



World Bank Group Country Survey FY16 – Jamaica

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

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 JAMAICA

| A1. In general would you say that Jamaica 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 Jamaica. | | | |
| Please identify which of the following you consider the most important development priorities in Jamaica? (Choose no more than THREE) | | | |
| 1 | Global/regional integration | 16 | Climate change (e.g., mitigation, adaptation) |
| 2 | Innovation and entrepreneurship | 17 | Poverty reduction |
| 3 | Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform) | 18 | Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups) |
| 4 | Transport (e.g., roads, bridges, transportation) | 19 | Education |
| 5 | Early childhood development | 20 | Agricultural development |
| 6 | Private sector development (e.g., competitiveness, trade, logistics) | 21 | Gender equity (e.g., focus on gender-based violence) |
| 7 | Foreign direct investment | 22 | Crime and violence |
| 8 | Water and sanitation | 23 | Anti-corruption |
| 9 | Energy security (e.g., alternative/green sources) | 24 | Open data and digital citizenship |
| 10 | Job creation/employment (e.g., targeted youth employment) | 25 | Disaster risk management (i.e., planning/preparation, mitigation, response) |
| 11 | Rural development | 26 | Economic growth and diversification |
| 12 | Access to affordable finance for micro, small and medium enterprises (MSME) | 27 | Natural resource management (e.g., oil, gas, mining) |
| 13 | Environmental sustainability | 28 | Information and communications technology |
| 14 | Equality of opportunity (i.e., equity) | 29 | Urban development (incl. community-based resilience) |
| 15 | Health | | |

SECTION A: GENERAL ISSUES

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 Jamaica? (Choose no more than THREE)

| | | | |
|----|---|----|--|
| 1 | Water and sanitation | 15 | Anti-corruption |
| 2 | Equality of opportunity (i.e., equity) | 16 | Education |
| 3 | Rural development | 17 | Foreign direct investment |
| 4 | Climate change (e.g., mitigation, adaptation) | 18 | Energy security (e.g., alternative/green sources) |
| 5 | Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups) | 19 | Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 6 | Gender equity (e.g., focus on gender-based violence) | 20 | Private sector development (e.g., competitiveness, trade, logistics) |
| 7 | Economic growth and diversification | 21 | Transport (e.g., roads, bridges, transportation) |
| 8 | Urban development (incl. community-based resilience) | 22 | Environmental sustainability |
| 9 | Global/regional integration | 23 | Health |
| 10 | Open data and digital citizenship | 24 | Agricultural development |
| 11 | Natural resource management (e.g., oil, gas, mining) | 25 | Job creation/employment (e.g., targeted youth employment) |
| 12 | Crime and violence | 26 | Early childhood development |
| 13 | Disaster risk management (i.e., planning/preparation, mitigation, response) | 27 | Access to affordable finance for micro, small and medium enterprises (MSME) |
| 14 | Information and communications technology | 28 | Innovation and entrepreneurship |

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 Jamaica? (Choose no more than TWO)

| | |
|----|---|
| 1 | Consistent economic growth |
| 2 | More significant investment in the 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, including better access to affordable financing, independent counsel, more robust microfinance) |
| 7 | Public-private partnerships/private investment in social relief for tax breaks |
| 8 | Better opportunity for the poor who live in rural areas |
| 9 | Better opportunity for the poor who live in urban areas |
| 10 | Better employment opportunities for young people |
| 11 | Better employment opportunities for women |
| 12 | Better opportunities for boys at risk (e.g., education, training) |
| 13 | Greater equity of fiscal policy |
| 14 | More technical and vocational training on top of basic education |
| 15 | Better quality public services |
| 16 | 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 Jamaica? (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

| How familiar are you with the work of these organizations in Jamaica? | | | | | | | | | | | |
|---|---|------------------------|---|---|---|---|---|---|---|---|-----------------------|
| | | Not familiar at all | | | | | | | | | Extremely familiar |
| B1 | World Bank Group (WBG) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| B2 | Inter-American Development Bank (IDB/BID) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| B3 | Caribbean Development Bank (CDB) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| Overall, please rate your impression of the effectiveness of these organizations in Jamaica. | | | | | | | | | | | | |
|--|---|-------------------------|---|---|---|---|---|---|---|---|------------------------|--------------------------|
| | | Not effective at all | | | | | | | | | Extremely effective | Don't know |
| B4 | World Bank Group (WBG) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B5 | Inter-American Development Bank (IDB/BID) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B6 | Caribbean Development Bank (CDB) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Jamaica 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 |

| B8. When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jamaica? (Choose no more than THREE) | | | |
|--|--|----|---|
| 1 | Global/regional integration | 16 | Climate change (e.g., mitigation, adaptation) |
| 2 | Innovation and entrepreneurship | 17 | Poverty reduction |
| 3 | Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform) | 18 | Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups) |
| 4 | Transport (e.g., roads, bridges, transportation) | 19 | Education |
| 5 | Early childhood development | 20 | Agricultural development |
| 6 | Private sector development (e.g., competitiveness, trade, logistics) | 21 | Gender equity (e.g., focus on gender-based violence) |
| 7 | Foreign direct investment | 22 | Crime and violence |
| 8 | Water and sanitation | 23 | Anti-corruption |
| 9 | Energy security (e.g., alternative/green sources) | 24 | Open data and digital citizenship |
| 10 | Job creation/employment (e.g., targeted youth employment) | 25 | Disaster risk management (i.e., planning/preparation, mitigation, response) |
| 11 | Rural development | 26 | Economic growth and diversification |
| 12 | Access to affordable finance for micro, small and medium enterprises (MSME) | 27 | Natural resource management (e.g., oil, gas, mining) |
| 13 | Environmental sustainability | 28 | Information and communications technology |
| 14 | Equality of opportunity (i.e., equity) | 29 | Urban development (incl. community-based resilience) |
| 15 | Health | | |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B9. 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 Jamaica?

| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
|----|---|---|--|
| 1 | Policy advice, studies, analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Publications: studies, 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"/> |

B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jamaica? (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 | Staff too inaccessible |
| 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 | Too much of loan goes to administration rather than direct benefits to the poorest/most vulnerable clients |
| 16 | Not adequately sensitive to political/social realities in Jamaica |
| 17 | Other (please specify): _____ |
| 18 | Don't know |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B11. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Jamaica? (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 |

B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Jamaica? (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 Jamaica?

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| B13 | Overall the World Bank Group currently plays a relevant role in development in Jamaica | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B14 | The World Bank Group's work is aligned with what I consider the development priorities for Jamaica | 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 Jamaica, 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 | | |
| B15 | Responsiveness to needs | | | | | | | | | | | | <input type="checkbox"/> |
| B16 | Flexibility (in terms of the institution's products and services) | | | | | | | | | | | | <input type="checkbox"/> |
| B17 | Flexibility (in terms of changing country circumstances) | | | | | | | | | | | | <input type="checkbox"/> |
| B18 | Being inclusive | | | | | | | | | | | | <input type="checkbox"/> |
| B19 | Openness (sharing data and other information) | | | | | | | | | | | | <input type="checkbox"/> |
| B20 | Collaboration with the Government | | | | | | | | | | | | <input type="checkbox"/> |
| B21 | The speed in which it gets things accomplished on the ground | | | | | | | | | | | | <input type="checkbox"/> |
| B22 | Ease of access to the people at the World Bank Group who are making decisions important to my work | | | | | | | | | | | | <input type="checkbox"/> |
| B23 | Collaboration with civil society | | | | | | | | | | | | <input type="checkbox"/> |
| B24 | Staff accessibility | | | | | | | | | | | | <input type="checkbox"/> |
| B25 | Collaboration with other donors and development partners | | | | | | | | | | | | <input type="checkbox"/> |
| B26 | Collaboration with the private sector | | | | | | | | | | | | <input type="checkbox"/> |
| B27 | Straightforwardness and honesty | | | | | | | | | | | | <input type="checkbox"/> |
| B28 | Treating clients and stakeholders in Jamaica with respect | | | | | | | | | | | | <input type="checkbox"/> |
| B29 | Being a long-term partner | | | | | | | | | | | | <input type="checkbox"/> |

B30. 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 | The World Bank Group does not do adequate follow through/follow-up |
| 8 | Political pressures and obstacles |
| 9 | Reforms are not well thought out in light of country challenges |
| 10 | Other (please specify): _____ |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Jamaica? | | | | | | | | | | | | | |
|--|--|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Not important at all | | | | | | | | | | Very important | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 2 | Early childhood development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 3 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 4 | Anti-corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 5 | Open data and digital citizenship | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 6 | Urban development (incl. community-based resilience) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 7 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 8 | Access to affordable finance for micro, small and medium enterprises (MSME) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 9 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 10 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 11 | Gender equity (e.g., focus on gender-based violence) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 12 | Private sector development (e.g., competitiveness, trade, logistics) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 13 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 14 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 15 | Economic growth and diversification | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 16 | Energy security (e.g., alternative/green sources) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 17 | Disaster risk management (i.e., planning/preparation, mitigation, response) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 18 | Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 19 | Job creation/employment (e.g., targeted youth employment) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 20 | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 21 | Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 22 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 23 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 24 | Innovation and entrepreneurship | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 25 | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 26 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 27 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 28 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 29 | Education | 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 Jamaica? *(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 | Gender equity (e.g., focus on gender-based violence) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 2 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 3 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 4 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 5 | Access to affordable finance for micro, small and medium enterprises (MSME) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 6 | Urban development (incl. community-based resilience) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 7 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 8 | Early childhood development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 9 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 10 | Anti-corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 11 | Private sector development (e.g., competitiveness, trade, logistics) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 12 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 13 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 14 | Open data and digital citizenship | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 15 | Economic growth and diversification | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 16 | Disaster risk management (i.e., planning/preparation, mitigation, response) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 17 | Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 18 | Job creation/employment (e.g., targeted youth employment) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 19 | Innovation and entrepreneurship | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 20 | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 21 | Energy security (e.g., alternative/green sources) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 22 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 23 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 24 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 25 | Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 26 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 27 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 28 | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C3. To what extent does the World Bank Group's work help to achieve development results in Jamaica? | | | | | | | | | | | |
| 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 Jamaica? | | | | | | | | | | | | | |
| | | 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 Jamaica | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C5 | The World Bank Group meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

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

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Jamaica? | | | | | | | | | | | |
| 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 Jamaica, to what extent do you believe that the World Bank Group's knowledge work and activities:

| | | To no degree at all | | | | | | | | | | To a very significant degree | Don't know |
|-----------|--|---------------------|---|---|---|---|---|---|---|---|----|------------------------------|--------------------------|
| D2 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D3 | Lead to practical solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D4 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| D5 | Are adaptable to Jamaica's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

D6. 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 |

D7. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

| E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Jamaica? | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|
| 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 Jamaica? (Select only ONE response) | |
|---|--|
| 1 | The World Bank Group is sufficiently selective and focuses on the most important development challenges in Jamaica |
| 2 | The World Bank Group is not sufficiently selective in Jamaica, and it is involved in too many areas of development |
| 3 | Don't know |

SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN JAMAICA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Jamaica? (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 Jamaica'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 Jamaica'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 | Increase availability of Reimbursable Advisory Services (RAS) |
| 13 | Other (please specify): _____ |

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

| | |
|---|--|
| 1 | Financial services |
| 2 | Global knowledge products |
| 3 | Local knowledge products |
| 4 | Convening services |
| 5 | None of the above |
| 6 | The combination is appropriate for Jamaica |
| 7 | 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 Jamaica? (Choose no more than TWO)

| | | | |
|---|---|----|-------------------------------|
| 1 | Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr, Instagram, What's App) | 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 | Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr) |
| 2 | Mobile phones | 6 | World Bank Group's website |
| 3 | World Bank Group's publications and other written materials | 7 | World Bank Group's seminars/workshops/conferences |
| 4 | e-Newsletters | 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 |
|-----------|---|------------|-----------|

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 use/have you used the World Bank Group website? | Yes | No |
| G8 | Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)? | Yes | No |

Please rate how much you agree with the following statements.

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| G9 | When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| G10 | The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| G11 | The World Bank Group is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION H: BACKGROUND INFORMATION

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

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

| H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? | |
|--|-----|
| 1 | Yes |
| 2 | No |

| H4. Which of the following agencies of the World Bank Group do you primarily engage with in Jamaica? (Select only ONE response) | |
|--|---|
| 1 | The World Bank (IBRD) |
| 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 Jamaica?
(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 Jamaica?
(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 | Corporate Area of Kingston & St. Andrew, St. Catherine & St. Thomas |
| 2 | North Western Jamaica (Hanover, St. James, Trelawny) |
| 3 | North Coast (St. Ann, St. Mary, Portland) |
| 4 | South Coast (Clarendon, Manchester, St. Elizabeth, Westmoreland) |

Thank you for completing the survey!