

# FY15 Country Opinion Survey Report for Gulf Cooperation Council (GCC) Countries

**THE WORLD BANK GROUP**

Public Opinion Research Group



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## Acknowledgements

The GCC Country Opinion Survey, which covers Kuwait, Bahrain, Oman, and the United Arab Emirates, 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 teams and the local fielding agency ARA Research & Consultancy. In particular, PORG is grateful for the support from Sami Ben Daamech (Senior Operations Officer) who coordinated the survey related activities from Kuwait, and Larisa Marquez (Operations Analyst) who coordinated the survey activities for Bahrain, Oman, and the United Arab Emirates from Washington, DC.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in four Gulf Cooperation Council countries (Oman, Kuwait, United Arab Emirates, and Bahrain) perceive the WBG. The survey explored:

- *General Issues Facing XXXX<sup>1</sup>*
- *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 XXXX*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From June to August 2015, 796 stakeholders of the WBG in four GCC countries (139 in Bahrain; 231 in Kuwait; 206 in Oman, and 220 in UAE) 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 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/regional 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; chambers of commerce, academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 231<sup>2</sup> stakeholders participated in the survey (29% response rate).

Respondents received and completed the questionnaire on the independent survey platform: Qualtrics. Respondents were asked about: general issues facing XXXX; 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 XXXX; 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.

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<sup>1</sup> XXXX refers to one of the four GCC countries (Oman, Kuwait, United Arab Emirates, and Bahrain) in which respondents were located when responding to the questionnaire.

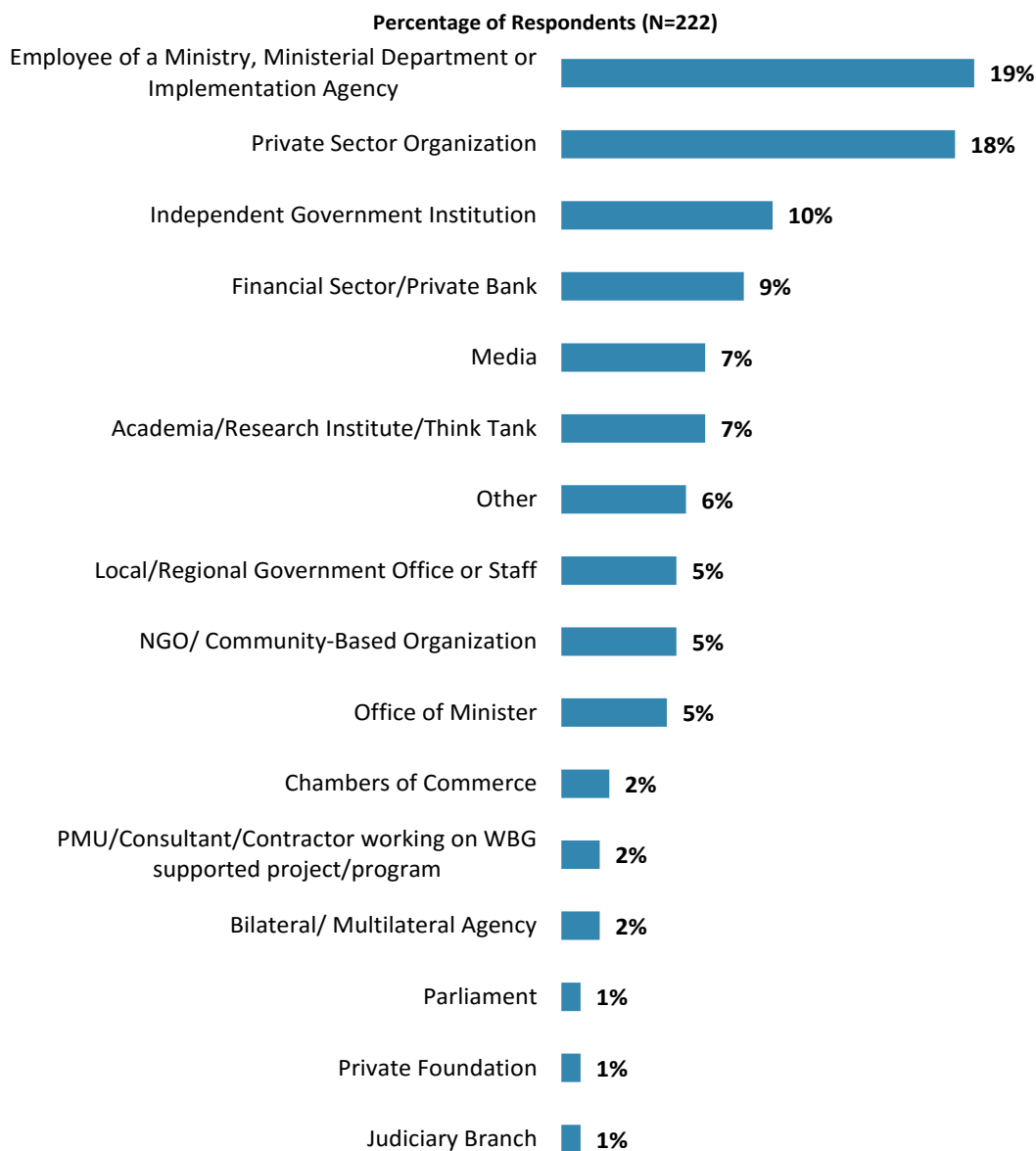
<sup>2</sup> Among the 231 respondents, 59 were located in Oman, 74 in Kuwait, 58 in UAE, and 40 in Bahrain.



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from ministries/ ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects 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, and chambers of commerce were combined in the “CSO” category. Few respondents from the office of a parliamentarian, bilateral/multilateral agencies, the judiciary branch, and other organizations were included in the “Other” category.

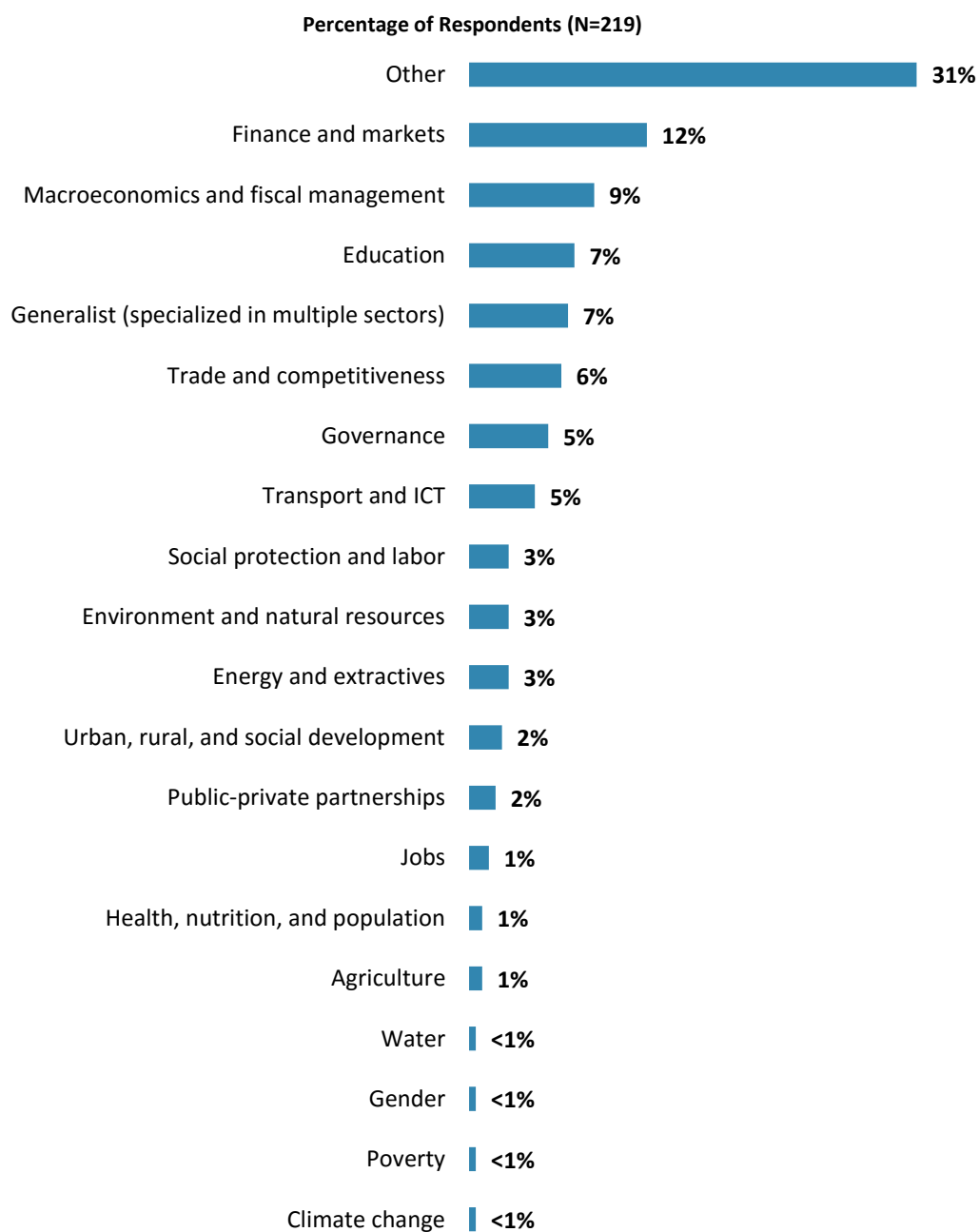


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



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

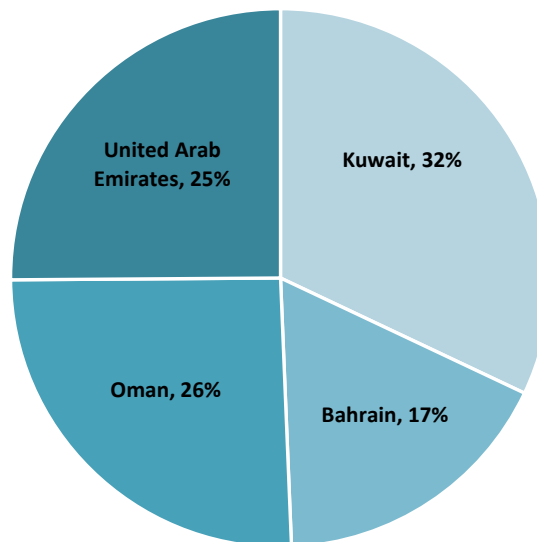


### III. Demographics of the Sample (continued)

#### Geographic locations

- For data from a specific country, please go to appendix C (page 95).

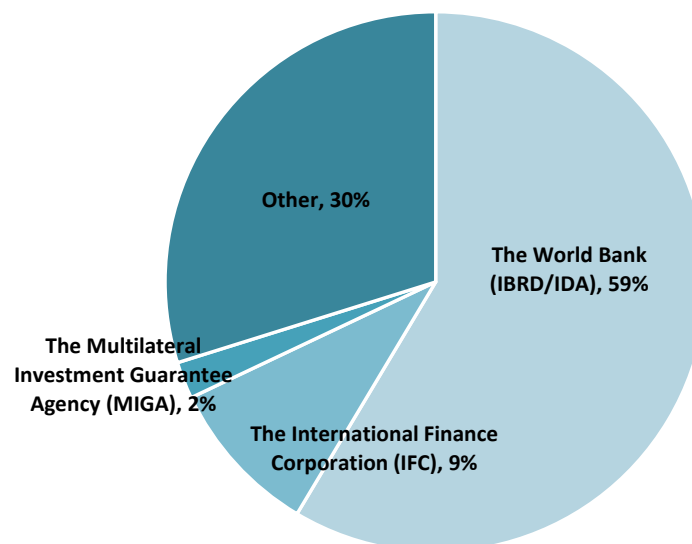
Percentage of Respondents (N=231)



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

#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=181)



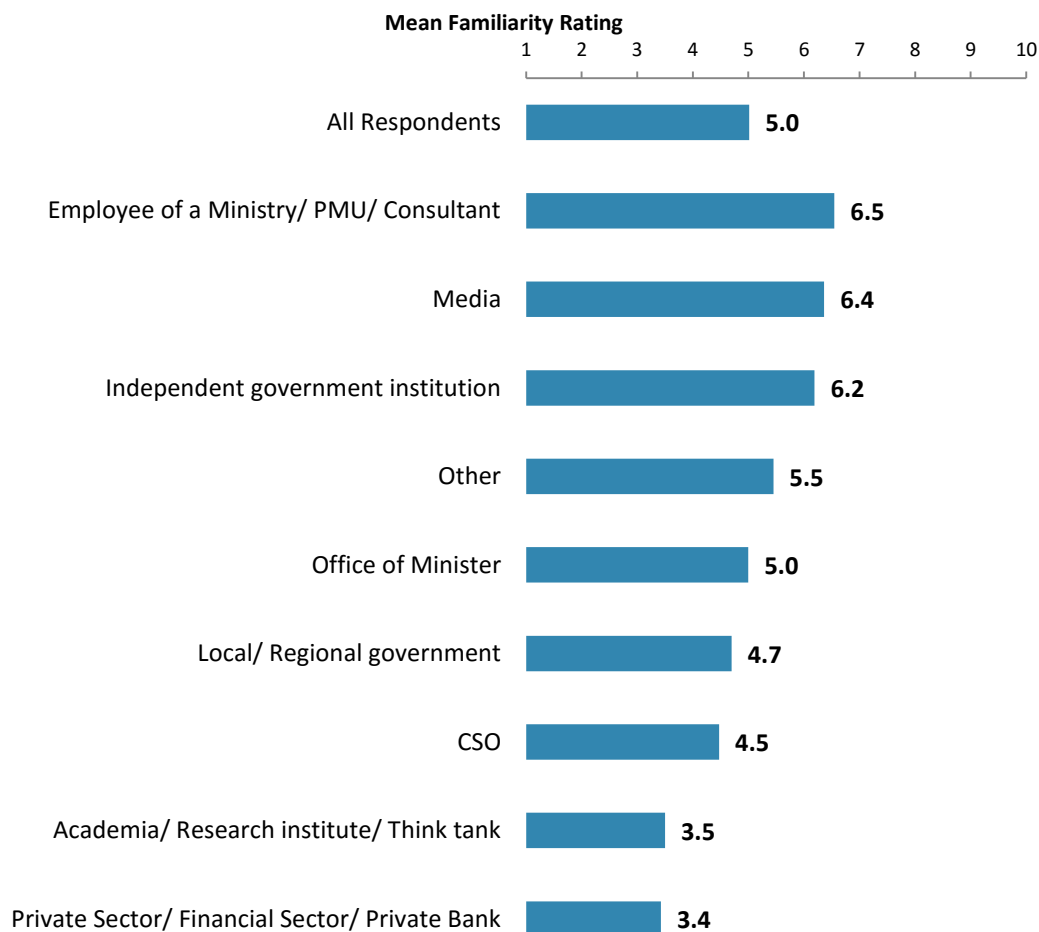
"Which of the following agencies of the World Bank Group do you primarily engage with in XXXX?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in their countries, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in their countries 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 XXXX?"**  
(1 - "Not familiar at all", 10 - "Extremely familiar")

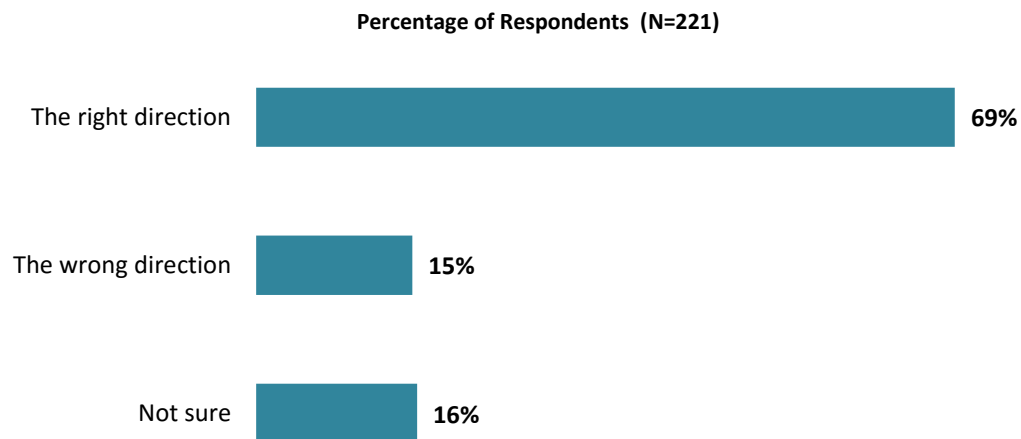




## IV. General Issues Facing XXXX

### Headed in the Right Direction

- **Country comparison:** respondents in UAE were significantly more likely to believe that their country is headed in the right direction (91%), compared to respondents located in other three countries.



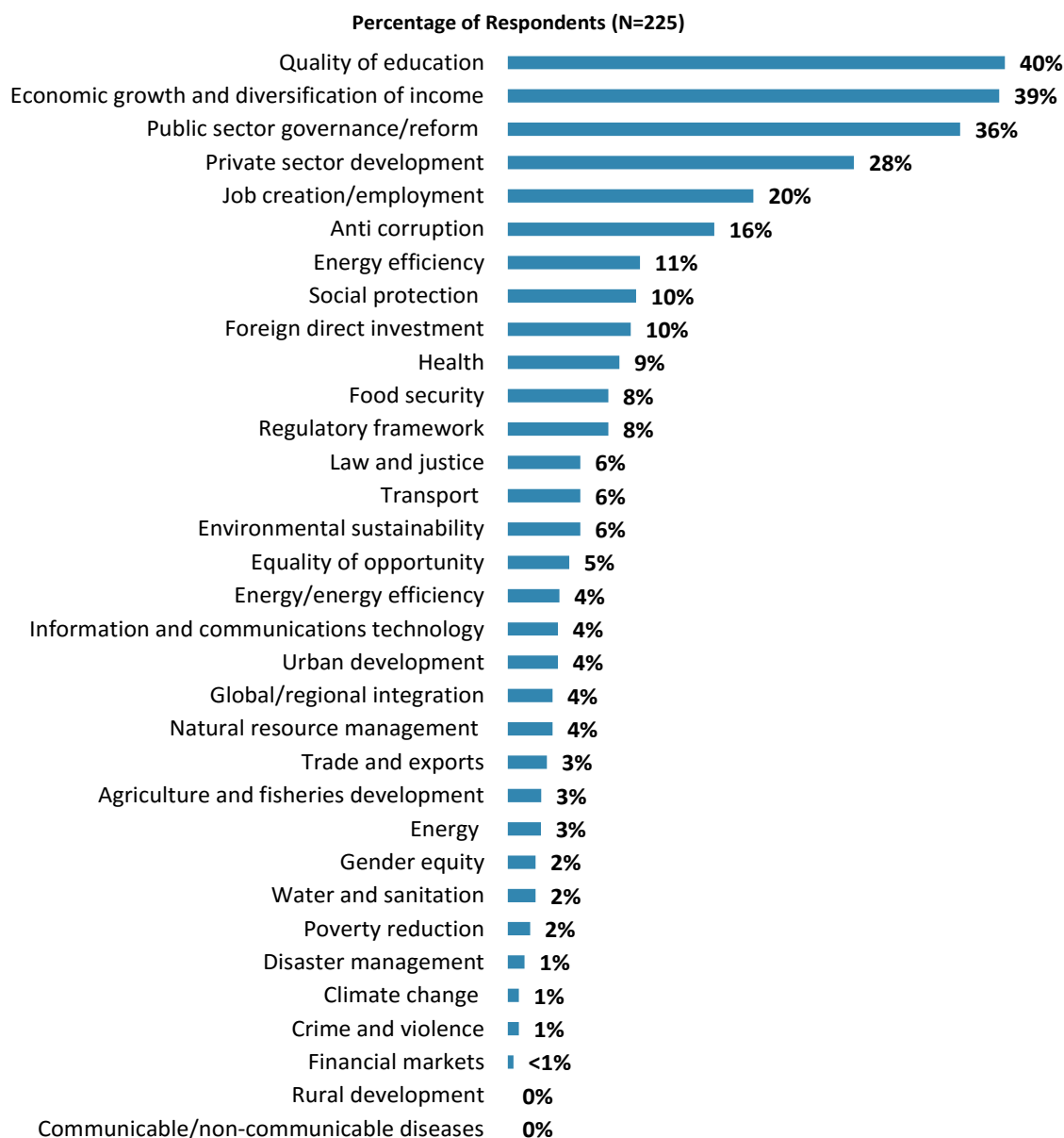
"In general, would you say that XXXX is headed in ...?"



## IV. General Issues Facing XXXX (continued)

### Development Priority in Four GCC Countries (aggregate percentages)

- Respondents were asked to identify what they consider the most important development priorities in their countries. This chart shows the full list of the 33 development areas presented to the respondents. The chart on the following page, represents the top fifteen development priorities identified, by country.



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

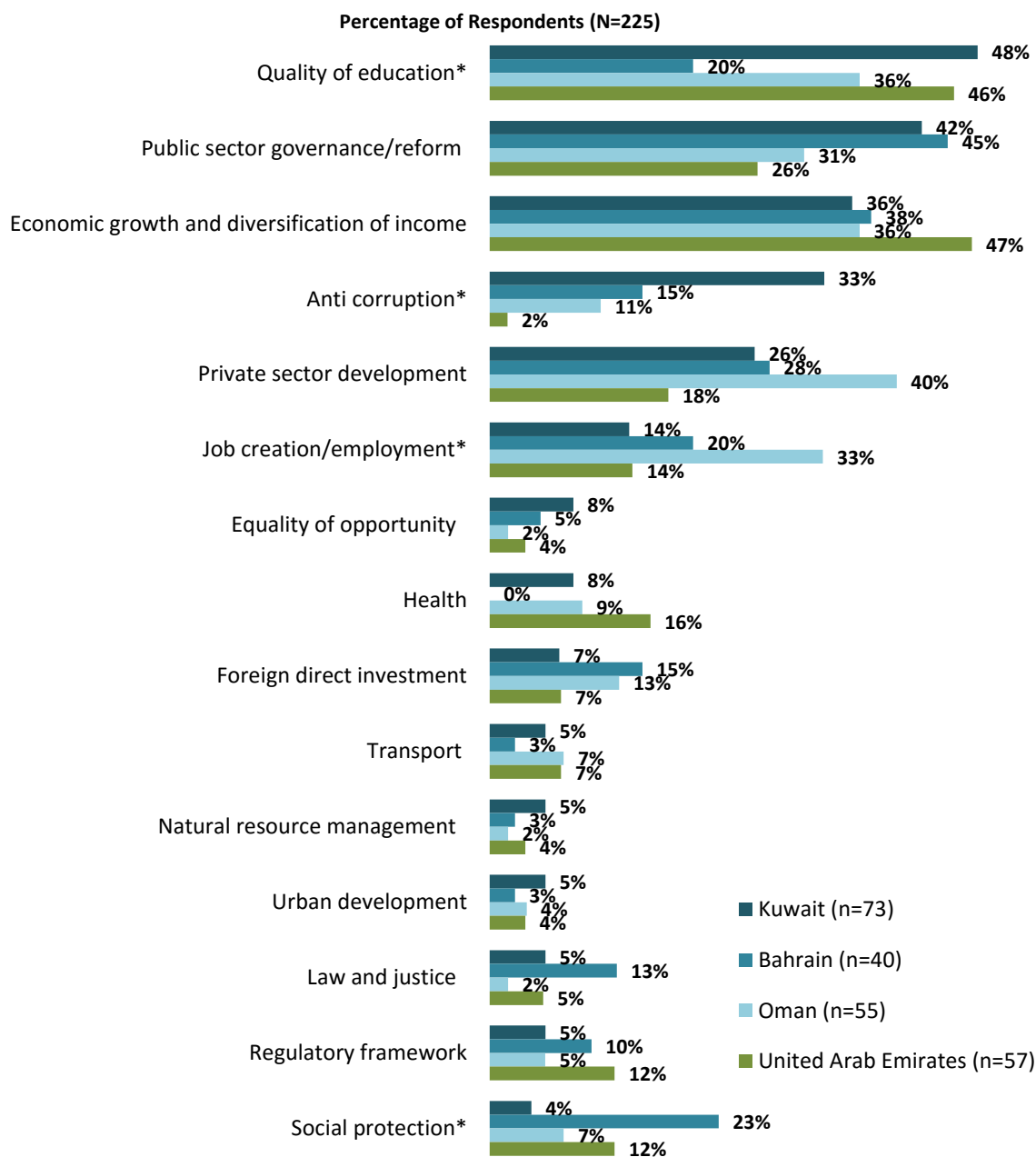
**(Respondents chose from a list. Responses combined.)**

*(Note: The response options of "Energy/energy efficiency" and "communicable/non-communicable diseases" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options "energy" and energy efficiency" separately.)*



## IV. General Issues Facing XXXX (continued)

### Top 15 Development Priorities by Country



"Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 of 33 response options shown.)

(\*Significantly different across countries)

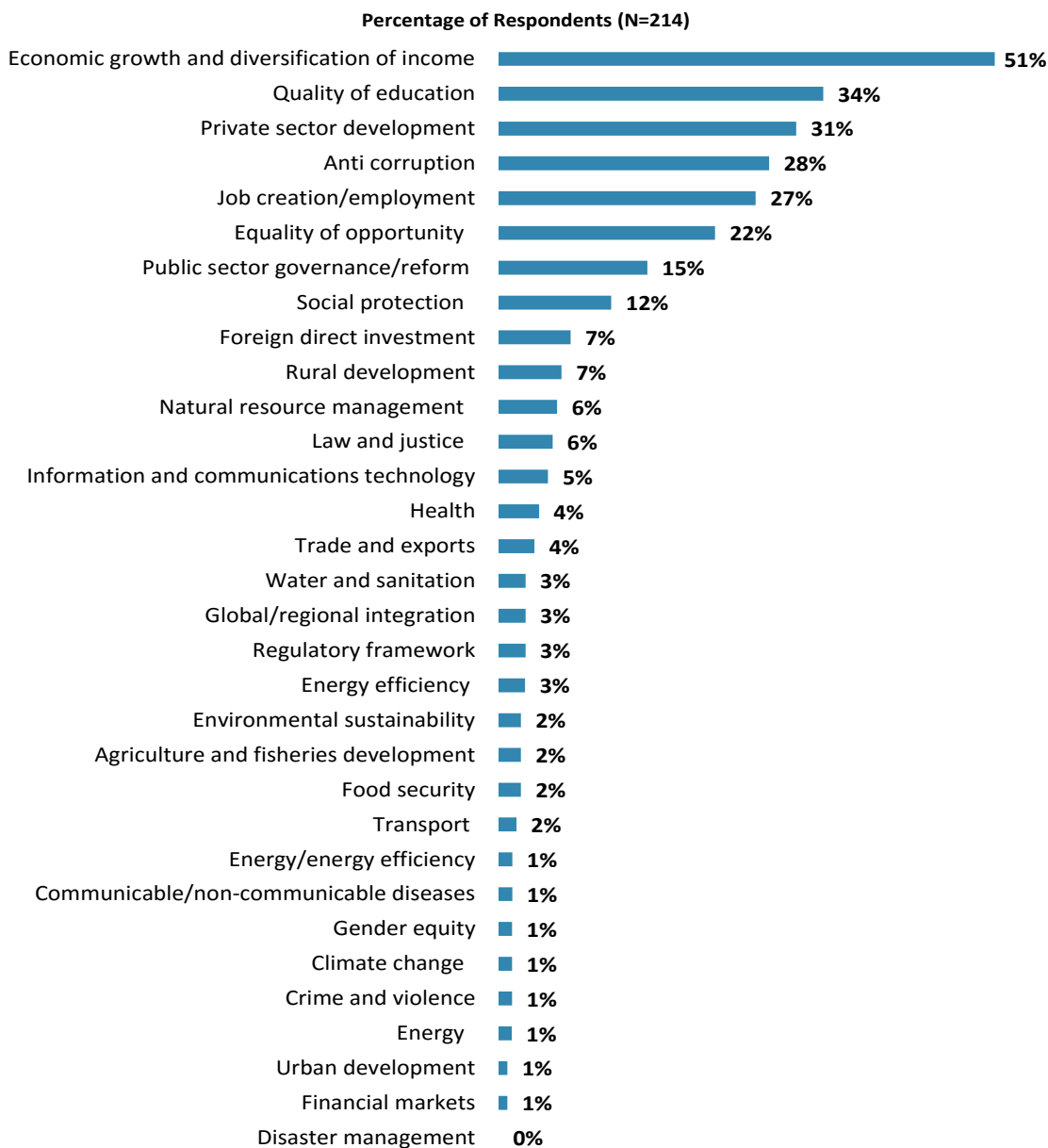
(Note: The response options of "Energy/energy efficiency" and "communicable/non-communicable diseases" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options "energy" and energy efficiency" separately. For the full list of priorities by country, please go to appendix C.)



## IV. General Issues Facing XXXX (continued)

### What Would Contribute Most to Reducing Poverty (aggregate percentages)

- Respondents were asked to identify what they consider the top three contributors to poverty reduction in their countries. This chart shows the full list of the 33 development areas presented to the respondents. The chart on the following page, represents the top fifteen areas identified, by country.



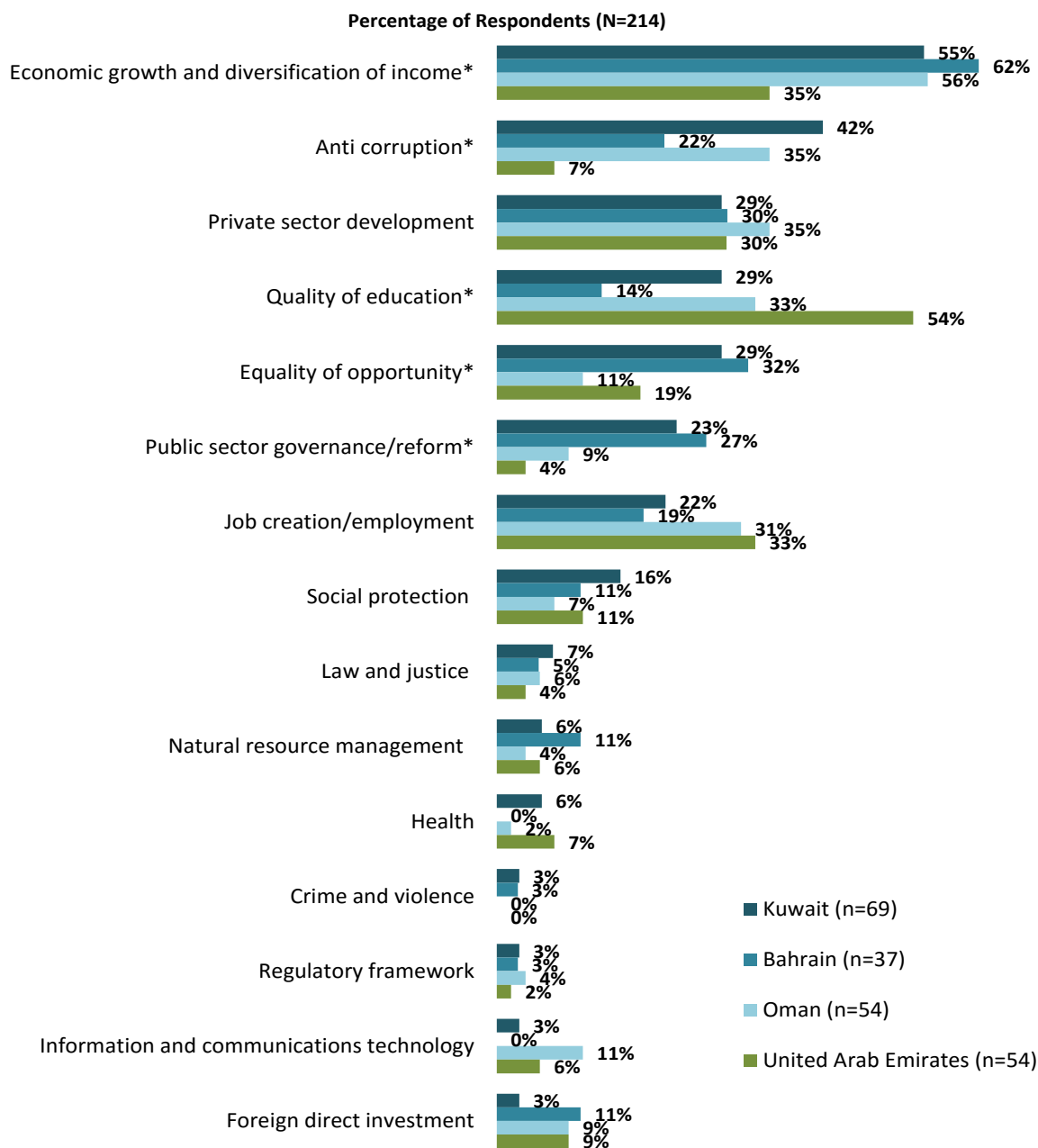
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**

*(Note: The response options of "Energy/energy efficiency" and "communicable/non-communicable diseases" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options "energy" and "energy efficiency" separately.)*



## IV. General Issues Facing XXXX (continued)

### Top Contributors to Poverty Reduction by Country



"Poverty reduction is a broad term that encompasses work in many different areas.

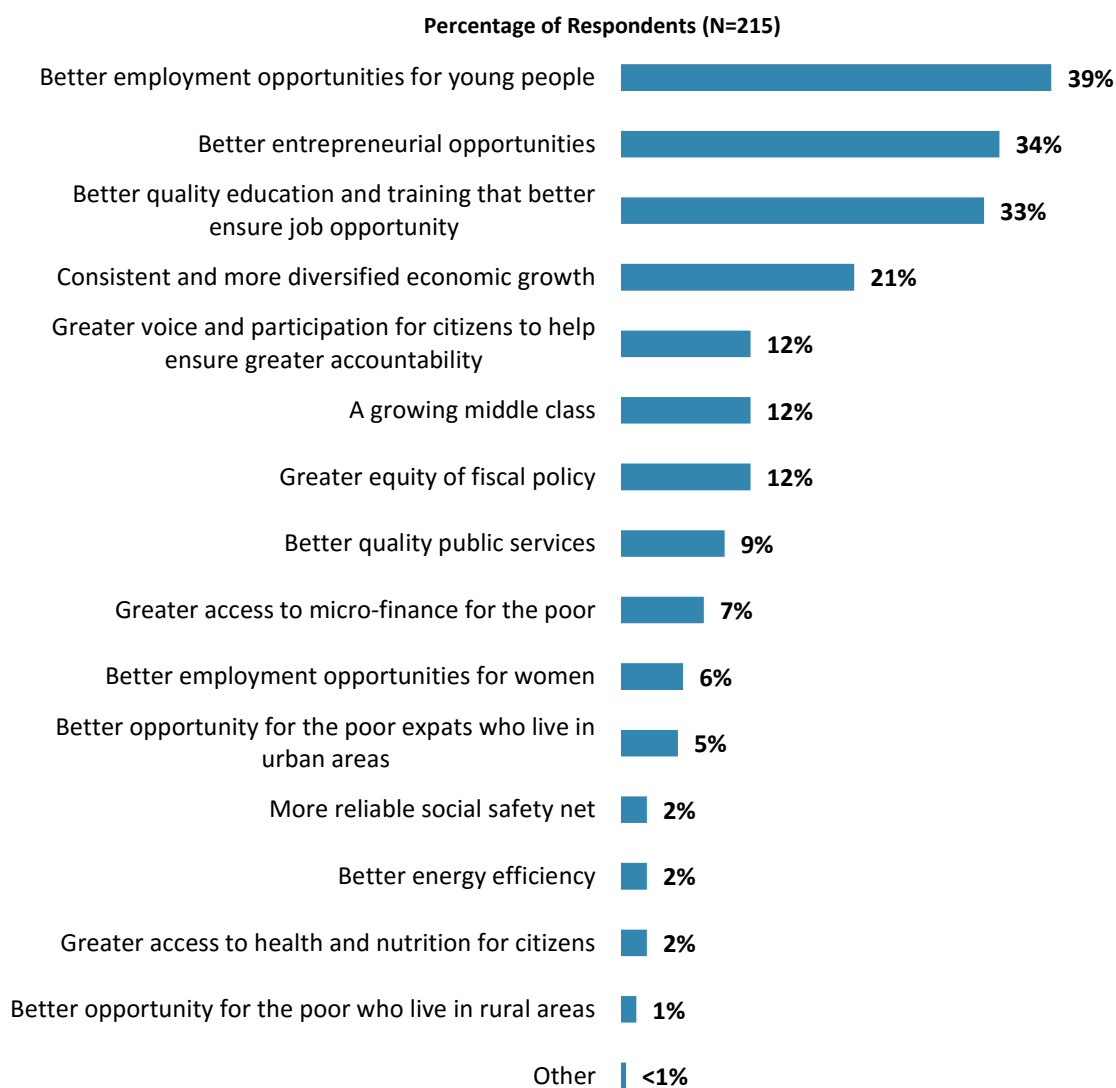
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 of 32 response options shown) (\*Significantly different across countries)

(Note: The response options of "Energy/energy efficiency" and "communicable/non-communicable diseases" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options "energy" and "energy efficiency" separately. For a full list of contributors to poverty reduction by country, please go to appendix C)



## IV. General Issues Facing XXXX (continued)

### Factors Contributing to “Shared Prosperity”

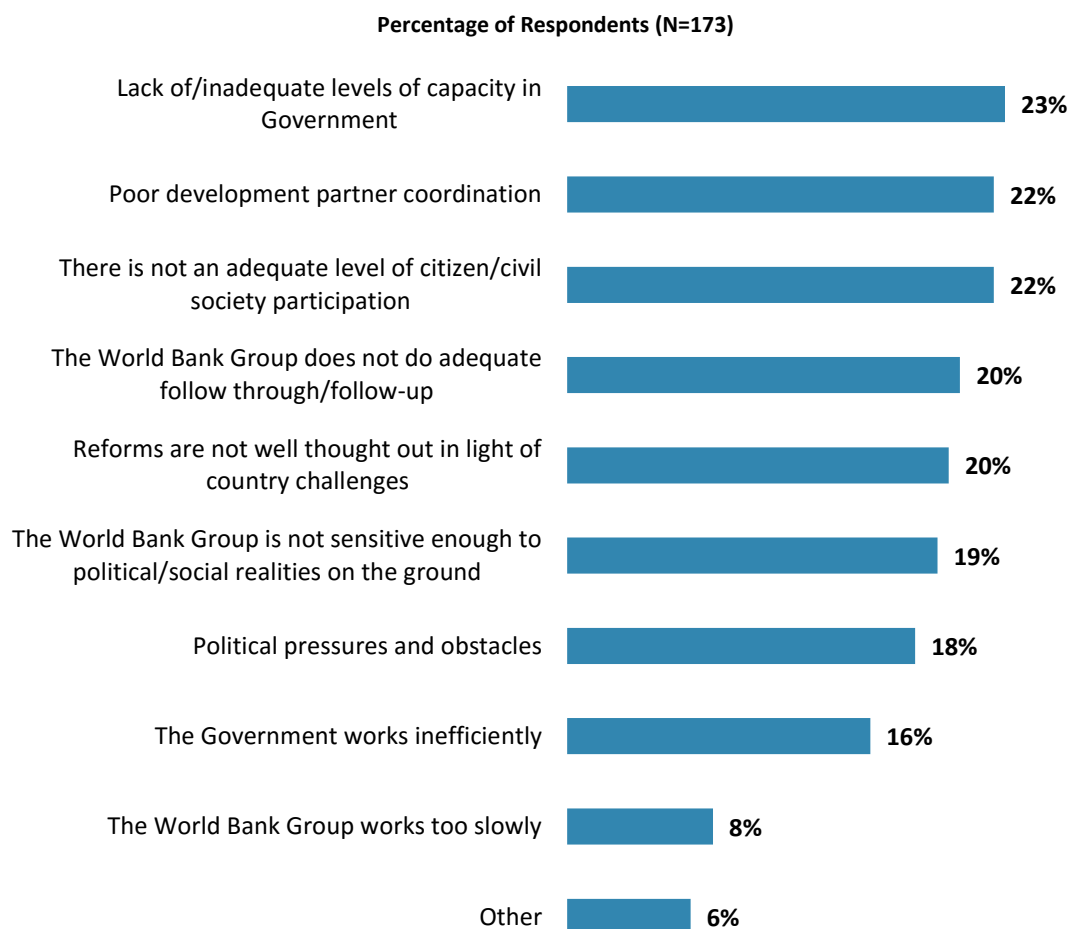


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts (aggregate percentages)

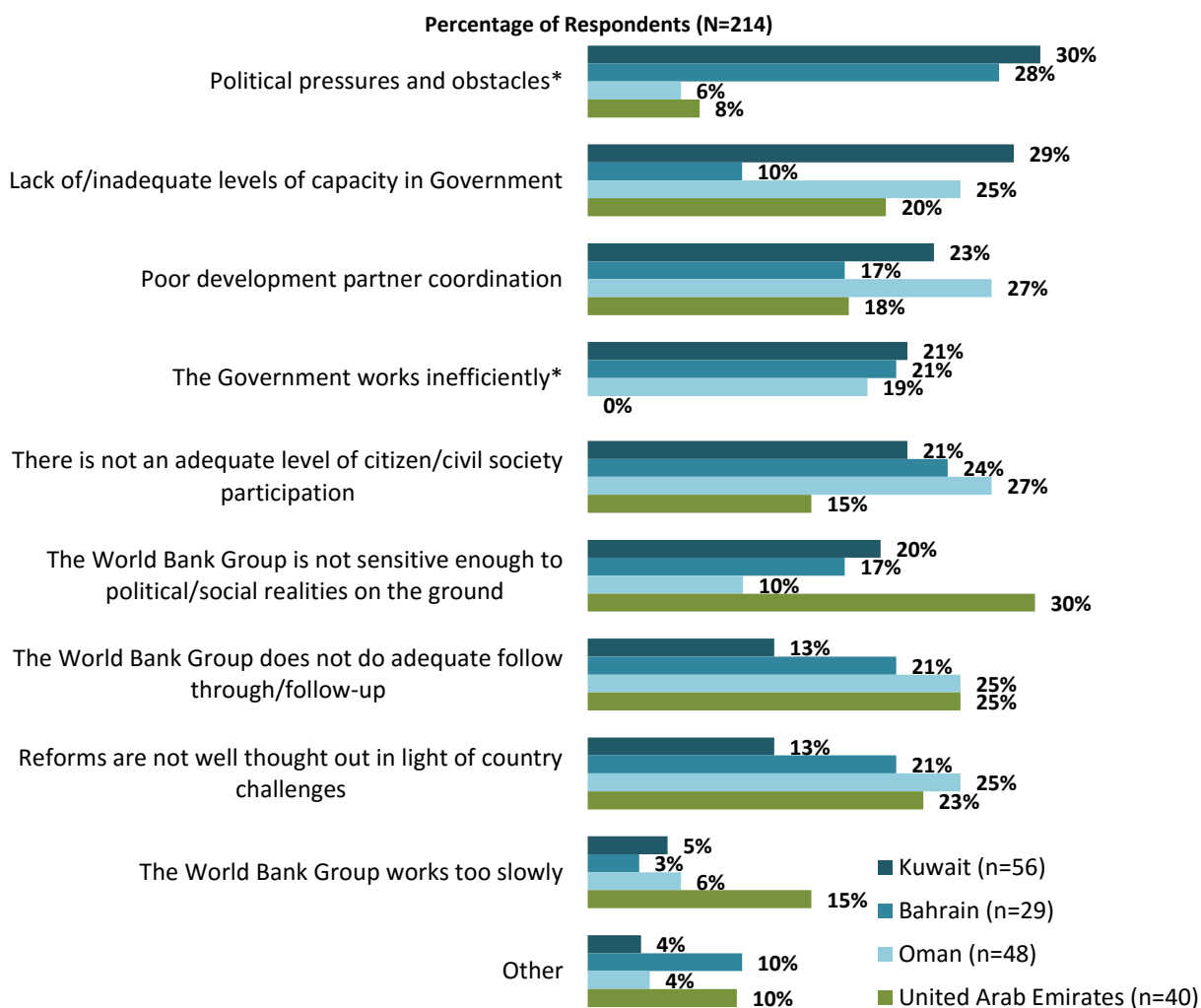


**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Attributing Failed/Slow Reform Efforts by Country



"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.)

(\*Significantly different across countries)

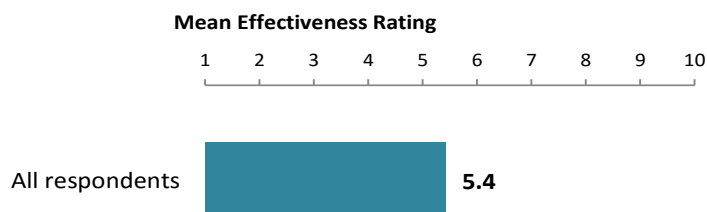




## V. Overall Attitudes toward the World Bank Group (continued)

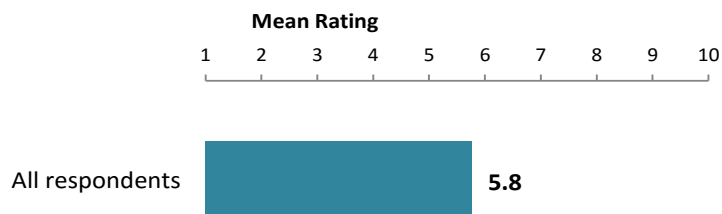
*As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.*

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



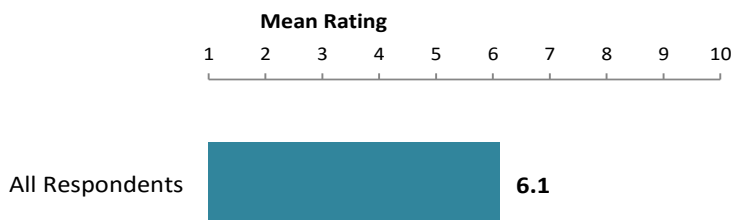
"Overall, please rate your impression of the World Bank Group's effectiveness in XXXX."  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (Indicator Question)



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

### WBG Staff Preparedness



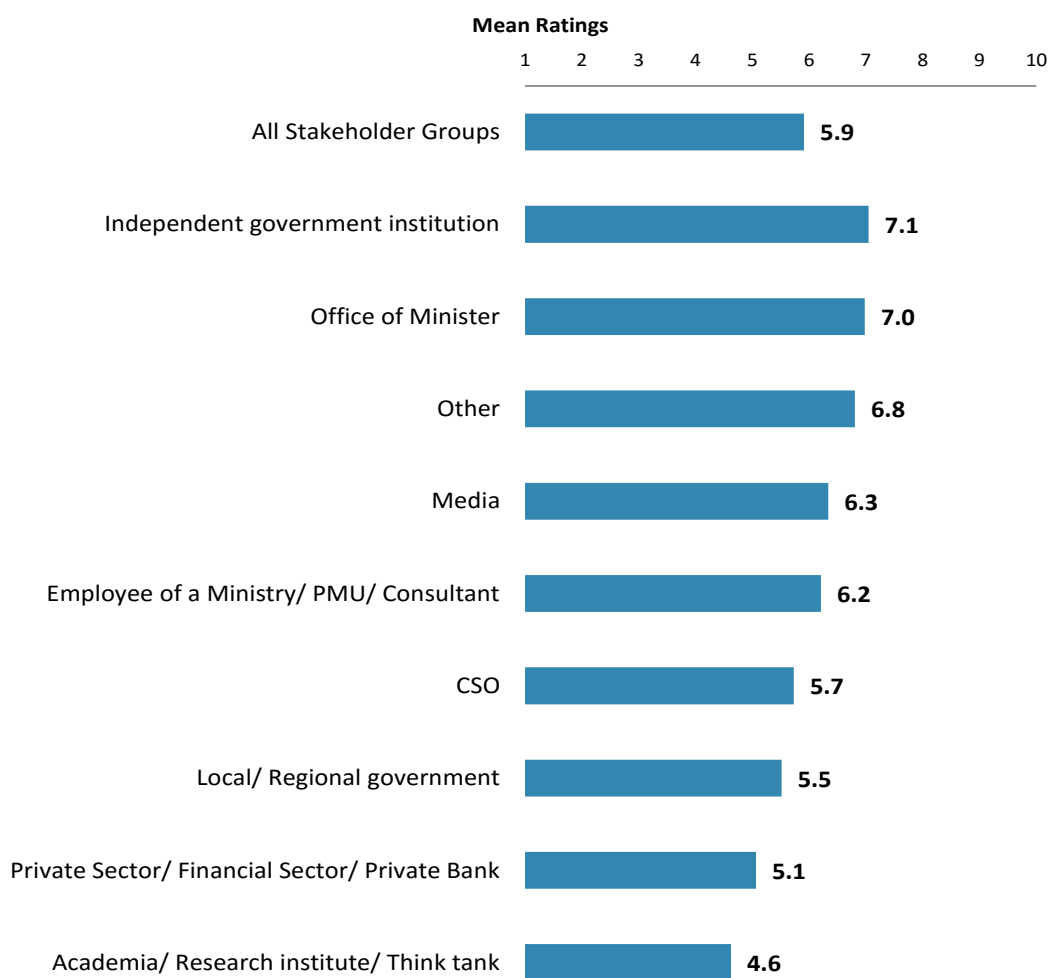
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Ratings for Indicator Questions by Stakeholder Groups<sup>3</sup>

- **Stakeholder groups:** respondents across stakeholder groups gave significantly different overall ratings for the twenty four indicator questions. Compared to other respondents, respondents from the private sector/financial sector/private banks and academia/research institutes/think tanks gave significantly lower ratings for these indicator questions.
- **Collaboration:** compared to respondents who do not collaborate with the WBG, respondents who work with the WBG gave significantly higher overall ratings for these indicator questions.



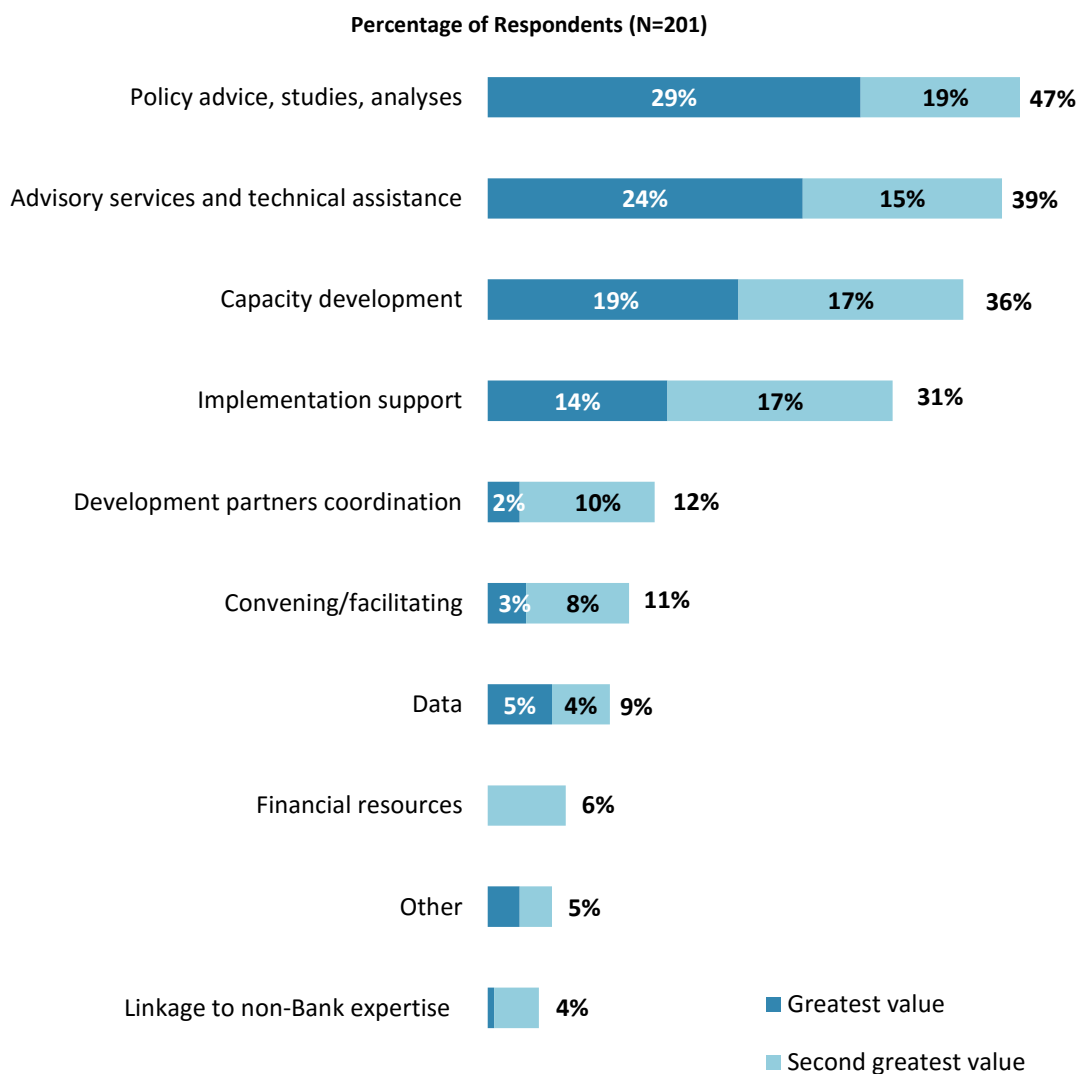
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

<sup>3</sup> Responses to all twenty four indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix E (page 119).



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

### Greatest Value



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

**(Respondents chose from a list.)**

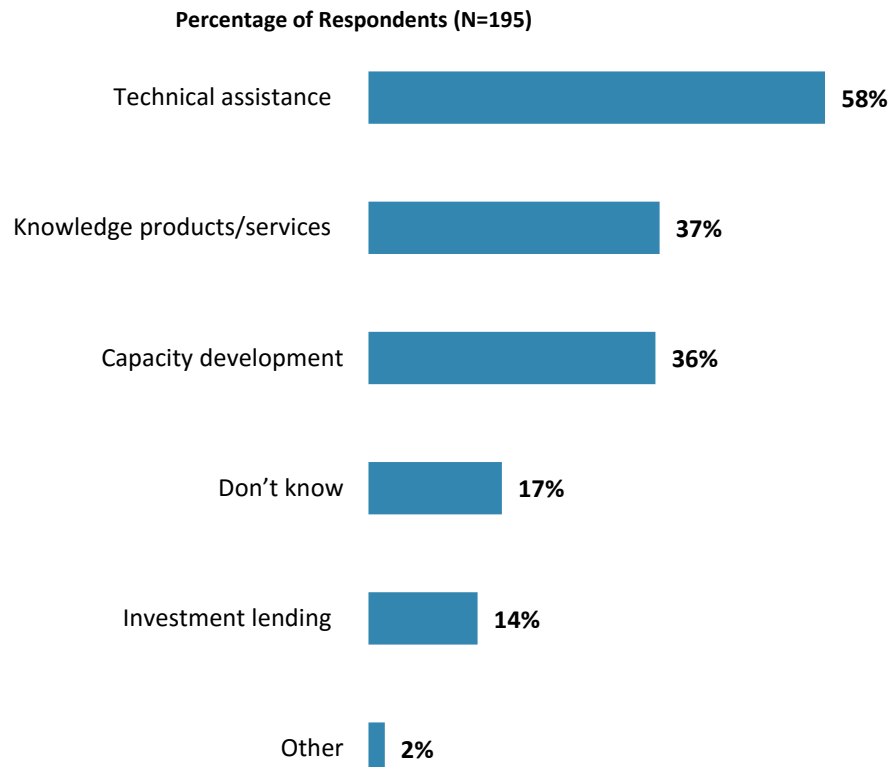
*(Note: "Financial resources" was only provided as a response option in the Kuwait questionnaire.)*



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

### Most Effective Instruments in Reducing Poverty

- **Country comparison:** respondents in Kuwait were significantly more likely to believe that “*knowledge products/services* (54%)” are the most effective instrument in reducing poverty in their country compared to respondents located in other three countries. Respondents in Oman were significantly more likely to believe that “*capacity development* (49%)” is the most effective instrument in reducing poverty in their country compared to respondents located in other three countries.

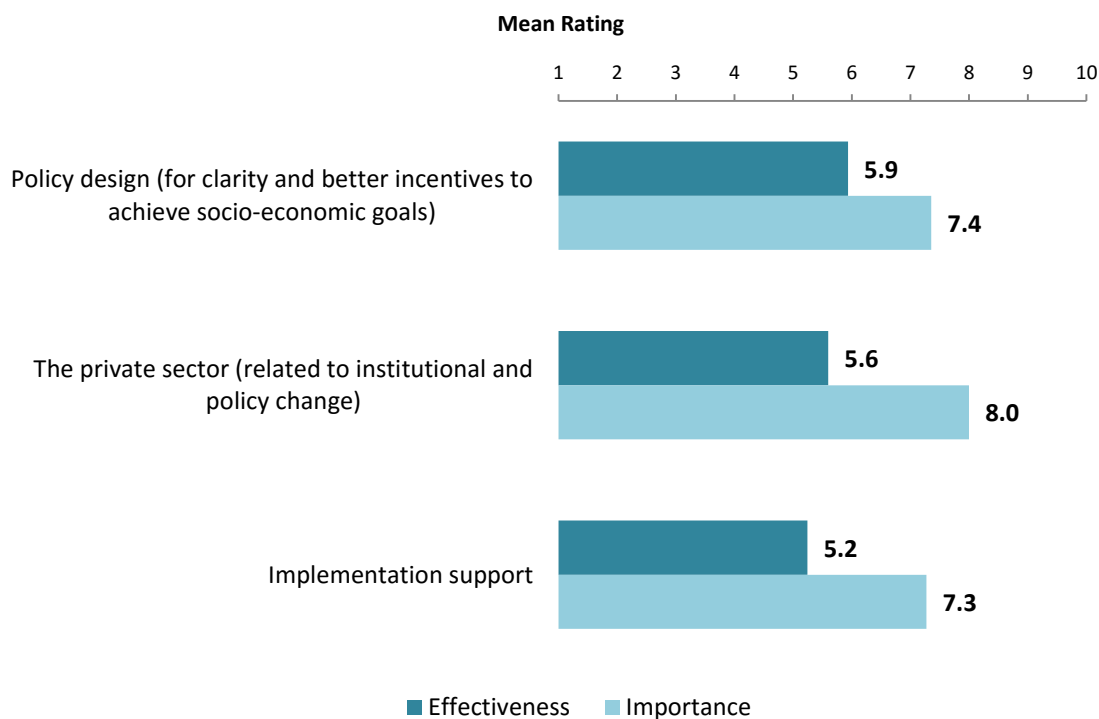


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in XXXX? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)



## 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 XXXX?"**  
(1 - "Not effective at all", 10 - "Very effective")

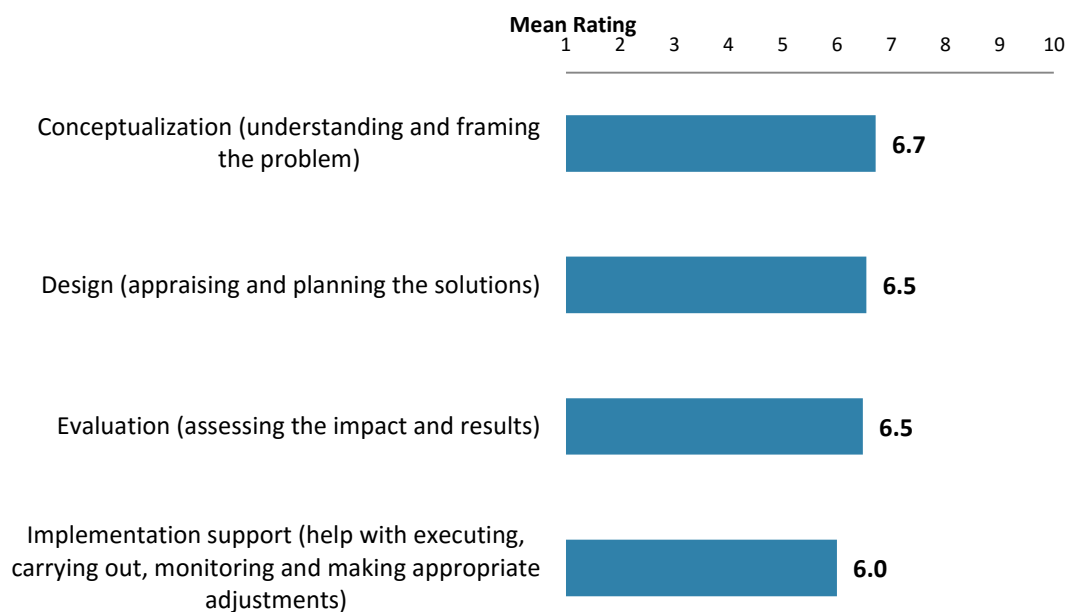
**"When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"**  
(1 - "Not important at all", 10 - "Very important")

(Note: "The private sector" was only provided as an area for rating in the Kuwait questionnaire. )



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

### World Bank Group's Technical Assistance/Advisory Work



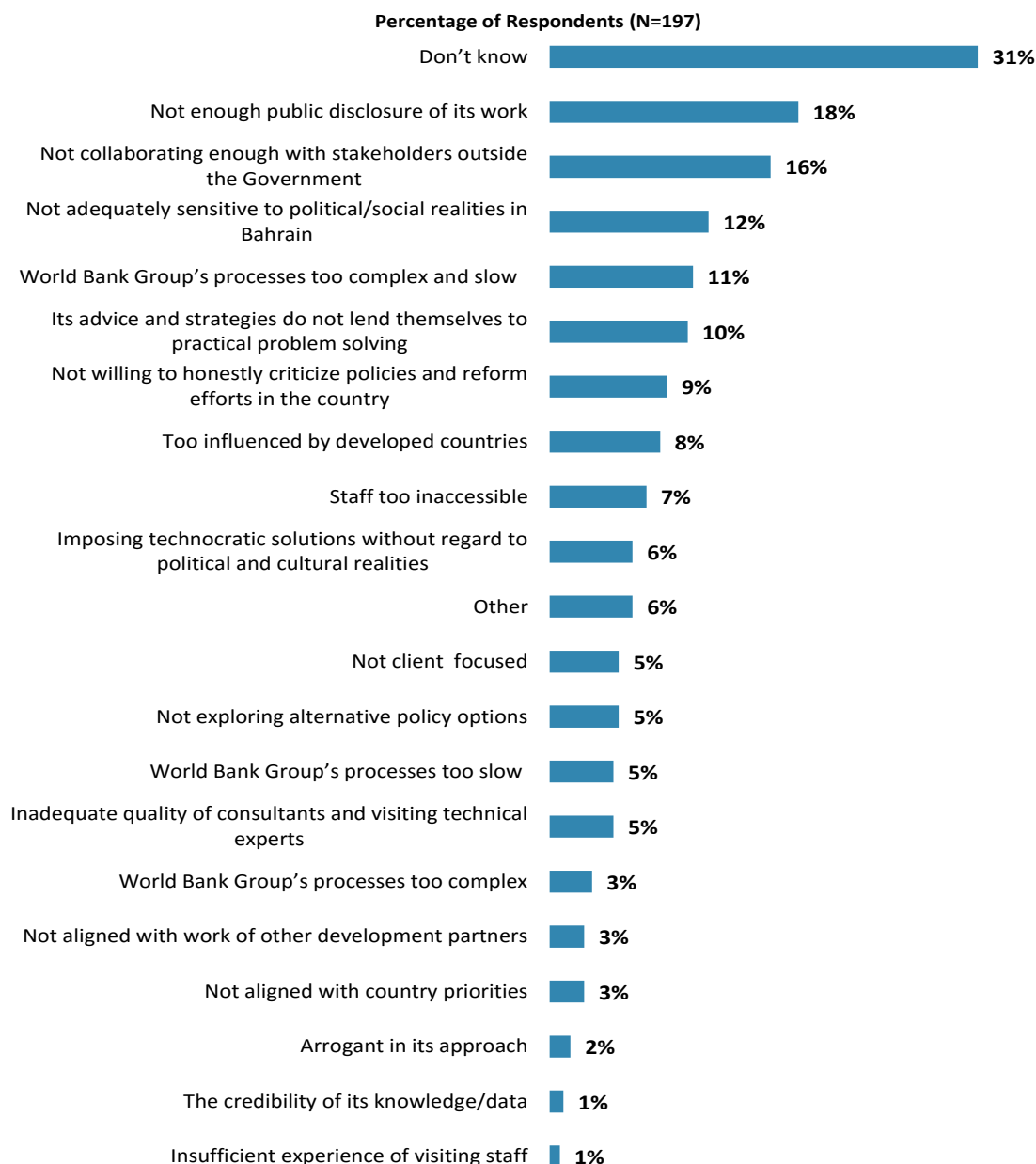
**"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving XXXX's development?"**  
(1-"To no degree at all", 10-"To a very significant degree")



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

### Greatest Weakness (aggregate percentages)

- Respondents were asked to identify what they consider the WBG's top weaknesses in their countries. This chart shows the full list of 20 areas of weakness presented to the respondents. The chart on the following page, represents the top ten areas of weakness identified, by country.



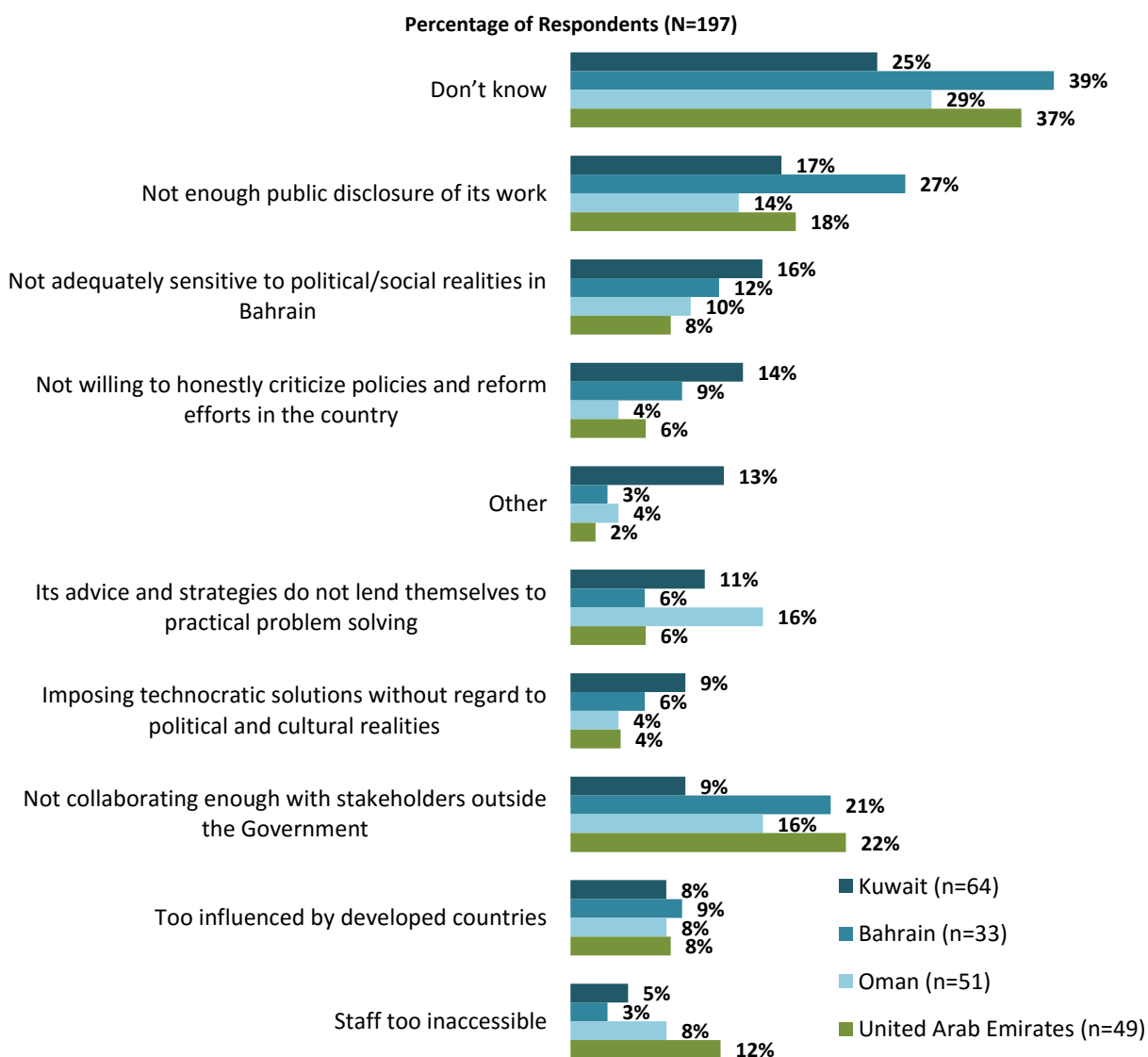
**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**

(Note: In the Kuwait questionnaire, "the World Bank Group's processes too complex" and "the World Bank Group's processes too slow" were provided as two separate response options, whereas in other three GCC countries, they were combined. In addition, in Kuwait, the response option "insufficient experience of visiting staff" was worded differently as "inadequate quality of consultants and visiting technical experts.")



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

### Greatest Weaknesses by Country



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

**(Respondents chose from a list. Responses combined. Top 10 of 20 weaknesses shown)**

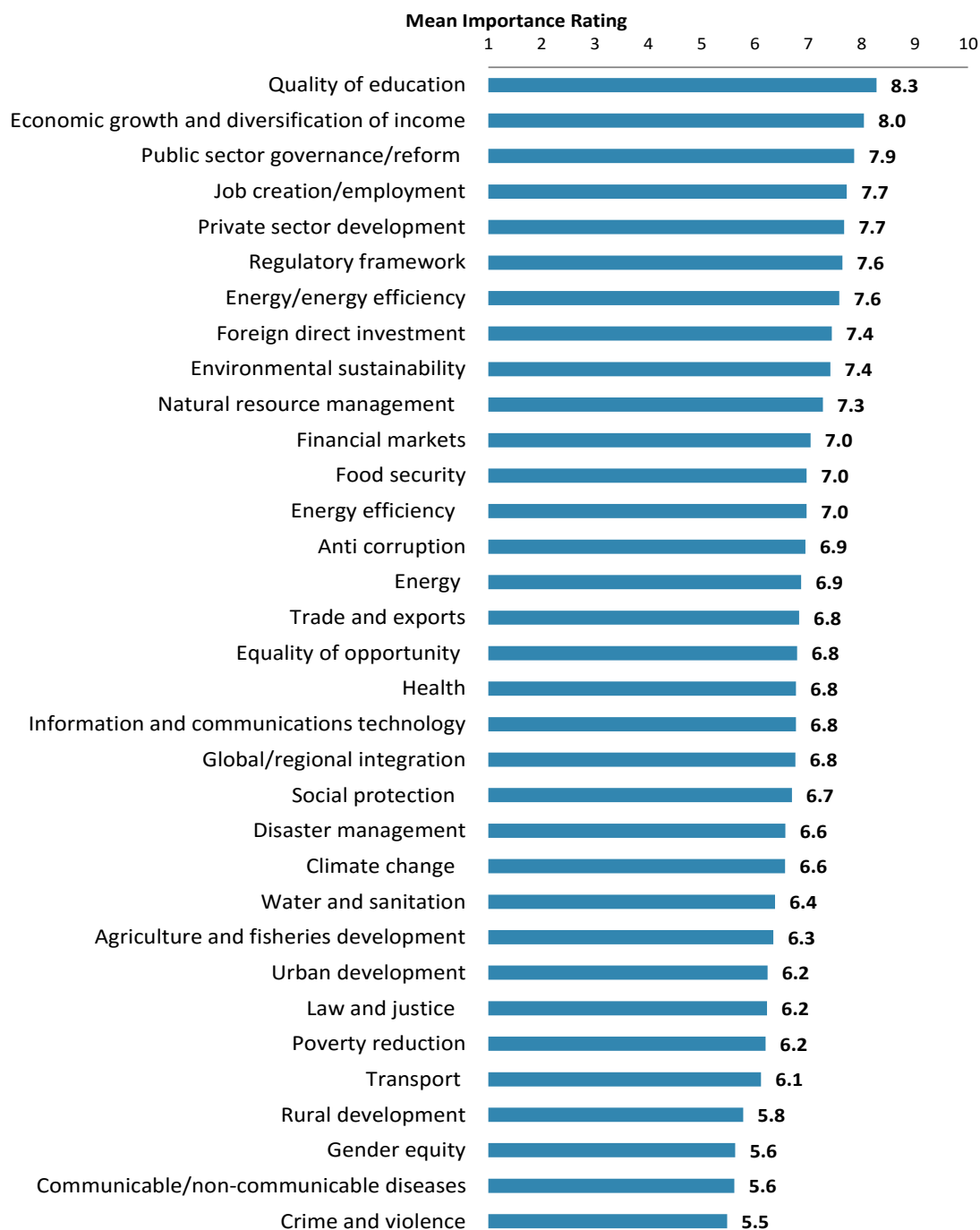
*(Note: In the Kuwait questionnaire, "the World Bank Group's processes too complex" and "the World Bank Group's processes too slow" were provided as two separate response options, whereas in other three GCC countries, they were combined. In addition, in Kuwait, the response option "insufficient experience of visiting staff" was worded differently as "inadequate quality of consultants and visiting technical experts.")*





## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas



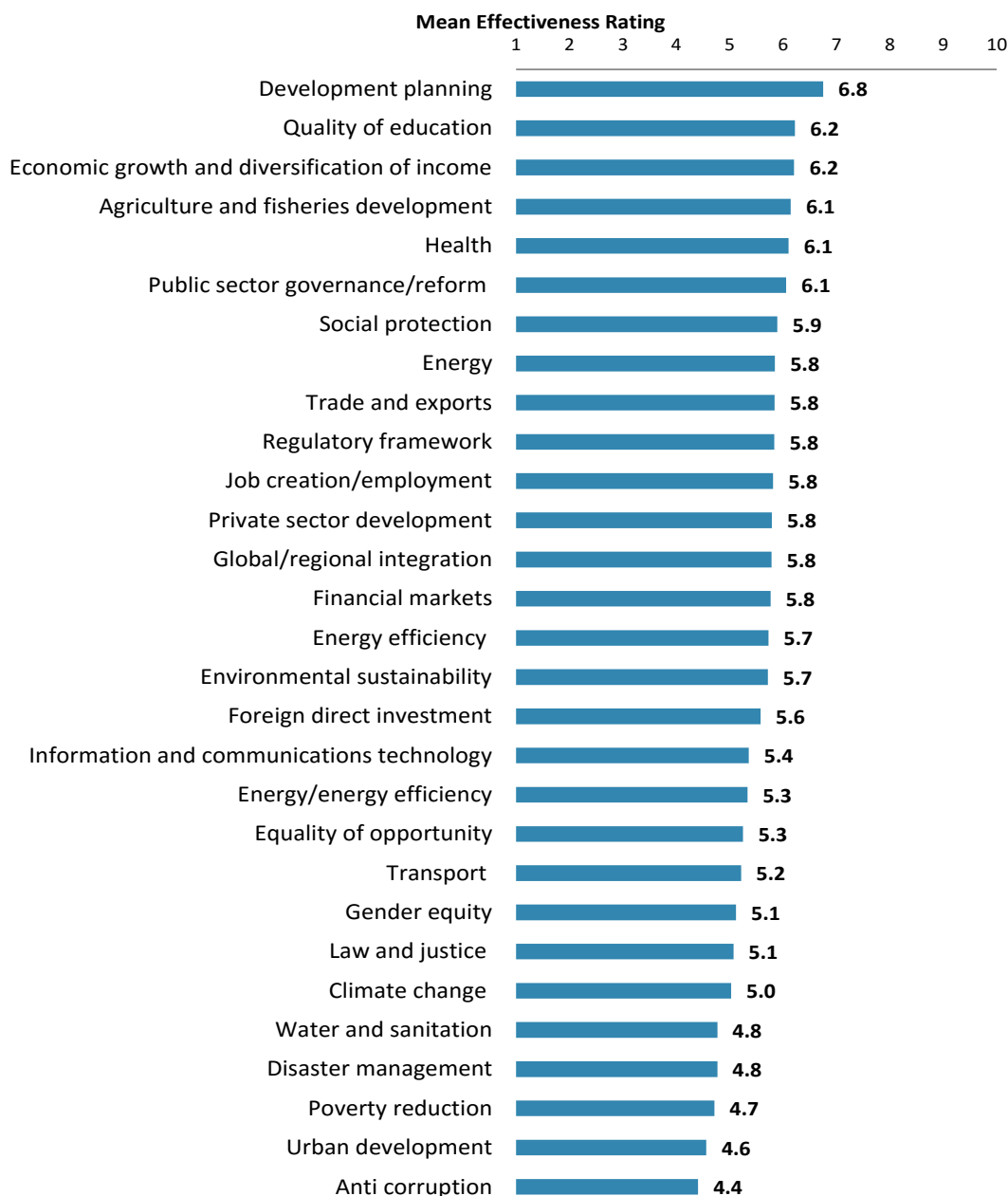
**"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX?" (1-"Not important at all", 10-"important")**

*(Note: The development areas of "energy/energy efficiency," "crime and violence," and "communicable/non-communicable diseases" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas "energy" and energy efficiency" separately.)*



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas



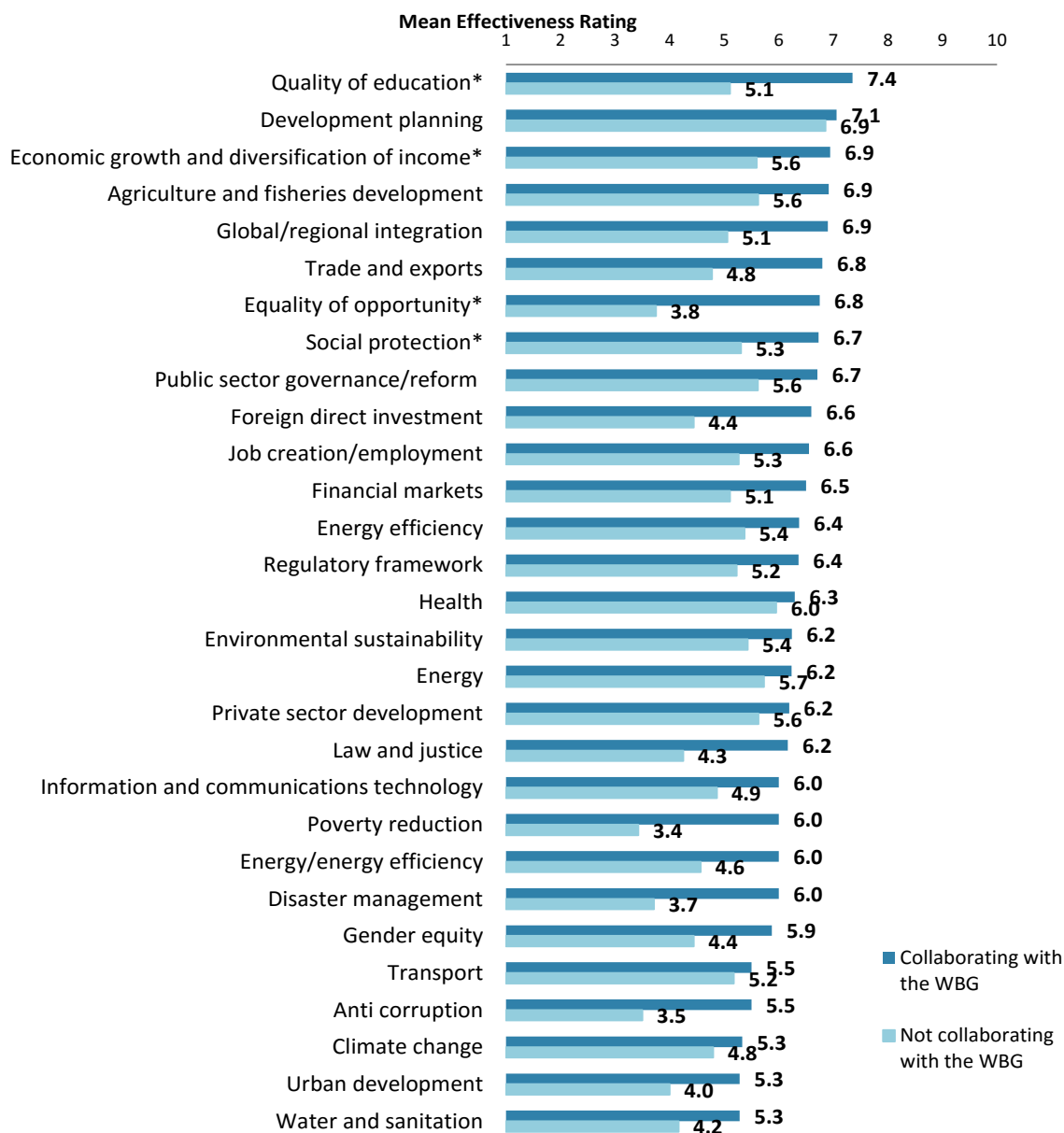
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?" (1-"Not effective at all", 10-"Very effective")**

*(Note: The development areas of "health," "climate change," "law and justice," "global/regional integration," "anti corruption," "urban development," "poverty reduction," "gender equity," "gender equity," "foreign direction investment," "water and sanitation," "trade and exports," "energy/energy efficiency," "disaster management," "financial market," and "equality of opportunity" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas "energy" and "energy efficiency" separately.)*



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>4</sup>



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

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

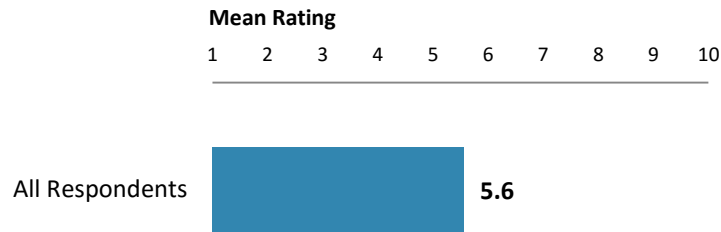
(Note: The development areas of "health," "climate change," "law and justice," "global/regional integration," "anti corruption," "urban development," "poverty reduction," "gender equity," "gender equity," "foreign direction investment," "water and sanitation," "trade and exports," "energy/energy efficiency," "disaster management," "financial market," and "equality of opportunity" were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas "energy" and "energy efficiency" separately.)

<sup>4</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 55) 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.



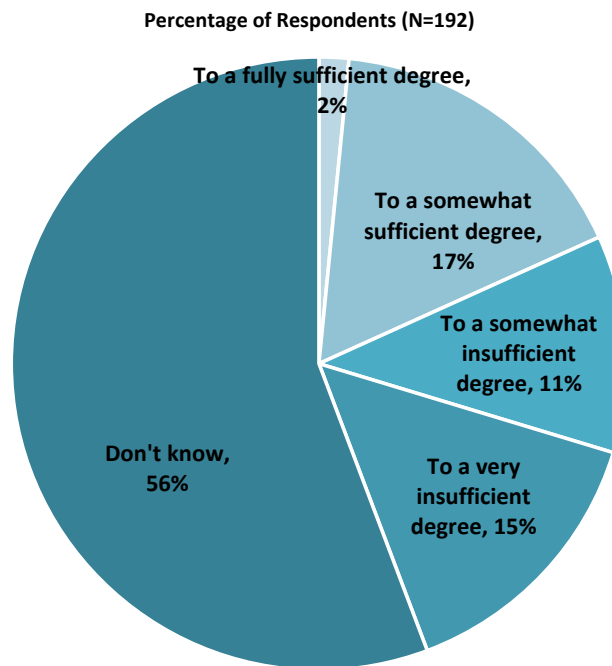
## VI. Sectoral Importance and Effectiveness (continued)

### 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 XXXX?"**  
(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 XXXX?"** (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

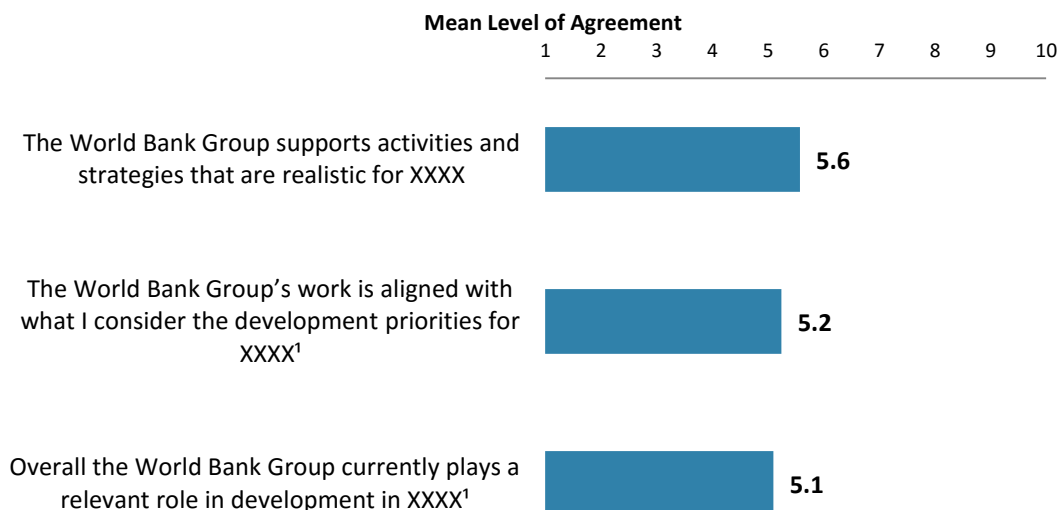
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 XXXX. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at environmental sustainability;
  - The WBG's effectiveness at social protection; and
  - The WBG's effectiveness at regulatory framework.
- 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 XXXX, 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 energy efficiency;
  - The WBG's effectiveness at social protection; and
  - The WBG's effectiveness at environmental sustainability.



## VII. How the World Bank Group Operates

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



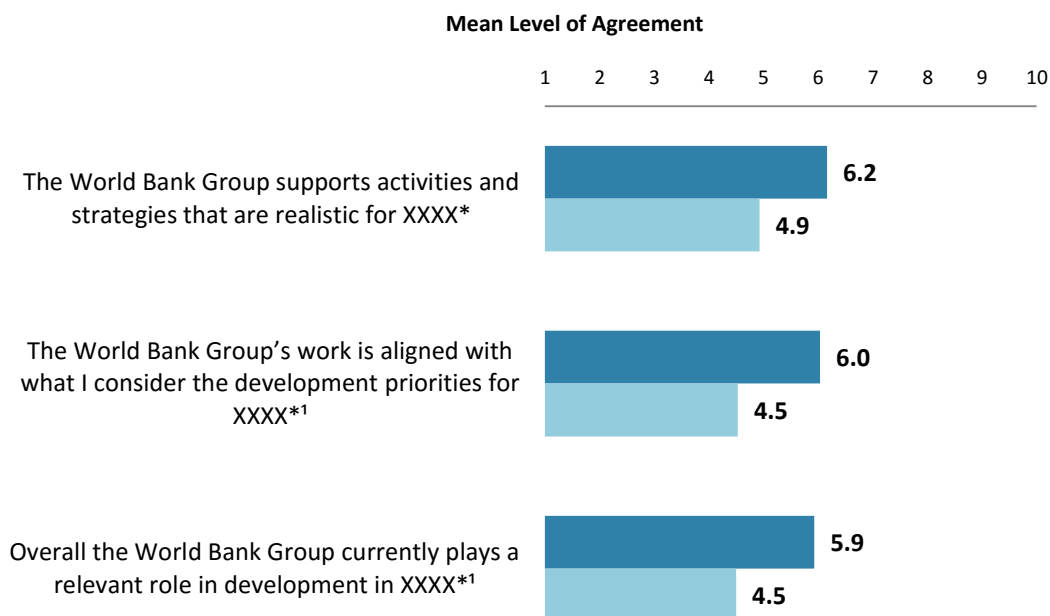
**"To what extent do you agree with the following statements about the World Bank Group's work in XXXX?" (1-"Strongly disagree", 10-"Strongly agree")**

<sup>1</sup>Indicator Question



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

### The World Bank Group's Work in XXXX: Collaboration



■ Collaborating with the WBG    ■ Not collaborating with the WBG

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

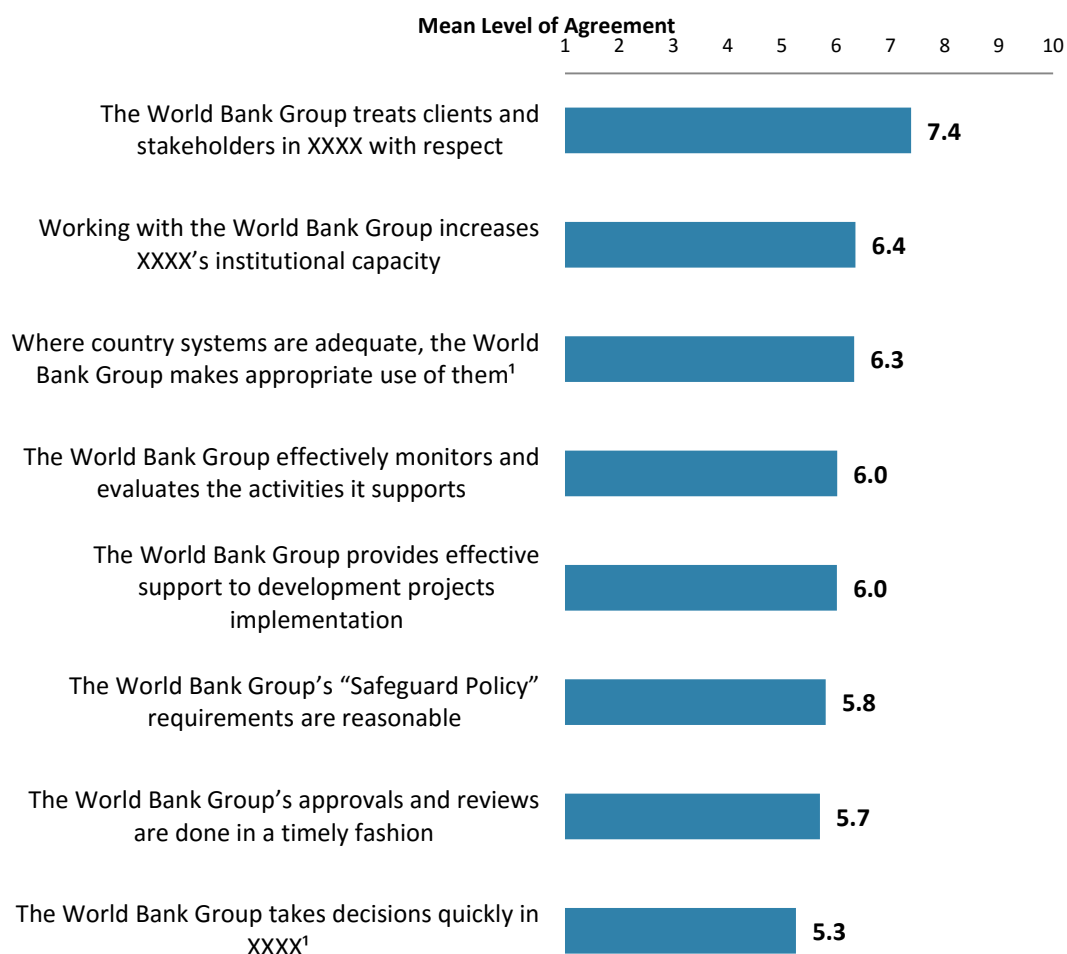
**(\*Significantly different between collaborators and non-collaborators with the WBG)**

**<sup>1</sup>Indicator Question**



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

### Overall Perceptions



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

**'Indicator Question**

(Note: The statement "the World Bank Group provides effective support to development projects implementation" was not provided in the Kuwait questionnaire.)

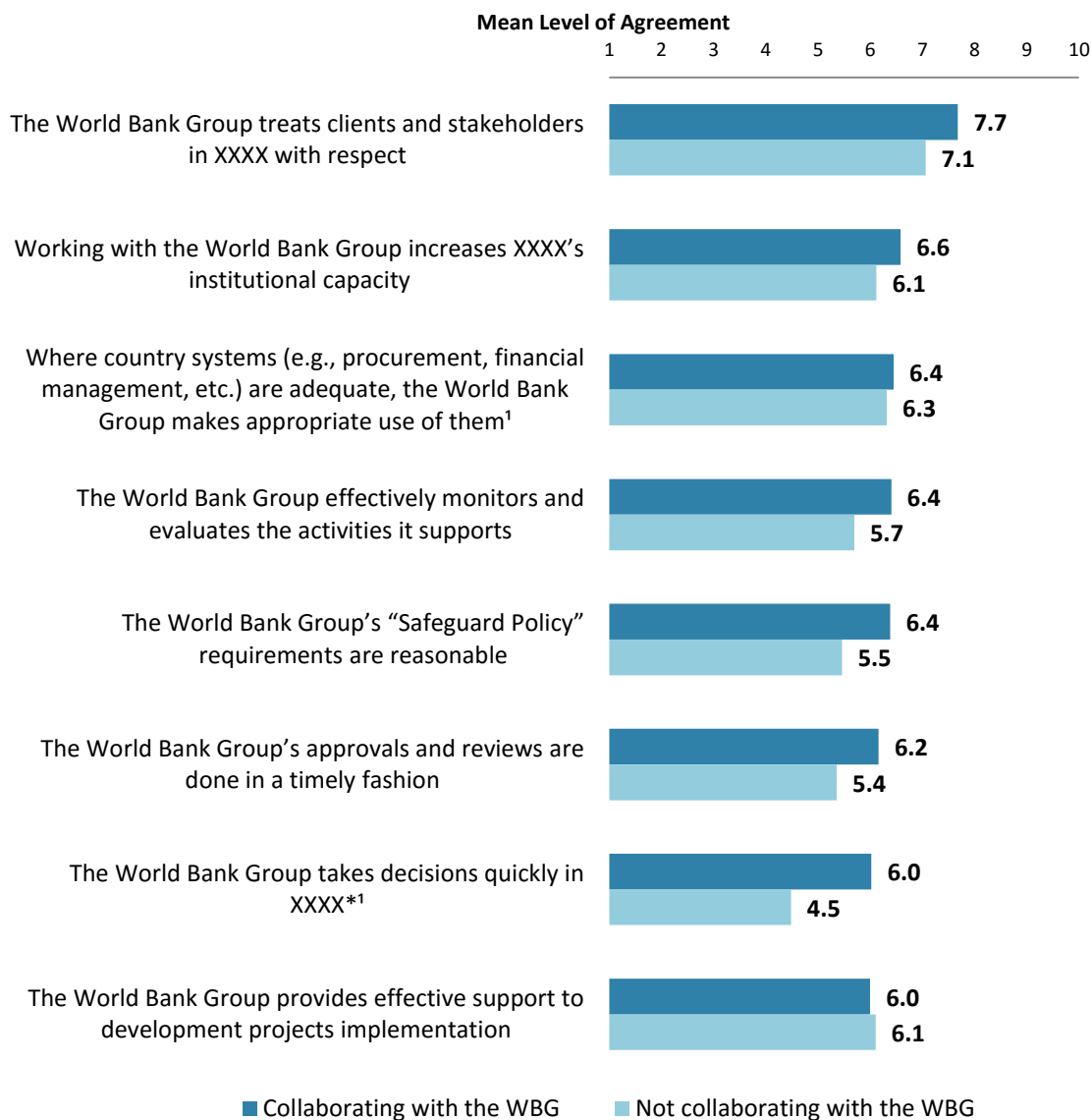




## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Collaboration

- **Collaboration:** As indicated in the chart below, respondents who collaborate with the WBG had significantly higher levels of agreement with the statement that “*the WBG takes decisions quickly in XXXX*,” 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)

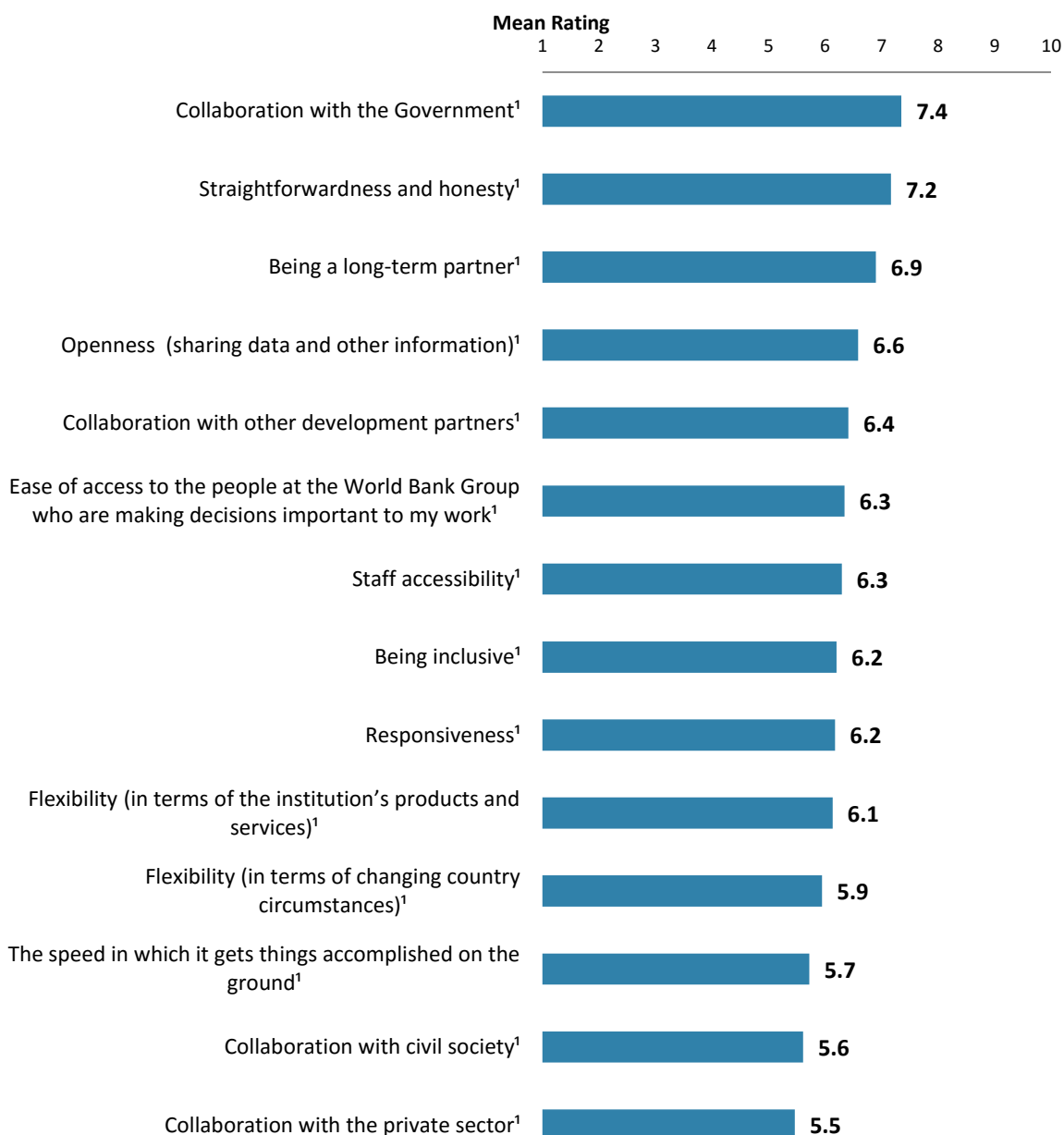
<sup>1</sup>Indicator Question

(Note: The statement "the World Bank Group provides effective support to development projects implementation" was not provided in the Kuwait questionnaire.)



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

### The WBG as an Effective Development Partner



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

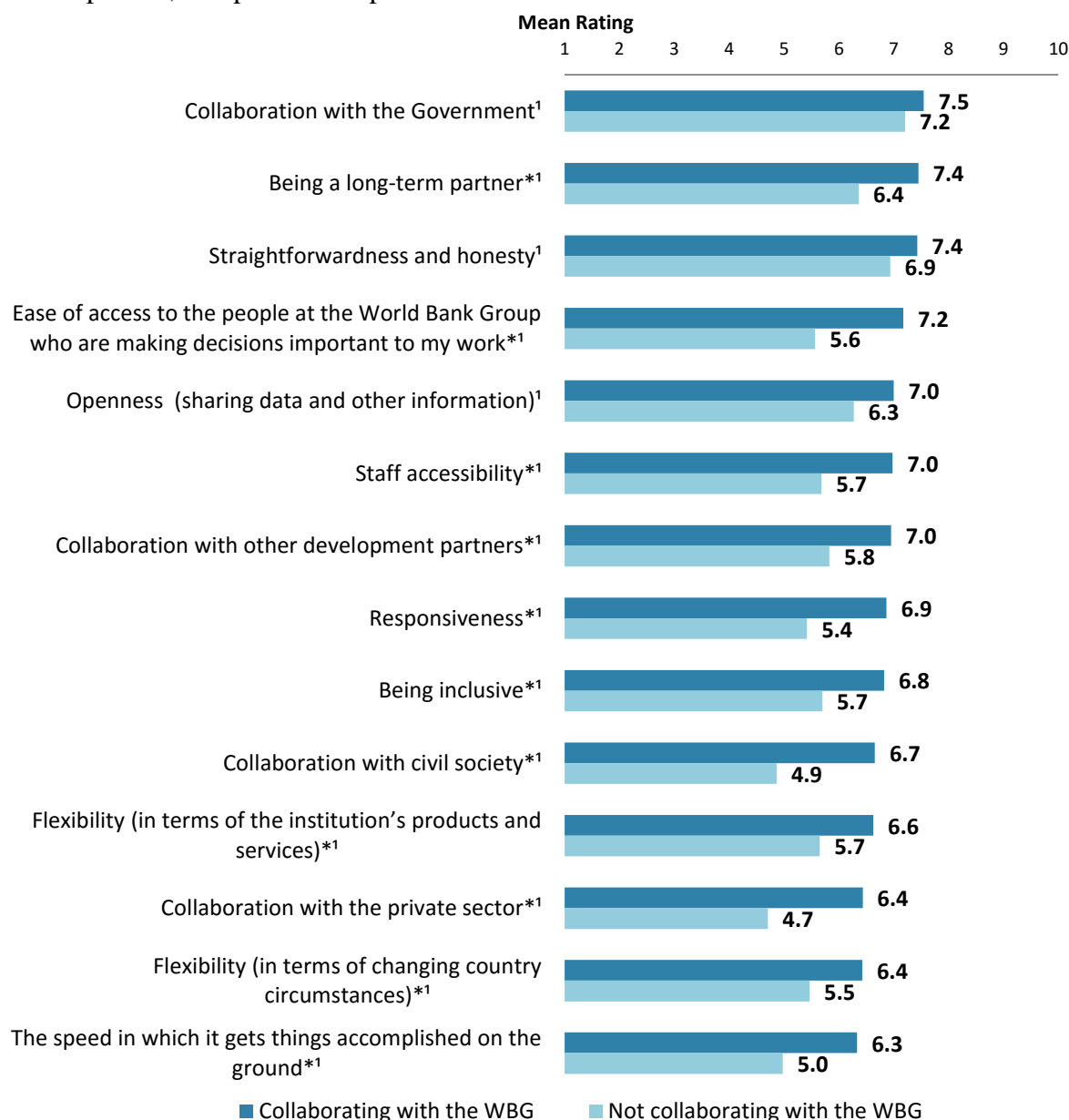
*<sup>1</sup>Indicator Question*



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

### The WBG as an Effective Development Partner: Collaboration

- **Collaboration:** As indicated in the chart below, respondents who collaborate with the WBG had significantly higher ratings for several qualities of the WBG as a development partner, compared to respondents who do not collaborate with the WBG.



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

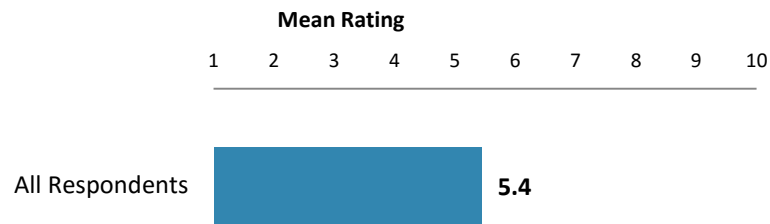
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

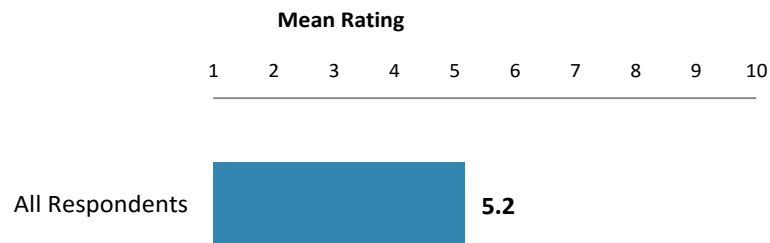
### Internal Measuring and Monitoring



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

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### Value for Money from the WBG's Reimbursable Advisory Services (RAS)

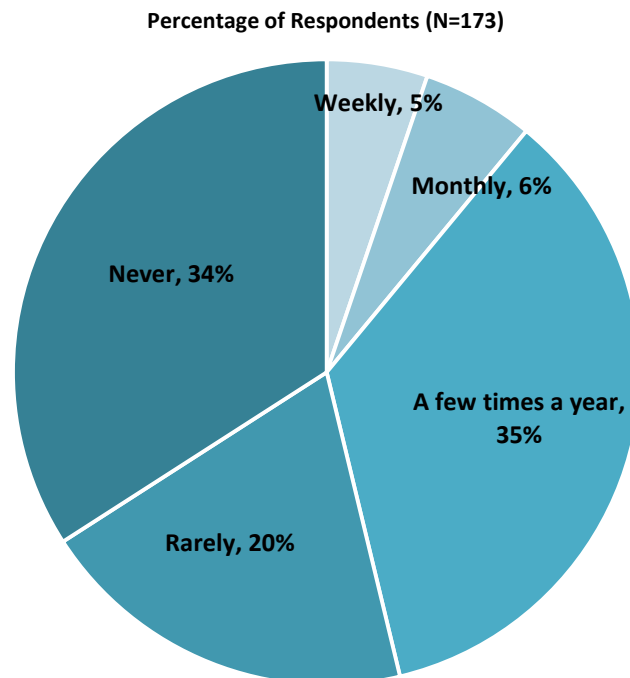


**"To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?"** (1-"To no degree at all", 10-"To a very significant degree")



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities

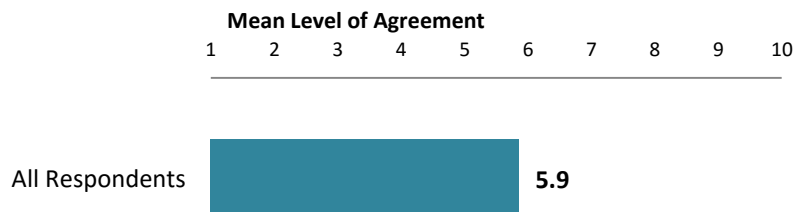


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



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

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



"The World Bank Group meets XXXX'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*)



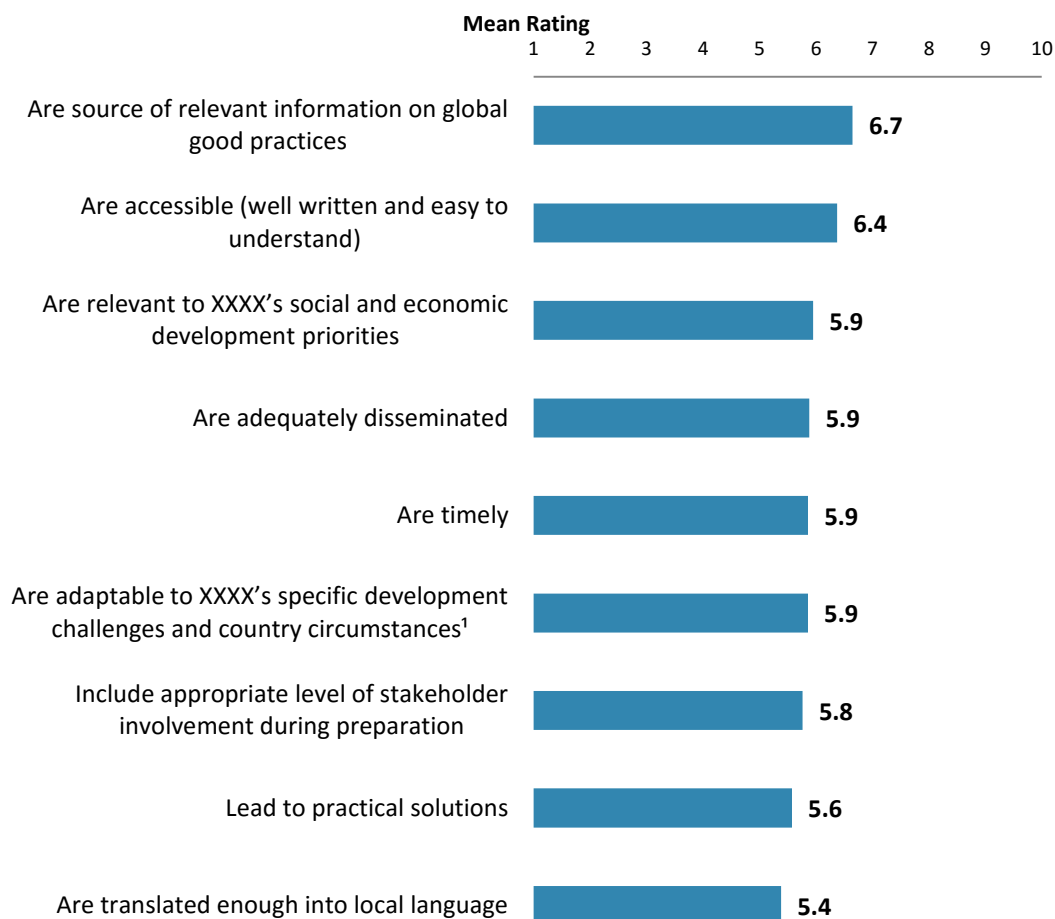
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- **Country comparison:** Respondents in Bahrain gave significantly lower ratings for the statement that *"the WBG's knowledge work and activities are translated enough into local language,"* compared to respondents in other three countries.



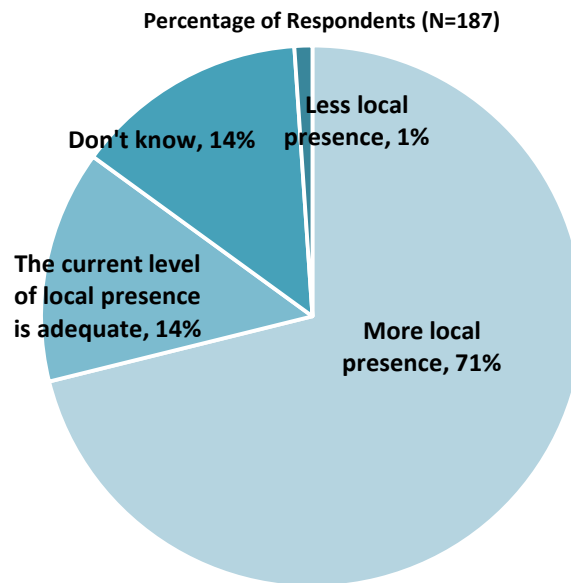
"In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



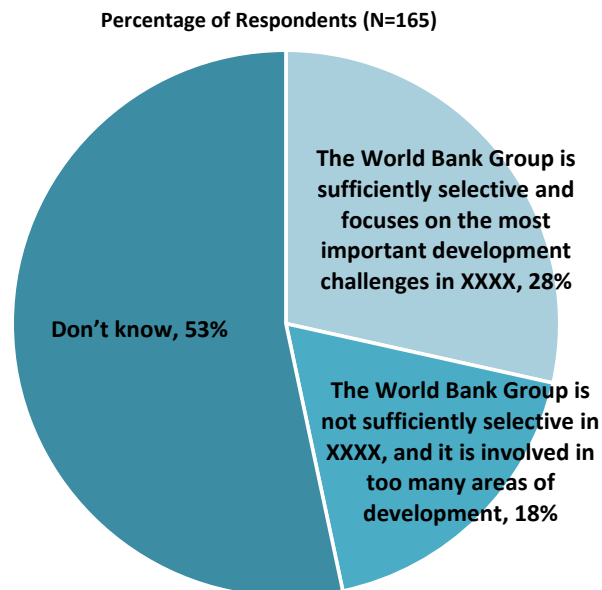
## IX. The Future Role of the WBG in XXXX

### The World Bank Group's Local Presence in XXXX



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

### Selectivity of the World Bank Group's Support



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

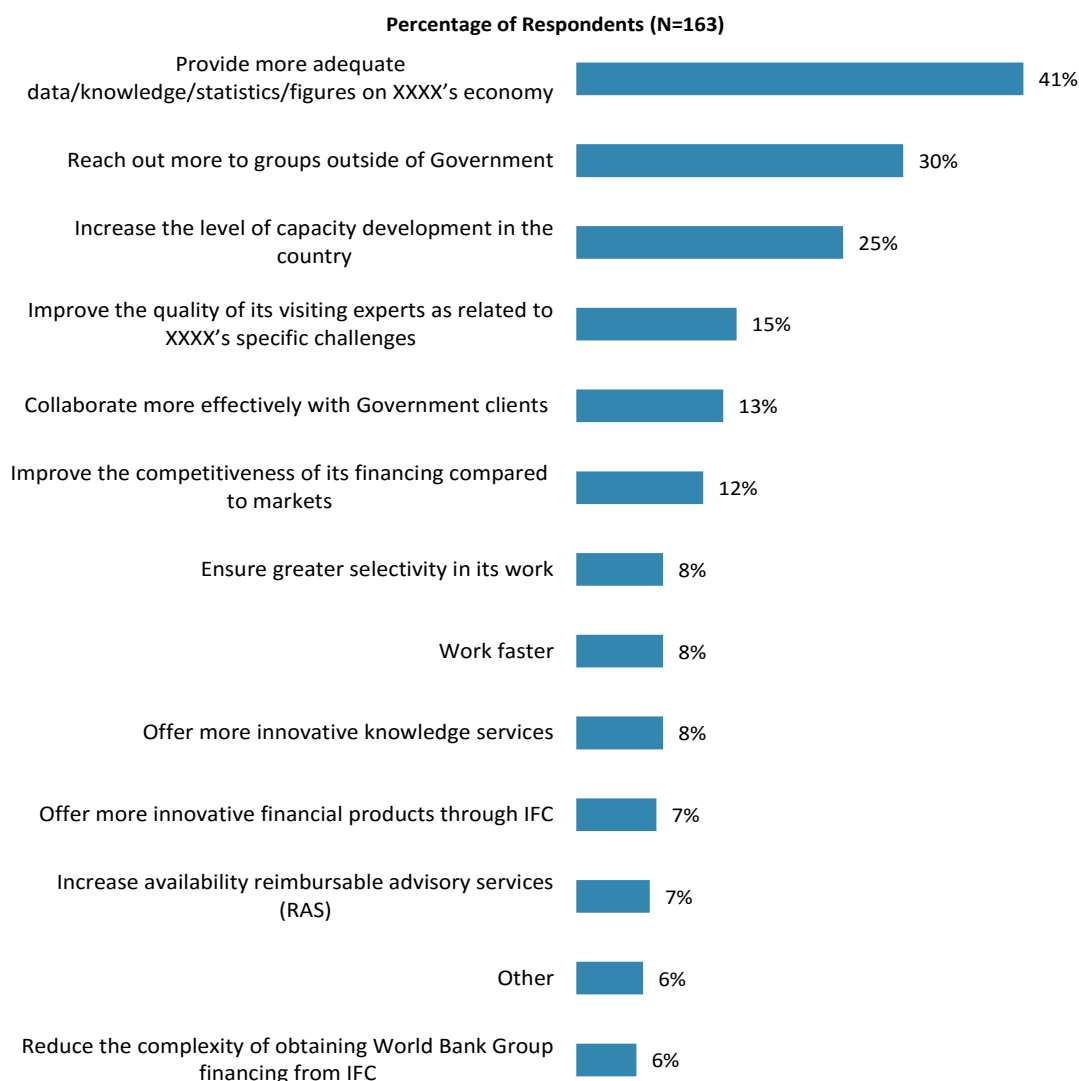




## IX. The Future Role of the WBG in XXXX (continued)

### Making the World Bank Group of Greater Value

- **Country comparison:** Respondents in Oman were significantly more likely to indicate that the WBG should “*increase the level of capacity development in the country*” (38%) and “*improve the quality of its experts as related to XXXX's specific challenges*” (23%), compared to respondents in other three countries.
- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks and CSOs were significantly more likely to indicate than other stakeholders that the WBG should “*reach out more to groups outside of government.*” Respondents from local/regional governments were significantly more likely to indicate than others that WBG should “*increase the level of capacity development in the country.*”

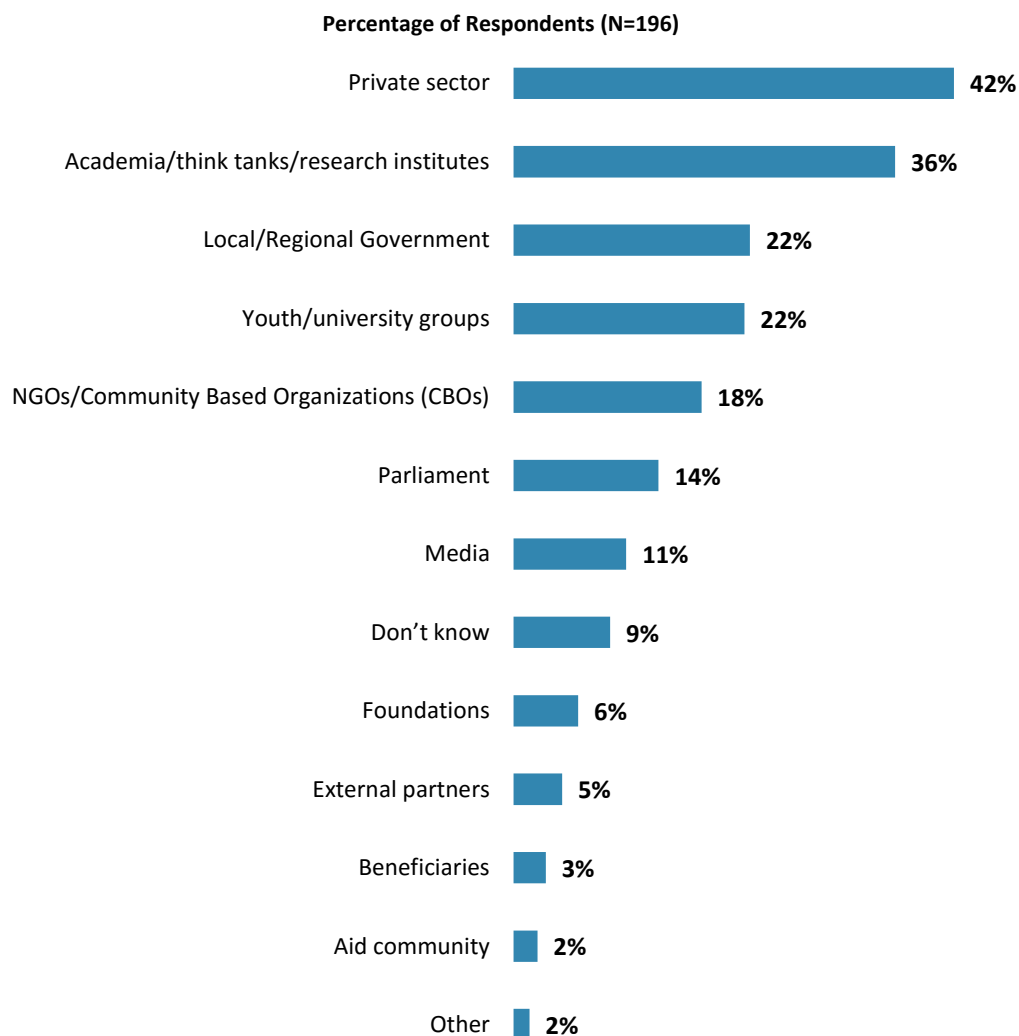


"Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### The World Bank Group Should Collaborate More with ...



**"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.)

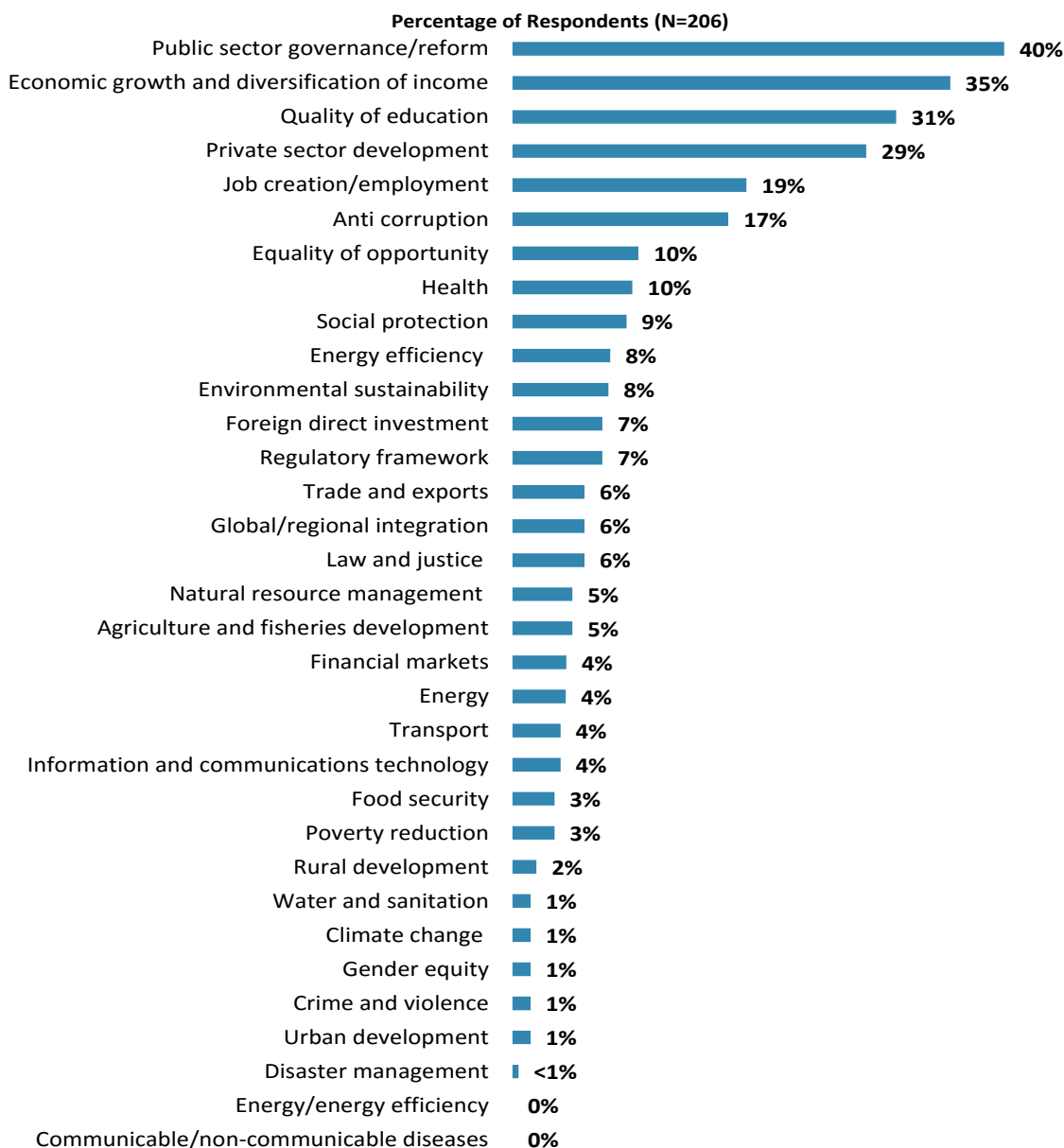
*(Note: "Aid community" was not provided as a response option in the Kuwait questionnaire. "External partners," "beneficiaries," and "foundations" were only provided as response options in Kuwait. )*



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

### Where the WBG Should Focus its Resources (aggregate percentages)

- Respondents were asked to identify what they consider the most important areas for WBG emphasis in their countries. This chart shows the full list of the 33 development areas presented to the respondents. The chart on the following page, represents the top fifteen development priorities identified as preferred WBG emphasis, by country.



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

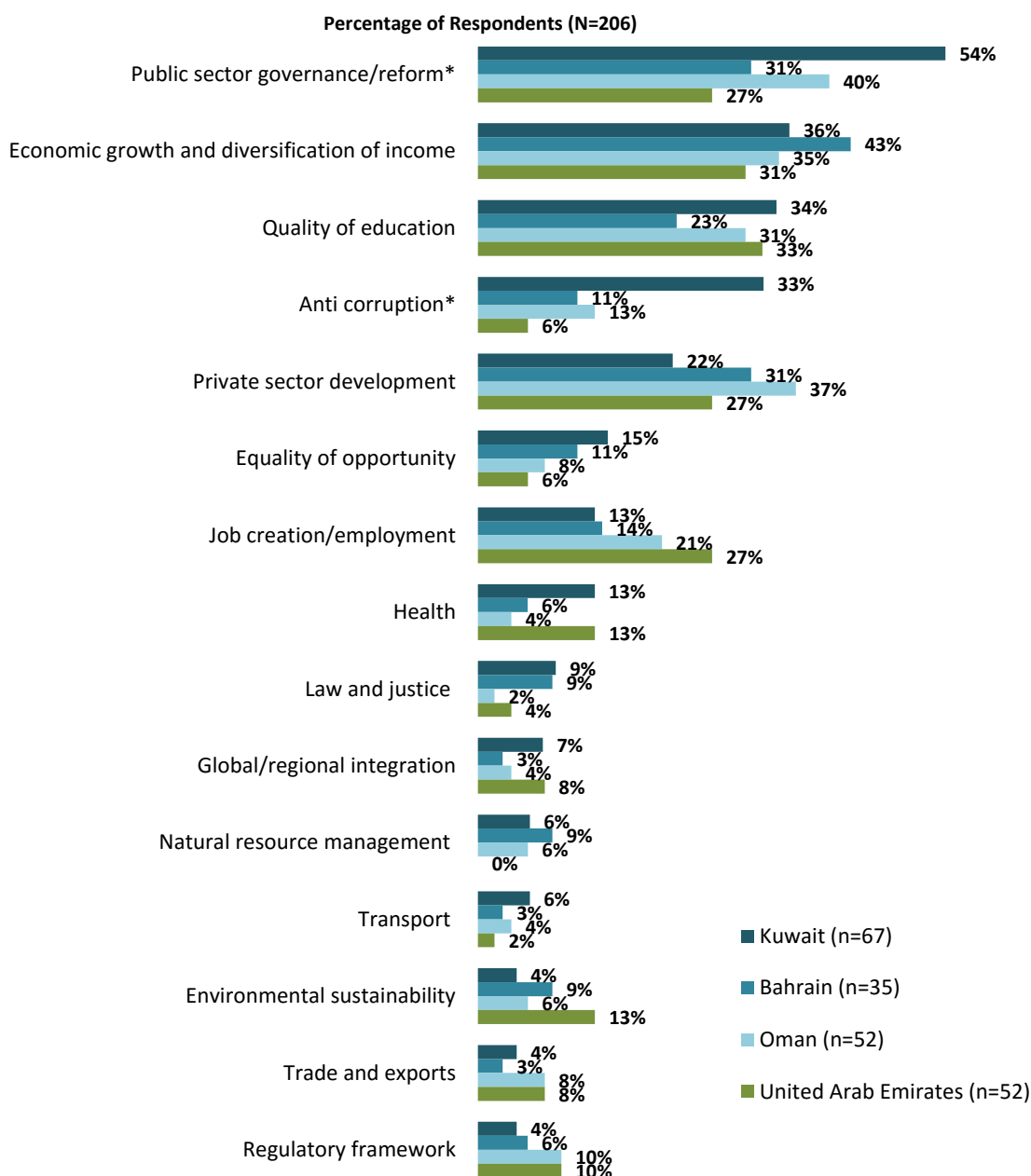
**(Choose no more than THREE)” (Respondents chose from a list. Responses combined.)**

*(Note: The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.)*



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

### Where the WBG Should Focus its Resources by Country



**“When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the WBG should focus most of its resources in XXXX?”**

**(Choose no more than THREE)**

**(Respondents chose from a list. Responses combined. Top 15 of 33 response options shown)**

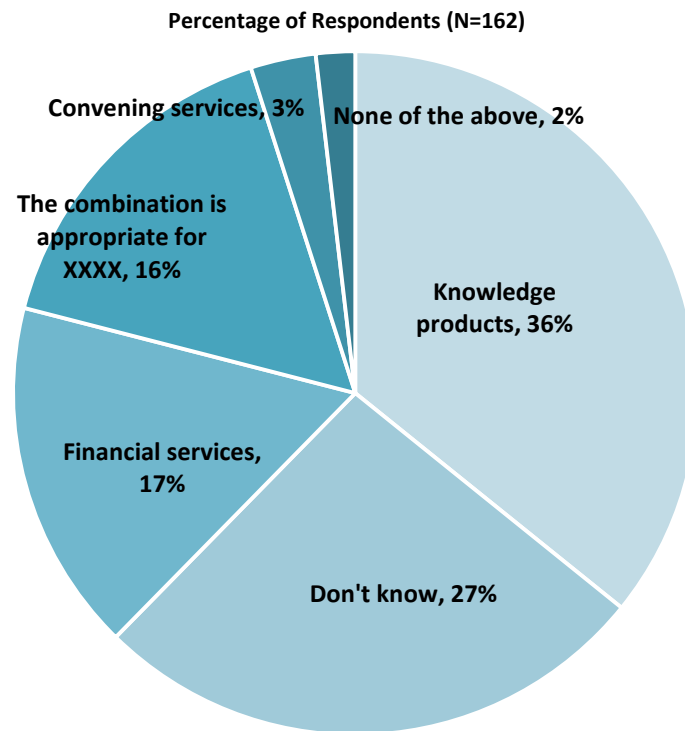
**(\*Significantly different across countries)**

*(Note: The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately. For the full list of development areas by country, please go to Appendix C.)*



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

### Future Combination of the WBG services

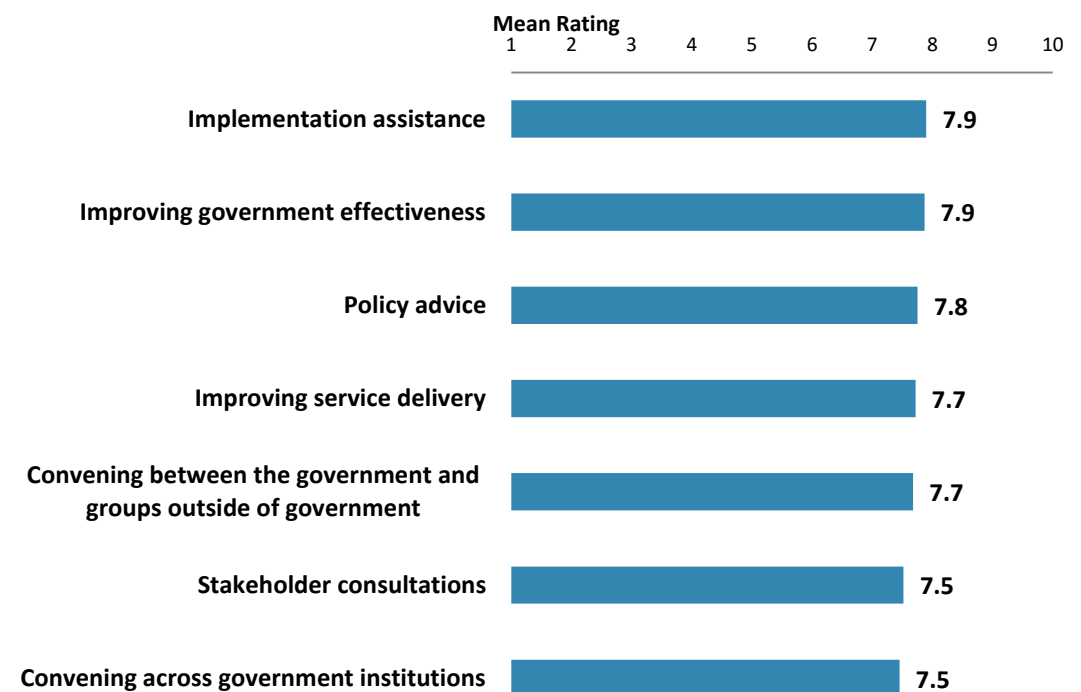


"When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in XXXX?"  
(Respondents chose from a list.)



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

### Value of World Bank Activities



"When thinking about how the World Bank Group can add most value in XXXX, how important is each of the following activities?"

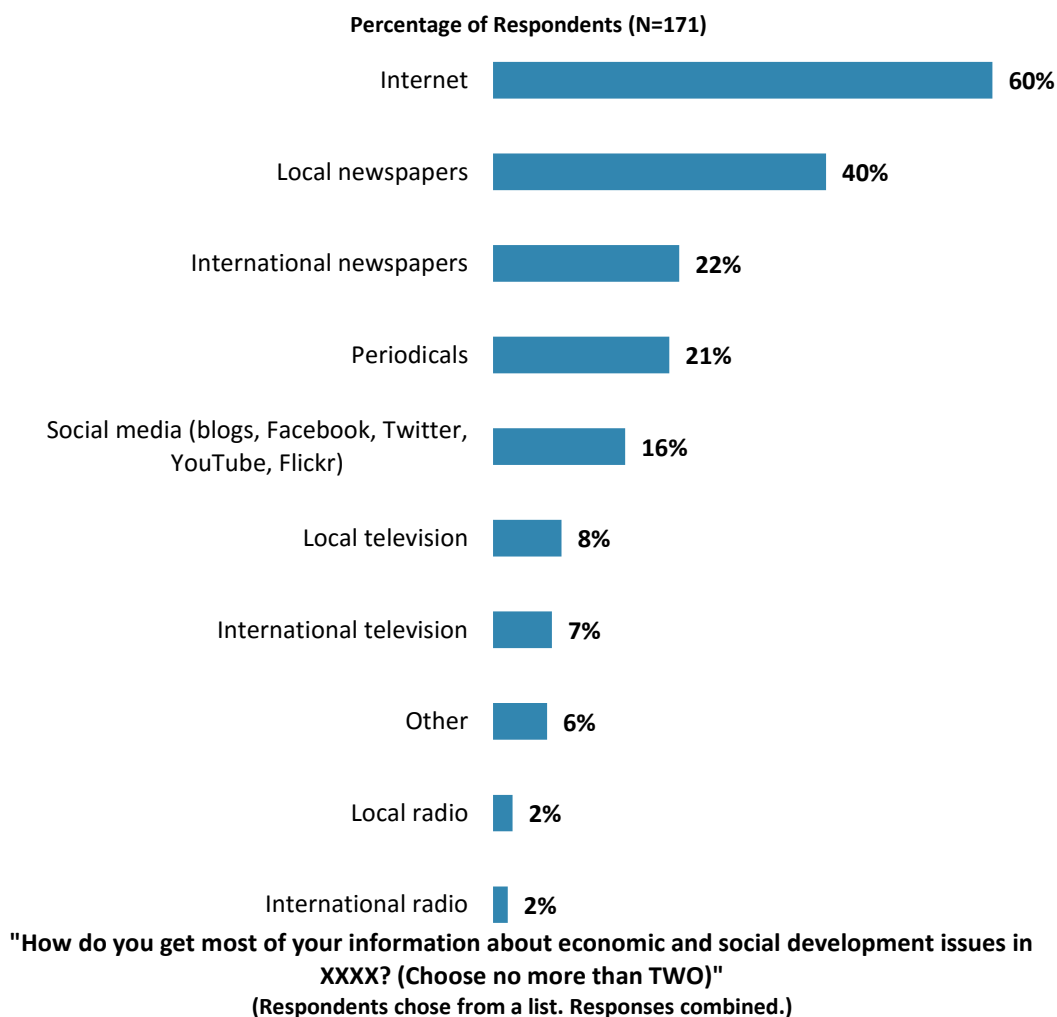
(1-"Not important at all", 10-"Very important")



## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 72) for all responses by stakeholder groups.*

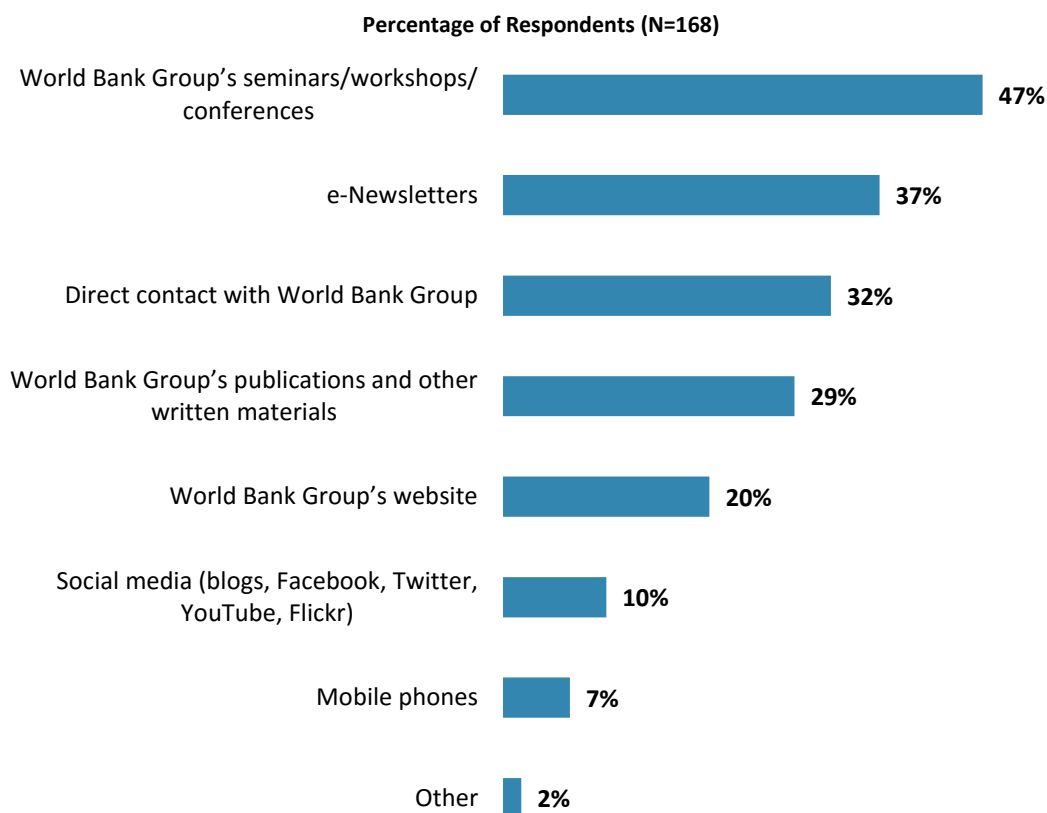
### General Information Sources





## X. Communication and Outreach (continued)

### Preferred Information Sources



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





## X. Communication and Outreach (continued)

### Access to Information

Percentage of Respondents (N=170)



"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=170)



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

Percentage of Respondents (N=28)



"Were you able to obtain this information?"



## X. Communication and Outreach (continued)

### Access to the Internet

Percentage of Respondents (N=171)



"Do you have access to the Internet?"

Percentage of Respondents (N=166)



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



## X. Communication and Outreach (continued)

### The WBG Website Usage

- **Stakeholders:** Respondents from the media were significantly less likely to have used the WBG website than respondents from other stakeholder groups.

Percentage of Respondents (N=172)



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

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

I find the information on the World Bank Group's websites useful.

7.3

I find the World Bank Group's websites easy to navigate.

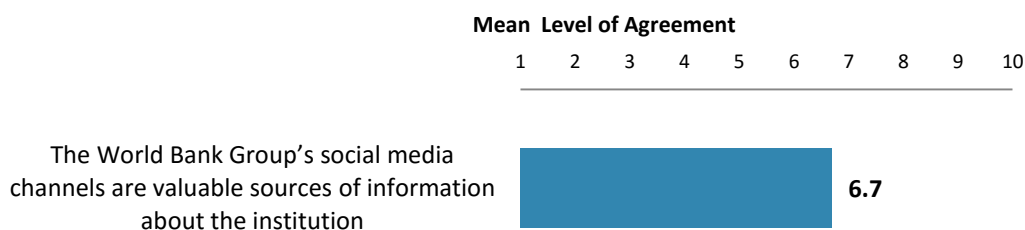
7.1

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



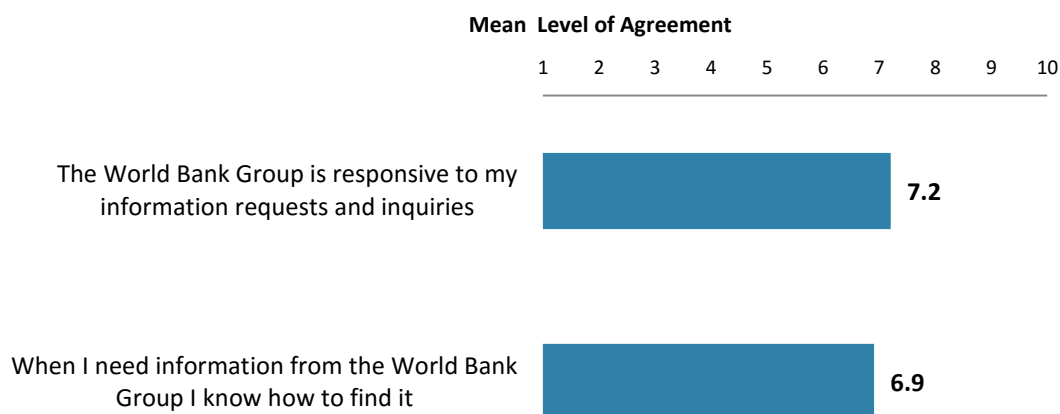
## X. Communication and Outreach (continued)

### Evaluation of the WBG's Social Media Channels



"Please rate how much you agree with the following statements."

### Information Sharing



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



## XI. Appendices

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## Appendix A: Responses to All Questions across All Respondents (N=231)

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

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

1. In general would you say that XXXX is headed in ... ?	Percentage of Respondents (N=221)
The right direction	68.8%
The wrong direction	15.4%
Not sure	15.8%

2. Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=225 <sup>6</sup> )
Quality of education	39.6%
Economic growth and diversification of income	39.1%
Public sector governance/reform	36.0%
Private sector development	27.6%
Job creation/employment	19.6%
Anti corruption	16.4%
Energy efficiency (e.g., energy savings, building insulation)	10.5%
Social protection (e.g., pensions, targeted social assistance)	10.2%
Foreign direct investment	9.8%
Health	8.9%
Food security	8.0%
Regulatory framework	8.0%
Law and justice (e.g., judicial system)	5.8%
Transport (e.g., roads, bridges, transportation)	5.8%
Environmental sustainability	5.8%
Equality of opportunity (i.e., equity)	4.9%
Energy/energy efficiency	4.1%
Information and communications technology	4.0%
Urban development	4.0%
Global/regional integration	3.6%
Natural resource management (e.g., oil, gas, mining)	3.6%
Trade and exports	3.1%
Agriculture and fisheries development	2.7%
Energy (e.g., electricity production, gas prices)	2.6%
Gender equity	2.2%
Water and sanitation	2.2%
Poverty reduction	1.8%
Disaster management	1.3%
Climate change (e.g., mitigation, adaptation)	0.9%
Crime and violence	0.9%
Financial markets	0.4%
Rural development	0.0%
Communicable/non-communicable diseases	0.0%

<sup>5</sup> XXXX refers to one of the four GCC countries (Oman, Kuwait, United Arab Emirates, and Bahrain) in which respondents were located when responding to the questionnaire.

<sup>6</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire (n=73). Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=214<sup>7</sup>)</b>
Economic growth and diversification of income	51.4%
Quality of education	33.6%
Private sector development	30.8%
Anti corruption	28.0%
Job creation/employment	26.6%
Equality of opportunity (i.e., equity)	22.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.4%
Social protection (e.g., pensions, targeted social assistance)	11.7%
Foreign direct investment	7.5%
Rural development	6.5%
Natural resource management (e.g., oil, gas, mining)	6.1%
Law and justice (e.g., judicial system)	5.6%
Information and communications technology	5.1%
Health	4.2%
Trade and exports	3.7%
Water and sanitation	2.8%
Global/regional integration	2.8%
Regulatory framework	2.8%
Energy efficiency (e.g., energy savings, building insulation)	2.8%
Environmental sustainability	2.3%
Agriculture and fisheries development	2.3%
Food security	2.3%
Transport (e.g., roads, bridges, transportation)	1.9%
Energy/energy efficiency	1.4%
Communicable/non-communicable diseases	1.4%
Gender equity	1.4%
Climate change (e.g., mitigation, adaptation)	1.4%
Crime and violence	1.4%
Energy (e.g., electricity production, gas prices)	1.4%
Urban development	0.9%
Financial markets	0.9%
Disaster management	0.0%

<sup>7</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire (n=69). Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.

**A. General Issues Facing XXXX (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 XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=215)
Better employment opportunities for young people	38.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	34.0%
Better quality education and training that better ensure job opportunity	32.6%
Consistent and more diversified economic growth	20.9%
Greater voice and participation for citizens to help ensure greater accountability	11.6%
A growing middle class	11.6%
Greater equity of fiscal policy	11.6%
Better quality public services	9.3%
Greater access to micro-finance for the poor	7.4%
Better employment opportunities for women	5.6%
Better opportunity for the poor expats who live in urban areas	5.1%
More reliable social safety net	2.3%
Better energy efficiency	2.3%
Greater access to health and nutrition for citizens	2.3%
Better opportunity for the poor who live in rural areas	1.4%
Other	0.5%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in XXXX? (1-Not familiar at all, 10-Extremely familiar)	207	0	5.01	2.92
<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in XXXX? (1-Not effective at all, 10-Very effective)	154	52	5.43	2.34
<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	151	55	6.13	2.27



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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=206<sup>8</sup>)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	39.8%
Economic growth and diversification of income	35.4%
Quality of education	31.1%
Private sector development	28.6%
Job creation/employment	18.9%
Anti corruption	17.5%
Equality of opportunity (i.e., equity)	10.2%
Health	9.7%
Social protection (e.g., pensions, targeted social assistance)	9.2%
Energy efficiency (e.g., energy savings, building insulation)	7.9%
Environmental sustainability	7.8%
Foreign direct investment	7.3%
Regulatory framework	7.3%
Trade and exports	5.8%
Global/regional integration	5.8%
Law and justice (e.g., judicial system)	5.8%
Natural resource management (e.g., oil, gas, mining)	4.9%
Agriculture and fisheries development	4.9%
Financial markets	4.4%
Energy (e.g., electricity production, gas prices)	4.3%
Transport (e.g., roads, bridges, transportation)	3.9%
Information and communications technology	3.9%
Food security	3.4%
Poverty reduction	3.4%
Rural development	1.9%
Water and sanitation	1.5%
Climate change (e.g., mitigation, adaptation)	1.5%
Gender equity	1.5%
Crime and violence	1.5%
Urban development	1.5%
Disaster management	0.5%
Energy/energy efficiency	0.0%
Communicable/non-communicable diseases	0.0%

<sup>8</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire (n=67). Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.

**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 XXXX?	Percentage of Respondents (N=201)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	28.9%	18.9%	47.8%
Advisory services and technical assistance	24.4%	15.4%	39.8%
Capacity development	19.4%	17.4%	36.8%
Implementation support	13.9%	17.4%	31.3%
Development partners coordination	2.5%	10.4%	12.9%
Convening/facilitating	3.0%	8.0%	10.9%
Data	5.0%	4.5%	9.5%
Financial resources <sup>9</sup>	0.0%	6.1%	6.1%
Other	2.5%	2.5%	5.0%
Linkage to non-Bank expertise	0.5%	3.5%	4.0%

6-7 How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	108	88	5.94	2.24
Implementation support	49	69	5.24	2.36
The private sector (related to institutional and policy change) <sup>10</sup>	35	26	5.60	2.44

8-9 When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	132	61	7.36	2.06
Implementation support	69	49	7.28	2.34
The private sector (related to institutional and policy change) <sup>11</sup>	42	19	8.00	1.81

<sup>9</sup> "Financial resources" was only provided as a response option in the Kuwait questionnaire (n=66).

<sup>10</sup> "The private sector" was only provided as an area for rating in the Kuwait questionnaire.

<sup>11</sup> "The private sector" was only provided as an area for rating in the Kuwait questionnaire.

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

<b>10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=197<sup>12</sup>)</b>
Don't know	31.5%
Not enough public disclosure of its work	18.3%
Not collaborating enough with stakeholders outside the Government	16.2%
Not adequately sensitive to political/social realities in Bahrain	11.7%
World Bank Group's processes too complex and slow	10.5%
Its advice and strategies do not lend themselves to practical problem solving	10.2%
Not willing to honestly criticize policies and reform efforts in the country	8.6%
Too influenced by developed countries	8.1%
Staff too inaccessible	7.1%
Imposing technocratic solutions without regard to political and cultural realities	6.1%
Other	6.1%
Not client focused	5.1%
Not exploring alternative policy options	5.1%
World Bank Group's processes too slow	4.7%
Inadequate quality of consultants and visiting technical experts	4.7%
World Bank Group's processes too complex	3.1%
Not aligned with work of other development partners	2.5%
Not aligned with country priorities	2.5%
Arrogant in its approach	1.5%
The credibility of its knowledge/data	1.0%
Insufficient experience of visiting staff	0.8%

<b>11. Which World Bank Group's instruments do you believe are the MOST effective in reform efforts in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=195)</b>
Technical assistance (advice, best practice, international experience, etc.)	57.9%
Knowledge products/services (analytical work, studies, surveys, etc.)	36.9%
Capacity development	36.4%
Don't know	16.9%
Investment lending (financing specific private sector projects)	13.8%
Other	2.1%

<b>12. To what extent do you believe that the World Bank Group's work and support help the poorest in XXXX? (Choose only ONE response)</b>	<b>Percentage of Respondents (N=192)</b>
To a fully sufficient degree	1.6%
To a somewhat sufficient degree	16.7%
To a somewhat insufficient degree	11.5%
To a very insufficient degree	14.6%
Don't know	55.7%

<sup>12</sup> In the Kuwait questionnaire, “the World Bank Group’s processes too complex” and “the World Bank Group’s processes too slow” were provided as two separate response options, whereas in other three GCC countries, they were combined. In addition, in Kuwait, the response option “insufficient experience of visiting staff” was worded differently as “inadequate quality of consultants and visiting technical experts.”

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

<b>13. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=196<sup>13</sup>)</b>
Private sector	41.8%
Academia/think tanks/research institutes	36.2%
Local/Regional Government	22.4%
Youth/university groups	21.9%
NGOs/Community Based Organizations (CBOs)	17.9%
Parliament	13.8%
Media	10.7%
Don't know	9.2%
Foundations	6.2%
External partners	4.6%
Beneficiaries	3.1%
Aid community	2.3%
Other	1.5%

<b>To what extent do you agree with the following statements about the World Bank Group's work in XXXX? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
14. Overall the World Bank Group currently plays a relevant role in development in XXXX*	131	59	5.10	2.24
15. The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	123	62	5.24	2.35
16. The World Bank Group supports activities and strategies that are realistic for XXXX	115	67	5.57	2.31
17. The World Bank Group treats clients and stakeholders in XXXX with respect	126	57	7.38	2.41

<sup>13</sup> "Aid community" was not provided as a response option in the Kuwait questionnaire. "External partners," "beneficiaries," and "foundations" were only provided as response options in Kuwait (n=65).

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

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
18. Responsiveness*	107	78	6.18	2.27
19. Flexibility (in terms of the institution's products and services)*	97	82	6.13	2.17
20. Flexibility (in terms of changing country circumstances)*	98	80	5.95	2.29
21. Being inclusive*	107	71	6.21	2.21
22. Openness (sharing data and other information)*	118	59	6.58	2.35
23. Staff accessibility*	111	67	6.30	2.52
24. Straightforwardness and honesty*	102	74	7.17	2.41
25. Ease of access to the people at the World Bank Group who are making decisions important to my work*	107	71	6.35	2.68
26. Collaboration with civil society*	83	95	5.61	2.59
27. Collaboration with the Government*	108	71	7.35	2.11
28. Collaboration with other development partners*	87	92	6.41	2.43
29. Collaboration with the private sector*	90	89	5.47	2.65
30. The speed in which it gets things accomplished on the ground*	98	82	5.72	2.58
31. Being a long-term partner*	100	79	6.90	2.36

32. To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=187)
More local presence	71.1%
The current level of local presence is adequate	13.9%
Don't know	13.9%
Less local presence	1.1%

33. 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=173)
Lack of/inadequate levels of capacity in Government	22.5%
Poor development partner coordination	22.0%
There is not an adequate level of citizen/civil society participation	22.0%
The World Bank Group does not do adequate follow through/follow-up	20.2%
Reforms are not well thought out in light of country challenges	19.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.1%
Political pressures and obstacles	17.9%
The Government works inefficiently	15.6%
The World Bank Group works too slowly	7.5%
Other	6.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX? <sup>14</sup> (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	149	24	6.95	2.93
2. Information and communications technology	144	20	6.77	2.70
3. Transport (e.g., roads, bridges, transportation)	146	20	6.12	2.83
4. Energy (e.g., electricity production, gas prices)	98	18	6.87	2.52
5. Law and justice (e.g., judicial system)	144	24	6.23	2.85
6. Urban development	148	21	6.24	2.66
7. Environmental sustainability	147	20	7.41	2.40
8. Regulatory framework	150	17	7.64	2.16
9. Energy efficiency (e.g., energy savings, building insulation)	95	19	6.97	2.50
10. Poverty reduction	149	17	6.20	2.86
11. Gender equity	147	18	5.63	3.01
12. Private sector development	150	18	7.67	2.36
13. Foreign direct investment	145	23	7.44	2.34
14. Water and sanitation	143	21	6.38	2.60
15. Trade and exports	142	22	6.83	2.41
16. Economic growth and diversification of income	149	16	8.05	2.11
17. Disaster management	138	26	6.57	2.61
18. Public sector governance/reform	148	15	7.86	2.22
19. Job creation/employment	149	17	7.72	2.24
20. Financial markets	141	24	7.04	2.39
21. Equality of opportunity (i.e., equity)	144	18	6.79	2.79
22. Health	140	21	6.77	2.60
23. Rural development	136	24	5.78	2.96
24. Global/regional integration	128	30	6.76	2.55
25. Food security	137	27	6.97	2.45
26. Quality of education	135	27	8.28	2.18
27. Social protection (e.g., pensions, targeted social assistance)	137	26	6.69	2.73
28. Climate change (e.g., mitigation, adaptation)	139	25	6.57	2.69
29. Agriculture and fisheries development	141	24	6.35	2.70
30. Natural resource management (e.g., oil, gas, mining)	146	21	7.27	2.71
31. Crime and violence	50	3	5.48	3.07
32. Communicable/non-communicable diseases	47	5	5.62	2.97
33. Energy/energy efficiency	48	4	7.58	2.23

<sup>14</sup> The development areas of “energy/energy efficiency,” “crime and violence,” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX? <sup>15</sup> (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Energy (e.g., electricity production, gas prices)	33	87	5.85	2.64
2. Energy efficiency (e.g., energy savings, building insulation)	33	84	5.73	2.55
3. Information and communications technology	61	102	5.36	2.67
4. Transport (e.g., roads, bridges, transportation)	47	114	5.21	2.58
5. Economic growth and diversification of income	72	87	6.21	2.44
6. Environmental sustainability	56	103	5.71	2.49
7. Regulatory framework	61	96	5.84	2.70
8. Private sector development	62	93	5.79	2.56
9. Public sector governance/reform	70	89	6.06	2.72
10. Job creation/employment	59	99	5.81	2.59
11. Quality of education	59	70	6.22	2.73
12. Social protection (e.g., pensions, targeted social assistance)	56	100	5.89	2.60
13. Agriculture and fisheries development	21	25	6.14	2.52
14. Development planning	24	21	6.75	2.54
15. Health	39	71	6.10	2.38
16. Climate change (e.g., mitigation, adaptation)	35	76	5.03	2.49
17. Law and justice (e.g., judicial system)	28	57	5.07	2.65
18. Global/regional integration	28	57	5.79	2.39
19. Anti corruption	22	27	4.41	2.81
20. Urban development	16	30	4.56	2.48
21. Poverty reduction	14	32	4.71	2.97
22. Gender equity	17	28	5.12	2.78
23. Foreign direct investment	19	27	5.58	2.61
24. Water and sanitation	13	32	4.77	2.39
25. Trade and exports	19	27	5.84	2.69
26. Energy/energy efficiency	15	31	5.33	2.35
27. Disaster management	13	33	4.77	2.74
28. Financial markets	17	29	5.76	2.82
29. Equality of opportunity (i.e., equity)	16	30	5.25	3.04

<sup>15</sup> The development areas of “health,” “climate change,” “law and justice,” “global/regional integration,” “anti corruption,” “urban development,” “poverty reduction,” “gender equity,” “gender equity,” “foreign direction investment,” “water and sanitation,” “trade and exports,” “energy/energy efficiency,” “disaster management,” “financial market,” and “equality of opportunity” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.

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

<b>3. Where are the World Bank Group's decisions made primarily that support the program in XXXX? (Select only ONE response)</b>	<b>Percentage of Respondents (N=164)</b>
Don't know	59.8%
At the Headquarters (in Washington D.C.)	25.6%
In the country	14.6%

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent does the World Bank Group's work help to achieve development results in XXXX? (1-To no degree at all, 10-To a very significant degree)	104	69	5.77	2.24

<b>To what extent do you agree with the following statement about the World Bank Group in XXXX? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	114	57	5.86	2.21

<b>Reimbursement Advisory Services</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent do you believe that Kuwait received value for money from the World Bank Group's reimbursable advisory services (RAS)? (1-To no degree at all, 10-To a very significant degree)	86	87	5.17	2.47

<b>Measuring and Correcting Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in XXXX? (1-To no degree at all, 10-To a very significant degree)	81	87	5.44	2.47



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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=173)</b>
Weekly	5.2%
Monthly	5.8%
A few times a year	35.3%
Rarely	19.7%
Never	34.1%

<b>In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	93	71	5.86	2.15
3. Include appropriate level of stakeholder involvement during preparation	94	65	5.77	2.35
4. Are relevant to XXXX's social and economic development priorities	97	61	5.95	2.33
5. Lead to practical solutions	94	63	5.57	2.45
6. Are accessible (well written and easy to understand)	99	57	6.37	2.46
7. Are source of relevant information on global good practices	100	59	6.65	2.29
8. Are adequately disseminated	96	62	5.89	2.51
9. Are translated enough into local language	86	72	5.38	2.79
10. Are adaptable to XXXX's specific development challenges and country circumstances*	99	58	5.86	2.39

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	112	54	5.81	2.16
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	112	55	6.75	2.04

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Kuwait's development challenges? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	102	63	6.72	2.28
2. Design (appraising and planning the solutions)	98	58	6.54	2.33
3. Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)	95	62	6.00	2.58
4. Evaluation (assessing the impact and results)	92	66	6.48	2.44

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group effectively monitors and evaluates the activities it supports	94	70	6.02	2.26
6. The World Bank Group's approvals and reviews are done in a timely fashion	87	70	5.70	2.28
7. The World Bank Group's "Safeguard Policy" requirements are reasonable	73	84	5.81	2.30
8. The World Bank Group takes decisions quickly in XXXX	84	71	5.26	2.47
9. Working with the World Bank Group increases XXXX's institutional capacity	103	54	6.36	2.52
10. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	81	75	6.33	2.42
11. The World Bank Group provides effective support to development projects implementation <sup>16</sup>	55	56	6.02	2.30

WBG Promoting PPP in XXXX	N	DK	Mean	SD
12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in XXXX? (1-To no degree at all, 10-To a very significant degree)	105	12	5.56	2.45

13. Which of the following best describes the way the World Bank Group operates in XXXX? (Select only one response)	Percentage of Respondents (N=167)
The World Bank Group takes too much risk in XXXX	1.2%
The World Bank Group does not take enough risk in XXXX	15.0%
The World Bank Group's approach to risk is appropriate	21.6%
Don't know	62.3%

14. Which of the following best describes the World Bank Group's support in XXXX? (Select only one response)	Percentage of Respondents (N=165)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in XXXX	28.5%
The World Bank Group is not sufficiently selective in XXXX, and it is involved in too many areas of development	18.2%
Don't know	53.3%

<sup>16</sup> The statement "the World Bank Group provides effective support to development projects implementation" was not provided in the Kuwait questionnaire.

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=163)</b>
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	41.1%
Reach out more to groups outside of Government	30.1%
Increase the level of capacity development in the country	24.5%
Improve the quality of its visiting experts as related to XXXX's specific challenges	14.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	11.7%
Ensure greater selectivity in its work	8.0%
Work faster	8.0%
Offer more innovative knowledge services	8.0%
Offer more innovative financial products through IFC	7.4%
Increase availability reimbursable advisory services (RAS)	6.7%
Other	6.1%
Reduce the complexity of obtaining World Bank Group financing from IFC	5.5%

<b>2. When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX? (Select only ONE response)</b>	<b>Percentage of Respondents (N=162)</b>
Knowledge products	35.8%
Don't know	26.5%
Financial services	16.7%
The combination is appropriate for XXXX	16.0%
Convening services	3.1%
None of the above	1.9%

<b>3. When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (1-Not important at all, 10-Very important)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Policy advice	143	18	7.76	2.10
2. Implementation assistance	142	15	7.90	2.11
3. Improving government effectiveness	139	15	7.87	2.17
4. Improving service delivery	136	20	7.72	1.97
5. Convening across government institutions	132	23	7.45	2.12
6. Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	135	22	7.68	2.27
7. Stakeholder consultations	132	23	7.52	2.27

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=171)</b>
Internet	59.6%
Local newspapers	39.8%
International newspapers	22.2%
Periodicals	21.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	15.8%
Local television	8.2%
International television	7.0%
Other	6.4%
Local radio	2.3%
International radio	1.8%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=168)</b>
World Bank Group's seminars/workshops/ conferences	47.0%
e-Newsletters	36.9%
Direct contact with World Bank Group	32.1%
World Bank Group's publications and other written materials	28.6%
World Bank Group's website	20.2%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	10.1%
Mobile phones	6.5%
Other	1.8%

<b>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?</b>	<b>Percentage of Respondents (N=170)</b>
Yes	18.2%
No	81.8%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=170)</b>
Yes	15.9%
No	84.1%

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

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=171)</b>
Yes	99.4%
No	.6%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=172)</b>
Yes	60.5%
No	39.5%

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

8. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=166)
High speed/WiFi	92.8%
Dial-up	7.2%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	99	62	7.06	2.09
10. I find the information on the World Bank Group's websites useful.	101	55	7.31	1.88
11. The World Bank Group's social media channels are valuable sources of information about the institution	64	94	6.70	2.24
12. When I need information from the World Bank Group I know how to find it	102	58	6.91	2.53
13. The World Bank Group is responsive to my information requests and inquiries	72	87	7.21	2.17

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=222)
1. Employee of a Ministry, Ministerial Department or Implementation Agency	19.4%
2. Private Sector Organization	18.5%
3. Independent Government Institution	9.9%
4. Financial Sector/Private Bank	8.6%
5. Media	6.8%
6. Academia/Research Institute/Think Tank	6.8%
7. Other	5.9%
8. Local/Regional Government Office or Staff	5.4%
9. NGO/ Community-Based Organization	5.4%
10. Office of Minister	5.0%
11. Chambers of Commerce	2.3%
12. PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	1.8%
13. Bilateral/ Multilateral Agency	1.8%
14. Parliament	.9%
15. Private Foundation	.9%
16. Judiciary Branch	.9%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=219)</b>
Other	31.1%
Finance and markets	12.3%
Macroeconomics and fiscal management	8.7%
Education	7.3%
Generalist (specialized in multiple sectors)	6.8%
Trade and competitiveness	6.4%
Governance	5.5%
Transport and ICT	4.6%
Social protection and labor	2.7%
Environment and natural resources	2.7%
Energy and extractives	2.7%
Urban, rural, and social development	2.3%
Public-private partnerships	1.8%
Jobs	1.4%
Health, nutrition, and population	.9%
Agriculture	.9%
Water	.5%
Gender	.5%
Poverty	.5%
Climate change	.5%

<b>3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=222)</b>
I currently collaborate with the World Bank Group	15.3%
I have previously collaborated with the World Bank Group	22.1%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	20.3%
I have never collaborated with the World Bank Group	42.3%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in XXXX? (Select only ONE response)</b>	<b>Percentage of Respondents (N=181)</b>
The World Bank (IBRD/IDA)	58.6%
The International Finance Corporation (IFC)	9.4%
The Multilateral Investment Guarantee Agency (MIGA)	2.2%
Other	29.8%

<b>5. Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=203)</b>
Collaborate as part of my professional duties	44.8%
Use World Bank Group reports/data	35.5%
Use World Bank Group website for information, data, research, etc.	25.1%
Observer	23.6%
Engage in World Bank Group related/sponsored events/activities	18.7%

<b>6. What's your gender?</b>	<b>Percentage of Respondents (N=222)</b>
Female	21.2%
Male	78.8%

## Appendix B: Responses to All Questions by Stakeholder Groups<sup>17</sup>

Office of Minister N=11 ● Employee of a Ministry/ PMU/ Consultant N=47 ● Local/Regional Government N=12 ● Private Sector/Financial Sector/Private Bank N=60  
 ● CSO N=19 ● Media N=15 ● Independent Government Institution N=22 ● Academia/Research Institute/Think tanks N=15 ● Other N=21

### A. General Issues facing XXXX

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	80.0%	87.0%	100.0%	58.3%	57.9%	73.3%	72.7%	40.0%	68.4%
The wrong direction	10.0%	4.3%	0.0%	20.0%	26.3%	13.3%	9.1%	53.3%	0.0%
Not sure	10.0%	8.7%	0.0%	21.7%	15.8%	13.3%	18.2%	6.7%	31.6%

\*Significantly different between stakeholder groups

<sup>17</sup> Only 222 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 XXXX (continued)

Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX? <sup>18</sup>  
(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection (e.g., pensions, targeted social assistance)	0.0%	8.5%	8.3%	15.0%	26.3%	20.0%	0.0%	6.7%	0.0%
Food security	0.0%	12.8%	25.0%	8.3%	10.5%	6.7%	4.5%	0.0%	0.0%
Public sector governance/reform*	45.5%	42.6%	8.3%	31.7%	36.8%	6.7%	54.5%	26.7%	42.9%
Global/regional integration	0.0%	4.3%	8.3%	3.3%	5.3%	6.7%	0.0%	6.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	3.3%	10.5%	0.0%	0.0%	0.0%	4.8%
Private sector development	27.3%	23.4%	41.7%	30.0%	21.1%	33.3%	36.4%	20.0%	19.0%
Foreign direct investment	18.2%	4.3%	8.3%	15.0%	10.5%	0.0%	18.2%	13.3%	0.0%
Water and sanitation	0.0%	4.3%	0.0%	1.7%	0.0%	13.3%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	8.5%	8.3%	20.0%	21.1%	26.7%	18.2%	46.7%	4.8%
Job creation/employment	27.3%	19.1%	16.7%	23.3%	21.1%	26.7%	13.6%	13.3%	14.3%
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	2.1%	0.0%	3.3%	10.5%	13.3%	0.0%	6.7%	4.8%
Environmental sustainability	0.0%	6.4%	16.7%	5.0%	5.3%	0.0%	4.5%	6.7%	9.5%
Equality of opportunity (i.e., equity)	9.1%	2.1%	0.0%	5.0%	10.5%	0.0%	9.1%	6.7%	0.0%
Health	27.3%	10.6%	16.7%	8.3%	0.0%	6.7%	9.1%	6.7%	4.8%
Quality of education	72.7%	40.4%	50.0%	33.3%	42.1%	26.7%	54.5%	33.3%	23.8%
Poverty reduction	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	4.5%	0.0%	4.8%
Energy efficiency (e.g., energy savings, building insulation)	0.0%	8.6%	18.2%	15.0%	12.5%	0.0%	0.0%	14.3%	15.4%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%	0.0%	10.0%	0.0%	20.0%	4.5%	6.7%	9.5%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	4.8%
Agriculture and fisheries development	0.0%	8.5%	8.3%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%
Trade and exports	0.0%	2.1%	8.3%	5.0%	0.0%	6.7%	0.0%	6.7%	0.0%
Crime and violence	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	6.7%	0.0%
Economic growth and diversification of income	45.5%	36.2%	50.0%	36.7%	15.8%	46.7%	27.3%	53.3%	57.1%
Law and justice (e.g., judicial system)	0.0%	4.3%	0.0%	3.3%	15.8%	6.7%	4.5%	0.0%	19.0%
Regulatory framework	0.0%	6.4%	0.0%	10.0%	10.5%	13.3%	0.0%	6.7%	19.0%
Energy (e.g., electricity production, gas prices)	0.0%	2.9%	9.1%	2.5%	0.0%	0.0%	7.7%	0.0%	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%	4.3%	0.0%	3.3%	5.3%	0.0%	4.5%	0.0%	9.5%
Disaster management	0.0%	2.1%	0.0%	1.7%	0.0%	6.7%	0.0%	0.0%	0.0%
Information and communications technology*	27.3%	4.3%	0.0%	1.7%	0.0%	0.0%	0.0%	13.3%	4.8%
Energy/energy efficiency	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	11.1%	0.0%	12.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<sup>18</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and energy efficiency” separately.



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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? <sup>19</sup> (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water and sanitation	0.0%	4.9%	9.1%	1.8%	0.0%	0.0%	0.0%	6.7%	0.0%
Equality of opportunity (i.e., equity)	18.2%	19.5%	27.3%	19.3%	31.6%	21.4%	13.6%	20.0%	33.3%
Economic growth and diversification of income	45.5%	58.5%	27.3%	49.1%	42.1%	50.0%	68.2%	46.7%	57.1%
Climate change (e.g., mitigation, adaptation)	0.0%	2.4%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	4.8%
Global/regional integration	0.0%	2.4%	0.0%	3.5%	5.3%	0.0%	4.5%	6.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	1.8%	5.3%	0.0%	0.0%	0.0%	4.8%
Rural development	9.1%	9.8%	18.2%	3.5%	10.5%	14.3%	0.0%	6.7%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	4.8%
Regulatory framework	9.1%	2.4%	0.0%	1.8%	0.0%	0.0%	0.0%	13.3%	4.8%
Social protection (e.g., pensions, targeted social assistance)	0.0%	9.8%	9.1%	15.8%	26.3%	21.4%	4.5%	6.7%	4.8%
Law and justice (e.g., judicial system)	9.1%	0.0%	0.0%	10.5%	5.3%	7.1%	0.0%	0.0%	9.5%
Transport (e.g., roads, bridges, transportation)*	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	13.3%	0.0%
Crime and violence	0.0%	2.4%	0.0%	1.8%	0.0%	0.0%	4.5%	0.0%	0.0%
Energy (e.g., electricity production, gas prices)	0.0%	0.0%	0.0%	2.6%	6.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	18.2%	0.0%	18.2%	3.5%	0.0%	0.0%	4.5%	13.3%	9.5%
Anti corruption*	18.2%	19.5%	9.1%	26.3%	52.6%	14.3%	50.0%	26.7%	23.8%
Private sector development	45.5%	22.0%	27.3%	29.8%	31.6%	35.7%	31.8%	33.3%	42.9%
Foreign direct investment	0.0%	12.2%	9.1%	8.8%	0.0%	14.3%	13.6%	0.0%	0.0%
Quality of education	54.5%	31.7%	27.3%	36.8%	15.8%	21.4%	36.4%	66.7%	23.8%
Energy efficiency (e.g., energy savings, building insulation)	0.0%	6.5%	10.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	18.2%	12.2%	9.1%	19.3%	10.5%	21.4%	9.1%	0.0%	23.8%
Natural resource management (e.g., oil, gas, mining)	0.0%	12.2%	0.0%	8.8%	5.3%	0.0%	0.0%	0.0%	9.5%
Environmental sustainability	0.0%	2.4%	0.0%	3.5%	0.0%	7.1%	0.0%	0.0%	4.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	2.4%	18.2%	3.5%	5.3%	7.1%	4.5%	6.7%	0.0%
Agriculture and fisheries development	0.0%	2.4%	9.1%	3.5%	0.0%	0.0%	0.0%	6.7%	0.0%
Job creation/employment	45.5%	24.4%	36.4%	35.1%	21.1%	35.7%	22.7%	13.3%	9.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	4.8%
Trade and exports	9.1%	4.9%	18.2%	3.5%	0.0%	0.0%	0.0%	6.7%	0.0%
Food security	0.0%	2.4%	9.1%	0.0%	10.5%	0.0%	0.0%	6.7%	0.0%
Energy/energy efficiency	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

<sup>19</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and energy efficiency” separately.

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Better employment opportunities for young people	45.5%	52.4%	30.0%	43.9%	36.8%	50.0%	27.3%	13.3%	23.8%
Better employment opportunities for women*	0.0%	0.0%	10.0%	3.5%	26.3%	0.0%	0.0%	0.0%	19.0%
Greater access to micro-finance for the poor	18.2%	11.9%	10.0%	3.5%	5.3%	14.3%	4.5%	13.3%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	11.9%	10.0%	10.5%	15.8%	14.3%	9.1%	20.0%	14.3%
Greater access to health and nutrition for citizens	0.0%	2.4%	10.0%	0.0%	5.3%	0.0%	4.5%	0.0%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	9.1%	40.5%	30.0%	42.1%	31.6%	21.4%	40.9%	20.0%	33.3%
A growing middle class	9.1%	9.5%	20.0%	12.3%	0.0%	14.3%	18.2%	13.3%	14.3%
Better opportunity for the poor who live in rural areas	0.0%	0.0%	10.0%	1.8%	5.3%	0.0%	0.0%	0.0%	0.0%
Better opportunity for the poor expats who live in urban areas	9.1%	0.0%	0.0%	7.0%	5.3%	0.0%	0.0%	20.0%	9.5%
Consistent and more diversified economic growth	36.4%	16.7%	10.0%	21.1%	15.8%	28.6%	18.2%	26.7%	23.8%
More reliable social safety net	9.1%	0.0%	0.0%	3.5%	0.0%	14.3%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	11.9%	10.0%	8.8%	21.1%	7.1%	4.5%	20.0%	14.3%
Better quality education and training that better ensure job opportunity	54.5%	31.0%	30.0%	29.8%	26.3%	14.3%	31.8%	46.7%	42.9%
Better quality public services	9.1%	4.8%	20.0%	12.3%	0.0%	14.3%	18.2%	6.7%	4.8%
Better energy efficiency	0.0%	2.4%	0.0%	0.0%	5.3%	0.0%	9.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private			CSO			Media			Independent government institution			Academia/ Research institute/ Think			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 XXXX?*	11	5.00	2.83	42	6.55	2.63	10	4.70	2.11	54	3.43	2.30	19	4.47	2.80	11	6.36	3.04	21	6.19	2.79	14	3.50	3.23	20	5.45	2.98

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

		Which of the following best describes your current position?																										
		Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private			CSO			Media			Independent government institution			Academia/ Research institute/ Think			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 XXXX.*		7	6.00	2.52	38	6.18	1.72	10	4.70	1.83	32	3.88	1.98	14	4.50	2.44	8	5.88	1.55	16	7.13	1.75	9	3.78	2.86	16	6.94	1.95

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

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?*	7	6.29	2.63	38	6.45	2.05	9	5.33	1.41	33	5.06	2.56	12	5.00	2.59	7	7.00	2.31	17	7.29	1.26	8	5.88	1.89	16	7.13	1.82

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



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

When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX?<sup>20</sup> (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Social protection (e.g., pensions, targeted social assistance)	18.2%	17.1%	0.0%	3.7%	21.1%	8.3%	4.8%	7.1%	5.0%
Crime and violence	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	5.0%
Transport (e.g., roads, bridges, transportation)	9.1%	2.4%	0.0%	3.7%	0.0%	16.7%	0.0%	7.1%	0.0%
Agriculture and fisheries development	9.1%	2.4%	20.0%	5.6%	5.3%	0.0%	4.8%	7.1%	0.0%
Global/regional integration	9.1%	0.0%	0.0%	7.4%	0.0%	8.3%	9.5%	14.3%	10.0%
Gender equity	0.0%	0.0%	0.0%	1.9%	10.5%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	63.6%	46.3%	20.0%	38.9%	21.1%	25.0%	42.9%	28.6%	50.0%
Health	0.0%	14.6%	20.0%	7.4%	10.5%	16.7%	9.5%	7.1%	0.0%
Rural development	0.0%	2.4%	10.0%	1.9%	5.3%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment*	36.4%	0.0%	10.0%	5.6%	10.5%	16.7%	9.5%	7.1%	0.0%
Quality of education	45.5%	34.1%	30.0%	22.2%	21.1%	50.0%	42.9%	28.6%	30.0%
Energy (e.g., electricity production, gas prices)	0.0%	12.9%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	18.2%	24.4%	20.0%	25.9%	10.5%	16.7%	9.5%	0.0%	25.0%
Financial markets	9.1%	7.3%	0.0%	5.6%	0.0%	0.0%	0.0%	14.3%	0.0%
Urban development	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Environmental sustainability	0.0%	4.9%	20.0%	14.8%	0.0%	0.0%	4.8%	0.0%	15.0%
Equality of opportunity (i.e., equity)*	0.0%	0.0%	0.0%	11.1%	21.1%	8.3%	14.3%	35.7%	10.0%
Private sector development	27.3%	17.1%	30.0%	38.9%	26.3%	25.0%	33.3%	28.6%	30.0%
Water and sanitation*	0.0%	2.4%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	7.3%	10.0%	0.0%	5.3%	8.3%	4.8%	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	0.0%	1.9%	5.3%	0.0%	0.0%	7.1%	0.0%
Poverty reduction	0.0%	2.4%	0.0%	3.7%	21.1%	0.0%	0.0%	0.0%	0.0%
Trade and exports	9.1%	0.0%	10.0%	9.3%	5.3%	0.0%	9.5%	7.1%	5.0%
Economic growth and diversification of income	18.2%	41.5%	40.0%	22.2%	31.6%	33.3%	33.3%	50.0%	60.0%
Law and justice (e.g., judicial system)	0.0%	0.0%	0.0%	11.1%	5.3%	8.3%	0.0%	14.3%	10.0%
Regulatory framework	9.1%	12.2%	0.0%	13.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Energy efficiency (e.g., energy savings, building insulation)	0.0%	9.7%	0.0%	5.6%	6.3%	0.0%	25.0%	0.0%	8.3%
Natural resource management (e.g., oil, gas, mining)	0.0%	7.3%	0.0%	1.9%	10.5%	0.0%	9.5%	7.1%	5.0%
Anti corruption	9.1%	2.4%	20.0%	24.1%	21.1%	16.7%	23.8%	28.6%	15.0%
Information and communications technology	9.1%	0.0%	20.0%	3.7%	5.3%	0.0%	4.8%	0.0%	5.0%
Disaster management	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy/energy efficiency	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<sup>20</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?<sup>21</sup>

Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Convening/facilitating	0.0%	0.0%	0.0%	5.7%	0.0%	8.3%	0.0%	7.1%	0.0%
Data	18.2%	4.9%	0.0%	7.5%	0.0%	0.0%	0.0%	7.1%	5.6%
Policy advice, studies, analyses	9.1%	29.3%	33.3%	28.3%	6.3%	50.0%	38.1%	28.6%	38.9%
Capacity development	27.3%	19.5%	11.1%	15.1%	37.5%	0.0%	14.3%	21.4%	27.8%
Advisory services and technical assistance	36.4%	31.7%	22.2%	15.1%	18.8%	33.3%	42.9%	7.1%	16.7%
Development partners coordination	0.0%	4.9%	0.0%	3.8%	6.3%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Implementation support	9.1%	9.8%	33.3%	22.6%	25.0%	8.3%	4.8%	7.1%	5.6%
Other*	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	21.4%	5.6%
Financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Convening/facilitating*	0.0%	2.4%	0.0%	13.0%	25.0%	25.0%	0.0%	0.0%	5.6%
Data	9.1%	9.8%	0.0%	1.9%	0.0%	8.3%	4.8%	0.0%	5.6%
Policy advice, studies, analyses	27.3%	14.6%	11.1%	20.4%	18.8%	8.3%	23.8%	21.4%	22.2%
Capacity development*	36.4%	24.4%	55.6%	9.3%	12.5%	0.0%	23.8%	7.1%	11.1%
Advisory services and technical assistance	9.1%	12.2%	11.1%	14.8%	12.5%	8.3%	4.8%	14.3%	50.0%
Development partners coordination	0.0%	12.2%	11.1%	13.0%	6.3%	8.3%	9.5%	14.3%	5.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	2.4%	0.0%	9.3%	0.0%	8.3%	0.0%	0.0%	0.0%
Implementation support	18.2%	22.0%	11.1%	13.0%	25.0%	16.7%	33.3%	14.3%	0.0%
Other*	0.0%	0.0%	0.0%	1.9%	0.0%	8.3%	0.0%	21.4%	0.0%
Financial resources	0.0%	0.0%	0.0%	11.1%	0.0%	12.5%	0.0%	14.3%	0.0%

\*Significantly different between stakeholder groups

<sup>21</sup> "Financial resources" was only provided as a response option in the Kuwait.

**B. Overall Attitudes toward the World Bank Group (continued)**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX<sup>22</sup>? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	7	6.57	2.37	31	5.84	2.00	6	5.00	1.55	21	5.38	2.87	7	5.86	2.79	3	5.67	1.53	13	6.69	1.75	7	6.71	1.98	10	6.20	1.69
Implementation support	3	4.67	3.51	13	4.77	2.09	4	4.00	1.63	10	6.10	2.64	4	5.00	3.56	1	7.00	0.00	6	5.33	1.86	2	7.00	1.41	4	6.00	2.16
The private sector (related to institutional and policy change)	1	6.00	0.00	5	5.40	2.79	-	-	-	9	4.67	3.20	2	7.00	0.00	3	4.33	3.06	5	6.00	.71	4	6.25	2.87	6	6.50	1.97

When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?<sup>23</sup> (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	7	6.86	2.12	32	6.97	1.87	7	7.00	2.00	28	7.82	2.09	10	7.60	2.12	3	5.67	2.08	17	8.06	1.64	10	7.60	1.65	13	7.00	2.38
Implementation support	4	5.75	1.50	22	6.91	2.29	6	7.00	2.10	13	8.08	2.22	7	7.86	2.54	1	7.00		7	8.86	1.86	2	7.00	1.41	4	6.50	2.38
The private sector (related to institutional and policy change)*	2	9.50	.71	4	6.50	2.38	-	-	-	12	9.00	.85	2	8.00	1.41	2	5.50	3.54	7	7.29	1.38	6	8.33	1.03	6	7.50	2.43

\*Significantly different between stakeholder groups

<sup>22</sup> “The private sector” was only provided as an area for rating in the Kuwait questionnaire.<sup>23</sup> “The private sector” was only provided as an area for rating in the Kuwait questionnaire.

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX?<sup>24</sup> (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Staff too inaccessible	0.0%	15.0%	0.0%	11.1%	0.0%	0.0%	0.0%	7.7%	0.0%
Not exploring alternative policy options	0.0%	10.0%	22.2%	1.9%	6.7%	0.0%	5.0%	0.0%	5.9%
Not collaborating enough with stakeholders outside the Government	0.0%	10.0%	11.1%	22.2%	26.7%	9.1%	10.0%	30.8%	17.6%
Its advice and strategies do not lend themselves to practical problem solving	27.3%	10.0%	0.0%	7.4%	13.3%	36.4%	5.0%	0.0%	11.8%
Not enough public disclosure of its work	9.1%	10.0%	11.1%	29.6%	20.0%	36.4%	20.0%	0.0%	11.8%
Arrogant in its approach	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	7.7%	0.0%
Not client focused	18.2%	0.0%	22.2%	5.6%	6.7%	0.0%	10.0%	0.0%	0.0%
The credibility of its knowledge/data	9.1%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)	11.1%	21.9%	25.0%	5.6%	7.7%	0.0%	0.0%	0.0%	11.1%
Not willing to honestly criticize policies and reform efforts in the country	9.1%	10.0%	11.1%	11.1%	6.7%	9.1%	5.0%	7.7%	5.9%
Too influenced by developed countries	9.1%	10.0%	11.1%	7.4%	0.0%	0.0%	15.0%	7.7%	5.9%
Imposing technocratic solutions without regard to political and cultural realities	0.0%	5.0%	11.1%	1.9%	13.3%	0.0%	10.0%	7.7%	11.8%
Not aligned with work of other development partners	0.0%	2.5%	0.0%	1.9%	0.0%	0.0%	5.0%	7.7%	5.9%
Not aligned with country priorities	0.0%	2.5%	0.0%	1.9%	0.0%	0.0%	5.0%	7.7%	5.9%
Not adequately sensitive to political/social realities in Bahrain	0.0%	12.5%	33.3%	13.0%	13.3%	0.0%	10.0%	7.7%	11.8%
Insufficient experience of visiting staff	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	9.1%	15.0%	0.0%	1.9%	0.0%	0.0%	10.0%	7.7%	5.9%
Don't know	36.4%	20.0%	11.1%	35.2%	33.3%	36.4%	30.0%	46.2%	41.2%
World Bank Group's processes too complex	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	11.1%	0.0%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)*	0.0%	37.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inadequate quality of consultants and visiting technical experts	50.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	16.7%	0.0%

\*Significantly different between stakeholder groups

<sup>24</sup> In the Kuwait questionnaire, "the World Bank Group's processes too complex" and "the World Bank Group's processes too slow" were provided as two separate response options, whereas in other three GCC countries, they were combined. In addition, in Kuwait, the response option "insufficient experience of visiting staff" was worded differently as "inadequate quality of consultants and visiting technical experts."

**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 XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Knowledge products/services (analytical work, studies, surveys, etc.)	50.0%	37.5%	22.2%	40.7%	26.7%	27.3%	35.0%	46.2%	35.3%
Investment lending (financing specific private sector projects)*	0.0%	17.5%	0.0%	29.6%	0.0%	18.2%	5.0%	7.7%	0.0%
Technical assistance (advice, best practice, international experience, etc.)	50.0%	67.5%	88.9%	51.9%	40.0%	45.5%	70.0%	38.5%	58.8%
Capacity development	40.0%	37.5%	44.4%	33.3%	53.3%	27.3%	30.0%	30.8%	41.2%
Other	0.0%	0.0%	0.0%	1.9%	6.7%	0.0%	0.0%	7.7%	5.9%
Don't know	10.0%	10.0%	11.1%	14.8%	26.7%	27.3%	20.0%	23.1%	23.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
To a fully sufficient degree	9.1%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	5.9%
To a somewhat sufficient degree	0.0%	25.6%	22.2%	17.0%	13.3%	27.3%	5.3%	7.7%	17.6%
To a somewhat insufficient degree	18.2%	7.7%	11.1%	7.5%	20.0%	0.0%	10.5%	23.1%	23.5%
To a very insufficient degree	18.2%	17.9%	11.1%	15.1%	26.7%	9.1%	10.5%	15.4%	0.0%
Don't know	54.5%	48.7%	55.6%	58.5%	40.0%	63.6%	73.7%	53.8%	52.9%

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?<sup>25</sup>  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Academia/think tanks/research institutes*	36.4%	43.6%	44.4%	33.3%	13.3%	41.7%	35.0%	69.2%	11.8%
Aid community	0.0%	9.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Media	0.0%	7.7%	11.1%	13.0%	13.3%	16.7%	10.0%	0.0%	23.5%
Local/Regional Government	36.4%	30.8%	33.3%	24.1%	20.0%	8.3%	15.0%	7.7%	11.8%
Private sector	36.4%	28.2%	44.4%	50.0%	46.7%	50.0%	50.0%	46.2%	35.3%
Parliament	9.1%	17.9%	11.1%	13.0%	13.3%	0.0%	20.0%	0.0%	23.5%
NGOs/Community Based Organizations (CBOs)*	9.1%	10.3%	0.0%	22.2%	53.3%	8.3%	25.0%	7.7%	11.8%
Youth/university groups	36.4%	23.1%	11.1%	18.5%	33.3%	33.3%	15.0%	15.4%	23.5%
Other	0.0%	2.6%	0.0%	1.9%	0.0%	0.0%	5.0%	0.0%	0.0%
Don't know	9.1%	0.0%	11.1%	9.3%	0.0%	16.7%	10.0%	15.4%	23.5%
External partners	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Beneficiaries	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	12.5%
Foundations	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%

\*Significantly different between stakeholder groups

<sup>25</sup> “Aid community” was not provided as a response option in the Kuwait questionnaire. “External partners,” “beneficiaries,” and “foundations” were only provided as response options in Kuwait.





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

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	7	5.14	2.48	35	5.09	2.03	7	4.43	2.76	28	4.54	1.95	10	5.00	2.62	7	5.43	2.70	14	6.07	2.23	6	4.67	2.88	13	6.15	1.99
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	6	6.00	2.76	34	5.32	2.14	6	4.50	2.51	25	4.56	2.26	10	5.10	2.23	7	5.29	2.93	12	6.08	2.27	7	4.43	2.64	11	6.27	2.15
The World Bank Group supports activities and strategies that are realistic for XXXX	7	6.14	2.54	29	5.41	2.04	6	5.00	1.67	20	4.75	2.20	8	4.63	2.92	7	5.71	2.43	14	6.64	2.24	6	5.33	2.94	13	6.31	1.93
The World Bank Group treats clients and stakeholders in XXXX with respect	8	7.75	2.96	34	7.41	2.35	8	7.88	1.96	23	6.57	2.27	8	7.13	3.04	7	7.14	2.41	15	8.20	1.70	6	6.83	3.13	13	7.46	2.90

To what extent is the World Bank Group an effective development partner in XXXX, 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 Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	9	7.33	2.35	31	6.23	2.26	5	5.60	1.14	15	4.80	2.37	9	5.44	2.35	5	6.20	2.17	11	7.55	1.63	6	6.00	1.67	11	6.55	2.07
Flexibility (in terms of the institution's products and services)	7	6.29	2.50	29	5.93	2.09	6	5.50	2.07	12	5.50	2.32	7	6.14	2.19	6	7.00	2.19	11	7.73	1.68	6	6.67	2.07	9	5.67	1.80
Flexibility (in terms of changing country circumstances)	7	6.14	2.48	27	6.00	2.09	6	5.50	1.76	15	5.00	2.70	7	5.43	2.57	6	7.83	1.60	10	6.40	2.27	6	6.83	2.14	9	5.89	1.96
Being inclusive	8	7.25	2.43	28	6.68	1.85	6	6.00	1.79	19	5.26	2.21	8	6.25	1.98	6	7.17	1.72	10	7.10	2.02	8	4.50	2.78	10	6.50	2.17
Openness (sharing data and other information)	9	7.89	2.42	30	6.77	2.01	6	5.83	2.48	21	5.86	2.33	9	7.22	1.92	6	7.00	2.37	12	6.58	2.71	9	5.89	2.71	11	7.18	2.04
Staff accessibility*	9	7.89	2.42	30	6.60	1.99	7	6.00	2.00	19	4.42	2.41	7	6.71	2.81	4	7.00	2.45	12	7.42	2.23	9	5.11	2.89	10	7.20	2.04
Straightforwardness and honesty	8	7.50	3.02	29	6.83	2.36	5	5.00	1.87	14	7.07	2.37	8	7.75	1.67	5	8.60	.89	12	7.67	2.57	6	6.67	3.01	11	7.73	2.05
Ease of access to the people at the World Bank Group who are making decisions important to my work	7	7.57	2.51	27	6.63	2.19	6	6.00	2.19	19	5.32	2.87	8	6.25	2.82	5	7.00	2.92	12	7.00	2.63	8	4.13	2.85	10	7.70	2.21
Collaboration with civil society	4	6.50	3.32	19	5.84	2.32	5	5.20	2.59	19	4.58	2.55	8	6.38	2.62	5	5.60	2.51	6	7.17	2.86	6	4.83	3.06	7	6.14	2.04
Collaboration with the Government	7	8.00	2.38	31	7.16	2.00	7	6.57	1.90	18	7.39	2.40	7	8.29	1.70	5	6.40	2.97	11	7.73	1.35	6	7.33	2.07	11	7.45	1.92
Collaboration with other development partners	5	7.00	3.32	22	6.64	2.24	5	6.00	2.55	15	5.93	2.28	8	7.38	2.33	4	4.50	1.00	9	7.00	2.35	7	5.00	2.94	8	7.00	1.85
Collaboration with the private sector	5	5.20	3.27	20	5.85	2.30	4	5.00	1.83	21	4.05	2.69	8	6.38	2.56	5	5.40	2.70	9	7.33	2.40	7	4.86	3.08	7	6.57	1.81
The speed in which it gets things accomplished on the ground	8	6.25	3.37	28	6.07	2.55	6	5.83	1.60	16	4.13	2.47	8	6.00	2.33	4	4.75	.96	11	6.36	2.16	6	5.67	3.39	7	6.43	2.07
Being a long-term partner	9	8.00	2.65	26	6.62	2.45	6	6.50	1.97	16	6.31	1.92	8	8.25	1.49	3	8.00	0.00	10	7.50	1.58	7	4.71	3.15	10	7.50	2.01

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
More local presence	63.6%	63.2%	75.0%	84.3%	80.0%	100.0%	50.0%	75.0%	52.9%
The current level of local presence is adequate	18.2%	18.4%	12.5%	2.0%	6.7%	0.0%	33.3%	8.3%	29.4%
Less local presence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	8.3%	0.0%
Don't know	18.2%	18.4%	12.5%	13.7%	13.3%	0.0%	11.1%	8.3%	17.6%

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 Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up	9.1%	31.4%	28.6%	22.9%	15.4%	44.4%	11.8%	18.2%	0.0%
Poor development partner coordination	9.1%	20.0%	42.9%	20.8%	15.4%	11.1%	41.2%	36.4%	12.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	27.3%	14.3%	28.6%	16.7%	15.4%	33.3%	17.6%	18.2%	25.0%
Lack of/inadequate levels of capacity in Government	36.4%	17.1%	28.6%	16.7%	15.4%	22.2%	35.3%	18.2%	37.5%
There is not an adequate level of citizen/civil society participation	9.1%	11.4%	0.0%	35.4%	30.8%	22.2%	23.5%	9.1%	12.5%
The World Bank Group works too slowly	9.1%	14.3%	28.6%	6.3%	0.0%	0.0%	0.0%	0.0%	6.3%
The Government works inefficiently	9.1%	14.3%	0.0%	18.8%	7.7%	0.0%	11.8%	18.2%	31.3%
Political pressures and obstacles	18.2%	14.3%	0.0%	25.0%	23.1%	11.1%	17.6%	9.1%	18.8%
Reforms are not well thought out in light of country challenges	27.3%	14.3%	14.3%	22.9%	30.8%	22.2%	11.8%	27.3%	18.8%
Other	18.2%	8.6%	0.0%	2.1%	23.1%	0.0%	0.0%	9.1%	6.3%

**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 XXXX?<sup>26</sup> (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media		Independent government institution		Academia/ Research institute/ Think tank			Other				
N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Anti corruption	8	5.75	3.45	31	5.94	2.95	7	5.57	3.36	43	7.26	2.82	13	7.92	2.84	6	5.83	3.31	16	7.19	2.97	10	7.60	2.95	11	7.82	1.83
Information and communications technology	7	6.57	3.31	27	6.11	3.09	8	6.00	2.20	43	7.05	2.54	11	7.36	2.66	7	7.86	2.54	16	5.69	2.80	9	7.67	2.96	11	7.18	1.83
Transport (e.g., roads, bridges, transportation)	6	5.83	3.92	26	5.31	2.98	8	5.00	2.62	42	6.60	2.71	13	6.38	1.98	8	7.25	3.37	16	5.31	2.60	10	5.60	3.69	13	6.85	1.99
Energy (e.g., electricity production, gas prices)*	4	4.25	3.40	24	6.79	2.59	7	4.43	1.90	27	7.56	2.26	11	7.36	2.16	3	8.33	2.08	9	7.11	1.90	6	7.17	2.40	5	6.80	2.39
Law and justice (e.g., judicial system)	7	5.43	3.05	27	5.41	2.74	7	5.14	2.61	42	6.26	3.08	13	7.00	2.24	6	5.33	3.83	15	6.53	3.23	10	6.40	2.55	12	7.83	1.70
Urban development	6	5.33	3.78	29	6.03	2.50	7	5.71	2.63	44	6.02	2.34	12	6.75	2.26	8	7.13	3.31	16	6.63	2.73	10	6.50	2.80	11	6.82	3.34
Environmental sustainability	6	5.67	3.88	30	7.00	2.61	8	6.88	1.55	43	7.49	2.41	12	7.75	2.09	7	7.29	2.93	13	8.08	1.50	10	7.60	2.37	13	8.38	1.71
Regulatory framework	7	7.71	2.50	31	7.00	2.48	7	6.71	1.80	41	7.66	2.09	12	7.08	2.39	7	7.86	2.04	17	8.35	1.41	10	8.20	2.30	13	8.54	2.15
Energy efficiency (e.g., energy savings, building insulation)	4	5.50	4.20	22	6.82	2.59	7	6.14	1.57	26	7.27	2.16	11	6.64	2.34	2	10.00	0.00	9	7.67	2.24	6	6.83	3.54	5	7.40	2.07
Poverty reduction	8	5.63	3.07	28	6.07	2.40	7	4.71	2.63	42	6.62	2.77	13	7.15	2.76	8	8.13	2.85	17	5.35	2.78	10	5.90	2.96	11	5.27	3.32
Gender equity	8	5.13	3.60	26	5.35	3.02	8	4.50	2.62	42	5.36	3.15	12	5.33	2.77	8	8.00	2.73	16	5.44	2.71	9	5.11	3.02	13	7.77	1.83
Private sector development	9	6.78	3.15	29	7.17	2.42	8	7.38	2.13	42	8.07	1.98	11	8.00	1.26	8	8.25	2.55	17	6.82	2.92	9	8.33	2.29	13	8.38	1.94
Foreign direct investment	7	7.86	2.79	28	7.21	2.08	7	7.00	2.08	43	7.47	2.53	12	7.58	2.07	7	7.57	2.70	16	6.69	2.41	9	8.00	2.06	12	8.67	1.72
Water and sanitation	8	6.75	3.01	25	5.76	2.45	8	7.13	1.36	42	6.29	2.61	12	6.33	2.19	6	6.83	3.54	15	5.47	2.33	10	7.40	3.17	12	7.17	2.69
Trade and exports	6	5.83	3.19	25	6.48	2.37	7	7.29	1.80	43	6.72	2.27	12	7.00	1.95	6	7.50	3.51	16	6.31	2.57	10	7.20	2.30	12	8.42	1.83
Economic growth and diversification of income*	9	8.33	1.58	30	7.33	2.45	7	7.43	1.27	43	8.49	1.74	11	8.00	1.41	7	7.71	3.09	15	6.60	2.61	9	8.67	1.73	14	9.14	1.66
Disaster management	6	6.83	3.54	23	5.96	2.67	7	6.43	1.27	42	6.62	2.62	12	6.08	2.54	7	7.71	3.25	14	6.79	1.97	10	6.60	2.46	12	7.50	2.71
Public sector governance/reform	9	8.33	1.50	30	6.67	2.41	7	6.57	2.44	41	8.22	2.22	12	8.00	1.95	5	8.40	1.67	15	8.33	1.80	10	7.50	2.92	14	8.71	1.68
Job creation/employment	8	7.50	3.12	29	7.03	2.20	8	6.75	2.49	43	7.88	2.06	13	8.31	1.11	7	8.57	2.23	16	7.69	2.60	10	8.20	1.93	10	8.70	1.95
Financial markets	7	6.86	1.95	24	6.46	2.69	6	6.50	1.87	44	6.91	2.37	13	7.31	1.89	7	7.00	3.11	15	6.13	2.72	10	8.20	1.87	10	8.20	1.87
Equality of opportunity (i.e., equity)*	7	6.71	3.25	27	6.07	2.87	8	5.38	2.72	42	6.52	2.80	12	8.25	1.60	7	7.71	2.63	15	5.53	2.85	10	8.80	1.81	11	8.36	1.80
Health	7	5.71	3.30	25	6.16	2.93	8	7.25	2.49	42	6.79	2.42	11	7.45	1.92	6	7.67	2.58	16	6.00	2.83	10	6.80	2.82	10	7.90	1.85
Rural development	6	5.33	2.94	23	6.09	2.81	7	5.43	3.41	42	5.67	2.83	12	6.75	2.56	6	8.50	2.74	15	5.00	2.39	10	5.50	3.54	10	5.70	3.56
Global/regional integration	4	5.00	2.45	21	6.38	2.44	5	6.60	2.51	41	6.61	2.53	13	7.46	1.81	4	7.75	2.87	15	6.27	2.87	9	7.56	2.96	11	7.82	1.83
Food security	5	6.40	3.21	25	6.88	2.39	7	8.29	.76	42	6.88	2.41	13	7.92	1.44	6	8.33	2.73	15	5.67	2.53	10	7.50	2.92	9	7.00	1.73
Quality of education	6	6.67	3.39	27	7.93	2.38	7	8.00	1.63	42	8.31	2.28	10	8.30	1.89	5	9.40	1.34	17	8.76	1.92	7	8.14	2.12	10	8.70	1.83
Social protection (e.g., pensions, targeted social assistance)	6	7.17	2.32	25	6.24	2.93	7	6.14	3.24	42	6.26	2.80	12	7.75	2.01	6	7.67	3.01	16	6.25	2.82	8	7.38	2.00	10	8.20	2.04
Climate change (e.g., mitigation, adaptation)	7	6.57	2.37	22	5.55	2.96	7	7.29	1.89	43	6.67	2.72	12	6.58	2.11	7	7.14	3.34	16	5.75	2.52	9	7.33	2.74	11	8.18	1.83
Agriculture and fisheries development	7	6.14	3.44	24	6.38	2.87	7	7.71	1.60	44	6.09	2.73	13	7.62	1.26	7	6.57	3.60	16	5.75	2.54	9	6.44	2.60	10	6.10	3.07
Natural resource management (e.g., oil, gas, mining)	7	5.71	3.04	26	6.65	2.99	7	7.00	2.45	42	7.10	2.84	13	8.31	2.18	7	6.86	3.53	17	7.12	2.50	9	7.67	2.78	13	8.85	1.68
Crime and violence	2	8.00	2.83	4	6.50	4.04	1	9.00		16	5.75	2.91	2	5.50	.71	5	5.60	4.04	7	4.57	2.88	4	3.00	2.16	7	6.14	3.34
Communicable/non-communicable diseases	2	7.50	2.12	4	6.50	1.29	1	9.00		14	5.79	3.14	2	6.50	2.12	5	6.40	3.78	7	4.00	2.24	4	4.75	3.86	6	5.00	3.41
Energy/energy efficiency	2	8.50	2.12	3	8.33	1.53	1	9.00		16	7.19	2.43	2	7.00	2.83	5	7.60	2.88	7	6.71	2.06	4	7.75	2.63	6	9.00	.89

\*Significantly different between stakeholder groups

<sup>26</sup> The development areas of “energy/energy efficiency,” “crime and violence,” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and “energy efficiency” separately.



### 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 XXXX?<sup>27</sup> (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy (e.g., electricity production, gas prices)	1	9.00		10	5.90	2.51	2	4.00	1.41	7	6.29	2.93	3	6.00	3.61	1	9.00		5	6.40	2.30	2	4.50	2.12	1	4.00	
Energy efficiency (e.g., energy savings, building insulation)	1	4.00		10	6.10	2.60	2	4.50	2.12	7	6.29	2.75	4	5.00	3.56	1	9.00		4	6.50	1.73	2	5.50	.71	1	4.00	
Information and communications technology	3	5.33	4.16	15	5.87	2.53	4	5.25	1.71	12	5.50	3.26	5	5.00	3.08	2	8.50	.71	9	5.78	1.79	4	3.25	2.63	6	4.67	2.34
Transport (e.g., roads, bridges, transportation)	2	5.50	4.95	11	5.64	2.77	2	4.00	1.41	11	6.09	2.66	5	4.60	2.07				6	5.17	1.94	4	3.00	2.83	5	6.00	2.00
Economic growth and diversification of income	5	4.60	1.67	16	6.56	2.25	4	5.25	.96	15	5.33	2.55	6	6.17	2.40	2	8.00	0.00	10	7.30	2.41	5	5.40	2.70	7	8.14	2.12
Environmental sustainability	3	6.00	3.61	17	5.65	2.47	2	6.00	0.00	11	5.91	2.81	6	6.17	2.04	3	7.00	1.73	5	6.00	2.55	4	4.00	3.46	4	6.00	1.63
Regulatory framework	5	3.80	2.17	17	6.12	2.64	2	6.00	0.00	11	5.64	3.11	6	4.83	1.47	1	9.00		9	7.22	2.33	3	3.67	3.06	5	7.00	2.55
Private sector development	3	3.00	1.00	14	6.29	2.52	4	6.00	.82	15	5.27	2.63	6	5.17	2.04	2	8.00	0.00	7	6.86	2.79	5	5.00	2.92	5	7.60	2.19
Public sector governance/reform	4	5.25	2.75	17	6.82	2.48	3	6.33	2.31	15	4.93	2.79	6	5.67	2.73	3	6.67	2.31	9	7.00	3.08	4	3.75	2.06	7	7.71	1.98
Job creation/employment	3	5.67	4.04	14	5.86	2.54	3	5.00	1.73	11	5.00	2.61	5	7.60	2.51	2	8.00	0.00	9	6.22	2.54	4	3.75	2.50	6	6.83	1.94
Quality of education	5	5.80	3.35	15	6.93	2.66	4	7.00	.82	9	4.00	2.50	2	8.00	0.00	2	8.00	0.00	11	6.64	2.34	4	4.75	3.86	6	7.50	2.07
Social protection (e.g., pensions, targeted social assistance)	3	8.67	1.53	13	6.31	2.78	2	5.50	2.12	11	5.36	2.58	6	5.83	1.94	2	8.50	.71	8	5.25	2.12	4	3.25	2.63	6	7.33	2.07
Agriculture and fisheries development	2	6.00	1.41	9	6.89	2.47	1	6.00		2	6.50	3.54	1	4.00					5	6.20	2.59						
Development planning	3	4.33	2.52	10	7.20	2.57	1	6.00		2	8.00	1.41	2	6.50	2.12				5	8.20	.84						
Health	1	4.00		8	6.38	2.83	3	6.67	.58	8	6.00	2.73	5	6.00	2.00	2	8.00	0.00	2	3.50	.71	4	5.00	3.65	6	7.00	1.67
Climate change (e.g., mitigation, adaptation)	1	5.00		6	4.67	2.34	2	5.00	1.41	8	5.00	3.07	5	4.40	2.19	2	8.00	0.00	2	4.00	0.00	4	4.50	4.12	5	5.80	2.17
Law and justice (e.g., judicial system)	1	2.00		5	6.20	3.27	3	5.00	1.00	7	4.43	2.76	1	5.00					2	6.00	2.83	3	3.00	3.46	6	6.17	2.32
Global/regional integration	1	7.00		4	6.25	2.50	2	5.50	2.12	7	5.00	2.65	1	6.00		2	7.50	.71	2	7.00	4.24	3	3.33	3.21	5	6.40	1.82
Anti corruption	1	4.00		2	5.50	6.36				7	3.14	2.54	1	5.00					3	4.33	1.53	3	2.67	2.89	5	6.80	1.79
Urban development	1	3.00		2	6.00	2.83				5	4.20	2.59	1	5.00		2	6.50	2.12	2	6.00	2.83	2	1.00	0.00	1	5.00	
Poverty reduction	2	7.00	4.24	1	7.00					4	3.00	3.37	1	7.00		1	8.00		2	4.00	0.00	2	2.00	1.41	1	6.00	
Gender equity	1	4.00		1	3.00					6	4.67	3.14	1	5.00		1	8.00		2	7.00	4.24	2	2.00	1.41	3	7.00	1.00
Foreign direct investment	1	6.00		1	7.00					6	4.67	3.39	1	5.00		1	8.00		4	6.25	1.71	2	2.00	1.41	3	7.67	.58
Water and sanitation	1	5.00		1	8.00					4	5.50	1.73	1	5.00					2	2.50	2.12	2	1.50	.71	2	7.00	0.00
Trade and exports	1	6.00		1	8.00					7	5.57	3.36	1	5.00					4	6.50	1.91	2	2.00	1.41	3	7.67	1.15
Energy/energy efficiency	1	6.00		1	9.00					5	5.20	2.17	1	5.00					2	3.00	1.41	2	3.00	2.83	3	7.33	.58
Disaster management	1	3.00		1	8.00					5	4.60	2.88	1	5.00					2	6.00	2.83	2	1.50	.71	1	8.00	
Financial markets	1	4.00		1	8.00					5	5.40	3.36	1	5.00		1	8.00		2	7.00	4.24	3	3.67	3.79	3	7.00	0.00
Equality of opportunity (i.e., equity)	1	2.00		1	8.00					5	4.00	2.45	1	8.00		1	8.00		2	7.00	4.24	2	1.00	0.00	3	7.33	.58

<sup>27</sup> The development areas of “health,” “climate change,” “law and justice,” “global/regional integration,” “anti corruption,” “urban development,” “poverty reduction,” “gender equity,” “gender equity,” “foreign direction investment,” “water and sanitation,” “trade and exports,” “energy/energy efficiency,” “disaster management,” “financial market,” and “equality of opportunity” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.



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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
At the Headquarters (in Washington D.C.)	22.2%	34.3%	33.3%	24.4%	35.7%	20.0%	23.5%	20.0%	6.3%
In the country	0.0%	8.6%	33.3%	13.3%	14.3%	0.0%	17.6%	0.0%	37.5%
Don't know	77.8%	57.1%	33.3%	62.2%	50.0%	80.0%	58.8%	80.0%	56.3%

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?	5	6.00	2.65	28	6.11	1.91	6	4.33	1.75	21	5.05	2.64	8	5.50	1.93	2	6.50	2.12	13	6.92	1.93	6	4.50	2.51	9	6.56	1.88

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

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7	6.29	2.69	34	5.68	2.13	6	5.17	1.60	22	5.77	2.29	8	4.75	2.12	3	6.00	1.73	12	7.25	2.01	6	4.50	1.97	10	6.80	1.62

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?	5	5.20	3.70	27	5.33	2.02	5	4.20	1.30	16	4.13	2.13	6	5.17	2.32	-	-	-	10	6.40	3.10	5	4.60	3.36	9	6.11	2.42

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in XXXX?	5	5.60	3.29	23	5.96	1.94	5	4.00	1.00	14	3.93	2.43	6	6.17	2.14	-	-	-	10	6.40	2.67	5	4.60	3.36	10	6.10	2.08

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	10.0%	13.9%	0.0%	0.0%	7.1%	0.0%	5.6%	0.0%	0.0%
Monthly	0.0%	2.8%	0.0%	0.0%	7.1%	0.0%	33.3%	0.0%	0.0%
A few times a year	60.0%	47.2%	71.4%	22.4%	35.7%	0.0%	22.2%	44.4%	50.0%
Rarely	10.0%	16.7%	14.3%	26.5%	7.1%	50.0%	11.1%	11.1%	18.8%
Never	20.0%	19.4%	14.3%	51.0%	42.9%	50.0%	27.8%	44.4%	31.3%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	6	6.33	2.16	21	5.67	2.52	5	5.20	1.79	21	5.29	1.62	9	5.44	1.81	3	5.67	2.08	12	7.08	2.02	6	6.50	2.51	8	6.38	2.13
Include appropriate level of stakeholder involvement during preparation	6	6.83	2.86	21	5.76	2.55	7	5.57	1.62	18	4.78	2.05	9	5.67	2.18	2	5.00	1.41	12	6.92	2.11	6	5.33	3.08	10	6.60	1.78
Are relevant to XXXX's social and economic development priorities	6	6.67	2.94	22	5.68	2.51	6	4.50	1.87	20	5.55	1.93	9	6.00	2.29	3	6.33	1.53	11	6.55	2.81	6	6.33	2.88	10	7.10	1.66
Lead to practical solutions	6	6.00	2.68	21	5.43	2.66	5	5.20	1.48	20	4.50	1.96	9	5.56	2.19	3	7.00	3.00	12	6.50	2.71	6	6.00	3.29	8	6.50	1.77
Are accessible (well written and easy to understand)	6	7.50	2.07	22	6.36	2.56	6	6.00	1.55	22	5.59	2.67	8	7.00	1.69	2	7.50	3.54	12	6.58	2.39	6	5.83	3.13	10	7.50	1.72
Are source of relevant information on global good practices	6	7.00	2.37	23	6.04	2.50	6	6.50	1.87	20	6.25	2.53	9	6.67	1.32	3	8.33	2.08	12	7.08	2.02	6	6.83	3.13	10	7.70	1.64
Are adequately disseminated	6	6.83	2.64	23	5.48	2.68	6	5.00	1.67	21	4.90	2.53	7	5.00	1.73	3	8.00	2.65	12	7.33	1.72	6	6.50	3.08	8	7.00	2.00
Are translated enough into local language	5	6.40	3.65	22	5.55	2.67	6	6.00	2.37	17	5.06	2.75	7	4.86	2.91	1	5.00	0.00	12	5.67	3.20	5	4.60	2.61	7	6.71	2.81
Are adaptable to XXXX's specific development challenges and country circumstances	6	6.33	3.20	21	5.81	2.38	5	5.40	2.30	22	5.32	2.59	9	5.44	2.19	3	8.33	2.08	12	6.58	2.35	6	5.50	2.35	10	6.80	1.55

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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	6.43	2.51	25	5.56	2.00	5	4.80	1.79	27	5.07	2.25	10	6.40	2.27	3	7.67	2.31	13	6.77	2.01	7	5.86	2.04	12	6.42	1.44
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?	6	7.00	2.53	28	6.21	1.87	4	5.75	1.89	27	7.11	1.89	10	6.70	2.06	3	8.00	2.00	12	7.92	1.08	6	6.00	2.90	12	6.83	2.04

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

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving XXXX's development challenges?

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	6	6.83	2.93	30	6.50	2.69	6	5.00	1.10	18	6.33	2.03	9	7.00	2.29	3	8.00	2.00	12	7.92	1.56	5	6.20	2.17	9	6.78	2.17
Design (appraising and planning the solutions)	6	6.50	3.02	28	6.61	2.54	6	5.17	1.33	18	5.78	2.24	8	6.88	2.42	3	8.33	1.53	12	7.75	1.71	5	6.00	2.92	8	6.38	1.92
Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)	6	5.83	3.31	27	6.52	2.64	6	4.83	1.33	17	4.94	2.36	8	7.13	2.70	3	7.33	2.31	12	6.50	2.47	5	5.60	3.36	9	6.22	2.22
Evaluation (assessing the impact and results)	5	6.00	3.39	28	7.00	2.52	6	4.83	1.33	15	6.20	2.31	8	7.38	2.13	3	7.67	2.08	12	6.83	2.48	5	5.60	3.05	8	6.00	2.07

To what extent do you agree/disagree with the following statements?<sup>28</sup> (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	4	6.25	3.50	25	6.16	2.15	6	4.50	1.52	21	5.29	2.41	9	6.44	1.67	2	8.00	2.83	10	7.40	1.96	5	5.60	2.51	9	6.11	1.96
The World Bank Group's approvals and reviews are done in a timely fashion	4	7.50	2.08	25	5.68	2.34	5	4.60	1.52	17	5.18	2.10	8	4.88	2.36	2	8.00	2.83	11	6.73	1.95	5	6.00	2.92	8	6.00	2.00
The World Bank Group's "Safeguard Policy" requirements are reasonable	1	8.00		21	6.00	2.14	4	4.25	.96	15	5.93	2.63	8	5.13	2.23	2	8.00	2.83	7	6.43	1.81	5	5.40	3.13	8	6.25	1.98
The World Bank Group takes decisions quickly in XXXX	5	6.00	2.74	23	5.48	2.33	3	3.00	1.00	16	4.56	2.58	7	3.57	1.99	2	7.50	3.54	11	6.36	2.42	5	5.60	2.07	8	5.75	2.12
Working with the World Bank Group increases XXXX's institutional capacity	7	7.14	2.73	27	5.85	2.61	6	5.17	1.17	20	6.70	2.79	8	5.75	2.60	2	8.00	2.83	12	7.25	2.05	5	5.20	3.11	11	6.73	2.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	3	5.67	2.52	22	6.09	2.56	3	4.67	1.15	18	6.72	2.52	8	7.00	2.73	2	8.00	2.83	11	7.00	1.55	5	5.40	2.79	7	6.00	2.16
The World Bank Group provides effective support to development projects implementation	2	5.00	4.24	18	6.17	2.31	3	3.67	1.53	9	6.11	2.42	7	6.14	2.48	1	5.00	0.00	6	6.17	1.47	3	7.33	1.15	4	6.75	2.06

<sup>28</sup> The statement "the World Bank Group provides effective support to development projects implementation" was not provided in the Kuwait questionnaire.



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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in XXXX?	6	6.67	3.08	25	5.60	2.43	6	5.00	2.45	27	4.89	2.68	8	5.13	1.73	2	7.00	1.41	10	7.20	1.81	6	5.00	3.16	11	6.45	1.37

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

### Which of the following best describes the way the World Bank Group operates in XXXX? (Select only ONE response)

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank Group takes too much risk in XXXX	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	12.5%	0.0%
The World Bank Group does not take enough risk in XXXX	11.1%	16.7%	0.0%	26.7%	21.4%	16.7%	0.0%	0.0%	5.9%
The World Bank Group's approach to risk is appropriate	22.2%	25.0%	28.6%	11.1%	35.7%	16.7%	27.8%	25.0%	17.6%
Don't know	66.7%	58.3%	71.4%	62.2%	42.9%	66.7%	66.7%	62.5%	76.5%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in XXXX	22.2%	36.1%	14.3%	22.7%	28.6%	33.3%	33.3%	12.5%	37.5%
The World Bank Group is not sufficiently selective in XXXX, and it is involved in too many areas of development	11.1%	25.0%	28.6%	15.9%	14.3%	16.7%	11.1%	25.0%	6.3%
Don't know	66.7%	38.9%	57.1%	61.4%	57.1%	50.0%	55.6%	62.5%	56.3%



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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	30.0%	42.9%	57.1%	42.9%	42.9%	80.0%	16.7%	50.0%	35.3%
Ensure greater selectivity in its work	0.0%	8.6%	14.3%	9.5%	7.1%	40.0%	5.6%	0.0%	5.9%
Offer more innovative financial products through IFC	10.0%	5.7%	0.0%	11.9%	14.3%	0.0%	0.0%	12.5%	5.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	10.0%	14.3%	0.0%	9.5%	14.3%	40.0%	11.1%	12.5%	5.9%
Reach out more to groups outside of Government*	20.0%	11.4%	0.0%	45.2%	42.9%	0.0%	38.9%	50.0%	23.5%
Work faster	10.0%	14.3%	0.0%	9.5%	0.0%	0.0%	5.6%	12.5%	5.9%
Improve the quality of its visiting experts as related to XXXX's specific challenges	40.0%	22.9%	14.3%	14.3%	0.0%	0.0%	11.1%	12.5%	11.8%
Offer more innovative knowledge services	0.0%	8.6%	14.3%	7.1%	7.1%	0.0%	11.1%	0.0%	17.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	20.0%	8.6%	28.6%	14.3%	7.1%	0.0%	11.1%	0.0%	29.4%
Increase the level of capacity development in the country*	40.0%	20.0%	57.1%	11.9%	14.3%	0.0%	44.4%	37.5%	29.4%
Reduce the complexity of obtaining World Bank Group financing from IFC	0.0%	2.9%	0.0%	9.5%	7.1%	0.0%	5.6%	0.0%	11.8%
Increase availability reimbursable advisory services (RAS)	0.0%	11.4%	0.0%	4.8%	0.0%	20.0%	11.1%	0.0%	5.9%
Other	10.0%	5.7%	0.0%	4.8%	14.3%	0.0%	11.1%	12.5%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Financial services	0.0%	26.5%	14.3%	25.6%	15.4%	16.7%	11.1%	0.0%	5.9%
Knowledge products	30.0%	32.4%	57.1%	23.3%	53.8%	16.7%	38.9%	75.0%	29.4%
Convening services	0.0%	2.9%	0.0%	4.7%	0.0%	0.0%	5.6%	0.0%	5.9%
None of the above	0.0%	2.9%	0.0%	2.3%	0.0%	16.7%	0.0%	0.0%	0.0%
The combination is appropriate for XXXX	10.0%	8.8%	14.3%	23.3%	0.0%	16.7%	22.2%	12.5%	29.4%
Don't know	60.0%	26.5%	14.3%	20.9%	30.8%	33.3%	22.2%	12.5%	29.4%



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

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities?

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

	Which of the following best describes your current position?																										
	Office of Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy advice*	9	7.44	2.19	32	7.44	2.21	6	5.17	3.31	36	8.03	2.01	12	8.58	1.16	5	9.20	.84	16	8.25	1.39	8	8.25	1.75	15	7.33	2.26
Implementation assistance	9	7.67	1.94	33	7.21	2.50	5	7.60	1.52	37	8.46	1.92	11	9.18	.87	5	8.00	1.41	15	8.20	1.82	8	7.75	1.49	14	7.79	1.93
Improving government effectiveness	9	7.78	2.22	32	7.34	2.12	5	5.80	3.27	36	8.31	2.19	11	8.64	1.29	4	9.00	.82	15	8.60	1.06	8	7.75	2.38	14	7.86	2.14
Improving service delivery	9	8.44	1.94	32	7.13	2.34	5	6.80	1.92	35	8.29	1.79	11	7.91	1.70	4	8.25	1.71	14	8.21	1.63	8	7.50	2.20	13	7.31	1.60
Convening across government institutions	6	7.33	1.51	30	6.50	2.76	5	7.00	2.00	35	8.06	1.97	11	7.91	1.58	4	8.25	1.71	15	8.00	1.13	8	6.88	2.17	13	7.69	1.80
Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)*	7	6.57	2.64	31	6.55	2.69	5	6.60	2.61	36	8.44	1.92	11	8.91	1.22	4	9.00	.82	16	7.50	2.07	7	8.00	1.73	13	7.92	1.89
Stakeholder consultations	9	8.00	1.50	30	6.67	2.86	5	6.40	2.07	34	7.68	2.29	11	8.91	1.38	4	9.00	.82	15	7.60	1.45	8	7.88	1.81	12	7.83	1.80

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Periodicals	20.0%	17.1%	28.6%	8.5%	42.9%	28.6%	27.8%	50.0%	11.8%
International newspapers	10.0%	14.3%	0.0%	36.2%	21.4%	28.6%	5.6%	25.0%	29.4%
Local radio*	0.0%	0.0%	28.6%	0.0%	7.1%	0.0%	5.6%	0.0%	0.0%
International radio	10.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	8.6%	28.6%	0.0%	14.3%	28.6%	16.7%	12.5%	5.9%
International television	0.0%	5.7%	0.0%	12.8%	0.0%	0.0%	5.6%	0.0%	5.9%
Local newspapers	50.0%	42.9%	42.9%	40.4%	42.9%	42.9%	44.4%	37.5%	35.3%
Internet	60.0%	74.3%	28.6%	59.6%	57.1%	42.9%	61.1%	50.0%	58.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	30.0%	14.3%	28.6%	17.0%	7.1%	14.3%	16.7%	0.0%	23.5%
Other	10.0%	2.9%	0.0%	6.4%	7.1%	0.0%	5.6%	12.5%	11.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Direct contact with World Bank Group	50.0%	40.0%	14.3%	27.7%	42.9%	20.0%	44.4%	25.0%	17.6%
e-Newsletters	30.0%	28.6%	28.6%	53.2%	42.9%	40.0%	27.8%	50.0%	23.5%
World Bank Group's seminars/workshops/ conferences	40.0%	48.6%	85.7%	42.6%	57.1%	60.0%	50.0%	25.0%	35.3%
World Bank Group's publications and other written materials	50.0%	20.0%	28.6%	23.4%	28.6%	40.0%	16.7%	37.5%	41.2%
World Bank Group's website*	0.0%	20.0%	0.0%	21.3%	7.1%	20.0%	5.6%	12.5%	58.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	10.0%	5.7%	0.0%	12.8%	7.1%	20.0%	22.2%	0.0%	11.8%
Mobile phones	0.0%	2.9%	14.3%	8.5%	7.1%	0.0%	11.1%	12.5%	0.0%
Other	10.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	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 Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	20.0%	31.4%	0.0%	10.4%	21.4%	16.7%	5.6%	12.5%	35.3%
No	80.0%	68.6%	100.0%	89.6%	78.6%	83.3%	94.4%	87.5%	64.7%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	10.0%	28.6%	28.6%	6.3%	14.3%	0.0%	16.7%	37.5%	5.9%
No	90.0%	71.4%	71.4%	93.8%	85.7%	100.0%	83.3%	62.5%	94.1%

**Were you able to obtain this information?**

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	90.0%	100.0%	100.0%	100.0%	-	100.0%	33.3%	100.0%
No	0.0%	10.0%	0.0%	0.0%	0.0%	-	0.0%	66.7%	0.0%

**Do you have access to the Internet?**

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	70.0%	71.4%	85.7%	39.6%	64.3%	28.6%	61.1%	77.8%	81.3%
No	30.0%	28.6%	14.3%	60.4%	35.7%	71.4%	38.9%	22.2%	18.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
High speed/WiFi	90.0%	88.2%	85.7%	97.8%	92.9%	83.3%	88.9%	100.0%	100.0%
Dial-up	10.0%	11.8%	14.3%	2.2%	7.1%	16.7%	11.1%	0.0%	0.0%

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 Minister			Employee of a Ministry/ PMU/ Consultant			Local/ Regional government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent government institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	7	7.14	1.68	24	6.13	2.40	4	6.50	1.73	19	7.00	1.89	9	7.33	1.80	3	10.00	0.00	11	8.09	1.76	5	6.80	2.59	13	7.46	1.85
I find the information on the World Bank Group's websites useful.*	7	8.00	1.63	26	6.42	2.12	4	6.50	1.00	19	7.42	1.57	9	8.00	1.87	3	9.33	1.15	11	8.27	1.42	5	6.80	.84	13	7.46	1.94
The World Bank Group's social media channels are valuable sources of information about the institution	3	5.33	2.52	16	6.06	2.43	4	6.50	1.29	11	7.27	2.20	6	7.50	3.15	2	8.00	2.83	8	7.88	.99	3	6.33	.58	10	6.50	2.12
When I need information from the World Bank Group I know how to find it	7	6.86	2.61	23	6.65	2.46	4	6.25	1.50	20	7.30	2.32	9	5.33	3.28	3	8.67	2.31	12	8.33	1.50	6	6.83	2.14	14	6.36	3.08
The World Bank Group is responsive to my information requests and inquiries	7	7.14	2.54	19	7.16	2.24	4	5.75	1.50	11	7.45	1.63	3	6.00	4.36	2	8.00	2.83	8	8.13	1.55	4	6.50	1.29	10	7.50	2.42

\*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?\* (Select only ONE response)

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
I currently collaborate with the World Bank Group	36.4%	28.3%	36.4%	3.3%	10.5%	13.3%	9.1%	0.0%	23.8%
I have previously collaborated with the World Bank Group	0.0%	28.3%	27.3%	16.7%	5.3%	26.7%	22.7%	33.3%	33.3%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	27.3%	32.6%	27.3%	3.3%	21.1%	13.3%	54.5%	0.0%	19.0%
I have never collaborated with the World Bank Group	36.4%	10.9%	9.1%	76.7%	63.2%	46.7%	13.6%	66.7%	23.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank (IBRD/IDA)	63.6%	71.1%	80.0%	27.0%	50.0%	61.5%	77.3%	33.3%	77.8%
The International Finance Corporation (IFC)	0.0%	6.7%	10.0%	21.6%	8.3%	7.7%	4.5%	8.3%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	4.4%	10.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Other	36.4%	17.8%	0.0%	51.4%	33.3%	30.8%	18.2%	58.3%	22.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer*	20.0%	8.5%	0.0%	45.1%	31.3%	8.3%	27.3%	30.8%	15.8%
Use World Bank Group reports/data	40.0%	34.0%	33.3%	31.4%	43.8%	58.3%	27.3%	30.8%	42.1%
Engage in World Bank Group related/sponsored events/activities	0.0%	21.3%	33.3%	13.7%	25.0%	8.3%	22.7%	15.4%	26.3%
Collaborate as part of my professional duties*	70.0%	72.3%	33.3%	13.7%	43.8%	50.0%	54.5%	15.4%	57.9%
Use World Bank Group website for information, data, research, etc.*	30.0%	14.9%	25.0%	43.1%	12.5%	25.0%	4.5%	53.8%	10.5%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant	Local/ Regional Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Female	27.3%	34.0%	25.0%	11.7%	31.6%	20.0%	23.8%	6.7%	14.3%
Male	72.7%	66.0%	75.0%	88.3%	68.4%	80.0%	76.2%	93.3%	85.7%



## Appendix C: Responses to Indicator Questions by Geographic Locations<sup>29</sup>

● Kuwait N=74 ● Bahrain N=40 ● Oman N=59 ● UAE N=58

### A. General Issues facing XXXX

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
The right direction	42.9%	60.0%	85.2%	91.2%
The wrong direction	38.6%	15.0%	1.9%	0.0%
Not sure	18.6%	25.0%	13.0%	8.8%

\*Significantly different between stakeholder groups

Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX? <sup>30</sup> (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Social protection (e.g., pensions, targeted social assistance)*	4.1%	22.5%	7.3%	12.3%
Food security*	2.7%	5.0%	20.0%	5.3%
Public sector governance/reform	42.5%	45.0%	30.9%	26.3%
Global/regional integration	2.7%	7.5%	0.0%	5.3%
Gender equity	2.7%	2.5%	0.0%	3.5%
Private sector development	26.0%	27.5%	40.0%	17.5%
Foreign direct investment	6.8%	15.0%	12.7%	7.0%
Water and sanitation	4.1%	0.0%	0.0%	3.5%
Anti corruption*	32.9%	15.0%	10.9%	1.8%
Job creation/employment*	13.7%	20.0%	32.7%	14.0%
Rural development	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	2.5%	0.0%	0.0%
Urban development	5.5%	2.5%	3.6%	3.5%
Environmental sustainability	4.1%	7.5%	3.6%	8.8%
Equality of opportunity (i.e., equity)	8.2%	5.0%	1.8%	3.5%
Health	8.2%	0.0%	9.1%	15.8%
Quality of education*	47.9%	20.0%	36.4%	45.6%
Poverty reduction	0.0%	5.0%	1.8%	1.8%
Energy efficiency (e.g., energy savings, building insulation)		15.0%	3.6%	14.0%
Transport (e.g., roads, bridges, transportation)	5.5%	2.5%	7.3%	7.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	1.8%	1.8%
Agriculture and fisheries development*	0.0%	0.0%	10.9%	0.0%
Trade and exports	2.7%	2.5%	1.8%	5.3%
Crime and violence	2.7%	0.0%	0.0%	0.0%
Economic growth and diversification of income	35.6%	37.5%	36.4%	47.4%
Law and justice (e.g., judicial system)	5.5%	12.5%	1.8%	5.3%
Regulatory framework	5.5%	10.0%	5.5%	12.3%
Energy (e.g., electricity production, gas prices)		2.5%	3.6%	1.8%
Natural resource management (e.g., oil, gas, mining)	5.5%	2.5%	1.8%	3.5%
Disaster management	1.4%	0.0%	0.0%	3.5%
Information and communications technology	2.7%	0.0%	3.6%	8.8%
Energy/energy efficiency	4.1%			
Communicable/non-communicable diseases	0.0%			

\*Significantly different between stakeholder groups

<sup>29</sup> All 231 respondents provided the information about their geographic locations. Thus, all of the respondents were included in the analyses presented in this appendix.

<sup>30</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and energy efficiency” separately.

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? <sup>31</sup> (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Water and sanitation	1.4%	2.7%	5.6%	1.9%
Equality of opportunity (i.e., equity)*	29.0%	32.4%	11.1%	18.5%
Economic growth and diversification of income*	55.1%	62.2%	55.6%	35.2%
Climate change (e.g., mitigation, adaptation)	1.4%	0.0%	0.0%	3.7%
Global/regional integration	1.4%	5.4%	1.9%	3.7%
Gender equity*	0.0%	0.0%	0.0%	5.6%
Rural development*	0.0%	5.4%	11.1%	11.1%
Urban development	0.0%	0.0%	1.9%	1.9%
Regulatory framework	2.9%	2.7%	3.7%	1.9%
Social protection (e.g., pensions, targeted social assistance)	15.9%	10.8%	7.4%	11.1%
Law and justice (e.g., judicial system)	7.2%	5.4%	5.6%	3.7%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%	3.7%	3.7%
Crime and violence	2.9%	2.7%	0.0%	0.0%
Energy (e.g., electricity production, gas prices)		2.7%	0.0%	1.9%
Information and communications technology	2.9%	0.0%	11.1%	5.6%
Anti corruption*	42.0%	21.6%	35.2%	7.4%
Private sector development	29.0%	29.7%	35.2%	29.6%
Foreign direct investment	2.9%	10.8%	9.3%	9.3%
Quality of education*	29.0%	13.5%	33.3%	53.7%
Energy efficiency (e.g., energy savings, building insulation)		8.1%	0.0%	1.9%
Public sector governance/reform*	23.2%	27.0%	9.3%	3.7%
Natural resource management (e.g., oil, gas, mining)	5.8%	10.8%	3.7%	5.6%
Environmental sustainability	0.0%	2.7%	3.7%	3.7%
Disaster management	0.0%	0.0%	0.0%	0.0%
Health	5.8%	0.0%	1.9%	7.4%
Agriculture and fisheries development	0.0%	2.7%	3.7%	3.7%
Job creation/employment	21.7%	18.9%	31.5%	33.3%
Financial markets	1.4%	0.0%	0.0%	1.9%
Trade and exports	1.4%	0.0%	3.7%	9.3%
Food security	1.4%	5.4%	1.9%	1.9%
Energy/energy efficiency	1.4%			
Communicable/non-communicable diseases	1.4%			

\*Significantly different between stakeholder groups

<sup>31</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and energy efficiency” separately.

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Better employment opportunities for young people	31.4%	45.9%	41.5%	40.0%
Better employment opportunities for women	2.9%	5.4%	1.9%	12.7%
Greater access to micro-finance for the poor	5.7%	5.4%	7.5%	10.9%
Greater voice and participation for citizens to help ensure greater accountability	10.0%	24.3%	9.4%	7.3%
Greater access to health and nutrition for citizens	0.0%	2.7%	5.7%	1.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	32.9%	16.2%	39.6%	41.8%
A growing middle class	15.7%	10.8%	5.7%	12.7%
Better opportunity for the poor who live in rural areas	0.0%	2.7%	0.0%	3.6%
Better opportunity for the poor expats who live in urban areas*	2.9%	2.7%	1.9%	12.7%
Consistent and more diversified economic growth	28.6%	27.0%	15.1%	12.7%
More reliable social safety net	2.9%	0.0%	0.0%	5.5%
Greater equity of fiscal policy	12.9%	18.9%	11.3%	5.5%
Better quality education and training that better ensure job opportunity*	34.3%	27.0%	47.2%	20.0%
Better quality public services	11.4%	2.7%	9.4%	10.9%
Better energy efficiency	4.3%	5.4%	0.0%	0.0%
Other	1.4%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX?*	67	5.99	3.13	36	3.78	2.78	52	5.23	2.68	52	4.40	2.57

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX.	57	5.63	2.66	21	4.38	2.40	39	5.67	2.29	37	5.46	1.66

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	56	6.18	2.36	22	5.36	2.11	35	6.43	2.49	38	6.21	1.99

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



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

When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX?<sup>32</sup> (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Social protection (e.g., pensions, targeted social assistance)	3.0%	17.1%	9.6%	11.5%
Crime and violence	3.0%	0.0%	0.0%	1.9%
Transport (e.g., roads, bridges, transportation)	6.0%	2.9%	3.8%	1.9%
Agriculture and fisheries development*	0.0%	2.9%	13.5%	3.8%
Global/regional integration	7.5%	2.9%	3.8%	7.7%
Gender equity	1.5%	2.9%	0.0%	1.9%
Public sector governance/reform*	53.7%	31.4%	40.4%	26.9%
Health	13.4%	5.7%	3.8%	13.5%
Rural development	1.5%	2.9%	3.8%	0.0%
Foreign direct investment	1.5%	8.6%	9.6%	11.5%
Quality of education	34.3%	22.9%	30.8%	32.7%
Energy (e.g., electricity production, gas prices)		5.7%	1.9%	5.8%
Job creation/employment	13.4%	14.3%	21.2%	26.9%
Financial markets*	0.0%	5.7%	0.0%	13.5%
Urban development	3.0%	0.0%	1.9%	0.0%
Environmental sustainability	4.5%	8.6%	5.8%	13.5%
Equality of opportunity (i.e., equity)	14.9%	11.4%	7.7%	5.8%
Private sector development	22.4%	31.4%	36.5%	26.9%
Water and sanitation	0.0%	0.0%	1.9%	3.8%
Food security	3.0%	2.9%	5.8%	1.9%
Climate change (e.g., mitigation, adaptation)	1.5%	2.9%	0.0%	1.9%
Poverty reduction*	0.0%	14.3%	1.9%	1.9%
Trade and exports	4.5%	2.9%	7.7%	7.7%
Economic growth and diversification of income	35.8%	42.9%	34.6%	30.8%
Law and justice (e.g., judicial system)	9.0%	8.6%	1.9%	3.8%
Regulatory framework	4.5%	5.7%	9.6%	9.6%
Energy efficiency (e.g., energy savings, building insulation)		11.4%	3.8%	9.6%
Natural resource management (e.g., oil, gas, mining)	6.0%	8.6%	5.8%	0.0%
Anti corruption*	32.8%	11.4%	13.5%	5.8%
Information and communications technology	4.5%	0.0%	5.8%	3.8%
Disaster management	0.0%	0.0%	0.0%	1.9%
Energy/energy efficiency	0.0%			
Communicable/non-communicable diseases	0.0%			

\*Significantly different between stakeholder groups

<sup>32</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?<sup>33</sup>

Greatest Value	Kuwait	Bahrain	Oman	UAE
Percentage of Respondents				
Convening/facilitating	1.5%	0.0%	1.9%	8.2%
Data	3.0%	5.9%	1.9%	10.2%
Policy advice, studies, analyses	25.8%	26.5%	25.0%	38.8%
Capacity development	16.7%	23.5%	25.0%	14.3%
Advisory services and technical assistance	31.8%	14.7%	23.1%	22.4%
Development partners coordination	0.0%	0.0%	5.8%	4.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	2.9%	0.0%	0.0%
Implementation support*	18.2%	20.6%	15.4%	2.0%
Other	3.0%	5.9%	1.9%	0.0%
Financial resources	0.0%			

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	Kuwait	Bahrain	Oman	UAE
Percentage of Respondents				
Convening/facilitating	6.1%	17.6%	5.9%	6.0%
Data	1.5%	8.8%	2.0%	8.0%
Policy advice, studies, analyses*	19.7%	11.8%	9.8%	32.0%
Capacity development*	16.7%	11.8%	33.3%	6.0%
Advisory services and technical assistance	19.7%	8.8%	9.8%	20.0%
Development partners coordination	10.6%	11.8%	5.9%	14.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.5%	5.9%	5.9%	2.0%
Implementation support	15.2%	20.6%	23.5%	12.0%
Other	3.0%	2.9%	3.9%	0.0%
Financial resources	6.1%			

\*Significantly different between stakeholder groups

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX<sup>34</sup>? (1-Not effective at all, 10-Very effective)

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	43	6.21	2.35	13	6.23	2.09	30	5.40	2.30	22	5.95	2.03
Implementation support				8	6.38	2.62	23	4.52	2.41	18	5.67	1.97
The private sector (related to institutional and policy change)	35	5.60	2.44									

When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?<sup>35</sup> (1-Not important at all, 10-Very important)

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)*	51	7.90	1.82	19	7.11	1.85	34	7.35	2.44	28	6.54	1.91
Implementation support				13	8.15	1.82	30	7.43	2.49	26	6.65	2.30
The private sector (related to institutional and policy change)	42	8.00	1.81									

\*Significantly different between stakeholder groups

<sup>33</sup> "Financial resources" was only provided as a response option in the Kuwait questionnaire.

<sup>34</sup> "The private sector" was only provided as an area for rating in the Kuwait questionnaire.

<sup>35</sup> "The private sector" was only provided as an area for rating in the Kuwait questionnaire.

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX?<sup>36</sup>  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Staff too inaccessible	4.7%	3.0%	7.8%	12.2%
Not exploring alternative policy options	4.7%	3.0%	9.8%	2.0%
Not collaborating enough with stakeholders outside the Government	9.4%	21.2%	15.7%	22.4%
Its advice and strategies do not lend themselves to practical problem solving	10.9%	6.1%	15.7%	6.1%
Not enough public disclosure of its work	17.2%	27.3%	13.7%	18.4%
Arrogant in its approach	3.1%	0.0%	0.0%	2.0%
Not client focused	3.1%	0.0%	11.8%	4.1%
The credibility of its knowledge/data	3.1%	0.0%	0.0%	0.0%
World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)		9.1%	11.8%	10.2%
Not willing to honestly criticize policies and reform efforts in the country	14.1%	9.1%	3.9%	6.1%
Too influenced by developed countries	7.8%	9.1%	7.8%	8.2%
Imposing technocratic solutions without regard to political and cultural realities	9.4%	6.1%	3.9%	4.1%
Not aligned with work of other development partners	4.7%	3.0%	2.0%	0.0%
Not aligned with country priorities	1.6%	0.0%	3.9%	4.1%
Not adequately sensitive to political/social realities in Bahrain	15.6%	12.1%	9.8%	8.2%
Insufficient experience of visiting staff		3.0%	0.0%	0.0%
Other	12.5%	3.0%	3.9%	2.0%
Don't know	25.0%	39.4%	29.4%	36.7%
World Bank Group's processes too complex	3.1%			
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	4.7%			
Inadequate quality of consultants and visiting technical experts	4.7%			

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Knowledge products/services (analytical work, studies, surveys, etc.)*	53.8%	24.2%	24.5%	35.4%
Investment lending (financing specific private sector projects)	7.7%	24.2%	16.3%	12.5%
Technical assistance (advice, best practice, international experience, etc.)	64.6%	48.5%	55.1%	58.3%
Capacity development*	44.6%	30.3%	49.0%	16.7%
Other	3.1%	3.0%	2.0%	0.0%
Don't know*	3.1%	27.3%	18.4%	27.1%

\*Significantly different between stakeholder groups

<sup>36</sup> In the Kuwait questionnaire, "the World Bank Group's processes too complex" and "the World Bank Group's processes too slow" were provided as two separate response options, whereas in other three GCC countries, they were combined. In addition, in Kuwait, the response option "insufficient experience of visiting staff" was worded differently as "inadequate quality of consultants and visiting technical experts."

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you believe that the World Bank Group's work and support help the poorest in XXXX?**

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
To a fully sufficient degree	1.5%	3.1%	0.0%	2.1%
To a somewhat sufficient degree	15.4%	6.3%	20.8%	21.3%
To a somewhat insufficient degree	10.8%	9.4%	16.7%	8.5%
To a very insufficient degree	15.4%	15.6%	20.8%	6.4%
Don't know	56.9%	65.6%	41.7%	61.7%

**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?<sup>37</sup> (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Academia/think tanks/research institutes	40.0%	33.3%	38.0%	31.3%
Aid community		0.0%	6.0%	0.0%
Media	10.8%	15.2%	8.0%	10.4%
Local/Regional Government	18.5%	21.2%	20.0%	31.3%
Private sector	40.0%	36.4%	46.0%	43.8%
Parliament	21.5%	12.1%	14.0%	4.2%
NGOs/Community Based Organizations (CBOs)	23.1%	27.3%	12.0%	10.4%
Youth/university groups	15.4%	33.3%	16.0%	29.2%
Other	3.1%	0.0%	2.0%	0.0%
Don't know	4.6%	6.1%	14.0%	12.5%
External partners	4.6%			
Beneficiaries	3.1%			
Foundations	6.2%			

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	48	5.54	2.39	15	4.73	1.98	38	5.08	2.19	30	4.60	2.16
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	46	5.83	2.54	16	4.81	2.32	34	5.24	2.24	27	4.52	1.99
The World Bank Group supports activities and strategies that are realistic for XXXX	42	6.19	2.27	15	5.00	2.39	33	5.42	2.35	25	5.08	2.16
The World Bank Group treats clients and stakeholders in XXXX with respect	46	7.74	2.36	17	6.65	2.47	33	7.55	2.36	30	7.07	2.50

<sup>37</sup> "Aid community" was not provided as a response option in the Kuwait questionnaire. "External partners," "beneficiaries," and "foundations" were only provided as response options in Kuwait.

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

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

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	39	6.23	2.31	13	5.92	2.25	29	6.00	2.35	26	6.42	2.25
Flexibility (in terms of the institution's products and services)	36	6.44	2.30	11	6.09	2.07	24	5.79	2.21	26	6.04	2.07
Flexibility (in terms of changing country circumstances)	37	6.27	2.39	12	5.92	2.19	24	5.46	2.28	25	5.96	2.24
Being inclusive	40	6.25	2.27	12	5.67	1.50	26	6.00	2.48	29	6.55	2.16
Openness (sharing data and other information)	41	6.93	2.33	15	5.93	2.05	30	6.30	2.55	32	6.72	2.32
Staff accessibility	38	6.32	2.67	14	6.36	2.47	30	6.37	2.57	29	6.17	2.44
Straightforwardness and honesty	35	7.54	2.54	12	7.33	1.56	28	6.79	2.88	27	7.00	2.04
Ease of access to the people at the World Bank Group who are making decisions important to my work	39	6.87	2.80	14	6.29	2.46	28	6.18	2.89	26	5.77	2.34
Collaboration with civil society	32	6.25	2.54	11	5.36	2.62	20	4.90	2.79	20	5.45	2.39
Collaboration with the Government	41	7.80	2.03	10	7.10	2.08	31	7.19	2.15	26	6.92	2.19
Collaboration with other development partners	29	6.72	2.43	11	6.27	2.45	23	6.39	2.52	24	6.13	2.44
Collaboration with the private sector	31	5.58	2.81	11	5.64	2.58	24	5.33	2.63	24	5.38	2.63
The speed in which it gets things accomplished on the ground	36	6.03	2.47	12	5.83	2.62	26	5.50	2.63	24	5.46	2.77
Being a long-term partner	34	7.18	2.26	12	7.08	2.19	26	6.81	2.50	28	6.57	2.49

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

(Select only ONE response)

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
More local presence	69.5%	67.7%	72.5%	73.9%
The current level of local presence is adequate	22.0%	0.0%	15.7%	10.9%
Less local presence	3.4%	0.0%	0.0%	0.0%
Don't know	5.1%	32.3%	11.8%	15.2%

\*Significantly different between stakeholder groups

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
The World Bank Group does not do adequate follow through/follow-up	12.5%	20.7%	25.0%	25.0%
Poor development partner coordination	23.2%	17.2%	27.1%	17.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.6%	17.2%	10.4%	30.0%
Lack of/inadequate levels of capacity in Government	28.6%	10.3%	25.0%	20.0%
There is not an adequate level of citizen/civil society participation	21.4%	24.1%	27.1%	15.0%
The World Bank Group works too slowly	5.4%	3.4%	6.3%	15.0%
The Government works inefficiently*	21.4%	20.7%	18.8%	0.0%
Political pressures and obstacles*	30.4%	27.6%	6.3%	7.5%
Reforms are not well thought out in light of country challenges	12.5%	20.7%	25.0%	22.5%
Other	3.6%	10.3%	4.2%	10.0%

\*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 XXXX?<sup>38</sup> (1- Not important at all, 10-Very important)

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	51	8.14	2.30	21	6.48	3.30	40	7.13	2.79	37	5.38	2.96
Information and communications technology	51	6.96	2.65	23	6.74	3.00	34	7.12	2.64	36	6.19	2.64
Transport (e.g., roads, bridges, transportation)	51	6.12	2.91	23	6.52	2.98	36	6.22	2.77	36	5.75	2.75
Energy (e.g., electricity production, gas prices)				23	7.48	2.17	39	6.69	2.56	36	6.67	2.68
Law and justice (e.g., judicial system)	51	6.35	2.95	22	5.45	3.04	37	6.19	2.84	34	6.59	2.63
Urban development	49	5.88	2.95	23	6.61	2.10	39	6.72	2.65	37	5.97	2.57
Environmental sustainability	50	7.48	2.47	23	7.57	2.39	39	7.31	2.43	35	7.34	2.39
Regulatory framework	51	7.94	2.05	21	6.71	2.28	41	7.54	2.40	37	7.86	1.87
Energy efficiency (e.g., energy savings, building insulation)				24	7.50	2.36	37	6.76	2.51	34	6.82	2.60
Poverty reduction*	50	5.24	3.01	23	7.48	2.59	41	6.71	2.56	35	6.14	2.78
Gender equity	49	5.65	3.05	22	5.14	2.92	39	5.13	2.98	37	6.43	2.99
Private sector development	47	7.68	2.49	24	7.92	1.95	44	7.93	2.26	35	7.17	2.55
Foreign direct investment	47	7.30	2.56	23	7.91	1.81	39	7.59	2.45	36	7.17	2.25
Water and sanitation	48	5.92	2.89	23	6.74	2.32	38	6.24	2.68	34	6.94	2.20
Trade and exports	48	6.90	2.49	22	6.64	2.30	37	6.89	2.51	35	6.80	2.35
Economic growth and diversification of income	48	8.23	2.31	24	8.29	1.94	40	8.00	2.03	37	7.70	2.07
Disaster management	47	7.21	2.70	22	6.32	2.73	36	6.03	2.40	33	6.42	2.53
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	48	8.63	1.89	24	7.67	2.08	38	7.66	2.34	38	7.24	2.38
Job creation/employment	48	8.23	2.16	25	7.32	1.89	40	7.55	2.50	36	7.53	2.26
Financial markets	48	6.90	2.78	23	6.91	1.90	35	7.11	2.40	35	7.26	2.15
Equality of opportunity (i.e., equity)	49	7.02	2.97	22	6.41	3.03	38	6.13	2.72	35	7.43	2.32
Health	44	7.09	2.63	22	6.59	2.70	38	6.08	2.54	36	7.22	2.51
Rural development	46	5.22	3.24	20	5.40	2.82	39	6.36	2.54	31	6.13	3.03
Global/regional integration	44	6.68	2.84	22	6.68	2.44	32	6.56	2.64	30	7.13	2.15
Food security	46	6.54	2.72	22	6.91	2.58	36	6.94	2.39	33	7.64	1.93
Quality of education*	46	8.96	1.69	22	7.86	2.75	36	8.33	2.22	31	7.52	2.11
Social protection (e.g., pensions, targeted social assistance)	47	6.60	2.84	22	7.00	2.62	36	6.58	2.66	32	6.75	2.84
Climate change (e.g., mitigation, adaptation)	47	6.49	2.81	23	6.70	2.91	37	6.14	2.71	32	7.09	2.33
Agriculture and fisheries development*	47	5.26	3.00	22	6.68	2.34	39	7.31	2.12	33	6.55	2.63
Natural resource management (e.g., oil, gas, mining)	47	7.36	2.88	25	7.32	2.90	39	7.49	2.40	35	6.89	2.74
Crime and violence	50	5.48	3.07									
Communicable/non-communicable diseases	47	5.62	2.97									
Energy/energy efficiency	48	7.58	2.23									

\*Significantly different between stakeholder groups

<sup>38</sup> The development areas of “energy/energy efficiency,” “crime and violence,” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.

**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 XXXX?<sup>39</sup>  
(1-Not effective at all, 10-Very effective)

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy (e.g., electricity production, gas prices)				10	5.90	2.77	14	5.79	2.94	9	5.89	2.26
Energy efficiency (e.g., energy savings, building insulation)				12	5.42	2.61	12	5.75	2.90	9	6.11	2.20
Information and communications technology	23	5.00	2.88	9	5.78	2.86	15	5.60	2.38	14	5.43	2.71
Transport (e.g., roads, bridges, transportation)	14	4.36	2.50	9	5.44	2.51	12	5.50	2.94	12	5.75	2.42
Economic growth and diversification of income	24	6.21	2.80	11	6.18	2.09	23	6.09	2.50	14	6.43	2.17
Environmental sustainability	17	4.82	2.53	11	6.18	1.83	17	6.00	2.89	11	6.18	2.27
Regulatory framework	20	5.20	2.98	10	5.80	1.87	17	5.47	3.02	14	7.21	2.01
Private sector development	19	5.05	2.70	9	5.78	2.11	20	5.90	2.79	14	6.64	2.21
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	5.65	3.05	11	5.91	2.51	16	5.75	3.09	17	7.06	1.75
Job creation/employment	21	6.00	2.88	8	5.88	2.42	19	5.53	2.65	11	5.91	2.30
Quality of education	24	6.08	3.15				24	6.17	2.53	11	6.64	2.34
Social protection (e.g., pensions, targeted social assistance)	20	5.75	2.73	7	5.71	2.29	18	5.72	2.54	11	6.55	2.88
Agriculture and fisheries development							21	6.14	2.52			
Development planning							24	6.75	2.54			
Health	17	5.82	2.58	10	6.00	2.36				12	6.58	2.23
Climate change (e.g., mitigation, adaptation)	16	4.81	2.54	10	5.50	2.80				9	4.89	2.26
Law and justice (e.g., judicial system)	18	5.11	2.93							10	5.00	2.21
Global/regional integration	17	5.65	2.74							11	6.00	1.84
Anti corruption	22	4.41	2.81									
Urban development	16	4.56	2.48									
Poverty reduction	14	4.71	2.97									
Gender equity	17	5.12	2.78									
Foreign direct investment	19	5.58	2.61									
Water and sanitation	13	4.77	2.39									
Trade and exports	19	5.84	2.69									
Energy/energy efficiency	15	5.33	2.35									
Disaster management	13	4.77	2.74									
Financial markets	17	5.76	2.82									
Equality of opportunity (i.e., equity)	16	5.25	3.04									

<sup>39</sup> The development areas of “health,” “climate change,” “law and justice,” “global/regional integration,” “anti corruption,” “urban development,” “poverty reduction,” “gender equity,” “gender equity,” “foreign direction investment,” “water and sanitation,” “trade and exports,” “energy/energy efficiency,” “disaster management,” “financial market,” and “equality of opportunity” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
At the Headquarters (in Washington D.C.)	24.5%	28.6%	25.0%	25.6%
In the country	22.4%	17.9%	13.6%	4.7%
Don't know	53.1%	53.6%	61.4%	69.8%

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?	35	5.83	2.58	15	6.20	1.66	30	6.00	2.30	24	5.13	1.90

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

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	38	6.00	2.42	16	6.56	1.67	33	5.36	2.46	27	5.85	1.81

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?	29	5.17	2.98	14	6.14	2.25	24	4.79	2.36	19	4.95	1.84

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX?	28	5.54	2.94	11	6.45	2.02	23	5.00	2.45	19	5.26	1.91

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?****(Select only ONE response)**

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Weekly	8.3%	6.7%	4.0%	2.2%
Monthly	12.5%	3.3%	6.0%	0.0%
A few times a year	29.2%	23.3%	42.0%	42.2%
Rarely	18.8%	26.7%	14.0%	22.2%
Never	31.3%	40.0%	34.0%	33.3%



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

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

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	33	6.15	2.21	13	6.00	1.63	25	5.80	2.43	22	5.41	2.06
Include appropriate level of stakeholder involvement during preparation	31	6.26	2.41	13	5.62	1.89	28	5.68	2.71	22	5.27	2.00
Are relevant to XXXX's social and economic development priorities	35	6.46	2.25	12	5.58	1.98	28	5.61	2.56	22	5.77	2.33
Lead to practical solutions	34	6.18	2.65	13	5.77	1.92	24	4.75	2.54	23	5.43	2.19
Are accessible (well written and easy to understand)	34	6.91	2.57	14	6.21	2.33	28	5.86	2.68	23	6.30	2.08
Are source of relevant information on global good practices	33	7.21	2.25	14	6.71	1.77	29	6.03	2.65	24	6.58	2.08
Are adequately disseminated	31	6.52	2.54	14	5.64	2.41	28	5.39	2.77	23	5.78	2.15
Are translated enough into local language*	30	6.53	2.84	12	3.75	2.09	26	5.15	2.89	18	4.89	2.35
Are adaptable to XXXX's specific development challenges and country circumstances	35	6.31	2.41	15	5.80	2.01	27	5.56	2.64	22	5.55	2.34

\*Significantly different between stakeholder groups

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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?	41	5.66	2.29	13	6.77	1.42	30	5.53	2.40	28	5.89	1.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	39	7.00	2.24	18	6.78	1.31	29	6.66	2.22	26	6.46	2.00

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

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

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	35	7.00	2.36	14	6.93	1.77	30	6.70	2.41	23	6.17	2.31
Design (appraising and planning the solutions)	33	6.70	2.48	15	6.40	1.99	28	6.64	2.51	22	6.27	2.21
Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)	33	5.64	2.79	12	5.75	2.09	29	6.34	2.69	21	6.24	2.41
Evaluation (assessing the impact and results)	32	6.31	2.60	11	6.55	1.37	28	6.75	2.73	21	6.33	2.33

**E. Working with the World Bank Group (continued)****To what extent do you agree/disagree with the following statements?<sup>40</sup> (1-Strongly disagree, 10-Strongly agree)**

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	31	5.81	2.59	13	7.15	1.28	25	5.96	2.51	25	5.76	1.88
The World Bank Group's approvals and reviews are done in a timely fashion	28	5.64	2.51	12	6.50	1.98	26	5.46	2.50	21	5.62	1.83
The World Bank Group's "Safeguard Policy" requirements are reasonable	20	5.55	2.35	12	6.42	1.73	25	5.72	2.72	16	5.81	2.01
The World Bank Group takes decisions quickly in XXXX	32	5.41	2.54	12	5.50	2.24	22	5.05	2.77	18	5.11	2.27
Working with the World Bank Group increases XXXX's institutional capacity	34	6.53	2.73	15	6.80	1.78	30	6.20	2.83	24	6.04	2.26
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	31	6.39	2.54	12	7.25	1.71	19	6.16	2.73	19	5.84	2.27
The World Bank Group provides effective support to development projects implementation				13	6.54	1.98	21	5.81	2.46	21	5.90	2.36

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX?	35	5.17	2.85	14	5.57	2.03	30	5.67	2.19	26	5.96	2.39

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

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
The World Bank Group takes too much risk in XXXX	4.2%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in XXXX	22.9%	20.7%	12.5%	4.8%
The World Bank Group's approach to risk is appropriate	29.2%	20.7%	20.8%	14.3%
Don't know	43.8%	58.6%	66.7%	81.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
The World Bank Group is sufficiently selective and focuses on the most important development challenges in XXXX	37.5%	29.6%	33.3%	11.9%
The World Bank Group is not sufficiently selective in XXXX, and it is involved in too many areas of development	22.9%	11.1%	10.4%	26.2%
Don't know	39.6%	59.3%	56.3%	61.9%

\*Significantly different between stakeholder groups

<sup>40</sup> The statement "the World Bank Group provides effective support to development projects implementation" was not provided in the Kuwait questionnaire.

**F. The Future Role of the World Bank Group in XXXX**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in XXXX?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	36.2%	33.3%	35.4%	58.5%
Ensure greater selectivity in its work	10.6%	11.1%	2.1%	9.8%
Offer more innovative financial products through IFC	2.1%	14.8%	12.5%	2.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	4.3%	14.8%	12.5%	17.1%
Reach out more to groups outside of Government	34.0%	37.0%	33.3%	17.1%
Work faster	8.5%	7.4%	2.1%	14.6%
Improve the quality of its visiting experts as related to XXXX's specific challenges*	21.3%	3.7%	22.9%	4.9%
Offer more innovative knowledge services	4.3%	14.8%	6.3%	9.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	19.1%	0.0%	10.4%	19.5%
Increase the level of capacity development in the country*	27.7%	7.4%	37.5%	17.1%
Reduce the complexity of obtaining World Bank Group financing from IFC	0.0%	11.1%	4.2%	9.8%
Increase availability reimbursable advisory services (RAS)	6.4%	11.1%	4.2%	7.3%
Other	12.8%	7.4%	2.1%	2.4%

\*Significantly different between stakeholder groups

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

(Select only ONE response)

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Financial services	8.7%	14.8%	18.8%	24.4%
Knowledge products	34.8%	48.1%	31.3%	34.1%
Convening services	10.9%	0.0%	0.0%	0.0%
None of the above	0.0%	3.7%	2.1%	2.4%
The combination is appropriate for XXXX	28.3%	11.1%	12.5%	9.8%
Don't know	17.4%	22.2%	35.4%	29.3%

\*Significantly different between stakeholder groups

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (1-Not important at all, 10-Very important)

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy advice	45	8.16	1.93	21	7.90	1.87	41	7.66	2.15	36	7.28	2.34
Implementation assistance*	44	8.43	1.96	22	8.36	1.50	41	7.71	2.42	35	7.17	2.05
Improving government effectiveness*	43	8.67	1.87	22	7.91	1.87	39	7.87	2.32	35	6.86	2.17
Improving service delivery*	43	8.30	1.79	21	7.48	2.09	38	7.92	2.11	34	6.91	1.73
Convening across government institutions	44	7.77	1.95	20	7.25	2.17	36	7.78	2.28	32	6.78	2.06
Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	44	8.11	2.14	21	7.71	2.12	36	7.72	2.42	34	7.06	2.32
Stakeholder consultations	41	7.88	2.24	20	7.45	2.01	38	7.45	2.49	33	7.21	2.25

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

(Choose no more than TWO)

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Periodicals	16.3%	28.6%	24.0%	18.2%
International newspapers	26.5%	28.6%	10.0%	27.3%
Local radio	2.0%	0.0%	2.0%	4.5%
International radio	2.0%	3.6%	2.0%	0.0%
Local television	8.2%	7.1%	10.0%	6.8%
International television	6.1%	7.1%	10.0%	4.5%
Local newspapers	44.9%	39.3%	38.0%	36.4%
Internet	49.0%	60.7%	68.0%	61.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	20.4%	17.9%	12.0%	13.6%
Other	12.2%	3.6%	4.0%	4.5%

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Direct contact with World Bank Group	37.5%	25.0%	34.7%	27.9%
e-Newsletters	27.1%	46.4%	30.6%	48.8%
World Bank Group's seminars/workshops/ conferences	52.1%	50.0%	42.9%	44.2%
World Bank Group's publications and other written materials	31.3%	25.0%	28.6%	27.9%
World Bank Group's website	20.8%	21.4%	16.3%	23.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	8.3%	14.3%	12.2%	7.0%
Mobile phones	8.3%	7.1%	6.1%	4.7%
Other	0.0%	0.0%	6.1%	0.0%

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	Kuwait	Bahrain	Oman	UAE
Yes	20.8%	14.3%	16.3%	20.0%
No	79.2%	85.7%	83.7%	80.0%

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	12.5%	14.3%	16.3%	20.0%
No	87.5%	85.7%	83.7%	80.0%

Were you able to obtain this information?

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	85.7%	100.0%	100.0%	77.8%
No	14.3%	0.0%	0.0%	22.2%

Do you have access to the Internet?

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	100.0%	100.0%	98.0%	100.0%
No	0.0%	0.0%	2.0%	0.0%

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	54.0%	60.7%	63.3%	64.4%
No	46.0%	39.3%	36.7%	35.6%

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
High speed/WiFi	89.1%	100.0%	91.8%	93.0%
Dial-up	10.9%	0.0%	8.2%	7.0%

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

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

	country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	23	7.52	2.47	15	6.33	1.40	33	7.45	2.03	28	6.61	2.04
I find the information on the World Bank Group's websites useful.	23	7.57	2.31	16	6.94	.77	33	7.55	1.92	29	7.03	1.90
The World Bank Group's social media channels are valuable sources of information about the institution	15	6.27	2.15	7	7.14	1.77	21	7.57	2.34	21	6.00	2.17
When I need information from the World Bank Group I know how to find it*	28	8.07	2.07	15	6.20	2.78	30	7.20	2.47	29	5.86	2.42
The World Bank Group is responsive to my information requests and inquiries	22	7.77	2.00	9	6.56	2.30	21	7.14	2.29	20	6.95	2.19

\*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?\*

(Select only ONE response)

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
I currently collaborate with the World Bank Group	12.7%	12.8%	25.0%	10.7%
I have previously collaborated with the World Bank Group	28.2%	5.1%	32.1%	16.1%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	28.2%	15.4%	19.6%	14.3%
I have never collaborated with the World Bank Group	31.0%	66.7%	23.2%	58.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
The World Bank (IBRD/IDA)	72.1%	41.4%	60.8%	47.5%
The International Finance Corporation (IFC)	3.3%	17.2%	9.8%	12.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	5.9%	2.5%
Other	24.6%	41.4%	23.5%	37.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Observer	22.7%	30.3%	16.7%	28.0%
Use World Bank Group reports/data	25.8%	42.4%	37.0%	42.0%
Engage in World Bank Group related/sponsored events/activities*	21.2%	9.1%	29.6%	10.0%
Collaborate as part of my professional duties*	60.6%	33.3%	46.3%	30.0%
Use World Bank Group website for information, data, research, etc.	18.2%	36.4%	20.4%	32.0%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Female	20.8%	25.6%	16.7%	22.8%
Male	79.2%	74.4%	83.3%	77.2%

## Appendix D: Responses to Selected Questions by Level of Collaboration<sup>41</sup>

● Currently collaborating with the WBG N=79 ● Not collaborating with the WBG N=143

### 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?					
	Currently 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 XXXX?*	72	6.86	2.45	129	3.92	2.62

(1-Not familiar at all, 10-Extremely familiar) \*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?					
	Currently 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 XXXX.*	69	6.59	1.90	80	4.43	2.15

(1-Not effective at all, 10-Very effective) \*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?					
	Currently 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 XXXX solve its most complicated development challenges?*	67	6.79	2.03	79	5.54	2.29

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

<sup>41</sup> Only 222 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Currently collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

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

When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX?<sup>42</sup> (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Social protection (e.g., pensions, targeted social assistance)	9.7%	9.4%
Crime and violence	0.0%	1.6%
Transport (e.g., roads, bridges, transportation)	2.8%	3.9%
Agriculture and fisheries development	4.2%	4.7%
Global/regional integration	2.8%	7.8%
Gender equity	1.4%	1.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	47.2%	34.4%
Health	11.1%	8.6%
Rural development	1.4%	2.3%
Foreign direct investment	5.6%	8.6%
Quality of education	36.1%	27.3%
Energy (e.g., electricity production, gas prices)	7.0%	3.3%
Job creation/employment	25.0%	16.4%
Financial markets	2.8%	5.5%
Urban development	2.8%	0.8%
Environmental sustainability	6.9%	8.6%
Equality of opportunity (i.e., equity)*	2.8%	14.8%
Private sector development	26.4%	31.3%
Water and sanitation	1.4%	1.6%
Food security	5.6%	1.6%
Climate change (e.g., mitigation, adaptation)	1.4%	1.6%
Poverty reduction*	0.0%	5.5%
Trade and exports	4.2%	7.0%
Economic growth and diversification of income	40.3%	32.0%
Law and justice (e.g., judicial system)*	1.4%	8.6%
Regulatory framework	4.2%	9.4%
Energy efficiency (e.g., energy savings, building insulation)	9.3%	6.5%
Natural resource management (e.g., oil, gas, mining)	6.9%	3.9%
Anti corruption	16.7%	18.0%
Information and communications technology	6.9%	2.3%
Disaster management	1.4%	0.0%
Energy/energy efficiency	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX?<sup>43</sup> (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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)*	55	6.42	1.72	50	5.42	2.52
Implementation support	22	5.41	2.06	25	5.24	2.57
The private sector (related to institutional and policy change)	19	6.05	1.61	16	5.06	3.13

\*Significantly different between collaborators and non-collaborators

<sup>42</sup> The response options of “Energy/energy efficiency” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the response options “energy” and “energy efficiency” separately.

<sup>43</sup> “The private sector” was only provided as an area for rating in the Kuwait questionnaire.

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

When thinking about how to improve capacity building in XXXX to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building?<sup>44</sup> (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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	58	7.33	1.92	70	7.43	2.04
Implementation support	31	7.39	2.25	35	7.34	2.22
The private sector (related to institutional and policy change)	17	7.53	1.70	25	8.32	1.84

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently 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 XXXX*	56	5.93	2.27	72	4.50	2.00
The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	55	6.04	2.27	64	4.53	2.14
The World Bank Group supports activities and strategies that are realistic for XXXX*	56	6.16	2.26	55	4.93	2.10
The World Bank Group treats clients and stakeholders in XXXX with respect	59	7.68	2.33	64	7.06	2.46

\*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in XXXX, 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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	53	6.87	1.96	50	5.42	2.23
Flexibility (in terms of the institution's products and services)*	51	6.63	1.95	43	5.65	2.19
Flexibility (in terms of changing country circumstances)*	49	6.43	2.00	45	5.47	2.40
Being inclusive*	51	6.82	1.95	53	5.70	2.26
Openness (sharing data and other information)	55	7.00	2.14	59	6.27	2.37
Staff accessibility*	53	6.98	2.13	54	5.69	2.63
Straightforwardness and honesty	49	7.43	2.43	49	6.94	2.28
Ease of access to the people at the World Bank Group who are making decisions important to my work*	52	7.17	2.29	51	5.57	2.73
Collaboration with civil society*	35	6.66	2.33	45	4.87	2.46
Collaboration with the Government	51	7.55	1.93	53	7.21	2.13
Collaboration with other development partners*	42	6.95	2.22	41	5.83	2.40
Collaboration with the private sector*	39	6.44	2.29	48	4.71	2.64
The speed in which it gets things accomplished on the ground*	51	6.33	2.17	43	4.98	2.72
Being a long-term partner*	49	7.45	2.06	47	6.36	2.38

\*Significantly different between collaborators and non-collaborators

<sup>44</sup> "The private sector" was only provided as an area for rating in the Kuwait questionnaire.





### 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 XXXX?<sup>45</sup> (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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	55	6.91	2.88	91	6.87	2.97
Information and communications technology	52	6.87	2.53	88	6.65	2.81
Transport (e.g., roads, bridges, transportation)	53	5.85	2.65	90	6.22	2.91
Energy (e.g., electricity production, gas prices)	31	6.35	2.59	65	7.15	2.36
Law and justice (e.g., judicial system)	51	6.27	2.59	89	6.15	3.00
Urban development	52	6.17	2.67	92	6.27	2.63
Environmental sustainability	54	7.52	2.13	89	7.37	2.50
Regulatory framework	54	7.59	2.17	92	7.66	2.19
Energy efficiency (e.g., energy savings, building insulation)	27	6.93	2.48	65	7.03	2.44
Poverty reduction*	52	5.46	2.85	93	6.55	2.76
Gender equity	53	5.79	2.76	90	5.56	3.12
Private sector development	57	7.28	2.43	90	7.96	2.19
Foreign direct investment	52	7.21	2.35	90	7.61	2.26
Water and sanitation	51	6.18	2.38	88	6.42	2.72
Trade and exports	50	6.78	2.42	88	6.86	2.36
Economic growth and diversification of income	57	7.70	2.31	89	8.20	1.97
Disaster management	46	6.91	2.43	88	6.40	2.65
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	56	7.93	2.12	88	7.75	2.30
Job creation/employment	54	7.67	2.33	91	7.84	2.10
Financial markets	48	6.85	2.48	89	7.02	2.33
Equality of opportunity (i.e., equity)	50	6.74	2.72	90	6.80	2.79
Health	47	6.85	2.48	89	6.62	2.67
Rural development	45	5.58	2.77	87	5.94	3.02
Global/regional integration	44	6.59	2.54	80	6.83	2.50
Food security	47	6.89	2.25	86	7.02	2.52
Quality of education	51	8.47	1.96	81	8.15	2.31
Social protection (e.g., pensions, targeted social assistance)	46	6.91	2.47	87	6.57	2.82
Climate change (e.g., mitigation, adaptation)	47	6.62	2.43	88	6.52	2.79
Agriculture and fisheries development	49	6.27	2.60	89	6.39	2.75
Natural resource management (e.g., oil, gas, mining)	52	7.27	2.53	90	7.23	2.86
Crime and violence	22	5.77	2.96	27	5.37	3.19
Communicable/non-communicable diseases	22	5.27	2.68	24	5.79	3.24
Energy/energy efficiency	21	7.86	1.93	26	7.27	2.44

\*Significantly different between collaborators and non-collaborators

<sup>45</sup> The development areas of “energy/energy efficiency,” “crime and violence,” and “communicable/non-communicable diseases” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.



### 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 XXXX?<sup>46</sup>  
(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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Energy (e.g., electricity production, gas prices)	17	6.24	2.41	15	5.73	2.71
Energy efficiency (e.g., energy savings, building insulation)	16	6.38	2.55	16	5.38	2.31
Information and communications technology	30	6.00	2.38	30	4.87	2.79
Transport (e.g., roads, bridges, transportation)	18	5.50	2.48	28	5.18	2.60
Economic growth and diversification of income*	35	6.94	2.07	35	5.60	2.53
Environmental sustainability	25	6.24	2.11	30	5.43	2.65
Regulatory framework	33	6.36	2.47	26	5.23	2.75
Private sector development	26	6.19	2.26	35	5.63	2.67
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31	6.71	2.56	37	5.62	2.72
Job creation/employment	27	6.56	2.31	30	5.27	2.64
Quality of education*	31	7.35	2.11	27	5.11	2.76
Social protection (e.g., pensions, targeted social assistance)*	26	6.73	2.15	29	5.31	2.70
Agriculture and fisheries development	12	6.92	2.43	8	5.63	1.92
Development planning	16	7.06	2.59	7	6.86	1.46
Health	17	6.29	1.96	22	5.95	2.70
Climate change (e.g., mitigation, adaptation)	15	5.33	1.99	20	4.80	2.84
Law and justice (e.g., judicial system)	12	6.17	2.17	16	4.25	2.74
Global/regional integration	10	6.90	1.91	17	5.06	2.49
Anti corruption	10	5.50	2.68	12	3.50	2.68
Urban development	7	5.29	1.98	9	4.00	2.78
Poverty reduction	7	6.00	2.24	7	3.43	3.21
Gender equity	8	5.88	2.36	9	4.44	3.09
Foreign direct investment	10	6.60	1.35	9	4.44	3.24
Water and sanitation	7	5.29	2.36	6	4.17	2.48
Trade and exports	10	6.80	1.55	9	4.78	3.35
Energy/energy efficiency	8	6.00	2.27	7	4.57	2.37
Disaster management	6	6.00	2.28	7	3.71	2.81
Financial markets	8	6.50	2.07	9	5.11	3.33
Equality of opportunity (i.e., equity)*	8	6.75	2.55	8	3.75	2.87

\*Significantly different between collaborators and non-collaborators

<sup>46</sup> The development areas of “health,” “climate change,” “law and justice,” “global/regional integration,” “anti corruption,” “urban development,” “poverty reduction,” “gender equity,” “gender equity,” “foreign direction investment,” “water and sanitation,” “trade and exports,” “energy/energy efficiency,” “disaster management,” “financial market,” and “equality of opportunity” were only provided in the Kuwait questionnaire. Respondents in Kuwait were not given the development areas “energy” and energy efficiency” separately.

### 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?					
	Currently 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 XXXX?*	52	6.44	1.97	47	5.00	2.24

(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 statement about the World Bank Group in XXXX?

(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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	54	6.43	2.08	55	5.27	2.09

\*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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?*	44	6.05	2.45	40	4.23	2.03

(1-To no degree at all, 10-To a very significant degree) \*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?					
	Currently 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 XXXX?*	42	6.31	2.24	37	4.46	2.21

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

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

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

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	43	6.33	2.01	48	5.48	2.10
Include appropriate level of stakeholder involvement during preparation*	46	6.46	2.23	45	5.16	2.18
Are relevant to XXXX's social and economic development priorities	45	6.47	2.34	48	5.54	2.23
Lead to practical solutions*	45	6.16	2.32	45	5.02	2.42
Are accessible (well written and easy to understand)*	46	6.93	1.97	48	5.94	2.67
Are source of relevant information on global good practices	47	6.85	1.99	48	6.48	2.50
Are adequately disseminated*	46	6.50	2.12	46	5.28	2.71
Are translated enough into local language*	44	6.14	2.75	38	4.82	2.63
Are adaptable to XXXX's specific development challenges and country circumstances	47	6.40	2.20	47	5.47	2.48

\*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently 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?	48	6.19	1.95	61	5.59	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	49	6.86	1.94	59	6.76	2.02

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

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving XXXX's development challenges? (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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	51	7.04	2.31	47	6.28	2.22
Design (appraising and planning the solutions)	48	6.96	2.29	46	6.07	2.30
Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)	48	6.50	2.47	45	5.62	2.60
Evaluation (assessing the impact and results)	47	6.85	2.35	43	6.19	2.47

To what extent do you agree/disagree with the following statements?<sup>47</sup> (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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	42	6.40	2.21	49	5.69	2.24
The World Bank Group's approvals and reviews are done in a timely fashion	43	6.16	2.13	42	5.36	2.31
The World Bank Group's "Safeguard Policy" requirements are reasonable	34	6.38	1.84	37	5.46	2.51
The World Bank Group takes decisions quickly in XXXX*	41	6.02	2.20	39	4.49	2.45
Working with the World Bank Group increases XXXX's institutional capacity	48	6.58	2.40	50	6.12	2.60
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	38	6.45	2.13	41	6.32	2.59
The World Bank Group provides effective support to development projects implementation	24	6.00	2.27	29	6.10	2.18

\*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?					
	Currently 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 XXXX?	43	5.95	2.19	59	5.39	2.57

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

<sup>47</sup> The statement "the World Bank Group provides effective support to development projects implementation" was not provided in the Kuwait questionnaire.

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

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (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?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Policy advice	54	7.91	1.96	85	7.71	2.16
Implementation assistance	54	8.11	1.97	83	7.89	2.03
Improving government effectiveness	53	7.94	2.21	81	7.95	2.02
Improving service delivery	52	7.77	1.90	79	7.77	2.01
Convening across government institutions	48	7.67	1.86	79	7.38	2.24
Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	49	7.37	2.30	81	7.88	2.23
Stakeholder consultations	51	7.76	2.03	77	7.45	2.32

**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?					
	Currently 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.	42	7.10	2.17	54	7.11	2.06
I find the information on the World Bank Group's websites useful.	43	7.40	2.03	55	7.33	1.72
The World Bank Group's social media channels are valuable sources of information about the institution	30	6.83	2.17	33	6.73	2.23
When I need information from the World Bank Group I know how to find it	46	7.41	2.28	53	6.47	2.64
The World Bank Group is responsive to my information requests and inquiries*	39	7.69	1.94	30	6.60	2.24

\*Significantly different between collaborators and non-collaborators

## Appendix E: 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 XXXX? (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 XXXX	4.43	6.59	5.74	4.77	5.26	6.02	5.43	5.88	4.93	6.14	5.85	4.42
Overall the World Bank Group currently plays a relevant role in development in XXXX	4.50	5.93	5.34	4.33	5.17	5.06	5.02	5.56	4.86	5.42	5.08	5.28
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	4.53	6.04	5.42	4.36	5.14	5.34	5.10	5.68	4.87	5.61	5.24	5.17
Responsiveness	5.42	6.87	6.24	5.75	6.00	6.39	6.12	6.30	5.89	6.38	6.10	6.38
Flexibility (in terms of the institution's products and services)	5.65	6.63	6.21	5.91	6.07	6.32	6.29	5.82	5.79	6.50	6.18	6.16
Flexibility (in terms of changing country circumstances)	5.47	6.43	6.17	4.87	5.74	6.26	5.99	5.86	5.64	6.26	5.93	6.05
Being inclusive	5.70	6.82	6.21	6.35	6.17	6.32	6.19	6.36	5.85	6.67	6.45	5.62
Openness (sharing data and other information)	6.27	7.00	6.66	6.36	6.31	6.98	6.44	7.16	6.41	6.81	6.77	6.07
Staff accessibility	5.69	6.98	6.31	6.26	6.20	6.44	6.36	6.12	5.81	6.81	6.55	5.46
Straightforwardness and honesty	6.94	7.43	7.15	7.24	7.07	7.29	7.16	7.17	7.19	7.14	7.07	7.52
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.57	7.17	6.55	5.44	6.54	6.13	6.19	6.95	5.57	7.14	6.63	5.36
Collaboration with civil society	4.87	6.66	5.73	5.20	5.66	5.59	5.61	5.69	4.98	6.35	5.80	5.00
Collaboration with the Government	7.21	7.55	7.46	7.18	7.22	7.66	7.34	7.65	7.22	7.61	7.40	7.46
Collaboration with other development partners	5.83	6.95	6.49	6.15	6.44	6.42	6.37	6.63	5.98	6.90	6.41	6.50
Collaboration with the private sector	4.71	6.44	5.51	5.35	5.58	5.33	5.60	5.10	4.83	6.26	5.68	4.91
The speed in which it gets things accomplished on the ground	4.98	6.33	5.85	4.86	5.44	6.05	5.76	5.50	5.17	6.22	5.86	5.14
Being a long-term partner	6.36	7.45	7.00	6.33	6.87	6.93	6.74	7.43	6.82	6.98	6.83	7.08
To what extent does the World Bank Group's work help to achieve development results in XXXX?	5.00	6.44	5.86	5.38	5.45	6.14	5.78	5.68	5.43	6.11	5.83	5.48
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.27	6.43	6.01	5.33	5.75	6.09	5.91	5.84	5.59	6.21	5.96	5.68
The World Bank Group's knowledge work and activities are adaptable to XXXX's specific development challenges and country circumstances	5.47	6.40	6.07	5.48	5.98	5.88	5.78	6.48	5.73	6.24	5.91	6.00
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.59	6.19	5.93	5.81	5.66	6.22	5.96	5.67	5.87	5.93	5.82	6.16
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.76	6.86	6.82	6.76	6.62	7.04	6.78	6.91	6.82	6.79	6.73	7.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.32	6.45	6.30	6.59	6.41	6.28	6.21	7.00	6.43	6.29	6.32	6.50
The World Bank Group takes decisions quickly in XXXX	4.49	6.02	5.43	4.50	5.27	5.20	5.10	5.76	4.62	5.85	5.21	5.38

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Kuwait FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Kuwait**

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

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 KUWAIT**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Kuwait.</b>			
<b>Please identify which of the following you consider the most important development priorities in Kuwait? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Quality of education
2	Food security	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy/energy efficiency
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth and diversification of income
10	Labor market/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		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kuwait? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth and diversification of income	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Quality of education
5	Global/regional integration	20	Energy/energy efficiency
6	Gender equity	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Labor market/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 Kuwait? (Choose no more than TWO)**

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

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

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

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

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

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

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

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

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Kuwait? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	The private sector (related to institutional and policy change)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in Kuwait to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B8</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>	The private sector (related to institutional and policy change)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

<b>B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kuwait? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political and cultural realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with work of other development partners
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Kuwait
17	Inadequate quality of consultants and visiting technical experts
18	Other (please specify): _____
19	Don't know

<b>B11. Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in Kuwait? (Choose no more than TWO)</b>	
1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific private sector projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Other (please specify): _____
6	Don't know

<b>B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Kuwait? (Select only ONE response)</b>	
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**

**B13. 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	External partners	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local/Regional 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 Kuwait?**

		Strongly disagree										Strongly agree	Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in Kuwait	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for Kuwait	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank Group supports activities and strategies that are realistic for Kuwait	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group treats clients and stakeholders in Kuwait 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 Kuwait, in terms of each of the following?**

		To no degree at all										To a very significant degree	Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	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**

**B32. To be a more effective development partner in Kuwait, 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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**B33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kuwait?													
		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 and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy/energy efficiency	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	Labor market/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	Quality of 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 Kuwait?** *(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	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Energy/energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	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"/>	
18	Labor market/job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Quality of education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



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

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

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

<b>To what extent do you agree with the following statement about the World Bank Group in Kuwait?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	The World Bank Group meets Kuwait's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C6. To what extent do you believe that Kuwait received value for money from the World Bank Group's reimbursable advisory services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kuwait?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely												<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation												<input type="checkbox"/>
<b>D4</b>	Are relevant to Kuwait's social and economic development priorities												<input type="checkbox"/>
<b>D5</b>	Lead to practical solutions												<input type="checkbox"/>
<b>D6</b>	Are accessible (well written and easy to understand)												<input type="checkbox"/>
<b>D7</b>	Are source of relevant information on global good practices												<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated												<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language												<input type="checkbox"/>
<b>D10</b>	Are adaptable to Kuwait's specific development challenges and country circumstances												<input type="checkbox"/>

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

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

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

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

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

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

<b>To what extent do you agree/disagree with the following statements?</b>												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in Kuwait	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases Kuwait's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kuwait?</b>												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all										To a very significant degree		Don't know

<b>E12. Which of the following best describes the way the World Bank Group operates in Kuwait? (Select only ONE response)</b>												
1	The World Bank Group takes too much risk in Kuwait											
2	The World Bank Group does not take enough risk in Kuwait											
3	The World Bank Group's approach to risk is appropriate											
4	Don't know											

<b>E13. Which of the following best describes the WBG's support in Kuwait? (Select ONE response)</b>												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kuwait											
2	The World Bank Group is not sufficiently selective in Kuwait, 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 KUWAIT****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kuwait? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Kuwait's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products through IFC
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its visiting experts as related to Kuwait'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 from IFC
12	Increase availability of reimbursable advisory services (RAS)
13	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Kuwait, 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 Kuwait? (Select only ONE response)**

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Kuwait
6	Don't know

**F3. When thinking about how the World Bank Group can add the most value in Kuwait, how important is each of the following activities?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Kuwait? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

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

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

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
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 Kuwait? (Select only ONE response)**

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

**H5. Which of the following describes most of your exposure to the World Bank Group in Kuwait? (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.

**H6. What's your gender?**

1	Female
2	Male

**Thank you for completing the survey!**



## Appendix G: Bahrain FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Bahrain**

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

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 is an international organization focused on social and economic development. The World Bank Group consists of the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Center for Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the World Bank Group with which you are most familiar. If you are not familiar with any of these the World Bank Group agencies, you will have an opportunity to indicate so.

**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 BAHRAIN**

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



## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Bahrain.</b>			
<b>Please identify which of the following you consider the most important development priorities in Bahrain? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Quality of education
2	Food security	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy efficiency (e.g., energy savings, building insulation)
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agriculture and fisheries development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth and diversification of income
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Energy (e.g., electricity production, gas prices)
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		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bahrain? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth and diversification of income	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Quality of education
5	Global/regional integration	20	Energy efficiency (e.g., energy savings, building insulation)
6	Gender equity	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agriculture and fisheries development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Energy (e.g., electricity production, gas prices)	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 Bahrain? (Choose no more than TWO)**

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

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

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Bahrain, in which sectoral areas do you believe the World Bank Group should focus most of its technical assistance and advisory services in Bahrain? (Choose no more than THREE)</b>							
1	Social protection (e.g., pensions, targeted social assistance)			17	Equality of opportunity (i.e., equity)		
2	Crime and violence			18	Private sector development		
3	Transport (e.g., roads, bridges, transportation)			19	Water and sanitation		
4	Agriculture and fisheries development			20	Food security		
5	Global/regional integration			21	Climate change (e.g., mitigation, adaptation)		
6	Gender equity			22	Poverty reduction		
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			23	Trade and exports		
8	Health			24	Economic growth and diversification of income		
9	Rural development			25	Law and justice (e.g., judicial system)		
10	Foreign direct investment			26	Regulatory framework		
11	Quality of education			27	Energy efficiency (e.g., energy savings, building insulation)		
12	Energy (e.g., electricity production, gas prices)			28	Natural resource management (e.g., oil, gas, mining)		
13	Job creation/employment			29	Anti corruption		
14	Financial markets			30	Information and communications technology		
15	Urban development			31	Disaster management		
16	Environmental sustainability						

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

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

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Bahrain? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in Bahrain to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B8</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

<b>B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bahrain? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political and cultural realities
13	Not aligned with work of other development partners
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in Bahrain
16	Insufficient experience of visiting staff
17	Other (please specify): _____
18	Don't know

<b>B11. Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in Bahrain? (Choose no more than TWO)</b>	
1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific private sector projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Other (please specify): _____
6	Don't know

<b>B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Bahrain? (Select only ONE response)</b>	
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**

**B13. 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	6	Parliament
2	Aid community	7	NGOs/Community Based Organizations (CBOs)
3	Media	8	Youth/university groups
4	Local/Regional Government	9	Other (please specify): _____
5	Private sector	10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in Bahrain	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for Bahrain	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank Group supports activities and strategies that are realistic for Bahrain	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group treats clients and stakeholders in Bahrain 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 Bahrain, in terms of each of the following?**

		To no degree at all										To a very significant degree	Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	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**

**B32. To be a more effective development partner in Bahrain, 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
--	--	--	-------------------------------------

**B33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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

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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bahrain?</b>													
		<div> <div>Not important at all</div> <div>Very important</div> </div>										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	Energy (e.g., electricity production, gas prices)	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	Energy efficiency (e.g., energy savings, building insulation)	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 and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Quality of education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agriculture and fisheries development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bahrain?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Energy (e.g., electricity production, gas prices)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Energy efficiency (e.g., energy savings, building insulation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Economic growth and diversification of income	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	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"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

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

<b>To what extent do you agree with the following statement about the World Bank Group in Bahrain?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	The World Bank Group meets Bahrain's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C6. To what extent do you believe that Bahrain received value for money from the World Bank Group's reimbursable advisory services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bahrain?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

	To no degree at all	To a very significant degree										Don't know
	1	2	3	4	5	6	7	8	9	10		
<b>D2</b> Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b> Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b> Are relevant to Bahrain's social and economic development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b> Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b> Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b> Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b> Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b> Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b> Are adaptable to Bahrain's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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

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

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

**To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Bahrain's development challenges?**

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	Conceptualization (understanding and framing the problem)												<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)												<input type="checkbox"/>
<b>E3</b>	Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)												<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)												<input type="checkbox"/>

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports												<input type="checkbox"/>
<b>E6</b>	The World Bank Group's approvals and reviews are done in a timely fashion												<input type="checkbox"/>
<b>E7</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable												<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in Bahrain												<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases Bahrain's institutional capacity												<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them												<input type="checkbox"/>
<b>E11</b>	The World Bank Group provides effective support to development projects implementation												<input type="checkbox"/>

**E12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bahrain?**

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

**E13. Which of the following best describes the way the World Bank Group operates in Bahrain? (Select only ONE response)**

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

**E14. Which of the following best describes the WBG's support in Bahrain? (Select ONE response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bahrain
2	The World Bank Group is not sufficiently selective in Bahrain, 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 BAHRAIN****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bahrain? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Bahrain's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products through IFC
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its visiting experts as related to Bahrain'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 from IFC
12	Increase availability reimbursable advisory services (RAS)
13	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Bahrain, 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 Bahrain? (Select only ONE response)**

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Bahrain
6	Don't know

**F3. When thinking about how the World Bank Group can add the most value in Bahrain, how important is each of the following activities?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

**G1. How do you get most of your information about economic and social development issues in Bahrain? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

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

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

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
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 Bahrain? (Select only ONE response)**

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

**H5. Which of the following describes most of your exposure to the World Bank Group in Bahrain? (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.

**H6. What's your gender?**

1	Female
2	Male

**Thank you for completing the survey!**





## Appendix H: Oman FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Oman**

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

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 is an international organization focused on social and economic development. The World Bank Group consists of the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Center for Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the World Bank Group with which you are most familiar. If you are not familiar with any of these the World Bank Group agencies, you will have an opportunity to indicate so.

**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 OMAN**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Oman.</b>			
<b>Please identify which of the following you consider the most important development priorities in Oman? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Quality of education
2	Food security	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy efficiency (e.g., energy savings, building insulation)
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agriculture and fisheries development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth and diversification of income
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Energy (e.g., electricity production, gas prices)
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		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Oman? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth and diversification of income	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Quality of education
5	Global/regional integration	20	Energy efficiency (e.g., energy savings, building insulation)
6	Gender equity	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agriculture and fisheries development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Energy (e.g., electricity production, gas prices)	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 Oman? (Choose no more than TWO)**

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

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

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Oman, in which sectoral areas do you believe the World Bank Group should focus most of its technical assistance and advisory services in Oman? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)		17 Equality of opportunity (i.e., equity)
2	Crime and violence		18 Private sector development
3	Transport (e.g., roads, bridges, transportation)		19 Water and sanitation
4	Agriculture and fisheries development		20 Food security
5	Global/regional integration		21 Climate change (e.g., mitigation, adaptation)
6	Gender equity		22 Poverty reduction
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		23 Trade and exports
8	Health		24 Economic growth and diversification of income
9	Rural development		25 Law and justice (e.g., judicial system)
10	Foreign direct investment		26 Regulatory framework
11	Quality of education		27 Energy efficiency (e.g., energy savings, building insulation)
12	Energy (e.g., electricity production, gas prices)		28 Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment		29 Anti corruption
14	Financial markets		30 Information and communications technology
15	Urban development		31 Disaster management
16	Environmental sustainability		

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

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

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Oman? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in Oman to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B8</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

<b>B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Oman? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political and cultural realities
13	Not aligned with work of other development partners
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in Bahrain
16	Insufficient experience of visiting staff
17	Other (please specify): _____
18	Don't know

<b>B11. Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in Oman? (Choose no more than TWO)</b>	
1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific private sector projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Other (please specify): _____
6	Don't know

<b>B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Oman? (Select only ONE response)</b>	
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**

**B13. 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	6	Parliament
2	Aid community	7	NGOs/Community Based Organizations (CBOs)
3	Media	8	Youth/university groups
4	Local/Regional Government	9	Other (please specify): _____
5	Private sector	10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in Oman	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for Oman	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank Group supports activities and strategies that are realistic for Oman	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group treats clients and stakeholders in Oman 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 Oman, in terms of each of the following?**

		To no degree at all										To a very significant degree	Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	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**

**B32. To be a more effective development partner in Oman, 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
--	--	--	-------------------------------------

**B33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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



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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Oman?</b>													
		<div> <div>Not important at all</div> <div>Very important</div> </div>										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	Energy (e.g., electricity production, gas prices)	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	Energy efficiency (e.g., energy savings, building insulation)	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 and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Quality of education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agriculture and fisheries development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Oman?** *(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	Energy (e.g., electricity production, gas prices)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Energy efficiency (e.g., energy savings, building insulation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Economic growth and diversification of income	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	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"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Quality of education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Agriculture and fisheries development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Development planning	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 Oman? (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 Oman?**

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 statement about the World Bank Group in Oman?**

		Strongly disagree										Strongly agree		Don't know
C5	The World Bank Group meets Oman'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"/>		

**C6. To what extent do you believe that Oman received value for money from the World Bank Group's reimbursable advisory services (RAS)?**

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

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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely												<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation												<input type="checkbox"/>
<b>D4</b>	Are relevant to Oman's social and economic development priorities												<input type="checkbox"/>
<b>D5</b>	Lead to practical solutions												<input type="checkbox"/>
<b>D6</b>	Are accessible (well written and easy to understand)												<input type="checkbox"/>
<b>D7</b>	Are source of relevant information on global good practices												<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated												<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language												<input type="checkbox"/>
<b>D10</b>	Are adaptable to Oman's specific development challenges and country circumstances												<input type="checkbox"/>

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

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

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

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

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

**To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Oman's development challenges?**

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	Conceptualization (understanding and framing the problem)												<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)												<input type="checkbox"/>
<b>E3</b>	Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)												<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)												<input type="checkbox"/>

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports												<input type="checkbox"/>
<b>E6</b>	The World Bank Group's approvals and reviews are done in a timely fashion												<input type="checkbox"/>
<b>E7</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable												<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in Oman												<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases Oman's institutional capacity												<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them												<input type="checkbox"/>
<b>E11</b>	The World Bank Group provides effective support to development projects implementation												<input type="checkbox"/>

**E12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Oman?**

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

**E13. Which of the following best describes the way the World Bank Group operates in Oman? (Select only ONE response)**

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

**E14. Which of the following best describes the WBG's support in Oman? (Select ONE response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Oman
2	The World Bank Group is not sufficiently selective in Oman, 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 OMAN****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Oman? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Oman's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products through IFC
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its visiting experts as related to Oman'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 from IFC
12	Increase availability reimbursable advisory services (RAS)
13	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Oman, 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 Oman? (Select only ONE response)**

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Oman
6	Don't know

**F3. When thinking about how the World Bank Group can add the most value in Oman, how important is each of the following activities?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Oman? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

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

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

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
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 Oman? (Select only ONE response)**

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

**H5. Which of the following describes most of your exposure to the World Bank Group in Oman? (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.

**H6. What's your gender?**

1	Female
2	Male

**Thank you for completing the survey!**



## Appendix I: UAE FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – United Arab Emirates (UAE)**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in the ongoing program of assistance to the UAE 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 UAE 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 social and economic development in the UAE.

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 is an international organization focused on social and economic development. The World Bank Group consists of the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Center for Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the World Bank Group with which you are most familiar. If you are not familiar with any of these the World Bank Group agencies, you will have an opportunity to indicate so.

**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 UAE**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in the UAE.</b>			
<b>Please identify which of the following you consider the most important development priorities in the UAE? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Quality of education
2	Food security	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy efficiency (e.g., energy savings, building insulation)
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agriculture and fisheries development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth and diversification of income
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Energy (e.g., electricity production, gas prices)
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		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the UAE? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth and diversification of income	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Quality of education
5	Global/regional integration	20	Energy efficiency (e.g., energy savings, building insulation)
6	Gender equity	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agriculture and fisheries development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Energy (e.g., electricity production, gas prices)	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 UAE? (Choose no more than TWO)**

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

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

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in the UAE, in which sectoral areas do you believe the World Bank Group should focus most of its technical assistance and advisory services in the UAE? (Choose no more than THREE)</b>							
1	Social protection (e.g., pensions, targeted social assistance)			17	Equality of opportunity (i.e., equity)		
2	Crime and violence			18	Private sector development		
3	Transport (e.g., roads, bridges, transportation)			19	Water and sanitation		
4	Agriculture and fisheries development			20	Food security		
5	Global/regional integration			21	Climate change (e.g., mitigation, adaptation)		
6	Gender equity			22	Poverty reduction		
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			23	Trade and exports		
8	Health			24	Economic growth and diversification of income		
9	Rural development			25	Law and justice (e.g., judicial system)		
10	Foreign direct investment			26	Regulatory framework		
11	Quality of education			27	Energy efficiency (e.g., energy savings, building insulation)		
12	Energy (e.g., electricity production, gas prices)			28	Natural resource management (e.g., oil, gas, mining)		
13	Job creation/employment			29	Anti corruption		
14	Financial markets			30	Information and communications technology		
15	Urban development			31	Disaster management		
16	Environmental sustainability						

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

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

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in the UAE? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in the UAE to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B8</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

<b>B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the UAE? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political and cultural realities
13	Not aligned with work of other development partners
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in the UAE
16	Insufficient experience of visiting staff
17	Other (please specify): _____
18	Don't know

<b>B11. Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in the UAE? (Choose no more than TWO)</b>	
1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific private sector projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Other (please specify): _____
6	Don't know

<b>B12. To what extent do you believe that the World Bank Group's work and support help the poorest in the UAE? (Select only ONE response)</b>	
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**

**B13. 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	6	Parliament
2	Aid community	7	NGOs/Community Based Organizations (CBOs)
3	Media	8	Youth/university groups
4	Local/Regional Government	9	Other (please specify): _____
5	Private sector	10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank Group supports activities and strategies that are realistic for the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group treats clients and stakeholders in the UAE 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 UAE, in terms of each of the following?**

		To no degree at all										To a very significant degree	Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	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**

**B32. To be a more effective development partner in the UAE, 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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**B33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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

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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the UAE?</b>													
		<div> <div>Not important at all</div> <div>Very important</div> </div>										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	Energy (e.g., electricity production, gas prices)	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	Energy efficiency (e.g., energy savings, building insulation)	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 and diversification of income	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Quality of education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agriculture and fisheries development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the UAE?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Energy (e.g., electricity production, gas prices)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Energy efficiency (e.g., energy savings, building insulation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Economic growth and diversification of income	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	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"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Quality of education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

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

<b>To what extent do you agree with the following statement about the World Bank Group in the UAE?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	The World Bank Group meets the UAE's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C6. To what extent do you believe that the UAE received value for money from the World Bank Group's reimbursable advisory services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in the UAE?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely												<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation												<input type="checkbox"/>
<b>D4</b>	Are relevant to the UAE's social and economic development priorities												<input type="checkbox"/>
<b>D5</b>	Lead to practical solutions												<input type="checkbox"/>
<b>D6</b>	Are accessible (well written and easy to understand)												<input type="checkbox"/>
<b>D7</b>	Are source of relevant information on global good practices												<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated												<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language												<input type="checkbox"/>
<b>D10</b>	Are adaptable to the UAE's specific development challenges and country circumstances												<input type="checkbox"/>

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

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

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

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

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

**To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving the UAE's development challenges?**

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E3</b>	Implementation support (help with executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E6</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E7</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in the UAE	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases the UAE's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E11</b>	The World Bank Group provides effective support to development projects implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**E12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the UAE?**

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

**E13. Which of the following best describes the way the World Bank Group operates in the UAE? (Select only ONE response)**

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

**E14. Which of the following best describes the WBG's support in the UAE? (Select ONE response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the UAE
2	The World Bank Group is not sufficiently selective in the UAE, 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 UAE****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the UAE? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on the UAE's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products through IFC
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its visiting experts as related to the UAE'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 from IFC
12	Increase availability reimbursable advisory services (RAS)
13	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in the UAE, 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 UAE? (Select only ONE response)**

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the UAE
6	Don't know

**F3. When thinking about how the World Bank Group can add the most value in the UAE, how important is each of the following activities?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in the UAE? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

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

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

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>



**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
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 UAE? (Select only ONE response)**

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

**H5. Which of the following describes most of your exposure to the World Bank Group in the UAE? (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.

**H6. What's your gender?**

1	Female
2	Male

**Thank you for completing the survey!**