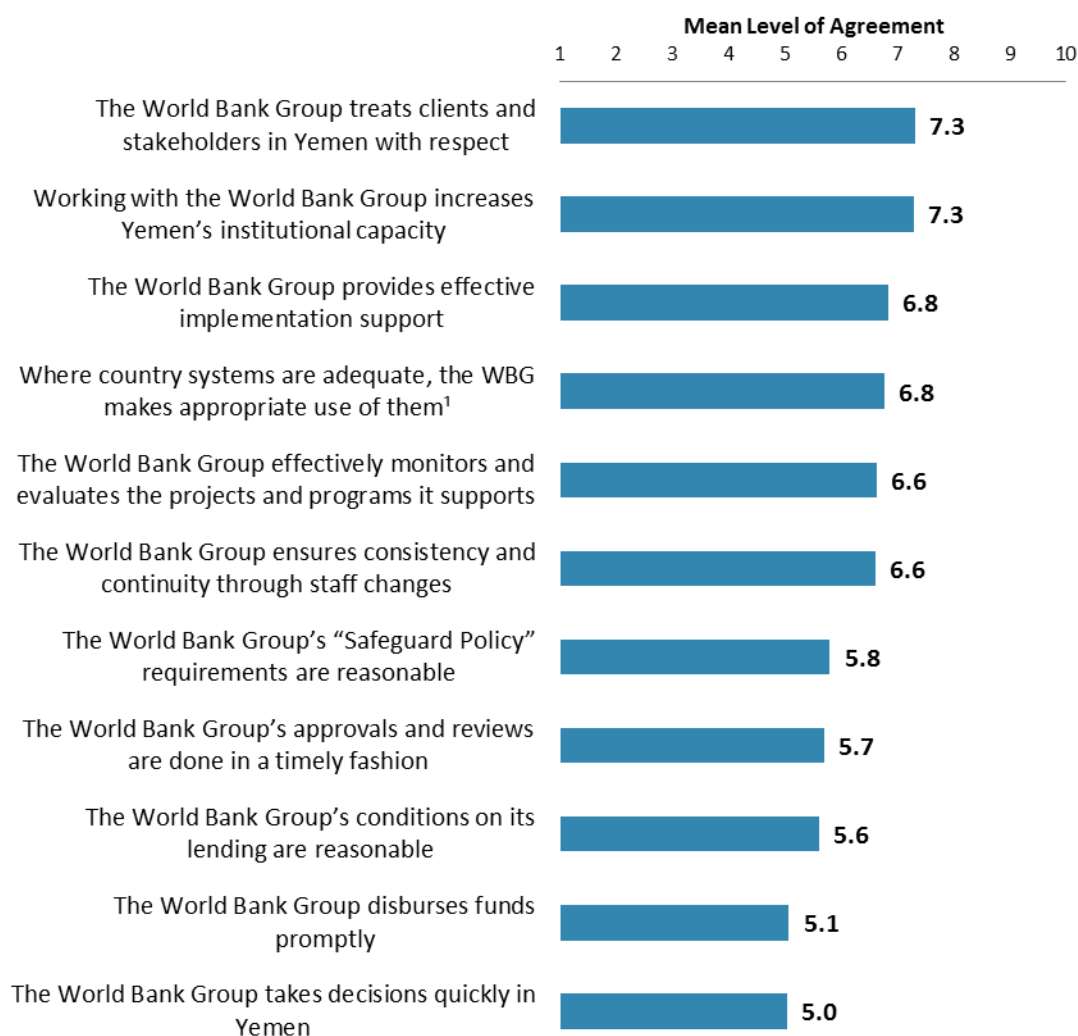
"To what extent does the World Bank Group help to build/strengthen existing country systems in Yemen?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Perceptions

- Respondents across all stakeholder groups, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement across all of these aspects of the World Bank Group's operations.

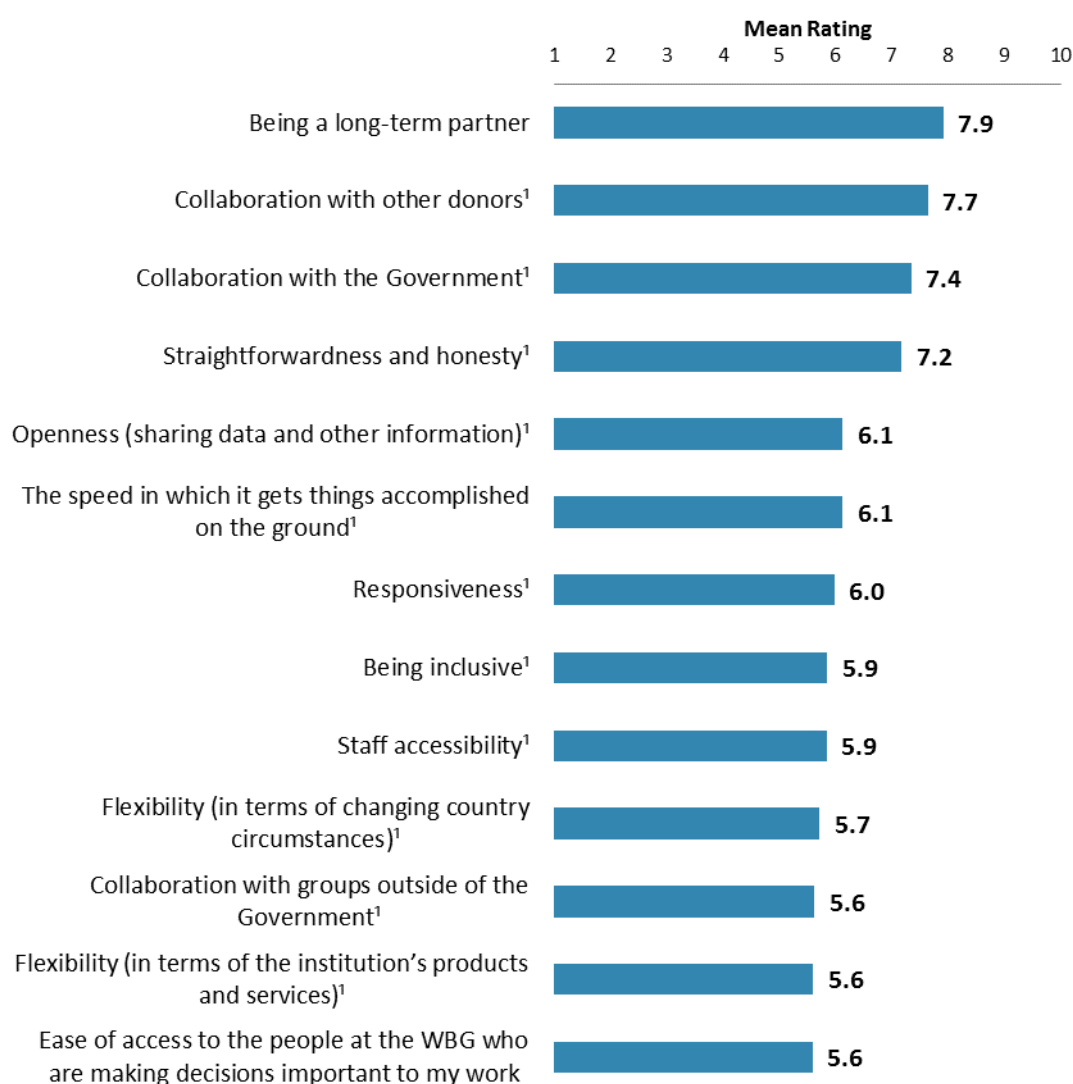


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

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

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

- Consultants on WBG-supported projects/PMUs gave the highest ratings for the WBG's ease of access to decision-makers whereas respondents from academia gave significantly lower ratings. Employees of ministries and respondents from the private sector/financial sector/private banks and NGOs/private foundations gave the highest ratings for the WBG's collaboration with the Government whereas respondents from the office of the President/Prime Minister/Minister and academia gave significantly lower ratings.
- Respondents from other areas gave significantly higher ratings for the WBG being inclusive, staff accessibility, WBG's collaboration with the Government, and the speed in which it gets things accomplished compared to respondents from mountainous regions.

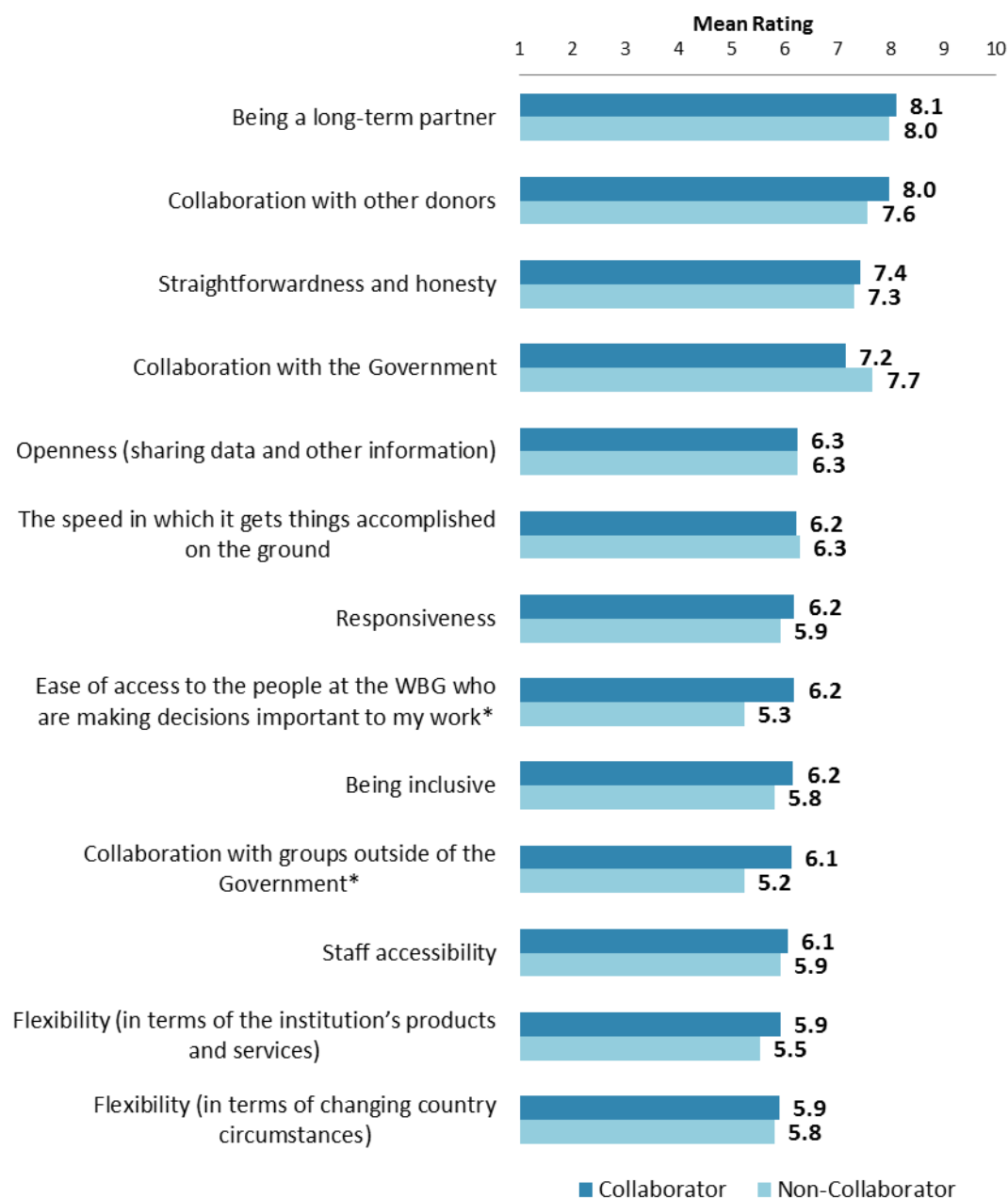


"To what extent is the World Bank Group an effective development partner in Yemen, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

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

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

- Respondents who indicated that they collaborated with the World Bank Group gave higher ratings across most of these aspects of the WBG being an effective development partner compared to respondents who indicated that they did not collaborate. Those differences that reached statistical significance are noted in the chart.



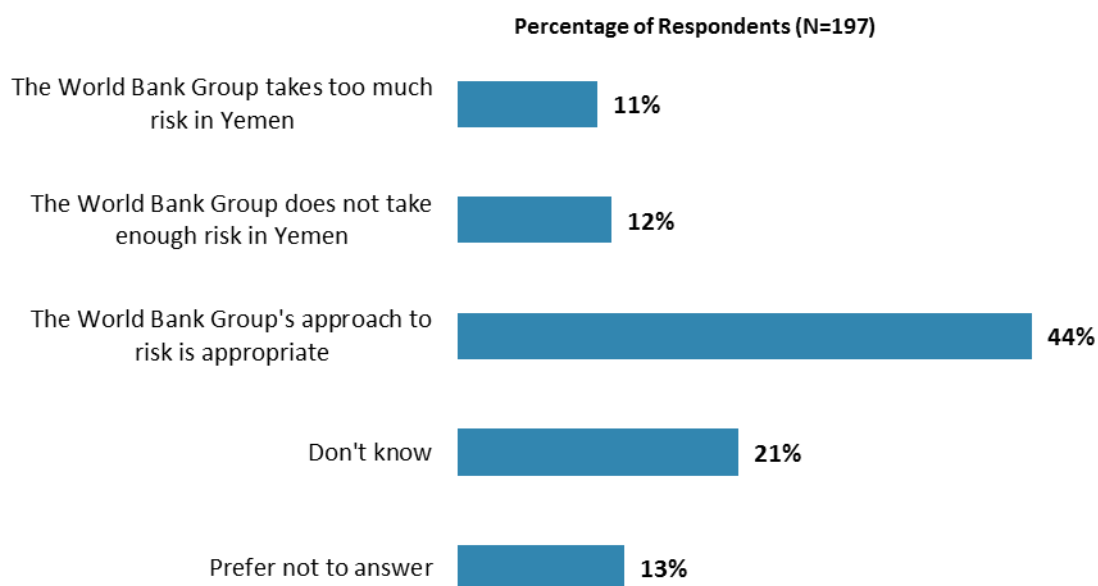
"To what extent is the World Bank Group an effective development partner in Yemen, in terms of each of the following?" (1- "To no degree at all", 10- "To a very significant degree")

\*Significantly different between those who collaborate and those who do not

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

### Risk-Taking

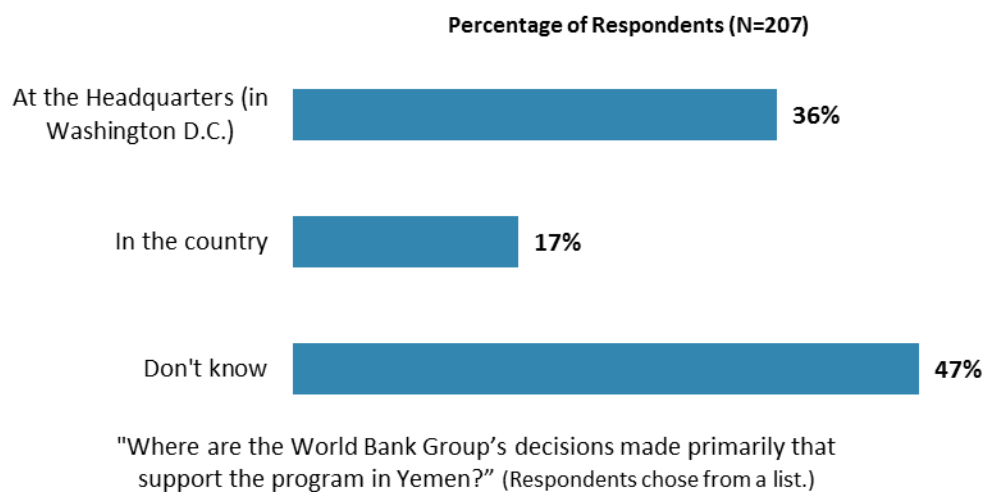
- A majority of respondents who collaborate with the WBG indicated that the WBG's approach to risk is appropriate whereas respondents who do not collaborate with the WBG were split between the WBG's approach to risk being appropriate and not knowing.



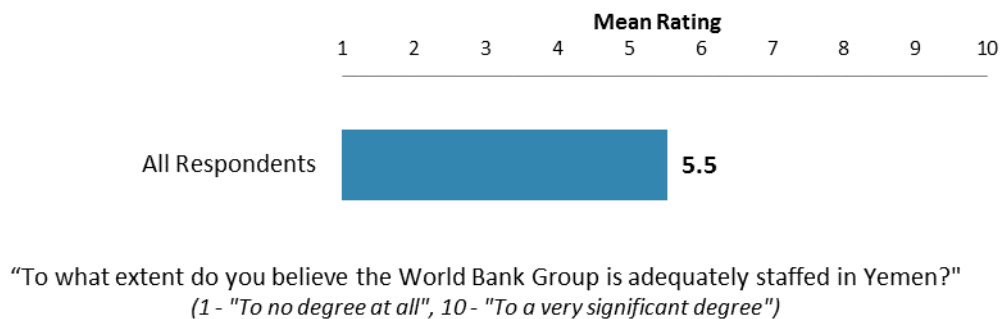
"Which of the following best describes the way the World Bank Group operates in Yemen?"  
(Respondents chose from a list.)

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

### Where Decisions are Made

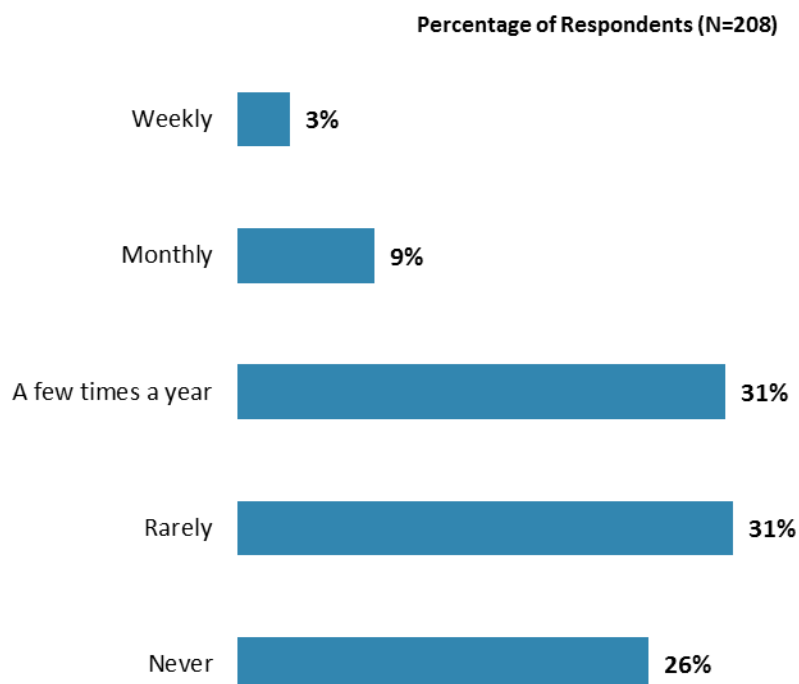


### Staffing in Yemen



## VIII. World Bank Group Knowledge and Instruments

### Frequency of Consulting World Bank Group Knowledge Work and Activities

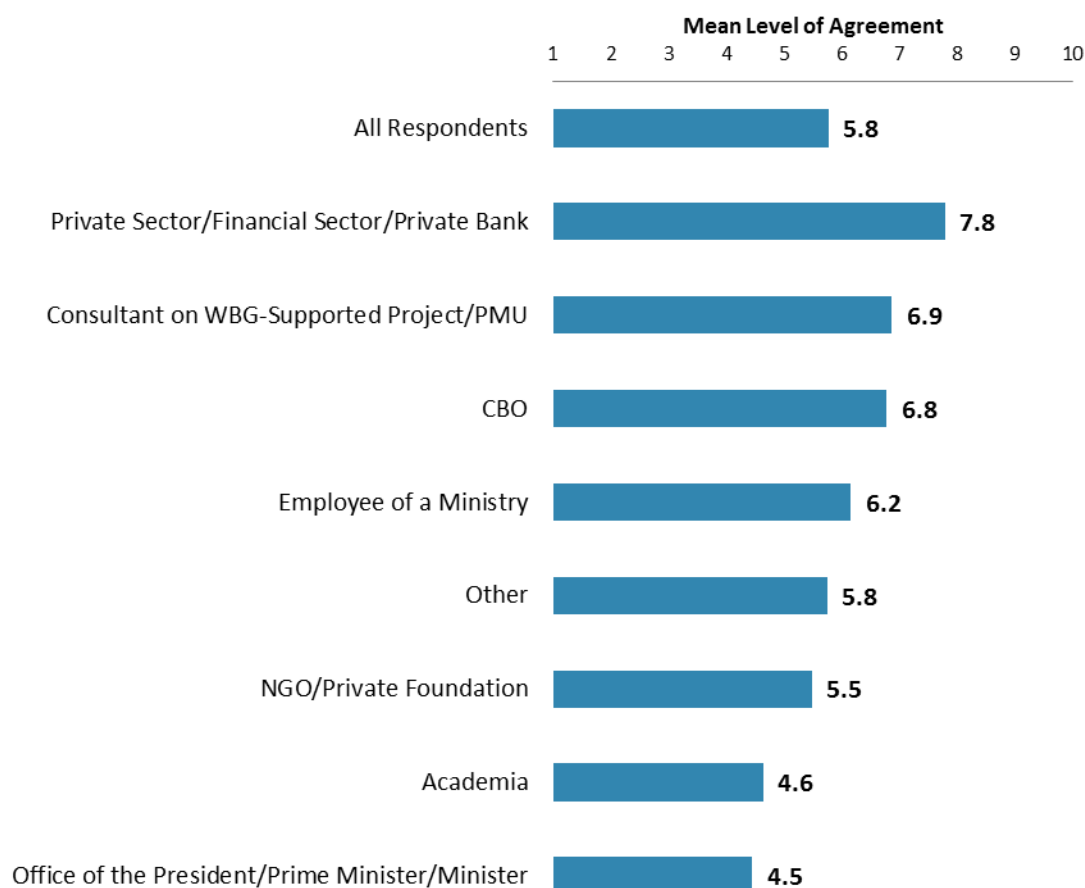


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

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

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

- Consultants on WBG-supported projects/PMUs and respondents from the private sector/financial sector/private banks and CBOs had the highest levels of agreement that the World Bank Group meets Yemen's needs for knowledge services whereas respondents from academia and the office of the President/Prime Minister/Minister had significantly lower levels of agreement.
- Respondents across geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement that the World Bank Group meets Yemen's needs for knowledge services.

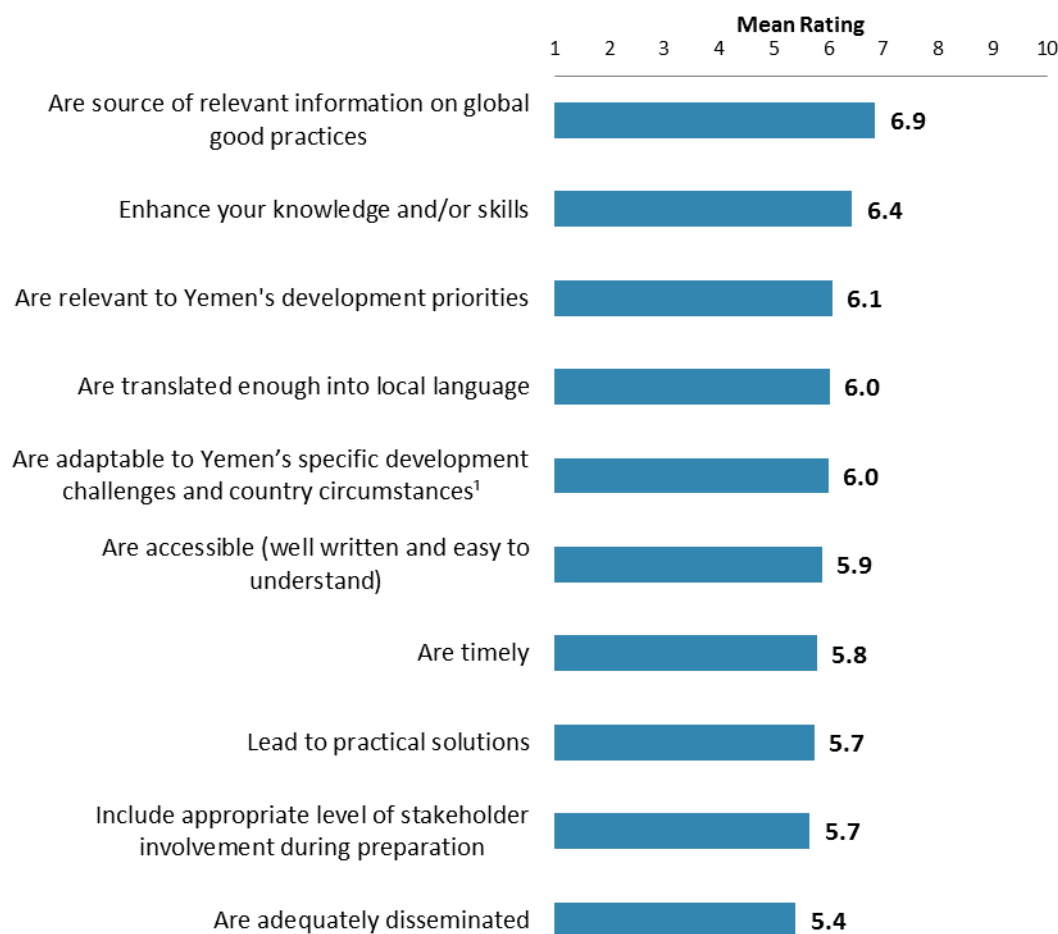


"The World Bank Group meets Yemen's needs for knowledge services"  
(1-"Strongly disagree", 10-"Strongly agree")

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

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

- Respondents from the private sector/financial sector/private banks gave the highest ratings that the WBG's knowledge work and activities are timely whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings. Respondents from CBOs gave the highest ratings that the WBG's knowledge work and activities lead to practical solutions whereas respondents from academia gave significantly lower ratings. Consultants on WBG-supported projects/PMUs and respondents from CBOs and other organizations gave the highest ratings that the WBG's knowledge work and activities are accessible whereas respondents from NGOs/private foundations gave significantly lower ratings. Consultants on WBG-supported projects/PMUs and respondents from CBOs gave the highest ratings that the WBG's knowledge work and activities are adequately disseminated whereas respondents from NGOs/private foundations, academia, and other organizations gave significantly lower ratings. Respondents from CBOs gave the highest ratings that the WBG's knowledge work and activities are translated enough whereas respondents from academia gave significantly lower ratings.



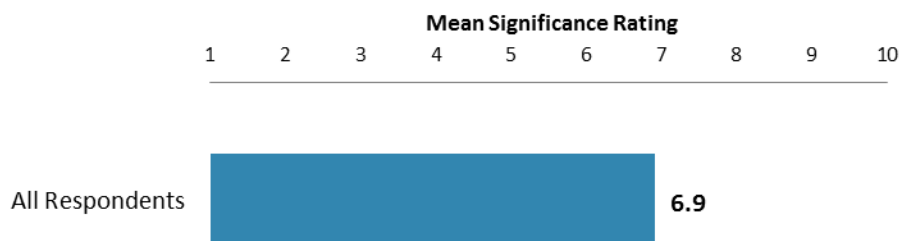
"In Yemen, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question



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

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

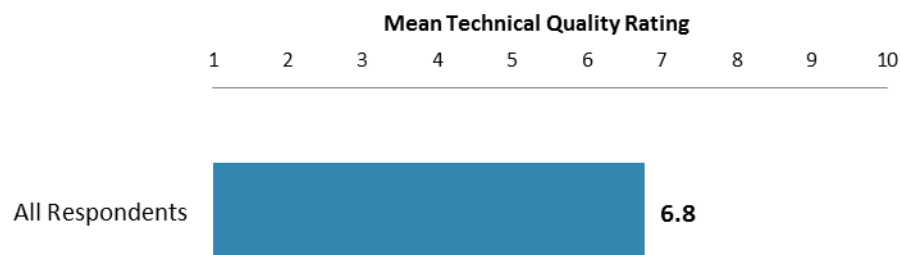
- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings regarding the significance of the contribution of the WBG's knowledge work.



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

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

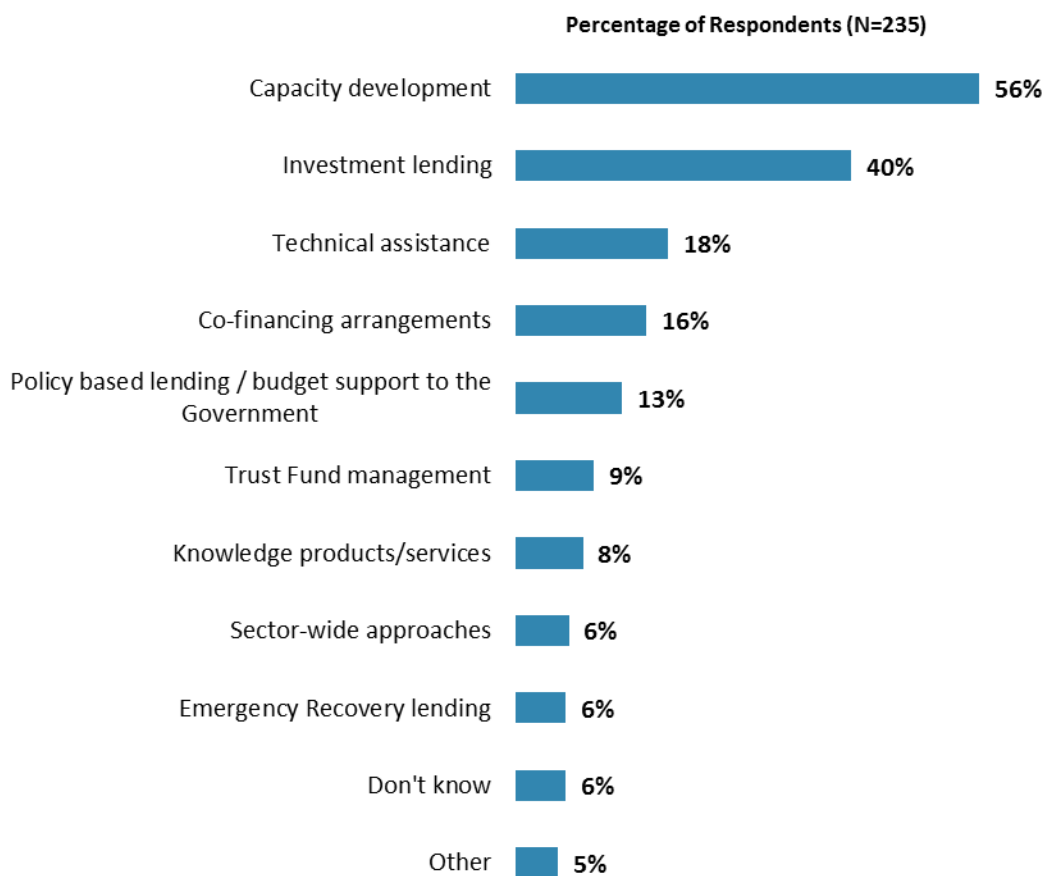
- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings regarding the technical quality of the WBG's knowledge work.



"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 Knowledge and Instruments (continued)

### Most Effective Instruments

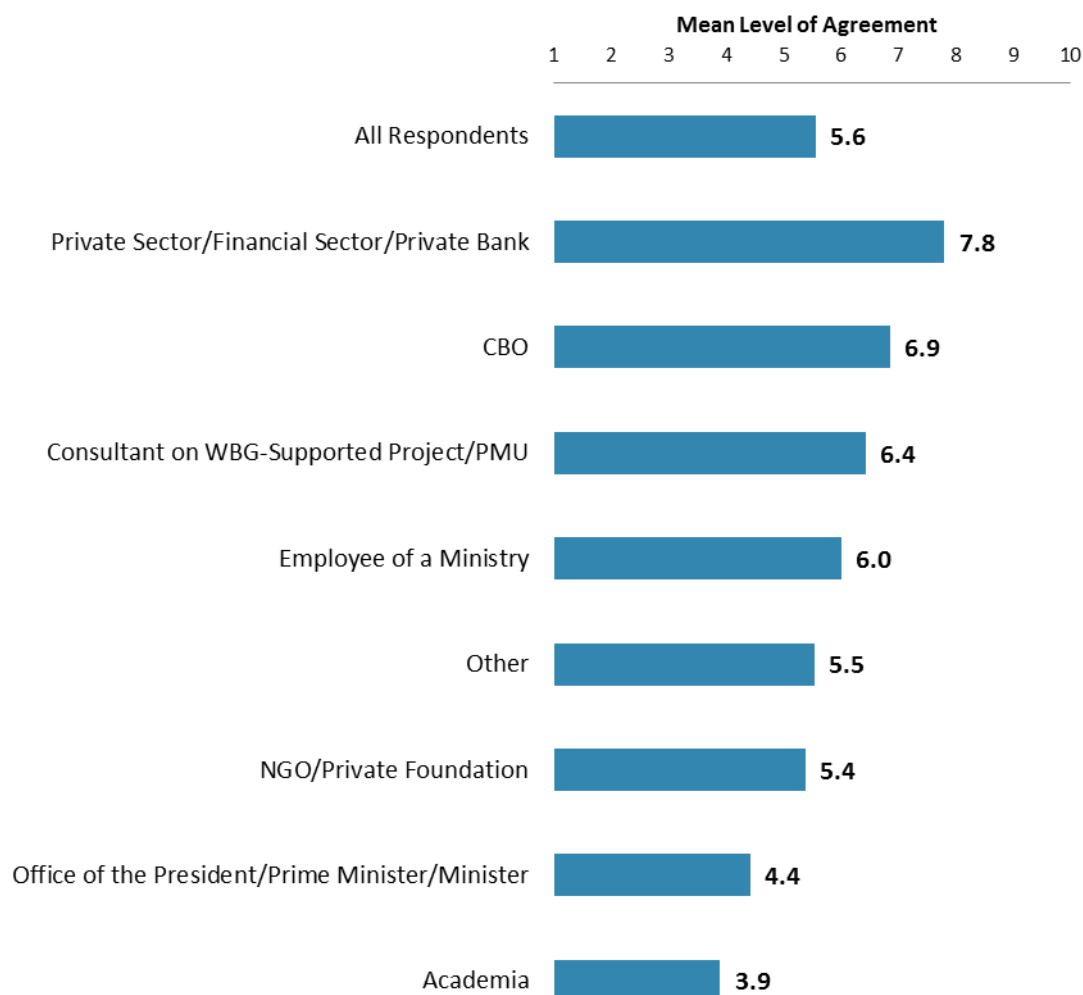


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Yemen? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

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

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

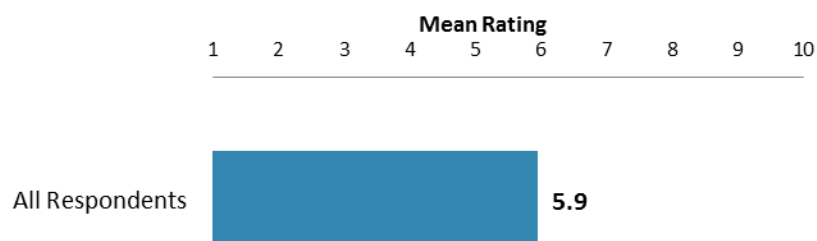
- Respondents from the private sector/financial sector/private banks had the highest levels of agreement that the World Bank Group's financial instruments meet the needs of Yemen whereas respondents from the office of the President/Prime Minister/Minister and academia had significantly lower levels of agreement.
- Respondents across all geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement that the World Bank Group's financial instruments meet the needs of Yemen.



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

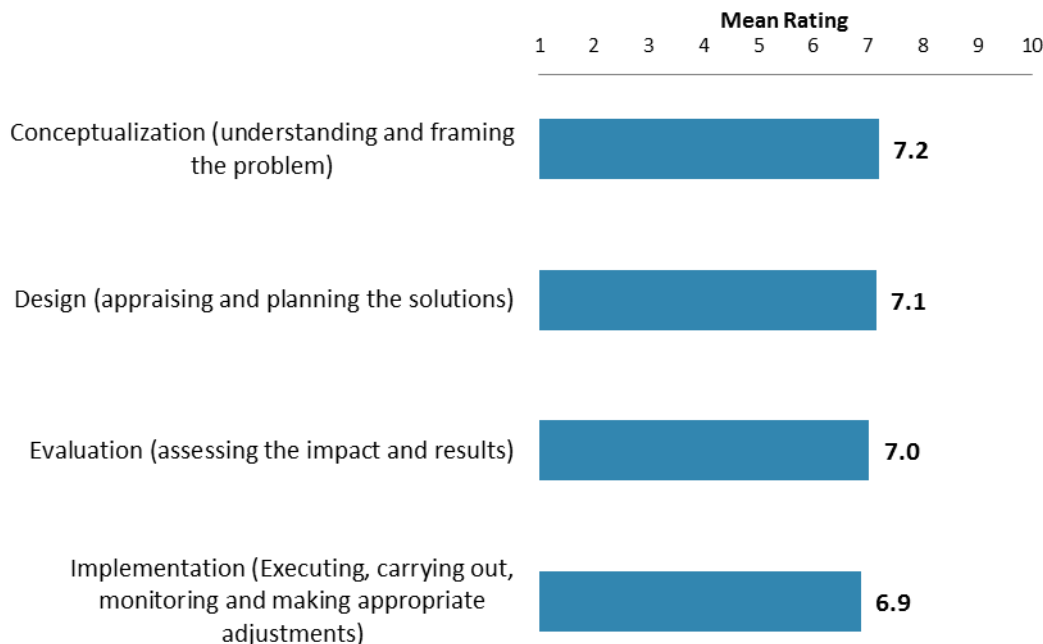
## VIII. World Bank Group Knowledge and Instruments (continued)

### Internal Evaluation Mechanisms



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

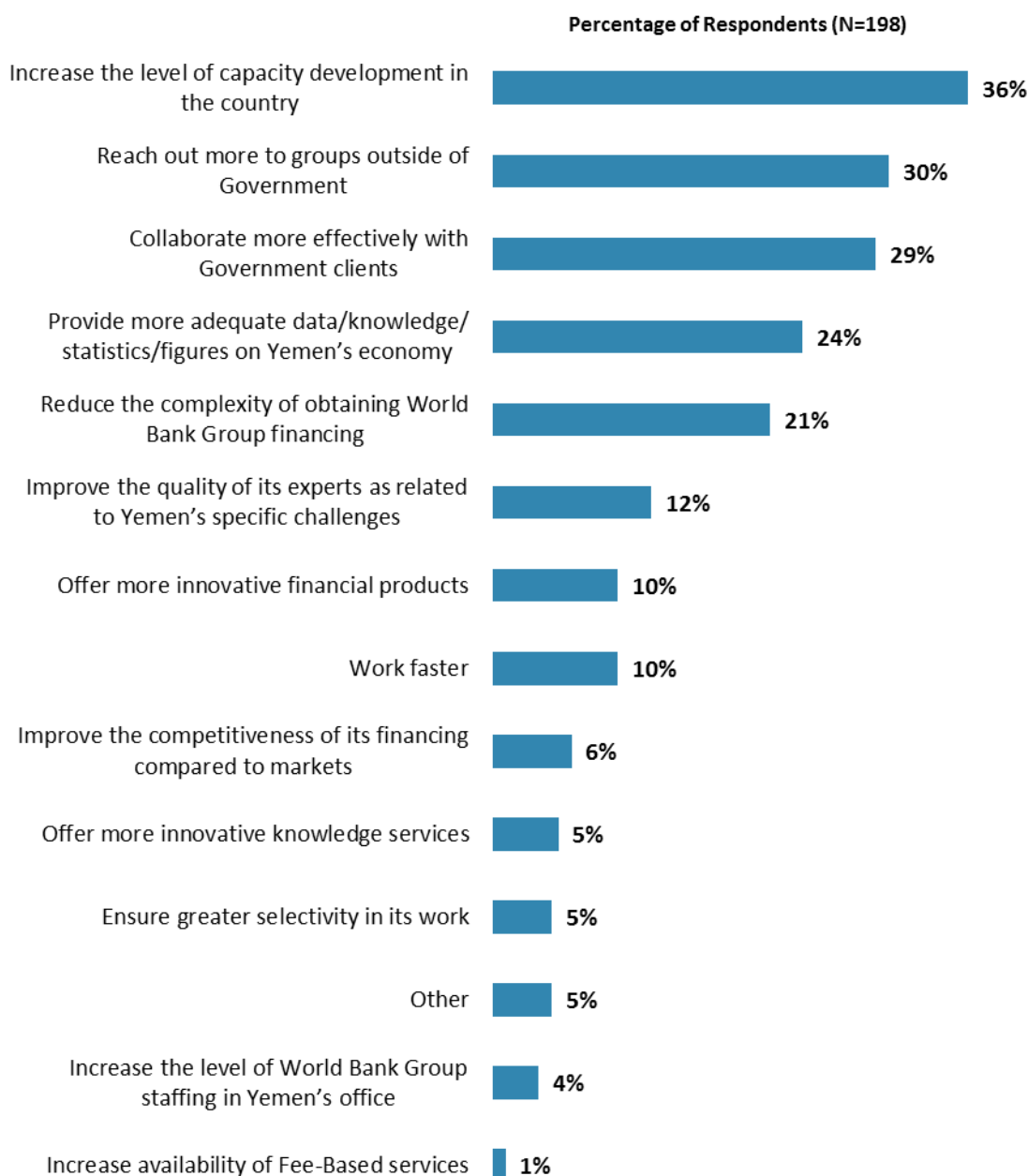
### Technical Assistance/Advisory Work



"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Yemen's development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

## IX. The Future Role of the World Bank Group in Yemen

### Making the World Bank Group of Greater Value

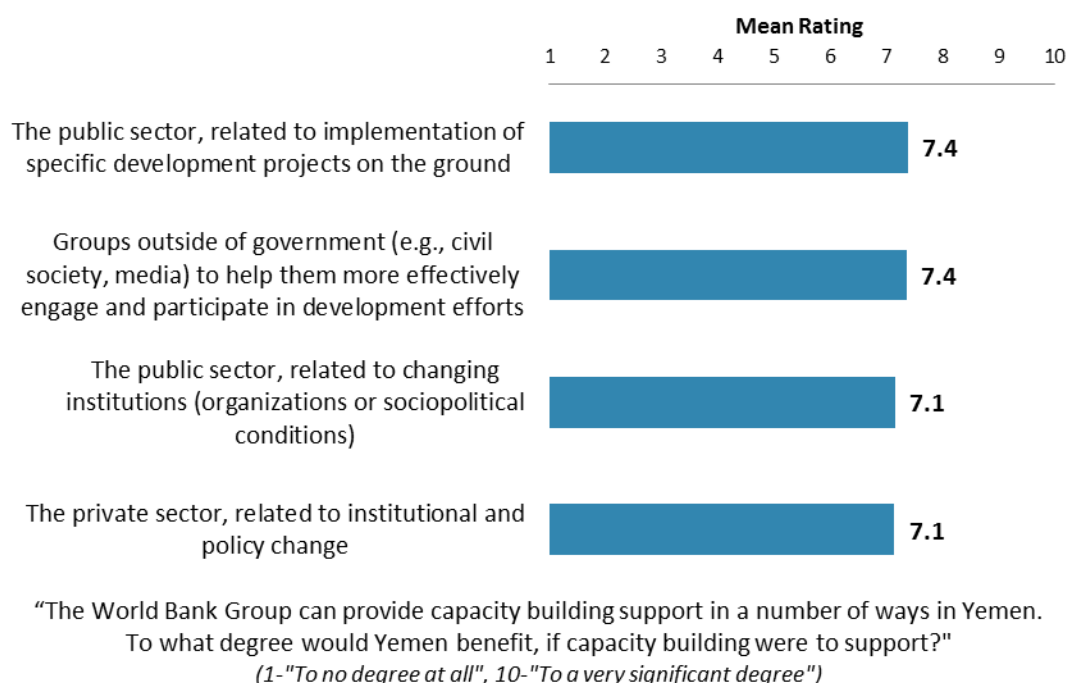


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Yemen? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

### Capacity Building

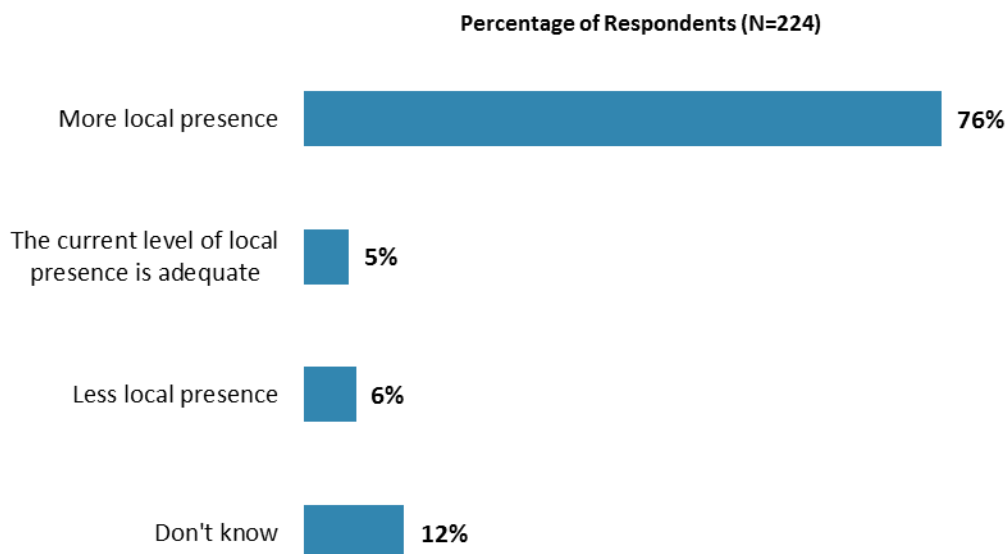
- Respondents from NGOs/private foundations and CBOs gave the highest ratings for the extent to which Yemen would benefit from WBG capacity building support to groups outside of government whereas employees of ministries and respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings.
- Employees of ministries and respondents from CBOs gave the highest ratings for the extent to which Yemen would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects, whereas respondents from the office of the President/Prime Minister/Minister, academia, and other organizations gave significantly lower ratings.



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

### Local Presence in Yemen

- The vast majority of respondents across most stakeholder groups indicated that the World Bank Group should have more local presence in Yemen, except respondents from the office of the President/Prime Minister/Minister and employees of ministries who were split between more local presence and not knowing.
- Respondents who do not collaborate with the WBG were significantly more likely to indicate that the World Bank Group should have more local presence in Yemen compared to respondents who do collaborate with the WBG.

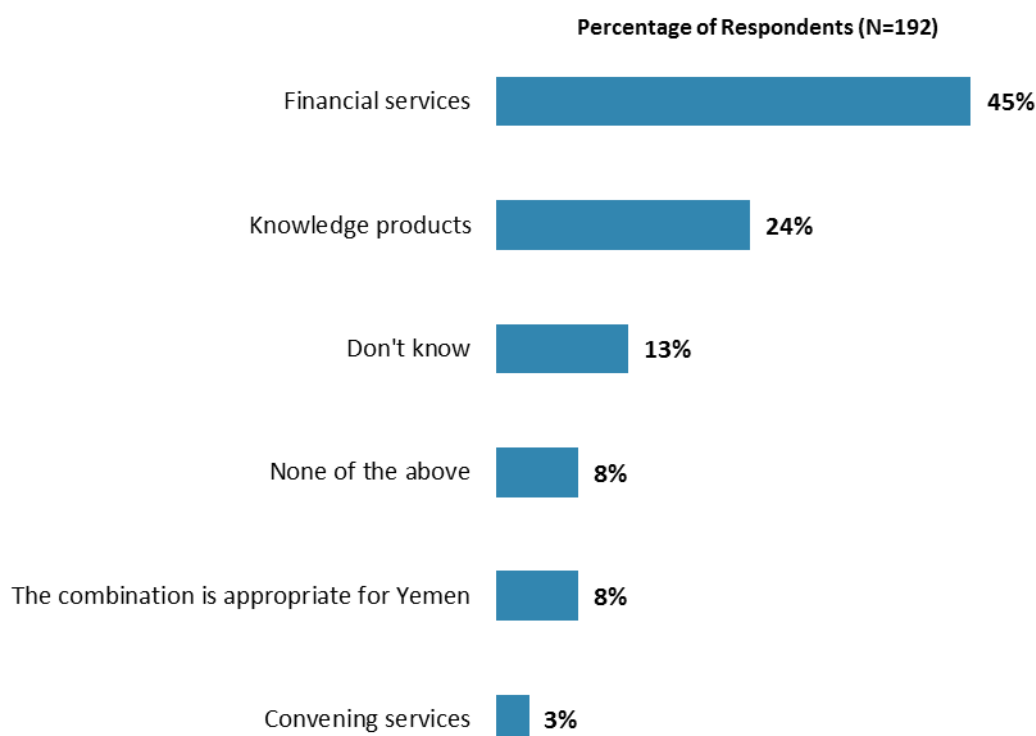


"To be a more effective development partner in Yemen, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

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

### Focusing Services

- Although a plurality of respondents from most stakeholder groups indicated that the WBG should offer more financial services in Yemen, a majority of respondents from academia indicated that the WBG should offer more knowledge products, a plurality of respondents from other organization indicated that the combination of services is appropriate, and respondents from the office of the President/Prime Minister/Minister were split between indicated that the WBG should offer more financial services, knowledge products, and not knowing.



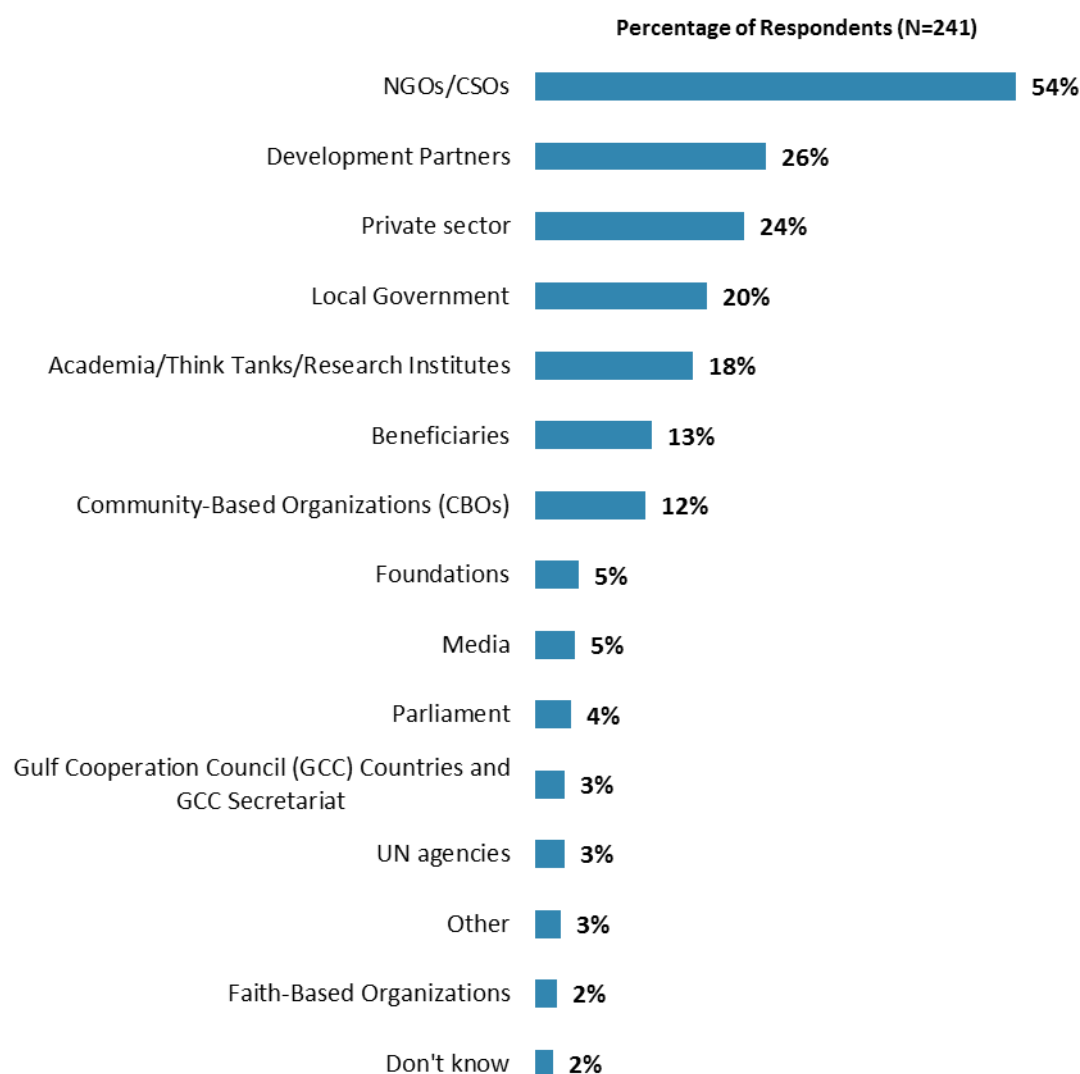
“When considering the combination of services that the World Bank Group offers in Yemen, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Yemen? (Select only ONE response)”  
(Respondents chose from a list.)



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

### Collaborating with Stakeholders in Yemen

- Respondents from the office of the President/Prime Minister/Minister indicated that the WBG should collaborate more with local government. Employees of ministries and respondents from the private sector/financial sector/private banks indicated that the WBG should collaborate more with the private sector. Consultants on WBG-supported projects/PMUs indicated that the WBG should collaborate more with NGOs/CSOs and the private sector. Respondents from NGOs/private foundations, CBOs, and other organizations indicated that the WBG should collaborate more with NGOs/CSOs. Respondents from academia indicated that the WBG should collaborate more with academia/research institutes/think tanks.

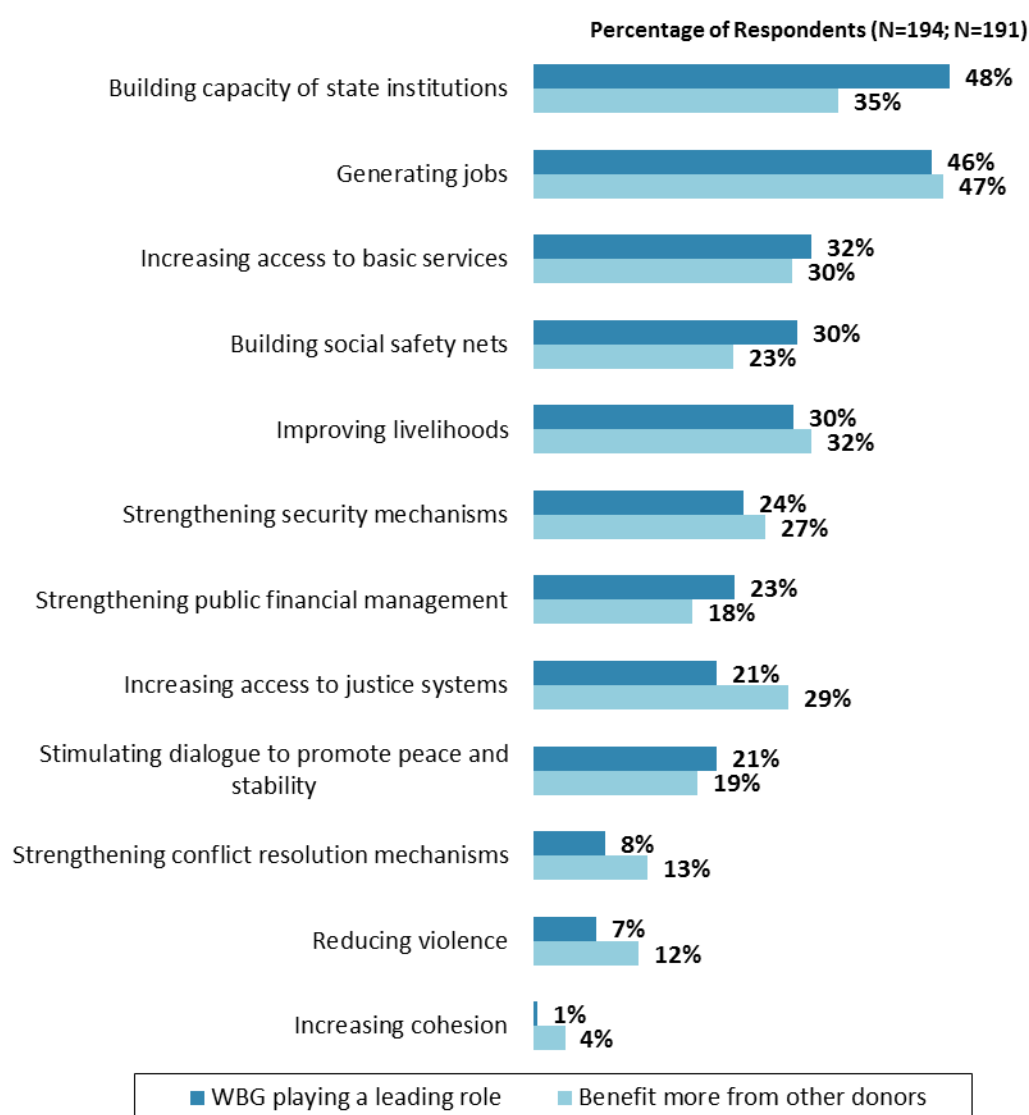


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)

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

### The WBG Playing a Leading Role vs. Other Donors

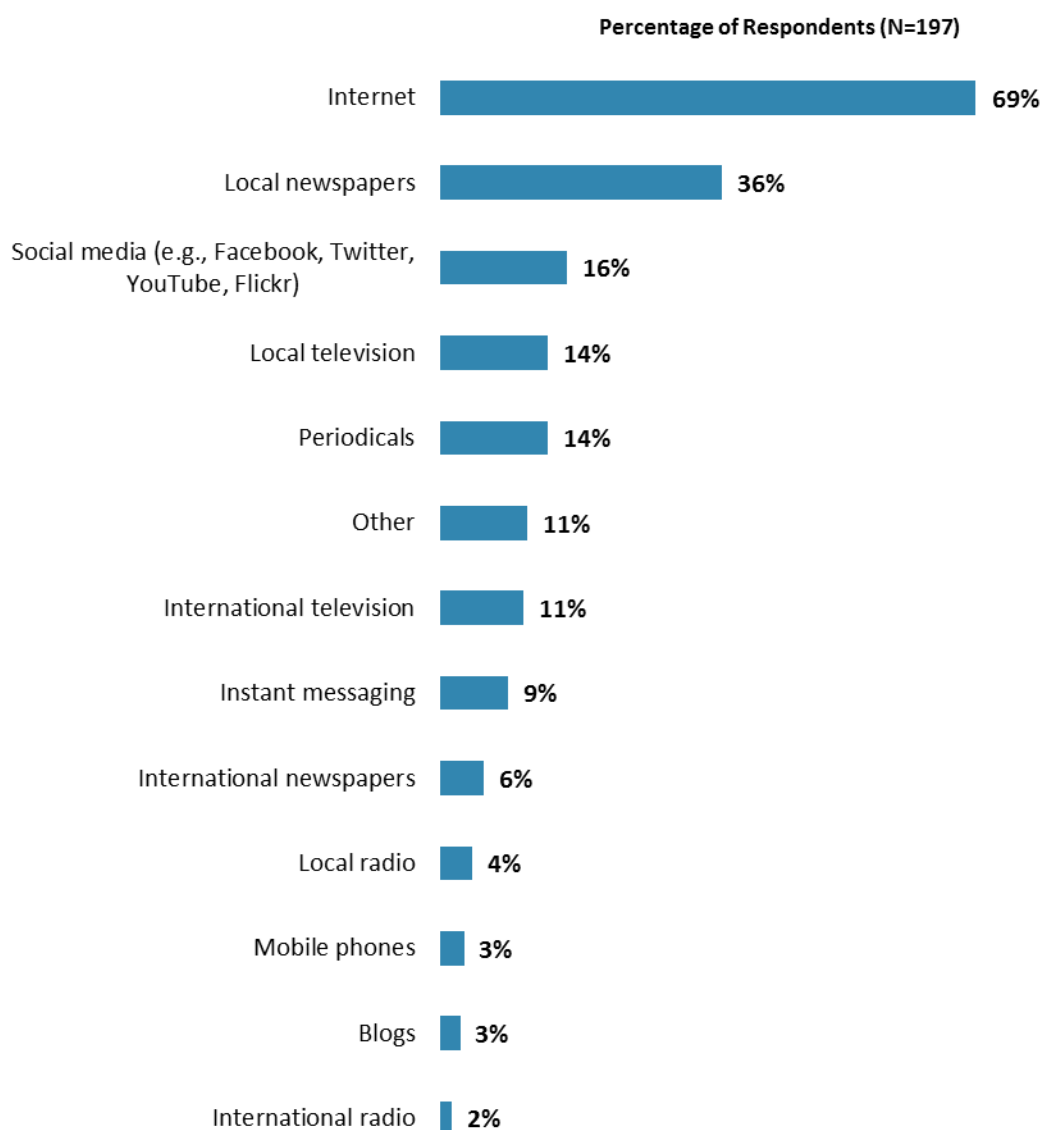
- Respondents from the office of the President/Prime Minister/Minister indicated that Yemen would benefit most from the WBG playing a leading role in improving livelihoods whereas other donors should play a leading role in increasing access to basic services and generating jobs. Respondents from the private sector/financial sector/private banks indicated that other donors should strengthen conflict resolutions mechanisms, increase access to basic services, and generate jobs. Respondents from academia indicated that other donors should increase access to basic services and generate jobs. Respondents from other organizations indicated that other donors should improve livelihoods.



"Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Yemen? Which THREE areas below would benefit most from other donors in Yemen?" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness

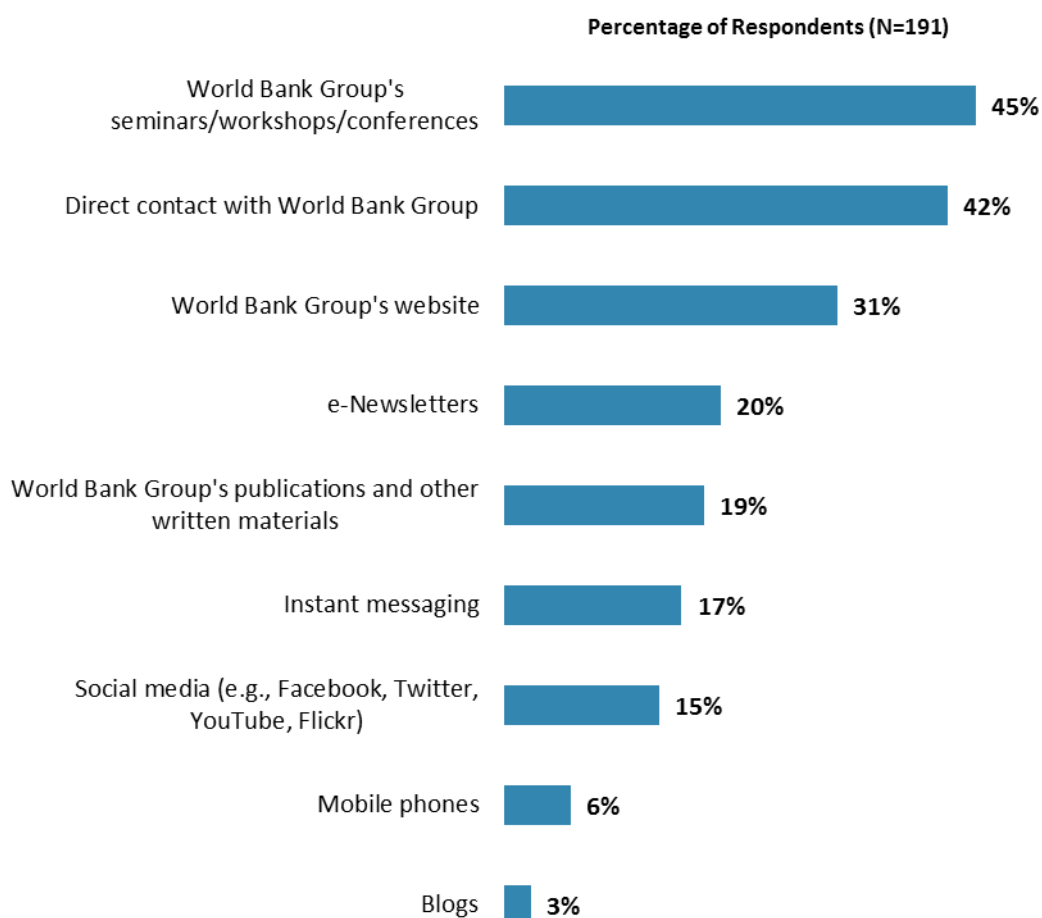
### Information Sources



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

## X. Communication and Openness (continued)

### Preferred Information Sources



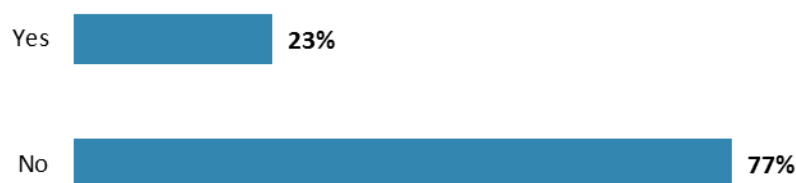
“How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Consultants on WBG-supported projects and respondents from other organizations were significantly more likely to have requested information from the WBG in the past year compared to respondents from other stakeholder groups.

Percentage of Respondents (N=194)



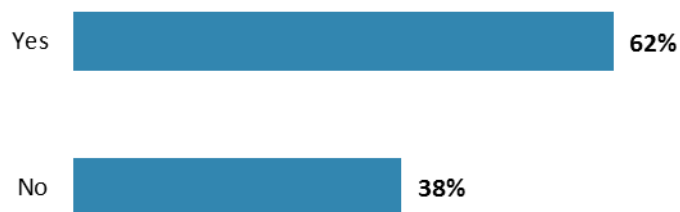
"Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (N=193)



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

Percentage of Respondents (N=45)



"Were you able to obtain this information?"

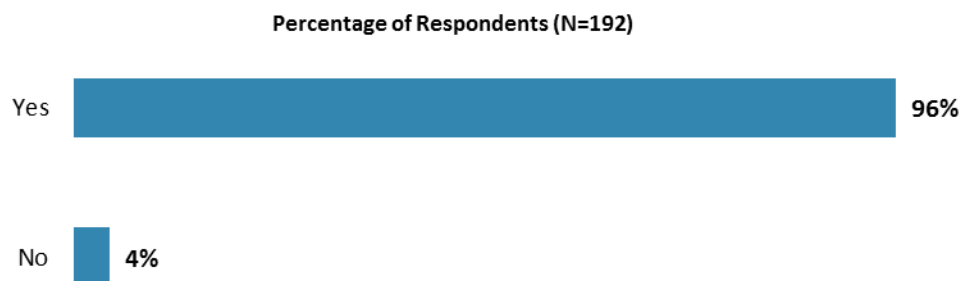
## X. Communication and Openness (continued)

### Access to Information (continued)



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

### Internet Access

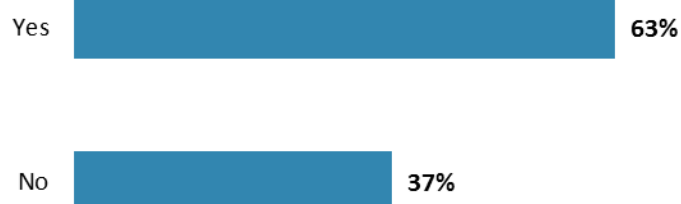


"Do you have access to the Internet:"

## X. Communication and Openness (continued)

### Website Usage

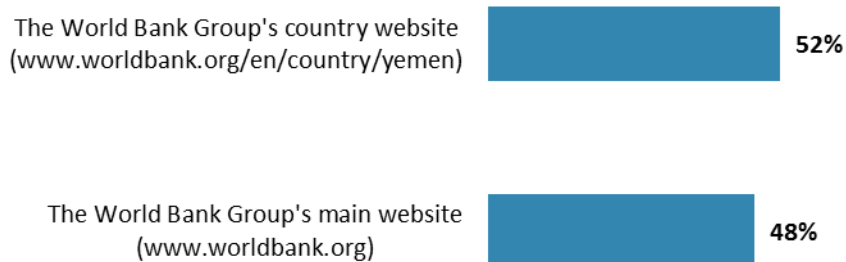
Percentage of Respondents (N=181)



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

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Percentage of Respondents (N=128)



“Which do you primarily use?” (Respondents chose from a list.)

---

Percentage of Respondents (N=132)

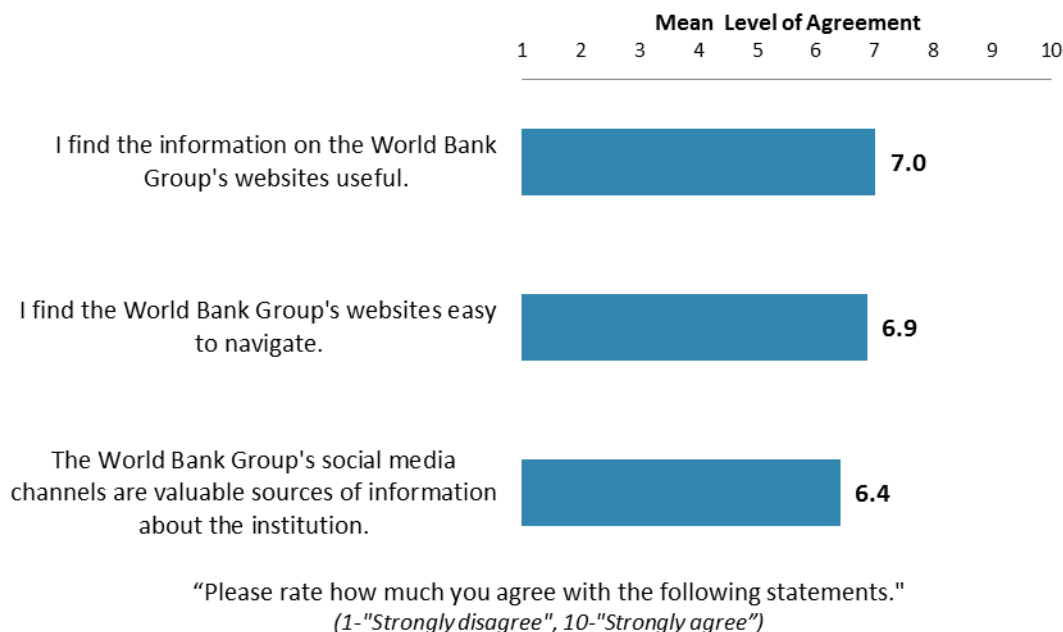


“Which Internet connection do you use primarily when visiting a World Bank Group website?”  
(Respondents chose from a list.)

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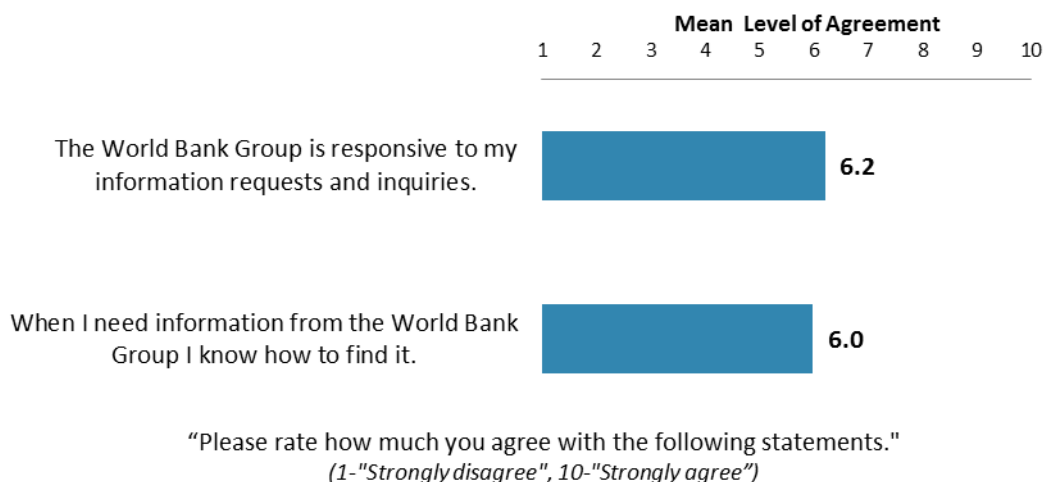
## X. Communication and Openness (continued)

### Website/Social Media Evaluation



### Information Sharing

- Consultants on WBG-supported projects had the highest levels of agreement that when they need information from the WBG they know how to find it whereas respondents from NGOs/private foundations had significantly lower levels of agreement.





## XI. Appendices

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**YEMEN**



## Appendix A: Responses to All Questions across All Respondents (N=296)

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 Yemen

1. In general would you say that Yemen is headed in...?	Percentage of Respondents (N=264)
The right direction	60.2%
The wrong direction	14.4%
Not sure	25.4%

2. Listed below are a number of development priorities in Yemen. Please identify which of the following you consider the most important development priorities in Yemen. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=285)
Education	56.8%
Security/stabilization/reconstruction	46.3%
Poverty reduction	27.7%
Anti-corruption	24.2%
Public sector governance/reform	19.6%
Water	18.6%
Law and justice	15.8%
Health	14.0%
Job creation/employment	12.6%
Economic growth	12.6%
Food security	10.5%
Energy	6.3%
Agricultural development	4.2%
Social protection	3.2%
Rural development	3.2%
Natural resource management	2.8%
Gender equity	2.5%
Domestic private sector development	2.1%
Crime and violence	2.1%
Local governance and institutions	2.1%
Foreign direct investment	1.8%
Regional conflict and tensions	1.8%
Equality of opportunity	1.4%
Social cohesion	1.4%
Transport	1.1%
Environmental sustainability	1.1%
Global/regional integration	0.7%
Climate change	0.7%
Urban development	0.4%
Sanitation	0.4%
Regulatory framework	0.4%
Financial markets	0.0%
Trade and exports	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%
Information and communications technology	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Yemen? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=272)</b>
Anti-corruption	43.4%
Education	39.0%
Economic growth	30.5%
Job creation/employment	29.0%
Agricultural development	18.0%
Security/stabilization/reconstruction	17.3%
Natural resource management	15.4%
Rural development	14.3%
Domestic private sector development	10.7%
Public sector governance/reform	10.3%
Foreign direct investment	8.5%
Equality of opportunity	7.7%
Food security	7.7%
Health	6.3%
Social protection	5.9%
Law and justice	5.5%
Local governance and institutions	4.4%
Water	3.7%
Energy	3.7%
Transport	3.3%
Trade and exports	2.2%
Regional conflict and tensions	1.5%
Global/regional integration	1.5%
Gender equity	1.5%
Urban development	1.5%
Sanitation	1.5%
Financial markets	1.1%
Regulatory framework	0.7%
Crime and violence	0.7%
Climate change	0.4%
Communicable/non-communicable diseases	0.4%
Information and communications technology	0.4%
Social cohesion	0.4%
Environmental sustainability	0.4%
Disaster management	0.4%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Yemen? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=269)</b>
Anti-corruption	32.7%
Natural resource management	29.0%
Security/stabilization/reconstruction	27.5%
Domestic private sector development	26.0%
Public sector governance/reform	22.7%
Agricultural development	22.7%
Education	22.3%
Energy	19.0%
Job creation/employment	18.2%
Foreign direct investment	17.1%
Law and justice	11.9%
Trade and exports	9.7%
Rural development	5.2%
Equality of opportunity	4.8%
Gender equity	3.3%
Local governance and institutions	3.3%
Financial markets	3.3%
Food security	2.6%
Global/regional integration	2.2%
Social cohesion	2.2%
Health	2.2%
Water	1.9%
Transport	1.9%
Social protection	1.5%
Regional conflict and tensions	1.5%
Urban development	1.5%
Information and communications technology	0.7%
Regulatory framework	0.7%
Climate change	0.4%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%
Crime and violence	0.0%
Sanitation	0.0%

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=272)
Education and training that better ensure job opportunity	44.9%
Better employment opportunities for young people	25.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	20.2%
Greater access to micro-finance for the poor	18.0%
Greater equity of fiscal policy	16.2%
Consistent economic growth	12.1%
A growing middle class	11.4%
Greater access to health and nutrition for citizens	10.3%
Better quality public services	8.5%
Greater voice and participation for citizens to help ensure greater accountability	8.1%
More reliable social safety net	6.6%
Better opportunity for the poor who live in rural areas	5.9%
Better opportunity for the poor who live in urban areas	4.4%
Better employment opportunities for women	4.0%
Other	3.3%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Yemen? (1-Not familiar at all, 10-Extremely familiar)	258	0	5.89	2.56

<b>Overall Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Yemen.* (1-Not effective at all, 10-Very effective)	232	25	5.87	2.29

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Yemen solve its most complicated development challenges?*(1-To no degree at all, 10-To a very significant degree)	211	47	6.62	2.23

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Yemen, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Yemen? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=264)</b>
Education	54.9%
Poverty reduction	26.1%
Health	24.2%
Public sector governance/reform	22.3%
Economic growth	20.8%
Anti-corruption	17.0%
Security/stabilization/reconstruction	16.7%
Job creation/employment	14.0%
Agricultural development	13.3%
Rural development	10.6%
Domestic private sector development	7.2%
Water	7.2%
Food security	7.2%
Law and justice	6.4%
Social protection	5.3%
Natural resource management	5.3%
Foreign direct investment	4.9%
Energy	4.9%
Transport	4.5%
Equality of opportunity	3.8%
Local governance and institutions	3.8%
Gender equity	3.4%
Trade and exports	2.3%
Information and communications technology	2.3%
Global/regional integration	1.9%
Regional conflict and tensions	1.9%
Regulatory framework	1.1%
Sanitation	1.1%
Crime and violence	0.8%
Urban development	0.8%
Social cohesion	0.4%
Financial markets	0.4%
Environmental sustainability	0.4%
Climate change	0.4%
Communicable/non-communicable diseases	0.0%
Disaster management	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 Yemen?	Percentage of Respondents (N=255)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development	36.9%	23.3%	60.2%
Financial resources	15.3%	17.3%	32.6%
Strategy formulation	14.1%	13.3%	27.4%
Policy advice, studies, analyses	12.2%	12.9%	25.0%
Donor coordination	6.3%	12.0%	18.3%
Technical assistance	3.9%	9.2%	13.2%
Mobilizing third party financial resources	3.9%	4.0%	7.9%
Other	4.7%	2.8%	7.5%
Convening/Facilitating	2.0%	2.0%	4.0%
Data	2.0%	1.6%	3.6%
Linkage to non-Bank expertise	1.2%	1.6%	2.8%

How effectively to the World Bank Groups' activities below support Yemen's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating	202	28	5.71	2.25
7. Data	216	20	6.67	2.28
8. Policy advice, studies, analyses	217	19	6.91	2.29
9. Financial resources	212	23	6.88	2.41
10. Technical assistance	217	16	6.90	2.42
11. Mobilizing third party financial resources	191	40	6.43	2.42
12. Donor coordination	205	28	6.99	2.55
13. Linkage to non-Bank expertise	173	56	6.13	2.28
14. Strategy formulation	219	19	7.22	2.49

The World Bank Group can provide capacity building support in a number of ways in Yemen. To what degree would Yemen benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. <b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	234	5	7.36	2.44
16. <b>The public sector</b> , related to implementation of specific development projects on the ground	232	4	7.38	2.39
17. <b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	221	7	7.15	2.31
18. <b>The private sector</b> , related to institutional and policy change	213	12	7.14	2.25

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Yemen? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know") (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
19. Project implementation (or other organizational strengthening)	172	68	6.24	2.37
20. Citizen engagement (incorporating citizens' voices into development)	156	82	5.64	2.55
21. Policy design (for clarity and better incentives to achieve development goals)	176	59	6.81	2.52

When thinking about how to improve capacity building in Yemen to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know") (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
22. Project implementation (or other organizational strengthening)	207	35	7.79	2.21
23. Citizen engagement (incorporating citizens' voices into development)	195	44	7.69	2.20
24. Policy design (for clarity and better incentives to achieve development goals)	205	35	8.11	2.06

25. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Yemen? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=240)
Not enough public disclosure of its work	24.2%
Not adequately sensitive to political/social realities in Yemen	21.3%
Not collaborating enough with non-state actors	18.3%
World Bank Group's processes too complex	17.1%
World Bank Group's processes too slow	12.5%
Staff too inaccessible	10.0%
Too bureaucratic in its operational policies and procedures	8.3%
Not exploring alternative policy options	7.9%
Not focused enough on issues that are unique to post-conflict countries	7.9%
Too influenced by developed countries	7.5%
Other	7.5%
Don't know	7.1%
Its advice and strategies do not lend themselves to practical problem solving	5.8%
Not willing to honestly criticize policies and reform efforts in the country	5.4%
Imposing technocratic solutions without regard to political realities	5.4%
Inadequate number of World Bank Group staff members located in the country	5.4%
Not aligned with country priorities	4.6%
Not client focused	3.3%
Not aligned with other donors' work	2.1%
Arrogant in its approach	1.7%
The credibility of its knowledge/data	1.3%



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

<b>26. Which of the World Bank Group's instruments do you believe are the MOST effective in promoting economic development in Yemen? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=235)</b>
Capacity development	55.7%
Investment lending	40.4%
Technical assistance	18.3%
Co-financing arrangements	15.7%
Policy based lending / budget support to the Government	12.8%
Trust Fund management	9.4%
Knowledge products/services	8.1%
Sector-wide approaches	6.4%
Emergency Recovery lending	6.0%
Don't know	6.0%
Other	5.1%

<b>27. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=241)</b>
NGOs/CSOs	54.4%
Development Partners	26.1%
Private sector	23.7%
Local Government	19.5%
Academia/Think Tanks/Research Institutes	17.8%
Beneficiaries	13.3%
Community-Based Organizations (CBOs)	12.4%
Foundations	5.0%
Media	4.6%
Parliament	4.1%
Gulf Cooperation Council (GCC) Countries and GCC Secretariat	3.3%
UN agencies	3.3%
Other	2.9%
Faith-Based Organizations	2.5%
Don't know	2.1%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Yemen? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. Overall the World Bank Group currently plays a relevant role in development in Yemen*	210	19	6.28	2.43
29. The World Bank Group's work is aligned with what I consider the development priorities for Yemen*	197	28	5.98	2.47
30. The World Bank Group supports programs and strategies that are realistic for Yemen	199	25	6.00	2.51
31. The World Bank Group treats clients and stakeholders in Yemen with respect	189	36	7.32	2.37

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

To what extent is the World Bank Group an effective development partner in Yemen, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
32. Responsiveness*	189	31	5.99	2.28
33. Flexibility (in terms of the World Bank Group's products and services)*	180	38	5.61	2.31
34. Flexibility (in terms of changing country circumstances)*	182	32	5.72	2.24
35. Being inclusive*	172	40	5.86	2.14
36. Openness (sharing data and other information)*	187	30	6.13	2.36
37. Staff accessibility*	190	27	5.85	2.58
38. Straightforwardness and honesty*	165	49	7.18	2.49
39. Ease of access to the people at the World Bank Group who are making decisions important to my work	188	31	5.59	2.69
40. Collaboration with groups outside of the Government*	183	35	5.63	2.61
41. Collaboration with the Government*	191	27	7.35	2.40
42. Collaboration with other donors*	159	61	7.65	1.94
43. The speed in which it gets things accomplished on the ground*	189	30	6.13	2.39
44. Being a long-term partner	175	46	7.92	2.33

45. To be a more effective development partner in Yemen, do you believe that the World Bank Group should have...?	Percentage of Respondents (N=224)
More local presence	76.3%
The current level of local presence is adequate	5.4%
Less local presence	6.3%
Don't know	12.1%

46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=230)
There is not an adequate level of citizen/civil society participation	48.7%
Ongoing conflict and instability	43.9%
Lack of/inadequate levels of capacity in Government	36.1%
The National Unity Government works inefficiently	31.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.1%
The World Bank Group does not do adequate follow through/follow-up	20.4%
The World Bank Group works too slowly	20.0%
Reforms are not well thought out in light of country challenges	18.7%
Poor donor coordination	16.1%
Political pressures and obstacles	13.0%
Inadequate funding	11.7%
Other	0.9%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Yemen? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	205	0	8.33	2.39
2. Information and communications technology	193	0	7.61	2.33
3. Transport	203	0	7.41	2.35
4. Crime and violence	184	6	6.60	2.86
5. Regional conflict and tensions	188	3	6.84	2.68
6. Law and justice	197	2	7.70	2.46
7. Sanitation	200	0	7.41	2.29
8. Environmental sustainability	193	1	7.31	2.27
9. Regulatory framework	185	5	7.43	2.19
10. Communicable/non-communicable diseases	196	0	7.07	2.49
11. Poverty reduction	216	0	8.63	2.08
12. Gender equity	199	7	7.01	2.53
13. Domestic private sector development	199	0	7.75	2.04
14. Foreign direct investment	190	4	7.51	2.57
15. Local governance and institutions	197	3	7.87	2.19
16. Water	199	4	8.33	1.99
17. Trade and exports	188	3	7.54	2.16
18. Economic growth	206	3	8.51	1.95
19. Energy	198	0	8.16	2.18
20. Disaster management	195	2	7.29	2.42
21. Public sector governance/reform	194	3	8.41	2.12
22. Job creation/employment	205	3	8.47	2.12
23. Social cohesion	188	5	6.63	2.57
24. Financial markets	183	2	6.93	2.56
25. Equality of opportunity	197	0	7.36	2.60
26. Health	202	0	8.23	2.15
27. Rural development	202	3	8.28	1.99
28. Global/regional integration	183	3	7.60	2.29
29. Food security	201	1	8.09	2.38
30. Education	203	1	8.77	1.97
31. Security/stabilization/reconstruction	193	3	8.40	2.18
32. Social protection	190	3	7.51	2.39
33. Climate change	186	3	6.47	2.58
34. Agricultural development	203	3	8.27	2.17
35. Urban development	199	3	7.74	2.25
36. Natural resource management	195	3	7.90	2.48

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

<b>2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Yemen?</b> <i>(1-Not effective at all, 10-Very effective)</i>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Anti-corruption	132	70	5.27	2.78
2. Information and communications technology	113	85	5.61	2.61
3. Transport	128	66	6.02	2.67
4. Crime and violence	102	91	4.39	2.29
5. Regional conflict and tensions	107	88	4.87	2.38
6. Law and justice	120	76	5.22	2.86
7. Sanitation	132	63	6.10	2.55
8. Environmental sustainability	127	69	5.87	2.54
9. Regulatory framework	129	65	5.84	2.49
10. Communicable/non-communicable diseases	119	74	5.82	2.83
11. Poverty reduction	156	36	6.36	2.70
12. Gender equity	139	55	5.95	2.77
13. Domestic private sector development	134	56	5.75	2.67
14. Foreign direct investment	117	73	5.53	2.99
15. Local governance and institutions	136	58	5.63	2.93
16. Water	138	55	6.18	2.82
17. Trade and exports	116	78	5.17	2.95
18. Economic growth	146	50	5.77	2.91
19. Energy	119	72	5.46	2.99
20. Disaster management	117	75	5.48	2.86
21. Public sector governance/reform	142	53	6.02	2.90
22. Job creation/employment	146	48	5.55	3.02
23. Social cohesion	115	76	5.06	2.79
24. Financial markets	108	83	4.72	3.05
25. Equality of opportunity	123	66	5.53	2.84
26. Health	144	49	6.07	2.72
27. Rural development	137	55	5.79	2.73
28. Global/regional integration	110	80	5.56	2.97
29. Food security	129	61	5.77	2.91
30. Education	161	32	6.44	2.90
31. Security/stabilization/reconstruction	125	69	5.42	2.86
32. Social protection	129	63	5.73	2.98
33. Climate change	109	83	5.30	2.96
34. Agricultural development	133	59	5.78	2.93
35. Urban development	136	59	5.88	2.80
36. Natural resource management	114	80	5.46	3.05

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

3. Where are the World Bank Group's decisions made primarily that support the program in Yemen?	Percentage of Respondents (N=207)
At the Headquarters (in Washington D.C.)	36.2%
In the country	16.9%
Don't know	46.9%

Achieving Development Results	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Yemen?*( <i>1-To no degree at all, 10-To a very significant degree</i> )	192	18	6.26	2.44

Strengthening Country Systems	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems in Yemen? <i>(1-To no degree at all, 10-To a very significant degree)</i>	149	60	5.79	2.30

To what extent do you agree with the following statements about the World Bank Group in Yemen? ( <i>1-Strongly disagree, 10-Strongly agree</i> )	N	DK	Mean	SD
6. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, trust funds/grants, Program 4 Result, etc.) meet the needs of Yemen*	171	38	5.57	2.49
7. The World Bank Group meets Yemen's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	176	28	5.77	2.44

Internal Evaluation Mechanisms	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Yemen? ( <i>1-To no degree at all, 10-To a very significant degree</i> )	148	60	5.95	2.50

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=208)
Weekly	3.4%
Monthly	8.7%
A few times a year	30.8%
Rarely	31.3%
Never	26.0%

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

In Yemen, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	167	34	5.79	2.43
3. Include appropriate level of stakeholder involvement during preparation	167	33	5.66	2.28
4. Are relevant to Yemen's development priorities	175	25	6.06	2.36
5. Lead to practical solutions	172	28	5.74	2.33
6. Are accessible (well written and easy to understand)	172	29	5.88	2.62
7. Are source of relevant information on global good practices	155	43	6.86	2.12
8. Enhance your knowledge and/or skills	183	18	6.43	2.65
9. Are adequately disseminated	174	26	5.40	2.50
10. Are translated enough into local language	174	28	6.03	2.55
11. Are adaptable to Yemen's specific development challenges and country circumstances*	168	32	6.00	2.52

Overall Evaluations	N	DK	Mean	SD
12. 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)	178	26	6.92	2.12
13. 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)	176	29	6.77	2.16

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Yemen's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	179	16	7.20	2.24
2. Design (appraising and planning the solutions)	176	17	7.15	2.20
3. Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	170	22	6.86	2.43
4. Evaluation (assessing the impact and results)	170	22	7.02	2.64

**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
5. The World Bank Group disburses funds promptly	135	60	5.07	2.58
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	164	32	6.63	2.54
7. The World Bank Group's approvals and reviews are done in a timely fashion	150	44	5.71	2.32
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	136	58	5.80	2.40
9. The World Bank Group's conditions on its lending are reasonable	140	53	5.61	2.55
10. The World Bank Group takes decisions quickly in Yemen	139	50	5.04	2.45
11. Working with the World Bank Group increases Yemen's institutional capacity	163	29	7.29	2.43
12. The World Bank Group ensures consistency and continuity through staff changes	128	63	6.62	2.36
13. Where country systems are adequate, the World Bank Group makes appropriate use of them	111	83	6.77	2.18
14. The World Bank Group provides effective implementation support	150	44	6.85	2.40

15. Which of the following best describes the way the World Bank Group operates in Yemen?	Percentage of Respondents (N=197)
The World Bank Group takes too much risk in Yemen	10.7%
The World Bank Group does not take enough risk in Yemen	11.7%
The World Bank Group's approach to risk is appropriate	43.7%
Don't know	21.3%
Prefer not to answer	12.7%

Adequately Staffed	N	DK	Mean	SD
16. To what extent do you believe the World Bank Group is adequately staffed in Yemen?* (1-To no degree at all, 10-To a very significant degree)	118	75	5.53	2.27

**F. The Future Role of the World Bank Group in Yemen**

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Yemen? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=198)</b>
Increase the level of capacity development in the country	36.4%
Reach out more to groups outside of Government	30.3%
Collaborate more effectively with Government clients	29.3%
Provide more adequate data/knowledge/statistics/figures on Yemen's economy	23.7%
Reduce the complexity of obtaining World Bank Group financing	21.2%
Improve the quality of its experts as related to Yemen's specific challenges	12.1%
Offer more innovative financial products	9.6%
Work faster	9.6%
Improve the competitiveness of its financing compared to markets	6.1%
Offer more innovative knowledge services	5.1%
Ensure greater selectivity in its work	4.5%
Other	4.5%
Increase the level of World Bank Group staffing in Yemen's office	3.5%
Increase availability of Fee-Based services	1.0%

<b>2. When considering the combination of services that the World Bank Group offers in Yemen, 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 Yemen?</b>	<b>Percentage of Respondents (N=192)</b>
Financial services	44.8%
Knowledge products	24.0%
Don't know	12.5%
None of the above	7.8%
The combination is appropriate for Yemen	7.8%
Convening services	3.1%

<b>3. Please answer the following questions. (Choose no more than THREE for each column)</b>	<b>Which THREE areas below would benefit most from the WBG playing a leading role among international partners in Yemen? (Responses Combined; N=194)</b>	<b>Which THREE areas below would benefit most from other donors in Yemen? (Responses Combined; N=191)</b>
Building capacity of state institutions	47.9%	35.1%
Generating jobs	45.9%	47.1%
Increasing access to basic services	32.0%	29.8%
Building social safety nets	30.4%	23.0%
Improving livelihoods	29.9%	31.9%
Strengthening security mechanisms	24.2%	26.7%
Strengthening public financial management	23.2%	18.3%
Increasing access to justice systems	21.1%	29.3%
Stimulating dialogue to promote peace and stability	21.1%	18.8%
Strengthening conflict resolution mechanisms	8.2%	13.1%
Reducing violence	7.2%	12.0%
Increasing cohesion	0.5%	3.7%



**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Yemen? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=197)</b>
Internet	68.5%
Local newspapers	36.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	16.2%
Local television	13.7%
Periodicals	13.7%
Other	11.2%
International television	10.7%
Instant messaging	8.6%
International newspapers	5.6%
Local radio	4.1%
Mobile phones	3.0%
Blogs	2.5%
International radio	1.5%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
World Bank Group's seminars/workshops/conferences	44.5%
Direct contact with World Bank Group	41.9%
World Bank Group's website	31.4%
e-Newsletters	20.4%
World Bank Group's publications and other written materials	18.8%
Instant messaging	16.8%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	14.7%
Mobile phones	6.3%
Blogs	2.6%
Other	0.0%

<b>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 a list of exceptions?</b>	<b>Percentage of Respondents (N=194)</b>
Yes	23.2%
No	76.8%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=193)</b>
Yes	19.7%
No	80.3%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=45)</b>
Yes	62.2%
No	37.8%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=192)</b>
Yes	95.8%
No	4.2%

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

7. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=181)
Yes	63.0%
No	37.0%

8. Which do you primarily use?	Percentage of Respondents (N=128)
The World Bank Group's country website (www.worldbank.org/en/country/yemen)	52.3%
The World Bank Group's main website (www.worldbank.org)	47.7%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=132)
High speed	56.8%
Dial-up	43.2%

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	166	27	5.86	2.60
11. I find the World Bank Group's websites easy to navigate.	114	20	6.87	1.93
12. I find the information on the World Bank Group's websites useful.	120	15	7.02	2.09
13. The World Bank Group's social media channels are valuable sources of information about the institution.	137	50	6.42	2.57
14. When I need information from the World Bank Group I know how to find it.	154	34	5.98	2.68
15. The World Bank Group is responsive to my information requests and inquiries.	130	56	6.20	2.51

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=192)
NGO	35.9%
Employee of a Ministry, Ministerial Department or Implementation Agency	19.8%
Community-Based Organization	9.9%
Office of Minister	6.8%
Academia/Research Institute/Think Tank	5.7%
Private Foundation	4.2%
Other	3.6%
Project Management Unit (PMU) overseeing implementation of project	3.1%
Private Sector Organization	2.6%
Consultant/Contractor working on World Bank Group supported Project/Program	1.6%
Media	1.6%
Office of the President, Prime Minister	1.0%
Office of Parliamentarian	1.0%
Local Government Office or Staff	1.0%
Bilateral Agency	.5%
Multilateral Agency	.5%
Financial Sector/Private Bank	.5%
Independent Government Institution	.5%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=189)</b>
Other	29.6%
Education	17.5%
Public sector governance / public financial management / anti-corruption	10.6%
Generalist	6.9%
Job creation/employment	5.3%
Health / communicable/non-communicable diseases	4.8%
Law and justice / regulatory framework	4.8%
Agriculture/ rural development / food security	4.2%
Social protection	3.7%
Gender equity / equality of opportunity	2.6%
Private sector development / foreign direct investment	2.1%
Water and sanitation	2.1%
Financial markets / banking	1.6%
Urban development	1.6%
Energy	1.1%
Natural resource management / environmental sustainability	1.1%
Information and communications technology	.5%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=186)</b>
Yes	44.6%
No	55.4%

<b>4. Which of the following agencies of the World Bank Group do you work with in Yemen? (Select all that apply)</b>	<b>Percentage of Respondents (N=187)</b>
None	50.3%
The World Bank (IBRD/IDA)	42.8%
The International Finance Corporation (IFC)	15.5%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Yemen? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=186)</b>
Collaborate as part of my professional duties	48.1%
Engage in World Bank Group related/sponsored events/activities	47.6%
Use World Bank Group website for information, data, research, etc.	27.8%
Use World Bank Group reports/data	25.8%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.5%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=191)</b>
Mountainous regions	73.3%
Coastal plains	18.3%
Plateaus	7.3%
Desert	1.0%

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

**Office of the President/Prime Minister/Minister N=15 ● Employee of a Ministry N=38 ● Consultant on WBG project/PMU N=9**  
**Private Sector/Financial Sector/Private Bank N=6 ● NGO/Private Foundation N=77 ● CBO N=19 ● Academia N=11 ● Other N=17**

### *A. General Issues Facing Yemen*

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
The right direction	42.9%	58.8%	75.0%	50.0%	63.0%	78.9%	66.7%	75.0%
The wrong direction	7.1%	14.7%	12.5%	-	12.3%	5.3%	11.1%	12.5%
Not sure	50.0%	26.5%	12.5%	50.0%	24.7%	15.8%	22.2%	12.5%

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Social protection	6.7%	0.0%	0.0%	0.0%	6.6%	0.0%	0.0%	0.0%
Water*	6.7%	34.2%	37.5%	0.0%	11.8%	31.6%	22.2%	17.6%
Security/stabilization/reconstruction	53.3%	63.2%	37.5%	83.3%	43.4%	42.1%	55.6%	23.5%
Public sector governance/reform	13.3%	21.1%	0.0%	16.7%	23.7%	15.8%	11.1%	17.6%
Global/regional integration*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Gender equity*	20.0%	0.0%	0.0%	0.0%	1.3%	0.0%	11.1%	0.0%
Domestic private sector development	0.0%	2.6%	0.0%	16.7%	2.6%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Transport	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	20.0%	10.5%	0.0%	0.0%	2.6%	0.0%	0.0%	5.9%
Regional conflict and tensions	13.3%	2.6%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Job creation/employment	20.0%	5.3%	0.0%	16.7%	10.5%	26.3%	22.2%	11.8%
Rural development	0.0%	2.6%	0.0%	0.0%	2.6%	0.0%	11.1%	5.9%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	5.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	22.2%	5.9%
Health	20.0%	13.2%	37.5%	16.7%	17.1%	5.3%	11.1%	5.9%
Sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	53.3%	39.5%	62.5%	50.0%	61.8%	68.4%	44.4%	58.8%
Poverty reduction	33.3%	18.4%	37.5%	66.7%	30.3%	21.1%	22.2%	29.4%
Food security	6.7%	18.4%	12.5%	0.0%	14.5%	21.1%	0.0%	11.8%
Social cohesion	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	5.9%
Climate change	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Agricultural development	0.0%	5.3%	0.0%	0.0%	1.3%	10.5%	0.0%	11.8%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Economic growth	6.7%	15.8%	12.5%	0.0%	7.9%	10.5%	0.0%	23.5%
Law and justice	6.7%	13.2%	0.0%	0.0%	18.4%	10.5%	11.1%	23.5%
Regulatory framework*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	2.6%	0.0%	0.0%	3.9%	0.0%	11.1%	0.0%
Natural resource management	6.7%	5.3%	0.0%	0.0%	2.6%	5.3%	11.1%	0.0%
Anti-corruption	6.7%	18.4%	50.0%	0.0%	27.6%	31.6%	33.3%	35.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Water	0.0%	5.6%	0.0%	0.0%	5.3%	5.3%	0.0%	5.9%
Equality of opportunity	0.0%	11.1%	0.0%	16.7%	7.9%	15.8%	0.0%	11.8%
Economic growth	13.3%	36.1%	37.5%	33.3%	34.2%	21.1%	27.3%	29.4%
Climate change	0.0%	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%	1.3%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Gender equity	6.7%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Rural development	0.0%	13.9%	12.5%	0.0%	11.8%	21.1%	9.1%	5.9%
Urban development	0.0%	0.0%	0.0%	0.0%	3.9%	5.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	5.9%
Local governance and institutions	0.0%	5.6%	0.0%	0.0%	5.3%	5.3%	9.1%	5.9%
Social protection	6.7%	13.9%	0.0%	33.3%	6.6%	0.0%	0.0%	5.9%
Law and justice	0.0%	2.8%	0.0%	0.0%	5.3%	5.3%	9.1%	11.8%
Transport*	13.3%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Communicable/non-communicable diseases	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	13.3%	16.7%	12.5%	16.7%	18.4%	15.8%	18.2%	11.8%
Sanitation	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Anti-corruption	46.7%	36.1%	50.0%	33.3%	40.8%	42.1%	45.5%	52.9%
Domestic private sector development	20.0%	5.6%	12.5%	33.3%	7.9%	15.8%	9.1%	11.8%
Foreign direct investment	26.7%	8.3%	12.5%	0.0%	5.3%	15.8%	18.2%	11.8%
Energy	6.7%	5.6%	0.0%	16.7%	1.3%	0.0%	9.1%	0.0%
Public sector governance/reform	6.7%	5.6%	0.0%	0.0%	17.1%	5.3%	9.1%	11.8%
Social cohesion	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Education*	26.7%	27.8%	100.0%	33.3%	40.8%	36.8%	45.5%	23.5%
Natural resource management	0.0%	30.6%	12.5%	16.7%	15.8%	15.8%	27.3%	17.6%
Environmental sustainability	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	13.3%	5.6%	12.5%	0.0%	3.9%	5.3%	18.2%	0.0%
Agricultural development	13.3%	25.0%	12.5%	33.3%	21.1%	21.1%	9.1%	17.6%
Disaster management	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	33.3%	16.7%	25.0%	16.7%	31.6%	31.6%	18.2%	29.4%
Financial markets*	6.7%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Trade and exports	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	5.9%
Food security	20.0%	16.7%	0.0%	0.0%	7.9%	5.3%	0.0%	5.9%

\*Significantly different between stakeholder groups

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Energy*	26.7%	24.3%	12.5%	50.0%	9.2%	0.0%	45.5%	20.0%
Gender equity	0.0%	8.1%	0.0%	16.7%	0.0%	11.1%	0.0%	6.7%
Equality of opportunity	0.0%	2.7%	0.0%	16.7%	7.9%	16.7%	0.0%	6.7%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Social protection	0.0%	2.7%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Anti-corruption	13.3%	40.5%	75.0%	16.7%	27.6%	22.2%	36.4%	33.3%
Disaster management	0.0%	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%	3.9%	0.0%	0.0%	0.0%
Rural development	6.7%	5.4%	0.0%	0.0%	7.9%	5.6%	9.1%	0.0%
Foreign direct investment	26.7%	10.8%	12.5%	16.7%	19.7%	16.7%	27.3%	20.0%
Urban development	6.7%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Water	0.0%	0.0%	12.5%	0.0%	1.3%	5.6%	0.0%	0.0%
Trade and exports*	26.7%	16.2%	0.0%	33.3%	6.6%	5.6%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	6.7%
Public sector governance/reform	40.0%	29.7%	25.0%	16.7%	18.4%	38.9%	36.4%	20.0%
Domestic private sector development	20.0%	16.2%	25.0%	50.0%	30.3%	11.1%	9.1%	46.7%
Job creation/employment	33.3%	10.8%	0.0%	0.0%	19.7%	33.3%	18.2%	13.3%
Agricultural development*	20.0%	2.7%	0.0%	16.7%	25.0%	44.4%	27.3%	20.0%
Food security	0.0%	0.0%	12.5%	0.0%	5.3%	5.6%	0.0%	0.0%
Transport	6.7%	0.0%	0.0%	0.0%	1.3%	5.6%	9.1%	0.0%
Security/stabilization/reconstruction	20.0%	37.8%	37.5%	16.7%	23.7%	22.2%	36.4%	13.3%
Education	20.0%	24.3%	50.0%	16.7%	23.7%	16.7%	0.0%	6.7%
Natural resource management	20.0%	40.5%	12.5%	0.0%	35.5%	27.8%	18.2%	40.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	2.7%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%
Law and justice	13.3%	21.6%	12.5%	16.7%	10.5%	5.6%	18.2%	13.3%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	6.6%	0.0%	0.0%	13.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets*	0.0%	0.0%	0.0%	16.7%	1.3%	0.0%	9.1%	13.3%
Sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues Facing Yemen (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 Yemen? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Better employment opportunities for young people	23.1%	24.3%	37.5%	33.3%	16.9%	42.1%	27.3%	23.5%
Better employment opportunities for women	0.0%	2.7%	0.0%	16.7%	1.3%	10.5%	9.1%	0.0%
Greater access to micro-finance for the poor*	46.2%	32.4%	0.0%	0.0%	13.0%	5.3%	27.3%	5.9%
Greater voice and participation for citizens to help ensure greater accountability	7.7%	0.0%	25.0%	16.7%	11.7%	5.3%	0.0%	11.8%
Greater access to health and nutrition for citizens	0.0%	16.2%	12.5%	0.0%	15.6%	10.5%	9.1%	5.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	15.4%	16.2%	25.0%	33.3%	16.9%	21.1%	18.2%	23.5%
A growing middle class	23.1%	16.2%	12.5%	0.0%	10.4%	5.3%	9.1%	5.9%
Better opportunity for the poor who live in rural areas	0.0%	2.7%	0.0%	0.0%	7.8%	5.3%	18.2%	17.6%
Better opportunity for the poor who live in urban areas	15.4%	0.0%	0.0%	0.0%	7.8%	5.3%	0.0%	0.0%
Consistent economic growth	0.0%	10.8%	25.0%	16.7%	14.3%	21.1%	18.2%	5.9%
More reliable social safety net	7.7%	5.4%	0.0%	0.0%	6.5%	5.3%	0.0%	5.9%
Greater equity of fiscal policy	7.7%	18.9%	12.5%	16.7%	16.9%	15.8%	18.2%	17.6%
Education and training that better ensure job opportunity	30.8%	37.8%	50.0%	50.0%	46.8%	47.4%	36.4%	64.7%
Better quality public services	23.1%	2.7%	0.0%	16.7%	10.4%	0.0%	9.1%	11.8%
Other	0.0%	10.8%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Yemen?*	15	4.60	2.90	36	6.56	2.18	9	6.67	2.12	6	7.00	2.10	76	5.47	2.49	19	6.58	2.43	11	6.73	2.33	17	6.47	2.60

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



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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Yemen.	13	4.31	2.29	34	6.38	2.37	9	6.89	2.15	6	6.17	1.94	67	5.85	2.25	18	6.50	2.46	10	6.50	2.27	16	6.00	2.48

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Yemen solve its most complicated development challenges?	10	5.00	2.16	33	6.58	2.42	8	6.75	1.83	6	6.50	1.98	60	6.75	2.12	16	7.81	2.56	9	7.44	1.51	15	7.13	2.23

(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 Yemen, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Social protection	6.7%	2.6%	0.0%	16.7%	7.8%	0.0%	0.0%	5.9%
Security/stabilization/reconstruction	13.3%	10.5%	0.0%	50.0%	15.6%	21.1%	18.2%	5.9%
Public sector governance/reform	26.7%	18.4%	0.0%	16.7%	26.0%	15.8%	27.3%	23.5%
Transport	6.7%	7.9%	0.0%	0.0%	3.9%	5.3%	0.0%	5.9%
Poverty reduction	26.7%	28.9%	33.3%	33.3%	27.3%	5.3%	36.4%	23.5%
Global/regional integration	0.0%	2.6%	0.0%	0.0%	1.3%	0.0%	0.0%	5.9%
Gender equity*	0.0%	0.0%	0.0%	0.0%	5.2%	21.1%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Rural development	6.7%	7.9%	11.1%	0.0%	7.8%	10.5%	18.2%	5.9%
Domestic private sector development	6.7%	7.9%	0.0%	16.7%	5.2%	0.0%	18.2%	5.9%
Foreign direct investment	6.7%	10.5%	0.0%	16.7%	5.2%	10.5%	0.0%	5.9%
Water	13.3%	10.5%	11.1%	0.0%	5.2%	0.0%	18.2%	0.0%
Energy	13.3%	7.9%	0.0%	16.7%	0.0%	0.0%	9.1%	5.9%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Job creation/employment	26.7%	7.9%	22.2%	0.0%	18.2%	21.1%	18.2%	11.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	1.3%	5.3%	0.0%	0.0%
Environmental sustainability	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	6.7%	2.6%	0.0%	0.0%	3.9%	10.5%	9.1%	5.9%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	40.0%	34.2%	44.4%	16.7%	19.5%	15.8%	9.1%	35.3%
Education	66.7%	50.0%	88.9%	16.7%	57.1%	52.6%	18.2%	64.7%
Food security	13.3%	13.2%	11.1%	0.0%	7.8%	5.3%	0.0%	5.9%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	2.6%	22.2%	16.7%	10.4%	21.1%	27.3%	29.4%
Trade and exports*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	9.1%	5.9%
Economic growth	13.3%	36.8%	11.1%	16.7%	26.0%	10.5%	18.2%	17.6%
Law and justice	0.0%	0.0%	11.1%	0.0%	6.5%	5.3%	9.1%	5.9%
Local governance and institutions	0.0%	5.3%	0.0%	0.0%	6.5%	5.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	2.6%	0.0%	33.3%	6.5%	5.3%	18.2%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	2.6%	10.5%	0.0%	0.0%
Anti-corruption	6.7%	15.8%	33.3%	0.0%	18.2%	31.6%	18.2%	17.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sanitation	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (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 Yemen?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Convening/Facilitating	0.0%	2.7%	0.0%	0.0%	2.6%	5.3%	0.0%	5.9%
Data	7.1%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	21.4%	16.2%	0.0%	33.3%	13.0%	10.5%	0.0%	0.0%
Financial resources	28.6%	35.1%	22.2%	0.0%	16.9%	0.0%	18.2%	11.8%
Capacity development	35.7%	37.8%	22.2%	66.7%	32.5%	42.1%	36.4%	41.2%
Technical assistance	0.0%	8.1%	0.0%	0.0%	1.3%	0.0%	0.0%	5.9%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	6.5%	5.3%	0.0%	5.9%
Donor coordination	0.0%	10.8%	22.2%	0.0%	6.5%	10.5%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	2.7%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Strategy formulation	7.1%	2.7%	22.2%	0.0%	15.6%	21.1%	36.4%	5.9%
Other*	0.0%	0.0%	11.1%	0.0%	2.6%	5.3%	9.1%	23.5%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Convening/Facilitating	7.1%	0.0%	0.0%	0.0%	3.9%	5.3%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	1.3%	5.3%	0.0%	0.0%
Policy advice, studies, analyses	7.1%	14.3%	0.0%	16.7%	11.8%	15.8%	18.2%	17.6%
Financial resources	14.3%	20.0%	12.5%	50.0%	17.1%	15.8%	9.1%	5.9%
Capacity development	28.6%	14.3%	37.5%	0.0%	31.6%	15.8%	18.2%	17.6%
Technical assistance	7.1%	2.9%	12.5%	16.7%	7.9%	0.0%	18.2%	11.8%
Mobilizing third party financial resources	0.0%	11.4%	12.5%	0.0%	1.3%	0.0%	9.1%	5.9%
Donor coordination	7.1%	11.4%	0.0%	0.0%	11.8%	15.8%	18.2%	17.6%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	9.1%	5.9%
Strategy formulation	28.6%	17.1%	25.0%	16.7%	10.5%	21.1%	0.0%	11.8%
Other	0.0%	8.6%	0.0%	0.0%	1.3%	5.3%	0.0%	5.9%

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

How effectively do the World Bank Groups' activities below support Yemen's efforts to achieve development results?

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating	9	4.67	2.18	28	6.32	1.93	6	4.83	1.60	5	6.20	1.30	64	5.78	2.47	18	6.56	2.28	10	4.10	1.52	14	5.57	2.68
Data*	10	4.70	2.54	33	7.06	1.78	6	7.83	1.60	5	8.00	2.35	67	6.43	2.16	19	7.95	2.25	10	6.60	2.55	15	6.53	2.33
Policy advice, studies, analyses	11	4.91	2.70	32	7.19	2.12	9	6.78	2.05	6	6.83	2.14	68	7.00	2.25	16	7.13	2.28	10	5.80	2.82	15	7.27	2.55
Financial resources	10	5.50	3.14	31	7.19	2.18	7	7.29	2.87	5	6.80	1.64	67	7.27	2.19	16	6.69	2.36	10	5.70	2.91	16	7.13	2.68
Technical assistance	10	5.10	2.77	29	7.21	1.70	8	6.50	2.56	5	6.20	1.64	68	7.40	2.21	18	7.39	2.52	11	7.18	2.75	15	7.47	2.33
Mobilizing third party financial resources	8	5.75	3.45	29	7.17	2.14	5	5.60	1.82	5	5.20	2.68	61	6.52	2.31	15	6.93	2.52	7	5.71	3.04	11	5.91	2.70
Donor coordination	10	5.80	3.16	28	7.50	2.32	7	5.57	3.21	4	6.50	2.38	66	7.09	2.52	16	7.50	2.34	9	7.11	3.33	14	7.36	2.13
Linkage to non-Bank expertise	9	5.56	3.21	24	6.92	1.95	4	5.75	0.50	5	5.40	1.14	54	6.28	2.18	14	7.36	1.95	8	5.13	3.18	13	5.15	2.64
Strategy formulation	11	5.45	3.36	33	7.52	2.71	8	7.25	1.83	6	8.00	1.79	68	7.49	2.50	18	8.33	1.88	10	6.30	2.79	16	6.31	2.85

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

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	14	6.21	1.93	36	6.25	2.41	8	7.88	1.81	6	7.00	1.90	72	8.17	2.20	19	8.53	2.32	10	6.70	2.41	16	7.88	2.68
<b>The public sector</b> , related to implementation of specific development projects on the ground*	15	6.27	2.79	37	8.43	1.76	8	7.13	2.48	6	7.83	2.14	71	7.39	2.36	18	8.72	1.78	11	6.18	2.56	16	6.44	2.63
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	14	6.64	2.62	34	7.26	1.93	8	7.88	2.03	6	7.33	2.07	70	7.36	2.19	16	7.56	2.99	10	5.90	2.56	15	6.80	2.43
<b>The private sector</b> , related to institutional and policy change	11	6.18	2.44	34	6.47	2.08	6	8.00	2.53	6	8.00	1.90	69	7.72	2.04	16	6.94	2.74	10	6.20	2.70	14	7.00	1.96

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

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Yemen?

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	8	5.00	2.07	28	6.50	2.63	8	6.75	2.55	4	6.50	1.29	52	6.33	2.42	14	6.79	2.29	10	6.10	2.38	12	6.00	2.76
Citizen engagement (incorporating citizens' voices into development)	7	5.43	2.51	21	5.86	2.95	6	6.33	2.94	4	6.25	1.89	52	5.44	2.63	15	6.80	2.54	9	4.78	2.49	11	5.55	1.75
Policy design (for clarity and better incentives to achieve development goals)	8	5.13	2.17	26	7.88	2.75	7	7.00	2.89	5	6.80	2.39	55	6.73	2.59	14	7.29	2.40	9	5.67	2.00	14	7.36	2.13

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

When thinking about how to improve capacity building in Yemen to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	9	7.22	2.68	34	8.91	1.40	8	8.63	2.07	6	7.17	2.32	65	7.72	2.36	15	8.27	1.44	11	7.64	1.63	14	6.71	2.67
Citizen engagement (incorporating citizens' voices into development)	9	7.67	1.50	34	7.74	2.12	6	7.00	2.37	6	7.33	2.16	61	8.13	2.03	16	8.44	1.93	10	7.60	1.90	13	6.31	2.72
Policy design (for clarity and better incentives to achieve development goals)	10	8.30	1.57	32	8.81	1.77	7	9.00	1.00	6	7.17	2.14	67	8.21	2.03	15	8.73	1.34	10	7.80	2.04	15	6.87	3.00

(1-Not important at all, 10-Very important) \*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 Yemen? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Staff too inaccessible	0.0%	10.5%	11.1%	16.7%	7.9%	15.8%	27.3%	11.8%
Not exploring alternative policy options	6.7%	2.6%	0.0%	0.0%	9.2%	0.0%	27.3%	11.8%
Not adequately sensitive to political/social realities in Yemen	33.3%	36.8%	11.1%	16.7%	17.1%	15.8%	27.3%	17.6%
Not enough public disclosure of its work	33.3%	10.5%	22.2%	50.0%	26.3%	21.1%	27.3%	23.5%
Arrogant in its approach*	6.7%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	6.7%	2.6%	0.0%	0.0%	5.3%	0.0%	0.0%	11.8%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	6.7%	15.8%	33.3%	16.7%	22.4%	15.8%	18.2%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	2.6%	0.0%	0.0%	7.9%	5.3%	0.0%	11.8%
Too influenced by developed countries	13.3%	13.2%	0.0%	0.0%	5.3%	0.0%	0.0%	11.8%
Imposing technocratic solutions without regard to political realities	13.3%	0.0%	0.0%	0.0%	5.3%	5.3%	9.1%	5.9%
World Bank Group's processes too slow*	20.0%	31.6%	22.2%	0.0%	5.3%	5.3%	18.2%	11.8%
Too bureaucratic in its operational policies and procedures	0.0%	18.4%	11.1%	0.0%	3.9%	5.3%	9.1%	11.8%
Not aligned with other donors' work	0.0%	0.0%	11.1%	0.0%	1.3%	5.3%	0.0%	5.9%
Not collaborating enough with non-state actors*	6.7%	0.0%	11.1%	16.7%	31.6%	31.6%	9.1%	17.6%
Not client focused*	0.0%	2.6%	0.0%	33.3%	5.3%	5.3%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	13.3%	7.9%	0.0%	16.7%	3.9%	0.0%	0.0%	5.9%
Not focused enough on issues that are unique to post-conflict countries	13.3%	5.3%	0.0%	16.7%	11.8%	5.3%	9.1%	5.9%
Inadequate number of World Bank Group staff members located in the country	0.0%	5.3%	11.1%	0.0%	5.3%	5.3%	0.0%	11.8%
Other	0.0%	10.5%	0.0%	0.0%	6.6%	5.3%	9.1%	17.6%
Don't know	13.3%	10.5%	11.1%	0.0%	3.9%	21.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Capacity development	42.9%	54.1%	55.6%	66.7%	52.1%	68.4%	45.5%	70.6%
Policy based lending / budget support to the Government	14.3%	16.2%	0.0%	16.7%	13.7%	10.5%	9.1%	5.9%
Knowledge products/services	0.0%	2.7%	0.0%	0.0%	9.6%	5.3%	18.2%	11.8%
Investment lending	57.1%	40.5%	66.7%	66.7%	39.7%	42.1%	18.2%	47.1%
Technical assistance	28.6%	10.8%	22.2%	16.7%	16.4%	10.5%	36.4%	23.5%
Trust Fund management	14.3%	8.1%	11.1%	0.0%	9.6%	10.5%	18.2%	5.9%
Co-financing arrangements	0.0%	24.3%	11.1%	16.7%	16.4%	21.1%	9.1%	11.8%
Sector-wide approaches	7.1%	8.1%	11.1%	0.0%	8.2%	0.0%	18.2%	0.0%
Emergency Recovery lending	7.1%	2.7%	22.2%	0.0%	4.1%	0.0%	0.0%	11.8%
Other*	14.3%	18.9%	0.0%	0.0%	2.7%	0.0%	0.0%	5.9%
Don't know	0.0%	2.7%	0.0%	0.0%	9.6%	10.5%	0.0%	0.0%

\*Significantly different between 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? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Academia/Think Tanks/Research Institutes	20.0%	15.8%	33.3%	0.0%	15.6%	10.5%	54.5%	17.6%
Development Partners	0.0%	36.8%	22.2%	33.3%	19.5%	31.6%	18.2%	35.3%
Media	13.3%	2.6%	0.0%	16.7%	1.3%	5.3%	9.1%	5.9%
NGOs/CSOs*	33.3%	31.6%	44.4%	33.3%	74.0%	78.9%	45.5%	52.9%
Local Government*	53.3%	28.9%	11.1%	33.3%	9.1%	15.8%	18.2%	17.6%
Private sector*	33.3%	39.5%	44.4%	50.0%	16.9%	0.0%	9.1%	29.4%
Parliament	0.0%	7.9%	0.0%	0.0%	3.9%	5.3%	0.0%	11.8%
Community-Based Organizations (CBOs)	6.7%	0.0%	11.1%	0.0%	18.2%	21.1%	9.1%	0.0%
Beneficiaries	6.7%	18.4%	0.0%	16.7%	20.8%	0.0%	9.1%	11.8%
Foundations	0.0%	15.8%	0.0%	0.0%	3.9%	0.0%	9.1%	0.0%
Faith-Based Organizations	13.3%	0.0%	11.1%	0.0%	2.6%	0.0%	0.0%	0.0%
Gulf Cooperation Council (GCC) Countries and GCC Secretariat	6.7%	0.0%	0.0%	0.0%	2.6%	5.3%	9.1%	11.8%
UN agencies	0.0%	0.0%	0.0%	0.0%	6.5%	5.3%	0.0%	0.0%
Other	0.0%	2.6%	0.0%	0.0%	2.6%	0.0%	9.1%	5.9%
Don't know	6.7%	0.0%	11.1%	0.0%	0.0%	5.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Yemen	13	5.23	2.74	33	6.36	2.64	9	7.78	1.72	6	5.83	3.06	69	6.12	2.41	19	6.84	2.29	10	6.80	2.30	16	6.19	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Yemen*	12	4.75	2.60	33	6.33	2.70	8	8.00	1.85	4	4.25	2.99	65	5.77	2.32	18	6.94	2.67	9	6.44	2.30	15	5.80	2.21
The World Bank Group supports programs and strategies that are realistic for Yemen	13	4.62	2.53	33	6.61	2.65	9	7.78	2.22	6	5.67	2.94	65	5.86	2.44	15	6.87	2.39	8	6.50	2.45	15	6.07	2.71
The World Bank Group treats clients and stakeholders in Yemen with respect	13	6.08	2.84	32	7.50	2.03	9	7.22	2.99	6	7.33	1.97	58	7.12	2.41	16	8.56	2.10	9	7.67	2.24	15	8.20	1.90

\*Significantly different between stakeholder groups



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

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	10	5.20	1.99	30	6.90	2.37	8	6.88	1.13	6	6.00	2.83	56	5.63	2.33	18	6.22	2.53	11	5.27	2.83	16	6.00	2.16
Flexibility (in terms of the institution's products and services)	10	5.10	2.08	27	6.56	2.46	8	6.38	1.85	6	5.67	2.81	62	5.39	2.47	11	5.55	2.70	11	5.55	2.12	14	5.64	1.82
Flexibility (in terms of changing country circumstances)	12	5.75	2.34	30	6.07	2.23	7	6.43	2.37	4	4.50	2.52	60	5.60	2.35	13	6.62	2.02	9	5.11	2.37	15	6.20	1.78
Being inclusive	9	4.67	2.40	28	6.04	2.40	5	6.60	0.55	6	5.67	2.94	56	5.89	2.18	13	6.77	2.01	10	5.90	2.33	14	5.71	1.54
Openness (sharing data and other information)	12	5.58	2.64	32	6.38	2.47	9	6.89	1.97	6	7.33	1.37	57	6.19	2.36	15	6.93	2.87	10	5.20	2.44	14	5.64	2.59
Staff accessibility	12	5.67	3.00	32	5.97	2.67	9	6.56	2.96	6	6.50	3.21	59	5.95	2.65	14	6.57	2.71	10	5.60	2.27	14	5.71	2.70
Straightforwardness and honesty	10	6.20	2.70	30	7.27	2.86	8	9.13	1.25	4	7.00	2.16	52	7.06	2.50	15	8.13	2.07	6	6.17	2.40	12	8.42	1.24
Ease of access to the people at the World Bank Group who are making decisions important to my work*	12	5.58	2.35	30	6.57	2.39	9	7.44	2.88	5	5.20	2.68	62	5.21	2.81	15	5.00	3.05	9	4.11	2.21	13	6.54	2.76
Collaboration with groups outside of the Government	10	6.10	2.51	25	6.40	2.61	9	7.22	2.49	6	5.33	3.27	67	5.33	2.88	12	6.42	2.91	9	4.44	2.01	15	4.87	2.23
Collaboration with the Government*	11	5.45	3.05	30	7.77	2.57	9	6.33	3.16	5	7.80	2.17	62	7.95	1.83	16	7.19	3.08	10	5.90	2.42	15	7.07	2.49
Collaboration with other donors	9	7.44	1.67	28	8.43	1.14	8	6.63	3.07	5	6.80	1.30	51	7.82	1.74	13	7.62	2.40	8	7.25	2.38	12	7.33	2.35
The speed in which it gets things accomplished on the ground	11	6.18	2.44	32	6.78	2.49	8	6.13	2.48	5	6.60	1.82	61	5.85	2.50	16	6.94	2.35	10	5.30	2.21	14	6.57	2.24
Being a long-term partner	10	7.70	2.31	25	9.08	1.53	8	8.50	2.00	6	7.67	2.07	57	7.56	2.67	17	8.35	2.21	9	7.67	2.18	13	8.08	2.50

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
More local presence	42.9%	42.4%	88.9%	66.7%	88.3%	94.7%	80.0%	82.4%
The current level of local presence is adequate	7.1%	6.1%	-	33.3%	3.9%	-	20.0%	5.9%
Less local presence	7.1%	15.2%	11.1%	-	1.3%	-	-	11.8%
Don't know	42.9%	36.4%	-	-	6.5%	5.3%	-	-

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	30.8%	21.6%	0.0%	33.3%	23.4%	10.5%	18.2%	23.5%
There is not an adequate level of citizen/civil society participation*	30.8%	10.8%	11.1%	33.3%	72.7%	73.7%	45.5%	47.1%
The World Bank Group is not sensitive enough to political/social realities on the ground*	61.5%	37.8%	22.2%	16.7%	16.9%	21.1%	9.1%	5.9%
Lack of/inadequate levels of capacity in Government	23.1%	56.8%	33.3%	16.7%	31.2%	26.3%	27.3%	47.1%
Poor donor coordination	15.4%	10.8%	22.2%	33.3%	9.1%	36.8%	18.2%	5.9%
The World Bank Group works too slowly	23.1%	29.7%	33.3%	0.0%	16.9%	5.3%	18.2%	17.6%
The National Unity Government works inefficiently*	30.8%	29.7%	22.2%	50.0%	32.5%	10.5%	45.5%	70.6%
Political pressures and obstacles*	7.7%	5.4%	22.2%	16.7%	11.7%	36.8%	9.1%	0.0%
Reforms are not well thought out in light of country challenges	15.4%	29.7%	11.1%	16.7%	15.6%	21.1%	27.3%	11.8%
Ongoing conflict and instability	46.2%	51.4%	77.8%	33.3%	40.3%	21.1%	54.5%	58.8%
Inadequate funding	7.7%	8.1%	44.4%	0.0%	15.6%	15.8%	18.2%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	1.3%	5.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	15	7.67	2.99	33	8.36	2.34	9	8.89	2.98	5	9.60	0.55	67	8.46	2.15	17	9.12	1.80	9	9.00	1.66	16	8.00	2.53
Information and communications technology	14	8.07	1.82	26	8.31	1.81	8	7.25	2.61	5	7.60	3.72	67	7.51	2.45	15	8.20	2.21	11	7.36	1.86	13	7.77	2.59
Transport	15	7.27	2.15	31	8.39	1.63	8	7.38	2.13	5	7.60	2.07	69	7.26	2.64	16	7.06	2.05	11	7.45	2.07	16	6.88	2.68
Crime and violence	15	7.33	3.04	31	6.55	2.67	8	6.25	3.62	5	7.20	3.83	58	6.38	2.86	14	7.29	2.27	10	7.50	2.32	13	5.23	2.98
Regional conflict and tensions	15	7.53	2.42	30	7.07	2.42	8	5.13	3.27	5	5.40	4.28	61	6.79	2.71	13	8.00	2.00	11	7.55	2.07	13	6.15	2.91
Law and justice	15	7.67	2.74	33	7.88	1.95	9	6.00	3.81	6	8.83	1.47	63	7.75	2.50	15	8.33	1.76	11	8.18	2.14	14	8.00	2.80
Sanitation*	15	7.53	2.50	34	8.38	1.62	9	5.67	3.00	5	6.40	3.29	64	7.41	2.26	16	7.69	1.85	10	8.00	2.26	16	6.75	2.24
Environmental sustainability	14	7.64	2.56	34	7.85	2.05	8	5.75	2.38	5	6.40	3.36	62	7.40	2.28	16	8.00	1.93	9	7.78	2.22	16	6.75	2.11
Regulatory framework	14	6.79	2.49	31	7.55	1.88	9	7.89	1.76	5	8.60	1.67	58	7.12	2.47	15	7.87	1.89	9	7.56	1.94	14	7.50	2.28
Communicable/non-communicable diseases*	15	7.27	2.84	33	8.27	1.42	9	5.78	3.27	5	6.40	3.36	65	6.60	2.53	16	8.19	2.17	9	7.78	2.28	14	6.86	2.71
Poverty reduction	14	8.64	2.31	35	9.14	1.48	9	8.67	2.65	6	9.17	1.60	73	8.56	2.17	18	9.00	1.85	10	8.20	1.75	17	7.94	2.30
Gender equity	14	7.21	2.72	33	7.70	1.86	8	5.75	3.11	5	6.60	2.51	69	6.97	2.79	17	7.24	2.41	9	7.44	2.30	15	6.53	2.26
Domestic private sector development	15	7.33	2.44	34	7.94	1.65	9	7.44	2.01	5	9.80	0.45	64	7.81	2.22	15	7.47	1.73	10	7.90	1.66	15	8.40	2.17
Foreign direct investment	13	8.08	2.72	32	7.56	3.13	8	6.00	3.25	6	8.83	1.60	63	7.52	2.43	15	8.00	2.04	9	7.89	2.15	14	8.21	1.97
Local governance and institutions	14	8.29	2.20	33	7.94	1.78	8	7.25	2.96	5	7.40	2.07	66	8.17	2.16	15	7.73	2.74	10	8.10	1.52	16	7.31	2.82
Water	13	8.92	1.94	35	8.40	1.91	8	9.00	0.93	5	8.00	2.35	67	8.21	2.09	16	9.00	1.75	10	8.30	1.77	17	7.59	2.37
Trade and exports	13	8.15	2.30	33	8.09	1.61	8	7.25	1.67	5	9.00	1.73	63	7.65	2.22	13	6.38	2.26	8	7.88	2.23	15	7.47	2.17
Economic growth	14	8.79	1.85	34	8.82	1.82	8	9.13	1.46	5	9.20	1.79	71	8.39	2.03	17	8.94	1.78	9	8.44	2.01	16	8.19	2.48
Energy	15	8.87	2.13	34	8.76	2.00	9	7.33	3.32	5	9.20	1.79	64	7.81	2.14	14	8.29	2.02	10	7.90	1.97	16	8.19	2.37
Disaster management	15	8.13	2.17	33	7.73	1.93	9	6.67	3.46	5	6.60	3.44	67	7.15	2.48	14	8.07	1.90	8	8.00	1.93	12	5.83	2.92
Public sector governance/reform	14	8.36	2.06	34	8.74	1.71	8	8.00	3.12	5	8.60	1.67	65	8.34	2.40	14	9.29	1.59	9	8.67	1.50	16	8.19	2.40
Job creation/employment	13	9.00	1.92	34	8.68	1.67	8	9.63	0.52	5	9.00	1.73	72	8.39	2.22	17	8.76	1.99	9	8.00	2.65	17	8.00	2.53
Social cohesion	14	7.50	2.44	33	6.58	2.50	8	6.88	2.64	5	8.80	1.64	64	6.52	2.72	14	6.86	2.03	9	5.78	2.91	14	6.79	2.78
Financial markets	15	7.07	2.63	31	7.90	2.53	7	5.14	2.61	5	6.60	3.51	62	6.77	2.69	12	7.67	1.97	8	7.13	2.23	14	6.71	2.20
Equality of opportunity	15	7.53	2.80	34	6.91	2.42	9	5.89	2.62	5	9.00	1.73	65	7.38	2.84	16	8.94	2.02	8	7.50	2.27	15	7.60	2.53
Health	15	8.33	2.26	34	9.00	1.26	9	8.78	1.64	5	6.80	3.56	69	8.17	2.19	15	9.00	1.65	9	8.33	2.12	17	7.29	2.69
Rural development	14	8.64	2.13	35	8.54	1.67	8	9.13	0.84	5	7.60	1.95	67	8.09	2.09	16	9.31	1.25	10	8.20	1.93	17	7.76	2.75
Global/regional integration	15	7.73	2.25	30	8.13	1.89	9	6.00	2.74	5	7.40	2.07	62	7.81	2.35	14	8.29	1.94	7	8.57	1.72	13	7.00	2.52
Food security	15	7.80	2.81	35	8.83	1.38	9	7.22	3.67	5	7.00	3.74	69	8.10	2.34	15	8.93	1.44	8	8.50	1.77	16	8.06	2.32
Education	15	8.53	2.53	35	9.11	1.11	9	8.89	2.98	5	8.20	2.49	69	8.87	1.75	17	9.24	1.64	8	8.38	1.69	17	8.59	2.32
Security/stabilization/reconstruction	14	8.71	1.90	35	8.97	1.62	8	8.63	1.69	5	8.60	1.67	66	8.27	2.45	17	8.59	1.91	8	8.25	1.39	14	8.07	2.67
Social protection	14	7.21	2.78	34	7.82	1.98	8	7.38	2.72	5	8.40	1.82	62	7.37	2.75	15	7.73	1.94	9	8.00	1.66	16	7.56	2.53
Climate change	14	6.71	2.23	32	7.31	2.13	8	5.25	3.06	5	5.60	3.65	62	6.19	2.85	14	6.57	2.62	9	7.89	1.69	12	6.50	2.91
Agricultural development	14	8.79	2.23	35	8.54	1.79	7	8.43	1.62	5	8.20	2.49	70	8.24	2.20	16	8.88	1.63	9	8.00	2.00	16	7.25	3.47
Urban development	14	8.07	2.06	34	8.09	1.53	8	7.63	2.07	5	5.20	4.09	66	7.65	2.34	16	8.00	1.79	9	7.89	1.90	16	7.44	2.97
Natural resource management	14	8.07	2.20	33	7.88	2.34	8	7.25	2.82	5	8.80	1.79	67	7.73	2.91	15	8.60	1.68	8	7.63	2.26	16	7.75	2.67

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	9	4.22	3.23	22	5.59	2.61	7	6.57	3.05	3	5.00	4.58	42	4.83	2.76	13	6.31	2.59	10	4.80	2.70	13	5.00	2.83
Information and communications technology	7	3.71	1.98	20	6.00	3.03	4	6.50	3.42	2	5.50	6.36	40	5.25	2.53	11	6.27	2.83	9	5.78	2.39	8	6.13	2.48
Transport	7	4.71	3.35	23	6.57	2.92	4	7.00	3.83	4	8.25	2.36	44	5.66	2.35	12	6.42	2.61	9	5.11	2.32	11	7.18	2.93
Crime and violence	7	3.29	1.70	22	4.91	2.31	1	1.00	.	2	5.00	5.66	36	3.69	2.07	10	5.80	2.44	8	4.88	2.48	6	4.33	1.75
Regional conflict and tensions	7	3.71	1.38	20	5.85	2.37	2	4.00	4.24	2	5.00	5.66	42	4.36	2.42	8	5.75	1.83	8	4.63	2.20	8	4.63	2.20
Law and justice	6	3.83	2.32	25	5.56	2.80	3	2.33	2.31	2	5.50	6.36	44	5.00	2.94	11	6.73	2.83	9	4.78	2.17	10	5.60	3.50
Sanitation	6	4.67	2.58	26	7.12	2.36	4	7.50	2.38	2	5.50	6.36	46	5.54	2.44	14	7.07	2.02	10	5.80	2.74	11	6.09	3.18
Environmental sustainability	7	4.71	2.63	23	6.65	2.27	3	5.33	3.22	2	5.50	6.36	43	5.42	2.59	14	6.71	2.56	10	5.80	2.66	12	6.25	2.38
Regulatory framework	9	4.33	2.45	24	6.21	2.70	5	6.40	3.05	3	7.33	2.08	44	5.68	2.47	12	7.00	2.09	9	5.67	2.40	10	5.80	2.66
Communicable/non-communicable diseases*	9	3.78	2.59	22	6.82	2.75	4	4.50	3.87	4	7.25	4.19	39	5.21	2.59	14	7.43	2.24	8	5.88	2.75	8	6.00	3.34
Poverty reduction*	7	3.71	2.81	29	6.79	2.44	7	7.29	2.87	4	7.50	4.36	55	6.18	2.70	14	8.00	2.08	9	5.78	2.77	15	6.40	2.82
Gender equity*	7	3.57	1.62	25	6.68	2.55	6	4.00	2.76	4	10.00	0.00	47	5.87	2.83	14	6.86	2.41	9	5.89	3.02	11	4.64	2.42
Domestic private sector development	6	3.83	1.84	23	6.26	2.45	6	7.67	2.88	5	5.20	4.27	47	5.43	2.73	12	6.50	2.02	9	4.89	2.85	13	6.08	3.10
Foreign direct investment	7	4.00	1.92	21	6.29	3.17	4	6.75	4.03	4	3.50	3.79	41	5.37	2.96	9	6.78	2.82	8	4.38	3.11	12	6.33	3.14
Local governance and institutions	8	3.63	2.67	20	5.40	3.62	6	7.33	3.39	5	6.60	2.30	48	5.67	2.85	13	6.08	2.90	10	5.00	2.40	13	5.38	2.96
Water	7	4.14	3.29	26	6.54	3.18	5	6.20	3.42	4	5.50	3.70	45	6.33	2.52	14	7.29	2.37	9	6.00	3.16	14	5.79	2.91
Trade and exports	7	3.29	2.06	21	4.90	3.27	2	5.00	2.83	5	5.60	4.51	40	5.15	2.94	9	6.67	2.60	9	4.56	2.70	10	5.20	2.97
Economic growth	6	4.00	2.68	25	5.20	3.22	6	8.00	1.79	6	5.50	4.04	49	5.82	2.88	13	7.15	3.18	10	5.10	3.04	15	5.80	2.68
Energy	7	5.00	3.00	23	5.87	3.33	2	6.50	2.12	5	5.40	3.36	40	5.00	2.92	8	7.38	2.56	8	4.50	3.07	12	5.08	3.15
Disaster management	7	4.14	1.95	19	5.74	2.38	3	7.67	2.52	5	4.60	3.51	44	5.66	3.19	10	6.50	3.24	8	4.63	2.77	9	5.11	2.80
Public sector governance/reform*	8	4.25	3.33	25	6.16	2.95	6	8.67	1.75	5	6.60	2.88	46	5.54	3.01	13	8.00	2.27	10	5.60	2.76	14	5.93	2.76
Job creation/employment	8	3.50	2.83	24	6.04	3.25	7	6.43	2.99	5	6.40	4.51	49	5.37	2.98	14	7.07	3.20	10	4.70	2.36	14	5.36	3.05
Social cohesion	8	3.50	2.33	18	5.61	2.62	3	7.67	2.08	5	5.40	4.28	39	4.82	2.81	11	6.18	3.19	9	3.89	2.37	9	4.78	2.73
Financial markets	8	2.75	1.91	20	5.15	3.65	1	2.00	.	5	5.20	4.03	39	4.87	3.12	7	6.29	2.98	8	3.63	2.62	7	4.43	2.76
Equality of opportunity	7	4.00	2.83	20	5.90	2.95	4	7.25	2.63	4	4.25	3.95	45	5.40	2.77	14	6.71	3.10	7	3.86	2.48	9	5.78	2.68
Health	9	4.22	2.44	24	6.38	3.16	5	6.20	3.56	5	6.80	3.49	50	6.16	2.57	13	7.15	2.44	8	5.00	2.93	14	6.29	2.64
Rural development	8	4.38	1.85	23	6.04	3.18	6	6.83	2.32	4	5.25	4.03	47	5.70	2.58	13	7.62	2.47	9	4.56	3.01	14	5.50	2.79
Global/regional integration	6	3.17	2.40	19	5.84	3.40	4	6.75	3.59	6	5.17	3.87	34	5.91	2.90	11	6.64	2.66	8	4.13	3.09	10	5.30	2.31
Food security	6	3.50	2.95	26	6.31	2.88	2	4.00	4.24	6	5.00	3.80	44	5.64	2.73	13	7.54	2.88	9	5.22	2.99	12	5.58	2.78
Education	9	5.44	2.83	27	6.81	3.15	7	7.00	3.46	6	5.17	3.37	55	6.27	2.78	16	7.50	2.58	10	6.20	2.82	15	6.87	2.92
Security/stabilization/ reconstruction	8	4.38	2.45	22	5.55	3.19	3	8.00	2.65	5	4.60	3.58	43	5.51	2.91	11	6.82	2.89	10	5.10	2.81	11	4.82	2.52
Social protection	7	4.43	3.55	22	6.05	3.11	4	7.25	2.75	5	5.80	4.27	45	5.20	2.89	12	7.17	2.48	10	5.90	2.85	12	6.00	3.38
Climate change	8	4.50	2.83	24	6.08	3.11	1	10.00	.	4	4.50	4.36	35	4.60	2.63	10	6.80	2.15	8	4.25	3.37	10	5.90	3.38
Agricultural development	7	4.43	2.70	26	5.85	3.13	6	7.17	2.32	4	4.25	3.95	44	5.52	2.91	14	7.21	2.61	8	5.38	3.34	12	5.58	3.12
Urban development	8	4.38	2.62	25	6.12	3.17	6	7.50	2.17	4	5.25	3.30	45	5.42	2.81	14	7.29	2.43	9	5.78	3.19	12	6.08	2.58
Natural resource management	8	3.38	2.33	22	5.68	3.18	3	6.33	3.51	5	4.40	3.21	35	5.54	3.05	11	6.73	3.00	8	4.75	3.54	11	5.45	3.48

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
At the Headquarters (in Washington D.C.)	35.7%	50.0%	33.3%	-	27.6%	31.6%	54.5%	37.5%
In the country	-	8.8%	22.2%	40.0%	23.7%	15.8%	18.2%	25.0%
Don't know	64.3%	41.2%	44.4%	60.0%	48.7%	52.6%	27.3%	37.5%

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Yemen?*	13	4.62	2.36	32	6.66	2.81	9	7.22	2.11	6	5.83	3.19	68	6.07	2.28	18	7.78	2.07	10	6.10	2.13	16	6.38	2.03

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/ strengthen existing country systems in Yemen?*	10	5.60	2.01	23	7.17	2.06	8	5.13	3.09	4	5.25	3.10	54	5.37	2.19	11	6.27	2.15	10	4.50	2.46	14	6.00	2.32

(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 Yemen? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Yemen*	12	4.42	2.31	28	6.00	2.45	7	6.43	2.44	5	7.80	2.95	62	5.39	2.48	14	6.86	2.45	10	3.90	1.91	15	5.53	2.36
The World Bank Group meets Yemen's needs for knowledge services*	11	4.45	2.07	30	6.17	2.53	8	6.88	2.36	5	7.80	1.64	64	5.48	2.45	14	6.79	2.16	11	4.64	2.25	16	5.75	2.52

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Yemen?	10	5.70	2.26	26	6.65	2.37	6	6.17	2.93	4	5.75	2.63	56	5.45	2.46	12	6.08	2.31	7	5.43	2.76	14	7.71	1.82

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

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Weekly	-	6%	-	-	4%	-	-	6%
Monthly	7%	11%	33%	-	8%	16%	-	6%
A few times a year	27%	37%	22%	20%	27%	21%	36%	41%
Rarely	40%	26%	44%	60%	29%	26%	36%	29%
Never	27%	20%	-	20%	32%	37%	27%	18%

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

In Yemen, 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)

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	11	4.09	2.66	33	6.00	2.02	9	6.67	2.65	4	7.75	1.89	57	5.54	2.47	14	7.29	2.37	11	5.73	2.20	13	5.92	2.36
Include appropriate level of stakeholder involvement during preparation	9	6.33	2.06	31	6.13	1.89	9	7.22	1.72	5	5.00	3.08	59	5.03	2.37	14	6.29	2.46	11	5.73	2.37	14	5.79	2.36
Are relevant to Yemen's development priorities	11	4.91	2.66	33	6.33	2.25	9	7.11	2.21	4	7.25	2.22	62	5.73	2.35	16	7.63	2.13	11	6.18	2.23	14	6.00	2.35
Lead to practical solutions*	11	5.64	2.20	33	5.82	2.31	9	6.67	2.06	5	6.20	2.28	62	5.52	2.42	15	7.20	2.34	9	3.67	1.73	14	6.07	1.86
Are accessible (well written and easy to understand)*	9	5.56	2.51	33	6.48	2.73	7	7.00	2.94	5	6.20	4.09	64	5.09	2.48	16	7.25	2.27	11	5.36	2.50	13	7.08	1.85
Are source of relevant information on global good practices	9	6.89	1.05	29	7.24	1.64	7	8.00	1.63	5	6.60	3.21	54	6.44	2.44	15	7.67	2.23	10	6.30	2.26	14	7.21	1.89
Enhance your knowledge and/or skills	13	6.15	2.70	32	6.81	2.61	9	7.44	1.94	6	6.00	3.23	65	6.22	2.71	16	7.56	2.68	11	6.09	2.26	15	5.87	2.70
Are adequately disseminated*	12	5.58	2.11	32	6.06	2.38	9	6.44	2.83	4	5.00	2.16	61	4.70	2.49	16	6.81	2.37	11	4.36	2.38	14	4.64	2.13
Are translated enough into local language*	12	5.67	2.57	32	6.50	2.17	9	6.44	2.35	4	6.25	2.06	62	5.60	2.68	18	8.44	1.76	11	4.45	1.86	13	5.54	2.79
Are adaptable to Yemen's specific development challenges and country circumstances	11	5.09	3.15	32	6.38	2.58	9	6.33	2.96	4	4.75	2.06	61	6.00	2.55	13	7.31	2.36	11	5.36	2.01	13	6.00	1.68

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	10	7.10	1.37	32	7.50	2.00	8	7.25	1.91	4	6.50	3.11	65	6.66	2.17	18	7.72	2.47	10	7.00	1.49	16	6.56	1.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	6.30	2.06	32	6.88	2.41	8	7.75	1.49	4	7.25	1.50	64	6.59	2.29	16	7.88	2.03	10	6.70	1.49	16	6.81	1.60

(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 does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Yemen's development challenges?

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	12	6.08	2.78	32	7.66	1.73	9	7.11	2.37	5	7.20	2.28	68	6.85	2.40	19	8.00	2.26	8	7.63	1.30	15	7.47	1.89
Design (appraising and planning the solutions)	12	6.42	2.47	32	7.69	1.69	9	7.22	1.92	5	7.00	2.65	67	7.00	2.36	18	7.83	2.33	8	7.25	1.28	15	7.07	2.09
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	11	6.45	2.54	32	7.22	2.08	8	7.13	1.89	5	6.80	2.59	66	6.73	2.56	16	7.56	2.73	8	6.38	1.92	14	6.93	2.70
Evaluation (assessing the impact and results)	11	6.27	3.23	29	7.55	2.20	9	6.89	2.85	5	6.80	3.03	66	6.77	2.72	18	8.00	2.57	8	6.13	2.59	15	8.07	2.05

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



**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)

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	5	5.00	2.00	29	6.00	2.45	7	4.00	3.00	5	5.20	3.27	49	4.69	2.50	11	6.45	2.58	7	4.43	3.21	11	5.09	2.74
The World Bank Group effectively monitors and evaluates the projects and programs it supports	7	6.43	1.51	30	7.20	2.27	8	6.88	2.75	5	7.40	2.61	63	6.24	2.72	16	7.75	2.08	9	6.44	2.56	15	6.80	2.62
The World Bank Group's approvals and reviews are done in a timely fashion	8	5.38	1.19	30	5.70	2.05	8	4.63	2.56	3	6.00	1.00	57	5.70	2.50	13	7.46	2.26	8	5.13	2.30	14	5.50	2.38
The World Bank Group's "Safeguard Policy" requirements are reasonable	9	4.78	2.44	28	5.29	2.73	8	6.25	2.66	3	7.00	1.00	44	5.89	2.31	12	7.08	1.93	8	5.63	2.72	14	6.14	1.96
The World Bank Group's conditions on its lending are reasonable	10	5.90	2.56	29	6.28	2.40	6	5.50	1.38	5	6.40	2.70	48	5.10	2.64	13	5.92	2.72	8	4.38	2.45	13	6.38	2.57
The World Bank Group takes decisions quickly in Yemen	9	5.56	2.07	25	5.52	2.52	7	4.86	2.55	4	5.25	2.99	51	4.39	2.54	11	5.55	2.21	8	4.63	2.33	15	5.67	2.13
Working with the World Bank Group increases Yemen's institutional capacity	10	7.20	2.10	30	7.90	2.02	9	8.11	2.52	6	6.83	2.86	61	6.97	2.65	15	7.53	2.23	8	7.25	2.25	15	7.53	2.13
The World Bank Group ensures consistency and continuity through staff changes	8	6.13	1.64	30	7.20	2.19	6	7.83	2.23	4	7.75	1.50	39	5.72	2.58	14	7.71	2.34	7	6.86	2.12	12	6.33	1.92
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	6.25	1.49	26	7.58	2.04	6	6.83	1.84	3	7.00	1.00	37	6.27	2.19	8	7.63	2.13	7	6.71	2.14	10	6.70	2.79
The World Bank Group provides effective implementation support	9	6.89	1.76	30	7.17	2.60	8	7.75	1.83	5	6.60	2.30	53	6.43	2.52	13	8.38	1.71	8	6.50	2.45	14	6.50	2.28

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

Which of the following best describes the way the World Bank Group operates in Yemen?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
The World Bank Group takes too much risk in Yemen	13.3%	2.9%	-	-	11.8%	21.1%	30.0%	5.9%
The World Bank Group does not take enough risk in Yemen	20.0%	17.6%	11.1%	-	11.8%	5.3%	10.0%	11.8%
The World Bank Group's approach to risk is appropriate	26.7%	58.8%	55.6%	60.0%	31.6%	47.4%	40.0%	52.9%
Don't know	20.0%	5.9%	22.2%	40.0%	28.9%	26.3%	20.0%	11.8%
Prefer not to answer	20.0%	14.7%	11.1%	-	15.8%	-	-	17.6%

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Yemen?	8	6.00	2.00	24	6.21	2.27	7	5.71	2.36	4	7.00	3.37	38	5.11	2.17	10	4.90	1.97	5	5.40	3.36	12	5.50	1.88

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

### F. The Future Role of the World Bank Group in Yemen

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Provide more adequate data/knowledge/ statistics/figures on Yemen's economy	20.0%	22.9%	0.0%	50.0%	23.4%	5.3%	30.0%	41.2%
Collaborate more effectively with Government clients	53.3%	37.1%	22.2%	16.7%	24.7%	42.1%	40.0%	11.8%
Offer more innovative financial products	6.7%	22.9%	11.1%	16.7%	9.1%	0.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets	20.0%	0.0%	11.1%	0.0%	5.2%	5.3%	10.0%	0.0%
Reach out more to groups outside of Government*	13.3%	0.0%	33.3%	16.7%	41.6%	47.4%	20.0%	41.2%
Improve the quality of its experts as related to Yemen's specific challenges	6.7%	11.4%	11.1%	0.0%	9.1%	26.3%	20.0%	23.5%
Offer more innovative knowledge services	13.3%	2.9%	0.0%	0.0%	2.6%	5.3%	10.0%	11.8%
Ensure greater selectivity in its work*	26.7%	0.0%	0.0%	0.0%	3.9%	5.3%	0.0%	5.9%
Increase the level of capacity development in the country	26.7%	54.3%	44.4%	16.7%	32.5%	36.8%	30.0%	35.3%
Reduce the complexity of obtaining World Bank Group financing	6.7%	25.7%	22.2%	50.0%	26.0%	21.1%	10.0%	5.9%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	10.0%	0.0%
Work faster	6.7%	14.3%	22.2%	16.7%	7.8%	0.0%	10.0%	5.9%
Increase the level of World Bank Group staffing in Yemen's office	0.0%	0.0%	11.1%	0.0%	3.9%	5.3%	0.0%	11.8%
Other	0.0%	5.7%	11.1%	0.0%	5.2%	0.0%	10.0%	5.9%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Yemen, 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 Yemen?\*

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Financial services	28.6%	65.7%	33.3%	50.0%	52.0%	29.4%	20.0%	23.5%
Knowledge products	28.6%	17.1%	22.2%	33.3%	21.3%	23.5%	70.0%	23.5%
Convening services	7.1%	-	22.2%	16.7%	1.3%	-	-	-
None of the above	-	5.7%	-	-	10.7%	11.8%	-	11.8%
The combination is appropriate for Yemen	7.1%	2.9%	22.2%	-	2.7%	17.6%	-	29.4%
Don't know	28.6%	8.6%	-	-	12.0%	17.6%	10.0%	11.8%

\*Significantly different between stakeholder groups

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

Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Yemen? Which THREE areas below would benefit most from other donors in Yemen? (Choose no more than THREE for each)

Benefit from WBG Playing a Leading Role Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Building social safety nets	38.5%	22.2%	11.1%	16.7%	30.3%	33.3%	60.0%	35.3%
Strengthening public financial management	30.8%	25.0%	33.3%	33.3%	19.7%	11.1%	30.0%	29.4%
Reducing violence*	30.8%	0.0%	11.1%	16.7%	1.3%	5.6%	10.0%	11.8%
Increasing access to justice systems	23.1%	19.4%	22.2%	33.3%	22.4%	22.2%	40.0%	11.8%
Strengthening security mechanisms	23.1%	22.2%	33.3%	33.3%	26.3%	16.7%	0.0%	23.5%
Strengthening conflict resolution mechanisms	7.7%	13.9%	11.1%	0.0%	2.6%	22.2%	0.0%	17.6%
Increasing access to basic services	30.8%	47.2%	22.2%	16.7%	36.8%	16.7%	20.0%	23.5%
Building capacity of state institutions	23.1%	47.2%	66.7%	66.7%	48.7%	55.6%	50.0%	47.1%
Generating jobs	15.4%	44.4%	44.4%	33.3%	47.4%	55.6%	50.0%	58.8%
Improving livelihoods	46.2%	36.1%	22.2%	33.3%	30.3%	22.2%	10.0%	29.4%
Increasing cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Stimulating dialogue to promote peace and stability	23.1%	13.9%	22.2%	16.7%	25.0%	27.8%	30.0%	5.9%

\*Significantly different between stakeholder groups

Benefit from Other Donors Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Building social safety nets	38.5%	38.2%	0.0%	0.0%	17.3%	16.7%	20.0%	35.3%
Strengthening public financial management	30.8%	14.7%	22.2%	0.0%	20.0%	16.7%	20.0%	11.8%
Reducing violence	0.0%	17.6%	22.2%	33.3%	13.3%	0.0%	0.0%	5.9%
Increasing access to justice systems	15.4%	38.2%	33.3%	16.7%	34.7%	22.2%	30.0%	23.5%
Strengthening security mechanisms	30.8%	20.6%	22.2%	33.3%	26.7%	11.1%	50.0%	35.3%
Strengthening conflict resolution mechanisms	23.1%	8.8%	11.1%	50.0%	12.0%	16.7%	10.0%	5.9%
Increasing access to basic services	53.8%	26.5%	22.2%	50.0%	22.7%	27.8%	60.0%	35.3%
Building capacity of state institutions	7.7%	50.0%	33.3%	0.0%	37.3%	27.8%	20.0%	41.2%
Generating jobs*	53.8%	38.2%	55.6%	50.0%	40.0%	83.3%	60.0%	35.3%
Improving livelihoods	23.1%	20.6%	33.3%	33.3%	34.7%	44.4%	20.0%	52.9%
Increasing cohesion	7.7%	2.9%	11.1%	0.0%	2.7%	11.1%	0.0%	0.0%
Stimulating dialogue to promote peace and stability	7.7%	8.8%	33.3%	33.3%	26.7%	16.7%	10.0%	17.6%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Local newspapers	46.7%	44.4%	33.3%	50.0%	33.8%	21.1%	40.0%	35.3%
International newspapers*	13.3%	0.0%	11.1%	0.0%	3.9%	0.0%	30.0%	5.9%
Local radio	6.7%	0.0%	0.0%	0.0%	5.2%	5.3%	10.0%	0.0%
International radio	6.7%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	20.0%	5.6%	11.1%	33.3%	14.3%	15.8%	20.0%	17.6%
International television	20.0%	11.1%	22.2%	0.0%	9.1%	21.1%	10.0%	0.0%
Periodicals	0.0%	27.8%	11.1%	16.7%	10.4%	15.8%	10.0%	11.8%
Internet	66.7%	55.6%	66.7%	66.7%	71.4%	78.9%	80.0%	70.6%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)*	0.0%	8.3%	11.1%	33.3%	24.7%	26.3%	0.0%	0.0%
Blogs	0.0%	5.6%	0.0%	0.0%	0.0%	5.3%	0.0%	11.8%
Mobile phones	0.0%	5.6%	11.1%	0.0%	1.3%	0.0%	0.0%	11.8%
Instant messaging	6.7%	13.9%	11.1%	0.0%	9.1%	10.5%	0.0%	5.9%
Other	6.7%	19.4%	0.0%	0.0%	11.7%	0.0%	0.0%	23.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Blogs	7.1%	0.0%	0.0%	0.0%	2.6%	0.0%	10.0%	6.3%
Direct contact with World Bank Group	35.7%	42.4%	33.3%	66.7%	41.6%	36.8%	40.0%	56.3%
e-Newsletters	21.4%	27.3%	22.2%	33.3%	20.8%	15.8%	10.0%	12.5%
Instant messaging	21.4%	15.2%	11.1%	0.0%	16.9%	26.3%	0.0%	18.8%
World Bank Group's seminars/workshops/conferences	21.4%	36.4%	66.7%	16.7%	45.5%	63.2%	30.0%	56.3%
World Bank Group's publications and other written materials	28.6%	27.3%	11.1%	16.7%	19.5%	5.3%	30.0%	0.0%
Mobile phones	14.3%	9.1%	11.1%	16.7%	3.9%	10.5%	0.0%	0.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	21.4%	9.1%	11.1%	33.3%	16.9%	10.5%	10.0%	12.5%
World Bank Group's website	28.6%	33.3%	33.3%	16.7%	28.6%	31.6%	70.0%	31.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Yes	13.3%	19.4%	50.0%	33.3%	21.3%	21.1%	36.4%	25.0%
No	86.7%	80.6%	50.0%	66.7%	78.7%	78.9%	63.6%	75.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Yes	7.1%	14.3%	62.5%	-	20.0%	10.5%	9.1%	47.1%
No	92.9%	85.7%	37.5%	100.0%	80.0%	89.5%	90.9%	52.9%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Yes	20.0%	71.4%	80.0%	-	68.8%	-	100.0%	71.4%
No	80.0%	28.6%	20.0%	-	31.3%	100.0%	-	28.6%

Do you have access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Yes	84.6%	100.0%	88.9%	100.0%	98.7%	94.4%	100.0%	93.8%
No	15.4%	-	11.1%	-	1.3%	5.6%	-	6.3%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Yes	42.9%	54.3%	77.8%	40.0%	64.4%	61.1%	75.0%	92.9%
No	57.1%	45.7%	22.2%	60.0%	35.6%	38.9%	25.0%	7.1%

Which do you primarily use?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
The World Bank Group's country website	85.7%	51.9%	28.6%	-	48.9%	50.0%	62.5%	60.0%
The World Bank Group's main website	14.3%	48.1%	71.4%	100.0%	51.1%	50.0%	37.5%	40.0%

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
High speed	50.0%	48.1%	71.4%	100.0%	62.5%	72.7%	20.0%	46.7%
Dial-up	50.0%	51.9%	28.6%	-	37.5%	27.3%	80.0%	53.3%

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

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago.	10	4.30	2.16	33	5.97	2.22	9	6.78	2.39	4	5.25	4.03	64	5.50	2.71	14	6.71	2.81	10	6.90	2.28	16	5.69	2.58
I find the World Bank Group's websites easy to navigate.	4	5.75	1.71	20	6.55	1.47	6	7.50	2.07	3	8.00	1.73	45	6.51	2.09	9	7.78	1.86	9	8.11	1.45	15	6.73	2.09
I find the information on the World Bank Group's websites useful.	4	5.75	1.71	22	6.77	1.93	7	7.57	3.10	3	9.33	0.58	47	6.72	2.10	9	8.00	2.18	9	8.00	1.41	15	6.53	2.13
The World Bank Group's social media channels are valuable sources of information about the institution.	6	4.00	2.28	25	7.04	1.72	5	5.60	3.36	4	5.75	4.35	52	6.40	2.52	17	6.65	3.30	10	7.40	1.96	13	5.92	2.50
When I need information from the World Bank Group I know how to find it.*	7	5.57	2.51	31	6.71	2.27	8	7.75	2.25	5	5.80	4.03	57	5.12	2.63	15	6.13	3.09	10	6.00	3.06	16	7.00	2.00
The World Bank Group is responsive to my information requests and inquiries.	6	5.67	2.94	27	7.26	1.77	5	6.60	2.70	2	9.00	1.41	47	5.45	2.59	14	5.93	2.97	7	6.86	1.86	17	6.24	2.54

\*Significantly different between stakeholder groups

## H. Background Information

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
The World Bank (IBRD/IDA)*	53.8%	73.0%	55.6%	0.0%	27.4%	21.1%	60.0%	52.9%
The International Finance Corporation (IFC)	15.4%	27.0%	22.2%	16.7%	11.0%	5.3%	10.0%	23.5%
The Multilateral Investment Guarantee Agency (MIGA)	7.7%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
None*	38.5%	21.6%	33.3%	83.3%	65.8%	73.7%	40.0%	35.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	15.4%	13.9%	0.0%	50.0%	30.1%	27.8%	0.0%	17.6%
Use World Bank Group reports/data	21.4%	25.0%	11.1%	16.7%	27.4%	44.4%	30.0%	17.6%
Engage in World Bank Group related/sponsored events/activities	35.7%	41.7%	44.4%	16.7%	47.9%	66.7%	36.4%	58.8%
Collaborate as part of my professional duties*	92.9%	72.2%	33.3%	33.3%	34.2%	22.2%	36.4%	58.8%
Use World Bank Group website for information, data, research, etc.	7.1%	19.4%	33.3%	33.3%	32.9%	22.2%	63.6%	23.5%

\*Significantly different between stakeholder groups



## Appendix C: Responses to All Questions across Geographic Locations

### Mountainous Regions N=140 ● Other Areas N=51

#### A. General Issues Facing Yemen

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

Percentage of Respondents	Mountainous Regions	Other Areas
The right direction	59.2%	75.0%
The wrong direction	11.5%	10.4%
Not sure	29.2%	14.6%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Social protection	2.2%	6.0%
Water	23.4%	12.0%
Security/stabilization/reconstruction	50.4%	42.0%
Public sector governance/reform	19.7%	18.0%
Global/regional integration	0.0%	2.0%
Gender equity	3.6%	0.0%
Domestic private sector development	2.9%	0.0%
Foreign direct investment	0.0%	2.0%
Transport	0.7%	0.0%
Energy	5.8%	2.0%
Regional conflict and tensions	2.2%	0.0%
Job creation/employment	13.9%	4.0%
Rural development	2.2%	4.0%
Financial markets	0.0%	0.0%
Urban development	0.7%	0.0%
Environmental sustainability	1.5%	2.0%
Equality of opportunity	1.5%	4.0%
Health	16.1%	12.0%
Sanitation	0.0%	0.0%
Education	53.3%	64.0%
Poverty reduction	24.1%	34.0%
Food security	13.9%	16.0%
Social cohesion	0.7%	4.0%
Climate change	0.7%	2.0%
Agricultural development	3.6%	4.0%
Trade and exports	0.0%	0.0%
Crime and violence	0.0%	2.0%
Economic growth	10.9%	10.0%
Law and justice	13.9%	14.0%
Regulatory framework	0.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	2.2%	4.0%
Natural resource management	4.4%	2.0%
Anti-corruption	24.1%	30.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.0%

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Water	4.4%	4.0%
Equality of opportunity	8.0%	12.0%
Economic growth	32.1%	28.0%
Climate change	0.0%	0.0%
Regional conflict and tensions	0.7%	0.0%
Global/regional integration*	0.0%	4.0%
Gender equity	0.7%	2.0%
Rural development	10.2%	16.0%
Urban development*	0.0%	8.0%
Regulatory framework	0.7%	2.0%
Local governance and institutions	2.9%	8.0%
Social protection	6.6%	8.0%
Law and justice	5.8%	2.0%
Transport	3.6%	0.0%
Crime and violence	0.7%	0.0%
Communicable/non-communicable diseases	0.7%	0.0%
Information and communications technology	0.7%	0.0%
Security/stabilization/reconstruction	18.2%	10.0%
Sanitation	1.5%	2.0%
Anti-corruption	44.5%	38.0%
Domestic private sector development	10.9%	12.0%
Foreign direct investment	9.5%	12.0%
Energy	2.9%	2.0%
Public sector governance/reform	9.5%	12.0%
Social cohesion	0.7%	0.0%
Education	38.7%	34.0%
Natural resource management	19.7%	12.0%
Environmental sustainability	0.7%	0.0%
Health	5.8%	6.0%
Agricultural development	19.0%	24.0%
Disaster management	0.7%	0.0%
Job creation/employment	25.5%	30.0%
Financial markets	1.5%	0.0%
Trade and exports	1.5%	2.0%
Food security*	11.7%	2.0%

\*Significantly different between locations

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Energy*	20.6%	8.2%
Gender equity	4.4%	2.0%
Equality of opportunity	8.1%	2.0%
Global/regional integration*	0.0%	4.1%
Social protection	0.7%	2.0%
Climate change	0.0%	2.0%
Anti-corruption	33.8%	22.4%
Disaster management	0.0%	0.0%
Regional conflict and tensions	0.7%	2.0%
Rural development	6.6%	4.1%
Foreign direct investment	19.1%	16.3%
Urban development	1.5%	2.0%
Water	2.2%	0.0%
Trade and exports	10.3%	6.1%
Information and communications technology	0.7%	0.0%
Regulatory framework	0.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Social cohesion	1.5%	2.0%
Public sector governance/reform	28.7%	20.4%
Domestic private sector development	22.8%	34.7%
Job creation/employment	14.7%	26.5%
Agricultural development*	12.5%	38.8%
Food security	2.9%	4.1%
Transport	1.5%	4.1%
Security/stabilization/reconstruction	29.4%	22.4%
Education	21.3%	16.3%
Natural resource management	30.9%	34.7%
Environmental sustainability	0.0%	0.0%
Health	2.2%	2.0%
Law and justice	14.7%	10.2%
Local governance and institutions	4.4%	2.0%
Crime and violence	0.0%	0.0%
Financial markets	1.5%	6.1%
Sanitation	0.0%	0.0%

\*Significantly different between locations

### A. General Issues Facing Yemen (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 Yemen? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Better employment opportunities for young people	25.7%	15.7%
Better employment opportunities for women	3.7%	3.9%
Greater access to micro-finance for the poor	20.6%	11.8%
Greater voice and participation for citizens to help ensure greater accountability	8.1%	9.8%
Greater access to health and nutrition for citizens	13.2%	9.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)*	22.1%	7.8%
A growing middle class	11.8%	11.8%
Better opportunity for the poor who live in rural areas	5.9%	9.8%
Better opportunity for the poor who live in urban areas	3.7%	9.8%
Consistent economic growth*	9.6%	21.6%
More reliable social safety net*	2.2%	11.8%
Greater equity of fiscal policy	15.4%	17.6%
Education and training that better ensure job opportunity	44.1%	47.1%
Better quality public services	9.6%	7.8%
Other	4.4%	0.0%

\*Significantly different between locations

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Yemen?	138	6.07	2.43	50	5.46	2.59

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Yemen.	127	5.99	2.42	46	6.11	2.22

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Yemen solve its most complicated development challenges?	113	6.72	2.23	42	6.93	2.32

(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 Yemen, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Social protection	5.0%	5.9%
Security/stabilization/reconstruction	15.0%	11.8%
Public sector governance/reform	22.9%	19.6%
Transport	5.0%	3.9%
Poverty reduction	21.4%	35.3%
Global/regional integration	2.1%	2.0%
Gender equity	3.6%	5.9%
Crime and violence	0.0%	2.0%
Rural development	8.6%	7.8%
Domestic private sector development*	8.6%	0.0%
Foreign direct investment	7.9%	3.9%
Water	7.9%	3.9%
Energy	5.0%	2.0%
Social cohesion	0.0%	2.0%
Job creation/employment	18.6%	9.8%
Financial markets	0.7%	0.0%
Urban development	0.7%	2.0%
Environmental sustainability	0.7%	0.0%
Equality of opportunity	5.7%	2.0%
Regional conflict and tensions	0.0%	0.0%
Health	25.7%	23.5%
Education	52.9%	60.8%
Food security	8.6%	7.8%
Climate change	0.0%	2.0%
Agricultural development	10.7%	17.6%
Trade and exports	1.4%	2.0%
Economic growth	22.1%	27.5%
Law and justice	5.0%	3.9%
Local governance and institutions	3.6%	5.9%
Regulatory framework	0.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.6%	9.8%
Information and communications technology	2.1%	2.0%
Anti-corruption	20.0%	13.7%
Disaster management	0.0%	0.0%
Sanitation	2.1%	0.0%

\*Significantly different between 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 Yemen?

Greatest Value		
Percentage of Respondents	Mountainous Regions	Other Areas
Convening/Facilitating	3.6%	0.0%
Data	1.5%	2.0%
Policy advice, studies, analyses	11.7%	13.7%
Financial resources	21.2%	13.7%
Capacity development	35.0%	35.3%
Technical assistance	3.6%	0.0%
Mobilizing third party financial resources	3.6%	3.9%
Donor coordination	8.0%	3.9%
Linkage to non-Bank expertise	1.5%	0.0%
Strategy formulation*	10.2%	21.6%
Other	4.4%	5.9%

\*Significantly different between locations

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Mountainous Regions	Other Areas
Convening/Facilitating	3.0%	2.0%
Data	1.5%	0.0%
Policy advice, studies, analyses*	9.8%	21.6%
Financial resources	15.8%	17.6%
Capacity development	26.3%	15.7%
Technical assistance	8.3%	7.8%
Mobilizing third party financial resources	5.3%	2.0%
Donor coordination	9.8%	15.7%
Linkage to non-Bank expertise	2.3%	0.0%
Strategy formulation	15.0%	13.7%
Other	3.0%	3.9%

\*Significantly different between locations

How effectively do the World Bank Groups' activities below support Yemen's efforts to achieve development results?

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	110	5.81	2.23	42	5.55	2.42
Data	120	6.62	2.19	43	7.02	2.33
Policy advice, studies, analyses	123	6.67	2.34	42	7.29	2.33
Financial resources	119	6.97	2.49	41	6.85	2.16
Technical assistance	120	6.93	2.28	43	7.63	2.26
Mobilizing third party financial resources	102	6.57	2.31	37	6.14	2.80
Donor coordination	113	6.96	2.55	40	7.33	2.58
Linkage to non-Bank expertise	95	6.33	2.32	35	6.00	2.31
Strategy formulation	121	7.06	2.61	47	7.74	2.55

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

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

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	130	7.28	2.43	50	7.96	2.35
<b>The public sector</b> , related to implementation of specific development projects on the ground	132	7.56	2.30	49	7.18	2.62
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	125	7.25	2.25	47	6.94	2.44
<b>The private sector</b> , related to institutional and policy change	118	7.02	2.31	47	7.40	2.16

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Yemen?

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	105	6.19	2.33	31	6.61	2.72
Citizen engagement (incorporating citizens' voices into development)	85	5.71	2.57	39	5.74	2.62
Policy design (for clarity and better incentives to achieve development goals)	100	6.69	2.55	38	7.39	2.51

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

When thinking about how to improve capacity building in Yemen to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	119	7.98	2.15	41	7.73	2.25
Citizen engagement (incorporating citizens' voices into development)	109	7.74	2.10	44	7.89	2.18
Policy design (for clarity and better incentives to achieve development goals)	115	8.29	2.00	45	8.11	2.19

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

**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 Yemen? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Staff too inaccessible	10.7%	10.0%
Not exploring alternative policy options	6.4%	8.0%
Not adequately sensitive to political/social realities in Yemen	24.3%	18.0%
Not enough public disclosure of its work	21.4%	26.0%
Arrogant in its approach	1.4%	0.0%
Not aligned with country priorities	4.3%	4.0%
The credibility of its knowledge/data	0.7%	2.0%
World Bank Group's processes too complex	17.1%	14.0%
Not willing to honestly criticize policies and reform efforts in the country*	3.6%	12.0%
Too influenced by developed countries	8.6%	4.0%
Imposing technocratic solutions without regard to political realities	5.7%	2.0%
World Bank Group's processes too slow	15.7%	10.0%
Too bureaucratic in its operational policies and procedures	10.7%	2.0%
Not aligned with other donors' work	2.1%	2.0%
Not collaborating enough with non-state actors*	15.7%	30.0%
Not client focused*	2.1%	10.0%
Its advice and strategies do not lend themselves to practical problem solving	6.4%	2.0%
Not focused enough on issues that are unique to post-conflict countries	7.9%	6.0%
Inadequate number of World Bank Group staff members located in the country	6.4%	2.0%
Other	7.9%	6.0%
Don't know	8.6%	6.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Capacity development	57.2%	48.9%
Policy based lending / budget support to the Government	11.6%	12.8%
Knowledge products/services	6.5%	10.6%
Investment lending	41.3%	51.1%
Technical assistance	18.1%	14.9%
Trust Fund management	10.9%	6.4%
Co-financing arrangements	15.9%	14.9%
Sector-wide approaches	8.0%	4.3%
Emergency Recovery lending	5.1%	4.3%
Other	8.0%	2.1%
Don't know	4.3%	8.5%



### 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)	Mountainous Regions	Other Areas
Academia/Think Tanks/Research Institutes	17.1%	21.6%
Development Partners	25.0%	21.6%
Media	4.3%	2.0%
NGOs/CSOs	52.9%	64.7%
Local Government*	22.9%	9.8%
Private sector*	28.6%	11.8%
Parliament	4.3%	5.9%
Community-Based Organizations (CBOs)	9.3%	15.7%
Beneficiaries	14.3%	15.7%
Foundations	5.7%	5.9%
Faith-Based Organizations	2.9%	2.0%
Gulf Cooperation Council (GCC) Countries and GCC Secretariat	2.9%	7.8%
UN agencies	2.1%	5.9%
Other	2.1%	3.9%
Don't know	2.1%	0.0%

\*Significantly different between locations

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Yemen	128	6.30	2.50	45	6.31	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Yemen	122	6.13	2.51	41	5.85	2.57
The World Bank Group supports programs and strategies that are realistic for Yemen*	118	6.18	2.57	44	6.07	2.58
The World Bank Group treats clients and stakeholders in Yemen with respect	117	7.32	2.36	39	7.77	2.32

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent is the World Bank Group an effective development partner in Yemen, in terms of each of the following?**

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness	114	5.98	2.48	39	6.15	2.02
Flexibility (in terms of the institution's products and services)	107	5.68	2.37	39	5.69	2.35
Flexibility (in terms of changing country circumstances)	107	5.79	2.27	42	6.07	2.18
Being inclusive*	102	5.70	2.02	37	6.51	2.47
Openness (sharing data and other information)	111	6.06	2.46	42	6.57	2.36
Staff accessibility*	117	5.74	2.65	36	6.75	2.62
Straightforwardness and honesty	101	7.29	2.49	34	7.71	2.43
Ease of access to the people at the World Bank Group who are making decisions important to my work	115	5.71	2.70	39	5.56	2.97
Collaboration with groups outside of the Government	106	5.56	2.62	44	5.89	3.04
Collaboration with the Government	116	7.17	2.57	41	7.88	2.24
Collaboration with other donors	96	7.66	1.99	37	7.95	1.70
The speed in which it gets things accomplished on the ground*	117	6.05	2.41	39	7.00	2.35
Being a long-term partner	103	7.97	2.40	41	8.15	2.23

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

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

Percentage of Respondents	Mountainous Regions	Other Areas
More local presence	73.5%	82.4%
The current level of local presence is adequate	4.5%	7.8%
Less local presence	6.8%	2.0%
Don't know	15.2%	7.8%

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
The World Bank Group does not do adequate follow through/follow-up	24.1%	11.8%
There is not an adequate level of citizen/civil society participation*	41.6%	68.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	27.0%	17.6%
Lack of/inadequate levels of capacity in Government	36.5%	35.3%
Poor donor coordination	15.3%	13.7%
The World Bank Group works too slowly	22.6%	11.8%
The National Unity Government works inefficiently	32.8%	33.3%
Political pressures and obstacles	9.5%	17.6%
Reforms are not well thought out in light of country challenges	18.2%	19.6%
Ongoing conflict and instability	47.4%	39.2%
Inadequate funding	14.6%	9.8%
Other	1.5%	0.0%

\*Significantly different between locations

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

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption	125	8.34	2.35	45	8.89	2.07
Information and communications technology	117	7.71	2.23	41	7.95	2.47
Transport	126	7.55	2.21	44	7.18	2.64
Crime and violence	116	6.71	2.83	37	6.08	2.99
Regional conflict and tensions	119	6.71	2.64	36	7.22	2.92
Law and justice	123	7.66	2.48	42	8.24	2.28
Sanitation	126	7.67	2.14	42	6.93	2.51
Environmental sustainability	123	7.46	2.23	40	7.28	2.42
Regulatory framework	114	7.39	2.12	40	7.45	2.41
Communicable/non-communicable diseases	125	7.22	2.42	40	7.15	2.80
Poverty reduction	131	8.68	2.02	50	8.66	2.04
Gender equity	121	7.00	2.52	48	7.27	2.48
Domestic private sector development	127	7.90	1.94	39	7.74	2.34
Foreign direct investment	120	7.60	2.66	39	7.74	2.47
Local governance and institutions	122	7.82	2.25	44	8.23	2.09
Water	124	8.31	2.03	46	8.37	1.90
Trade and exports	120	7.69	2.10	37	7.62	2.07
Economic growth	127	8.59	1.96	46	8.61	1.93
Energy	126	8.12	2.33	40	8.38	1.71
Disaster management	122	7.43	2.34	40	7.13	2.75
Public sector governance/reform	121	8.38	2.27	43	8.84	1.75
Job creation/employment	126	8.60	1.99	48	8.40	2.30
Social cohesion	122	6.69	2.63	38	6.68	2.64
Financial markets	115	7.14	2.57	38	6.53	2.72
Equality of opportunity	123	7.31	2.57	43	7.84	2.78
Health	126	8.37	1.95	46	8.26	2.48
Rural development	125	8.41	1.92	46	8.24	2.13
Global/regional integration	115	7.63	2.20	38	8.16	2.41
Food security	126	8.18	2.26	45	8.36	2.31
Education	127	8.76	1.96	47	9.17	1.48
Security/stabilization/reconstruction	120	8.45	2.06	46	8.61	2.25
Social protection	119	7.50	2.31	43	7.72	2.66
Climate change	117	6.61	2.61	38	6.45	2.83
Agricultural development	125	8.26	2.14	46	8.43	2.34
Urban development	123	7.73	2.20	44	7.77	2.35
Natural resource management	118	7.62	2.57	47	8.43	2.40

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

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption	89	5.17	2.66	29	5.45	3.29
Information and communications technology	74	5.51	2.77	25	5.84	2.67
Transport	85	6.11	2.74	27	6.15	2.73
Crime and violence	69	4.26	2.18	22	4.64	2.84
Regional conflict and tensions	71	4.72	2.26	24	4.96	2.82
Law and justice	82	4.98	2.75	27	6.04	3.40
Sanitation	83	6.17	2.62	34	6.21	2.64
Environmental sustainability	82	5.94	2.62	30	5.80	2.55
Regulatory framework	89	5.85	2.60	24	5.92	2.36
Communicable/non-communicable diseases	81	5.90	2.87	25	5.80	3.15
Poverty reduction	100	6.58	2.65	37	5.97	3.01
Gender equity	89	5.87	2.81	32	6.16	2.88
Domestic private sector development	87	5.86	2.72	31	5.32	2.71
Foreign direct investment	78	5.65	3.04	26	5.38	3.28
Local governance and institutions	87	5.61	3.04	33	5.36	2.83
Water	85	6.20	3.00	37	6.32	2.58
Trade and exports	73	4.89	2.86	27	5.37	3.27
Economic growth	89	5.53	2.97	38	6.13	3.06
Energy	80	5.34	3.04	22	5.36	3.09
Disaster management	74	5.31	2.75	29	6.14	3.34
Public sector governance/reform	92	5.92	2.87	32	6.28	3.25
Job creation/employment	91	5.65	3.09	37	5.35	3.21
Social cohesion	75	5.07	2.87	24	4.75	2.83
Financial markets	69	4.58	3.10	23	4.87	3.39
Equality of opportunity	82	5.41	2.91	26	5.88	2.92
Health	89	6.02	2.83	36	6.33	2.78
Rural development	91	5.80	2.81	31	5.87	2.81
Global/regional integration	69	5.33	3.04	26	6.12	3.04
Food security	84	5.55	3.00	31	6.32	2.81
Education	104	6.41	2.96	38	6.66	2.82
Security/stabilization/reconstruction	83	5.31	2.98	28	6.07	2.81
Social protection	84	5.69	3.00	30	5.83	3.14
Climate change	76	5.07	3.08	22	6.27	2.59
Agricultural development	87	5.75	3.04	32	5.81	2.89
Urban development	90	5.83	2.98	31	6.06	2.57
Natural resource management	77	5.29	3.13	25	5.80	3.22

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

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

Percentage of Respondents	Mountainous Regions	Other Areas
At the Headquarters (in Washington D.C.)	37.8%	25.0%
In the country	14.8%	29.2%
Don't know	47.4%	45.8%

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Yemen?	124	6.39	2.44	46	6.17	2.50

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Yemen?	98	5.88	2.33	36	5.42	2.38

(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 Yemen?

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Yemen	111	5.48	2.50	40	5.93	2.63
The World Bank Group meets Yemen's needs for knowledge services	117	5.74	2.43	40	5.90	2.61

(1-Strongly disagree, 10-Strongly agree)

	Mountainous Regions			Other Areas		
	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 Yemen?	101	6.08	2.42	34	6.09	2.64

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

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

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

Percentage of Respondents	Mountainous Regions	Other Areas
Weekly	2.2%	6.3%
Monthly	11.7%	4.2%
A few times a year	33.6%	18.8%
Rarely	28.5%	39.6%
Never	24.1%	31.3%

### D. The World Bank Group's Knowledge Work and Activities (continued)

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Are timely	114	5.84	2.37	36	5.83	2.61
Include appropriate level of stakeholder involvement during preparation	113	5.73	2.13	37	5.54	2.82
Are relevant to Yemen's development priorities	120	6.05	2.39	37	6.41	2.30
Lead to practical solutions	119	5.71	2.34	36	5.97	2.40
Are accessible (well written and easy to understand)	118	5.95	2.60	37	5.78	2.78
Are source of relevant information on global good practices	108	6.85	2.05	32	6.91	2.47
Enhance your knowledge and/or skills	122	6.44	2.49	44	6.48	3.05
Are adequately disseminated	117	5.38	2.46	41	5.37	2.74
Are translated enough into local language	118	6.25	2.47	40	5.60	2.84
Are adaptable to Yemen's specific development challenges and country circumstances	115	5.95	2.53	37	6.43	2.47

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

	Mountainous Regions			Other Areas		
	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	6.99	2.15	43	7.12	1.98
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	118	6.79	2.18	40	7.13	2.09

(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 does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Yemen's development challenges?

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	124	7.03	2.26	44	7.75	2.10
Design (appraising and planning the solutions)	122	7.11	2.19	44	7.57	2.02
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	118	6.77	2.40	41	7.39	2.41
Evaluation (assessing the impact and results)	118	6.94	2.64	42	7.67	2.52

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

**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)

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	90	5.06	2.56	32	5.31	2.79
The World Bank Group effectively monitors and evaluates the projects and programs it supports	112	6.59	2.52	40	7.05	2.52
The World Bank Group's approvals and reviews are done in a timely fashion	105	5.58	2.20	34	6.21	2.67
The World Bank Group's "Safeguard Policy" requirements are reasonable*	92	5.60	2.47	33	6.76	2.02
The World Bank Group's conditions on its lending are reasonable	92	5.64	2.55	36	5.69	2.57
The World Bank Group takes decisions quickly in Yemen	94	5.06	2.40	34	5.03	2.63
Working with the World Bank Group increases Yemen's institutional capacity	109	7.23	2.53	42	7.83	1.92
The World Bank Group ensures consistency and continuity through staff changes	88	6.48	2.33	30	7.20	2.41
Where country systems are adequate, the World Bank Group makes appropriate use of them	74	6.80	2.15	30	6.97	2.21
The World Bank Group provides effective implementation support	101	6.76	2.44	37	7.27	2.28

\*Significantly different between locations

Which of the following best describes the way the World Bank Group operates in Yemen?

Percentage of Respondents	Mountainous Regions	Other Areas
The World Bank Group takes too much risk in Yemen	10.4%	14.0%
The World Bank Group does not take enough risk in Yemen	14.2%	4.0%
The World Bank Group's approach to risk is appropriate	44.8%	40.0%
Don't know	19.4%	26.0%
Prefer not to answer	11.2%	16.0%

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Yemen?	78	5.59	2.28	29	5.38	2.19

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

### F. The Future Role of the World Bank Group in Yemen

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Provide more adequate data/knowledge/statistics/figures on Yemen's economy	20.6%	29.4%
Collaborate more effectively with Government clients	30.1%	31.4%
Offer more innovative financial products	8.8%	9.8%
Improve the competitiveness of its financing compared to markets	7.4%	2.0%
Reach out more to groups outside of Government*	24.3%	43.1%
Improve the quality of its experts as related to Yemen's specific challenges	14.0%	9.8%
Offer more innovative knowledge services	5.1%	3.9%
Ensure greater selectivity in its work	4.4%	5.9%
Increase the level of capacity development in the country	39.0%	31.4%
Reduce the complexity of obtaining World Bank Group financing	22.8%	15.7%
Increase availability of Fee-Based services	1.5%	0.0%
Work faster	10.3%	7.8%
Increase the level of World Bank Group staffing in Yemen's office	3.7%	3.9%
Other	6.6%	0.0%

\*Significantly different between locations

When considering the combination of services that the World Bank Group offers in Yemen, 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 Yemen?

Percentage of Respondents	Mountainous Regions	Other Areas
Financial services	48.1%	34.7%
Knowledge products	22.6%	28.6%
Convening services	3.0%	2.0%
None of the above	7.5%	10.2%
The combination is appropriate for Yemen	8.3%	6.1%
Don't know	10.5%	18.4%

Please answer the following questions. Which **THREE** areas would benefit most from the WBG playing a leading role among international partners in Yemen? Which **THREE** areas below would benefit most from other donors in Yemen? (Choose no more than **THREE** for each)

Benefit from WBG Playing a Leading Role		
Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Building social safety nets*	26.3%	43.1%
Strengthening public financial management	24.8%	15.7%
Reducing violence	6.8%	5.9%
Increasing access to justice systems	21.8%	23.5%
Strengthening security mechanisms	22.6%	25.5%
Strengthening conflict resolution mechanisms	10.5%	3.9%
Increasing access to basic services	34.6%	29.4%
Building capacity of state institutions	46.6%	52.9%
Generating jobs	45.1%	43.1%
Improving livelihoods	31.6%	29.4%
Increasing cohesion	0.8%	0.0%
Stimulating dialogue to promote peace and stability	20.3%	23.5%

\*Significantly different between locations



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

Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Yemen? Which THREE areas below would benefit most from other donors in Yemen? (Choose no more than THREE for each)

Benefit from Other Donors		
Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Building social safety nets	26.9%	15.7%
Strengthening public financial management	20.8%	13.7%
Reducing violence	11.5%	9.8%
Increasing access to justice systems	30.8%	31.4%
Strengthening security mechanisms	23.1%	33.3%
Strengthening conflict resolution mechanisms	12.3%	15.7%
Increasing access to basic services	27.7%	37.3%
Building capacity of state institutions	33.8%	35.3%
Generating jobs	47.7%	45.1%
Improving livelihoods	30.8%	37.3%
Increasing cohesion	4.6%	2.0%
Stimulating dialogue to promote peace and stability	18.5%	19.6%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Local newspapers	37.2%	35.3%
International newspapers	6.6%	3.9%
Local radio	5.1%	2.0%
International radio	1.5%	0.0%
Local television*	10.9%	23.5%
International television	10.2%	11.8%
Periodicals	14.6%	13.7%
Internet	65.7%	72.5%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	16.1%	13.7%
Blogs	3.6%	0.0%
Mobile phones	2.9%	3.9%
Instant messaging	8.8%	9.8%
Other	12.4%	7.8%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Blogs	3.8%	0.0%
Direct contact with World Bank Group	44.4%	32.0%
e-Newsletters	19.5%	24.0%
Instant messaging*	12.0%	28.0%
World Bank Group's seminars/workshops/conferences	41.4%	56.0%
World Bank Group's publications and other written materials	18.8%	16.0%
Mobile phones	8.3%	2.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	16.5%	10.0%
World Bank Group's website	33.1%	30.0%
Other	0.0%	0.0%

\*Significantly different between locations

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

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

Percentage of Respondents	Mountainous Regions	Other Areas
Yes	20.7%	26.0%
No	79.3%	74.0%

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

Percentage of Respondents	Mountainous Regions	Other Areas
Yes	20.9%	18.0%
No	79.1%	82.0%

Were you able to obtain this information?

Percentage of Respondents	Mountainous Regions	Other Areas
Yes	64.7%	50.0%
No	35.3%	50.0%

Do you have access to the Internet?

Percentage of Respondents	Mountainous Regions	Other Areas
Yes	95.5%	98.0%
No	4.5%	2.0%

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

Percentage of Respondents	Mountainous Regions	Other Areas
Yes	62.8%	63.0%
No	37.2%	37.0%

Which do you primarily use?

Percentage of Respondents	Mountainous Regions	Other Areas
The World Bank Group's country website	55.3%	40.0%
The World Bank Group's main website	44.7%	60.0%

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

Percentage of Respondents	Mountainous Regions	Other Areas
High speed	56.7%	51.6%
Dial-up	43.3%	48.4%

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

	Mountainous Regions			Other Areas		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago.	116	5.75	2.57	44	5.95	2.69
I find the World Bank Group's websites easy to navigate.	80	6.75	1.96	30	7.00	1.89
I find the information on the World Bank Group's websites useful.	85	6.86	2.16	31	7.26	1.97
The World Bank Group's social media channels are valuable sources of information about the institution.	97	6.33	2.53	33	6.58	2.75
When I need information from the World Bank Group I know how to find it.	113	5.91	2.61	35	6.31	2.86
The World Bank Group is responsive to my information requests and inquiries.	92	6.36	2.43	33	5.76	2.68

## H. Background Information

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
The World Bank (IBRD/IDA)*	47.8%	30.6%
The International Finance Corporation (IFC)	17.9%	10.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.7%	4.1%
None*	43.3%	67.3%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Mountainous Regions	Other Areas
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	16.4%	33.3%
Use World Bank Group reports/data	28.4%	18.8%
Engage in World Bank Group related/sponsored events/activities	47.4%	47.9%
Collaborate as part of my professional duties	51.1%	41.7%
Use World Bank Group website for information, data, research, etc.	26.7%	31.3%

\*Significantly different between locations

## Appendix D: Responses to All Questions across Collaborators

**Collaborators N=83 ● Non-Collaborators N=103**

### A. General Issues Facing Yemen

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

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	60.5%	64.9%
The wrong direction	9.2%	14.4%
Not sure	30.3%	20.6%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	3.6%	3.0%
Water	25.3%	16.2%
Security/stabilization/reconstruction	47.0%	47.5%
Public sector governance/reform	15.7%	23.2%
Global/regional integration	0.0%	1.0%
Gender equity	3.6%	1.0%
Domestic private sector development	1.2%	3.0%
Foreign direct investment	1.2%	0.0%
Transport	0.0%	1.0%
Energy*	9.6%	2.0%
Regional conflict and tensions	3.6%	1.0%
Job creation/employment	10.8%	10.1%
Rural development	1.2%	4.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	1.2%	2.0%
Equality of opportunity	2.4%	2.0%
Health	16.9%	13.1%
Sanitation	0.0%	0.0%
Education*	43.4%	64.6%
Poverty reduction	28.9%	28.3%
Food security	18.1%	10.1%
Social cohesion	0.0%	3.0%
Climate change	0.0%	2.0%
Agricultural development	3.6%	4.0%
Trade and exports	0.0%	0.0%
Crime and violence	1.2%	0.0%
Economic growth*	16.9%	6.1%
Law and justice	13.3%	16.2%
Regulatory framework	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	3.6%	2.0%
Natural resource management*	0.0%	7.1%
Anti-corruption	26.5%	23.2%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.0%

*\*Significantly different between collaborators and non-collaborators*

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Water	4.9%	4.0%
Equality of opportunity	6.2%	11.9%
Economic growth	30.9%	32.7%
Climate change	0.0%	0.0%
Regional conflict and tensions	1.2%	0.0%
Global/regional integration	0.0%	2.0%
Gender equity	0.0%	1.0%
Rural development	12.3%	10.9%
Urban development	1.2%	3.0%
Regulatory framework	1.2%	1.0%
Local governance and institutions	6.2%	4.0%
Social protection	9.9%	5.9%
Law and justice	4.9%	5.0%
Transport	3.7%	1.0%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	1.2%	0.0%
Information and communications technology	0.0%	1.0%
Security/stabilization/reconstruction	14.8%	14.9%
Sanitation	0.0%	3.0%
Anti-corruption	43.2%	40.6%
Domestic private sector development	8.6%	13.9%
Foreign direct investment	13.6%	6.9%
Energy	4.9%	2.0%
Public sector governance/reform	7.4%	13.9%
Social cohesion	0.0%	1.0%
Education	34.6%	39.6%
Natural resource management	18.5%	15.8%
Environmental sustainability	0.0%	1.0%
Health	8.6%	4.0%
Agricultural development	22.2%	18.8%
Disaster management	1.2%	0.0%
Job creation/employment	24.7%	29.7%
Financial markets	1.2%	1.0%
Trade and exports	0.0%	2.0%
Food security	9.9%	7.9%

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Energy	22.2%	14.1%
Gender equity	4.9%	3.0%
Equality of opportunity	6.2%	6.1%
Global/regional integration	0.0%	2.0%
Social protection	1.2%	1.0%
Climate change	1.2%	0.0%
Anti-corruption	30.9%	32.3%
Disaster management	0.0%	0.0%
Regional conflict and tensions	3.7%	0.0%
Rural development	4.9%	7.1%
Foreign direct investment	18.5%	17.2%
Urban development	3.7%	0.0%
Water	0.0%	2.0%
Trade and exports	13.6%	6.1%
Information and communications technology	0.0%	1.0%
Regulatory framework	1.2%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Social cohesion	0.0%	3.0%
Public sector governance/reform	28.4%	24.2%
Domestic private sector development	29.6%	22.2%
Job creation/employment	17.3%	20.2%
Agricultural development	16.0%	25.3%
Food security	0.0%	4.0%
Transport	1.2%	2.0%
Security/stabilization/reconstruction	27.2%	28.3%
Education	18.5%	19.2%
Natural resource management	27.2%	36.4%
Environmental sustainability	0.0%	0.0%
Health	1.2%	3.0%
Law and justice	13.6%	12.1%
Local governance and institutions	4.9%	3.0%
Crime and violence	0.0%	0.0%
Financial markets	1.2%	3.0%
Sanitation	0.0%	0.0%

### A. General Issues Facing Yemen (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 Yemen? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people	22.0%	23.8%
Better employment opportunities for women	1.2%	5.0%
Greater access to micro-finance for the poor*	23.2%	11.9%
Greater voice and participation for citizens to help ensure greater accountability	4.9%	10.9%
Greater access to health and nutrition for citizens	14.6%	10.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.0%	15.8%
A growing middle class	12.2%	8.9%
Better opportunity for the poor who live in rural areas	7.3%	6.9%
Better opportunity for the poor who live in urban areas	3.7%	6.9%
Consistent economic growth	17.1%	10.9%
More reliable social safety net	6.1%	5.0%
Greater equity of fiscal policy	13.4%	19.8%
Education and training that better ensure job opportunity	37.8%	50.5%
Better quality public services	8.5%	9.9%
Other	4.9%	2.0%

\*Significantly different between collaborators and non-collaborators

### 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 Yemen?*	82	6.73	2.11	102	5.44	2.61

(1-Not familiar at all, 10-Extremely familiar) \* Significantly different between collaborators and non-collaborators

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 Yemen.	81	6.10	2.45	89	5.94	2.29

(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 Yemen solve its most complicated development challenges?	76	6.82	2.10	78	6.77	2.33

(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 Yemen, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection*	10.8%	1.9%
Security/stabilization/reconstruction	13.3%	14.6%
Public sector governance/reform	16.9%	25.2%
Transport	4.8%	3.9%
Poverty reduction	30.1%	21.4%
Global/regional integration	2.4%	1.9%
Gender equity	3.6%	4.9%
Crime and violence	0.0%	1.0%
Rural development	6.0%	9.7%
Domestic private sector development	4.8%	6.8%
Foreign direct investment	6.0%	6.8%
Water	7.2%	6.8%
Energy	6.0%	2.9%
Social cohesion	0.0%	1.0%
Job creation/employment	18.1%	15.5%
Financial markets	1.2%	0.0%
Urban development	0.0%	1.9%
Environmental sustainability	0.0%	1.0%
Equality of opportunity	3.6%	3.9%
Regional conflict and tensions	0.0%	0.0%
Health	28.9%	23.3%
Education	50.6%	57.3%
Food security	9.6%	7.8%
Climate change	0.0%	1.0%
Agricultural development	13.3%	12.6%
Trade and exports	1.2%	1.0%
Economic growth	19.3%	29.1%
Law and justice	6.0%	3.9%
Local governance and institutions	3.6%	4.9%
Regulatory framework	1.2%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.6%	5.8%
Information and communications technology	1.2%	2.9%
Anti-corruption	20.5%	16.5%
Disaster management	0.0%	0.0%
Sanitation	3.6%	0.0%

\*Significantly different between collaborators and non-collaborators



### 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 Yemen?

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	3.7%	1.0%
Data	1.2%	1.0%
Policy advice, studies, analyses	11.1%	12.7%
Financial resources*	25.9%	13.7%
Capacity development	32.1%	41.2%
Technical assistance	3.7%	2.0%
Mobilizing third party financial resources	4.9%	2.0%
Donor coordination	7.4%	6.9%
Linkage to non-Bank expertise	1.2%	1.0%
Strategy formulation	7.4%	16.7%
Other	6.2%	3.9%

\*Significantly different between collaborators and non-collaborators

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating*	0.0%	5.0%
Data	2.5%	0.0%
Policy advice, studies, analyses	16.5%	11.0%
Financial resources*	8.9%	23.0%
Capacity development	24.1%	21.0%
Technical assistance	6.3%	10.0%
Mobilizing third party financial resources	7.6%	2.0%
Donor coordination	11.4%	12.0%
Linkage to non-Bank expertise	2.5%	1.0%
Strategy formulation	17.7%	11.0%
Other	2.5%	4.0%

\*Significantly different between collaborators and non-collaborators

How effectively do the World Bank Groups' activities below support Yemen's efforts to achieve development results?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	71	5.87	2.28	79	5.66	2.32
Data	74	6.62	2.23	87	6.89	2.26
Policy advice, studies, analyses	76	6.91	2.29	87	6.84	2.38
Financial resources	70	6.90	2.49	87	7.05	2.30
Technical assistance	70	6.97	2.44	90	7.29	2.17
Mobilizing third party financial resources	61	6.39	2.23	78	6.49	2.57
Donor coordination	68	7.00	2.50	82	7.04	2.60
Linkage to non-Bank expertise	61	6.08	2.19	68	6.28	2.41
Strategy formulation	74	7.00	2.69	92	7.50	2.54

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

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	79	7.09	2.33	98	7.80	2.46
<b>The public sector</b> , related to implementation of specific development projects on the ground	79	7.30	2.39	97	7.60	2.43
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	75	6.97	2.39	92	7.35	2.27
<b>The private sector</b> , related to institutional and policy change	71	6.90	2.21	90	7.30	2.32

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Yemen?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	69	6.23	2.51	67	6.36	2.32
Citizen engagement (incorporating citizens' voices into development)	58	5.59	2.47	66	5.73	2.66
Policy design (for clarity and better incentives to achieve development goals)	67	6.84	2.54	70	6.94	2.58

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

When thinking about how to improve capacity building in Yemen to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	75	7.87	2.14	83	8.05	2.12
Citizen engagement (incorporating citizens' voices into development)	64	7.63	1.92	86	7.87	2.23
Policy design (for clarity and better incentives to achieve development goals)	68	8.03	2.06	88	8.41	1.97

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

### 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 Yemen? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Staff too inaccessible	13.3%	8.7%
Not exploring alternative policy options	6.0%	6.8%
Not adequately sensitive to political/social realities in Yemen	26.5%	18.4%
Not enough public disclosure of its work	21.7%	23.3%
Arrogant in its approach	2.4%	0.0%
Not aligned with country priorities	4.8%	3.9%
The credibility of its knowledge/data	1.2%	1.0%
World Bank Group's processes too complex	18.1%	16.5%
Not willing to honestly criticize policies and reform efforts in the country	3.6%	7.8%
Too influenced by developed countries	8.4%	6.8%
Imposing technocratic solutions without regard to political realities	6.0%	2.9%
World Bank Group's processes too slow	14.5%	13.6%
Too bureaucratic in its operational policies and procedures	8.4%	6.8%
Not aligned with other donors' work	1.2%	2.9%
Not collaborating enough with non-state actors*	12.0%	26.2%
Not client focused	4.8%	3.9%
Its advice and strategies do not lend themselves to practical problem solving	6.0%	4.9%
Not focused enough on issues that are unique to post-conflict countries	10.8%	7.8%
Inadequate number of World Bank Group staff members located in the country	7.2%	3.9%
Other	8.4%	6.8%
Don't know	4.8%	8.7%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Capacity development	51.3%	58.4%
Policy based lending / budget support to the Government	11.3%	11.9%
Knowledge products/services	6.3%	8.9%
Investment lending	43.8%	44.6%
Technical assistance*	23.8%	11.9%
Trust Fund management	8.8%	9.9%
Co-financing arrangements*	22.5%	9.9%
Sector-wide approaches	6.3%	7.9%
Emergency Recovery lending	6.3%	4.0%
Other	5.0%	6.9%
Don't know	2.5%	7.9%

\*Significantly different between collaborators and non-collaborators

### 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)	Collaborators	Non-Collaborators
Academia/Think Tanks/Research Institutes	18.1%	17.5%
Development Partners	24.1%	24.3%
Media	6.0%	2.9%
NGOs/CSOs	50.6%	64.1%
Local Government	21.7%	16.5%
Private sector	28.9%	20.4%
Parliament	3.6%	4.9%
Community-Based Organizations (CBOs)	6.0%	12.6%
Beneficiaries	16.9%	13.6%
Foundations	7.2%	4.9%
Faith-Based Organizations	3.6%	1.9%
Gulf Cooperation Council (GCC) Countries and GCC Secretariat	3.6%	3.9%
UN agencies	1.2%	4.9%
Other	3.6%	1.9%
Don't know	1.2%	1.9%

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

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 Yemen	79	6.28	2.62	92	6.33	2.40
The World Bank Group's work is aligned with what I consider the development priorities for Yemen	74	6.08	2.58	86	6.03	2.46
The World Bank Group supports programs and strategies that are realistic for Yemen	76	6.26	2.63	84	6.12	2.53
The World Bank Group treats clients and stakeholders in Yemen with respect	77	7.48	2.33	77	7.47	2.26

(1-Strongly disagree, 10-Strongly agree)

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	74	6.19	2.38	77	5.92	2.32
Flexibility (in terms of the institution's products and services)	71	5.93	2.40	74	5.54	2.27
Flexibility (in terms of changing country circumstances)	71	5.90	2.20	74	5.82	2.29
Being inclusive	66	6.17	2.11	70	5.81	2.22
Openness (sharing data and other information)	75	6.25	2.32	76	6.26	2.55
Staff accessibility	76	6.07	2.66	74	5.93	2.72
Straightforwardness and honesty	66	7.44	2.34	67	7.31	2.57
Ease of access to the people at the World Bank Group who are making decisions important to my work*	73	6.19	2.55	77	5.25	2.90
Collaboration with groups outside of the Government*	70	6.14	2.61	80	5.24	2.84
Collaboration with the Government	71	7.15	2.47	83	7.67	2.42
Collaboration with other donors	60	7.98	1.62	71	7.58	2.03
The speed in which it gets things accomplished on the ground	73	6.22	2.35	79	6.30	2.53
Being a long-term partner	64	8.11	2.29	76	7.99	2.37

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
More local presence	68.3%	83.7%
The current level of local presence is adequate	7.3%	5.1%
Less local presence	11.0%	1.0%
Don't know	13.4%	10.2%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank Group does not do adequate follow through/follow-up	20.5%	20.8%
There is not an adequate level of citizen/civil society participation*	33.7%	61.4%
The World Bank Group is not sensitive enough to political/social realities on the ground*	32.5%	17.8%
Lack of/inadequate levels of capacity in Government	38.6%	35.6%
Poor donor coordination	10.8%	16.8%
The World Bank Group works too slowly	21.7%	17.8%
The National Unity Government works inefficiently	41.0%	28.7%
Political pressures and obstacles*	3.6%	16.8%
Reforms are not well thought out in light of country challenges	20.5%	18.8%
Ongoing conflict and instability	51.8%	39.6%
Inadequate funding	14.5%	11.9%
Other	1.2%	1.0%

\*Significantly different between collaborators and non-collaborators

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption	78	8.15	2.48	88	8.73	2.06
Information and communications technology	69	7.71	2.32	85	7.75	2.32
Transport	74	7.46	2.35	91	7.42	2.37
Crime and violence	68	6.46	2.87	80	6.63	2.79
Regional conflict and tensions	68	6.75	2.62	83	7.01	2.79
Law and justice	73	7.55	2.57	87	8.05	2.27
Sanitation	77	7.61	2.18	86	7.45	2.32
Environmental sustainability	74	7.18	2.38	84	7.64	2.18
Regulatory framework	68	7.37	2.00	81	7.47	2.39
Communicable/non-communicable diseases	76	7.32	2.47	84	7.06	2.57
Poverty reduction	80	8.38	2.41	96	8.85	1.69
Gender equity	73	6.81	2.45	91	7.27	2.56
Domestic private sector development	75	7.77	2.09	86	7.98	2.01
Foreign direct investment	69	8.04	2.21	85	7.27	2.79
Local governance and institutions	74	7.97	2.21	87	7.84	2.26
Water	76	8.47	1.94	89	8.21	2.10
Trade and exports	69	7.58	2.18	83	7.80	2.04
Economic growth	77	8.43	2.20	91	8.68	1.75
Energy	73	8.23	2.29	88	8.09	2.13
Disaster management	71	7.13	2.34	87	7.49	2.54
Public sector governance/reform	74	8.31	2.21	85	8.62	2.14
Job creation/employment	76	8.51	2.22	94	8.53	1.98
Social cohesion	69	6.61	2.56	86	6.76	2.68
Financial markets	67	7.04	2.31	82	6.98	2.84
Equality of opportunity	75	7.01	2.58	86	7.70	2.70
Health	79	8.33	2.04	89	8.28	2.22
Rural development	76	8.29	2.05	90	8.33	1.99
Global/regional integration	72	7.60	2.09	77	7.81	2.44
Food security	77	8.06	2.26	89	8.31	2.31
Education	76	8.67	2.02	93	8.94	1.74
Security/stabilization/reconstruction	73	8.56	2.16	88	8.38	2.11
Social protection	73	7.32	2.54	84	7.80	2.34
Climate change	66	6.41	2.43	84	6.63	2.88
Agricultural development	74	8.08	2.39	92	8.41	2.09
Urban development	74	7.51	2.43	88	7.89	2.13
Natural resource management	72	7.93	2.32	88	7.73	2.77

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

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Yemen? (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
Anti-corruption	61	5.39	2.78	55	5.07	2.86
Information and communications technology	45	5.36	2.71	54	5.74	2.75
Transport	50	6.38	2.96	61	5.87	2.56
Crime and violence	41	4.12	2.22	49	4.41	2.42
Regional conflict and tensions	44	4.55	2.35	51	4.94	2.49
Law and justice	50	5.00	2.93	57	5.28	2.99
Sanitation	54	6.20	2.74	62	6.06	2.53
Environmental sustainability	50	5.88	2.72	61	5.89	2.51
Regulatory framework	55	5.91	2.51	57	5.86	2.57
Communicable/non-communicable diseases	49	5.84	2.98	55	5.85	2.86
Poverty reduction	65	6.46	2.73	72	6.38	2.80
Gender equity	54	5.57	2.66	65	6.17	2.91
Domestic private sector development	55	5.62	2.95	63	5.73	2.55
Foreign direct investment	49	5.33	3.15	54	5.70	2.98
Local governance and institutions	55	5.55	3.31	64	5.52	2.70
Water	56	5.96	3.09	65	6.46	2.71
Trade and exports	43	4.60	3.13	57	5.37	2.87
Economic growth	58	5.66	3.09	70	5.83	3.00
Energy	49	5.39	3.24	54	5.31	2.89
Disaster management	46	5.13	2.96	56	5.84	2.91
Public sector governance/reform	60	5.93	3.05	63	6.21	2.95
Job creation/employment	60	5.37	3.21	67	5.79	3.08
Social cohesion	46	4.54	2.86	53	5.45	2.87
Financial markets	42	4.24	3.18	50	5.08	3.19
Equality of opportunity	49	5.27	3.03	57	5.77	2.86
Health	60	6.00	2.83	64	6.27	2.74
Rural development	57	5.72	2.71	63	5.89	2.87
Global/regional integration	40	5.28	3.18	54	5.74	2.96
Food security	51	5.57	3.01	65	5.88	2.90
Education	63	6.48	2.97	77	6.47	2.92
Security/stabilization/reconstruction	51	5.06	2.96	60	5.73	2.85
Social protection	53	5.53	3.27	62	5.89	2.87
Climate change	47	5.36	3.29	50	5.20	2.72
Agricultural development	56	5.57	3.02	62	5.84	2.97
Urban development	56	5.82	3.02	63	5.92	2.76
Natural resource management	50	5.00	3.21	49	5.78	3.06

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	37.8%	32.7%
In the country	13.4%	23.5%
Don't know	48.8%	43.9%

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 Yemen?	77	6.21	2.49	91	6.40	2.42

(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 in Yemen?	61	6.18	2.28	70	5.39	2.39

(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 Yemen?

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 Yemen	70	5.37	2.43	80	5.86	2.60
The World Bank Group meets Yemen's needs for knowledge services	72	5.69	2.42	83	5.86	2.53

(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
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Yemen?	63	6.03	2.51	67	6.00	2.38

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

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Weekly	7.3%	-
Monthly	13.4%	7.1%
A few times a year	31.7%	28.3%
Rarely	32.9%	29.3%
Never	14.6%	35.4%

\*Significantly different between collaborators and non-collaborators



### D. The World Bank Group's Knowledge Work and Activities (continued)

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	72	5.99	2.59	75	5.75	2.27
Include appropriate level of stakeholder involvement during preparation	70	5.97	2.16	77	5.49	2.44
Are relevant to Yemen's development priorities	77	5.92	2.39	77	6.39	2.32
Lead to practical solutions	75	5.72	2.31	77	5.82	2.37
Are accessible (well written and easy to understand)	74	6.19	2.62	78	5.67	2.69
Are source of relevant information on global good practices	68	6.85	2.07	69	6.99	2.27
Enhance your knowledge and/or skills	77	6.40	2.52	85	6.54	2.80
Are adequately disseminated	75	5.56	2.40	80	5.16	2.66
Are translated enough into local language	73	5.95	2.39	82	6.13	2.75
Are adaptable to Yemen's specific development challenges and country circumstances	73	5.96	2.40	76	6.24	2.63

(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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	74	6.96	2.06	86	7.10	2.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	75	6.93	1.93	81	6.85	2.31

(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 does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Yemen's development challenges?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	73	6.85	2.30	91	7.52	2.13
Design (appraising and planning the solutions)	71	6.87	2.23	91	7.48	2.05
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	68	6.49	2.55	87	7.24	2.24
Evaluation (assessing the impact and results)	68	6.68	2.78	88	7.45	2.44

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

**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)

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	58	5.50	2.73	66	4.85	2.51
The World Bank Group effectively monitors and evaluates the projects and programs it supports	70	6.83	2.39	79	6.54	2.62
The World Bank Group's approvals and reviews are done in a timely fashion	68	5.71	2.32	69	5.72	2.34
The World Bank Group's "Safeguard Policy" requirements are reasonable	61	5.64	2.50	62	6.05	2.30
The World Bank Group's conditions on its lending are reasonable	66	5.98	2.63	63	5.24	2.44
The World Bank Group takes decisions quickly in Yemen	59	5.00	2.33	67	4.90	2.51
Working with the World Bank Group increases Yemen's institutional capacity	73	7.15	2.31	77	7.60	2.40
The World Bank Group ensures consistency and continuity through staff changes	62	6.48	2.35	55	6.75	2.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	50	6.88	2.18	53	6.74	2.13
The World Bank Group provides effective implementation support	69	6.88	2.38	67	6.91	2.38

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

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Yemen	12.5%	10.0%
The World Bank Group does not take enough risk in Yemen	15.0%	9.0%
The World Bank Group's approach to risk is appropriate	52.5%	35.0%
Don't know	10.0%	30.0%
Prefer not to answer	10.0%	16.0%

\*Significantly different between collaborators and non-collaborators

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 Yemen?	57	5.51	2.19	50	5.60	2.36

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

### F. The Future Role of the World Bank Group in Yemen

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Yemen's economy	22.5%	26.5%
Collaborate more effectively with Government clients	33.8%	27.5%
Offer more innovative financial products	11.3%	6.9%
Improve the competitiveness of its financing compared to markets	6.3%	5.9%
Reach out more to groups outside of Government	22.5%	34.3%
Improve the quality of its experts as related to Yemen's specific challenges	15.0%	11.8%
Offer more innovative knowledge services	7.5%	2.0%
Ensure greater selectivity in its work	6.3%	3.9%
Increase the level of capacity development in the country	31.3%	42.2%
Reduce the complexity of obtaining World Bank Group financing	18.8%	20.6%
Increase availability of Fee-Based services	1.3%	1.0%
Work faster	8.8%	9.8%
Increase the level of World Bank Group staffing in Yemen's office	6.3%	2.0%
Other	7.5%	2.9%

When considering the combination of services that the World Bank Group offers in Yemen, 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 Yemen?\*

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	49.4%	41.8%
Knowledge products	30.4%	20.4%
Convening services	2.5%	3.1%
None of the above	2.5%	12.2%
The combination is appropriate for Yemen	10.1%	6.1%
Don't know	5.1%	16.3%

\*Significantly different between collaborators and non-collaborators

Please answer the following questions. Which **THREE** areas would benefit most from the WBG playing a leading role among international partners in Yemen? Which **THREE** areas below would benefit most from other donors in Yemen? (Choose no more than **THREE** for each)

Benefit from WBG Playing a Leading Role		
Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Building social safety nets	34.6%	27.7%
Strengthening public financial management	28.2%	19.8%
Reducing violence	6.4%	6.9%
Increasing access to justice systems*	12.8%	26.7%
Strengthening security mechanisms	21.8%	24.8%
Strengthening conflict resolution mechanisms	10.3%	6.9%
Increasing access to basic services	34.6%	32.7%
Building capacity of state institutions	50.0%	47.5%
Generating jobs	48.7%	42.6%
Improving livelihoods	26.9%	32.7%
Increasing cohesion	0.0%	1.0%
Stimulating dialogue to promote peace and stability	15.4%	25.7%

\*Significantly different between collaborators and non-collaborators

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

Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Yemen? Which THREE areas below would benefit most from other donors in Yemen? (Choose no more than THREE for each)

Benefit from Other Donors		
Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Building social safety nets	29.9%	20.2%
Strengthening public financial management	15.6%	19.2%
Reducing violence	14.3%	10.1%
Increasing access to justice systems	26.0%	33.3%
Strengthening security mechanisms	23.4%	28.3%
Strengthening conflict resolution mechanisms	11.7%	15.2%
Increasing access to basic services	31.2%	28.3%
Building capacity of state institutions	37.7%	32.3%
Generating jobs	41.6%	48.5%
Improving livelihoods	33.8%	32.3%
Increasing cohesion	3.9%	4.0%
Stimulating dialogue to promote peace and stability	15.6%	23.2%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Local newspapers	36.3%	36.9%
International newspapers	6.3%	5.8%
Local radio	2.5%	5.8%
International radio	2.5%	0.0%
Local television*	6.3%	18.4%
International television	10.0%	10.7%
Periodicals	16.3%	12.6%
Internet	73.8%	64.1%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)*	8.8%	20.4%
Blogs	3.8%	1.9%
Mobile phones	2.5%	3.9%
Instant messaging	10.0%	8.7%
Other	15.0%	8.7%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Blogs	3.9%	2.0%
Direct contact with World Bank Group	40.8%	40.2%
e-Newsletters	15.8%	24.5%
Instant messaging	15.8%	19.6%
World Bank Group's seminars/workshops/conferences	50.0%	40.2%
World Bank Group's publications and other written materials	21.1%	14.7%
Mobile phones	6.6%	6.9%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	11.8%	17.6%
World Bank Group's website	31.6%	32.4%
Other	0.0%	0.0%

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	32.5%	14.9%
No	67.5%	85.1%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	25.0%	16.8%
No	75.0%	83.2%

Were you able to obtain this information?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	57.7%	66.7%
No	42.3%	33.3%

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	96.2%	96.0%
No	3.8%	4.0%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	73.1%	56.4%
No	26.9%	43.6%

\*Significantly different between collaborators and non-collaborators

Which do you primarily use?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group's country website	43.9%	59.6%
The World Bank Group's main website	56.1%	40.4%

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

Percentage of Respondents	Collaborators	Non-Collaborators
High speed	64.6%	48.4%
Dial-up	35.4%	51.6%

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

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.	76	6.11	2.43	81	5.60	2.71
I find the World Bank Group's websites easy to navigate.	58	7.00	1.82	52	6.63	2.04
I find the information on the World Bank Group's websites useful.	60	7.02	2.16	55	6.93	2.07
The World Bank Group's social media channels are valuable sources of information about the institution.	52	6.42	2.50	76	6.41	2.64
When I need information from the World Bank Group I know how to find it.	70	6.40	2.35	75	5.57	2.88
The World Bank Group is responsive to my information requests and inquiries.	61	6.38	2.35	61	5.93	2.65

### H. Background Information

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank (IBRD/IDA)*	73.8%	17.6%
The International Finance Corporation (IFC)*	27.5%	5.9%
The Multilateral Investment Guarantee Agency (MIGA)*	3.8%	0.0%
None*	13.8%	79.4%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	8.6%	32.0%
Use World Bank Group reports/data	20.7%	29.9%
*Engage in World Bank Group related/sponsored events/activities	63.4%	36.1%
Collaborate as part of my professional duties*	58.5%	36.1%
Use World Bank Group website for information, data, research, etc.	22.0%	35.1%

\*Significantly different between collaborators and non-collaborators

## Appendix E: Responses to Key Questions by Respondents' Specializations/Sectors

### C. World Bank Effectiveness and Results

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

	Agriculture/ rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non- communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti- corruption		Social protection		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	8	7.88	31	7.52	2	9.50	2	10.00	3	10.00	8	8.25	1	10.00	9	8.89	8	8.75	2	5.50	4	8.50	18	8.11	6	8.33	3	10.00	3	10.00	12	8.50	48	8.88
Information and communications technology	6	7.67	32	7.53	2	9.50	2	9.50	3	8.33	7	8.14	1	10.00	8	7.88	6	8.00			4	6.50	15	7.33	6	7.67	2	9.00	3	7.33	13	7.38	47	7.91
Transport	7	8.14	33	7.33	2	7.00	3	10.00	4	8.25	7	8.14	1	6.00	8	6.88	7	7.43	2	9.00	4	5.25	17	7.24	6	8.00	3	9.00	3	6.67	13	8.08	50	7.22
Crime and violence	8	7.25	31	5.81	2	6.50	2	10.00	2	8.00	7	7.43	1	9.00	7	5.86	7	7.00	2	6.00	4	7.00	16	6.94	3	8.33	1	2.00	3	7.33	12	6.50	45	6.56
Regional conflict and tensions	7	7.86	31	6.06	2	7.00	2	10.00	2	8.50	7	7.14	1	8.00	8	7.00	7	7.71	2	7.50	4	6.50	15	7.33	3	8.33	2	6.00	3	7.00	12	6.58	47	6.72
Law and justice	7	8.14	31	6.58	2	9.00	3	10.00	4	8.00	8	7.63	1	8.00	7	9.14	9	8.44	2	6.00	4	8.00	16	8.00	6	9.00	2	9.00	3	7.67	12	7.33	48	8.06
Sanitation*	7	9.29	31	6.55	2	9.00	3	10.00	4	8.75	8	8.00	1	9.00	8	7.75	7	7.14	2	8.00	4	5.25	17	7.76	7	8.43	3	8.33	3	9.33	13	7.62	48	7.17
Environmental sustainability	7	9.57	28	6.43	2	6.50	2	9.50	3	8.00	8	8.00	1	9.00	8	6.75	7	7.14	2	8.00	4	5.50	17	7.53	7	8.43	3	8.33	3	8.00	13	7.62	48	7.44
Regulatory framework	7	9.14	28	6.57	2	7.00	2	10.00	2	7.50	8	7.25	1	9.00	8	7.75	6	8.00	1	10.00	4	5.75	16	7.00	5	7.60	1	7.00	3	6.67	12	7.50	48	7.71
Communicable/non-communicable diseases	7	8.43	31	6.94	2	6.50	2	10.00	3	7.67	8	7.88	1	10.00	8	6.00	5	7.40	2	7.50	4	5.50	18	7.78	7	7.71	3	8.33	3	8.33	13	6.23	48	7.13
Poverty reduction	8	9.25	33	7.91	2	9.50	3	10.00	4	9.25	8	8.50	1	10.00	9	9.11	9	9.00	2	9.50	4	7.75	18	8.78	7	8.86	3	8.67	3	9.33	13	7.85	53	8.91
Gender equity	7	8.86	27	6.37	2	6.50	2	10.00	4	8.00	8	7.88	1	7.00	9	5.33	7	7.14	2	9.00	4	6.50	17	7.06	7	8.14	3	8.67	3	8.67	12	7.08	53	7.00
Domestic private sector development	7	8.71	31	7.87	2	7.00	2	10.00	3	7.00	8	6.88	1	9.00	8	7.63	6	7.83	2	7.50	4	9.00	16	8.00	5	9.40	3	7.33	3	8.67	13	8.46	51	7.57
Foreign direct investment	7	9.14	27	7.04	2	8.00	2	10.00	2	8.00	8	7.25			8	8.88	8	8.50	2	6.50	4	8.00	15	8.07	6	7.50	1	6.00	3	8.67	13	7.85	50	7.42
Local governance and institutions	7	9.14	30	7.77	2	8.50	2	10.00	4	9.25	8	7.13	1	10.00	9	7.89	7	8.86	1	10.00	4	6.50	18	7.72	7	7.71	2	9.50	3	7.67	13	7.69	48	7.83
Water	8	9.13	29	8.45	2	9.00	2	10.00	3	8.33	8	7.75	1	10.00	8	7.38	8	8.38	2	7.50	4	7.00	17	9.00	7	8.00	3	10.00	3	9.33	13	8.31	51	8.16
Trade and exports	7	9.29	28	7.36	2	9.00	2	10.00	2	8.50	8	7.13	1	6.00	8	7.88	7	8.00	1	10.00	4	6.00	17	8.06	5	8.40	1	5.00	3	9.00	13	7.46	48	7.56
Economic growth	7	9.43	30	8.33	2	10.00	2	10.00	3	8.67	8	8.13	1	10.00	9	9.56	7	8.71	2	6.00	4	7.75	18	8.44	7	8.86	3	9.33	3	10.00	12	8.42	54	8.56
Energy	7	8.43	30	8.10	2	10.00	2	10.00	3	8.00	8	7.63	1	10.00	8	8.88	7	7.86	2	6.00	4	7.75	18	8.33	5	8.60	1	10.00	3	8.67	13	8.46	52	8.00
Disaster management	7	8.29	28	7.18	1	5.00	2	10.00	4	8.00	8	6.63	1	5.00	9	6.44	7	7.29	2	8.00	4	6.50	15	7.87	6	7.00	3	8.67	3	8.67	12	7.50	50	7.26
Public sector governance/reform	7	9.00	28	8.25	2	8.00	2	10.00	4	9.00	8	7.75	1	9.00	8	8.50	8	8.13	2	6.00	4	7.75	18	8.72	5	9.00	2	8.00	3	8.67	13	8.38	48	8.71
Job creation/employment	6	10.00	30	8.57	1	10.00	3	10.00	4	8.50	8	8.25	1	10.00	8	8.75	8	8.25	2	7.50	4	8.25	18	8.11	7	9.29	3	8.67	3	8.00	13	8.54	54	8.39
Social cohesion	7	8.14	26	6.31	2	7.00	2	9.50	3	6.67	8	7.13	1	10.00	8	5.75	7	7.29	2	8.00	4	6.50	18	6.11	6	7.67	1	6.00	3	6.33	12	6.92	50	6.62
Financial markets	7	7.86	26	6.38	2	10.00	2	8.00	1	10.00	8	7.75	1	10.00	8	6.75	7	6.43	1	10.00	4	6.50	17	7.24	4	9.00	1	8.00	3	8.00	12	7.33	49	6.76
Equality of opportunity	7	8.57	29	7.17	2	8.50	2	10.00	3	7.67	8	6.50	1	6.00	8	7.00	8	8.00	2	6.50	4	6.50	17	7.06	7	7.71	2	9.00	3	8.67	12	8.00	50	7.52
Health	7	8.71	30	8.37	2	9.50	3	9.67	4	8.25	8	8.00	1	10.00	8	8.25	8	8.38	2	9.00	4	6.50	17	8.65	7	8.00	3	9.33	3	8.67	12	7.83	52	8.29
Rural development	8	8.50	29	8.31	2	9.00	3	9.67	2	7.00	8	7.75	1	10.00	7	8.86	8	8.13	2	8.00	4	7.75	18	8.56	6	9.00	3	9.33	3	8.67	13	8.23	53	8.21
Global/regional integration	7	8.14	26	7.15	2	9.00	2	9.50	3	9.67	8	7.63	1	10.00	8	7.38	7	8.57	2	8.50	4	6.75	17	8.06	4	7.00	3	9.33	3	7.67	12	7.50	44	7.70
Food security	8	9.00	31	7.26	2	8.50	2	10.00	3	10.00	8	8.25	1	10.00	7	9.29	7	8.86	2	9.50	4	7.75	18	8.39	6	7.17	3	9.00	3	8.67	13	8.00	52	8.27
Education	8	9.13	29	8.52	2	10.00	3	9.67	4	8.75	8	8.00	1	10.00	9	9.78	8	8.63	2	8.50	4	7.50	18	8.72	7	9.43	3	9.00	3	8.67	13	8.46	51	9.10
Security/stabilization/reconstruction	8	8.75	27	8.70	2	8.50	2	10.00	3	10.00	9	8.11	1	9.00	8	7.63	8	8.38	2	6.50	4	8.00	17	8.29	6	8.67	3	8.67	3	8.00	13	8.54	49	8.53
Social protection	7	8.43	26	7.00	2	9.00	2	10.00	4	8.25	8	7.25	1	9.00	7	6.71	8	8.13	2	7.50	4	7.50	18	7.56	6	8.00	3	7.67	3	5.33	13	7.92	47	7.70
Climate change	8	7.00	27	6.78	2	7.50	2	10.00	3	6.67	8	6.88	1	9.00	8	6.63	6	5.83	2	5.50	4	4.75	14	7.14	5	5.20	2	6.00	3	7.00	13	7.46	47	6.04
Agricultural development	7	8.43	29	8.41	2	10.00	2	10.00	3	8.33	8	7.63	1	10.00	8	7.63	8	8.38	2	7.50	4	8.00	18	8.39	7	8.14	2	9.50	3	8.33	13	8.00	53	8.34
Urban development	7	9.00	28	8.00	2	9.50	3	9.33	3	7.00	8	7.00	1	7.00	7	7.29	7	7.71	2	9.00	4	7.00	18	7.83	6	8.00	3	9.00	3	7.33	13	7.69	51	7.41
Natural resource management	7	8.86	29	7.69	2	9.50	2	10.00	3	9.00	8	6.63	1	8.00	8	6.00	8	8.38	2	8.00	4	8.00	16	8.00	6	8.17	2	9.00	3	7.00	12	8.58	51	7.82

\*Significantly different between sectors

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

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

	Agriculture/ rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non-communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti- corruption		Social protection		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	3	6.00	23	5.78	1	9.00	2	3.00	4	4.50	7	4.71	1	10.00	6	5.17	9	3.89	2	1.50	1	2.00	16	5.25	3	5.67	2	6.00			7	5.57	30	5.50
Information and communications	3	5.33	21	5.81	1	9.00	2	5.50	2	3.00	5	6.40	1	10.00	4	5.50	5	4.40	1	1.00	1	8.00	14	5.14	3	5.67	1	2.00			7	5.29	29	6.10
Transport	3	5.33	21	6.86	1	8.00	2	4.50	4	5.75	5	6.60	1	10.00	4	6.50	5	4.60	1	1.00	1	10.00	14	5.50	5	7.20	2	6.00			12	6.50	32	5.88
Crime and violence	3	6.00	16	4.56	1	8.00	2	3.50	1	1.00	6	4.67	1	8.00	4	2.50	5	2.80	2	5.50			15	4.40	2	4.50	2	4.00			6	4.67	26	4.42
Regional conflict and tensions	3	6.00	17	5.24	1	7.00	2	4.00	1	1.00	5	5.60	1	10.00	5	4.00	4	2.75	1	3.00			14	5.29	3	5.33	2	4.50			7	5.29	30	4.60
Law and justice	2	5.50	18	5.33	1	7.00	2	3.00	4	6.25	6	5.00	1	10.00	5	6.80	5	2.40	1	1.00	1	5.00	15	5.33	3	6.33	2	5.50	1	6.00	9	6.00	33	5.18
Sanitation	4	5.75	21	6.90	1	9.00	2	2.50	4	6.50	6	6.67	1	9.00	5	5.20	5	4.40	2	3.50			14	6.50	6	7.50	2	6.50			11	6.64	34	5.88
Environmental sustainability	4	5.50	20	6.45	1	9.00	2	2.50	4	5.75	6	6.50	1	9.00	5	4.60	4	3.75	2	5.00	1	4.00	15	5.80	4	6.00	2	5.50			9	6.44	33	6.06
Regulatory framework	4	6.00	19	5.74	1	9.00	2	3.00	3	5.33	7	5.29	1	9.00	5	7.60	4	2.50	1	1.00	2	6.00	16	6.00	3	5.33	1	2.00	1	8.00	8	6.63	37	6.35
Communicable/non-communicable diseases	3	5.67	19	5.63	1	9.00	2	3.00	2	4.00	7	5.71	1	10.00	4	3.50	4	3.50	2	3.50	1	10.00	15	6.47	5	7.40	2	4.00			9	6.44	31	6.26
Poverty reduction	6	7.00	23	6.30	1	10.00	2	4.00	4	4.50	6	6.33	1	10.00	8	6.38	5	3.80	2	4.00	3	8.67	15	6.53	6	8.00	2	4.00	1	7.00	10	7.30	44	6.70
Gender equity	4	6.75	20	4.70	1	10.00	2	6.00	3	3.67	7	5.86	1	10.00	7	5.29	4	4.75	2	6.00	2	7.50	13	6.62	5	7.20	2	4.00			11	7.27	38	6.18
Domestic private sector development	4	6.75	18	6.72	1	10.00	2	3.50	2	3.50	5	5.40	1	9.00	7	6.14	4	4.25	1	3.00	4	5.75	13	5.92	4	6.50	2	3.00	1	7.00	11	5.55	40	5.75
Foreign direct investment	4	7.00	20	6.60	1	10.00	2	2.00	1	2.00	6	5.00	1	10.00	4	6.50	5	4.40	1	3.00	2	3.00	12	5.50	2	5.00	1	1.00			10	5.30	33	5.88
Local governance and institutions	4	5.25	23	6.74	1	8.00	2	3.00	4	6.00	6	4.67	1	7.00	7	6.14	8	4.13	2	3.50	3	6.33	13	5.23	2	5.00	2	3.50			9	5.67	35	5.80
Water	4	6.50	20	6.65	1	8.00	2	2.50	3	5.33	6	5.83	1	10.00	5	6.80	8	4.50	2	4.00	3	5.67	13	6.38	6	7.83	2	6.50			11	6.73	37	6.30
Trade and exports	5	6.20	18	5.44	1	8.00	2	3.00	1	1.00	6	4.17	1	10.00	5	7.00	6	3.33	1	1.00	1	6.00	12	5.00	3	6.00					8	4.88	33	5.18
Economic growth	5	6.00	23	6.39	1	8.00	2	3.00	3	5.33	6	5.17	1	10.00	7	6.00	7	4.29	2	1.50	3	7.33	15	5.13	5	7.60	1	7.00			11	5.64	37	5.95
Energy	3	6.00	18	6.50	2	7.50	2	3.00	1	2.00	5	5.40	1	10.00	5	5.80	3	1.33	2	2.00	2	5.50	13	5.62	3	6.00					11	5.18	34	5.29
Disaster management	3	7.00	18	5.78	1	8.00	2	3.00	3	5.33	7	4.57	1	7.00	4	5.75	5	6.00			1	6.00	13	4.69	4	6.50	1	7.00			10	5.10	31	5.77
Public sector governance/reform	5	6.80	22	6.82	1	7.00	2	2.00	4	6.25	8	5.63	1	9.00	7	5.57	5	3.60	2	1.50	3	7.00	14	6.86	2	6.50	1	7.00			11	5.36	38	6.39
Job creation/employment	5	6.20	24	6.29	1	7.00	2	4.50	4	5.25	7	4.57	1	10.00	6	7.00	7	3.00	1	1.00	3	8.33	14	5.14	4	8.25	2	2.00			12	6.08	37	5.57
Social cohesion	3	6.33	18	5.56	1	7.00	1	2.00	2	1.50	7	5.29			4	4.25	6	3.67	2	4.50	1	6.00	12	4.33	3	6.67	1	2.00			8	5.25	32	5.53
Financial markets	4	6.25	18	5.11	1	7.00	2	5.50	1	1.00	6	4.50	1	10.00	5	4.00	5	2.40	1	1.00	1	6.00	11	4.09	2	4.00					6	5.17	30	5.20
Equality of opportunity	4	6.50	19	6.47	1	7.00	2	3.50	3	2.67	6	4.67	1	10.00	5	4.20	7	3.43	2	4.00	1	6.00	11	5.36	4	7.00	1	3.00			8	6.75	34	5.85
Health	5	7.00	22	6.18	2	8.00	2	3.50	3	5.00	7	5.71			5	6.20	6	4.50	1	1.00	2	6.00	14	6.21	6	7.50	2	5.50			10	6.10	40	6.55
Rural development	4	7.50	23	6.09	1	9.00	2	2.50	3	3.00	8	5.25	1	10.00	6	4.83	5	4.00	1	1.00	3	7.00	14	5.64	4	5.25	2	7.00			10	6.00	36	6.47
Global/regional integration	5	6.60	17	5.76	1	9.00	2	2.50	2	4.50	7	5.14	1	10.00	6	5.67	5	5.20	1	1.00	3	6.67	11	5.45	3	3.00					7	6.29	26	6.08
Food security	5	7.60	18	5.94	1	9.00	2	2.50	2	2.50	7	5.57	1	9.00	5	5.20	7	4.43	2	4.50	2	5.50	14	5.79	5	6.80	1	6.00			11	5.64	35	6.14
Education	5	7.40	27	7.30	1	9.00	2	3.50	4	6.00	7	5.71	1	10.00	7	6.71	8	4.00	2	3.50	3	7.67	14	6.36	6	7.17	2	4.50			12	6.33	44	6.73
Security/stabilization/reconstruction	4	7.00	21	6.48	2	7.50	2	3.00	3	6.00	6	4.33	1	10.00	5	5.00	6	3.17	2	3.00	2	5.50	14	5.07	2	5.00	1	5.00			11	5.73	31	5.71
Social protection	4	6.50	21	6.48	1	9.00	2	4.50	2	4.50	5	5.20	1	9.00	6	4.17	4	4.75	1	1.00	2	7.50	14	5.64	4	7.00	1	6.00			12	5.83	36	5.81
Climate change	4	6.75	16	6.25	2	8.50	1	1.00	2	4.50	7	4.86	1	10.00	4	2.50	4	3.50	2	4.00	2	5.00	12	5.92	3	6.67					10	6.00	29	4.93
Agricultural development	5	7.20	22	6.41	1	10.00	2	5.00	2	3.00	6	5.00	1	10.00	6	5.17	6	4.00	2	4.00	3	6.33	13	5.69	4	6.50	2	6.00			10	5.60	35	5.94
Urban development	4	7.00	23	6.35	1	10.00	2	5.00	3	4.00	7	5.00	1	10.00	5	5.00	5	4.40	2	4.50	2	7.50	14	6.07	4	7.00	2	6.00			12	5.83	35	6.00
Natural resource management	3	6.67	22	6.00	1	10.00	2	2.00	2	3.50	6	4.67	1	8.00	4	6.50	6	5.50	2	4.00	1	6.00	12	5.67	3	5.67					7	5.43	31	5.23

\*Significantly different between sectors



*In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Yemen, there were 17% of respondents from the Education sector and 11% of respondents from the Public sector.*

## Education Sector vs. Others

Education Sector N=33 ● All Others N=100

### A. General Issues Facing Yemen

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

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	0.0%	3.0%
Water	22.6%	23.0%
Security/stabilization/reconstruction	41.9%	47.0%
Public sector governance/reform	6.5%	21.0%
Global/regional integration	0.0%	0.0%
Gender equity	3.2%	4.0%
Domestic private sector development	0.0%	2.0%
Foreign direct investment	0.0%	1.0%
Transport	0.0%	1.0%
Energy	3.2%	7.0%
Regional conflict and tensions	3.2%	2.0%
Job creation/employment	9.7%	13.0%
Rural development	6.5%	2.0%
Financial markets	0.0%	0.0%
Urban development	3.2%	0.0%
Environmental sustainability	0.0%	2.0%
Equality of opportunity	3.2%	2.0%
Health*	25.8%	9.0%
Sanitation	0.0%	0.0%
Education*	77.4%	54.0%
Poverty reduction	22.6%	30.0%
Food security	6.5%	16.0%
Social cohesion	3.2%	2.0%
Climate change	3.2%	0.0%
Agricultural development	3.2%	3.0%
Trade and exports	0.0%	0.0%
Crime and violence	0.0%	1.0%
Economic growth	12.9%	11.0%
Law and justice	6.5%	15.0%
Regulatory framework	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	3.2%	2.0%
Natural resource management	6.5%	2.0%
Anti-corruption	25.8%	23.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.0%

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Water	6.3%	5.1%
Equality of opportunity	6.3%	9.2%
Economic growth	31.3%	31.6%
Climate change	0.0%	0.0%
Regional conflict and tensions	0.0%	1.0%
Global/regional integration	0.0%	1.0%
Gender equity	0.0%	1.0%
Rural development	18.8%	11.2%
Urban development	0.0%	0.0%
Regulatory framework	0.0%	2.0%
Local governance and institutions	3.1%	5.1%
Social protection	3.1%	5.1%
Law and justice	0.0%	7.1%
Transport	0.0%	4.1%
Crime and violence	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	1.0%
Information and communications technology	0.0%	1.0%
Security/stabilization/reconstruction	12.5%	17.3%
Sanitation	6.3%	1.0%
Anti-corruption	46.9%	44.9%
Domestic private sector development	9.4%	15.3%
Foreign direct investment	6.3%	10.2%
Energy	3.1%	2.0%
Public sector governance/reform	6.3%	9.2%
Social cohesion	0.0%	1.0%
Education	43.8%	34.7%
Natural resource management	18.8%	17.3%
Environmental sustainability	0.0%	1.0%
Health	9.4%	3.1%
Agricultural development	18.8%	21.4%
Disaster management	3.1%	0.0%
Job creation/employment	31.3%	22.4%
Financial markets	0.0%	2.0%
Trade and exports	6.3%	1.0%
Food security	9.4%	6.1%

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Energy	28.1%	15.6%
Gender equity	3.1%	4.2%
Equality of opportunity	6.3%	5.2%
Global/regional integration	0.0%	1.0%
Social protection	0.0%	2.1%
Climate change	0.0%	1.0%
Anti-corruption	34.4%	33.3%
Disaster management	0.0%	0.0%
Regional conflict and tensions	0.0%	2.1%
Rural development	6.3%	7.3%
Foreign direct investment	12.5%	16.7%
Urban development	3.1%	2.1%
Water	3.1%	2.1%
Trade and exports	12.5%	8.3%
Information and communications technology	0.0%	1.0%
Regulatory framework	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	0.0%
Social cohesion	3.1%	2.1%
Public sector governance/reform	21.9%	30.2%
Domestic private sector development	21.9%	24.0%
Job creation/employment	9.4%	20.8%
Agricultural development	21.9%	14.6%
Food security	0.0%	5.2%
Transport	3.1%	1.0%
Security/stabilization/reconstruction	34.4%	26.0%
Education	25.0%	21.9%
Natural resource management	25.0%	27.1%
Environmental sustainability	0.0%	0.0%
Health	3.1%	2.1%
Law and justice	12.5%	14.6%
Local governance and institutions	6.3%	1.0%
Crime and violence	0.0%	0.0%
Financial markets	0.0%	4.2%
Sanitation	0.0%	0.0%

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

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

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	3.0%	5.0%
Security/stabilization/reconstruction	12.1%	16.0%
Public sector governance/reform*	6.1%	22.0%
Transport	3.0%	6.0%
Poverty reduction	33.3%	24.0%
Global/regional integration	3.0%	1.0%
Gender equity	3.0%	4.0%
Crime and violence	0.0%	0.0%
Rural development	12.1%	6.0%
Domestic private sector development	0.0%	8.0%
Foreign direct investment	3.0%	9.0%
Water	12.1%	7.0%
Energy	6.1%	5.0%
Social cohesion	0.0%	1.0%
Job creation/employment	12.1%	16.0%
Financial markets	0.0%	1.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	1.0%
Equality of opportunity	0.0%	8.0%
Regional conflict and tensions	0.0%	0.0%
Health	39.4%	26.0%
Education*	78.8%	52.0%
Food security	0.0%	10.0%
Climate change	3.0%	0.0%
Agricultural development	15.2%	11.0%
Trade and exports	0.0%	2.0%
Economic growth	21.2%	21.0%
Law and justice	0.0%	7.0%
Local governance and institutions	6.1%	3.0%
Regulatory framework	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	9.1%	4.0%
Information and communications technology	3.0%	0.0%
Anti-corruption	15.2%	20.0%
Disaster management	0.0%	0.0%
Sanitation	0.0%	2.0%

\*Significantly different between sectors

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

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

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	31	7.52	2.83	89	8.55	2.29
Information and communications technology	32	7.53	2.23	78	7.76	2.31
Transport	33	7.33	2.06	87	7.66	2.30
Crime and violence	31	5.81	3.42	77	6.96	2.48
Regional conflict and tensions*	31	6.06	2.92	77	7.30	2.34
Law and justice*	31	6.58	3.15	86	8.15	2.00
Sanitation*	31	6.55	2.71	89	8.01	1.84
Environmental sustainability*	28	6.43	2.43	87	7.74	1.99
Regulatory framework*	28	6.57	2.47	78	7.56	2.06
Communicable/non-communicable diseases	31	6.94	2.83	86	7.38	2.42
Poverty reduction*	33	7.91	2.79	94	8.80	1.75
Gender equity*	27	6.37	2.45	88	7.42	2.33
Domestic private sector development	31	7.87	1.88	83	8.10	1.74
Foreign direct investment*	27	7.04	2.98	81	8.12	2.14
Local governance and institutions	30	7.77	2.49	88	8.06	2.11
Water	29	8.45	2.08	89	8.45	1.97
Trade and exports	28	7.36	2.18	81	7.95	1.92
Economic growth	30	8.33	2.16	88	8.75	1.85
Energy	30	8.10	2.56	84	8.36	2.12
Disaster management	28	7.18	2.79	84	7.45	2.19
Public sector governance/reform	28	8.25	2.43	87	8.45	1.97
Job creation/employment	30	8.57	2.33	89	8.61	1.95
Social cohesion	26	6.31	2.92	84	6.90	2.44
Financial markets*	26	6.38	2.59	78	7.53	2.26
Equality of opportunity	29	7.17	2.48	86	7.57	2.63
Health	30	8.37	2.08	89	8.36	2.06
Rural development	29	8.31	2.35	88	8.45	1.95
Global/regional integration	26	7.15	2.71	83	7.99	2.03
Food security*	31	7.26	3.01	87	8.54	1.97
Education	29	8.52	2.73	93	8.83	1.70
Security/stabilization/reconstruction	27	8.70	1.79	89	8.38	2.22
Social protection	26	7.00	2.81	88	7.73	2.24
Climate change	27	6.78	2.53	81	6.78	2.48
Agricultural development	29	8.41	2.13	88	8.25	2.37
Urban development	28	8.00	2.18	87	7.85	2.14
Natural resource management	29	7.69	2.55	84	7.99	2.42

\*Significantly different between sectors

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

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

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	23	5.78	3.18	64	4.95	2.69
Information and communications technology	21	5.81	2.91	50	5.30	2.65
Transport	21	6.86	2.83	60	6.03	2.70
Crime and violence	16	4.56	2.66	50	4.32	2.28
Regional conflict and tensions	17	5.24	2.54	49	4.94	2.28
Law and justice	18	5.33	2.77	58	5.36	2.95
Sanitation	21	6.90	2.51	63	6.17	2.59
Environmental sustainability	20	6.45	2.78	60	5.65	2.38
Regulatory framework	19	5.74	3.03	59	5.71	2.43
Communicable/non-communicable diseases	19	5.63	3.37	58	5.78	2.82
Poverty reduction	23	6.30	3.31	72	6.44	2.67
Gender equity*	20	4.70	2.76	64	6.31	2.81
Domestic private sector development	18	6.72	3.16	62	5.65	2.51
Foreign direct investment	20	6.60	3.17	52	5.21	3.12
Local governance and institutions*	23	6.74	3.22	64	5.19	2.83
Water	20	6.65	3.25	67	6.15	2.71
Trade and exports	18	5.44	3.03	52	5.00	2.95
Economic growth	23	6.39	3.09	69	5.54	2.87
Energy	18	6.50	3.17	53	5.17	2.84
Disaster management	18	5.78	3.35	55	5.35	2.72
Public sector governance/reform	22	6.82	3.40	66	5.76	2.83
Job creation/employment	24	6.29	3.41	69	5.52	3.01
Social cohesion	18	5.56	3.19	51	4.67	2.72
Financial markets	18	5.11	3.56	46	4.43	3.11
Equality of opportunity	19	6.47	3.31	56	5.16	2.83
Health	22	6.18	3.20	65	5.97	2.80
Rural development	23	6.09	2.88	64	5.47	2.75
Global/regional integration	17	5.76	3.25	54	5.48	2.96
Food security	18	5.94	3.73	65	5.62	2.91
Education	27	7.30	2.97	74	6.12	2.94
Security/stabilization/reconstruction	21	6.48	3.23	61	5.13	2.82
Social protection	21	6.48	3.47	59	5.61	2.85
Climate change	16	6.25	3.40	54	5.39	2.97
Agricultural development	22	6.41	3.14	63	5.59	2.91
Urban development	23	6.35	3.14	64	5.80	2.81
Natural resource management	22	6.00	3.41	50	5.46	3.00

\*Significantly different between sectors

## Public Sector vs. Others

**Public Sector Governance/Public Financial Management/Anti-Corruption N=20 ● All Others N=169**

### A. General Issues Facing Yemen

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

Percentage of Respondents (Responses Combined)	Public Sector Governance / Public Financial Management / Anti-Corruption Sector	All Others
Social protection	5.0%	3.0%
Water	20.0%	20.0%
Security/stabilization/reconstruction	50.0%	47.9%
Public sector governance/reform*	45.0%	15.8%
Global/regional integration	0.0%	0.6%
Gender equity	0.0%	3.0%
Domestic private sector development	0.0%	2.4%
Foreign direct investment	0.0%	0.6%
Transport*	5.0%	0.0%
Energy*	15.0%	3.0%
Regional conflict and tensions	5.0%	1.2%
Job creation/employment	5.0%	12.7%
Rural development	0.0%	3.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.6%
Environmental sustainability	0.0%	1.8%
Equality of opportunity	0.0%	1.8%
Health	5.0%	17.0%
Sanitation	0.0%	0.0%
Education	45.0%	57.6%
Poverty reduction	15.0%	29.1%
Food security	10.0%	13.9%
Social cohesion	0.0%	1.8%
Climate change	0.0%	1.2%
Agricultural development	5.0%	3.6%
Trade and exports	0.0%	0.0%
Crime and violence*	5.0%	0.0%
Economic growth	20.0%	9.7%
Law and justice	20.0%	13.9%
Regulatory framework	0.0%	0.6%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	0.0%	2.4%
Natural resource management	0.0%	4.2%
Anti-corruption	25.0%	25.5%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.0%

\*Significantly different between sectors

**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector Governance / Public Financial Management / Anti-Corruption Sector		All Others
Water	5.3%		4.2%
Equality of opportunity	15.8%		7.2%
Economic growth	26.3%		31.3%
Climate change	0.0%		0.0%
Regional conflict and tensions	0.0%		0.6%
Global/regional integration	0.0%		1.2%
Gender equity	0.0%		1.2%
Rural development	10.5%		10.8%
Urban development	0.0%		1.8%
Regulatory framework	0.0%		1.2%
Local governance and institutions	0.0%		5.4%
Social protection	10.5%		7.2%
Law and justice	5.3%		4.8%
Transport*	10.5%		1.8%
Crime and violence*	5.3%		0.0%
Communicable/non-communicable diseases	0.0%		0.6%
Information and communications technology	0.0%		0.6%
Security/stabilization/reconstruction	10.5%		16.9%
Sanitation	0.0%		1.8%
Anti-corruption	57.9%		41.6%
Domestic private sector development	15.8%		10.8%
Foreign direct investment	15.8%		9.0%
Energy	5.3%		2.4%
Public sector governance/reform	15.8%		9.6%
Social cohesion	0.0%		0.6%
Education	21.1%		40.4%
Natural resource management	15.8%		18.7%
Environmental sustainability	0.0%		0.6%
Health	0.0%		6.6%
Agricultural development	10.5%		21.7%
Disaster management	0.0%		0.6%
Job creation/employment	21.1%		26.5%
Financial markets	0.0%		1.2%
Trade and exports	0.0%		1.8%
Food security	10.5%		8.4%

\*Significantly different between sectors



**A. General Issues Facing Yemen (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 Yemen? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector Governance / Public Financial Management / Anti-Corruption Sector		All Others
Energy	27.8%		15.8%
Gender equity	0.0%		3.6%
Equality of opportunity	0.0%		7.3%
Global/regional integration	0.0%		1.2%
Social protection	0.0%		1.2%
Climate change	0.0%		0.6%
Anti-corruption	33.3%		31.5%
Disaster management	0.0%		0.0%
Regional conflict and tensions	0.0%		1.2%
Rural development	0.0%		6.7%
Foreign direct investment*	0.0%		20.0%
Urban development	0.0%		1.8%
Water	5.6%		1.2%
Trade and exports	22.2%		8.5%
Information and communications technology	0.0%		0.6%
Regulatory framework	0.0%		0.6%
Communicable/non-communicable diseases	0.0%		0.0%
Social cohesion	0.0%		1.8%
Public sector governance/reform	44.4%		24.2%
Domestic private sector development	22.2%		26.1%
Job creation/employment	11.1%		17.6%
Agricultural development	11.1%		20.6%
Food security	5.6%		3.0%
Transport	0.0%		2.4%
Security/stabilization/reconstruction	27.8%		26.1%
Education	16.7%		21.8%
Natural resource management	44.4%		30.9%
Environmental sustainability	0.0%		0.0%
Health	0.0%		2.4%
Law and justice	16.7%		13.3%
Local governance and institutions	5.6%		3.6%
Crime and violence	0.0%		0.0%
Financial markets	5.6%		2.4%
Sanitation	0.0%		0.0%

\*Significantly different between sectors

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

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

Percentage of Respondents (Responses Combined)	Public Sector Governance / Public Financial Management / Anti-Corruption Sector	All Others
Social protection	5.0%	4.7%
Security/stabilization/reconstruction	10.0%	14.8%
Public sector governance/reform	35.0%	20.1%
Transport	0.0%	5.3%
Poverty reduction	20.0%	27.2%
Global/regional integration	0.0%	2.4%
Gender equity	0.0%	4.1%
Crime and violence	0.0%	0.6%
Rural development	0.0%	9.5%
Domestic private sector development	0.0%	7.1%
Foreign direct investment	10.0%	6.5%
Water	10.0%	6.5%
Energy*	15.0%	3.0%
Social cohesion	0.0%	0.6%
Job creation/employment	5.0%	17.2%
Financial markets	0.0%	0.6%
Urban development	0.0%	1.2%
Environmental sustainability	0.0%	0.6%
Equality of opportunity	10.0%	3.6%
Regional conflict and tensions	0.0%	0.0%
Health	35.0%	23.7%
Education	40.0%	56.8%
Food security	5.0%	8.9%
Climate change	0.0%	0.6%
Agricultural development	10.0%	13.0%
Trade and exports	5.0%	1.2%
Economic growth	25.0%	23.7%
Law and justice	10.0%	4.1%
Local governance and institutions	0.0%	4.7%
Regulatory framework	0.0%	0.6%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	5.9%
Information and communications technology	0.0%	2.4%
Anti-corruption*	45.0%	15.4%
Disaster management	0.0%	0.0%
Sanitation	5.0%	1.2%

\*Significantly different between sectors

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

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

	Public Sector Governance / Public Financial Mgmt / Anti-Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	18	8.11	2.49	150	8.49	2.26
Information and communications technology	15	7.33	2.32	142	7.80	2.28
Transport	17	7.24	2.31	153	7.49	2.33
Crime and violence	16	6.94	2.54	137	6.57	2.88
Regional conflict and tensions	15	7.33	1.88	140	6.83	2.75
Law and justice	16	8.00	1.90	149	7.81	2.49
Sanitation	17	7.76	1.48	151	7.47	2.33
Environmental sustainability	17	7.53	1.74	146	7.41	2.31
Regulatory framework	16	7.00	1.67	138	7.48	2.24
Communicable/non-communicable diseases	18	7.78	2.07	147	7.16	2.52
Poverty reduction	18	8.78	1.99	162	8.65	2.04
Gender equity	17	7.06	1.98	151	7.13	2.52
Domestic private sector development	16	8.00	1.41	149	7.88	2.03
Foreign direct investment	15	8.07	2.52	143	7.68	2.50
Local governance and institutions	18	7.72	2.30	148	7.97	2.21
Water	17	9.00	1.28	152	8.29	2.05
Trade and exports	17	8.06	2.22	140	7.69	2.07
Economic growth	18	8.44	2.23	154	8.64	1.92
Energy	18	8.33	1.94	148	8.18	2.23
Disaster management	15	7.87	1.46	147	7.29	2.51
Public sector governance/reform	18	8.72	1.74	145	8.46	2.20
Job creation/employment	18	8.11	2.25	155	8.58	2.06
Social cohesion	18	6.11	2.54	142	6.80	2.57
Financial markets	17	7.24	2.59	136	7.07	2.57
Equality of opportunity	17	7.06	2.73	148	7.53	2.59
Health	17	8.65	2.21	154	8.31	2.10
Rural development	18	8.56	1.62	152	8.33	2.02
Global/regional integration	17	8.06	1.75	136	7.73	2.30
Food security	18	8.39	1.79	152	8.20	2.33
Education	18	8.72	1.57	155	8.87	1.88
Security/stabilization/reconstruction	17	8.29	2.47	148	8.50	2.08
Social protection	18	7.56	2.38	143	7.61	2.38
Climate change	14	7.14	2.35	141	6.50	2.67
Agricultural development	18	8.39	1.94	152	8.30	2.23
Urban development	18	7.83	1.86	148	7.73	2.27
Natural resource management	16	8.00	2.03	148	7.87	2.59

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

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

	Public Sector Governance / Public Financial Mgmt / Anti-Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	16	5.25	2.27	101	5.26	2.86
Information and communications technology	14	5.14	2.57	86	5.72	2.76
Transport	14	5.50	3.03	99	6.23	2.68
Crime and violence	15	4.40	2.20	77	4.39	2.41
Regional conflict and tensions	14	5.29	1.77	82	4.82	2.49
Law and justice	15	5.33	2.92	94	5.30	2.95
Sanitation	14	6.50	2.53	104	6.18	2.62
Environmental sustainability	15	5.80	2.15	98	5.93	2.65
Regulatory framework	16	6.00	1.71	99	5.91	2.66
Communicable/non-communicable diseases	15	6.47	2.48	93	5.80	2.96
Poverty reduction	15	6.53	2.30	124	6.50	2.81
Gender equity	13	6.62	2.53	109	5.94	2.84
Domestic private sector development	13	5.92	2.63	107	5.83	2.73
Foreign direct investment	12	5.50	3.58	93	5.71	3.01
Local governance and institutions	13	5.23	3.30	109	5.71	2.93
Water	13	6.38	2.76	111	6.26	2.89
Trade and exports	12	5.00	3.10	91	5.15	3.00
Economic growth	15	5.13	3.07	114	5.89	3.04
Energy	13	5.62	2.90	92	5.41	3.08
Disaster management	13	4.69	3.12	91	5.67	2.88
Public sector governance/reform	14	6.86	2.77	112	6.04	2.97
Job creation/employment	14	5.14	3.30	116	5.74	3.09
Social cohesion	12	4.33	2.81	89	5.20	2.89
Financial markets	11	4.09	3.36	83	4.90	3.15
Equality of opportunity	11	5.36	2.87	98	5.63	2.93
Health	14	6.21	2.69	113	6.19	2.81
Rural development	14	5.64	2.47	109	5.91	2.85
Global/regional integration	11	5.45	2.95	86	5.72	3.05
Food security	14	5.79	2.46	104	5.83	3.02
Education	14	6.36	3.08	131	6.54	2.89
Security/stabilization/reconstruction	14	5.07	2.70	99	5.61	2.97
Social protection	14	5.64	3.05	102	5.85	3.05
Climate change	12	5.92	2.68	87	5.32	3.07
Agricultural development	13	5.69	2.75	107	5.86	3.01
Urban development	14	6.07	2.56	108	5.94	2.92
Natural resource management	12	5.67	3.00	91	5.48	3.15

## Appendix F: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	H3. Currently, do you professionally collaborate/work with the WBG?		H5. Which of the following describes most of your exposure to the WBG in Yemen? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 Yemen.	5.94	6.10	6.14	5.74	6.01	6.07	5.70	6.35	6.18	5.85	5.95	6.21
To what extent do you believe the World Bank Group's staff is well prepared to help Yemen solve its most complicated development challenges?	6.77	6.82	6.72	7.03	6.73	6.95	6.51	7.05	6.98	6.57	6.71	6.98
Overall the World Bank Group currently plays a relevant role in development in Yemen	6.33	6.28	6.41	6.20	6.29	6.44	6.34	6.32	6.37	6.29	6.17	6.75
The World Bank Group's work is aligned with what I consider the development priorities for Yemen	6.03	6.08	6.14	6.18	5.97	6.49	6.16	6.06	6.19	6.03	5.93	6.60
Responsiveness	5.92	6.19	6.05	5.90	6.08	5.93	5.63	6.43	6.11	5.92	5.95	6.22
Flexibility (in terms of the institution's products and services)	5.54	5.93	5.77	5.47	5.78	5.56	5.41	6.00	5.70	5.70	5.58	6.03
Flexibility (in terms of changing country circumstances)	5.82	5.90	5.86	5.81	5.93	5.68	5.56	6.17	5.79	5.92	5.74	6.18
Being inclusive	5.81	6.17	6.05	5.89	6.17	5.72	5.66	6.40	6.04	6.00	5.84	6.53
Openness (sharing data and other information)	6.26	6.25	6.22	6.48	6.32	6.20	6.21	6.34	6.42	6.12	6.10	6.79
Staff accessibility	5.93	6.07	6.07	5.84	6.06	5.95	5.93	6.14	5.94	6.12	5.96	6.23
Straightforwardness and honesty	7.31	7.44	7.39	7.44	7.60	7.00	7.29	7.53	7.32	7.49	7.33	7.60
Collaboration with groups outside of the Government	5.24	6.14	5.77	5.26	5.67	5.64	5.22	6.09	5.60	5.72	5.84	5.15
Collaboration with the Government	7.67	7.15	7.27	7.67	7.37	7.40	7.20	7.53	7.55	7.13	7.31	7.48
Collaboration with other donors	7.58	7.98	7.80	7.27	7.79	7.58	7.47	7.97	7.50	7.90	7.61	7.90
The speed in which it gets things accomplished on the ground	6.30	6.22	6.20	6.36	6.23	6.26	6.18	6.29	6.24	6.23	6.10	6.64
To what extent does the World Bank Group's work help to achieve development results in Yemen?	6.40	6.21	6.52	6.24	6.35	6.64	6.32	6.56	6.55	6.30	6.30	6.76
The World Bank Group's financial instruments meet the needs of Yemen	5.86	5.37	5.74	5.61	5.71	5.63	5.64	5.73	5.68	5.68	5.51	6.09
The World Bank Group meets Yemen's needs for knowledge services	5.86	5.69	5.84	5.84	5.81	5.88	5.47	6.19	5.92	5.74	5.84	5.83
Are adaptable to Yemen's specific development challenges and country circumstances	6.24	5.96	6.15	6.13	6.01	6.45	5.77	6.48	6.49	5.67	6.01	6.38
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.10	6.96	7.19	6.50	7.04	7.07	6.96	7.14	7.06	7.04	7.07	7.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.85	6.93	7.02	6.72	6.97	6.98	6.73	7.19	7.01	6.90	6.87	7.21
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.74	6.88	6.79	7.11	6.76	7.07	6.90	6.79	6.72	6.98	6.80	6.96

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix G: Indicator Questions as a Function of Stakeholder Group

	Office of the President/Prime Minister/ Minister			Employee of a Ministry			Consultant on WBG Project/PMU			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			CBO			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Yemen.	13	4.31	2.29	34	6.38	2.37	9	6.89	2.15	6	6.17	1.94	67	5.85	2.25	18	6.50	2.46	10	6.50	2.27	16	6.00	2.48
To what extent do you believe the World Bank Group's staff is well prepared to help Yemen solve its most complicated development challenges?	10	5.00	2.16	33	6.58	2.42	8	6.75	1.83	6	6.50	1.98	60	6.75	2.12	16	7.81	2.56	9	7.44	1.51	15	7.13	2.23
Overall the World Bank Group currently plays a relevant role in development in Yemen	13	5.23	2.74	33	6.36	2.64	9	7.78	1.72	6	5.83	3.06	69	6.12	2.41	19	6.84	2.29	10	6.80	2.30	16	6.19	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Yemen*	12	4.75	2.60	33	6.33	2.70	8	8.00	1.85	4	4.25	2.99	65	5.77	2.32	18	6.94	2.67	9	6.44	2.30	15	5.80	2.21
Responsiveness	10	5.20	1.99	30	6.90	2.37	8	6.88	1.13	6	6.00	2.83	56	5.63	2.33	18	6.22	2.53	11	5.27	2.83	16	6.00	2.16
Flexibility (in terms of the institution's products and services)	10	5.10	2.08	27	6.56	2.46	8	6.38	1.85	6	5.67	2.81	62	5.39	2.47	11	5.55	2.70	11	5.55	2.12	14	5.64	1.82
Flexibility (in terms of changing country circumstances)	12	5.75	2.34	30	6.07	2.23	7	6.43	2.37	4	4.50	2.52	60	5.60	2.35	13	6.62	2.02	9	5.11	2.37	15	6.20	1.78
Being inclusive	9	4.67	2.40	28	6.04	2.40	5	6.60	0.55	6	5.67	2.94	56	5.89	2.18	13	6.77	2.01	10	5.90	2.33	14	5.71	1.54
Openness (sharing data and other information)	12	5.58	2.64	32	6.38	2.47	9	6.89	1.97	6	7.33	1.37	57	6.19	2.36	15	6.93	2.87	10	5.20	2.44	14	5.64	2.59
Staff accessibility	12	5.67	3.00	32	5.97	2.67	9	6.56	2.96	6	6.50	3.21	59	5.95	2.65	14	6.57	2.71	10	5.60	2.27	14	5.71	2.70
Straightforwardness and honesty	10	6.20	2.70	30	7.27	2.86	8	9.13	1.25	4	7.00	2.16	52	7.06	2.50	15	8.13	2.07	6	6.17	2.40	12	8.42	1.24
Collaboration with groups outside of the Government	10	6.10	2.51	25	6.40	2.61	9	7.22	2.49	6	5.33	3.27	67	5.33	2.88	12	6.42	2.91	9	4.44	2.01	15	4.87	2.23
Collaboration with the Government*	11	5.45	3.05	30	7.77	2.57	9	6.33	3.16	5	7.80	2.17	62	7.95	1.83	16	7.19	3.08	10	5.90	2.42	15	7.07	2.49
Collaboration with other donors	9	7.44	1.67	28	8.43	1.14	8	6.63	3.07	5	6.80	1.30	51	7.82	1.74	13	7.62	2.40	8	7.25	2.38	12	7.33	2.35
The speed in which it gets things accomplished on the ground	11	6.18	2.44	32	6.78	2.49	8	6.13	2.48	5	6.60	1.82	61	5.85	2.50	16	6.94	2.35	10	5.30	2.21	14	6.57	2.24
To what extent does the World Bank Group's work help to achieve development results in Yemen?*	13	4.62	2.36	32	6.66	2.81	9	7.22	2.11	6	5.83	3.19	68	6.07	2.28	18	7.78	2.07	10	6.10	2.13	16	6.38	2.03
The World Bank Group's financial instruments meet the needs of Yemen*	12	4.42	2.31	28	6.00	2.45	7	6.43	2.44	5	7.80	2.95	62	5.39	2.48	14	6.86	2.45	10	3.90	1.91	15	5.53	2.36
The World Bank Group meets Yemen's needs for knowledge services*	11	4.45	2.07	30	6.17	2.53	8	6.88	2.36	5	7.80	1.64	64	5.48	2.45	14	6.79	2.16	11	4.64	2.25	16	5.75	2.52
Are adaptable to Yemen's specific development challenges and country circumstances	11	5.09	3.15	32	6.38	2.58	9	6.33	2.96	4	4.75	2.06	61	6.00	2.55	13	7.31	2.36	11	5.36	2.01	13	6.00	1.68
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	10	7.10	1.37	32	7.50	2.00	8	7.25	1.91	4	6.50	3.11	65	6.66	2.17	18	7.72	2.47	10	7.00	1.49	16	6.56	1.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	6.30	2.06	32	6.88	2.41	8	7.75	1.49	4	7.25	1.50	64	6.59	2.29	16	7.88	2.03	10	6.70	1.49	16	6.81	1.60
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	6.25	1.49	26	7.58	2.04	6	6.83	1.84	3	7.00	1.00	37	6.27	2.19	8	7.63	2.13	7	6.71	2.14	10	6.70	2.79

\*Significantly different between stakeholder groups

## Appendix H: Yemen FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Yemen**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Yemen or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Yemen, 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 Yemen.

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

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

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

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

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

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Yemen.</b>			
<b>Please identify which of the following you consider the most important development priorities in Yemen? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	19	Sanitation
2	Water	20	Education
3	Security/stabilization/reconstruction	21	Poverty reduction
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Food security
5	Global/regional integration	23	Social cohesion
6	Gender equity	24	Climate change (e.g., mitigation, adaptation)
7	Domestic private sector development	25	Agricultural development
8	Foreign direct investment	26	Trade and exports
9	Transport (e.g., roads, bridges, transportation)	27	Crime and violence
10	Energy	28	Economic growth
11	Regional conflict and tensions	29	Law and justice (e.g., judicial system)
12	Job creation/employment	30	Regulatory framework
13	Rural development	31	Communicable/non-communicable diseases
14	Financial markets	32	Local governance and institutions
15	Urban development	33	Natural resource management (e.g., oil, gas, mining)
16	Environmental sustainability	34	Anti corruption
17	Equality of opportunity (i.e., equity)	35	Disaster management
18	Health	36	Information and communications technology



**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Yemen? (Choose no more than THREE)</b>			
1	Water	19	Sanitation
2	Equality of opportunity (i.e., equity)	20	Anti corruption
3	Economic growth	21	Domestic private sector development
4	Climate change (e.g., mitigation, adaptation)	22	Foreign direct investment
5	Regional conflict and tensions	23	Energy
6	Global/regional integration	24	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	25	Social cohesion
8	Rural development	26	Education
9	Urban development	27	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	28	Environmental sustainability
11	Local governance and institutions	29	Health
12	Social protection (e.g., pensions, targeted social assistance)	30	Agricultural development
13	Law and justice (e.g., judicial system)	31	Disaster management
14	Transport (e.g., roads, bridges, transportation)	32	Job creation/employment
15	Crime and violence	33	Financial markets
16	Communicable/non-communicable diseases	34	Trade and exports
17	Information and communications technology	35	Food security
18	Security/stabilization/reconstruction		

**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**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Yemen? (Choose no more than THREE)</b>			
1	Energy	18	Social cohesion
2	Gender equity	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system 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	30	Law and justice (e.g., judicial system)
14	Trade and exports	31	Local governance and institutions
15	Information and communications technology	32	Crime and violence
16	Regulatory framework	33	Financial markets
17	Communicable/non-communicable diseases	34	Sanitation

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

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

<b>B1. How familiar are you with the work of the World Bank Group in Yemen?</b>										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Yemen, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Yemen? (Choose no more than THREE)</b>							
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, public expenditure, fiscal system 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	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 institutions		
12	Water			30	Regulatory framework		
13	Energy			31	Communicable/non-communicable diseases		
14	Social cohesion			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			36	Sanitation		

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

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

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

<b>The World Bank Group can provide capacity building support in a number of ways in Yemen. To which degree would Yemen benefit, if capacity building were to support...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	<b>The private sector</b> , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**How *effective* do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Yemen? (If you have NO exposure to/experience in any of the areas 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		
<b>B19</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**When thinking about how to improve capacity building in Yemen to help ensure better development results, looking forward, how *important* is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B22</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B25. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Yemen? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Yemen
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

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

**B26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Yemen? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

**B27. 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	Development Partners
3	Media
4	NGOs/CSOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Gulf Cooperation Council (GCC) Countries and GCC Secretariat
13	UN agencies
14	Other (please specify): _____
15	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B28</b>	Overall the World Bank Group currently plays a relevant role in development in Yemen	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	The World Bank Group's work is aligned with what I consider the development priorities for Yemen	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The World Bank Group supports programs and strategies that are realistic for Yemen	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	The World Bank Group treats clients and stakeholders in Yemen 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 Yemen, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B32</b>	Responsiveness											<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B34</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B35</b>	Being inclusive											<input type="checkbox"/>	
<b>B36</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B37</b>	Staff accessibility											<input type="checkbox"/>	
<b>B38</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B39</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B40</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
<b>B41</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B42</b>	Collaboration with other donors											<input type="checkbox"/>	
<b>B43</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B44</b>	Being a long-term partner											<input type="checkbox"/>	

**B45. To be a more effective development partner in Yemen, 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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**B46. 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 National Unity 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. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Yemen?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
36	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. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Yemen? (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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
36	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**

<b>C3. Where are the World Bank Group's decisions made primarily that support the program in Yemen? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Yemen?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Yemen?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Yemen?</b>														
		Strongly disagree										Strongly agree		Don't know
<b>C6</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Yemen	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C7</b>	The World Bank Group meets Yemen'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"/>		

<b>C8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Yemen?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

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

In Yemen, 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	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Yemen's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are adaptable to Yemen’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	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"/>	
E7	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"/>	
E8	The World Bank Group’s “Safeguard Policy” requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group’s conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank Group takes decisions quickly in Yemen	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Working with the World Bank Group increases Yemen’s institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	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"/>	
E14	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"/>	

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

<b>E16. To what extent do you believe the World Bank Group is adequately staffed in Yemen?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN YEMEN**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Yemen? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Yemen'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 Yemen's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Increase the level of World Bank Group staffing in Yemen's office
14	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Yemen, 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 Yemen? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Yemen
6	Don't know

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN YEMEN

<b>F3. Please answer the following questions:</b>			
<b>Choose no more than THREE for each column</b>		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Yemen?</b>	<b>B. Which THREE areas below would benefit most from other donors in Yemen?</b>
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"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Yemen? (Choose no more than TWO)</b>	
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): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

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



**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website ( <a href="http://www.worldbank.org/en/country/yemen">www.worldbank.org/en/country/yemen</a> )
2	The World Bank Group's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

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

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
G10	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"/>	
G11	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"/>	
G12	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"/>	
G13	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"/>	
G14	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"/>	
G15	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"/>	

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

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank Group supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	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 H: BACKGROUND INFORMATION**

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

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

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

<b>H6. Which best represents your geographic location?</b>	
1	Coastal plains
2	Mountainous regions
3	Plateaus
4	Desert

**Thank you for completing the survey!**