

FY 2016 Malawi Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2016



Acknowledgements

The Malawi 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, Jessica Cameron, Jing Guo, Calita Woods, and Isabel Tepedino. Dania Mendoza and Noreen Wambui 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 Malawi country team and the local independent consultants. In particular, PORG is grateful for the support from Zeria Banda (Communications Officer) who coordinated the survey related activities from Lilongwe, Malawi.



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 Malawi perceive the WBG. The survey explored:

- *General Issues Facing Malawi*
- *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 Malawi*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to May 2016, 500 stakeholders of the WBG in Malawi 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/implementation agencies; 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; NGOs/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 340 stakeholders participated in the survey (68% response rate).

Some respondents received and returned the questionnaires via post or courier; others completed the questionnaire with the presence of an independent research consultant. Respondents were asked about: general issues facing Malawi; 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 Malawi; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey (COS) 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.

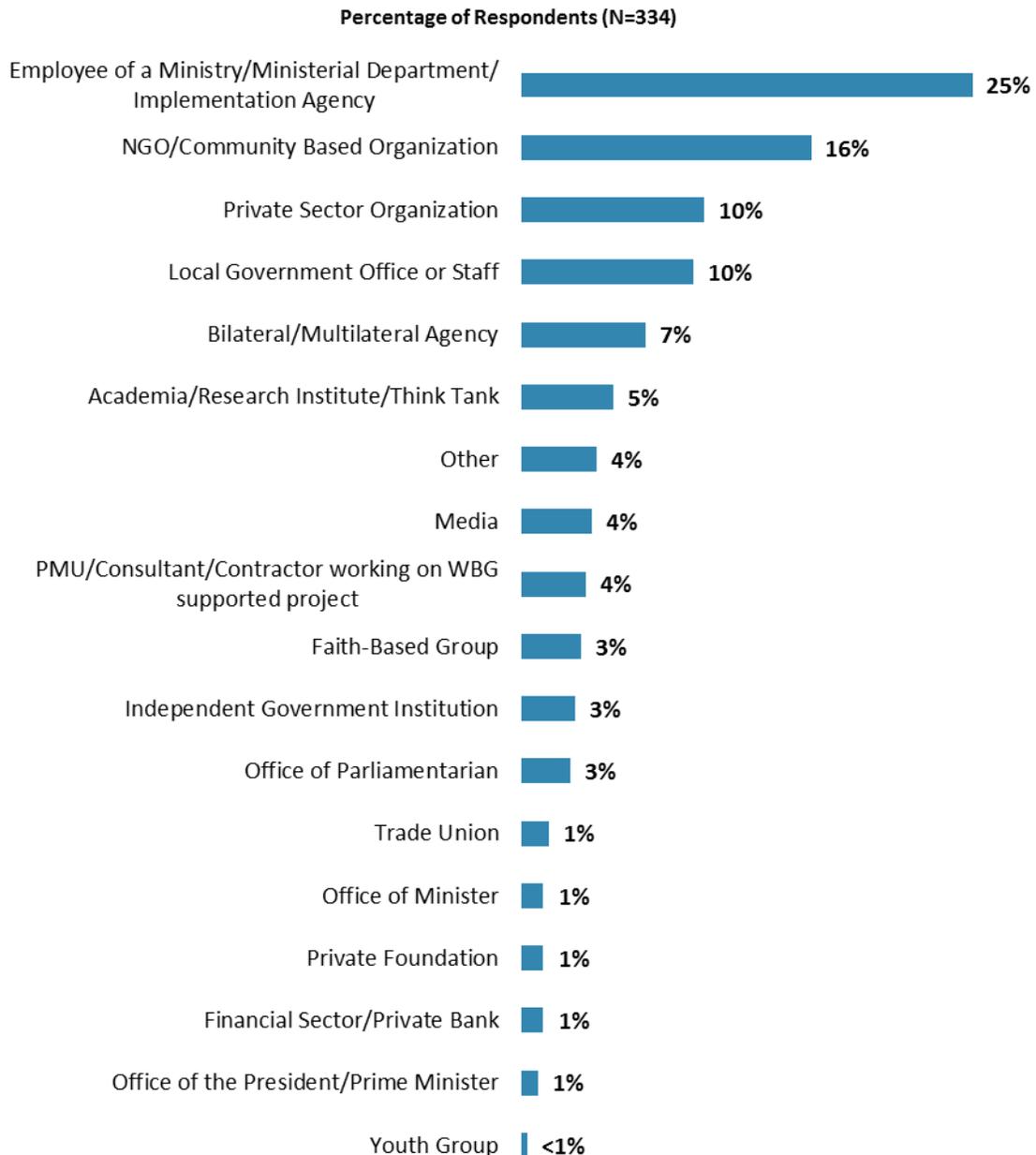
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 71%, N=427). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 89).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, faith-based groups, youth groups, and trade unions were combined in the “CSO” category. There were no respondents from the judiciary branch.

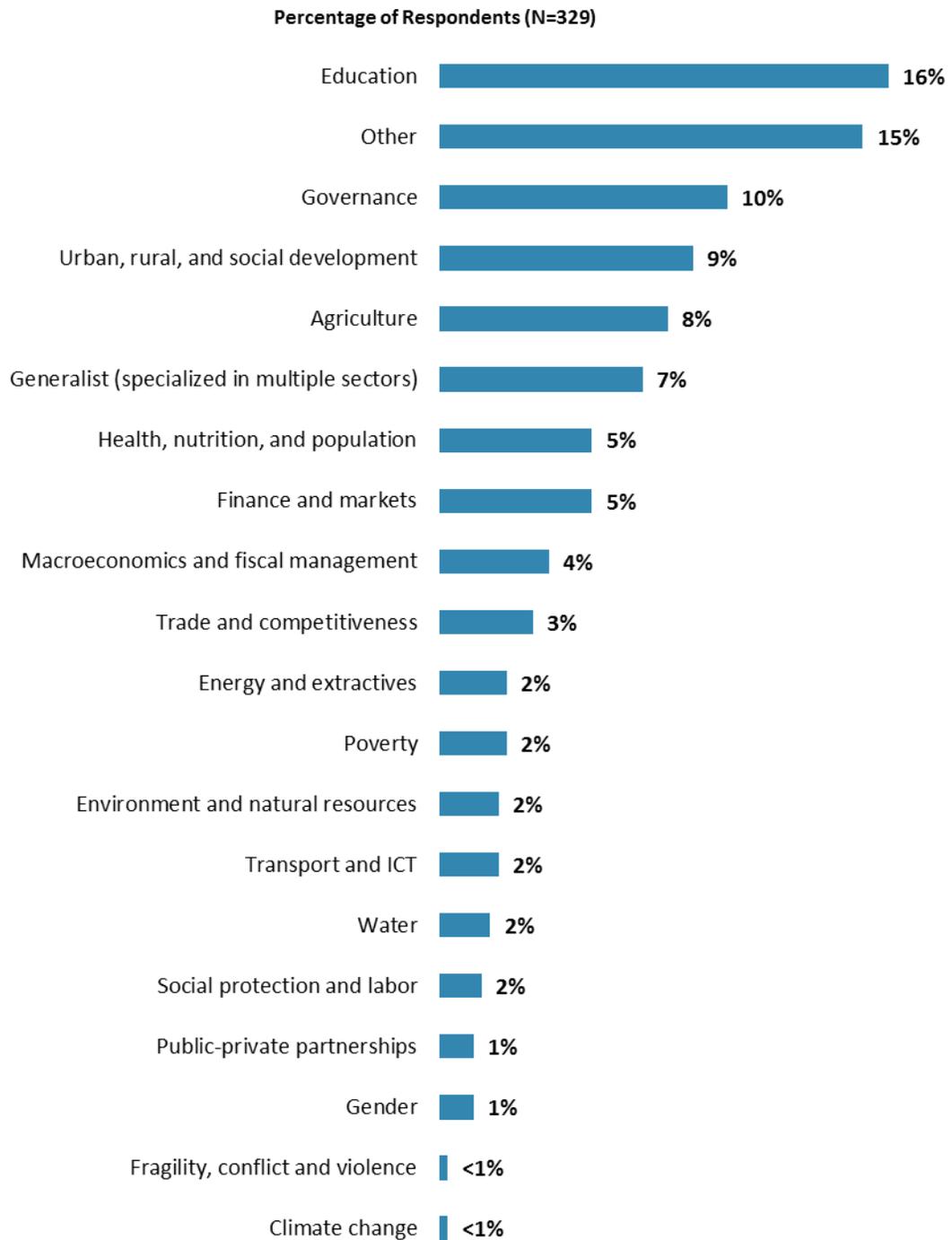


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



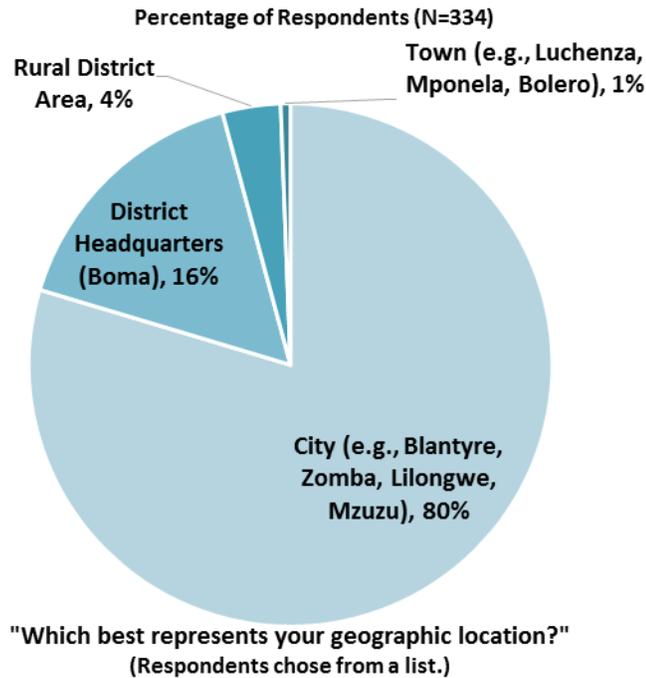
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



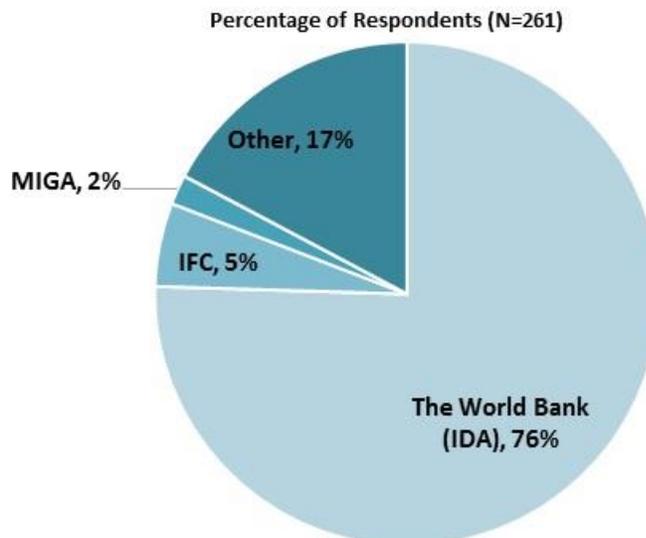
III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from towns and rural district areas were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 80).



Exposure to Agencies within the World Bank Group



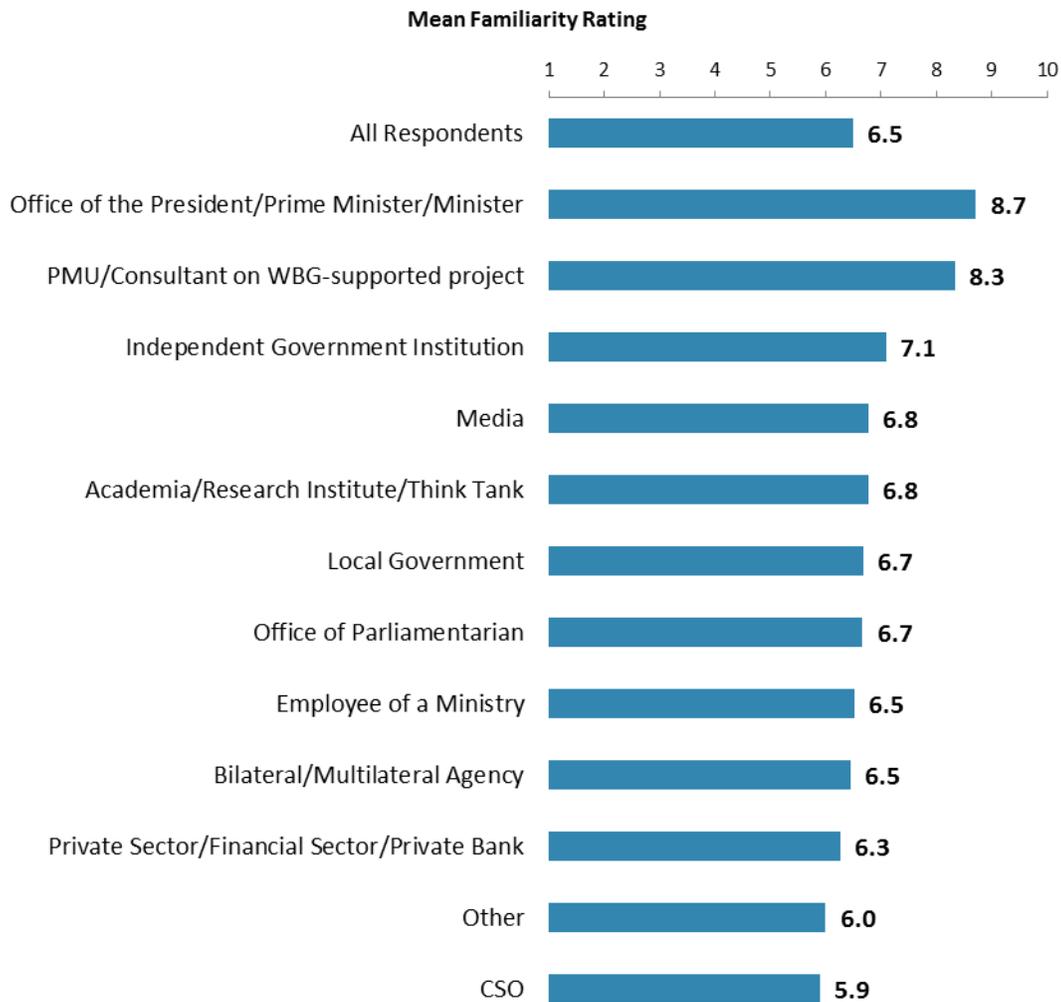
"Which of the following agencies of the World Bank Group do you primarily engage with in Malawi?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 6.6; weighted mean in FY'13 = 6.6)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Malawi, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Malawi, 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 Malawi?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

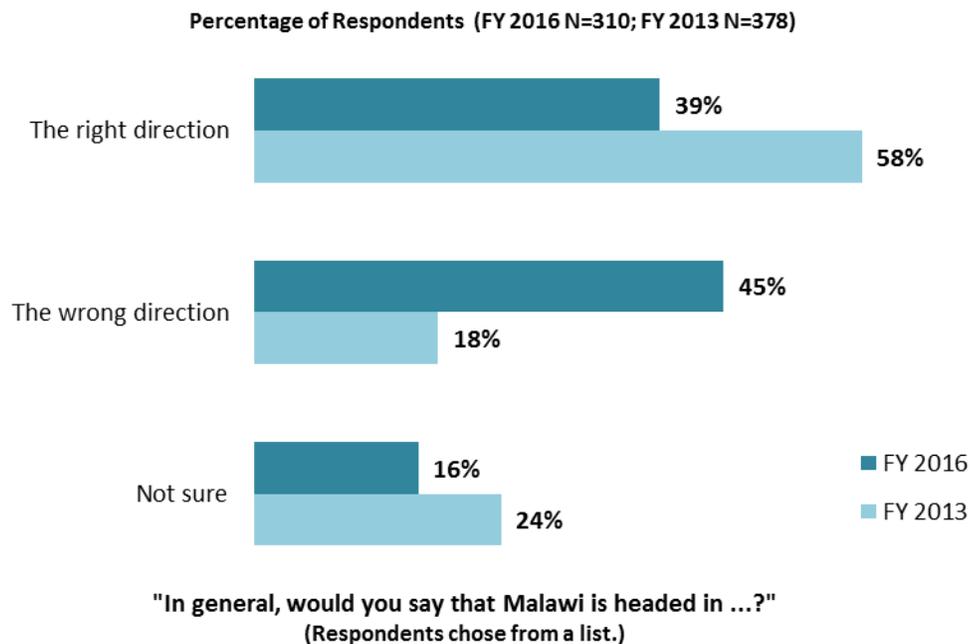
¹ Please refer to Appendix E (page 89) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Malawi

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Malawi is headed in the right direction compared to respondents in the FY'13 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister were significantly more likely to indicate that Malawi is headed in the right direction, while respondents from CSOs were significantly less positive about the prospect of Malawi.



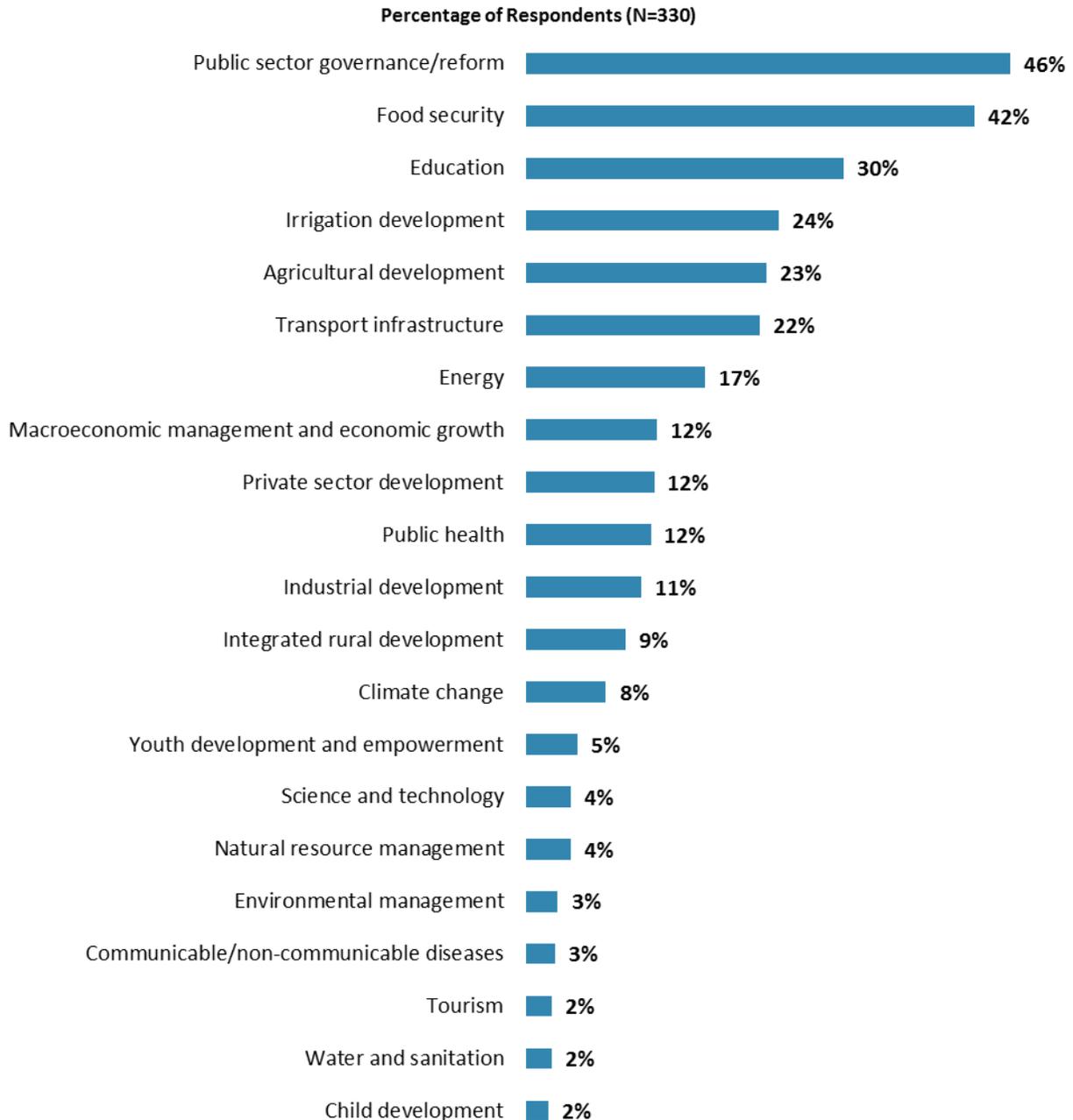
² Percentages presented in the chart were calculated based on weighted data from FY'16 and FY'13.



IV. General Issues Facing Malawi (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Malawi were “*food security*” (41%) and “*education*” (32%).



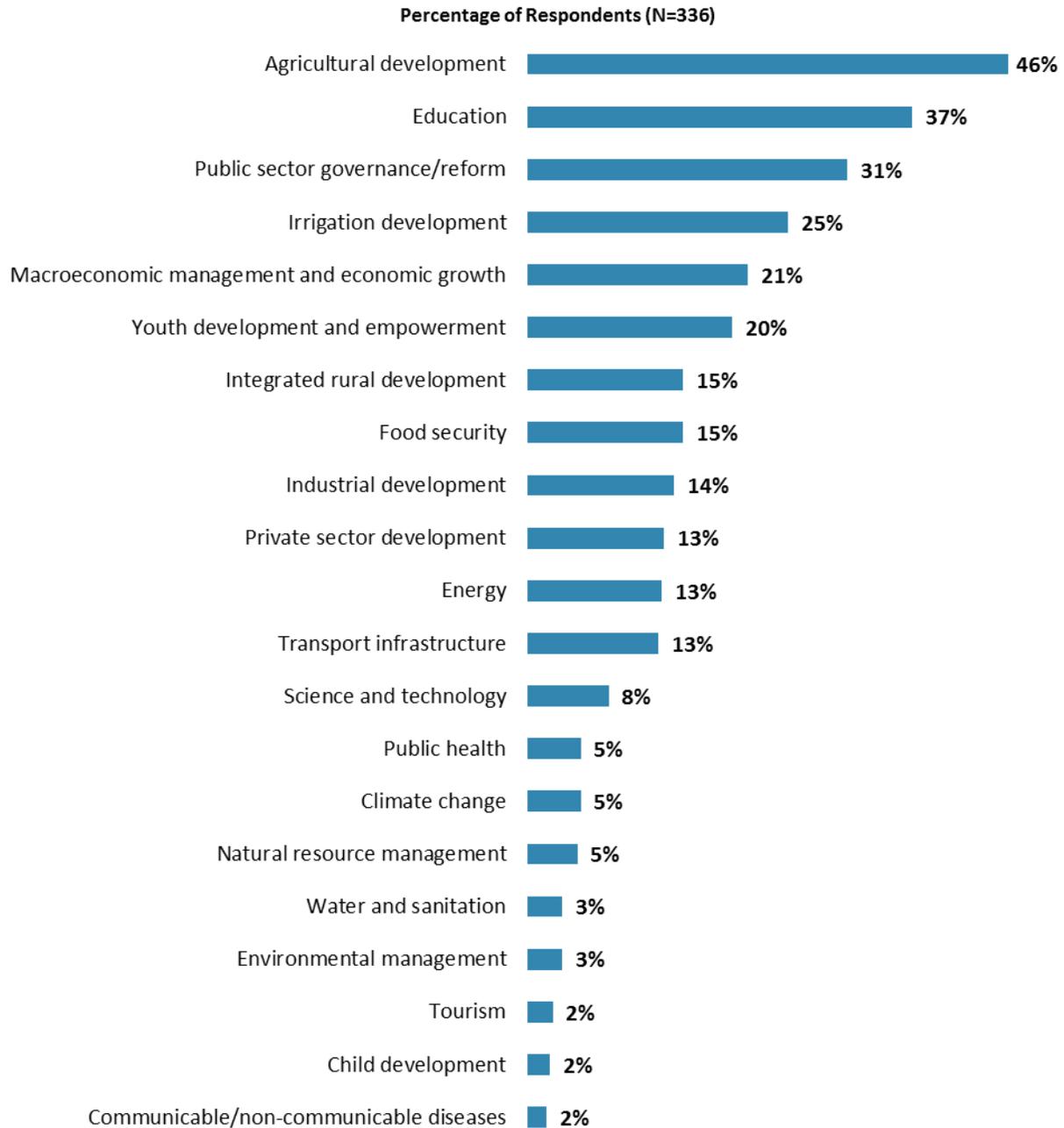
"Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Malawi (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Malawi were “*agricultural development/commercialization*” (42%), “*education*” (39%), and “*economic growth*” (37%).



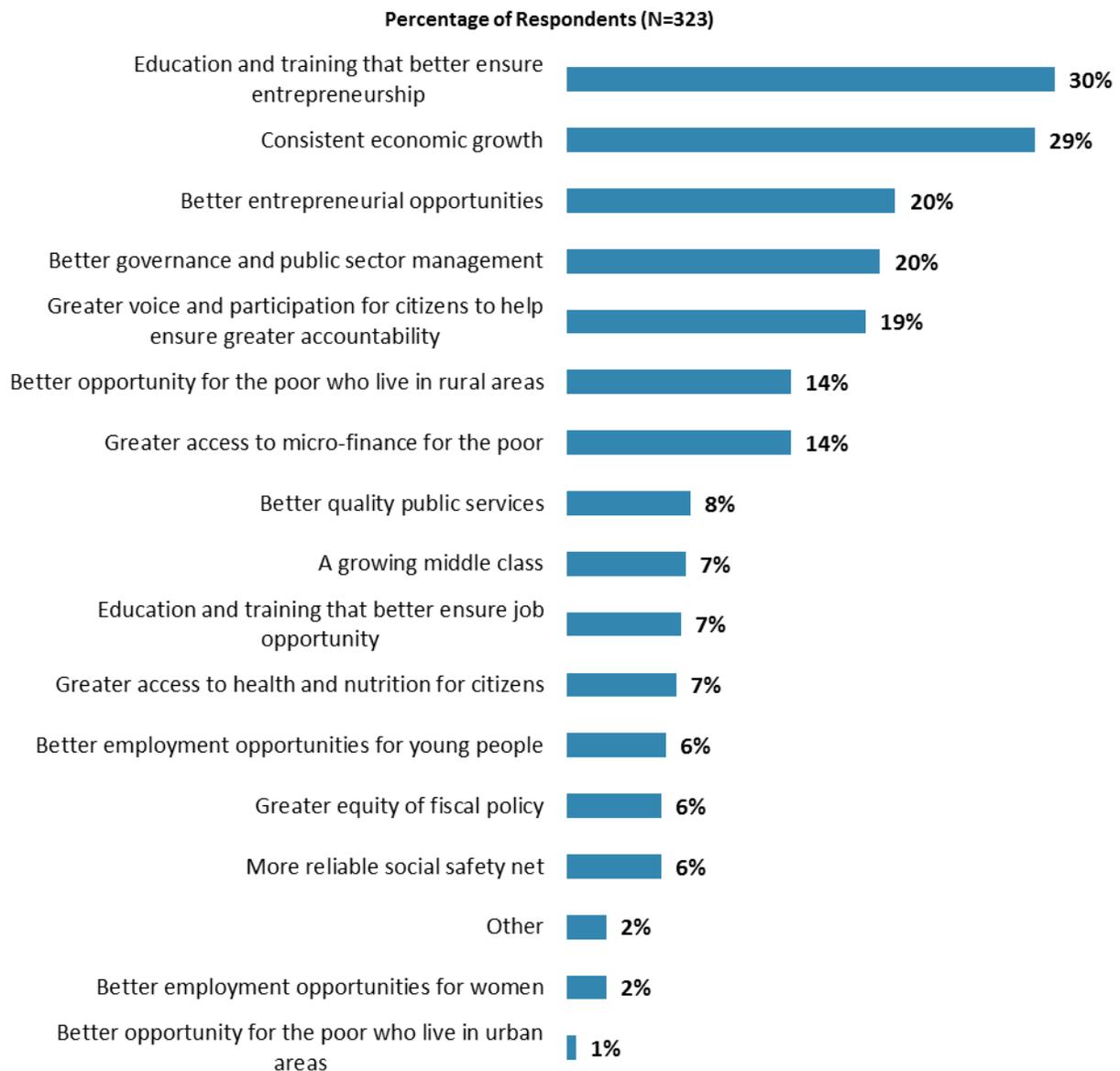
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Malawi? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Malawi (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that the greatest contributors to “shared prosperity” in Malawi were “*education and training that better ensure job opportunity*” (34%) and “*better entrepreneurial opportunities*” (31%).



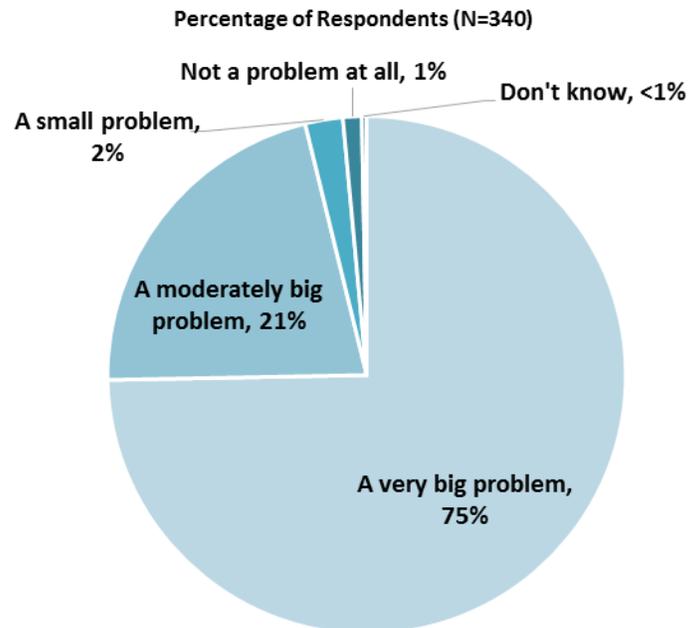
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



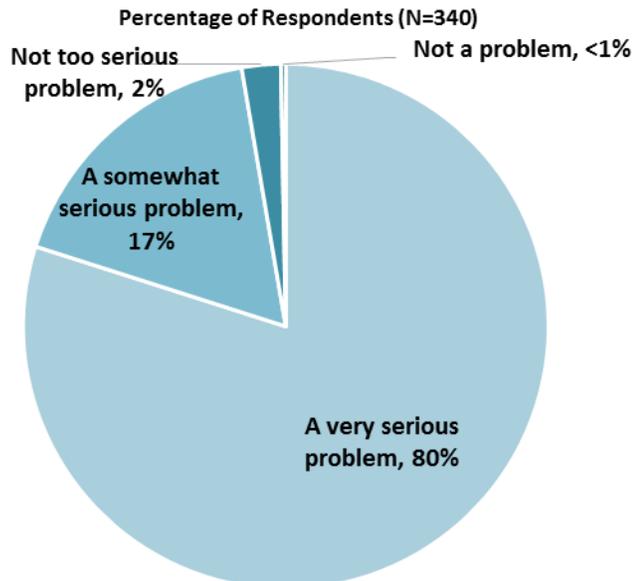
IV. General Issues Facing Malawi (continued)

Gap between the Rich and the Poor



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

Global Climate Change



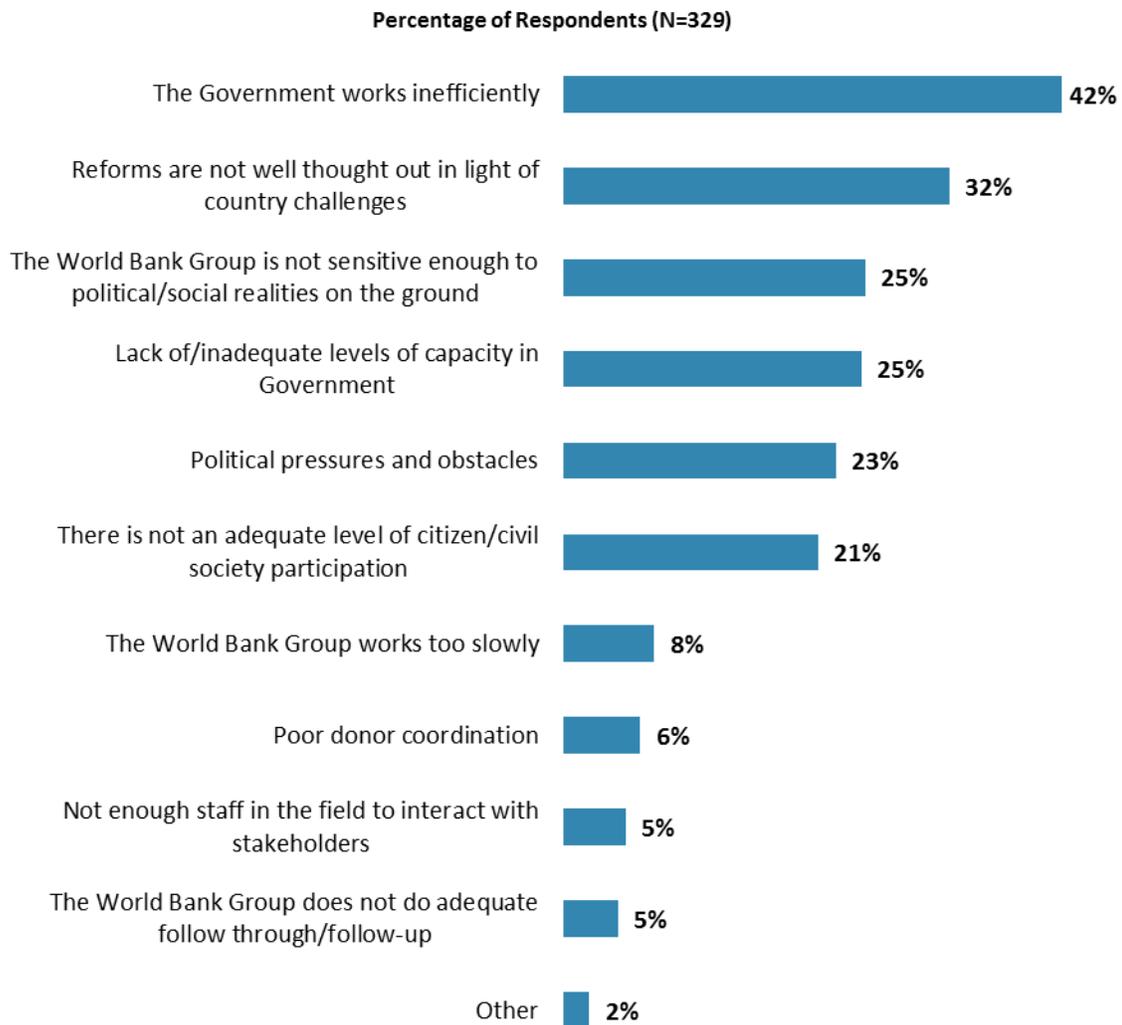
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "don't know")



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that “*reforms are not well thought out in light of country challenges*” (35%) and “*the Government works inefficiently*” (34%).



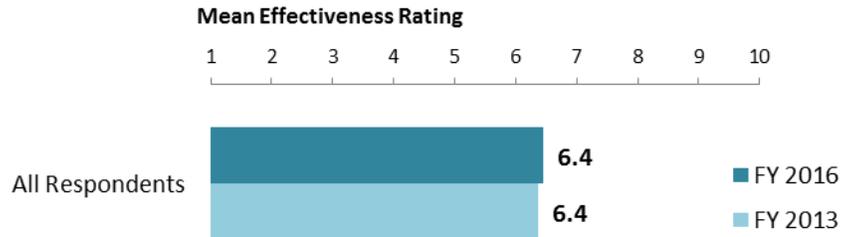
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

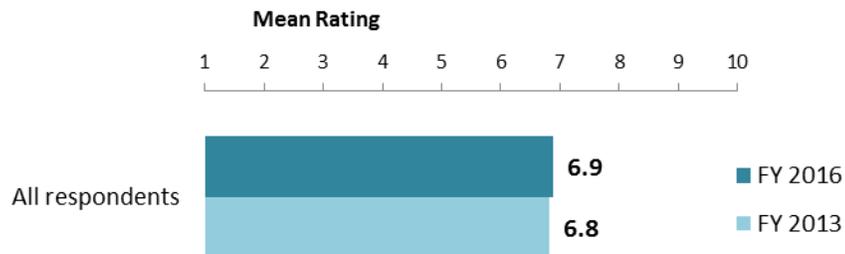
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



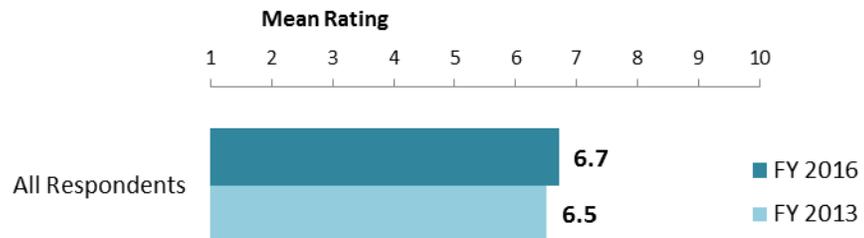
"To what extent does the World Bank Group’s work help to achieve development results in Malawi?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data from FY’16 and FY’13.



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

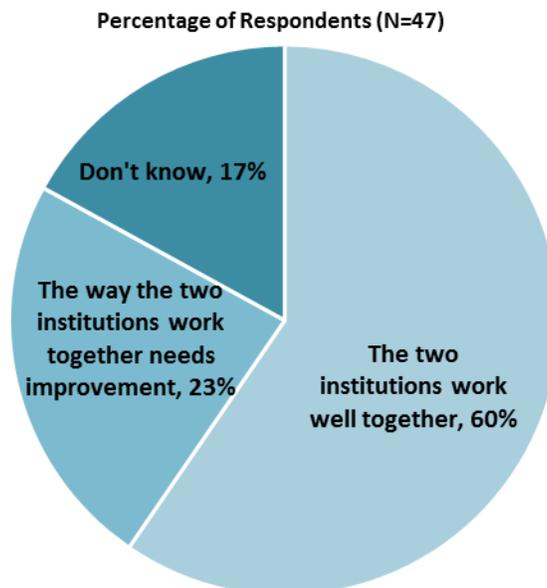
WBG Staff Preparedness⁴



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

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 Malawi?" (Respondents chose from a list.)
(Note: no respondents chose "the two institutions do not work well together.")

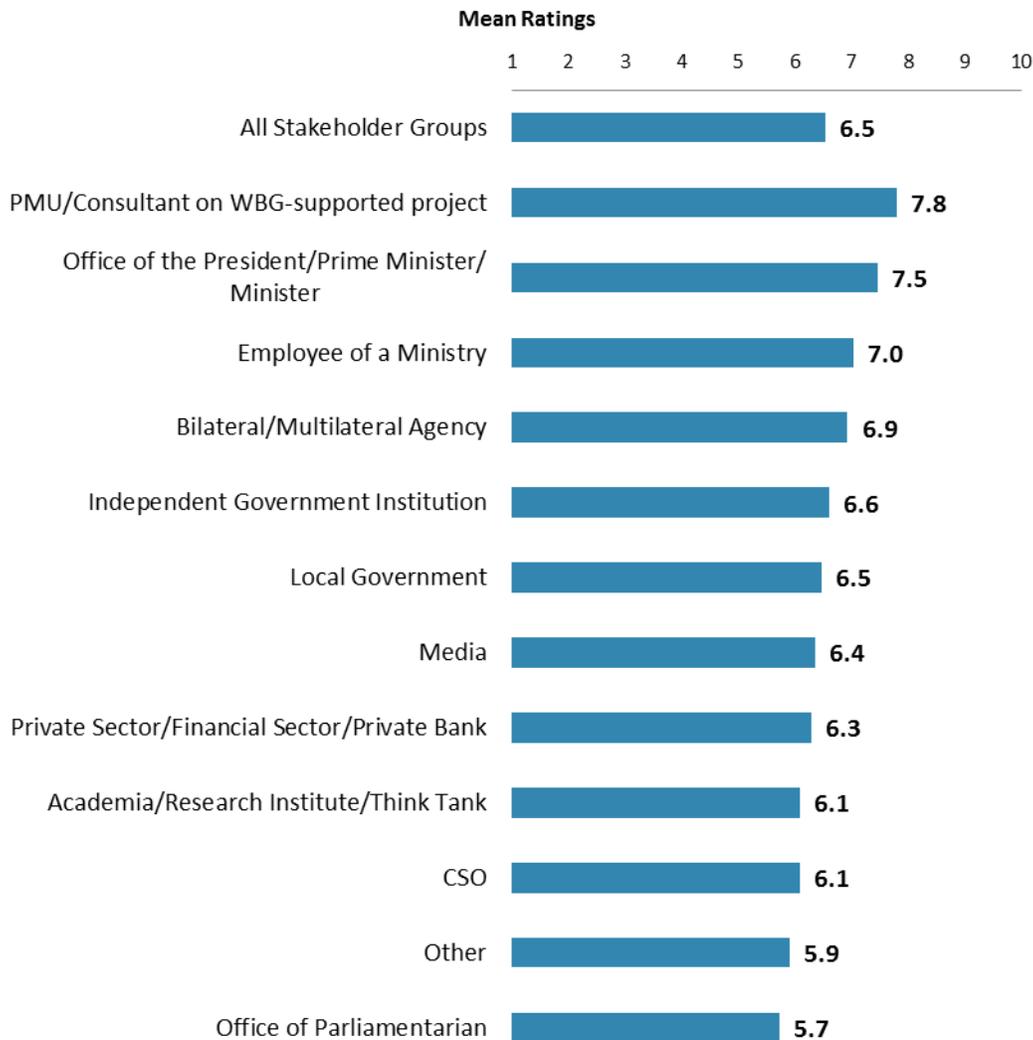
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty seven COS indicator questions, whereas respondents from the office of a parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 58).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty seven COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.3). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 94).



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

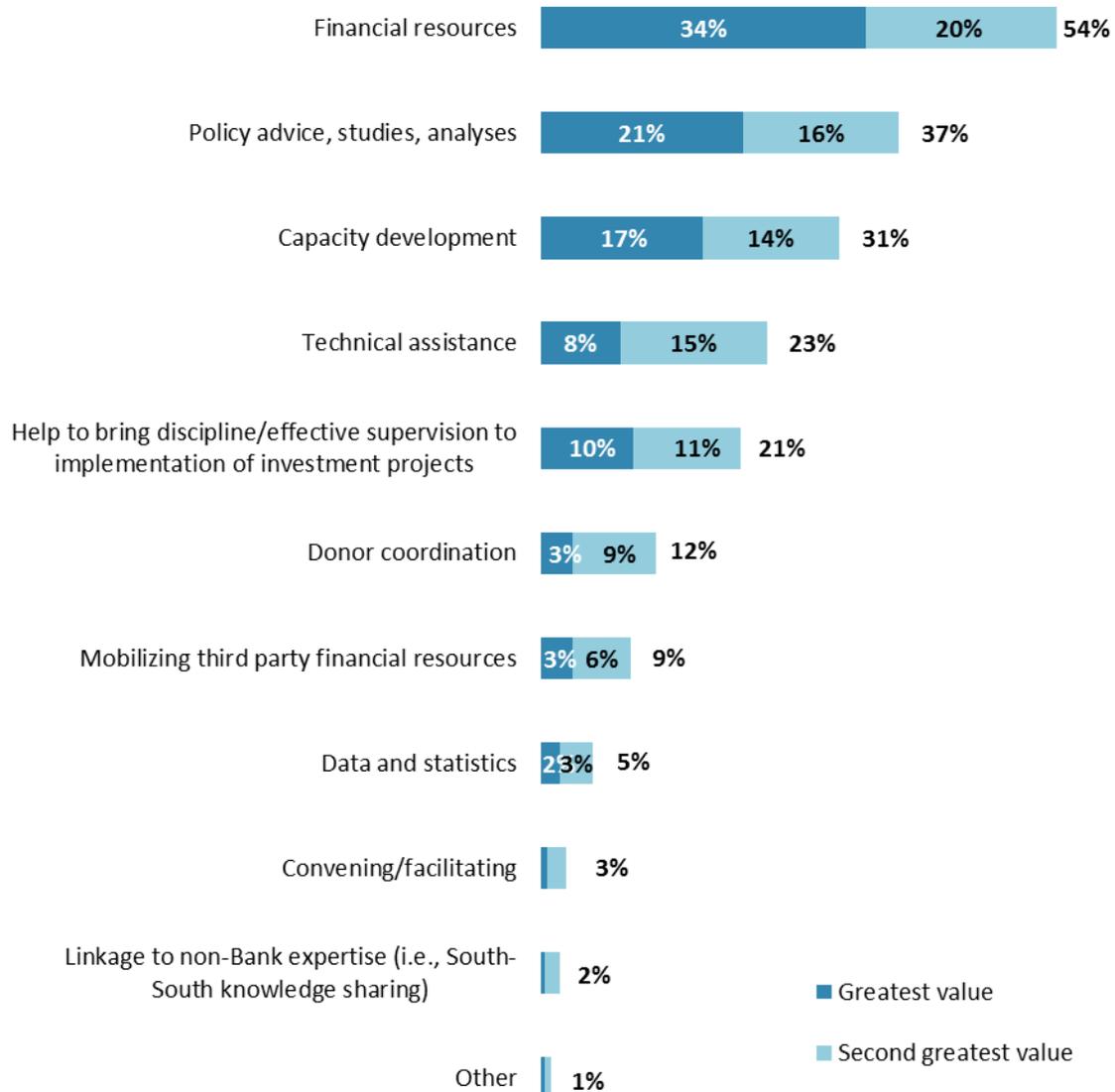


V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Malawi was its "*financial resources*": "*policy based lending/budget support to the Government*" (57%) and "*investment lending*" (41%).

Percentage of Respondents (N=302)



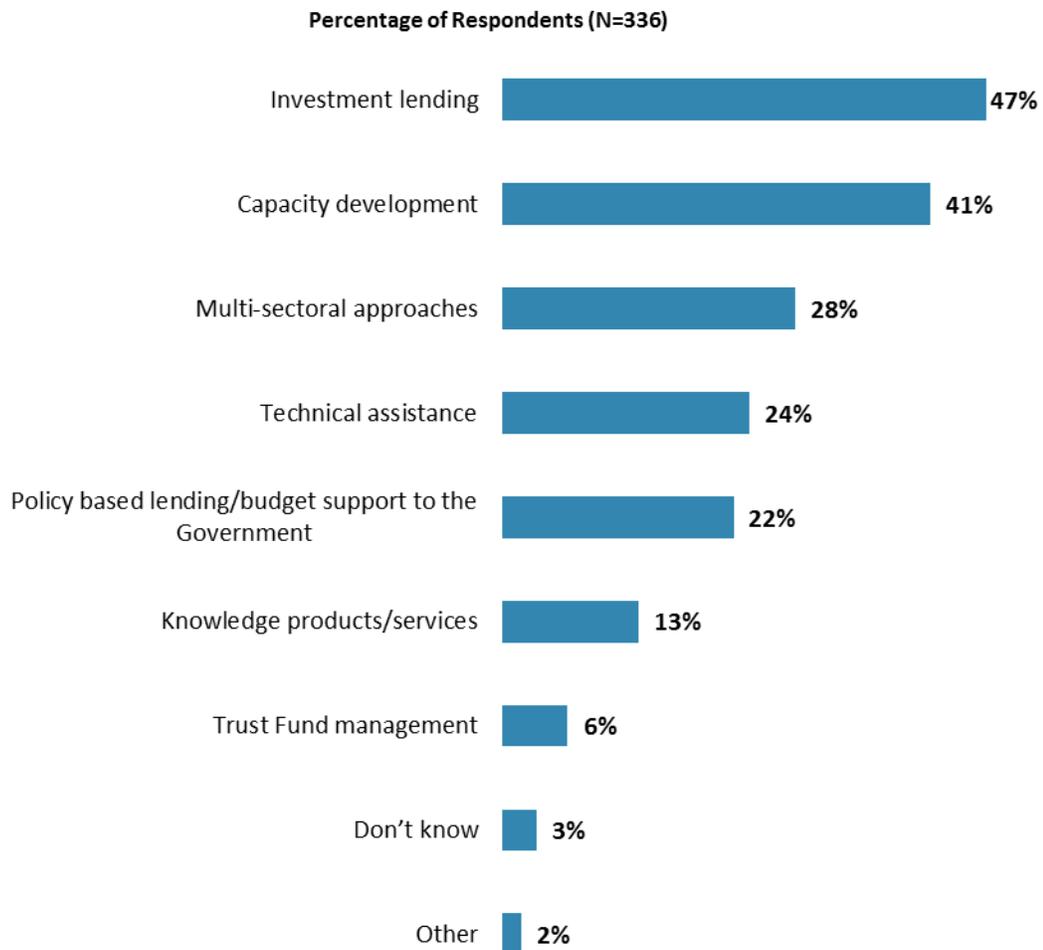
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Malawi were “investment lending” (50%), “capacity development” (47%), and “policy based lending/budget support to the Government” (47%).



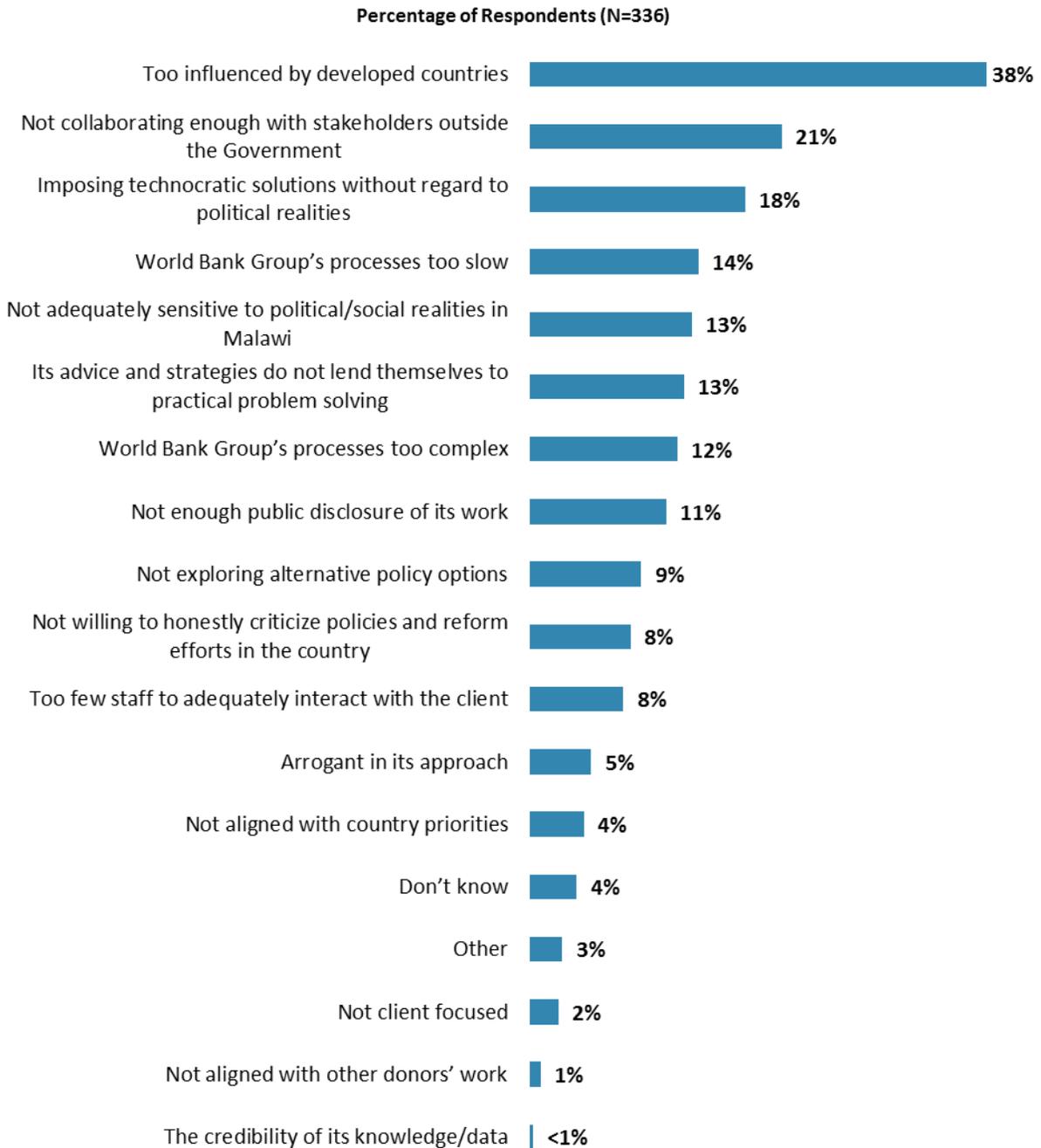
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Malawi? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in the country was being "*too influenced by developed countries*" (31%).

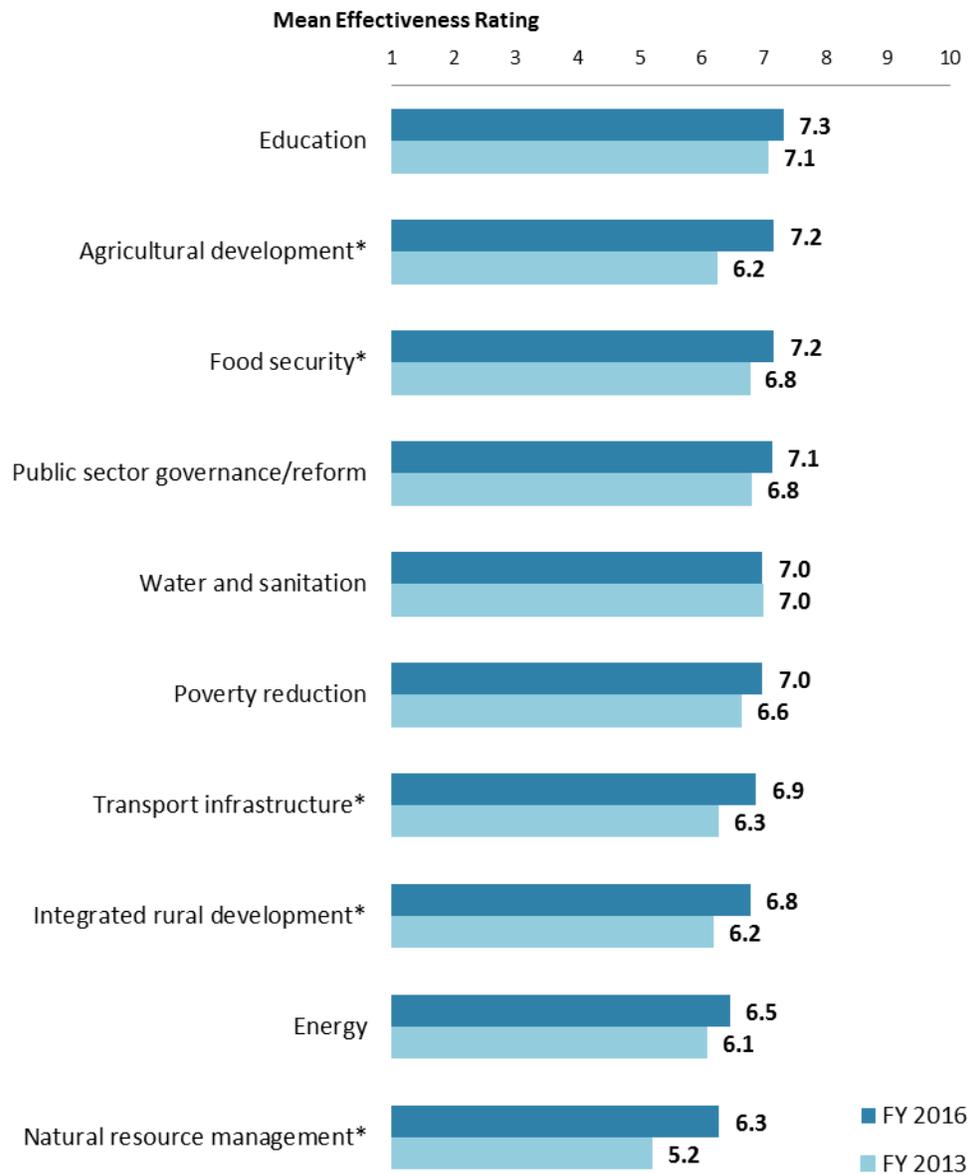


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



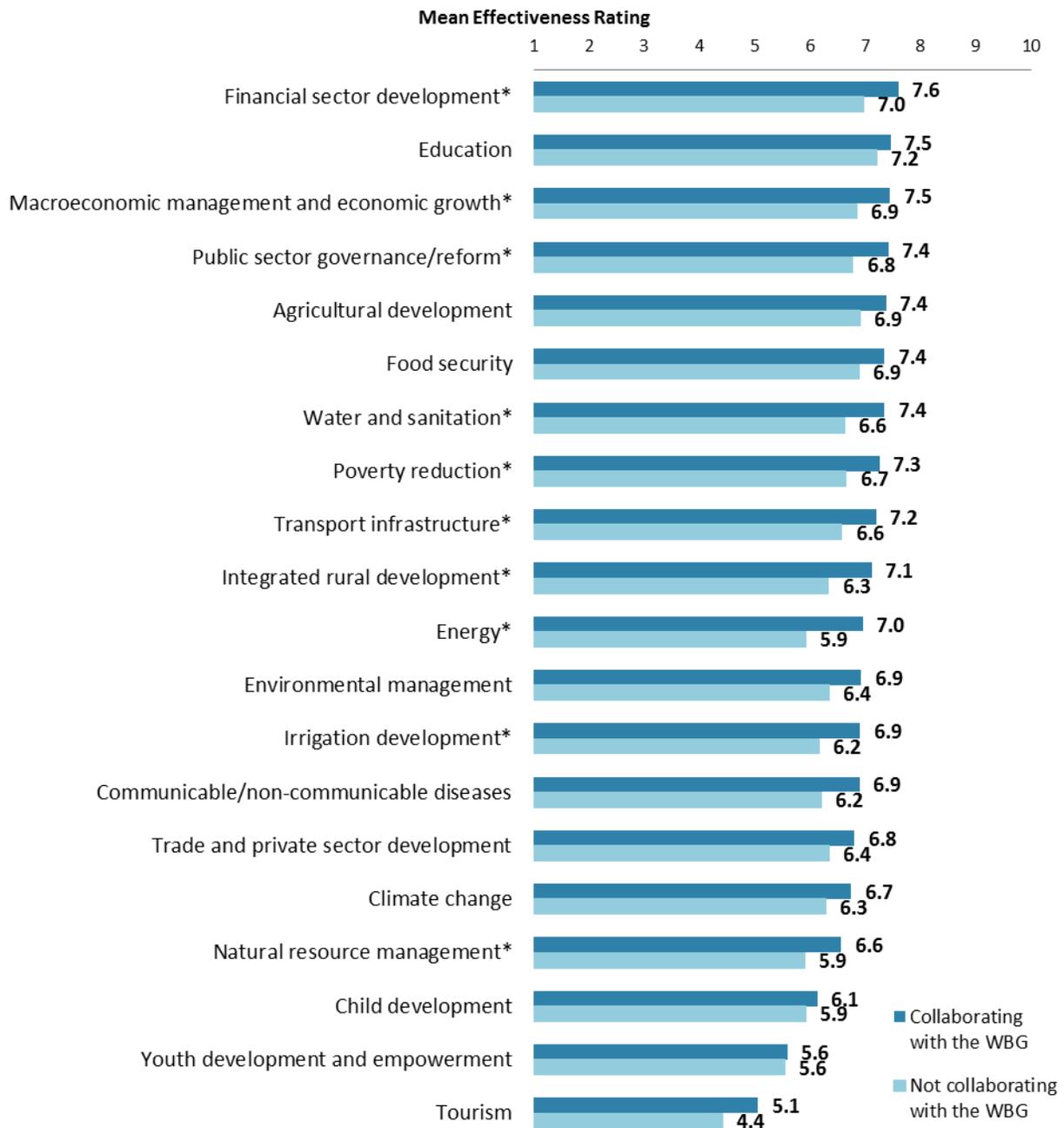
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2016 and FY 2013)

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



VI. Sectoral 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 Malawi?" (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.



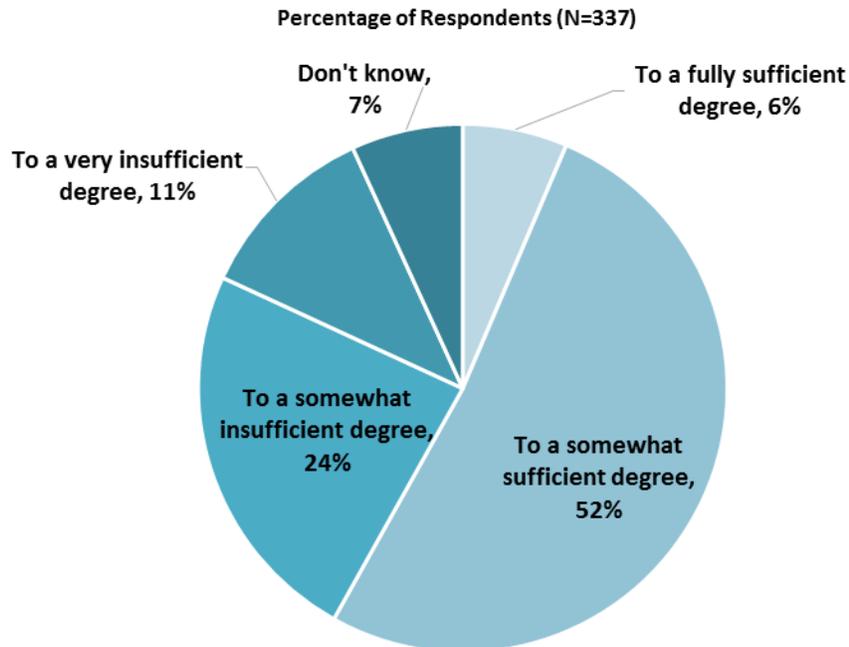
VI. Sectoral Effectiveness (continued)

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 Malawi?"
(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 Malawi?"
(Respondents chose from a list.)



VI. Sectoral 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 Malawi, bivariate correlational analyses were conducted using respondents' ratings of the twenty 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.

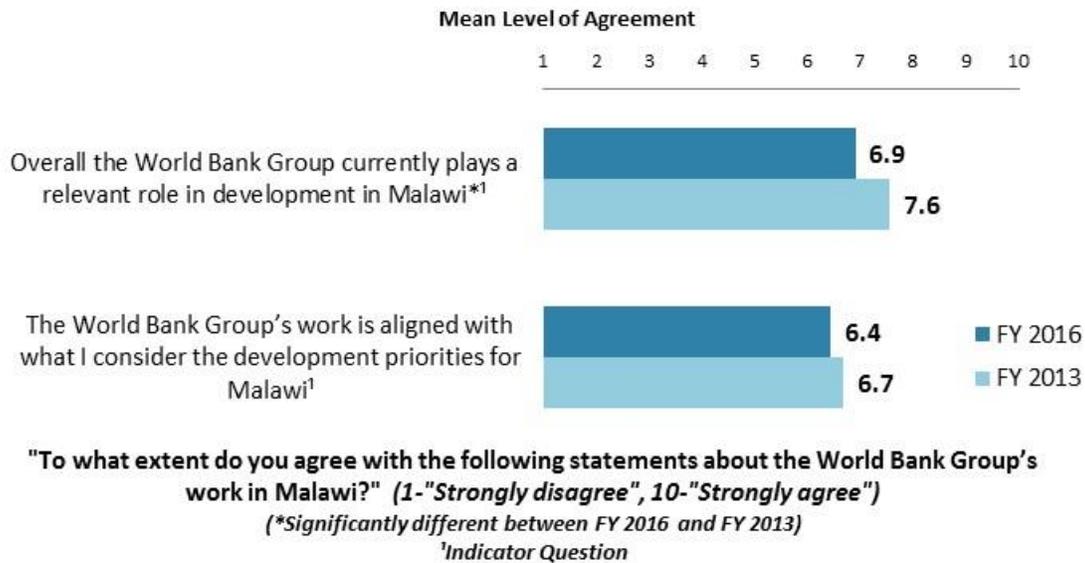
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Malawi. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at food security;
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at education; and
 - The WBG's effectiveness at financial sector development.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Malawi, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at communicable/non-communicable diseases;
 - The WBG's effectiveness at agricultural development;
 - The WBG's effectiveness at education; and
 - The WBG's effectiveness at financial sector development.

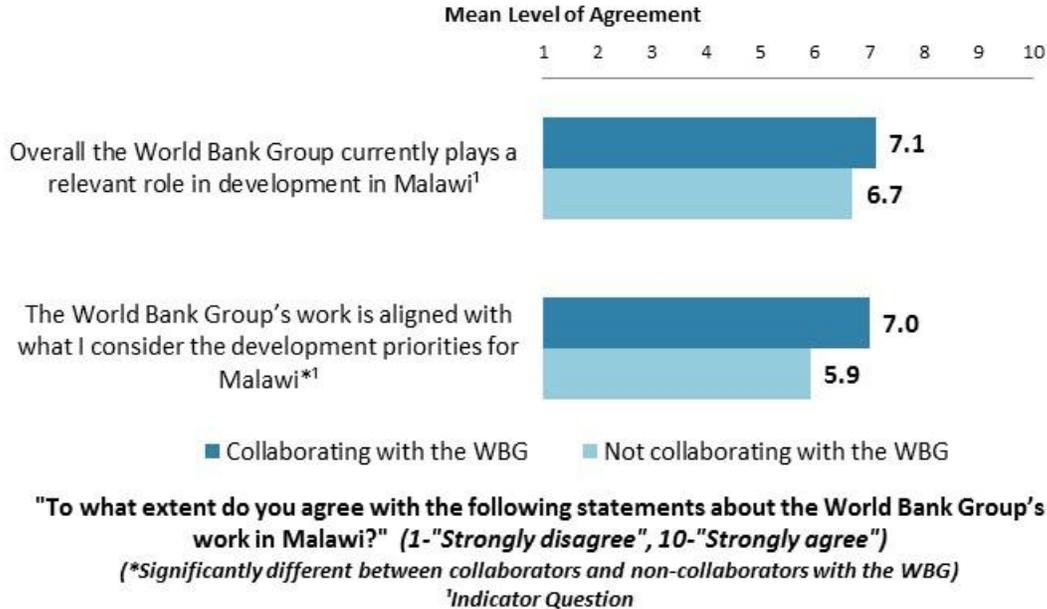


VII. How the World Bank Group Operates

The World Bank Group's Work in Malawi: Year Comparison⁷



The World Bank Group's Work in Malawi: Collaboration

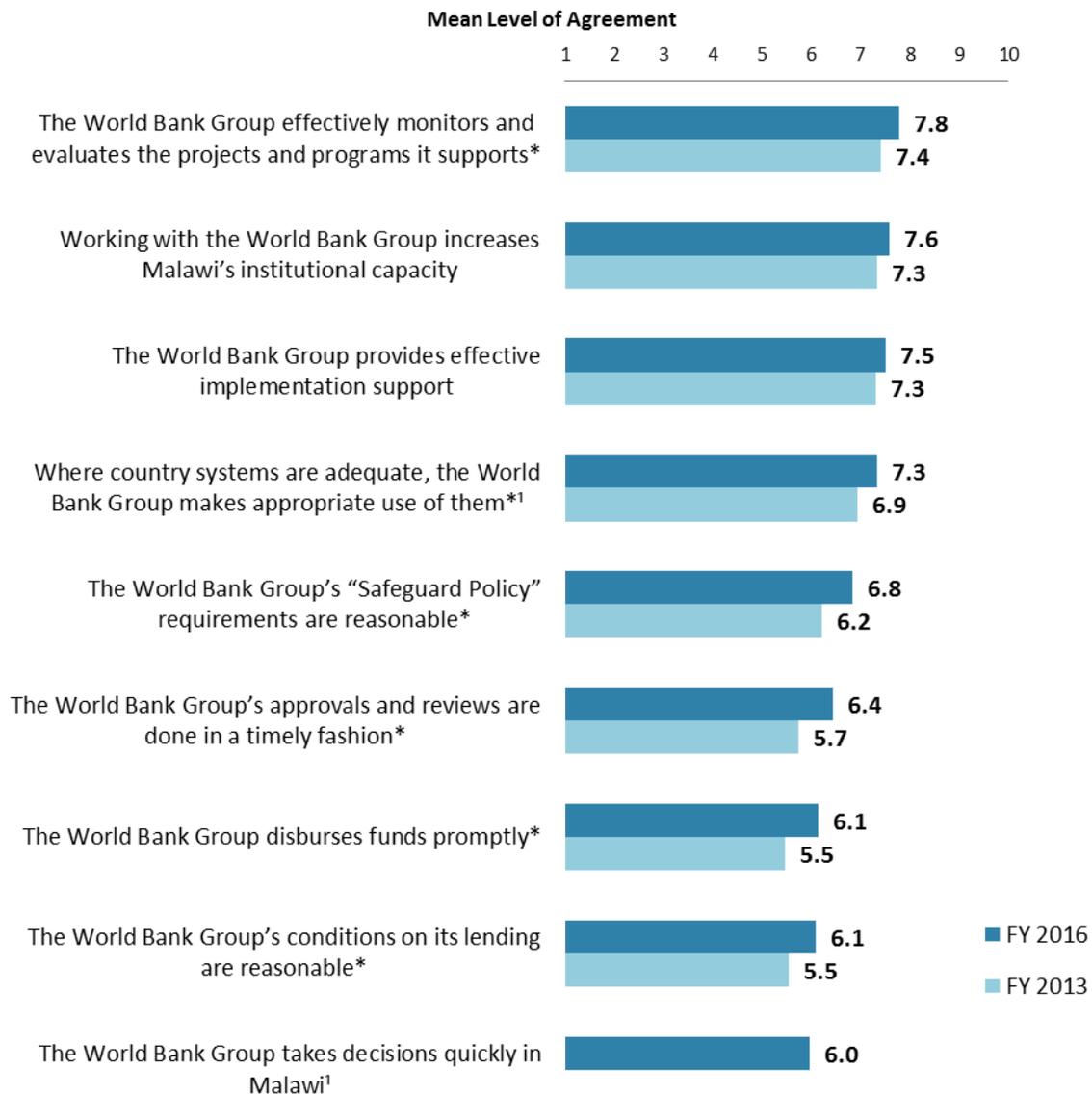


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

(1-"Strongly disagree", 10-"Strongly agree")

*(*Significantly different between FY 2016 and FY 2013)*

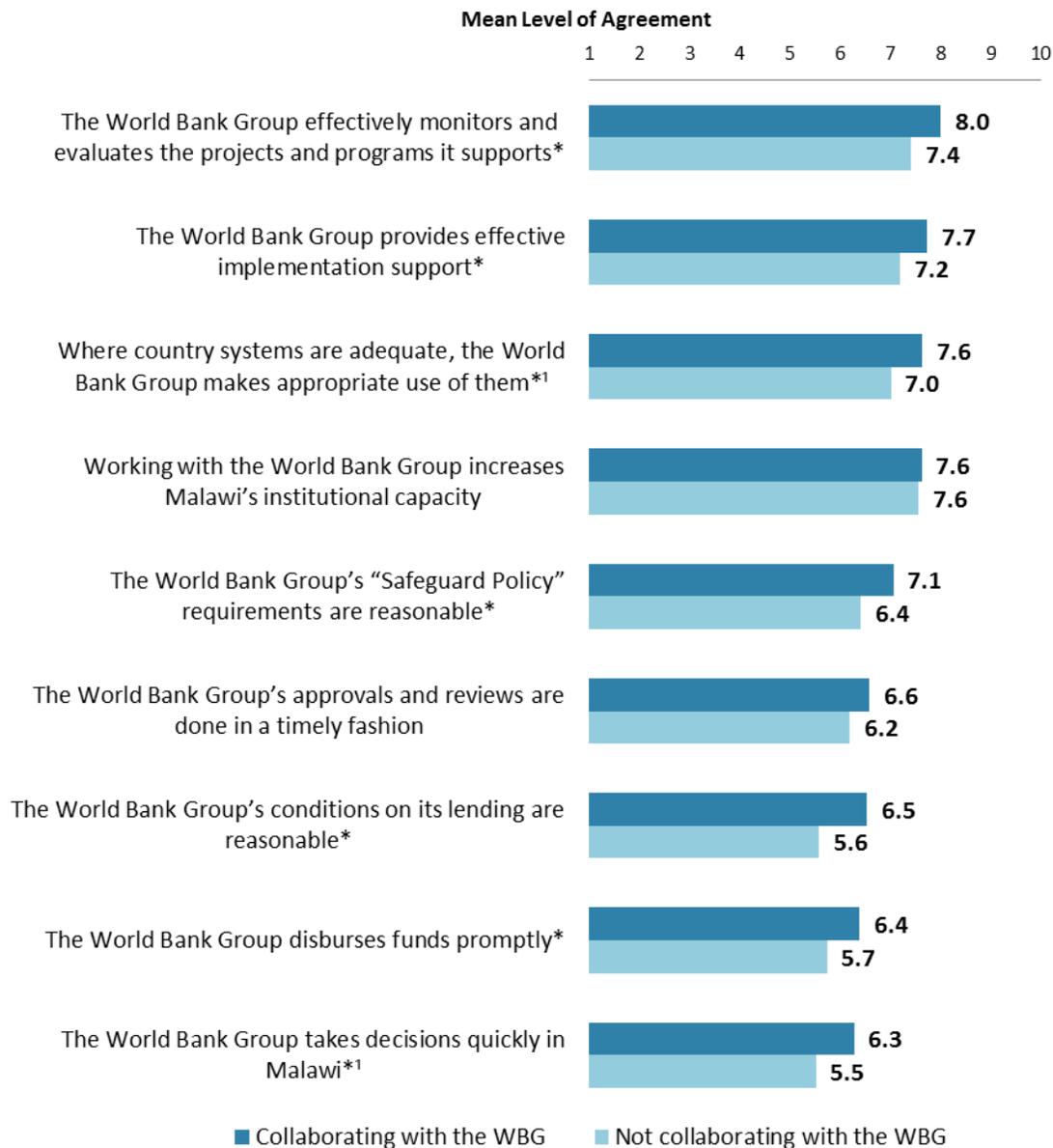
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



"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



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

*(*Significantly different between FY 2016 and FY 2013)*

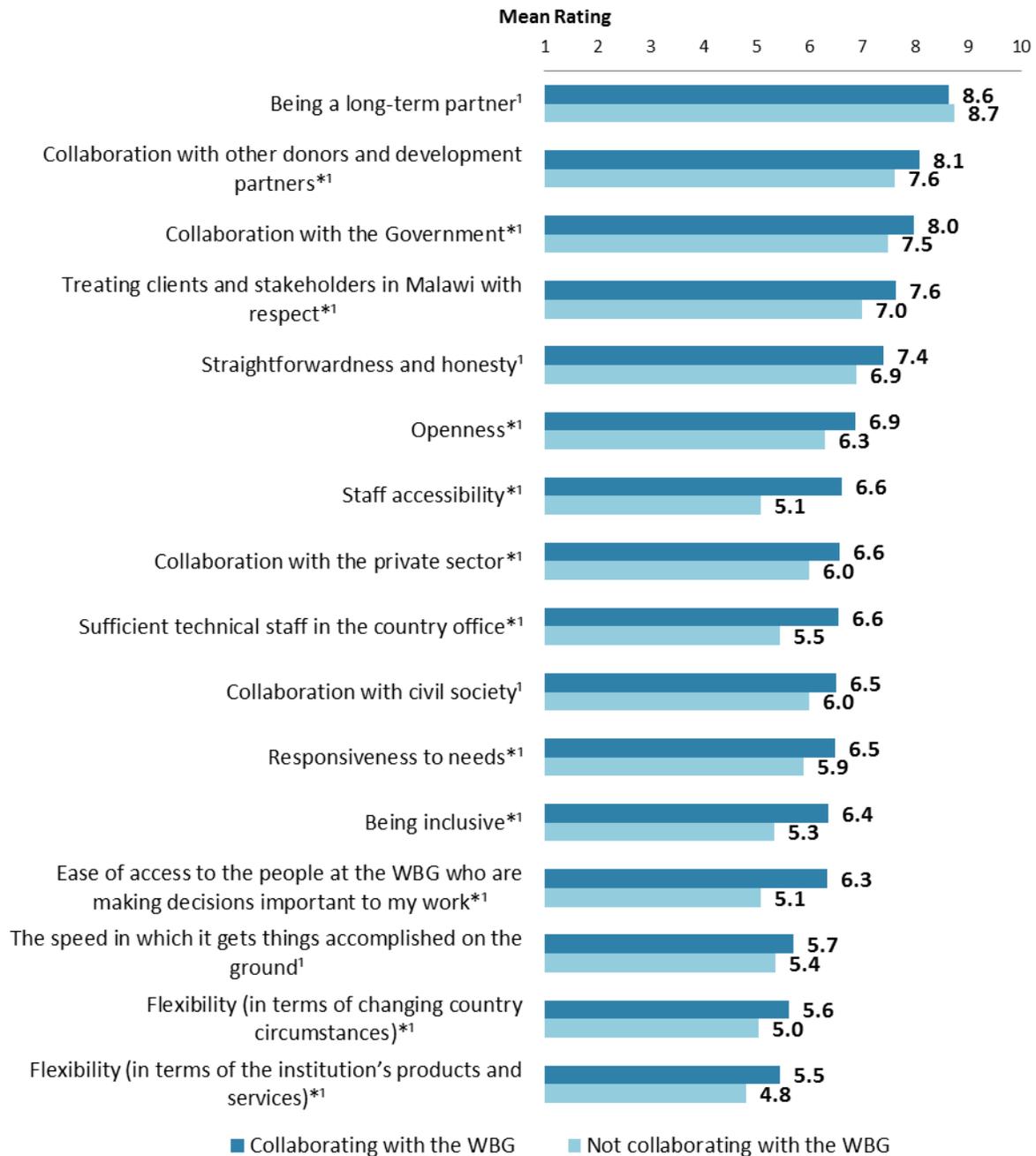
¹Indicator Question

⁹ Means in the 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 Malawi, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

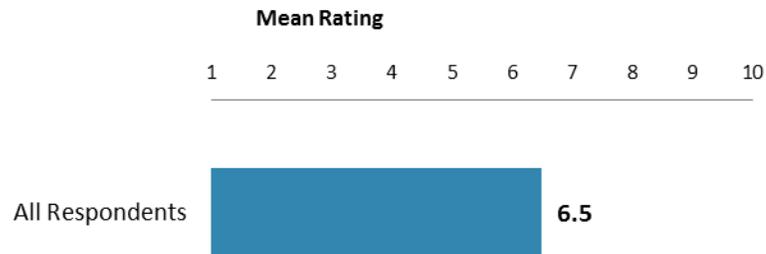
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



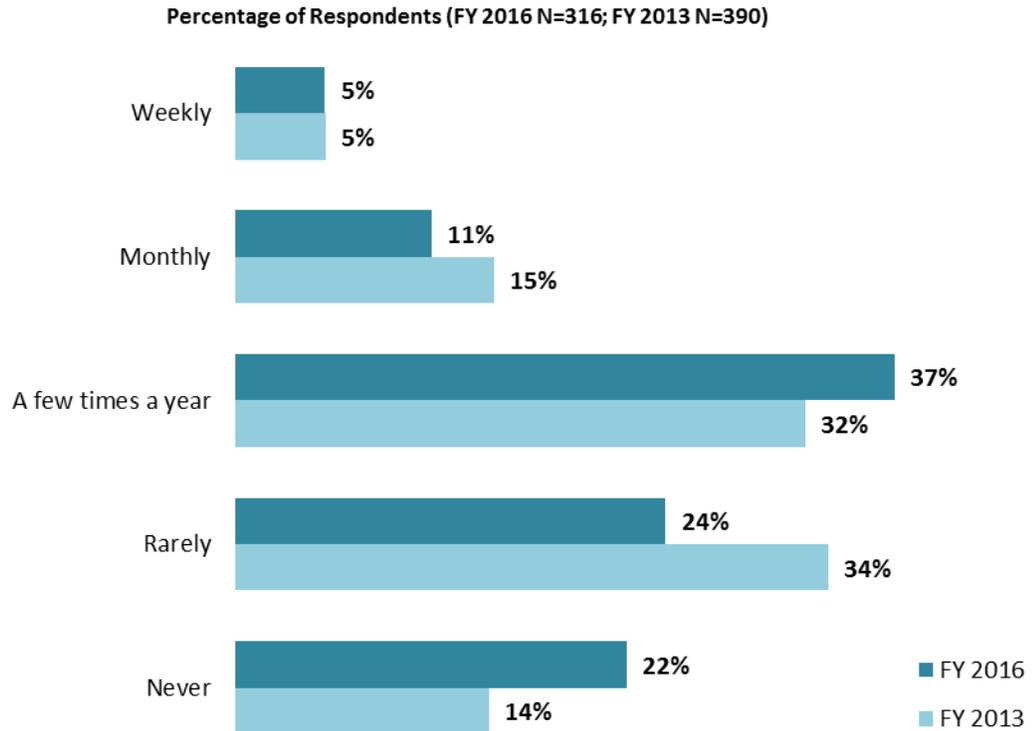
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Malawi?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** In this year's Country Survey, respondents from bilateral/multilateral agencies indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



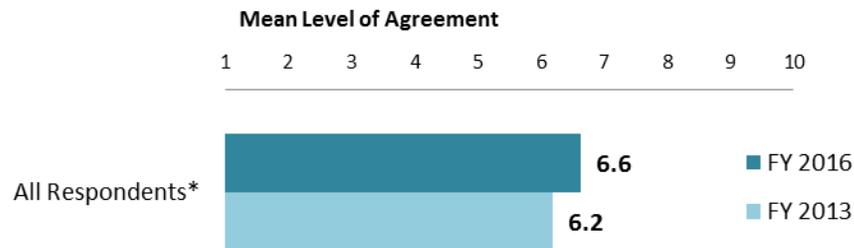
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages in the chart were calculated based on weighted data.



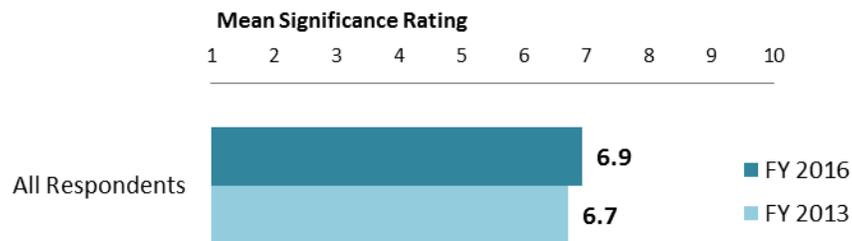
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Malawi' Knowledge Needs¹¹ (Indicator Question)



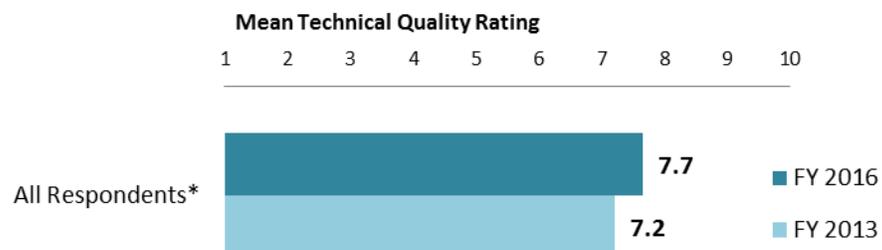
"The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2016 and FY 2013)

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

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



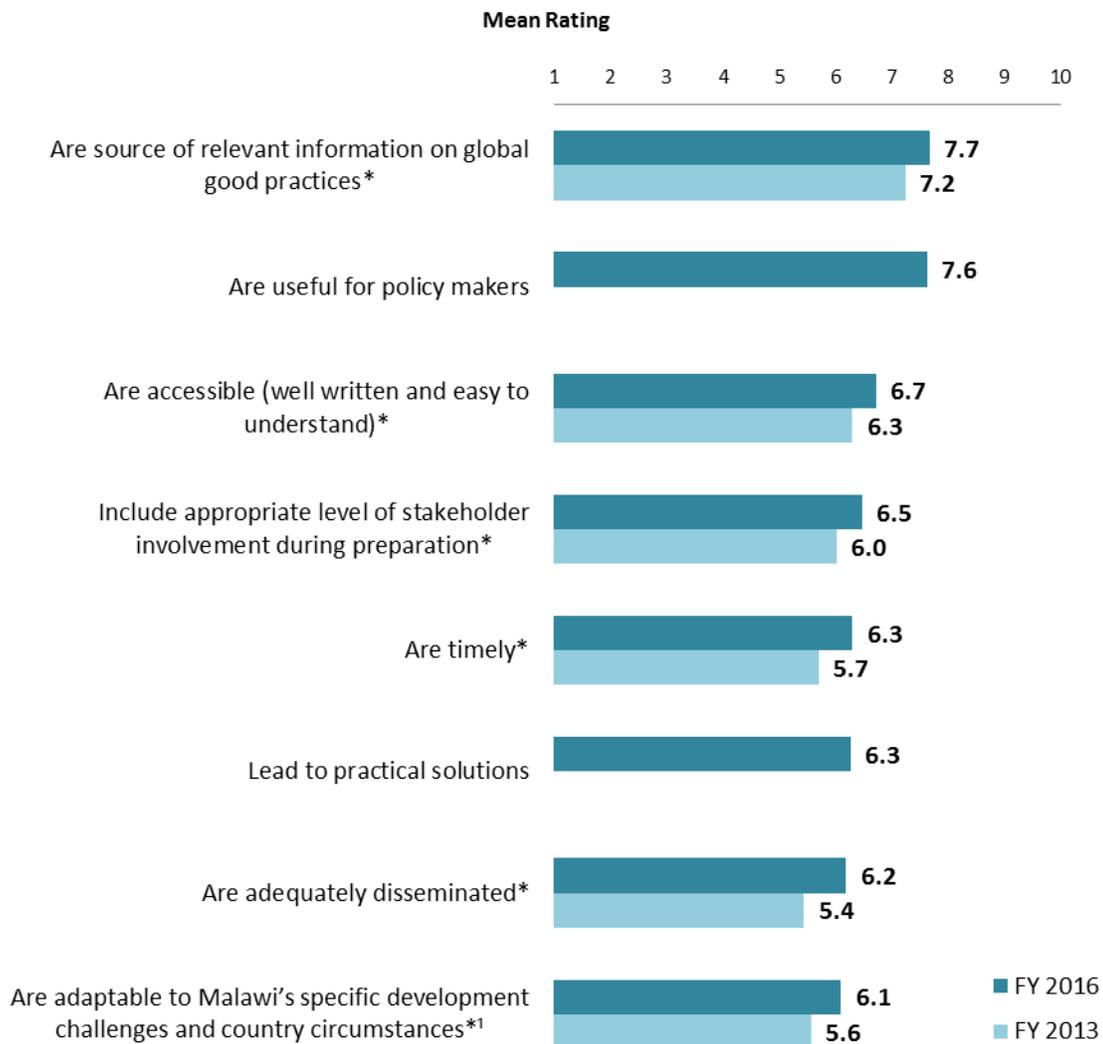
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
 (*Significantly different between FY 2016 and FY 2013)

¹¹ 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



"In Malawi, 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 2016 and FY 2013)

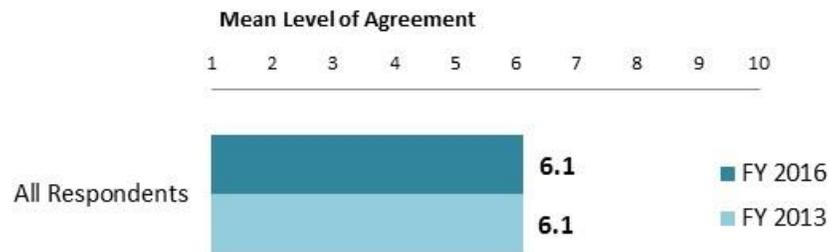
¹Indicator Question

¹² Means in the chart were calculated based on weighted data.



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

Meeting Malawi's Needs for Financial Instruments¹³ (*Indicator Question*)



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

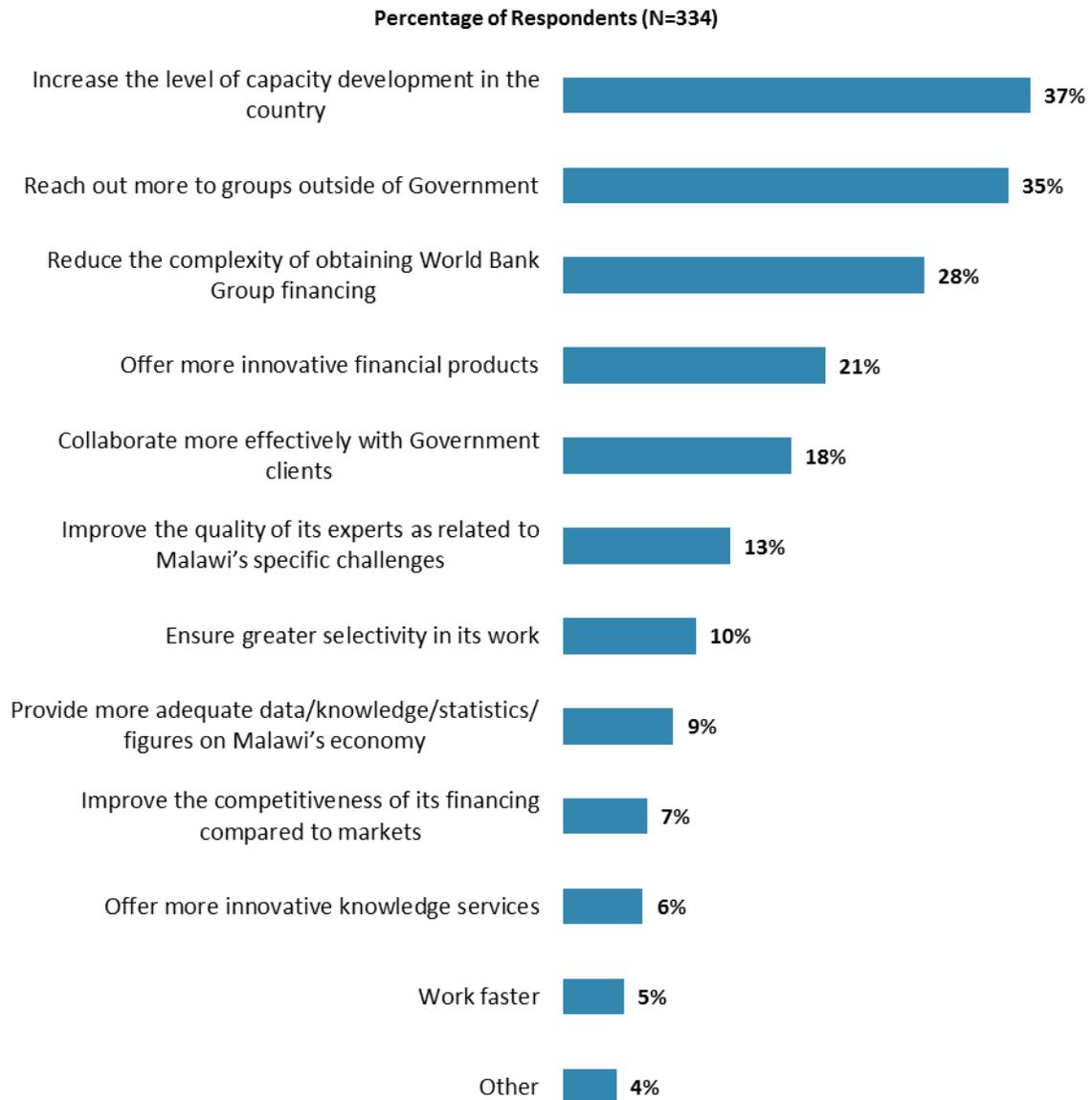
¹³ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reach out more to groups outside of Government*” (49%) and “*reduce the complexity of obtaining World Bank financing*” (47%) to make itself of greater value in Malawi.



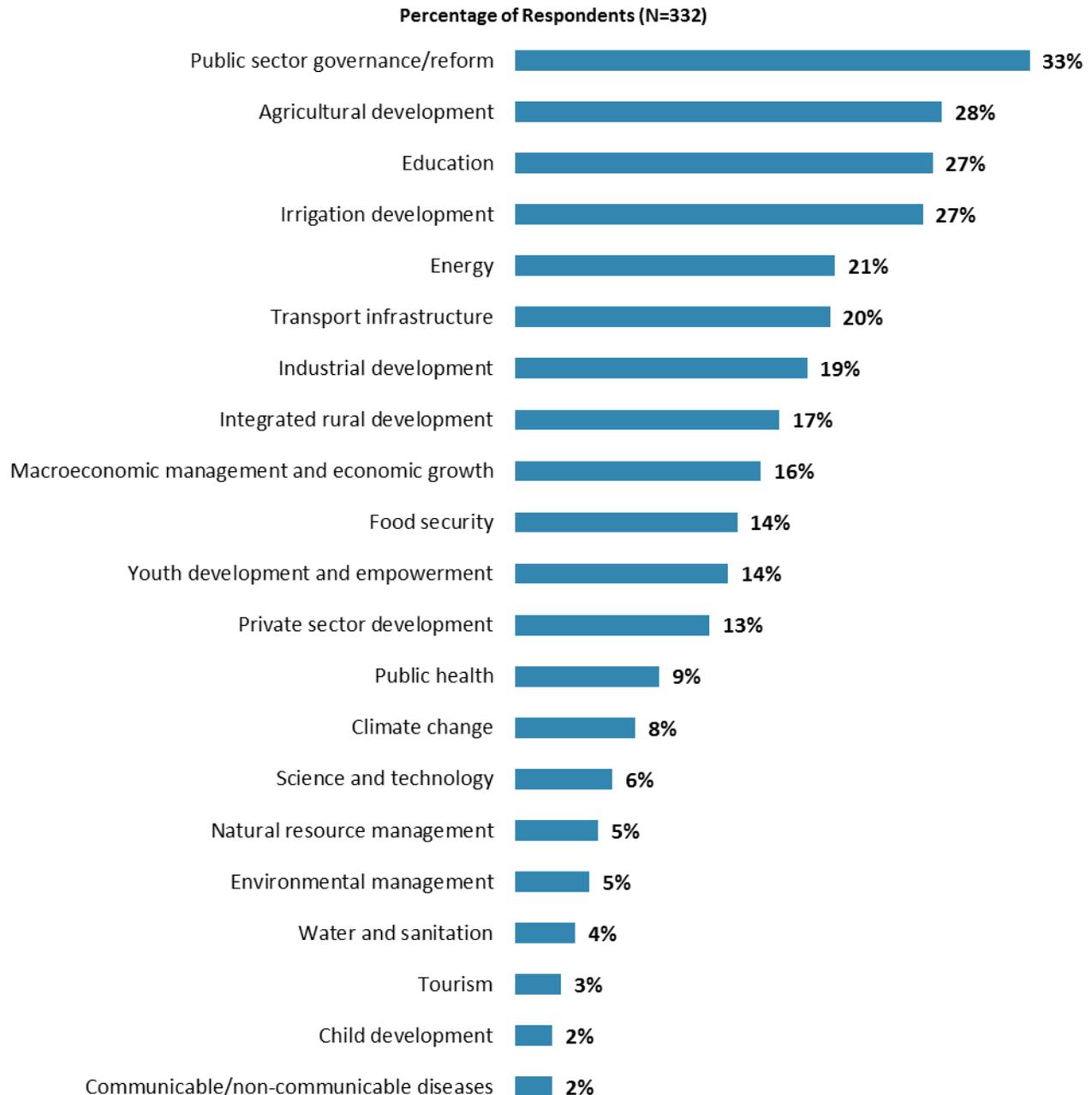
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*education*” (39%), “*public sector governance/reform*” (34%), and “*agricultural development/commercialization*” (28%).

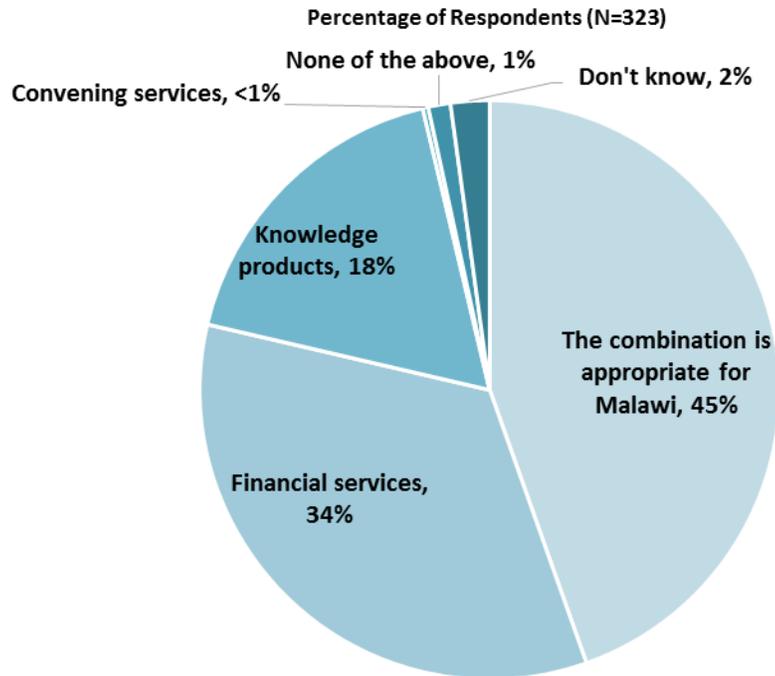


“When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectoral areas do you believe the WBG should focus most of its resources in Malawi? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG Services



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

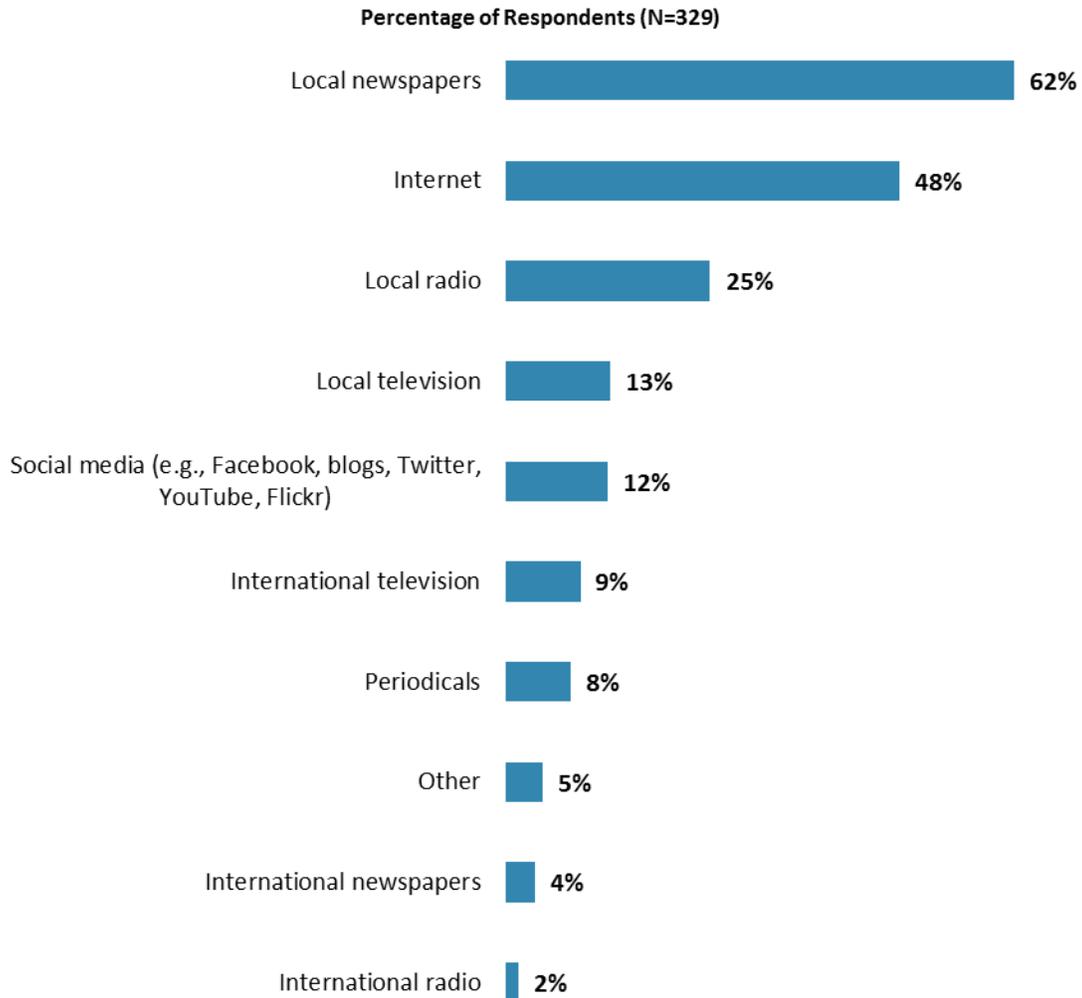


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 58) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’13 Country Survey indicated that they got most of their information about economic and social development issues in Malawi from “*local newspapers*” (85%), “*Internet*” (43%), and “*local radio*” (34%).



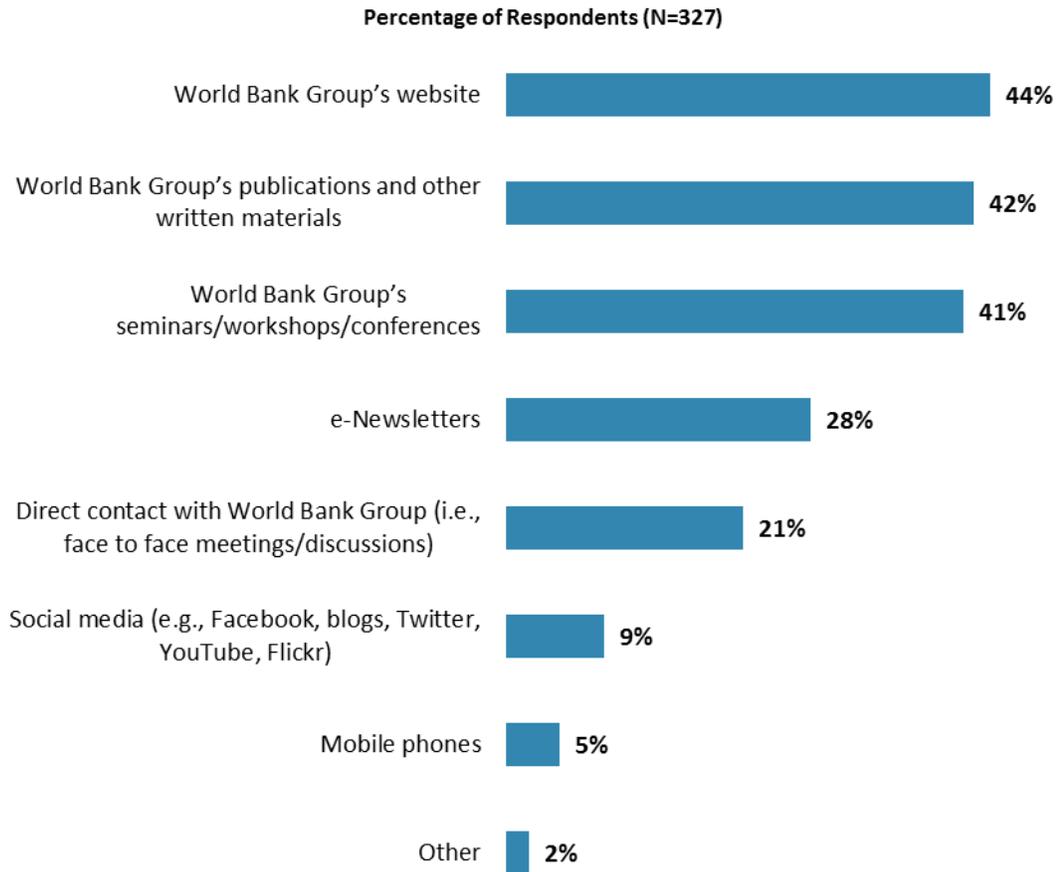
"How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (46%) and “*World Bank seminars/workshops/conference*” (45%).

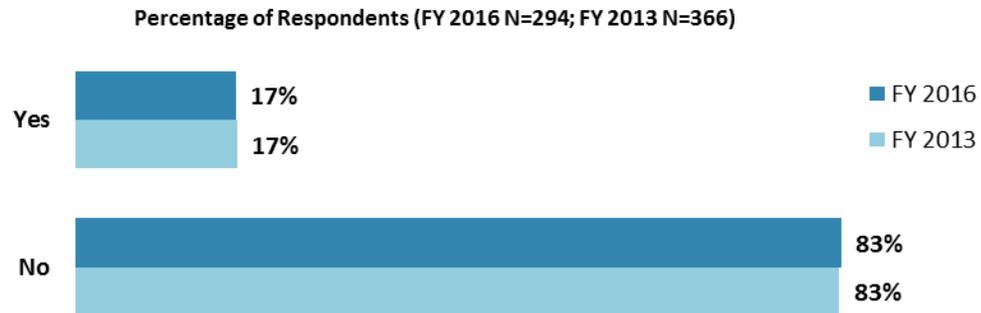


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

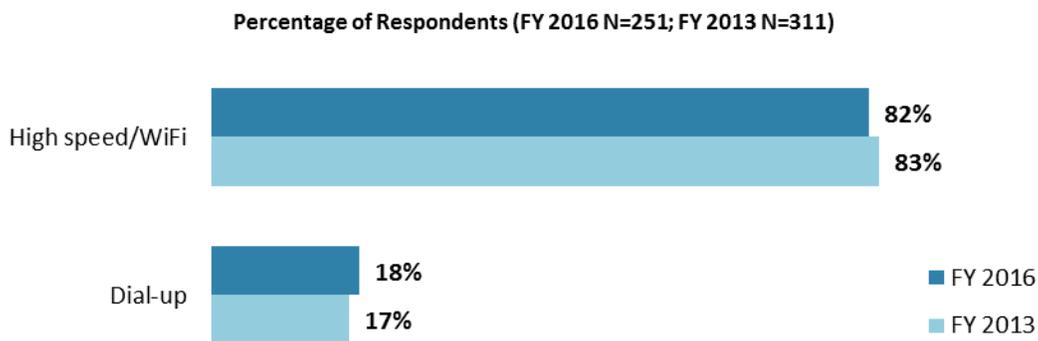
Access to Information¹⁴



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

Access to the Internet

- 98 percent of respondents in this year's Country Survey indicated that they had access to the Internet.



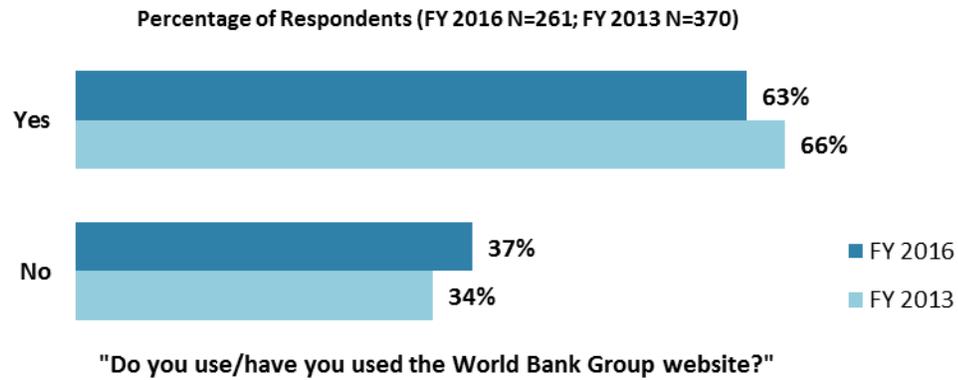
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

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

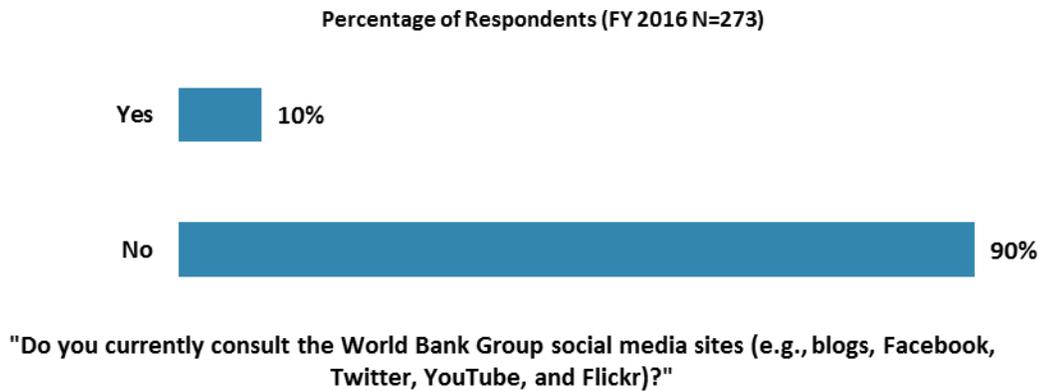


X. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



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



XI. Appendices

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Malawi





Appendix A: Responses to All Questions across All Respondents (N=340)

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 Malawi

1. In general would you say that Malawi is headed in ... ?	Percentage of Respondents (N=329)
The right direction	38.9%
The wrong direction	45.3%
Not sure	15.8%

2. Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=330)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	45.8%
Food security	42.4%
Education	30.0%
Irrigation development	23.9%
Agricultural development	22.7%
Transport infrastructure	22.1%
Energy	17.0%
Macroeconomic management and economic growth	12.4%
Private sector development	12.1%
Public health	11.8%
Industrial development	10.9%
Integrated rural development	9.4%
Climate change (e.g., mitigation, adaptation)	7.6%
Youth development and empowerment	4.8%
Science and technology	4.2%
Natural resource management (e.g., mining)	4.2%
Environmental management	3.0%
Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	2.7%
Tourism	2.4%
Water and sanitation	2.4%
Child development	2.1%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=336)
Agricultural development	46.1%
Education	36.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.7%
Irrigation development	25.0%
Macroeconomic management and economic growth	21.1%
Youth development and empowerment	19.6%
Integrated rural development	14.9%
Food security	14.9%
Industrial development	14.0%
Private sector development	13.1%
Energy	12.8%
Transport infrastructure	12.5%
Science and technology	7.7%
Public health	5.1%
Climate change (e.g., mitigation, adaptation)	5.1%
Natural resource management (e.g., mining)	4.8%
Water and sanitation	3.3%
Environmental management	3.3%
Tourism	2.4%
Child development	2.1%
Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	1.8%

**A. General Issues Facing Malawi (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 Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=323)
Education and training that better ensure entrepreneurship	30.3%
Consistent economic growth	29.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	20.4%
Better governance and public sector management	19.5%
Greater voice and participation for citizens to help ensure greater accountability	18.6%
Better opportunity for the poor who live in rural areas	13.9%
Greater access to micro-finance for the poor	13.9%
Better quality public services	7.7%
A growing middle class	7.4%
Education and training that better ensure job opportunity	7.1%
Greater access to health and nutrition for citizens	6.8%
Better employment opportunities for young people	6.2%
Greater equity of fiscal policy	5.9%
More reliable social safety net	5.9%
Other	2.5%
Better employment opportunities for women	2.5%
Better opportunity for the poor who live in urban areas	0.6%
5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Malawi? (Select only ONE response)	Percentage of Respondents (N=340)
A very big problem	74.7%
A moderately big problem	21.5%
A small problem	2.4%
Not a problem at all	1.2%
Don’t know	0.3%
6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=340)
A very serious problem	80.0%
A somewhat serious problem	17.4%
Not too serious problem	2.4%
Not a problem	0.3%
Don’t know	0.0%

**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 Malawi? (1-Not familiar at all, 10-Extremely familiar)	335	0	6.50	2.07

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Malawi. (1-Not effective at all, 10-Very effective)	318	18	6.43	2.04

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 Malawi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	291	43	6.68	2.08

4. When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=332)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.4%
Agricultural development	27.7%
Education	27.1%
Irrigation development	26.5%
Energy	20.8%
Transport infrastructure	20.5%
Industrial development	19.0%
Integrated rural development	17.2%
Macroeconomic management and economic growth	16.0%
Food security	14.5%
Youth development and empowerment	13.9%
Private sector development	12.7%
Public health	9.3%
Climate change (e.g., mitigation, adaptation)	7.8%
Science and technology	6.3%
Natural resource management (e.g., mining)	5.4%
Environmental management	4.8%
Water and sanitation	3.9%
Tourism	3.0%
Child development	2.4%
Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	2.4%

**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 Malawi?	Percentage of Respondents (N=302)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	34.1%	20.1%	54.2%
Policy advice, studies, analyses	21.2%	16.4%	37.6%
Capacity development	16.9%	14.4%	31.3%
Technical assistance	8.3%	15.4%	23.7%
Help to bring discipline/effective supervision to implementation of investment projects	9.6%	11.4%	21.0%
Donor coordination	3.3%	8.7%	12.0%
Mobilizing third party financial resources	3.3%	6.0%	9.3%
Data and statistics	2.0%	3.3%	5.3%
Convening/facilitating	0.7%	2.0%	2.7%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.3%	1.7%	2.0%
Other	0.3%	0.7%	1.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=336)
Too influenced by developed countries	37.8%
Not collaborating enough with stakeholders outside the Government	20.8%
Imposing technocratic solutions without regard to political realities	17.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	14.0%
Not adequately sensitive to political/social realities in Malawi	13.4%
Its advice and strategies do not lend themselves to practical problem solving	12.8%
World Bank Group's processes too complex	12.2%
Not enough public disclosure of its work	11.3%
Not exploring alternative policy options	9.2%
Not willing to honestly criticize policies and reform efforts in the country	8.3%
Too few staff to adequately interact with the client	7.7%
Arrogant in its approach	5.1%
Not aligned with country priorities	4.5%
Don't know	3.9%
Other	2.7%
Not client focused	2.4%
Not aligned with other donors' work	0.9%
The credibility of its knowledge/data	0.3%

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=336)
Investment lending (financing specific projects)	46.7%
Capacity development	41.4%
Multi-sectoral approaches	28.3%
Technical assistance (advice, best practice, international experience, etc.)	23.8%
Policy based lending/budget support to the Government	22.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	13.1%
Trust Fund management	6.3%
Don't know	3.3%
Other	1.8%

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

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi? (Select only ONE response)	Percentage of Respondents (N=337)
To a fully sufficient degree	6.5%
To a somewhat sufficient degree	51.6%
To a somewhat insufficient degree	23.7%
To a very insufficient degree	11.3%
Don't know	6.8%

To what extent do you agree with the following statements about the World Bank Group's work in Malawi? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in Malawi*	323	10	6.88	2.07
10. The World Bank Group's work is aligned with what I consider the development priorities for Malawi*	312	14	6.44	2.25

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
11. Responsiveness to needs*	317	12	6.16	2.00
12. Flexibility (in terms of the institution's products and services)*	292	33	5.13	1.95
13. Flexibility (in terms of changing country circumstances)*	295	30	5.32	1.89
14. Being inclusive*	301	21	5.84	2.06
15. Openness (sharing data and other information)*	314	14	6.63	2.36
16. Collaboration with the Government*	319	13	7.74	1.85
17. The speed in which it gets things accomplished on the ground*	293	34	5.54	2.02
18. Ease of access to the people at the World Bank Group who are making decisions important to my work*	290	39	5.72	2.41
19. Collaboration with civil society*	257	73	6.25	2.31
20. Staff accessibility*	284	43	5.87	2.35
21. Sufficient technical staff in the country office	251	75	6.01	2.22
22. Collaboration with other donors and development partners*	291	40	7.85	1.80
23. Collaboration with the private sector*	256	73	6.27	2.12
24. Straightforwardness and honesty*	292	39	7.14	2.32
25. Treating clients and stakeholders in Malawi with respect*	294	38	7.29	2.18
26. Being a long-term partner*	319	13	8.68	1.81

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

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=329)
The Government works inefficiently	41.6%
Reforms are not well thought out in light of country challenges	32.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.2%
Lack of/inadequate levels of capacity in Government	24.9%
Political pressures and obstacles	22.8%
There is not an adequate level of citizen/civil society participation	21.3%
The World Bank Group works too slowly	7.6%
Poor donor coordination	6.4%
Not enough staff in the field to interact with stakeholders	5.2%
The World Bank Group does not do adequate follow through/follow-up	4.6%
Other	2.1%

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 Malawi? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Transport infrastructure	324	3	8.52	1.87
2. Food security	326	3	8.36	2.03
3. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	328	2	8.62	1.76
4. Natural resource management (e.g., mining)	319	3	7.25	2.27
5. Private sector development	319	3	7.84	1.92
6. Irrigation development	330	2	8.72	1.68
7. Industrial development	317	5	8.07	1.96
8. Public health	323	5	7.83	2.18
9. Energy	322	4	8.58	1.81
10. Child development	320	5	6.98	2.38
11. Integrated rural development	321	4	7.79	2.15
12. Climate change (e.g., mitigation, adaptation)	320	5	7.96	2.21
13. Poverty reduction	325	3	8.59	1.92
14. Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	322	7	7.15	2.40
15. Education	325	1	8.65	1.93
16. Agricultural development	320	2	8.86	1.55
17. Macroeconomic management and economic growth	324	3	8.40	1.80
18. Youth development and empowerment	320	6	7.51	2.11
19. Science and technology	321	6	7.93	1.99
20. Water and sanitation	324	5	8.05	1.88
21. Environmental management	323	6	7.78	2.10
22. Tourism	323	6	6.84	2.49



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 Malawi? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. Energy	183	145	6.46	2.27
2. Child development	145	178	6.06	2.21
3. Integrated rural development	215	105	6.73	1.98
4. Transport infrastructure	211	108	6.87	2.00
5. Food security	243	78	7.13	2.04
6. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	246	83	7.11	2.03
7. Natural resource management (e.g., mining)	185	141	6.25	2.04
8. Trade and private sector development	195	125	6.61	2.01
9. Irrigation development	217	108	6.54	2.21
10. Youth development and empowerment	163	155	5.55	2.20
11. Macroeconomic management and economic growth	228	92	7.15	2.09
12. Water and sanitation	214	113	6.97	2.13
13. Environmental management	190	137	6.63	2.12
14. Tourism	140	182	4.73	2.22
15. Climate change (e.g., mitigation, adaptation)	195	125	6.53	2.11
16. Poverty reduction	262	62	6.95	2.26
17. Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	176	147	6.53	2.33
18. Education	244	81	7.34	1.99
19. Agricultural development	260	71	7.15	2.06
20. Financial sector development	232	94	7.28	1.91
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group’s work help to achieve development results in Malawi? <i>(1-To no degree at all, 10-To a very significant degree)</i>	315	16	6.88	1.87
To what extent do you agree with the following statements about the World Bank Group in Malawi? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Malawi*	294	37	6.15	2.13
5. The World Bank Group meets Malawi’s needs for knowledge services (e.g., research, analysis, data, technical assistance)*	291	37	6.62	1.96
Measuring and Correcting the World Bank Group’s Work	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Malawi? <i>(1-To no degree at all, 10-To a very significant degree)</i>	228	102	6.50	1.94

**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=334)
Weekly	4.8%
Monthly	12.6%
A few times a year	36.8%
Rarely	24.0%
Never	21.9%

In Malawi, 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	265	58	6.30	1.97
3. Include appropriate level of stakeholder involvement during preparation	274	49	6.46	1.97
4. Lead to practical solutions	285	40	6.24	2.04
5. Are accessible (well written and easy to understand)	286	37	6.73	2.13
6. Are source of relevant information on global good practices	293	30	7.68	1.85
7. Are adequately disseminated	284	38	6.14	2.29
8. Are adaptable to Malawi's specific development challenges and country circumstances*	294	31	6.11	2.19
9. Are useful for policy makers	294	32	7.63	1.91

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)	310	21	6.94	2.06
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)	296	35	7.67	1.68

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	252	78	6.12	2.22
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	291	38	7.74	1.80
3. The World Bank Group's approvals and reviews are done in a timely fashion	258	72	6.43	2.05
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	220	106	6.80	2.17
5. The World Bank Group's conditions on its lending are reasonable	243	77	6.11	2.26
6. The World Bank Group takes decisions quickly in Malawi*	254	65	5.94	2.16
7. Working with the World Bank Group increases Malawi's institutional capacity	283	42	7.58	1.86
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	235	90	7.34	2.29
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	283	41	7.50	1.99

WBG Promoting PPP in Malawi	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 Malawi? (1-To no degree at all, 10-To a very significant degree)	261	69	6.65	1.99

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

11. Which of the following best describes the World Bank Group's support in Malawi? (Select only ONE response)	Percentage of Respondents (N=332)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Malawi	57.8%
The World Bank Group is not sufficiently selective in Malawi, and it is involved in too many areas of development	20.5%
Don't know	21.7%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=334)
Increase the level of capacity development in the country	36.8%
Reach out more to groups outside of Government	35.0%
Reduce the complexity of obtaining World Bank Group financing	28.4%
Offer more innovative financial products	20.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.0%
Improve the quality of its experts as related to Malawi's specific challenges	13.2%
Ensure greater selectivity in its work	10.5%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	8.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.6%
Offer more innovative knowledge services	6.3%
Work faster	4.8%
Other	4.2%

2. When considering the combination of services that the World Bank Group offers in Malawi, 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 Malawi? (Select only ONE response)	Percentage of Respondents (N=323)
The combination is appropriate for Malawi	44.6%
Financial services	34.1%
Knowledge products	17.6%
Don't know	2.2%
None of the above	1.2%
Convening services	0.3%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=329)
Local newspapers	62.0%
Internet	48.0%
Local radio	24.9%
Local television	12.8%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	12.5%
International television	9.1%
Periodicals	7.9%
Other	4.6%
International newspapers	3.6%
International radio	1.5%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=327)
World Bank Group's website	43.7%
World Bank Group's publications and other written materials	42.2%
World Bank Group's seminars/workshops/conferences	41.3%
e-Newsletters	27.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	21.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	8.9%
Mobile phones	4.9%
Other	2.1%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=311)
Yes	17.4%
No	82.6%

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=52)
World Bank Group's website	55.8%
World Bank Group's seminars/workshops/conferences	23.1%
Colleagues/Friends/Peer organizations	9.6%
News/Media	7.7%
World Bank Group's e-Newsletters	1.9%
Other	1.9%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=292)
Yes	20.9%
No	79.1%

6. Were you able to obtain this information?	Percentage of Respondents (N=60)
Yes	88.3%
No	11.7%

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

7. Do you have access to the Internet?	Percentage of Respondents (N=280)
Yes	97.5%
No	2.5%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=274)
Yes	63.9%
No	36.1%

9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=273)
Yes	9.5%
No	90.5%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=266)
High speed/WiFi	82.7%
Dial-up	17.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	213	72	7.81	2.00
12. I find the information on the World Bank Group's websites useful	210	70	8.37	1.71
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	93	187	7.26	2.34
14. 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.)	233	65	7.14	2.76
15. The World Bank Group is responsive to my information requests and inquiries	174	108	7.26	2.35

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=334)
Employee of a Ministry, Ministerial Department or Implementation Agency	25.1%
NGO/Community Based Organization	16.2%
Private Sector Organization	10.2%
Local Government Office or Staff	9.6%
Bilateral/Multilateral Agency	6.9%
Academia/Research Institute/Think Tank	5.1%
Other	4.2%
Media (press, radio, TV, web, etc.)	3.9%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	3.6%
Faith-Based Group	3.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/ oversight institution)	3.0%
Office of Parliamentarian	2.7%
Trade Union	1.5%
Office of Minister	1.2%
Private Foundation	1.2%
Financial Sector/Private Bank	1.2%
Office of the President, Prime Minister	0.9%
Youth Group	0.3%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=329)
Education	16.1%
Other	15.2%
Governance	10.3%
Urban, rural, and social development	9.1%
Agriculture	8.2%
Generalist (specialized in multiple sectors)	7.3%
Health, nutrition, and population	5.5%
Finance and markets	5.5%
Macroeconomics and fiscal management	4.0%
Trade and competitiveness	3.3%
Energy and extractives	2.4%
Poverty	2.4%
Environment and natural resources	2.1%
Transport and ICT	2.1%
Water	1.8%
Social protection and labor	1.5%
Public-private partnerships	1.2%
Gender	1.2%
Fragility, conflict and violence	0.3%
Climate change	0.3%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=327)
Yes	47.4%
No	52.6%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Malawi? (Select only ONE response)	Percentage of Respondents (N=261)
The World Bank (IDA)	75.5%
The International Finance Corporation (IFC)	5.4%
The Multilateral Investment Guarantee Agency (MIGA)	1.9%
Other	17.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=286)
Yes	17.1%
No	82.9%

6. If yes, what was your view of how the two institutions work together in Malawi? (Select only ONE response)	Percentage of Respondents (N=47)
The two institutions work well together	59.6%
The way the two institutions work together needs improvement	23.4%
The two institutions do not work well together	0.0%
Don't know	17.0%

7. Which of the following describes most of your exposure to the World Bank Group in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=319)
Engage in World Bank Group related/sponsored events/activities	36.4%
Collaborate as part of my professional duties	35.4%
Use World Bank Group reports/data	29.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.6%
Use World Bank Group website for information, data, research, etc.	24.8%

8. What's your gender?	Percentage of Respondents (N=337)
Female	23.4%
Male	76.6%

9. Which best represents your geographic location?	Percentage of Respondents (N=334)
City (e.g., Blantyre, Zomba, Lilongwe, Mzuzu)	79.6%
Town (e.g., Luchenza, Mponela, Bolero)	0.6%
District Headquarters (Boma)	16.2%
Rural District Area	3.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=7
- Office of Parliamentarian N=9
- Employee of a Ministry N=84
- PMU/Consultant on WBG-supported Project N=12
- Local Government N=32
- Bilateral/Multilateral Agency N=23
- Private Sector/Financial Sector/Private Bank N=38
- CSO N=75
- Media N=13
- Independent Government Institution N=10
- Academia/Research Institute/Think Tank N=17
- Other N=14

A. General Issues facing Malawi

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	85.7%	22.2%	48.8%	54.5%	62.5%	34.8%	32.4%	20.8%	23.1%	40.0%	25.0%	42.9%
The wrong direction	0.0%	77.8%	32.9%	27.3%	25.0%	52.2%	47.1%	68.1%	53.8%	30.0%	56.3%	42.9%
Not sure	14.3%	0.0%	18.3%	18.2%	12.5%	13.0%	20.6%	11.1%	23.1%	30.0%	18.8%	14.3%

*Significantly different between stakeholder groups

¹⁶ Only 334 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.



A. General Issues facing Malawi (continued)

Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi?
(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 Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Transport infrastructure	33.3%	11.1%	28.9%	27.3%	35.5%	17.4%	19.4%	8.1%	30.8%	20.0%	18.8%	35.7%
Food security	66.7%	22.2%	42.2%	36.4%	41.9%	26.1%	44.4%	48.6%	46.2%	50.0%	31.3%	50.0%
Public sector governance/reform	83.3%	44.4%	36.1%	45.5%	45.2%	47.8%	47.2%	44.6%	46.2%	80.0%	31.3%	71.4%
Natural resource management	0.0%	0.0%	1.2%	9.1%	0.0%	4.3%	2.8%	9.5%	7.7%	0.0%	6.3%	7.1%
Private sector development*	16.7%	0.0%	7.2%	18.2%	9.7%	21.7%	22.2%	6.8%	15.4%	0.0%	18.8%	35.7%
Irrigation development	33.3%	44.4%	28.9%	18.2%	32.3%	21.7%	11.1%	21.6%	30.8%	20.0%	25.0%	7.1%
Industrial development*	0.0%	0.0%	8.4%	27.3%	6.5%	0.0%	25.0%	8.1%	23.1%	30.0%	12.5%	7.1%
Public health*	16.7%	11.1%	12.0%	0.0%	0.0%	0.0%	11.1%	21.6%	15.4%	10.0%	25.0%	0.0%
Energy	0.0%	11.1%	18.1%	27.3%	9.7%	13.0%	22.2%	18.9%	23.1%	0.0%	12.5%	28.6%
Child development	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	5.4%	0.0%	0.0%	6.3%	7.1%
Integrated rural development*	0.0%	11.1%	8.4%	18.2%	41.9%	4.3%	0.0%	8.1%	0.0%	0.0%	6.3%	0.0%
Climate change	0.0%	11.1%	7.2%	0.0%	12.9%	8.7%	2.8%	10.8%	0.0%	10.0%	12.5%	0.0%
Education	33.3%	44.4%	37.3%	0.0%	19.4%	47.8%	19.4%	32.4%	15.4%	20.0%	37.5%	21.4%
Communicable/non-communicable diseases	0.0%	0.0%	1.2%	9.1%	0.0%	8.7%	0.0%	5.4%	0.0%	0.0%	6.3%	0.0%
Agricultural development	16.7%	44.4%	24.1%	18.2%	9.7%	30.4%	25.0%	24.3%	15.4%	20.0%	31.3%	14.3%
Youth development and empowerment	0.0%	0.0%	4.8%	0.0%	6.5%	4.3%	2.8%	8.1%	0.0%	20.0%	0.0%	0.0%
Macroeconomic management and economic growth	0.0%	11.1%	10.8%	18.2%	9.7%	39.1%	13.9%	10.8%	7.7%	10.0%	6.3%	7.1%
Water and sanitation	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	5.6%	1.4%	15.4%	0.0%	0.0%	0.0%
Environmental management	0.0%	11.1%	2.4%	9.1%	6.5%	0.0%	5.6%	1.4%	0.0%	0.0%	6.3%	0.0%
Tourism	0.0%	11.1%	3.6%	0.0%	3.2%	0.0%	2.8%	1.4%	0.0%	10.0%	0.0%	0.0%
Science and technology	0.0%	0.0%	7.2%	0.0%	9.7%	0.0%	8.3%	0.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Malawi? (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 Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	0.0%	7.1%	8.3%	0.0%	4.3%	5.4%	1.4%	0.0%	0.0%	0.0%	0.0%
Youth development and empowerment	14.3%	44.4%	17.9%	0.0%	28.1%	17.4%	13.5%	24.3%	23.1%	20.0%	11.8%	14.3%
Agricultural development	71.4%	55.6%	42.9%	41.7%	34.4%	56.5%	51.4%	48.6%	46.2%	50.0%	52.9%	35.7%
Climate change	0.0%	0.0%	8.3%	0.0%	12.5%	8.7%	0.0%	5.4%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	8.1%	2.7%	0.0%	0.0%	0.0%	0.0%
Environmental management*	0.0%	0.0%	1.2%	25.0%	3.1%	0.0%	5.4%	2.7%	0.0%	0.0%	11.8%	0.0%
Macroeconomic management and economic growth	0.0%	0.0%	20.2%	25.0%	21.9%	21.7%	21.6%	23.0%	30.8%	20.0%	11.8%	35.7%
Education	42.9%	66.7%	38.1%	0.0%	28.1%	52.2%	45.9%	35.1%	38.5%	40.0%	29.4%	28.6%
Science and technology	14.3%	0.0%	8.3%	0.0%	12.5%	4.3%	5.4%	6.8%	7.7%	10.0%	23.5%	0.0%
Tourism*	0.0%	22.2%	2.4%	0.0%	3.1%	4.3%	2.7%	0.0%	0.0%	10.0%	0.0%	0.0%
Transport infrastructure	0.0%	11.1%	14.3%	25.0%	25.0%	4.3%	13.5%	9.5%	0.0%	10.0%	17.6%	7.1%
Irrigation development	42.9%	22.2%	31.0%	33.3%	34.4%	21.7%	10.8%	23.0%	30.8%	20.0%	17.6%	14.3%
Industrial development	28.6%	0.0%	16.7%	16.7%	3.1%	8.7%	27.0%	6.8%	15.4%	30.0%	17.6%	21.4%
Child development	0.0%	0.0%	1.2%	0.0%	3.1%	4.3%	2.7%	2.7%	0.0%	0.0%	0.0%	7.1%
Energy*	0.0%	11.1%	13.1%	50.0%	6.3%	4.3%	18.9%	10.8%	30.8%	0.0%	5.9%	14.3%
Public sector governance/reform	14.3%	33.3%	22.6%	25.0%	31.3%	17.4%	27.0%	39.2%	30.8%	50.0%	35.3%	50.0%
Private sector development	28.6%	11.1%	11.9%	8.3%	9.4%	30.4%	16.2%	6.8%	0.0%	10.0%	23.5%	28.6%
Natural resource management	0.0%	0.0%	4.8%	8.3%	9.4%	4.3%	0.0%	8.1%	0.0%	0.0%	0.0%	7.1%
Public health	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	9.5%	15.4%	10.0%	5.9%	14.3%
Integrated rural development	28.6%	11.1%	17.9%	8.3%	18.8%	13.0%	5.4%	17.6%	7.7%	10.0%	11.8%	7.1%
Food security	14.3%	0.0%	15.5%	16.7%	15.6%	17.4%	18.9%	12.2%	23.1%	10.0%	11.8%	7.1%

*Significantly different between stakeholder groups



A. General Issues facing Malawi (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 Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Consistent economic growth	42.9%	33.3%	30.1%	40.0%	41.4%	31.8%	29.7%	20.3%	25.0%	55.6%	18.8%	28.6%
More reliable social safety net	0.0%	0.0%	6.0%	20.0%	6.9%	18.2%	0.0%	5.8%	8.3%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	14.3%	0.0%	19.3%	0.0%	3.4%	9.1%	18.9%	17.4%	16.7%	0.0%	18.8%	7.1%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	33.3%	12.0%	10.0%	24.1%	9.1%	13.5%	29.0%	16.7%	22.2%	18.8%	21.4%
Greater access to health and nutrition for citizens	28.6%	11.1%	4.8%	0.0%	0.0%	4.5%	13.5%	7.2%	8.3%	0.0%	6.3%	14.3%
Better entrepreneurial opportunities	14.3%	22.2%	21.7%	40.0%	20.7%	13.6%	29.7%	15.9%	25.0%	0.0%	6.3%	42.9%
A growing middle class*	14.3%	22.2%	3.6%	0.0%	6.9%	18.2%	8.1%	2.9%	25.0%	11.1%	0.0%	14.3%
Better governance and public sector management	14.3%	22.2%	14.5%	60.0%	13.8%	9.1%	10.8%	24.6%	25.0%	22.2%	31.3%	28.6%
Better opportunity for the poor who live in rural areas	0.0%	11.1%	18.1%	10.0%	24.1%	9.1%	5.4%	14.5%	8.3%	0.0%	25.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	6.3%	0.0%
Better employment opportunities for young people	0.0%	0.0%	6.0%	10.0%	0.0%	13.6%	2.7%	8.7%	8.3%	11.1%	6.3%	7.1%
Better employment opportunities for women	14.3%	0.0%	4.8%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	11.1%	6.3%	0.0%
Greater equity of fiscal policy	14.3%	0.0%	6.0%	0.0%	3.4%	0.0%	16.2%	5.8%	8.3%	11.1%	0.0%	0.0%
Education and training that better ensure job opportunity*	14.3%	22.2%	2.4%	0.0%	0.0%	22.7%	5.4%	10.1%	0.0%	0.0%	6.3%	7.1%
Education and training that better ensure entrepreneurship	14.3%	11.1%	42.2%	0.0%	41.4%	18.2%	32.4%	24.6%	25.0%	33.3%	37.5%	14.3%
Better quality public services	0.0%	0.0%	8.4%	0.0%	10.3%	9.1%	8.1%	8.7%	0.0%	22.2%	6.3%	7.1%
Other	0.0%	11.1%	0.0%	10.0%	3.4%	9.1%	0.0%	1.4%	0.0%	0.0%	6.3%	7.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very big problem	42.9%	88.9%	83.3%	41.7%	78.1%	56.5%	73.7%	80.0%	92.3%	50.0%	76.5%	57.1%
A moderately big problem	57.1%	11.1%	14.3%	50.0%	15.6%	43.5%	18.4%	17.3%	7.7%	40.0%	23.5%	28.6%
A small problem	0.0%	0.0%	2.4%	0.0%	3.1%	0.0%	2.6%	1.3%	0.0%	10.0%	0.0%	14.3%
Not a problem at all	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	5.3%	1.3%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Malawi (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very serious problem	100.0%	77.8%	86.9%	100.0%	71.9%	87.0%	71.1%	77.3%	69.2%	80.0%	64.7%	78.6%
A somewhat serious problem	0.0%	22.2%	10.7%	0.0%	28.1%	8.7%	28.9%	17.3%	30.8%	10.0%	29.4%	21.4%
Not too serious problem	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	10.0%	5.9%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	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			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malawi?*	7	8.71	0.76	9	6.67	2.06	83	6.52	2.19	12	8.33	1.23	32	6.69	1.42	22	6.45	2.09	38	6.26	1.80	74	5.89	2.30	13	6.77	1.30	10	7.10	2.51	17	6.76	1.71	14	6.00	2.48

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

	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			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	7	7.43	1.40	8	5.50	2.33	79	6.72	2.11	12	7.67	2.74	31	6.71	2.25	19	6.68	1.86	36	5.89	1.65	70	6.00	2.02	13	6.69	2.02	10	6.50	1.90	17	6.24	1.86	12	6.58	1.08

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

	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			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malawi solve its most complicated development challenges?*	7	8.29	1.50	9	5.78	2.28	73	6.66	2.19	12	7.67	1.44	26	6.88	2.01	19	7.68	1.70	36	6.22	1.90	57	6.47	2.15	13	7.31	1.55	9	7.11	2.37	14	5.93	1.49	12	6.58	1.98

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



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

When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Industrial development	14.3%	11.1%	20.2%	33.3%	16.7%	9.1%	28.9%	11.1%	30.8%	40.0%	29.4%	7.1%
Public health	14.3%	0.0%	14.3%	0.0%	3.3%	0.0%	7.9%	13.9%	7.7%	0.0%	11.8%	7.1%
Energy*	0.0%	11.1%	27.4%	50.0%	10.0%	27.3%	23.7%	18.1%	0.0%	0.0%	23.5%	28.6%
Child development	14.3%	0.0%	1.2%	0.0%	3.3%	0.0%	0.0%	5.6%	0.0%	0.0%	5.9%	0.0%
Integrated rural development*	28.6%	11.1%	15.5%	16.7%	46.7%	4.5%	5.3%	16.7%	23.1%	20.0%	17.6%	14.3%
Transport infrastructure	28.6%	33.3%	19.0%	41.7%	26.7%	31.8%	21.1%	13.9%	15.4%	30.0%	11.8%	7.1%
Food security	28.6%	0.0%	19.0%	16.7%	13.3%	9.1%	10.5%	13.9%	30.8%	10.0%	0.0%	7.1%
Public sector governance/reform*	57.1%	44.4%	17.9%	16.7%	20.0%	54.5%	42.1%	36.1%	38.5%	60.0%	29.4%	71.4%
Natural resource management	0.0%	0.0%	6.0%	16.7%	3.3%	13.6%	2.6%	4.2%	7.7%	0.0%	11.8%	0.0%
Private sector development*	14.3%	0.0%	7.1%	25.0%	6.7%	9.1%	28.9%	9.7%	7.7%	0.0%	23.5%	35.7%
Irrigation development	42.9%	22.2%	31.0%	16.7%	40.0%	27.3%	10.5%	26.4%	30.8%	10.0%	41.2%	7.1%
Youth development and empowerment	0.0%	22.2%	9.5%	8.3%	20.0%	4.5%	7.9%	19.4%	23.1%	30.0%	11.8%	21.4%
Water and sanitation	0.0%	11.1%	7.1%	8.3%	0.0%	9.1%	2.6%	2.8%	0.0%	0.0%	0.0%	0.0%
Environmental management	0.0%	11.1%	4.8%	16.7%	10.0%	0.0%	5.3%	4.2%	0.0%	0.0%	5.9%	0.0%
Tourism*	0.0%	22.2%	0.0%	0.0%	3.3%	0.0%	10.5%	2.8%	0.0%	10.0%	0.0%	0.0%
Climate change	14.3%	0.0%	7.1%	0.0%	10.0%	4.5%	2.6%	13.9%	0.0%	10.0%	5.9%	7.1%
Education	42.9%	33.3%	35.7%	0.0%	26.7%	18.2%	21.1%	23.6%	30.8%	10.0%	47.1%	21.4%
Agricultural development	0.0%	44.4%	35.7%	25.0%	13.3%	13.6%	31.6%	34.7%	15.4%	30.0%	17.6%	21.4%
Macroeconomic management and economic growth*	0.0%	11.1%	9.5%	8.3%	16.7%	50.0%	21.1%	11.1%	15.4%	20.0%	5.9%	28.6%
Science and technology	0.0%	0.0%	7.1%	0.0%	10.0%	4.5%	5.3%	11.1%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	11.1%	1.2%	0.0%	0.0%	0.0%	2.6%	2.8%	7.7%	10.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	28.6%	33.3%	15.2%	8.3%	12.0%	38.1%	27.3%	20.0%	15.4%	25.0%	28.6%	42.9%
Data and statistics	0.0%	0.0%	3.8%	0.0%	0.0%	4.8%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	28.6%	33.3%	46.8%	41.7%	40.0%	33.3%	21.2%	26.2%	53.8%	25.0%	21.4%	21.4%
Capacity development	28.6%	16.7%	15.2%	8.3%	16.0%	19.0%	21.2%	15.4%	0.0%	12.5%	35.7%	21.4%
Technical assistance	14.3%	0.0%	6.3%	0.0%	12.0%	0.0%	6.1%	13.8%	23.1%	0.0%	7.1%	7.1%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	0.0%	5.1%	25.0%	12.0%	0.0%	15.2%	16.9%	7.7%	25.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	3.8%	16.7%	0.0%	4.8%	3.0%	3.1%	0.0%	12.5%	0.0%	0.0%
Donor coordination	0.0%	16.7%	2.5%	0.0%	8.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	7.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	0.0%	0.0%	14.1%	25.0%	12.0%	35.0%	12.1%	20.3%	15.4%	12.5%	21.4%	14.3%
Data and statistics*	0.0%	16.7%	0.0%	8.3%	0.0%	15.0%	3.0%	1.6%	7.7%	12.5%	0.0%	7.1%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	3.1%	0.0%	0.0%	14.3%	0.0%
Financial resources	28.6%	0.0%	16.7%	25.0%	28.0%	10.0%	21.2%	23.4%	7.7%	25.0%	35.7%	14.3%
Capacity development	28.6%	16.7%	19.2%	8.3%	20.0%	5.0%	3.0%	17.2%	23.1%	12.5%	0.0%	7.1%
Technical assistance	0.0%	0.0%	15.4%	8.3%	16.0%	20.0%	18.2%	14.1%	15.4%	37.5%	7.1%	21.4%
Help to bring discipline/effective supervision to implementation of investment projects	28.6%	16.7%	10.3%	16.7%	12.0%	5.0%	18.2%	7.8%	23.1%	0.0%	14.3%	0.0%
Mobilizing third party financial resources	14.3%	33.3%	10.3%	0.0%	8.0%	0.0%	3.0%	1.6%	7.7%	0.0%	0.0%	14.3%
Donor coordination	0.0%	16.7%	12.8%	8.3%	4.0%	5.0%	12.1%	7.8%	0.0%	0.0%	7.1%	14.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	1.3%	0.0%	0.0%	5.0%	6.1%	1.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups



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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Too influenced by developed countries	28.6%	44.4%	42.9%	41.7%	45.2%	13.0%	35.1%	37.8%	46.2%	60.0%	35.3%	28.6%
Not exploring alternative policy options*	14.3%	33.3%	6.0%	0.0%	9.7%	21.7%	5.4%	5.4%	23.1%	30.0%	5.9%	7.1%
Not collaborating enough with stakeholders outside the Government*	0.0%	11.1%	7.1%	16.7%	9.7%	4.3%	35.1%	45.9%	23.1%	10.0%	11.8%	21.4%
Its advice and strategies do not lend themselves to practical problem solving	14.3%	22.2%	9.5%	16.7%	25.8%	4.3%	13.5%	8.1%	15.4%	10.0%	11.8%	21.4%
Not enough public disclosure of its work	0.0%	22.2%	7.1%	8.3%	12.9%	4.3%	16.2%	17.6%	7.7%	0.0%	11.8%	14.3%
Arrogant in its approach	0.0%	11.1%	7.1%	0.0%	3.2%	4.3%	5.4%	1.4%	15.4%	10.0%	5.9%	0.0%
Not client focused	0.0%	0.0%	4.8%	0.0%	3.2%	0.0%	5.4%	0.0%	0.0%	0.0%	5.9%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	28.6%	0.0%	14.3%	0.0%	12.9%	21.7%	10.8%	10.8%	23.1%	0.0%	5.9%	7.1%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	11.1%	3.6%	8.3%	0.0%	8.7%	16.2%	12.2%	0.0%	20.0%	5.9%	21.4%
Too few staff to adequately interact with the client	0.0%	0.0%	8.3%	25.0%	12.9%	13.0%	2.7%	8.1%	0.0%	10.0%	5.9%	0.0%
Imposing technocratic solutions without regard to political realities	57.1%	22.2%	14.3%	25.0%	22.6%	30.4%	13.5%	13.5%	23.1%	10.0%	29.4%	7.1%
World Bank Group's processes too slow	28.6%	11.1%	21.4%	25.0%	3.2%	21.7%	10.8%	6.8%	7.7%	0.0%	17.6%	28.6%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	1.4%	0.0%	0.0%	0.0%	7.1%
Not aligned with country priorities	0.0%	0.0%	2.4%	0.0%	16.1%	4.3%	5.4%	4.1%	0.0%	0.0%	11.8%	0.0%
Not adequately sensitive to political/social realities in Malawi	14.3%	0.0%	14.3%	8.3%	16.1%	8.7%	5.4%	13.5%	15.4%	20.0%	29.4%	7.1%
Other	0.0%	11.1%	1.2%	0.0%	3.2%	0.0%	8.1%	2.7%	0.0%	0.0%	0.0%	7.1%
Don't know	0.0%	0.0%	9.5%	8.3%	0.0%	4.3%	0.0%	1.4%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Trust Fund management	0.0%	0.0%	6.0%	8.3%	9.4%	8.7%	2.6%	8.3%	0.0%	0.0%	5.9%	7.1%
Knowledge products/services*	14.3%	11.1%	6.0%	0.0%	9.4%	39.1%	13.2%	11.1%	15.4%	30.0%	17.6%	21.4%
Capacity development	57.1%	66.7%	40.5%	33.3%	53.1%	21.7%	44.7%	34.7%	38.5%	50.0%	52.9%	42.9%
Technical assistance	14.3%	11.1%	22.6%	25.0%	21.9%	34.8%	26.3%	31.9%	30.8%	10.0%	0.0%	21.4%
Investment lending	57.1%	88.9%	40.5%	75.0%	46.9%	56.5%	52.6%	41.7%	38.5%	40.0%	35.3%	50.0%
Policy based lending/budget support to the Government	28.6%	0.0%	31.0%	8.3%	34.4%	8.7%	18.4%	15.3%	30.8%	20.0%	23.5%	14.3%
Multi-sectoral approaches	28.6%	22.2%	29.8%	33.3%	12.5%	17.4%	26.3%	29.2%	38.5%	40.0%	47.1%	42.9%
Other	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.6%	4.2%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	6.0%	0.0%	3.1%	0.0%	2.6%	4.2%	0.0%	0.0%	5.9%	0.0%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
To a fully sufficient degree	14.3%	0.0%	6.0%	8.3%	9.4%	13.0%	5.3%	6.8%	0.0%	0.0%	0.0%	7.1%
To a somewhat sufficient degree	71.4%	33.3%	59.0%	58.3%	75.0%	56.5%	28.9%	43.2%	92.3%	60.0%	41.2%	21.4%
To a somewhat insufficient degree	0.0%	33.3%	19.3%	16.7%	12.5%	17.4%	44.7%	27.0%	0.0%	10.0%	29.4%	50.0%
To a very insufficient degree	14.3%	33.3%	9.6%	8.3%	0.0%	0.0%	21.1%	14.9%	0.0%	0.0%	23.5%	7.1%
Don't know	0.0%	0.0%	6.0%	8.3%	3.1%	13.0%	0.0%	8.1%	7.7%	30.0%	5.9%	14.3%

*Significantly different between stakeholder groups

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

	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			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall the World Bank Group currently plays a relevant role in development in Malawi*	7	8.14	1.46	9	5.89	2.26	78	7.03	2.06	12	8.42	1.44	32	6.88	2.23	21	7.81	1.72	36	6.53	1.87	71	6.66	2.20	12	7.25	1.29	10	6.70	2.50	17	6.12	1.93	13	6.15	1.68
The World Bank Group's work is aligned with what I consider the development priorities for Malawi*	7	8.29	1.25	9	5.78	2.68	79	6.84	2.43	12	7.83	2.44	30	5.93	2.13	19	7.74	1.76	35	5.66	1.76	67	6.25	2.38	12	5.92	1.68	10	6.40	2.07	16	5.38	1.45	12	6.42	1.62

*Significantly different between stakeholder groups



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

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

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	7	7.14	1.57	9	5.78	2.22	78	6.85	1.89	12	7.25	2.26	31	6.06	2.26	21	6.67	1.68	36	5.61	1.76	67	5.54	1.97	12	5.75	1.54	20	6.20	1.69	17	6.12	2.00	12	5.50	2.28
Flexibility (in terms of the institution's products and services)*	7	5.86	1.77	8	4.88	2.47	74	5.72	1.85	12	7.33	1.72	29	4.55	1.53	20	5.20	1.54	33	4.76	1.60	56	4.54	2.18	11	4.91	1.51	10	5.80	2.57	16	4.69	1.78	12	4.25	1.29
Flexibility (in terms of changing country circumstances)*	7	6.29	2.06	9	4.56	2.13	71	5.75	1.94	12	6.75	1.60	30	4.60	1.77	18	5.89	1.49	34	5.26	1.29	60	5.15	2.21	12	4.75	0.97	9	4.44	1.42	17	5.18	1.91	11	4.64	1.57
Being inclusive*	7	7.14	1.86	8	5.38	2.45	73	6.55	1.86	11	7.91	1.14	29	5.76	2.03	19	5.95	1.47	35	5.20	1.78	64	5.13	2.43	12	5.75	0.87	10	6.30	2.16	16	5.44	1.67	12	5.50	2.07
Openness (sharing data and other information)*	7	7.14	1.68	9	5.22	2.59	77	7.26	2.14	12	8.33	1.15	31	6.74	2.37	21	7.14	1.80	37	5.92	1.95	63	5.97	2.89	13	5.85	1.95	10	7.80	2.70	17	6.00	2.18	12	6.67	1.87
Collaboration with the Government*	7	7.29	1.50	9	6.56	2.01	79	8.18	1.70	12	9.17	1.03	30	7.87	1.94	21	7.62	1.75	37	7.43	1.76	67	7.94	1.86	13	6.85	1.46	10	6.90	2.33	17	6.47	1.97	12	7.42	1.83
The speed in which it gets things accomplished on the ground*	7	6.43	2.23	8	5.13	3.00	72	6.29	1.85	12	6.25	2.42	31	5.61	2.16	18	4.78	1.83	32	5.19	1.40	58	4.84	2.02	11	5.82	1.60	10	5.60	2.59	17	5.41	1.97	12	5.42	1.68
Ease of access to the people at the World Bank Group who are making decisions important to my work*	7	7.86	1.95	9	4.33	2.35	71	6.61	2.24	11	7.73	2.53	28	4.54	2.17	20	6.60	2.01	31	5.77	2.36	60	4.58	2.22	12	6.08	1.51	10	6.70	2.63	15	5.00	2.07	12	5.08	2.11
Collaboration with civil society*	7	7.29	1.60	9	6.22	2.44	54	7.22	1.97	8	7.00	1.41	26	7.15	2.22	14	5.50	1.99	25	6.60	1.89	64	5.02	2.60	12	6.50	1.45	8	6.13	2.30	16	5.88	2.16	10	5.80	2.20
Staff accessibility*	7	7.57	1.72	8	4.38	1.60	71	6.72	2.00	11	7.82	2.04	27	4.89	2.01	19	7.16	2.34	28	5.96	2.20	60	4.47	2.10	12	6.50	1.98	10	6.90	2.88	14	5.57	2.03	13	5.31	2.43
Sufficient technical staff in the country office	7	7.14	2.04	8	5.13	1.81	61	6.38	2.15	12	6.50	2.39	25	5.92	2.36	18	6.22	2.32	26	6.23	2.14	53	5.34	2.43	12	6.00	1.65	8	6.75	1.49	11	5.09	1.97	7	6.57	1.27
Collaboration with other donors and development partners	7	8.57	1.40	7	7.86	2.04	71	8.21	1.56	12	8.08	1.78	28	8.04	1.91	22	7.32	1.76	32	7.69	1.71	61	7.84	2.01	12	7.50	1.73	8	8.50	1.07	15	7.13	1.88	11	6.91	2.26
Collaboration with the private sector	7	7.43	2.64	8	5.88	2.95	55	7.04	1.87	9	6.78	2.64	24	6.13	2.27	14	6.57	1.45	37	5.59	2.30	57	6.00	2.03	12	6.17	1.40	8	6.88	1.64	14	5.93	2.30	8	5.00	2.20
Straightforwardness and honesty	7	7.86	1.57	7	6.14	2.61	74	7.54	2.22	12	8.08	2.27	27	7.74	2.60	19	7.47	1.50	31	7.00	2.07	60	6.25	2.58	13	6.77	2.39	9	7.56	2.51	17	7.41	1.91	11	7.00	2.45
Treating clients and stakeholders in Malawi with respect	7	7.71	2.14	9	5.89	2.15	76	7.63	2.13	12	8.42	1.83	25	7.28	1.95	19	7.79	1.72	37	7.05	2.12	56	6.98	2.32	13	7.38	2.18	9	7.67	2.50	15	7.00	2.10	12	6.92	2.61
Being a long-term partner	7	9.00	1.00	9	7.67	2.29	80	8.89	1.88	12	9.33	0.78	31	9.16	1.61	22	8.23	1.88	36	8.17	2.02	66	8.89	1.67	13	8.46	1.56	9	8.56	2.01	17	8.24	1.95	12	8.00	2.09

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	28.6%	22.2%	33.3%	25.0%	36.7%	39.1%	56.8%	42.9%	69.2%	60.0%	46.7%	50.0%
Poor donor coordination	28.6%	0.0%	7.1%	0.0%	6.7%	4.3%	5.4%	7.1%	0.0%	10.0%	0.0%	14.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	71.4%	22.2%	25.0%	16.7%	26.7%	30.4%	29.7%	21.4%	7.7%	30.0%	26.7%	14.3%
Lack of/inadequate levels of capacity in Government	14.3%	33.3%	25.0%	41.7%	13.3%	47.8%	18.9%	22.9%	15.4%	20.0%	13.3%	50.0%
There is not an adequate level of citizen/civil society participation*	0.0%	11.1%	13.1%	16.7%	23.3%	17.4%	10.8%	42.9%	30.8%	10.0%	20.0%	14.3%
The World Bank Group works too slowly	0.0%	22.2%	6.0%	8.3%	10.0%	8.7%	10.8%	5.7%	7.7%	10.0%	13.3%	0.0%
Not enough staff in the field to interact with stakeholders	0.0%	0.0%	10.7%	8.3%	3.3%	4.3%	0.0%	5.7%	0.0%	0.0%	6.7%	0.0%
The World Bank Group does not do adequate follow through/follow-up	0.0%	11.1%	3.6%	8.3%	6.7%	8.7%	2.7%	2.9%	7.7%	0.0%	0.0%	7.1%
Political pressures and obstacles	14.3%	22.2%	27.4%	41.7%	30.0%	21.7%	18.9%	11.4%	30.8%	20.0%	33.3%	21.4%
Reforms are not well thought out in light of country challenges	42.9%	33.3%	36.9%	25.0%	36.7%	4.3%	45.9%	31.4%	15.4%	30.0%	40.0%	21.4%
Other	0.0%	0.0%	3.6%	0.0%	3.3%	4.3%	0.0%	1.4%	0.0%	0.0%	0.0%	7.1%

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

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Transport infrastructure	7	9.57	0.79	9	8.78	1.20	82	8.87	1.71	12	9.33	0.98	30	8.90	1.67	22	8.09	1.72	37	8.30	2.34	68	8.18	2.01	13	7.77	2.09	9	9.22	1.09	17	8.24	2.02	14	7.93
Food security	7	9.43	0.79	9	7.89	1.83	83	8.69	2.03	12	7.75	2.70	30	8.77	1.63	22	7.50	2.30	37	7.89	2.21	70	8.60	1.76	13	8.31	1.93	9	8.44	2.01	16	7.94	2.17	14	7.71	2.30
Public sector governance/reform	7	9.57	0.79	9	8.67	1.50	83	8.55	1.71	12	8.83	1.27	30	8.60	1.99	21	8.38	1.60	38	8.50	2.00	70	8.86	1.67	13	8.46	1.76	10	8.80	2.20	17	8.12	1.73	14	8.64	1.91
Natural resource management	7	7.86	2.19	9	7.11	2.80	79	7.44	2.08	11	7.45	2.34	30	7.77	1.92	20	6.50	1.96	38	7.32	2.30	69	7.13	2.53	13	6.77	2.42	9	6.89	2.98	16	7.94	1.65	14	6.21	2.72
Private sector development	7	9.43	1.13	9	7.22	2.54	80	7.63	2.01	12	8.42	1.88	30	7.97	1.71	21	7.86	1.90	37	8.22	1.69	67	7.90	2.02	12	8.00	1.54	9	8.33	1.66	17	7.12	1.96	14	7.86	1.51
Irrigation development	7	9.00	1.83	9	8.56	2.13	83	8.99	1.80	12	9.00	1.04	30	9.10	1.45	22	8.36	1.47	38	8.61	1.64	72	8.64	1.65	13	8.15	1.86	10	9.20	1.87	16	8.75	1.29	14	7.86	1.41
Industrial development*	7	9.57	0.79	8	7.00	1.85	81	8.41	1.81	11	8.27	1.90	30	7.90	1.92	20	7.30	2.11	37	8.08	2.27	68	7.97	1.93	13	8.08	1.61	9	9.00	1.50	15	8.73	1.10	14	6.93	2.37
Public health	7	8.43	2.07	9	8.78	2.05	83	7.98	2.38	11	7.55	1.92	29	8.10	2.02	20	6.20	1.79	37	7.70	2.20	71	8.17	1.95	13	7.54	2.76	9	7.78	2.54	16	7.50	2.10	14	7.36	1.82
Energy	7	9.57	0.79	9	9.22	1.09	84	8.88	1.86	12	9.00	1.48	30	8.87	1.78	22	8.23	1.31	37	8.41	2.29	67	8.25	1.75	12	8.17	1.85	9	8.44	1.59	16	8.38	1.54	13	8.54	1.56
Child development*	6	7.17	2.79	8	7.38	2.00	83	7.18	2.43	12	6.42	3.15	30	7.00	2.23	19	4.95	2.41	36	6.89	2.04	70	7.47	2.26	13	7.69	1.80	9	6.78	2.39	16	6.37	2.42	14	6.50	2.31
Integrated rural development*	7	8.14	2.27	9	7.22	1.56	83	8.23	2.08	12	7.42	2.97	30	8.53	1.93	20	6.45	2.11	37	6.95	2.19	69	7.96	2.03	12	8.33	1.23	9	7.78	2.28	15	8.27	1.03	14	6.57	2.65
Climate change*	7	8.29	2.36	9	7.78	2.17	79	8.16	2.22	12	8.50	1.45	30	8.30	1.91	20	7.30	2.41	36	7.11	2.41	72	8.54	1.88	13	7.54	2.18	9	7.33	2.55	15	8.00	1.96	14	6.57	3.06
Poverty reduction*	7	9.57	0.79	9	8.78	1.64	82	8.70	2.06	11	8.36	2.01	30	8.80	1.71	20	7.90	1.77	38	7.97	2.17	71	8.85	1.70	13	9.15	1.07	9	7.89	1.62	17	9.35	0.86	13	7.46	2.79
Communicable/non-communicable diseases*	7	8.29	1.70	9	7.89	2.15	81	7.47	2.51	12	7.25	2.01	30	7.63	1.65	20	5.45	2.16	36	7.06	2.14	72	7.15	2.57	13	7.31	3.01	9	7.00	2.92	16	7.00	2.10	13	5.77	2.42
Education*	7	9.29	0.95	9	9.56	0.88	83	8.92	1.91	12	8.58	1.62	30	8.97	1.65	22	7.36	2.04	37	8.27	2.06	70	8.70	1.99	13	8.69	1.55	9	8.67	2.18	16	9.38	0.89	13	7.62	2.33
Agricultural development	7	9.57	0.79	8	9.00	1.20	79	8.99	1.59	11	8.82	1.54	30	9.03	1.52	22	8.55	1.34	36	8.61	1.52	70	9.00	1.46	13	8.38	1.66	9	9.22	1.64	17	9.12	1.41	14	8.00	2.00
Macroeconomic management and economic growth*	7	9.00	1.15	9	8.00	1.22	83	8.39	1.95	12	9.08	1.08	29	8.86	1.46	21	9.00	1.14	37	8.49	1.64	70	8.43	1.87	13	8.62	1.04	9	7.67	2.12	17	7.47	1.42	13	7.15	2.79
Youth development and empowerment	7	8.86	1.07	9	7.89	1.83	80	7.60	2.20	12	6.25	2.49	30	7.43	1.99	20	6.70	2.34	36	7.25	1.93	70	7.96	2.00	13	8.08	1.66	9	7.44	2.55	17	7.24	2.08	13	6.85	2.08
Science and technology*	7	8.43	2.07	9	7.78	1.79	82	8.32	1.86	12	7.92	1.83	30	8.37	1.65	20	6.50	2.21	37	7.84	1.91	70	7.77	2.17	12	8.00	1.86	9	8.11	1.69	16	8.44	1.55	13	6.85	2.12
Water and sanitation	7	8.71	1.11	9	9.11	1.17	83	8.40	1.87	12	8.33	1.78	30	8.40	1.54	21	7.48	1.40	37	8.16	1.57	71	7.56	2.12	13	7.62	2.06	9	8.22	2.17	15	7.87	2.13	13	7.54	1.85
Environmental management	7	8.43	2.23	9	8.56	1.24	83	8.13	2.04	12	8.92	1.51	30	8.07	1.74	20	6.95	2.06	37	7.51	2.01	72	7.74	2.20	11	6.91	2.66	9	7.56	1.88	16	7.31	1.99	13	6.77	2.59
Tourism*	7	8.57	1.62	9	8.22	1.56	81	7.57	2.19	12	6.67	2.96	29	6.93	2.55	20	5.30	2.13	37	7.19	2.31	71	6.04	2.48	13	6.85	2.85	10	7.00	2.16	17	7.41	2.53	13	5.08	2.78

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

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy*	6	8.83	1.17	6	4.33	2.80	40	7.33	2.08	9	6.11	2.37	18	6.83	2.07	14	7.14	1.23	24	6.08	2.64	39	5.74	2.40	6	5.83	1.83	7	6.29	2.06	7	5.43	1.90	7	6.57	1.27
Child development	4	8.00	0.82	5	5.80	1.92	34	6.65	2.00	5	7.00	2.83	12	5.33	2.06	5	4.80	1.10	17	5.59	2.45	39	6.00	2.45	4	5.50	2.38	5	6.40	1.67	7	5.71	2.29	4	4.75	1.71
Integrated rural development	7	7.57	1.90	9	5.56	2.35	44	7.30	1.71	11	7.36	2.20	21	6.81	1.78	12	6.00	2.00	22	6.55	1.92	48	6.71	2.24	9	7.33	1.12	6	6.33	1.97	12	6.33	1.97	10	5.80	1.99
Transport infrastructure*	6	7.67	1.21	8	5.25	2.05	49	7.53	1.72	6	7.67	1.97	23	7.48	1.81	11	7.18	1.94	28	6.54	2.25	43	6.35	2.18	9	6.89	1.83	7	6.86	1.77	9	5.78	2.11	9	6.67	1.66
Food security*	7	8.00	1.15	7	5.57	2.57	60	7.73	1.89	11	8.27	2.61	23	7.61	1.31	18	7.17	1.65	25	6.56	1.94	52	6.62	2.37	9	7.11	1.45	6	6.33	1.75	13	6.92	1.89	8	6.62	1.77
Public sector governance/reform	7	7.86	0.69	8	6.38	1.85	56	7.43	2.13	10	7.80	1.48	22	7.27	1.91	20	7.55	1.76	27	6.70	2.00	53	6.92	2.34	11	7.27	2.33	7	6.29	1.98	12	6.75	1.96	9	6.67	1.58
Natural resource management*	7	7.43	1.99	6	4.50	2.74	43	7.00	1.95	9	7.11	1.05	18	6.61	1.69	14	7.14	1.41	20	5.85	1.98	41	5.61	2.30	6	5.00	1.10	6	5.50	1.38	9	5.89	1.69	5	5.20	2.17
Trade and private sector development	6	8.17	0.75	6	4.67	2.25	36	7.17	1.93	9	7.22	2.22	19	6.68	1.77	14	7.29	1.54	31	6.23	2.32	40	6.47	2.06	9	6.22	1.86	5	5.40	1.82	10	6.40	1.71	8	6.25	1.49
Irrigation development*	5	6.80	2.17	6	3.67	2.34	53	7.08	2.12	12	8.42	1.44	21	7.10	1.79	16	6.63	1.82	23	6.39	1.90	47	6.38	2.45	8	5.13	2.03	7	5.57	1.81	10	5.70	2.00	7	5.29	2.14
Youth development and empowerment	5	6.60	2.51	6	4.33	2.94	35	5.74	1.72	5	6.00	1.87	16	6.31	2.27	7	5.86	2.54	21	5.33	1.91	42	5.29	2.63	8	6.38	1.60	4	4.00	1.41	8	5.13	2.30	4	5.50	1.73
Macroeconomic management and economic growth	7	7.57	1.40	9	5.33	1.94	49	7.04	2.24	10	8.10	1.29	21	7.33	2.22	16	8.00	1.32	26	6.88	1.68	47	6.85	2.57	11	8.09	1.51	8	7.88	1.73	12	7.08	1.56	9	7.44	1.33
Water and sanitation*	6	7.83	0.98	9	5.44	2.65	50	7.80	1.64	12	8.33	1.37	22	6.95	2.15	10	7.80	1.23	25	6.92	1.93	45	5.98	2.49	7	6.57	2.37	4	6.50	2.38	14	6.79	2.04	7	7.43	1.51
Environmental management*	6	7.50	1.87	8	5.88	2.64	47	7.26	1.87	11	7.64	2.01	20	7.45	1.90	10	7.20	1.48	21	6.33	2.08	38	5.66	2.39	5	6.00	2.00	6	6.50	1.97	11	6.09	1.70	5	5.80	2.05
Tourism*	6	6.50	2.88	7	4.57	2.76	33	5.79	2.15	5	3.80	1.79	13	5.31	2.06	7	5.29	1.60	19	4.68	2.31	30	3.67	1.83	4	5.00	1.83	5	3.40	1.34	5	3.20	2.39	4	4.00	1.83
Climate change	6	7.00	2.28	8	5.13	2.36	46	6.85	1.97	8	7.25	2.38	22	6.91	1.54	11	6.73	1.95	21	6.38	1.91	43	6.44	2.41	7	6.86	1.68	4	6.00	2.45	10	6.00	1.83	7	5.14	2.73
Poverty reduction	7	7.57	1.51	9	5.11	2.20	58	7.26	2.22	11	7.36	2.54	26	7.85	2.03	19	7.37	1.67	30	6.33	2.41	54	6.59	2.53	11	7.73	1.35	7	6.43	1.99	16	7.13	1.82	10	6.40	2.32
Communicable/non-communicable diseases	6	7.33	1.37	7	6.14	2.48	38	6.84	2.27	8	7.50	1.20	18	6.94	1.89	7	6.57	1.90	21	7.00	2.05	41	6.22	2.73	5	6.40	2.88	6	6.83	2.64	9	4.89	2.71	7	5.29	1.98
Education	7	7.86	1.07	8	6.13	2.36	58	7.71	2.03	9	8.00	1.32	25	8.00	2.00	13	7.38	1.50	28	7.21	2.02	53	6.89	2.12	10	7.50	1.90	6	6.83	1.94	15	6.67	1.88	8	7.50	1.41
Agricultural development*	7	8.00	1.41	9	5.78	2.49	64	7.56	2.12	12	8.17	1.47	24	7.71	1.81	19	7.11	1.70	27	7.11	1.85	53	6.77	2.42	10	7.00	1.49	6	4.83	1.47	15	7.00	1.56	10	7.00	1.33
Financial sector development	6	7.50	1.38	9	6.00	1.80	49	7.45	1.73	10	8.60	1.43	22	7.05	2.01	16	7.50	1.83	28	7.32	1.70	50	7.10	2.33	9	7.67	2.00	7	7.14	1.21	13	6.85	2.03	9	7.89	1.27

*Significantly different between stakeholder groups



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

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Malawi?	7	8.14	1.57	9	5.67	1.80	77	6.97	1.78	12	8.00	1.60	27	7.22	2.15	22	7.50	1.60	38	6.55	1.66	70	6.70	2.12	12	6.50	1.57	9	6.67	1.80	16	6.50	1.63	12	6.83	1.34

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

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi	7	6.29	1.11	9	5.11	2.20	69	6.51	2.05	12	7.00	2.59	23	5.61	2.35	22	6.64	1.81	37	5.95	2.01	64	5.81	2.51	12	6.33	1.23	8	5.88	1.55	16	6.19	2.14	11	6.64	1.57
The World Bank Group meets Malawi's needs for knowledge services	7	7.14	1.46	9	5.67	1.87	68	6.81	1.89	10	7.50	1.78	26	6.15	2.26	20	7.00	1.52	35	6.80	2.13	65	6.48	2.21	12	6.83	1.03	9	6.78	1.56	16	6.19	1.83	10	6.40	2.01

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Malawi?	5	6.60	1.34	7	4.57	1.90	61	7.02	1.92	9	6.89	1.36	22	6.68	1.96	15	6.33	1.95	25	6.28	1.81	48	6.13	2.23	9	6.89	1.76	8	6.38	1.30	10	6.60	2.27	6	6.17	0.98

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	14.3%	0.0%	4.8%	16.7%	3.3%	17.4%	5.3%	0.0%	0.0%	10.0%	6.3%	0.0%
Monthly	14.3%	0.0%	9.6%	16.7%	10.0%	30.4%	2.6%	6.7%	38.5%	20.0%	12.5%	35.7%
A few times a year	57.1%	44.4%	33.7%	50.0%	30.0%	39.1%	36.8%	34.7%	46.2%	40.0%	43.8%	28.6%
Rarely	0.0%	22.2%	30.1%	8.3%	16.7%	8.7%	31.6%	28.0%	15.4%	20.0%	31.3%	14.3%
Never	14.3%	33.3%	21.7%	8.3%	40.0%	4.3%	23.7%	30.7%	0.0%	10.0%	6.3%	21.4%

*Significantly different between stakeholder groups



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

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

	Office of 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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	6	7.50	2.07	9	4.89	2.57	68	6.40	1.81	10	7.10	2.02	20	6.90	2.05	19	6.89	1.70	30	6.20	1.99	52	5.63	2.08	12	6.17	1.27	9	6.78	1.79	15	6.67	2.06	12	5.92	2.07
Include appropriate level of stakeholder involvement during preparation*	5	7.60	1.82	8	5.38	2.20	70	6.81	1.87	11	7.73	2.24	22	6.77	1.82	18	7.06	1.76	30	6.30	1.86	58	5.83	2.21	13	6.08	1.61	9	6.89	1.83	15	6.07	1.79	11	5.55	1.57
Lead to practical solutions*	7	7.57	1.40	9	4.89	2.20	74	6.61	2.07	12	7.58	1.73	24	6.42	2.04	21	6.43	1.63	30	6.20	2.16	58	5.62	2.02	13	5.62	1.66	9	6.33	2.06	15	6.33	2.55	9	5.56	1.13
Are accessible (well written and easy to understand)*	7	8.14	1.68	9	6.00	2.29	72	6.67	1.98	12	8.00	1.76	24	6.38	2.26	21	8.00	1.30	30	6.57	2.30	59	6.24	2.31	12	5.83	1.70	9	7.44	2.30	15	6.93	2.22	12	6.83	1.99
Are source of relevant information on global good practices	7	8.43	1.40	9	7.00	1.94	71	7.80	1.87	11	8.45	1.57	27	7.81	1.82	21	7.90	1.51	34	7.50	2.23	61	7.54	1.85	13	6.92	1.80	9	8.22	1.72	15	7.33	2.16	11	7.64	1.21
Are adequately disseminated*	7	8.00	1.73	9	4.67	2.00	71	6.49	2.19	12	8.50	1.31	23	6.17	1.92	19	7.26	1.88	29	6.59	2.10	62	5.39	2.38	13	5.15	1.82	9	6.78	2.22	15	5.00	1.77	11	4.55	2.70
Are adaptable to Malawi's specific development challenges and country circumstances*	7	7.29	1.80	9	4.89	2.85	77	6.39	2.17	12	8.08	1.44	26	5.96	2.29	21	7.19	1.47	30	5.83	2.39	61	5.59	2.28	13	5.08	1.61	9	5.78	1.92	14	5.79	1.81	11	5.82	1.89
Are useful for policy makers	7	8.14	1.57	8	6.38	2.45	76	7.61	2.09	12	8.08	1.78	27	7.78	1.72	20	8.10	1.68	32	7.38	1.95	62	7.90	1.81	13	7.38	1.94	9	7.56	1.88	14	6.86	1.88	10	7.30	1.83

*Significantly different between stakeholder groups

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7	8.43	1.51	9	5.67	2.00	75	7.19	1.95	12	8.08	1.98	29	7.24	1.92	20	6.85	2.41	35	6.69	2.04	69	6.67	2.29	13	7.08	2.10	9	6.33	2.00	16	6.50	1.71	12	6.75	1.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	8.86	1.07	8	6.25	2.38	72	7.64	1.67	12	8.33	1.83	25	7.80	1.53	22	8.05	1.50	33	7.76	1.50	64	7.48	1.85	13	7.69	1.49	9	7.67	1.58	15	7.27	1.67	12	7.58	1.31

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



E. Working with the World Bank Group

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

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	7	7.29	1.38	5	4.00	1.87	72	6.44	2.23	12	7.67	1.78	26	6.23	2.05	19	5.79	1.75	25	5.84	2.06	41	5.80	2.57	11	5.82	2.32	8	7.38	2.26	12	4.50	1.88	10	5.30	1.77
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	7	8.86	0.69	7	6.57	1.99	76	8.17	1.50	12	8.67	1.61	30	8.53	1.28	20	6.85	2.11	31	7.32	1.90	61	7.33	1.93	12	7.42	2.02	9	8.33	1.66	12	7.00	2.30	10	7.20	1.23
The World Bank Group's approvals and reviews are done in a timely fashion	7	7.14	1.07	7	4.71	3.04	74	6.64	1.79	12	7.42	1.83	26	6.69	2.15	16	6.00	1.86	25	6.16	1.99	47	6.17	2.50	11	6.73	1.74	9	7.56	2.30	11	5.18	1.40	9	6.00	1.12
The World Bank Group's "Safeguard Policy" requirements are reasonable	6	7.67	1.21	6	6.00	2.45	61	6.77	2.25	10	8.00	1.49	23	7.17	2.06	10	7.00	1.94	20	6.90	2.05	48	6.73	2.60	9	6.22	1.92	7	7.14	2.19	10	5.90	1.60	8	6.13	1.36
The World Bank Group's conditions on its lending are reasonable*	7	7.29	1.50	8	4.25	2.12	63	5.94	2.30	12	8.00	1.04	22	5.55	2.32	14	7.07	1.77	25	6.64	1.98	50	5.68	2.48	11	6.27	1.68	8	7.38	2.33	11	5.36	2.62	9	6.11	1.90
The World Bank Group takes decisions quickly in Malawi	6	6.17	1.83	7	5.29	2.14	61	6.30	2.16	12	7.25	1.71	26	6.15	2.07	18	5.61	1.82	29	5.90	2.16	52	5.19	2.42	12	6.42	1.78	8	7.38	2.50	12	5.33	1.67	9	5.56	1.81
Working with the World Bank Group increases Malawi's institutional capacity*	7	7.29	1.70	7	5.43	2.51	74	7.73	1.74	12	8.50	1.17	30	7.87	1.87	20	6.55	1.82	29	7.79	1.70	55	7.80	2.04	12	7.42	1.31	9	8.44	1.51	14	7.00	1.96	10	6.70	1.89
Where country systems are adequate, the World Bank Group makes appropriate use of them	7	7.29	2.56	6	6.50	2.43	66	7.61	2.27	12	8.92	1.44	26	7.12	2.49	15	7.33	1.59	23	7.26	2.43	42	7.02	2.56	8	7.63	1.60	7	8.00	2.08	13	6.15	1.91	7	6.71	2.87
The World Bank Group provides effective implementation support*	7	8.86	0.69	7	5.86	1.95	75	7.99	1.75	12	8.67	1.37	31	8.10	1.76	19	6.32	2.40	31	7.39	2.03	56	7.02	2.14	11	7.09	2.17	8	7.88	2.23	12	6.42	1.51	10	7.40	1.71

*Significantly different between stakeholder groups

	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			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Malawi?	6	8.50	1.38	8	6.13	2.23	63	7.14	1.51	8	7.63	2.97	22	6.41	2.26	17	6.24	1.82	30	6.43	2.06	64	6.44	2.29	12	6.42	1.73	7	6.57	1.51	13	6.69	1.75	8	5.25	1.28

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



E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Malawi	83.3%	22.2%	56.6%	75.0%	54.8%	60.9%	44.7%	68.9%	76.9%	60.0%	43.8%	30.8%
The World Bank Group is not sufficiently selective in Malawi, and it is involved in too many areas of development	16.7%	22.2%	21.7%	16.7%	32.3%	21.7%	21.1%	9.5%	15.4%	20.0%	37.5%	38.5%
Don't know	0.0%	55.6%	21.7%	8.3%	12.9%	17.4%	34.2%	21.6%	7.7%	20.0%	18.8%	30.8%

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Offer more innovative financial products	71.4%	11.1%	21.7%	8.3%	23.3%	30.4%	18.4%	16.2%	23.1%	30.0%	11.8%	7.7%
Ensure greater selectivity in its work*	0.0%	22.2%	9.6%	16.7%	3.3%	26.1%	15.8%	8.1%	0.0%	0.0%	0.0%	30.8%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	0.0%	0.0%	7.2%	0.0%	6.7%	21.7%	7.9%	12.2%	15.4%	10.0%	5.9%	0.0%
Improve the competitiveness of its financing compared to markets	0.0%	11.1%	6.0%	8.3%	6.7%	0.0%	7.9%	6.8%	0.0%	10.0%	23.5%	0.0%
Reach out more to groups outside of Government*	14.3%	33.3%	12.0%	25.0%	16.7%	26.1%	55.3%	66.2%	53.8%	10.0%	35.3%	38.5%
Increase the level of capacity development in the country*	71.4%	33.3%	42.2%	50.0%	50.0%	30.4%	26.3%	17.6%	46.2%	60.0%	52.9%	30.8%
Improve the quality of its experts as related to Malawi's specific challenges	0.0%	11.1%	19.3%	16.7%	10.0%	8.7%	5.3%	16.2%	0.0%	20.0%	17.6%	0.0%
Offer more innovative knowledge services	0.0%	22.2%	8.4%	0.0%	10.0%	4.3%	0.0%	5.4%	7.7%	0.0%	11.8%	7.7%
Collaborate more effectively with Government clients*	14.3%	11.1%	21.7%	16.7%	46.7%	8.7%	7.9%	9.5%	7.7%	40.0%	17.6%	23.1%
Work faster	0.0%	11.1%	4.8%	0.0%	0.0%	8.7%	5.3%	4.1%	15.4%	10.0%	0.0%	7.7%
Reduce the complexity of obtaining World Bank Group financing	14.3%	22.2%	38.6%	25.0%	23.3%	17.4%	39.5%	21.6%	30.8%	10.0%	23.5%	38.5%
Other	14.3%	11.1%	0.0%	16.7%	3.3%	4.3%	2.6%	6.8%	0.0%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Financial services	28.6%	25.0%	38.8%	33.3%	32.3%	18.2%	25.7%	36.1%	50.0%	22.2%	35.3%	46.2%
Knowledge products	0.0%	12.5%	12.5%	16.7%	22.6%	27.3%	28.6%	13.9%	25.0%	11.1%	35.3%	7.7%
Convening services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Malawi	57.1%	50.0%	48.8%	41.7%	41.9%	45.5%	40.0%	45.8%	25.0%	66.7%	29.4%	38.5%
Don't know	14.3%	12.5%	0.0%	0.0%	3.2%	9.1%	2.9%	0.0%	0.0%	0.0%	0.0%	7.7%

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	14.3%	11.1%	8.6%	0.0%	3.1%	22.7%	10.5%	18.9%	30.8%	0.0%	6.3%	14.3%
International newspapers	0.0%	0.0%	4.9%	18.2%	3.1%	0.0%	2.6%	1.4%	0.0%	11.1%	6.3%	7.1%
Local radio	28.6%	0.0%	29.6%	18.2%	37.5%	9.1%	18.4%	32.4%	30.8%	11.1%	18.8%	7.1%
International radio	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	5.3%	0.0%	0.0%	0.0%	6.3%	7.1%
Local television*	0.0%	22.2%	19.8%	9.1%	28.1%	4.5%	10.5%	10.8%	0.0%	0.0%	6.3%	0.0%
International television	0.0%	11.1%	11.1%	9.1%	15.6%	9.1%	7.9%	9.5%	0.0%	0.0%	6.3%	7.1%
Local newspapers	71.4%	44.4%	60.5%	27.3%	68.8%	86.4%	57.9%	58.1%	69.2%	77.8%	68.8%	57.1%
Internet	42.9%	66.7%	40.7%	72.7%	31.3%	40.9%	55.3%	51.4%	53.8%	66.7%	62.5%	42.9%
Periodicals	14.3%	11.1%	9.9%	18.2%	3.1%	0.0%	5.3%	2.7%	15.4%	11.1%	12.5%	14.3%
Other*	0.0%	22.2%	0.0%	9.1%	0.0%	13.6%	5.3%	4.1%	0.0%	0.0%	0.0%	28.6%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	42.9%	55.6%	21.3%	0.0%	9.7%	39.1%	18.4%	17.8%	23.1%	22.2%	12.5%	42.9%
Mobile phones	14.3%	0.0%	2.5%	9.1%	6.5%	0.0%	15.8%	4.1%	7.7%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences*	14.3%	55.6%	45.0%	45.5%	48.4%	13.0%	28.9%	50.7%	30.8%	55.6%	50.0%	21.4%
World Bank Group's publications and other written materials	28.6%	22.2%	46.3%	36.4%	45.2%	43.5%	39.5%	37.0%	38.5%	44.4%	68.8%	42.9%
World Bank Group's website	42.9%	11.1%	50.0%	72.7%	45.2%	34.8%	39.5%	42.5%	30.8%	55.6%	31.3%	57.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	14.3%	0.0%	6.3%	0.0%	9.7%	13.0%	13.2%	11.0%	30.8%	0.0%	0.0%	0.0%
e-Newsletters	14.3%	33.3%	17.5%	27.3%	29.0%	39.1%	36.8%	31.5%	23.1%	11.1%	31.3%	28.6%
Other	14.3%	11.1%	1.3%	0.0%	6.5%	4.3%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	28.6%	11.1%	15.1%	45.5%	11.1%	9.5%	13.5%	18.6%	30.8%	22.2%	17.6%	21.4%
No	71.4%	88.9%	84.9%	54.5%	88.9%	90.5%	86.5%	81.4%	69.2%	77.8%	82.4%	78.6%

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
World Bank Group's seminars/workshops/conferences	50.0%	100.0%	27.3%	0.0%	33.3%	0.0%	50.0%	16.7%	25.0%	0.0%	33.3%	0.0%
World Bank Group's website	50.0%	0.0%	45.5%	100.0%	66.7%	50.0%	25.0%	66.7%	25.0%	100.0%	33.3%	66.7%
World Bank Group's e-Newsletters	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
News/Media	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	8.3%	50.0%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	9.1%	0.0%	0.0%	50.0%	25.0%	8.3%	0.0%	0.0%	0.0%	33.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	0.0%	11.1%	15.1%	60.0%	17.9%	45.0%	6.1%	15.9%	76.9%	12.5%	21.4%	23.1%
No	100.0%	88.9%	84.9%	40.0%	82.1%	55.0%	93.9%	84.1%	23.1%	87.5%	78.6%	76.9%

*Significantly different between stakeholder groups

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

Were you able to obtain this information?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	0.0%	100.0%	100.0%	100.0%	100.0%	88.9%	0.0%	70.0%	90.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	100.0%	30.0%	10.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	100.0%	88.9%	98.6%	100.0%	100.0%	94.7%	96.8%	96.9%	100.0%	100.0%	100.0%	100.0%
No	0.0%	11.1%	1.4%	0.0%	0.0%	5.3%	3.2%	3.1%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	25.0%	55.6%	60.6%	88.9%	44.0%	77.8%	74.2%	62.9%	90.9%	66.7%	53.3%	80.0%
No	75.0%	44.4%	39.4%	11.1%	56.0%	22.2%	25.8%	37.1%	9.1%	33.3%	46.7%	20.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	0.0%	22.2%	8.5%	20.0%	8.0%	16.7%	6.7%	8.2%	18.2%	0.0%	13.3%	0.0%
No	100.0%	77.8%	91.5%	80.0%	92.0%	83.3%	93.3%	91.8%	81.8%	100.0%	86.7%	100.0%

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 Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
High speed/WiFi	85.7%	100.0%	70.5%	90.9%	76.5%	90.0%	97.1%	80.6%	84.6%	87.5%	66.7%	100.0%
Dial-up	14.3%	0.0%	29.5%	9.1%	23.5%	10.0%	2.9%	19.4%	15.4%	12.5%	33.3%	0.0%



G. Communication and Information Sharing (continued)

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

	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			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	4	9.50	0.58	6	7.50	2.07	50	8.26	1.65	11	8.73	1.35	14	7.21	2.39	18	8.00	1.97	25	8.20	1.78	46	6.93	2.36	11	7.00	1.48	8	8.75	1.04	8	7.13	3.04	10	8.40	1.26
I find the information on the World Bank Group's websites useful	3	9.67	0.58	5	7.80	2.05	51	8.75	1.38	11	9.09	1.14	13	8.15	2.54	18	8.28	1.84	25	8.56	1.39	46	7.74	2.07	11	7.91	0.94	8	9.38	1.19	7	8.57	1.40	10	7.90	1.52
The World Bank Group's social media channels are valuable sources of information about the institution	3	7.67	2.52	3	6.00	1.00	22	8.18	2.02	3	7.67	0.58	6	6.00	3.35	3	8.00	2.65	9	7.22	2.22	30	7.20	2.64	8	6.50	1.85	2	6.50	0.71	2	5.00	1.41	1	5.00	-
When I need information from the World Bank Group I know how to find it*	5	9.20	1.10	7	7.14	2.73	57	7.21	2.76	12	8.75	1.71	11	6.00	3.07	18	7.61	2.12	25	6.64	2.91	53	6.21	2.98	12	8.83	1.47	8	9.38	0.92	11	6.27	3.47	11	7.55	2.11
The World Bank Group is responsive to my information requests and inquiries	4	8.75	1.89	5	5.40	1.67	39	7.49	2.52	10	8.80	1.32	10	6.60	2.88	15	7.33	2.26	15	7.00	2.24	35	6.60	2.61	13	7.54	1.85	8	8.50	1.20	11	7.18	2.71	7	7.29	1.38

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?*(Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	85.7%	11.1%	62.2%	91.7%	48.3%	77.3%	43.2%	14.9%	69.2%	60.0%	35.3%	50.0%
No	14.3%	88.9%	37.8%	8.3%	51.7%	22.7%	56.8%	85.1%	30.8%	40.0%	64.7%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank (IDA)	100.0%	57.1%	87.1%	91.7%	91.7%	81.0%	51.6%	53.1%	91.7%	87.5%	70.0%	80.0%
The International Finance Corporation	0.0%	0.0%	2.9%	8.3%	0.0%	4.8%	29.0%	2.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	10.0%
Other	0.0%	42.9%	5.7%	0.0%	8.3%	14.3%	16.1%	44.9%	8.3%	12.5%	30.0%	10.0%

*Significantly different between stakeholder groups



H. Background Information (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	28.6%	33.3%	25.4%	25.0%	30.4%	22.7%	17.6%	3.1%	18.2%	11.1%	7.7%	7.1%
No	71.4%	66.7%	74.6%	75.0%	69.6%	77.3%	82.4%	96.9%	81.8%	88.9%	92.3%	92.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The two institutions work well together	50.0%	50.0%	70.6%	100.0%	40.0%	60.0%	33.3%	50.0%	100.0%	100.0%	0.0%	0.0%
The way the two institutions work together needs improvement	50.0%	50.0%	23.5%	0.0%	0.0%	0.0%	33.3%	50.0%	0.0%	0.0%	100.0%	100.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	5.9%	0.0%	60.0%	40.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Malawi? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	28.6%	37.5%	16.0%	9.1%	25.9%	13.6%	43.2%	39.4%	15.4%	0.0%	23.5%	38.5%
Use World Bank Group reports/data	14.3%	50.0%	22.2%	27.3%	14.8%	31.8%	29.7%	35.2%	38.5%	44.4%	29.4%	38.5%
Engage in World Bank Group related/sponsored events/activities*	28.6%	37.5%	51.9%	36.4%	59.3%	22.7%	21.6%	28.2%	15.4%	44.4%	35.3%	23.1%
Collaborate as part of my professional duties*	57.1%	0.0%	39.5%	54.5%	22.2%	77.3%	32.4%	19.7%	46.2%	44.4%	29.4%	46.2%
Use World Bank Group website for information, data, research, etc.*	28.6%	12.5%	11.1%	9.1%	11.1%	13.6%	32.4%	43.7%	38.5%	33.3%	29.4%	23.1%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Female	14.3%	33.3%	20.2%	16.7%	18.8%	34.8%	18.4%	28.0%	23.1%	30.0%	11.8%	28.6%
Male	85.7%	66.7%	79.8%	83.3%	81.3%	65.2%	81.6%	72.0%	76.9%	70.0%	88.2%	71.4%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● City N=266 ● District Headquarters N=54 ● Other N=14

B. Overall Attitudes toward the World Bank Group

	City			District Headquarters			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	247	6.35	2.05	52	6.87	2.00	13	6.62	1.89

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

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

(1-Strongly disagree, 10-Strongly agree)

	City			District Headquarters			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Malawi	251	6.89	2.07	52	6.79	2.10	14	7.43	1.91
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	240	6.45	2.22	52	6.35	2.28	14	6.93	2.56

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

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

	City			District Headquarters			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	247	6.15	2.00	51	6.12	1.98	13	7.15	2.03
Flexibility (in terms of the institution's products and services)	227	5.14	2.02	49	5.00	1.65	12	5.50	1.98
Flexibility (in terms of changing country circumstances)	228	5.37	1.93	49	5.04	1.70	12	5.58	2.11
Being inclusive	234	5.86	2.12	49	5.78	1.81	12	6.17	1.90
Openness (sharing data and other information)	247	6.57	2.42	49	6.67	2.11	12	7.92	1.78
Collaboration with the Government	250	7.69	1.86	50	7.76	1.78	13	8.38	1.76
The speed in which it gets things accomplished on the ground	227	5.49	2.06	48	5.71	1.87	12	6.00	1.95
Ease of access to the people at the World Bank Group who are making decisions important to my work*	228	5.92	2.46	47	5.13	2.05	11	4.73	2.45
Collaboration with civil society	200	6.18	2.34	44	6.57	2.07	7	6.86	2.73
Staff accessibility	225	6.05	2.42	46	5.39	1.86	8	5.38	2.07
Collaboration with other donors and development partners	228	7.77	1.82	46	8.15	1.69	11	8.45	1.29
Collaboration with the private sector	203	6.31	2.14	40	6.17	2.07	8	6.00	2.51
Straightforwardness and honesty	231	7.10	2.34	44	7.66	2.19	11	7.09	2.39
Treating clients and stakeholders in Malawi with respect	232	7.31	2.24	46	7.50	1.76	12	6.92	2.11
Being a long-term partner	248	8.56	1.88	51	9.00	1.61	14	9.36	1.01

*Significantly different between geographic locations

¹⁷ 334 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	City			District Headquarters			Other		
	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 Malawi? <i>(1-To no degree at all, 10-To a very significant degree)</i>	245	6.87	1.86	50	6.92	1.77	14	7.43	2.17

(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 Malawi?

(1-Strongly disagree, 10-Strongly agree)

	City			District Headquarters			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi	233	6.12	2.12	43	6.19	2.14	12	6.83	2.59
The World Bank Group meets Malawi's needs for knowledge services	228	6.71	1.96	44	6.23	1.76	13	7.00	2.45

D. The World Bank Group's Knowledge Work and Activities**In Malawi, 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)

	City			District Headquarters			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Malawi's specific development challenges and country circumstances	234	6.22	2.20	46	5.63	2.05	9	6.22	2.77

	City			District Headquarters			Other		
	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?	244	6.88	2.08	51	7.20	1.81	10	7.80	2.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	232	7.66	1.68	48	7.65	1.48	11	8.36	2.29

(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)**

	City			District Headquarters			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Malawi	198	5.91	2.17	40	6.00	1.91	13	6.31	2.90
Where country systems are adequate, the World Bank Group makes appropriate use of them	182	7.30	2.34	40	7.30	2.20	10	8.50	1.78



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

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 FY16 Malawi 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 Malawi, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Malawi?"

- Collaborating with the WBG N=155
- Not collaborating with the WBG N=172

B. Overall Attitudes toward the World Bank Group

	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 Malawi?*	153	7.14	1.83	170	5.90	2.14

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

**Significantly different between collaborators and non-collaborators*

	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 Malawi.*	150	6.69	1.99	156	6.19	2.00

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

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malawi solve its most complicated development challenges?	145	6.83	1.94	136	6.55	2.14

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

¹⁸ Only 327 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Industrial development	20.1%	18.0%
Public health	8.4%	10.8%
Energy	26.0%	17.4%
Child development	1.9%	3.0%
Integrated rural development	17.5%	16.8%
Transport infrastructure	24.0%	15.6%
Food security	14.3%	13.2%
Public sector governance/reform	33.8%	34.1%
Natural resource management	6.5%	4.8%
Private sector development	14.9%	11.4%
Irrigation development	28.6%	22.8%
Youth development and empowerment	11.0%	16.8%
Water and sanitation	5.2%	3.0%
Environmental management	5.8%	4.2%
Tourism*	0.6%	5.4%
Climate change	6.5%	7.8%
Education	24.0%	31.1%
Agricultural development	24.0%	32.3%
Macroeconomic management and economic growth	16.2%	15.6%
Science and technology	4.5%	7.8%
Communicable/non-communicable diseases	1.9%	2.4%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	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 Malawi	152	7.11	2.02	159	6.68	2.11
The World Bank Group's work is aligned with what I consider the development priorities for Malawi*	150	6.99	2.15	152	5.91	2.21

*Significantly different between collaborators and non-collaborators

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	148	6.48	1.92	158	5.90	2.06
Flexibility (in terms of the institution's products and services)*	146	5.45	1.86	137	4.81	1.99
Flexibility (in terms of changing country circumstances)*	141	5.62	1.86	144	5.04	1.86
Being inclusive*	146	6.36	1.91	145	5.33	2.09
Openness (sharing data and other information)*	146	6.87	2.05	156	6.30	2.59
Collaboration with the Government*	148	7.97	1.73	159	7.49	1.95
The speed in which it gets things accomplished on the ground	141	5.70	1.97	141	5.35	2.05
Ease of access to the people at the World Bank Group who are making decisions important to my work*	147	6.34	2.28	133	5.09	2.37
Collaboration with civil society	111	6.51	2.09	137	5.99	2.46
Staff accessibility*	143	6.62	2.10	131	5.09	2.30
Sufficient technical staff in the country office*	130	6.55	2.05	113	5.45	2.23
Collaboration with other donors and development partners*	138	8.07	1.59	141	7.60	1.97
Collaboration with the private sector*	114	6.56	2.00	134	5.99	2.22
Straightforwardness and honesty	142	7.39	2.08	138	6.89	2.55
Treating clients and stakeholders in Malawi with respect*	144	7.63	2.00	140	6.99	2.29
Being a long-term partner	149	8.62	1.92	158	8.73	1.74

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Transport infrastructure	151	8.61	1.70	164	8.47	2.01
Food security*	154	8.07	2.18	162	8.60	1.84
Public sector governance/reform	153	8.56	1.65	166	8.72	1.81
Natural resource management	150	7.17	2.15	159	7.31	2.42
Private sector development	149	7.97	1.79	161	7.81	2.01
Irrigation development	154	8.69	1.63	166	8.77	1.69
Industrial development	148	8.17	1.79	159	7.99	2.09
Public health*	152	7.34	2.24	161	8.27	2.05
Energy	151	8.52	1.85	161	8.66	1.73
Child development*	148	6.66	2.33	162	7.22	2.40
Integrated rural development	150	7.67	2.19	161	7.87	2.11
Climate change	149	7.71	2.20	161	8.19	2.20
Poverty reduction	152	8.44	1.94	163	8.73	1.86
Communicable/non-communicable diseases	151	6.93	2.35	161	7.31	2.45
Education	153	8.50	1.90	162	8.81	1.92
Agricultural development	151	8.74	1.60	159	9.00	1.46
Macroeconomic management and economic growth	152	8.43	1.78	162	8.38	1.79
Youth development and empowerment	149	7.40	1.98	161	7.59	2.23
Science and technology	150	7.79	1.91	161	8.02	2.04
Water and sanitation	153	7.99	1.75	161	8.08	1.97
Environmental management	150	7.72	1.99	163	7.83	2.18
Tourism	150	6.71	2.35	163	6.93	2.64

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Energy*	97	6.96	1.95	84	5.92	2.45
Child development	64	6.13	2.14	74	5.92	2.30
Integrated rural development*	105	7.12	1.74	101	6.34	2.14
Transport infrastructure*	104	7.20	1.72	102	6.58	2.24
Food security	124	7.35	1.90	109	6.90	2.18
Public sector governance/reform*	124	7.42	1.89	113	6.78	2.16
Natural resource management*	95	6.56	1.95	85	5.91	2.11
Trade and private sector development	101	6.80	1.85	88	6.35	2.15
Irrigation development*	114	6.91	2.05	98	6.17	2.28
Youth development and empowerment	73	5.59	1.94	83	5.55	2.39
Macroeconomic management and economic growth*	117	7.45	1.88	103	6.85	2.24
Water and sanitation*	110	7.35	1.75	98	6.63	2.38
Environmental management	100	6.93	1.90	84	6.35	2.29
Tourism	70	5.06	2.09	66	4.42	2.33
Climate change	96	6.74	2.11	94	6.29	2.06
Poverty reduction*	131	7.26	1.92	121	6.66	2.55
Communicable/non-communicable diseases	86	6.90	2.10	85	6.21	2.51
Education	115	7.46	1.86	122	7.22	2.10
Agricultural development	128	7.38	1.95	123	6.92	2.14
Financial sector development*	110	7.60	1.71	113	6.98	2.07

*Significantly different between collaborators and non-collaborators

	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 Malawi?	148	7.07	1.78	157	6.71	1.90

(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 Malawi?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi	143	6.41	1.98	140	5.93	2.26
The World Bank Group meets Malawi's needs for knowledge services*	145	6.87	1.86	136	6.41	2.02

*Significantly different between collaborators and non-collaborators

	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 Malawi?	112	6.59	1.85	107	6.44	2.03

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



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

In Malawi, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	136	6.54	1.84	121	5.99	2.10
Include appropriate level of stakeholder involvement during preparation*	139	6.90	1.72	127	5.94	2.15
Lead to practical solutions*	142	6.60	1.99	134	5.84	2.06
Are accessible (well written and easy to understand)*	143	7.16	1.87	133	6.26	2.33
Are source of relevant information on global good practices	142	7.87	1.79	141	7.48	1.92
Are adequately disseminated*	139	6.76	2.11	136	5.49	2.31
Are adaptable to Malawi's specific development challenges and country circumstances*	143	6.52	2.09	142	5.68	2.22
Are useful for policy makers	143	7.68	1.89	141	7.59	1.94

*Significantly different between collaborators and non-collaborators

	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?*	146	7.18	1.92	154	6.68	2.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	147	7.88	1.53	139	7.37	1.79

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	140	6.39	2.14	103	5.74	2.34
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	147	8.01	1.68	134	7.42	1.93
The World Bank Group's approvals and reviews are done in a timely fashion	137	6.59	1.85	111	6.20	2.28
The World Bank Group's "Safeguard Policy" requirements are reasonable*	120	7.06	1.90	91	6.42	2.47
The World Bank Group's conditions on its lending are reasonable*	126	6.54	2.13	108	5.58	2.33
The World Bank Group takes decisions quickly in Malawi*	135	6.28	1.98	113	5.53	2.32
Working with the World Bank Group increases Malawi's institutional capacity	143	7.63	1.75	132	7.57	2.03
Where country systems are adequate, the World Bank Group makes appropriate use of them*	121	7.64	2.05	106	7.01	2.53
The World Bank Group provides effective implementation support*	143	7.74	1.98	130	7.20	2.03

*Significantly different between collaborators and non-collaborators

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

	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 Malawi?*	124	6.94	1.79	127	6.31	2.16

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

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

	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*	118	8.14	1.61	88	7.34	2.40
I find the information on the World Bank Group's websites useful*	116	8.59	1.39	87	8.05	2.06
The World Bank Group's social media channels are valuable sources of information about the institution	39	7.54	2.00	52	7.02	2.57
When I need information from the World Bank Group I know how to find it*	120	7.88	2.24	107	6.32	3.02
The World Bank Group is responsive to my information requests and inquiries*	99	7.90	1.82	71	6.42	2.67

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 320 • FY 2016 Number of comparable respondents = 395

By weighting, the FY 2013 and FY 2016 samples 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	FY 2013	FY 2016
Office of the President/Prime Minister/Minister	3%	3%
Office of Parliamentarian	4%	4%
Government institutions	34%	34%
Local Government	10%	10%
Bilateral/multilateral agencies	6%	6%
Civil society	22%	22%
Private sector	11%	11%
Academia	6%	6%
Media	4%	4%

A. General Issues facing Malawi

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	58.5%	39.0%
The wrong direction	17.7%	45.2%
Not sure	23.8%	15.8%

*Significantly different between FY2016 and FY2013

B. Overall Attitudes toward the World Bank Group

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malawi?	393	6.60	2.10	317	6.55	2.06

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	380	6.36	1.87	303	6.45	2.06

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malawi solve its most complicated development challenges?	344	6.51	1.92	276	6.71	2.05

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

¹⁹ Only those questions that were asked in the FY '13 and FY '16 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 Malawi?

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Malawi*	384	7.56	1.92	306	6.91	2.07
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	378	6.68	2.24	297	6.44	2.27

*Significantly different between FY2016 and FY2013

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	362	6.53	1.98	301	6.21	1.99
Flexibility (in terms of the institution's products and services)	350	5.36	2.16	277	5.18	1.97
Flexibility (in terms of changing country circumstances)	356	5.47	2.06	281	5.34	1.90
Being inclusive	347	5.88	2.07	285	5.89	2.06
Openness (sharing data and other information)	361	6.52	2.34	298	6.62	2.38
Collaboration with the Government*	376	8.23	1.63	303	7.72	1.86
The speed in which it gets things accomplished on the ground	344	5.79	2.07	278	5.58	2.05
Ease of access to the people at the World Bank Group who are making decisions important to my work				275	5.76	2.42
Collaboration with civil society				245	6.30	2.30
Staff accessibility	342	5.71	2.52	268	5.92	2.32
Sufficient technical staff in the country office				242	6.00	2.21
Collaboration with other donors and development partners*	344	8.33	1.66	275	7.90	1.77
Collaboration with the private sector				246	6.33	2.14
Straightforwardness and honesty	344	6.85	2.27	277	7.18	2.32
Treating clients and stakeholders in Malawi with respect*	345	6.82	2.21	279	7.33	2.15
Being a long-term partner				303	8.70	1.81

*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Energy	317	6.09	2.23	177	6.46	2.33
Integrated rural development*	342	6.19	2.21	204	6.79	1.98
Transport infrastructure*	326	6.26	2.09	201	6.88	2.02
Food security*	343	6.77	2.00	232	7.16	2.04
Public sector governance/reform	347	6.80	2.16	234	7.14	2.04
Natural resource management*	298	5.19	2.33	180	6.29	2.05
Water and sanitation	327	7.00	1.92	207	6.98	2.14
Poverty reduction	352	6.65	2.17	250	6.98	2.24
Education	348	7.07	1.98	234	7.33	2.00
Agricultural development*	336	6.24	2.24	248	7.17	2.07

*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Malawi?	377	6.82	1.75	299	6.89	1.88

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi	361	6.12	2.00	279	6.13	2.15
The World Bank Group meets Malawi's needs for knowledge services*	352	6.19	2.01	278	6.63	1.96

Significantly different between FY2016 and FY2013*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 2013	FY 2016
Weekly	5.1%	5.1%
Monthly	14.6%	11.1%
A few times a year	32.3%	37.3%
Rarely	33.6%	24.4%
Never	14.4%	22.2%

Significantly different between FY2016 and FY2013*In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely*	332	5.70	2.12	252	6.31	2.00
Include appropriate level of stakeholder involvement during preparation*	347	6.01	2.23	260	6.48	1.99
Lead to practical solutions				273	6.27	2.08
Are accessible (well written and easy to understand)*	347	6.31	2.36	271	6.72	2.14
Are source of relevant information on global good practices*	354	7.24	2.06	279	7.68	1.87
Are adequately disseminated*	343	5.44	2.33	270	6.19	2.25
Are adaptable to Malawi's specific development challenges and country circumstances*	358	5.57	2.26	280	6.10	2.22
Are useful for policy makers				281	7.62	1.93

**Significantly different between FY2016 and FY2013*

	FY 2013			FY 2016		
	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?	370	6.71	1.80	295	6.94	2.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	365	7.21	1.87	280	7.66	1.71

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between FY2016 and FY2013*

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	338	5.46	2.33	239	6.13	2.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	359	7.40	1.97	277	7.77	1.82
The World Bank Group's approvals and reviews are done in a timely fashion*	338	5.75	2.25	247	6.43	2.08
The World Bank Group's "Safeguard Policy" requirements are reasonable*	283	6.22	2.10	212	6.83	2.19
The World Bank Group's conditions on its lending are reasonable*	319	5.53	2.33	233	6.09	2.30
The World Bank Group takes decisions quickly in Malawi				243	5.96	2.17
Working with the World Bank Group increases Malawi's institutional capacity	373	7.33	1.88	270	7.59	1.88
Where country systems are adequate, the World Bank Group makes appropriate use of them*	308	6.94	2.26	227	7.34	2.29
The World Bank Group provides effective implementation support	350	7.31	1.97	270	7.51	2.00

*Significantly different between FY2016 and FY2013

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2013	FY 2016
Yes	17.5%	17.3%
No	82.5%	82.7%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	21.2%	20.7%
No	78.8%	79.3%

Were you able to obtain this information?*

Percentage of Respondents	FY 2013	FY 2016
Yes	55.0%	89.1%
No	45.0%	10.9%

*Significantly different between FY2016 and FY2013

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	98.1%	97.7%
No	1.9%	2.3%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	66.5%	62.8%
No	33.5%	37.2%

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

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

Percentage of Respondents	FY 2013	FY 2016
High speed/WiFi	83.0%	81.7%
Dial-up	17.0%	18.3%

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	277	6.71	2.37	200	7.80	2.03
I find the information on the World Bank Group's websites useful*	272	7.50	2.12	196	8.40	1.71
When I need information from the World Bank Group I know how to find it*	324	5.93	3.07	219	7.15	2.79
The World Bank Group is responsive to my information requests and inquiries*	256	6.10	2.68	166	7.27	2.39

*Significantly different between FY2016 and FY2013



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Malawi? (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 effectiveness of the World Bank Group (WBG) in Malawi	6.19	6.69	6.63	5.88	6.48	6.32	6.36	6.56	6.30	6.67	6.51	6.20
Overall the World Bank Group currently plays a relevant role in development in Malawi	6.68	7.11	6.96	6.70	6.91	6.85	6.83	6.99	6.84	6.97	6.90	6.85
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	5.91	6.99	6.65	5.68	6.38	6.48	6.24	6.69	6.36	6.50	6.47	6.24
Responsiveness to needs	5.90	6.48	6.28	6.03	6.25	6.11	6.10	6.41	6.13	6.35	6.34	5.82
Flexibility (in terms of the institution's products and services)	4.81	5.45	5.18	5.11	5.24	4.97	5.18	5.14	5.12	5.23	5.20	5.04
Flexibility (in terms of changing country circumstances)	5.04	5.62	5.43	5.08	5.24	5.60	5.38	5.26	5.39	5.24	5.37	5.24
Being inclusive	5.33	6.36	5.99	5.38	5.91	5.64	5.82	5.87	5.58	6.28	5.94	5.51
Openness (sharing data and other information)	6.30	6.87	6.81	6.24	6.58	6.88	6.63	6.73	6.54	6.91	6.70	6.58
Collaboration with the Government	7.49	7.97	7.92	7.28	7.70	7.87	7.64	7.95	7.76	7.73	7.70	7.89
The speed in which it gets things accomplished on the ground	5.35	5.70	5.55	5.55	5.65	5.31	5.52	5.59	5.47	5.67	5.65	5.24
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.09	6.34	5.93	5.13	5.88	5.45	5.51	6.13	5.51	6.14	5.86	5.39
Collaboration with civil society	5.99	6.51	6.23	6.30	6.32	6.08	6.12	6.47	6.31	6.11	6.32	6.05
Staff accessibility	5.09	6.62	6.18	5.03	5.96	5.85	5.78	6.16	5.60	6.46	6.01	5.65
Collaboration with other donors and development partners	7.60	8.07	7.99	7.59	7.84	7.99	7.72	8.17	7.95	7.77	7.84	8.01
Collaboration with the private sector	5.99	6.56	6.34	6.03	6.18	6.43	6.14	6.49	6.23	6.31	6.31	6.14
Straightforwardness and honesty	6.89	7.39	7.27	6.75	7.28	6.82	7.08	7.25	7.09	7.24	7.13	7.17
Treating clients and stakeholders in Malawi with respect	6.99	7.63	7.43	7.01	7.36	7.24	7.24	7.46	7.34	7.28	7.29	7.41
Being a long-term partner	8.73	8.62	8.67	8.64	8.65	8.68	8.56	8.83	8.85	8.31	8.65	8.69
To what extent does the World Bank Group's work help to achieve development results in Malawi?	6.71	7.07	7.01	6.53	6.80	7.08	6.85	6.93	6.77	7.07	6.91	6.81
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Malawi	5.93	6.41	6.40	5.64	6.11	6.41	6.16	6.27	6.01	6.54	6.22	6.13
The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.41	6.87	6.79	6.24	6.51	6.96	6.69	6.58	6.69	6.58	6.50	7.10
The World Bank Group's knowledge work and activities are adaptable to Malawi's specific development challenges and country circumstances	5.68	6.52	6.30	5.51	6.09	6.13	6.04	6.20	5.94	6.39	6.13	6.00
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.68	7.18	7.08	6.57	6.87	7.14	6.89	7.04	6.84	7.13	6.98	6.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.37	7.88	7.84	7.17	7.54	7.94	7.67	7.67	7.58	7.82	7.64	7.76
The World Bank Group takes decisions quickly in Malawi	5.53	6.28	6.10	5.44	5.79	6.28	5.86	6.07	5.96	5.91	6.02	5.69
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.01	7.64	7.59	6.46	7.23	7.47	6.96	7.87	7.49	6.99	7.29	7.35

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Malawi FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Malawi

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

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 MALAWI

A1. In general would you say that Malawi 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 Malawi.**

Please identify which of the following you consider the most important development priorities in Malawi? (Choose no more than THREE)

1	Transport infrastructure	12	Climate change (e.g., mitigation, adaptation)
2	Food security	13	Education
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14	Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)
4	Natural resource management (e.g., mining)	15	Agricultural development
5	Private sector development	16	Youth development and empowerment
6	Irrigation development	17	Macroeconomic management and economic growth
7	Industrial development	18	Water and sanitation
8	Public health	19	Environmental management
9	Energy	20	Tourism
10	Child development	21	Science and technology
11	Integrated rural development		

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Malawi? (Choose no more than THREE)

1	Water and sanitation	12	Irrigation development
2	Youth development and empowerment	13	Industrial development
3	Agricultural development	14	Child development
4	Climate change (e.g., mitigation, adaptation)	15	Energy
5	Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Environmental management	17	Private sector development
7	Macroeconomic management and economic growth	18	Natural resource management (e.g., mining)
8	Education	19	Public health
9	Science and technology	20	Integrated rural development
10	Tourism	21	Food security
11	Transport infrastructure		

**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 Malawi? (Choose no more than TWO)

1	Consistent economic growth
2	More reliable social safety net
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 governance and public sector management
9	Better opportunity for the poor who live in rural areas
10	Better opportunity for the poor who live in urban areas
11	Better employment opportunities for young people
12	Better employment opportunities for women
13	Greater equity of fiscal policy
14	Education and training that better ensure job opportunity
15	Education and training that better ensure entrepreneurship
16	Better quality public services
17	Other (please specify): _____

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

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

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

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

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

B1. How familiar are you with the work of the World Bank Group in Malawi?									
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 Malawi.										
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 Malawi 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 Malawi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)			
1	Industrial development	12	Youth development and empowerment
2	Public health	13	Water and sanitation
3	Energy	14	Environmental management
4	Child development	15	Tourism
5	Integrated rural development	16	Climate change (e.g., mitigation, adaptation)
6	Transport infrastructure	17	Education
7	Food security	18	Agricultural development
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Macroeconomic management and economic growth
9	Natural resource management (e.g., mining)	20	Science and technology
10	Private sector development	21	Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)
11	Irrigation development		

**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 Malawi?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)	
1	Too influenced by developed countries
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 few staff to adequately interact with the client
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 Malawi
17	Other (please specify): _____
18	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Malawi? (Choose no more than TWO)**

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

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi? (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

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

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
B9	Overall the World Bank Group currently plays a relevant role in development in Malawi	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B10	The World Bank Group's work is aligned with what I consider the development priorities for Malawi	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B11	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	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"/>
B19	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Sufficient technical staff in the country office	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Malawi with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B27. 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 Government works inefficiently
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	Not enough staff in the field to interact with stakeholders
8	The World Bank Group does not do adequate follow through/follow-up
9	Political pressures and obstacles
10	Reforms are not well thought out in light of country challenges
11	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 Malawi?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Transport infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	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"/>	
4	Natural resource management (e.g., mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Irrigation development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Industrial development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Public health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Child development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Integrated rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Macroeconomic management and economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Youth development and empowerment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Science and technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Environmental management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Tourism	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 Malawi? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Child development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Integrated rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Transport infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	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"/>
7	Natural resource management (e.g., mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Trade and private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Irrigation development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Youth development and empowerment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Macroeconomic management and economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Environmental management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Communicable/non-communicable diseases (e.g., Malaria, HIV and AIDS management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Financial sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C3. To what extent does the World Bank Group's work help to achieve development results in Malawi?												
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 Malawi?													
		Strongly disagree										Strongly agree	Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Malawi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Malawi?												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know	

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



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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Malawi, 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			<input type="checkbox"/>
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 adaptable to Malawi's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D9	Are useful for policy makers	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		
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 Malawi											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Malawi'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 Malawi?												
		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 World Bank Group's support in Malawi? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Malawi
2	The World Bank Group is not sufficiently selective in Malawi, 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 MALAWI****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)**

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Malawi's economy
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	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Malawi's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
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 Malawi, 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 Malawi? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Malawi
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 Malawi? (Choose no more than TWO)**

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
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	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
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 Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G10. 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	1	2	Don't know
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G13	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	1	2	<input type="checkbox"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	1	2	<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. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Malawi? (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): _____

**SECTION H: BACKGROUND INFORMATION**

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 Malawi?
(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 Malawi?
(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 | City (e.g., Blantyre, Zomba, Lilongwe, Mzuzu) |
| 2 | Town (e.g., Luchenza, Mponela, Bolero) |
| 3 | District Headquarters (Boma) |
| 4 | Rural District Area |

Thank you for completing the survey!