

FY15 Country Opinion Survey Report for The Gambia

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Country Opinion Survey for The Gambia 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 country team. In particular, PORG is grateful for the support from Gabriel Gomez (consultant) who coordinated the survey related activities from Banjul, The Gambia.



Country Opinion Surveys
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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 The Gambia perceive the WBG. The survey explored:

- *General Issues Facing The Gambia*
- *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 The Gambia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From June to September 2015, 657 stakeholders of the WBG in The Gambia 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; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; 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 274 stakeholders participated in the survey (42% response rate).

Respondents received and completed the questionnaire either with the presence of an independent fielding consultant or via email. Respondents were asked about: general issues facing The Gambia; 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 The Gambia; 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.

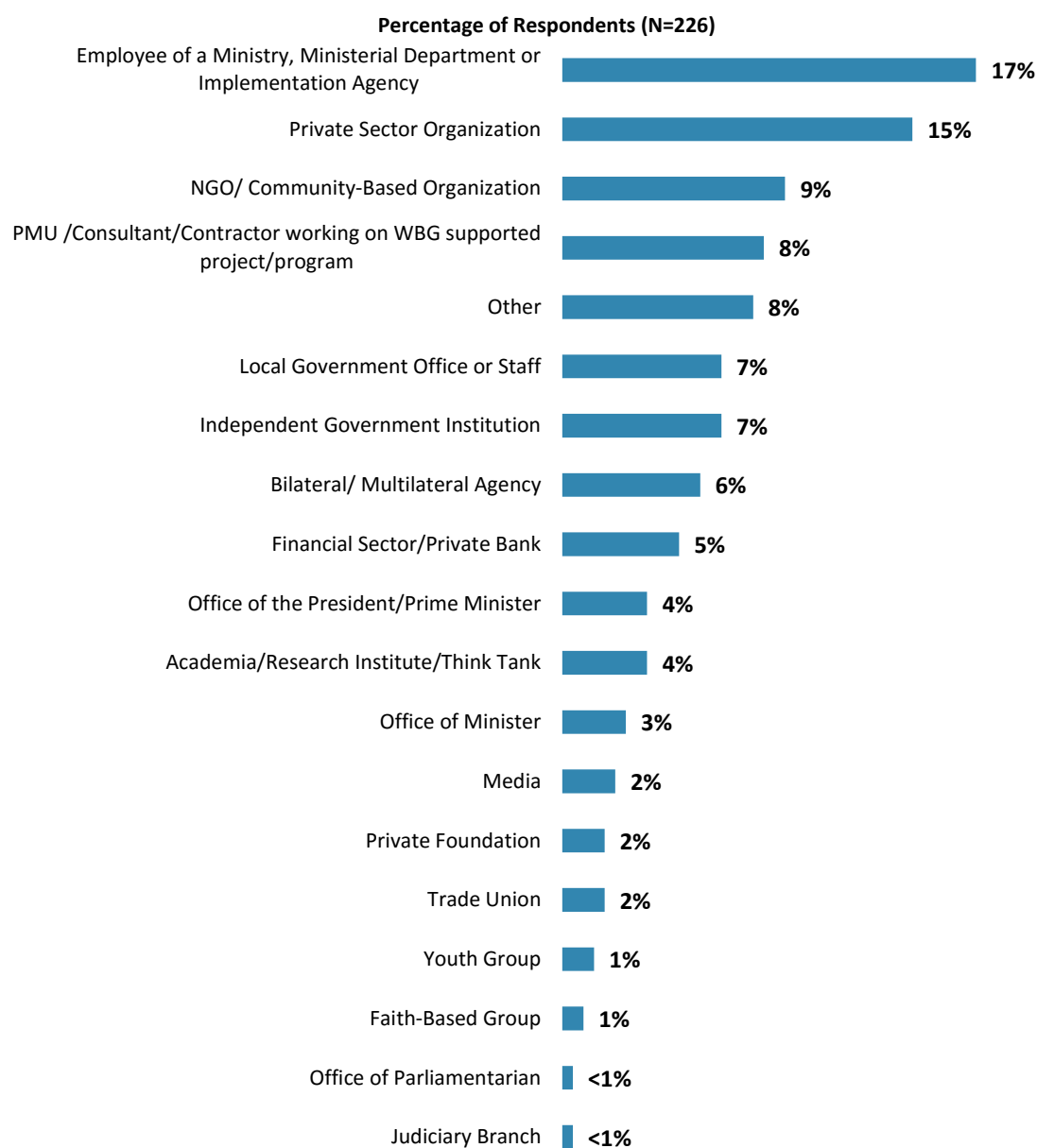
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 60%, N=150). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 103).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the office of the President, Prime Minister and Office of a Minister were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from non-profit organizations/community based organizations, private foundations, faith-based groups, trade unions, and youth groups were combined in the “CSO” category. Few respondents from the office of a parliamentarian, the media, academia/research institute/think tanks, the judiciary branch, and other organizations were included in the “Other” category.

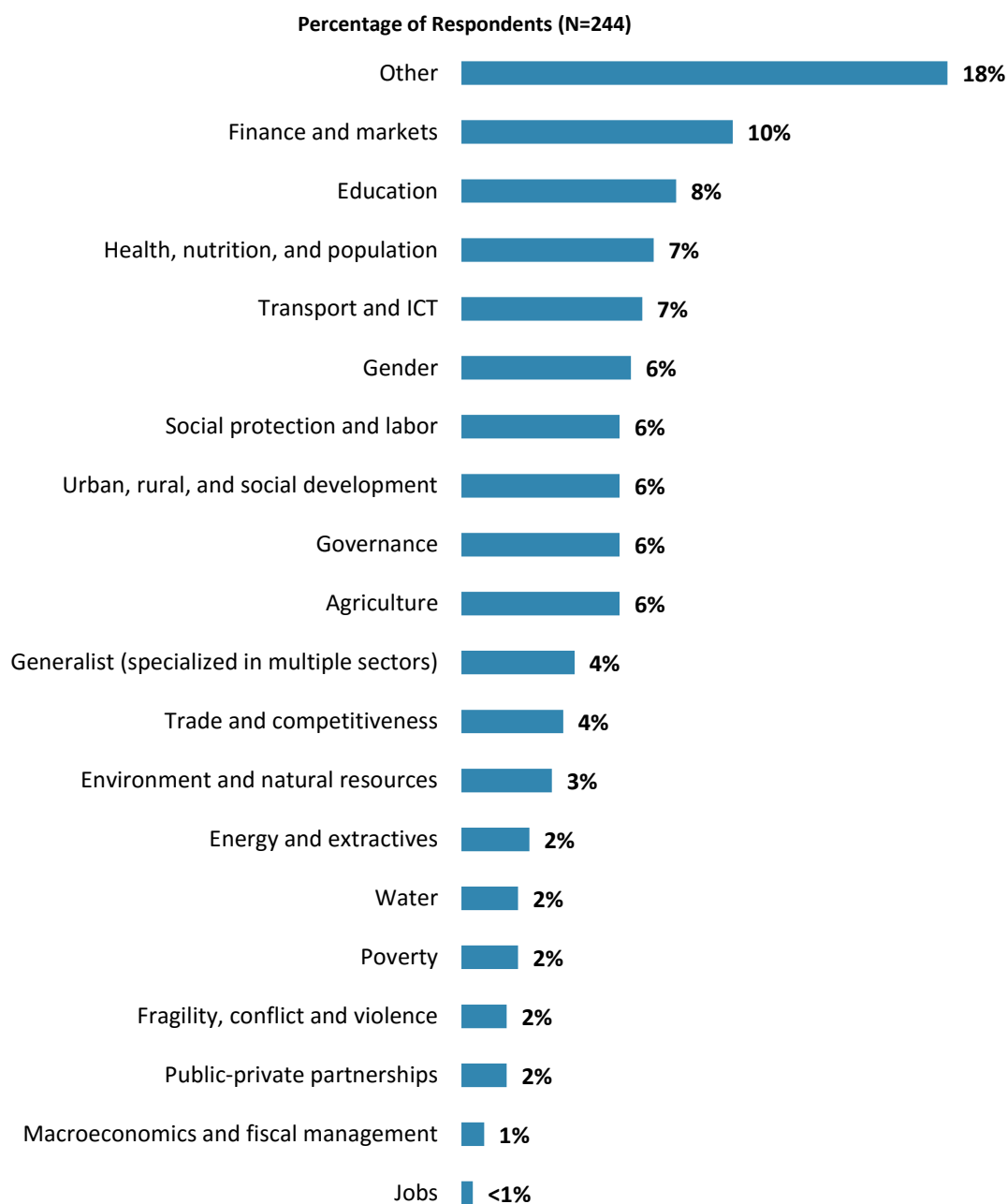


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



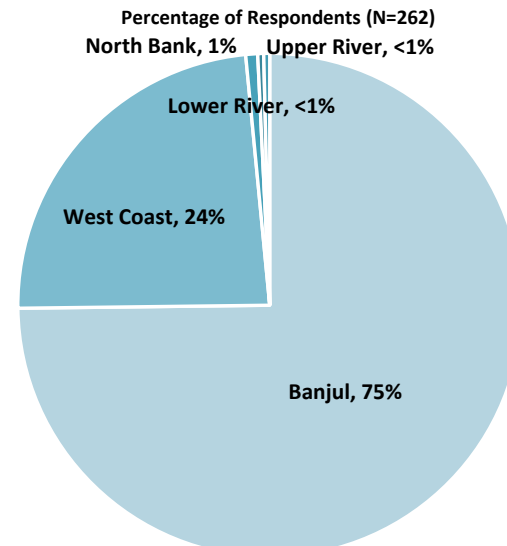
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

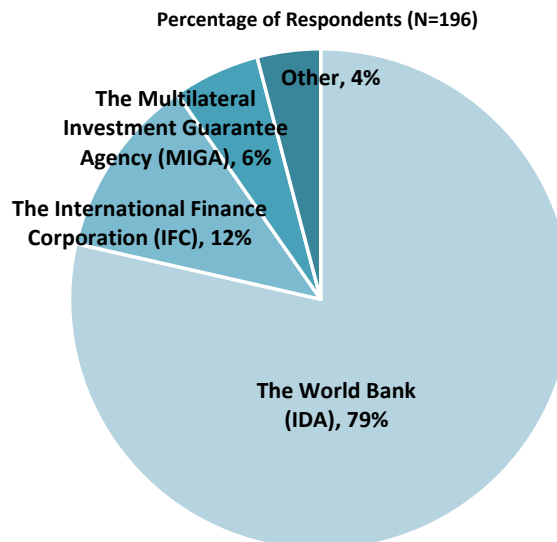
Geographic locations

- For further analysis, respondents from West Coast, Lower River, North Bank, Upper River, Central River were combined as “Other.” For comparisons between geographic locations, please go to appendix C (page 93).



"Which best represents your geographic location?"
(Respondents chose from a list.)
(Note: no respondents were from "Central River.")

Exposure to Agencies within the World Bank Group



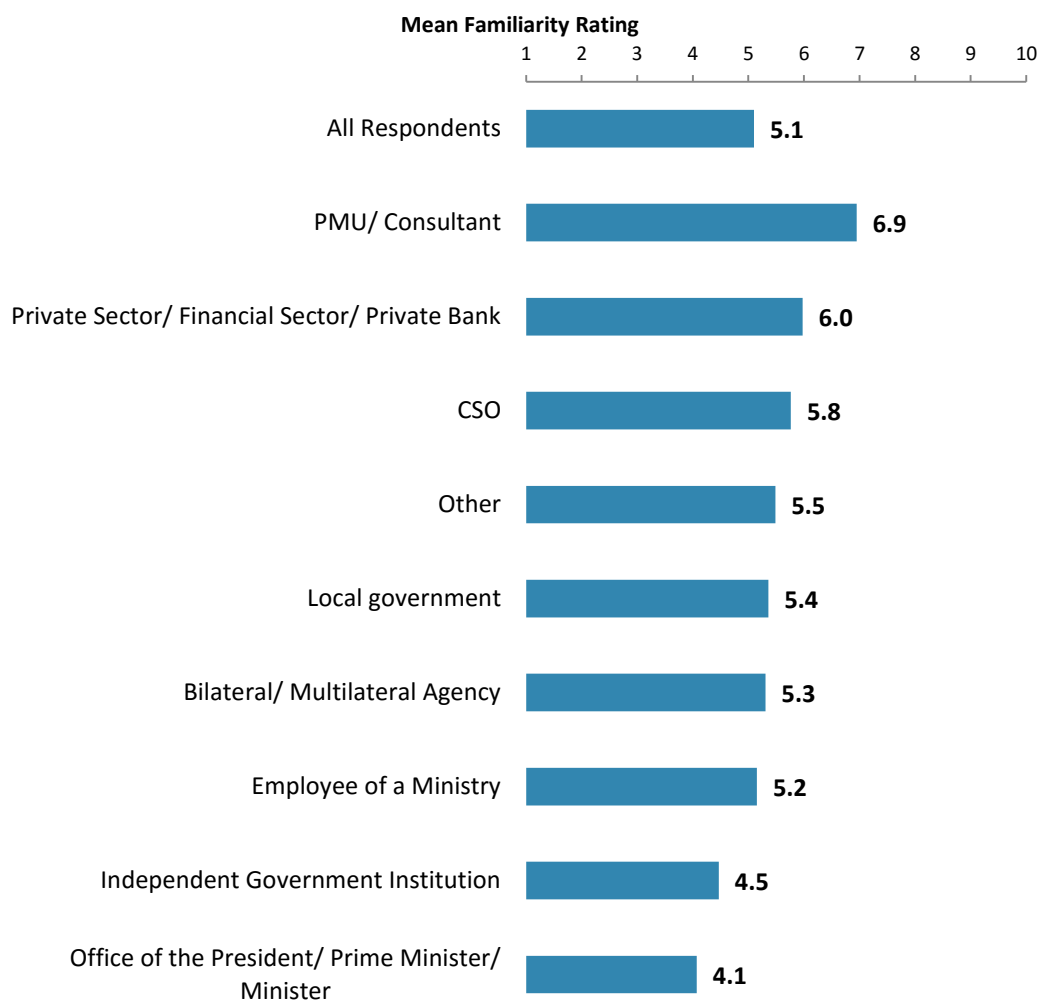
"Which of the following agencies of the World Bank Group do you primarily engage with in The Gambia?" (Respondents chose from a list.)
(Note: Percentages may not total 100 due to rounding)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and respondents in the FY'12 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 5.3; weighted mean in FY'12 = 4.8)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in The Gambia, the extent to which the WBG plays a relevant role in development in The Gambia, and the extent to which the WBG contributes to the country's development results.



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

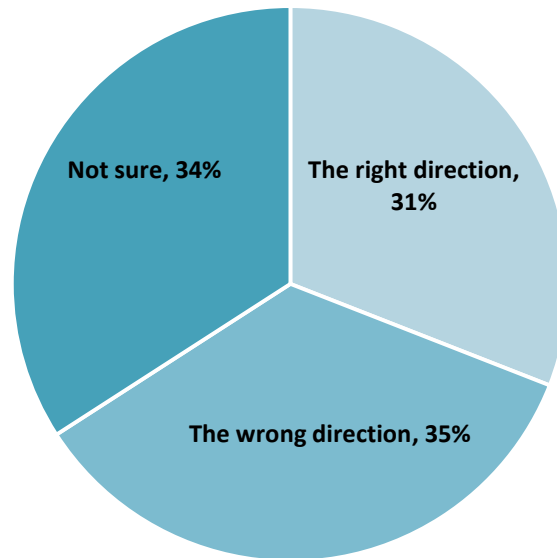
¹ Please refer to Appendix E (page 103) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing The Gambia

Headed in the Right Direction

Percentage of Respondents (N=252)



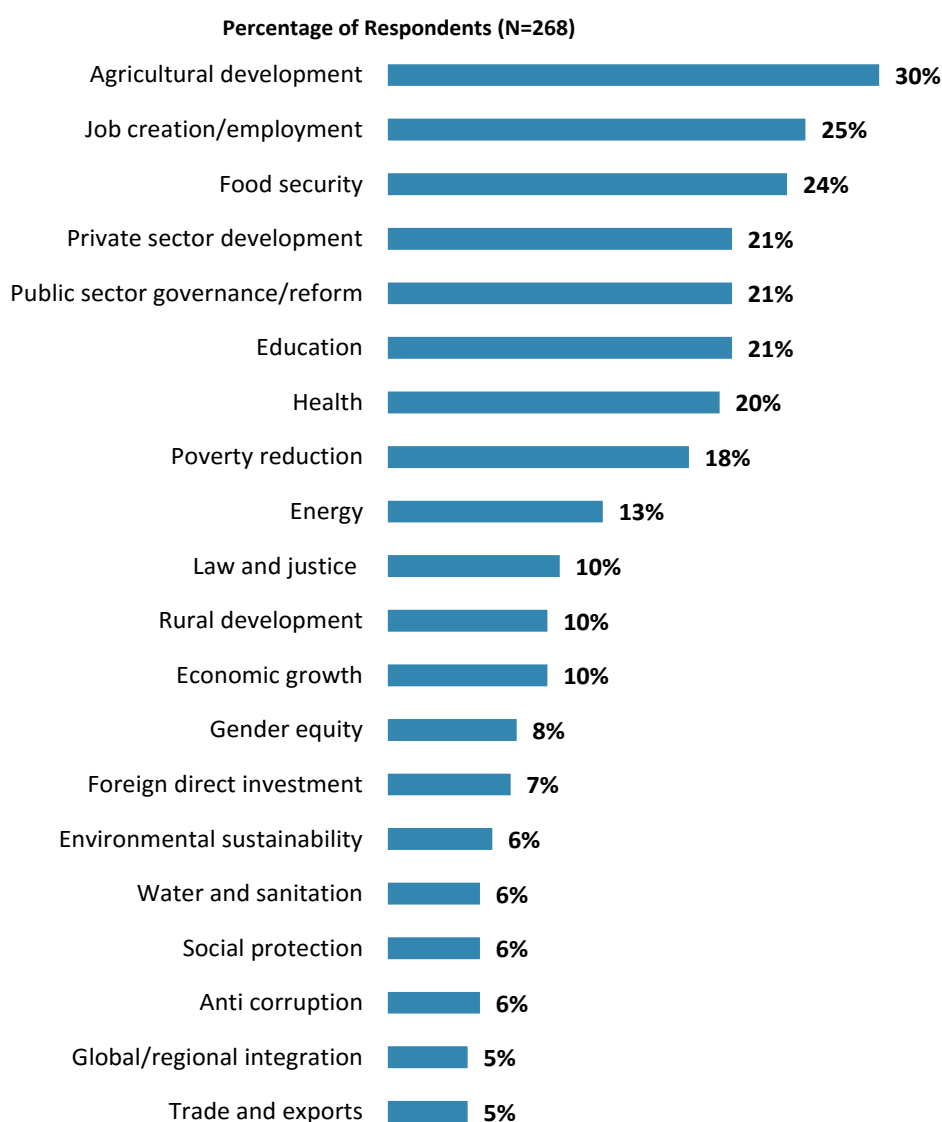
"In general, would you say that The Gambia is headed in ...?"
(Respondents chose from a list.)



IV. General Issues Facing The Gambia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the following areas were the most important development areas in The Gambia: *“agricultural development”* (35%), *“government effectiveness”* (31%), *“access to health services, quality of health care”* (30%), and *“skills development, employment and income generating opportunities, specifically for young people”* (27%). Please note that, unlike it is in the current Country Survey, respondents in FY'12 were allowed to choose up to two top development priorities instead of three.



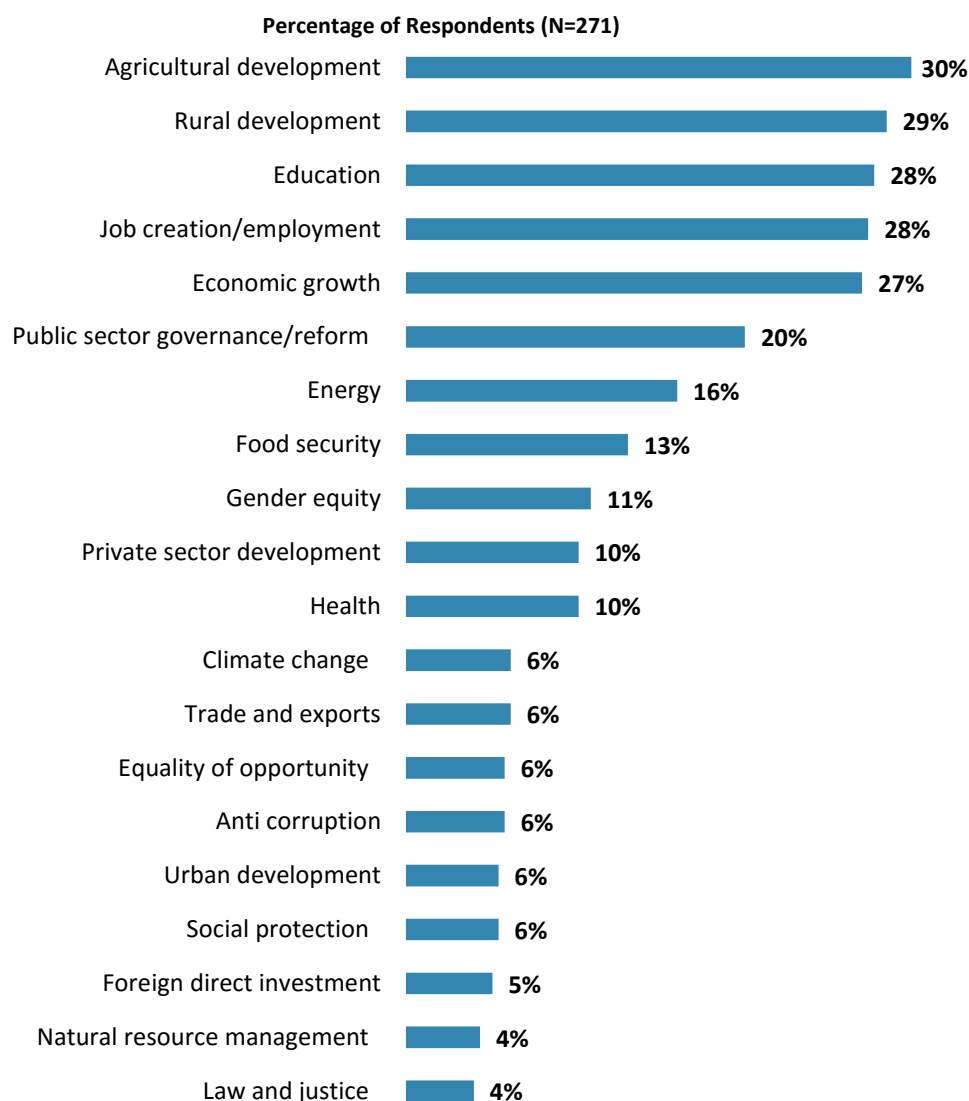
"Listed below are a number of development priorities in The Gambia. Please identify which of the following you consider the most important development priorities in The Gambia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IV. General Issues Facing The Gambia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the following areas would contribute most to reducing poverty in The Gambia: “*skills development, employment and income generating opportunities, specifically for young people*” (43%), “*agricultural development*” (38%), “*government effectiveness/governance*” (24%), and “*access to basic education, quality of basic education*” (16%). Please note that, unlike it is in the current Country Survey, respondents in FY'12 were allowed to choose up to two development areas instead of three.



"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 The Gambia?

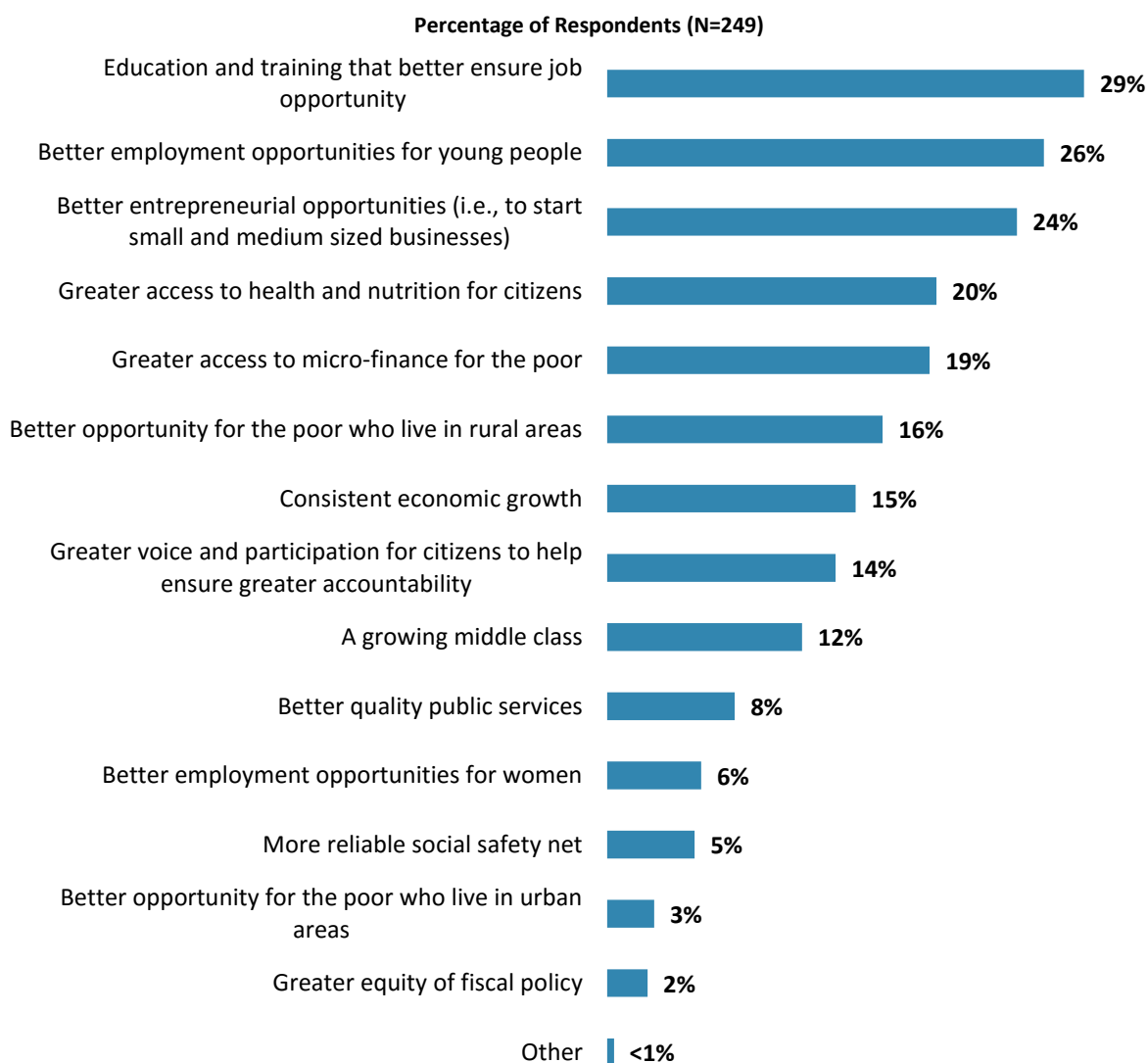
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



IV. General Issues Facing The Gambia (continued)

Factors Contributing to “Shared Prosperity”

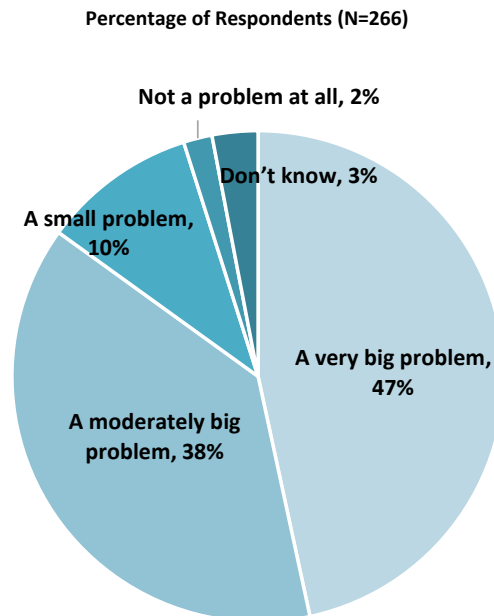


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



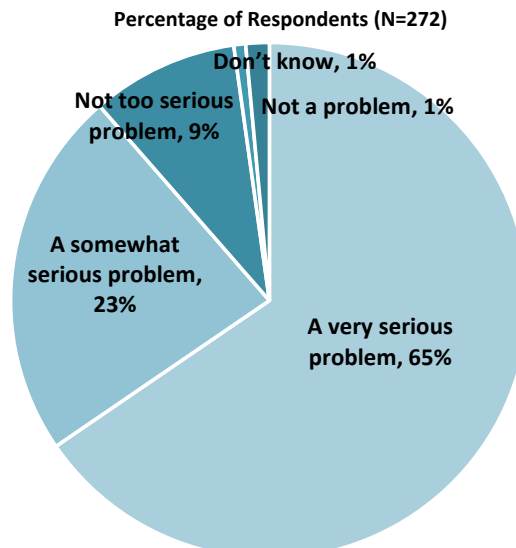
IV. General Issues Facing The Gambia (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia?" (Respondents chose from a list.)

Climate change



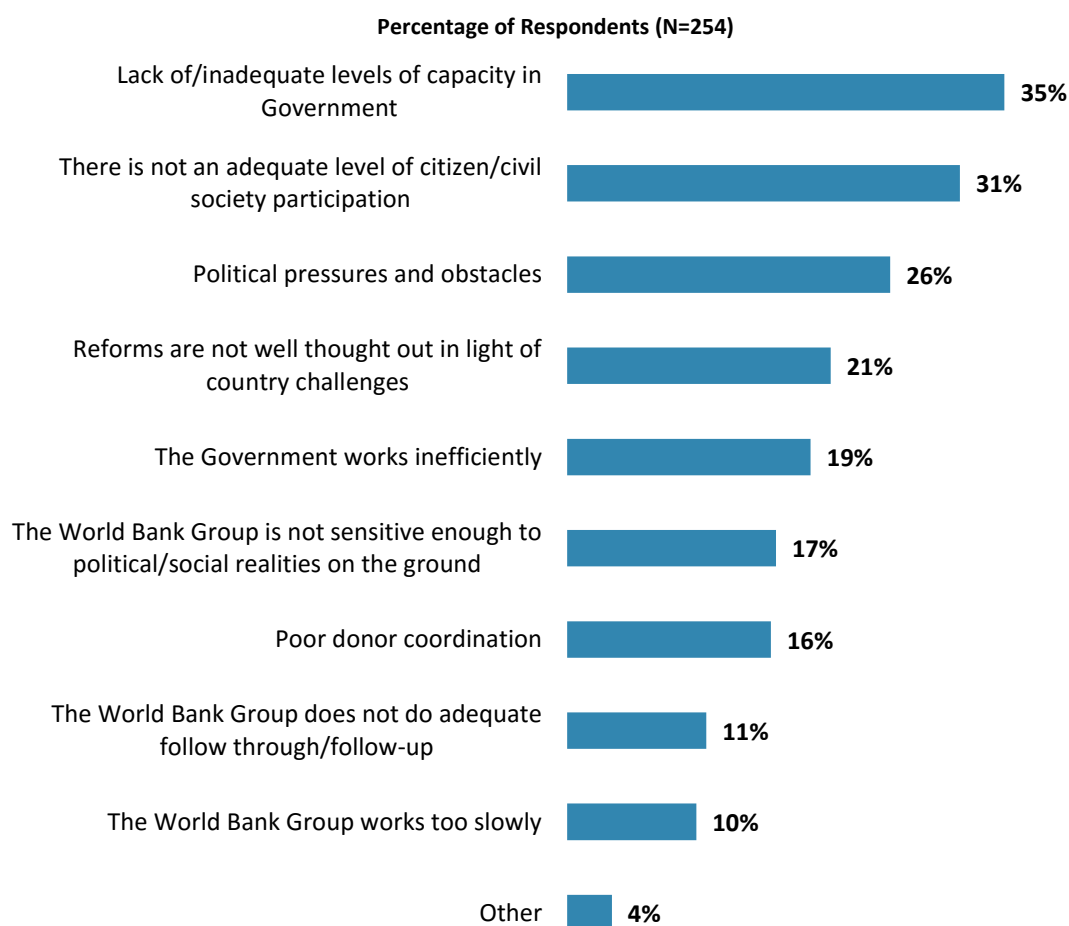
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: “*lack of/inadequate levels of capacity in government*” (41%), “*reforms are not well thought out in light of country challenges*” (33%), and “*government works inefficiently/too slowly*” (32%).”
- **Stakeholder groups:** Among this year’s respondents, respondents from local governments, CSOs, and the Office of President/Prime Minister/Minister were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*inadequate level of citizen/civil society participation,*” compared to respondents from other stakeholder groups.



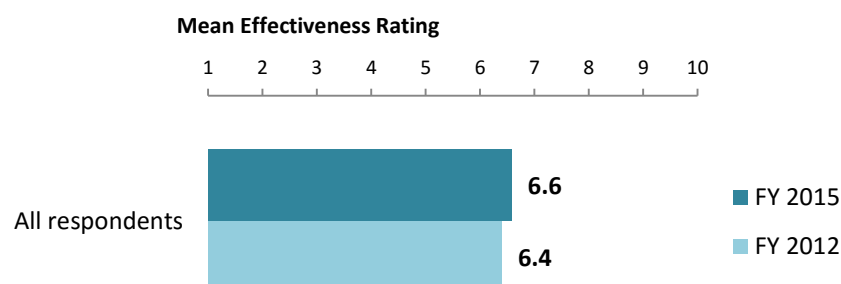
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

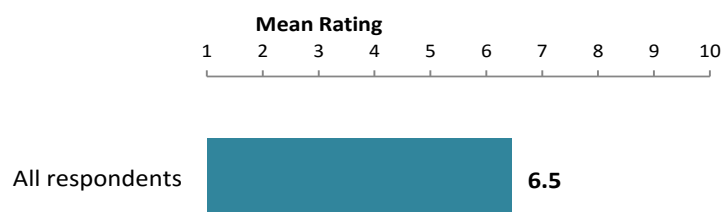
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

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



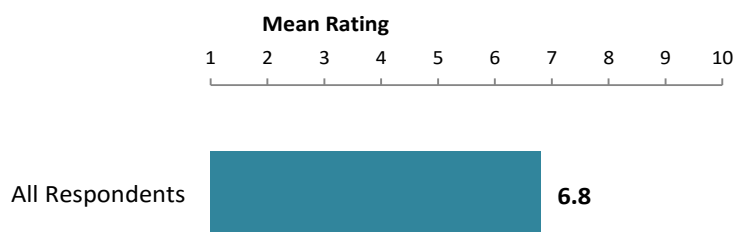
"Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



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

WBG Staff Preparedness



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

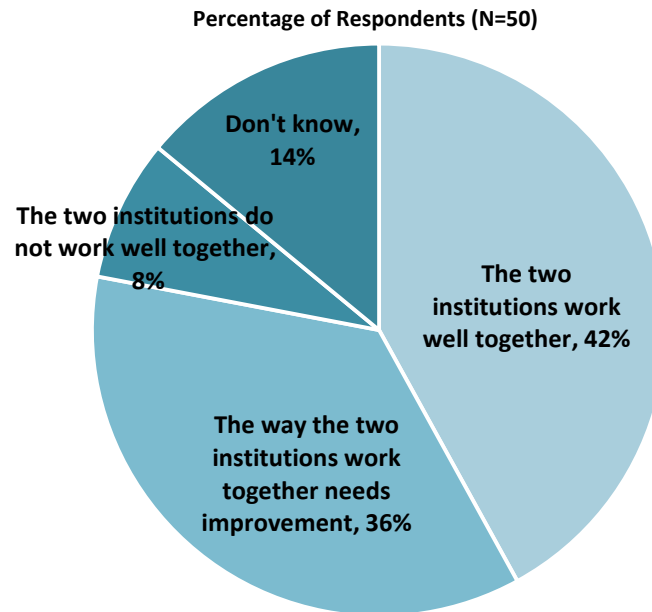
²All means presented in this chart were calculated based on weighted data from FY'15 and FY'12.



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

The World Bank and the IFC Working Together

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



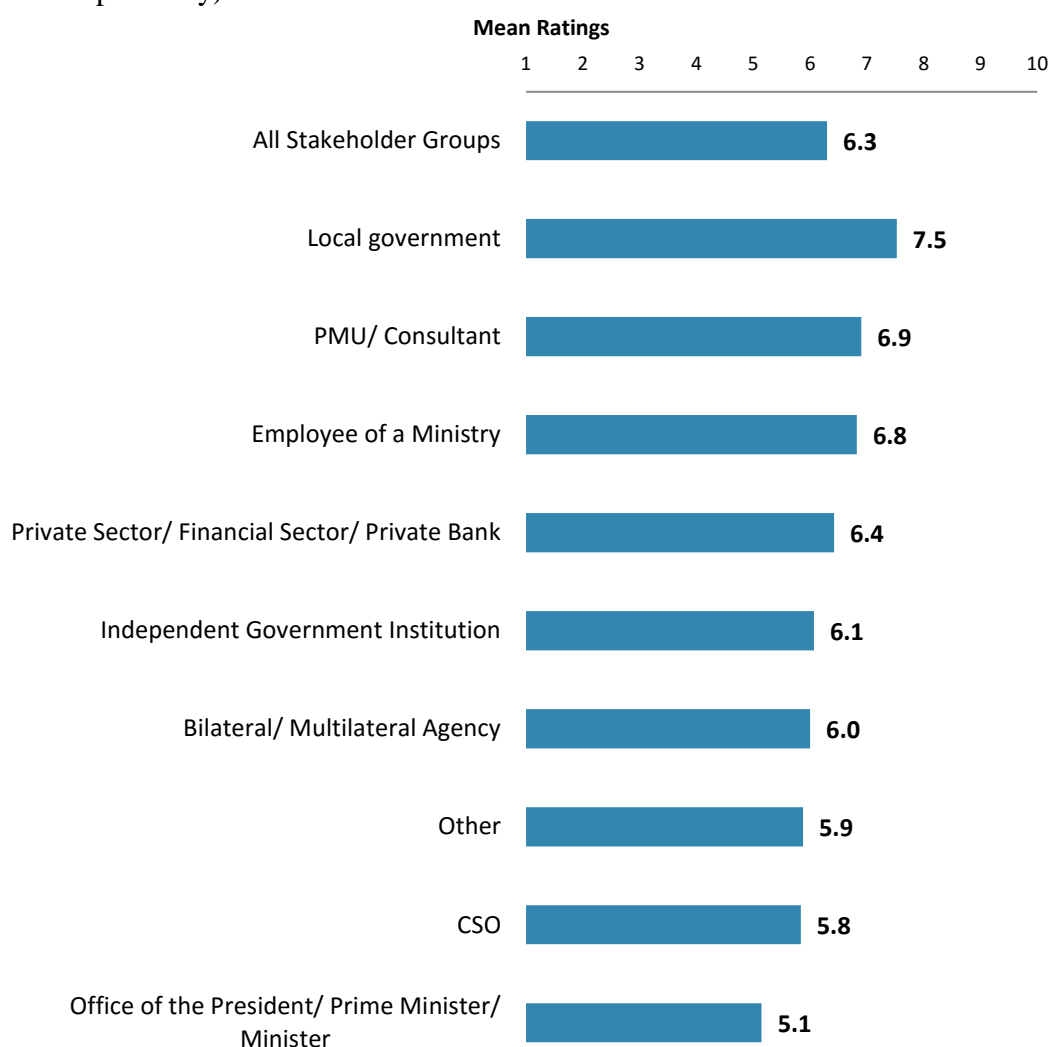
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in The Gambia?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups³

- **Stakeholder groups:** respondents from local governments gave significantly higher overall ratings for the twenty five indicator questions than respondents from other stakeholder groups.
- **Collaboration:** respondents who do and do not collaborate with the WBG had statistically similar overall ratings for the twenty five indicator questions (mean = 5.9 and 6.3 respectively).



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

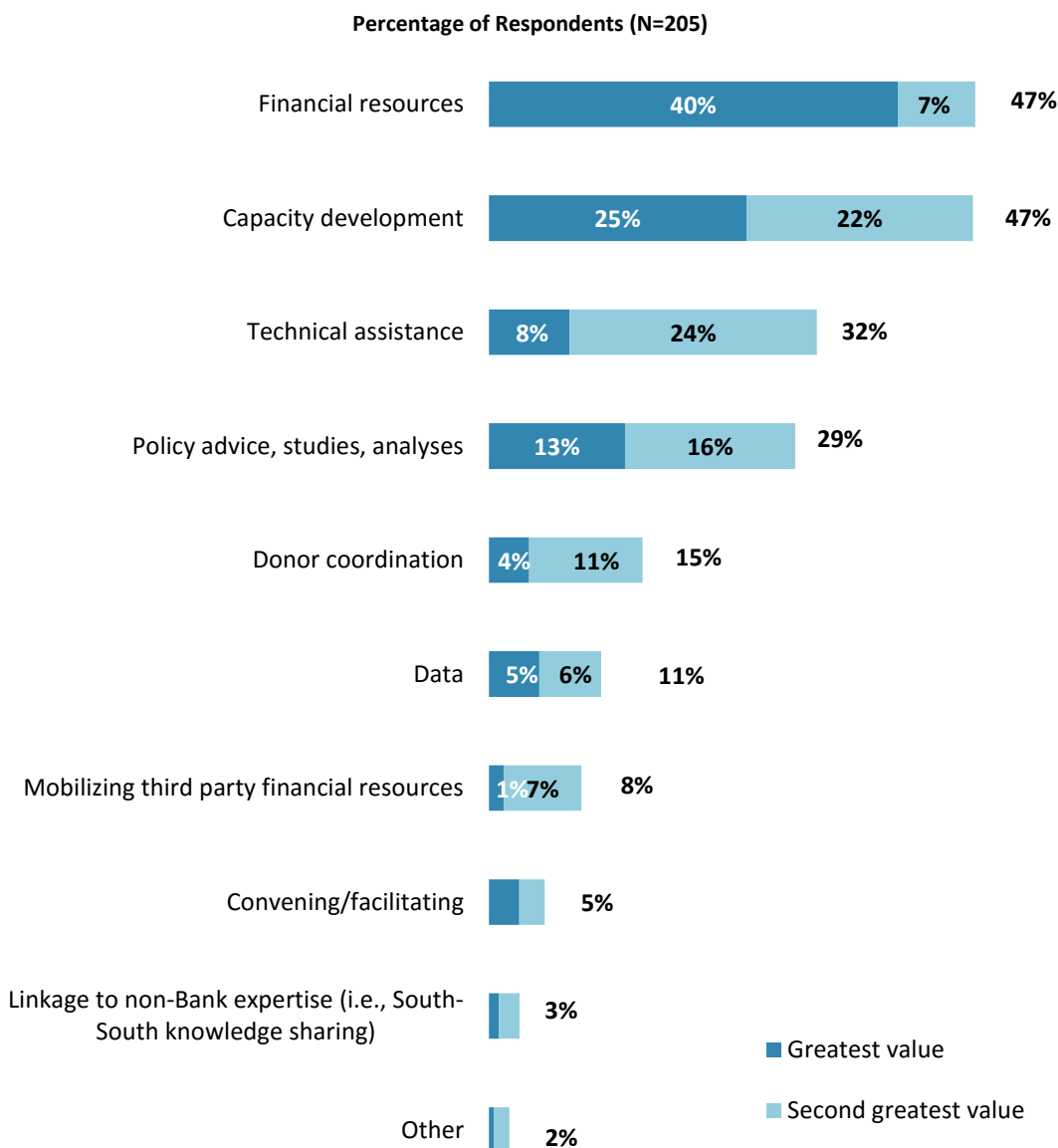
³ Responses to all twenty five indicator questions by stakeholders' levels of collaboration with the WBG can be found in Appendix F (page 108).



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest value to The Gambia were its "*financial resources*" (52%), "*policy and economic advice*" (51%), and "*technical advice*" (35%).

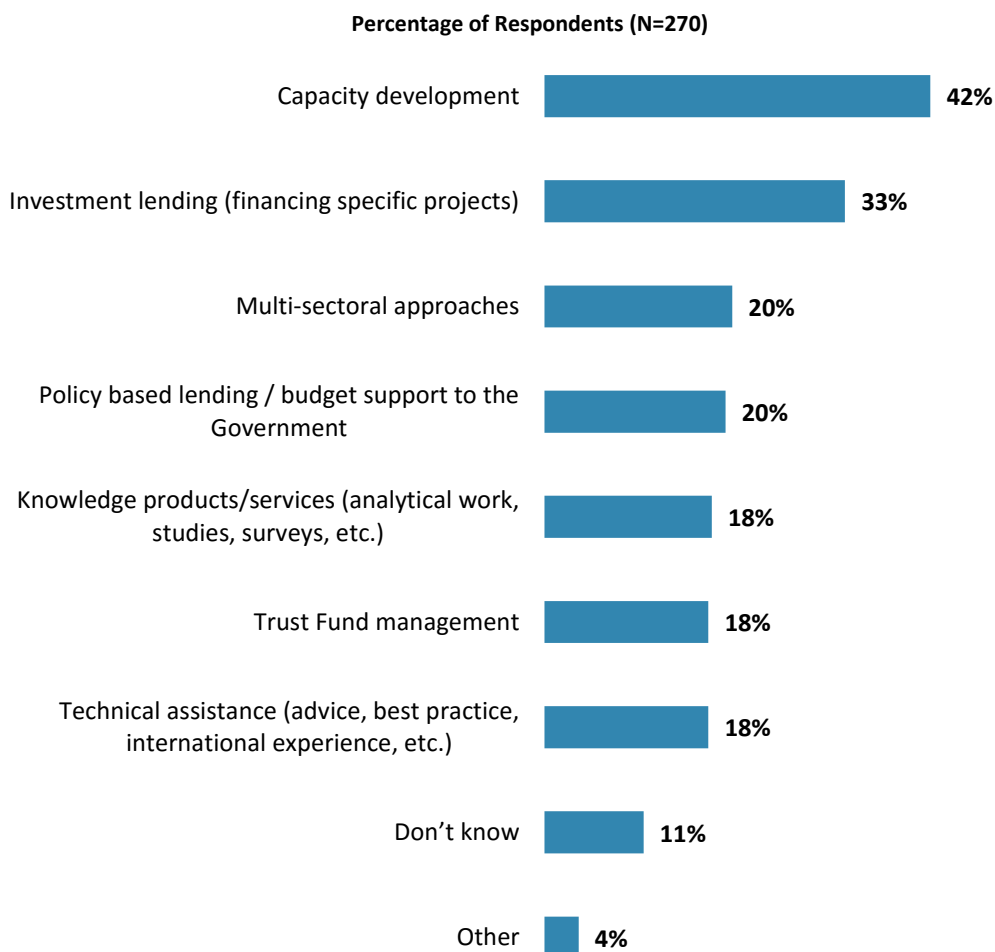


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

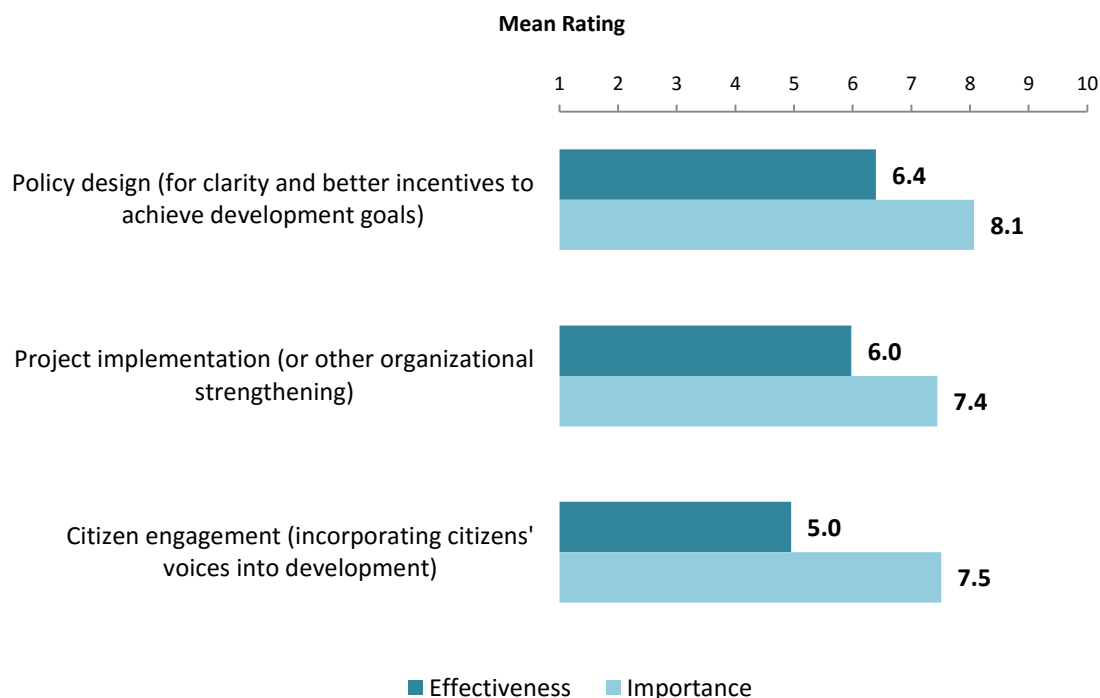


“Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in The Gambia? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

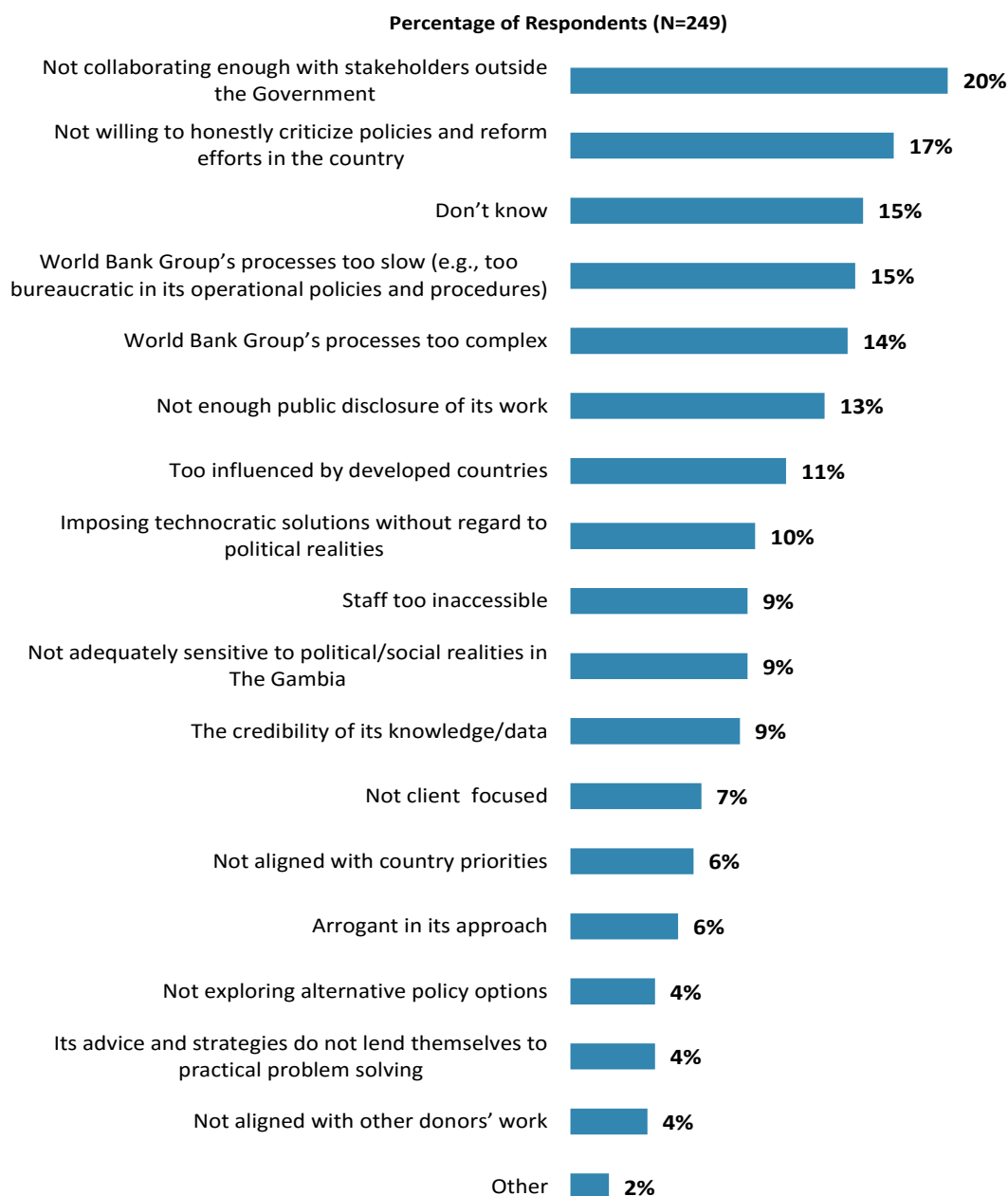
"When thinking about how to improve capacity building in The Gambia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in The Gambia were "*being too bureaucratic in its operational policies and procedures*" (43%), "*its procedures being too slow and complex to show results on the ground in reasonable time*" (28%), and "*not enough public disclosure of its work*" (25%).

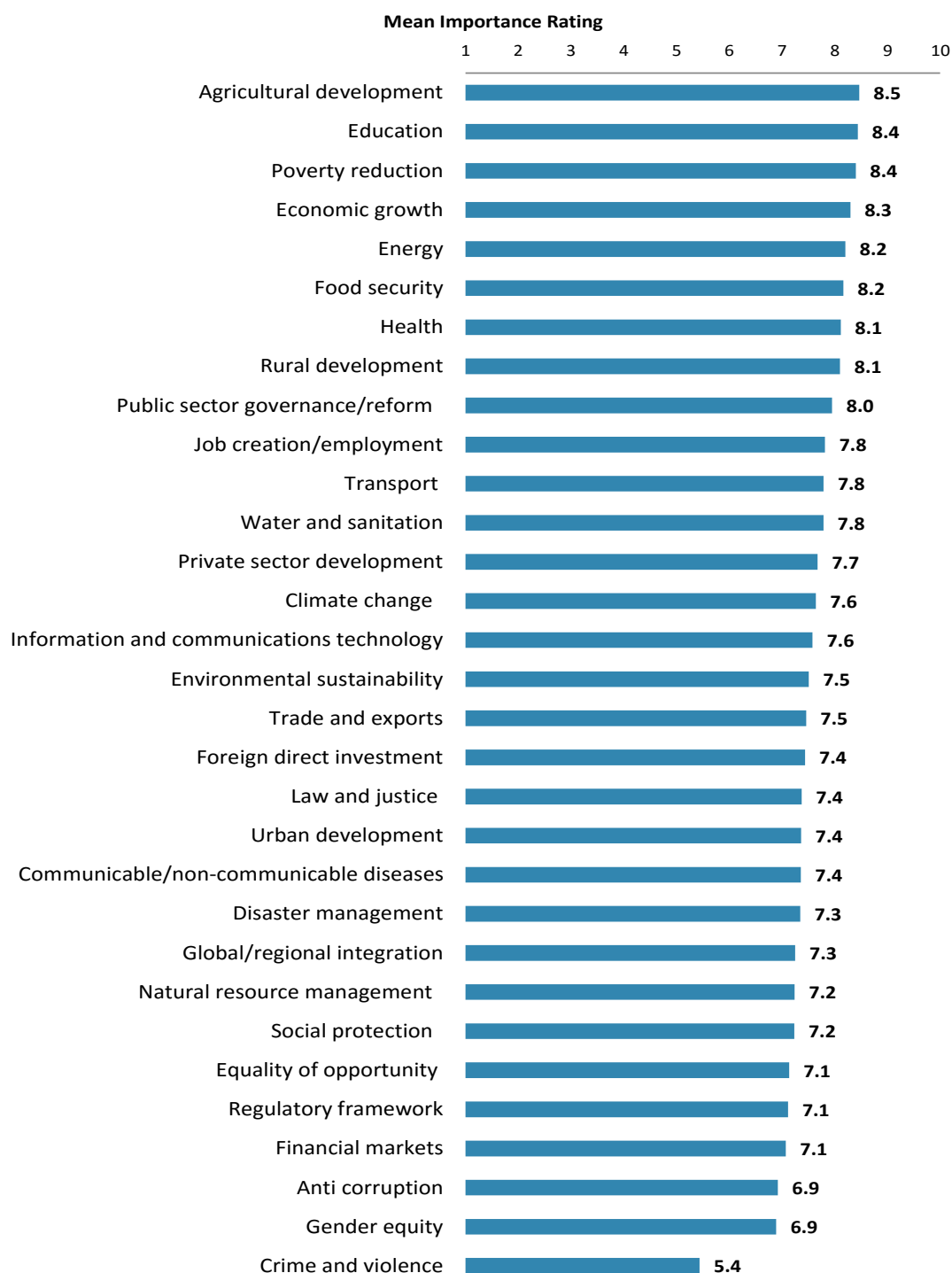


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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 The Gambia?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



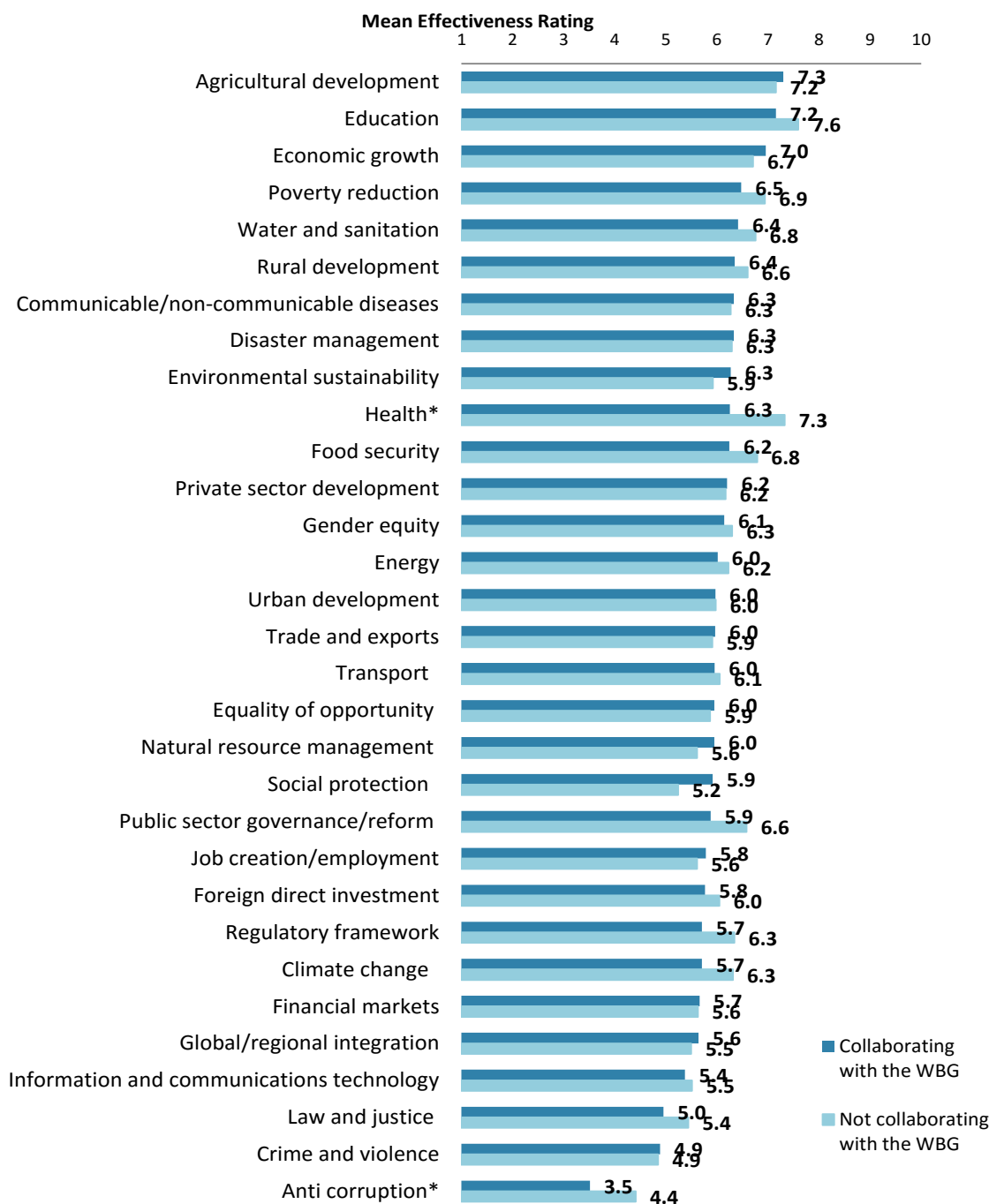
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

⁴All 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: Collaboration⁵



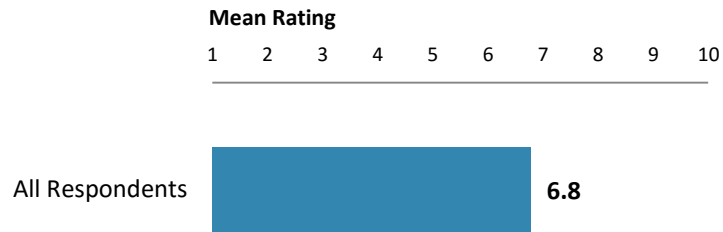
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators with the WBG)*

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 53) that 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.



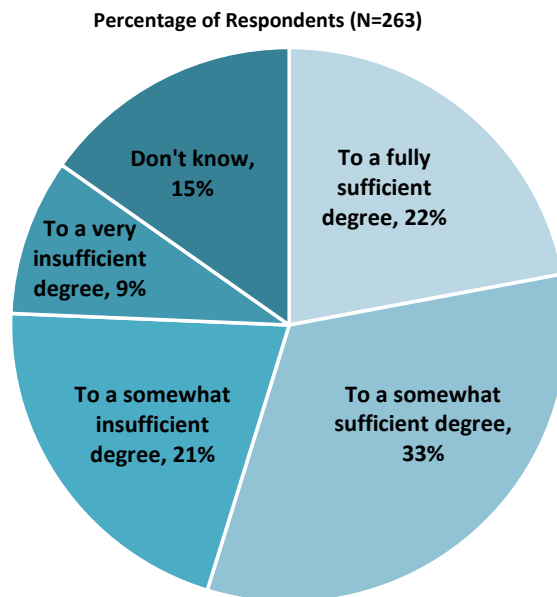
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in The Gambia?" (Respondents chose from a list.)



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 The Gambia, bivariate correlational analyses were conducted using respondents' ratings of the thirty one specific areas of effectiveness.

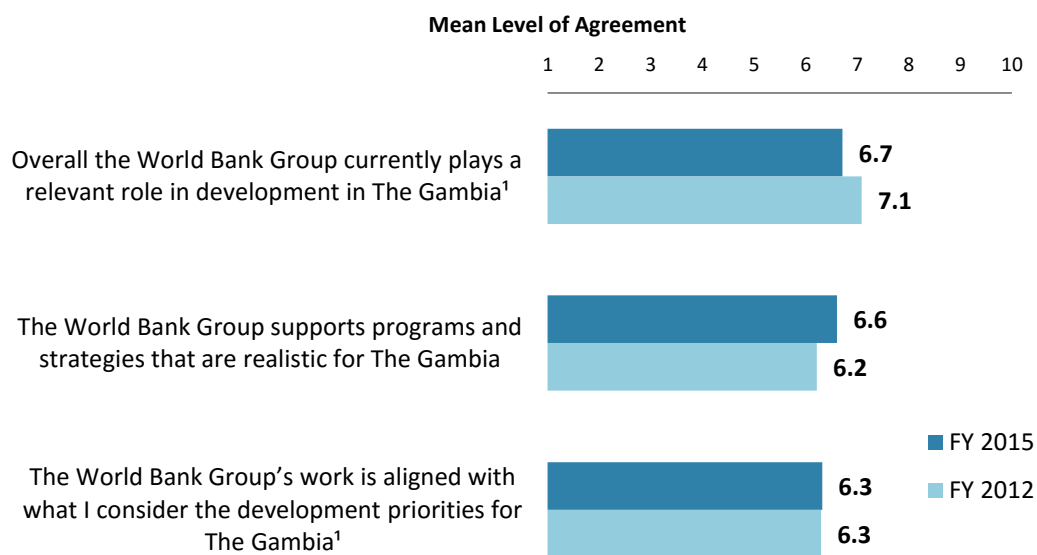
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in The Gambia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at education; and
 - The WBG's effectiveness at private sector development.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in The Gambia, 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 information and communications technology;
 - The WBG's effectiveness at health; and
 - The WBG's effectiveness at urban development.



VII. How the World Bank Group Operates

The World Bank Group's Work in The Gambia: Year Comparison⁶



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

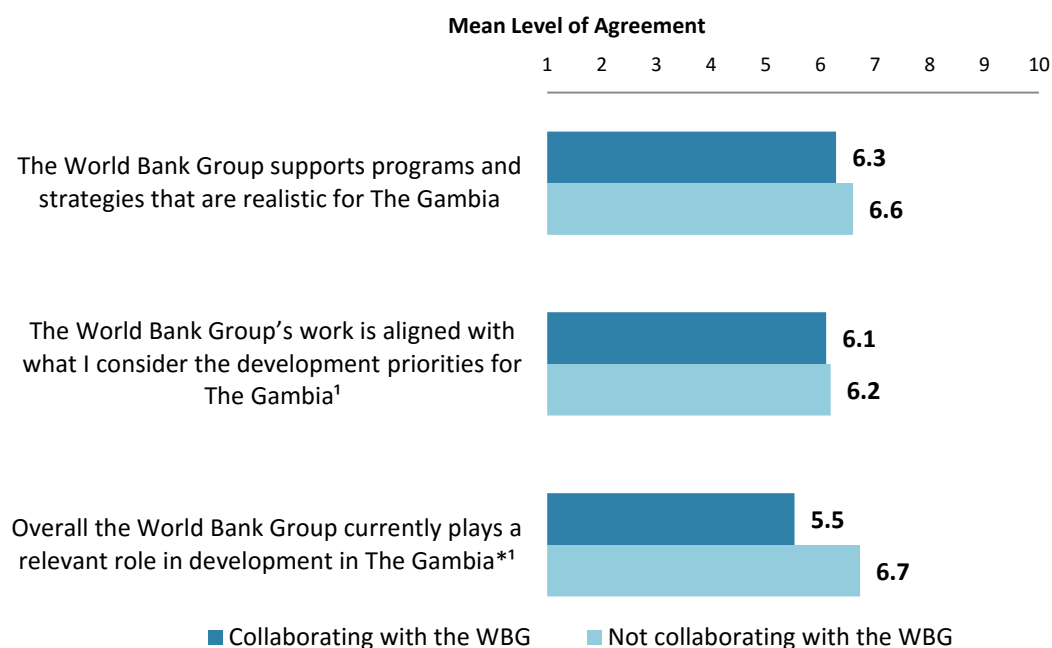
¹Indicator Question

⁶ 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 The Gambia: Collaboration



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

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

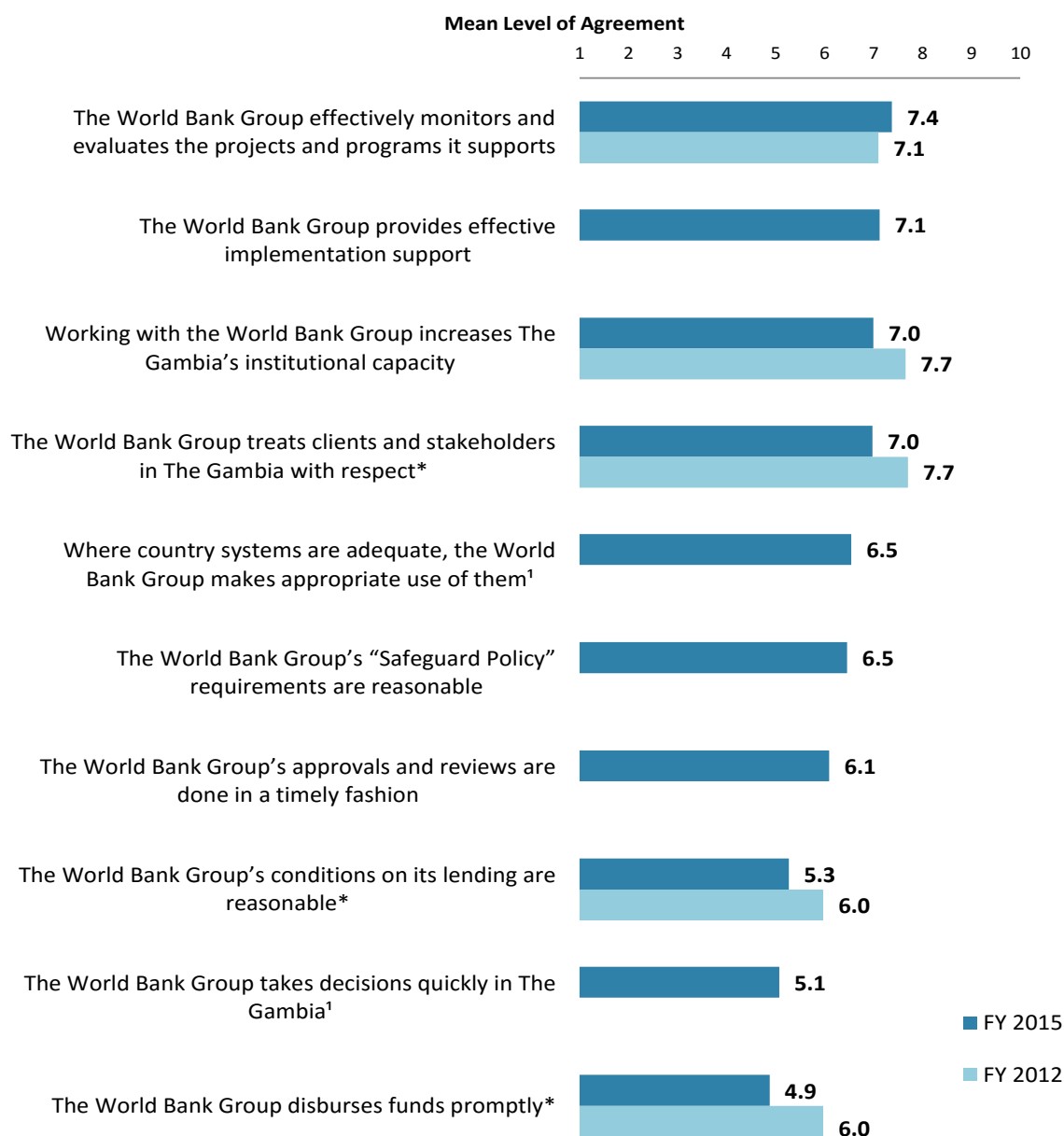
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly lower levels of agreement with several statements below compared to respondents in the FY'12 Country Survey.



"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2015 and FY 2012)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- **Collaboration:** As indicated in the chart below, respondents who collaborate with the WBG had significantly lower levels of agreement with several statements below, compared to respondents who do not collaborate with the WBG.



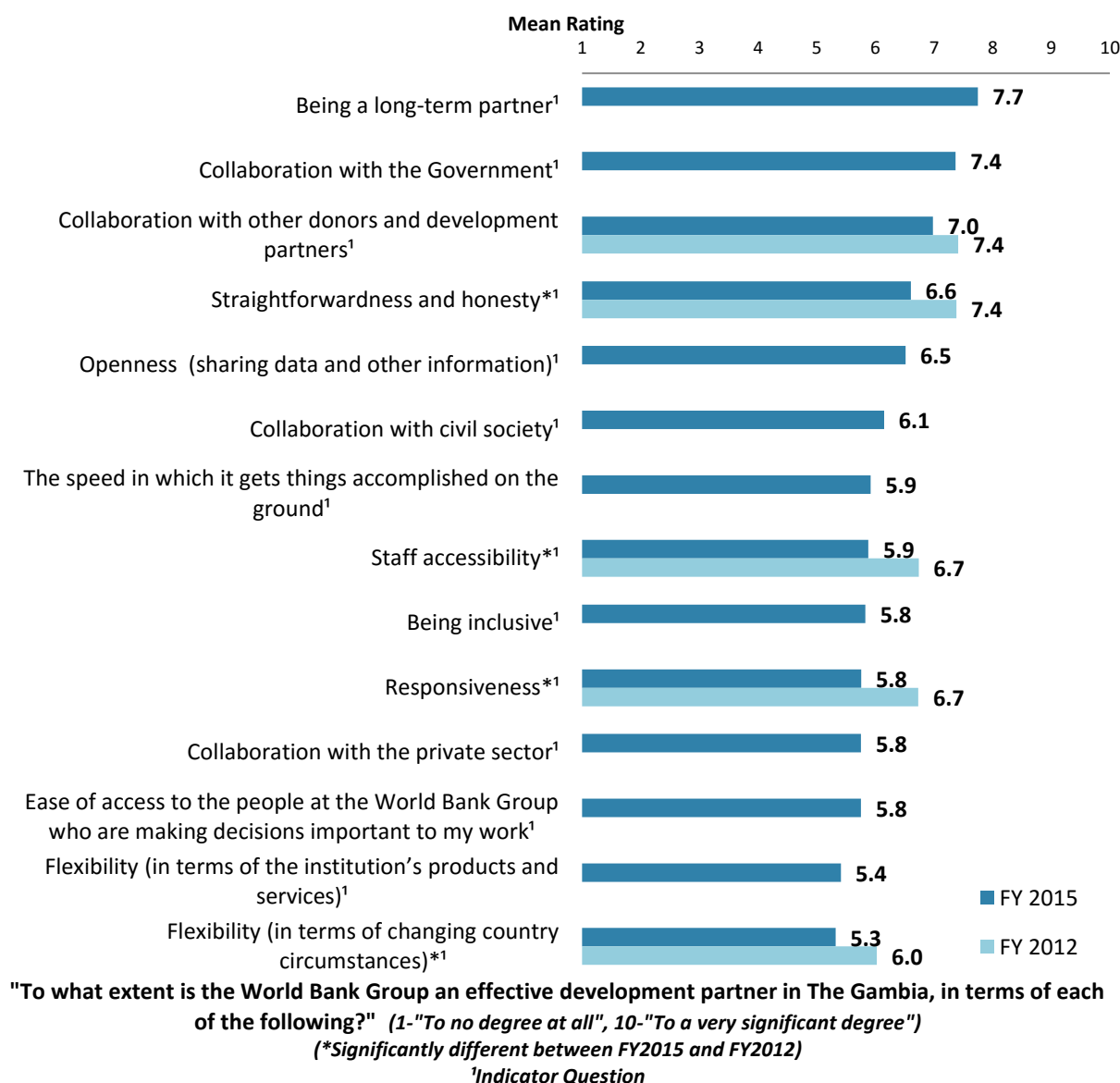
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for a number of qualities below of the WBG as a development partner compared to respondents in the FY'12 Country Survey.



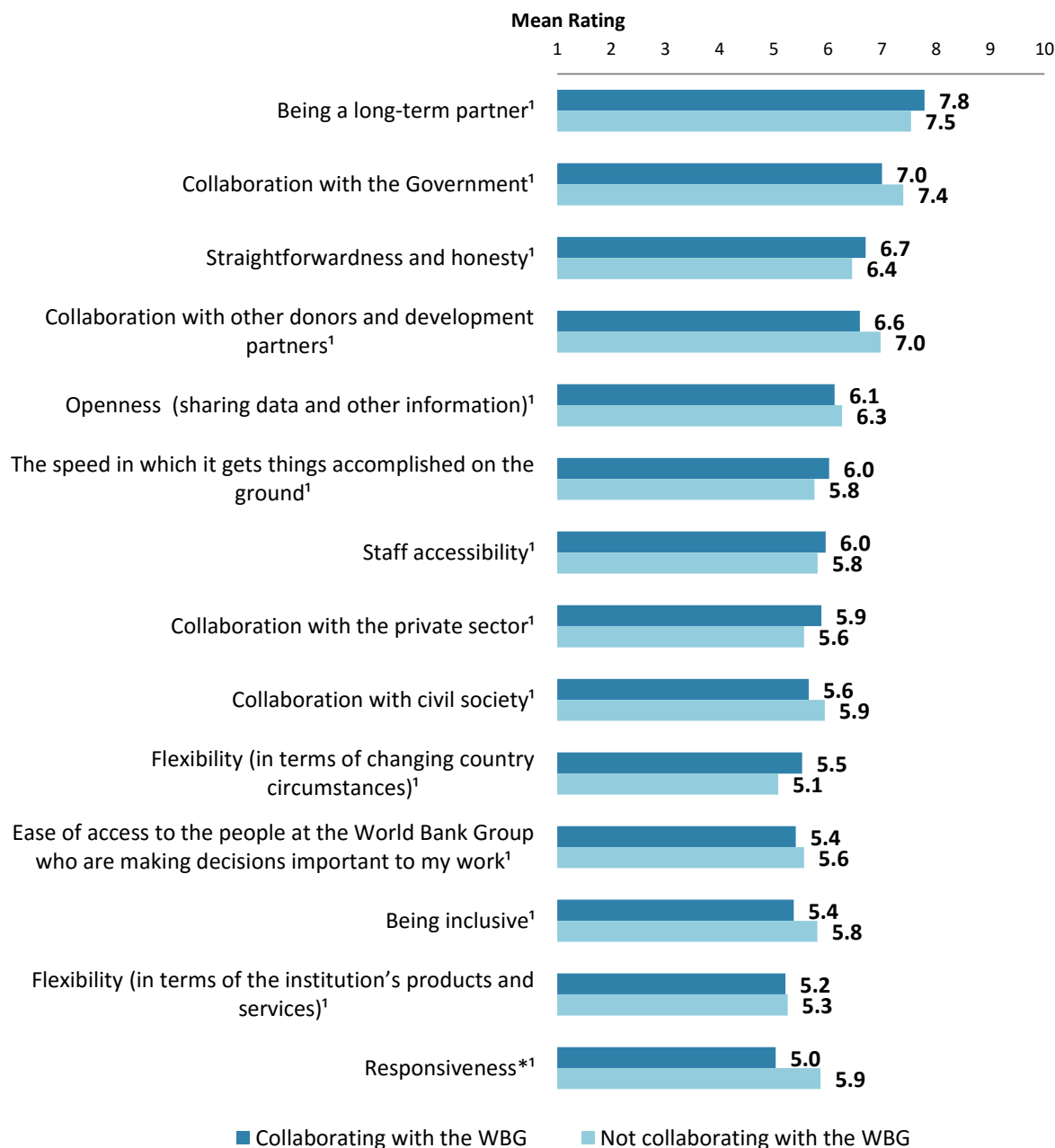
⁸ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration

- **Collaboration:** As indicated in the chart below, respondents who collaborate with the WBG had significantly lower ratings for the WBG's "responsiveness," compared to respondents who do not collaborate with the institution.



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

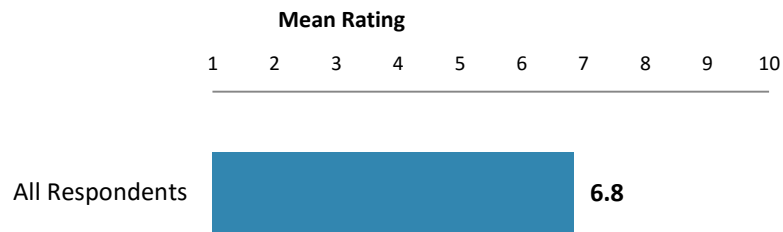
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



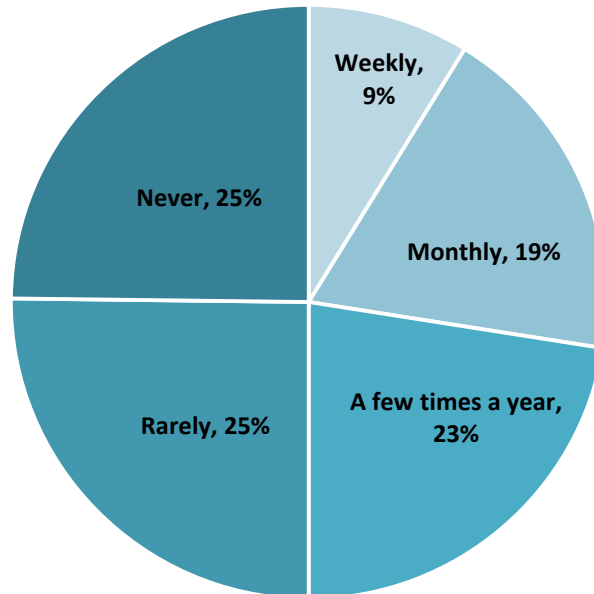
"To what extent do you believe the World Bank Group measures and corrects its work in real time in The Gambia?"
(1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

Percentage of Respondents (N=262)

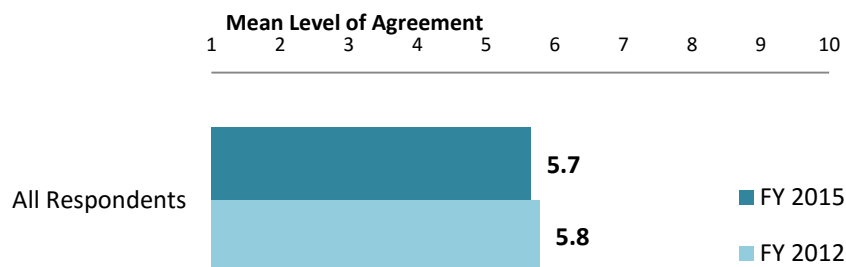


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



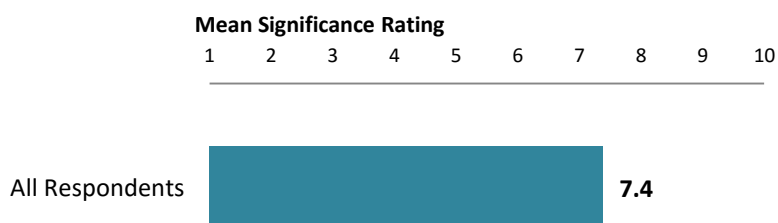
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting The Gambia's Knowledge Needs⁹ (Indicator Question)



"The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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")

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")

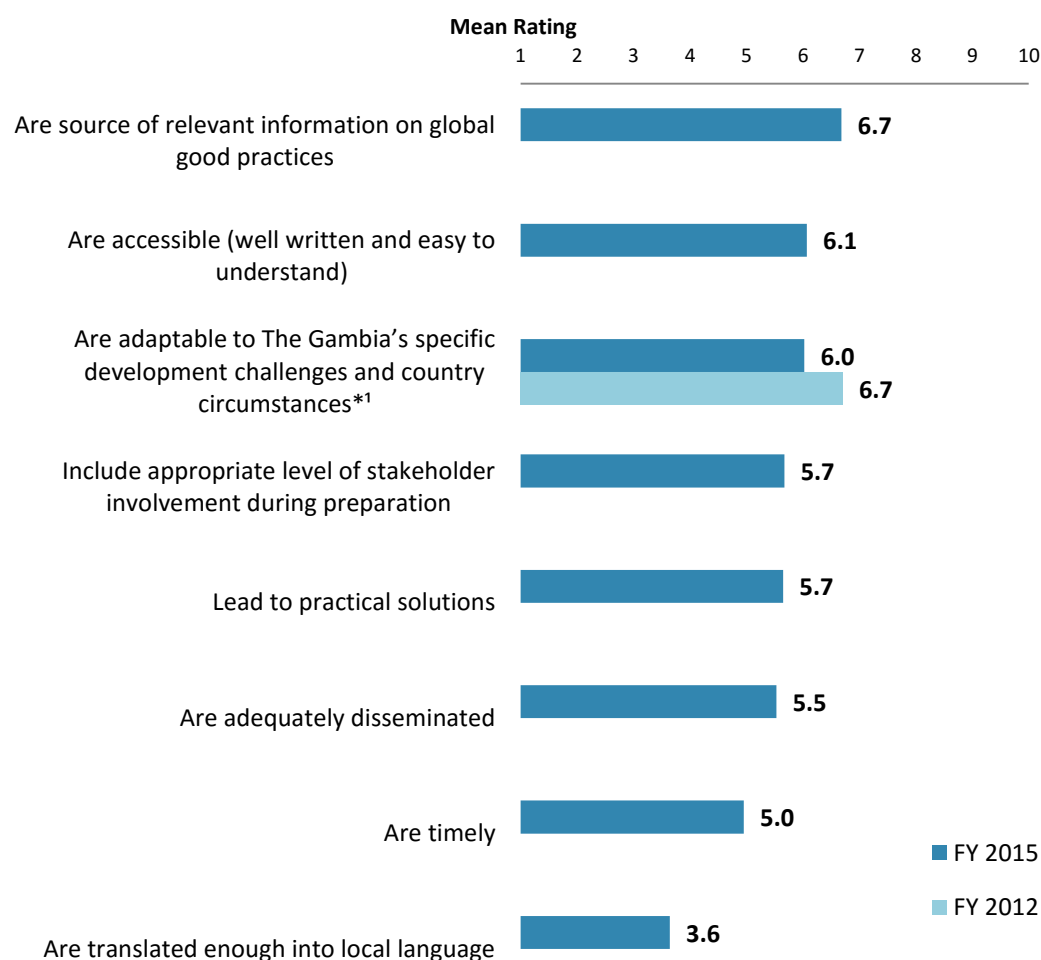
⁹All means in this chart were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹⁰

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG's knowledge work and activities' "being adaptable to The Gambia's specific development challenges and country circumstances," compared to respondents in the FY'12 Country Survey.



"In The Gambia, 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)

Indicator Question

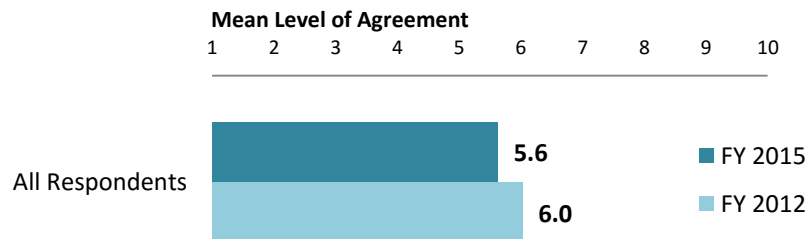
¹⁰ All means in this chart were calculated based on weighted data.



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

Meeting The Gambia's Needs for Financial Instruments¹¹

(Indicator Question)



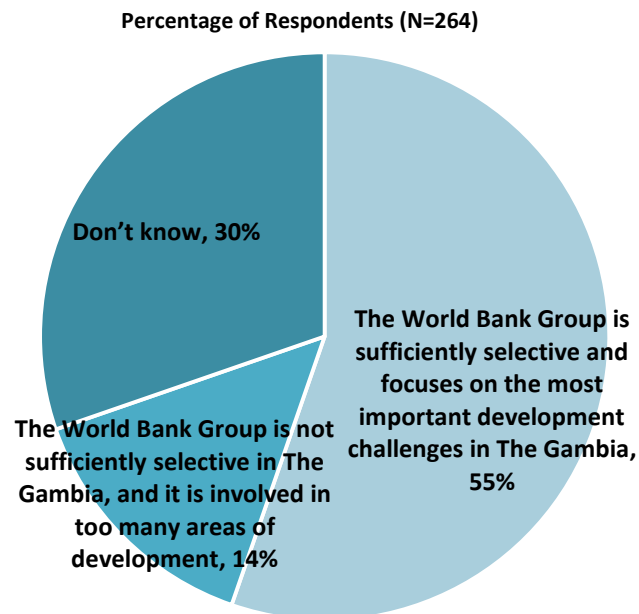
"The World Bank Group's financial instruments meet the needs of The Gambia."
(1-"Strongly disagree", 10-"Strongly agree")

¹¹ Means in this chart were calculated based on weighted data.



IX. The Future Role of the WBG in The Gambia

Selectivity of the World Bank Group's Support



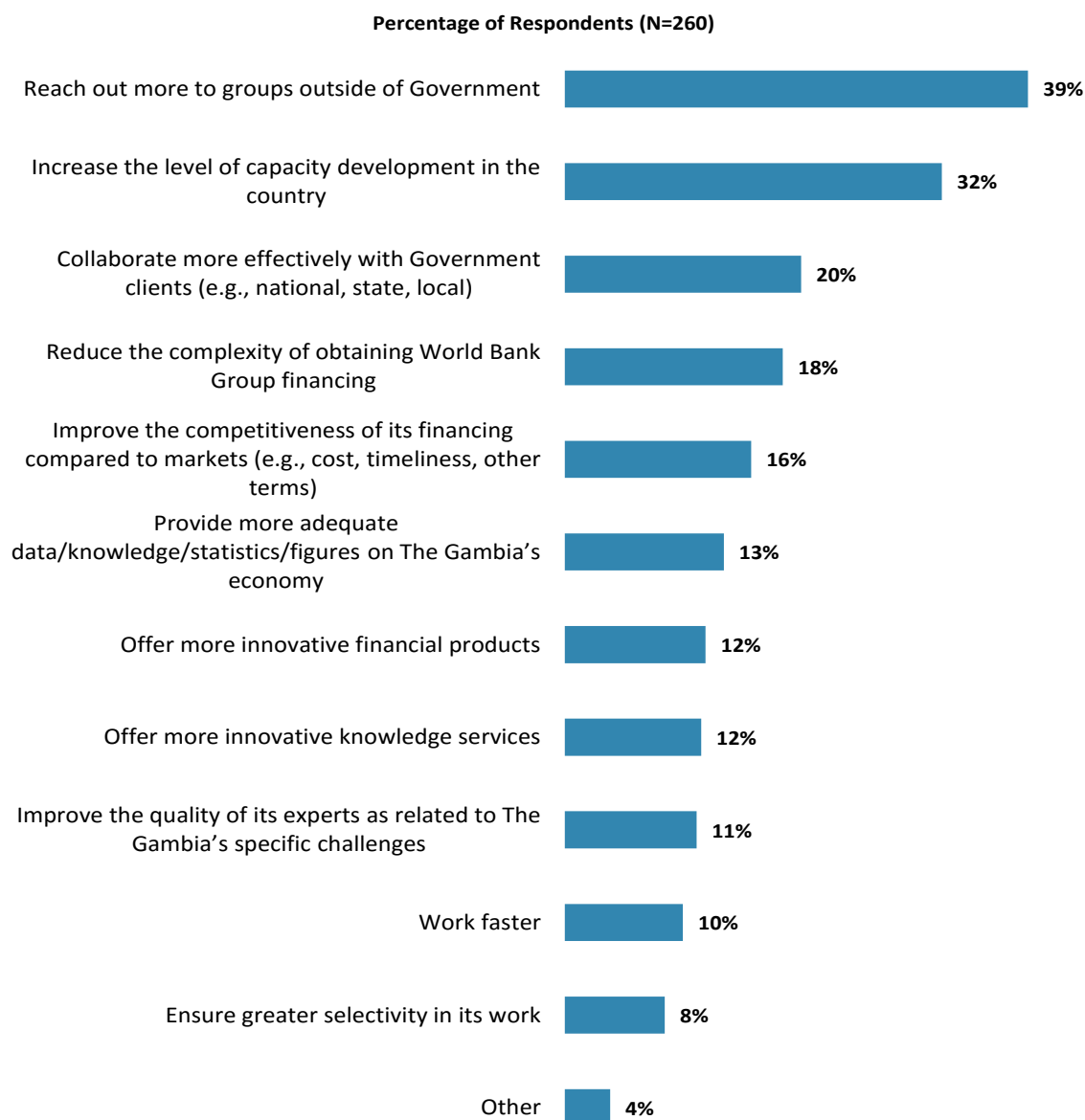
"Which of the following best describes the World Bank Group's support in The Gambia?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (42%), “*offer more innovative financial products*” (14%), and “*improve the quality of its experts as related to The Gambia’s specific challenges*” (12%) to make itself of greater value in The Gambia.



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

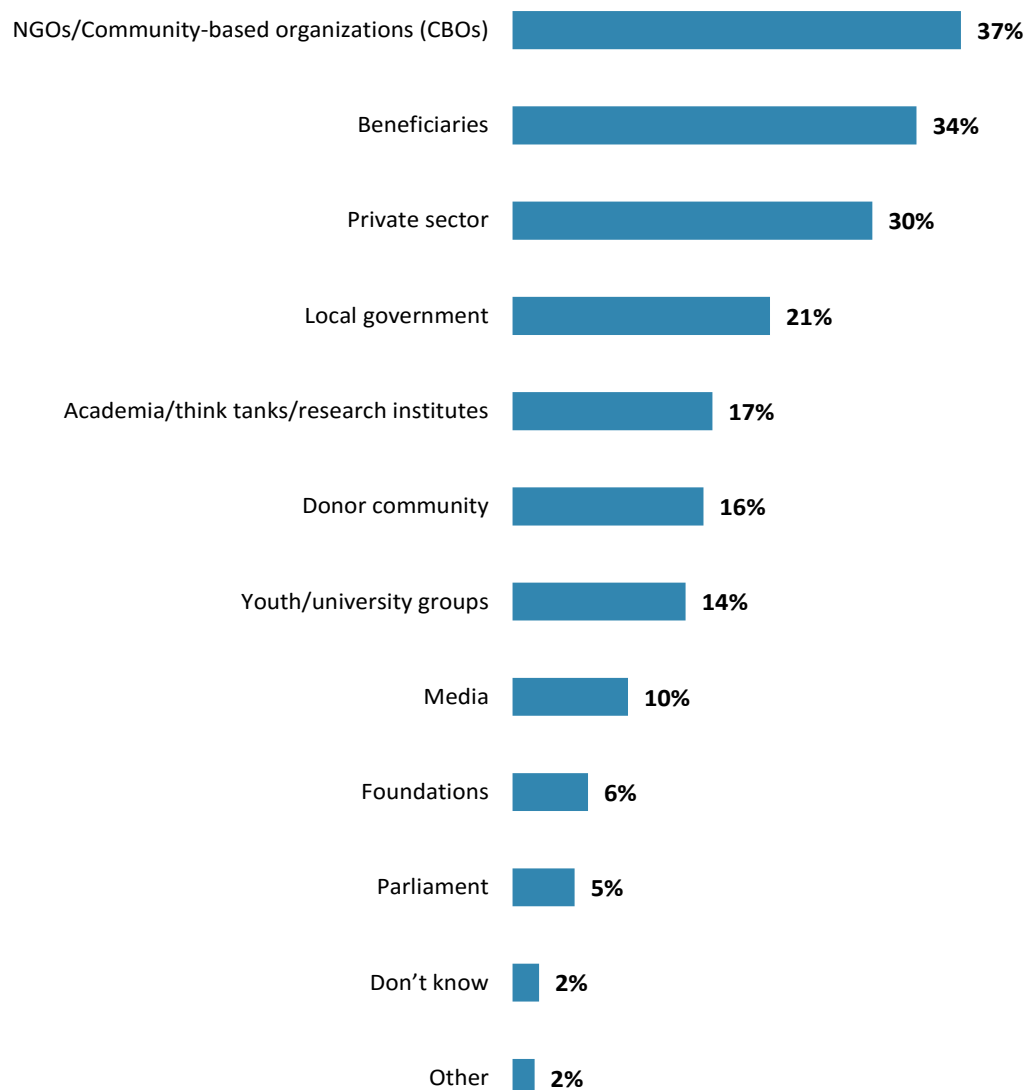


IX. The Future Role of the WBG in The Gambia (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should work more with “*private sector*” (40%), “*community based organizations*” (36%), “*NGOs*” (36%), “*beneficiaries*” (31%), and “*local governments*” (22%) to ensure better development results in The Gambia.

Percentage of Respondents (N=270)



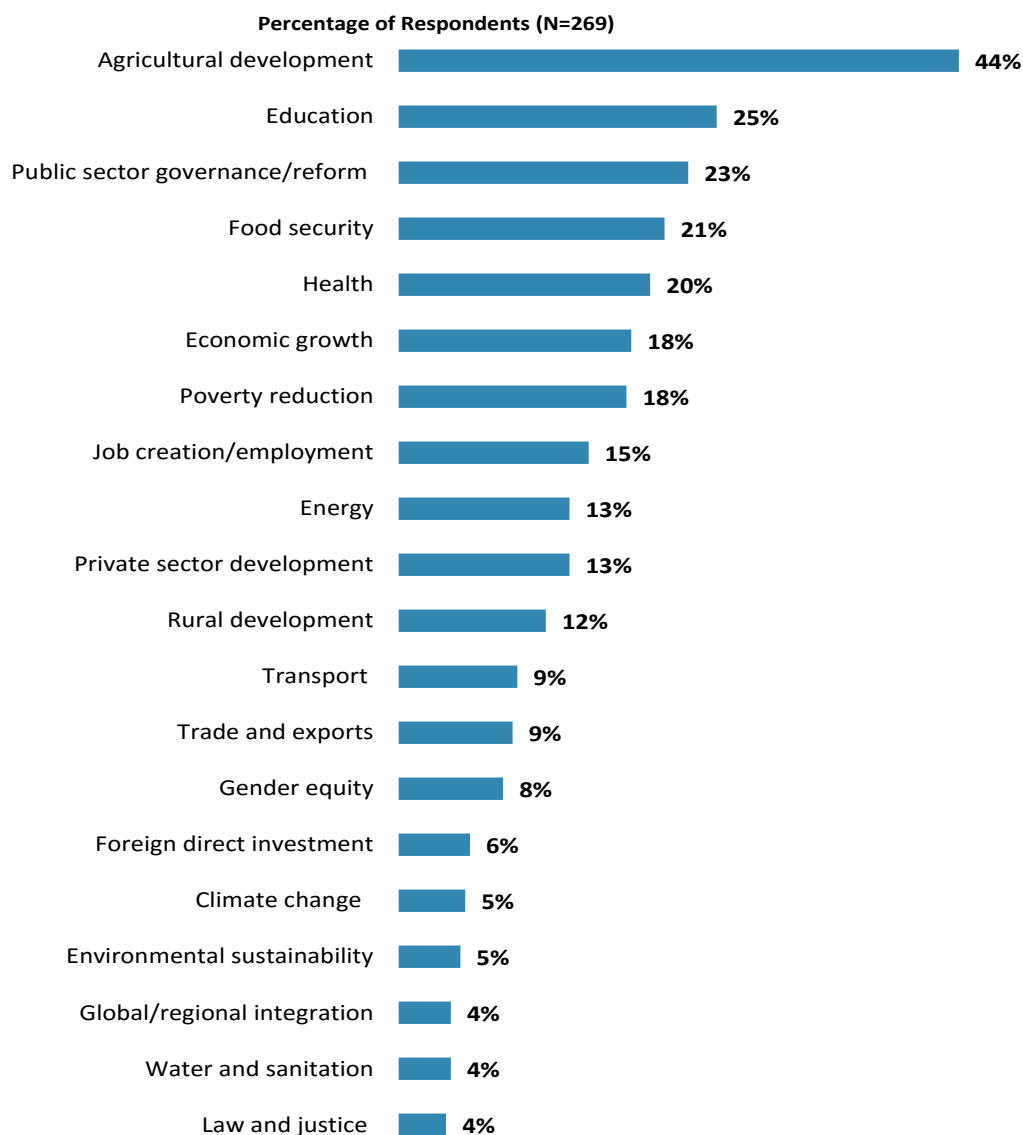
"In addition to regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should focus its resources on “*skills development, employment and income generating opportunities, specifically for young people*” (33%), “*agriculture development (crop production, processing)/ food security*” (29%), “*government effectiveness/governance*” (15%), and “*access to basic education, quality of basic education*” (15%). Please note that, unlike it is in the current Country Survey, respondents in FY'12 were allowed to choose up to two development areas.



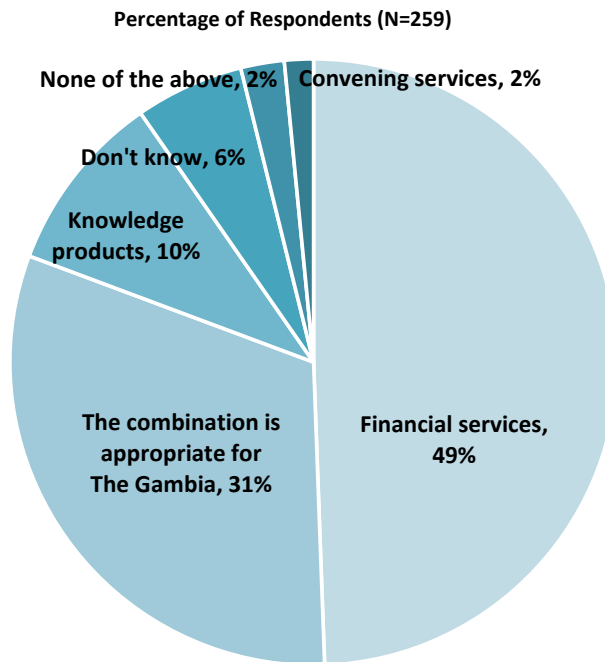
“When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectoral areas do you believe the WBG should focus most of its resources in The Gambia? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



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

Future Combination of the WBG services



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

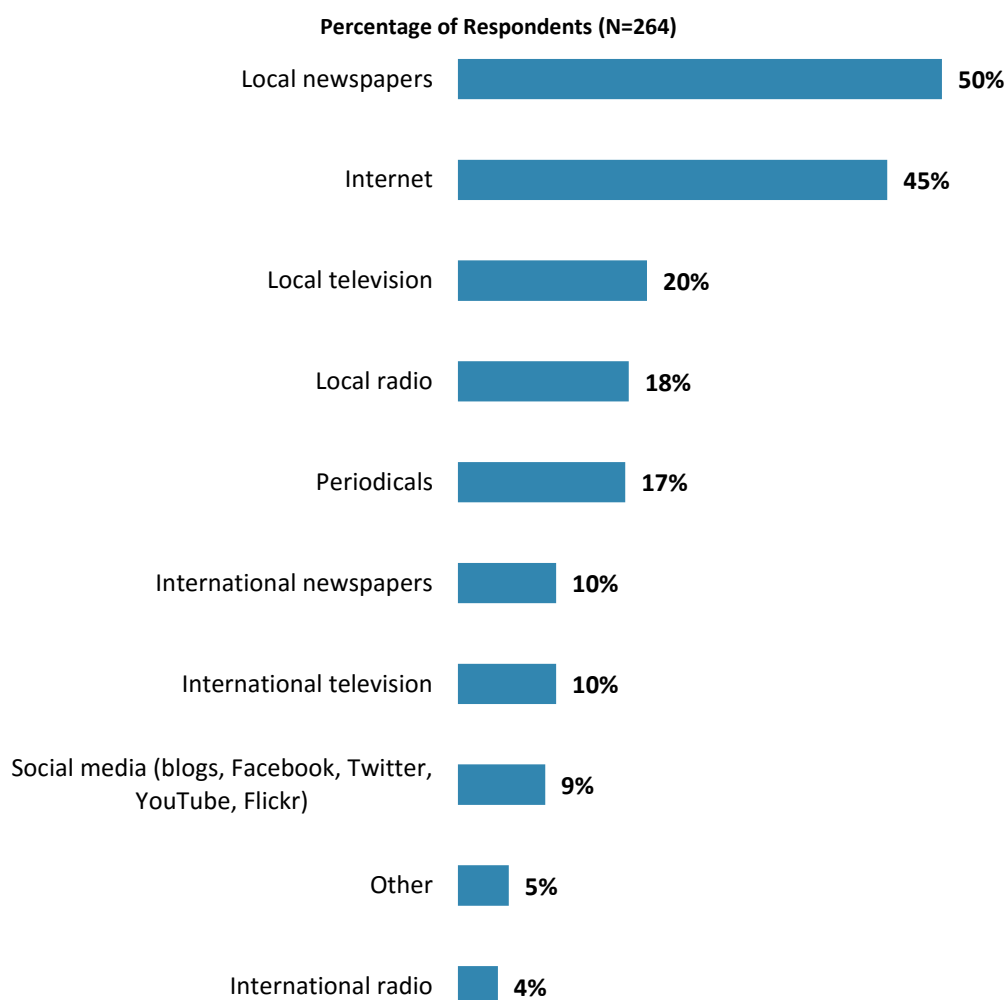


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 70) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they got most of their information about economic and social development issues in The Gambia from “*local newspapers*” (66%), “*the Internet*” (37%), and “*local television*” (31%).



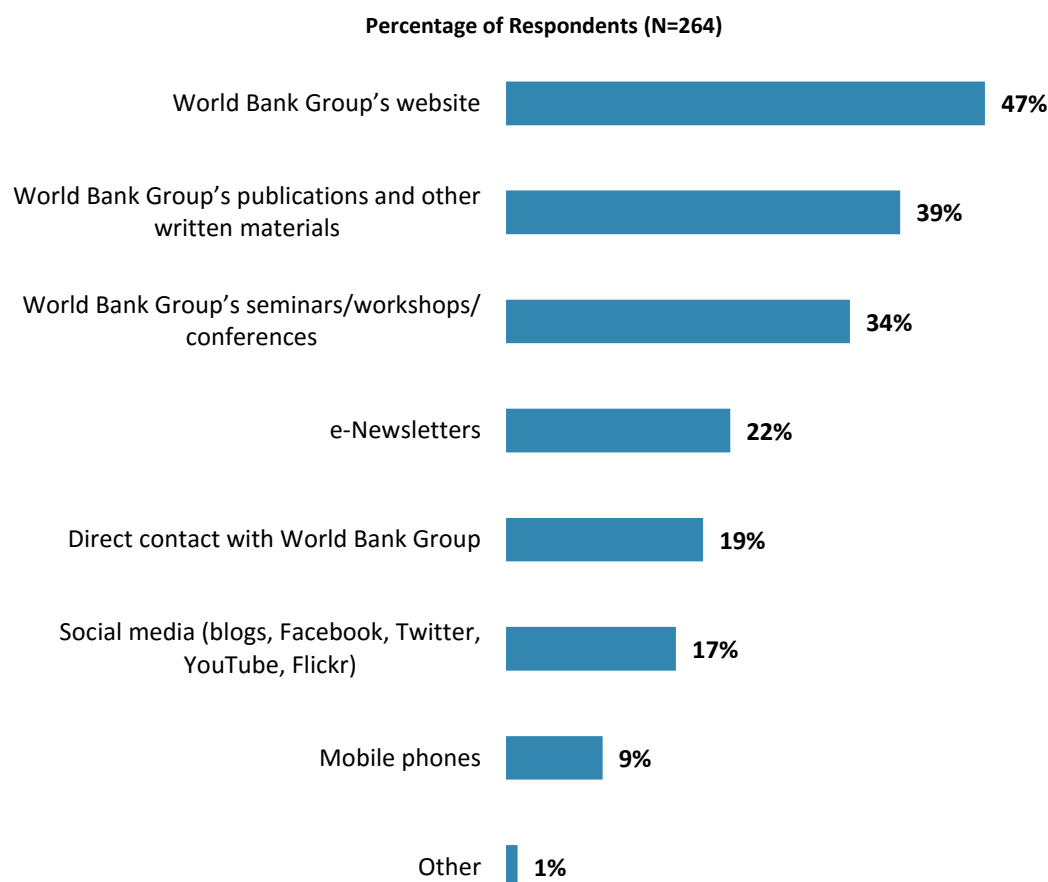
"How do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (56%), “*e-Newsletters*” (44%), “*workshops/conferences* (25%),” and “*face to face meetings/discussions*” (21%).



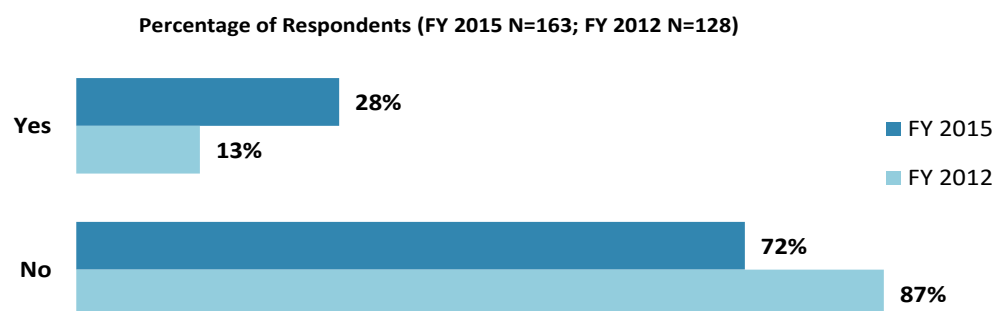
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



X. Communication and Outreach (continued)

Access to Information¹²

- **Year comparison:** This year's respondents were significantly more likely to be aware of the WBG's Access to Information Policies than respondents in FY'12.



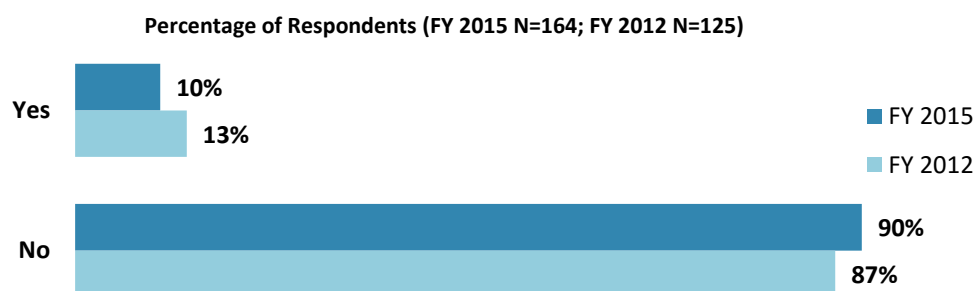
"Are you aware of the World Bank Group's Access to Information Policies under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

¹²All percentages presented in the chart were calculated based on weighted data.

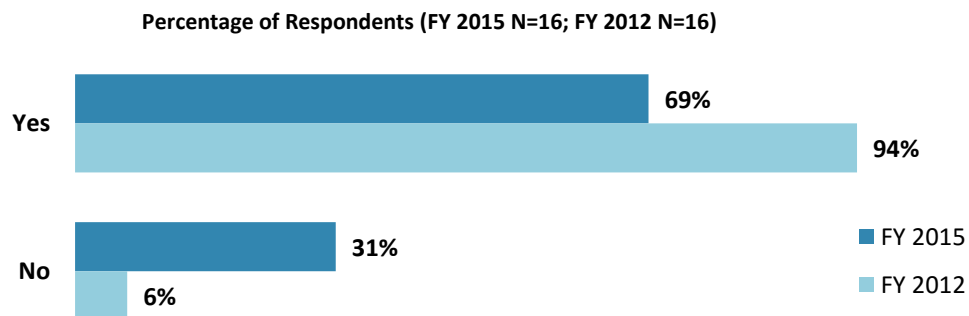


X. Communication and Outreach (continued)

Access to Information (continued)¹³



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



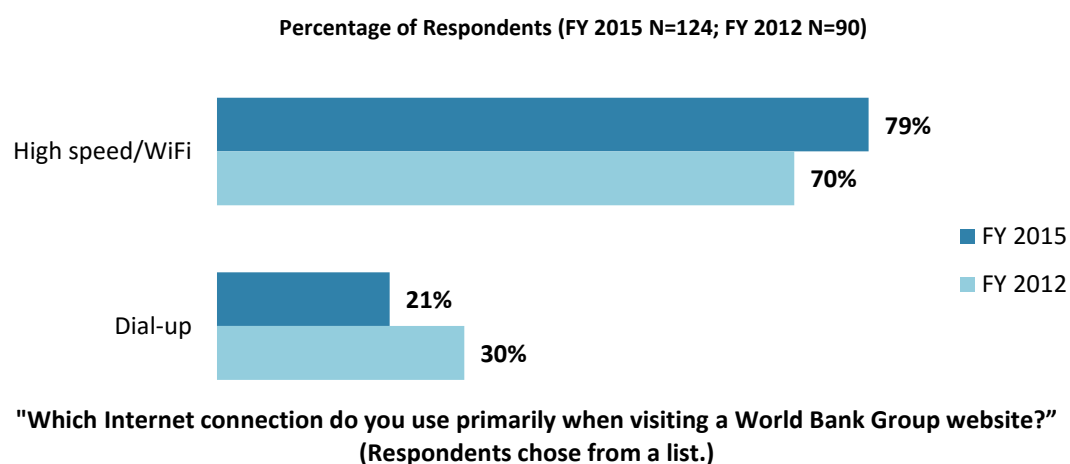
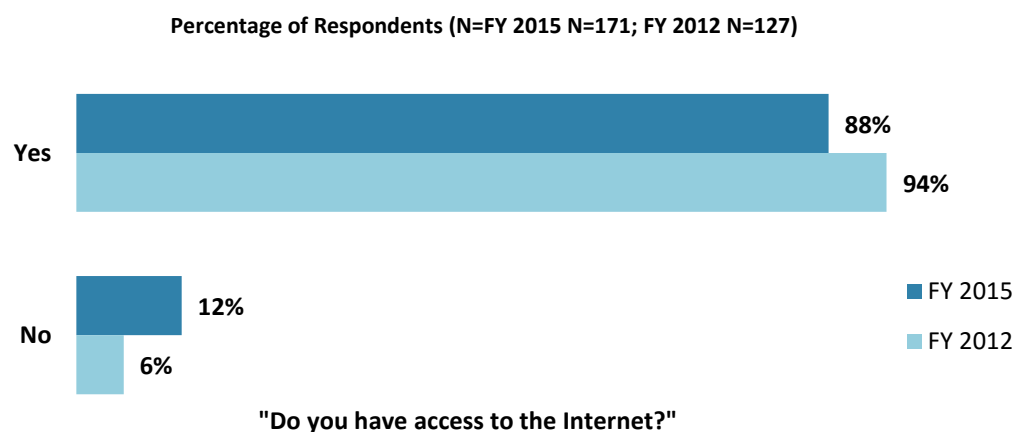
"Were you able to obtain this information?"

¹³All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁴

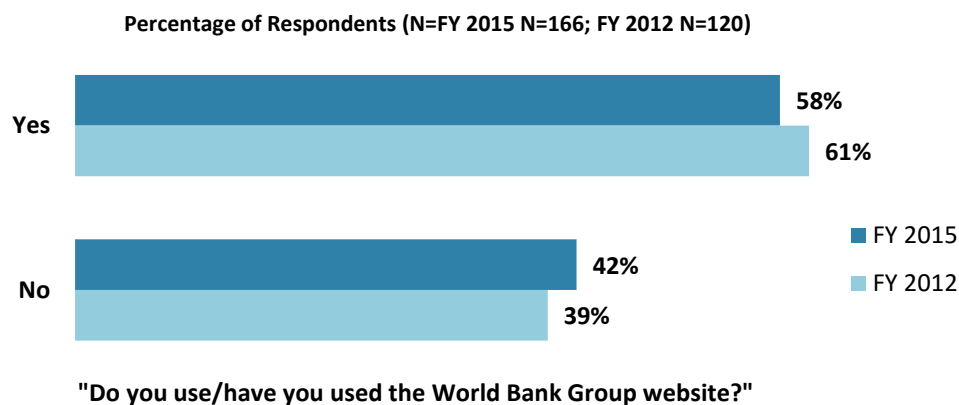


¹⁴ Percentages presented in this chart were calculated based on weighted data.

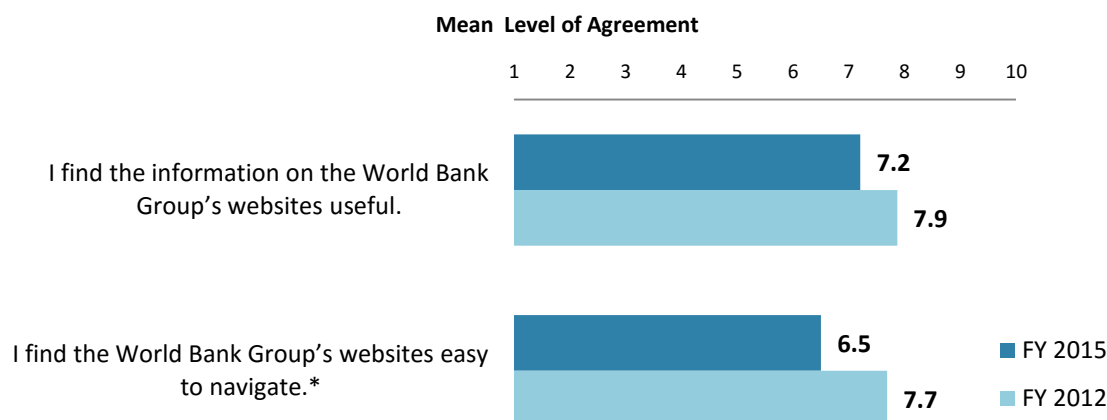


X. Communication and Outreach (continued)

The WBG Website Usage¹⁵



- **Year comparison:** This year's respondents had significantly lower levels of agreement with the statement that "*I find the WBG's website easy to navigate*," compared to respondents in the FY'12 Country Survey.



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

¹⁵ 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 (FY 2015 N=257)



"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

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution



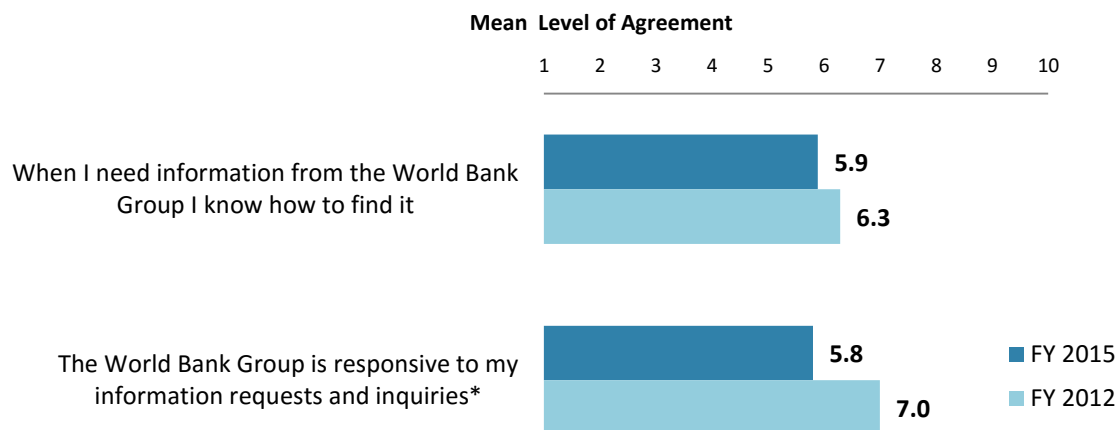
"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁶

- **Year comparison:** This year's respondents had significantly lower levels of agreement with the statement that "*the WBG is responsive to my information requests and inquiries,*" compared to respondents in the FY'12 Country Survey.



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

¹⁶ Means in the chart were calculated based on weighted data.



XI. Appendices

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The Gambia





Appendix A: Responses to All Questions across All Respondents (N=274)

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 The Gambia

1. In general would you say that The Gambia is headed in ... ?	Percentage of Respondents (N=252)
The right direction	31.0%
The wrong direction	34.9%
Not sure	34.1%

2. Listed below are a number of development priorities in The Gambia. Please identify which of the following you consider the most important development priorities in The Gambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=268)
Agricultural development	29.9%
Job creation/employment	25.4%
Food security	24.3%
Private sector development	20.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.9%
Education	20.9%
Health	20.1%
Poverty reduction	18.3%
Energy	13.1%
Law and justice (e.g., judicial system)	10.4%
Rural development	9.7%
Economic growth	9.7%
Gender equity	7.8%
Foreign direct investment	7.5%
Environmental sustainability	6.3%
Water and sanitation	5.6%
Social protection (e.g., pensions, targeted social assistance)	5.6%
Anti corruption	5.6%
Global/regional integration	4.9%
Trade and exports	4.9%
Climate change (e.g., mitigation, adaptation)	4.1%
Transport (e.g., roads, bridges, transportation)	4.1%
Equality of opportunity (i.e., equity)	3.4%
Financial markets	3.0%
Crime and violence	2.6%
Communicable/non-communicable diseases	2.6%
Natural resource management (e.g., oil, gas, mining)	1.9%
Disaster management	1.5%
Information and communications technology	1.5%
Regulatory framework	0.7%
Urban development	0.0%

**A. General Issues Facing The Gambia (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 The Gambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=271)
Agricultural development	30.3%
Rural development	28.8%
Education	28.0%
Job creation/employment	27.7%
Economic growth	27.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.3%
Energy	16.2%
Food security	13.3%
Gender equity	11.1%
Private sector development	10.3%
Health	10.3%
Climate change (e.g., mitigation, adaptation)	6.3%
Trade and exports	6.3%
Equality of opportunity (i.e., equity)	5.9%
Anti corruption	5.9%
Urban development	5.5%
Social protection (e.g., pensions, targeted social assistance)	5.5%
Foreign direct investment	5.2%
Natural resource management (e.g., oil, gas, mining)	4.4%
Law and justice (e.g., judicial system)	4.1%
Transport (e.g., roads, bridges, transportation)	4.1%
Water and sanitation	3.3%
Global/regional integration	3.0%
Environmental sustainability	3.0%
Information and communications technology	2.6%
Regulatory framework	2.2%
Financial markets	2.2%
Disaster management	1.8%
Crime and violence	0.7%
Communicable/non-communicable diseases	0.4%

**A. General Issues Facing The Gambia (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 The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=249)
Education and training that better ensure job opportunity	28.5%
Better employment opportunities for young people	26.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	24.5%
Greater access to health and nutrition for citizens	19.7%
Greater access to micro-finance for the poor	19.3%
Better opportunity for the poor who live in rural areas	16.5%
Consistent economic growth	14.9%
Greater voice and participation for citizens to help ensure greater accountability	13.7%
A growing middle class	11.6%
Better quality public services	7.6%
Better employment opportunities for women	5.6%
More reliable social safety net	5.2%
Better opportunity for the poor who live in urban areas	2.8%
Greater equity of fiscal policy	2.4%
Other	0.4%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia? (Select only ONE response)	Percentage of Respondents (N=266)
A very big problem	46.6%
A moderately big problem	38.3%
A small problem	10.2%
Not a problem at all	1.9%
Don't know	3.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=272)
A very serious problem	65.4%
A somewhat serious problem	23.2%
Not too serious problem	9.2%
Not a problem	.7%
Don't know	1.5%

**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 The Gambia? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	271	0	5.10	2.65

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia? <i>(1-Not effective at all, 10-Very effective)</i>	235	38	6.40	2.26

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 The Gambia solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	212	61	6.82	2.33

**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 The Gambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in The Gambia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=269)
Agricultural development	43.9%
Education	24.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.7%
Food security	20.8%
Health	19.7%
Economic growth	18.2%
Poverty reduction	17.8%
Job creation/employment	14.9%
Energy	13.4%
Private sector development	13.4%
Rural development	11.5%
Transport (e.g., roads, bridges, transportation)	9.3%
Trade and exports	8.9%
Gender equity	8.2%
Foreign direct investment	5.6%
Climate change (e.g., mitigation, adaptation)	5.2%
Environmental sustainability	4.8%
Global/regional integration	4.1%
Water and sanitation	4.1%
Law and justice (e.g., judicial system)	3.7%
Equality of opportunity (i.e., equity)	3.3%
Social protection (e.g., pensions, targeted social assistance)	3.0%
Crime and violence	2.2%
Financial markets	2.2%
Communicable/non-communicable diseases	1.9%
Urban development	1.5%
Natural resource management (e.g., oil, gas, mining)	1.5%
Anti corruption	1.5%
Information and communications technology	1.5%
Regulatory framework	1.1%
Disaster management	1.1%

**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 The Gambia?	Percentage of Respondents (N=205)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	39.5%	7.5%	47.0%
Capacity development	24.9%	21.9%	46.8%
Technical assistance	7.8%	23.9%	31.7%
Policy advice, studies, analyses	13.2%	16.4%	29.6%
Donor coordination	3.9%	10.9%	14.8%
Data	4.9%	6.0%	10.8%
Mobilizing third party financial resources	1.5%	7.5%	8.9%
Convening/facilitating	2.9%	2.5%	5.4%
Linkage to non-Bank expertise	1.0%	2.0%	3.0%
Other	0.5%	1.5%	2.0%

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 The Gambia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	190	77	5.98	2.73
7. Citizen engagement (incorporating citizens' voices into development)	160	90	4.95	2.18
8. Policy design (for clarity and better incentives to achieve development goals)	171	80	6.40	2.28

When thinking about how to improve capacity building in The Gambia 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)	226	37	7.44	2.82
10. Citizen engagement (incorporating citizens' voices into development)	205	47	7.51	2.63
11. Policy design (for clarity and better incentives to achieve development goals)	214	37	8.07	2.38

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=249)
Not collaborating enough with stakeholders outside the Government	19.7%
Not willing to honestly criticize policies and reform efforts in the country	16.9%
Don't know	15.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	14.9%
World Bank Group's processes too complex	14.5%
Not enough public disclosure of its work	13.3%
Too influenced by developed countries	11.2%
Imposing technocratic solutions without regard to political realities	9.6%
Staff too inaccessible	9.2%
Not adequately sensitive to political/social realities in The Gambia	9.2%
The credibility of its knowledge/data	8.8%
Not client focused	6.8%
Not aligned with country priorities	6.4%
Arrogant in its approach	5.6%
Not exploring alternative policy options	4.4%
Its advice and strategies do not lend themselves to practical problem solving	4.4%
Not aligned with other donors' work	4.0%
Other	2.0%

**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 The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=270)
Capacity development	41.9%
Investment lending (financing specific projects)	32.6%
Multi-sectoral approaches	20.4%
Policy based lending / budget support to the Government	19.6%
Knowledge products/services (analytical work, studies, surveys, etc.)	18.1%
Trust Fund management	17.8%
Technical assistance (advice, best practice, international experience, etc.)	17.8%
Don't know	10.7%
Other	3.7%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in The Gambia? (Choose only ONE response)	Percentage of Respondents (N=263)
To a fully sufficient degree	22.1%
To a somewhat sufficient degree	32.7%
To a somewhat insufficient degree	20.9%
To a very insufficient degree	9.1%
Don't know	15.2%

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=270)
NGOs/Community-based organizations (CBOs)	37.3%
Beneficiaries	33.6%
Private sector	29.9%
Local government	21.4%
Academia/think tanks/research institutes	16.6%
Donor community	15.9%
Youth/university groups	14.4%
Media	9.6%
Foundations	6.3%
Parliament	5.2%
Don't know	2.2%
Other	1.8%

To what extent do you agree with the following statements about the World Bank Group's work in The Gambia? (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 The Gambia*	236	28	6.26	2.82
17. The World Bank Group's work is aligned with what I consider the development priorities for The Gambia*	229	30	6.18	2.37
18. The World Bank Group supports programs and strategies that are realistic for The Gambia	232	28	6.49	2.45
19. The World Bank Group treats clients and stakeholders in The Gambia with respect	210	48	6.73	2.48

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

To what extent is the World Bank Group an effective development partner in The Gambia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness*	213	46	5.60	2.37
21. Flexibility (in terms of the institution's products and services)*	203	53	5.27	2.16
22. Flexibility (in terms of changing country circumstances)*	201	54	5.30	2.32
23. Being inclusive*	194	53	5.72	2.36
24. Openness (sharing data and other information)*	201	46	6.26	2.53
25. Staff accessibility*	204	42	5.87	2.50
26. Straightforwardness and honesty*	191	54	6.60	2.55
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	198	55	5.55	2.54
28. Collaboration with civil society*	213	46	5.84	2.40
29. Collaboration with the Government*	226	32	7.33	2.29
30. Collaboration with other donors and development partners*	206	51	6.83	2.49
31. Collaboration with the private sector*	198	56	5.77	2.56
32. The speed in which it gets things accomplished on the ground*	209	48	5.94	2.28
33. Being a long-term partner*	230	33	7.70	2.39

34. To be a more effective development partner in The Gambia, do you believe that the World Bank Group should have...? (Choose only ONE response)	Percentage of Respondents (N=268)
More local presence	69.4%
The current level of local presence is adequate	17.5%
Less local presence	7.1%
Don't know	6.0%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=254)
Lack of/inadequate levels of capacity in Government	34.6%
There is not an adequate level of citizen/civil society participation	31.1%
Political pressures and obstacles	25.6%
Reforms are not well thought out in light of country challenges	20.9%
The Government works inefficiently	19.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.5%
Poor donor coordination	16.1%
The World Bank Group does not do adequate follow through/follow-up	11.0%
The World Bank Group works too slowly	10.2%
Other	3.5%

**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 The Gambia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	232	23	6.92	3.29
2. Information and communications technology	238	18	7.58	2.40
3. Transport (e.g., roads, bridges, transportation)	233	17	7.79	2.30
4. Crime and violence	221	28	5.44	2.67
5. Law and justice (e.g., judicial system)	226	25	7.37	2.53
6. Urban development	233	18	7.36	2.32
7. Environmental sustainability	235	17	7.51	2.33
8. Regulatory framework	226	23	7.12	2.35
9. Communicable/non-communicable diseases	231	18	7.36	2.42
10. Poverty reduction	245	12	8.40	2.08
11. Gender equity	237	16	6.89	2.55
12. Private sector development	243	16	7.67	2.27
13. Foreign direct investment	236	17	7.44	2.38
14. Water and sanitation	237	16	7.78	2.29
15. Trade and exports	240	12	7.46	2.27
16. Economic growth	247	9	8.30	2.14
17. Energy	242	14	8.20	2.24
18. Disaster management	244	12	7.34	2.32
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	241	10	7.95	2.43
20. Job creation/employment	243	13	7.81	2.42
21. Financial markets	232	20	7.07	2.48
22. Equality of opportunity (i.e., equity)	228	20	7.14	2.32
23. Health	245	12	8.11	2.13
24. Rural development	247	10	8.10	2.10
25. Global/regional integration	230	17	7.25	2.26
26. Food security	243	13	8.16	2.23
27. Education	245	10	8.44	2.01
28. Social protection (e.g., pensions, targeted social assistance)	240	14	7.23	2.38
29. Climate change (e.g., mitigation, adaptation)	236	14	7.64	2.35
30. Agricultural development	251	8	8.47	2.24
31. Natural resource management (e.g., oil, gas, mining)	242	14	7.24	2.61

**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 The Gambia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	146	108	4.04	2.51
2. Information and communications technology	166	82	5.51	2.45
3. Transport (e.g., roads, bridges, transportation)	172	71	6.05	2.42
4. Crime and violence	137	110	4.85	2.49
5. Law and justice (e.g., judicial system)	147	99	5.20	2.44
6. Urban development	180	67	6.04	2.35
7. Environmental sustainability	166	75	6.07	2.27
8. Regulatory framework	166	79	6.11	2.33
9. Communicable/non-communicable diseases	163	84	6.36	2.20
10. Poverty reduction	194	56	6.85	2.30
11. Gender equity	166	80	6.23	2.17
12. Private sector development	170	78	6.28	2.24
13. Foreign direct investment	156	86	5.97	2.31
14. Water and sanitation	169	76	6.69	2.32
15. Trade and exports	168	79	5.99	2.15
16. Economic growth	189	57	6.80	2.04
17. Energy	170	76	6.24	2.51
18. Disaster management	164	83	6.46	2.36
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	187	60	6.35	2.49
20. Job creation/employment	179	67	5.76	2.26
21. Financial markets	142	102	5.79	2.38
22. Equality of opportunity (i.e., equity)	152	94	6.01	2.14
23. Health	182	63	6.93	2.26
24. Rural development	177	69	6.49	2.36
25. Global/regional integration	153	88	5.71	2.46
26. Food security	171	73	6.60	2.23
27. Education	202	47	7.49	2.32
28. Social protection (e.g., pensions, targeted social assistance)	144	101	5.64	2.58
29. Climate change (e.g., mitigation, adaptation)	164	79	6.18	2.38
30. Agricultural development	193	55	7.21	2.21
31. Natural resource management (e.g., oil, gas, mining)	145	100	5.89	2.79

3. Where are the World Bank Group's decisions made primarily that support the program in The Gambia? (Choose only ONE response)	Percentage of Respondents (N=266)
At the Headquarters (in Washington D.C.)	47.4%
In the country	9.8%
Don't know	42.9%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in The Gambia? (1-To no degree at all, 10-To a very significant degree)	225	46	6.45	2.32

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

To what extent do you agree with the following statements about the World Bank Group in The Gambia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of The Gambia*	214	55	5.28	2.47
6. The World Bank Group meets The Gambia's needs for knowledge services*	207	55	5.75	2.28

Measuring and Correcting 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 The Gambia? (1-To no degree at all, 10-To a very significant degree)	167	104	6.84	1.99

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=262)
Weekly	8.8%
Monthly	18.7%
A few times a year	22.5%
Rarely	25.2%
Never	24.8%

In The Gambia, 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	181	74	4.71	2.41
3. Include appropriate level of stakeholder involvement during preparation	189	63	5.64	2.29
4. Lead to practical solutions	187	66	5.82	2.23
5. Are accessible (well written and easy to understand)	189	66	6.09	2.36
6. Are source of relevant information on global good practices	187	67	6.55	2.41
7. Are adequately disseminated	182	66	5.69	2.28
8. Are translated enough into local language	167	82	3.99	2.59
9. Are adaptable to The Gambia's specific development challenges and country circumstances*	187	69	6.09	2.34

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)	213	51	7.38	2.18
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)	213	48	7.41	1.89

**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	196	67	4.83	2.71
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	217	47	6.79	2.41
3. The World Bank Group's approvals and reviews are done in a timely fashion	193	71	6.05	2.18
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	173	82	6.09	2.43
5. The World Bank Group's conditions on its lending are reasonable	183	74	5.28	2.17
6. The World Bank Group takes decisions quickly in The Gambia*	183	74	5.19	2.36
7. Working with the World Bank Group increases The Gambia's institutional capacity	211	48	6.87	2.32
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	181	78	6.41	2.29
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	208	53	7.07	2.14

WBG Promoting PPP in The Gambia	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 The Gambia? (1-To no degree at all, 10-To a very significant degree)	206	59	6.77	2.35

11. Which of the following best describes the way the World Bank Group operates in The Gambia? (Select only one response)	Percentage of Respondents (N=265)
The World Bank Group takes too much risk in The Gambia	17.4%
The World Bank Group does not take enough risk in The Gambia	19.6%
The World Bank Group's approach to risk is appropriate	21.1%
Don't know	41.9%

12. Which of the following best describes the World Bank Group's support in The Gambia? (Select only one response)	Percentage of Respondents (N=264)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in The Gambia	55.3%
The World Bank Group is not sufficiently selective in The Gambia, and it is involved in too many areas of development	14.4%
Don't know	30.3%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=260)
Reach out more to groups outside of Government	39.2%
Increase the level of capacity development in the country	31.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	20.0%
Reduce the complexity of obtaining World Bank Group financing	18.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	15.8%
Provide more adequate data/knowledge/statistics/figures on The Gambia's economy	13.5%
Offer more innovative financial products	11.9%
Offer more innovative knowledge services	11.5%
Improve the quality of its experts as related to The Gambia's specific challenges	11.2%
Work faster	10.0%
Ensure greater selectivity in its work	8.5%
Other	3.8%

2. When considering the combination of services that the World Bank Group offers in The Gambia, 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 The Gambia? (Select only ONE response)	Percentage of Respondents (N=259)
Financial services	49.4%
The combination is appropriate for The Gambia	31.3%
Knowledge products	9.7%
Don't know	5.8%
None of the above	2.3%
Convening services	1.5%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=264)
Local newspapers	50.4%
Internet	44.7%
Local television	19.7%
Local radio	17.8%
Periodicals	17.4%
International newspapers	10.2%
International television	10.2%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	9.1%
Other	5.3%
International radio	4.2%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=264)
World Bank Group's website	47.0%
World Bank Group's publications and other written materials	38.6%
World Bank Group's seminars/workshops/ conferences	33.7%
e-Newsletters	22.0%
Direct contact with World Bank Group	19.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	16.7%
Mobile phones	9.5%
Other	1.1%

3. 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?	Percentage of Respondents (N=249)
Yes	39.8%
No	60.2%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=249)
Yes	10.8%
No	89.2%

5. Were you able to obtain this information?	Percentage of Respondents (N=27)
Yes	70.4%
No	29.6%

6. Do you have access to the Internet?	Percentage of Respondents (N=259)
Yes	79.5%
No	20.5%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=253)
Yes	61.3%
No	38.7%

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

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=257)
Yes	13.6%
No	86.4%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=176)
High speed/WiFi	76.7%
Dial-up	23.3%

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.	178	72	6.16	2.77
11. I find the information on the World Bank Group's websites useful.	174	71	6.84	2.44
12. The World Bank Group's social media channels are valuable sources of information about the institution	111	130	6.43	2.73
13. When I need information from the World Bank Group I know how to find it	166	78	5.74	2.89
14. The World Bank Group is responsive to my information requests and inquiries	136	106	5.74	2.50

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=226)
Employee of a Ministry, Ministerial Department or Implementation Agency	17.3%
Private Sector Organization	14.6%
NGO/ Community-Based Organization	9.3%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	8.4%
Other	8.0%
Local Government Office or Staff	6.6%
Independent Government Institution	6.6%
Bilateral/ Multilateral Agency	5.8%
Financial Sector/Private Bank	4.9%
Office of the President/Prime Minister	3.5%
Academia/Research Institute/Think Tank	3.5%
Office of Minister	2.7%
Media	2.2%
Private Foundation	1.8%
Trade Union	1.8%
Youth Group	1.3%
Faith-Based Group	.9%
Office of Parliamentarian	.4%
Judiciary Branch	.4%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=244)
Other	17.6%
Finance and markets	9.8%
Education	7.8%
Health, nutrition, and population	7.0%
Transport and ICT	6.6%
Gender	6.1%
Social protection and labor	5.7%
Urban, rural, and social development	5.7%
Governance	5.7%
Agriculture	5.7%
Generalist (specialized in multiple sectors)	4.1%
Trade and competitiveness	3.7%
Environment and natural resources	3.3%
Energy and extractives	2.5%
Water	2.0%
Poverty	2.0%
Fragility, conflict and violence	1.6%
Public-private partnerships	1.6%
Macroeconomics and fiscal management	.8%
Jobs	.4%

**H. Background Information (continued)**

3. Which one of the following best describes your level of interaction with the World Bank Group in your country?	Percentage of Respondents (N=253)
I currently collaborate with the World Bank Group	23.3%
I have previously collaborated with the World Bank Group	28.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	13.8%
I have never collaborated with the World Bank Group	34.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in The Gambia? (Select only ONE response)	Percentage of Respondents (N=196)
The World Bank (IDA)	78.6%
The International Finance Corporation (IFC)	11.7%
The Multilateral Investment Guarantee Agency (MIGA)	5.6%
Other	4.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=281)
Yes	23.4%
No	76.6%

6. If yes, what was your view of how the two institutions work together in The Gambia? (Select only ONE response)	Percentage of Respondents (N=50)
The two institutions work well together	42.0%
The way the two institutions work together needs improvement	36.0%
The two institutions do not work well together	8.0%
Don't know	14.0%

7. Which of the following describes most of your exposure to the World Bank Group in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Use World Bank Group website for information, data, research, etc.	35.9%
Observer	30.6%
Use World Bank Group reports/data	30.2%
Collaborate as part of my professional duties	29.8%
Engage in World Bank Group related/sponsored events/activities	26.1%

8. What's your gender?	Percentage of Respondents (N=263)
Female	27.0%
Male	73.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=262)
Banjul	74.8%
West Coast	23.7%
North Bank	.8%
Lower River	.4%
Upper River	.4%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

Office of the President, Prime Minister, Minister N=14 ● Employee of a Ministry N=39 ● PMU/Consultant N=19 ● Local Government N=15 ● Bilateral/Multilateral Agency N=13 ● Private Sector/Financial Sector/Private Bank N=44 ● CSO N=34 ● Independent Government Institution N=15 ● Other N=33

A. General Issues facing The Gambia

In general, would you say that The Gambia is headed in...?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The right direction	16.7%	48.6%	31.3%	69.2%	9.1%	21.4%	30.3%	38.5%	23.3%
The wrong direction	33.3%	14.3%	43.8%	0.0%	54.5%	47.6%	18.2%	38.5%	50.0%
Not sure	50.0%	37.1%	25.0%	30.8%	36.4%	31.0%	51.5%	23.1%	26.7%

*Significantly different between stakeholder groups

¹⁷ Only 226 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 The Gambia (continued)

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Gender equity*	0.0%	0.0%	5.3%	6.7%	8.3%	4.5%	27.3%	13.3%	6.3%
Private sector development*	35.7%	15.4%	31.6%	0.0%	16.7%	40.9%	12.1%	13.3%	15.6%
Foreign direct investment	0.0%	7.7%	5.3%	6.7%	8.3%	9.1%	6.1%	6.7%	3.1%
Water and sanitation	0.0%	10.3%	5.3%	20.0%	0.0%	6.8%	3.0%	6.7%	0.0%
Social protection (e.g., pensions, targeted social assistance)	7.1%	2.6%	0.0%	6.7%	8.3%	6.8%	6.1%	0.0%	3.1%
Food security	28.6%	38.5%	26.3%	33.3%	50.0%	13.6%	18.2%	26.7%	12.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.4%	25.6%	26.3%	20.0%	33.3%	34.1%	9.1%	26.7%	21.9%
Global/regional integration	14.3%	0.0%	0.0%	0.0%	0.0%	6.8%	6.1%	0.0%	3.1%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	6.1%	6.7%	15.6%
Job creation/employment	7.1%	23.1%	31.6%	46.7%	25.0%	22.7%	27.3%	40.0%	34.4%
Rural development	7.1%	12.8%	15.8%	6.7%	25.0%	6.8%	15.2%	6.7%	6.3%
Financial markets	7.1%	0.0%	0.0%	0.0%	0.0%	2.3%	6.1%	0.0%	9.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	10.3%	0.0%	13.3%	8.3%	0.0%	15.2%	0.0%	6.3%
Equality of opportunity (i.e., equity)	7.1%	2.6%	5.3%	0.0%	0.0%	0.0%	6.1%	0.0%	3.1%
Health	21.4%	35.9%	26.3%	26.7%	8.3%	9.1%	15.2%	33.3%	21.9%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	5.3%	6.7%	8.3%	0.0%	12.1%	0.0%	3.1%
Agricultural development	21.4%	30.8%	36.8%	40.0%	16.7%	40.9%	27.3%	26.7%	15.6%
Trade and exports	0.0%	5.1%	0.0%	0.0%	0.0%	4.5%	3.0%	6.7%	9.4%
Crime and violence*	21.4%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%
Education	28.6%	25.6%	21.1%	20.0%	16.7%	13.6%	12.1%	13.3%	21.9%
Poverty reduction	7.1%	20.5%	21.1%	26.7%	25.0%	9.1%	21.2%	13.3%	25.0%
Energy	14.3%	10.3%	5.3%	0.0%	8.3%	15.9%	6.1%	26.7%	28.1%
Transport (e.g., roads, bridges, transportation)	7.1%	2.6%	0.0%	6.7%	0.0%	2.3%	0.0%	6.7%	3.1%
Economic growth	14.3%	7.7%	5.3%	13.3%	16.7%	11.4%	9.1%	6.7%	9.4%
Law and justice (e.g., judicial system)*	0.0%	7.7%	21.1%	0.0%	8.3%	22.7%	0.0%	13.3%	18.8%
Regulatory framework	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Communicable/non-communicable diseases	14.3%	0.0%	0.0%	0.0%	0.0%	4.5%	3.0%	0.0%	0.0%
Natural resource management (e.g., oil, gas, mining)	7.1%	0.0%	0.0%	0.0%	8.3%	2.3%	3.0%	0.0%	3.1%
Disaster management	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing The Gambia (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 The Gambia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Climate change (e.g., mitigation, adaptation)*	7.1%	2.6%	5.3%	6.7%	7.7%	2.3%	21.2%	0.0%	3.0%
Global/regional integration	0.0%	2.6%	0.0%	13.3%	0.0%	4.5%	3.0%	0.0%	0.0%
Gender equity	21.4%	2.6%	0.0%	0.0%	7.7%	4.5%	12.1%	13.3%	6.1%
Rural development	35.7%	23.1%	21.1%	20.0%	23.1%	27.3%	30.3%	46.7%	33.3%
Urban development	14.3%	2.6%	5.3%	6.7%	7.7%	0.0%	3.0%	6.7%	6.1%
Water and sanitation	7.1%	5.1%	0.0%	6.7%	0.0%	4.5%	6.1%	0.0%	0.0%
Equality of opportunity (i.e., equity)	0.0%	5.1%	5.3%	6.7%	0.0%	9.1%	6.1%	6.7%	6.1%
Economic growth*	7.1%	20.5%	21.1%	73.3%	38.5%	34.1%	27.3%	20.0%	27.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	9.1%
Social protection (e.g., pensions, targeted social assistance)	14.3%	5.1%	0.0%	6.7%	7.7%	6.8%	12.1%	0.0%	3.0%
Law and justice (e.g., judicial system)*	14.3%	0.0%	0.0%	0.0%	7.7%	2.3%	0.0%	0.0%	21.2%
Transport (e.g., roads, bridges, transportation)	0.0%	2.6%	5.3%	0.0%	7.7%	4.5%	9.1%	6.7%	6.1%
Crime and violence	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Communicable/non-communicable diseases	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	10.5%	0.0%	0.0%	2.3%	3.0%	6.7%	3.0%
Education	21.4%	30.8%	47.4%	33.3%	30.8%	29.5%	15.2%	20.0%	30.3%
Energy*	28.6%	25.6%	5.3%	13.3%	23.1%	0.0%	9.1%	13.3%	18.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.3%	25.6%	10.5%	13.3%	15.4%	18.2%	21.2%	33.3%	15.2%
Natural resource management (e.g., oil, gas, mining)	0.0%	2.6%	0.0%	0.0%	7.7%	0.0%	9.1%	6.7%	3.0%
Environmental sustainability	14.3%	0.0%	0.0%	0.0%	0.0%	2.3%	3.0%	0.0%	6.1%
Anti corruption	14.3%	2.6%	5.3%	0.0%	0.0%	6.8%	3.0%	6.7%	6.1%
Private sector development	0.0%	15.4%	10.5%	13.3%	7.7%	18.2%	3.0%	13.3%	9.1%
Foreign direct investment	0.0%	10.3%	0.0%	0.0%	0.0%	9.1%	6.1%	6.7%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Health	14.3%	10.3%	10.5%	6.7%	7.7%	13.6%	9.1%	13.3%	3.0%
Agricultural development*	28.6%	38.5%	73.7%	20.0%	23.1%	38.6%	24.2%	26.7%	33.3%
Job creation/employment	14.3%	28.2%	31.6%	46.7%	46.2%	29.5%	24.2%	20.0%	30.3%
Financial markets	7.1%	0.0%	0.0%	0.0%	0.0%	2.3%	6.1%	6.7%	3.0%
Trade and exports	7.1%	10.3%	15.8%	6.7%	7.7%	0.0%	6.1%	6.7%	9.1%
Food security	0.0%	20.5%	15.8%	6.7%	23.1%	25.0%	12.1%	13.3%	6.1%

*Significantly different between stakeholder groups

A. General Issues facing The Gambia (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 The Gambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Greater access to health and nutrition for citizens	42.9%	25.7%	15.8%	20.0%	9.1%	10.5%	17.2%	15.4%	25.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	35.7%	22.9%	26.3%	20.0%	9.1%	18.4%	24.1%	15.4%	9.7%
Better employment opportunities for young people	21.4%	40.0%	21.1%	13.3%	9.1%	31.6%	20.7%	23.1%	38.7%
Better employment opportunities for women	0.0%	2.9%	0.0%	0.0%	0.0%	7.9%	17.2%	0.0%	3.2%
Greater access to micro-finance for the poor*	7.1%	14.3%	26.3%	13.3%	9.1%	42.1%	20.7%	30.8%	6.5%
Greater voice and participation for citizens to help ensure greater accountability	14.3%	8.6%	0.0%	26.7%	27.3%	15.8%	27.6%	15.4%	9.7%
A growing middle class	7.1%	0.0%	5.3%	0.0%	18.2%	21.1%	10.3%	7.7%	9.7%
Education and training that better ensure job opportunity*	28.6%	31.4%	21.1%	66.7%	45.5%	18.4%	13.8%	30.8%	38.7%
Better quality public services	14.3%	5.7%	5.3%	6.7%	9.1%	0.0%	13.8%	7.7%	6.5%
Better opportunity for the poor who live in rural areas	28.6%	17.1%	21.1%	0.0%	27.3%	13.2%	13.8%	30.8%	16.1%
Better opportunity for the poor who live in urban areas	0.0%	2.9%	5.3%	0.0%	0.0%	0.0%	3.4%	0.0%	3.2%
Consistent economic growth*	0.0%	14.3%	36.8%	33.3%	9.1%	18.4%	3.4%	15.4%	29.0%
More reliable social safety net*	0.0%	8.6%	10.5%	0.0%	27.3%	0.0%	6.9%	0.0%	3.2%
Greater equity of fiscal policy	0.0%	5.7%	0.0%	0.0%	0.0%	2.6%	0.0%	7.7%	0.0%
Other	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
A very big problem	71.4%	43.6%	5.6%	33.3%	50.0%	44.2%	47.1%	50.0%	50.0%
A moderately big problem	21.4%	30.8%	77.8%	46.7%	50.0%	44.2%	44.1%	21.4%	28.1%
A small problem	0.0%	20.5%	11.1%	13.3%	0.0%	4.7%	5.9%	28.6%	12.5%
Not a problem at all	0.0%	2.6%	5.6%	0.0%	0.0%	0.0%	2.9%	0.0%	6.3%
Don't know	7.1%	2.6%	0.0%	6.7%	0.0%	7.0%	0.0%	0.0%	3.1%

A. General Issues facing The Gambia (continued)

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
A very serious problem	71.4%	53.8%	63.2%	80.0%	69.2%	68.2%	61.8%	46.7%	63.6%
A somewhat serious problem	21.4%	30.8%	26.3%	20.0%	30.8%	11.4%	23.5%	46.7%	21.2%
Not too serious problem	7.1%	10.3%	5.3%	0.0%	0.0%	18.2%	14.7%	6.7%	9.1%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	3.0%
Don't know	0.0%	5.1%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 The Gambia?*	14	4.07	2.73	39	5.15	2.84	19	6.95	1.99	14	5.36	2.37	13	5.31	2.69	43	5.98	2.54	34	5.76	2.37	15	4.47	2.29	33	5.48	2.33

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 The Gambia.*	14	5.43	2.44	28	6.71	2.07	19	6.89	2.23	11	8.36	2.42	10	6.10	.99	38	7.03	1.81	29	6.59	2.56	13	5.31	1.97	30	6.60	2.11

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 The Gambia solve its most complicated development challenges?	13	5.77	2.49	26	7.08	2.15	17	7.82	1.42	8	7.00	3.34	10	6.00	1.25	32	7.44	1.78	27	7.07	2.63	11	6.73	2.24	27	7.04	2.14

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Transport (e.g., roads, bridges, transportation)	0.0%	2.6%	16.7%	13.3%	25.0%	11.4%	8.8%	6.7%	12.5%
Agricultural development*	35.7%	55.3%	66.7%	53.3%	33.3%	59.1%	23.5%	46.7%	50.0%
Global/regional integration	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Gender equity*	7.1%	0.0%	0.0%	0.0%	0.0%	2.3%	14.7%	0.0%	3.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	42.9%	31.6%	16.7%	6.7%	25.0%	34.1%	8.8%	40.0%	6.3%
Social protection (e.g., pensions, targeted social assistance)	7.1%	2.6%	0.0%	13.3%	0.0%	4.5%	0.0%	0.0%	6.3%
Crime and violence	7.1%	5.3%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Health	28.6%	21.1%	5.6%	20.0%	33.3%	11.4%	17.6%	33.3%	25.0%
Education	21.4%	23.7%	33.3%	33.3%	50.0%	20.5%	17.6%	26.7%	34.4%
Energy	14.3%	23.7%	11.1%	6.7%	16.7%	20.5%	17.6%	0.0%	12.5%
Rural development	14.3%	10.5%	22.2%	26.7%	16.7%	9.1%	20.6%	6.7%	6.3%
Foreign direct investment	0.0%	2.6%	0.0%	6.7%	0.0%	15.9%	2.9%	13.3%	9.4%
Job creation/employment	0.0%	18.4%	16.7%	13.3%	16.7%	20.5%	23.5%	6.7%	21.9%
Financial markets	0.0%	0.0%	5.6%	0.0%	0.0%	4.5%	2.9%	0.0%	6.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	6.8%	0.0%	0.0%	3.1%
Environmental sustainability	0.0%	7.9%	5.6%	13.3%	0.0%	2.3%	8.8%	0.0%	6.3%
Water and sanitation	7.1%	7.9%	0.0%	6.7%	0.0%	0.0%	2.9%	6.7%	0.0%
Food security	42.9%	15.8%	11.1%	13.3%	16.7%	6.8%	20.6%	20.0%	18.8%
Climate change (e.g., mitigation, adaptation)*	7.1%	0.0%	0.0%	0.0%	8.3%	0.0%	14.7%	0.0%	6.3%
Poverty reduction	7.1%	21.1%	5.6%	20.0%	33.3%	18.2%	11.8%	33.3%	25.0%
Trade and exports	7.1%	7.9%	5.6%	6.7%	0.0%	6.8%	20.6%	20.0%	3.1%
Equality of opportunity (i.e., equity)	0.0%	2.6%	0.0%	0.0%	0.0%	2.3%	8.8%	0.0%	0.0%
Private sector development	0.0%	13.2%	27.8%	0.0%	8.3%	11.4%	5.9%	26.7%	12.5%
Economic growth	14.3%	15.8%	11.1%	33.3%	8.3%	18.2%	23.5%	6.7%	9.4%
Communicable/non-communicable diseases	7.1%	0.0%	5.6%	0.0%	0.0%	0.0%	2.9%	0.0%	3.1%
Natural resource management (e.g., oil, gas, mining)	7.1%	0.0%	5.6%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%
Law and justice (e.g., judicial system)	14.3%	0.0%	11.1%	0.0%	0.0%	4.5%	0.0%	0.0%	9.4%
Regulatory framework	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	6.8%	2.9%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	8.8%	0.0%	0.0%
Disaster management	0.0%	5.3%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Convening/facilitating	0.0%	2.9%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%
Data*	16.7%	2.9%	11.1%	0.0%	18.2%	0.0%	3.4%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	14.7%	11.1%	16.7%	0.0%	17.9%	20.7%	10.0%	3.4%
Financial resources	33.3%	41.2%	38.9%	25.0%	63.6%	41.0%	37.9%	50.0%	41.4%
Capacity development	33.3%	26.5%	16.7%	33.3%	18.2%	28.2%	20.7%	40.0%	31.0%
Technical assistance	0.0%	8.8%	5.6%	16.7%	0.0%	2.6%	6.9%	0.0%	10.3%
Mobilizing third party financial resources	0.0%	0.0%	5.6%	8.3%	0.0%	2.6%	0.0%	0.0%	0.0%
Donor coordination	16.7%	2.9%	5.6%	0.0%	0.0%	5.1%	3.4%	0.0%	3.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	3.4%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Convening/facilitating	0.0%	0.0%	11.1%	8.3%	0.0%	0.0%	6.7%	0.0%	0.0%
Data	0.0%	3.0%	5.6%	0.0%	0.0%	2.4%	10.0%	10.0%	13.8%
Policy advice, studies, analyses	0.0%	15.2%	11.1%	16.7%	27.3%	24.4%	13.3%	20.0%	13.8%
Financial resources	0.0%	9.1%	5.6%	8.3%	9.1%	4.9%	6.7%	10.0%	6.9%
Capacity development	0.0%	27.3%	33.3%	41.7%	36.4%	19.5%	10.0%	20.0%	13.8%
Technical assistance	40.0%	30.3%	16.7%	8.3%	9.1%	22.0%	26.7%	30.0%	24.1%
Mobilizing third party financial resources	40.0%	3.0%	0.0%	8.3%	18.2%	7.3%	3.3%	10.0%	10.3%
Donor coordination	0.0%	6.1%	16.7%	8.3%	0.0%	17.1%	20.0%	0.0%	10.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	3.0%	0.0%	0.0%	0.0%	2.4%	3.3%	0.0%	3.4%
Other	20.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
Project implementation (or other organizational strengthening)*	12	4.50	3.15	23	7.22	2.09	18	7.78	1.56	7	8.71	1.50	8	6.13	1.36	28	6.89	1.91	26	5.38	2.45	11	5.27	2.53	23	6.09	2.70
Citizen engagement (incorporating citizens' voices into development)*	11	4.91	1.70	16	5.81	2.46	12	4.67	1.78	7	7.14	2.27	5	4.20	1.48	26	5.54	1.61	28	4.18	2.52	7	4.86	2.61	16	4.13	2.25
Policy design (for clarity and better incentives to achieve development goals)	11	7.18	2.18	20	6.60	2.21	14	6.93	1.54	5	8.80	1.10	9	6.56	1.33	29	6.86	1.68	23	5.48	2.94	8	5.88	2.47	19	6.16	2.43

*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in The Gambia 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 the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
Project implementation (or other organizational strengthening)*	12	4.92	3.40	34	8.41	2.36	18	8.44	2.23	11	9.00	1.10	11	7.45	1.81	38	8.29	1.68	28	7.43	2.95	11	7.18	2.86	29	7.86	2.75
Citizen engagement (incorporating citizens' voices into development)*	11	5.82	2.14	30	8.30	2.34	17	7.06	2.38	12	9.58	.67	10	7.50	1.78	28	8.50	1.62	27	7.22	3.09	12	7.00	2.76	25	7.84	2.82
Policy design (for clarity and better incentives to achieve development goals)*	11	5.73	2.83	32	8.94	1.46	18	8.06	2.29	12	9.42	1.00	12	8.83	1.64	34	8.62	1.50	26	7.62	2.61	11	7.91	2.74	26	7.73	3.09

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Not client focused*	25.0%	2.7%	0.0%	0.0%	8.3%	0.0%	3.3%	0.0%	9.7%
The credibility of its knowledge/data*	25.0%	5.4%	0.0%	0.0%	0.0%	0.0%	3.3%	13.3%	3.2%
World Bank Group's processes too complex	33.3%	27.0%	6.3%	6.7%	0.0%	10.0%	13.3%	13.3%	16.1%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	16.2%	37.5%	0.0%	8.3%	42.5%	13.3%	13.3%	12.9%
Staff too inaccessible	8.3%	10.8%	0.0%	6.7%	33.3%	5.0%	20.0%	0.0%	9.7%
Not exploring alternative policy options	0.0%	5.4%	12.5%	13.3%	0.0%	2.5%	0.0%	0.0%	3.2%
Not collaborating enough with stakeholders outside the Government*	8.3%	10.8%	31.3%	20.0%	50.0%	15.0%	43.3%	6.7%	16.1%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	8.1%	0.0%	0.0%	0.0%	5.0%	3.3%	13.3%	0.0%
Not enough public disclosure of its work	8.3%	8.1%	6.3%	13.3%	8.3%	27.5%	10.0%	20.0%	19.4%
Arrogant in its approach	8.3%	2.7%	0.0%	0.0%	0.0%	2.5%	3.3%	0.0%	3.2%
Too influenced by developed countries	16.7%	8.1%	18.8%	6.7%	8.3%	15.0%	13.3%	13.3%	9.7%
Imposing technocratic solutions without regard to political realities	8.3%	8.1%	12.5%	13.3%	0.0%	0.0%	13.3%	26.7%	16.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	25.0%	18.9%	31.3%	26.7%	0.0%	7.5%	3.3%	20.0%	22.6%
Not aligned with other donors' work*	8.3%	5.4%	0.0%	0.0%	25.0%	2.5%	0.0%	13.3%	3.2%
Not aligned with country priorities	0.0%	8.1%	0.0%	0.0%	0.0%	17.5%	13.3%	0.0%	3.2%
Not adequately sensitive to political/social realities in The Gambia	8.3%	2.7%	0.0%	13.3%	16.7%	10.0%	20.0%	13.3%	9.7%
Other	0.0%	5.4%	6.3%	0.0%	0.0%	0.0%	3.3%	0.0%	3.2%
Don't know	8.3%	18.9%	12.5%	26.7%	8.3%	17.5%	6.7%	13.3%	16.1%

*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 The Gambia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Trust Fund management	27.3%	15.4%	5.3%	6.7%	8.3%	9.1%	17.6%	26.7%	12.1%
Knowledge products/services (analytical work, studies, surveys, etc.)*	45.5%	12.8%	10.5%	0.0%	16.7%	6.8%	26.5%	13.3%	18.2%
Investment lending (financing specific projects)*	18.2%	28.2%	52.6%	26.7%	25.0%	59.1%	35.3%	20.0%	30.3%
Technical assistance (advice, best practice, international experience, etc.)	18.2%	20.5%	21.1%	20.0%	41.7%	6.8%	20.6%	26.7%	24.2%
Capacity development	18.2%	46.2%	47.4%	66.7%	33.3%	52.3%	32.4%	40.0%	51.5%
Policy based lending / budget support to the Government*	27.3%	20.5%	5.3%	13.3%	33.3%	9.1%	11.8%	40.0%	6.1%
Multi-sectoral approaches	27.3%	15.4%	31.6%	20.0%	25.0%	22.7%	29.4%	0.0%	21.2%
Other	0.0%	12.8%	5.3%	0.0%	0.0%	0.0%	2.9%	0.0%	6.1%
Don't know	9.1%	10.3%	0.0%	13.3%	8.3%	15.9%	8.8%	13.3%	12.1%

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in The Gambia?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
To a fully sufficient degree	53.8%	10.5%	0.0%	20.0%	0.0%	7.1%	15.2%	20.0%	12.9%
To a somewhat sufficient degree	15.4%	39.5%	63.2%	33.3%	41.7%	26.2%	30.3%	20.0%	45.2%
To a somewhat insufficient degree	15.4%	21.1%	31.6%	13.3%	33.3%	21.4%	30.3%	33.3%	22.6%
To a very insufficient degree	0.0%	5.3%	5.3%	0.0%	0.0%	23.8%	18.2%	13.3%	6.5%
Don't know	15.4%	23.7%	0.0%	33.3%	25.0%	21.4%	6.1%	13.3%	12.9%

*Significantly different between stakeholder groups

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

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)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Academia/think tanks/research institutes*	14.3%	20.5%	0.0%	0.0%	7.7%	15.9%	11.8%	13.3%	39.4%
Donor community*	21.4%	7.7%	16.7%	0.0%	53.8%	11.4%	2.9%	6.7%	9.1%
Media*	35.7%	2.6%	0.0%	0.0%	0.0%	2.3%	8.8%	6.7%	12.1%
Local government*	14.3%	28.2%	22.2%	93.3%	23.1%	11.4%	17.6%	6.7%	15.2%
Private sector*	7.1%	33.3%	55.6%	6.7%	30.8%	65.9%	23.5%	20.0%	30.3%
Parliament	0.0%	7.7%	5.6%	13.3%	0.0%	6.8%	8.8%	6.7%	3.0%
NGOs/Community-based organizations (CBOs)*	7.1%	30.8%	27.8%	40.0%	46.2%	52.3%	61.8%	33.3%	45.5%
Youth/university groups	7.1%	7.7%	5.6%	13.3%	0.0%	11.4%	20.6%	13.3%	6.1%
Beneficiaries*	50.0%	56.4%	38.9%	26.7%	23.1%	15.9%	23.5%	66.7%	36.4%
Foundations	14.3%	0.0%	5.6%	0.0%	0.0%	2.3%	11.8%	0.0%	3.0%
Other	7.1%	2.6%	0.0%	0.0%	7.7%	0.0%	2.9%	6.7%	0.0%
Don't know	7.1%	2.6%	5.6%	0.0%	0.0%	2.3%	2.9%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 The Gambia*	12	4.00	2.95	35	6.94	2.34	18	8.00	2.20	11	7.55	2.66	11	7.73	1.62	38	7.34	1.81	31	6.26	2.97	14	6.43	2.71	30	5.90	2.66
The World Bank Group's work is aligned with what I consider the development priorities for The Gambia*	12	5.42	2.35	32	6.13	2.71	17	7.18	2.10	10	8.30	1.77	11	7.36	1.63	37	6.49	1.91	30	5.67	2.48	14	6.43	1.91	27	6.15	2.77
The World Bank Group supports programs and strategies that are realistic for The Gambia*	12	4.67	3.06	35	6.77	2.14	18	7.28	2.14	10	8.00	2.05	10	7.30	1.64	39	7.10	1.90	33	6.21	2.77	14	6.14	2.51	26	5.77	2.66
The World Bank Group treats clients and stakeholders in The Gambia with respect*	13	6.31	3.40	31	7.26	2.42	17	7.53	1.37	8	7.25	2.43	9	6.44	1.88	30	7.57	1.98	30	5.50	2.52	12	8.00	1.21	27	6.70	2.28

*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in The Gambia, 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 the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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*	13	3.46	2.50	29	6.79	2.06	16	6.94	1.57	9	7.44	2.51	10	6.40	1.65	34	5.97	1.66	28	4.75	2.19	11	5.09	2.17	27	5.81	2.29	
Flexibility (in terms of the institution's products and services)*	12	4.50	1.83	31	5.42	2.05	16	5.63	1.86	8	7.38	2.39	7	6.00	1.29	31	6.03	1.76	28	4.00	2.67	10	4.70	1.57	28	5.18	2.04	
Flexibility (in terms of changing country circumstances)*	12	4.08	2.07	30	5.57	1.99	15	6.00	2.20	8	7.75	2.19	5	5.20	1.10	33	5.45	1.84	27	4.41	2.69	11	5.36	1.86	27	5.04	2.46	
Being inclusive	12	4.33	2.99	29	6.00	2.15	13	6.38	2.40	8	7.38	2.00	8	6.38	1.85	31	6.10	2.12	28	5.82	2.45	9	4.78	2.28	25	5.12	1.81	
Openness (sharing data and other information)	13	4.92	2.75	27	6.96	2.53	15	7.00	1.85	9	8.00	1.87	8	6.00	2.27	32	6.72	2.23	27	6.04	2.64	10	6.50	3.24	28	5.57	2.71	
Staff accessibility*	12	5.75	2.63	27	6.33	1.94	15	7.33	2.06	8	8.38	2.00	10	4.70	2.31	31	5.94	2.32	28	5.18	2.28	12	5.75	2.96	29	5.31	2.63	
Straightforwardness and honesty*	12	5.08	2.97	26	6.92	2.46	15	7.47	1.85	9	8.00	2.12	5	6.40	2.30	30	7.27	1.98	27	5.63	2.69	10	7.40	2.12	27	6.22	2.76	
Ease of access to the people at the World Bank Group who are making decisions important to my work*	11	4.18	2.23	25	6.76	2.31	16	6.00	2.07	9	7.11	2.67	6	5.17	2.99	30	5.90	2.09	28	4.79	2.83	10	5.60	2.95	28	5.00	2.58	
Collaboration with civil society*	12	5.17	2.25	33	6.64	2.26	15	6.33	1.68	9	7.67	1.94	6	5.83	1.83	35	6.80	1.66	30	4.73	2.95	9	5.33	2.24	29	5.69	2.38	
Collaboration with the Government*	12	5.33	3.14	35	7.83	2.08	17	7.94	1.56	10	8.70	1.34	11	7.82	1.66	32	7.50	1.81	31	6.94	2.57	11	7.64	2.25	29	7.14	2.29	
Collaboration with other donors and development partners*	12	5.17	2.72	32	7.66	2.06	14	7.43	1.55	8	9.00	1.41	10	5.50	2.17	33	7.27	2.02	28	6.46	3.18	8	6.25	1.98	25	7.08	2.23	
Collaboration with the private sector*	11	5.00	3.07	28	6.32	2.37	18	6.33	1.94	8	8.13	2.30	5	4.60	1.67	33	5.61	2.66	27	4.78	2.72	9	6.00	2.18	23	5.74	2.03	
The speed in which it gets things accomplished on the ground	13	4.85	2.23	29	6.17	2.38	16	5.75	1.44	9	7.67	2.18	6	6.67	1.37	31	6.10	2.06	27	5.44	2.47	12	5.25	2.22	29	5.52	2.53	
Being a long-term partner*	13	6.38	3.40	36	8.36	2.13	17	8.06	2.38	12	8.42	1.68	9	8.11	1.36	37	8.00	1.55	29	6.31	3.02	12	8.17	2.37	29	7.55	2.50	

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
More local presence	42.9%	87.2%	83.3%	86.7%	92.3%	77.3%	61.8%	73.3%	78.1%
The current level of local presence is adequate	35.7%	5.1%	16.7%	0.0%	0.0%	15.9%	8.8%	13.3%	12.5%
Less local presence	14.3%	5.1%	0.0%	13.3%	0.0%	2.3%	14.7%	6.7%	3.1%
Don't know	7.1%	2.6%	0.0%	0.0%	7.7%	4.5%	14.7%	6.7%	6.3%

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Lack of/inadequate levels of capacity in Government	33.3%	27.0%	46.7%	13.3%	58.3%	27.0%	27.3%	60.0%	28.1%
There is not an adequate level of citizen/civil society participation*	50.0%	18.9%	20.0%	60.0%	33.3%	21.6%	51.5%	13.3%	37.5%
The World Bank Group works too slowly	0.0%	10.8%	26.7%	6.7%	0.0%	0.0%	15.2%	13.3%	9.4%
The World Bank Group does not do adequate follow through/follow-up	8.3%	10.8%	26.7%	6.7%	8.3%	5.4%	18.2%	0.0%	15.6%
Poor donor coordination	25.0%	16.2%	0.0%	13.3%	16.7%	16.2%	15.2%	13.3%	6.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	41.7%	24.3%	6.7%	6.7%	8.3%	10.8%	15.2%	20.0%	18.8%
The Government works inefficiently*	0.0%	8.1%	20.0%	0.0%	16.7%	43.2%	18.2%	20.0%	18.8%
Political pressures and obstacles*	16.7%	13.5%	20.0%	26.7%	50.0%	43.2%	12.1%	26.7%	34.4%
Reforms are not well thought out in light of country challenges*	8.3%	45.9%	20.0%	20.0%	0.0%	18.9%	21.2%	20.0%	18.8%
Other*	8.3%	13.5%	6.7%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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*	14	4.21	2.97	30	8.07	2.83	14	6.36	3.18	13	7.92	2.53	11	7.18	2.40	39	8.85	2.12	30	6.57	3.13	14	8.07	3.00	31	7.42	3.18
Information and communications technology*	12	6.58	2.71	35	8.40	2.12	16	8.06	2.29	13	8.85	1.52	11	6.73	2.28	40	8.58	1.71	30	7.73	1.76	14	6.86	2.18	31	7.87	2.14
Transport (e.g., roads, bridges, transportation)*	11	6.09	2.84	34	8.35	1.86	16	8.06	1.98	13	7.92	2.69	13	8.38	1.89	41	8.85	1.49	26	7.58	2.40	12	7.50	2.24	31	7.42	2.60
Crime and violence	12	5.50	3.09	32	6.44	2.54	14	5.29	2.20	13	6.38	3.50	11	5.00	1.00	35	5.37	2.70	26	5.54	2.64	14	3.86	2.44	28	5.25	2.65
Law and justice (e.g., judicial system)*	12	5.58	3.34	33	8.18	1.78	13	6.92	2.87	12	8.75	1.71	11	6.91	2.02	38	9.13	1.36	27	6.78	1.97	14	7.50	2.85	30	7.07	2.63
Urban development*	11	5.64	2.34	33	7.85	2.32	17	7.29	2.14	13	9.15	1.14	13	7.23	1.48	39	8.38	1.99	28	7.32	1.96	14	7.00	2.60	30	7.20	1.85
Environmental sustainability*	13	6.77	2.55	35	8.34	1.83	16	7.75	1.84	13	9.23	1.09	12	7.92	1.56	40	7.83	1.78	26	7.19	2.21	13	7.85	1.57	31	7.16	2.81
Regulatory framework*	13	5.85	2.23	32	7.81	2.36	15	7.47	1.81	13	8.54	2.03	11	6.91	1.45	37	8.24	1.59	27	6.70	2.51	13	7.00	2.38	29	6.34	2.44
Communicable/non-communicable diseases*	12	6.75	2.26	34	8.12	2.65	16	6.81	2.29	12	9.00	1.28	12	6.67	2.15	40	8.53	1.58	27	6.44	2.52	13	6.77	2.55	31	7.65	2.12
Poverty reduction*	14	6.86	2.38	35	9.40	1.44	18	8.00	1.94	14	9.00	1.36	13	8.62	1.66	41	9.24	1.39	30	8.43	1.99	14	8.93	1.38	31	8.19	2.52
Gender equity	13	5.69	3.01	33	7.73	2.27	16	6.31	2.60	14	7.71	2.43	12	7.92	1.62	40	7.58	2.11	29	7.38	2.34	14	6.43	2.21	31	6.61	2.86
Private sector development*	13	5.77	3.19	36	8.33	2.10	17	7.94	2.01	13	8.38	2.10	12	8.08	1.24	42	8.76	1.45	28	7.39	2.50	14	7.57	1.83	30	7.47	2.39
Foreign direct investment*	13	5.54	2.88	33	8.76	1.62	17	7.18	2.32	12	8.75	1.91	12	7.00	1.13	41	8.15	1.80	27	6.63	2.83	14	7.71	2.58	29	7.69	2.17
Water and sanitation*	13	6.54	2.90	35	8.46	2.03	14	8.86	1.29	12	9.42	.67	13	7.69	1.18	39	8.72	1.54	28	7.64	2.23	14	6.86	2.63	31	7.65	2.43
Trade and exports*	13	5.85	2.58	35	8.29	1.92	17	7.71	2.28	12	8.42	1.93	12	6.42	1.56	42	8.26	1.38	29	7.17	2.49	14	7.86	1.92	32	7.41	2.67
Economic growth*	13	6.15	2.38	36	8.94	1.67	19	8.00	2.60	14	9.36	1.34	13	8.08	1.71	42	9.10	1.30	28	7.86	2.24	14	9.36	1.01	32	8.09	2.36
Energy*	13	6.54	2.79	34	9.00	1.23	18	8.28	2.24	14	9.36	.84	13	8.69	1.60	41	9.12	1.35	28	7.68	2.54	14	8.93	2.16	30	8.03	2.50
Disaster management*	13	6.31	2.75	34	7.82	2.24	18	6.78	2.56	13	9.08	1.32	13	6.69	1.44	41	7.85	2.04	30	7.37	2.62	14	6.93	2.16	30	6.87	2.42
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	14	5.57	2.53	35	8.83	1.90	16	7.75	2.44	13	8.77	1.92	13	9.00	1.47	39	9.33	1.28	31	7.77	2.62	14	8.43	2.06	31	7.84	2.33
Job creation/employment*	12	5.92	3.09	37	8.57	2.14	16	7.94	2.38	14	8.57	2.03	13	8.00	2.00	41	8.66	1.32	29	7.59	2.82	14	8.43	1.99	30	8.00	2.36
Financial markets*	12	5.67	2.53	35	7.91	2.03	14	6.36	2.50	13	8.62	1.61	12	6.58	2.50	38	7.76	1.87	28	6.54	2.71	13	5.62	3.18	30	6.90	2.76
Equality of opportunity (i.e., equity)	11	5.55	2.98	36	7.47	2.20	15	6.40	2.29	13	8.62	1.71	10	7.60	1.43	37	7.70	1.85	27	7.26	2.80	14	7.14	1.92	30	7.33	2.45
Health*	13	6.54	2.37	35	9.03	1.38	18	7.89	2.08	14	9.36	1.15	13	7.62	1.98	40	8.78	1.66	31	7.84	2.03	14	8.43	2.10	31	8.26	2.10
Rural development*	12	6.67	2.67	38	8.74	1.97	18	8.06	2.10	13	9.38	.77	13	8.00	1.63	40	8.75	1.45	30	7.77	2.40	14	8.57	1.16	32	8.13	2.24
Global/regional integration	12	6.25	2.77	33	7.70	2.16	15	6.87	2.29	13	8.08	2.10	10	6.80	2.15	39	7.59	1.82	28	7.36	2.02	13	6.62	1.98	30	6.87	2.57
Food security*	14	6.14	2.93	34	9.03	1.55	19	8.00	2.31	14	8.93	1.73	11	8.91	1.51	42	9.05	1.17	29	7.62	2.27	14	9.07	1.14	31	8.26	2.14
Education*	12	7.00	2.76	37	9.11	1.29	19	8.26	2.05	14	9.43	1.16	12	8.58	1.83	40	9.23	1.10	30	7.93	2.23	14	8.79	2.12	31	8.35	2.33
Social protection (e.g., pensions, targeted social assistance)*	13	5.85	2.61	35	7.49	2.28	17	6.47	2.60	14	8.86	1.35	13	7.08	1.55	41	7.83	1.97	28	7.50	2.22	14	6.64	2.59	30	7.13	2.79
Climate change (e.g., mitigation, adaptation)*	14	5.93	2.76	33	7.94	1.92	18	6.72	3.03	14	9.43	.76	11	7.45	1.86	39	8.44	1.57	29	7.52	2.34	13	7.77	2.35	32	7.38	2.74
Agricultural development*	13	6.54	3.02	38	9.03	1.73	19	8.58	2.24	14	9.57	.65	13	8.69	1.44	42	9.48	.92	30	7.57	2.62	14	9.50	1.16	32	8.34	2.62
Natural resource management (e.g., oil, gas, mining)*	14	6.21	2.81	36	7.11	2.29	16	6.25	2.93	12	8.67	1.83	12	7.25	1.96	41	8.41	1.99	29	6.83	2.88	14	6.43	2.98	31	7.45	3.09

*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 The Gambia? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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	11	2.55	1.57	15	4.93	2.49	12	4.58	1.98	5	5.60	2.51	4	3.75	1.26	17	4.47	2.79	21	4.38	2.44	7	4.43	3.10	20	4.20	2.97
Information and communications technology	11	4.45	1.57	18	6.39	2.93	12	6.58	2.50	6	6.83	2.23	4	4.50	1.00	25	5.60	3.25	25	5.84	2.17	8	6.13	2.10	23	5.35	2.29
Transport (e.g., roads, bridges, transportation)	12	5.50	2.24	17	5.59	2.72	13	5.62	2.87	8	7.88	2.53	4	4.75	2.36	26	6.81	2.47	25	5.80	2.52	10	6.20	2.44	21	6.05	2.64
Crime and violence	12	4.17	2.37	13	4.69	2.69	9	4.78	3.11	4	6.75	4.03	3	3.67	1.15	19	4.84	2.34	21	5.57	2.73	6	4.50	2.81	18	3.83	2.31
Law and justice (e.g., judicial system)*	12	4.00	1.76	14	4.64	2.47	10	5.90	2.02	7	7.57	2.15	3	3.67	1.15	20	6.70	2.30	22	4.86	2.62	8	6.13	2.10	18	4.17	2.38
Urban development	12	5.25	2.22	17	5.94	2.46	14	6.29	2.16	9	8.22	1.72	4	4.75	2.36	30	6.53	2.36	26	5.92	2.67	9	5.22	1.86	24	5.50	2.60
Environmental sustainability	11	5.55	1.92	16	5.81	2.23	13	7.00	1.91	7	7.86	1.95	5	5.40	2.51	26	6.12	2.29	25	5.56	2.42	8	7.13	1.55	23	5.57	2.71
Regulatory framework	12	5.42	2.68	16	5.88	2.13	12	7.00	1.95	6	8.17	2.40	5	5.40	1.52	26	6.77	2.07	25	5.64	2.22	10	6.70	2.41	21	6.38	2.75
Communicable/non-communicable diseases	12	5.58	1.93	19	6.53	2.34	10	7.40	1.78	7	7.86	2.19	4	4.50	2.65	24	6.33	2.32	24	6.13	2.27	8	6.13	2.64	22	6.23	2.22
Poverty reduction	12	5.92	2.23	24	6.33	2.39	16	7.44	2.03	8	7.63	2.33	8	7.38	1.41	30	7.10	2.64	26	6.92	2.38	10	6.20	2.86	25	7.20	1.91
Gender equity	12	5.67	1.87	20	6.10	2.34	11	6.27	2.41	6	8.17	1.94	6	6.00	1.26	25	6.88	2.32	25	6.04	2.15	7	7.86	1.57	21	5.90	2.02
Private sector development	12	5.25	2.42	17	5.53	2.24	16	7.06	1.81	6	7.67	2.42	4	6.00	1.83	30	6.93	2.66	21	5.67	2.35	9	5.67	2.50	21	6.38	1.72
Foreign direct investment	11	5.27	1.90	17	5.41	2.76	11	6.27	1.90	5	8.80	1.10	3	5.67	.58	29	6.14	2.52	23	5.91	2.45	6	6.17	2.32	19	5.63	1.86
Water and sanitation	12	6.17	2.37	19	6.84	2.43	12	7.33	2.39	8	8.50	1.93	5	6.20	2.17	28	7.11	1.99	23	6.30	2.79	7	7.00	2.52	23	6.48	1.83
Trade and exports	12	5.33	2.27	22	5.77	2.43	12	7.00	1.76	6	7.33	2.25	4	6.25	2.06	26	6.12	1.97	23	6.09	2.57	9	6.22	2.22	21	5.67	1.80
Economic growth	11	5.82	2.56	23	6.87	2.07	13	7.08	1.89	8	8.50	1.77	8	7.63	1.51	31	6.87	1.91	27	7.11	2.42	8	7.25	2.05	25	6.00	1.98
Energy*	11	4.64	1.69	20	6.10	2.61	13	6.54	2.11	6	8.83	1.60	5	5.40	2.88	26	6.15	2.65	26	6.73	2.39	7	7.00	2.24	22	5.41	2.65
Disaster management	12	5.75	2.45	18	5.94	2.29	10	5.40	2.46	8	8.38	1.69	6	5.67	2.94	25	6.16	1.84	23	6.57	2.64	7	6.71	2.36	21	6.19	2.18
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	12	4.42	2.02	22	6.18	2.32	15	6.87	2.39	8	8.88	1.25	7	7.14	2.12	27	6.85	2.70	27	6.52	2.50	10	5.80	2.49	25	6.16	2.88
Job creation/employment	12	4.67	2.15	19	5.68	2.91	12	6.00	2.37	6	7.33	2.66	4	5.50	.58	31	6.10	2.44	24	5.96	2.39	9	4.33	1.50	27	5.48	2.12
Financial markets	12	5.92	2.54	13	5.92	2.50	9	5.33	2.60	4	8.50	1.91	4	5.25	.50	21	5.52	2.06	23	5.39	2.64	4	6.00	2.00	19	5.95	2.15
Equality of opportunity (i.e., equity)	10	5.00	2.36	17	5.53	2.53	11	6.09	2.21	5	7.60	2.30	3	5.33	.58	23	6.09	1.68	23	5.83	2.77	5	5.00	2.92	21	5.95	1.86
Health	11	6.45	2.11	21	7.14	2.10	15	7.67	1.80	8	8.50	2.33	8	7.13	2.47	29	7.97	1.30	25	6.64	2.74	8	6.13	2.47	25	6.76	1.92
Rural development	11	4.91	1.87	21	6.62	2.84	13	6.77	2.20	9	8.67	1.41	5	6.00	2.24	28	6.50	2.35	27	6.44	2.72	7	5.71	1.98	23	6.22	2.45
Global/regional integration	11	5.36	2.42	16	6.06	2.59	10	5.80	2.66	5	8.20	1.79	5	6.20	2.39	25	4.88	2.32	21	5.33	2.46	6	4.83	2.71	22	5.95	2.52
Food security	10	6.00	2.49	21	6.86	2.94	13	6.69	2.14	8	7.75	1.58	4	5.50	1.29	23	7.00	1.83	25	6.68	2.30	10	6.20	2.04	23	6.00	2.37
Education	11	6.36	2.16	23	8.13	2.40	17	8.18	1.88	9	9.56	.73	10	8.50	1.78	31	7.42	2.41	27	7.48	2.36	12	7.42	2.47	28	7.54	2.17
Social protection (e.g., pensions, targeted social assistance)	11	4.18	1.99	17	6.65	2.80	7	5.29	2.87	5	8.00	2.83	3	4.33	1.15	22	4.91	2.65	21	5.81	2.66	7	5.29	3.25	19	4.84	2.43
Climate change (e.g., mitigation, adaptation)	12	6.17	2.29	19	6.37	2.73	11	5.82	2.36	6	7.83	1.72	6	6.33	1.51	25	7.04	1.81	24	5.25	2.09	7	6.14	2.19	23	6.17	2.57
Agricultural development	12	6.17	2.04	22	7.73	2.49	17	7.53	2.18	8	8.50	1.77	6	7.50	1.38	34	7.88	1.67	26	6.69	2.57	11	6.64	2.77	24	7.13	2.44
Natural resource management (e.g., oil, gas, mining)*	11	7.64	2.01	12	4.58	3.00	7	5.86	3.34	5	8.00	2.55	5	5.20	1.79	26	4.62	2.65	23	5.78	2.26	6	3.17	2.99	19	5.32	2.50

*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 The Gambia? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
At the Headquarters (in Washington D.C.)	85.7%	48.7%	57.9%	20.0%	46.2%	52.4%	44.1%	46.7%	48.4%
In the country	0.0%	5.1%	21.1%	6.7%	0.0%	4.8%	5.9%	13.3%	6.5%
Don't know	14.3%	46.2%	21.1%	73.3%	53.8%	42.9%	50.0%	40.0%	45.2%

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 The Gambia?*	14	4.50	2.65	32	7.41	2.14	17	7.82	1.74	11	8.18	1.83	11	6.36	1.29	34	6.85	1.56	28	6.79	2.08	11	7.09	1.81	26	6.08	2.35

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

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia*	13	3.69	1.49	27	6.30	2.35	17	6.06	1.82	10	7.40	2.50	8	6.25	1.83	34	5.62	2.05	26	6.19	2.68	13	4.62	2.06	30	4.53	2.54
The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	13	4.31	1.84	28	6.32	2.23	17	5.24	1.44	9	8.11	2.20	8	6.25	2.19	33	5.45	2.27	26	6.19	2.51	13	4.85	2.34	29	6.03	2.41

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 The Gambia?*	12	6.33	2.64	19	7.00	2.03	10	6.10	1.20	8	8.75	1.83	4	5.50	1.29	24	6.54	1.61	25	6.88	2.09	8	7.13	2.03	21	5.52	1.72

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

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?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Weekly	23.1%	8.1%	21.1%	0.0%	0.0%	0.0%	8.8%	6.7%	6.3%
Monthly	30.8%	10.8%	26.3%	0.0%	7.7%	2.3%	20.6%	13.3%	6.3%
A few times a year	30.8%	27.0%	26.3%	20.0%	23.1%	23.3%	17.6%	40.0%	31.3%
Rarely	7.7%	27.0%	15.8%	13.3%	38.5%	37.2%	32.4%	33.3%	25.0%
Never	7.7%	27.0%	10.5%	66.7%	30.8%	37.2%	20.6%	6.7%	31.3%

*Significantly different between stakeholder groups

In The Gambia, 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 the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	13	2.92	1.50	23	5.87	2.28	16	6.63	1.41	11	7.09	2.21	7	6.00	1.15	22	5.23	1.88	23	4.61	2.39	9	3.33	1.80	25	4.68	2.32
Include appropriate level of stakeholder involvement during preparation*	11	4.27	2.00	27	6.30	2.07	14	6.21	2.29	11	7.18	2.32	9	6.33	1.32	28	6.14	2.07	25	5.12	2.67	10	5.00	2.67	22	5.18	2.38
Lead to practical solutions*	13	4.46	1.81	25	6.36	2.22	15	6.73	2.09	10	7.90	1.97	7	5.86	1.21	27	5.59	1.76	25	5.36	2.56	10	5.10	2.60	23	5.52	2.56
Are accessible (well written and easy to understand)*	12	4.42	2.50	25	6.72	2.53	16	7.50	1.59	9	8.11	1.96	9	6.78	1.30	28	6.00	2.14	24	5.50	2.60	9	5.44	2.07	24	5.92	2.15
Are source of relevant information on global good practices*	12	4.67	1.97	27	7.67	2.20	13	7.23	1.92	10	8.10	2.02	7	6.57	1.40	28	7.14	2.05	26	5.65	2.80	9	7.22	2.11	23	5.96	2.70
Are adequately disseminated*	13	5.31	2.10	24	6.96	2.39	14	6.64	1.60	9	6.56	2.70	9	5.33	1.22	27	4.96	2.03	22	5.05	2.28	10	4.20	2.20	23	5.30	2.10
Are translated enough into local language	12	5.17	1.95	20	3.65	2.98	11	3.09	2.07	10	5.50	3.31	4	3.00	1.83	27	3.00	2.13	23	3.78	2.98	8	2.75	1.83	21	3.57	1.89
Are adaptable to The Gambia's specific development challenges and country circumstances*	13	4.08	2.02	27	6.63	2.15	14	6.64	1.82	10	7.60	2.12	7	6.14	1.35	27	6.04	1.74	24	6.21	2.77	9	6.22	2.17	24	4.96	2.61

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	13	6.54	2.67	27	7.41	1.97	15	8.07	1.44	12	8.42	1.68	8	6.50	1.41	36	6.72	1.95	30	7.40	2.44	10	7.50	2.84	27	6.96	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	6.83	1.99	27	7.41	1.85	16	8.19	1.28	10	8.80	1.23	9	6.89	1.54	35	7.29	1.58	27	7.22	2.29	11	8.00	1.34	28	6.93	1.82

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

E. Working with the World Bank Group

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

	Which of the following best describes your current position?																											
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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*	12	3.00	2.26	26	5.04	2.96	18	7.33	2.14	9	7.22	2.44	4	6.00	2.16	31	5.32	2.29	25	4.72	2.54	10	3.40	1.17	27	5.33	2.30	
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	12	5.17	2.29	32	8.25	1.80	16	7.31	2.18	9	8.33	1.73	9	7.11	2.15	33	7.70	1.49	29	6.31	2.89	11	7.00	2.24	28	6.79	2.33	
The World Bank Group's approvals and reviews are done in a timely fashion	13	5.23	2.01	25	6.84	2.15	17	6.18	2.01	7	8.14	2.48	5	6.20	1.79	28	6.21	2.02	28	5.57	2.46	9	5.33	1.66	28	5.86	2.27	
The World Bank Group's "Safeguard Policy" requirements are reasonable	13	4.69	2.81	18	7.28	2.19	16	6.44	1.90	8	7.63	2.45	4	6.25	1.71	27	6.78	1.65	23	6.22	2.37	7	5.71	2.63	24	6.00	2.38	
The World Bank Group's conditions on its lending are reasonable*	13	4.23	2.31	23	5.13	2.34	15	6.07	1.91	7	7.43	2.23	5	5.00	2.55	28	5.93	1.86	23	4.87	2.22	10	5.30	2.21	25	4.76	2.28	
The World Bank Group takes decisions quickly in The Gambia	13	3.69	2.14	23	4.96	2.67	15	6.07	1.87	6	6.83	3.13	5	5.80	1.48	28	5.36	1.70	25	5.44	2.74	9	5.22	2.59	26	4.81	2.37	
Working with the World Bank Group increases The Gambia's institutional capacity*	13	5.23	2.28	29	7.38	2.53	17	8.12	.86	8	8.50	1.60	9	6.44	1.74	36	7.89	1.49	27	6.00	2.53	9	7.22	2.59	27	6.52	2.36	
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	13	4.77	2.28	24	7.08	1.82	15	7.13	2.20	7	8.29	1.80	5	6.40	1.82	27	6.89	1.63	23	6.70	2.20	8	6.00	2.27	26	5.92	2.73	
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	13	5.62	2.47	31	7.74	1.73	18	7.72	1.60	9	8.89	1.05	8	7.38	1.69	31	7.42	1.63	26	6.54	2.55	10	7.30	1.89	28	6.50	2.49	

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Gambia?	13	6.00	2.42	25	7.08	2.34	14	6.43	2.21	12	8.00	2.00	6	6.67	1.21	33	5.79	2.12	28	6.79	2.53	9	5.89	2.47	28	6.29	2.59

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

E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The World Bank Group takes too much risk in The Gambia	42.9%	5.3%	5.3%	0.0%	0.0%	4.5%	14.7%	20.0%	9.4%
The World Bank Group does not take enough risk in The Gambia	28.6%	18.4%	26.3%	7.1%	7.7%	15.9%	23.5%	6.7%	34.4%
The World Bank Group's approach to risk is appropriate	7.1%	21.1%	52.6%	35.7%	30.8%	27.3%	26.5%	0.0%	21.9%
Don't know	21.4%	55.3%	15.8%	57.1%	61.5%	52.3%	35.3%	73.3%	34.4%

*Significantly different between stakeholder groups

Which of the following best describes the World Bank Group's support in The Gambia? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in The Gambia	57.1%	36.8%	78.9%	57.1%	61.5%	47.7%	45.5%	46.7%	56.3%
The World Bank Group is not sufficiently selective in The Gambia, and it is involved in too many areas of development	14.3%	10.5%	5.3%	7.1%	0.0%	18.2%	30.3%	13.3%	21.9%
Don't know	28.6%	52.6%	15.8%	35.7%	38.5%	34.1%	24.2%	40.0%	21.9%

F. The Future Role of the World Bank Group in The Gambia

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)*	50.0%	13.2%	5.9%	7.7%	15.4%	11.9%	8.8%	13.3%	6.3%
Reach out more to groups outside of Government	28.6%	36.8%	47.1%	23.1%	53.8%	47.6%	58.8%	20.0%	37.5%
Work faster	0.0%	7.9%	11.8%	0.0%	0.0%	4.8%	17.6%	6.7%	12.5%
Provide more adequate data/knowledge/statistics/figures on The Gambia's economy	28.6%	10.5%	5.9%	7.7%	23.1%	16.7%	20.6%	6.7%	6.3%
Ensure greater selectivity in its work	14.3%	0.0%	0.0%	7.7%	0.0%	9.5%	8.8%	13.3%	9.4%
Offer more innovative financial products*	0.0%	5.3%	23.5%	0.0%	15.4%	2.4%	14.7%	6.7%	21.9%
Improve the quality of its experts as related to The Gambia's specific challenges	21.4%	5.3%	11.8%	30.8%	7.7%	11.9%	2.9%	6.7%	12.5%
Offer more innovative knowledge services*	35.7%	13.2%	5.9%	15.4%	0.0%	4.8%	23.5%	6.7%	6.3%
Collaborate more effectively with Government clients (e.g., national, state, local)*	21.4%	31.6%	11.8%	30.8%	7.7%	9.5%	11.8%	40.0%	12.5%
Increase the level of capacity development in the country*	0.0%	42.1%	29.4%	38.5%	53.8%	45.2%	20.6%	46.7%	37.5%
Reduce the complexity of obtaining World Bank Group financing*	0.0%	26.3%	41.2%	15.4%	0.0%	31.0%	8.8%	26.7%	25.0%
Other	0.0%	5.3%	5.9%	7.7%	7.7%	2.4%	0.0%	6.7%	9.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Financial services	57.1%	28.9%	61.1%	20.0%	36.4%	53.7%	39.4%	46.7%	36.7%
Knowledge products	7.1%	15.8%	5.6%	26.7%	0.0%	4.9%	9.1%	6.7%	20.0%
Convening services	7.1%	2.6%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	3.3%
None of the above	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	3.3%
The combination is appropriate for The Gambia	14.3%	36.8%	33.3%	53.3%	54.5%	31.7%	36.4%	40.0%	36.7%
Don't know	7.1%	15.8%	0.0%	0.0%	9.1%	9.8%	3.0%	6.7%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Periodicals	35.7%	7.9%	15.8%	14.3%	15.4%	16.3%	25.0%	13.3%	21.2%
International newspapers	28.6%	5.3%	10.5%	14.3%	15.4%	9.3%	6.3%	6.7%	6.1%
Local radio*	28.6%	13.2%	15.8%	35.7%	0.0%	4.7%	3.1%	20.0%	15.2%
International radio	0.0%	2.6%	15.8%	0.0%	0.0%	2.3%	9.4%	0.0%	3.0%
Local television	14.3%	31.6%	15.8%	42.9%	7.7%	16.3%	15.6%	40.0%	18.2%
International television*	0.0%	5.3%	5.3%	0.0%	7.7%	7.0%	28.1%	6.7%	15.2%
Local newspapers	28.6%	63.2%	36.8%	57.1%	69.2%	58.1%	46.9%	46.7%	51.5%
Internet	42.9%	31.6%	42.1%	21.4%	53.8%	62.8%	43.8%	46.7%	39.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	7.1%	10.5%	10.5%	0.0%	7.7%	11.6%	12.5%	0.0%	15.2%
Other	7.1%	13.2%	10.5%	0.0%	15.4%	0.0%	3.1%	6.7%	6.1%

*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	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Direct contact with World Bank Group*	42.9%	12.8%	5.3%	35.7%	30.8%	4.8%	18.8%	26.7%	21.2%
e-Newsletters	14.3%	15.4%	15.8%	0.0%	30.8%	31.0%	28.1%	6.7%	18.2%
World Bank Group's seminars/workshops/conferences	21.4%	35.9%	31.6%	57.1%	15.4%	28.6%	40.6%	46.7%	27.3%
World Bank Group's publications and other written materials	35.7%	48.7%	52.6%	42.9%	61.5%	50.0%	31.3%	33.3%	45.5%
World Bank Group's website*	28.6%	61.5%	73.7%	35.7%	53.8%	52.4%	31.3%	40.0%	45.5%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	21.4%	7.7%	5.3%	0.0%	0.0%	14.3%	15.6%	20.0%	21.2%
Mobile phones	21.4%	7.7%	5.3%	0.0%	0.0%	2.4%	18.8%	6.7%	9.1%
Other	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	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 WBG will now disclose any information in its possession that is not a list of exceptions?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	71.4%	33.3%	56.3%	8.3%	23.1%	7.1%	48.4%	33.3%	36.4%
No	28.6%	66.7%	43.8%	91.7%	76.9%	92.9%	51.6%	66.7%	63.6%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	7.1%	17.1%	36.8%	0.0%	0.0%	6.8%	16.1%	7.1%	14.3%
No	92.9%	82.9%	63.2%	100.0%	100.0%	93.2%	83.9%	92.9%	85.7%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	0.0%	83.3%	85.7%	-	-	66.7%	60.0%	100.0%	50.0%
No	100.0%	16.7%	14.3%	-	-	33.3%	40.0%	0.0%	50.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	42.9%	97.4%	100.0%	92.9%	100.0%	90.9%	80.0%	86.7%	84.4%
No	57.1%	2.6%	0.0%	7.1%	0.0%	9.1%	20.0%	13.3%	15.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	71.4%	62.2%	78.9%	14.3%	76.9%	53.5%	58.6%	85.7%	48.4%
No	28.6%	37.8%	21.1%	85.7%	23.1%	46.5%	41.4%	14.3%	51.6%

*Significantly different between stakeholder groups

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	35.7%	15.8%	21.1%	0.0%	0.0%	20.5%	12.9%	13.3%	12.9%
No	64.3%	84.2%	78.9%	100.0%	100.0%	79.5%	87.1%	86.7%	87.1%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
High speed/WiFi	55.6%	87.1%	75.0%	75.0%	100.0%	90.9%	80.0%	50.0%	64.0%
Dial-up	44.4%	12.9%	25.0%	25.0%	0.0%	9.1%	20.0%	50.0%	36.0%

*Significantly different between stakeholder groups



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 the President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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.*	11	3.73	3.07	24	6.92	2.39	16	7.50	1.90	2	7.50	2.12	10	6.90	1.91	27	7.48	1.87	25	6.36	2.58	11	7.36	2.62	21	5.81	2.52
I find the information on the World Bank Group's websites useful.*	11	4.82	2.52	22	7.86	2.17	15	8.07	1.94	2	7.00	2.83	9	8.11	1.54	27	7.89	1.58	24	6.71	2.60	11	7.55	2.42	21	6.38	2.42
The World Bank Group's social media channels are valuable sources of information about the institution*	10	5.20	1.93	13	7.00	2.65	6	7.17	2.40	3	9.00	1.00	-	-	-	18	8.39	1.91	16	5.94	3.15	5	5.80	3.35	13	5.69	2.87
When I need information from the World Bank Group I know how to find it*	10	3.90	2.13	21	6.33	2.94	15	7.93	1.94	3	8.67	1.53	6	6.00	2.37	27	6.44	2.68	25	5.24	3.02	9	5.67	3.32	20	5.40	2.87
The World Bank Group is responsive to my information requests and inquiries*	9	3.56	1.74	20	6.00	2.70	11	6.64	2.42	2	8.50	.71	2	6.00	2.83	21	6.86	1.82	17	4.59	2.79	8	7.00	2.14	16	4.94	2.29

*Significantly different between stakeholder groups

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
I currently collaborate with the World Bank Group	28.6%	18.9%	43.8%	0.0%	7.7%	2.4%	14.7%	20.0%	12.5%
I have previously collaborated with the World Bank Group	50.0%	27.0%	31.3%	13.3%	46.2%	31.7%	35.3%	40.0%	28.1%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	7.1%	18.9%	25.0%	26.7%	15.4%	14.6%	5.9%	26.7%	12.5%
I have never collaborated with the World Bank Group	14.3%	35.1%	0.0%	60.0%	30.8%	51.2%	44.1%	13.3%	46.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The World Bank (IDA)	61.5%	86.2%	94.1%	85.7%	100.0%	78.6%	59.1%	91.7%	78.9%
The International Finance Corporation (IFC)	7.7%	3.4%	0.0%	7.1%	0.0%	21.4%	27.3%	0.0%	5.3%
The Multilateral Investment Guarantee Agency (MIGA)	15.4%	3.4%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	15.8%
Other	15.4%	6.9%	5.9%	7.1%	0.0%	0.0%	4.5%	8.3%	0.0%

*Significantly different between stakeholder groups

H. Background Information (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	66.7%	21.4%	17.6%	54.5%	0.0%	7.9%	21.9%	10.0%	16.0%
No	33.3%	78.6%	82.4%	45.5%	100.0%	92.1%	78.1%	90.0%	84.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The two institutions work well together	37.5%	50.0%	50.0%	33.3%	-	33.3%	28.6%	100.0%	25.0%
The way the two institutions work together needs improvement	50.0%	16.7%	0.0%	66.7%	-	33.3%	42.9%	0.0%	0.0%
The two institutions do not work well together	12.5%	0.0%	0.0%	0.0%	-	0.0%	14.3%	0.0%	25.0%
Don't know	0.0%	33.3%	50.0%		-	33.3%	14.3%	0.0%	50.0%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Observer	15.4%	21.6%	16.7%	7.7%	16.7%	37.1%	31.3%	33.3%	41.9%
Use World Bank Group reports/data*	46.2%	37.8%	0.0%	53.8%	41.7%	31.4%	34.4%	13.3%	19.4%
Engage in World Bank Group related/sponsored events/activities	30.8%	37.8%	50.0%	38.5%	8.3%	17.1%	28.1%	26.7%	16.1%
Collaborate as part of my professional duties*	15.4%	35.1%	38.9%	0.0%	58.3%	25.7%	31.3%	66.7%	32.3%
Use World Bank Group website for information, data, research, etc.*	69.2%	24.3%	44.4%	7.7%	25.0%	51.4%	25.0%	26.7%	41.9%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Female	7.7%	17.9%	11.1%	33.3%	50.0%	16.3%	45.5%	6.7%	31.3%
Male	92.3%	82.1%	88.9%	66.7%	50.0%	83.7%	54.5%	93.3%	68.8%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Locations¹⁸

● Banjul N=196 ● Cross River N=66

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia.	172	6.24	2.21	54	6.80	2.44

(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 The Gambia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in The Gambia*	176	6.02	2.88	53	7.08	2.44
The World Bank Group's work is aligned with what I consider the development priorities for The Gambia	172	6.22	2.34	51	6.20	2.51

*Significantly different between geographic locations

To what extent is the World Bank Group an effective development partner in The Gambia, 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?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness*	165	5.42	2.41	43	6.42	2.05
Flexibility (in terms of the institution's products and services)	155	5.25	2.22	42	5.36	2.02
Flexibility (in terms of changing country circumstances)	155	5.10	2.39	40	5.90	1.82
Being inclusive*	145	5.48	2.32	43	6.60	2.23
Openness (sharing data and other information)	149	6.07	2.47	46	6.85	2.67
Staff accessibility	153	5.80	2.47	43	6.12	2.54
Straightforwardness and honesty	143	6.48	2.55	43	6.95	2.47
Ease of access to the people at the World Bank Group who are making decisions important to my work*	149	5.35	2.50	41	6.46	2.50
Collaboration with civil society*	156	5.59	2.28	50	6.56	2.67
Collaboration with the Government*	168	7.07	2.40	51	8.02	1.81
Collaboration with other donors and development partners*	154	6.60	2.45	45	7.73	2.26
Collaboration with the private sector	146	5.66	2.49	45	5.87	2.79
The speed in which it gets things accomplished on the ground	156	5.95	2.27	46	5.91	2.34
Being a long-term partner	171	7.63	2.38	52	7.87	2.51

*Significantly different between geographic locations

¹⁸ Only 262 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix.

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

	Which best represents your geographic location?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in The Gambia?	161	6.27	2.26	58	6.93	2.41

(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 The Gambia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia*	157	5.09	2.44	51	6.06	2.36
The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	153	5.61	2.28	49	6.16	2.25

*Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities**In The Gambia, 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?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to The Gambia's specific development challenges and country circumstances	144	5.93	2.37	39	6.59	2.27

	Which best represents your geographic location?					
	Banjul			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?	156	7.31	2.19	50	7.56	2.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	156	7.42	1.81	51	7.31	2.12

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

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

	Which best represents your geographic location?					
	Banjul			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in The Gambia	142	5.31	2.43	37	4.62	2.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	139	6.17	2.36	37	7.22	1.73

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY15 The Gambia COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in The Gambia?"

Collaborating with the WBG N=94 ● Not collaborating with the WBG N=159

B. Overall Attitudes toward the World Bank Group

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in The Gambia?	93	4.81	2.89	157	5.29	2.52

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia.	86	6.21	2.23	129	6.56	2.21

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help The Gambia solve its most complicated development challenges?	84	6.69	2.27	112	6.90	2.29

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

¹⁹ Only 253 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.



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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Transport (e.g., roads, bridges, transportation)	7.7%	10.8%
Agricultural development	42.9%	44.9%
Global/regional integration*	7.7%	0.6%
Gender equity*	15.4%	3.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.9%	24.1%
Social protection (e.g., pensions, targeted social assistance)	3.3%	3.2%
Crime and violence	2.2%	2.5%
Health	14.3%	22.2%
Education*	16.5%	29.7%
Energy	11.0%	13.9%
Rural development	9.9%	12.7%
Foreign direct investment	4.4%	7.0%
Job creation/employment	13.2%	17.7%
Financial markets	2.2%	1.9%
Urban development	0.0%	2.5%
Environmental sustainability	1.1%	6.3%
Water and sanitation	5.5%	3.8%
Food security*	29.7%	16.5%
Climate change (e.g., mitigation, adaptation)	5.5%	3.8%
Poverty reduction	15.4%	18.4%
Trade and exports	7.7%	9.5%
Equality of opportunity (i.e., equity)	5.5%	2.5%
Private sector development*	23.1%	8.2%
Economic growth	18.7%	17.7%
Communicable/non-communicable diseases	3.3%	0.6%
Natural resource management (e.g., oil, gas, mining)	1.1%	1.9%
Law and justice (e.g., judicial system)	1.1%	4.4%
Regulatory framework	2.2%	0.0%
Anti corruption	1.1%	1.9%
Information and communications technology	2.2%	1.3%
Disaster management	1.1%	1.3%

*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 The Gambia? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	81	5.19	2.88	95	6.52	2.40
Citizen engagement (incorporating citizens' voices into development)	71	5.06	1.92	78	4.83	2.41
Policy design (for clarity and better incentives to achieve development goals)	73	6.33	2.35	84	6.57	2.28

*Significantly different between collaborators and non-collaborators

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

When thinking about how to improve capacity building in The Gambia 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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	80	6.30	2.96	126	8.12	2.41
Citizen engagement (incorporating citizens' voices into development)*	76	6.67	2.88	112	7.92	2.36
Policy design (for clarity and better incentives to achieve development goals)*	78	7.51	2.63	119	8.28	2.24

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in The Gambia*	85	5.53	3.05	135	6.73	2.58
The World Bank Group's work is aligned with what I consider the development priorities for The Gambia	84	6.11	2.39	128	6.19	2.40
The World Bank Group supports programs and strategies that are realistic for The Gambia	86	6.29	2.52	132	6.60	2.41
The World Bank Group treats clients and stakeholders in The Gambia with respect	81	6.42	2.53	118	6.99	2.39

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in The Gambia, 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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	79	5.04	2.50	120	5.87	2.17
Flexibility (in terms of the institution's products and services)	78	5.22	2.02	109	5.26	2.24
Flexibility (in terms of changing country circumstances)	78	5.53	2.32	108	5.08	2.20
Being inclusive	73	5.37	2.44	108	5.81	2.25
Openness (sharing data and other information)	71	6.13	2.57	114	6.26	2.55
Staff accessibility	72	5.96	2.44	117	5.81	2.49
Straightforwardness and honesty	76	6.70	2.45	105	6.45	2.61
Ease of access to the people at the World Bank Group who are making decisions important to my work	76	5.41	2.58	109	5.56	2.51
Collaboration with civil society	79	5.65	2.47	120	5.94	2.37
Collaboration with the Government	81	7.00	2.34	127	7.39	2.23
Collaboration with other donors and development partners	78	6.59	2.59	114	6.97	2.40
Collaboration with the private sector	75	5.88	2.65	107	5.56	2.40
The speed in which it gets things accomplished on the ground	80	6.03	2.26	114	5.75	2.29
Being a long-term partner	85	7.79	2.29	129	7.53	2.43

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption*	77	5.57	3.65	137	7.69	2.83
Information and communications technology*	81	6.60	2.66	140	8.10	2.04
Transport (e.g., roads, bridges, transportation)*	77	7.01	2.57	139	8.12	2.07
Crime and violence*	76	4.78	2.53	130	5.68	2.69
Law and justice (e.g., judicial system)*	75	6.61	2.50	135	7.79	2.41
Urban development*	79	6.49	2.62	137	7.76	1.99
Environmental sustainability*	81	6.91	2.51	137	7.74	2.15
Regulatory framework*	79	6.63	2.39	130	7.30	2.29
Communicable/non-communicable diseases*	80	6.69	2.48	135	7.64	2.33
Poverty reduction*	82	7.83	2.29	146	8.70	1.89
Gender equity	81	6.47	2.75	139	7.17	2.43
Private sector development*	82	7.12	2.36	143	8.03	2.17
Foreign direct investment*	81	6.69	2.60	137	7.85	2.13
Water and sanitation*	81	7.02	2.47	139	8.09	2.14
Trade and exports*	81	6.96	2.31	144	7.67	2.22
Economic growth	84	8.05	2.11	146	8.44	2.13
Energy*	81	7.43	2.47	145	8.61	2.00
Disaster management	84	7.12	2.47	142	7.39	2.28
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	85	7.04	2.74	141	8.45	2.09
Job creation/employment*	86	7.06	2.54	140	8.26	2.26
Financial markets*	82	6.38	2.60	135	7.34	2.38
Equality of opportunity (i.e., equity)*	82	6.50	2.42	131	7.60	2.15
Health*	83	7.13	2.57	144	8.59	1.68
Rural development*	86	7.44	2.26	144	8.40	1.94
Global/regional integration	79	6.78	2.37	134	7.34	2.15
Food security*	85	7.55	2.40	141	8.48	2.05
Education*	84	7.63	2.30	145	8.83	1.73
Social protection (e.g., pensions, targeted social assistance)*	85	6.67	2.43	138	7.49	2.29
Climate change (e.g., mitigation, adaptation)*	81	6.88	2.56	138	8.00	2.14
Agricultural development*	87	7.75	2.48	147	8.83	2.01
Natural resource management (e.g., oil, gas, mining)*	86	6.80	2.55	140	7.52	2.63

*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 The Gambia? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption*	64	3.52	2.40	73	4.41	2.59
Information and communications technology	72	5.38	2.36	84	5.51	2.51
Transport (e.g., roads, bridges, transportation)	71	5.96	2.12	89	6.06	2.60
Crime and violence	62	4.89	2.44	67	4.85	2.56
Law and justice (e.g., judicial system)	64	4.95	2.24	75	5.44	2.63
Urban development	70	5.97	2.27	96	5.98	2.47
Environmental sustainability	62	6.27	2.23	91	5.92	2.29
Regulatory framework	69	5.71	2.26	87	6.34	2.32
Communicable/non-communicable diseases	69	6.33	2.19	84	6.27	2.16
Poverty reduction	78	6.47	2.28	105	6.94	2.28
Gender equity	70	6.14	2.05	86	6.30	2.23
Private sector development	69	6.20	2.20	87	6.17	2.31
Foreign direct investment	65	5.77	2.07	82	6.05	2.38
Water and sanitation	67	6.42	2.30	92	6.76	2.34
Trade and exports	66	5.97	2.08	90	5.91	2.15
Economic growth	74	6.96	2.05	104	6.71	2.07
Energy	66	6.02	2.41	92	6.23	2.51
Disaster management	66	6.33	2.46	85	6.29	2.21
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	73	5.88	2.47	101	6.58	2.45
Job creation/employment	70	5.79	2.23	96	5.61	2.30
Financial markets	56	5.66	2.37	76	5.63	2.29
Equality of opportunity (i.e., equity)	65	5.95	2.10	76	5.87	2.13
Health*	74	6.26	2.34	97	7.33	2.04
Rural development	71	6.35	2.43	94	6.61	2.36
Global/regional integration	61	5.64	2.30	82	5.50	2.44
Food security	69	6.25	2.43	91	6.79	2.05
Education	77	7.16	2.27	113	7.59	2.37
Social protection (e.g., pensions, targeted social assistance)	62	5.92	2.31	74	5.24	2.75
Climate change (e.g., mitigation, adaptation)	65	5.71	2.50	89	6.31	2.22
Agricultural development	79	7.30	2.05	102	7.16	2.37
Natural resource management (e.g., oil, gas, mining)	60	5.95	2.90	78	5.62	2.66

*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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in The Gambia?*	86	5.72	2.41	126	6.90	2.16

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

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia*	82	4.67	2.33	117	5.68	2.49
The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	83	5.49	2.21	113	5.83	2.35

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	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 The Gambia?	70	7.01	1.92	87	6.66	2.06

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

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

In The Gambia, 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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	76	4.30	2.56	93	4.99	2.25
Include appropriate level of stakeholder involvement during preparation	77	5.23	2.23	101	5.90	2.30
Lead to practical solutions	72	5.97	2.25	102	5.67	2.29
Are accessible (well written and easy to understand)	78	6.19	2.36	99	5.95	2.34
Are source of relevant information on global good practices	75	6.56	2.22	101	6.48	2.59
Are adequately disseminated	72	6.01	2.14	100	5.36	2.35
Are translated enough into local language*	66	4.53	2.48	91	3.57	2.59
Are adaptable to The Gambia's specific development challenges and country circumstances	78	6.13	2.26	98	6.07	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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	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?*	76	7.80	2.00	121	7.16	2.27
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	79	7.43	1.77	120	7.33	1.96

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

*Significantly different between collaborators and non-collaborators

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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	77	4.34	2.85	107	5.10	2.53
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	82	6.02	2.51	120	7.34	2.22
The World Bank Group's approvals and reviews are done in a timely fashion	76	5.82	1.79	107	6.09	2.39
The World Bank Group's "Safeguard Policy" requirements are reasonable*	70	5.47	2.66	93	6.44	2.15
The World Bank Group's conditions on its lending are reasonable	76	5.07	2.05	98	5.38	2.29
The World Bank Group takes decisions quickly in The Gambia	74	4.93	2.33	99	5.23	2.38
Working with the World Bank Group increases The Gambia's institutional capacity	83	6.65	2.24	112	6.91	2.36
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	73	5.78	2.49	95	6.74	2.01
The World Bank Group provides effective implementation support (i.e., supervision of projects)	82	7.00	2.17	113	7.09	2.11

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	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 Gambia?	77	6.97	2.14	115	6.49	2.43

(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 in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	75	5.45	3.08	95	6.66	2.40
I find the information on the World Bank Group's websites useful.*	73	6.18	2.51	91	7.29	2.23
The World Bank Group's social media channels are valuable sources of information about the institution	54	6.20	2.62	51	6.65	2.83
When I need information from the World Bank Group I know how to find it	70	5.71	2.94	86	5.83	2.77
The World Bank Group is responsive to my information requests and inquiries	65	6.26	2.37	62	5.40	2.56

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²⁰

*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 = 138 • FY '15 Number of comparable respondents = 174

By weighting, the FY 2012 data has the same stakeholder composition as it is in FY 2015. Therefore, the two years are comparable. Respondents from PMU, private foundations, media, faith-based groups, youth groups, the judiciary branch, and the Federal/Central Government were not included in the year comparison analysis, because there were no respondents from the PMU, private foundations, media, faith-based groups, youth groups, and the judiciary branch in FY 2015 and no respondents from the media, faith-based groups, the judiciary branch and the Federal/Central Government in FY 2012. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President, Prime Minister, Minister, Parliamentarian	8.6%	8.6%
Employee of a Ministry	22.4%	22.4%
Local Government	8.6%	8.6%
Bilateral/ Multilateral Agency	7.5%	7.5%
Private sector	25.3%	25.3%
NGO/CBO	12.1%	12.1%
Independent Government Institution	8.6%	8.6%
Trade Union	2.3%	2.3%
Academia/ Research Institute/ Think Tanks	4.6%	4.6%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in The Gambia?	172	5.31	2.56	133	4.80	2.78

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia.	142	6.58	2.19	128	6.40	2.26

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

²⁰ 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 The Gambia?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in The Gambia	152	6.72	2.51	126	7.09	2.35
The World Bank Group's work is aligned with what I consider the development priorities for The Gambia	146	6.32	2.25	122	6.30	2.50
The World Bank Group supports programs and strategies that are realistic for The Gambia	152	6.61	2.34	114	6.22	2.63
The World Bank Group treats clients and stakeholders in The Gambia with respect*	133	6.98	2.34	116	7.70	1.85

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Responsiveness*	133	5.76	2.25	118	6.73	2.55
Flexibility (in terms of the institution's products and services)	126	5.41	2.06			
Flexibility (in terms of changing country circumstances)*	124	5.32	2.11	61	6.03	2.46
Being inclusive	123	5.83	2.30			
Openness (sharing data and other information)	124	6.52	2.53			
Staff accessibility*	127	5.88	2.39	111	6.74	2.75
Straightforwardness and honesty*	119	6.61	2.49	108	7.38	2.49
Ease of access to the people at the World Bank Group who are making decisions important to my work	119	5.76	2.49			
Collaboration with civil society	134	6.15	2.26			
Collaboration with the Government	141	7.37	2.26			
Collaboration with other donors and development partners	129	6.98	2.30	95	7.41	2.08
Collaboration with the private sector	119	5.76	2.58			
The speed in which it gets things accomplished on the ground	127	5.92	2.28			
Being a long-term partner	147	7.75	2.33			

*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 The Gambia? (1-Not effective at all, 10-Very effective)

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Anti corruption*	77	4.39	2.64	97	5.32	2.63
Information and communications technology	96	5.70	2.58			
Transport (e.g., roads, bridges, transportation)	101	6.20	2.57			
Crime and violence	74	4.80	2.60			
Law and justice (e.g., judicial system)	81	5.49	2.54			
Urban development	105	6.20	2.44	95	5.68	2.79
Environmental sustainability	97	6.15	2.25			
Regulatory framework	98	6.37	2.31			
Communicable/non-communicable diseases	96	6.27	2.31			
Poverty reduction	118	6.85	2.36	114	6.47	2.43
Gender equity	99	6.54	2.17	96	6.26	2.30
Private sector development	97	6.21	2.52			
Foreign direct investment	92	6.01	2.38			
Water and sanitation	101	6.89	2.30			
Trade and exports	100	6.08	2.17			
Economic growth	114	6.89	2.11			
Energy	99	6.32	2.54			
Disaster management	98	6.29	2.28			
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	112	6.53	2.55			
Job creation/employment	103	5.71	2.38			
Financial markets	80	5.79	2.30			
Equality of opportunity (i.e., equity)	84	5.76	2.28			
Health	109	7.22	2.13			
Rural development	104	6.40	2.49			
Global/regional integration	88	5.55	2.48	94	6.00	2.23
Food security	100	6.73	2.21			
Education	122	7.77	2.27			
Social protection (e.g., pensions, targeted social assistance)	85	5.49	2.69			
Climate change (e.g., mitigation, adaptation)*	99	6.38	2.19	96	5.56	2.41
Agricultural development	117	7.37	2.25			
Natural resource management (e.g., oil, gas, mining)	87	5.40	2.82			

*Significantly different between FY2015 and FY2012

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia	134	5.63	2.32	118	6.02	2.42
The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	132	5.65	2.32	119	5.78	2.50

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

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Are timely	107	4.95	2.30			
Include appropriate level of stakeholder involvement during preparation	119	5.67	2.26			
Lead to practical solutions	115	5.65	2.25			
Are accessible (well written and easy to understand)	114	6.07	2.36			
Are source of relevant information on global good practices	117	6.68	2.35			
Are adequately disseminated	113	5.53	2.35			
Are translated enough into local language	104	3.64	2.52			
Are adaptable to The Gambia's specific development challenges and country circumstances*	117	6.03	2.27	105	6.70	2.66

*Significantly different between FY2015 and FY2012

E. Working with the World Bank Group

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	116	4.88	2.52	64	5.97	3.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports	135	7.38	2.08	59	7.10	2.47
The World Bank Group's approvals and reviews are done in a timely fashion	115	6.10	2.20			
The World Bank Group's "Safeguard Policy" requirements are reasonable	100	6.46	2.27			
The World Bank Group's conditions on its lending are reasonable*	107	5.27	2.24	98	5.98	2.57
The World Bank Group takes decisions quickly in The Gambia	107	5.07	2.39			
Working with the World Bank Group increases The Gambia's institutional capacity	131	7.00	2.34	63	7.65	2.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	106	6.55	2.10			
The World Bank Group provides effective implementation support (i.e., supervision of projects)	128	7.13	2.11			

*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 WBG will now disclose any information in its possession that is not a list of exceptions?*

Percentage of Respondents	FY 2015	FY 2012
Yes	28.2%	13.3%
No	71.8%	86.7%

*Significantly different between FY2015 and FY2012

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

Percentage of Respondents	FY 2015	FY 2012
Yes	9.8%	12.8%
No	90.2%	87.2%

Were you able to obtain this information?

Percentage of Respondents	FY 2015	FY 2012
Yes	68.8%	93.8%
No	31.3%	6.3%

Do you have access to the Internet?

Percentage of Respondents	FY 2015	FY 2012
Yes	87.7%	94.5%
No	12.3%	5.5%

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

Percentage of Respondents	FY 2015	FY 2012
Yes	58.4%	60.8%
No	41.6%	39.2%

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

Percentage of Respondents	FY 2015	FY 2012
High speed/WiFi	79.0%	70.0%
Dial-up	21.0%	30.0%

G. Communication and Information Sharing (continued)

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	109	6.50	2.50	78	7.69	1.89
I find the information on the World Bank Group's websites useful.	105	7.21	2.30	84	7.87	2.32
When I need information from the World Bank Group I know how to find it	100	5.89	2.86	77	6.29	2.98
The World Bank Group is responsive to my information requests and inquiries*	76	5.80	2.56	62	6.99	2.58

*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 Gambia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia	6.56	6.21	6.57	5.78	6.39	6.17	6.07	7.07	6.27	6.47	6.37	6.26
Overall the World Bank Group currently plays a relevant role in development in The Gambia	6.73	5.53	6.71	5.26	6.37	5.98	5.88	7.33	5.99	6.83	6.65	5.57
The World Bank Group's work is aligned with what I consider the development priorities for The Gambia	6.19	6.11	6.50	5.44	6.27	5.95	5.87	7.02	5.99	6.59	6.34	5.91
Responsiveness	5.87	5.04	5.90	5.03	5.82	5.23	5.44	6.23	5.53	5.89	5.92	5.22
Flexibility (in terms of the institution's products and services)	5.26	5.22	5.48	4.84	5.28	5.33	5.19	5.56	5.30	5.28	5.53	4.92
Flexibility (in terms of changing country circumstances)	5.08	5.53	5.53	4.70	5.45	4.91	5.08	5.88	5.27	5.32	5.48	5.00
Being inclusive	5.81	5.37	5.97	5.25	5.92	5.38	5.45	6.61	5.72	5.85	5.97	5.44
Openness (sharing data and other information)	6.26	6.13	6.69	5.22	6.31	6.09	5.84	7.32	6.22	6.32	6.41	6.01
Staff accessibility	5.81	5.96	6.17	5.19	5.93	5.74	5.51	6.92	5.91	5.78	6.11	5.49
Straightforwardness and honesty	6.45	6.70	6.83	6.05	6.77	6.18	6.32	7.35	6.60	6.56	6.73	6.36
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.56	5.41	5.95	4.88	5.86	5.12	5.35	6.42	5.45	6.05	5.98	5.12
Collaboration with civil society	5.94	5.65	5.93	5.57	5.99	5.43	5.53	6.65	5.91	5.61	5.98	5.58
Collaboration with the Government	7.39	7.00	7.64	6.39	7.44	6.84	6.92	8.25	7.32	7.14	7.20	7.38
Collaboration with other donors and development partners	6.97	6.59	6.97	6.53	7.05	6.43	6.71	7.24	6.79	6.97	6.96	6.68
Collaboration with the private sector	5.56	5.88	6.16	4.75	5.71	5.72	5.49	6.37	5.88	5.33	5.53	6.00
The speed in which it gets things accomplished on the ground	5.75	6.02	5.96	5.97	6.09	5.65	5.93	6.04	5.79	6.32	6.19	5.59
Being a long-term partner	7.53	7.79	7.95	7.03	7.76	7.45	7.48	8.17	7.71	7.58	7.77	7.50
To what extent does the World Bank Group's work help to achieve development results in The Gambia?	6.90	5.72	6.69	5.73	6.63	5.90	6.03	7.47	6.20	6.90	6.85	5.71
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia	5.68	4.67	5.72	4.30	5.35	5.16	4.96	6.16	5.16	5.61	5.48	5.01
The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.83	5.49	6.06	5.00	5.94	5.30	5.50	6.41	5.56	6.17	5.96	5.46
The World Bank Group's knowledge work and activities are adaptable to The Gambia's specific development challenges and country circumstances	6.07	6.13	6.28	5.57	6.13	6.02	5.82	6.78	6.00	6.31	6.25	5.88
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.16	7.80	7.39	7.34	7.36	7.40	7.28	7.63	7.27	7.65	7.51	7.16
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.33	7.43	7.53	7.18	7.57	7.13	7.30	7.81	7.33	7.69	7.44	7.42
The World Bank Group takes decisions quickly in The Gambia	5.23	4.93	5.38	4.60	5.25	4.95	4.96	5.65	4.94	5.70	5.65	4.49
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.74	5.78	6.59	5.74	6.51	6.02	6.05	7.17	6.39	6.27	6.34	6.37

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: The Gambia FY 2015 Questionnaire



World Bank Group Country Survey FY15 – The Gambia

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

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 THE GAMBIA

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

SECTION A: GENERAL ISSUES

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

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

SECTION A: GENERAL ISSUES

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 The Gambia? (Choose no more than TWO)

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

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in The Gambia?									
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 The Gambia.										
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 The Gambia 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 The Gambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in The Gambia? (Choose no more than THREE)							
1	Transport (e.g., roads, bridges, transportation)			17	Water and sanitation		
2	Agricultural development			18	Food security		
3	Global/regional integration			19	Climate change (e.g., mitigation, adaptation)		
4	Gender equity			20	Poverty reduction		
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			21	Trade and exports		
6	Social protection (e.g., pensions, targeted social assistance)			22	Equality of opportunity (i.e., equity)		
7	Crime and violence			23	Private sector development		
8	Health			24	Economic growth		
9	Education			25	Communicable/non-communicable diseases		
10	Energy			26	Natural resource management (e.g., oil, gas, mining)		
11	Rural development			27	Law and justice (e.g., judicial system)		
12	Foreign direct investment			28	Regulatory framework		
13	Job creation/employment			29	Anti corruption		
14	Financial markets			30	Information and communications technology		
15	Urban development			31	Disaster management		
16	Environmental sustainability						

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?

		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 The Gambia? (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
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in The Gambia 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
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)	
1	Not client focused
2	The credibility of its knowledge/data
3	World Bank Group's processes too complex
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not exploring alternative policy options
7	Not collaborating enough with stakeholders outside the Government
8	Its advice and strategies do not lend themselves to practical problem solving
9	Not enough public disclosure of its work
10	Arrogant in its approach
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 The Gambia
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 The Gambia? (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 The Gambia? (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 The Gambia?

		Strongly disagree										Strongly agree	Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in The Gambia	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 The Gambia	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 The Gambia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in The Gambia 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 The Gambia, 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 The Gambia, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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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	Lack of/inadequate levels of capacity in Government
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group works too slowly
4	The World Bank Group does not do adequate follow through/follow-up
5	Poor donor coordination
6	The World Bank Group is not sensitive enough to political/social realities on the ground
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 The Gambia?													
		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	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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 The Gambia? *(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	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	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in The Gambia? (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 The Gambia?											
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 The Gambia?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets The Gambia'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 The Gambia?											
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 The Gambia, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	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 The Gambia'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	<input type="checkbox"/>			
Not significant at all									Very significant		Don't know		

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	<input type="checkbox"/>			
Very low technical quality									Very high technical quality		Don't know		

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in The Gambia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases The Gambia'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 The Gambia?												
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 The Gambia? (Select only one response)												
1	The World Bank Group takes too much risk in The Gambia											
2	The World Bank Group does not take enough risk in The Gambia											
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 The Gambia? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in The Gambia											
2	The World Bank Group is not sufficiently selective in The Gambia, 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 THE GAMBIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in The Gambia? (Choose no more than TWO)	
1	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
2	Reach out more to groups outside of Government
3	Work faster
4	Provide more adequate data/knowledge/statistics/figures on The Gambia's economy
5	Ensure greater selectivity in its work
6	Offer more innovative financial products
7	Improve the quality of its experts as related to The Gambia'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 The Gambia, 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 The Gambia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for The Gambia
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 The Gambia? (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 obtain 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
G10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<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)	1	2	3	4	5	6	7	8	9	10	<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	1	2	3	4	5	6	7	8	9	10	<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.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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 The Gambia? (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 The Gambia?
(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 The Gambia? (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	Banjul
2	Lower River
3	Central River
4	North Bank
5	Upper River
6	West Coast

Thank you for completing the survey!