

FY15 Sao Tome and Principe Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



Acknowledgements

The Sao Tome and Principe Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods, Dania Mendoza, and Isabel Tepedino provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the country team and the local fielding agency AGORA Consultoria e Servicos. In particular, PORG is grateful for the support from Rafael Saute (Senior Communications Officer) who coordinated the survey related activities from Maputo, Mozambique, and Domingas de Fatima Rego Pegado (Program Assistant) from Luanda, Angola.



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 Sao Tome and Principe perceive the WBG. The survey explored:

- *General Issues Facing Sao Tome and Principe*
- *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 Sao Tome and Principe*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to May 2015, 361 stakeholders of the WBG in Sao Tome and Principe were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 290 stakeholders participated in the survey (80% response rate).

Respondents received and completed with the presence of a representative of the independent fielding agency. Respondents were asked about: general issues facing Sao Tome and Principe; 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 Sao Tome and Principe; and the WBG's communication and information sharing.

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

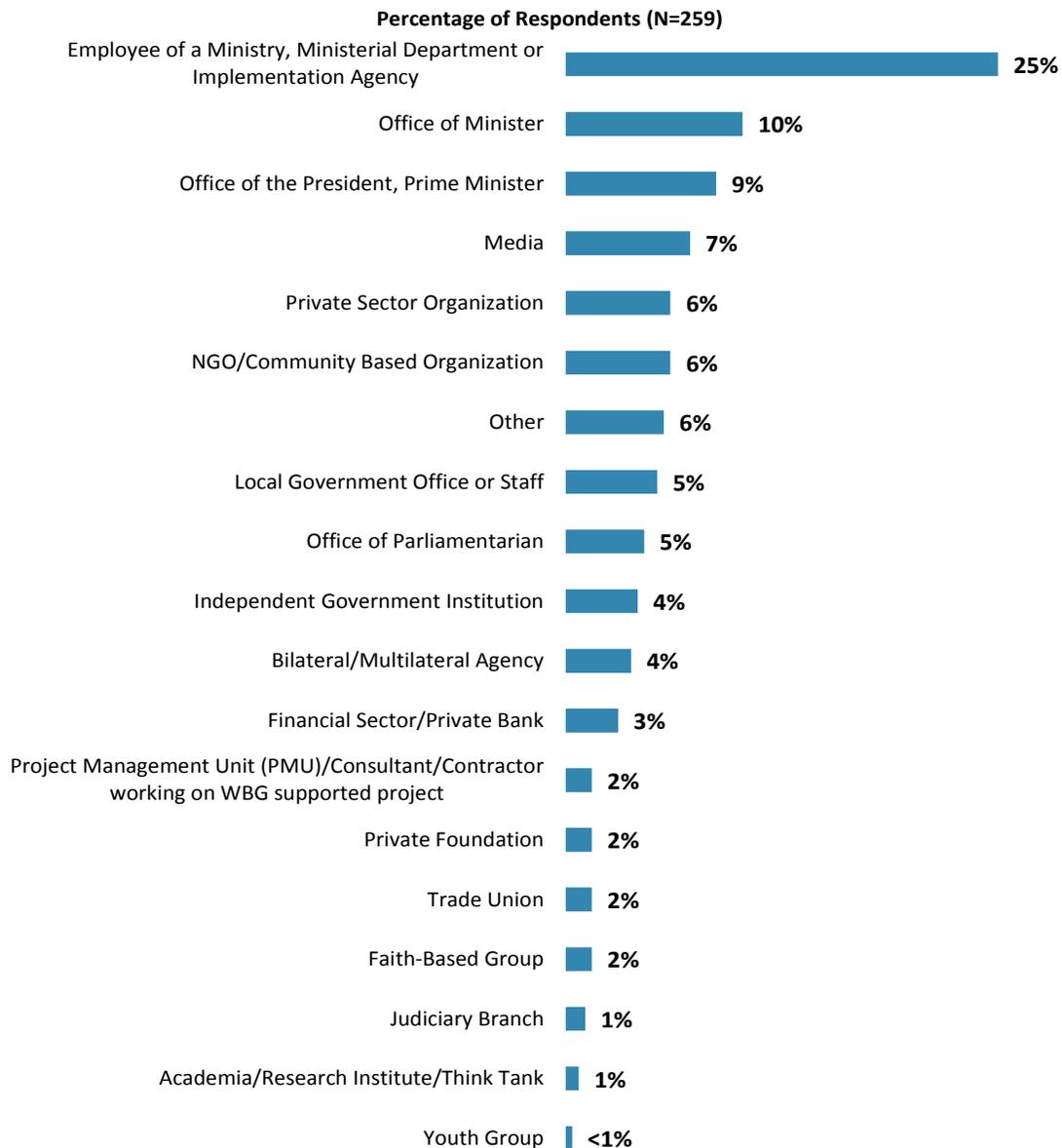
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 63%, N=125). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 99).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the office of the President, Prime Minister and Office of a Minister were combined, respondents from 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, faith-based groups, trade unions, and youth groups were combined in the “CSO” category. Few respondents from academia, the judiciary branch, and other organizations were included in the “Other” category.

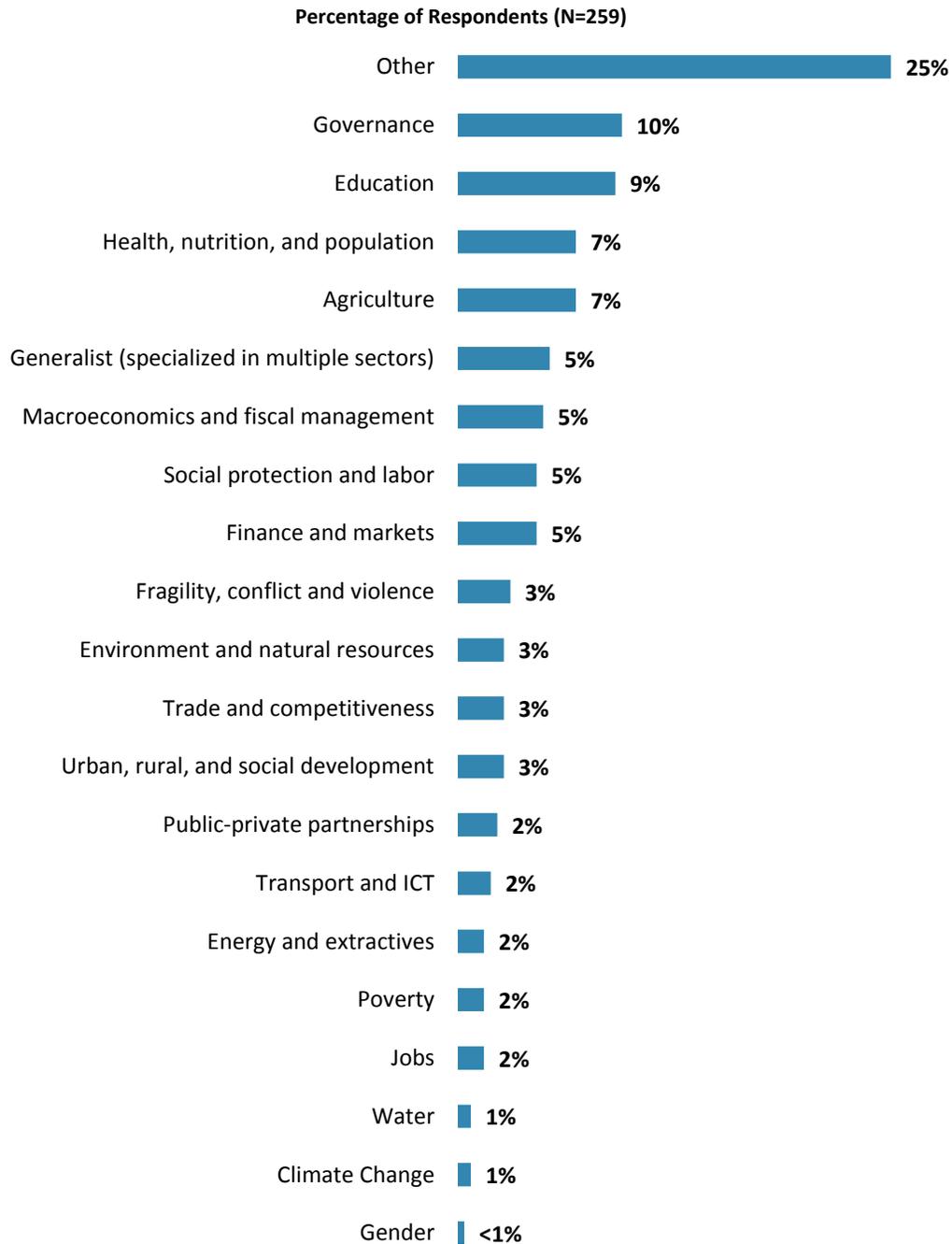


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



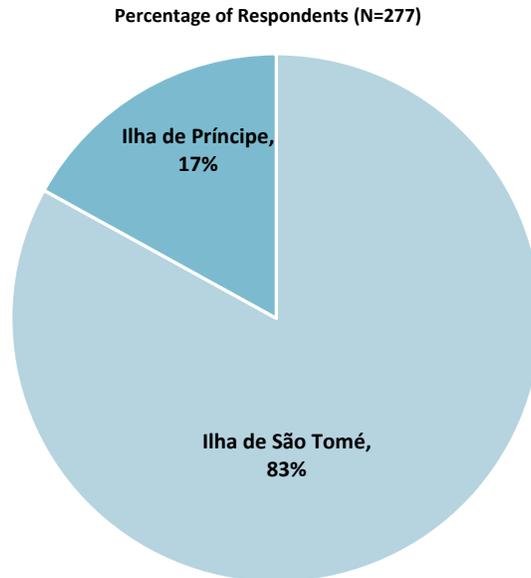
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

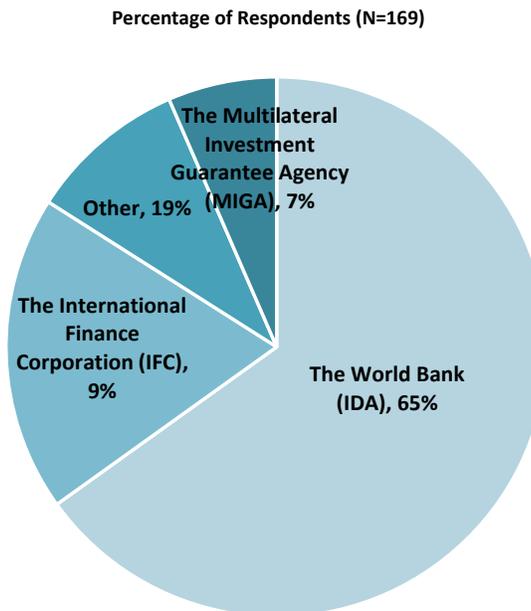
Geographic locations

- For comparisons between geographic locations, please go to appendix C (page 88).



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

Exposure to Agencies within the World Bank Group



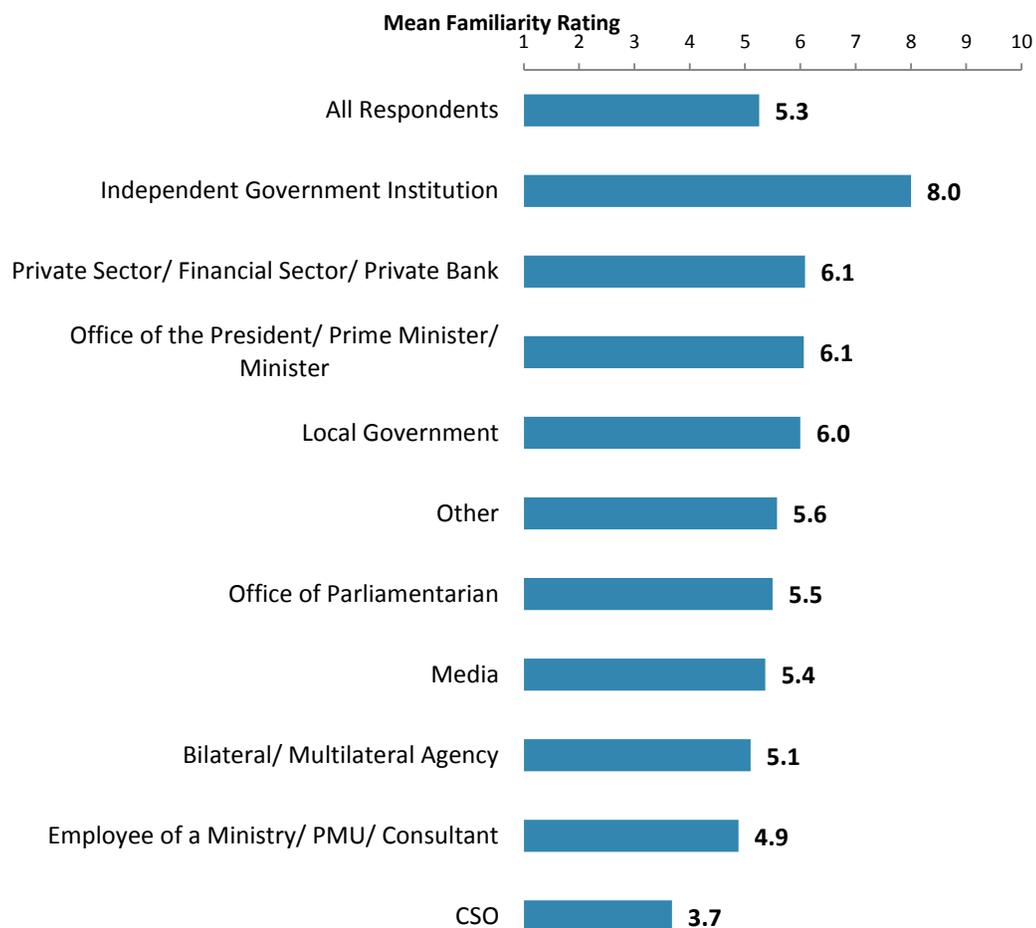
"Which of the following agencies of the World Bank Group do you primarily engage with in Sao Tome and Principe?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY'12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 5.4; weighted mean in FY'12 = 5.4)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Sao Tome and Principe, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Sao Tome and Principe 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 Sao Tome and Principe?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

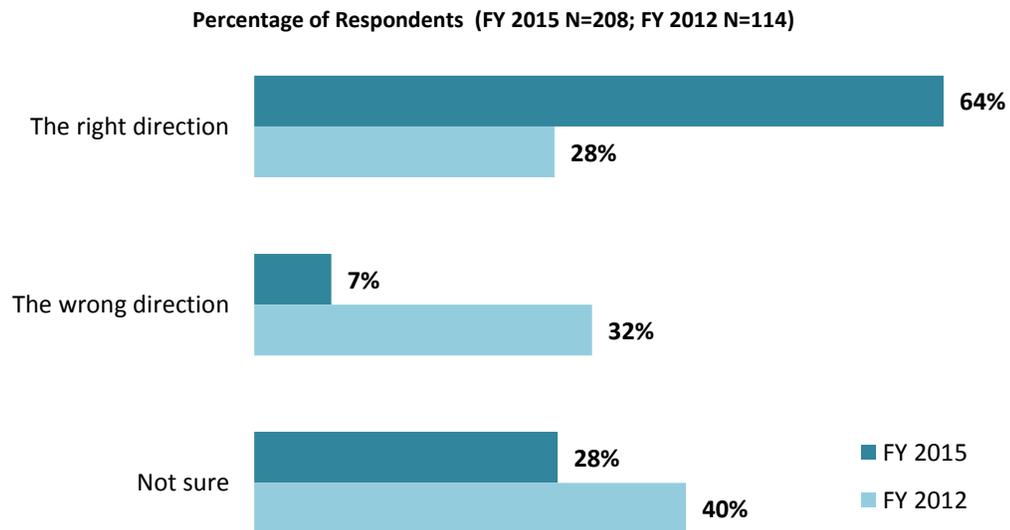
¹ Please refer to Appendix E (page 99) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Sao Tome and Principe

Headed in the Right Direction²

- **Year comparison:** this year's respondents were significantly more likely to indicate that Sao Tome and Principe is headed in the right direction, compared to respondents in the FY'12 country survey.



"In general, would you say that Sao Tome and Principe is headed in ...?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

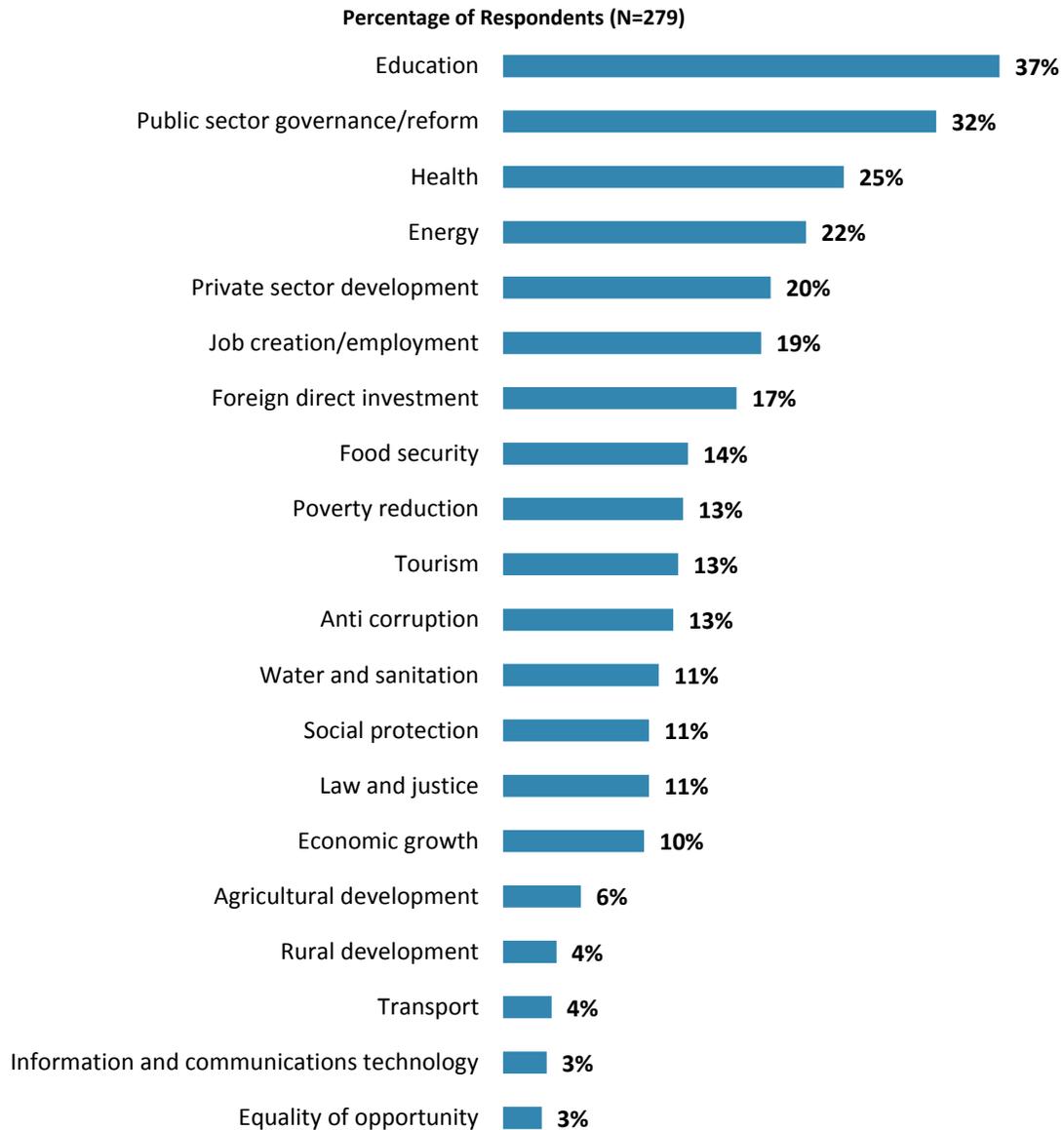
²All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Sao Tome and Principe (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the most important development priorities in Sao Tome and Principe were “*education*” (35%) and “*rural development*” (21%).



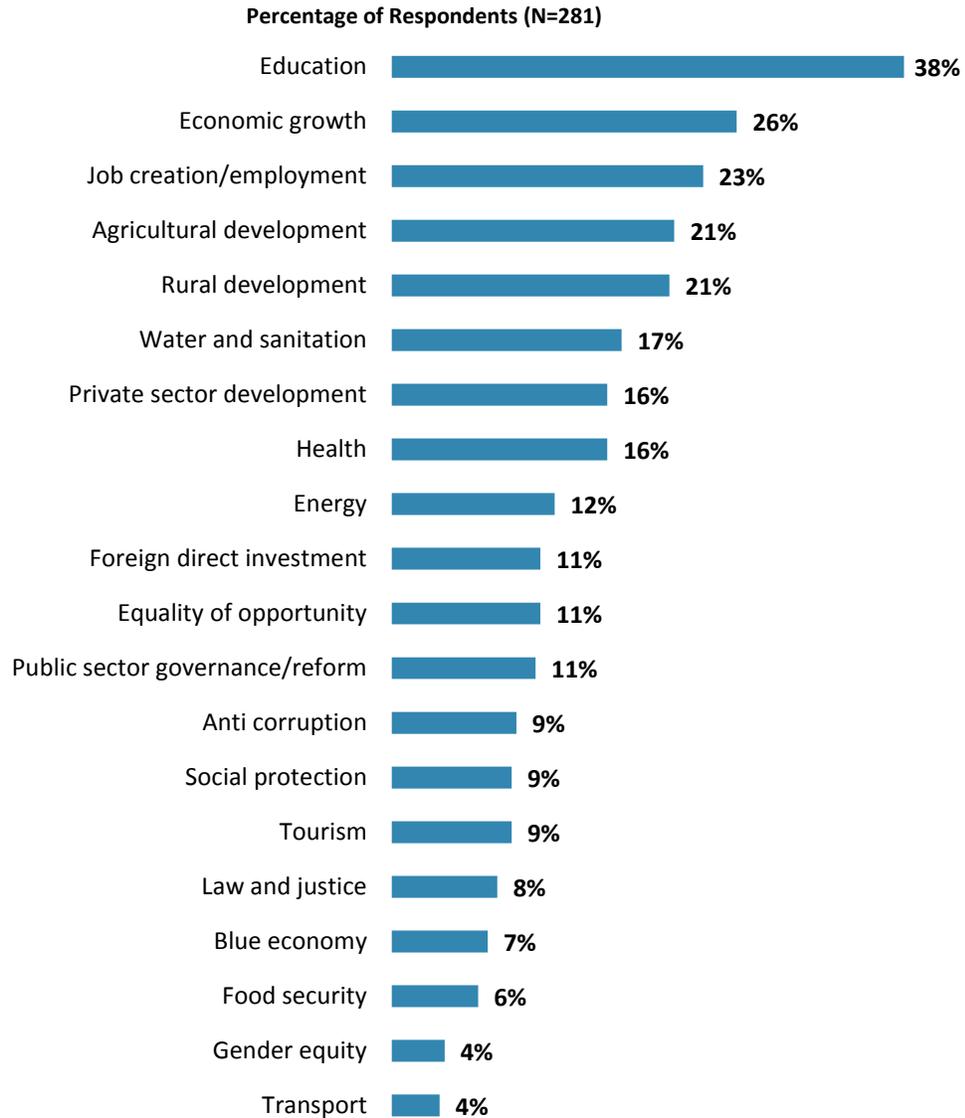
"Listed below are a number of development priorities in Sao Tome and Principe. Please identify which of the following you consider the most important development priorities in Sao Tome and Principe. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IV. General Issues Facing Sao Tome and Principe (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Sao Tome and Principe were “*economic growth*” (47%), “*education*” (39%), and “*water and sanitation*” (25%).



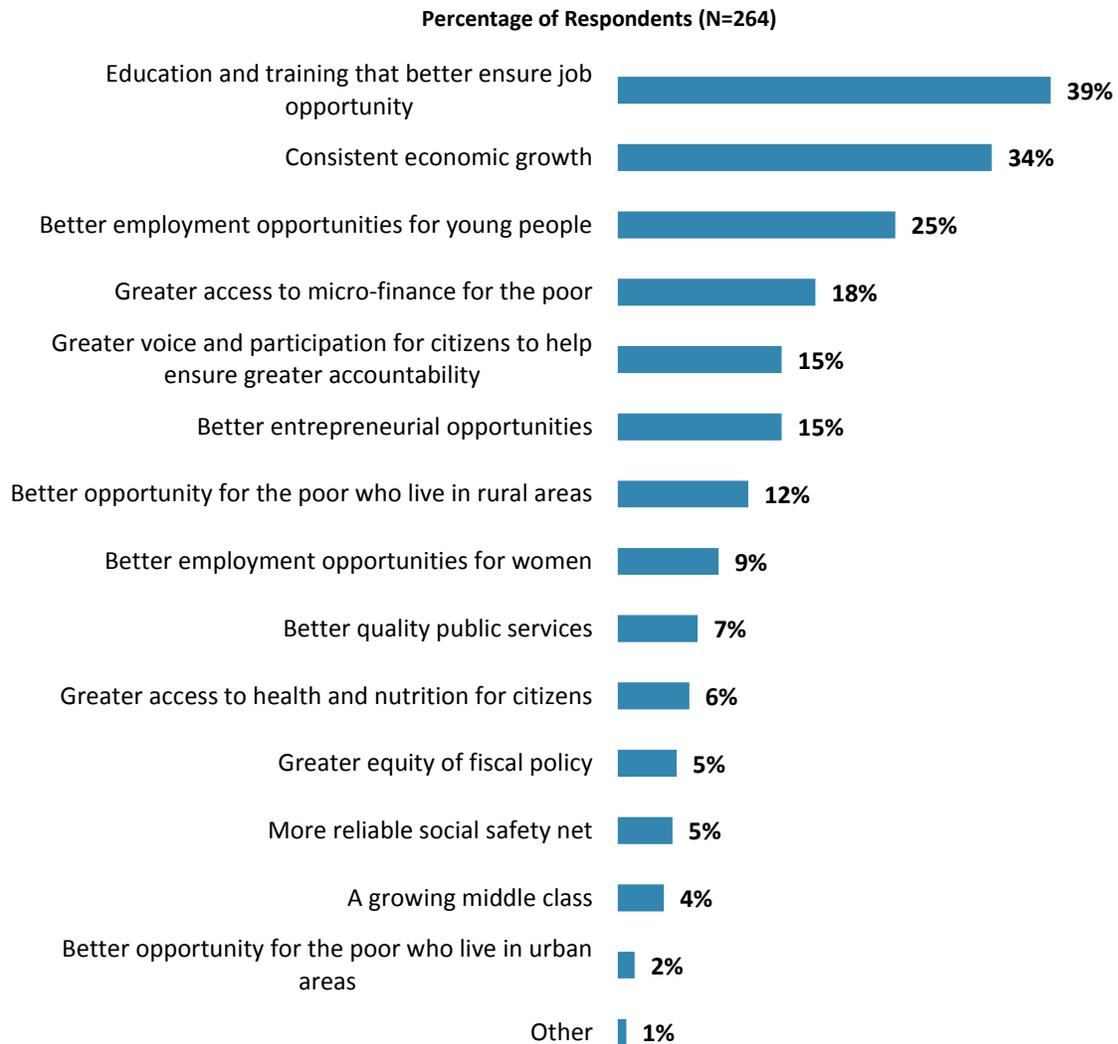
"Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Sao Tome and Principe? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



IV. General Issues Facing Sao Tome and Principe (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 Sao Tome and Principe? (Choose no more than TWO)"

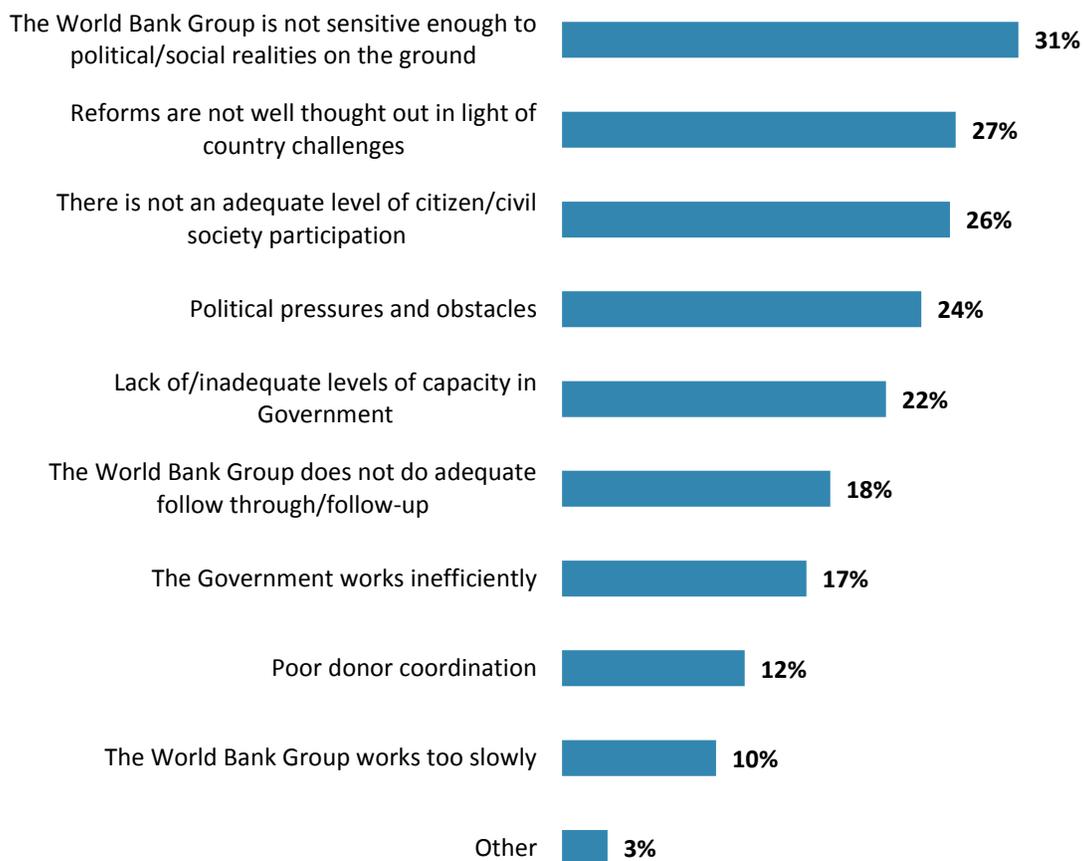


V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: “*there is not an adequate level of citizen/civil society participation*” (34%), “*the Government works inefficiently*” (32%), and “*the World Bank is not sensitive enough to political/social realities on the ground*” (31%).”
- **Stakeholder groups:** Among this year’s respondents, respondents from the private sector/financial sector/private banks were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*reforms are not well thought out in light of the country challenges*” compared to respondents from other stakeholder groups.

Percentage of Respondents (N=259)



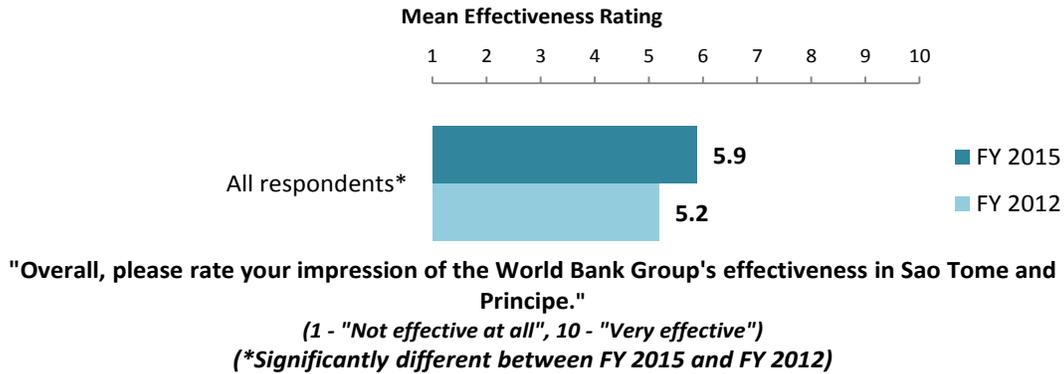
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



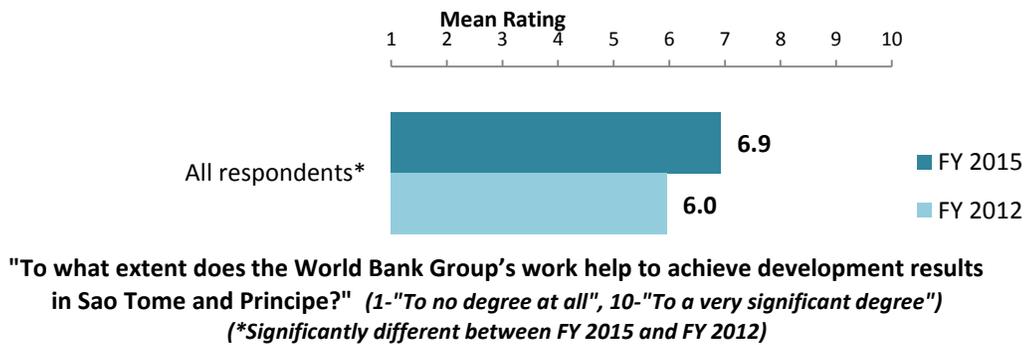
V. Overall Attitudes toward the World Bank Group (continued)

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

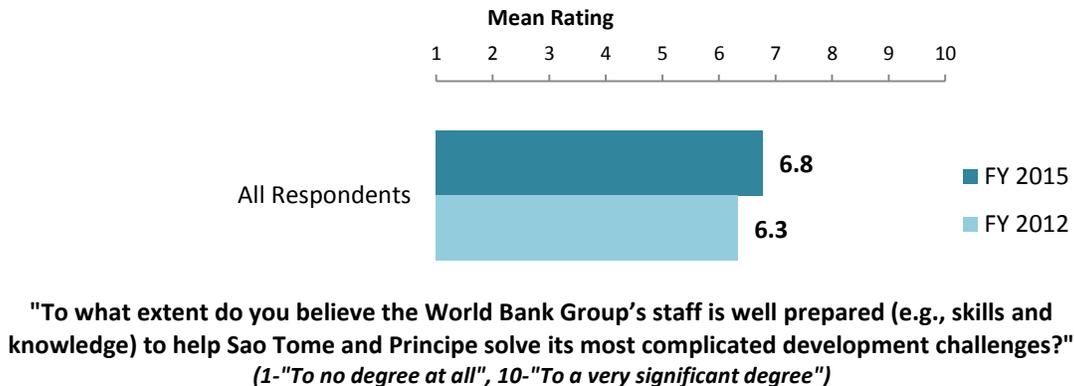
The World Bank Group’s Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)



WBG Staff Preparedness



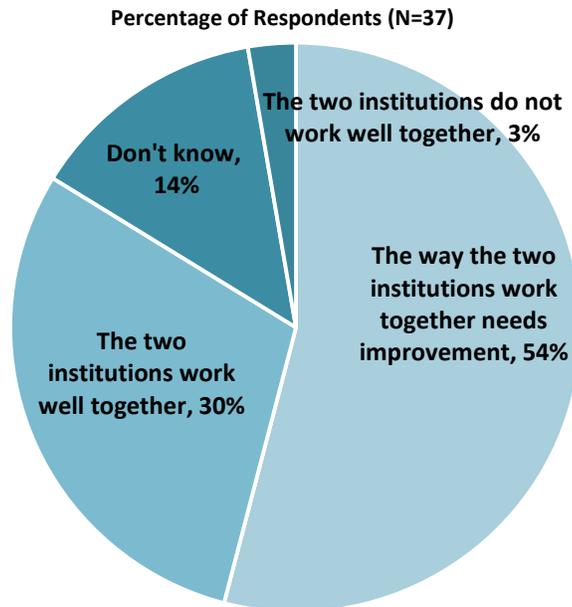
³All means presented in this chart were calculated based on weighted data from FY’15 and FY’12.



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

The World Bank and the IFC Working Together

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



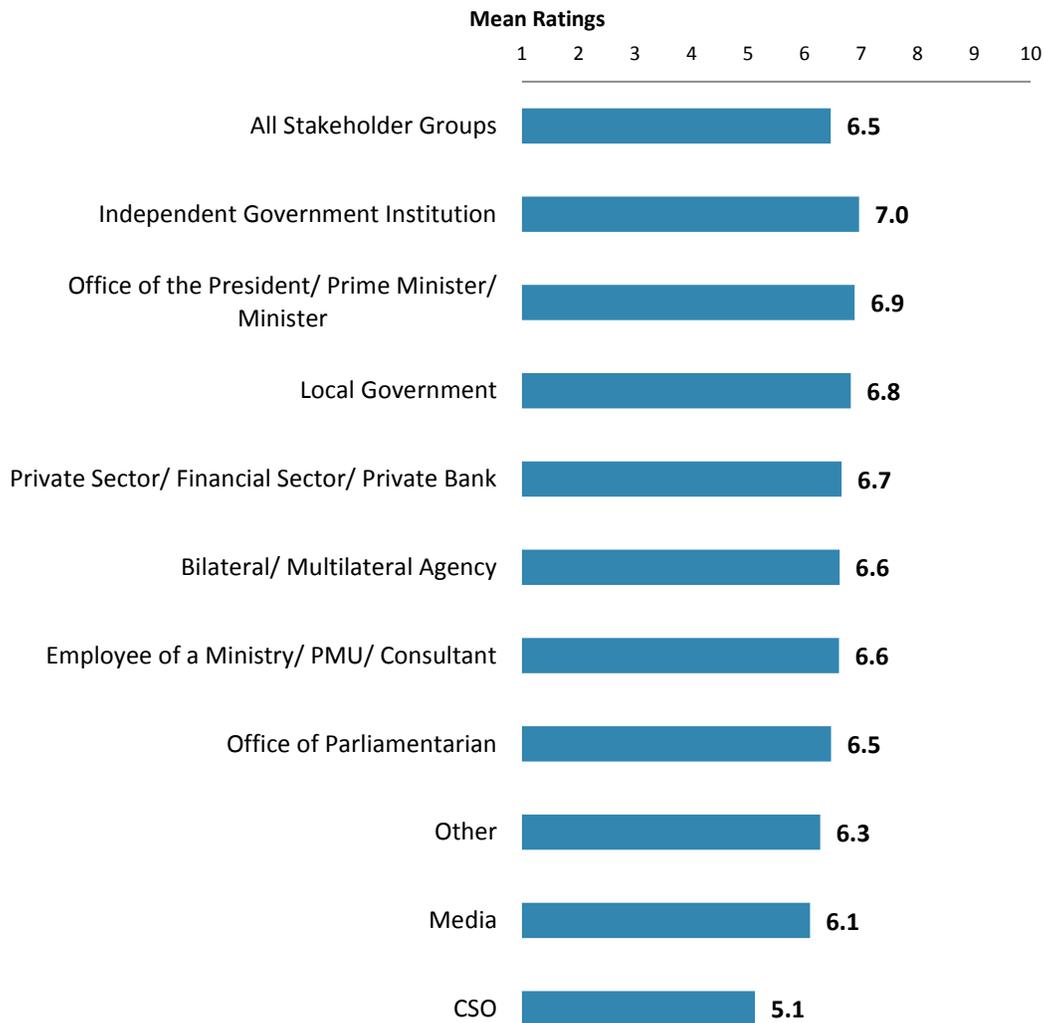
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Sao Tome and Principe?” (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups⁴

- **Stakeholder groups:** respondents across stakeholder groups gave significantly different overall ratings for the twenty five indicator questions. Compared to other respondents, respondents from CSO gave significantly lower ratings for these indicator questions.



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

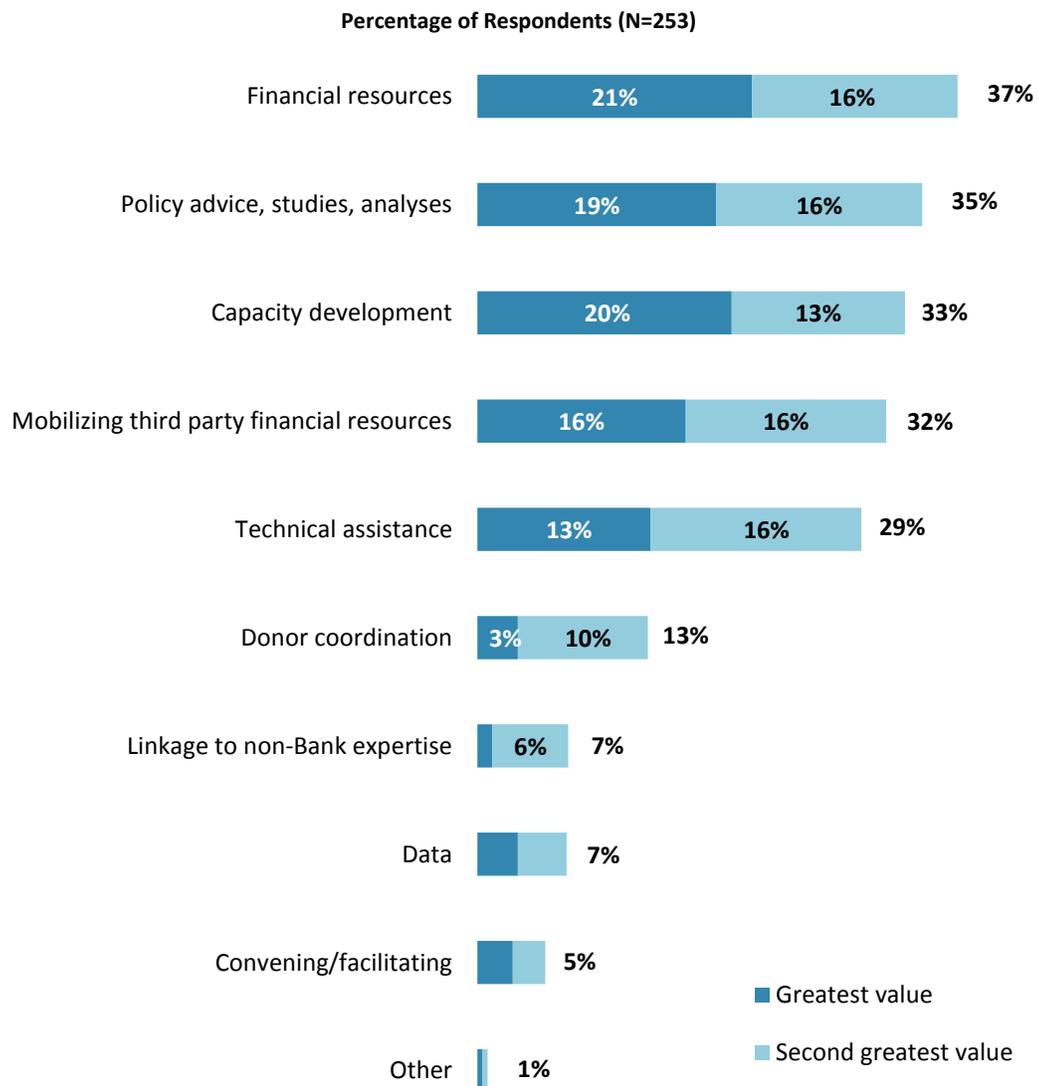
⁴ Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 104).



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest value to Sao Tome and Principe were its "*financial resources*" (59%) and "*technical assistance*" (33%).



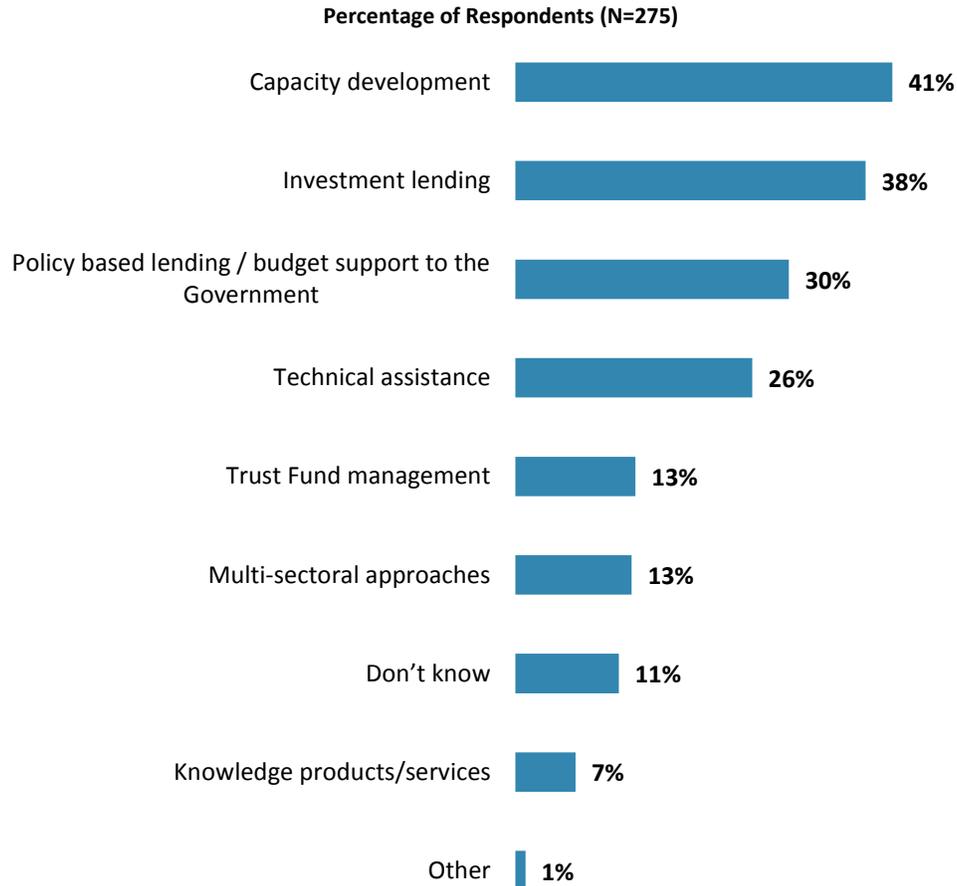
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sao Tome and Principe?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the previous FY'12 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Sao Tome and Principe were “*investment lending*” (57%) and “*capacity development*” (47%).



“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Sao Tome and Principe? (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 Sao Tome and Principe?"
(1 - "Not effective at all", 10 - "Very effective")

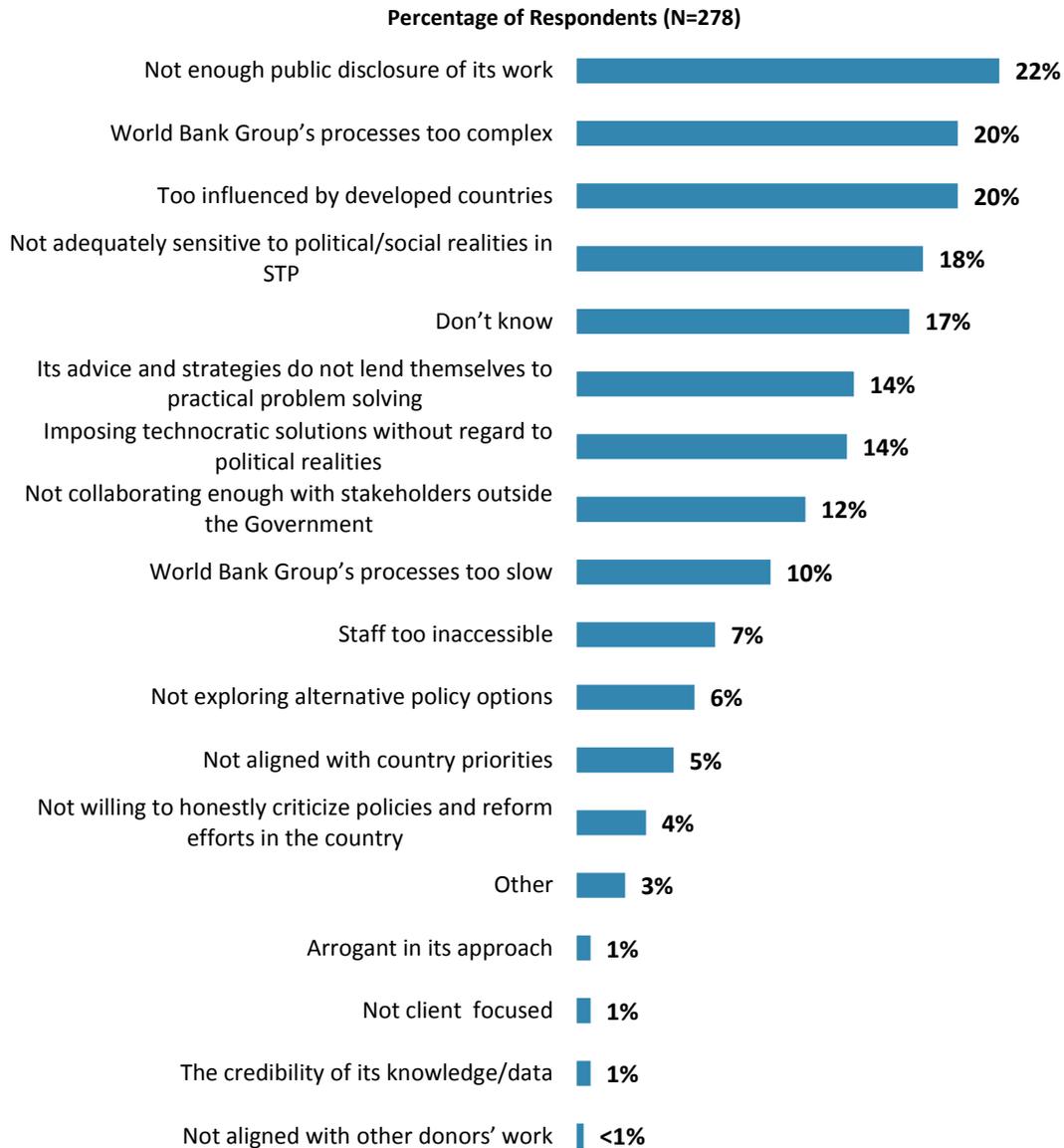
"When thinking about how to improve capacity building in Sao Tome and Principe to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Sao Tome and Principe were "*imposing technocratic solutions without regard to political realities*" (33%) and "*not being adequately sensitive to political/social realities in STP*" (21%).

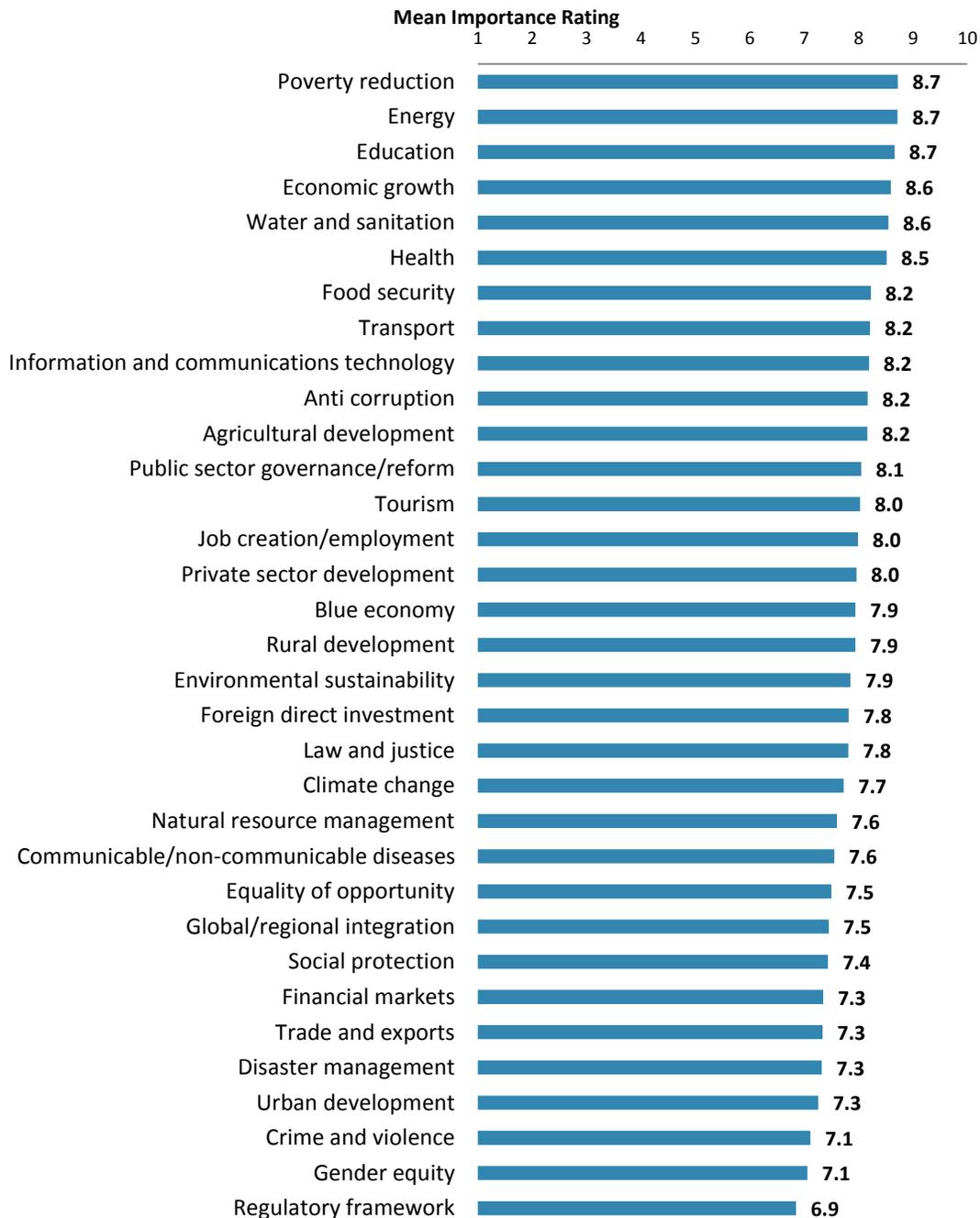


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sao Tome and Principe? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

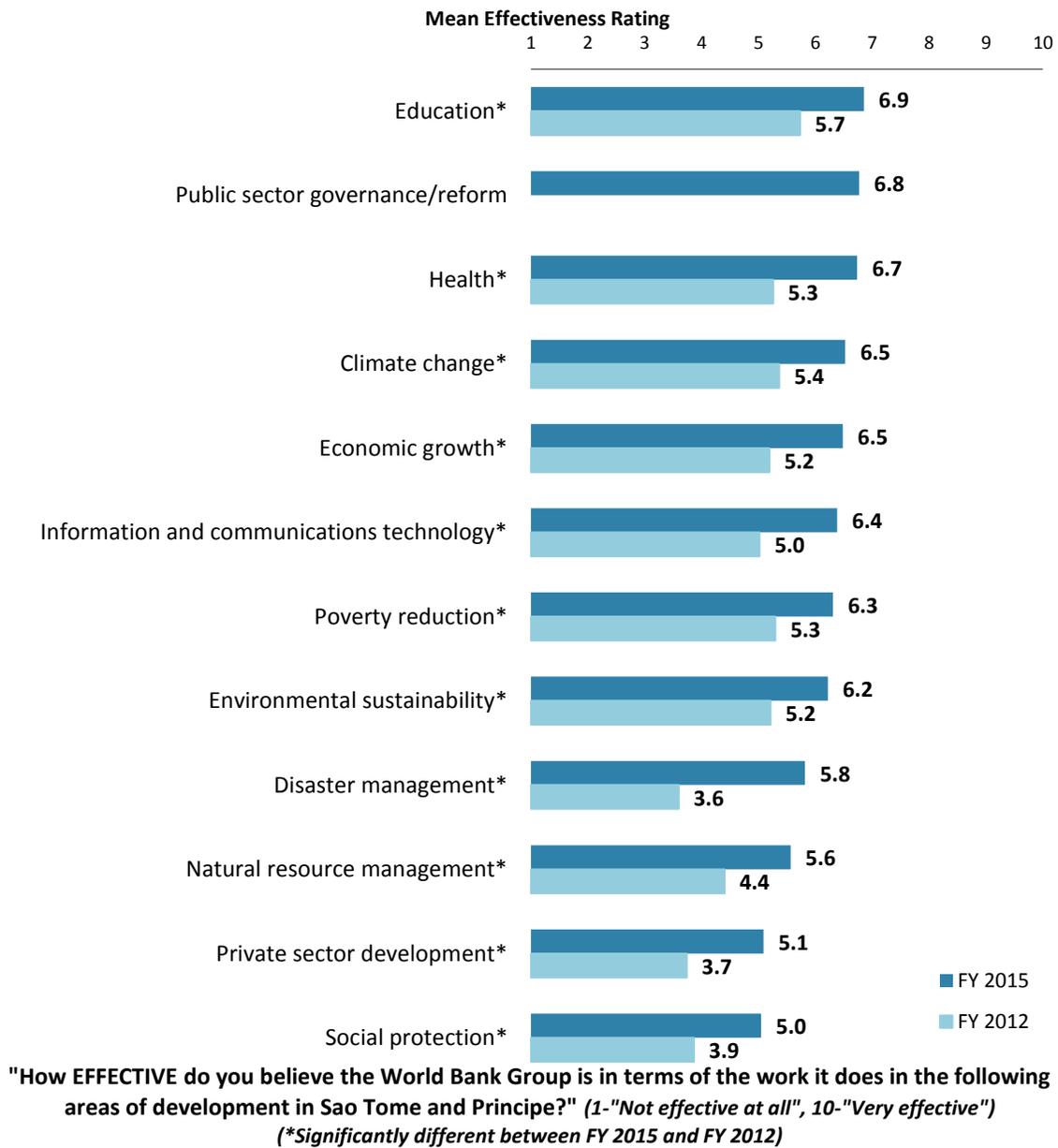


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Sao Tome and Principe?" (1-"Not important at all". 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵

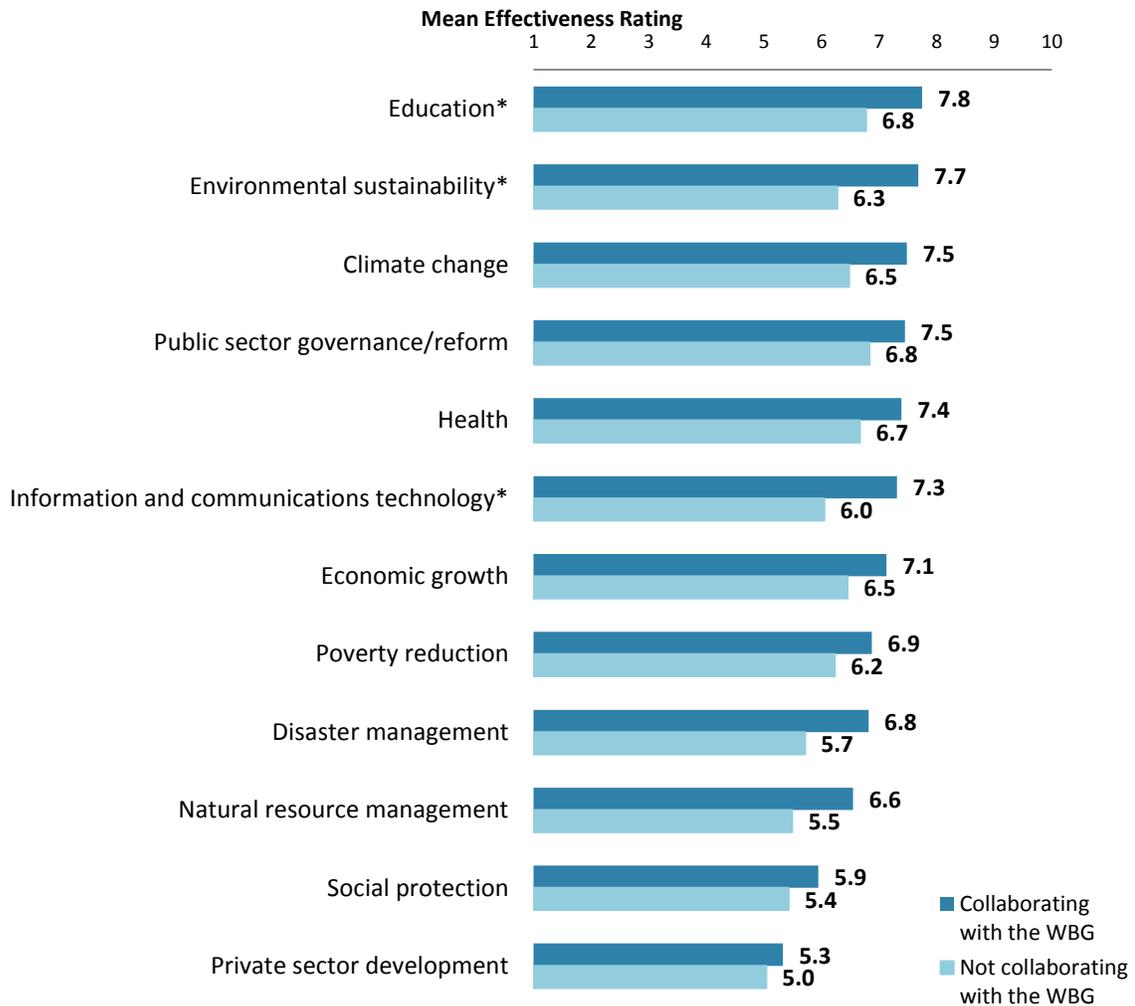


⁵All means presented in this chart are calculated based on weighted data. See Appendix E for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



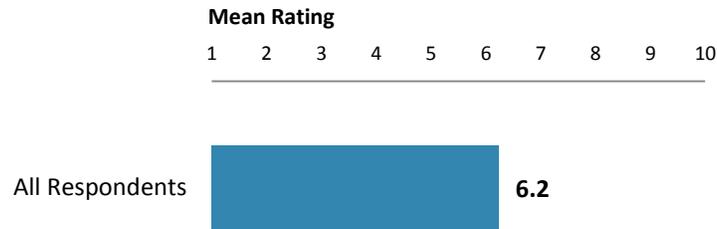
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sao Tome and Principe?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators with the WBG)

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 51) 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.



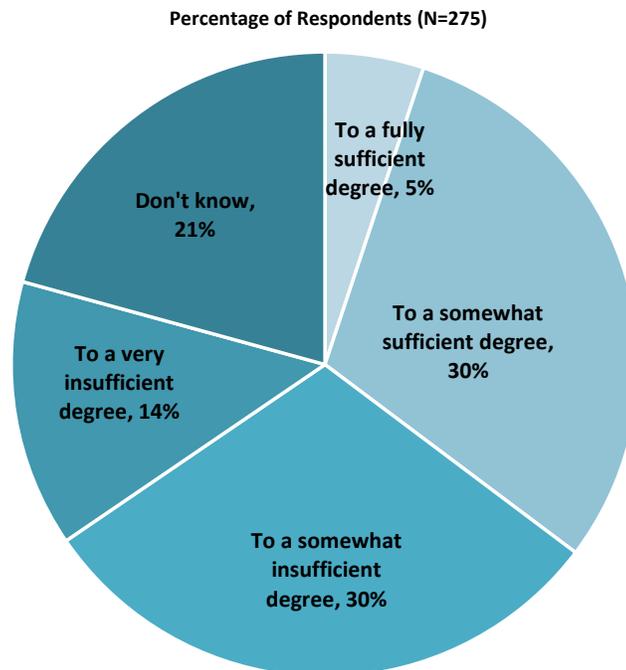
VI. Sectoral Importance and Effectiveness (continued)

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 Sao Tome and Principe?”
(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 Sao Tome and Principe?” (Respondents chose from a list.)



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

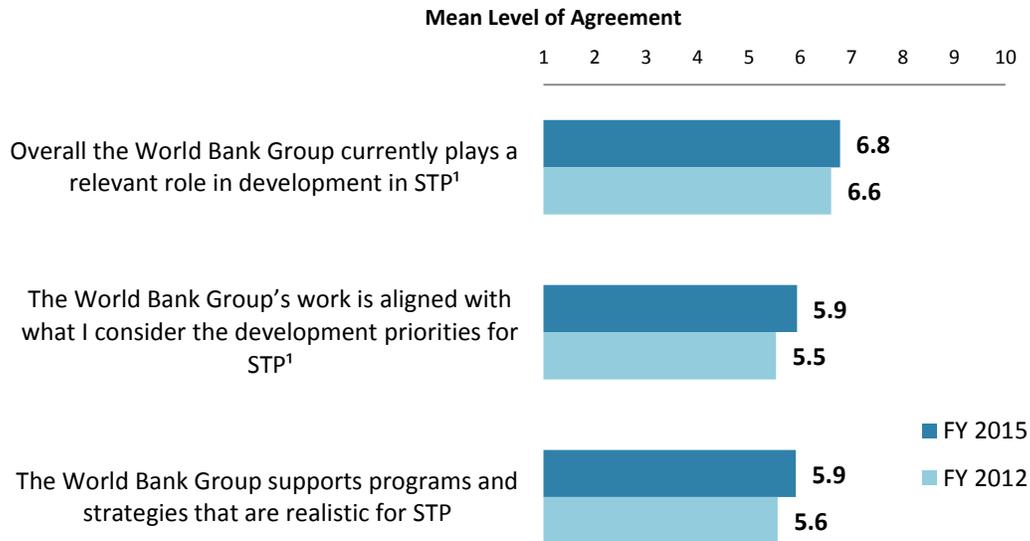
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Sao Tome and Principe. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at natural resource management;
 - The WBG's effectiveness at climate change; and
 - The WBG's effectiveness at public sector governance/reform.

- 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 Sao Tome and Principe, 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 natural resource management;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at health.



VII. How the World Bank Group Operates

The World Bank Group's Work in Sao Tome and Principe: Year Comparison⁷



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

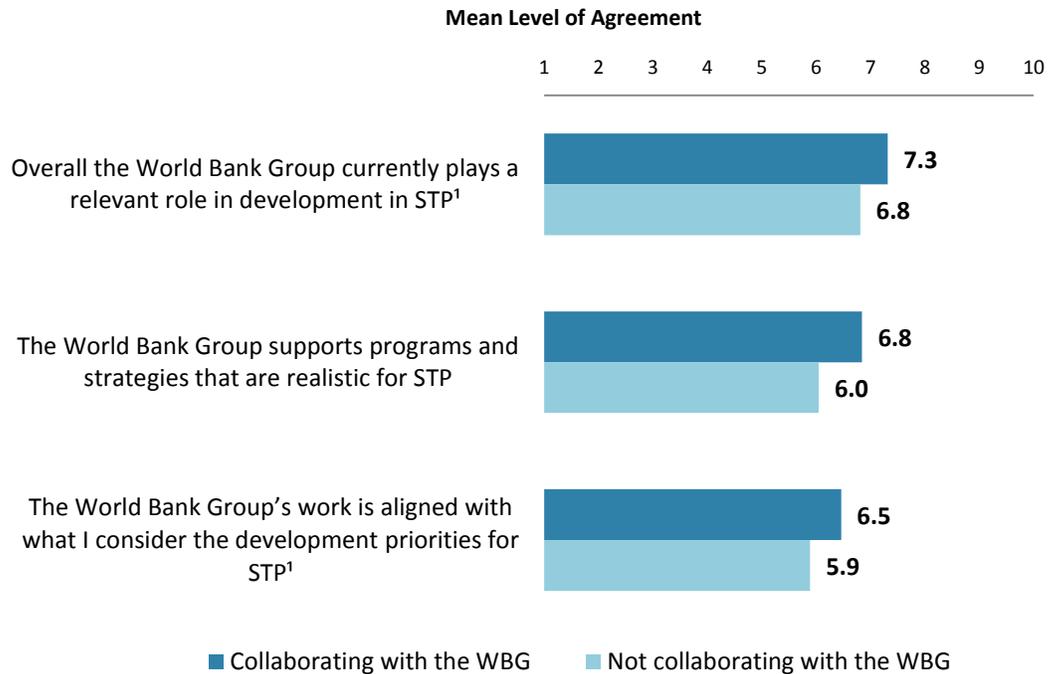
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Sao Tome and Principe: Collaboration



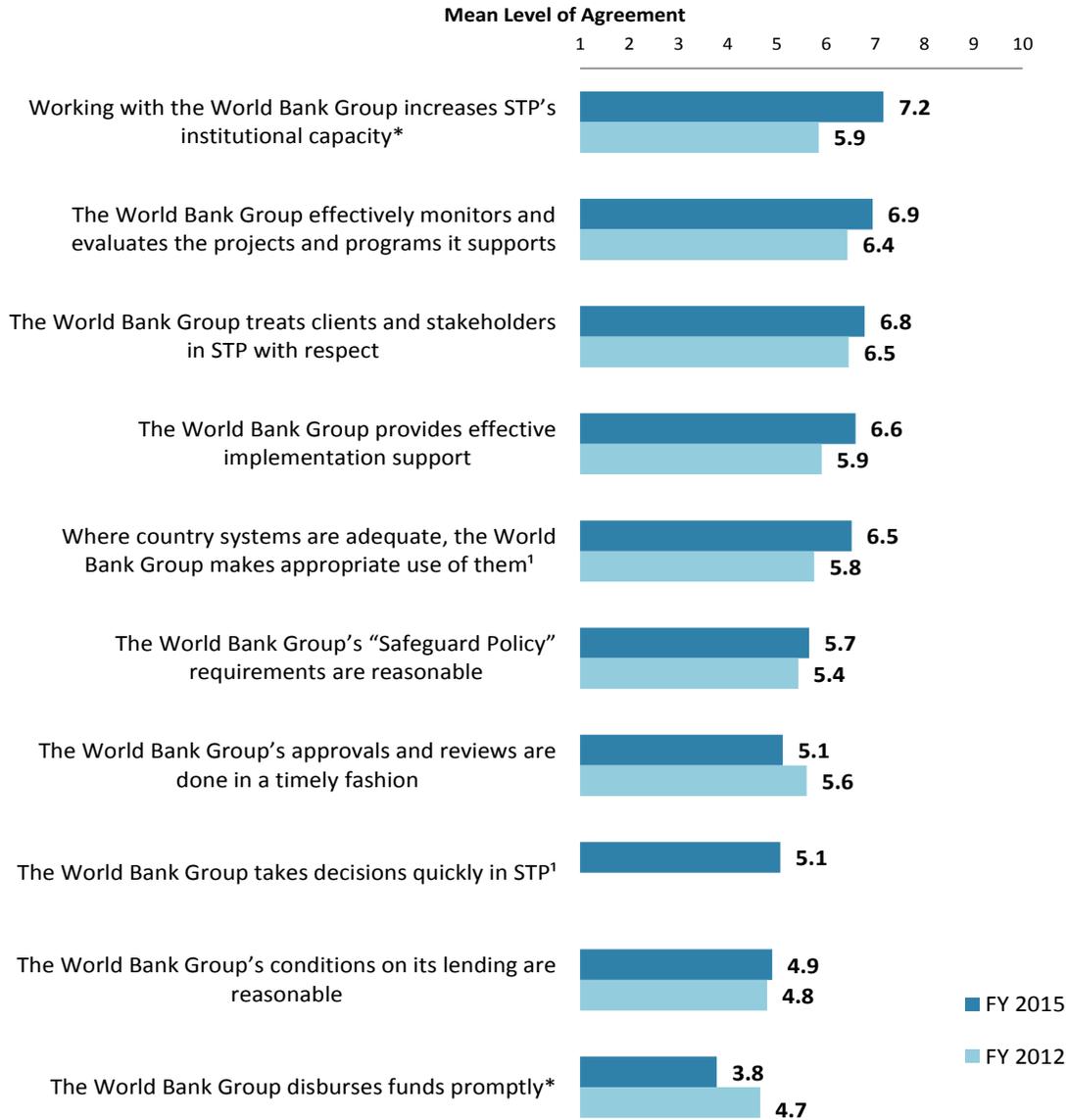
"To what extent do you agree with the following statements about the World Bank Group's work Sao Tome and Principe?" (1-"Strongly disagree", 10-"Strongly agree")
'Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸

- Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly higher levels of agreement with the statements that "*working with the WBG increases STP's institutional capacity*" compared to respondents in the FY'12 Country Survey. However, this year's respondents had significantly lower levels of agreement with the statement that "*the WBG disburses funds promptly*" than respondents in the last Survey.



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

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

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



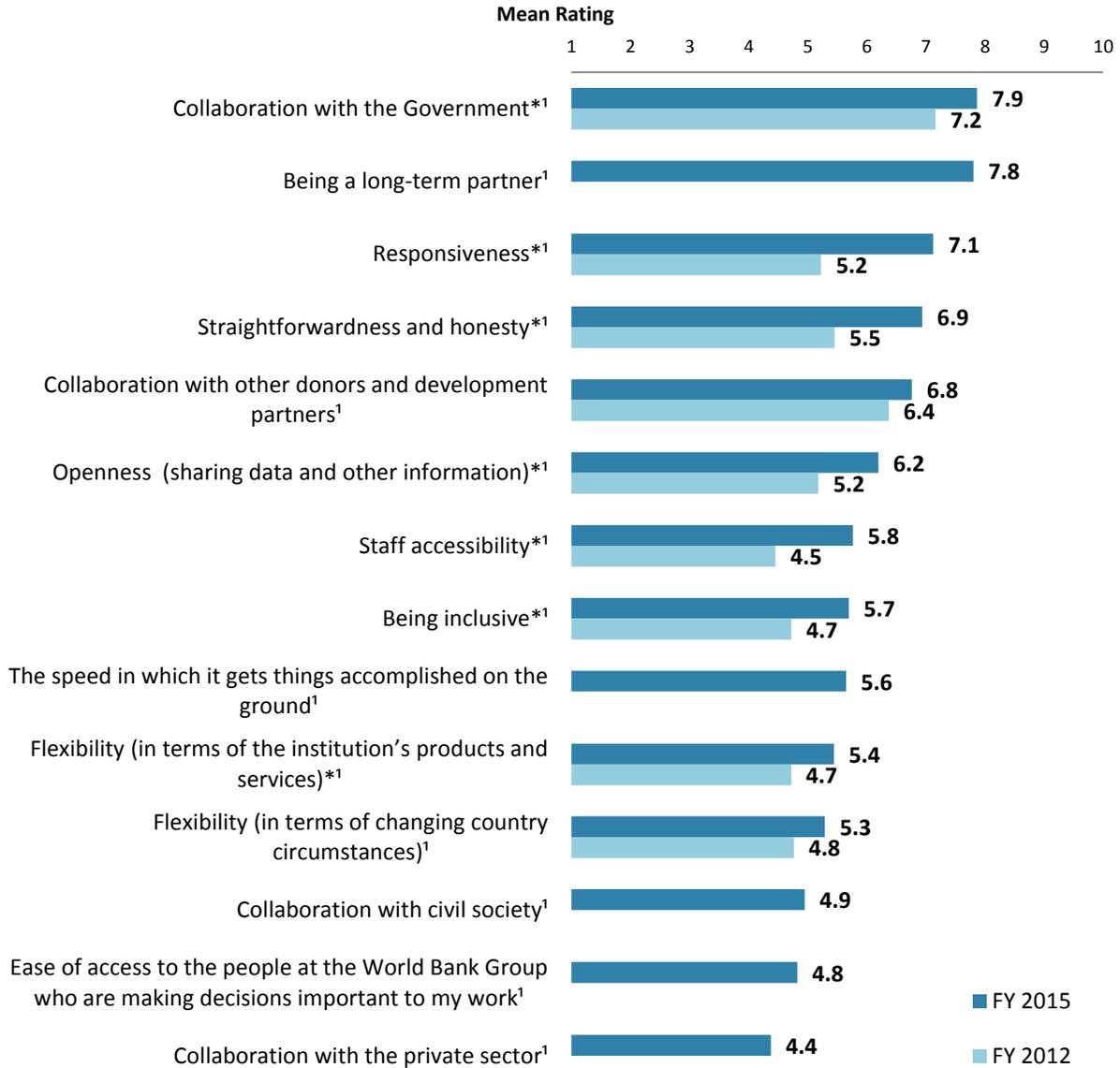
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹

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



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

(*Significantly different between FY2015 and FY2012)

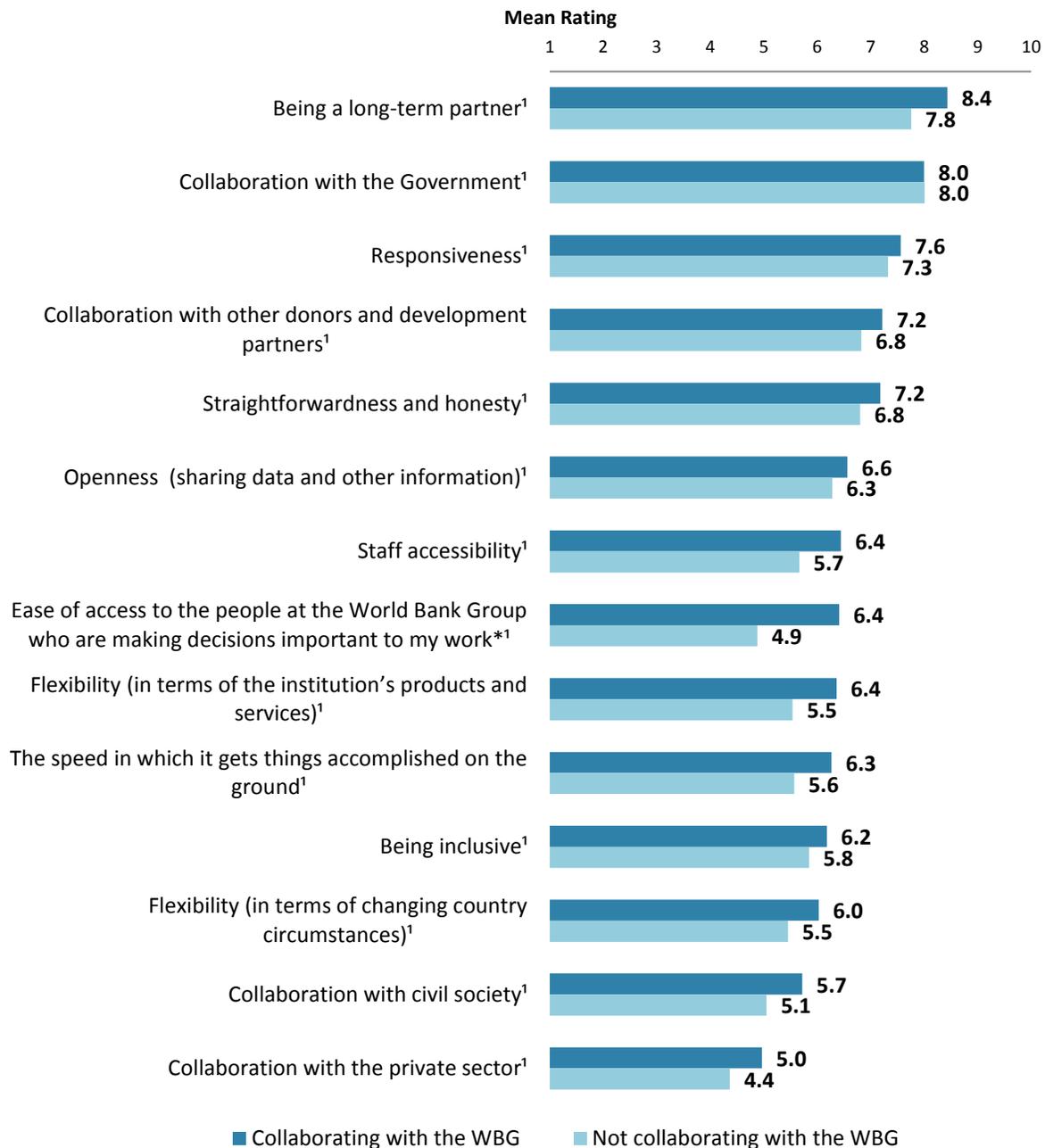
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

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

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



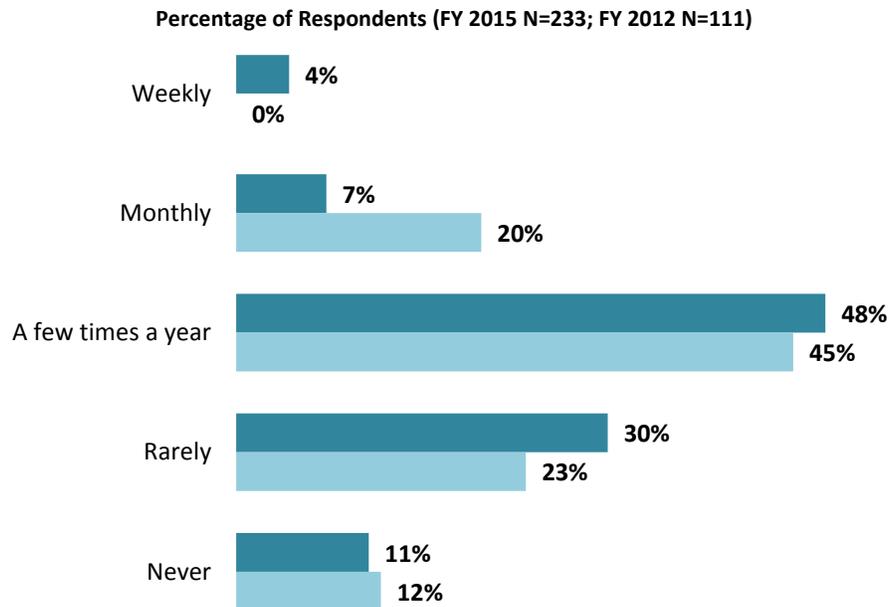
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Sao Tome and Principe?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year's respondents were significantly less likely to consult the WBG's knowledge work and activities monthly compared to respondents in the FY'12 Country Survey.

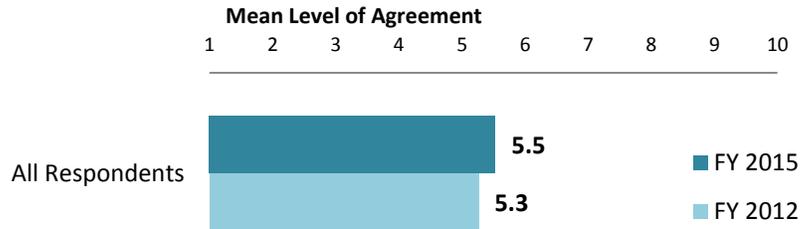


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ All percentages in the chart were based on weighted data.

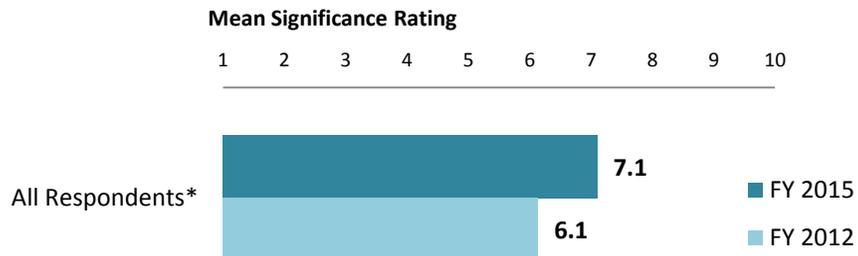


VIII. World Bank Group’s Knowledge and Instruments (continued) Meeting Sao Tome and Principe’s Knowledge Needs¹¹ (Indicator Question)



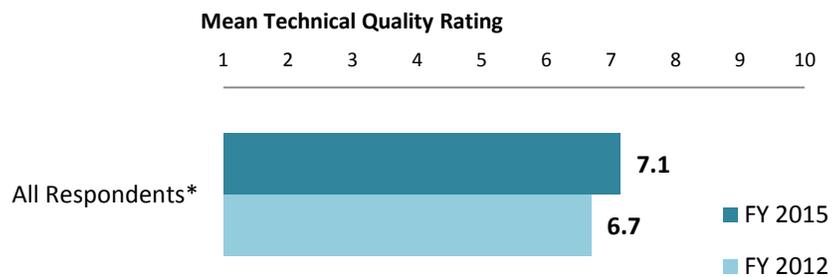
"The World Bank Group meets Sao Tome and Principe's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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")
(*Significantly different between FY 2015 and FY 2012)

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")

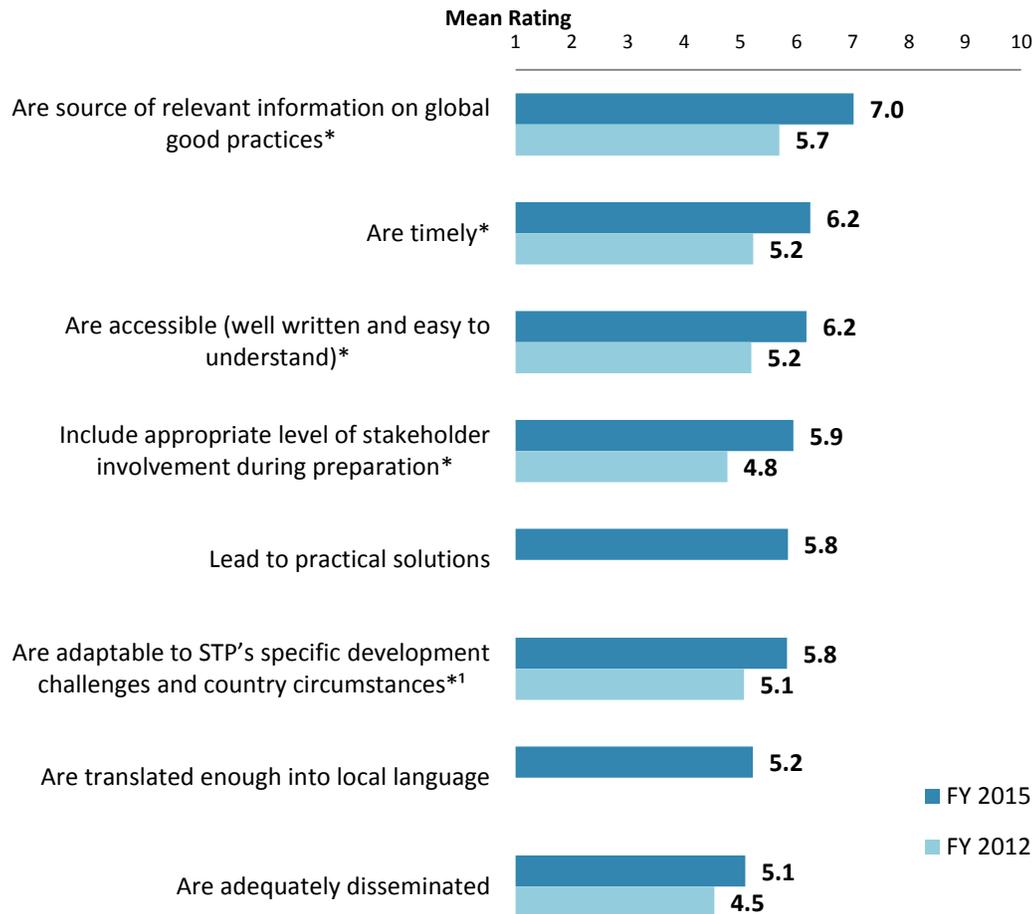
¹¹All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for several qualities of the WBG's knowledge work and activities compared to respondents in the FY'12 Country Survey.



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

(*Significantly different between FY 2015 and FY 2012)

¹Indicator Question

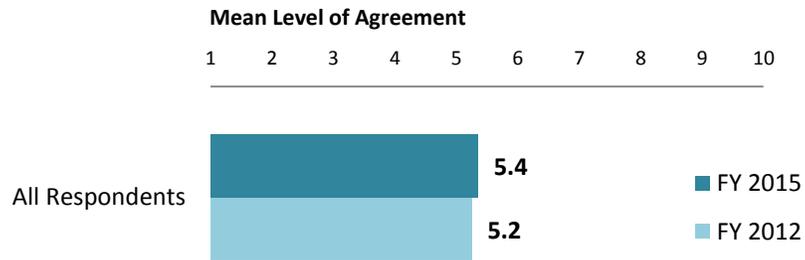
¹² All means in this chart were calculated based on weighted data.



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

Meeting Sao Tome and Principe's Needs for Financial Instruments¹³

(Indicator Question)



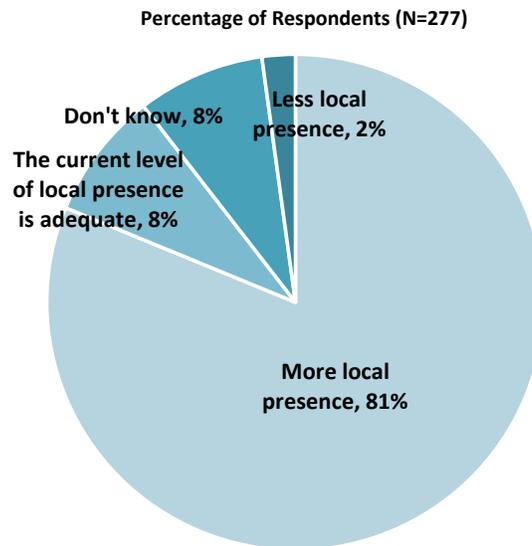
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Sao Tome and Principe." (1-"Strongly disagree", 10-"Strongly agree")

¹³ Means in this chart were calculated based on weighted data.



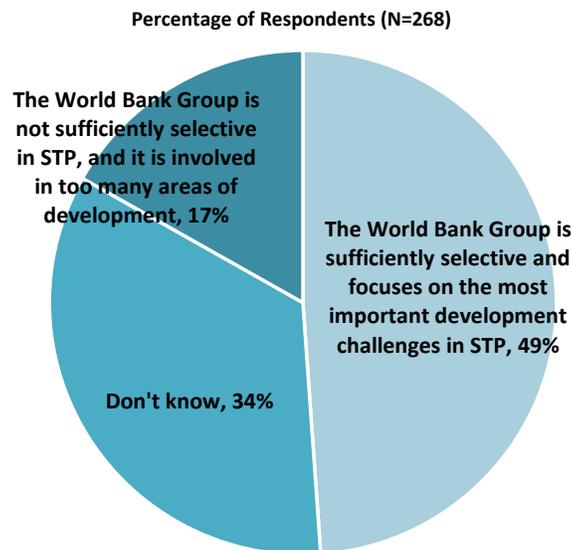
IX. The Future Role of the WBG in Sao Tome and Principe

The World Bank Group's Local Presence in Sao Tome and Principe



“To be a more effective development partner in Sao Tome and Principe, do you believe that the World Bank Group should have...?” (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

Selectivity of the World Bank Group's Support



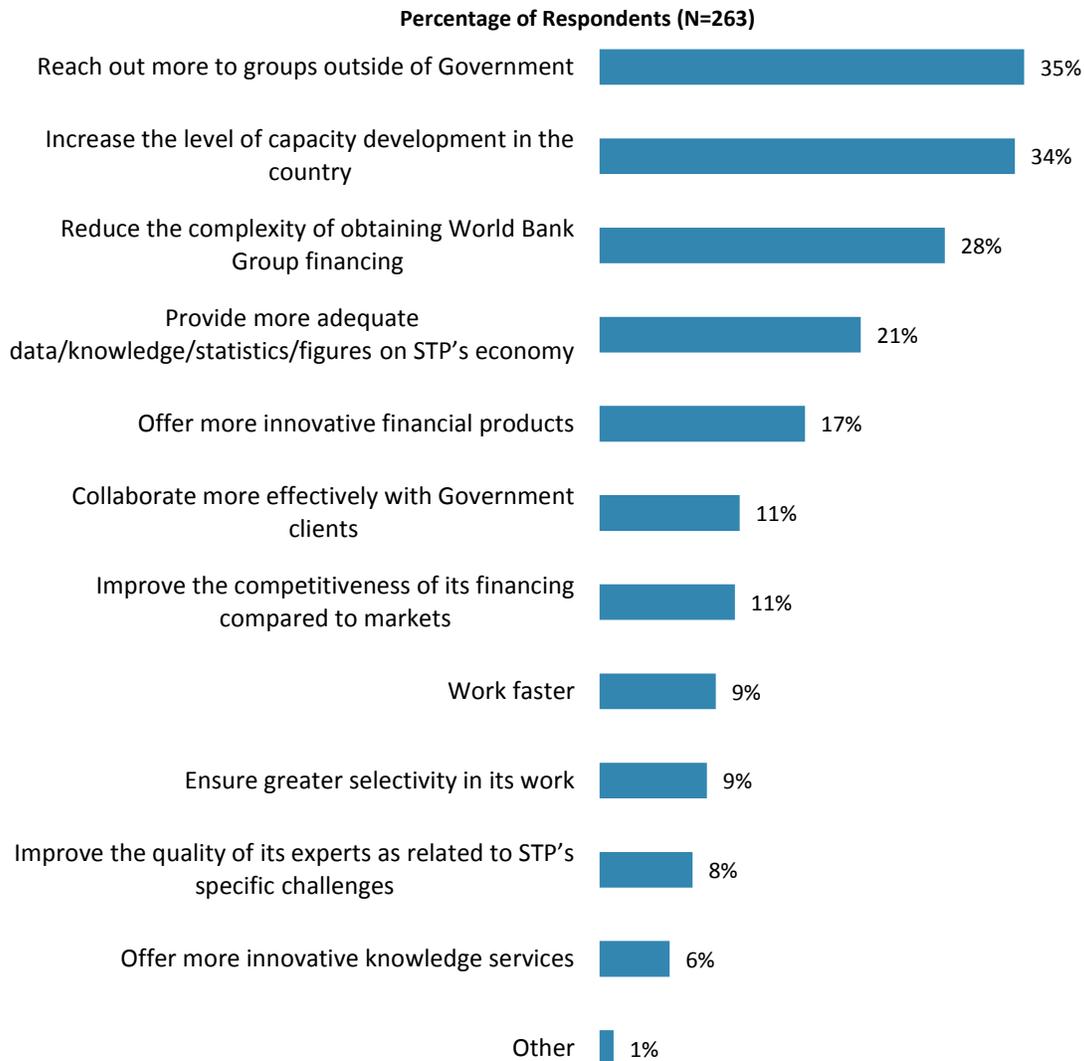
“Which of the following best describes the World Bank Group's support in Sao Tome and Principe?” (Respondents chose from a list.)



IX. The Future Role of the WBG in Sao Tome and Principe (continued)

Making the World Bank Group of Greater Value

- Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (52%) and “*improve the quality of its experts as related to STP's specific challenges*” (34%) to make itself of greater value in Sao Tome and Principe.



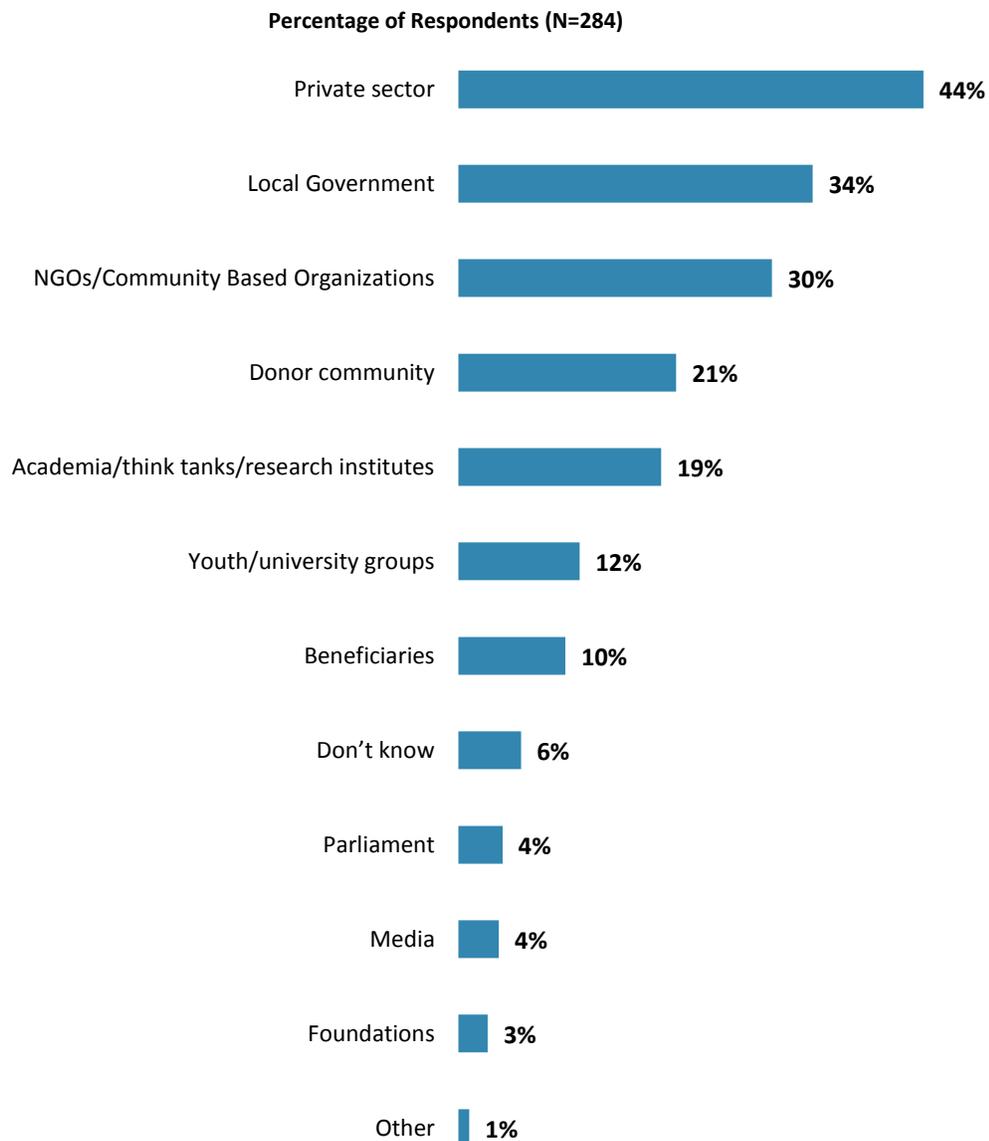
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Sao Tome and Principe? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Sao Tome and Principe (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should work more with “*NGOs*” (49%), “*local government*” (44%), and “*private sector*” (36%) to ensure better development results in Sao Tome and Principe.



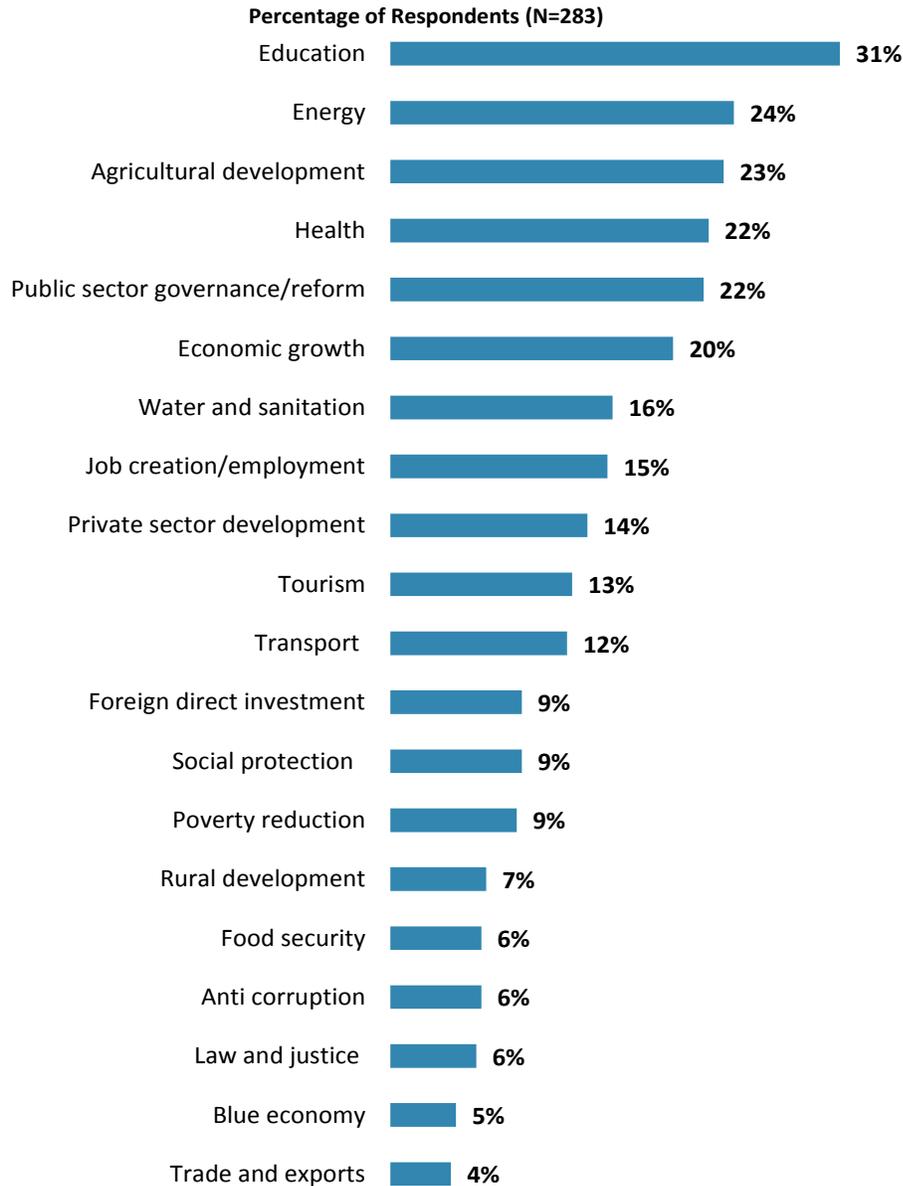
"In addition to regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Sao Tome and Principe (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should focus its resources on “*education*” (54%) and “*energy*” (26%).



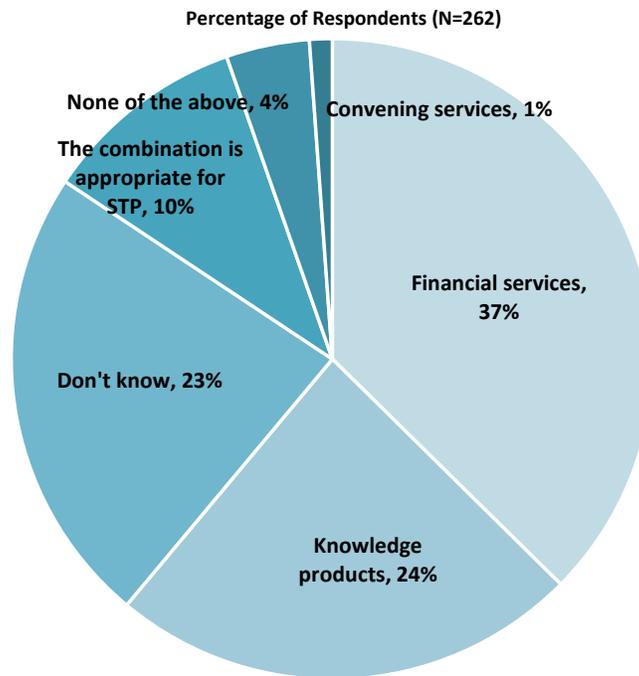
“When thinking about how the World Bank Group can have the most impact on development results in Sao Tome and Principe, in which sectoral areas do you believe the WBG should focus most of its resources in Sao Tome and Principe? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IX. The Future Role of the WBG in Sao Tome and Principe (continued)

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Sao Tome and Principe, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Sao Tome and Principe?"

(Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)

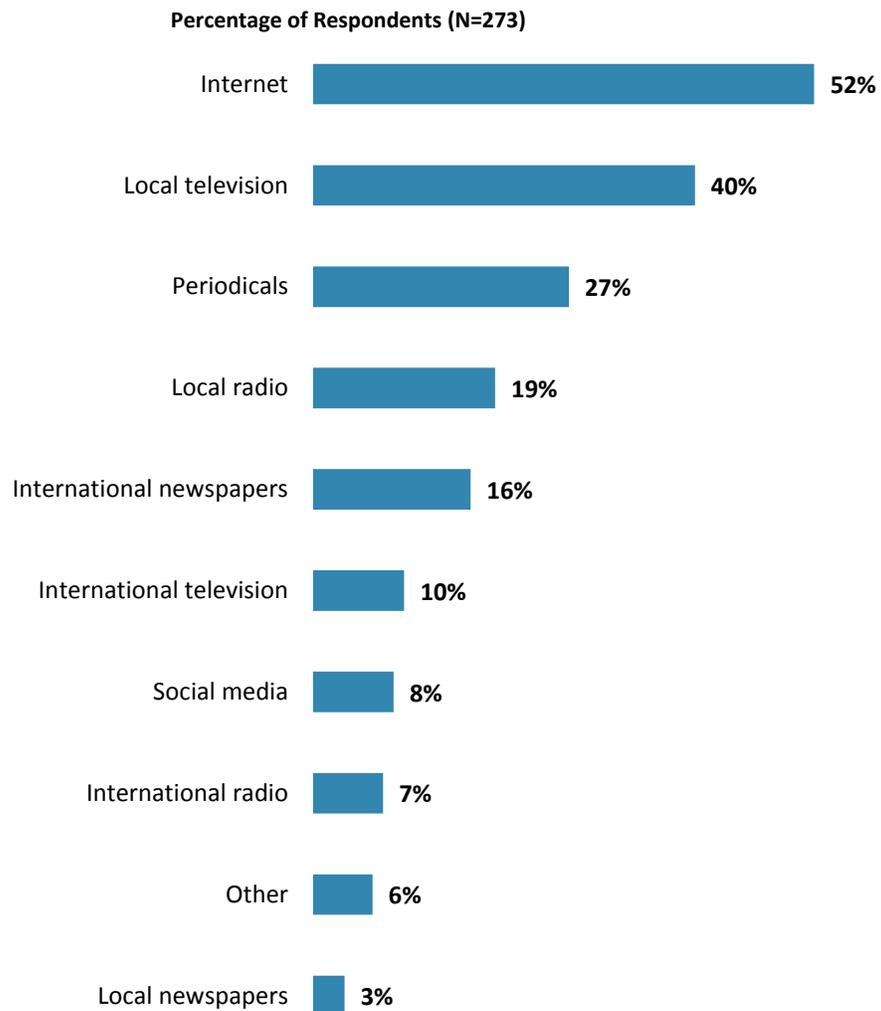


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY’12 Country Survey indicated that they got most of their information about economic and social development issues in Sao Tome and Principe from “*local television*” (46%), “*local radio*” (32%), and “*the Internet*” (31%)”.



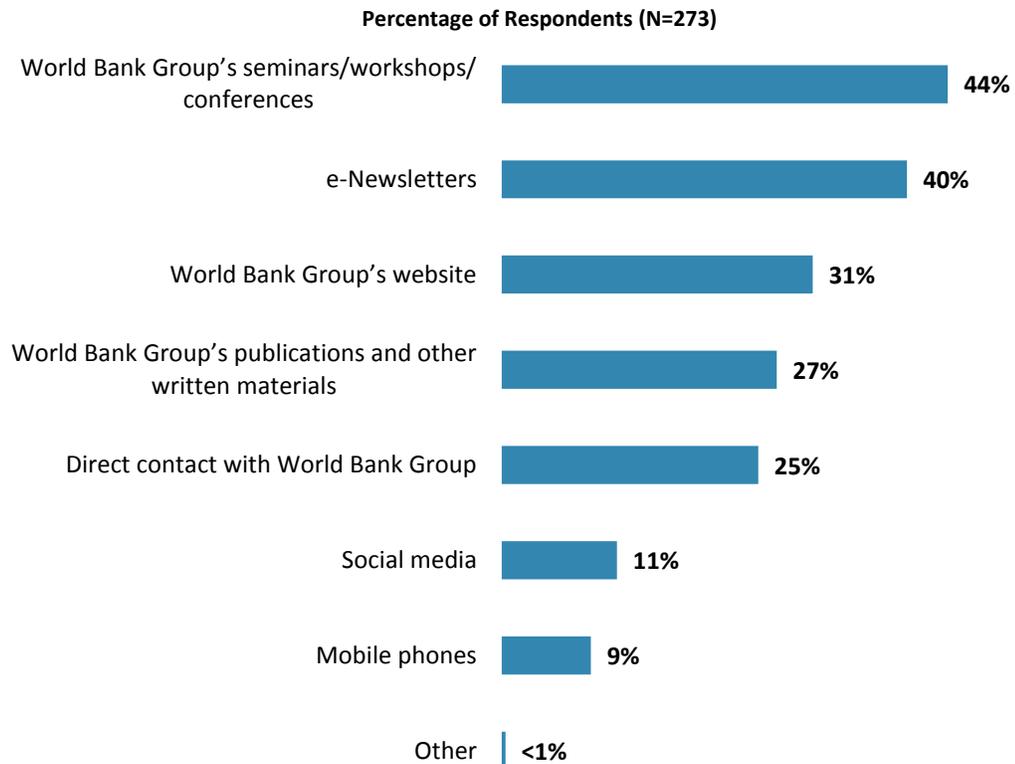
"How do you get most of your information about economic and social development issues in Sao Tome and Principe? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank seminars/workshops/conferences*” (41%), “*World Bank website*” (39%), and “*World Bank publications and other written materials*” (39%)”.



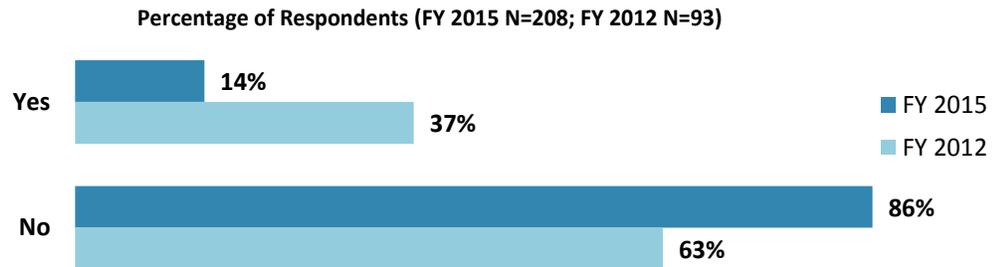
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



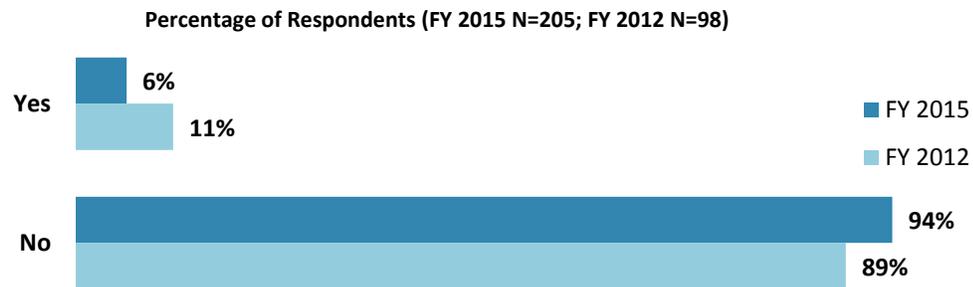
X. Communication and Outreach (continued)

Access to Information¹⁴

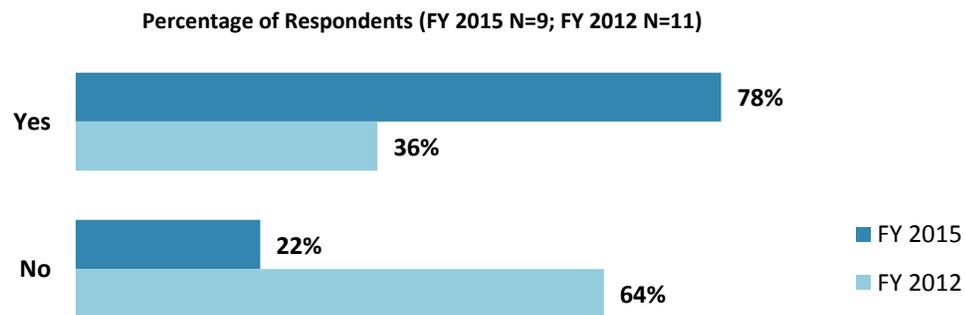
- **Year comparison:** This year's respondents were significantly less likely to be aware of the WBG's Access to Information Policy compared to respondents in the FY'12 Country Survey.



"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?"



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



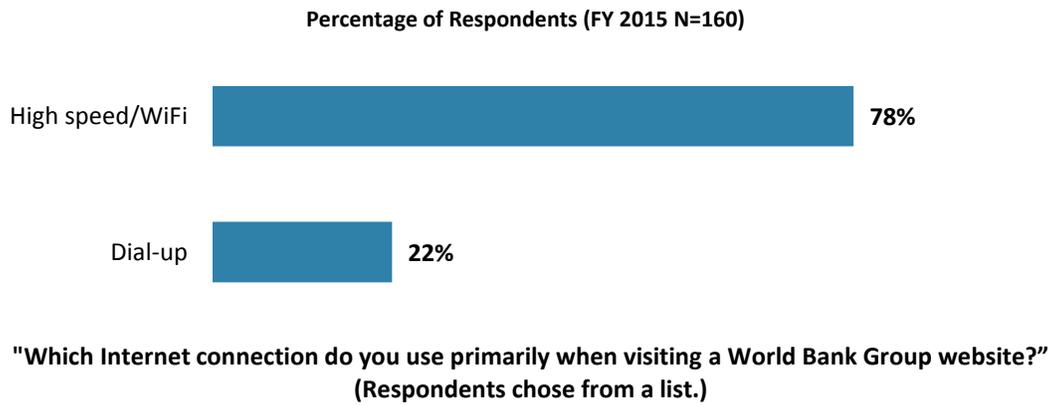
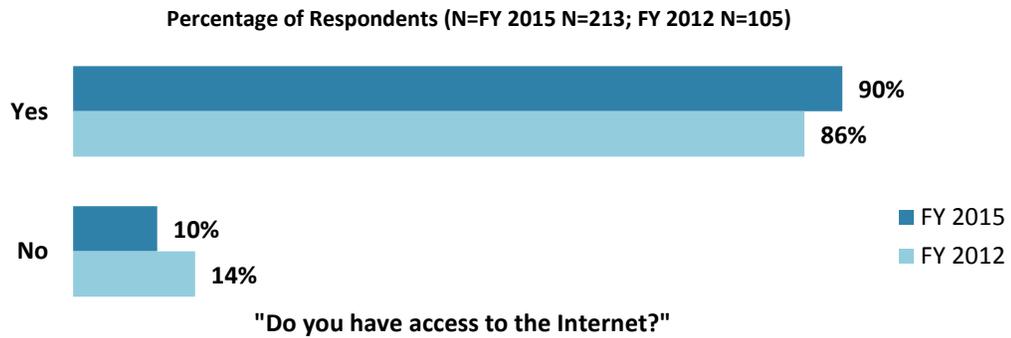
"Were you able to obtain this information?"

¹⁴All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁵



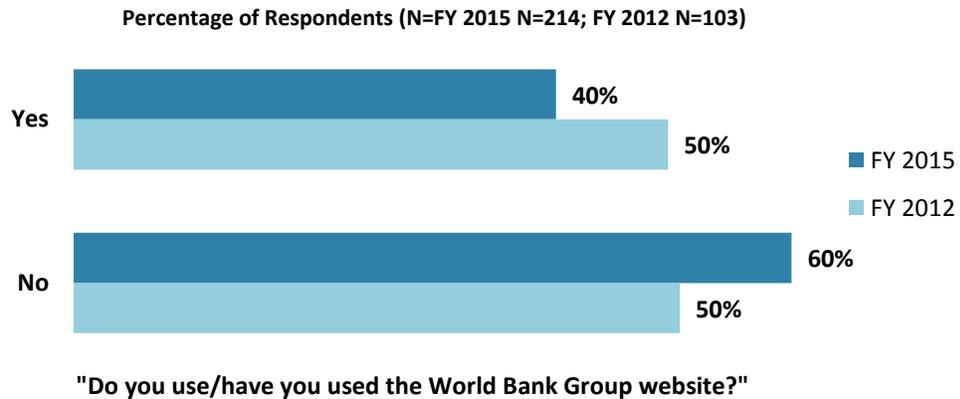
¹⁵ Percentages presented in this chart were calculated based on weighted data.



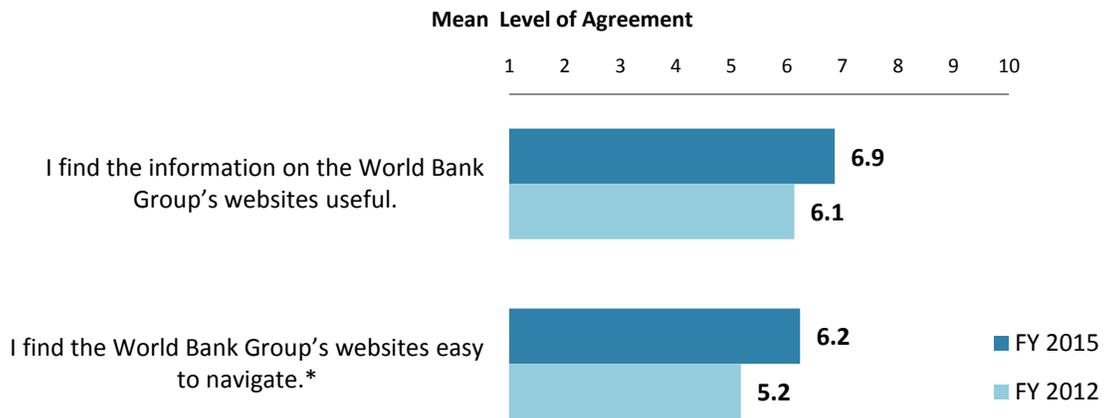
X. Communication and Outreach (continued)

The WBG Website Usage¹⁶

- **Stakeholders:** Among this year’s respondents, those who are from CSOs were significantly less likely to have used the WBG website than respondents from other stakeholder groups.



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



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

¹⁶ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=236)



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

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

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

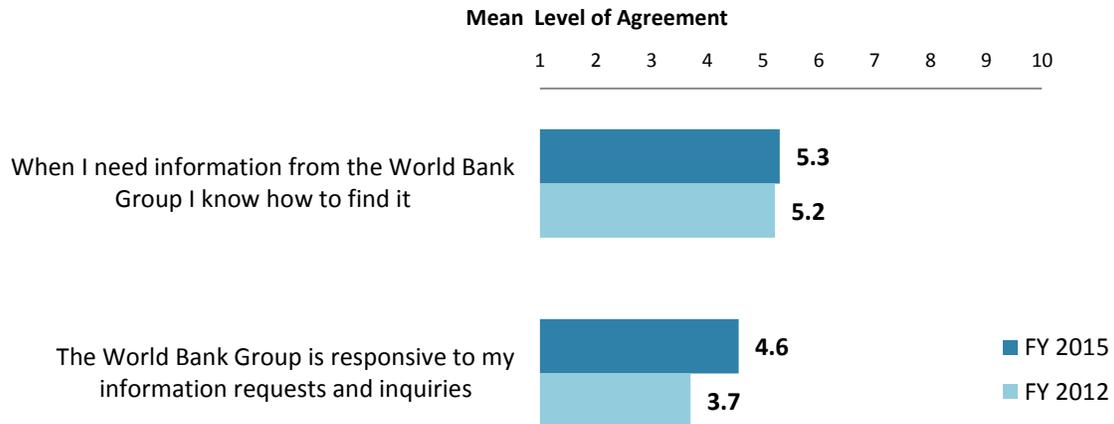


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁷



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

¹⁷ Means in the chart were calculated based on weighted data.



XI. Appendices

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Sao Tome and Principe





Appendix A: Responses to All Questions across All Respondents (N=290)

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 Sao Tome and Principe

1. In general would you say that Sao Tome and Principe is headed in ... ?	Percentage of Respondents (N=244)
The right direction	61.5%
The wrong direction	7.4%
Not sure	31.1%

2. Listed below are a number of development priorities in Sao Tome and Principe. Please identify which of the following you consider the most important development priorities in Sao Tome and Principe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=279)
Education	36.6%
Public sector governance/reform	31.9%
Health	25.1%
Energy	22.3%
Private sector development	19.7%
Job creation/employment	19.0%
Foreign direct investment	17.2%
Food security	13.6%
Poverty reduction	13.3%
Tourism	12.9%
Anti corruption	12.5%
Water and sanitation	11.5%
Social protection	10.8%
Law and justice	10.8%
Economic growth	10.4%
Agricultural development	5.7%
Rural development	3.9%
Transport	3.6%
Information and communications technology	3.2%
Equality of opportunity	2.9%
Crime and violence	2.5%
Gender equity	2.2%
Blue economy	1.4%
Natural resource management	1.4%
Urban development	1.4%
Environmental sustainability	1.4%
Trade and exports	1.1%
Global/regional integration	1.1%
Regulatory framework	0.7%
Communicable/non-communicable diseases	0.4%
Financial markets	0.0%
Climate change	0.0%
Disaster management	0.0%

**A. General Issues Facing Sao Tome and Principe (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Sao Tome and Principe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=281)
Education	38.1%
Economic growth	25.6%
Job creation/employment	23.1%
Agricultural development	21.0%
Rural development	20.6%
Water and sanitation	17.1%
Private sector development	16.0%
Health	16.0%
Energy	12.1%
Foreign direct investment	11.0%
Equality of opportunity	11.0%
Public sector governance/reform	10.7%
Anti corruption	9.3%
Social protection	8.9%
Tourism	8.9%
Law and justice	7.8%
Blue economy	7.1%
Food security	6.4%
Gender equity	3.9%
Transport	3.6%
Urban development	2.8%
Information and communications technology	2.8%
Trade and exports	2.1%
Natural resource management	2.1%
Crime and violence	1.8%
Communicable/non-communicable diseases	1.8%
Climate change	0.7%
Regulatory framework	0.4%
Global/regional integration	0.0%
Environmental sustainability	0.0%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing Sao Tome and Principe (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 Sao Tome and Principe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=264)
Education and training that better ensure job opportunity	39.0%
Consistent economic growth	33.7%
Better employment opportunities for young people	25.0%
Greater access to micro-finance for the poor	17.8%
Greater voice and participation for citizens to help ensure greater accountability	14.8%
Better entrepreneurial opportunities	14.8%
Better opportunity for the poor who live in rural areas	11.7%
Better employment opportunities for women	9.1%
Better quality public services	7.2%
Greater access to health and nutrition for citizens	6.4%
Greater equity of fiscal policy	5.3%
More reliable social safety net	4.9%
A growing middle class	4.2%
Better opportunity for the poor who live in urban areas	1.5%
Other	0.8%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Sao Tome and Principe? (1-Not familiar at all, 10-Extremely familiar)	281	0	5.26	2.76

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Sao Tome and Principe? (1-Not effective at all, 10-Very effective)	226	57	5.86	2.63

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Sao Tome and Principe solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	215	67	6.77	2.65

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

4. When thinking about how the World Bank Group can have the most impact on development results in Sao Tome and Principe, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sao Tome and Principe? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=283)
Education	31.4%
Energy	24.0%
Agricultural development	23.3%
Health	22.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.9%
Economic growth	19.8%
Water and sanitation	15.5%
Job creation/employment	15.2%
Private sector development	13.8%
Tourism	12.7%
Transport (e.g., roads, bridges, transportation)	12.4%
Foreign direct investment	9.2%
Social protection (e.g., pensions, targeted social assistance)	9.2%
Poverty reduction	8.8%
Rural development	6.7%
Food security	6.4%
Anti corruption	6.4%
Law and justice (e.g., judicial system)	6.0%
Blue economy	4.6%
Trade and exports	4.2%
Information and communications technology	3.9%
Equality of opportunity (i.e., equity)	3.9%
Natural resource management	3.5%
Environmental sustainability	1.8%
Global/regional integration	1.8%
Financial markets	1.8%
Crime and violence	1.8%
Urban development	1.1%
Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)	1.1%
Gender equity	0.7%
Disaster management	0.4%
Regulatory framework	0.4%
Communicable/non-communicable diseases	0.0%



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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sao Tome and Principe?	Percentage of Respondents (N=253)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	21.3%	16.0%	37.3%
Policy advice, studies, analyses	18.6%	16.0%	34.5%
Capacity development	19.8%	13.4%	33.2%
Mobilizing third party financial resources	16.2%	15.5%	31.8%
Technical assistance	13.4%	16.4%	29.8%
Donor coordination	3.2%	10.1%	13.2%
Linkage to non-Bank expertise	1.2%	5.9%	7.1%
Data	3.2%	3.8%	6.9%
Convening/facilitating	2.8%	2.5%	5.3%
Other	0.4%	0.4%	0.8%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Sao Tome and Principe? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	149	110	6.51	2.20
7. Citizen engagement (incorporating citizens' voices into development)	124	124	4.70	2.49
8. Policy design (for clarity and better incentives to achieve development goals)	156	101	6.49	2.48

When thinking about how to improve capacity building in Sao Tome and Principe 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? <i>(1-Not important at all, 10-Very important)</i>	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	183	67	7.47	2.24
10. Citizen engagement (incorporating citizens' voices into development)	172	76	7.16	2.61
11. Policy design (for clarity and better incentives to achieve development goals)	196	58	7.88	2.40

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sao Tome and Principe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=278)
Not enough public disclosure of its work	21.9%
World Bank Group's processes too complex	19.8%
Too influenced by developed countries	19.8%
Not adequately sensitive to political/social realities in STP	18.0%
Don't know	17.3%
Its advice and strategies do not lend themselves to practical problem solving	14.4%
Imposing technocratic solutions without regard to political realities	14.0%
Not collaborating enough with stakeholders outside the Government	11.9%
World Bank Group's processes too slow	10.1%
Staff too inaccessible	7.2%
Not exploring alternative policy options	6.1%
Not aligned with country priorities	5.0%
Not willing to honestly criticize policies and reform efforts in the country	3.6%
Other	2.5%
Arrogant in its approach	0.7%
Not client focused	0.7%
The credibility of its knowledge/data	0.7%
Not aligned with other donors' work	0.4%



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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Sao Tome and Principe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=275)
Capacity development	41.1%
Investment lending	38.2%
Policy based lending / budget support to the Government	29.8%
Technical assistance	25.8%
Trust Fund management	13.1%
Multi-sectoral approaches	12.7%
Don't know	11.3%
Knowledge products/services	6.5%
Other	1.1%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Sao Tome and Principe? (Choose only ONE response)	Percentage of Respondents (N=275)
To a fully sufficient degree	5.1%
To a somewhat sufficient degree	30.2%
To a somewhat insufficient degree	30.2%
To a very insufficient degree	13.8%
Don't know	20.7%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=284)
Private sector	44.4%
Local Government	33.8%
NGOs/Community Based Organizations	29.9%
Donor community	20.8%
Academia/think tanks/research institutes	19.4%
Youth/university groups	11.6%
Beneficiaries	10.2%
Don't know	6.0%
Parliament	4.2%
Media	3.9%
Foundations	2.8%
Other	1.1%

To what extent do you agree with the following statements about the World Bank Group's work in Sao Tome and Principe? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Sao Tome and Principe*	229	42	6.88	2.51
17. The World Bank Group's work is aligned with what I consider the development priorities for Sao Tome and Principe*	211	45	6.03	2.62
18. The World Bank Group supports programs and strategies that are realistic for Sao Tome and Principe	204	52	6.16	2.60
19. The World Bank Group treats clients and stakeholders in Sao Tome and Principe with respect	165	89	6.87	2.64

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

To what extent is the World Bank Group an effective development partner in Sao Tome and Principe, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness*	202	54	7.34	2.31
21. Flexibility (in terms of the institution's products and services)*	154	86	5.75	2.26
22. Flexibility (in terms of changing country circumstances)*	161	80	5.57	2.37
23. Being inclusive*	151	82	5.85	2.35
24. Openness (sharing data and other information)*	163	78	6.39	2.44
25. Staff accessibility*	155	82	5.93	2.54
26. Straightforwardness and honesty*	161	75	6.93	2.41
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	149	91	5.27	2.60
28. Collaboration with civil society*	181	61	5.24	2.57
29. Collaboration with the Government*	216	38	8.01	2.16
30. Collaboration with other donors and development partners*	158	88	6.94	2.42
31. Collaboration with the private sector*	149	91	4.59	2.44
32. The speed in which it gets things accomplished on the ground*	164	78	5.75	2.45
33. Being a long-term partner*	193	58	7.83	2.26

34. To be a more effective development partner in Sao Tome and Principe, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=277)
More local presence	81.2%
The current level of local presence is adequate	8.3%
Don't know	8.3%
Less local presence	2.2%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=259)
The World Bank Group is not sensitive enough to political/social realities on the ground	30.9%
Reforms are not well thought out in light of country challenges	26.6%
There is not an adequate level of citizen/civil society participation	26.3%
Political pressures and obstacles	24.3%
Lack of/inadequate levels of capacity in Government	21.9%
The World Bank Group does not do adequate follow through/follow-up	18.1%
The Government works inefficiently	16.5%
Poor donor coordination	12.4%
The World Bank Group works too slowly	10.4%
Other	3.1%

**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 Sao Tome and Principe? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	224	25	8.17	2.50
2. Information and communications technology	212	14	8.19	2.13
3. Transport (e.g., roads, bridges, transportation)	205	16	8.21	2.20
4. Crime and violence	190	23	7.12	2.66
5. Law and justice (e.g., judicial system)	207	22	7.81	2.53
6. Urban development	191	23	7.26	2.49
7. Environmental sustainability (e.g., coastal erosion, deforestation)	210	13	7.85	2.41
8. Regulatory framework	171	41	6.85	2.27
9. Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)	200	23	7.56	2.48
10. Poverty reduction	225	11	8.72	1.89
11. Gender equity	195	23	7.06	2.49
12. Private sector development	214	14	7.96	2.23
13. Foreign direct investment	201	23	7.82	2.34
14. Water and sanitation	225	12	8.55	2.05
15. Trade and exports	199	17	7.34	2.40
16. Economic growth	216	10	8.59	1.82
17. Energy	218	17	8.72	1.99
18. Disaster management (e.g., management of floods, droughts, storms)	190	28	7.33	2.59
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	211	18	8.05	2.28
20. Job creation/employment	203	21	7.99	2.39
21. Financial markets	183	31	7.35	2.39
22. Equality of opportunity (i.e., equity)	192	26	7.50	2.47
23. Health	217	12	8.52	2.14
24. Rural development	211	13	7.94	2.35
25. Global/regional integration	197	21	7.45	2.56
26. Food security	208	15	8.23	2.15
27. Education	222	13	8.66	2.04
28. Social protection (e.g., pensions, targeted social assistance)	205	19	7.44	2.41
29. Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)	203	22	7.73	2.44
30. Agricultural development	216	13	8.16	2.30
31. Natural resource management (e.g., forestry, fisheries, oil, gas, sand mining and other mining)	203	20	7.61	2.47
32. Tourism	213	18	8.03	2.26
33. Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)	198	29	7.94	2.29

**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 Sao Tome and Principe? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Education	156	93	6.94	2.53
2. Health	143	100	6.82	2.45
3. Social protection (e.g., targeted social assistance)	93	131	5.47	2.66
4. Information and communications technology	123	101	6.43	2.53
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	155	88	6.95	2.60
6. Natural resource management (i.e., extractive industries)	106	122	5.72	2.72
7. Climate change (e.g., adaptation and protection against sea storms, etc.)	127	106	6.69	2.60
8. Environmental sustainability (e.g., coastal erosion, deforestation)	116	115	6.53	2.56
9. Disaster management (e.g., management of floods, droughts, storms)	108	120	5.94	2.67
10. Private sector development	126	104	5.12	2.63
11. Poverty reduction	172	73	6.40	2.65
12. Economic growth	163	76	6.58	2.64

3. Where are the World Bank Group's decisions made primarily that support the program in Sao Tome and Principe? (Select only ONE response)	Percentage of Respondents (N=270)
At the Headquarters (in Washington D.C.)	55.9%
In the country	4.1%
Don't know	40.0%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Sao Tome and Principe? (1-To no degree at all, 10-To a very significant degree)	231	44	7.07	2.39

To what extent do you agree with the following statements about the World Bank Group in Sao Tome and Principe? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Sao Tome and Principe*	202	64	5.35	2.48
6. The World Bank Group meets Sao Tome and Principe's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	190	68	5.64	2.43

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Sao Tome and Principe? (1-To no degree at all, 10-To a very significant degree)	174	99	5.90	2.76

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=267)
Weekly	5.6%
Monthly	9.7%
A few times a year	41.2%
Rarely	33.0%
Never	10.5%

In Sao Tome and Principe, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	169	78	6.39	2.43
3. Include appropriate level of stakeholder involvement during preparation	145	88	6.03	2.46
4. Lead to practical solutions	163	75	6.02	2.42
5. Are accessible (well written and easy to understand)	168	69	6.28	2.47
6. Are source of relevant information on global good practices	175	65	7.13	2.29
7. Are adequately disseminated	165	70	5.30	2.62
8. Are translated enough into local language	169	69	5.57	2.74
9. Are adaptable to Sao Tome and Principe's specific development challenges and country circumstances*	183	65	6.01	2.71

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	218	54	7.24	2.22
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	209	68	7.19	2.25

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	174	84	3.85	2.66
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	207	51	7.29	2.57
3. The World Bank Group's approvals and reviews are done in a timely fashion	172	83	5.52	2.66
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	162	87	5.93	2.69
5. The World Bank Group's conditions on its lending are reasonable	166	80	5.12	2.91
6. The World Bank Group takes decisions quickly in Sao Tome and Principe*	160	90	4.88	2.80
7. Working with the World Bank Group increases Sao Tome and Principe's institutional capacity	203	52	7.16	2.61
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	163	91	6.72	2.62
9. The World Bank Group provides effective implementation support	196	63	6.85	2.62

WBG Promoting PPP in Sao Tome and Principe	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Sao Tome and Principe? (1-To no degree at all, 10-To a very significant degree)	195	78	6.25	2.67

11. Which of the following best describes the way the World Bank Group operates in Sao Tome and Principe? (Select only one response)	Percentage of Respondents (N=271)
Don't know	48.7%
The World Bank Group does not take enough risk in Sao Tome and Principe	31.0%
The World Bank Group's approach to risk is appropriate	18.8%
The World Bank Group takes too much risk in Sao Tome and Principe	1.5%

12. Which of the following best describes the World Bank Group's support in Sao Tome and Principe? (Select only one response)	Percentage of Respondents (N=268)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in STP	48.9%
Don't know	34.3%
The World Bank Group is not sufficiently selective in STP, and it is involved in too many areas of development	16.8%

**F. The Future Role of the World Bank Group in Sao Tome and Principe**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Sao Tome and Principe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=263)
Reach out more to groups outside of Government	34.6%
Increase the level of capacity development in the country	33.8%
Reduce the complexity of obtaining World Bank Group financing	28.1%
Provide more adequate data/knowledge/statistics/figures on STP's economy	21.3%
Offer more innovative financial products	16.7%
Collaborate more effectively with Government clients	11.4%
Improve the competitiveness of its financing compared to markets	11.0%
Work faster	9.5%
Ensure greater selectivity in its work	8.7%
Improve the quality of its experts as related to STP's specific challenges	7.6%
Offer more innovative knowledge services	5.7%
Other	1.1%

2. When considering the combination of services that the World Bank Group offers in Sao Tome and Principe, 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 Sao Tome and Principe? (Select only ONE response)	Percentage of Respondents (N=262)
Financial services	37.4%
Knowledge products	23.7%
Don't know	23.3%
The combination is appropriate for STP	10.3%
None of the above	4.2%
Convening services	1.1%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Sao Tome and Principe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=273)
Internet	52.4%
Local television	39.9%
Periodicals	26.7%
Local radio	19.0%
International newspapers	16.5%
International television	9.5%
Social media	8.4%
International radio	7.3%
Other	6.2%
Local newspapers	3.3%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=273)
World Bank Group's seminars/workshops/ conferences	44.0%
e-Newsletters	39.9%
World Bank Group's website	30.7%
World Bank Group's publications and other written materials	27.1%
Direct contact with World Bank Group	25.3%
Social media	11.4%
Mobile phones	8.8%
Other	0.4%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=227)
Yes	16.7%
No	83.3%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=222)
Yes	7.7%
No	92.3%

5. Were you able to obtain this information?	Percentage of Respondents (N=13)
Yes	76.9%
No	23.1%

6. Do you have access to the Internet?	Percentage of Respondents (N=236)
Yes	91.9%
No	8.1%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=239)
Yes	42.7%
No	57.3%

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

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=236)
Yes	20.3%
No	79.7%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=160)
High speed/WiFi	78.1%
Dial-up	21.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate.	126	108	6.62	2.74
11. I find the information on the World Bank Group's websites useful.	126	89	7.20	2.58
12. The World Bank Group's social media channels are valuable sources of information about the institution	105	114	6.91	2.63
13. When I need information from the World Bank Group I know how to find it	128	95	5.31	3.12
14. The World Bank Group is responsive to my information requests and inquiries	91	116	4.87	2.97

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=259)
Employee of a Ministry, Ministerial Department or Implementation Agency	25.5%
Office of Minister	10.4%
Office of the President, Prime Minister	8.9%
Media	7.3%
Private Sector Organization	6.2%
NGO/Community Based Organization	6.2%
Other	5.8%
Local Government Office or Staff	5.4%
Office of Parliamentarian	4.6%
Independent Government Institution	4.2%
Bilateral/Multilateral Agency	3.9%
Financial Sector/Private Bank	3.1%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	1.5%
Private Foundation	1.5%
Trade Union	1.5%
Faith-Based Group	1.5%
Judiciary Branch	1.2%
Academia/Research Institute/Think Tank	0.8%
Youth Group	0.4%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=259)
Other	25.5%
Governance	9.7%
Education	9.3%
Health, nutrition, and population	6.9%
Agriculture	6.9%
Generalist (specialized in multiple sectors)	5.4%
Macroeconomics and fiscal management	5.0%
Social protection and labor	4.6%
Finance and markets	4.6%
Fragility, conflict and violence	3.1%
Environment and natural resources	2.7%
Trade and competitiveness	2.7%
Urban, rural, and social development	2.7%
Public-private partnerships	2.3%
Transport and ICT	1.9%
Energy and extractives	1.5%
Poverty	1.5%
Jobs	1.5%
Water	0.8%
Climate Change	0.8%
Gender	0.4%

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=255)
I have never collaborated with the World Bank Group	61.2%
I have previously collaborated with the World Bank Group	20.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	11.0%
I currently collaborate with the World Bank Group	7.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Sao Tome and Principe? (Select only ONE response)	Percentage of Respondents (N=169)
The World Bank (IDA)	65.1%
Other	18.9%
The International Finance Corporation (IFC)	9.5%
The Multilateral Investment Guarantee Agency (MIGA)	6.5%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=207)
Yes	18.4%
No	81.6%

**H. Background Information (continued)**

6. If yes, what was your view of how the two institutions work together in Sao Tome and Principe? (Select only ONE response)	Percentage of Respondents (N=37)
The way the two institutions work together needs improvement	54.1%
The two institutions work well together	29.7%
Don't know	13.5%
The two institutions do not work well together	2.7%

7. Which of the following describes most of your exposure to the World Bank Group in Sao Tome and Principe? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=225)
Observer	39.4%
Use World Bank Group reports/data	32.4%
Collaborate as part of my professional duties	30.2%
Use World Bank Group website for information, data, research, etc.	24.9%
Engage in World Bank Group related/sponsored events/activities	22.7%

8. What's your gender?	Percentage of Respondents (N=275)
Female	29.8%
Male	70.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=277)
Ilha de São Tomé	83.0%
Ilha de Príncipe	17.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁸

Office of the President, Prime Minister N=50 ● Office of Parliamentarian N=12 ● Employee of a Ministry/ PMU/ Consultant N=70 ● Local Government N=14 ● Bilateral/ Multilateral Agency N=10 ● Private Sector/Financial Sector/Private Bank N=24 ● CSO N=29 ● Media N=19 ● Independent Government Institution N=11 ● Other N=20

A. General Issues facing Sao Tome and Principe

In general, would you say that Sao Tome and Principe is headed in...?

Percentage of Respondents	Office of		Employee of a		Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank		Independent Government		
	President/ Prime Minister/ Minister	Office of Parliamentarian	Ministry/ PMU/ Consultant	Local Government		CSO	Media	Institution	Other	
The right direction	72.5%	37.5%	65.2%	50.0%	66.7%	44.4%	58.3%	46.7%	88.9%	77.8%
The wrong direction	0.0%	12.5%	7.6%	0.0%	0.0%	11.1%	8.3%	20.0%	11.1%	11.1%
Not sure	27.5%	50.0%	27.3%	50.0%	33.3%	44.4%	33.3%	33.3%	0.0%	11.1%

¹⁸ Only 259 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 Sao Tome and Principe (continued)

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a	Local	Bilateral/	Private Sector/	Independent			
	President/ Prime Minister/ Minister	Parliamentarian	Ministry/ PMU/ Consultant	Government	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Other
Social protection	4.3%	54.5%	14.3%	7.1%	20.0%	9.1%	3.6%	5.6%	0.0%	5.3%
Food security	14.9%	27.3%	8.6%	7.1%	30.0%	22.7%	14.3%	11.1%	10.0%	15.8%
Public sector governance/reform	34.0%	27.3%	31.4%	21.4%	40.0%	36.4%	14.3%	33.3%	40.0%	42.1%
Global/regional integration	2.1%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	2.1%	27.3%	1.4%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Private sector development	23.4%	27.3%	20.0%	21.4%	0.0%	36.4%	14.3%	16.7%	10.0%	21.1%
Foreign direct investment*	29.8%	9.1%	8.6%	42.9%	30.0%	9.1%	0.0%	50.0%	20.0%	10.5%
Water and sanitation	12.8%	0.0%	11.4%	7.1%	20.0%	13.6%	7.1%	22.2%	20.0%	0.0%
Anti corruption	10.6%	18.2%	12.9%	14.3%	0.0%	13.6%	7.1%	27.8%	10.0%	15.8%
Job creation/employment	17.0%	18.2%	21.4%	0.0%	10.0%	4.5%	17.9%	33.3%	30.0%	26.3%
Rural development	0.0%	9.1%	7.1%	0.0%	10.0%	9.1%	7.1%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	2.1%	9.1%	1.4%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	2.1%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	5.6%	10.0%	0.0%
Tourism	19.1%	18.2%	7.1%	7.1%	10.0%	13.6%	25.0%	16.7%	10.0%	5.3%
Equality of opportunity	2.1%	0.0%	2.9%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Health	14.9%	9.1%	24.3%	21.4%	40.0%	27.3%	35.7%	27.8%	30.0%	36.8%
Education	34.0%	36.4%	28.6%	50.0%	30.0%	54.5%	46.4%	22.2%	30.0%	31.6%
Poverty reduction	4.3%	18.2%	24.3%	7.1%	20.0%	9.1%	14.3%	5.6%	10.0%	15.8%
Energy	21.3%	18.2%	21.7%	28.6%	10.0%	22.7%	35.7%	27.8%	10.0%	21.1%
Transport	2.1%	0.0%	4.3%	14.3%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	6.4%	0.0%	5.7%	21.4%	0.0%	0.0%	10.7%	5.6%	0.0%	0.0%
Trade and exports	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Economic growth	10.6%	9.1%	14.3%	7.1%	10.0%	4.5%	3.6%	5.6%	0.0%	5.3%
Law and justice	12.8%	9.1%	8.6%	7.1%	20.0%	4.5%	14.3%	5.6%	30.0%	21.1%
Regulatory framework	4.3%	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%	10.0%	0.0%
Natural resource management	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	3.6%	0.0%	10.0%	5.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	4.3%	9.1%	2.9%	7.1%	0.0%	0.0%	3.6%	5.6%	0.0%	0.0%
Blue economy	2.1%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%

*Significantly different between stakeholder groups



A. General Issues facing Sao Tome and Principe (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 Sao Tome and Principe? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a	Local	Bilateral/	Private Sector/	Independent			
	President/ Prime Minister/ Minister	Parliamentarian	Ministry/ PMU/ Consultant	Government	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Other
Water and sanitation	20.8%	0.0%	15.9%	14.3%	20.0%	18.2%	13.8%	10.5%	0.0%	25.0%
Equality of opportunity	12.5%	25.0%	4.3%	21.4%	0.0%	13.6%	3.4%	15.8%	18.2%	10.0%
Economic growth	27.1%	33.3%	23.2%	21.4%	40.0%	27.3%	31.0%	21.1%	0.0%	40.0%
Climate change*	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	6.3%	8.3%	5.8%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Rural development	14.6%	0.0%	30.4%	7.1%	20.0%	18.2%	13.8%	15.8%	18.2%	35.0%
Urban development	0.0%	0.0%	4.3%	0.0%	0.0%	4.5%	3.4%	0.0%	9.1%	0.0%
Regulatory framework	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	10.4%	0.0%	7.2%	7.1%	20.0%	9.1%	20.7%	10.5%	0.0%	0.0%
Law and justice	4.2%	0.0%	4.3%	7.1%	0.0%	18.2%	17.2%	5.3%	18.2%	10.0%
Transport*	6.3%	0.0%	2.9%	0.0%	0.0%	4.5%	0.0%	21.1%	0.0%	0.0%
Crime and violence	2.1%	0.0%	2.9%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	5.0%
Communicable/non-communicable diseases	0.0%	0.0%	2.9%	0.0%	0.0%	4.5%	0.0%	5.3%	9.1%	0.0%
Information and communications technology	4.2%	0.0%	2.9%	7.1%	0.0%	4.5%	3.4%	0.0%	9.1%	0.0%
Blue economy	2.1%	16.7%	8.7%	7.1%	10.0%	0.0%	3.4%	5.3%	9.1%	20.0%
Anti corruption	8.3%	16.7%	10.1%	14.3%	10.0%	4.5%	13.8%	5.3%	0.0%	10.0%
Private sector development	12.5%	16.7%	13.0%	14.3%	20.0%	40.9%	13.8%	21.1%	36.4%	10.0%
Foreign direct investment	16.7%	33.3%	8.7%	14.3%	0.0%	9.1%	3.4%	21.1%	18.2%	5.0%
Education	31.3%	50.0%	36.2%	64.3%	30.0%	54.5%	44.8%	15.8%	54.5%	30.0%
Energy	14.6%	16.7%	14.5%	7.1%	0.0%	4.5%	10.3%	15.8%	0.0%	5.0%
Public sector governance/reform	10.4%	8.3%	14.5%	7.1%	10.0%	4.5%	0.0%	15.8%	27.3%	5.0%
Natural resource management	2.1%	0.0%	1.4%	0.0%	10.0%	0.0%	0.0%	5.3%	9.1%	5.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	16.7%	25.0%	13.0%	28.6%	0.0%	18.2%	13.8%	10.5%	18.2%	20.0%
Agricultural development	22.9%	0.0%	18.8%	14.3%	50.0%	18.2%	20.7%	15.8%	18.2%	30.0%
Job creation/employment	22.9%	8.3%	29.0%	14.3%	30.0%	9.1%	34.5%	31.6%	9.1%	15.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	2.1%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Food security	4.2%	8.3%	10.1%	7.1%	10.0%	4.5%	13.8%	0.0%	0.0%	0.0%
Tourism	16.7%	16.7%	8.7%	0.0%	0.0%	4.5%	0.0%	21.1%	9.1%	10.0%

*Significantly different between stakeholder groups



A. General Issues facing Sao Tome and Principe (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 Sao Tome and Principe? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister/ Minister Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Better employment opportunities for young people	28.3%			9.1%			20.6%			28.6%			40.0%			14.3%			46.2%			23.5%			12.5%			26.3%	
Better employment opportunities for women	2.2%			9.1%			16.2%			7.1%			10.0%			0.0%			11.5%			11.8%			12.5%			0.0%	
Greater access to micro-finance for the poor	10.9%			27.3%			19.1%			0.0%			30.0%			23.8%			15.4%			11.8%			0.0%			31.6%	
Greater voice and participation for citizens to help ensure greater accountability	13.0%			0.0%			13.2%			14.3%			10.0%			28.6%			15.4%			5.9%			50.0%			15.8%	
Greater access to health and nutrition for citizens	13.0%			0.0%			5.9%			7.1%			10.0%			0.0%			7.7%			11.8%			0.0%			0.0%	
Better entrepreneurial opportunities	17.4%			18.2%			7.4%			14.3%			10.0%			38.1%			15.4%			11.8%			12.5%			5.3%	
A growing middle class	6.5%			9.1%			4.4%			0.0%			0.0%			0.0%			3.8%			11.8%			0.0%			0.0%	
Better opportunity for the poor who live in rural areas	13.0%			9.1%			16.2%			7.1%			20.0%			0.0%			0.0%			23.5%			12.5%			10.5%	
Better opportunity for the poor who live in urban areas	2.2%			9.1%			1.5%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			5.3%	
Consistent economic growth	32.6%			36.4%			36.8%			42.9%			20.0%			28.6%			23.1%			35.3%			12.5%			52.6%	
More reliable social safety net	2.2%			9.1%			5.9%			0.0%			10.0%			9.5%			7.7%			0.0%			0.0%			5.3%	
Greater equity of fiscal policy	4.3%			9.1%			7.4%			0.0%			0.0%			4.8%			3.8%			0.0%			25.0%			5.3%	
Education and training that better ensure job opportunity	43.5%			45.5%			33.8%			64.3%			40.0%			42.9%			26.9%			41.2%			50.0%			36.8%	
Better quality public services	4.3%			0.0%			8.8%			14.3%			0.0%			9.5%			3.8%			17.6%			12.5%			0.0%	
Other	2.2%			0.0%			1.5%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%	

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in STP?*	49	6.06	2.74	10	5.50	3.06	69	4.88	2.53	14	6.00	2.25	10	5.10	1.45	24	6.08	2.70	28	3.68	2.70	19	5.37	2.75	10	8.00	1.41	19	5.58	3.22

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group’s effectiveness in STP	40	6.18	2.30	11	5.36	2.34	54	5.96	2.83	11	6.09	2.39	10	5.80	2.35	20	6.45	2.65	19	4.53	2.67	15	6.27	2.60	9	7.33	2.55	15	6.73	2.46

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



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

	Which of the following best describes your current position?																													
	President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help STP solve its most complicated development challenges?	38	6.97	2.39	9	7.00	2.55	52	6.90	2.57	12	7.75	1.71	9	7.11	3.10	18	6.67	2.28	19	5.53	3.47	15	7.53	2.26	10	7.60	2.63	14	7.64	2.44

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Social protection (e.g., pensions, targeted social assistance)	10.2%	0.0%	11.4%	14.3%	30.0%	4.3%	7.4%	0.0%	0.0%	5.0%
Crime and violence	2.0%	0.0%	4.3%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	16.3%	0.0%	11.4%	28.6%	10.0%	4.3%	18.5%	16.7%	0.0%	5.0%
Agricultural development	26.5%	41.7%	10.0%	21.4%	20.0%	17.4%	33.3%	33.3%	9.1%	30.0%
Global/regional integration*	0.0%	16.7%	1.4%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%
Gender equity	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.5%	0.0%	28.6%	14.3%	30.0%	17.4%	14.8%	22.2%	36.4%	15.0%
Health	16.3%	25.0%	24.3%	14.3%	10.0%	30.4%	22.2%	33.3%	9.1%	40.0%
Rural development	10.2%	8.3%	7.1%	0.0%	20.0%	8.7%	7.4%	11.1%	0.0%	0.0%
Foreign direct investment	10.2%	25.0%	5.7%	7.1%	0.0%	17.4%	7.4%	11.1%	27.3%	5.0%
Education	26.5%	41.7%	34.3%	42.9%	50.0%	39.1%	14.8%	5.6%	36.4%	40.0%
Energy	28.6%	16.7%	24.3%	28.6%	0.0%	17.4%	29.6%	22.2%	9.1%	25.0%
Job creation/employment	4.1%	16.7%	17.1%	7.1%	10.0%	8.7%	25.9%	22.2%	18.2%	30.0%
Financial markets	2.0%	0.0%	2.9%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Urban development	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Environmental sustainability	2.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Tourism	12.2%	25.0%	5.7%	7.1%	0.0%	21.7%	22.2%	22.2%	18.2%	5.0%
Equality of opportunity (i.e., equity)	2.0%	8.3%	2.9%	7.1%	0.0%	8.7%	0.0%	0.0%	18.2%	0.0%
Private sector development	10.2%	0.0%	15.7%	21.4%	10.0%	21.7%	3.7%	0.0%	18.2%	20.0%
Water and sanitation	18.4%	16.7%	15.7%	14.3%	20.0%	13.0%	22.2%	16.7%	0.0%	20.0%
Food security	10.2%	0.0%	8.6%	0.0%	10.0%	4.3%	11.1%	0.0%	9.1%	5.0%
Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)	2.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	4.1%	8.3%	10.0%	14.3%	30.0%	4.3%	11.1%	16.7%	9.1%	5.0%
Trade and exports	2.0%	0.0%	2.9%	0.0%	0.0%	4.3%	7.4%	11.1%	0.0%	5.0%
Economic growth	22.4%	25.0%	25.7%	7.1%	20.0%	8.7%	11.1%	16.7%	18.2%	25.0%
Law and justice (e.g., judicial system)	6.1%	0.0%	2.9%	7.1%	10.0%	13.0%	7.4%	0.0%	18.2%	5.0%
Regulatory framework	2.0%	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%	0.0%
Natural resource management	6.1%	16.7%	2.9%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	10.0%
Anti corruption	4.1%	0.0%	4.3%	7.1%	10.0%	13.0%	0.0%	16.7%	18.2%	0.0%
Information and communications technology	6.1%	0.0%	1.4%	21.4%	0.0%	4.3%	3.7%	0.0%	9.1%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Blue economy	2.0%	8.3%	8.6%	14.3%	10.0%	0.0%	3.7%	0.0%	9.1%	0.0%

*Significantly different between stakeholder groups



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

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

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister		Employee of a Ministry/ PMU/ Consultant			Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank			Independent Government Institution		Other	
	Parliamentarian									CSO	Media					
Convening/facilitating	4.3%	16.7%	1.6%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Data	2.2%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	5.6%		
Policy advice, studies, analyses	15.2%	25.0%	17.2%	15.4%	10.0%	30.0%	13.6%	11.8%	22.2%	27.8%						
Financial resources	17.4%	25.0%	29.7%	15.4%	20.0%	10.0%	22.7%	23.5%	11.1%	22.2%						
Capacity development	19.6%	25.0%	20.3%	30.8%	10.0%	20.0%	18.2%	17.6%	11.1%	16.7%						
Technical assistance	15.2%	0.0%	15.6%	0.0%	10.0%	30.0%	13.6%	17.6%	11.1%	5.6%						
Mobilizing third party financial resources*	15.2%	0.0%	9.4%	30.8%	40.0%	10.0%	22.7%	17.6%	44.4%	16.7%						
Donor coordination	6.5%	8.3%	0.0%	0.0%	0.0%	0.0%	4.5%	5.9%	0.0%	5.6%						
Linkage to non-Bank expertise	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%						
Other*	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister		Employee of a Ministry/ PMU/ Consultant			Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank			Independent Government Institution		Other	
	Parliamentarian									CSO	Media					
Convening/facilitating	2.3%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	5.3%	0.0%	0.0%	0.0%	5.9%		
Data	4.5%	0.0%	4.9%	0.0%	0.0%	0.0%	5.3%	5.3%	6.3%	12.5%	0.0%	0.0%	0.0%			
Policy advice, studies, analyses	11.4%	27.3%	13.1%	23.1%	20.0%	21.1%	15.8%	25.0%	0.0%	23.5%						
Financial resources	22.7%	9.1%	13.1%	7.7%	20.0%	10.5%	15.8%	25.0%	12.5%	11.8%						
Capacity development	11.4%	18.2%	16.4%	7.7%	10.0%	26.3%	5.3%	6.3%	37.5%	11.8%						
Technical assistance	13.6%	18.2%	16.4%	7.7%	10.0%	10.5%	21.1%	25.0%	12.5%	23.5%						
Mobilizing third party financial resources	13.6%	9.1%	18.0%	30.8%	10.0%	10.5%	26.3%	0.0%	0.0%	17.6%						
Donor coordination	6.8%	18.2%	9.8%	15.4%	30.0%	10.5%	5.3%	12.5%	0.0%	5.9%						
Linkage to non-Bank expertise	11.4%	0.0%	4.9%	7.7%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%						
Other	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Sao Tome and Principe? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Project implementation (or other organizational strengthening)*	27	6.78	2.38	9	6.33	1.94	33	7.24	1.98	8	7.13	1.46	6	6.33	1.51	14	5.21	1.89	12	5.67	2.87	11	7.82	1.94	8	6.88	2.42	10	5.40	1.84
Citizen engagement (incorporating citizens' voices into development)	21	4.62	2.42	7	4.86	2.61	26	5.92	2.91	8	5.63	1.30	5	2.80	1.79	10	4.20	2.15	11	3.18	1.66	9	5.22	2.77	6	5.00	2.37	9	4.67	2.50
Policy design (for clarity and better incentives to achieve development goals)	29	6.86	2.52	9	6.11	2.71	32	6.78	2.76	10	7.10	1.45	5	5.80	2.05	12	6.75	2.18	14	5.86	2.93	9	6.89	2.37	10	6.60	2.07	12	6.33	2.77

*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																													
	President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	32	7.19	2.12	9	7.11	1.83	45	8.20	2.00	12	8.17	1.40	6	7.33	1.51	13	7.69	1.84	18	6.50	2.73	13	7.69	2.63	8	7.13	2.17	14	7.57	2.24
Citizen engagement (incorporating citizens' voices into development)	32	6.88	2.69	8	6.25	2.96	37	7.92	1.79	10	7.40	2.01	8	8.13	2.10	16	7.75	2.29	17	6.00	3.46	10	8.10	2.33	6	5.67	2.80	13	6.85	2.73
Policy design (for clarity and better incentives to achieve development goals)	32	7.44	2.38	11	7.82	1.99	48	8.27	2.08	11	8.27	1.62	8	8.25	1.58	16	8.13	2.22	18	6.56	3.40	10	8.80	1.69	10	7.90	2.42	17	8.59	2.40

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Office of Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Independent Government Institution		Other	
Staff too inaccessible		2.1%		8.3%		7.1%		0.0%		10.0%		13.0%		7.1%		10.5%		0.0%		26.3%
Not exploring alternative policy options		6.4%		8.3%		10.0%		7.7%		0.0%		8.7%		0.0%		0.0%		0.0%		5.3%
Not collaborating enough with stakeholders outside the Government		8.5%		8.3%		10.0%		0.0%		10.0%		13.0%		28.6%		10.5%		10.0%		10.5%
Its advice and strategies do not lend themselves to practical problem solving		14.9%		8.3%		14.3%		7.7%		10.0%		21.7%		14.3%		5.3%		20.0%		5.3%
Not enough public disclosure of its work		23.4%		25.0%		17.1%		30.8%		30.0%		21.7%		28.6%		21.1%		40.0%		15.8%
Arrogant in its approach		0.0%		0.0%		2.9%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Not client focused		0.0%		0.0%		0.0%		0.0%		0.0%		4.3%		0.0%		0.0%		10.0%		0.0%
The credibility of its knowledge/data		2.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
World Bank Group's processes too complex		23.4%		16.7%		21.4%		15.4%		10.0%		30.4%		10.7%		21.1%		30.0%		5.3%
Not willing to honestly criticize policies and reform efforts in the country		8.5%		8.3%		1.4%		0.0%		10.0%		8.7%		0.0%		0.0%		0.0%		5.3%
Too influenced by developed countries*		19.1%		16.7%		28.6%		46.2%		20.0%		8.7%		7.1%		15.8%		40.0%		10.5%
Imposing technocratic solutions without regard to political realities		23.4%		8.3%		15.7%		7.7%		0.0%		13.0%		3.6%		21.1%		20.0%		10.5%
World Bank Group's processes too slow		10.6%		16.7%		8.6%		23.1%		0.0%		4.3%		14.3%		15.8%		10.0%		10.5%
Not aligned with other donors' work		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		5.3%		0.0%		0.0%
Not aligned with country priorities		0.0%		8.3%		5.7%		0.0%		0.0%		4.3%		3.6%		10.5%		0.0%		10.5%
Not adequately sensitive to political/social realities in STP		17.0%		8.3%		14.3%		30.8%		30.0%		21.7%		17.9%		36.8%		20.0%		21.1%
Other		0.0%		16.7%		0.0%		0.0%		0.0%		4.3%		3.6%		5.3%		0.0%		5.3%
Don't know		19.1%		16.7%		18.6%		7.7%		30.0%		13.0%		17.9%		5.3%		0.0%		21.1%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a	Local	Bilateral/	Private Sector/	Independent			
	President/ Prime Minister/ Minister	Parliamentarian	Ministry/ PMU/ Consultant	Government	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Other
Trust Fund management	19.1%	16.7%	15.7%	0.0%	10.0%	12.5%	7.7%	5.9%	18.2%	15.0%
Knowledge products/services	6.4%	8.3%	8.6%	0.0%	0.0%	8.3%	7.7%	5.9%	9.1%	5.0%
Investment lending	42.6%	33.3%	34.3%	42.9%	20.0%	29.2%	46.2%	29.4%	45.5%	55.0%
Technical assistance	23.4%	16.7%	15.7%	35.7%	10.0%	33.3%	30.8%	35.3%	18.2%	45.0%
Capacity development	38.3%	58.3%	37.1%	42.9%	80.0%	45.8%	23.1%	47.1%	45.5%	40.0%
Policy based lending / budget support to the Government	38.3%	33.3%	30.0%	21.4%	30.0%	25.0%	26.9%	35.3%	45.5%	20.0%
Multi-sectoral approaches	8.5%	0.0%	15.7%	21.4%	20.0%	20.8%	3.8%	17.6%	18.2%	10.0%
Other	0.0%	8.3%	1.4%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%
Don't know	8.5%	8.3%	17.1%	14.3%	10.0%	8.3%	19.2%	5.9%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a	Local	Bilateral/	Private Sector/	Independent			
	President/ Prime Minister/ Minister	Parliamentarian	Ministry/ PMU/ Consultant	Government	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Other
To a fully sufficient degree	8.5%	0.0%	2.9%	7.1%	11.1%	0.0%	3.6%	0.0%	10.0%	10.0%
To a somewhat sufficient degree	29.8%	18.2%	30.9%	50.0%	22.2%	39.1%	7.1%	38.9%	50.0%	45.0%
To a somewhat insufficient degree	40.4%	54.5%	30.9%	21.4%	11.1%	17.4%	39.3%	27.8%	20.0%	25.0%
To a very insufficient degree	6.4%	9.1%	20.6%	14.3%	22.2%	13.0%	10.7%	16.7%	0.0%	10.0%
Don't know	14.9%	18.2%	14.7%	7.1%	33.3%	30.4%	39.3%	16.7%	20.0%	10.0%

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a	Local	Bilateral/	Private Sector/	Independent			
	President/ Prime Minister/ Minister	Parliamentarian	Ministry/ PMU/ Consultant	Government	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Other
Academia/think tanks/research institutes*	27.1%	16.7%	15.9%	14.3%	30.0%	16.7%	3.4%	22.2%	54.5%	20.0%
Donor community*	22.9%	16.7%	36.2%	0.0%	40.0%	4.2%	6.9%	11.1%	18.2%	25.0%
Media*	2.1%	8.3%	2.9%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%
Local Government	37.5%	33.3%	36.2%	71.4%	30.0%	29.2%	31.0%	22.2%	27.3%	25.0%
Private sector*	43.8%	50.0%	33.3%	50.0%	40.0%	79.2%	41.4%	33.3%	45.5%	60.0%
Parliament	2.1%	16.7%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	5.0%
NGOs/Community Based Organizations*	31.3%	33.3%	29.0%	35.7%	30.0%	20.8%	69.0%	11.1%	0.0%	20.0%
Youth/university groups	10.4%	0.0%	8.7%	7.1%	10.0%	8.3%	6.9%	33.3%	27.3%	20.0%
Beneficiaries	16.7%	8.3%	8.7%	7.1%	10.0%	25.0%	0.0%	16.7%	18.2%	0.0%
Foundations	2.1%	0.0%	1.4%	7.1%	0.0%	0.0%	10.3%	5.6%	0.0%	5.0%
Other	2.1%	8.3%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	8.3%	8.7%	0.0%	0.0%	8.3%	6.9%	0.0%	0.0%	5.0%

*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in STP	41	7.20	2.44	9	6.22	2.54	55	6.95	2.65	14	7.79	1.89	9	7.11	2.15	18	6.94	1.89	23	5.43	2.64	14	7.93	1.94	9	7.78	2.59	17	7.53	2.12
The World Bank Group's work is aligned with what I consider the development priorities for STP	38	6.37	2.64	10	5.80	2.97	49	6.37	2.64	13	5.85	1.91	10	6.80	1.87	14	6.29	2.27	20	4.60	2.54	13	6.77	2.62	9	6.67	3.16	16	5.81	2.10
The World Bank Group supports programs and strategies that are realistic for STP	36	6.00	2.68	9	5.56	2.35	47	6.72	2.80	13	7.62	1.19	10	6.50	2.68	15	6.27	2.12	20	4.60	2.41	14	6.07	2.89	9	6.78	2.64	14	6.00	1.92
The World Bank Group treats clients and stakeholders in STP with respect	29	6.52	2.59	8	6.38	3.11	39	7.26	2.78	8	8.38	1.19	7	7.71	2.36	13	6.46	1.85	18	5.50	3.03	6	8.83	1.33	8	8.00	2.20	14	6.64	2.37

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	36	7.42	2.33	9	6.89	2.67	52	7.44	2.40	12	8.17	1.85	8	7.00	2.27	14	7.14	1.96	19	6.37	2.81	13	7.54	1.98	10	8.10	2.13	15	6.93	2.09
Flexibility (in terms of the institution's products and services)	30	5.80	1.85	8	5.25	2.25	37	5.76	2.55	10	6.40	2.27	8	6.50	2.00	10	5.40	1.07	14	3.79	2.36	8	5.13	2.23	9	6.89	2.71	14	6.07	1.49
Flexibility (in terms of changing country circumstances)	31	5.23	2.11	9	5.78	1.99	37	5.59	2.47	10	6.10	1.85	5	4.60	3.13	10	5.10	1.66	17	4.35	2.74	11	6.18	2.23	8	6.50	2.98	15	5.93	2.34
Being inclusive*	25	4.92	2.10	9	6.11	2.09	32	6.63	2.46	10	6.00	1.89	7	6.00	3.21	13	5.54	1.85	14	4.29	2.49	9	6.89	2.26	8	6.50	2.73	14	5.57	1.70
Openness (sharing data and other information)	29	6.17	2.45	6	6.83	1.17	40	7.05	2.66	11	6.73	2.15	8	6.88	2.47	11	5.82	2.23	14	5.14	2.68	12	4.92	2.50	6	6.50	1.87	15	6.80	1.78
Staff accessibility	30	5.97	2.36	6	5.67	2.88	39	6.10	2.91	10	5.90	2.08	6	5.67	3.61	12	5.25	2.45	12	4.50	2.35	7	6.43	2.23	7	7.29	2.69	15	5.87	2.10
Straightforwardness and honesty	31	6.71	2.49	6	7.17	1.72	35	6.97	2.83	9	7.78	1.86	7	7.43	1.81	12	6.83	1.64	16	6.06	2.67	11	7.00	2.90	9	7.33	2.35	14	6.64	1.78
Ease of access to the people at the World Bank Group who are making decisions important to my work*	31	4.94	2.14	6	5.50	2.74	34	5.97	3.05	9	5.56	2.51	4	4.75	2.99	9	5.78	2.44	17	3.47	1.81	8	5.63	1.30	8	7.25	3.06	13	4.38	1.94
Collaboration with civil society	34	4.74	2.44	6	5.00	2.76	45	5.76	2.80	11	5.91	2.02	6	5.00	2.45	12	5.33	2.15	20	3.55	2.46	13	5.38	2.81	9	6.89	2.26	13	5.31	2.02
Collaboration with the Government	36	8.28	2.09	9	8.00	1.87	58	8.29	1.90	14	8.14	1.17	10	8.00	2.31	16	7.75	1.84	22	6.64	3.37	14	8.50	2.10	10	8.40	1.43	13	8.54	1.39
Collaboration with other donors and development partners	31	7.16	2.22	6	6.00	2.37	41	7.15	2.31	7	7.86	1.35	9	7.00	2.45	9	7.33	2.12	15	4.80	3.21	10	7.00	2.16	7	7.71	2.63	12	7.50	1.62
Collaboration with the private sector	27	5.00	2.43	8	4.00	2.14	37	4.27	2.47	5	6.60	2.61	6	3.50	1.38	9	4.78	1.79	17	3.29	1.99	10	4.50	2.17	9	6.00	3.16	10	4.40	2.01
The speed in which it gets things accomplished on the ground*	28	5.75	2.17	7	4.43	1.72	37	6.57	2.61	11	6.82	2.32	6	5.50	2.35	12	5.42	2.11	16	4.19	2.34	13	5.15	2.51	10	6.50	2.46	12	5.67	1.87
Being a long-term partner	32	7.66	2.39	10	8.40	1.78	50	7.96	2.21	12	8.17	1.59	10	8.50	2.12	13	7.77	2.09	18	7.28	2.97	11	7.18	1.72	10	8.20	2.44	14	7.93	2.13

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
More local presence	81.6%	90.9%	72.5%	84.6%	70.0%	83.3%	89.3%	88.9%	90.0%	94.7%
The current level of local presence is adequate	12.2%	0.0%	11.6%	7.7%	10.0%	8.3%	0.0%	0.0%	10.0%	5.3%
Less local presence	0.0%	0.0%	2.9%	7.7%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	6.1%	9.1%	13.0%	0.0%	0.0%	8.3%	10.7%	11.1%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
The World Bank Group does not do adequate follow through/follow-up	15.6%	25.0%	23.0%	21.4%	0.0%	8.7%	11.5%	22.2%	10.0%	25.0%
Poor donor coordination	13.3%	25.0%	8.2%	7.1%	40.0%	8.7%	15.4%	16.7%	10.0%	10.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	42.2%	8.3%	32.8%	21.4%	30.0%	34.8%	26.9%	16.7%	40.0%	20.0%
Lack of/inadequate levels of capacity in Government	20.0%	16.7%	27.9%	28.6%	10.0%	13.0%	23.1%	22.2%	10.0%	30.0%
There is not an adequate level of citizen/civil society participation	26.7%	25.0%	23.0%	14.3%	40.0%	34.8%	15.4%	38.9%	30.0%	35.0%
The World Bank Group works too slowly	11.1%	16.7%	3.3%	0.0%	20.0%	8.7%	23.1%	5.6%	20.0%	5.0%
The Government works inefficiently	11.1%	8.3%	16.4%	42.9%	30.0%	21.7%	23.1%	16.7%	0.0%	10.0%
Political pressures and obstacles	20.0%	16.7%	23.0%	35.7%	20.0%	17.4%	30.8%	33.3%	20.0%	40.0%
Reforms are not well thought out in light of country challenges*	31.1%	33.3%	36.1%	14.3%	0.0%	47.8%	11.5%	22.2%	30.0%	10.0%
Other	2.2%	8.3%	1.6%	7.1%	0.0%	0.0%	3.8%	0.0%	20.0%	5.0%

*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 Sao Tome and Principe? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	37	8.70	2.05	8	8.75	1.58	60	8.37	2.16	11	7.82	2.68	8	8.25	2.43	16	8.63	2.09	24	6.79	3.24	17	8.35	2.96	10	8.20	2.20	17	7.65	2.64
Information and communications technology	36	8.22	2.14	7	8.00	2.16	56	8.48	1.83	11	8.73	1.01	10	8.10	2.56	16	7.94	1.61	21	7.14	2.95	14	8.71	1.73	10	9.00	1.25	16	7.75	2.54
Transport	36	8.53	2.08	6	7.50	2.43	54	8.65	1.52	12	8.67	1.44	9	9.00	1.22	14	7.43	2.21	22	7.00	3.32	15	8.07	2.12	10	8.80	2.10	15	7.53	2.75
Crime and violence	31	7.23	2.57	7	6.14	3.63	53	7.64	2.54	9	6.56	2.24	8	6.63	2.62	12	6.50	2.32	19	6.68	3.13	14	7.07	2.87	10	8.50	1.78	16	6.31	2.63
Law and justice	36	8.36	2.18	7	8.86	1.07	56	7.73	2.63	10	7.40	2.84	9	8.78	1.92	15	7.67	2.16	21	6.29	2.87	14	7.71	3.29	10	9.00	1.63	15	7.13	2.72
Urban development*	31	7.23	2.14	4	7.00	1.83	54	7.81	1.98	9	8.67	1.73	10	7.10	2.28	12	6.92	2.35	21	5.48	3.49	15	7.67	2.85	10	8.10	1.85	15	6.20	2.98
Environmental sustainability*	34	8.15	2.23	7	8.00	1.63	59	8.27	2.12	12	8.50	1.73	10	7.60	2.63	14	7.07	2.40	21	5.71	3.30	15	8.80	1.97	10	8.90	1.29	15	7.47	2.80
Regulatory framework	30	7.10	2.09	5	7.40	1.95	47	7.17	2.25	7	7.86	1.57	8	7.00	1.85	13	6.46	2.70	14	5.29	2.46	12	7.50	2.07	8	7.63	2.33	16	5.75	2.24
Communicable/non-communicable diseases*	34	7.47	2.51	7	8.29	1.98	56	8.34	1.82	10	6.30	2.50	9	6.44	3.00	13	7.85	1.63	20	6.15	2.94	13	8.77	2.24	10	8.50	1.90	15	6.73	2.74
Poverty reduction*	41	8.76	1.91	8	8.88	1.81	62	9.18	1.31	11	8.64	1.86	10	9.00	1.63	18	8.67	1.46	23	7.22	2.73	15	9.07	1.22	10	9.20	1.23	14	8.71	2.40
Gender equity*	34	6.82	2.69	6	7.67	1.03	53	7.60	2.12	9	8.22	1.99	10	7.10	2.77	14	7.71	1.44	21	5.57	2.87	12	6.83	3.07	10	7.60	2.72	14	6.00	2.57
Private sector development	36	7.69	2.14	7	7.57	2.70	58	8.34	2.01	10	7.50	2.55	10	7.80	1.75	19	8.84	1.30	21	7.19	2.79	14	7.93	2.46	9	8.33	2.18	15	7.53	2.77
Foreign direct investment	35	7.71	2.33	8	7.50	2.00	56	8.13	2.21	9	8.44	1.67	9	7.89	2.32	16	8.13	1.50	17	6.47	3.14	13	8.54	2.22	10	8.00	2.83	14	7.71	2.52
Water and sanitation*	39	8.54	2.05	8	7.88	1.46	60	9.08	1.82	12	8.92	1.38	10	7.90	2.28	15	8.47	1.81	23	7.35	2.50	16	9.25	1.39	10	9.40	1.26	16	8.31	2.41
Trade and exports	34	7.47	2.05	7	7.29	2.06	55	7.58	2.38	10	6.50	3.06	8	6.88	1.73	14	7.14	2.38	20	6.85	2.58	15	8.33	2.16	10	7.20	3.12	14	6.50	2.74
Economic growth*	38	8.45	1.94	8	8.25	2.49	59	9.20	1.13	11	8.36	1.36	10	8.90	1.66	18	8.61	1.75	19	7.42	2.06	14	9.43	0.85	10	9.00	1.15	17	7.65	2.40
Energy*	36	8.86	1.97	7	8.29	1.80	60	9.33	1.41	11	9.09	0.94	9	8.78	0.97	15	8.67	1.18	21	7.33	2.89	17	8.82	2.01	10	9.30	1.89	16	8.25	2.44
Disaster management*	33	7.24	2.59	7	7.86	2.54	52	8.10	2.15	9	8.00	2.00	9	6.78	2.49	14	6.79	2.49	17	4.88	3.00	13	8.38	1.89	9	8.33	1.12	16	6.81	3.12
Public sector governance/reform	36	8.25	1.93	7	8.29	1.60	60	8.52	2.11	10	8.20	2.57	10	8.60	2.17	16	7.56	2.45	20	6.80	2.82	15	7.40	2.32	9	8.44	2.65	17	7.47	2.62
Job creation/employment	37	7.86	2.26	7	8.29	2.06	57	8.72	1.89	9	7.78	3.35	10	8.60	1.84	14	8.00	1.62	20	6.85	3.10	13	7.85	2.58	10	8.10	3.03	15	7.13	2.85
Financial markets	32	7.47	2.16	7	6.71	1.98	54	7.91	2.03	9	6.56	2.83	8	6.75	2.05	15	6.87	2.83	14	5.71	3.20	10	8.20	2.25	10	7.80	2.39	15	6.67	2.77
Equality of opportunity*	32	7.72	2.11	7	8.00	1.63	53	7.89	2.06	10	8.40	2.01	9	7.89	2.52	15	6.53	2.85	17	5.47	3.14	13	7.62	2.50	10	8.00	2.31	16	6.63	3.07
Health*	36	8.81	2.00	10	8.40	2.01	59	8.86	1.73	11	8.91	1.30	10	7.50	3.21	16	8.44	1.63	19	6.89	3.20	17	8.94	1.43	10	8.90	2.18	16	8.50	2.58
Rural development*	37	8.19	2.08	8	7.50	2.14	56	8.43	2.03	9	9.11	1.45	9	8.78	1.39	17	7.12	2.15	20	5.80	3.52	16	9.00	0.97	10	8.60	1.90	15	7.33	2.66
Global/regional integration*	32	7.28	2.52	7	8.57	1.40	58	7.98	2.24	8	8.38	2.13	10	8.00	1.94	15	6.80	2.40	19	5.47	3.63	12	9.33	0.89	10	7.90	2.02	14	5.71	2.58
Food security	35	8.26	2.27	8	7.50	2.51	58	8.57	1.72	10	8.20	1.99	10	8.60	1.26	16	7.81	1.97	19	6.89	3.33	15	9.33	0.82	10	8.70	1.95	16	7.63	2.73
Education*	35	8.74	1.93	10	8.80	1.55	60	9.00	1.47	12	9.17	1.11	10	8.70	1.83	17	9.00	1.37	22	7.00	3.24	15	8.47	2.00	10	9.40	1.07	16	8.69	2.41
Social protection	34	7.47	2.40	7	7.57	1.99	58	7.84	2.18	10	7.50	2.22	8	7.13	2.42	15	6.67	1.63	20	6.20	3.47	16	8.25	2.27	10	8.60	1.07	15	6.47	2.42
Climate change*	34	7.94	2.26	7	7.71	2.36	55	8.22	2.02	11	8.27	1.62	9	7.11	2.57	15	7.13	2.23	20	5.80	3.41	15	8.87	1.81	10	9.10	0.99	15	7.27	2.91
Agricultural development*	35	8.40	2.24	8	7.88	2.53	62	8.52	1.74	11	8.73	1.42	10	8.60	1.35	17	7.06	2.70	20	6.45	3.52	15	9.00	1.60	10	8.80	1.48	15	7.80	2.57
Natural resource management	36	7.67	2.64	7	8.71	0.95	55	8.07	2.19	10	7.50	2.07	10	7.90	1.85	14	6.64	1.98	20	6.45	3.36	14	8.50	1.79	10	7.50	2.51	16	7.06	2.64
Tourism	37	8.19	2.21	8	8.00	1.85	60	8.17	2.12	10	7.50	1.96	10	8.60	1.07	16	7.44	2.22	20	6.70	3.40	15	9.07	1.87	10	8.80	1.55	15	7.47	2.42
Blue economy	31	7.94	2.31	6	8.00	1.10	56	8.20	2.16	10	7.70	2.79	10	8.30	1.16	15	7.20	2.08	18	6.50	3.20	14	8.50	1.91	10	8.40	1.43	17	7.82	2.92

*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Education*	28	7.32	2.11	7	7.00	2.00	36	7.47	2.24	9	8.67	1.50	7	8.14	1.77	10	6.50	3.14	21	5.05	3.25	11	6.09	3.05	8	7.38	2.39	8	6.88	1.46
Health	25	7.28	2.15	7	7.00	1.41	33	7.55	2.31	8	8.25	1.58	5	6.60	1.95	8	6.13	2.90	20	5.80	3.00	10	5.50	3.10	8	6.50	2.83	9	7.11	1.76
Social protection*	15	5.27	2.46	6	5.00	1.41	18	6.17	2.57	6	7.33	3.33	4	5.25	2.63	7	6.00	2.89	13	3.69	2.21	5	3.00	1.58	7	6.29	3.25	7	6.57	2.44
Information and communications technology*	22	6.64	2.30	7	6.00	2.58	26	6.54	2.52	13	7.85	1.63	3	4.67	2.89	9	7.56	2.24	13	4.54	2.57	7	5.00	3.61	8	7.88	2.17	10	5.60	1.90
Public sector governance/reform*	31	7.61	2.39	9	6.33	2.40	36	7.25	2.52	9	7.44	1.24	6	7.33	1.97	14	6.79	2.55	14	4.36	2.56	9	6.11	4.01	8	7.88	2.70	10	7.10	2.23
Natural resource management	18	5.94	2.71	6	6.17	2.48	20	6.20	2.48	6	7.67	1.37	4	4.75	1.71	9	5.11	2.32	15	4.47	2.80	10	5.90	3.78	8	6.25	3.33	6	5.17	2.71
Climate change*	21	6.86	2.61	6	6.83	1.94	26	7.23	2.30	11	7.73	1.95	3	6.67	3.06	8	7.00	2.20	18	4.17	2.36	11	6.55	3.24	7	7.57	2.30	10	7.20	2.30
Environmental sustainability*	20	6.75	2.61	6	6.33	2.07	23	7.43	2.15	10	7.90	1.91	3	7.00	2.65	10	6.70	2.36	15	3.93	2.02	7	5.29	3.45	7	7.57	2.15	8	7.13	2.36
Disaster management*	18	6.50	2.71	5	7.20	2.05	24	6.75	2.05	9	7.67	2.18	3	7.00	2.65	6	5.33	2.94	14	3.86	2.18	7	4.57	3.46	7	5.29	3.45	8	5.00	2.20
Private sector development	24	5.50	2.45	5	5.60	2.88	27	5.30	2.61	6	5.67	2.42	4	4.75	3.10	10	4.30	1.70	14	3.14	2.57	11	5.91	3.11	7	6.14	3.58	10	4.70	2.00
Poverty reduction*	32	6.84	2.44	7	5.86	1.46	38	6.84	2.06	13	7.23	2.71	7	6.86	2.54	10	6.30	2.11	18	4.28	3.29	15	6.73	3.67	9	7.44	2.13	13	6.00	2.35
Economic growth*	29	6.86	2.52	6	5.67	2.25	39	7.00	2.21	9	7.78	1.92	7	7.00	2.16	12	6.75	1.86	17	4.06	3.15	14	7.00	3.78	8	7.50	2.51	12	6.33	2.19

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other					
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
At the Headquarters (in Washington D.C.)				72.3%			44.4%			44.9%			46.2%			66.7%			70.8%			41.4%			47.4%			88.9%			65.0%		
In the country				4.3%			0.0%			8.7%			0.0%			0.0%			0.0%			6.9%			0.0%			0.0%			0.0%		
Don't know				23.4%			55.6%			46.4%			53.8%			33.3%			29.2%			51.7%			52.6%			11.1%			35.0%		

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in STP?	43	7.67	2.10	11	7.00	2.28	53	7.15	2.36	14	7.36	1.98	9	6.78	2.17	19	7.42	2.32	21	5.33	2.96	15	7.67	2.58	11	7.73	2.28	18	6.78	2.29

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



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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of STP	40	5.83	2.47	9	6.00	2.29	46	5.70	2.52	13	6.00	1.96	7	4.29	2.21	14	4.71	2.09	18	4.33	2.47	17	5.18	2.51	10	6.10	3.00	13	5.15	2.76
The World Bank Group meets STP's needs for knowledge services	36	6.22	2.38	8	6.00	1.69	43	6.00	2.31	10	6.00	2.05	9	5.33	1.94	12	5.42	1.83	19	4.16	2.81	15	5.20	2.57	10	7.00	2.87	16	5.56	2.28

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in STP?	33	5.94	2.90	8	7.13	2.17	36	6.31	2.71	12	6.83	2.12	4	4.00	1.83	15	5.87	2.90	19	4.42	2.73	14	5.14	3.16	10	6.70	2.00	12	6.17	3.01

(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 President/ Prime Minister/ Minister		Office of Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Independent Government Institution		Other	
Weekly		6.4%		20.0%		6.2%		0.0%		0.0%		8.3%		0.0%		5.6%		9.1%		5.0%
Monthly		14.9%		10.0%		4.6%		7.1%		10.0%		8.3%		3.7%		11.1%		27.3%		5.0%
A few times a year		40.4%		20.0%		40.0%		50.0%		50.0%		54.2%		40.7%		33.3%		36.4%		50.0%
Rarely		29.8%		30.0%		40.0%		42.9%		40.0%		20.8%		37.0%		27.8%		27.3%		35.0%
Never		8.5%		20.0%		9.2%		0.0%		0.0%		8.3%		18.5%		22.2%		0.0%		5.0%



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

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	35	5.94	2.06	8	6.25	2.71	37	7.54	2.18	13	7.00	1.53	7	6.86	2.41	12	5.92	1.78	19	4.53	2.91	10	7.50	2.80	7	7.29	2.56	11	6.18	1.78
Include appropriate level of stakeholder involvement during preparation*	31	6.19	1.99	6	5.33	2.58	31	7.10	2.20	11	5.55	1.69	5	5.60	4.04	11	6.27	2.10	17	3.71	2.26	9	6.78	3.15	8	6.75	2.96	9	6.22	1.79
Lead to practical solutions	31	6.16	2.00	8	6.13	2.59	39	6.59	2.46	13	7.15	1.34	5	4.80	3.42	13	6.00	2.68	18	4.50	2.41	9	6.44	2.79	7	6.43	3.05	12	5.83	1.53
Are accessible (well written and easy to understand)	32	6.28	2.25	7	6.43	3.46	39	6.41	2.28	13	7.00	2.16	5	8.00	2.12	13	6.08	2.22	18	4.89	2.81	11	5.64	3.26	10	7.40	2.17	11	6.73	1.79
Are source of relevant information on global good practices	35	7.26	2.17	8	5.63	2.62	41	7.46	2.26	13	7.46	1.85	7	7.14	2.91	15	7.27	2.02	17	6.00	2.69	10	6.90	2.56	9	7.33	2.92	11	8.09	1.45
Are adequately disseminated	33	5.64	2.58	9	5.11	2.32	37	5.41	2.86	13	5.85	2.34	6	3.83	1.47	12	5.25	2.34	17	4.18	2.79	11	4.55	2.81	9	7.22	1.92	10	4.80	2.57
Are translated enough into local language*	33	6.36	2.60	9	4.56	3.21	40	6.03	2.58	12	5.50	2.58	4	2.75	2.22	12	5.33	1.56	18	4.00	2.87	12	3.83	2.62	9	6.78	3.03	12	6.92	2.35
Are adaptable to STP's specific development challenges and country circumstances	36	6.33	2.53	9	6.89	2.52	40	6.23	2.66	13	5.85	2.51	6	4.67	2.88	13	5.46	2.22	21	5.14	2.76	11	5.73	3.52	8	6.38	3.42	14	6.64	2.65

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	37	7.27	2.06	9	7.11	2.09	52	7.67	1.84	14	8.07	1.69	9	7.00	2.18	20	7.30	2.25	20	5.75	2.55	15	7.73	2.58	10	7.00	2.58	15	7.27	2.52
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	39	7.49	1.83	8	7.13	2.17	47	7.79	1.79	14	7.79	1.42	10	7.60	2.07	15	6.93	2.34	22	5.64	2.87	14	7.71	2.09	9	7.22	2.82	15	7.00	2.70

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



E. Working with the World Bank Group

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	34	3.68	2.38	8	4.00	2.33	38	4.53	2.73	12	4.58	2.81	3	3.00	1.00	12	3.58	2.50	22	3.45	2.82	15	3.73	3.03	8	5.25	3.24	12	2.83	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports	36	7.36	2.53	8	6.63	3.07	49	8.02	1.92	12	7.67	1.87	8	7.00	2.14	17	7.29	2.08	22	5.95	3.17	18	6.33	3.41	9	8.33	2.06	16	7.13	2.63
The World Bank Group's approvals and reviews are done in a timely fashion	36	5.53	2.61	7	5.57	2.70	35	6.66	2.25	11	6.55	1.63	5	5.40	2.88	12	5.33	2.84	18	4.83	2.68	17	4.76	2.84	8	5.75	1.58	14	5.14	3.37
The World Bank Group's "Safeguard Policy" requirements are reasonable*	30	6.20	2.46	6	5.50	2.35	37	6.43	2.46	12	7.50	1.93	3	6.00	4.00	11	5.27	2.20	19	4.32	2.93	14	4.93	2.70	8	7.25	3.01	13	6.08	2.96
The World Bank Group's conditions on its lending are reasonable	30	5.80	2.83	6	5.50	2.88	39	5.67	3.01	10	6.20	2.39	7	5.14	2.91	10	4.40	2.50	20	3.50	2.61	14	4.50	3.32	7	6.57	2.51	12	5.17	2.55
The World Bank Group takes decisions quickly in	29	5.03	2.53	8	4.13	2.36	33	6.00	2.96	14	5.79	2.89	4	4.00	2.16	8	4.13	2.75	17	4.12	3.00	15	4.47	2.39	8	6.25	2.43	13	3.92	2.66
Working with the World Bank Group increases STP's institutional capacity	35	7.57	2.20	9	6.78	2.11	47	7.72	2.29	14	8.07	1.59	7	6.86	2.85	17	7.47	2.74	22	5.73	3.63	17	7.00	2.57	9	7.56	2.40	13	6.62	2.90
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	30	6.90	2.35	7	6.14	2.91	35	7.66	2.34	13	7.62	1.71	6	7.00	2.83	11	5.64	2.98	16	5.25	2.67	17	6.59	2.81	6	6.00	2.68	12	7.08	2.64
The World Bank Group provides effective implementation support (i.e., supervision of projects)	35	7.23	2.46	8	6.50	2.83	43	7.65	2.16	14	7.71	1.82	6	6.83	2.71	13	6.46	2.57	22	5.55	3.33	18	6.22	3.06	9	7.00	2.74	15	6.53	2.26

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 STP?	36	6.47	2.77	10	5.80	2.25	41	6.78	2.21	12	7.67	1.56	6	5.67	2.58	17	5.35	3.04	20	5.35	2.83	17	7.18	2.90	8	6.00	2.73	15	5.47	2.72

(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 Sao Tome and Principe? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
The World Bank Group takes too much risk in STP	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
The World Bank Group does not take enough risk in STP	41.7%	40.0%	26.5%	35.7%	20.0%	20.8%	42.9%	22.2%	30.0%	30.0%
The World Bank Group's approach to risk is appropriate	12.5%	20.0%	19.1%	35.7%	20.0%	16.7%	10.7%	33.3%	50.0%	15.0%
Don't know	43.8%	40.0%	54.4%	28.6%	60.0%	62.5%	46.4%	44.4%	20.0%	50.0%



E. Working with the World Bank Group (continued)

Which of the following best describes the World Bank Group's support in Sao Tome and Principe? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in STP	65.2%	55.6%	40.3%	64.3%	40.0%	54.2%	24.1%	68.8%	70.0%	55.0%
The World Bank Group is not sufficiently selective in STP, and it is involved in too many areas of development	19.6%	22.2%	16.4%	14.3%	20.0%	8.3%	24.1%	12.5%	10.0%	20.0%
Don't know	15.2%	22.2%	43.3%	21.4%	40.0%	37.5%	51.7%	18.8%	20.0%	25.0%

F. The Future Role of the World Bank Group in Sao Tome and Principe

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Provide more adequate data/knowledge/statistics/figures on STP's economy	21.3%	8.3%	17.2%	21.4%	30.0%	20.8%	0.0%	36.8%	20.0%	36.8%
Ensure greater selectivity in its work	4.3%	16.7%	12.5%	0.0%	0.0%	8.3%	11.5%	5.3%	10.0%	15.8%
Offer more innovative financial products	12.8%	41.7%	20.3%	7.1%	20.0%	12.5%	7.7%	10.5%	20.0%	21.1%
Improve the competitiveness of its financing compared to markets	12.8%	0.0%	12.5%	7.1%	10.0%	8.3%	7.7%	15.8%	30.0%	0.0%
Reach out more to groups outside of Government	31.9%	25.0%	31.3%	42.9%	30.0%	45.8%	46.2%	47.4%	30.0%	26.3%
Work faster	12.8%	0.0%	6.3%	7.1%	0.0%	8.3%	15.4%	15.8%	0.0%	15.8%
Improve the quality of its experts as related to STP's specific challenges	8.5%	0.0%	7.7%	14.3%	10.0%	4.2%	7.7%	0.0%	10.0%	10.5%
Offer more innovative knowledge services	8.5%	16.7%	1.6%	0.0%	0.0%	4.2%	11.5%	10.5%	10.0%	0.0%
Collaborate more effectively with Government clients	19.1%	25.0%	10.9%	28.6%	20.0%	4.2%	7.7%	5.3%	0.0%	5.3%
Increase the level of capacity development in the country	38.3%	25.0%	43.8%	28.6%	40.0%	45.8%	30.8%	21.1%	20.0%	15.8%
Reduce the complexity of obtaining World Bank Group financing	27.7%	33.3%	31.3%	35.7%	20.0%	20.8%	26.9%	15.8%	30.0%	36.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	5.3%	10.0%	0.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Financial services	41.3%	33.3%	34.3%	7.1%	40.0%	41.7%	32.0%	36.8%	70.0%	56.3%
Knowledge products	23.9%	33.3%	20.9%	42.9%	20.0%	29.2%	16.0%	36.8%	20.0%	18.8%
Convening services	0.0%	0.0%	1.5%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	11.1%	4.5%	14.3%	10.0%	8.3%	4.0%	0.0%	10.0%	0.0%
The combination is appropriate for STP	10.9%	22.2%	7.5%	7.1%	10.0%	12.5%	8.0%	15.8%	0.0%	6.3%
Don't know	23.9%	0.0%	31.3%	14.3%	20.0%	8.3%	40.0%	10.5%	0.0%	18.8%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Periodicals*	18.4%	25.0%	38.2%	14.3%	40.0%	45.8%	12.0%	21.1%	18.2%	5.0%
International newspapers	18.4%	16.7%	14.7%	0.0%	20.0%	25.0%	4.0%	36.8%	27.3%	15.0%
Local radio	28.6%	8.3%	14.7%	21.4%	20.0%	4.2%	24.0%	15.8%	18.2%	20.0%
International radio	8.2%	8.3%	5.9%	0.0%	0.0%	12.5%	8.0%	10.5%	0.0%	15.0%
Local television	49.0%	33.3%	44.1%	71.4%	20.0%	25.0%	40.0%	36.8%	9.1%	40.0%
International television	6.1%	16.7%	7.4%	21.4%	0.0%	4.2%	16.0%	5.3%	9.1%	15.0%
Local newspapers	4.1%	0.0%	1.5%	0.0%	10.0%	8.3%	4.0%	5.3%	0.0%	5.0%
Internet	49.0%	58.3%	52.9%	64.3%	50.0%	50.0%	44.0%	47.4%	72.7%	65.0%
Social media	8.2%	0.0%	10.3%	0.0%	0.0%	0.0%	12.0%	21.1%	9.1%	15.0%
Other	2.0%	16.7%	5.9%	7.1%	10.0%	8.3%	8.0%	0.0%	27.3%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Direct contact with World Bank Group	22.4%	16.7%	20.3%	21.4%	20.0%	29.2%	53.8%	27.8%	45.5%	15.0%
e-Newsletters	49.0%	50.0%	30.4%	28.6%	70.0%	50.0%	30.8%	27.8%	18.2%	45.0%
World Bank Group's seminars/workshops/ conferences*	46.9%	58.3%	49.3%	78.6%	10.0%	37.5%	38.5%	33.3%	36.4%	30.0%
World Bank Group's publications and other written materials	18.4%	8.3%	33.3%	7.1%	40.0%	25.0%	26.9%	38.9%	45.5%	35.0%
World Bank Group's website*	42.9%	41.7%	21.7%	42.9%	20.0%	37.5%	7.7%	44.4%	27.3%	35.0%
Social media	12.2%	0.0%	15.9%	14.3%	0.0%	4.2%	11.5%	16.7%	18.2%	10.0%
Mobile phones	2.0%	0.0%	15.9%	0.0%	10.0%	0.0%	11.5%	5.6%	9.1%	15.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	22.5%	20.0%	12.9%	7.7%	33.3%	9.1%	4.8%	18.8%	75.0%	14.3%
No	77.5%	80.0%	87.1%	92.3%	66.7%	90.9%	95.2%	81.3%	25.0%	85.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	13.2%	0.0%	6.6%	0.0%	11.1%	0.0%	4.3%	5.9%	37.5%	7.7%
No	86.8%	100.0%	93.4%	100.0%	88.9%	100.0%	95.7%	94.1%	62.5%	92.3%

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

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	80.0%	0.0%	75.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
No	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	97.5%	100.0%	92.3%	92.9%	100.0%	95.5%	60.0%	94.1%	100.0%	92.9%
No	2.5%	0.0%	7.7%	7.1%	0.0%	4.5%	40.0%	5.9%	0.0%	7.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	53.7%	44.4%	38.5%	30.8%	90.0%	47.8%	13.6%	23.5%	66.7%	60.0%
No	46.3%	55.6%	61.5%	69.2%	10.0%	52.2%	86.4%	76.5%	33.3%	40.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	14.6%	25.0%	13.6%	21.4%	20.0%	22.7%	27.3%	12.5%	57.1%	25.0%
No	85.4%	75.0%	86.4%	78.6%	80.0%	77.3%	72.7%	87.5%	42.9%	75.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
High speed/WiFi	83.3%	88.9%	63.9%	80.0%	100.0%	81.3%	76.9%	75.0%	77.8%	84.6%
Dial-up	16.7%	11.1%	36.1%	20.0%	0.0%	18.8%	23.1%	25.0%	22.2%	15.4%



G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																													
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	27	7.52	2.49	6	7.17	3.66	30	6.47	3.04	6	4.83	2.32	9	7.89	2.20	12	6.00	2.17	11	3.82	2.44	3	6.67	1.15	7	7.43	1.72	9	8.00	2.18
I find the information on the World Bank Group's websites useful*	27	8.26	1.89	6	6.50	3.27	27	7.52	2.64	8	6.38	2.72	9	8.22	1.79	13	6.15	2.70	11	4.64	2.94	3	7.00	1.73	7	8.43	2.15	9	7.56	1.51
The World Bank Group's social media channels are valuable sources of information about the institution	18	7.83	2.20	5	6.40	3.51	24	7.04	2.79	8	7.63	2.33	2	8.00	2.83	9	5.44	2.24	14	5.93	2.67	6	6.83	3.76	7	8.43	1.51	7	7.57	1.72
When I need information from the World Bank Group I know how to find it	26	5.85	3.33	6	5.33	3.72	28	5.86	3.35	10	4.90	3.45	7	4.86	3.13	7	4.43	2.15	13	4.54	2.50	8	6.00	3.70	7	6.71	2.87	10	4.60	2.37
The World Bank Group is responsive to my information requests and inquiries*	19	5.05	3.44	3	6.67	3.21	18	4.67	3.20	9	2.44	1.59	3	8.67	2.31	4	6.25	1.50	13	3.38	1.94	4	3.50	2.08	8	6.75	3.20	6	5.33	0.82

*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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
I currently collaborate with the World Bank Group	8.7%	0.0%	11.9%	14.3%	0.0%	8.3%	0.0%	0.0%	11.1%	6.3%
I have previously collaborated with the World Bank Group	21.7%	18.2%	19.4%	21.4%	40.0%	29.2%	8.3%	11.1%	11.1%	37.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	10.9%	0.0%	13.4%	21.4%	20.0%	12.5%	0.0%	5.6%	22.2%	12.5%
I have never collaborated with the World Bank Group	58.7%	81.8%	55.2%	42.9%	40.0%	50.0%	91.7%	83.3%	55.6%	43.8%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
The World Bank (IDA)	70.0%	57.1%	72.1%	70.0%	77.8%	65.0%	38.5%	42.9%	28.6%	75.0%
The International Finance Corporation (IFC)	10.0%	14.3%	4.7%	10.0%	0.0%	15.0%	7.7%	14.3%	28.6%	16.7%
The Multilateral Investment Guarantee Agency (MIGA)	3.3%	14.3%	4.7%	0.0%	11.1%	5.0%	7.7%	14.3%	28.6%	0.0%
Other	16.7%	14.3%	18.6%	20.0%	11.1%	15.0%	46.2%	28.6%	14.3%	8.3%



H. Background Information (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Yes	15.8%	22.2%	12.2%	23.1%	11.1%	16.7%	15.8%	21.4%	40.0%	31.3%
No	84.2%	77.8%	87.8%	76.9%	88.9%	83.3%	84.2%	78.6%	60.0%	68.8%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
The two institutions work well together	50.0%	0.0%	33.3%	33.3%	0.0%	0.0%	66.7%	0.0%	25.0%	25.0%
The way the two institutions work together needs improvement	33.3%	100.0%	33.3%	66.7%	0.0%	66.7%	0.0%	100.0%	75.0%	75.0%
The two institutions do not work well together	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	16.7%	0.0%	16.7%	0.0%	100.0%	33.3%	33.3%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Observer	30.8%	33.3%	37.5%	23.1%	33.3%	40.0%	57.1%	64.7%	36.4%	50.0%
Use World Bank Group reports/data	38.5%	11.1%	48.2%	30.8%	33.3%	25.0%	19.0%	23.5%	18.2%	18.8%
Engage in World Bank Group related/sponsored events/activities	10.3%	33.3%	26.8%	30.8%	11.1%	35.0%	23.8%	29.4%	9.1%	18.8%
Collaborate as part of my professional duties*	23.1%	11.1%	37.5%	76.9%	33.3%	30.0%	14.3%	11.8%	45.5%	18.8%
Use World Bank Group website for information, data, research, etc.*	43.6%	44.4%	14.3%	7.7%	22.2%	30.0%	19.0%	17.6%	27.3%	37.5%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Other
Female	25.5%	33.3%	42.6%	28.6%	20.0%	16.7%	34.5%	26.3%	18.2%	15.8%
Male	74.5%	66.7%	57.4%	71.4%	80.0%	83.3%	65.5%	73.7%	81.8%	84.2%



Appendix C: Responses to Indicator Questions by Geographic Locations¹⁹

● Ilha de São Tomé N=230 ● Ilha de Príncipe N=47

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in STP	185	5.78	2.54	31	6.55	2.84

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

To what extent do you agree with the following statements about the World Bank Group's work in Sao Tome and Principe?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in STP*	188	6.74	2.55	34	7.68	2.24
The World Bank Group's work is aligned with what I consider the development priorities for STP	174	5.90	2.61	29	6.59	2.71

*Significantly different between geographic locations

To what extent is the World Bank Group an effective development partner in Sao Tome and Principe, in terms of each of the following?

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

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
Responsiveness	165	7.21	2.35	29	7.93	2.15
Flexibility (in terms of the institution's products and services)	135	5.79	2.30	16	5.50	2.19
Flexibility (in terms of changing country circumstances)	136	5.62	2.39	21	5.29	2.43
Being inclusive	127	5.87	2.43	20	5.85	2.06
Openness (sharing data and other information)	136	6.45	2.47	22	5.95	2.38
Staff accessibility	127	6.01	2.61	23	5.43	2.43
Straightforwardness and honesty	134	6.90	2.39	21	7.19	2.75
Ease of access to the people at the World Bank Group who are making decisions important to my work	127	5.28	2.62	18	5.06	2.78
Collaboration with civil society	147	5.13	2.59	28	5.68	2.63
Collaboration with the Government	177	8.01	2.23	33	8.00	1.89
Collaboration with other donors and development partners	133	6.87	2.53	20	7.55	1.70
Collaboration with the private sector	125	4.66	2.41	19	4.16	2.85
The speed in which it gets things accomplished on the ground	136	5.80	2.48	24	5.54	2.45
Being a long-term partner	158	7.82	2.34	29	8.03	2.01

¹⁹ Only 277 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix.

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

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in STP?*	187	6.90	2.44	37	7.89	2.07

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

To what extent do you agree with the following statements about the World Bank Group in Sao Tome and Principe?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of STP*	165	5.12	2.46	30	6.40	2.34
The World Bank Group meets STP's needs for knowledge services (e.g., research, analysis, data, technical assistance)	159	5.59	2.43	26	6.15	2.43

*Significantly different between geographic locations

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

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

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
Are adaptable to STP's specific development challenges and country circumstances	151	5.84	2.72	27	6.67	2.62

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	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?	176	7.16	2.20	37	7.70	2.34
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	172	7.22	2.20	31	7.03	2.55

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

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

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

	Which best represents your geographic location?					
	Ilha de São Tomé			Ilha de Príncipe		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in STP	126	5.07	2.73	31	4.23	3.05
Where country systems are adequate, the World Bank Group makes appropriate use of them	128	6.67	2.60	32	6.84	2.80



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁰

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

Collaborating with the WBG N=48 ● Not collaborating with the WBG N=207

B. Overall Attitudes toward the World Bank Group

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	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 STP?*	47	6.36	2.52	199	5.19	2.73

(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 (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in STP*	43	6.65	2.42	160	5.74	2.60

(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 (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help STP solve its most complicated development challenges?	44	7.34	2.27	151	6.85	2.63

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

²⁰ Only 255 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 above” were combined as “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 Sao Tome and Principe, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sao Tome and Principe? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection (e.g., pensions, targeted social assistance)	12.5%	9.3%
Crime and violence	0.0%	2.0%
Transport (e.g., roads, bridges, transportation)	14.6%	11.3%
Agricultural development	14.6%	27.0%
Global/regional integration	0.0%	2.5%
Gender equity	0.0%	1.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.0%	20.1%
Health	18.8%	23.5%
Rural development*	0.0%	8.3%
Foreign direct investment	8.3%	9.3%
Education	39.6%	28.9%
Energy	31.3%	23.5%
Job creation/employment	12.5%	15.7%
Financial markets	2.1%	2.0%
Urban development	0.0%	1.0%
Environmental sustainability	2.1%	2.0%
Tourism*	2.1%	14.7%
Equality of opportunity (i.e., equity)	4.2%	3.9%
Private sector development	18.8%	11.3%
Water and sanitation	18.8%	16.2%
Food security	8.3%	4.9%
Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)	2.1%	1.0%
Poverty reduction	8.3%	9.8%
Trade and exports	0.0%	4.4%
Economic growth	16.7%	20.1%
Law and justice (e.g., judicial system)	8.3%	4.4%
Regulatory framework*	2.1%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	2.1%	3.9%
Anti corruption	4.2%	6.9%
Information and communications technology	4.2%	3.9%
Disaster management	0.0%	0.5%
Blue economy	10.4%	3.9%

*Significantly different between collaborators and non-collaborators

**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 Sao Tome and Principe? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	35	7.20	1.84	101	6.32	2.22
Citizen engagement (incorporating citizens' voices into development)	24	5.42	2.65	89	4.56	2.37
Policy design (for clarity and better incentives to achieve development goals)	32	6.88	2.39	106	6.40	2.49

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	37	7.76	2.15	129	7.43	2.21
Citizen engagement (incorporating citizens' voices into development)	33	7.67	2.23	126	7.05	2.69
Policy design (for clarity and better incentives to achieve development goals)	37	8.27	2.14	141	7.81	2.43

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	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 STP	44	7.32	2.51	162	6.81	2.41
The World Bank Group's work is aligned with what I consider the development priorities for STP	39	6.46	2.56	152	5.89	2.57
The World Bank Group supports programs and strategies that are realistic for STP	39	6.85	2.58	147	6.05	2.54
The World Bank Group treats clients and stakeholders in STP with respect	34	7.56	2.48	114	6.64	2.66

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

To what extent is the World Bank Group an effective development partner in Sao Tome and Principe, in terms of each of the following?

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	39	7.56	2.17	143	7.32	2.25
Flexibility (in terms of the institution's products and services)	36	6.36	2.26	105	5.54	2.18
Flexibility (in terms of changing country circumstances)	33	6.03	2.13	114	5.46	2.38
Being inclusive	33	6.18	2.05	105	5.85	2.38
Openness (sharing data and other information)	37	6.57	2.46	110	6.28	2.41
Staff accessibility	36	6.44	2.26	105	5.67	2.64
Straightforwardness and honesty	33	7.18	2.40	112	6.80	2.39
Ease of access to the people at the World Bank Group who are making decisions important to my work*	34	6.41	2.60	103	4.88	2.49
Collaboration with civil society	36	5.72	2.46	129	5.05	2.58
Collaboration with the Government	44	8.00	2.13	153	8.01	2.15
Collaboration with other donors and development partners	32	7.22	2.24	110	6.83	2.40
Collaboration with the private sector	32	4.97	2.49	103	4.37	2.34
The speed in which it gets things accomplished on the ground	37	6.27	2.70	112	5.57	2.35
Being a long-term partner	39	8.44	1.97	137	7.76	2.29

*Significantly different between collaborators and non-collaborators

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	40	8.28	2.51	164	8.10	2.52
Information and communications technology	40	8.48	2.05	154	8.08	2.12
Transport*	39	8.87	1.42	147	8.03	2.28
Crime and violence	38	7.03	2.38	137	7.08	2.73
Law and justice	38	8.39	1.95	151	7.62	2.64
Urban development*	38	8.00	1.95	137	7.04	2.52
Environmental sustainability*	42	8.62	1.85	152	7.75	2.41
Regulatory framework	36	7.31	2.38	124	6.74	2.18
Communicable/non-communicable diseases	39	7.85	2.22	146	7.49	2.54
Poverty reduction	45	9.18	1.64	164	8.62	1.91
Gender equity	39	7.67	2.16	143	6.90	2.52
Private sector development	43	7.91	2.18	153	7.93	2.23
Foreign direct investment	40	7.63	2.38	144	7.86	2.34
Water and sanitation*	43	9.16	1.68	162	8.37	2.10
Trade and exports	39	7.23	2.60	143	7.40	2.34
Economic growth	43	8.86	1.74	159	8.50	1.87
Energy	43	9.19	1.65	155	8.59	2.05
Disaster management	41	7.44	2.41	134	7.27	2.63
Public sector governance/reform	43	8.58	1.99	151	7.86	2.30
Job creation/employment	41	8.27	2.20	146	7.93	2.39
Financial markets	36	8.00	2.14	134	7.20	2.38
Equality of opportunity*	38	8.39	1.70	138	7.25	2.55
Health*	40	9.10	1.37	158	8.33	2.26
Rural development	38	8.16	2.07	154	7.88	2.36
Global/regional integration	40	7.80	2.07	143	7.39	2.65
Food security	41	8.41	1.79	154	8.19	2.23
Education*	43	9.28	1.56	157	8.43	2.16
Social protection	40	7.80	2.04	149	7.34	2.42
Climate change	42	8.21	2.05	146	7.60	2.45
Agricultural development	42	8.33	2.03	157	8.10	2.36
Natural resource management	41	7.41	2.39	145	7.61	2.44
Tourism	43	8.00	2.02	152	8.07	2.25
Blue economy	40	8.30	2.03	142	7.81	2.33

*Significantly different between collaborators and non-collaborators

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Education*	32	7.75	2.03	112	6.78	2.53
Health	28	7.39	2.15	101	6.67	2.36
Social protection	19	5.95	2.59	67	5.43	2.60
Information and communications technology*	32	7.31	2.19	81	6.05	2.61
Public sector governance/reform	31	7.45	2.34	115	6.83	2.65
Natural resource management	20	6.55	2.68	79	5.49	2.65
Climate change	27	7.48	2.39	93	6.48	2.62
Environmental sustainability*	22	7.68	2.59	87	6.28	2.47
Disaster management	22	6.82	2.48	81	5.72	2.69
Private sector development	27	5.33	2.60	93	5.04	2.58
Poverty reduction	40	6.88	2.45	119	6.24	2.67
Economic growth	38	7.13	2.27	114	6.46	2.65

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	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 STP?	45	7.56	2.12	168	6.98	2.38

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

To what extent do you agree with the following statements about the World Bank Group in Sao Tome and Principe?

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of STP	40	5.50	2.86	144	5.38	2.35
The World Bank Group meets STP's needs for knowledge services (e.g., research, analysis, data, technical assistance)	36	6.31	2.49	136	5.57	2.32

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in STP?	38	6.39	2.81	123	5.80	2.70

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



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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	36	7.14	2.27	121	6.24	2.36
Include appropriate level of stakeholder involvement during preparation	33	6.36	2.32	104	5.98	2.45
Lead to practical solutions	38	6.68	2.35	116	5.95	2.35
Are accessible (well written and easy to understand)	37	6.92	2.40	124	6.06	2.48
Are source of relevant information on global good practices	39	7.62	2.11	127	6.97	2.28
Are adequately disseminated*	36	6.25	2.41	123	4.97	2.62
Are translated enough into local language	39	6.21	2.55	123	5.36	2.75
Are adaptable to STP’s specific development challenges and country circumstances*	41	6.76	2.74	131	5.79	2.59

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	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?*	43	7.91	2.16	161	7.13	2.13
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?	42	7.55	2.12	152	7.13	2.20

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	34	4.71	3.00	126	3.75	2.54
The World Bank Group effectively monitors and evaluates the projects and programs it supports	38	7.87	2.50	157	7.12	2.55
The World Bank Group’s approvals and reviews are done in a timely fashion	33	6.15	2.80	126	5.47	2.59
The World Bank Group’s “Safeguard Policy” requirements are reasonable*	32	7.16	2.59	117	5.70	2.54
The World Bank Group’s conditions on its lending are reasonable*	31	6.58	3.06	125	4.86	2.76
The World Bank Group takes decisions quickly in STP	32	5.56	3.06	117	4.74	2.74
Working with the World Bank Group increases STP’s institutional capacity*	39	8.08	2.09	151	6.94	2.65
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	34	7.71	2.24	117	6.39	2.63
The World Bank Group provides effective implementation support (i.e., supervision of projects)	39	7.36	2.42	144	6.74	2.64

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in STP?	38	6.21	2.49	142	6.36	2.60

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

G. Communication and Information Sharing

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

	Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	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.	30	7.27	2.35	89	6.46	2.85
I find the information on the World Bank Group's websites useful.	31	7.90	2.39	88	6.98	2.62
The World Bank Group's social media channels are valuable sources of information about the institution	19	6.79	3.01	81	6.93	2.58
When I need information from the World Bank Group I know how to find it	29	5.79	3.18	93	5.12	3.14
The World Bank Group is responsive to my information requests and inquiries	19	6.00	3.02	67	4.63	2.97



Appendix E: Responses to Selected Questions by Year²¹

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

FY '12 Number of comparable respondents = 114 • FY '15 Number of comparable respondents = 245

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

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	10.00%	10.00%
Office of Parliamentarian	5.00%	5.00%
Government institutions	25.00%	25.00%
Local government	5.00%	5.00%
Bilateral/multilateral agencies	5.00%	5.00%
Civil society	20.00%	20.00%
Private sector	10.00%	10.00%
Academia	10.00%	10.00%
Media	10.00%	10.00%

A. General Issues facing Sao Tome and Principe

In general, would you say that Sao Tome and Principe is headed in...?*

Percentage of Respondents	FY 2012	FY 2015
The right direction	28.1%	64.4%
The wrong direction	31.6%	7.2%
Not sure	40.4%	28.4%

*Significantly different between FY2015 and FY2012

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in STP? (1-Not familiar at all, 10-Extremely familiar)	239	5.40	2.80	109	5.37	2.89

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in STP.*	185	5.89	2.56	102	5.19	2.69

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help STP solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	179	6.78	2.62	87	6.34	2.84

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

²¹ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in STP	200	6.78	2.33	92	6.61	2.67
The World Bank Group's work is aligned with what I consider the development priorities for STP	186	5.94	2.41	85	5.53	2.45
The World Bank Group supports programs and strategies that are realistic for STP	184	5.91	2.45	88	5.56	2.47
The World Bank Group treats clients and stakeholders in STP with respect	150	6.79	2.53	80	6.46	2.39

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Responsiveness*	169	7.12	2.30	81	5.23	2.35
Flexibility (in terms of the institution's products and services)*	145	5.44	2.14	72	4.72	2.00
Flexibility (in terms of changing country circumstances)	151	5.29	2.25	75	4.77	2.27
Being inclusive*	143	5.70	2.31	70	4.72	2.14
Openness (sharing data and other information)*	150	6.20	2.30	72	5.18	2.48
Staff accessibility*	138	5.76	2.40	79	4.45	2.47
Straightforwardness and honesty*	149	6.94	2.25	75	5.45	2.60
Ease of access to the people at the World Bank Group who are making decisions important to my work	139	4.82	2.48			
Collaboration with civil society	168	4.95	2.44			
Collaboration with the Government*	186	7.87	2.27	88	7.16	2.41
Collaboration with other donors and development partners	134	6.76	2.50	70	6.37	2.39
Collaboration with the private sector	131	4.38	2.22			
The speed in which it gets things accomplished on the ground	142	5.65	2.39			
Being a long-term partner	164	7.80	2.19			

*Significantly different between FY2015 and FY2012

C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Education*	142	6.85	2.77	91	5.73	2.60
Health*	130	6.74	2.54	87	5.26	2.57
Social protection*	78	5.05	2.66	81	3.87	2.67
Information and communications technology*	111	6.38	2.60	78	5.02	2.41
Public sector governance/reform	134	6.77	2.73			
Natural resource management*	93	5.57	2.79	71	4.41	2.78
Climate change*	119	6.53	2.71	81	5.37	2.69
Environmental sustainability*	108	6.22	2.52	86	5.21	2.64
Disaster management*	100	5.82	2.62	73	3.60	2.45
Private sector development*	113	5.09	2.68	79	3.74	2.21
Poverty reduction*	151	6.31	2.75	88	5.30	2.68
Economic growth*	144	6.48	2.81	80	5.19	2.73

*Significantly different between FY2015 and FY2012



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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in STP?*	203	6.94	2.41	96	5.96	2.49

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

To what extent do you agree with the following statements about the World Bank Group in Sao Tome and Principe?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of STP	183	5.35	2.29	92	5.25	2.48
The World Bank Group meets STP's needs for knowledge services (e.g., research, analysis, data, technical assistance)	175	5.53	2.33	90	5.26	2.49

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

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

Percentage of Respondents	FY 2012	FY 2015
Weekly	0.0%	4.3%
Monthly	19.8%	7.3%
A few times a year	45.0%	47.6%
Rarely	23.4%	30.0%
Never	11.7%	10.7%

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Are timely*	160	6.24	2.39	74	5.23	2.57
Include appropriate level of stakeholder involvement during preparation*	130	5.94	2.61	74	4.77	2.20
Lead to practical solutions	155	5.85	2.33			
Are accessible (well written and easy to understand)*	159	6.18	2.41	78	5.20	2.46
Are source of relevant information on global good practices*	164	7.02	2.24	78	5.70	2.42
Are adequately disseminated	158	5.09	2.45	81	4.54	2.53
Are translated enough into local language	160	5.22	2.61			
Are adaptable to STP's specific development challenges and country circumstances*	169	5.83	2.52	81	5.06	2.66

*Significantly different between FY2015 and FY2012

	year					
	FY 2015			FY 2012		
	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?*	183	7.10	2.23	97	6.14	2.66
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	177	7.15	2.28	95	6.69	2.20

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

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	167	3.78	2.63	88	4.66	2.79
The World Bank Group effectively monitors and evaluates the projects and programs it supports	192	6.95	2.59	94	6.44	2.57
The World Bank Group's approvals and reviews are done in a timely fashion	162	5.12	2.66	86	5.61	2.57
The World Bank Group's "Safeguard Policy" requirements are reasonable	143	5.66	2.63	82	5.44	2.73
The World Bank Group's conditions on its lending are reasonable	147	4.91	2.80	91	4.80	2.91
The World Bank Group takes decisions quickly in STP	152	5.07	2.61			
Working with the World Bank Group increases STP's institutional capacity*	178	7.17	2.72	95	5.85	2.92
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	132	6.52	2.67	66	5.76	2.55
The World Bank Group provides effective implementation support (i.e., supervision of projects)	170	6.60	2.70	85	5.91	2.76

*Significantly different between FY2015 and FY2012

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2012	FY 2015
Yes	36.6%	13.9%
No	63.4%	86.1%

*Significantly different between FY2015 and FY2012

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

Percentage of Respondents	FY 2012	FY 2015
Yes	11.2%	5.9%
No	88.8%	94.1%

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	36.4%	77.8%
No	63.6%	22.2%

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	85.7%	90.1%
No	14.3%	9.9%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	49.5%	40.2%
No	50.5%	59.8%

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	98	6.24	2.83	69	5.17	2.63
I find the information on the World Bank Group's websites useful.	98	6.86	2.76	65	6.14	2.70
When I need information from the World Bank Group I know how to find it	114	5.30	2.91	72	5.22	3.03
The World Bank Group is responsive to my information requests and inquiries	75	4.56	2.91	46	3.70	2.41

*Significantly different between FY2015 and FY2012



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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Sao Tome and Principe? (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 STP.	5.74	6.65	6.07	5.93	6.05	5.95	5.91	6.34	5.91	6.27	6.10	5.78
Overall the World Bank Group currently plays a relevant role in development in STP	6.81	7.32	7.03	6.86	6.90	7.09	6.90	7.17	6.79	7.37	7.01	6.84
The World Bank Group's work is aligned with what I consider the development priorities for STP	5.89	6.46	6.05	5.77	5.96	5.93	5.92	6.05	5.86	6.17	5.99	5.83
Responsiveness	7.32	7.56	7.40	7.43	7.28	7.67	7.37	7.52	7.36	7.52	7.45	7.25
Flexibility (in terms of the institution's products and services)	5.54	6.36	5.76	5.76	5.65	5.94	5.81	5.57	5.67	5.93	5.76	5.76
Flexibility (in terms of changing country circumstances)	5.46	6.03	5.63	5.43	5.54	5.58	5.47	5.85	5.43	5.84	5.59	5.46
Being inclusive	5.85	6.18	5.83	5.98	5.83	5.98	5.76	6.21	5.79	6.07	6.01	5.48
Openness (sharing data and other information)	6.28	6.57	6.25	6.37	6.16	6.56	6.32	6.22	6.33	6.23	6.34	6.15
Staff accessibility	5.67	6.44	5.77	5.93	5.94	5.60	5.60	6.60	5.90	5.70	5.91	5.59
Straightforwardness and honesty	6.80	7.18	7.01	6.84	6.89	7.07	6.82	7.40	6.95	6.95	7.14	6.36
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.88	6.41	5.33	5.16	5.35	5.11	5.09	5.81	5.16	5.50	5.45	4.72
Collaboration with civil society	5.05	5.72	4.98	5.57	5.16	5.25	5.21	5.11	5.19	5.20	5.18	5.22
Collaboration with the Government	8.01	8.00	8.13	8.04	7.97	8.35	8.05	8.22	7.98	8.34	8.08	8.14
Collaboration with other donors and development partners	6.83	7.22	6.92	7.13	6.90	7.19	6.93	7.18	6.92	7.15	7.16	6.51
Collaboration with the private sector	4.37	4.97	4.60	4.56	4.67	4.44	4.33	5.31	4.66	4.43	4.72	4.22
The speed in which it gets things accomplished on the ground	5.57	6.27	6.09	5.22	5.82	5.72	5.46	6.59	5.58	6.24	5.81	5.67
Being a long-term partner	7.76	8.44	7.84	8.03	8.00	7.74	7.96	7.79	7.77	8.22	7.95	7.79
To what extent does the World Bank Group's work help to achieve development results in STP?	6.98	7.56	7.09	7.27	7.18	7.12	7.19	7.09	7.21	7.04	7.11	7.31
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of STP	5.37	5.50	5.33	5.26	5.26	5.39	5.20	5.62	5.37	5.16	5.31	5.28
The World Bank Group meets STP's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.57	6.31	5.86	5.55	5.67	5.87	5.72	5.82	5.55	6.16	5.72	5.80
The World Bank Group's knowledge work and activities are adaptable to STP's specific development challenges and country circumstances	5.79	6.76	5.96	6.07	6.21	5.58	5.94	6.17	5.89	6.24	5.98	6.05
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.13	7.91	7.25	7.54	7.33	7.45	7.26	7.68	7.24	7.67	7.49	7.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.13	7.55	7.36	7.29	7.18	7.64	7.26	7.55	7.27	7.46	7.45	6.98
The World Bank Group takes decisions quickly in STP	4.74	5.56	5.25	4.56	4.61	5.63	4.89	5.29	4.82	5.37	5.01	4.94
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.39	7.71	7.04	6.69	6.59	7.54	6.68	7.53	6.88	6.93	7.15	6.03

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Sao Tome and Principe FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Sao Tome and Principe

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

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 SAO TOME AND PRINCIPE

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in STP.			
Please identify which of the following you consider the most important development priorities in STP? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	18	Education
2	Food security	19	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Energy
4	Global/regional integration	21	Transport (e.g., roads, bridges, transportation)
5	Gender equity	22	Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)
6	Private sector development	23	Agricultural development
7	Foreign direct investment	24	Trade and exports
8	Water and sanitation	25	Crime and violence
9	Anti corruption	26	Economic growth
10	Job creation/employment	27	Law and justice (e.g., judicial system)
11	Rural development	28	Regulatory framework
12	Financial markets	29	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)
13	Urban development	30	Natural resource management (e.g., forestry, fisheries, oil, gas, sand mining and other mining)
14	Environmental sustainability (e.g., coastal erosion, deforestation)	31	Disaster management (e.g., management of floods, droughts, storms)
15	Tourism	32	Information and communications technology
16	Equality of opportunity (i.e., equity)	33	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)
17	Health		

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in STP? (Choose no more than THREE)			
1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Private sector development
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)	20	Education
5	Global/regional integration	21	Energy
6	Gender equity	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	23	Natural resource management (e.g., forestry, fisheries, oil, gas, sand mining and other mining)
8	Urban development	24	Environmental sustainability (e.g., coastal erosion, deforestation)
9	Regulatory framework	25	Disaster management (e.g., management of floods, droughts, storms)
10	Social protection (e.g., pensions, targeted social assistance)	26	Health
11	Law and justice (e.g., judicial system)	27	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	28	Job creation/employment
13	Crime and violence	29	Financial markets
14	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)	30	Trade and exports
15	Information and communications technology	31	Food security
16	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)	32	Tourism

**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 STP? (Choose no more than TWO)

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

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

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in STP, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in STP? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	18	Equality of opportunity (i.e., equity)
2	Crime and violence	19	Private sector development
3	Transport (e.g., roads, bridges, transportation)	20	Water and sanitation
4	Agricultural development	21	Food security
5	Global/regional integration	22	Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)
6	Gender equity	23	Poverty reduction
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Trade and exports
8	Health	25	Economic growth
9	Rural development	26	Law and justice (e.g., judicial system)
10	Foreign direct investment	27	Regulatory framework
11	Education	28	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)
12	Energy	29	Natural resource management (e.g., forestry, fisheries, oil, gas, sand mining and other mining)
13	Job creation/employment	30	Anti corruption
14	Financial markets	31	Information and communications technology
15	Urban development	32	Disaster management (e.g., management of floods, droughts, storms)
16	Environmental sustainability (e.g., coastal erosion, deforestation)	33	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)
17	Tourism		



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in STP? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

More local presence

The current level of local presence is adequate

Less local presence

Don't know

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

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

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in STP?													
		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 (e.g., coastal erosion, deforestation)	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 (e.g., Ebola, Dengue, Malaria, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management (e.g., management of floods, droughts, storms)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., better adaptation and protection against sea storms, intense rainfall, heat waves, stronger droughts)	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., forestry, fisheries, oil, gas, sand mining and other mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)	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 STP? (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	10	<input type="checkbox"/>
1	Education	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
2	Health	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
3	Social protection (e.g., targeted social assistance)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
4	Information and communications technology	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
5	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	10	<input type="checkbox"/>
6	Natural resource management (i.e., extractive industries)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
7	Climate change (e.g., adaptation and protection against sea storms, etc.)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
8	Environmental sustainability (e.g., coastal erosion, deforestation)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
9	Disaster management (e.g., management of floods, droughts, storms)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
10	Private sector development	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>

C3. Where are the World Bank Group’s decisions made primarily that support the program in STP? (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 STP?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all										To a very significant degree	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
C5	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of STP	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
C6	The World Bank Group meets STP’s needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>

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

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



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 STP, to what extent do you believe that the World Bank Group’s knowledge work and activities:

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

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in STP											<input type="checkbox"/>	
E7	Working with the World Bank Group increases STP's institutional capacity											<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in STP?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all											To a very significant degree	Don't know

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

E12. Which of the following best describes the WBG's support in STP? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in STP
2	The World Bank Group is not sufficiently selective in STP, 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 STP**

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

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

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

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

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

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

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

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

**SECTION H: BACKGROUND INFORMATION****H4. Which of the following agencies of the World Bank Group do you primarily engage with in STP?
(Select only ONE response)**

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

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

1	Yes
2	No

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

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

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

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

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	Ilha de São Tomé
2	Ilha de Príncipe

Thank you for completing the survey!