

FY15 Djibouti Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



December 2015



Acknowledgements

The Djibouti 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), Jing Guo, Svetlana Markova, and Jessica Cameron. 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 Djibouti country team and the local consultant Oumalkaire Abdi Ainan. In particular, PORG is grateful for the support from Homa-Zahra Fotouhi (Representative) and Kadar Mouhoumed Omar (Operations Analyst), who coordinated all survey related activities from Djibouti, Djibouti.

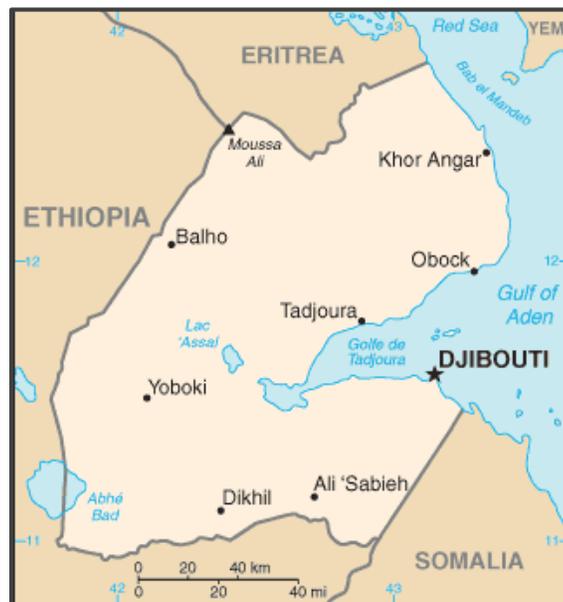


Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Djibouti perceive the WBG. The survey explored:

- *General Issues Facing Djibouti*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Djibouti*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to May 2015, 304 stakeholders of the WBG in Djibouti were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBO); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 191 stakeholders participated in the survey (63% response rate).

Some respondents filled out the questionnaire with a representative of the fielding agency in person, and others received and returned the questionnaires via email or courier. Respondents were asked about: general issues facing Djibouti; 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 Djibouti; and the WBG's communication and information sharing.

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

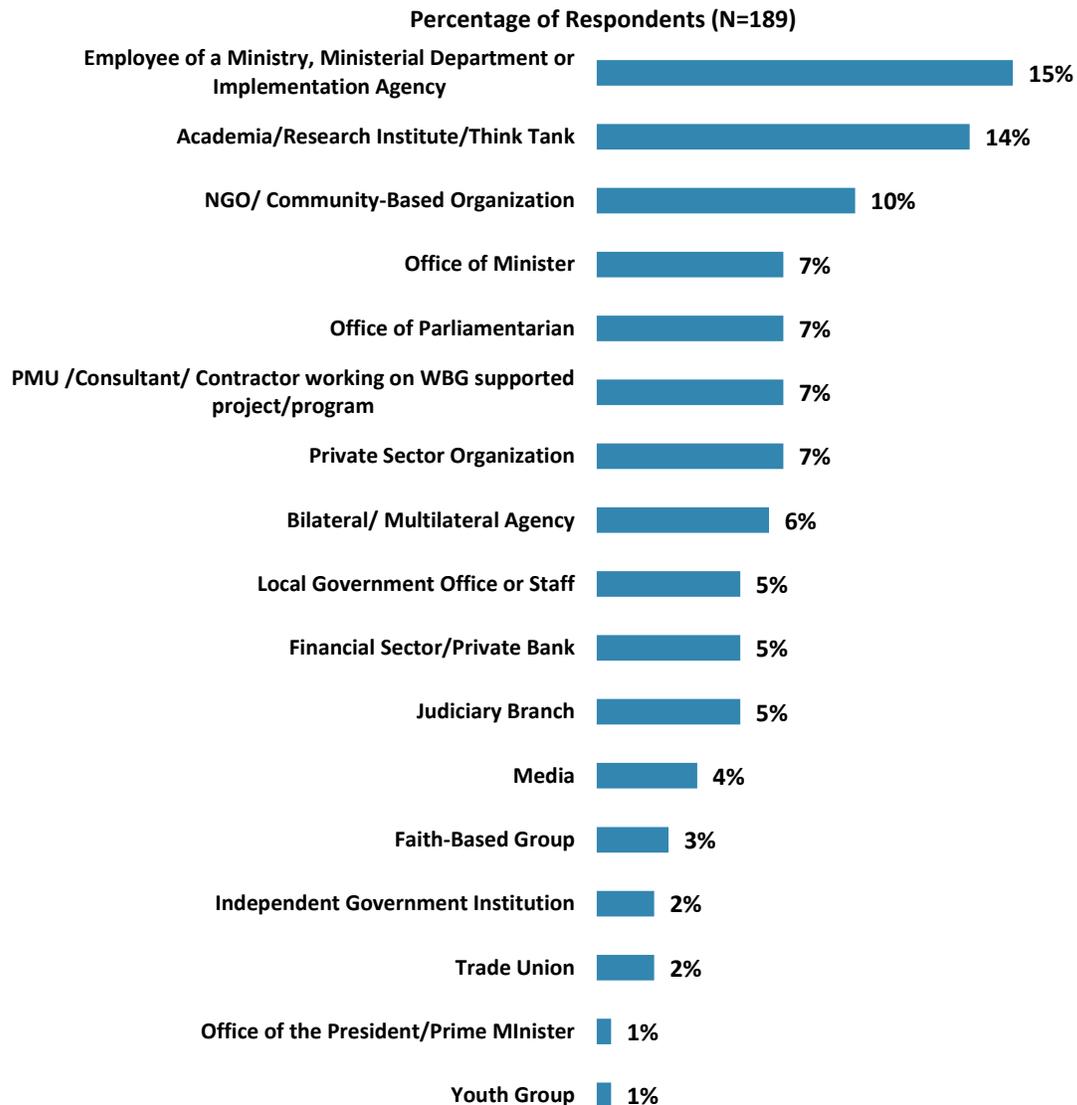
The results in this year's country survey were compared to those in the country survey conducted in FY'12 (response rate is 54%, N=118). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, F, and G. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 98).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the office of the President, Prime Minister and the office of a minister were combined. Respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects also were combined; respondents from NGOs/CBOs, trade unions, faith-based groups, and youth groups were combined in the “CSO” category. Respondents from private sector organization and financial sector/private banks were combined. Few respondents from the media, independent government institutions, and the judiciary branch were included in the “Other” category. There were no respondents from the private foundations or other organizations.

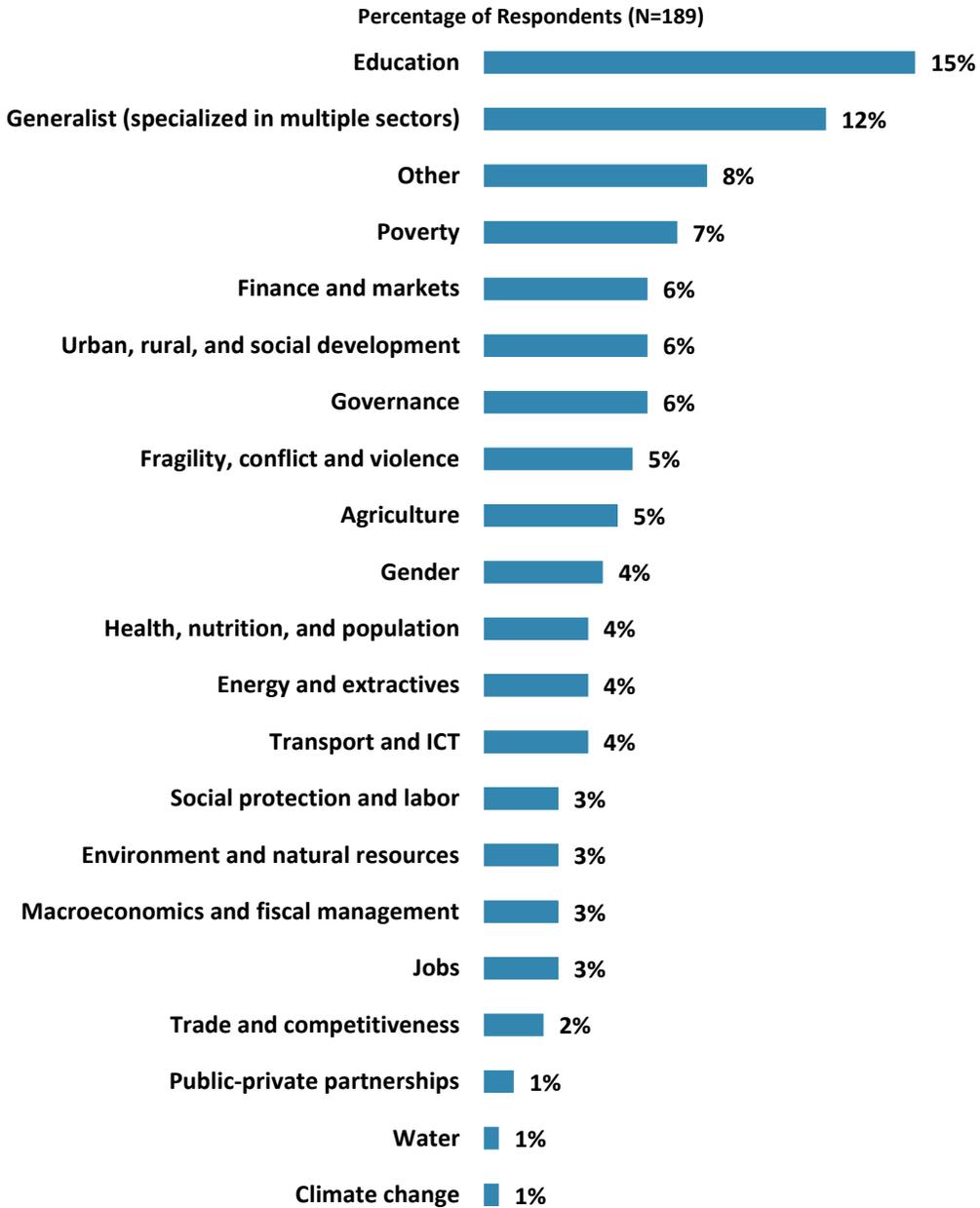


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



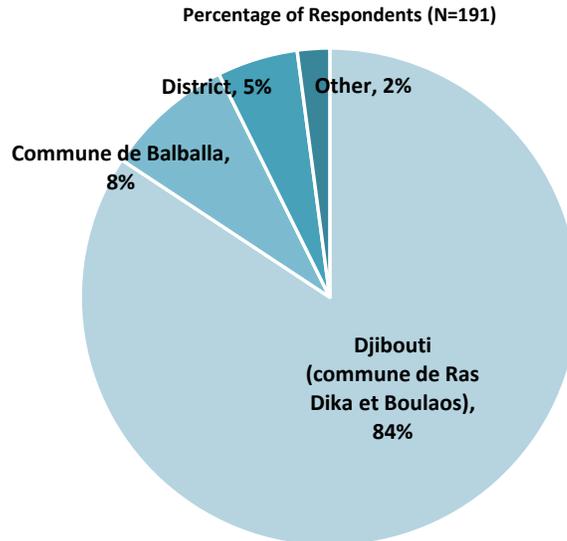
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

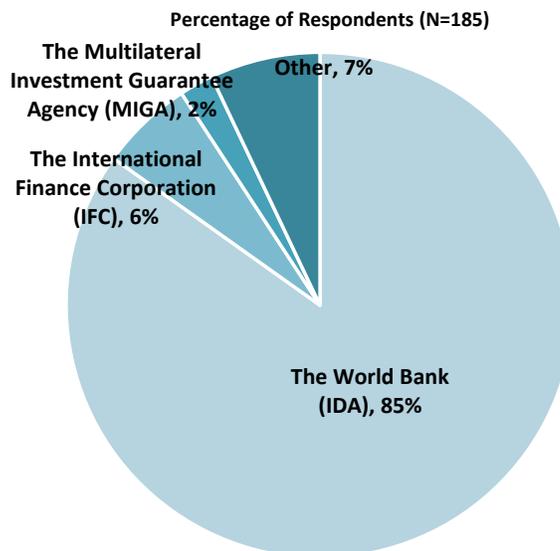
Geographic Location

- Responses to selected questions were compared across geographic locations. For the comparison, the small numbers of respondents from “Commune de Balballa,” “District,” and “Other” were combined into “other.” All comparisons can be found in Appendix C (see page 89).



"Which best represents your geographic location?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

Exposure to Agencies within the World Bank Group



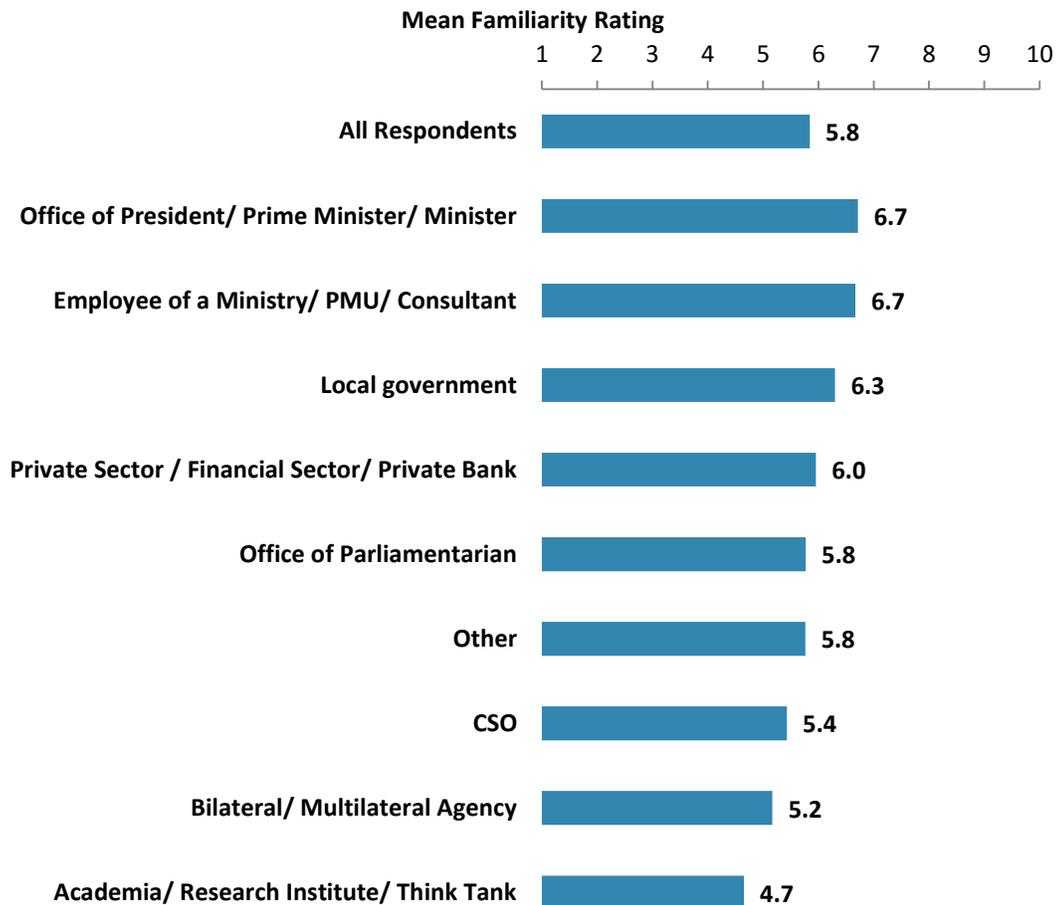
"Which of the following agencies of the World Bank Group do you primarily engage with in Djibouti?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 5.84; weighted mean in FY'12 = 5.77)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their perceptions of the WBG's overall effectiveness in Djibouti, the WBG's perceived relevance to Djibouti's development, and the WBG's help with achieving the country's development results.



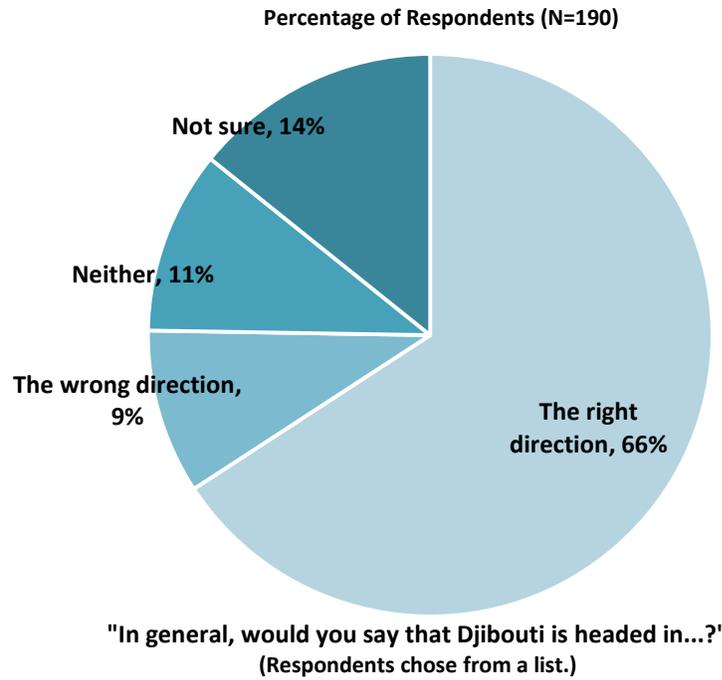
"How familiar are you with the work of the World Bank Group in Djibouti?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix E for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Djibouti

Headed in the Right Direction



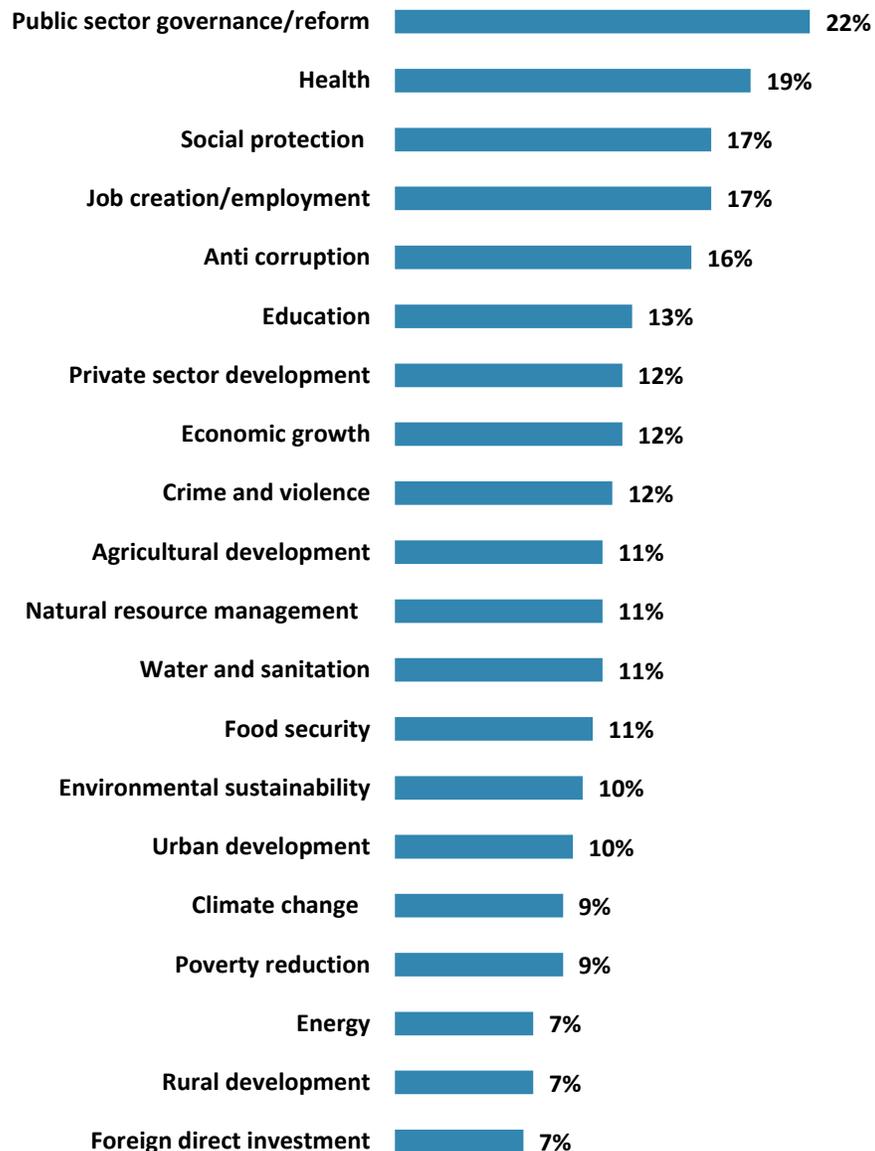


IV. General Issues Facing Djibouti (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 country survey indicated that the “most important” development priorities in Djibouti were “*poverty reduction*” (22%), “*education*” (19%), “*health*” (11%), and “*governance and anti-corruption*” (7%).

Percentage of Respondents (N=188)



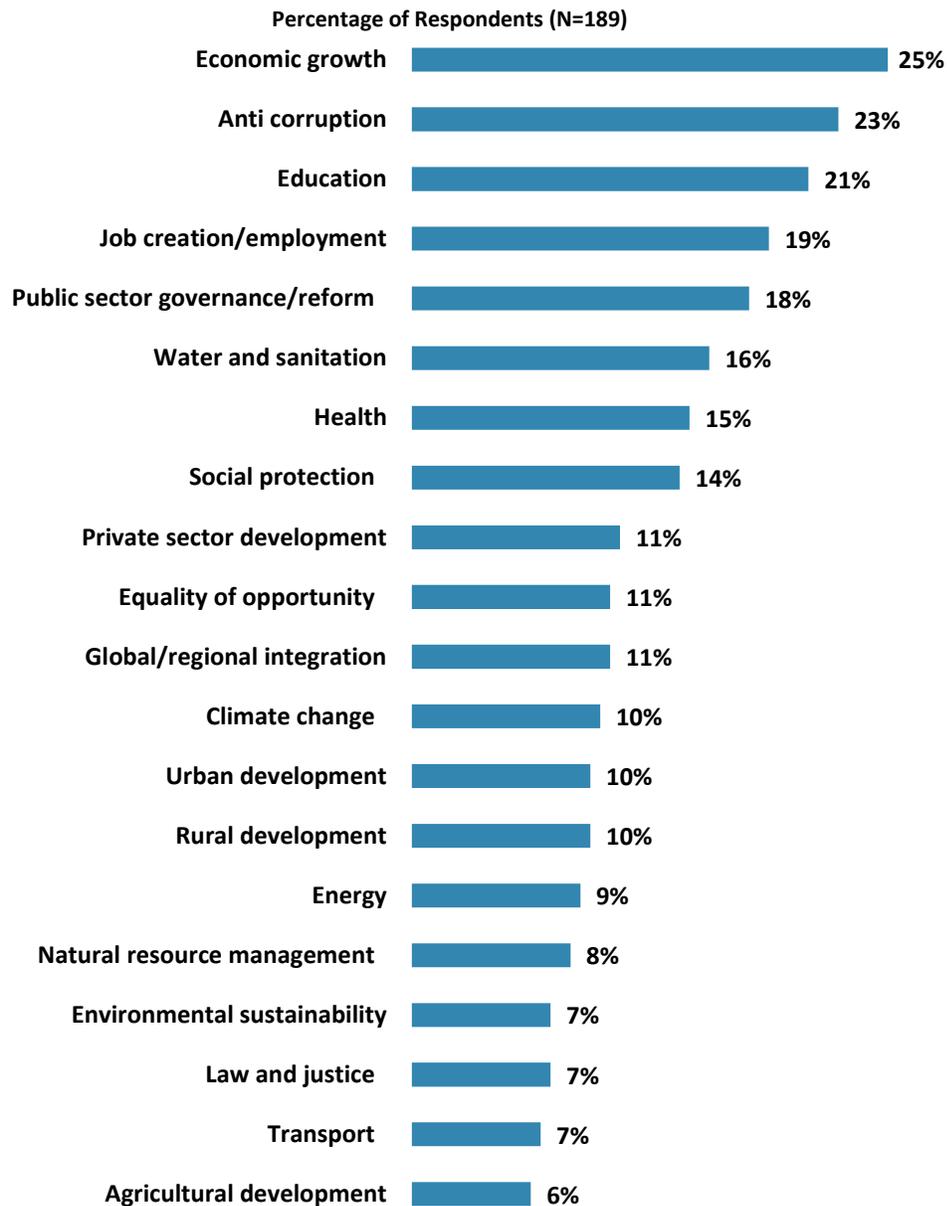
"Listed below are a number of development priorities in Djibouti. Please identify which of the following you consider the most important development priorities in Djibouti. (Choose no more than THREE)" (Only top 20 development priorities are presented in the chart.) (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Djibouti (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 country survey, respondents indicated that the greatest contributors to poverty reduction in Djibouti were “*job creation/employment*” (43%) and “*education*” (40%).

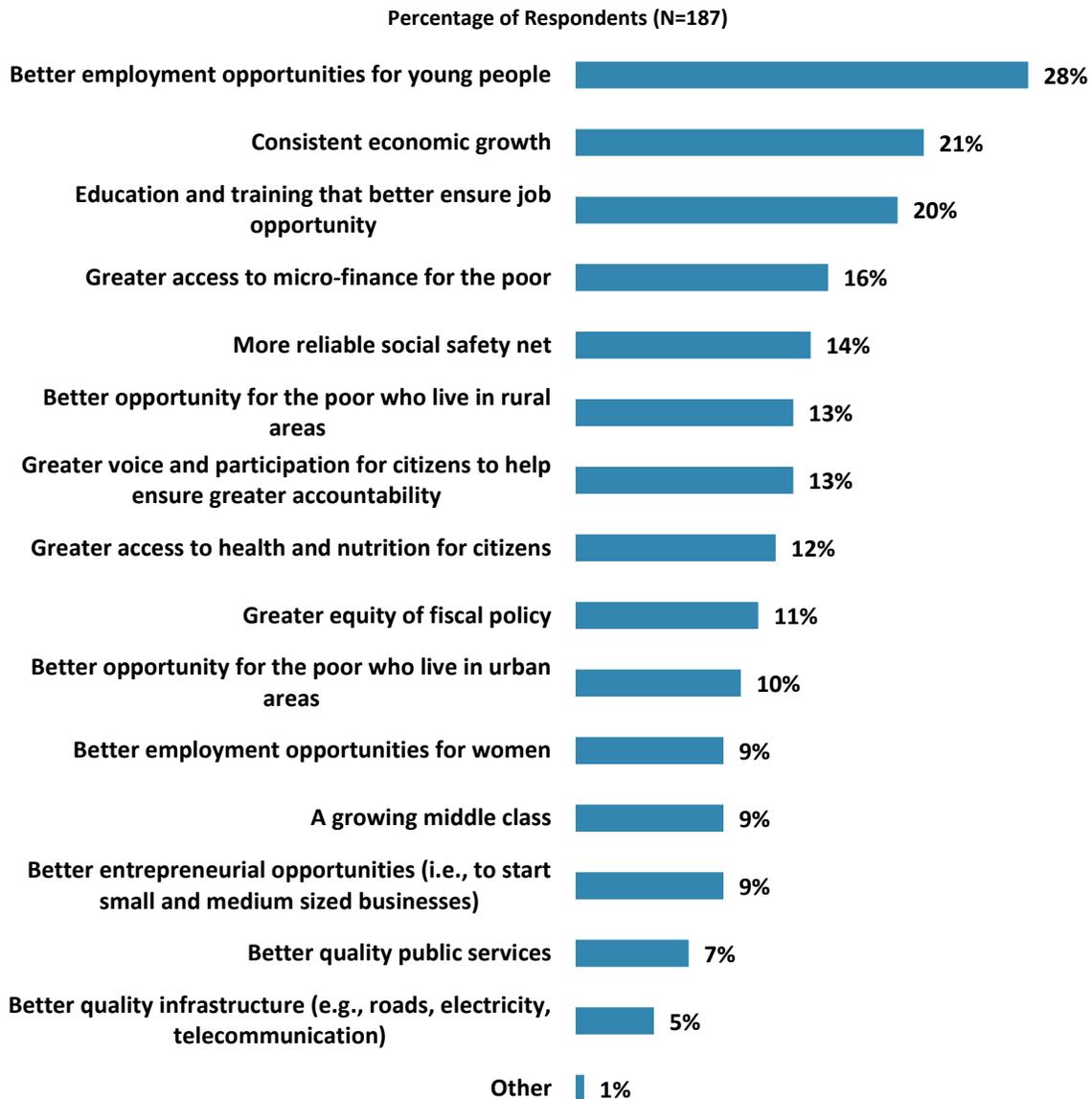


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Djibouti? (Choose no more than THREE)" (Only top 20 development areas are presented in the chart) (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Djibouti (continued)

Factors Contributing to “Shared Prosperity”



"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Djibouti? (Choose no more than TWO)"

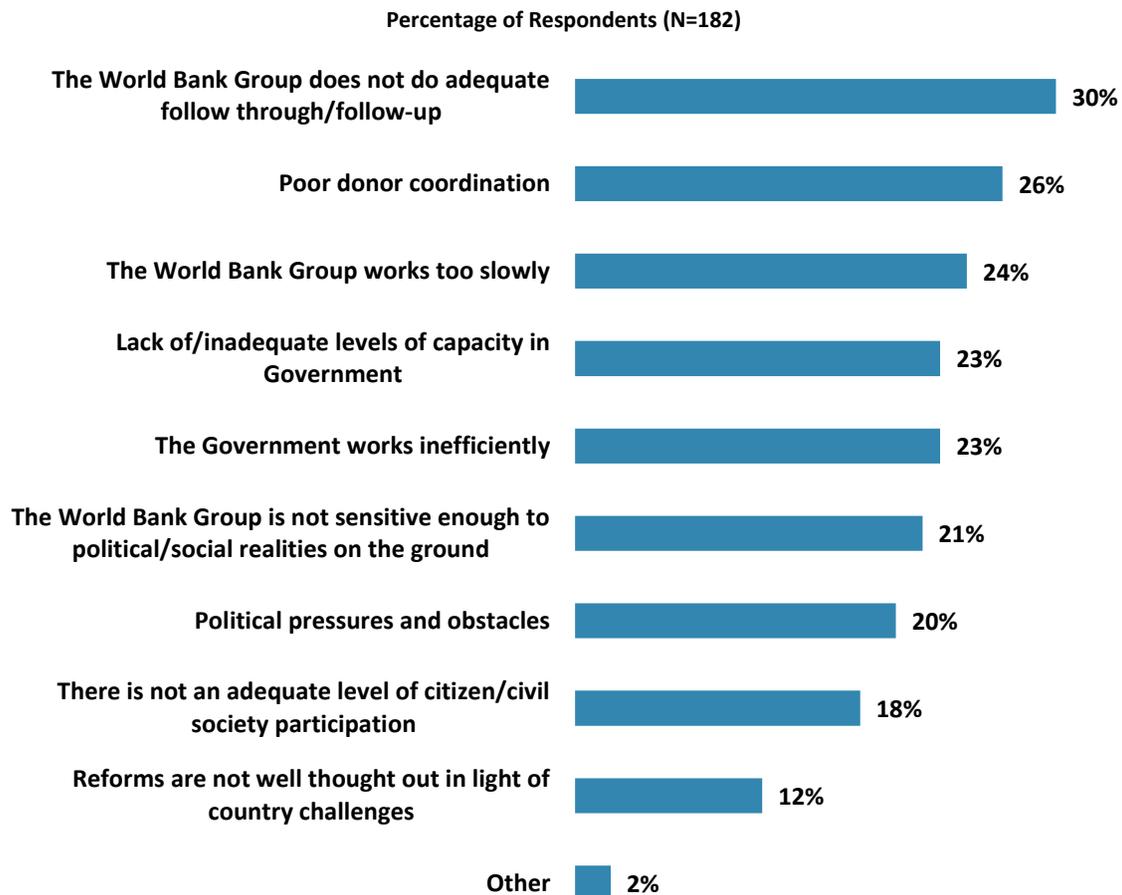
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank-assisted reform efforts to “*no formal World Bank presence in the country*” (38%) and “*inadequate level of citizens/civil society participation*” (26%).



"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.)



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

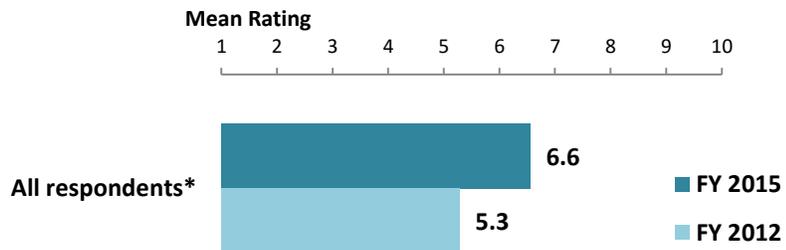
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness² (Indicator Question)



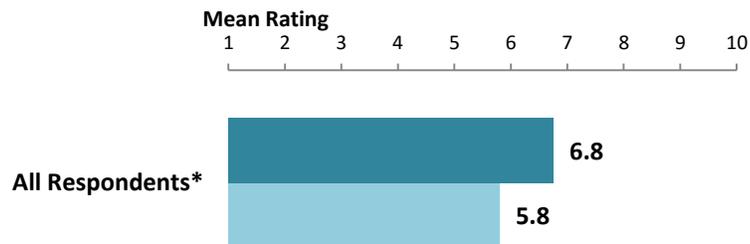
"Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti."
 (1 - "Not effective at all", 10 - "Very effective")
 (*significantly different between FY 2015 and FY 2012)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group’s work help to achieve development results in Djibouti?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2015 and FY 2012)

WBG Staff Preparedness



"To what extent do you believe the World Bank Group’s staff is well prepared to help Djibouti solve its most complicated development challenges?"
 (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2015 and FY 2012)

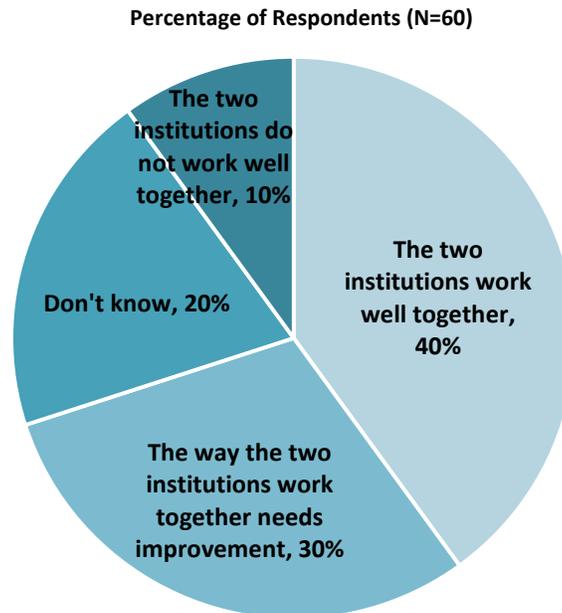
² Means presented in all charts on this page were calculated based on weighted data from FY’15 and FY’12.



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

World Bank and IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and IFC?*” provided their views on the working relationship between the World Bank and the IFC.



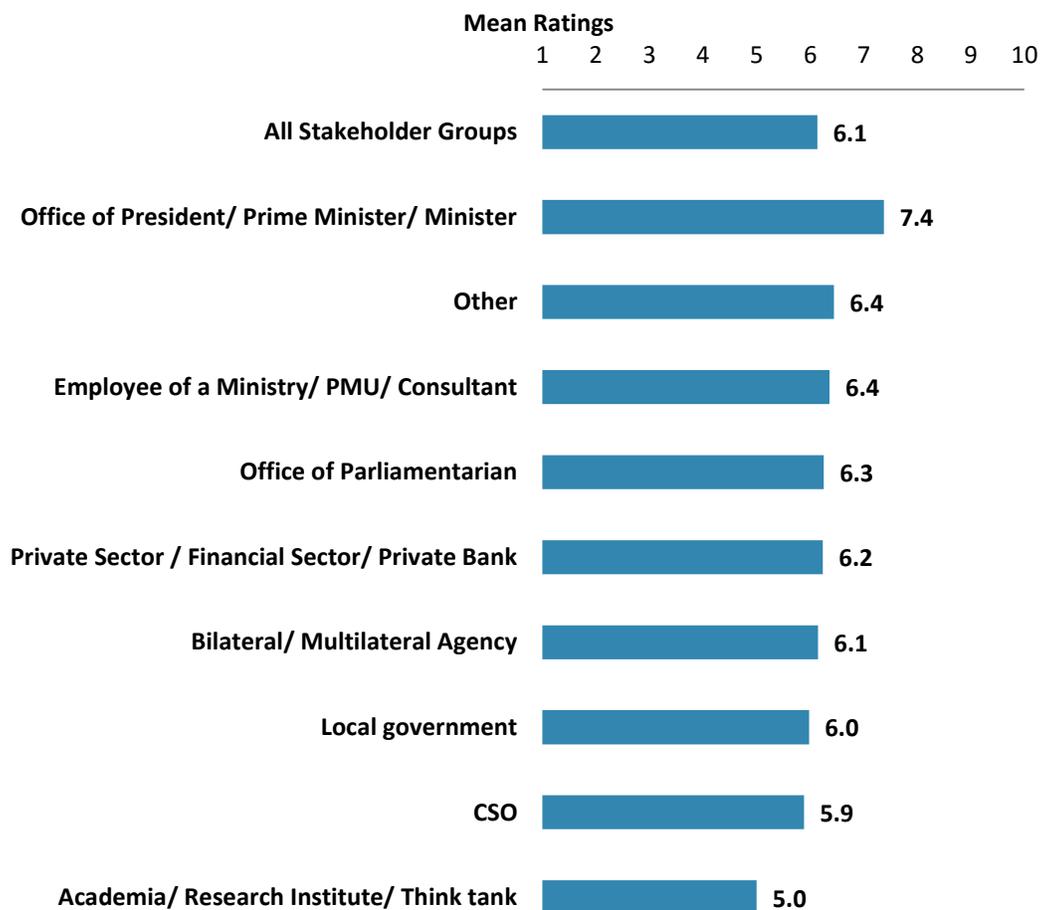
"If your projects involve both the World Bank and IFC, what was your view of how the two institutions working together in Djibouti?" (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** Respondents from the Office of President/Prime Minister/Minister had significantly higher overall ratings for the twenty five indicator questions than other stakeholder groups.
- **Collaboration:** Respondents who currently collaborate with the WBG and respondents who do not collaborate with the institution had statistically similar overall ratings for the twenty five indicator questions (means ratings are 6.3 and 6.1 respectively).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix F (page 104).



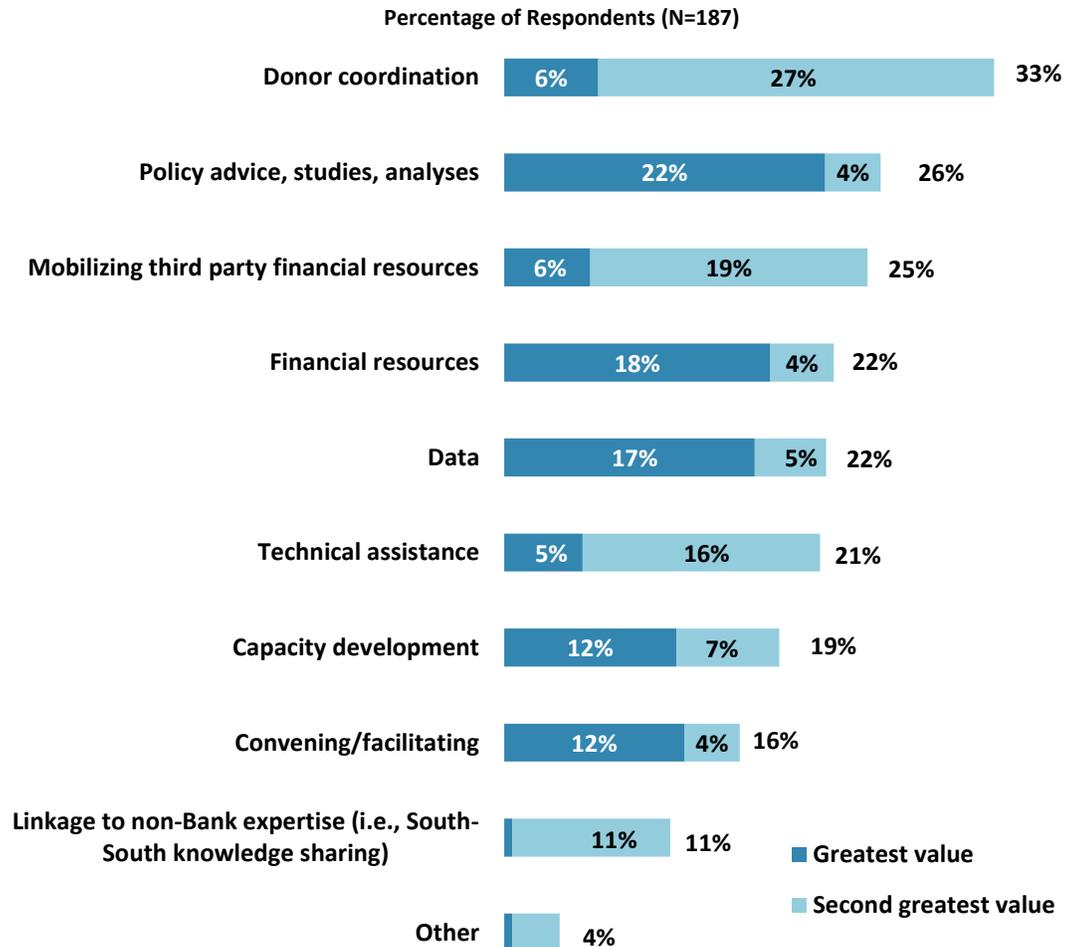
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty five indicator questions can be found in Appendix F.



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

Greatest Value



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

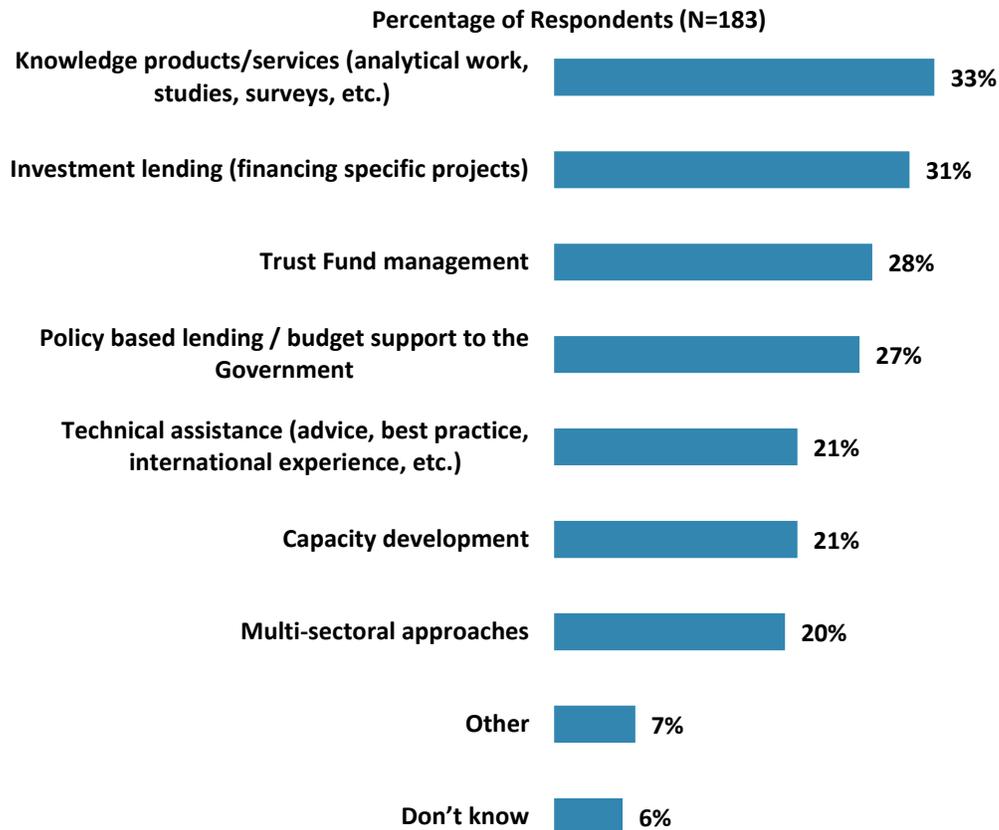
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank's most effective instruments in reducing poverty in Djibouti were its "investment lending" (58%) and "capacity development" (38%). Only 16% of respondents in the FY'12 country survey believed that the most effective instrument was "knowledge products/services."

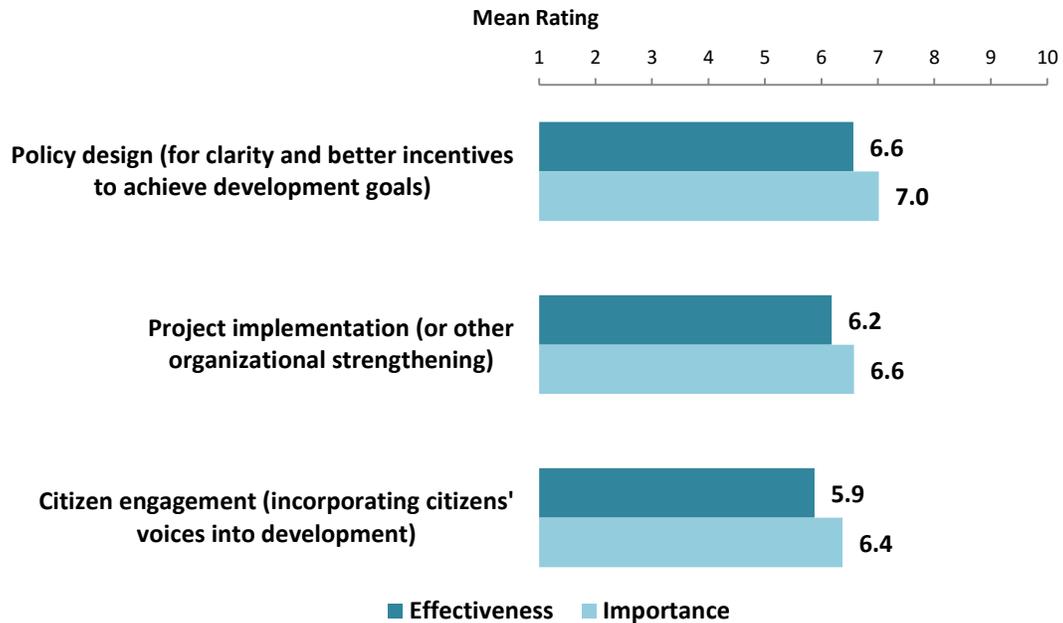


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Djibouti? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



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

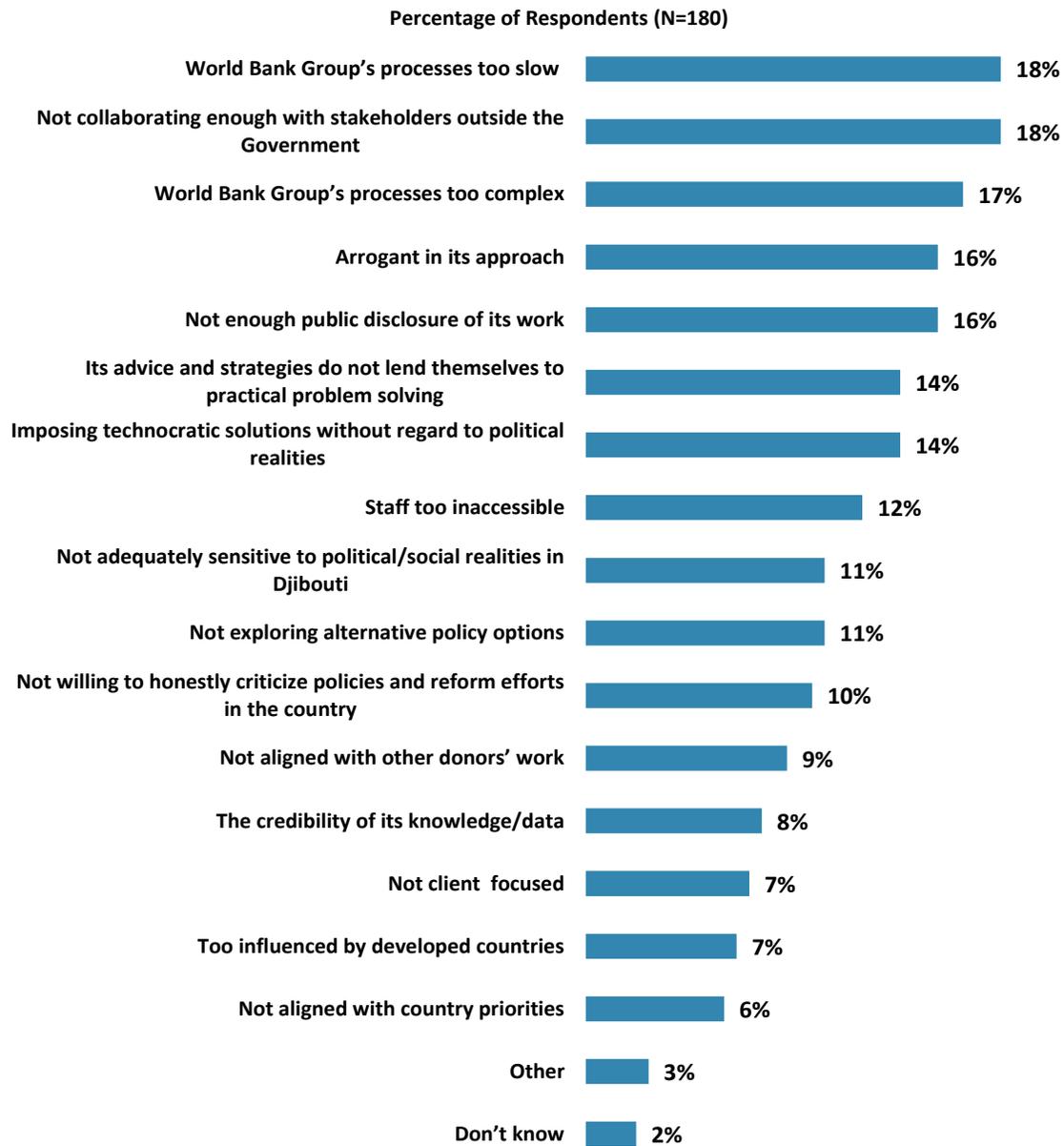
"When thinking about how to improve capacity building in Djibouti to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank's greatest weaknesses in its work in Djibouti were “no official presence in the country (office with staff)” (41%) and “World Bank processes being too slow and complex” (29%).

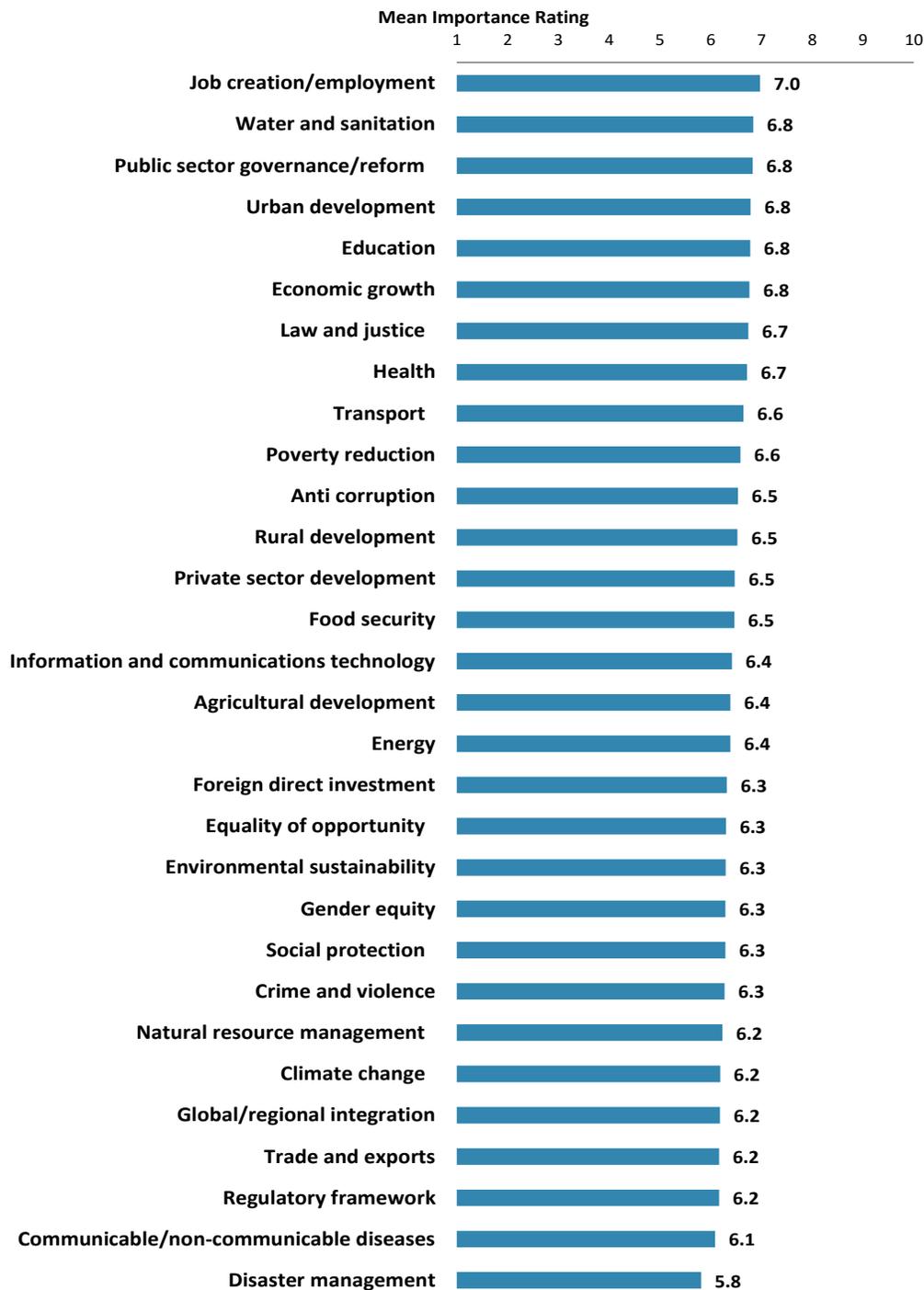


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Djibouti? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

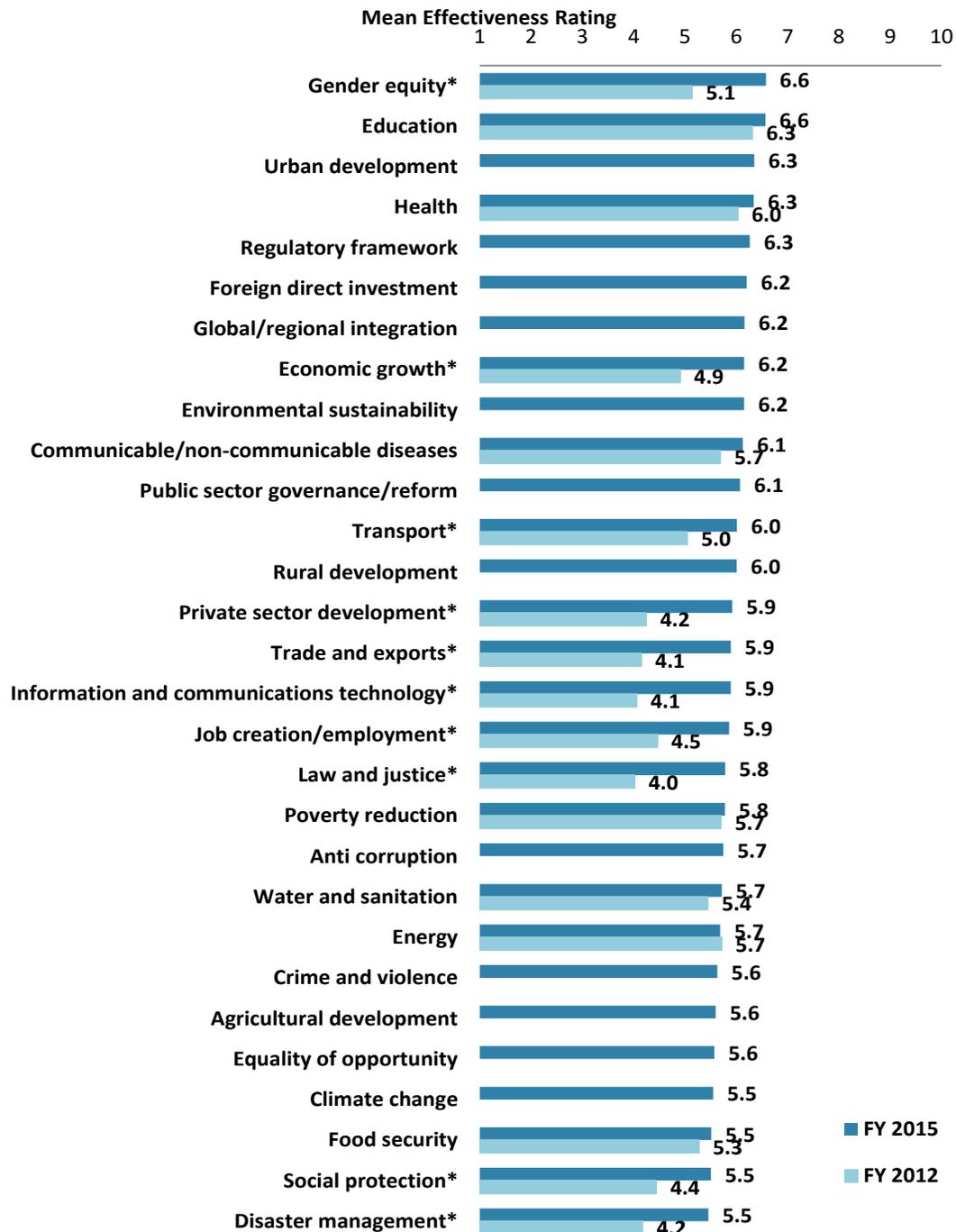


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Djibouti?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison³



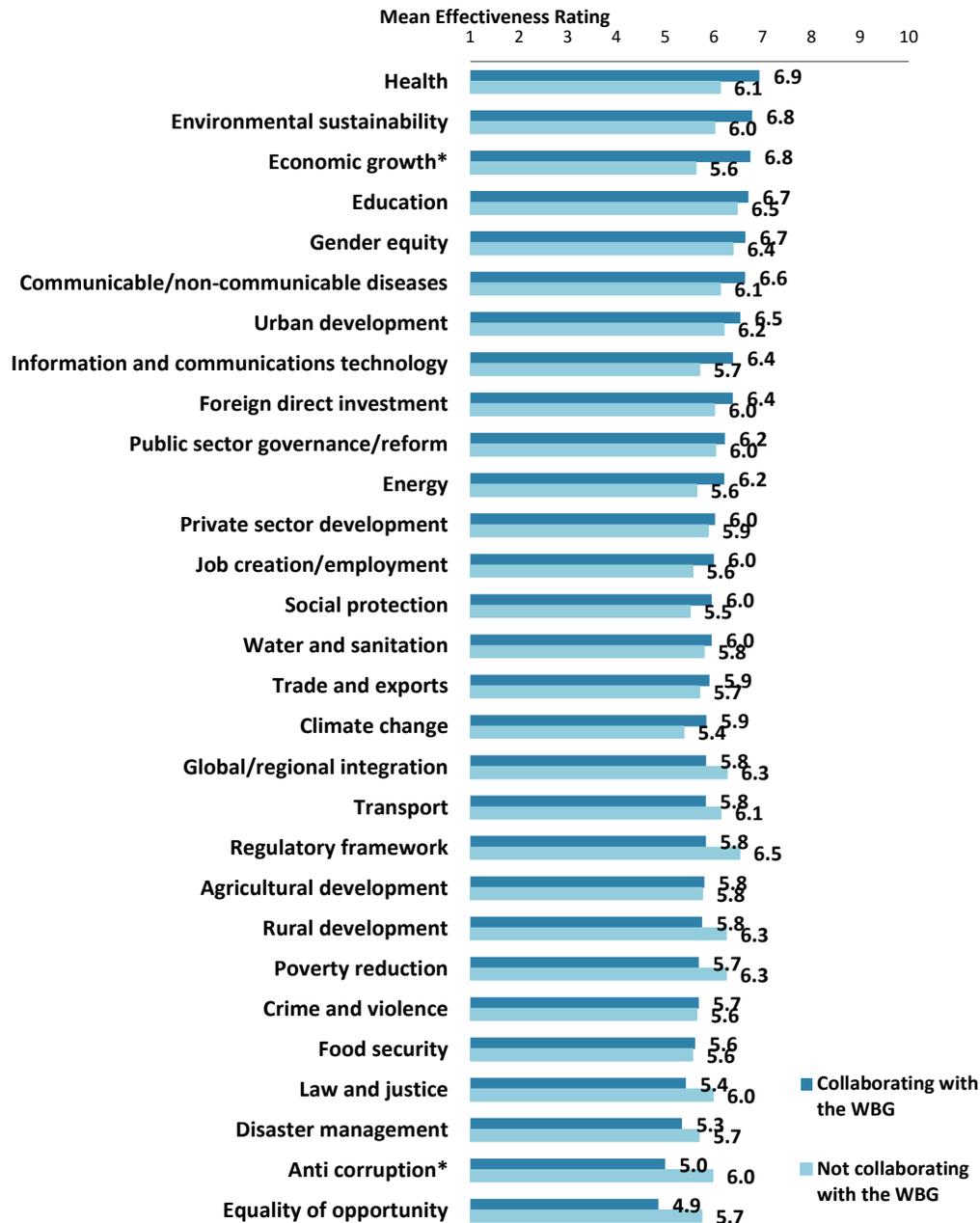
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Djibouti?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

³All means presented in this chart are calculated based on weighted data. See Appendix E for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁴



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Djibouti?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁴ Note in the Appendix on the sectoral effectiveness (Appendix A, page 51) that only primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. Please also note, all means presented in this chart were calculated based on un-weighted data.



VI. Sectoral Importance and Effectiveness (continued)

WBG Promoting Private Public Partnerships

Mean Ratings

1 2 3 4 5 6 7 8 9 10

All respondents

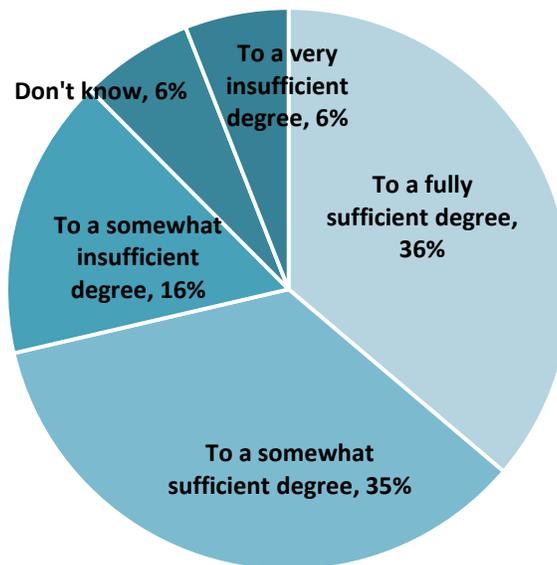


6.6

"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Djibouti?"
(1-"to no degree at all", 10-"To a very significant degree")

Helping the Poorest

Percentage of Respondents (N=185)



"To what extent do you believe that the World Bank Group's work and support help the poorest in Djibouti?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



VI. Sectoral 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 Djibouti, bivariate correlational analyses were conducted using respondents' ratings of the twenty-nines specific areas of effectiveness.

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Djibouti. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at communicable/non-communicable diseases;
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at disaster management; and
 - The WBG's effectiveness at agricultural development.

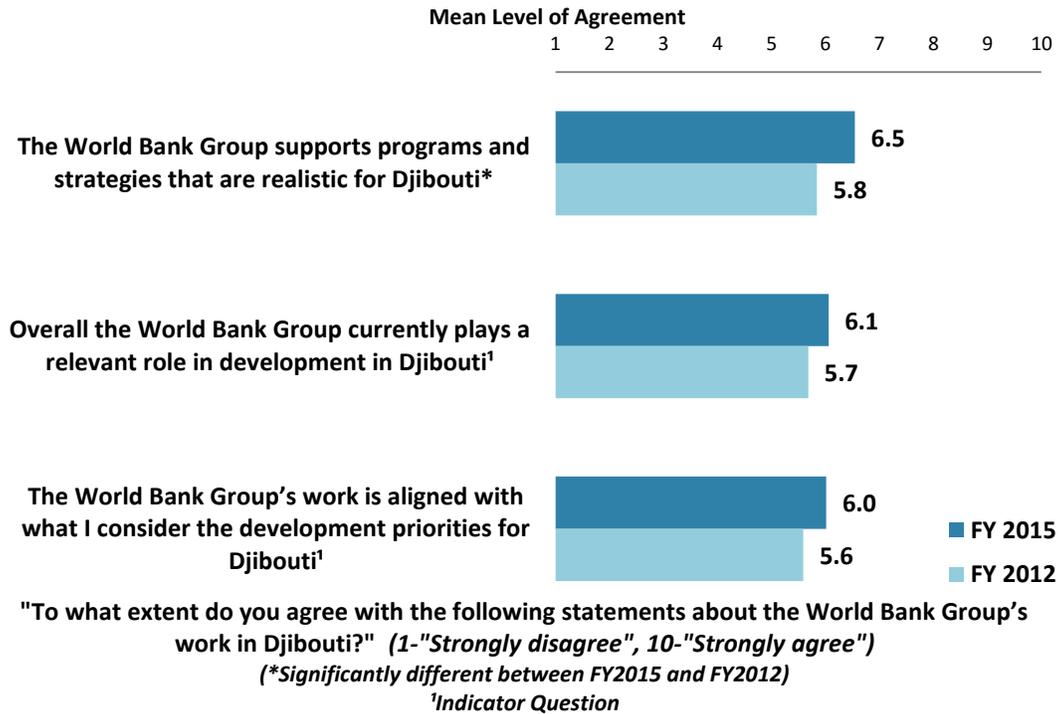
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Djibouti, suggesting that ratings of effectiveness in those specific areas 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 global/regional integration;
 - The WBG's effectiveness at law and justice (e.g., judicial system);
 - The WBG's effectiveness at information and communications technology; and
 - The WBG's effectiveness at anti corruption.



VII. How the World Bank Group Operates

The World Bank Group's Work in Djibouti: Year Comparison⁵

- **Year comparison:** Respondents in this year's country survey had significantly higher ratings for the statement that "*the WBG supports programs and strategies that are realistic for Djibouti,*" compared to respondents in the FY12 country survey.



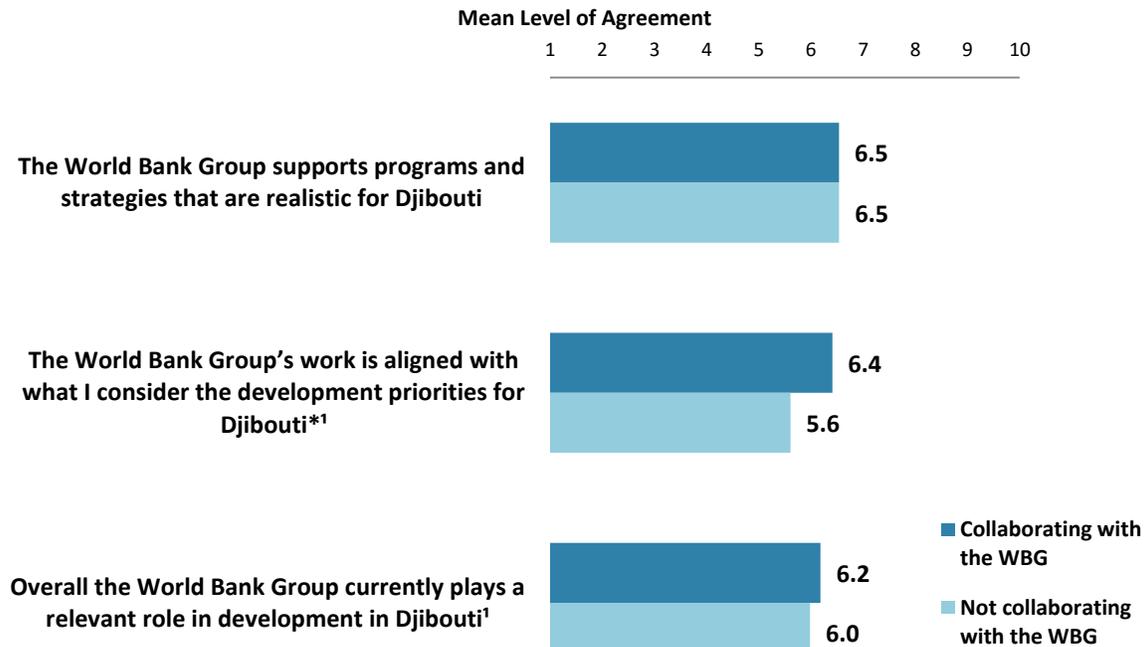
⁵ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Djibouti: Collaboration⁶

- Collaboration:** Respondents who collaborate with the WBG had significantly higher ratings for the statement that “*the WBG’s work is aligned with what I consider the development priorities for Djibouti,*” compared to respondents who do not work with the WBG.



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

(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question

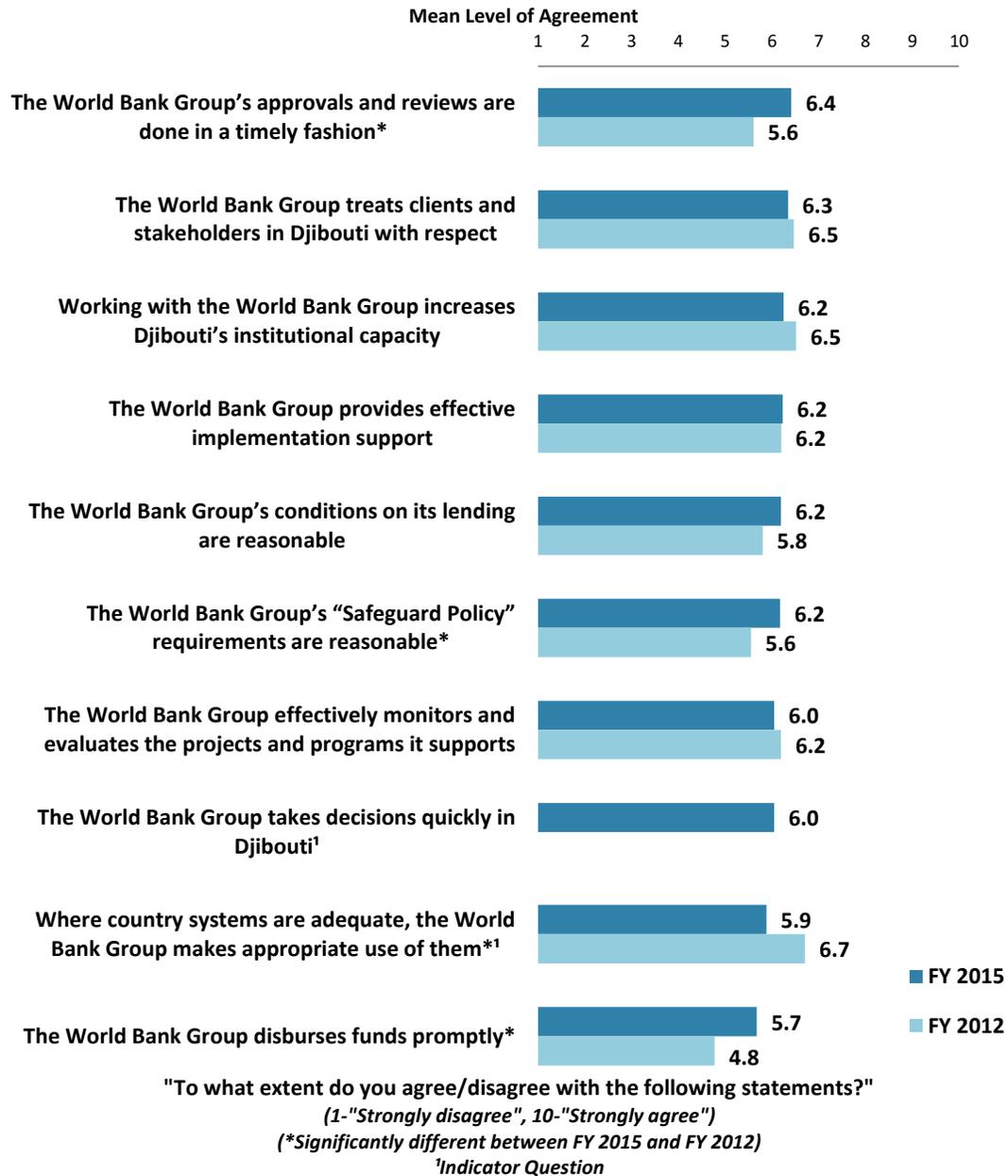
⁶ All means presented in this chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷

- Year comparison:** Respondents in this year's country survey had significantly higher levels of agreement with a few of the following statements compared to respondents in the FY'12 country survey (see the chart below for details). However, this year's respondents had significantly lower ratings for the statement that "*where country systems are adequate, the WBG makes appropriate use of them*" compared to respondents in the FY'12 country survey.



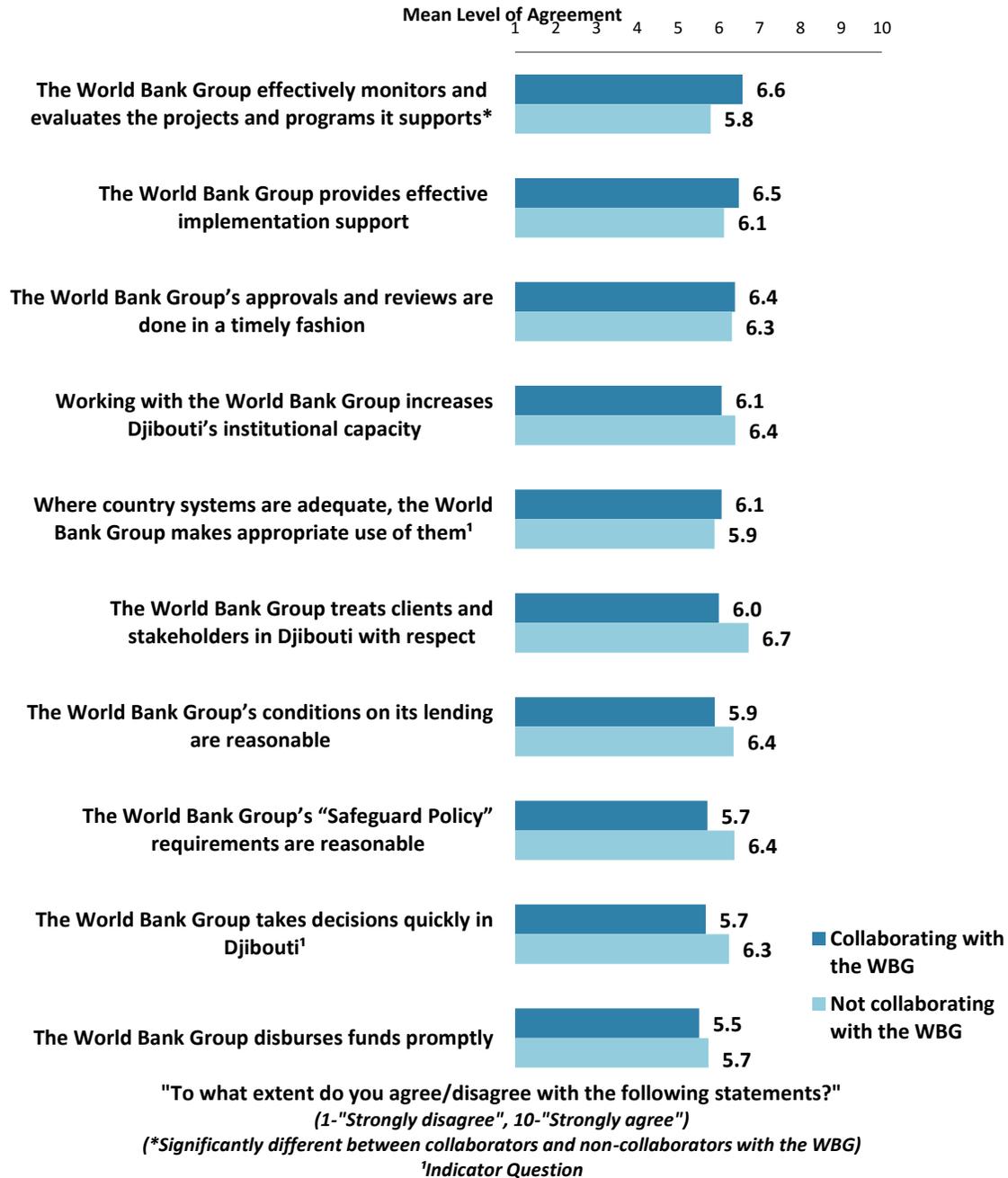
⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration⁸

- **Collaboration:** respondents who collaborate with the WBG had significantly higher ratings for the statement that “*the WBG effectively monitors and evaluates the projects and programs it supports*” compared to respondents who do not work with the WBG.



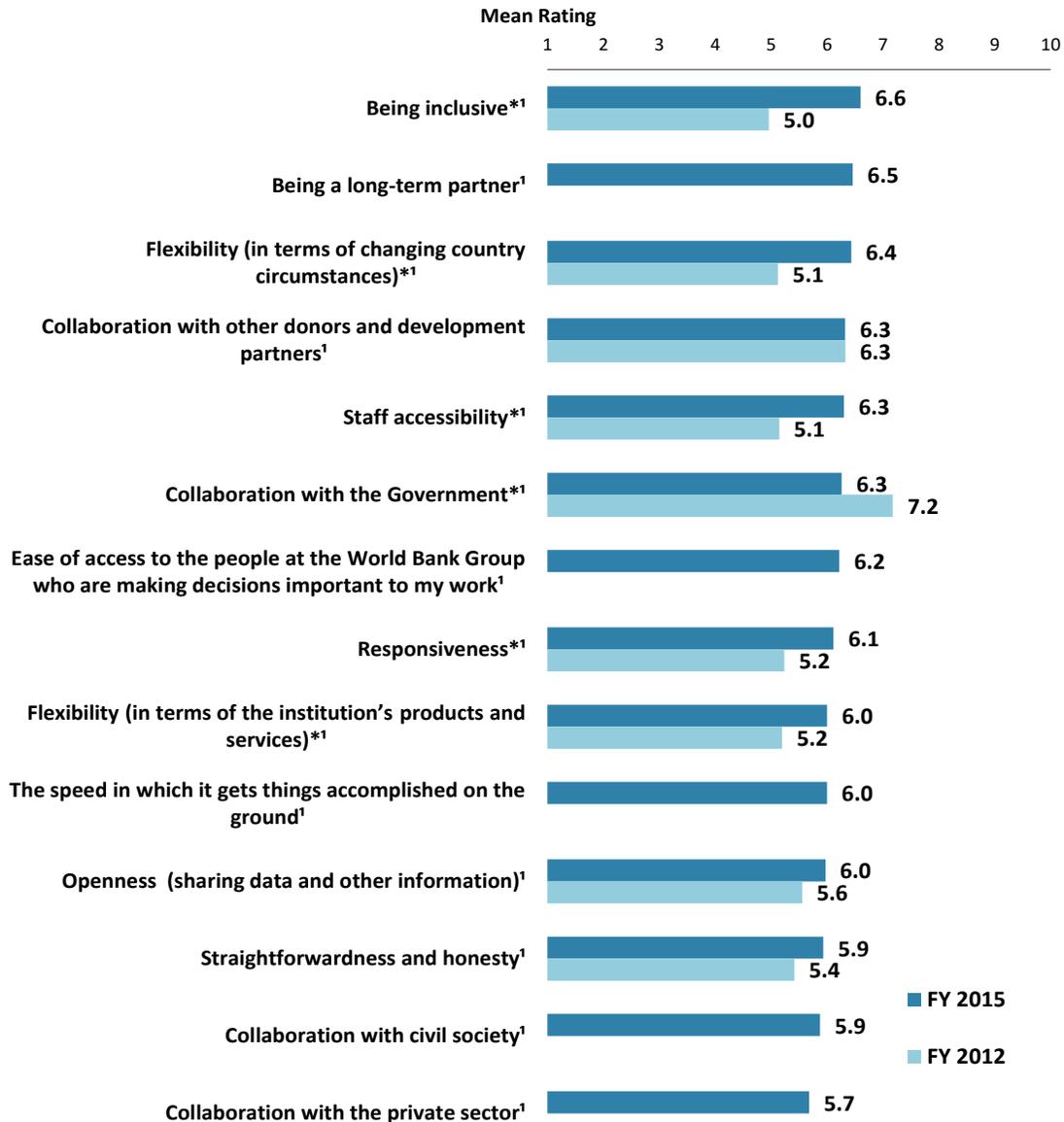
⁸ All means presented in this chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹

- Year comparison:** As indicated in the chart below, respondents in this year's country survey gave significantly higher ratings for a number of qualities of the WBG as a development partner in Djibouti compared to respondents in the FY'12 country survey. However, this year's respondents gave significantly lower ratings for the WBG's "collaboration with the government," than respondents in FY'12.



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

(*Significantly different between FY2015 and FY2012)

¹Indicator Question

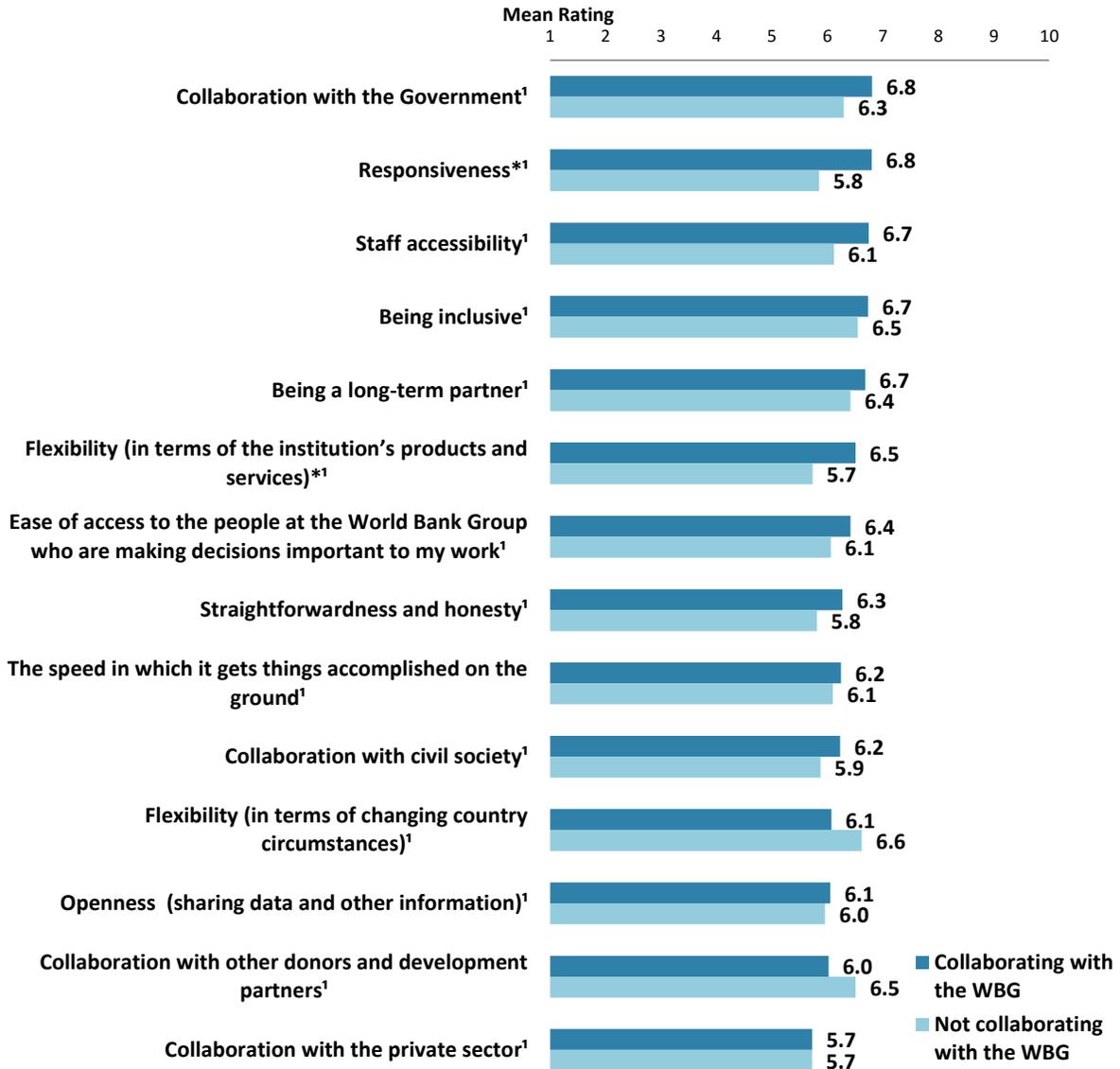
⁹ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration¹⁰

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's "responsiveness" and "flexibility in terms of the institution's products and services" than respondents who do not collaborate with the institution.



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

(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question

¹⁰ All means in this chart were calculated based on unweighted data.



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



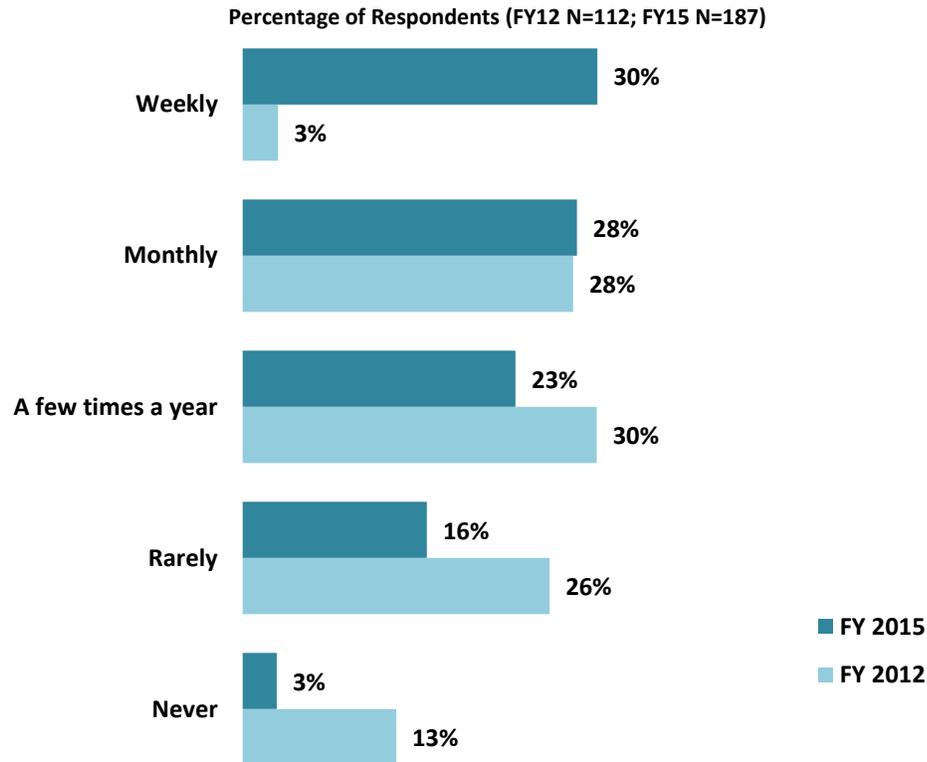
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Djibouti?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹¹

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities on a regular basis (weekly and monthly) compared to respondents in the FY'12 country survey.



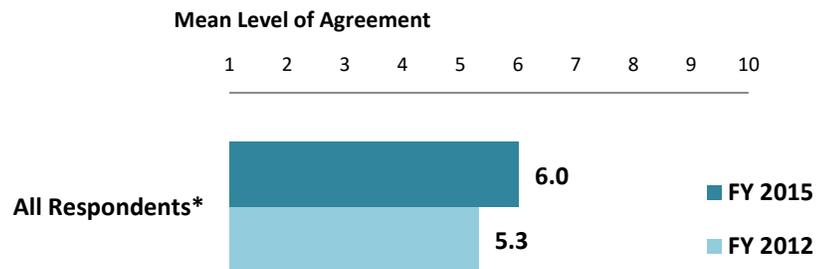
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹¹ All means in the chart were calculated based on weighted data.



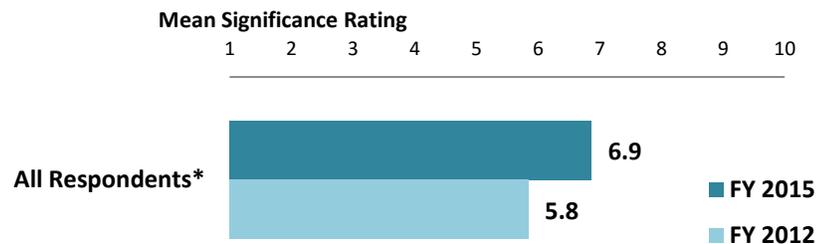
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Djibouti's Knowledge Needs¹² (*Indicator Question*)



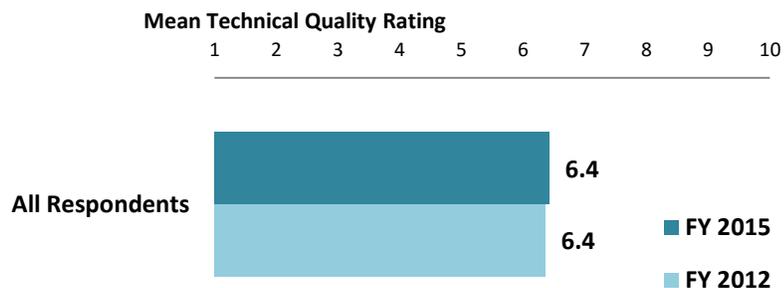
"The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY2015 and FY2012)

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



"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")
 (*Significantly different between FY2015 and FY2012)

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



"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")

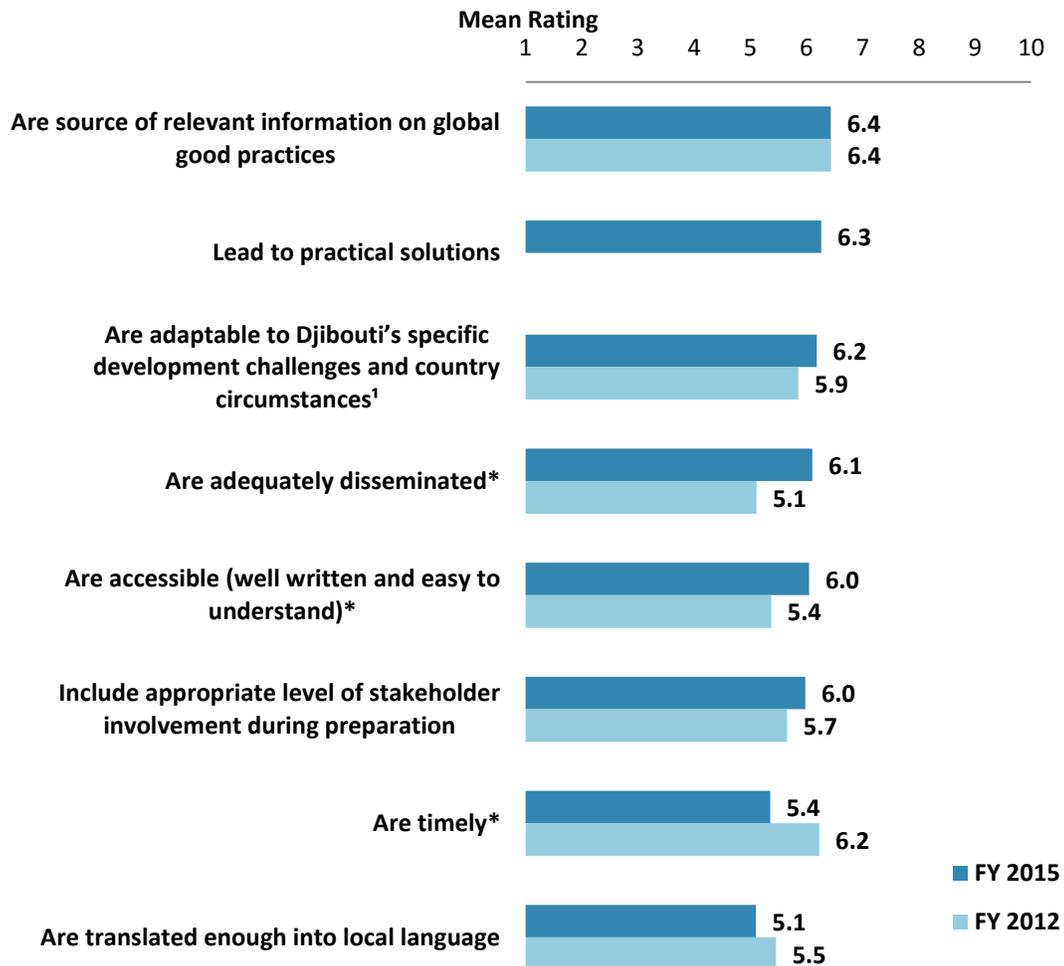
¹²All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹³

- Year comparison:** As indicated in the chart below, respondents in this year's country survey gave significantly higher ratings for the WBG's knowledge work and activities "being adequately disseminated" and "being accessible," compared to respondents in the FY'12 country survey. However, respondents in this year's country survey gave significantly lower ratings for the WBG's knowledge work and activities "being timely," compared to respondents in the FY'12.



"In Djibouti, 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")

(*Significantly different between FY 2015 and FY 2012)

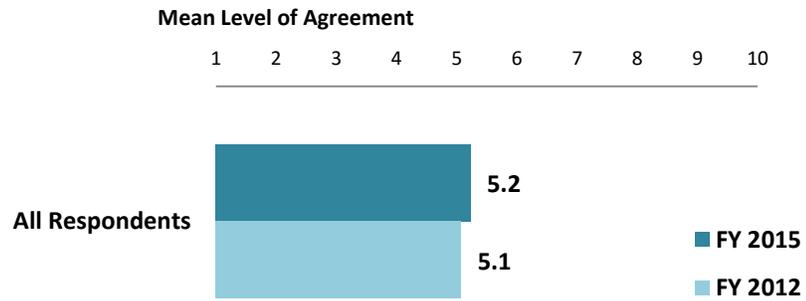
¹Indicator Question

¹³All means in this chart were calculated based on weighted data.



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

Meeting Djibouti's Needs for Financial Instruments¹⁴ (*Indicator Question*)



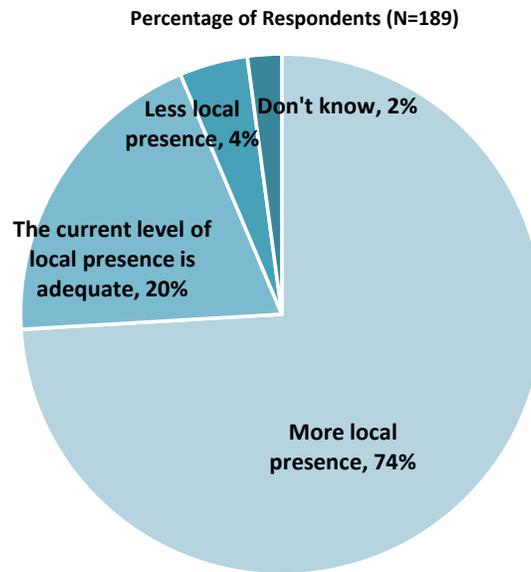
"The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti."
(1-"Strongly disagree", 10-"Strongly agree")

¹⁴ Means in the chart were calculated based on weighted data.



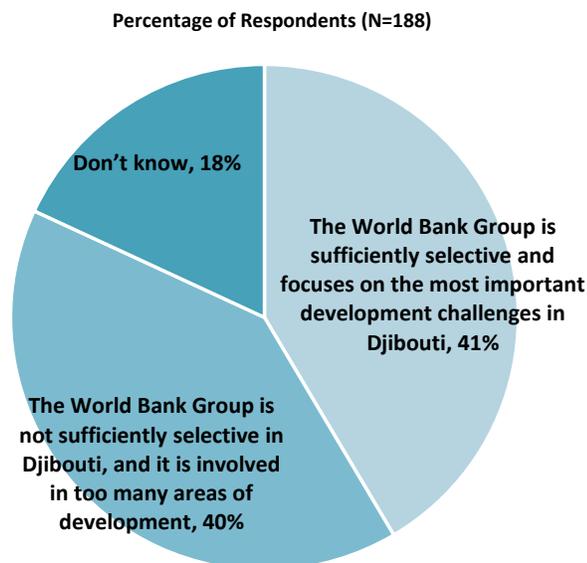
IX. The Future Role of the World Bank Group in Djibouti

The World Bank Group's Local Presence in Djibouti



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

Selectivity of the World Bank Group's Support



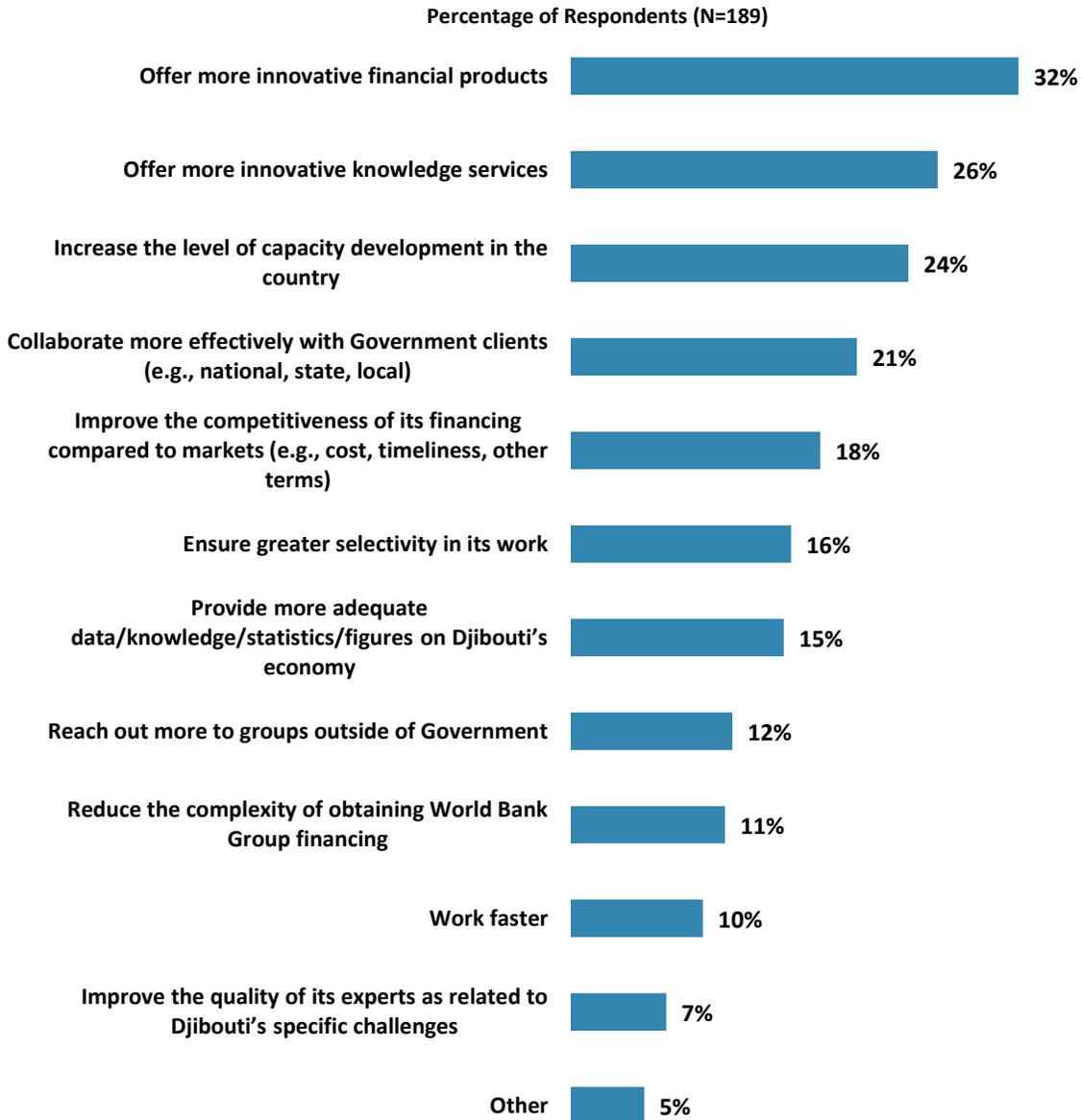
"Which of the following best describes the WBG's support in Djibouti?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



IX. The Future Role of the WBG in Djibouti (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (47%) and “*improve the quality of its experts as related to Djibouti’s specific challenges*” (33%) to make itself of greater value in Djibouti.



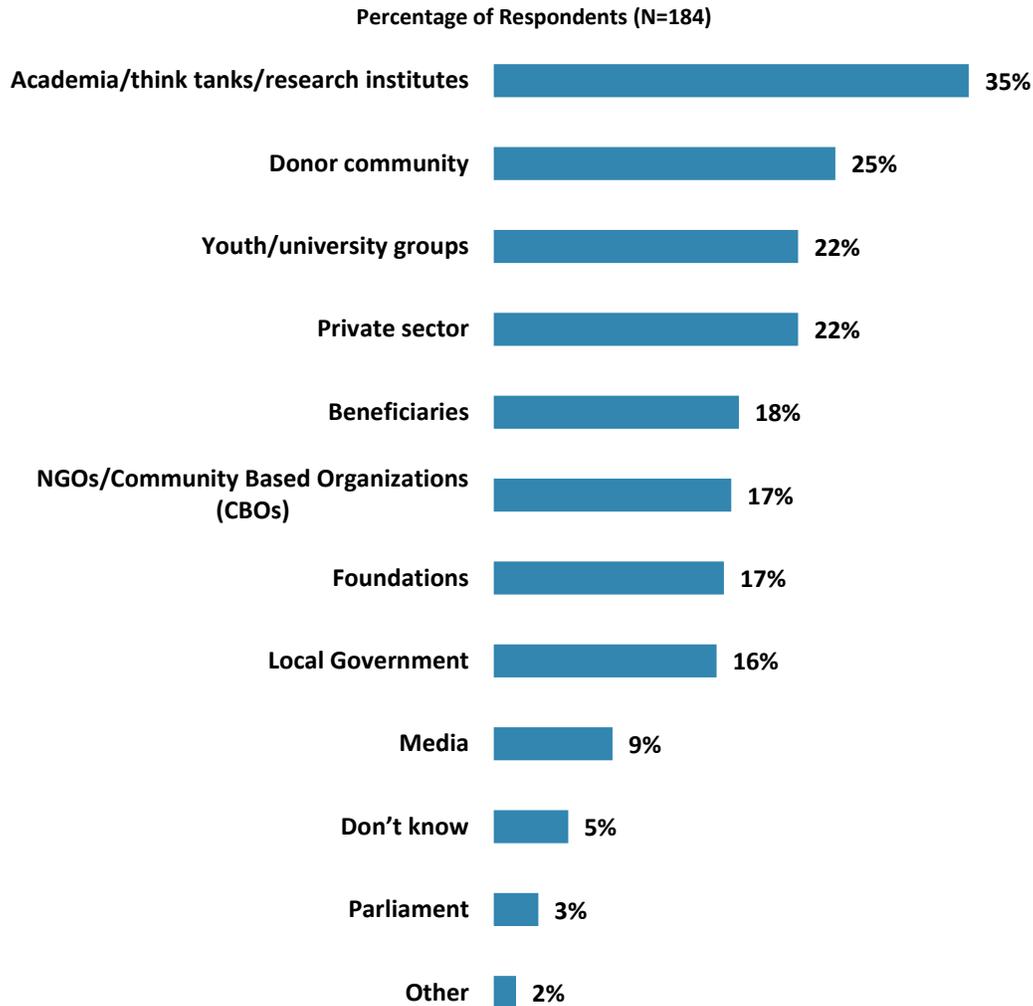
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Djibouti? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Djibouti (continued)

World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank should work more with “NGOs” (47%) and “private sector” (40%) to ensure better development results in Djibouti.



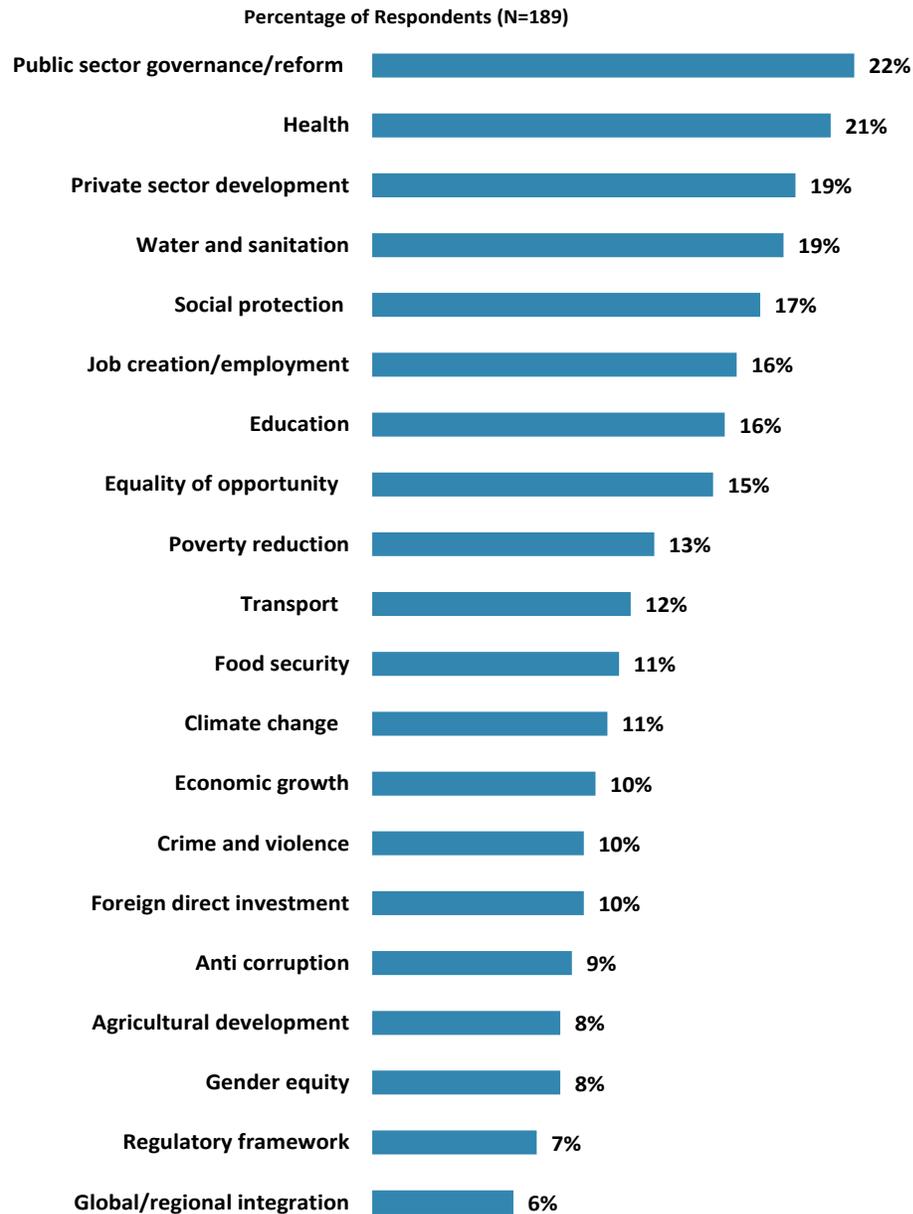
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Djibouti (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank should focus its resources on “*poverty reduction*” (40%), “*education*” (33%), and “*health*” (24%).

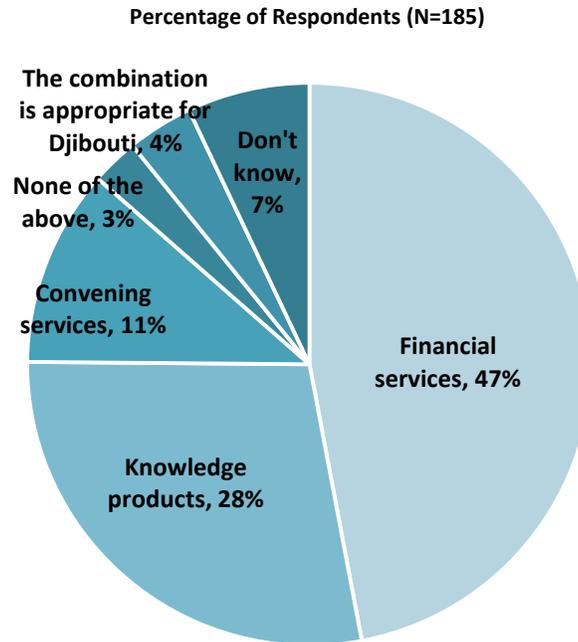


“When thinking about how the World Bank Group can have the most impact on development results in Djibouti, in which sectoral areas do you believe the WBG should focus most of its attention and resources in Djibouti? (Choose no more than THREE)” (Only top 20 sectoral areas are presented in the chart.)
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Djibouti (continued)

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Djibouti, 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 Djibouti?"
(Respondents chose from a list.)

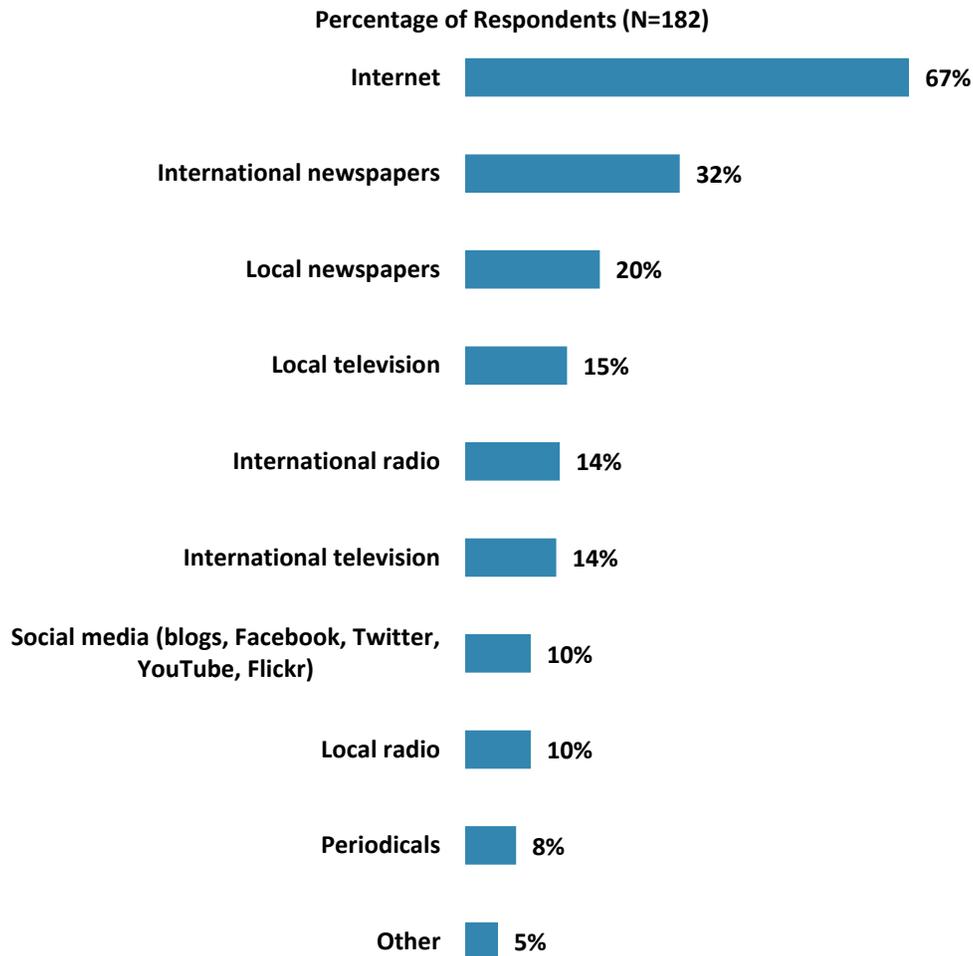


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY’12 country survey indicated that they got most of their information about economic and social development issues in Djibouti from “*the Internet*” (54%) and “*local newspapers*” (52%).



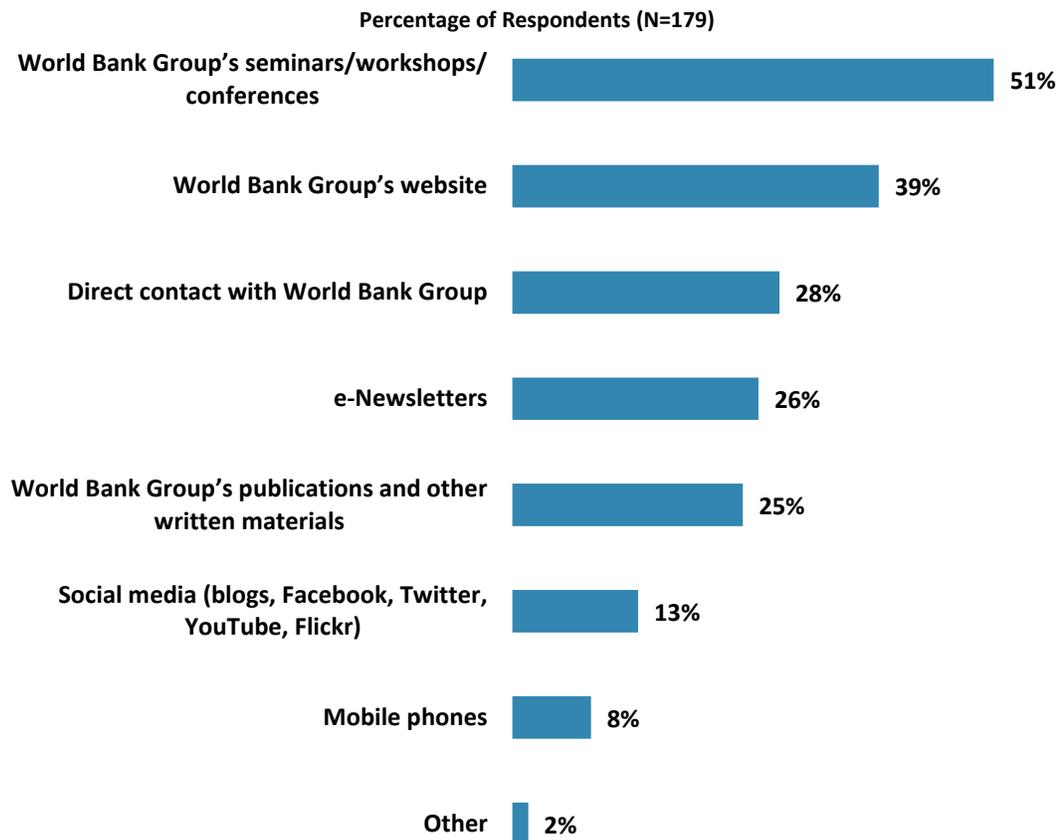
"How do you get most of your information about economic and social development issues in Djibouti? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 country survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (56%) and “*World Bank seminars/workshops/conferences*” (42%).



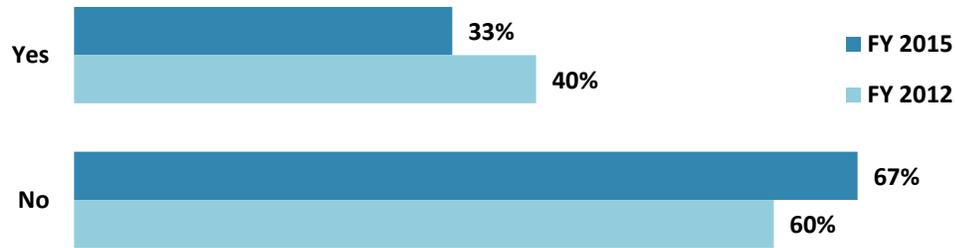
"How would you prefer to obtain information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information¹⁵

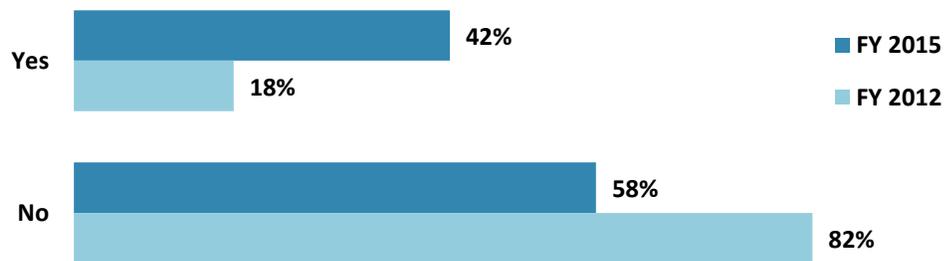
Percentage of Respondents (FY 2015 N=172; FY 2012 N=88)



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

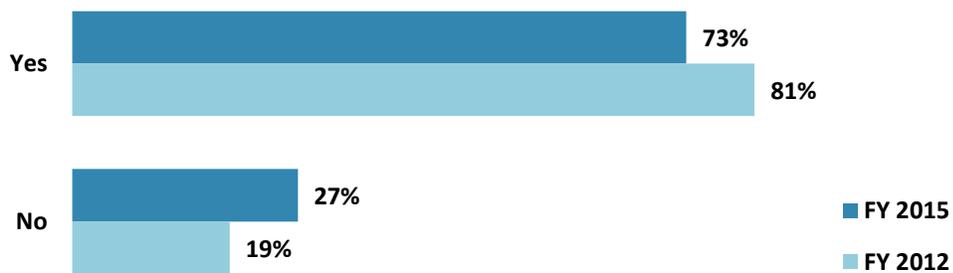
- **Year comparison:** This year's respondents were significantly more likely to have requested information from the WBG than respondents in the FY'12 country survey.

Percentage of Respondents (FY 2015 N=172; FY 2012 N=90)



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

Percentage of Respondents (FY 2015 N=67; FY 2012 N=16)



"Were you able to obtain this information?"

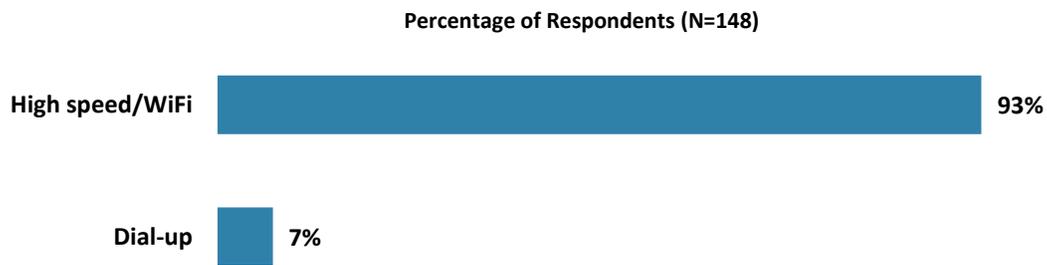
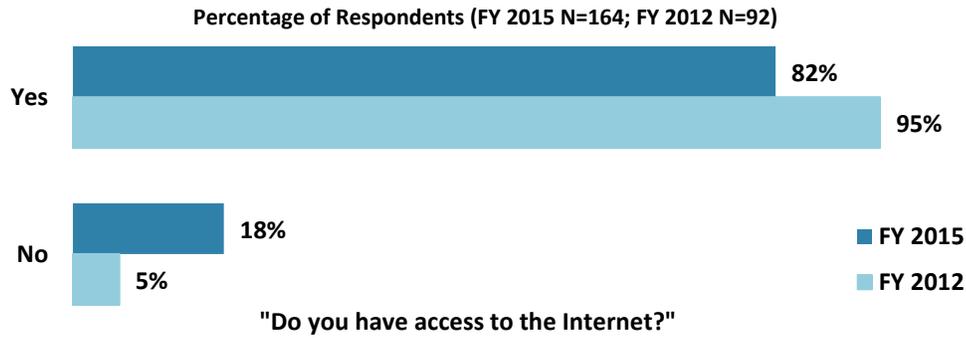
¹⁵All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁶

- **Year comparison:** This year's respondents were significantly less likely to have access to the Internet than respondents in the FY'12 country survey.



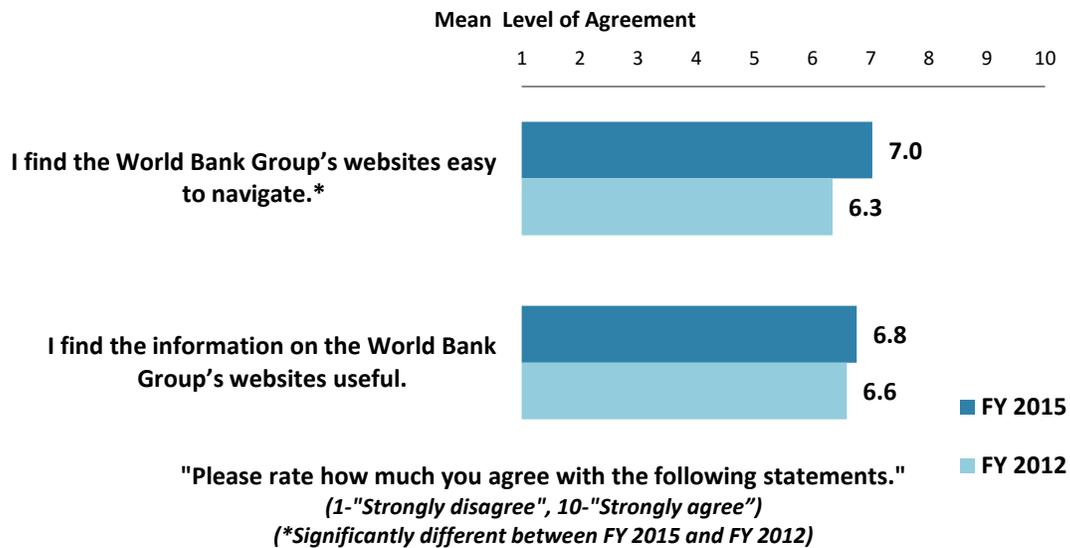
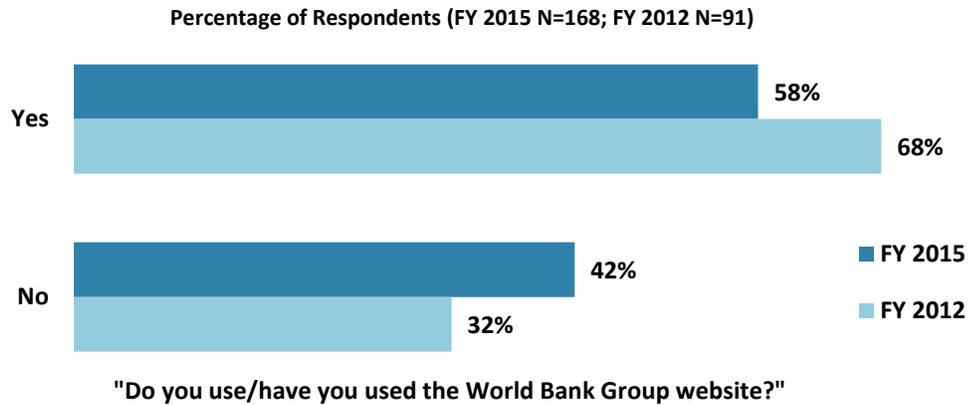
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹⁶ Percentages presented in the first chart were calculated based on weighted data.



X. Communication and Outreach (continued)

WBG Website Usage¹⁷



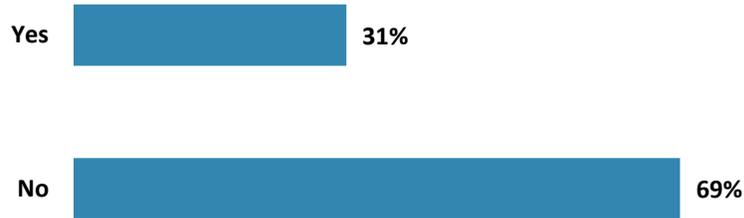
¹⁷ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

Percentage of Respondents (N=187)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement (N = 98)

1 2 3 4 5 6 7 8 9 10

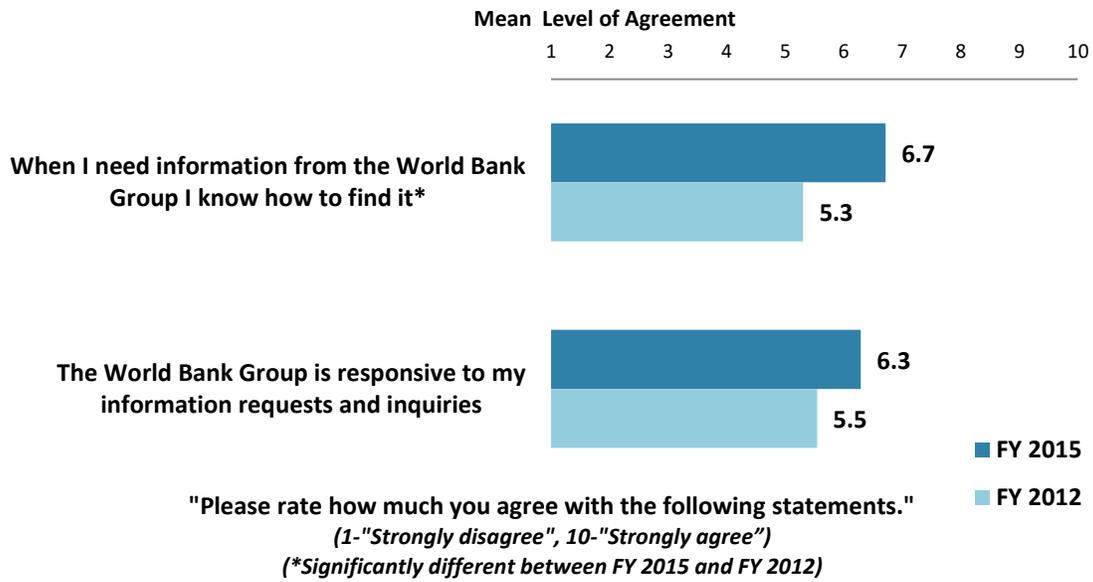


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁸



¹⁸ Means in the chart were calculated based on weighted data.



XI. Appendices

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Djibouti





Appendix A: Responses to All Questions across All Respondents (N=191)

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 Djibouti

1. In general would you say that Djibouti is headed in ... ?	Percentage of Respondents (N=190)
The right direction	65.8%
The wrong direction	9.5%
Neither	10.5%
Not sure	14.2%

2. Listed below are a number of development priorities in Djibouti. Please identify which of the following you consider the most important development priorities in Djibouti? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=188)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.3%
Health	19.1%
Social protection (e.g., pensions, targeted social assistance)	17.0%
Job creation/employment	17.0%
Anti corruption	16.0%
Education	12.8%
Private sector development	12.2%
Economic growth	12.2%
Crime and violence	11.7%
Agricultural development	11.2%
Natural resource management (e.g., oil, gas, mining)	11.2%
Water and sanitation	11.2%
Food security	10.6%
Environmental sustainability	10.1%
Urban development	9.6%
Climate change (e.g., mitigation, adaptation)	9.0%
Poverty reduction	9.0%
Energy	7.4%
Rural development	7.4%
Foreign direct investment	6.9%
Global/regional integration	6.9%
Transport (e.g., roads, bridges, transportation)	6.9%
Gender equity	6.4%
Trade and exports	6.4%
Law and justice (e.g., judicial system)	5.9%
Information and communications technology	5.9%
Disaster management	5.3%
Regulatory framework	4.8%
Communicable/non-communicable diseases	4.3%
Equality of opportunity (i.e., equity)	3.2%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Djibouti? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=189)
Economic growth	25.4%
Anti corruption	22.8%
Education	21.2%
Job creation/employment	19.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.0%
Water and sanitation	15.9%
Health	14.8%
Social protection (e.g., pensions, targeted social assistance)	14.3%
Private sector development	11.1%
Equality of opportunity (i.e., equity)	10.6%
Global/regional integration	10.6%
Climate change (e.g., mitigation, adaptation)	10.1%
Urban development	9.5%
Rural development	9.5%
Energy	9.0%
Natural resource management (e.g., oil, gas, mining)	8.5%
Environmental sustainability	7.4%
Law and justice (e.g., judicial system)	7.4%
Transport (e.g., roads, bridges, transportation)	6.9%
Agricultural development	6.3%
Trade and exports	5.8%
Food security	5.3%
Information and communications technology	5.3%
Foreign direct investment	5.3%
Gender equity	4.8%
Disaster management	4.2%
Crime and violence	4.2%
Regulatory framework	3.7%
Communicable/non-communicable diseases	2.6%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Djibouti? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=187)
Better employment opportunities for young people	27.8%
Consistent economic growth	21.4%
Education and training that better ensure job opportunity	19.8%
Greater access to micro-finance for the poor	15.5%
More reliable social safety net	14.4%
Better opportunity for the poor who live in rural areas	13.4%
Greater voice and participation for citizens to help ensure greater accountability	13.4%
Greater access to health and nutrition for citizens	12.3%
Greater equity of fiscal policy	11.2%
Better opportunity for the poor who live in urban areas	10.2%
Better employment opportunities for women	9.1%
A growing middle class	9.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	9.1%
Better quality public services	7.0%
Better quality infrastructure (e.g., roads, electricity, telecommunication)	4.8%
Other	0.5%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Djibouti? (1-Not familiar at all, 10-Extremely familiar)	190	0	5.84	2.08
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti? (1-Not effective at all, 10-Very effective)	183	6	6.14	2.29
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Djibouti solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	182	8	6.69	2.16

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

4. When thinking about how the World Bank Group can have the most impact on development results in Djibouti, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Djibouti? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=189)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.7%
Health	20.6%
Private sector development	19.0%
Water and sanitation	18.5%
Social protection (e.g., pensions, targeted social assistance)	17.5%
Job creation/employment	16.4%
Education	15.9%
Equality of opportunity (i.e., equity)	15.3%
Poverty reduction	12.7%
Transport (e.g., roads, bridges, transportation)	11.6%
Food security	11.1%
Climate change (e.g., mitigation, adaptation)	10.6%
Economic growth	10.1%
Crime and violence	9.5%
Foreign direct investment	9.5%
Anti corruption	9.0%
Agricultural development	8.5%
Gender equity	8.5%
Regulatory framework	7.4%
Global/regional integration	6.3%
Energy	6.3%
Law and justice (e.g., judicial system)	5.8%
Communicable/non-communicable diseases	4.8%
Trade and exports	4.8%
Natural resource management (e.g., oil, gas, mining)	4.2%
Rural development	4.2%
Information and communications technology	3.7%
Environmental sustainability	2.6%
Urban development	2.1%
Disaster management	0.5%

**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 Djibouti?	Percentage of Respondents (N=187)		
	Greatest Value	2 nd Greatest Value	Combined
Donor coordination	6.4%	27.0%	33.4%
Policy advice, studies, analyses	21.9%	3.8%	25.7%
Mobilizing third party financial resources	5.9%	18.9%	24.8%
Financial resources	18.2%	4.3%	22.5%
Data	17.1%	4.9%	22.0%
Technical assistance	5.3%	16.2%	21.6%
Capacity development	11.8%	7.0%	18.8%
Convening/facilitating	12.3%	3.8%	16.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.5%	10.8%	11.3%
Other	0.5%	3.2%	3.8%

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 Djibouti? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	178	12	6.19	1.92
7. Citizen engagement (incorporating citizens' voices into development)	167	20	5.88	2.85
8. Policy design (for clarity and better incentives to achieve development goals)	169	20	6.57	2.49

When thinking about how to improve capacity building in Djibouti 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 important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	162	24	6.58	2.14
10. Citizen engagement (incorporating citizens' voices into development)	159	29	6.38	2.64
11. Policy design (for clarity and better incentives to achieve development goals)	157	31	7.02	2.56

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Djibouti? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=180)
World Bank Group's processes too slow	18.3%
Not collaborating enough with stakeholders outside the Government	18.3%
World Bank Group's processes too complex	16.7%
Arrogant in its approach	15.6%
Not enough public disclosure of its work	15.6%
Its advice and strategies do not lend themselves to practical problem solving	13.9%
Imposing technocratic solutions without regard to political realities	13.9%
Staff too inaccessible	12.2%
Not adequately sensitive to political/social realities in Djibouti	10.6%
Not exploring alternative policy options	10.6%
Not willing to honestly criticize policies and reform efforts in the country	10.0%
Not aligned with other donors' work	8.9%
The credibility of its knowledge/data	7.8%
Not client focused	7.2%
Too influenced by developed countries	6.7%
Not aligned with country priorities	6.1%
Other	2.8%
Don't know	2.2%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Djibouti? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=183)
Knowledge products/services (analytical work, studies, surveys, etc.)	33.3%
Investment lending (financing specific projects)	31.1%
Trust Fund management	27.9%
Policy based lending / budget support to the Government	26.8%
Technical assistance (advice, best practice, international experience, etc.)	21.3%
Capacity development	21.3%
Multi-sectoral approaches	20.2%
Other	7.1%
Don't know	6.0%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Djibouti? (Select only ONE response)	Percentage of Respondents (N=185)
To a fully sufficient degree	36.2%
To a somewhat sufficient degree	35.1%
To a somewhat insufficient degree	16.2%
To a very insufficient degree	6.5%
Don't know	5.9%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=184)
Academia/think tanks/research institutes	34.8%
Donor community	25.0%
Youth/university groups	22.3%
Private sector	22.3%
Beneficiaries	17.9%
NGOs/Community Based Organizations (CBOs)	17.4%
Foundations	16.8%
Local Government	16.3%
Media	8.7%
Don't know	5.4%
Parliament	3.3%
Other	1.6%

To what extent do you agree with the following statements about the World Bank Group's work in Djibouti? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Djibouti*	181	4	5.98	2.01
17. The World Bank Group's work is aligned with what I consider the development priorities for Djibouti*	171	9	5.95	2.36
18. The World Bank Group supports programs and strategies that are realistic for Djibouti	162	18	6.50	2.49
19. The World Bank Group treats clients and stakeholders in Djibouti with respect	162	20	6.35	2.53

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

To what extent is the World Bank Group an effective development partner in Djibouti, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	161	24	6.10	2.25
21. Flexibility (in terms of the institution's products and services)*	164	20	5.98	2.35
22. Flexibility (in terms of changing country circumstances)*	166	19	6.48	2.38
23. Being inclusive*	143	37	6.58	2.38
24. Openness (sharing data and other information)*	161	19	5.97	2.30
25. Staff accessibility*	156	26	6.29	2.62
26. Straightforwardness and honesty*	156	26	5.89	2.64
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	158	25	6.18	2.62
28. Collaboration with civil society*	154	30	5.97	2.56
29. Collaboration with the Government*	151	36	6.40	2.51
30. Collaboration with other donors and development partners*	153	32	6.39	2.45
31. Collaboration with the private sector*	148	35	5.64	2.66
32. The speed in which it gets things accomplished on the ground*	151	29	6.10	2.70
33. Being a long-term partner*	143	40	6.44	2.59

34. To be a more effective development partner in Djibouti, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=189)
More local presence	74.1%
The current level of local presence is adequate	19.6%
Less local presence	4.2%
Don't know	2.1%

35. 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 (N=182)
The World Bank Group does not do adequate follow through/follow-up	29.7%
Poor donor coordination	26.4%
The World Bank Group works too slowly	24.2%
Lack of/inadequate levels of capacity in Government	22.5%
The Government works inefficiently	22.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.4%
Political pressures and obstacles	19.8%
There is not an adequate level of citizen/civil society participation	17.6%
Reforms are not well thought out in light of country challenges	11.5%
Other	2.2%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Djibouti? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	177	8	6.54	2.01
2. Information and communications technology	170	14	6.42	2.56
3. Transport	162	21	6.65	2.57
4. Crime and violence	138	32	6.28	2.50
5. Law and justice	152	30	6.74	2.26
6. Urban development	151	25	6.79	2.33
7. Environmental sustainability	154	22	6.30	2.60
8. Regulatory framework	151	23	6.17	2.42
9. Communicable/non-communicable diseases	146	27	6.09	2.49
10. Poverty reduction	160	22	6.59	2.83
11. Gender equity	147	27	6.29	2.40
12. Private sector development	147	20	6.48	2.75
13. Foreign direct investment	147	28	6.32	2.69
14. Water and sanitation	149	27	6.84	2.48
15. Trade and exports	149	25	6.17	2.63
16. Economic growth	148	32	6.76	2.63
17. Energy	158	19	6.39	2.70
18. Disaster management	158	22	5.81	2.72
19. Public sector governance/ reform	157	23	6.83	2.59
20. Job creation/employment	160	21	6.98	2.47
21. Equality of opportunity	143	27	6.30	2.52
22. Health	162	16	6.72	2.50
23. Rural development	151	21	6.53	2.41
24. Global/regional integration	143	32	6.18	2.49
25. Food security	141	30	6.47	2.34
26. Education	153	27	6.78	2.52
27. Social protection	154	26	6.29	2.72
28. Climate change	155	28	6.19	2.52
29. Agricultural development	150	34	6.39	2.59
30. Natural resource management	152	34	6.23	2.62

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Djibouti? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	163	20	5.63	2.31
2. Information and communications technology	163	22	5.93	2.44
3. Transport	150	30	6.03	2.21
4. Crime and violence	137	37	5.72	2.58
5. Law and justice	135	38	5.74	2.63
6. Urban development	147	33	6.26	2.31
7. Environmental sustainability	133	42	6.26	2.46
8. Regulatory framework	142	32	6.33	2.30
9. Communicable/non-communicable diseases	138	37	6.19	2.32
10. Poverty reduction	154	28	6.06	2.51
11. Gender equity	132	43	6.43	2.14
12. Private sector development	140	34	5.96	2.43
13. Foreign direct investment	138	37	6.06	2.27
14. Water and sanitation	144	32	5.83	2.53
15. Trade and exports	127	42	5.81	2.45
16. Economic growth	135	39	6.00	2.54
17. Energy	144	30	5.83	2.56
18. Disaster management	149	29	5.49	2.44
19. Public sector governance/ reform	152	26	6.07	2.52
20. Job creation/employment	150	29	5.72	2.56
21. Equality of opportunity	132	42	5.55	2.40
22. Health	148	29	6.34	2.37
23. Rural development	131	33	6.00	2.33
24. Global/regional integration	121	44	6.07	2.60
25. Food security	133	39	5.57	2.48
26. Education	138	31	6.49	2.49
27. Social protection	147	33	5.63	2.40
28. Climate change	141	35	5.54	2.52
29. Agricultural development	140	42	5.71	2.65

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

3. Where are the World Bank Group's decisions made primarily that support the program in Djibouti? (Select only ONE response)	Percentage of Respondents (N=175)
At the Headquarters (in Washington D.C.)	78.3%
In the country	12.6%
Don't know	9.1%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Djibouti? (1-To no degree at all, 10-To a very significant degree)	185	5	6.51	1.95

To what extent do you agree with the following statements about the World Bank Group in Djibouti? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti*	178	9	5.30	2.10
6. The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	174	10	5.97	2.43

Measuring World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Djibouti? (1-To no degree at all, 10-To a very significant degree)	168	21	6.95	2.25

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=187)
Weekly	32.6%
Monthly	27.3%
A few times a year	23.0%
Rarely	13.9%
Never	3.2%

In Djibouti, 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	170	13	5.34	1.83
3. Include appropriate level of stakeholder involvement during preparation	162	20	5.97	2.27
4. Lead to practical solutions	141	25	6.30	2.45
5. Are accessible (well written and easy to understand)	140	24	5.99	2.23
6. Are source of relevant information on global good practices	153	23	6.46	2.22
7. Are adequately disseminated	138	27	6.20	2.55
8. Are translated enough into local language	145	29	5.00	2.65
9. Are adaptable to Djibouti's specific development challenges and country circumstances*	150	34	6.10	2.41

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

Overall Evaluations	N	DK	Mean	SD
10. 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)	165	21	6.88	2.13
11. 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)	163	25	6.44	1.91

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	168	21	5.64	1.89
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	168	19	6.06	2.17
3. The World Bank Group's approvals and reviews are done in a timely fashion	166	21	6.26	2.36
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	157	30	6.12	2.18
5. The World Bank Group's conditions on its lending are reasonable	149	34	6.19	2.48
6. The World Bank Group takes decisions quickly in Djibouti*	145	32	5.99	2.40
7. Working with the World Bank Group increases Djibouti's institutional capacity	157	30	6.25	2.29
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	161	28	5.94	2.37
9. The World Bank Group provides effective implementation support	162	24	6.15	2.49

WBG Promoting PPP in Djibouti	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Djibouti? (1-To no degree at all, 10-To a very significant degree)	169	19	6.56	2.07

11. Which of the following best describes the way the World Bank Group operates in Djibouti? (Select only one response)	Percentage of Respondents (N=188)
The World Bank Group takes too much risk in Djibouti	44.1%
The World Bank Group does not take enough risk in Djibouti	35.1%
The World Bank Group's approach to risk is appropriate	11.7%
Don't know	9.0%

12. Which of the following best describes the World Bank Group's support in Djibouti? (Select only one response)	Percentage of Respondents (N=188)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Djibouti	41.5%
The World Bank Group is not sufficiently selective in Djibouti, and it is involved in too many areas of development	40.4%
Don't know	18.1%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Djibouti? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=189)
Offer more innovative financial products	32.3%
Offer more innovative knowledge services	26.5%
Increase the level of capacity development in the country	24.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	20.6%
Improve the competitiveness of its financing compared to markets	18.0%
Ensure greater selectivity in its work	15.9%
Provide more adequate data/knowledge/statistics/figures on Djibouti's economy	15.3%
Reach out more to groups outside of Government	11.6%
Reduce the complexity of obtaining World Bank Group financing	11.1%
Work faster	9.5%
Improve the quality of its experts as related to Djibouti's specific challenges	6.9%
Other	5.3%

2. When considering the combination of services that the World Bank Group offers in Djibouti, 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 Djibouti? (Select only ONE response)	Percentage of Respondents (N=185)
Financial services	47.0%
Knowledge products	28.1%
Convening services	11.4%
None of the above	2.7%
The combination is appropriate for Djibouti	3.8%
Don't know	7.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Djibouti? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=182)
Internet	67.0%
International newspapers	32.4%
Local newspapers	20.3%
Local television	15.4%
International radio	14.3%
International television	13.7%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	9.9%
Local radio	9.9%
Periodicals	7.7%
Other	4.9%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=179)
World Bank Group's seminars/workshops/ conferences	51.4%
World Bank Group's website	39.1%
Direct contact with World Bank Group	28.5%
e-Newsletters	26.3%
World Bank Group's publications and other written materials	24.6%
Social media	13.4%
Mobile phones	8.4%
Other	1.7%
3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=186)
Yes	32.8%
No	67.2%
4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=186)
Yes	41.9%
No	58.1%
5. Were you able to obtain this information?	Percentage of Respondents (N=74)
Yes	73.0%
No	27.0%
6. Do you have access to the Internet?	Percentage of Respondents (N=179)
Yes	81.0%
No	19.0%
7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=183)
Yes	59.0%
No	41.0%
8. Do you currently consult the World Bank Group social media sites?	Percentage of Respondents (N=187)
Yes	31.0%
No	69.0%
9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=148)
High speed/WiFi	93.2%
Dial-up	6.8%

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

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 find the World Bank Group's websites easy to navigate	140	45	7.04	1.85
11. I find the information on the World Bank Group's websites useful	134	49	6.64	2.08
12. The World Bank Group's social media channels are valuable sources of information about the institution	98	83	5.80	2.52
13. When I need information from the World Bank Group I know how to find it	121	65	6.61	2.45
14. The World Bank Group is responsive to my information requests and inquiries	113	73	6.14	2.84

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=189)
Employee of a Ministry, Ministerial Department or Implementation Agency	15.3%
Academia/Research Institute/Think Tank	13.8%
NGO/Community Based Organization	9.5%
Office of Minister	6.9%
Office of Parliamentarian	6.9%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	6.9%
Private Sector Organization	6.9%
Bilateral/ Multilateral Agency	6.3%
Local Government Office or Staff	5.3%
Financial Sector/Private Bank	5.3%
Judiciary Branch	5.3%
Media	3.7%
Faith-Based Group	2.6%
Independent Government Institution	2.1%
Trade Union	2.1%
Office of the President/Prime Minister	0.5%
Youth Group	0.5%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=189)
Education	15.3%
Generalist (specialized in multiple sectors)	12.2%
Other	7.9%
Poverty	6.9%
Finance and markets	5.8%
Urban, rural, and social development	5.8%
Governance	5.8%
Fragility, conflict and violence	5.3%
Agriculture	4.8%
Gender	4.2%
Health, nutrition, and population	3.7%
Energy and extractives	3.7%
Transport and ICT	3.7%
Social protection and labor	2.6%
Environment and natural resources	2.6%
Macroeconomics and fiscal management	2.6%
Jobs	2.6%
Trade and competitiveness	2.1%
Public-private partnerships	1.1%
Water	0.5%
Climate change	0.5%

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=183)
I currently collaborate with the World Bank Group	26.2%
I have previously collaborated with the World Bank Group	16.9%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	11.5%
I have never collaborated with the World Bank Group	45.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Djibouti? (Select only ONE response)	Percentage of Respondents (N=185)
The World Bank (IDA)	84.9%
The International Finance Corporation (IFC)	5.9%
The Multilateral Investment Guarantee Agency (MIGA)	2.2%
Other	7.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=188)
Yes	32.4%
No	67.6%

6. If yes, what was your view of how the two institutions work together in Djibouti? (Select only ONE response)	Percentage of Respondents (N=60)
The two institutions work well together	40.0%
The way the two institutions work together needs improvement	30.0%
Don't know	20.0%
The two institutions do not work well together	10.0%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Djibouti? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=179)
Observer	57.5%
Use World Bank Group reports/data	26.8%
Collaborate as part of my professional duties	25.1%
Engage in World Bank Group related/sponsored events/activities	22.9%
Use World Bank Group website for information, data, research, etc.	20.1%

8. What's your gender?	Percentage of Respondents (N=187)
Female	30.5%
Male	69.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=191)
Djibouti (commune de Ras Dika et Boulaos)	84.3%
Commune de Balballa	8.4%
District	5.2%
Other	2.1%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁹

- Office of President/ Prime Minister / Minister N=14 ● Office of Parliamentarian N= 13 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=42
- Local government N= 10 ● Bilateral/Multilateral Agency N=12 ● Private Sector/Financial Sector/Private Banks N=23 ● CSO N=28 ● Academia/Research Institute/Think Tank N=26
- Other N=21

A. General Issues facing Djibouti

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The right direction	64.3%	76.9%	65.9%	70.0%	66.7%	78.3%	57.1%	53.8%	71.4%
The wrong direction	7.1%	7.7%	12.2%	0.0%	8.3%	4.3%	10.7%	15.4%	9.5%
Neither	7.1%	15.4%	9.8%	20.0%	8.3%	13.0%	10.7%	7.7%	9.5%
Not sure	21.4%	0.0%	12.2%	10.0%	16.7%	4.3%	21.4%	23.1%	9.5%

¹⁹ Only 189 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a	Local	Bilateral/	Private Sector /	Academia/		
	President/ Prime Minister/ Minister	Parliamentarian	Ministry/ PMU/ Consultant	Gov.	Multilateral Agency	Financial Sector/ Private Bank	CSO	Research Institute/ Think Tank	Other
Social protection	28.6%	30.8%	20.0%	30.0%	0.0%	18.2%	14.3%	7.7%	9.5%
Food security*	7.1%	0.0%	15.0%	10.0%	41.7%	27.3%	3.6%	0.0%	0.0%
Public sector governance/reform	42.9%	23.1%	27.5%	30.0%	50.0%	13.6%	10.7%	19.2%	9.5%
Global/regional integration	0.0%	15.4%	2.5%	10.0%	8.3%	0.0%	7.1%	19.2%	4.8%
Gender equity	0.0%	7.7%	2.5%	10.0%	0.0%	4.5%	3.6%	15.4%	14.3%
Private sector development	21.4%	0.0%	12.5%	20.0%	8.3%	18.2%	21.4%	3.8%	4.8%
Foreign direct investment	7.1%	15.4%	5.0%	0.0%	0.0%	9.1%	10.7%	3.8%	9.5%
Water and sanitation	14.3%	23.1%	10.0%	10.0%	16.7%	4.5%	7.1%	7.7%	14.3%
Anti corruption	28.6%	15.4%	12.5%	30.0%	16.7%	13.6%	10.7%	15.4%	19.0%
Job creation/employment	21.4%	15.4%	22.5%	20.0%	25.0%	31.8%	0.0%	15.4%	9.5%
Rural development	0.0%	0.0%	15.0%	0.0%	0.0%	4.5%	14.3%	7.7%	4.8%
Urban development	0.0%	7.7%	5.0%	10.0%	8.3%	9.1%	21.4%	15.4%	4.8%
Environmental sustainability	14.3%	15.4%	12.5%	0.0%	8.3%	0.0%	17.9%	11.5%	4.8%
Equality of opportunity	0.0%	7.7%	5.0%	0.0%	8.3%	4.5%	0.0%	0.0%	4.8%
Health	14.3%	7.7%	17.5%	10.0%	8.3%	27.3%	10.7%	34.6%	19.0%
Education	0.0%	7.7%	7.5%	10.0%	16.7%	22.7%	10.7%	23.1%	9.5%
Poverty reduction	0.0%	7.7%	12.5%	0.0%	0.0%	9.1%	3.6%	15.4%	14.3%
Energy	14.3%	7.7%	5.0%	30.0%	8.3%	4.5%	14.3%	0.0%	0.0%
Transport	7.1%	15.4%	2.5%	10.0%	0.0%	9.1%	3.6%	7.7%	14.3%
Climate change	14.3%	0.0%	10.0%	10.0%	0.0%	4.5%	17.9%	3.8%	14.3%
Agricultural development	14.3%	15.4%	7.5%	10.0%	16.7%	4.5%	14.3%	3.8%	23.8%
Trade and exports	0.0%	7.7%	7.5%	0.0%	0.0%	0.0%	10.7%	3.8%	19.0%
Crime and violence	7.1%	15.4%	17.5%	20.0%	8.3%	9.1%	3.6%	3.8%	23.8%
Economic growth	7.1%	7.7%	15.0%	10.0%	8.3%	4.5%	21.4%	23.1%	0.0%
Law and justice	7.1%	0.0%	2.5%	0.0%	16.7%	13.6%	7.1%	3.8%	4.8%
Regulatory framework	7.1%	15.4%	7.5%	0.0%	0.0%	9.1%	3.6%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	7.7%	2.5%	0.0%	0.0%	4.5%	7.1%	3.8%	9.5%
Natural resource management	7.1%	0.0%	12.5%	10.0%	16.7%	4.5%	17.9%	15.4%	9.5%
Disaster management	14.3%	7.7%	2.5%	0.0%	0.0%	4.5%	7.1%	7.7%	4.8%
Information and communications technology	7.1%	0.0%	2.5%	0.0%	8.3%	9.1%	3.6%	7.7%	14.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	7.1%	30.8%	14.6%	30.0%	25.0%	13.0%	10.7%	11.5%	19.0%
Equality of opportunity	14.3%	0.0%	19.5%	10.0%	16.7%	0.0%	3.6%	11.5%	14.3%
Economic growth	28.6%	53.8%	26.8%	30.0%	0.0%	17.4%	28.6%	30.8%	14.3%
Climate change	7.1%	7.7%	14.6%	20.0%	0.0%	8.7%	14.3%	3.8%	9.5%
Global/regional integration	21.4%	7.7%	12.2%	0.0%	16.7%	4.3%	7.1%	19.2%	4.8%
Gender equity*	0.0%	7.7%	0.0%	0.0%	0.0%	4.3%	7.1%	0.0%	23.8%
Rural development	0.0%	15.4%	4.9%	10.0%	0.0%	8.7%	14.3%	15.4%	14.3%
Urban development	7.1%	0.0%	9.8%	10.0%	16.7%	17.4%	3.6%	7.7%	14.3%
Regulatory framework	0.0%	7.7%	4.9%	10.0%	8.3%	0.0%	0.0%	3.8%	4.8%
Social protection	7.1%	7.7%	22.0%	20.0%	16.7%	8.7%	21.4%	11.5%	4.8%
Law and justice	7.1%	7.7%	4.9%	0.0%	16.7%	13.0%	7.1%	7.7%	4.8%
Transport	0.0%	7.7%	9.8%	0.0%	0.0%	13.0%	7.1%	7.7%	4.8%
Crime and violence	0.0%	0.0%	0.0%	0.0%	16.7%	4.3%	10.7%	0.0%	9.5%
Communicable/non-communicable diseases	0.0%	7.7%	2.4%	0.0%	8.3%	4.3%	0.0%	0.0%	4.8%
Information and communications technology	7.1%	7.7%	4.9%	10.0%	8.3%	0.0%	3.6%	7.7%	4.8%
Anti corruption	28.6%	0.0%	22.0%	20.0%	25.0%	39.1%	21.4%	15.4%	28.6%
Private sector development	21.4%	7.7%	12.2%	0.0%	33.3%	21.7%	3.6%	3.8%	4.8%
Foreign direct investment	7.1%	7.7%	4.9%	0.0%	8.3%	4.3%	7.1%	0.0%	9.5%
Education*	14.3%	23.1%	19.5%	10.0%	8.3%	13.0%	28.6%	46.2%	9.5%
Energy	0.0%	15.4%	12.2%	10.0%	0.0%	17.4%	7.1%	7.7%	4.8%
Public sector governance/reform	14.3%	7.7%	29.3%	20.0%	16.7%	13.0%	7.1%	19.2%	19.0%
Natural resource management	21.4%	7.7%	0.0%	20.0%	8.3%	4.3%	7.1%	11.5%	14.3%
Environmental sustainability	7.1%	7.7%	0.0%	0.0%	8.3%	17.4%	14.3%	3.8%	9.5%
Disaster management	7.1%	7.7%	2.4%	0.0%	0.0%	0.0%	14.3%	0.0%	4.8%
Health	21.4%	23.1%	9.8%	10.0%	16.7%	4.3%	17.9%	30.8%	4.8%
Agricultural development	0.0%	7.7%	4.9%	20.0%	0.0%	13.0%	7.1%	0.0%	9.5%
Job creation/employment	35.7%	7.7%	29.3%	10.0%	16.7%	26.1%	10.7%	7.7%	14.3%
Trade and exports	7.1%	0.0%	0.0%	20.0%	0.0%	4.3%	10.7%	7.7%	9.5%
Food security	7.1%	7.7%	2.4%	10.0%	8.3%	4.3%	0.0%	7.7%	4.8%

*Significantly different between stakeholder groups



A. General Issues facing Djibouti (continued)

The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Djibouti? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Gov.			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Better employment opportunities for young people																											
Better employment opportunities for women																											
Greater access to micro-finance for the poor																											
Greater voice and participation for citizens to help ensure greater accountability																											
Greater access to health and nutrition for citizens																											
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)																											
A growing middle class																											
Better opportunity for the poor who live in rural areas																											
Better opportunity for the poor who live in urban areas																											
Consistent economic growth																											
More reliable social safety net																											
Greater equity of fiscal policy*																											
Education and training that better ensure job opportunity																											
Better quality public services																											
Better quality infrastructure (e.g., roads, electricity, telecommunication)																											
Other																											

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Djibouti?*	14	6.71	2.87	13	5.77	1.83	42	6.67	1.59	10	6.30	2.31	12	5.17	1.75	22	5.95	2.15	28	5.43	2.06	26	4.65	1.96	21	5.76	2.02

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

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti.*	12	7.67	2.31	13	5.46	1.66	41	6.51	2.06	10	6.20	2.15	12	6.42	2.15	21	6.14	2.37	26	5.81	2.62	26	5.00	2.15	20	6.60	2.46

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Djibouti solve its most complicated development challenges?	12	7.42	2.19	13	7.08	2.29	41	6.76	1.85	9	8.44	1.51	12	7.25	2.18	22	6.05	2.66	27	6.85	2.01	26	5.92	2.10	18	6.28	2.16

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social protection	15.4%	23.1%	26.2%	30.0%	16.7%	27.3%	10.7%	0.0%	14.3%
Crime and violence	7.7%	0.0%	11.9%	10.0%	8.3%	4.5%	21.4%	3.8%	9.5%
Transport	15.4%	30.8%	16.7%	0.0%	8.3%	4.5%	10.7%	3.8%	14.3%
Agricultural development	15.4%	15.4%	7.1%	10.0%	0.0%	18.2%	3.6%	7.7%	4.8%
Global/regional integration	7.7%	15.4%	4.8%	0.0%	0.0%	0.0%	10.7%	3.8%	14.3%
Gender equity	15.4%	7.7%	4.8%	10.0%	0.0%	9.1%	3.6%	15.4%	14.3%
Public sector governance/reform*	15.4%	0.0%	26.2%	10.0%	50.0%	31.8%	21.4%	26.9%	4.8%
Health	30.8%	23.1%	16.7%	0.0%	16.7%	18.2%	25.0%	26.9%	14.3%
Rural development	0.0%	0.0%	7.1%	0.0%	8.3%	0.0%	3.6%	3.8%	9.5%
Foreign direct investment	15.4%	7.7%	7.1%	20.0%	0.0%	4.5%	14.3%	3.8%	19.0%
Education	23.1%	0.0%	21.4%	10.0%	16.7%	13.6%	14.3%	26.9%	0.0%
Energy	7.7%	7.7%	4.8%	10.0%	8.3%	13.6%	0.0%	11.5%	0.0%
Job creation/employment	23.1%	0.0%	23.8%	20.0%	25.0%	13.6%	10.7%	23.1%	4.8%
Urban development	0.0%	0.0%	2.4%	0.0%	16.7%	0.0%	3.6%	0.0%	0.0%
Environmental sustainability	0.0%	7.7%	4.8%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%
Equality of opportunity*	15.4%	23.1%	16.7%	40.0%	8.3%	4.5%	7.1%	7.7%	33.3%
Private sector development	7.7%	30.8%	16.7%	20.0%	16.7%	22.7%	21.4%	11.5%	23.8%
Water and sanitation	23.1%	15.4%	19.0%	0.0%	8.3%	18.2%	28.6%	23.1%	9.5%
Food security	0.0%	0.0%	9.5%	20.0%	16.7%	18.2%	10.7%	7.7%	19.0%
Climate change	7.7%	15.4%	7.1%	0.0%	16.7%	4.5%	10.7%	19.2%	14.3%
Poverty reduction	0.0%	23.1%	11.9%	0.0%	8.3%	13.6%	7.1%	26.9%	14.3%
Trade and exports	7.7%	7.7%	0.0%	10.0%	0.0%	4.5%	7.1%	7.7%	4.8%
Economic growth	0.0%	7.7%	7.1%	20.0%	8.3%	18.2%	14.3%	3.8%	14.3%
Law and justice	15.4%	7.7%	2.4%	0.0%	16.7%	4.5%	7.1%	3.8%	4.8%
Regulatory framework	0.0%	15.4%	2.4%	10.0%	0.0%	9.1%	7.1%	15.4%	9.5%
Communicable/non-communicable diseases	0.0%	7.7%	2.4%	10.0%	8.3%	4.5%	3.6%	3.8%	9.5%
Natural resource management	7.7%	7.7%	2.4%	20.0%	0.0%	4.5%	0.0%	0.0%	9.5%
Anti corruption	23.1%	0.0%	9.5%	20.0%	0.0%	13.6%	10.7%	0.0%	9.5%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	10.7%	7.7%	0.0%
Disaster management	0.0%	0.0%	2.4%	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 how to improve capacity building in Djibouti 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 important at all, 10-Very important)

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other								
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Project implementation (or other organizational strengthening)*	11	7.36	1.36	12	6.50	1.31	37	7.30	1.85	8	6.63	1.92	11	6.73	0.90	18	7.33	1.85	22	5.86	2.70	22	5.68	2.55	19	5.68	2.36						
Citizen engagement (incorporating citizens' voices into development)*	12	7.83	1.47	12	6.00	2.92	38	6.76	2.42	8	6.63	3.20	10	6.50	2.76	19	6.53	3.08	21	6.52	2.34	20	4.30	2.32	17	6.41	2.60						
Policy design (for clarity and better incentives to achieve development goals)	12	7.25	2.53	13	7.15	2.44	37	7.70	2.31	8	7.75	2.43	10	8.30	1.70	20	6.40	3.02	20	6.15	2.52	19	6.00	2.81	16	6.88	2.47						

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Office of Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Gov.		Bilateral/ Multilateral Agency		Private Sector / Financial Sector/ Private Bank		Academia/ Research Institute/ Think Tank		Other	
Staff too inaccessible		16.7%		8.3%		15.4%		20.0%		8.3%		14.3%		7.1%		5.0%
Not exploring alternative policy options		8.3%		16.7%		5.1%		0.0%		8.3%		4.8%		7.1%		20.0%
Not collaborating enough with stakeholders outside the Government		25.0%		16.7%		5.1%		20.0%		25.0%		23.8%		21.4%		25.0%
Its advice and strategies do not lend themselves to practical problem solving		8.3%		16.7%		20.5%		20.0%		16.7%		14.3%		10.7%		5.0%
Not enough public disclosure of its work		8.3%		16.7%		15.4%		0.0%		16.7%		23.8%		17.9%		20.0%
Arrogant in its approach		16.7%		8.3%		25.6%		10.0%		16.7%		14.3%		10.7%		15.0%
Not client focused*		0.0%		25.0%		2.6%		0.0%		16.7%		0.0%		10.7%		0.0%
The credibility of its knowledge/data*		25.0%		0.0%		10.3%		20.0%		0.0%		0.0%		4.2%		20.0%
World Bank Group's processes too complex		8.3%		25.0%		12.8%		10.0%		16.7%		19.0%		17.9%		25.0%
Not willing to honestly criticize policies and reform efforts in the country		0.0%		8.3%		12.8%		10.0%		8.3%		9.5%		3.6%		20.0%
Too influenced by developed countries*		16.7%		0.0%		5.1%		30.0%		8.3%		0.0%		14.3%		0.0%
Imposing technocratic solutions without regard to political realities		16.7%		8.3%		10.3%		20.0%		25.0%		14.3%		14.3%		5.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)		8.3%		0.0%		25.6%		10.0%		8.3%		14.3%		25.0%		25.0%
Not aligned with other donors' work		8.3%		25.0%		10.3%		10.0%		0.0%		9.5%		7.1%		10.0%
Not aligned with country priorities		0.0%		0.0%		2.6%		10.0%		0.0%		14.3%		10.7%		5.0%
Not adequately sensitive to political/social realities in Djibouti		25.0%		8.3%		10.3%		0.0%		25.0%		9.5%		14.3%		0.0%
Other		8.3%		8.3%		2.6%		0.0%		0.0%		0.0%		3.6%		0.0%
Don't know		0.0%		0.0%		5.1%		0.0%		0.0%		4.8%		3.6%		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 Djibouti? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of		Employee of a		Bilateral/		Private Sector /		Academia/	
	President/ Prime Minister/ Minister	Office of Parliamentarian	Ministry/ PMU/ Consultant	Local Gov.	Multilateral Agency	Financial Sector/ Private Bank	CSO	Research Institute/ Think Tank	Other	
Trust Fund management	15.4%	41.7%	33.3%	30.0%	8.3%	22.7%	29.6%	32.0%	28.6%	
Knowledge products/services *	23.1%	41.7%	15.4%	10.0%	33.3%	40.9%	59.3%	36.0%	38.1%	
Investment lending	46.2%	33.3%	43.6%	20.0%	50.0%	18.2%	18.5%	24.0%	28.6%	
Technical assistance	15.4%	16.7%	17.9%	50.0%	25.0%	22.7%	11.1%	24.0%	23.8%	
Capacity development	23.1%	16.7%	20.5%	30.0%	16.7%	27.3%	7.4%	32.0%	19.0%	
Policy based lending / budget support to the Government	30.8%	8.3%	23.1%	10.0%	41.7%	31.8%	40.7%	24.0%	23.8%	
Multi-sectoral approaches	23.1%	8.3%	25.6%	20.0%	8.3%	27.3%	22.2%	8.0%	23.8%	
Other	7.7%	8.3%	7.7%	10.0%	8.3%	4.5%	3.7%	8.0%	9.5%	
Don't know	7.7%	25.0%	7.7%	10.0%	0.0%	0.0%	3.7%	4.0%	4.8%	

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Djibouti? (Select only ONE response)

Percentage of Respondents	Office of		Employee of a		Bilateral/		Private Sector /		Academia/	
	President/ Prime Minister/ Minister	Office of Parliamentarian	Ministry/ PMU/ Consultant	Local Gov.	Multilateral Agency	Financial Sector/ Private Bank	CSO	Research Institute/ Think Tank	Other	
To a fully sufficient degree	38.5%	41.7%	33.3%	20.0%	25.0%	34.8%	39.3%	40.0%	47.6%	
To a somewhat sufficient degree	46.2%	16.7%	30.8%	60.0%	41.7%	52.2%	21.4%	40.0%	28.6%	
To a somewhat insufficient degree	7.7%	25.0%	20.5%	0.0%	16.7%	4.3%	21.4%	16.0%	14.3%	
To a very insufficient degree	0.0%	8.3%	10.3%	20.0%	0.0%	8.7%	7.1%	0.0%	4.8%	
Don't know	7.7%	8.3%	5.1%	0.0%	16.7%	0.0%	10.7%	4.0%	4.8%	

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

Percentage of Respondents	Office of		Employee of a		Bilateral/		Private Sector /		Academia/	
	President/ Prime Minister/ Minister	Office of Parliamentarian	Ministry/ PMU/ Consultant	Local Gov.	Multilateral Agency	Financial Sector/ Private Bank	CSO	Research Institute/ Think Tank	Other	
Academia/think tanks/research institutes	23.1%	33.3%	42.5%	37.5%	33.3%	30.4%	42.9%	36.0%	19.0%	
Donor community	30.8%	41.7%	27.5%	25.0%	50.0%	17.4%	14.3%	16.0%	28.6%	
Media	15.4%	8.3%	7.5%	12.5%	16.7%	4.3%	3.6%	16.0%	4.8%	
Local Government	7.7%	8.3%	10.0%	0.0%	0.0%	17.4%	25.0%	28.0%	28.6%	
Private sector	23.1%	16.7%	22.5%	37.5%	41.7%	30.4%	14.3%	24.0%	9.5%	
Parliament	0.0%	16.7%	2.5%	0.0%	0.0%	4.3%	3.6%	0.0%	4.8%	
NGOs/Community Based Organizations (CBOs)	15.4%	8.3%	17.5%	25.0%	8.3%	30.4%	10.7%	16.0%	14.3%	
Youth/university groups*	38.5%	25.0%	17.5%	0.0%	8.3%	21.7%	25.0%	12.0%	47.6%	
Beneficiaries	23.1%	16.7%	25.0%	12.5%	16.7%	8.7%	14.3%	20.0%	14.3%	
Foundations	15.4%	16.7%	10.0%	25.0%	16.7%	21.7%	32.1%	8.0%	14.3%	
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	8.0%	0.0%	
Don't know	7.7%	0.0%	10.0%	12.5%	0.0%	4.3%	7.1%	0.0%	4.8%	

*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 Djibouti? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Djibouti*	14	7.29	1.27	13	5.46	1.90	38	6.55	1.72	8	6.38	2.26	12	6.25	1.06	23	6.61	2.04	25	5.28	2.13	25	4.64	2.06	21	5.86	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Djibouti*	13	7.38	2.47	12	5.08	2.19	37	5.70	2.34	8	5.88	2.03	12	5.75	2.22	22	5.73	2.43	22	6.00	2.43	25	5.28	2.26	18	7.39	2.15
The World Bank Group supports programs and strategies that are realistic for Djibouti	13	7.38	2.47	13	6.54	2.67	35	6.97	1.93	8	5.88	2.64	12	7.00	2.30	22	6.45	2.65	21	6.24	2.55	20	5.10	2.51	16	7.06	2.86
The World Bank Group treats clients and stakeholders in Djibouti with respect*	13	8.23	1.24	12	7.00	1.95	36	6.89	1.97	8	5.38	2.20	12	6.50	2.32	21	7.05	2.67	21	6.38	2.42	22	4.23	2.78	15	5.47	3.00

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	12	7.92	1.88	13	5.85	2.51	37	6.95	1.45	7	5.86	1.21	10	6.00	1.41	19	6.42	2.01	23	5.52	2.27	21	4.43	2.71	17	5.88	2.76
Flexibility (in terms of the institution's products)	12	7.50	2.54	12	5.83	2.59	40	5.93	2.48	8	6.88	2.36	10	5.20	2.04	20	5.90	2.17	25	5.84	2.21	19	4.84	2.48	16	6.75	1.77
Flexibility (in terms of changing country circumstances)*	12	7.75	1.76	13	6.38	2.14	38	7.05	2.09	8	5.38	2.39	9	6.56	2.55	20	5.50	2.46	23	6.57	2.29	22	5.50	2.60	19	7.21	2.55
Being inclusive	13	7.69	2.87	11	6.82	2.32	28	6.25	2.17	6	7.00	1.26	9	6.33	2.12	19	6.37	2.50	20	6.30	2.68	20	6.50	2.12	15	7.00	2.88
Openness (sharing data and other information)*	14	7.36	2.84	11	6.27	3.07	35	6.37	2.22	6	6.67	1.97	11	5.55	1.37	23	6.91	2.15	21	4.71	2.08	22	4.41	1.76	16	6.25	1.61
Staff accessibility*	14	8.29	1.86	12	6.00	2.66	37	6.86	2.41	5	4.20	0.84	11	6.00	2.93	22	6.64	2.59	18	6.67	2.50	17	3.65	2.67	18	6.28	1.93
Straightforwardness and honesty*	13	7.54	2.76	12	6.50	2.39	37	5.97	2.34	7	5.57	3.36	11	6.82	1.99	20	6.15	2.46	22	5.73	2.80	17	3.47	1.97	15	6.00	2.98
Ease of access to the people at the World Bank Group who are making decisions important to my work	13	7.92	2.22	9	5.78	2.11	40	6.48	2.46	8	5.63	3.58	12	6.67	1.87	22	6.18	2.99	20	5.95	2.24	16	4.38	2.42	16	6.38	3.10
Collaboration with civil society	13	7.77	2.05	9	6.44	2.83	35	6.37	2.24	5	4.80	2.59	10	4.90	2.69	22	5.50	2.48	24	6.04	2.68	19	5.05	2.55	15	6.20	2.88
Collaboration with the Government	14	7.57	2.41	9	7.56	2.51	34	6.79	2.33	7	6.43	3.51	10	6.20	1.81	22	6.14	2.40	23	5.52	2.81	14	5.64	2.06	16	6.31	2.87
Collaboration with other donors and development partners*	11	7.45	2.50	11	7.27	2.72	35	6.60	2.14	8	7.25	1.58	11	5.91	2.07	20	6.30	2.77	20	5.20	2.80	20	5.40	2.35	16	7.38	2.03
Collaboration with the private sector*	13	6.85	2.12	10	5.20	3.46	32	6.25	2.27	8	4.13	2.03	9	5.67	2.83	22	6.41	3.19	19	5.68	2.29	18	3.61	1.72	17	5.65	2.87
The speed in which it gets things accomplished on the ground*	12	7.17	2.86	11	6.73	2.87	38	6.53	2.45	6	5.17	1.83	8	6.00	1.93	18	5.94	2.73	21	5.24	2.96	18	4.50	2.38	17	7.41	2.92
Being a long-term partner	13	7.62	2.63	11	5.82	2.60	35	6.69	2.46	8	6.25	2.38	8	5.88	3.04	20	6.20	2.59	18	6.83	1.86	14	6.36	2.98	16	5.69	3.18

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
More local presence	71.4%	92.3%	73.8%	90.0%	91.7%	82.6%	82.1%	40.0%	65.0%
The current level of local presence is adequate	28.6%	7.7%	21.4%	0.0%	0.0%	17.4%	17.9%	48.0%	10.0%
Less local presence	0.0%	0.0%	4.8%	0.0%	8.3%	0.0%	0.0%	8.0%	15.0%
Don't know	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	4.0%	10.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	21.4%	38.5%	20.5%	22.2%	30.0%	33.3%	32.1%	26.9%	45.0%
Poor donor coordination	14.3%	15.4%	17.9%	33.3%	40.0%	23.8%	21.4%	46.2%	35.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	35.7%	23.1%	25.6%	22.2%	20.0%	23.8%	17.9%	23.1%	5.0%
Lack of/inadequate levels of capacity in Government	14.3%	30.8%	28.2%	33.3%	20.0%	9.5%	25.0%	19.2%	25.0%
There is not an adequate level of citizen/civil society participation	21.4%	23.1%	10.3%	33.3%	0.0%	14.3%	25.0%	11.5%	25.0%
The World Bank Group works too slowly	21.4%	30.8%	28.2%	33.3%	40.0%	28.6%	17.9%	19.2%	10.0%
The Government works inefficiently	42.9%	7.7%	25.6%	11.1%	30.0%	23.8%	21.4%	19.2%	20.0%
Political pressures and obstacles	21.4%	15.4%	17.9%	11.1%	20.0%	19.0%	28.6%	15.4%	20.0%
Reforms are not well thought out in light of country challenges	7.1%	7.7%	20.5%	0.0%	0.0%	14.3%	7.1%	19.2%	5.0%
Other	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	10.0%

**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 Djibouti? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																												
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Anti corruption*	14	7.21	1.53	12	6.00	2.26	35	7.11	1.76	9	7.67	1.66	11	7.55	1.81	23	6.96	1.97	25	5.28	1.84	25	5.40	1.73	21	6.67	2.20		
Information and communications technology	13	7.23	2.52	12	6.17	2.48	35	6.66	2.51	9	6.78	2.39	12	5.58	2.71	22	6.09	2.45	22	7.18	2.79	24	5.33	2.43	19	6.47	2.57		
Transport*	11	7.73	1.42	12	7.58	2.64	32	6.66	2.70	10	7.70	2.50	11	6.64	2.34	23	7.74	2.34	20	5.45	2.19	24	5.29	2.74	17	6.35	2.45		
Crime and violence	11	7.36	2.34	10	6.80	2.66	29	6.52	2.50	5	6.80	1.30	10	5.30	2.83	20	6.00	2.92	18	6.28	2.49	16	4.88	1.96	17	6.59	2.21		
Law and justice*	12	8.33	1.67	11	6.18	1.94	31	7.06	1.95	6	6.83	2.48	11	6.27	2.00	21	7.67	1.96	19	5.84	2.99	21	5.38	1.96	18	6.89	2.14		
Urban development	12	6.83	2.52	12	7.25	2.60	34	6.71	2.48	8	7.25	2.82	11	5.64	2.84	19	6.89	1.82	20	7.40	1.93	17	6.35	2.21	16	6.38	2.28		
Environmental sustainability	13	6.85	2.94	12	7.33	2.35	33	6.33	2.68	8	7.00	1.93	11	6.27	3.55	21	6.57	2.06	21	5.38	2.80	18	5.56	1.89	15	5.93	2.84		
Regulatory framework*	12	7.50	2.02	12	5.83	2.04	34	6.88	2.33	7	5.43	2.64	10	7.20	2.62	19	6.37	2.75	20	5.25	2.24	21	4.90	2.00	14	5.79	2.33		
Communicable/non-communicable diseases*	11	7.09	2.07	12	4.50	2.68	33	6.24	2.29	8	6.25	3.06	11	6.18	2.27	17	7.24	2.51	18	6.56	2.23	19	4.84	2.36	15	5.47	2.47		
Poverty reduction*	10	8.10	2.13	11	6.18	3.09	37	7.57	2.10	10	8.10	1.66	12	6.42	2.97	21	8.05	2.33	17	5.06	2.93	23	4.52	2.52	17	5.18	3.00		
Gender equity	11	7.73	2.10	10	5.60	3.24	34	6.15	2.32	9	6.44	2.46	11	6.27	2.72	19	6.74	2.35	19	6.11	2.38	18	5.78	1.80	14	5.86	2.66		
Private sector development	10	6.80	2.70	10	6.40	2.67	35	6.37	2.73	7	7.29	2.06	12	6.17	2.98	19	8.00	2.16	17	6.59	3.32	20	4.90	2.51	15	6.40	2.61		
Foreign direct investment*	10	7.30	2.16	11	5.91	2.95	32	7.38	2.81	7	5.71	2.69	11	6.18	2.82	21	7.05	2.60	18	4.72	1.99	19	5.05	2.39	16	6.44	2.61		
Water and sanitation	13	8.08	2.56	9	6.33	3.00	34	6.94	2.47	7	6.43	2.51	12	6.92	2.31	23	7.30	2.46	15	6.53	2.17	17	6.18	2.65	17	6.06	2.33		
Trade and exports	11	6.64	2.84	9	5.89	3.30	30	7.13	2.32	7	6.57	3.05	12	5.50	2.50	19	6.42	2.48	20	6.65	2.30	22	5.32	2.66	17	4.71	2.57		
Economic growth*	14	8.07	1.73	9	7.78	1.92	28	7.14	2.37	7	7.14	2.73	11	7.18	2.60	20	7.35	2.66	19	5.26	2.84	20	5.90	2.73	18	5.83	2.75		
Energy*	13	8.46	1.76	10	6.40	2.50	35	6.66	2.75	9	7.11	3.22	12	6.08	2.23	21	6.52	2.96	21	4.48	2.29	20	5.80	2.33	15	6.60	2.75		
Disaster management	11	6.18	2.71	11	4.73	2.49	34	5.71	2.61	5	6.00	3.16	11	5.45	3.05	20	6.40	2.76	21	5.86	2.46	25	5.40	2.87	18	6.11	2.97		
Public sector governance/reform	11	7.55	2.58	12	7.17	3.07	34	7.18	2.37	8	6.25	3.06	12	7.08	2.71	20	7.65	2.70	21	5.81	2.40	19	6.05	2.97	18	6.61	1.79		
Job creation/employment	12	8.08	1.56	12	6.67	2.31	35	7.43	2.77	9	6.78	2.73	11	6.91	2.26	21	7.43	2.62	22	6.59	2.32	18	5.67	2.38	18	6.61	2.23		
Equality of opportunity	13	6.77	2.55	9	6.44	2.19	30	7.17	2.44	8	6.25	2.96	11	5.64	2.29	21	7.00	2.51	19	5.79	2.35	17	4.82	2.21	13	5.46	2.67		
Health*	12	6.92	2.35	12	6.17	2.69	37	7.38	2.20	7	6.43	3.31	12	7.00	2.41	21	7.86	2.48	23	5.74	2.32	18	4.94	2.46	18	6.89	2.05		
Rural development	10	7.60	1.90	11	6.18	2.79	32	6.59	2.46	9	5.56	3.40	11	7.18	1.66	22	6.68	2.28	23	6.65	2.08	17	5.71	2.73	14	6.21	2.39		
Global/regional integration*	12	6.83	2.52	12	6.83	2.72	29	7.28	2.46	8	6.38	1.60	10	5.70	2.36	20	6.10	1.80	17	4.76	2.39	18	5.61	2.75	15	5.27	2.55		
Food security	10	8.40	1.58	12	5.92	2.07	30	6.63	2.58	6	6.17	2.79	11	6.73	1.49	17	6.94	2.54	22	5.77	2.27	15	5.33	2.29	16	6.44	2.03		
Education*	12	7.08	2.94	12	7.58	1.88	36	7.72	2.17	10	6.20	3.01	9	6.67	2.18	19	7.16	2.17	19	5.84	2.41	17	5.18	2.79	17	6.24	2.46		
Social protection*	12	7.92	2.54	11	5.55	2.91	35	6.91	2.56	9	6.56	2.92	11	6.09	2.55	20	6.95	2.37	20	4.55	1.82	16	6.06	3.07	18	5.44	2.89		
Climate change	12	6.75	2.80	9	6.56	2.40	36	6.47	2.56	9	7.11	2.26	9	6.00	2.92	22	6.05	2.38	20	5.85	2.43	19	5.05	2.57	17	6.12	2.47		
Agricultural development	13	7.38	1.98	12	6.92	2.84	35	6.94	2.78	7	8.00	1.91	9	6.44	2.60	21	6.19	2.64	21	5.38	1.91	15	5.20	2.83	15	5.47	2.36		
Natural resource management*	12	7.25	2.05	12	6.08	2.57	35	6.74	2.60	9	7.56	2.55	10	6.00	2.87	19	5.63	2.41	20	6.60	2.64	17	4.47	2.50	16	5.56	2.53		

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	13	6.85	2.51	13	5.08	1.98	33	6.00	2.32	9	6.00	1.66	8	6.00	1.85	18	5.50	2.50	23	5.52	2.13	25	4.24	2.13	20	6.40	2.44
Information and communications technology*	13	7.38	2.33	12	7.08	2.64	32	5.63	2.25	9	5.67	2.29	9	5.22	2.54	20	5.80	2.38	24	6.38	2.34	24	4.75	2.44	18	6.44	2.50
Transport	10	7.10	2.28	13	6.23	1.54	30	6.33	2.17	8	5.63	1.92	7	5.57	2.07	18	5.78	2.46	21	6.00	2.65	23	5.30	2.03	18	6.50	2.31
Crime and violence	12	6.67	3.08	12	6.33	2.50	29	5.93	2.28	8	4.38	2.67	7	5.00	2.77	13	5.15	2.70	18	5.89	2.72	21	5.14	2.48	15	6.47	2.53
Law and justice*	14	7.21	2.75	13	6.31	2.21	28	5.54	2.74	6	5.83	2.48	8	6.38	2.13	13	4.46	2.76	17	5.82	2.32	19	4.42	2.22	15	6.80	2.96
Urban development	13	6.62	2.66	12	6.92	2.64	33	6.64	2.12	7	7.43	2.07	7	6.71	2.21	18	6.44	1.65	19	6.16	2.32	19	4.74	2.28	17	5.71	2.62
Environmental sustainability	12	7.33	1.97	11	6.82	3.12	24	6.58	1.89	8	5.00	3.51	9	7.11	1.83	14	5.43	2.53	16	5.88	2.36	20	5.50	2.33	17	6.82	2.77
Regulatory framework	9	6.67	1.73	9	8.33	1.32	31	6.35	2.07	8	6.63	2.92	10	6.30	1.06	17	5.53	2.92	20	6.65	2.39	21	5.52	2.09	16	6.38	2.75
Communicable/non-communicable diseases	13	6.54	2.33	11	6.73	2.49	32	6.63	2.09	7	5.86	2.34	8	5.25	2.60	15	6.33	2.38	18	6.06	2.36	19	5.11	2.28	14	6.79	2.36
Poverty reduction*	13	6.69	2.46	11	7.91	1.81	30	6.93	2.60	8	4.00	2.20	10	6.50	2.32	17	5.53	2.90	23	5.22	2.30	22	5.73	2.07	18	5.72	2.54
Gender equity	11	7.00	2.24	12	5.67	1.83	32	6.13	2.32	5	6.80	2.39	8	6.50	3.07	15	6.47	2.03	16	6.81	2.01	16	6.38	1.75	15	6.93	2.22
Private sector development*	14	6.79	2.61	13	6.31	2.59	29	6.48	2.34	8	5.63	1.92	8	6.63	2.20	18	6.28	1.96	20	4.70	2.77	14	4.21	1.58	14	6.71	2.61
Foreign direct investment*	12	7.08	2.39	11	5.45	2.38	26	5.85	2.03	4	6.25	1.71	8	6.50	2.56	17	5.47	1.84	21	6.76	1.95	20	4.65	2.52	18	7.17	2.12
Water and sanitation*	10	6.90	3.14	11	7.55	2.25	32	6.19	2.69	8	5.13	2.64	7	6.43	3.41	15	6.20	1.78	21	5.52	1.91	23	4.57	2.29	15	5.27	2.60
Trade and exports	11	6.18	3.06	9	6.11	2.20	26	5.58	2.47	7	6.29	1.50	8	7.00	2.56	15	5.53	2.50	20	5.65	2.83	14	4.79	2.22	15	6.47	2.13
Economic growth*	13	7.69	2.63	9	4.00	2.69	28	6.29	2.39	5	5.40	1.82	6	6.17	1.33	17	6.24	2.11	15	6.27	2.46	23	4.91	2.70	17	6.53	2.72
Energy*	14	7.00	2.48	12	7.50	2.88	29	6.34	2.61	8	5.25	1.91	5	6.80	2.59	15	5.47	2.39	22	5.41	2.38	19	4.11	2.11	18	5.78	2.51
Disaster management	13	6.08	2.22	10	5.80	2.94	33	6.03	2.14	9	5.11	2.47	6	5.67	3.01	16	5.56	2.53	22	5.14	2.47	20	5.35	2.50	18	4.61	2.70
Public sector governance/reform	12	6.25	2.67	13	5.77	3.14	32	6.19	2.21	8	4.38	2.62	9	7.44	1.51	19	6.05	2.66	19	5.58	2.50	22	5.73	2.76	16	7.13	2.16
Job creation/employment	13	6.46	3.04	11	4.55	2.46	32	5.72	2.37	5	5.60	3.29	9	6.33	1.73	18	5.67	2.74	21	5.48	2.86	22	5.09	2.41	17	6.88	2.39
Equality of opportunity	11	6.00	2.79	12	5.00	2.34	27	5.59	2.62	7	5.14	2.79	7	4.00	2.38	17	4.88	1.96	20	6.10	2.59	18	5.61	1.97	11	6.82	2.14
Health	12	7.42	2.07	11	6.64	3.11	31	6.90	2.30	7	6.43	3.10	9	6.11	1.90	18	5.61	2.48	20	6.75	2.02	20	5.25	2.12	18	6.28	2.44
Rural development*	12	7.08	2.23	10	6.30	2.36	27	6.41	1.74	7	5.00	2.52	6	5.17	3.13	16	6.06	2.86	16	6.88	2.36	21	4.48	1.89	14	6.29	2.16
Global/regional integration*	12	7.42	2.23	11	6.27	3.35	27	5.93	2.77	6	6.50	2.88	7	6.57	1.99	13	6.69	2.29	17	6.00	2.03	14	3.79	1.93	13	6.38	2.81
Food security*	13	7.15	1.86	10	7.10	2.81	28	5.46	2.73	6	7.17	2.40	7	4.57	2.82	17	5.41	2.32	16	5.63	1.82	19	3.47	1.26	15	5.93	2.60
Education*	13	7.31	2.59	9	7.44	2.07	31	7.03	2.47	7	7.86	1.95	9	6.00	2.92	16	6.56	2.13	17	7.00	2.12	19	4.53	2.32	15	5.73	2.58
Social protection*	12	6.83	2.69	9	5.00	2.06	34	6.50	2.40	8	3.63	1.51	9	6.56	2.65	18	5.39	2.43	20	4.55	2.16	19	5.21	2.37	16	5.94	1.88
Climate change	12	7.67	2.06	11	4.73	2.33	28	5.46	2.32	6	4.83	3.49	8	5.25	3.37	18	5.83	2.57	18	5.44	2.59	20	4.95	2.16	18	5.61	2.55
Agricultural development	11	6.91	2.63	12	6.42	2.78	31	6.26	2.32	6	5.83	3.06	8	6.38	3.20	17	4.18	2.83	15	5.60	2.56	20	5.30	2.90	18	5.17	2.12

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
At the Headquarters (in Washington D.C.)	69.2%	75.0%	85.4%	70.0%	80.0%	71.4%	95.8%	69.6%	78.9%
In the country	15.4%	8.3%	7.3%	10.0%	20.0%	14.3%	0.0%	21.7%	21.1%
Don't know	15.4%	16.7%	7.3%	20.0%	0.0%	14.3%	4.2%	8.7%	0.0%

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Djibouti?	14	7.57	2.06	13	6.85	1.77	40	6.30	1.49	9	6.44	1.81	12	6.58	1.08	22	6.50	2.06	27	6.48	2.08	26	5.73	2.03	20	7.25	2.49

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Djibouti*	13	7.23	2.13	13	5.92	1.75	39	5.31	1.72	9	4.89	1.17	11	4.82	1.83	21	5.52	2.18	26	5.12	1.77	24	4.25	2.17	20	5.50	2.91
The World Bank Group meets Djibouti's needs for knowledge services	12	7.83	1.70	13	5.85	2.70	40	6.08	2.40	9	6.00	2.06	11	5.91	2.07	23	5.61	2.48	24	6.25	2.77	21	4.86	2.37	19	6.16	2.29

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Djibouti?	13	7.31	2.72	13	7.23	2.31	40	6.95	1.81	8	7.88	1.55	8	6.38	2.07	18	7.00	2.33	25	7.12	2.15	21	6.19	2.69	20	7.15	2.66

(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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	15.4%	66.7%	33.3%	22.2%	25.0%	17.4%	35.7%	30.8%	50.0%
Monthly	38.5%	8.3%	35.7%	33.3%	8.3%	47.8%	17.9%	11.5%	30.0%
A few times a year	30.8%	16.7%	14.3%	22.2%	33.3%	17.4%	25.0%	46.2%	10.0%
Rarely	7.7%	0.0%	16.7%	22.2%	33.3%	17.4%	10.7%	7.7%	10.0%
Never	7.7%	8.3%	0.0%	0.0%	0.0%	0.0%	10.7%	3.8%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																												
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Are timely*	11	6.64	1.36	13	5.69	1.97	38	5.71	1.64	9	5.56	1.81	9	4.67	1.22	22	5.50	1.97	24	5.25	1.65	23	3.96	1.97	19	5.53	1.74		
Include appropriate level of stakeholder involvement during preparation	11	7.36	1.69	13	6.15	2.76	34	6.09	1.96	8	6.00	1.85	9	5.89	2.26	21	6.29	2.08	23	5.52	2.27	22	5.14	2.05	19	6.21	3.12		
Lead to practical solutions	10	7.50	2.27	11	7.09	1.64	34	6.15	2.45	5	5.00	3.32	9	5.33	2.50	15	6.00	2.30	21	6.81	2.52	20	5.40	2.28	14	7.43	2.53		
Are accessible (well written and easy to understand)	10	7.40	2.17	11	5.45	2.21	32	6.16	2.10	7	5.71	2.75	8	6.63	2.92	20	6.10	2.51	15	5.53	1.77	18	5.39	1.88	17	6.12	2.34		
Are source of relevant information on global good practices	11	6.36	2.77	12	6.92	2.11	36	6.47	2.16	8	6.00	2.33	8	5.88	1.36	19	7.26	2.26	22	6.05	2.52	19	6.26	1.63	16	6.69	2.68		
Are adequately disseminated	9	7.89	1.62	11	6.55	2.84	28	6.32	2.29	8	5.38	3.20	8	3.88	2.30	17	6.82	2.13	19	6.21	2.44	20	5.60	2.56	16	6.75	2.96		
Are translated enough into local language	10	6.10	2.69	8	4.50	2.33	31	4.23	2.75	8	6.13	3.68	10	5.50	2.64	21	4.76	2.05	20	4.40	2.70	20	5.60	2.80	15	5.73	2.40		
Are adaptable to Djibouti's specific development challenges and country circumstances	8	7.25	1.67	10	6.30	1.95	34	5.85	2.27	9	6.78	2.68	8	5.75	2.25	22	6.36	2.61	21	6.62	2.52	17	5.06	2.30	19	5.89	2.88		

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																												
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	12	8.50	1.45	10	8.00	1.63	37	6.78	1.75	9	7.33	1.58	10	6.60	1.84	23	7.09	2.07	23	6.70	2.10	20	5.55	2.44	19	6.89	2.83		

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



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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	7.75	2.34	10	7.30	1.49	38	6.66	1.58	9	6.11	2.20	10	6.50	1.84	23	6.30	1.92	22	6.59	1.94	19	5.05	1.93	18	6.39	1.72

(1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

E. Working with the World Bank Group

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	13	5.85	2.58	13	6.15	2.15	39	5.95	1.70	8	5.00	2.27	6	5.83	1.17	20	6.35	1.76	23	5.52	1.70	25	4.60	1.32	19	5.74	2.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	13	7.00	2.24	13	6.08	2.14	40	6.28	1.97	9	6.11	2.62	8	5.63	2.33	22	6.05	1.94	24	5.83	2.39	21	5.19	2.29	17	6.47	2.18
The World Bank Group's approvals and reviews are done in a timely fashion	13	7.54	1.76	13	5.54	2.50	39	6.00	2.38	8	6.50	2.07	8	7.75	1.49	19	6.47	2.37	24	6.13	2.51	21	6.19	2.27	19	5.89	2.73
The World Bank Group's "Safeguard Policy" requirements are reasonable	12	6.00	2.37	12	6.83	2.41	37	5.76	1.85	9	5.67	1.80	5	6.80	0.84	17	6.35	2.50	25	6.24	2.45	19	5.42	1.89	19	7.05	2.39
The World Bank Group's conditions on its lending are reasonable	12	6.58	2.75	12	7.08	1.78	35	6.31	2.54	8	6.00	1.93	6	4.83	1.47	19	6.63	2.89	20	6.40	2.60	20	4.65	1.95	16	6.75	2.62
The World Bank Group takes decisions quickly in Djibouti*	13	5.62	3.01	10	7.50	1.78	35	6.26	1.93	8	5.75	1.67	5	8.40	1.14	21	6.62	2.29	19	5.58	2.59	18	4.11	2.37	14	6.14	2.44
Working with the World Bank Group increases Djibouti's institutional capacity	14	7.07	2.64	10	6.10	1.10	38	6.18	2.23	9	5.22	2.59	9	5.89	1.45	19	6.68	1.89	21	6.57	2.25	19	5.21	2.72	16	6.94	2.69
Where country systems are adequate, the World Bank Group makes appropriate use of them	12	6.83	2.17	13	6.54	2.11	40	6.15	2.19	8	5.38	2.39	6	6.33	2.50	21	6.29	2.10	23	5.35	2.55	19	4.95	2.80	17	6.12	2.62
The World Bank Group provides effective implementation support	12	7.75	1.48	12	5.92	1.73	38	6.53	2.53	8	6.75	2.55	7	6.57	2.64	22	6.09	2.41	24	6.00	2.17	19	4.95	2.72	18	5.72	3.18

*Significantly different between stakeholder groups



E. Working with the World Bank Group (continued)

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other								
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Djibouti?	13	7.85	1.52	12	7.25	1.96	37	6.35	1.87	8	6.63	1.85	9	6.78	1.39	22	6.41	2.36	25	6.72	1.93	22	5.73	2.23	19	6.68	2.54						

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

Which of the following best describes the way the World Bank Group operates in Djibouti? (Select only one response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Djibouti	35.7%	41.7%	43.9%	60.0%	33.3%	47.8%	53.6%	34.6%	50.0%
The World Bank Group does not take enough risk in Djibouti	28.6%	50.0%	24.4%	20.0%	33.3%	34.8%	35.7%	57.7%	30.0%
The World Bank Group's approach to risk is appropriate	21.4%	8.3%	17.1%	10.0%	8.3%	17.4%	0.0%	3.8%	15.0%
Don't know	14.3%	0.0%	14.6%	10.0%	25.0%	0.0%	10.7%	3.8%	5.0%

Which of the following best describes the WBG's support in Djibouti? (Select only one response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Djibouti	64.3%	50.0%	47.6%	33.3%	41.7%	43.5%	28.6%	30.8%	40.0%
The World Bank Group is not sufficiently selective in Djibouti, and it is involved in too many areas of development	28.6%	33.3%	38.1%	44.4%	41.7%	43.5%	39.3%	42.3%	50.0%
Don't know	7.1%	16.7%	14.3%	22.2%	16.7%	13.0%	32.1%	26.9%	10.0%

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Djibouti's economy	15.4%	0.0%	11.9%	10.0%	25.0%	8.7%	22.2%	30.8%	9.5%
Ensure greater selectivity in its work	15.4%	23.1%	16.7%	10.0%	33.3%	8.7%	18.5%	19.2%	4.8%
Offer more innovative financial products	46.2%	38.5%	40.5%	30.0%	33.3%	26.1%	37.0%	19.2%	23.8%
Improve the competitiveness of its financing compared to markets	7.7%	30.8%	11.9%	10.0%	0.0%	21.7%	25.9%	15.4%	33.3%
Reach out more to groups outside of Government	7.7%	23.1%	7.1%	10.0%	8.3%	26.1%	0.0%	15.4%	14.3%
Work faster	23.1%	0.0%	4.8%	10.0%	0.0%	13.0%	14.8%	7.7%	14.3%
Improve the quality of its experts as related to Djibouti's specific challenges	7.7%	0.0%	9.5%	0.0%	8.3%	4.3%	11.1%	3.8%	4.8%
Offer more innovative knowledge services	0.0%	30.8%	23.8%	10.0%	41.7%	26.1%	40.7%	23.1%	33.3%
Collaborate more effectively with Government clients	38.5%	7.7%	14.3%	50.0%	8.3%	30.4%	14.8%	15.4%	28.6%
Increase the level of capacity development in the country	30.8%	30.8%	31.0%	30.0%	33.3%	13.0%	3.7%	26.9%	28.6%
Reduce the complexity of obtaining World Bank Group financing*	0.0%	15.4%	21.4%	10.0%	0.0%	13.0%	0.0%	19.2%	0.0%
Other	7.7%	0.0%	4.8%	10.0%	0.0%	4.3%	11.1%	3.8%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Financial services	57.1%	15.4%	47.5%	37.5%	41.7%	54.5%	63.0%	61.5%	23.8%
Knowledge products	14.3%	38.5%	20.0%	0.0%	58.3%	13.6%	25.9%	26.9%	52.4%
Convening services	7.1%	15.4%	12.5%	37.5%	0.0%	13.6%	7.4%	3.8%	19.0%
None of the above	0.0%	0.0%	5.0%	0.0%	0.0%	9.1%	0.0%	3.8%	0.0%
The combination is appropriate for Djibouti	14.3%	7.7%	5.0%	12.5%	0.0%	0.0%	3.7%	0.0%	0.0%
Don't know	7.1%	23.1%	10.0%	12.5%	0.0%	9.1%	0.0%	3.8%	4.8%

*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 Djibouti? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Periodicals	14.3%	8.3%	4.8%	0.0%	8.3%	9.1%	7.7%	8.3%	10.0%
International newspapers*	7.1%	25.0%	38.1%	22.2%	75.0%	22.7%	42.3%	20.8%	35.0%
Local radio	14.3%	0.0%	4.8%	11.1%	0.0%	13.6%	11.5%	12.5%	20.0%
International radio	7.1%	8.3%	11.9%	11.1%	8.3%	4.5%	26.9%	12.5%	30.0%
Local television	14.3%	16.7%	14.3%	22.2%	0.0%	18.2%	11.5%	25.0%	10.0%
International television*	0.0%	33.3%	19.0%	22.2%	0.0%	22.7%	3.8%	4.2%	20.0%
Local newspapers*	35.7%	33.3%	11.9%	11.1%	33.3%	27.3%	7.7%	37.5%	0.0%
Internet	64.3%	75.0%	71.4%	66.7%	58.3%	59.1%	84.6%	54.2%	65.0%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	21.4%	0.0%	9.5%	33.3%	0.0%	13.6%	3.8%	8.3%	10.0%
Other	7.1%	0.0%	9.5%	0.0%	16.7%	4.5%	0.0%	4.2%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	28.6%	23.1%	26.2%	12.5%	58.3%	23.8%	38.5%	17.4%	26.3%
e-Newsletters	28.6%	23.1%	33.3%	12.5%	8.3%	33.3%	23.1%	21.7%	26.3%
World Bank Group's seminars/workshops/ conferences*	50.0%	76.9%	42.9%	100.0%	33.3%	38.1%	57.7%	60.9%	42.1%
World Bank Group's publications and other written materials*	21.4%	7.7%	26.2%	0.0%	0.0%	33.3%	42.3%	34.8%	15.8%
World Bank Group's website	28.6%	38.5%	52.4%	62.5%	50.0%	42.9%	19.2%	21.7%	47.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	7.1%	23.1%	11.9%	12.5%	8.3%	9.5%	3.8%	30.4%	15.8%
Mobile phones	14.3%	7.7%	0.0%	0.0%	0.0%	9.5%	11.5%	13.0%	21.1%
Other	7.1%	0.0%	2.4%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	28.6%	7.7%	53.7%	0.0%	58.3%	17.4%	32.1%	36.0%	26.3%
No	71.4%	92.3%	46.3%	100.0%	41.7%	82.6%	67.9%	64.0%	73.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	28.6%	38.5%	43.9%	11.1%	58.3%	18.2%	53.6%	44.0%	61.9%
No	71.4%	61.5%	56.1%	88.9%	41.7%	81.8%	46.4%	56.0%	38.1%

*Significantly different between stakeholder groups

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

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	80.0%	83.3%	0.0%	100.0%	33.3%	64.3%	60.0%	75.0%
No	25.0%	20.0%	16.7%	100.0%	0.0%	66.7%	35.7%	40.0%	25.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	78.6%	84.6%	92.3%	87.5%	91.7%	95.2%	74.1%	57.7%	72.2%
No	21.4%	15.4%	7.7%	12.5%	8.3%	4.8%	25.9%	42.3%	27.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	38.5%	76.9%	22.2%	90.0%	43.5%	50.0%	69.2%	60.0%
No	50.0%	61.5%	23.1%	77.8%	10.0%	56.5%	50.0%	30.8%	40.0%

*Significantly different between stakeholder groups

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	28.6%	16.7%	34.1%	11.1%	8.3%	34.8%	21.4%	42.3%	52.4%
No	71.4%	83.3%	65.9%	88.9%	91.7%	65.2%	78.6%	57.7%	47.6%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	89.2%	100.0%	100.0%	95.2%	90.0%	82.4%	100.0%
No	0.0%	0.0%	10.8%	0.0%	0.0%	4.8%	10.0%	17.6%	0.0%



G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	9	8.00	1.73	7	7.71	2.06	38	6.71	2.13	2	8.50	0.71	9	7.67	1.00	15	6.67	1.91	20	6.60	1.79	25	7.08	1.26	14	7.57	2.14
I find the information on the World Bank Group's websites useful.*	9	8.00	2.06	6	6.33	2.16	36	7.08	1.75	3	8.33	0.58	10	7.40	1.51	14	5.93	2.81	18	6.94	1.66	24	5.25	2.07	13	6.69	1.97
The World Bank Group's social media channels are valuable sources of information about the institution	6	7.83	2.56	6	5.33	2.42	26	6.19	2.48	1	6.00	0.00	6	6.17	2.04	9	7.22	1.99	11	4.82	1.78	22	5.09	3.07	11	5.00	2.05
When I need information from the World Bank Group I know how to find it	8	7.25	2.87	6	6.00	2.76	37	7.08	1.80	1	9.00	0.00	11	6.73	3.23	12	6.67	2.67	15	6.67	2.02	16	6.06	2.98	14	5.79	2.58
The World Bank Group is responsive to my information requests and inquiries	8	7.63	3.25	5	5.00	3.54	32	6.66	2.31	1	5.00	0.00	10	7.50	1.78	9	6.67	3.16	16	5.75	3.04	20	4.55	2.96	12	6.00	2.89

*Significantly different between stakeholder groups

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
I currently collaborate with the World Bank Group	35.7%	0.0%	40.5%	10.0%	25.0%	22.7%	21.4%	34.8%	16.7%
I have previously collaborated with the World Bank Group	7.1%	23.1%	9.5%	20.0%	33.3%	27.3%	17.9%	13.0%	16.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	21.4%	7.7%	11.9%	0.0%	8.3%	4.5%	10.7%	13.0%	16.7%
I have never collaborated with the World Bank Group	35.7%	69.2%	38.1%	70.0%	33.3%	45.5%	50.0%	39.1%	50.0%

Which of the following agencies of the World Bank Group do you primarily engage with in Djibouti? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	84.6%	92.3%	92.9%	77.8%	83.3%	76.2%	75.0%	91.7%	81.0%
The International Finance Corporation (IFC)	15.4%	7.7%	4.8%	11.1%	0.0%	9.5%	0.0%	4.2%	9.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	3.6%	4.2%	4.8%
Other	0.0%	0.0%	2.4%	11.1%	16.7%	9.5%	21.4%	0.0%	4.8%

**H. Background Information (continued)**

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	64.3%	23.1%	42.9%	0.0%	16.7%	31.8%	32.1%	28.0%	28.6%
No	35.7%	76.9%	57.1%	100.0%	83.3%	68.2%	67.9%	72.0%	71.4%

If yes, what was your view of how the two institutions work together in Djibouti? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	44.4%	33.3%	33.3%	0.0%	100.0%	42.9%	33.3%	28.6%	60.0%
The way the two institutions work together needs improvement	22.2%	66.7%	38.9%	0.0%	0.0%	14.3%	33.3%	28.6%	20.0%
The two institutions do not work well together	0.0%	0.0%	5.6%	0.0%	0.0%	14.3%	22.2%	14.3%	20.0%
Don't know	33.3%	0.0%	22.2%	0.0%	0.0%	28.6%	11.1%	28.6%	0.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Observer	57.1%	63.6%	50.0%	87.5%	33.3%	59.1%	64.3%	56.5%	63.2%
Use World Bank Group reports/data	14.3%	18.2%	42.5%	12.5%	16.7%	31.8%	17.9%	30.4%	26.3%
Engage in World Bank Group related/sponsored events/activities*	14.3%	0.0%	17.5%	0.0%	25.0%	18.2%	17.9%	30.4%	63.2%
Collaborate as part of my professional duties*	35.7%	18.2%	42.5%	25.0%	41.7%	22.7%	14.3%	8.7%	10.5%
Use World Bank Group website for information, data, research, etc.	28.6%	18.2%	17.5%	12.5%	25.0%	9.1%	25.0%	34.8%	10.5%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Female	28.6%	15.4%	35.7%	0.0%	8.3%	39.1%	50.0%	8.3%	45.0%
Male	71.4%	84.6%	64.3%	100.0%	91.7%	60.9%	50.0%	91.7%	55.0%

*Significantly different between stakeholder groups

**Appendix C: Responses to Indicator Questions by Geographic Location²⁰**● **Djibouti (commune de Ras Dika et Boulaos) N=161** ● **Other N=30****B. Overall Attitudes toward the World Bank Group**

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti.	154	6.20	2.26	29	5.79	2.46

*(1-Not effective at all, 10-Very effective)***To what extent do you agree with the following statements about the World Bank Group's work in Djibouti?***(1-Strongly disagree, 10-Strongly agree)*

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Djibouti	155	6.02	2.03	26	5.73	1.93
The World Bank Group's work is aligned with what I consider the development priorities for Djibouti	146	6.00	2.34	25	5.64	2.53

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

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	136	6.08	2.29	25	6.20	2.04
Flexibility (in terms of the institution's products and services)	139	6.03	2.28	25	5.68	2.73
Flexibility (in terms of changing country circumstances)	143	6.55	2.35	23	6.04	2.55
Being inclusive	121	6.52	2.41	22	6.91	2.27
Openness (sharing data and other information)	137	6.06	2.30	24	5.46	2.30
Staff accessibility	132	6.31	2.64	24	6.17	2.60
Straightforwardness and honesty	131	5.95	2.58	25	5.60	2.96
Ease of access to the people at the World Bank Group who are making decisions important to my work	132	6.20	2.55	26	6.12	3.02
Collaboration with civil society	131	6.05	2.59	23	5.52	2.41
Collaboration with the Government	125	6.24	2.47	26	7.19	2.61
Collaboration with other donors and development partners	131	6.36	2.46	22	6.55	2.46
Collaboration with the private sector	125	5.82	2.70	23	4.70	2.29
The speed in which it gets things accomplished on the ground*	130	6.29	2.65	21	4.90	2.76
Being a long-term partner	119	6.34	2.68	24	6.96	2.07

**Significantly different between geographic locations*

²⁰ 191 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix. Because of the small numbers of respondents from "Commune de Balbala," "District," and "Other," respondents from these three locations were combined into "other" for the comparisons in this appendix.

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

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Djibouti?	156	6.54	1.94	29	6.31	2.02

*(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 Djibouti?***(1-Strongly disagree, 10-Strongly agree)*

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti	151	5.41	2.17	27	4.70	1.59
The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)	144	5.99	2.39	30	5.87	2.69

D. The World Bank Group's Knowledge Work and Activities**In Djibouti, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Djibouti's specific development challenges and country circumstances	127	6.17	2.38	23	5.74	2.61

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	139	6.90	2.16	26	6.77	1.97

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

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	136	6.53	1.87	27	6.00	2.09

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

	Which best represents your geographic location?					
	Djibouti (commune de Ras Dika et Boulaos)			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Djibouti	121	6.04	2.45	24	5.71	2.18
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	139	5.88	2.41	22	6.27	2.12



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²¹

● Collaborating with the WBG N=69 ● Not collaborating with the WBG N=114

B. Overall Attitudes toward the World Bank Group

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Djibouti? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	68	5.97	2.25	114	5.94	1.92

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti. <i>(1-Not effective at all, 10-Very effective)</i>	65	6.43	2.22	110	6.10	2.28

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Djibouti solve its most complicated development challenges?*	63	7.32	2.00	111	6.46	2.16

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

²¹ Only 183 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Currently collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

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

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	14.9%	20.2%
Crime and violence	4.5%	12.3%
Transport	10.4%	13.2%
Agricultural development	6.0%	10.5%
Global/regional integration	3.0%	7.9%
Gender equity	9.0%	7.0%
Public sector governance/reform	26.9%	18.4%
Health	20.9%	20.2%
Rural development	4.5%	3.5%
Foreign direct investment	6.0%	11.4%
Education	17.9%	15.8%
Energy	6.0%	7.0%
Job creation/employment*	26.9%	11.4%
Urban development	3.0%	1.8%
Environmental sustainability	3.0%	1.8%
Equality of opportunity	16.4%	15.8%
Private sector development	16.4%	19.3%
Water and sanitation	19.4%	17.5%
Food security	11.9%	11.4%
Climate change	6.0%	12.3%
Poverty reduction	16.4%	11.4%
Trade and exports*	9.0%	1.8%
Economic growth	10.4%	9.6%
Law and justice	6.0%	6.1%
Regulatory framework	3.0%	8.8%
Communicable/non-communicable diseases*	0.0%	6.1%
Natural resource management	4.5%	4.4%
Anti corruption	11.9%	7.9%
Information and communications technology	3.0%	4.4%
Disaster management	1.5%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	64	6.53	2.11	106	6.10	1.77
Citizen engagement (incorporating citizens' voices into development)	56	5.70	2.78	103	5.94	2.86
Policy design (for clarity and better incentives to achieve development goals)	57	6.25	2.57	104	6.95	2.32

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

When thinking about how to improve capacity building in Djibouti 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 important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	56	6.98	2.62	99	6.54	1.69
Citizen engagement (incorporating citizens' voices into development)	55	6.53	2.84	96	6.41	2.52
Policy design (for clarity and better incentives to achieve development goals)	56	7.50	2.35	94	6.88	2.55

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Djibouti	65	6.18	2.17	108	5.98	1.83
The World Bank Group's work is aligned with what I consider the development priorities for Djibouti*	61	6.41	2.28	102	5.61	2.35
The World Bank Group supports programs and strategies that are realistic for Djibouti	56	6.54	2.57	100	6.54	2.43
The World Bank Group treats clients and stakeholders in Djibouti with respect	57	6.00	2.68	99	6.73	2.26

*Significantly different between collaborators and non-collaborators

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Responsiveness*	55	6.80	2.06	99	5.85	2.21
Flexibility (in terms of the institution's products and services)*	57	6.51	2.43	101	5.73	2.31
Flexibility (in terms of changing country circumstances)	55	6.07	2.32	103	6.62	2.35
Being inclusive	45	6.73	2.40	91	6.55	2.41
Openness (sharing data and other information)	57	6.05	2.26	97	5.96	2.33
Staff accessibility	55	6.75	2.50	93	6.12	2.69
Straightforwardness and honesty	55	6.27	2.67	96	5.81	2.60
Ease of access to the people at the World Bank Group who are making decisions important to my work	55	6.42	2.57	97	6.06	2.63
Collaboration with civil society	52	6.23	2.20	96	5.88	2.71
Collaboration with the Government	52	6.81	2.44	94	6.30	2.50
Collaboration with other donors and development partners	49	6.02	2.18	98	6.51	2.59
Collaboration with the private sector	51	5.73	2.59	90	5.72	2.74
The speed in which it gets things accomplished on the ground	53	6.25	2.69	91	6.10	2.67
Being a long-term partner	54	6.69	2.66	84	6.42	2.50

*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 Djibouti? (1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Anti corruption	63	6.78	2.01	106	6.53	2.02
Information and communications technology	60	6.88	2.76	102	6.18	2.41
Transport	54	6.37	2.78	101	6.91	2.39
Crime and violence	43	6.23	2.65	87	6.23	2.47
Law and justice*	51	7.29	2.31	94	6.49	2.18
Urban development	49	7.20	2.39	97	6.57	2.29
Environmental sustainability*	52	6.81	2.59	94	5.91	2.56
Regulatory framework	53	6.64	2.39	92	5.99	2.37
Communicable/non-communicable diseases	49	6.24	2.49	91	6.09	2.53
Poverty reduction*	56	7.38	2.69	96	6.34	2.71
Gender equity	49	6.37	2.41	91	6.27	2.43
Private sector development	52	6.90	2.99	89	6.37	2.54
Foreign direct investment	50	6.62	2.76	91	6.19	2.72
Water and sanitation*	49	7.49	2.26	94	6.56	2.54
Trade and exports	51	6.69	2.47	90	6.02	2.68
Economic growth	51	7.31	2.50	90	6.58	2.64
Energy*	53	7.19	2.77	101	6.02	2.57
Disaster management	48	6.23	2.70	102	5.56	2.71
Public sector governance/reform	51	7.37	2.84	100	6.60	2.49
Job creation/employment*	52	7.65	2.59	101	6.68	2.32
Equality of opportunity	50	6.60	2.60	88	6.26	2.43
Health*	52	7.33	2.36	102	6.41	2.50
Rural development	54	6.69	2.34	92	6.38	2.46
Global/regional integration	48	6.33	2.68	90	6.12	2.38
Food security*	45	7.07	2.43	91	6.22	2.19
Education	46	7.24	2.65	101	6.61	2.40
Social protection*	56	6.89	2.73	94	5.94	2.60
Climate change	54	6.54	2.68	94	6.09	2.34
Agricultural development	48	6.35	2.60	96	6.47	2.55
Natural resource management	48	6.19	2.69	98	6.37	2.55

*Significantly different between collaborators and non-collaborators

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Anti corruption*	49	5.00	2.39	106	5.97	2.24
Information and communications technology	51	6.39	2.38	104	5.70	2.38
Transport	43	5.84	2.42	99	6.14	2.15
Crime and violence	42	5.69	2.77	88	5.65	2.50
Law and justice	40	5.43	2.69	91	5.98	2.61
Urban development	48	6.54	2.39	94	6.20	2.21
Environmental sustainability	42	6.79	2.37	84	6.01	2.44
Regulatory framework	43	5.84	2.44	93	6.53	2.28
Communicable/non-communicable diseases	42	6.64	2.31	91	6.13	2.25
Poverty reduction	52	5.69	2.70	96	6.25	2.40
Gender equity	40	6.65	2.41	87	6.39	2.00
Private sector development	41	6.02	2.37	95	5.88	2.49
Foreign direct investment	41	6.39	2.22	91	6.01	2.23
Water and sanitation	48	5.96	2.59	92	5.79	2.48
Trade and exports	34	5.91	2.47	88	5.70	2.49
Economic growth*	48	6.75	2.62	83	5.63	2.41
Energy	46	6.22	2.46	93	5.65	2.63
Disaster management	49	5.35	2.31	95	5.69	2.48
Public sector governance/reform	44	6.23	2.66	101	6.03	2.39
Job creation/employment	48	6.00	2.81	96	5.56	2.44
Equality of opportunity	36	4.86	2.47	91	5.75	2.38
Health	47	6.94	2.35	94	6.13	2.40
Rural development	42	5.76	2.18	83	6.25	2.35
Global/regional integration	38	5.84	2.76	79	6.27	2.52
Food security	39	5.62	2.16	89	5.56	2.64
Education	48	6.71	2.60	86	6.48	2.40
Social protection	49	5.96	2.49	93	5.51	2.30
Climate change	40	5.85	2.44	95	5.38	2.56
Agricultural development	42	5.81	2.77	93	5.76	2.61

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Djibouti?	66	6.35	2.09	111	6.72	1.77

(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 Djibouti?

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti	64	5.44	2.32	107	5.25	1.91
The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)	60	6.02	2.68	107	6.03	2.25

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Djibouti?*	58	6.57	2.55	102	7.32	1.91

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

D. The World Bank Group's Knowledge Work and Activities**In Djibouti, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Are timely	58	5.38	2.29	104	5.42	1.52
Include appropriate level of stakeholder involvement during preparation	57	6.19	2.21	97	5.95	2.23
Lead to practical solutions	45	6.09	2.50	90	6.42	2.44
Are accessible (well written and easy to understand)	48	5.85	2.24	85	6.11	2.25
Are source of relevant information on global good practices	53	6.30	2.21	96	6.57	2.24
Are adequately disseminated	45	6.47	2.43	85	6.08	2.65
Are translated enough into local language	51	4.73	2.77	86	5.23	2.57
Are adaptable to Djibouti's specific development challenges and country circumstances	45	5.96	2.55	98	6.14	2.39

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	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?*	58	6.45	2.49	100	7.19	1.81

(1-Not significant at all, 10-Very significant) *Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	59	6.86	2.02	98	6.28	1.82

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	58	5.52	1.94	102	5.75	1.88
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	58	6.59	2.27	103	5.80	2.12
The World Bank Group's approvals and reviews are done in a timely fashion	58	6.40	2.35	100	6.32	2.36
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	5.72	2.13	95	6.38	2.14
The World Bank Group's conditions on its lending are reasonable	50	5.90	2.64	94	6.36	2.36
The World Bank Group takes decisions quickly in Djibouti	50	5.68	2.34	88	6.25	2.40
Working with the World Bank Group increases Djibouti's institutional capacity	57	6.07	2.43	94	6.40	2.21
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	59	6.07	2.48	94	5.89	2.28
The World Bank Group provides effective implementation support (i.e., supervision of projects)	55	6.49	2.60	100	6.13	2.36

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Djibouti?	57	6.40	2.21	104	6.77	1.91

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

G. Communication and Information Sharing**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	60	7.12	1.91	74	6.92	1.86
I find the information on the World Bank Group's websites useful	60	6.88	2.07	68	6.59	2.05
The World Bank Group's social media channels are valuable sources of information about the institution	38	5.79	2.73	54	5.89	2.29
When I need information from the World Bank Group I know how to find it	54	6.80	2.55	64	6.50	2.31
The World Bank Group is responsive to my information requests and inquiries	46	5.74	3.19	63	6.41	2.47



Appendix E: Responses to Comparable Questions by Year²²

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

- **FY '12 Number of comparable respondents = 105**
- **FY '15 Number of comparable respondents = 176**

By weighting, FY 2012 and FY 2015 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	5%	5%
Government institutions	25%	25%
Local Government	10%	10%
Bilateral/multilateral agencies	10%	10%
Civil society	20%	20%
Private sector	15%	15%
Academia	10%	10%
Media	5%	5%

B. Overall Attitudes toward the World Bank Group

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Djibouti?	105	5.77	2.11	175	5.84	2.07

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti.*	100	5.36	2.05	168	6.20	2.32

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Djibouti solve its most complicated development challenges?*	95	5.81	2.16	167	6.76	2.18

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

²² Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

**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 Djibouti?

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Djibouti	98	5.68	2.50	165	6.06	2.00
The World Bank Group's work is aligned with what I consider the development priorities for Djibouti	92	5.59	2.07	156	6.02	2.34
The World Bank Group supports programs and strategies that are realistic for Djibouti*	95	5.84	2.24	148	6.55	2.47
The World Bank Group treats clients and stakeholders in Djibouti with respect	88	6.47	2.42	148	6.34	2.53

*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness*	77	5.24	2.37	145	6.12	2.13
Flexibility (in terms of the institution's products and services)*	71	5.20	2.19	151	6.00	2.30
Flexibility (in terms of changing country circumstances)*	76	5.12	2.38	150	6.43	2.41
Being inclusive*	76	4.96	2.13	129	6.60	2.36
Openness (sharing data and other information)	73	5.56	2.64	146	5.97	2.20
Staff accessibility*	73	5.15	2.66	140	6.30	2.59
Straightforwardness and honesty	68	5.42	2.33	143	5.93	2.65
Ease of access to the people at the World Bank Group who are making decisions important to my work				148	6.22	2.67
Collaboration with civil society				142	5.88	2.57
Collaboration with the Government*	86	7.18	1.98	142	6.26	2.55
Collaboration with other donors and development partners	69	6.33	2.17	142	6.33	2.43
Collaboration with the private sector				138	5.68	2.62
The speed in which it gets things accomplished on the ground				135	6.00	2.68
Being a long-term partner				131	6.46	2.54

*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption				147	5.75	2.26
Information and communications technology*	58	4.06	2.20	149	5.89	2.39
Transport*	64	5.04	2.39	134	6.01	2.27
Crime and violence				121	5.63	2.62
Law and justice*	60	4.02	2.52	117	5.79	2.64
Urban development				131	6.35	2.24
Environmental sustainability				119	6.15	2.49
Regulatory framework				133	6.27	2.35
Communicable/non-communicable diseases	67	5.69	2.52	124	6.13	2.33
Poverty reduction	70	5.70	2.07	141	5.78	2.53
Gender equity*	64	5.14	2.08	115	6.58	2.18
Private sector development*	64	4.24	2.37	126	5.92	2.43
Foreign direct investment				123	6.21	2.19
Water and sanitation	62	5.44	2.04	130	5.72	2.47
Trade and exports*	56	4.15	2.45	118	5.89	2.46
Economic growth*	63	4.90	2.39	118	6.16	2.39
Energy	61	5.71	2.56	128	5.69	2.45
Disaster management*	60	4.17	2.17	135	5.46	2.44
Public sector governance/reform				136	6.07	2.48
Job creation/employment*	72	4.46	2.15	134	5.86	2.57
Equality of opportunity				119	5.57	2.45
Health	79	6.03	2.22	134	6.34	2.33
Rural development				116	6.01	2.41
Global/regional integration				108	6.16	2.46
Food security	71	5.27	2.14	118	5.51	2.45
Education	81	6.31	2.23	126	6.57	2.47
Social protection*	68	4.44	2.68	136	5.51	2.42
Climate change				126	5.55	2.61
Agricultural development				123	5.60	2.66

*Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Djibouti?*	92	5.28	1.92	169	6.55	1.92

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti	82	5.08	2.21	163	5.23	2.02
The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	84	5.32	2.19	160	6.02	2.39

*Significantly different between FY2015 and FY2012

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	FY 2012	FY 2015
Weekly	3.0%	30.1%
Monthly	28.0%	28.3%
A few times a year	30.0%	23.1%
Rarely	26.0%	15.6%
Never	13.0%	2.9%

*Significantly different between FY2015 and FY2012

In Djibouti, 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)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely*	67	6.23	2.06	155	5.35	1.78
Include appropriate level of stakeholder involvement during preparation	67	5.66	1.82	147	5.98	2.20
Lead to practical solutions				126	6.27	2.53
Are accessible (well written and easy to understand)*	71	5.37	2.18	126	6.05	2.27
Are source of relevant information on global good practices	74	6.44	1.93	139	6.43	2.24
Are adequately disseminated*	71	5.11	2.01	126	6.10	2.59
Are translated enough into local language	72	5.46	2.24	137	5.10	2.72
Are adaptable to Djibouti's specific development challenges and country circumstances	75	5.85	2.04	141	6.18	2.47

*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	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?*	87	5.85	1.98	154	6.87	2.07

(1-Not significant at all, 10-Very significant) *Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	92	6.36	1.99	152	6.43	1.91

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

E. Working with the World Bank Group

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	82	4.77	2.28	149	5.68	1.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports	86	6.19	2.24	153	6.05	2.19
The World Bank Group's approvals and reviews are done in a timely fashion*	72	5.61	1.72	148	6.41	2.33
The World Bank Group's "Safeguard Policy" requirements are reasonable*	75	5.55	2.13	142	6.17	2.16
The World Bank Group's conditions on its lending are reasonable	78	5.80	2.27	134	6.19	2.50
The World Bank Group takes decisions quickly in Djibouti				131	6.05	2.36
Working with the World Bank Group increases Djibouti's institutional capacity	88	6.52	2.18	144	6.25	2.30
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	72	6.71	1.88	144	5.88	2.38
The World Bank Group provides effective implementation support (i.e., supervision of projects)	82	6.20	2.10	147	6.23	2.51

*Significantly different between FY2015 and FY2012

G. Communication and Information Sharing

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	FY 2012	FY 2015
Yes	39.8%	32.6%
No	60.2%	67.4%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	17.8%	41.9%
No	82.2%	58.1%

*Significantly different between FY2015 and FY2012

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	81.3%	73.1%
No	18.8%	26.9%

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?***

Percentage of Respondents	FY 2012	FY 2015
Yes	94.6%	82.3%
No	5.4%	17.7%

Significantly different between FY2015 and FY2012*Do you use/have you used the World Bank Group website?**

Percentage of Respondents	FY 2012	FY 2015
Yes	68.1%	57.7%
No	31.9%	42.3%

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	82	6.35	2.02	124	7.03	1.80
I find the information on the World Bank Group's websites useful.	79	6.59	2.12	120	6.76	2.04
When I need information from the World Bank Group I know how to find it*	85	5.31	2.35	108	6.71	2.43
The World Bank Group is responsive to my information requests and inquiries	63	5.54	2.57	101	6.29	2.75

**Significantly different between FY2015 and FY2012*



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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Djibouti? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Djibouti.	6.10	6.43	6.04	6.11	6.26	5.57	6.03	6.25	6.12	5.95	6.03	6.29
Overall the World Bank Group currently plays a relevant role in development in Djibouti	5.98	6.18	6.21	5.91	6.20	5.63	5.95	6.33	5.84	6.64	6.07	5.88
The World Bank Group's work is aligned with what I consider the development priorities for Djibouti	5.61	6.41	5.99	5.91	6.19	5.26	5.77	6.49	5.76	6.51	5.82	6.50
Responsiveness	5.85	6.80	6.37	5.98	6.20	5.92	5.96	6.71	6.01	6.50	6.12	6.20
Flexibility (in terms of the institution's products and services)	5.73	6.51	5.76	6.04	6.13	5.40	5.79	6.41	5.89	6.05	5.88	6.14
Flexibility (in terms of changing country circumstances)	6.62	6.07	6.38	6.63	6.40	6.90	6.50	6.62	6.62	6.25	6.46	6.83
Being inclusive	6.55	6.73	6.85	6.45	6.63	6.53	6.58	6.71	6.52	6.93	6.39	7.43
Openness (sharing data and other information)	5.96	6.05	5.62	6.20	6.19	5.35	5.92	6.08	5.86	6.25	6.06	5.53
Staff accessibility	6.12	6.75	6.55	6.16	6.35	6.28	6.32	6.35	6.09	6.95	6.39	6.04
Straightforwardness and honesty	5.81	6.27	5.95	5.95	6.15	5.43	5.99	5.82	5.50	7.15	6.26	4.44
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.06	6.42	6.15	6.09	6.32	5.53	6.05	6.33	5.87	6.78	6.18	5.82
Collaboration with civil society	5.88	6.23	5.75	5.97	6.05	5.43	5.81	6.12	5.84	6.00	5.77	6.30
Collaboration with the Government	6.30	6.81	6.79	6.18	6.42	6.49	6.31	6.81	6.17	7.26	6.52	6.10
Collaboration with other donors and development partners	6.51	6.02	6.19	6.43	6.44	6.05	6.27	6.62	6.36	6.28	6.45	5.85
Collaboration with the private sector	5.72	5.73	5.79	5.70	5.68	5.89	5.71	5.84	5.62	6.12	5.69	5.93
The speed in which it gets things accomplished on the ground	6.10	6.25	6.36	6.16	6.44	5.65	6.24	6.23	6.28	6.08	6.03	7.19
Being a long-term partner	6.42	6.69	6.75	6.26	6.57	6.17	6.43	6.55	6.26	7.06	6.42	6.64
To what extent does the World Bank Group's work help to achieve development results in Djibouti?	6.72	6.35	6.24	6.71	6.59	6.30	6.46	6.68	6.63	6.14	6.43	6.83
The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti	5.25	5.44	5.89	4.98	5.45	5.17	5.32	5.55	5.20	5.90	5.21	6.03
The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.03	6.02	5.60	6.35	6.32	5.31	6.00	6.19	6.06	5.98	5.96	6.38
Are adaptable to Djibouti's specific development challenges and country circumstances	6.14	5.96	6.05	6.08	6.18	5.78	6.05	6.15	6.04	6.20	6.00	6.37
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.19	6.45	6.78	6.93	7.03	6.44	6.89	6.82	6.91	6.76	6.73	7.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.28	6.86	6.42	6.44	6.63	5.88	6.34	6.75	6.27	6.92	6.50	6.14
The World Bank Group takes decisions quickly in Djibouti	6.25	5.68	6.05	5.99	6.26	5.37	5.89	6.48	6.12	5.71	5.99	6.12
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	5.89	6.07	6.05	5.97	6.06	5.83	6.02	5.94	5.94	6.18	5.93	6.26

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Djibouti FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Djibouti

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

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 DJIBOUTI

A1. In general would you say that Djibouti is headed in ... ?	
1	The right direction
2	The wrong direction
3	Neither
4	Not sure

**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Djibouti? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Better quality infrastructure (e.g., roads, electricity, telecommunication)
16	Other (please specify): _____

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

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

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

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

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

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

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Djibouti?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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 Djibouti? (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		
B6	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When thinking about how to improve capacity building in Djibouti 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		
B9	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Djibouti? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Djibouti
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Djibouti? (Choose no more than TWO)

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

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Djibouti? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in Djibouti	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The World Bank Group's work is aligned with what I consider the development priorities for Djibouti	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The World Bank Group supports programs and strategies that are realistic for Djibouti	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	The World Bank Group treats clients and stakeholders in Djibouti with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

		To no degree at all										To a very significant degree	Don't know
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

B34. To be a more effective development partner in Djibouti, do you believe that the World Bank Group should have... ? (Select only ONE response)

More local presence

The current level of local presence is adequate

Less local presence

Don't know

B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1 The World Bank Group does not do adequate follow through/follow-up

2 Poor donor coordination

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 There is not an adequate level of citizen/civil society participation

6 The World Bank Group works too slowly

7 The Government works inefficiently

8 Political pressures and obstacles

9 Reforms are not well thought out in light of country challenges

10 Other (please specify): _____

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

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

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

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

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

To what extent do you agree with the following statements about the World Bank Group in Djibouti?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Djibouti	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Djibouti's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Djibouti?											
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)

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

In Djibouti, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
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	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Djibouti's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant	Don't know		
									<input type="checkbox"/>			

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality	Don't know		
									<input type="checkbox"/>			

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Djibouti	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Djibouti's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	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"/>
E9	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"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Djibouti?

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

E11. Which of the following best describes the way the World Bank Group operates in Djibouti? (Select only one response)

1	The World Bank Group takes too much risk in Djibouti
2	The World Bank Group does not take enough risk in Djibouti
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in Djibouti? (Select only one response)

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Djibouti
2	The World Bank Group is not sufficiently selective in Djibouti, and it is involved in too many areas of development.
3	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Djibouti? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Djibouti's economy
2	Ensure greater selectivity in its work
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	Work faster
7	Improve the quality of its experts as related to Djibouti's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How do you get most of your information about economic and social development issues in Djibouti? (Choose no more than TWO)			
1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

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

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)											<input type="checkbox"/>	
G11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)											<input type="checkbox"/>	
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
G14	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Djibouti? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

H5. Do your projects involve both the World Bank and the IFC? (If YES please go to Question H6; If NO please go to H7)

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Djibouti? (Select only ONE response)

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Djibouti? (Choose no more than TWO)

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

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|---|
| 1 | Djibouti (commune de Ras Dika et Boulaos) |
| 2 | Commune de Balballa |
| 3 | District |
| 4 | Other |

Thank you for completing the survey!