

FY 2016 Jordan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



April 2017



Acknowledgements

The Jordan 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). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Jordan country team and the local fielding agency To Excel. In particular, PORG is grateful for the support from Zeina El Khalil (Communications Officer), who coordinated the survey related activities from Beirut, Jordan.



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 Jordan perceive the WBG. The survey explored:

- *General Issues Facing Jordan*
- *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 Jordan*
- *Citizen Voice: Government Accountability*
- *Citizen Voice: Service Delivery*
- *Subsidy Reform*
- *Private Sector*
- *Refugees*
- *Communication and Information Sharing*
- *Demographic Information*

II. Methodology

From June to August 2016, 318 stakeholders of the WBG in Jordan 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 85 stakeholders participated in the survey (27% response rate).

Respondents received and returned the questionnaires via mail or email. Respondents were asked about: general issues facing Jordan; 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 Jordan; citizen voice: government accountability; citizen voice: service delivery; subsidy reform; private sector; refugees, 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.



II. Methodology (continued)

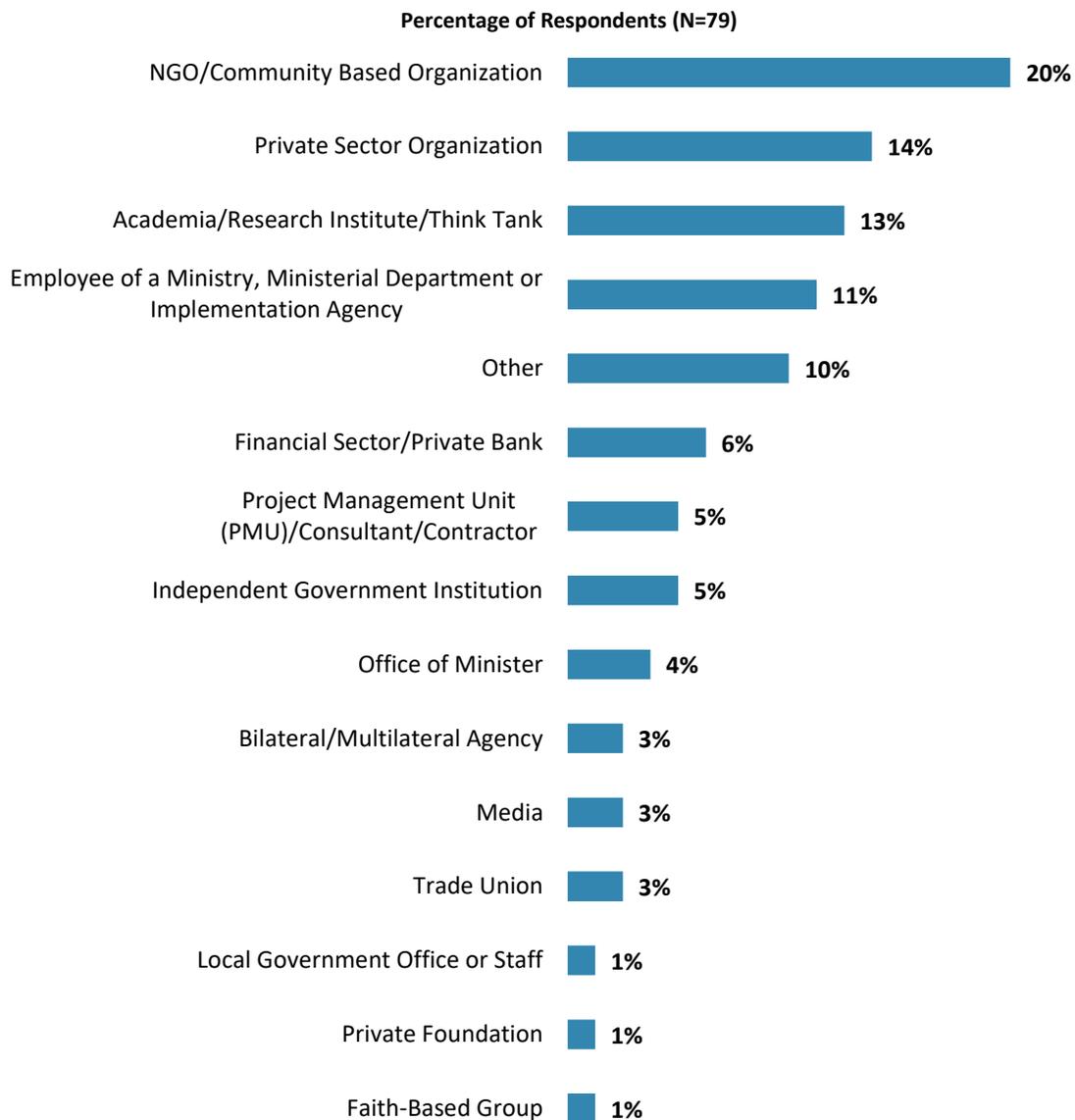
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 52%, N=132). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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 111).



III. Demographics of the Sample

Current Position

- For further analyses, employees of a ministry and consultants working on WBG projects were combined, respondents from the financial sector/private banks and private sector organizations were combined; respondents from NGOs/CBOs, private foundations, trade unions, and faith-based groups were combined in the “CSO” category; and the small number of respondents from the office of a Minister, local governments, bilateral/multilateral agencies, the media, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister, Office of a Parliamentarian, youth groups, or the judiciary branch.

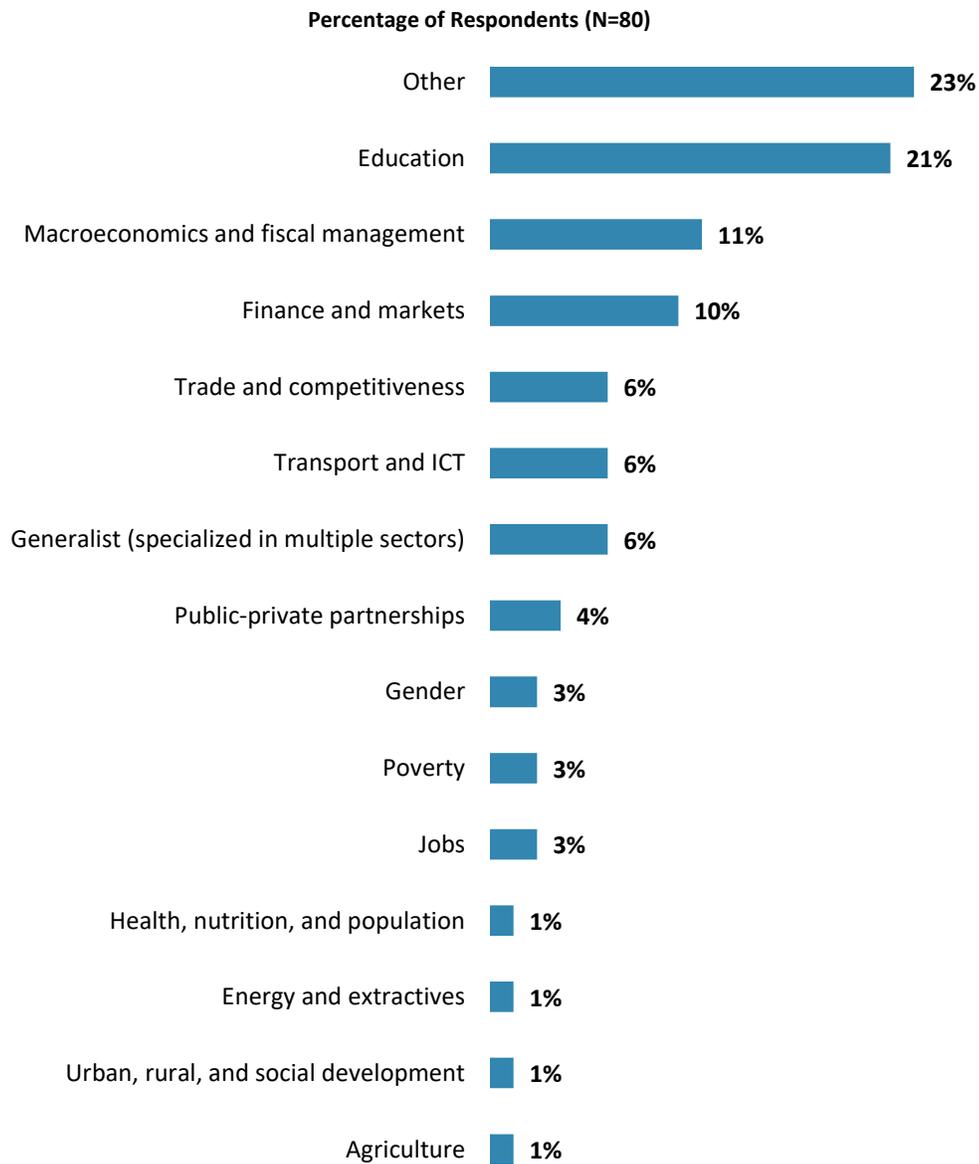


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



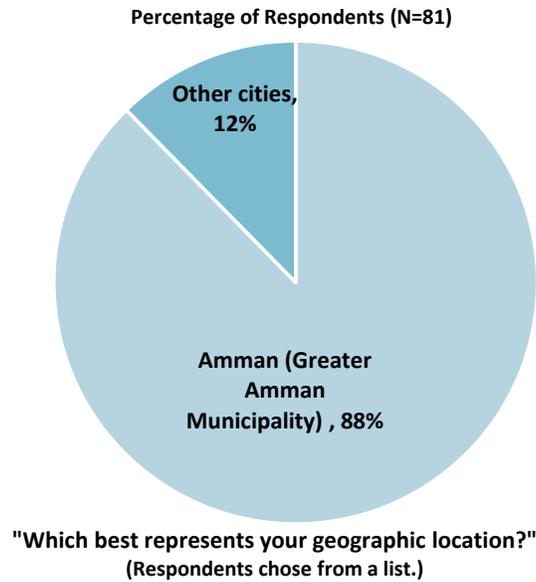
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



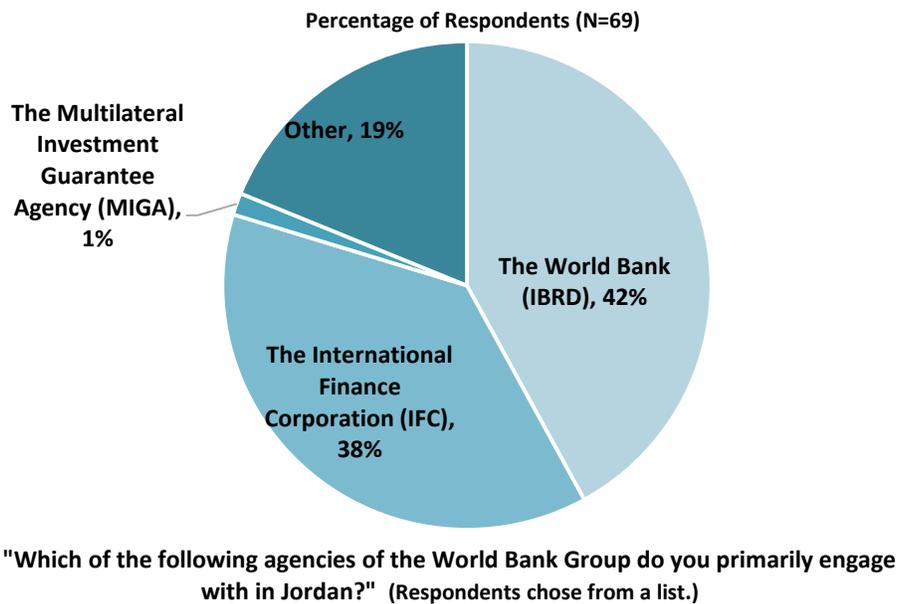
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 101).



Exposure to Agencies within the World Bank Group

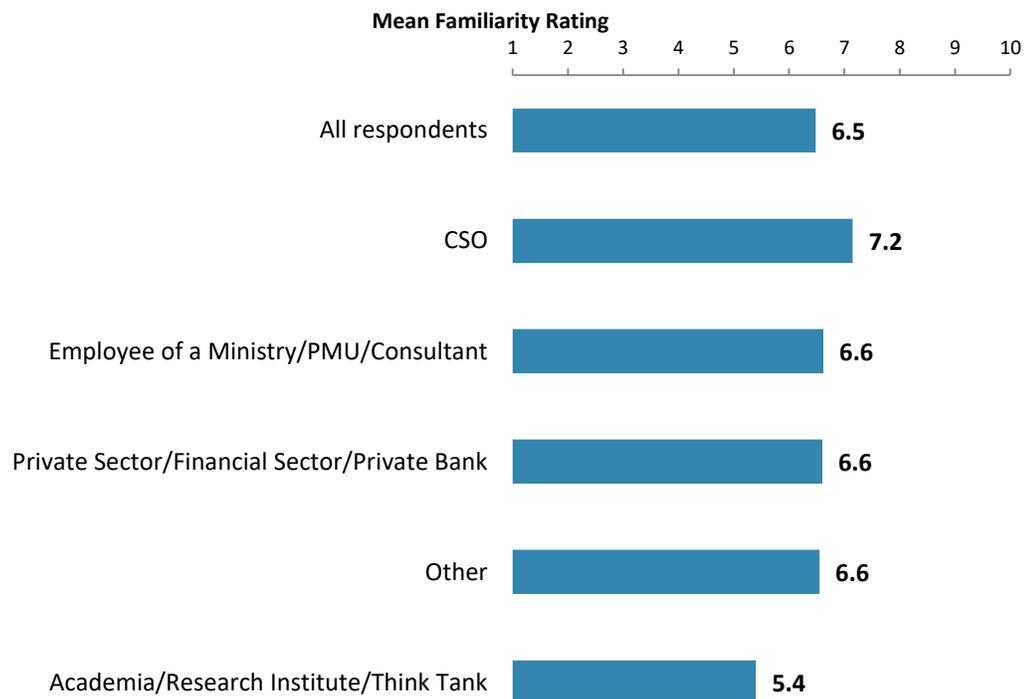




III. Demographics of the Sample (continued)

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 World Bank Group in Jordan (weighted mean in FY'16 = 6.6; weighted mean in FY'13 = 6.7)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Jordan and the extent to which the WBG plays a relevant role in development in Jordan, and significantly, moderately correlated with 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 Jordan?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

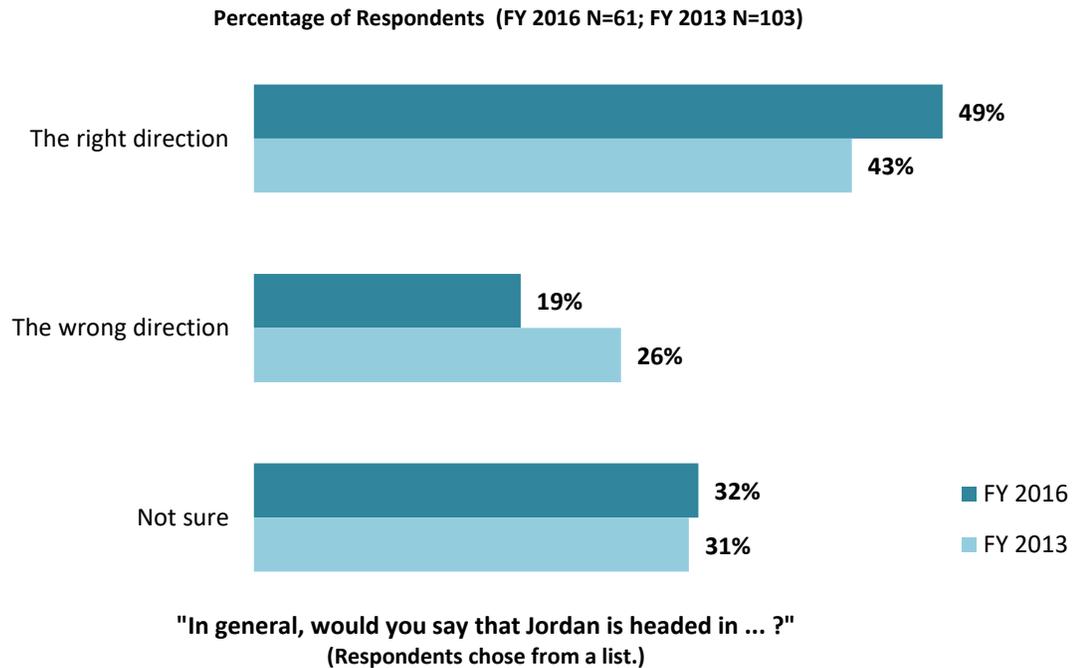
¹ Please refer to Appendix E (page 111) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Jordan

Headed in the Right Direction²

- **Year comparison:** respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar views of the direction in which Jordan is headed.



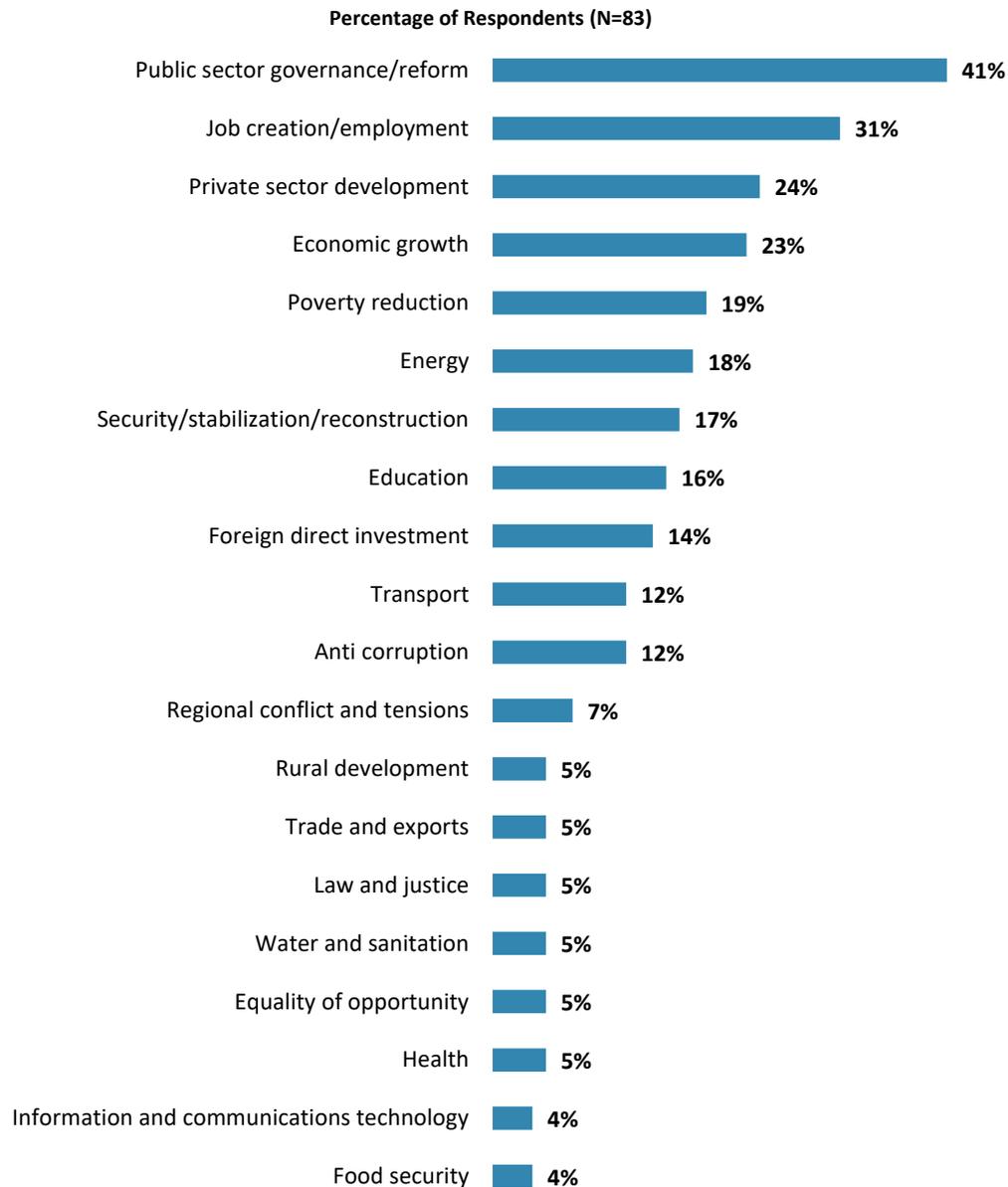
² Percentages presented in the chart were calculated based on weighted data from FY'16 and FY'13.



IV. General Issues Facing Jordan (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Jordan were “*public sector governance/reform*” (39%), “*energy*” (32%), “*job creation/employment*” (28%), and “*anti-corruption*” (27%).



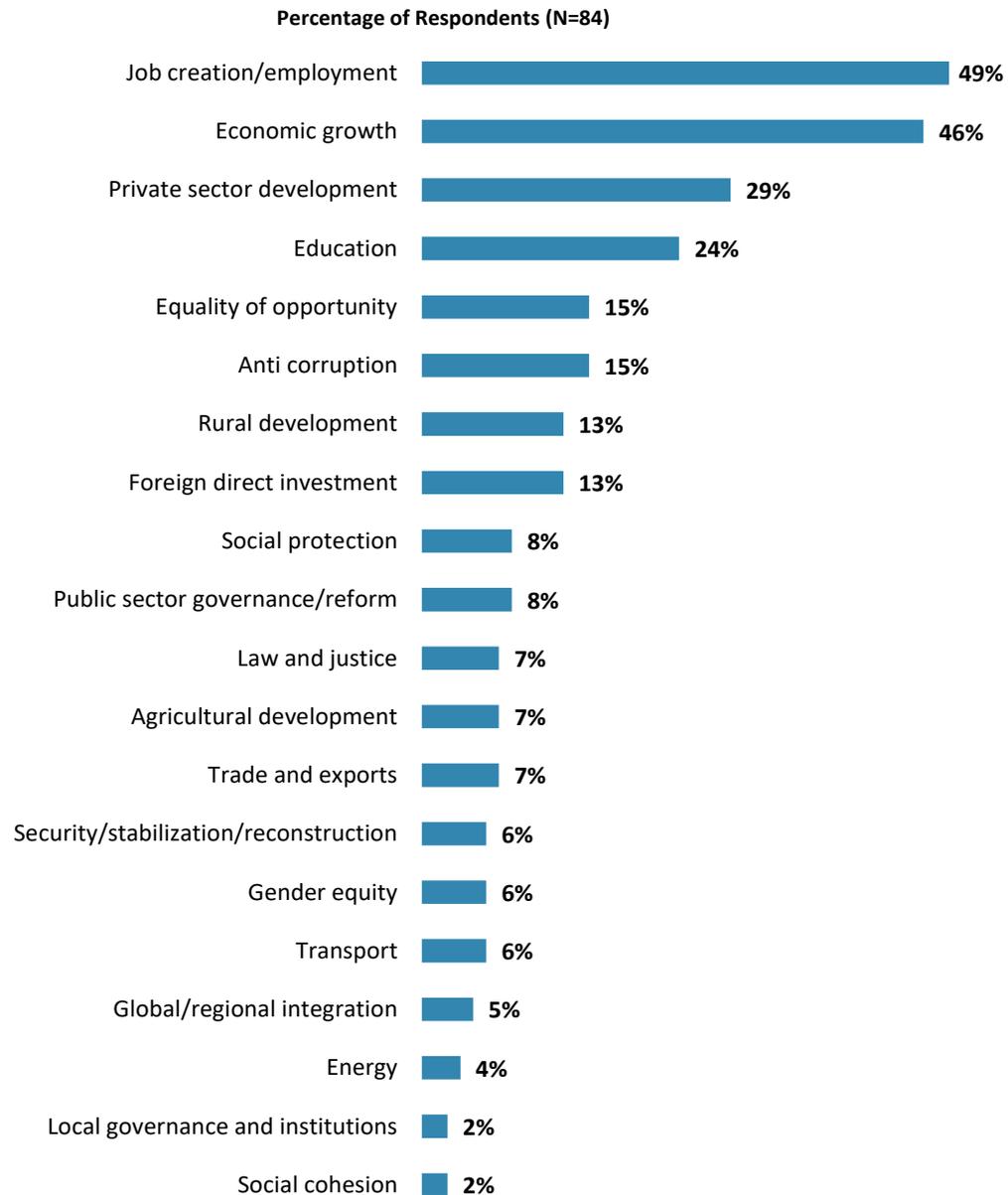
"Listed below are a number of development priorities in Jordan. Please identify which of the following you consider the most important development priorities in Jordan. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



IV. General Issues Facing Jordan (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 Jordan were “*job creation/employment*” (49%), “*economic growth*” (39%), “*domestic private sector development*” (24%), and “*equality of opportunity*” (23%).



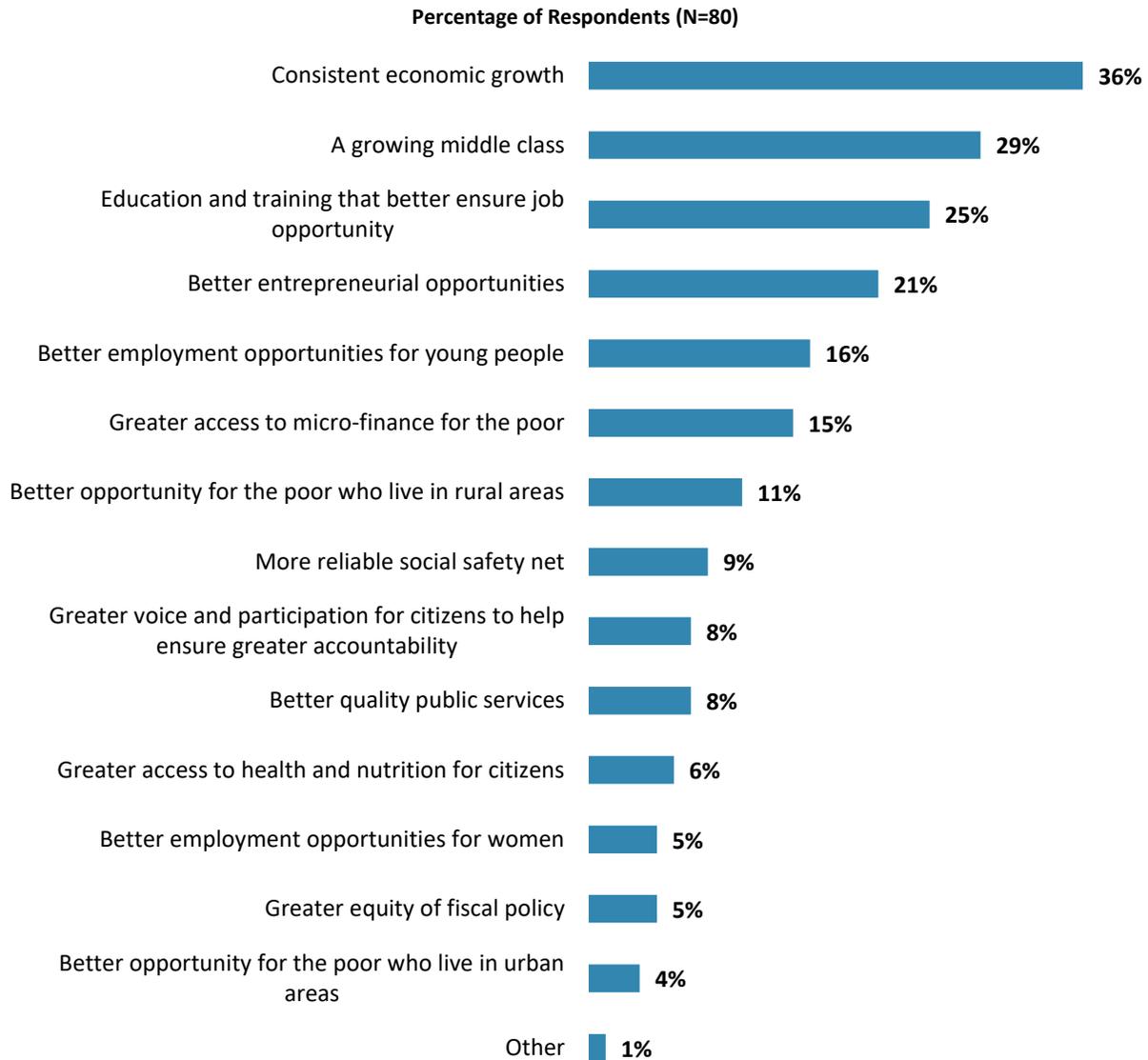
"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Jordan? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



IV. General Issues Facing Jordan (continued)

Factors Contributing to “Shared Prosperity”



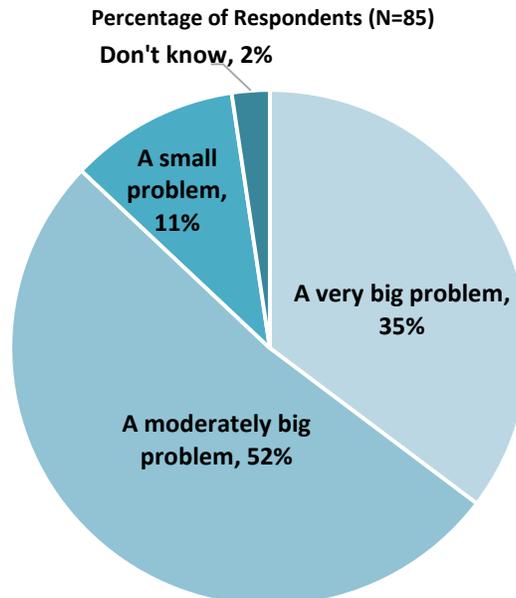
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



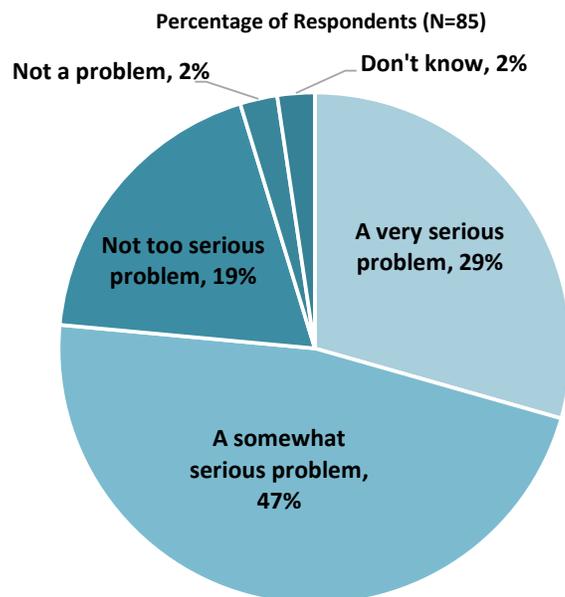
IV. General Issues Facing Jordan (continued)

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 Jordan?" (Respondents chose from a list.)

Global Climate Change



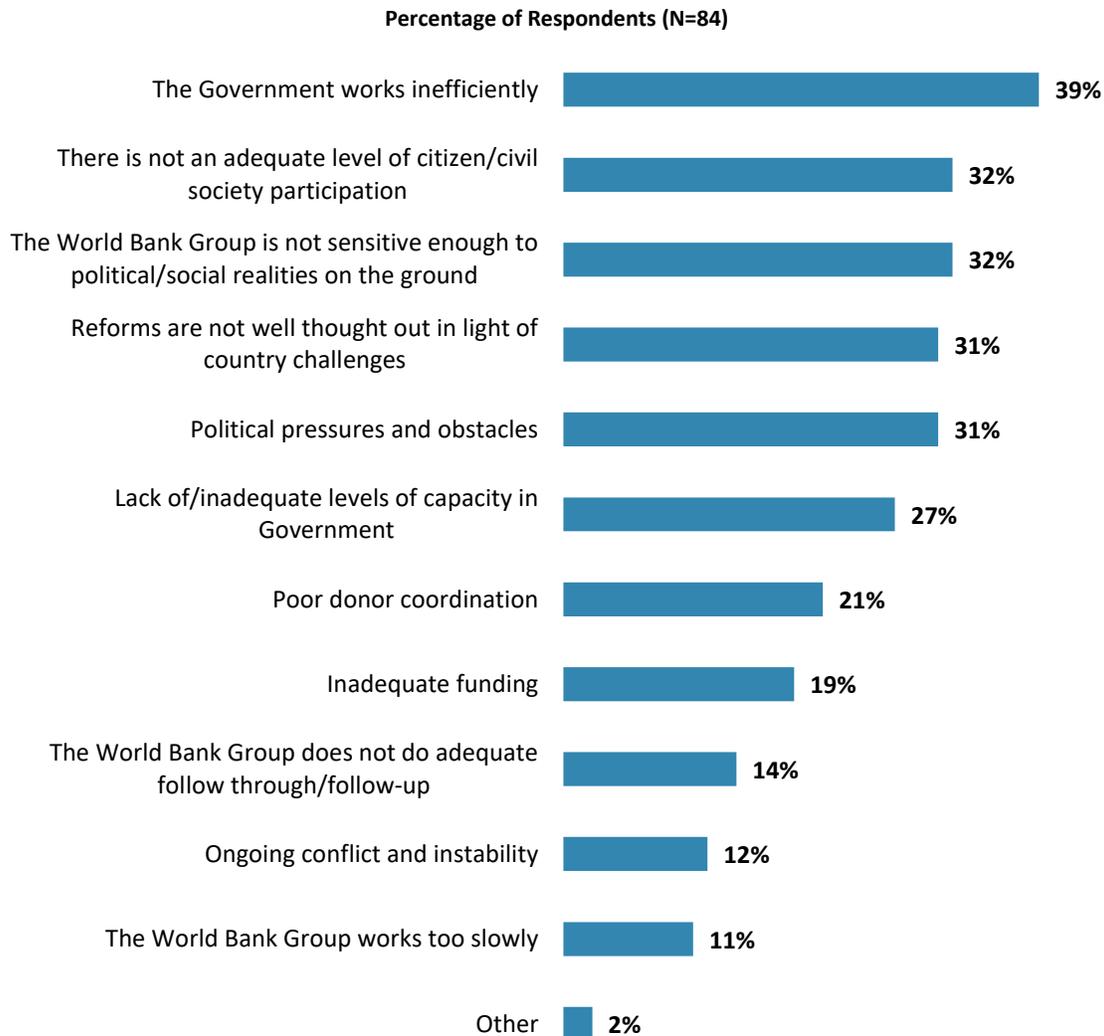
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: Percentages may not total 100 due to rounding)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that *“the Government works inefficiently”* (44%), *“reforms are not well thought out in light of country challenges”* (39%), *“political pressures and obstacles”* (35%), and *“the World Bank is not sensitive enough to political/social realities on the ground”* (35%).



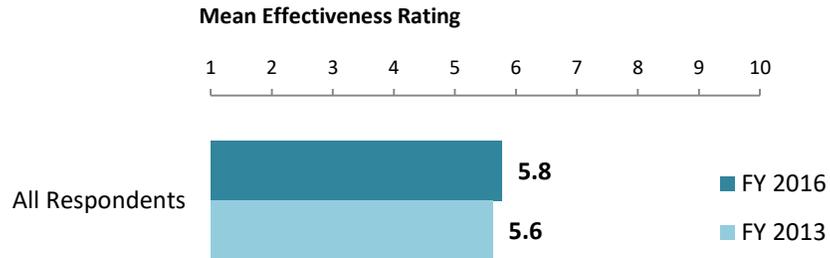
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

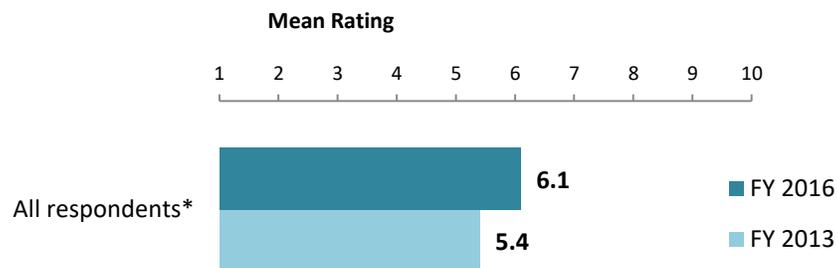
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



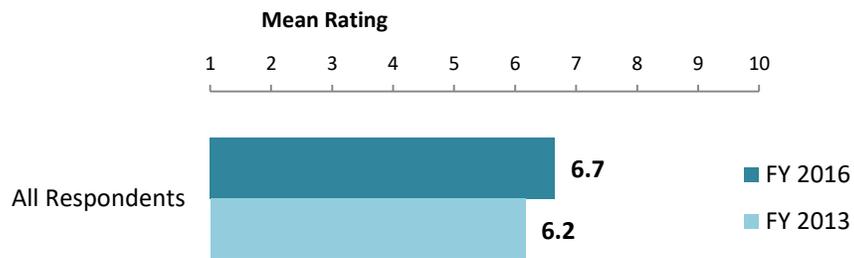
"To what extent does the World Bank Group’s work help to achieve development results in Jordan?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY2016 and FY2013)

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)

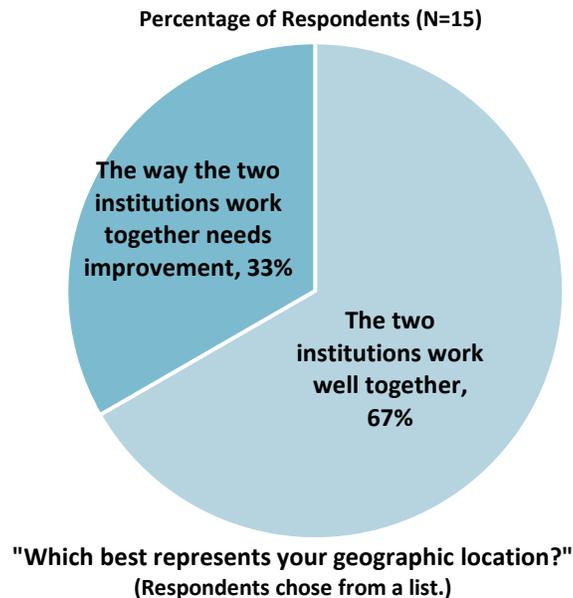
WBG Staff Preparedness⁴



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



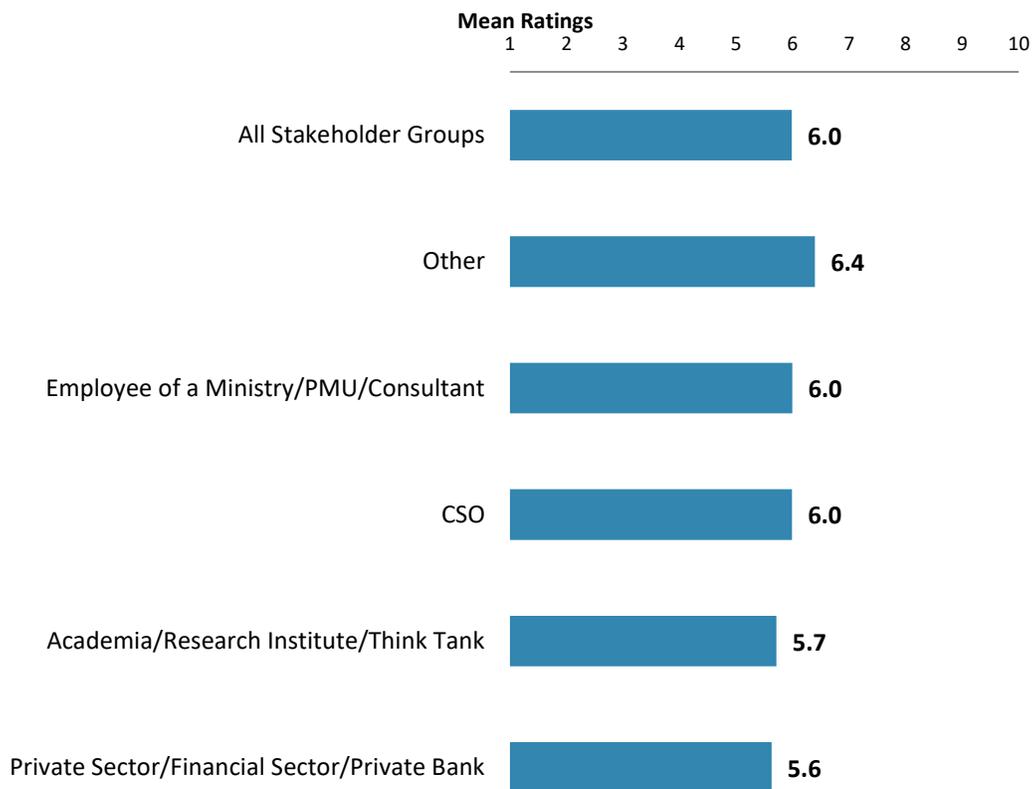
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar mean ratings for the aggregated responses to the twenty eight COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 73).
- **Collaboration:** Respondents who collaborated with the WBG had significantly higher overall ratings for the twenty eight indicator questions than respondents who do not work with the WBG (mean ratings are 6.4 and 5.7 respectively).



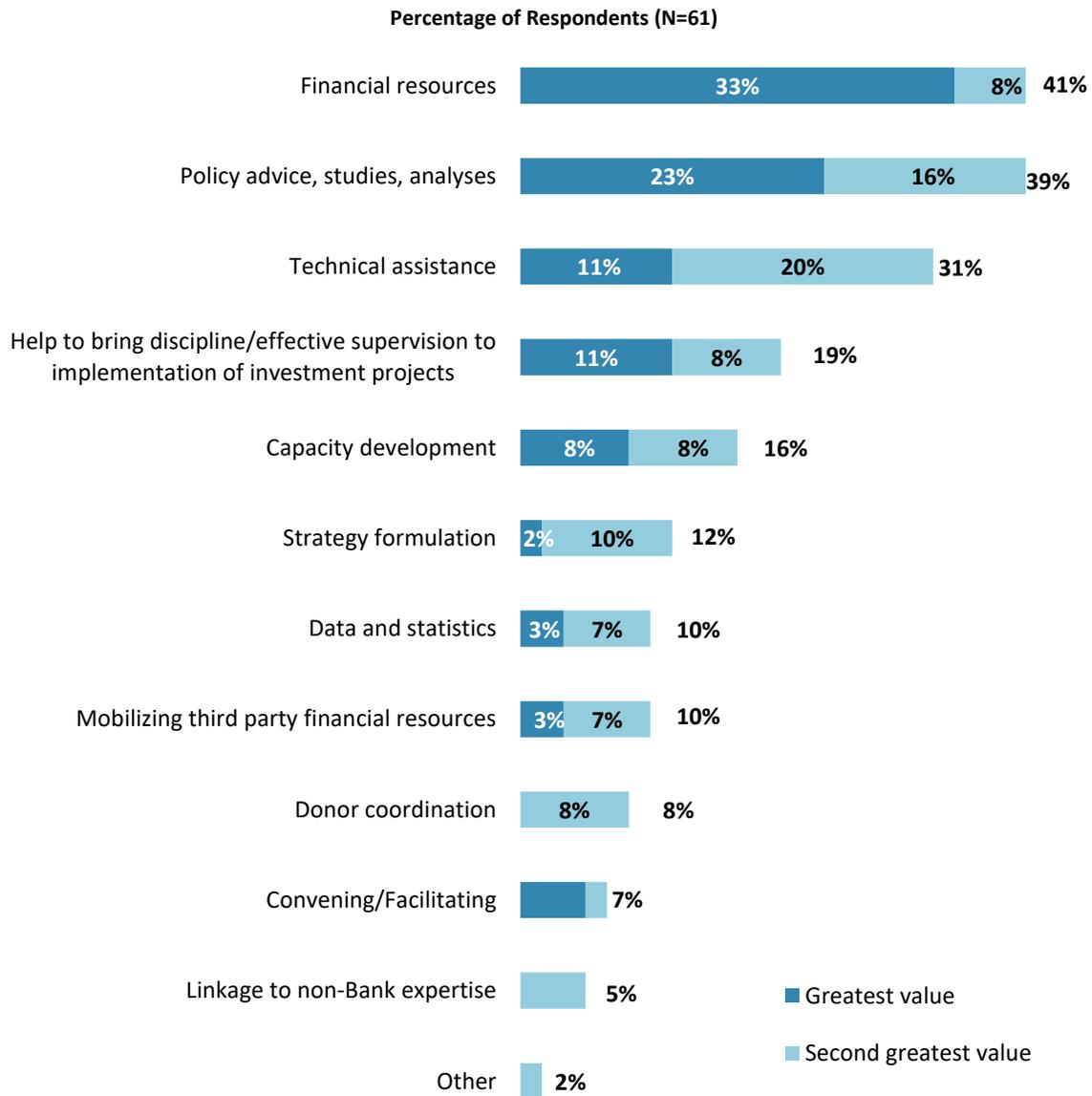
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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 Jordan were its "*financial resources: policy based lending/budget support to the Government*" (36%), "*financial resources: investment lending*" (34%), and "*technical assistance*" (29%).



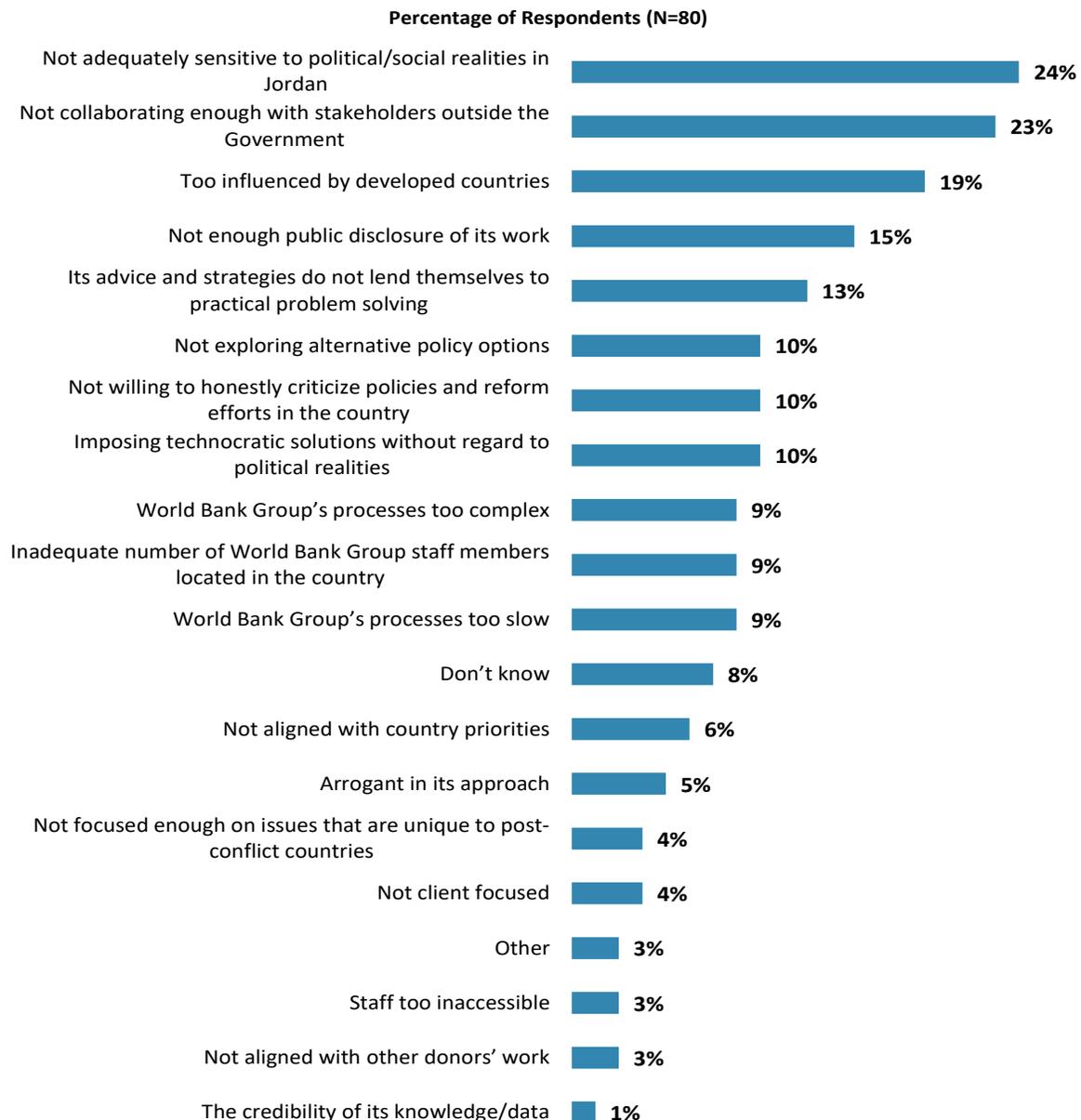
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jordan?"
 (Respondents chose from a list.)



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 Jordan were "*not adequately sensitive to political/social realities in Jordan*" (34%), "*imposing technocratic solutions without regard to political realities*" (29%), "*not exploring alternative policy options*" (17%), and "*being too influenced by developed countries*" (17%).

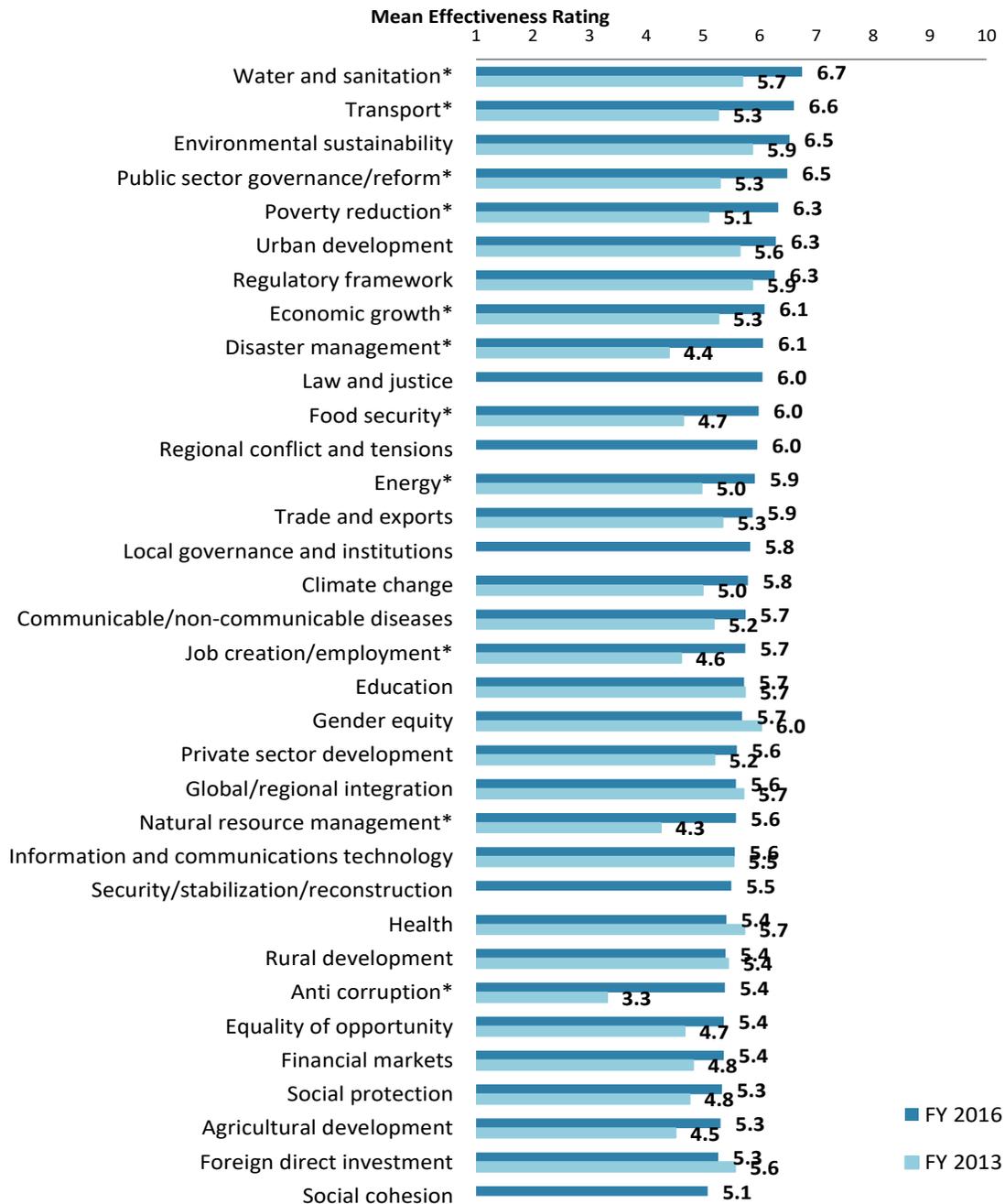


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jordan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

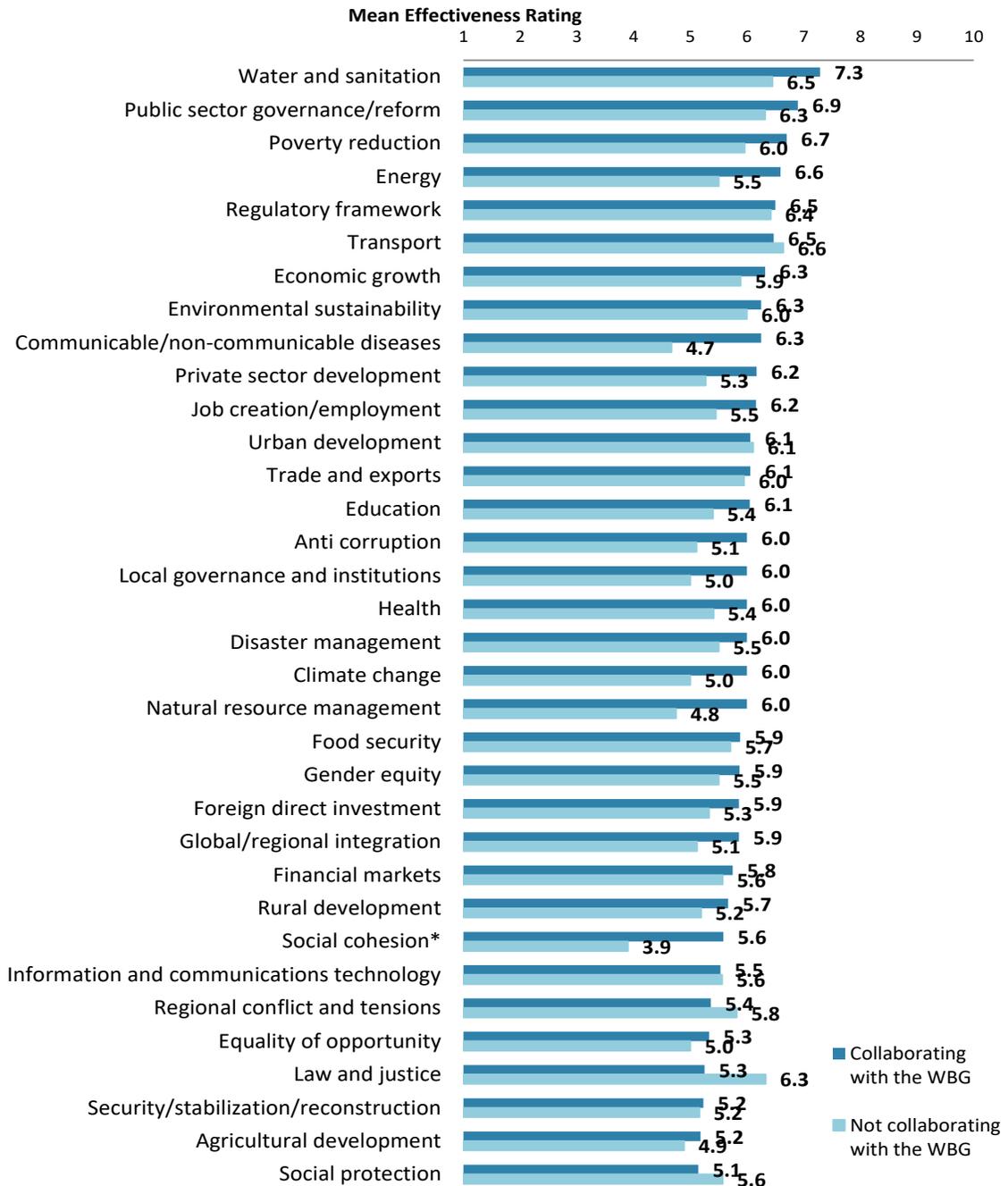
(*Significantly different between FY 2016 and FY 2013)

⁵ Means presented in this chart were 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 Jordan?" (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 53) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



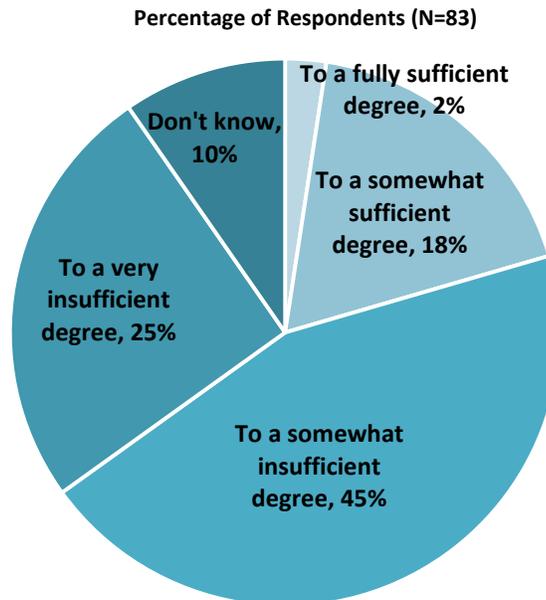
VI. Sectoral Effectiveness (continued)

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 Jordan?”
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

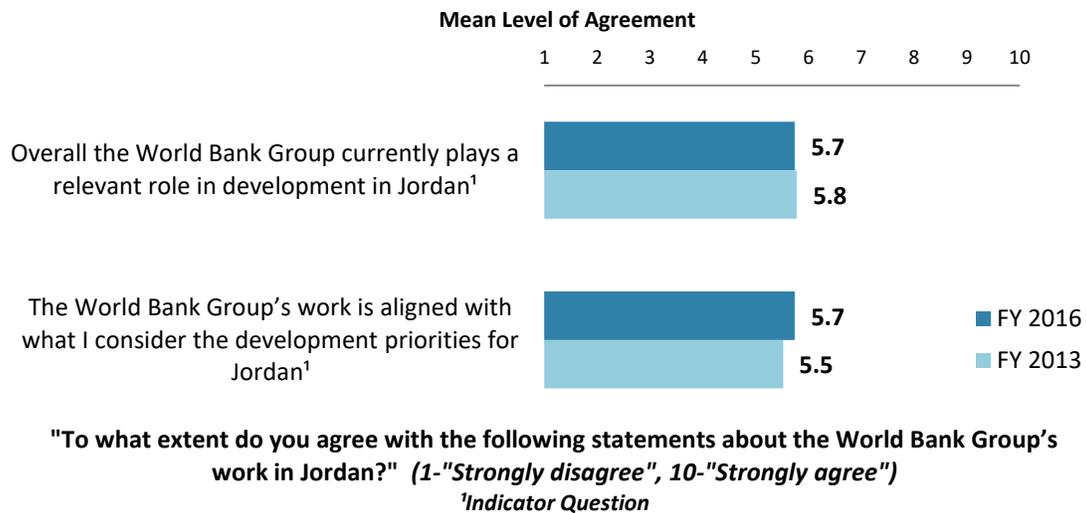


“To what extent do you believe that the World Bank Group's work and support help the poorest in Jordan?” (Respondents chose from a list.)

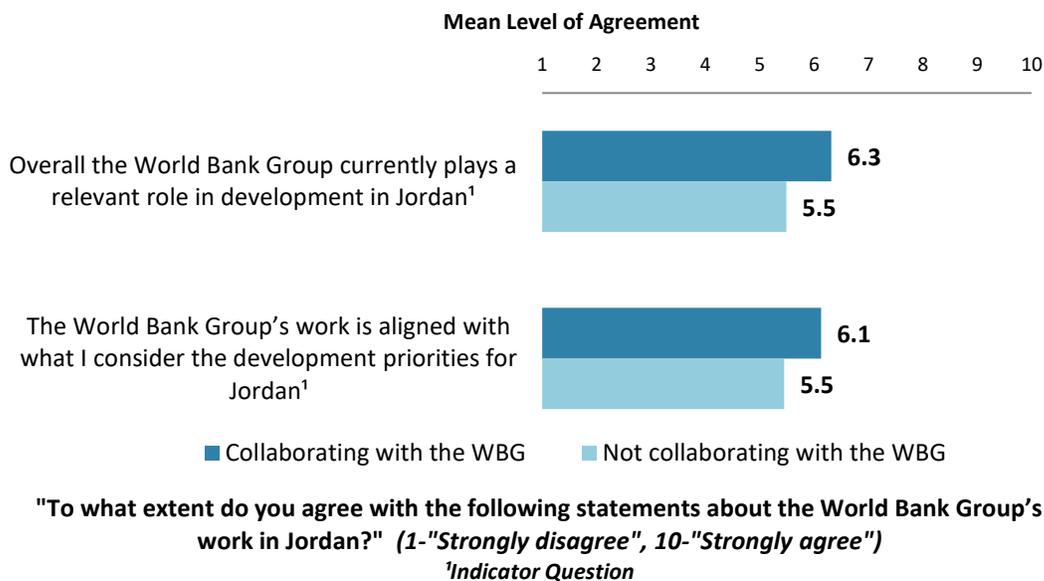


VII. How the World Bank Group Operates

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



The World Bank Group's Work in Jordan: Collaboration



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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



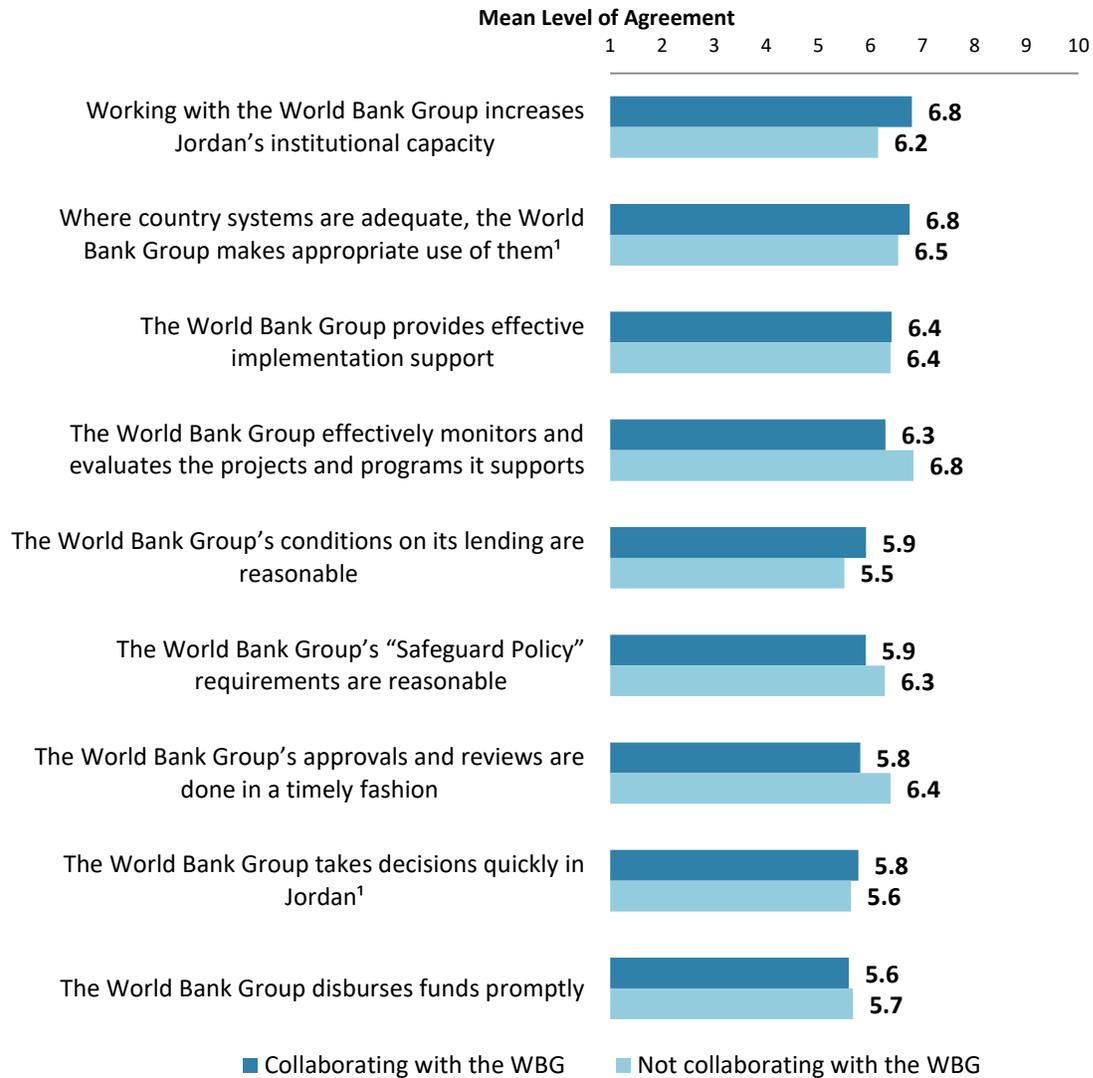
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 'Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

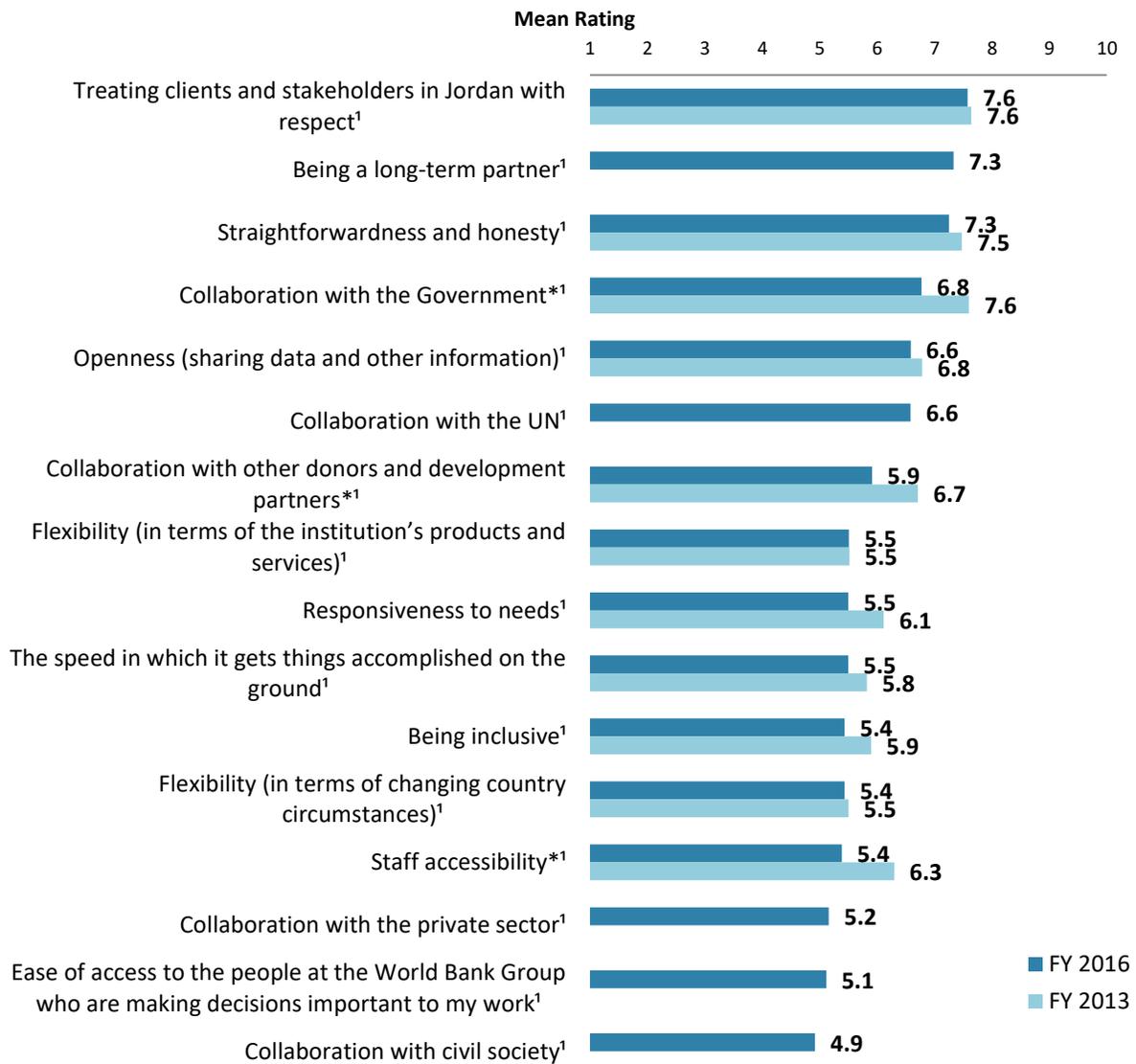


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
'Indicator Question



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 Jordan, 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)

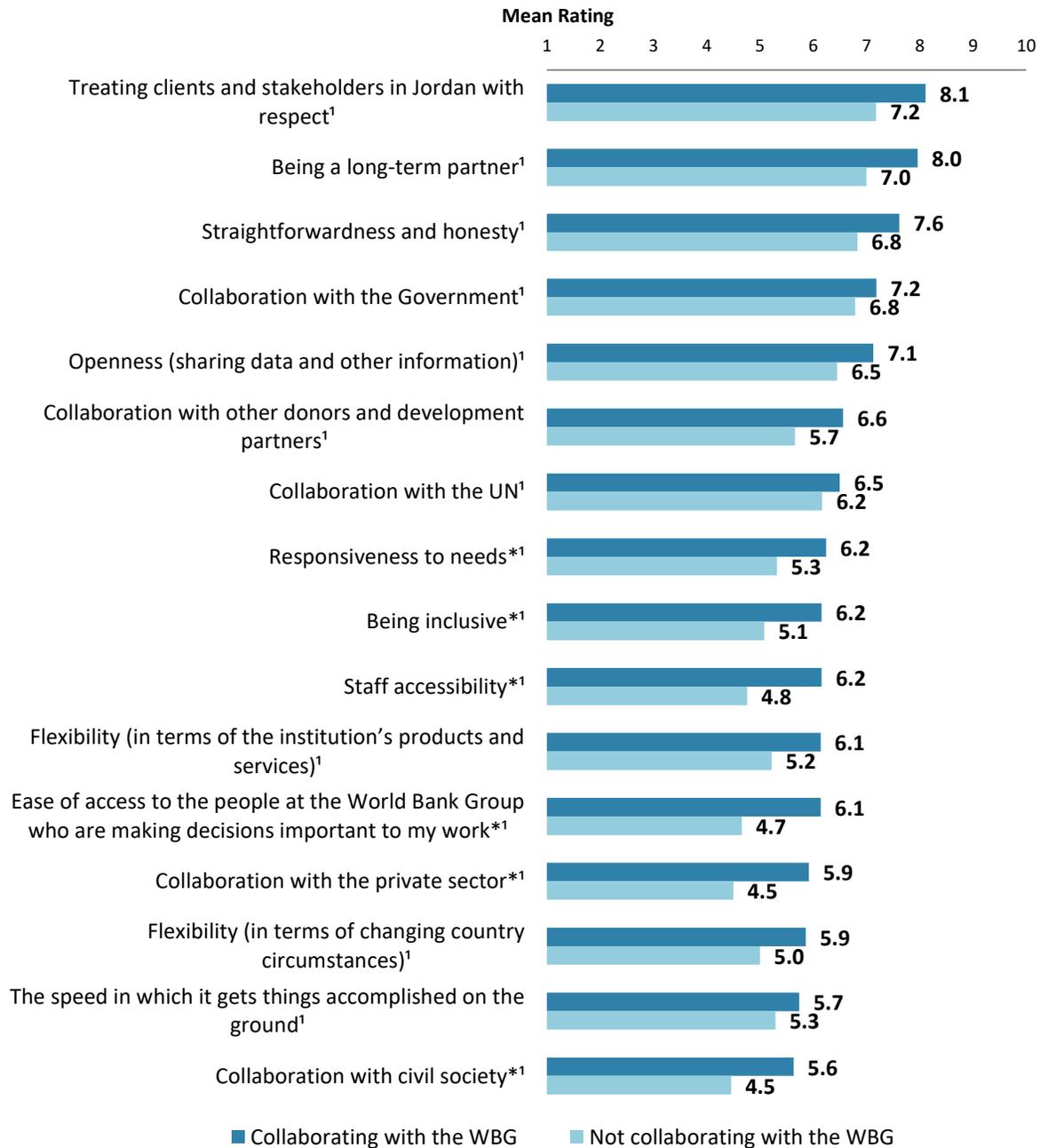
¹Indicator Question

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

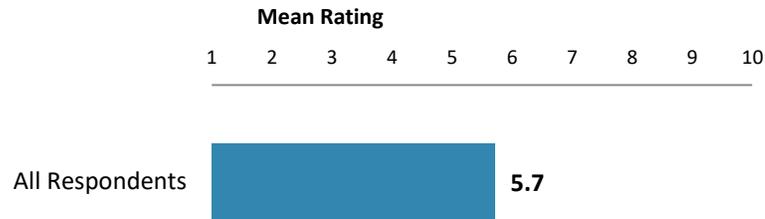
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



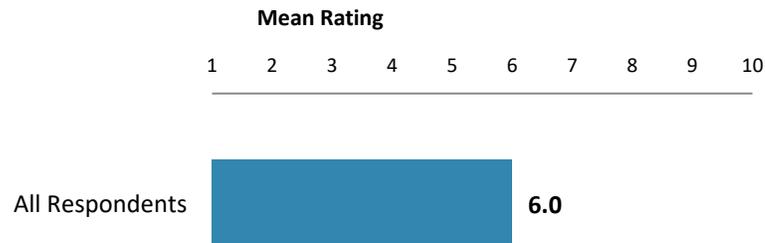
VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



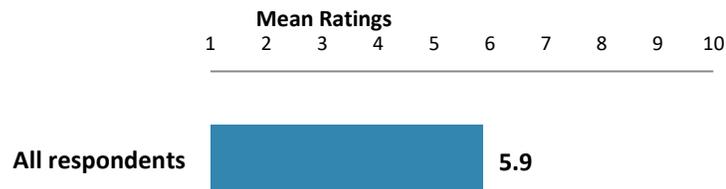
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Jordan?" (1-"To no degree at all", 10-"To a very significant degree")

Helping build existing country systems



"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Jordan?" (1-"To no degree at all", 10-"To a very significant degree")

Staffing in Jordan

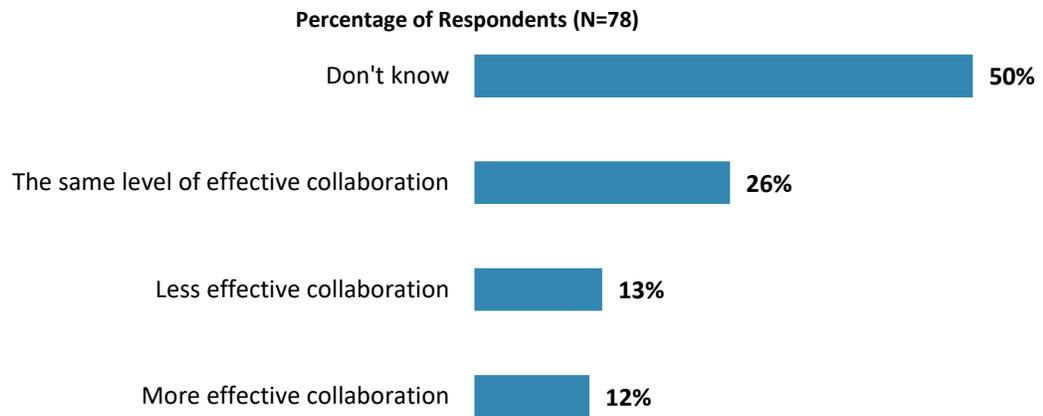


"To what extent do you believe the World Bank Group is adequately staffed in Jordan?" (1-"to no degree at all", 10-"To a very significant degree")



VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG

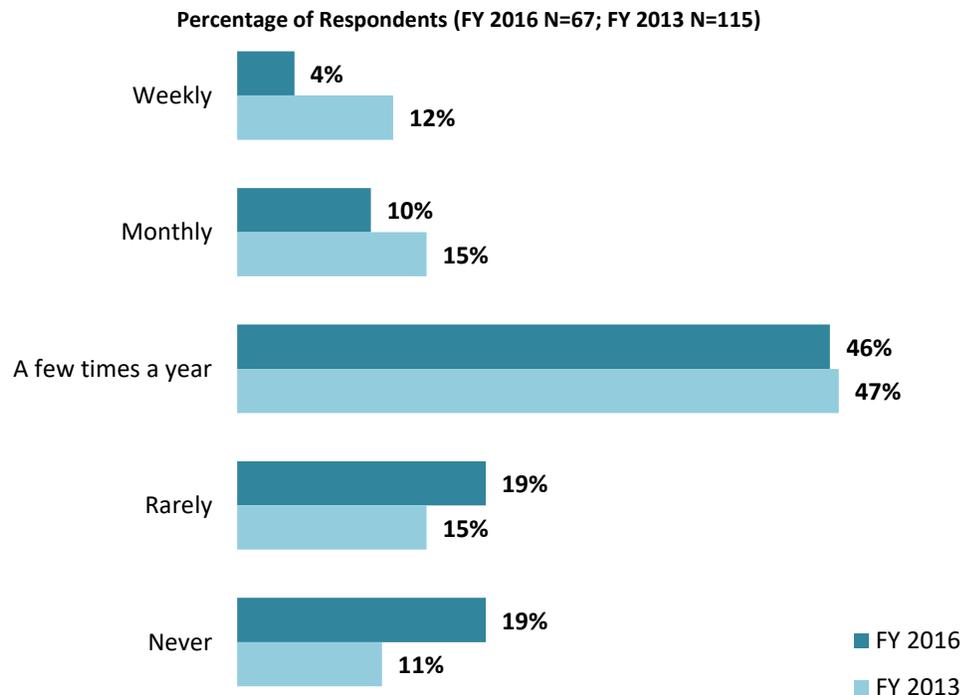


"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰



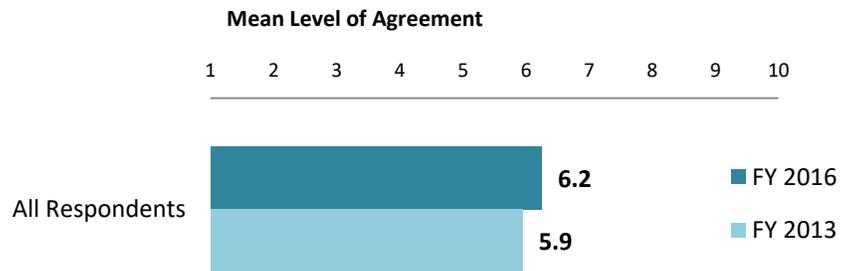
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

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



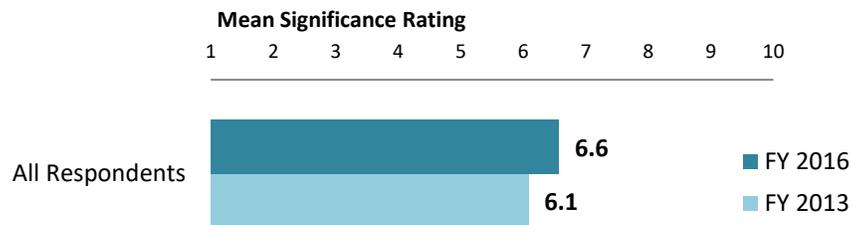
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Jordan’ Knowledge Needs¹¹ (Indicator Question)



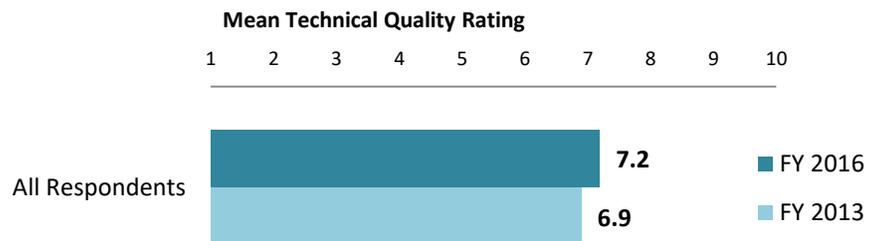
"The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)."
(1-"Strongly disagree", 10-"Strongly agree")

Contribution of the WBG’s Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")

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



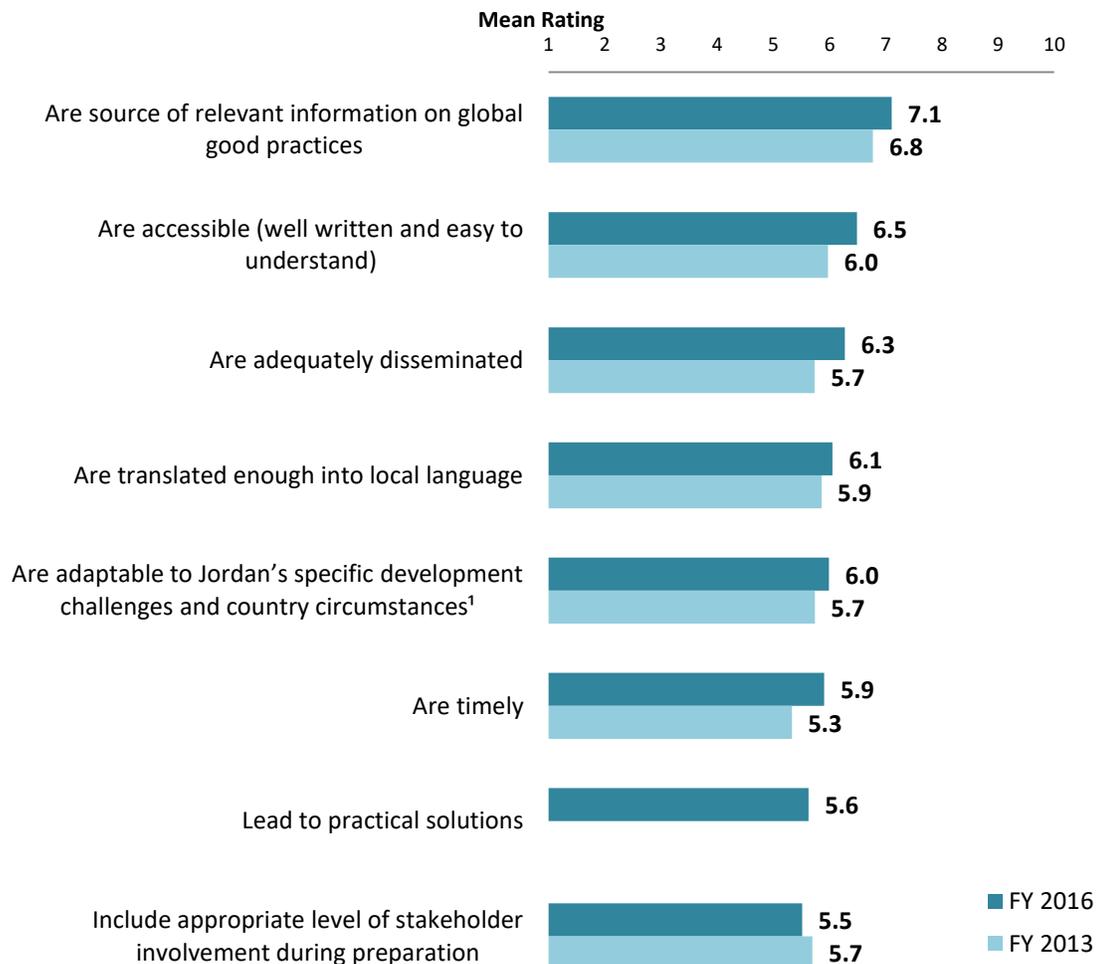
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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



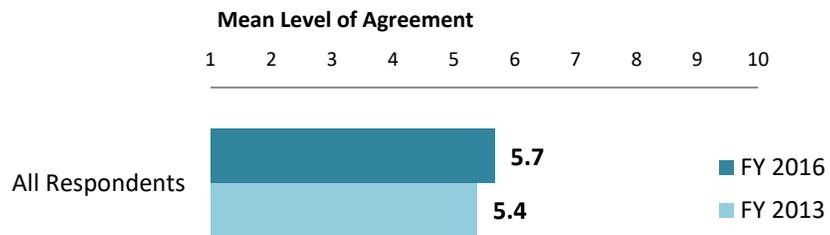
"In Jordan, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
Indicator Question

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



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

Meeting Jordan'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-Results, etc.) meet the needs of Jordan."
(1-"Strongly disagree", 10-"Strongly agree")

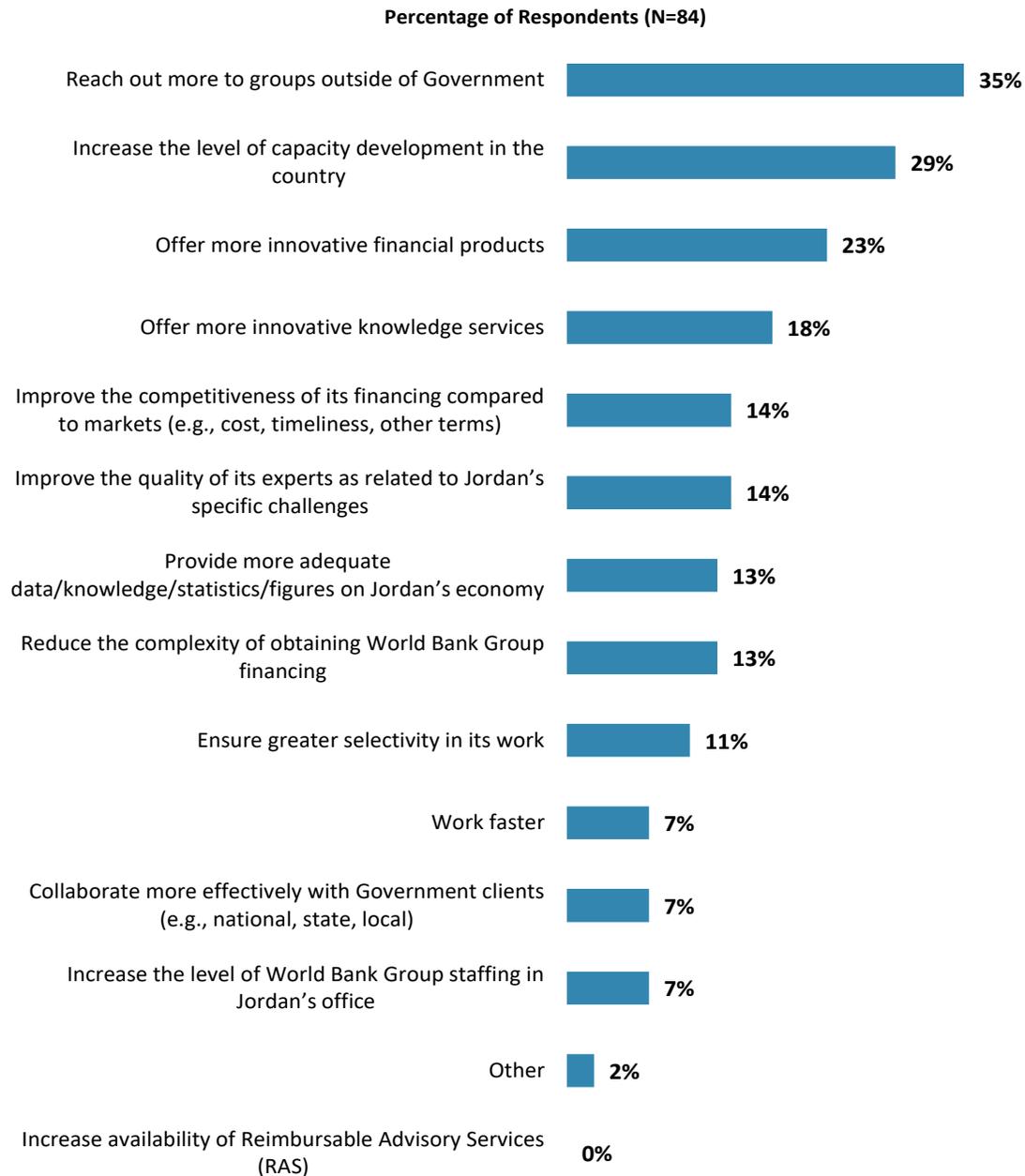
¹³ Means in the chart were calculated based on weighted data.



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

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*” (47%) and “*improve the quality of its experts as related to Jordan’s specific challenges*” (31%) to make itself of greater value in Jordan.



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

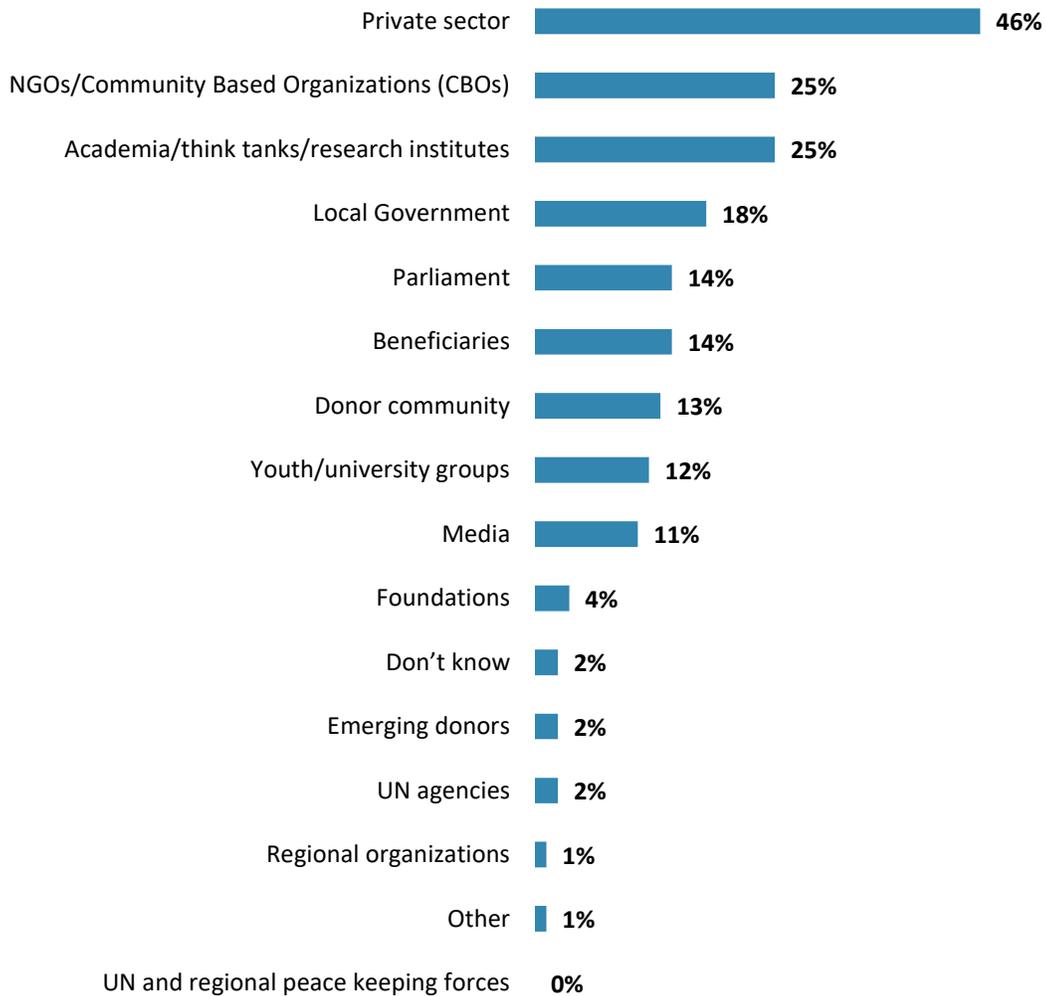


IX. The Future Role of the WBG in Jordan (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*private sector*” (39%), “*NGOs*” (32%), and “*local government*” (28%) to ensure better development results in Jordan.

Percentage of Respondents (N=85)



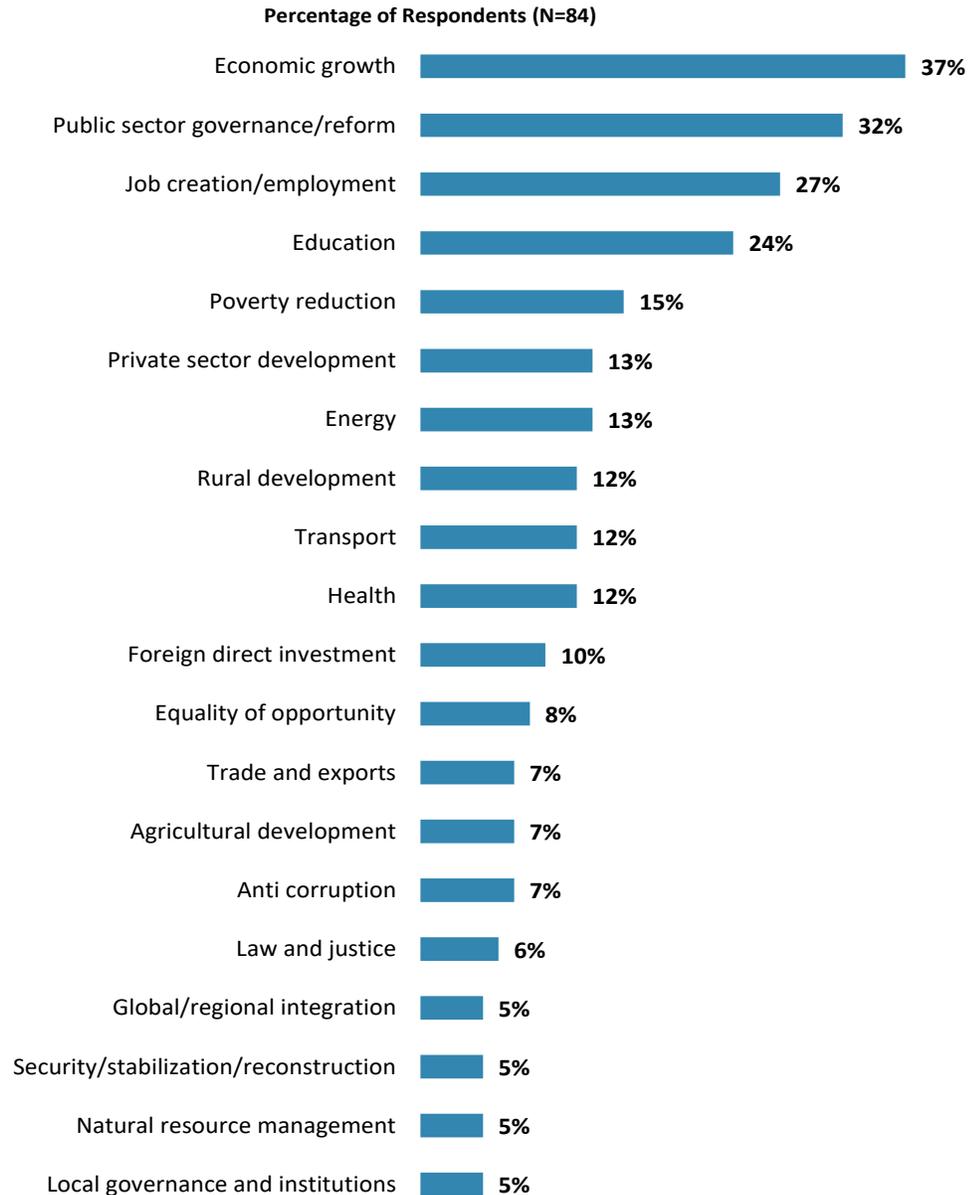
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Jordan (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 “*public sector governance/reform*”(37%), “*job creation/employment*” (28%), “*poverty reduction*” (28%), and “*economic growth*” (27%).

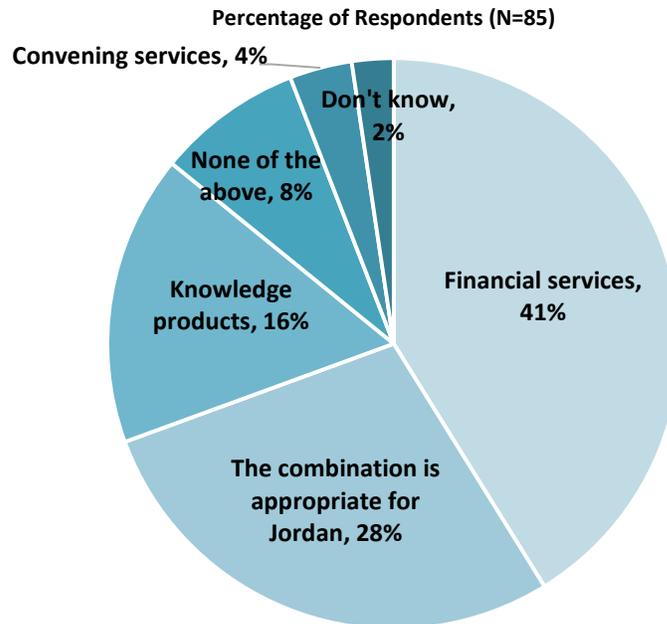


“When thinking about how the World Bank Group can have the most impact on development results in Jordan, in which sectoral areas do you believe the WBG should focus most of its resources in Jordan? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



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

Future Combination of the WBG Services



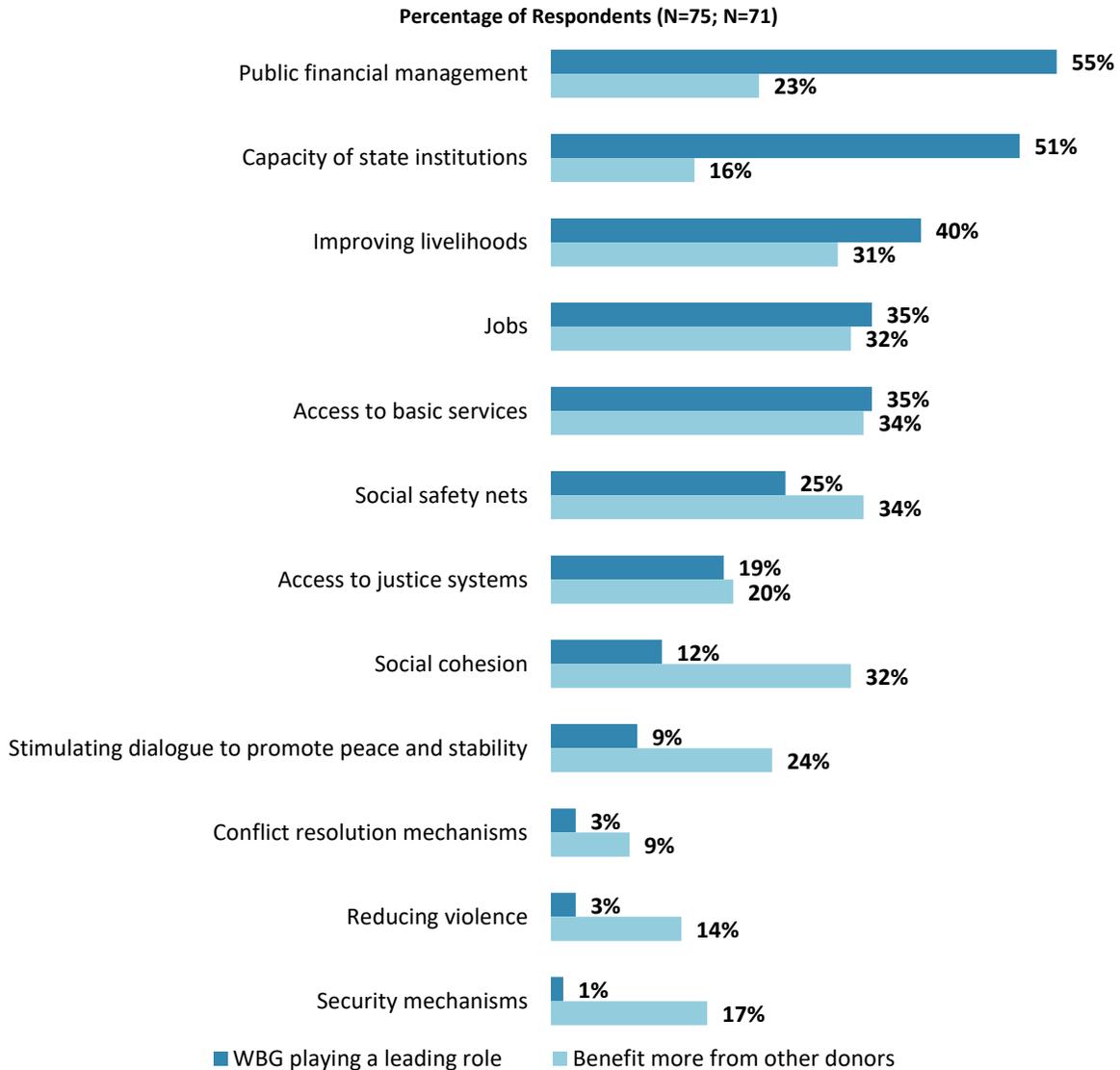
"When considering the combination of services that the World Bank Group offers in Jordan, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Jordan?" (Respondents chose from a list.)

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



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

World Bank Group and other donors' roles in development



"Please answer the following questions:

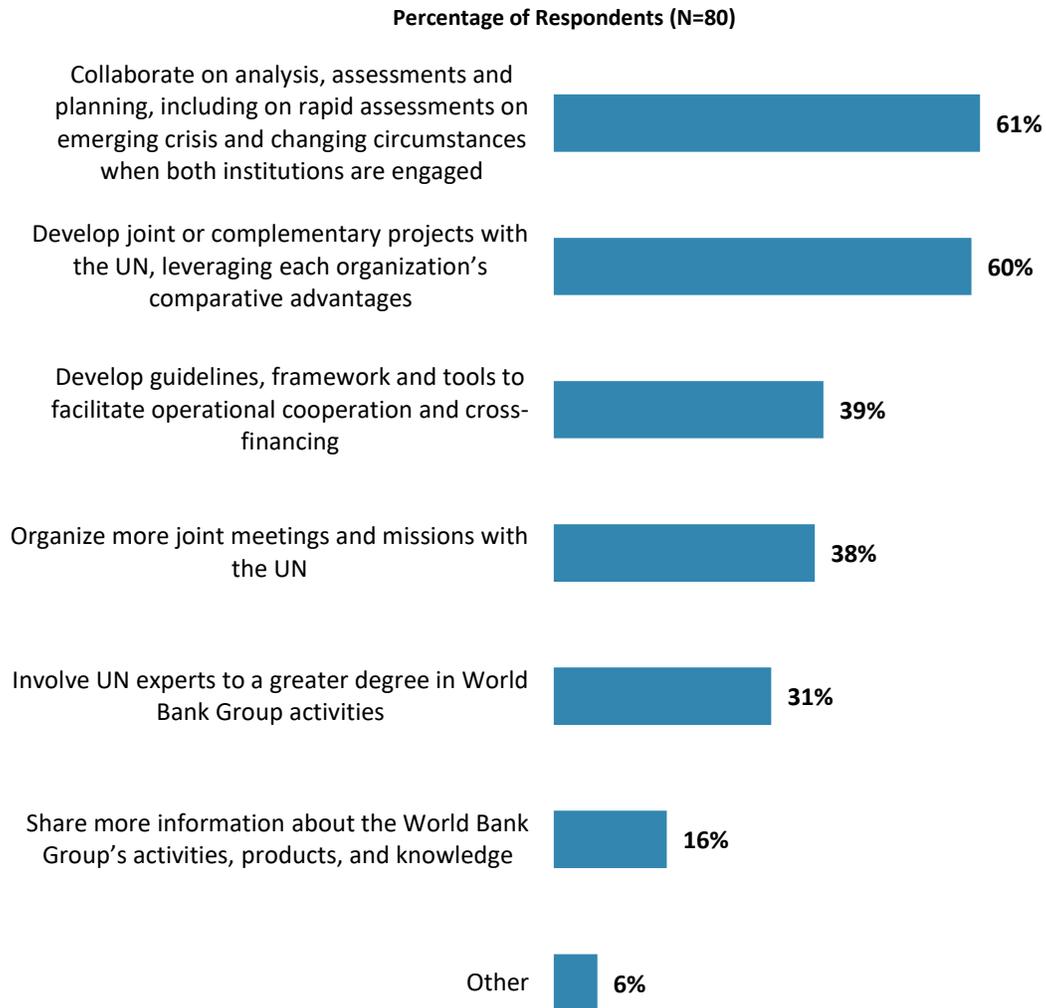
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Jordan?

B. Which THREE areas below would benefit most from other donors in Jordan?"
(Respondents chose from a list. Responses combined.)



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

WBG Collaboration with the UN



**"What should the World Bank Group do to improve collaboration with the UN in the field?
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**



X. Citizen Voice

Governance Accountability

Mean Rating
1 2 3 4 5 6 7 8 9 10

All Respondents



8.6

"How important is it for citizens in Jordan to have greater 'voice' than they have now, in order to hold the state accountable?"
(1-"Not important at all", 10-"Extremely important")

Mean Rating
1 2 3 4 5 6 7 8 9 10

All Respondents



5.2

"Do you think that in the past year or so, citizens in Jordan have obtained greater 'voice' to hold the state more accountable?"
(1-"Far less voice", 10-"Much greater voice")

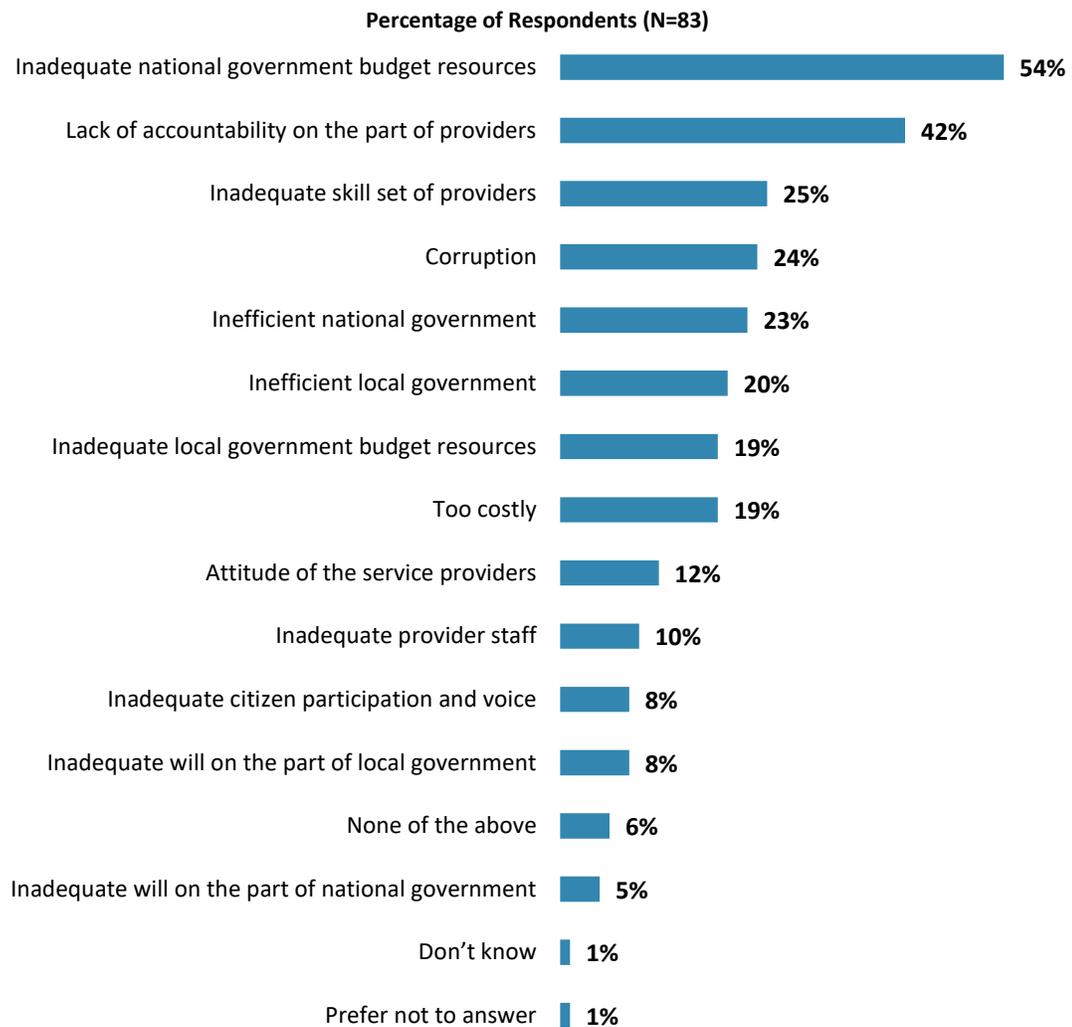


X. Citizen Voice (continued)

Service Delivery



"How important is it for citizens in Jordan to have greater 'voice' to ensure improved service delivery?"
(1-"Not important at all", 10-"Extremely important")



"Which of the following are the greatest obstacles in Jordan to improved service delivery? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



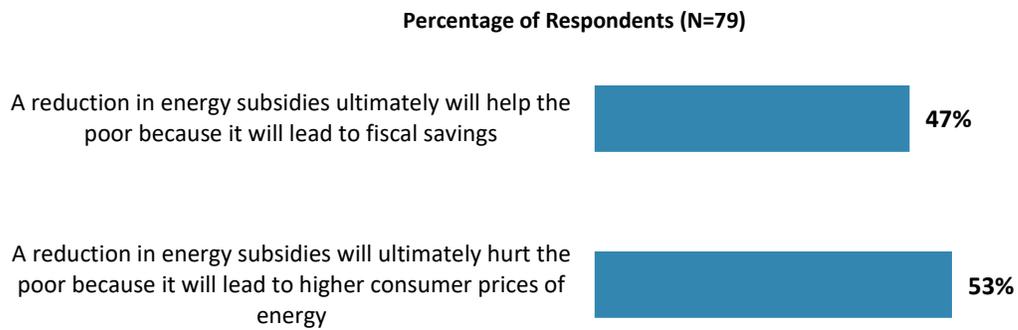
XI. Energy Subsidy Reform

Importance of Energy Subsidy Reform in Sustainable Growth



"When thinking about Jordan's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?"
(1-"Not necessary at all", 10-"Extremely necessary")

Impact of Energy Subsidy Reform on the Poor

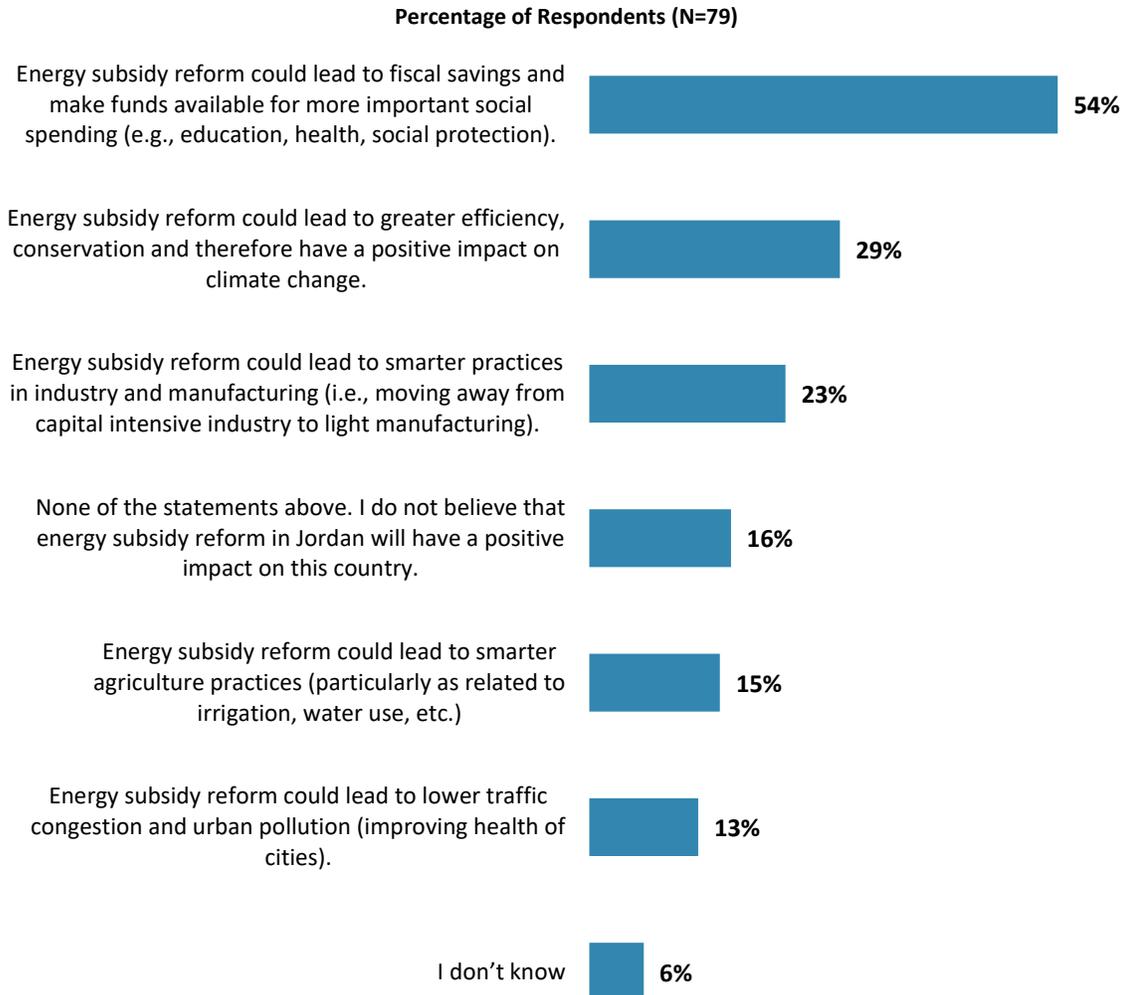


"Which of the following statements best represent your views of energy subsidy reform in Jordan?"
(Respondents chose from a list.)



XI. Energy Subsidy Reform (continued)

Benefits of Energy Subsidy Reform

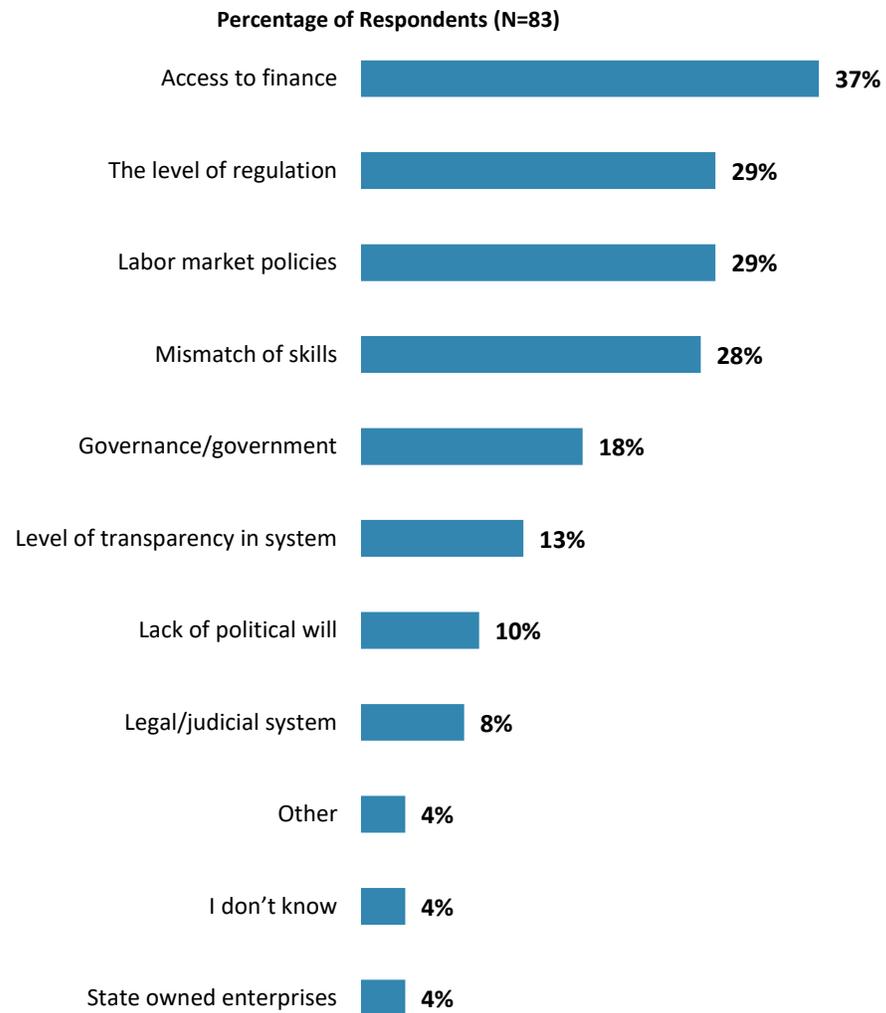


**"When thinking about energy subsidy reform in Jordan, which TWO of the following statements are most convincing?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



XII. Private Sector

Obstacles to Private Sector Development in Jordan

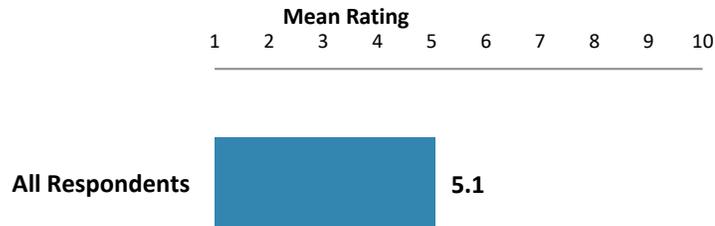


"Which of the following are the most significant obstacles to private sector development in Jordan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



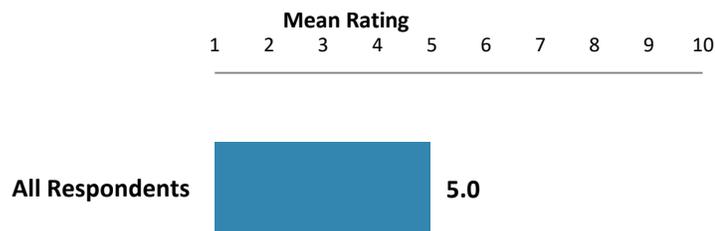
XIII. Refugees

Donor Community's Support to the Government's Efforts Related to Refugees



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Jordan?"
(1-"To no degree at all", 10-"To a very significant degree")

The WBG's Support to the Government's Efforts Related to Refugees

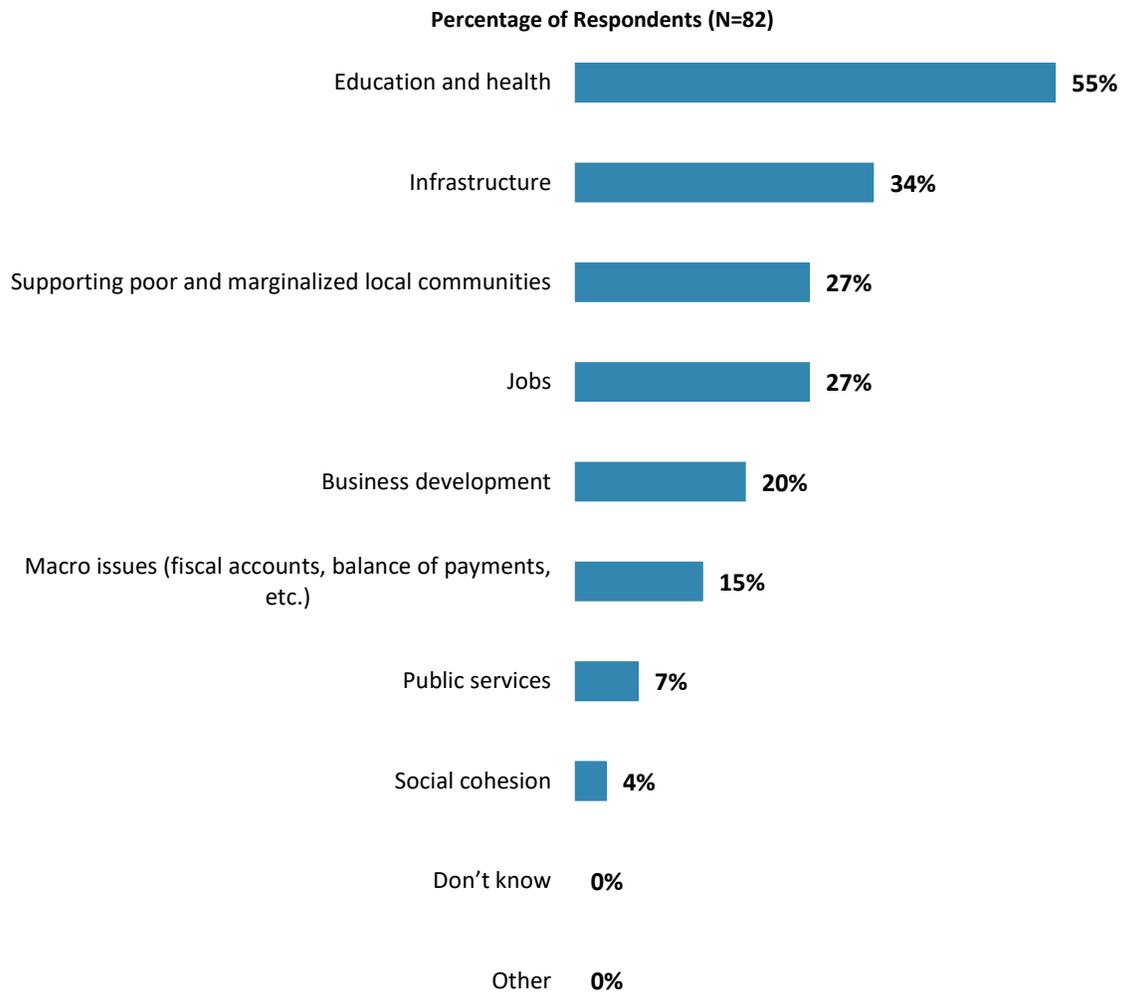


"To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Jordan?"
(1-"To no degree at all", 10-"To a very significant degree")



XIII. Refugees (continued)

The WBG's Support to the Refugee Crisis in Jordan



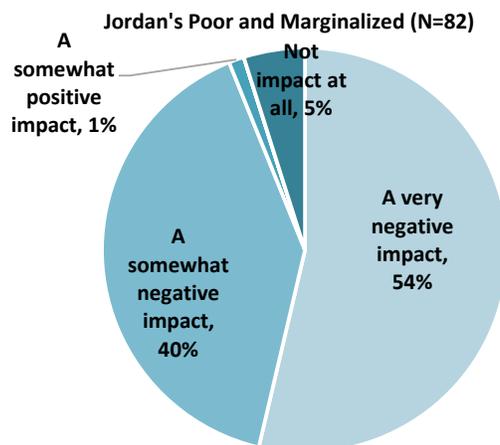
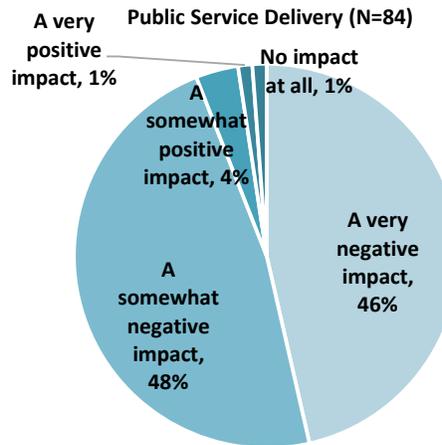
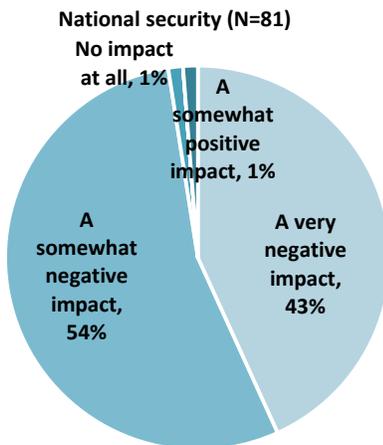
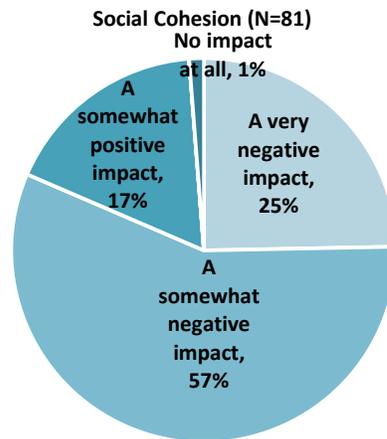
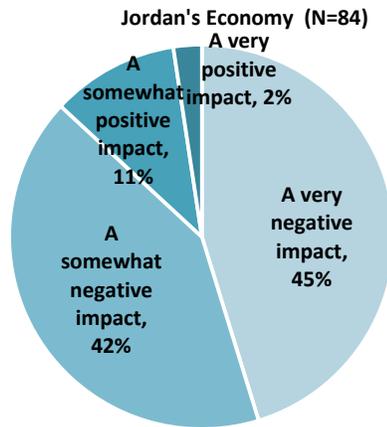
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Jordan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XIII. Refugees (continued)

Impact of Refugees

Please rate how you feel when you think about the impact of the refugees in regards to...



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

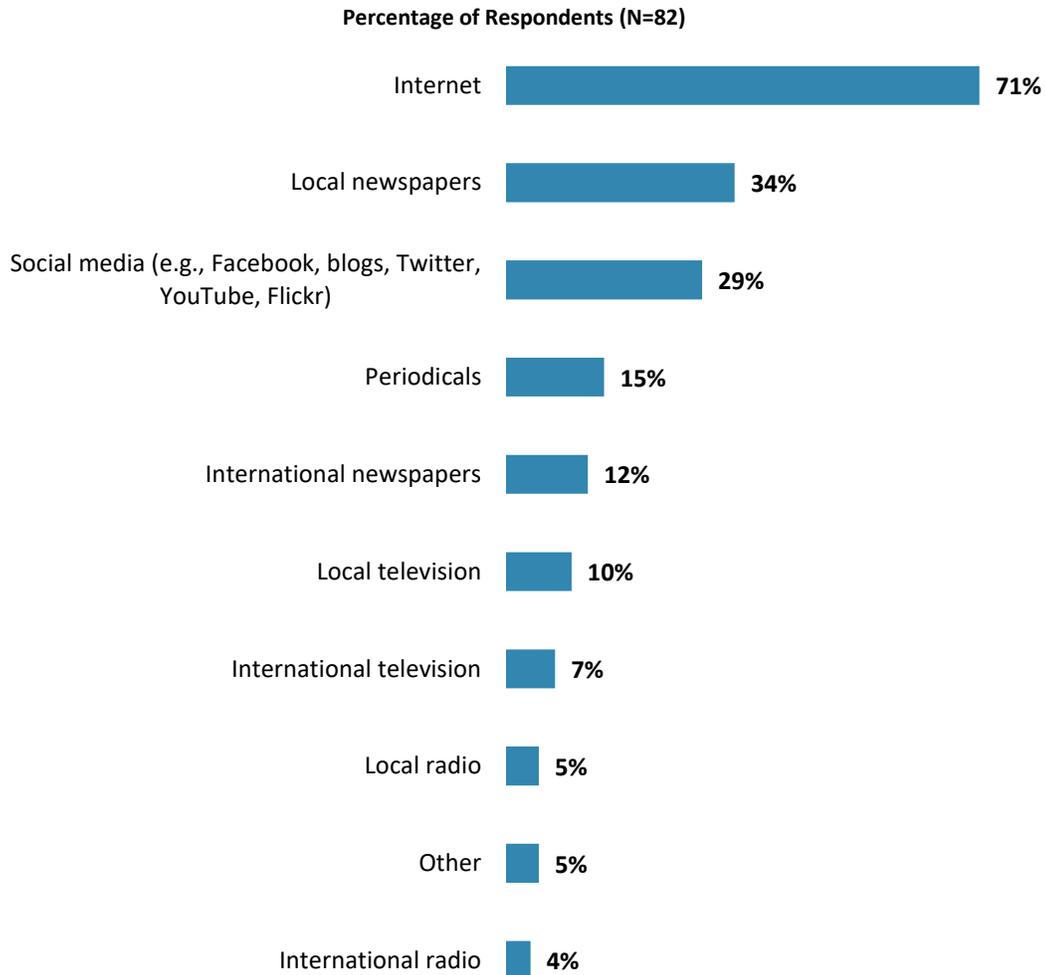


XIV. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 73) 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 Jordan from “*the Internet*” (74%), and “*local newspapers*” (48%).



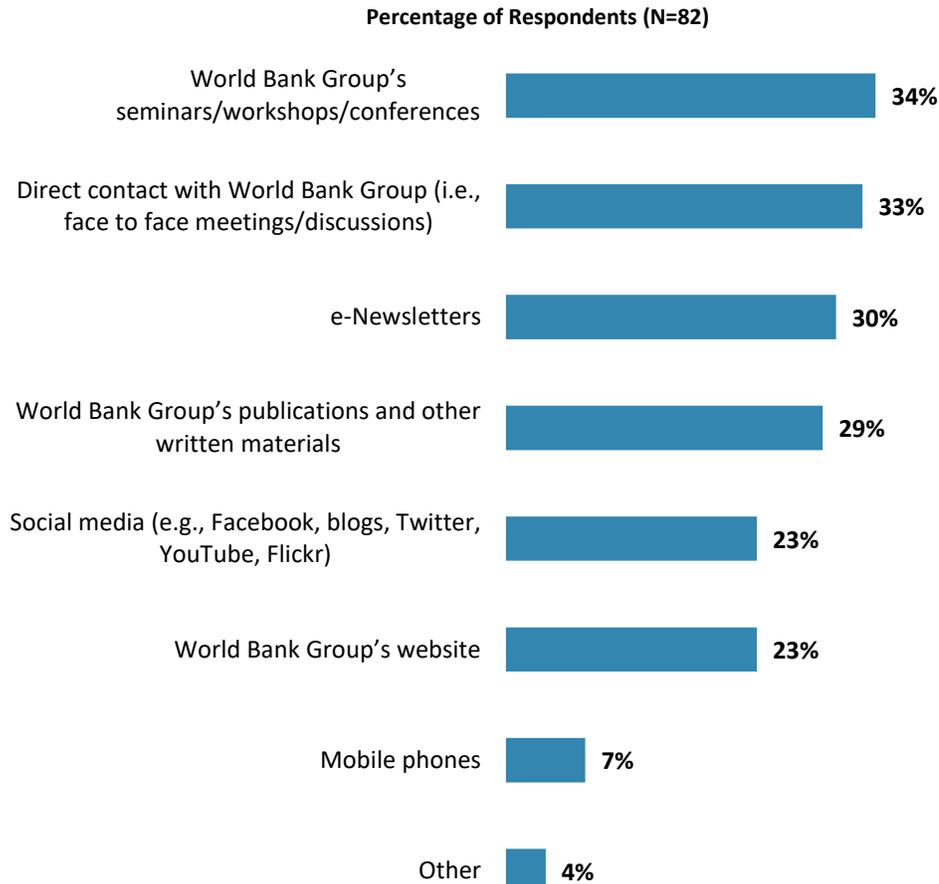
"How do you get most of your information about economic and social development issues in Jordan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XIV. 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*” (52%) and “*world Bank seminars/workshops/conferences*” (46%).

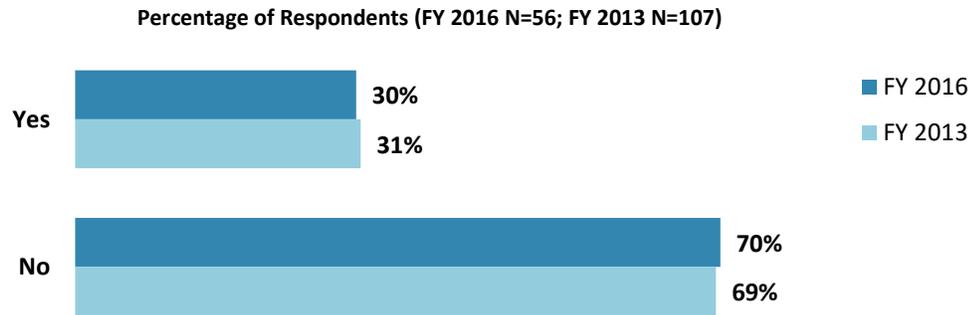


"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



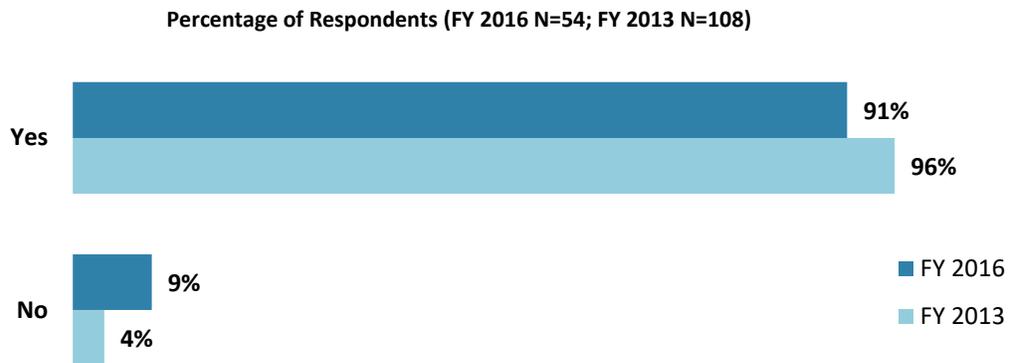
XIV. Communication and Outreach (continued)

Access to Information¹⁴

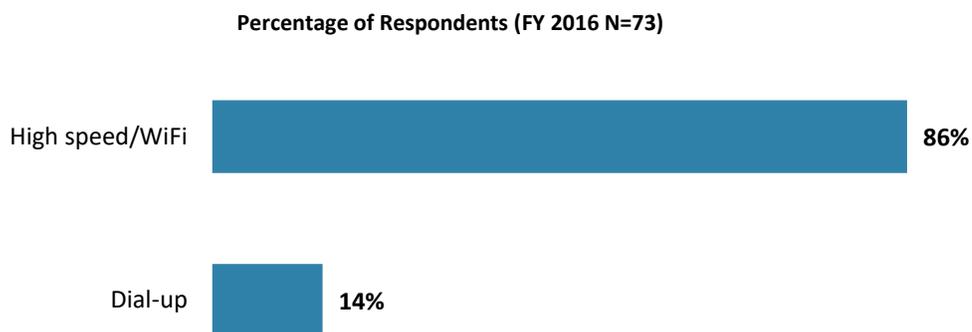


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

Access to the Internet



"Do you have access to the Internet?"



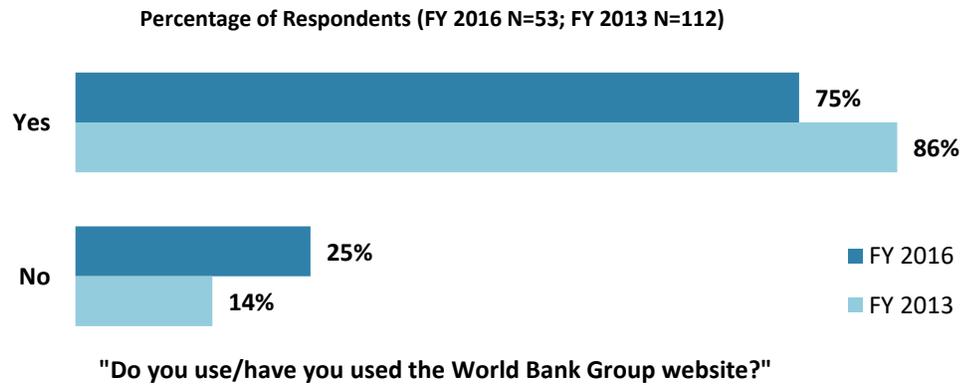
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

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

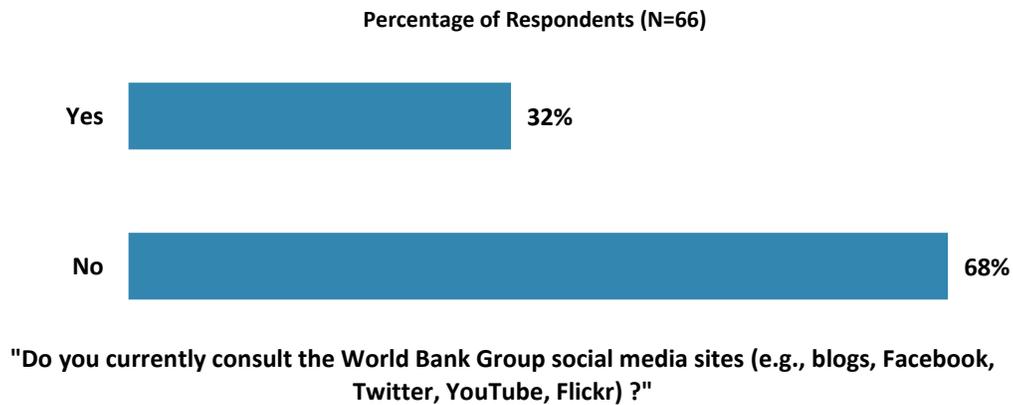


XIV. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



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



XV. Appendices

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Jordan





Appendix A: Responses to All Questions across All Respondents (N=85)

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 Jordan

1. In general would you say that Jordan is headed in ... ?	Percentage of Respondents (N=78)
The right direction	52.6%
The wrong direction	17.9%
Not sure	29.5%

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

2. Listed below are a number of development priorities in Jordan. Please identify which of the following you consider the most important development priorities in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=83)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	41.0%
Job creation/employment	31.3%
Private sector development	24.1%
Economic growth	22.9%
Poverty reduction	19.3%
Energy	18.1%
Security/stabilization/reconstruction	16.9%
Education	15.7%
Foreign direct investment	14.5%
Transport (e.g., roads, bridges, transportation)	12.0%
Anti corruption	12.0%
Regional conflict and tensions	7.2%
Rural development	4.8%
Trade and exports	4.8%
Law and justice (e.g., judicial system)	4.8%
Water and sanitation	4.8%
Equality of opportunity (i.e., equity)	4.8%
Health	4.8%
Information and communications technology	3.6%
Food security	3.6%
Social cohesion	3.6%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Crime and violence	2.4%
Urban development	2.4%
Regulatory framework	2.4%
Local governance and institutions	2.4%
Global/regional integration	1.2%
Natural resource management (e.g., oil, gas, mining)	1.2%
Gender equity	1.2%
Financial markets	1.2%
Environmental sustainability	1.2%
Climate change (e.g., mitigation, adaptation)	0.0%
Agricultural development	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

**A. General Issues Facing Jordan (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 Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=84)
Job creation/employment	48.8%
Economic growth	46.4%
Private sector development	28.6%
Education	23.8%
Equality of opportunity (i.e., equity)	15.5%
Anti corruption	15.5%
Rural development	13.1%
Foreign direct investment	13.1%
Social protection (e.g., pensions, targeted social assistance)	8.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	8.3%
Law and justice (e.g., judicial system)	7.1%
Agricultural development	7.1%
Trade and exports	7.1%
Security/stabilization/reconstruction	6.0%
Gender equity	6.0%
Transport (e.g., roads, bridges, transportation)	6.0%
Global/regional integration	4.8%
Energy	3.6%
Local governance and institutions	2.4%
Social cohesion	2.4%
Natural resource management (e.g., oil, gas, mining)	2.4%
Financial markets	2.4%
Urban development	2.4%
Health	2.4%
Climate change (e.g., mitigation, adaptation)	1.2%
Information and communications technology	1.2%
Water and sanitation	1.2%
Regional conflict and tensions	1.2%
Communicable/non-communicable diseases	1.2%
Environmental sustainability	1.2%
Food security	1.2%
Regulatory framework	0.0%
Crime and violence	0.0%
Disaster management	0.0%

**A. General Issues Facing Jordan (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 Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=80)
Consistent economic growth	36.3%
A growing middle class	28.8%
Education and training that better ensure job opportunity	25.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.3%
Better employment opportunities for young people	16.3%
Greater access to micro-finance for the poor	15.0%
Better opportunity for the poor who live in rural areas	11.3%
More reliable social safety net	8.8%
Greater voice and participation for citizens to help ensure greater accountability	7.5%
Better quality public services	7.5%
Greater access to health and nutrition for citizens	6.3%
Better employment opportunities for women	5.0%
Greater equity of fiscal policy	5.0%
Better opportunity for the poor who live in urban areas	3.8%
Other	1.3%

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 Jordan? (Select only ONE response)	Percentage of Respondents (N=85)
A very big problem	35.3%
A moderately big problem	51.8%
A small problem	10.6%
Not a problem at all	0.0%
Don’t know	2.4%

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=85)
A very serious problem	29.4%
A somewhat serious problem	47.1%
Not too serious problem	18.8%
Not a problem	2.4%
Don’t know	2.4%

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 Jordan? (1-Not familiar at all, 10-Extremely familiar)	84	0	6.48	2.34

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

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Jordan. (1-Not effective at all, 10-Very effective)	80	5	5.95	1.99

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 Jordan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	66	19	6.68	2.08

4. When thinking about how the World Bank Group can have the most impact on development results in Jordan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=84)
Economic growth	36.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	32.1%
Job creation/employment	27.4%
Education	23.8%
Poverty reduction	15.5%
Private sector development	13.1%
Energy	13.1%
Rural development	11.9%
Transport (e.g., roads, bridges, transportation)	11.9%
Health	11.9%
Foreign direct investment	9.5%
Equality of opportunity (i.e., equity)	8.3%
Trade and exports	7.1%
Agricultural development	7.1%
Anti corruption	7.1%
Law and justice (e.g., judicial system)	6.0%
Global/regional integration	4.8%
Security/stabilization/reconstruction	4.8%
Natural resource management (e.g., oil, gas, mining)	4.8%
Local governance and institutions	4.8%
Urban development	4.8%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Water and sanitation	3.6%
Information and communications technology	3.6%
Crime and violence	3.6%
Gender equity	3.6%
Environmental sustainability	2.4%
Regulatory framework	2.4%
Financial markets	1.2%
Social cohesion	1.2%
Regional conflict and tensions	1.2%
Food security	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jordan?	Percentage of Respondents (N=61)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	32.8%	8.2%	41.0%
Policy advice, studies, analyses	23.0%	16.4%	39.3%
Technical assistance	11.5%	19.7%	31.1%
Help to bring discipline/effective supervision to implementation of investment projects	11.5%	8.2%	19.7%
Capacity development	8.2%	8.2%	16.4%
Strategy formulation (e.g., PRSP assistance)	1.6%	9.8%	11.5%
Data and statistics	3.3%	6.6%	9.8%
Mobilizing third party financial resources	3.3%	6.6%	9.8%
Donor coordination	0.0%	8.2%	8.2%
Convening/Facilitating	4.9%	1.6%	6.6%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	4.9%	4.9%
Other	0.0%	1.6%	1.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=80)
Not adequately sensitive to political/social realities in Jordan	23.8%
Not collaborating enough with stakeholders outside the Government	22.5%
Too influenced by developed countries	18.8%
Not enough public disclosure of its work	15.0%
Its advice and strategies do not lend themselves to practical problem solving	12.5%
Not exploring alternative policy options	10.0%
Not willing to honestly criticize policies and reform efforts in the country	10.0%
Imposing technocratic solutions without regard to political realities	10.0%
World Bank Group's processes too complex	8.8%
Inadequate number of World Bank Group staff members located in the country	8.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	8.8%
Don't know	7.5%
Not aligned with country priorities	6.3%
Arrogant in its approach	5.0%
Not focused enough on issues that are unique to post-conflict countries	3.8%
Not client focused	3.8%
Other	2.5%
Staff too inaccessible	2.5%
Not aligned with other donors' work	2.5%
The credibility of its knowledge/data	1.3%

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

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=81)
Investment lending (financing specific projects)	44.4%
Capacity development	29.6%
Co-financing arrangements (i.e., with other donors)	21.0%
Technical assistance (advice, best practice, international experience, etc.)	19.8%
Multi-sectoral approaches	16.0%
Policy based lending/budget support to the Government	14.8%
Emergency Recovery lending	9.9%
Knowledge products/services (analytical work, studies, surveys, etc.)	7.4%
Don't know	6.2%
Sector-wide approaches	6.2%
Other	3.7%
Trust Fund management	2.5%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Jordan? (Select only ONE response)	Percentage of Respondents (N=83)
To a fully sufficient degree	2.4%
To a somewhat sufficient degree	18.1%
To a somewhat insufficient degree	44.6%
To a very insufficient degree	25.3%
Don't know	9.6%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=85)
Private sector	45.9%
NGOs/Community Based Organizations (CBOs)	24.7%
Academia/think tanks/research institutes	24.7%
Local Government	17.6%
Parliament	14.1%
Beneficiaries	14.1%
Donor community	12.9%
Youth/university groups	11.8%
Media	10.6%
Foundations	3.5%
Don't know	2.4%
Emerging donors	2.4%
UN agencies	2.4%
Regional organizations	1.2%
Other	1.2%
UN and regional peace keeping forces	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Jordan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Jordan*	78	5	5.85	1.93
11. The World Bank Group's work is aligned with what I consider the development priorities for Jordan*	76	7	5.75	1.91

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

To what extent is the World Bank Group an effective development partner in Jordan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	74	10	5.65	1.98
13. Flexibility (in terms of the institution's products and services)*	72	11	5.54	1.96
14. Flexibility (in terms of changing country circumstances)*	71	9	5.35	2.03
15. Being inclusive*	68	12	5.47	1.86
16. Openness (sharing data and other information)*	77	6	6.64	2.10
17. Collaboration with the Government*	77	5	6.91	2.07
18. The speed in which it gets things accomplished on the ground*	71	11	5.46	1.79
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	68	13	5.28	2.35
20. Collaboration with civil society*	69	14	4.97	2.01
21. Collaboration with the UN*	47	33	6.34	2.01
22. Staff accessibility*	62	18	5.44	2.29
23. Collaboration with other donors and development partners*	60	19	6.03	1.92
24. Collaboration with the private sector*	65	17	5.12	1.94
25. Straightforwardness and honesty*	65	15	7.18	2.11
26. Treating clients and stakeholders in Jordan with respect*	70	11	7.51	2.24
27. Being a long-term partner*	67	12	7.34	2.33

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=78)
More effective collaboration	11.5%
The same level of effective collaboration	25.6%
Less effective collaboration	12.8%
Don't know	50.0%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=84)
The Government works inefficiently	39.3%
There is not an adequate level of citizen/civil society participation	32.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	32.1%
Reforms are not well thought out in light of country challenges	31.0%
Political pressures and obstacles	31.0%
Lack of/inadequate levels of capacity in Government	27.4%
Poor donor coordination	21.4%
Inadequate funding	19.0%
The World Bank Group does not do adequate follow through/follow-up	14.3%
Ongoing conflict and instability	11.9%
The World Bank Group works too slowly	10.7%
Other	2.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Jordan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	71	8	4.08	2.53
2. Financial markets	77	3	6.45	2.64
3. Transport (e.g., roads, bridges, transportation)	76	3	7.41	2.25
4. Anti corruption	74	4	7.42	2.43
5. Regional conflict and tensions	70	7	5.81	2.86
6. Law and justice (e.g., judicial system)	72	5	6.53	2.51
7. Urban development	74	4	7.22	2.12
8. Environmental sustainability	73	6	7.08	1.96
9. Trade and exports	70	4	7.47	1.82
10. Information and communications technology	74	3	6.78	2.22
11. Poverty reduction	78	1	8.29	2.12
12. Gender equity	72	4	6.72	2.31
13. Private sector development	79	1	7.56	2.52
14. Foreign direct investment	77	1	7.79	2.39
15. Local governance and institutions	76	2	6.72	2.44
16. Water and sanitation	75	4	7.24	2.03
17. Regulatory framework	72	7	7.15	2.17
18. Economic growth	76	3	8.22	1.98
19. Energy	72	4	7.86	2.18
20. Disaster management	71	10	6.27	2.29
21. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	77	2	7.81	2.40
22. Job creation/employment	77	2	8.08	2.40
23. Social cohesion	70	8	5.39	2.69
24. Communicable/non-communicable diseases	67	12	5.25	2.50
25. Equality of opportunity (i.e., equity)	72	5	6.75	2.26
26. Social protection (e.g., pensions, targeted social assistance)	73	4	6.40	2.37
27. Rural development	69	10	7.10	2.24
28. Global/regional integration	67	10	6.67	2.54
29. Food security	70	8	6.51	2.38
30. Natural resource management (e.g., oil, gas, mining)	70	7	6.20	2.59
31. Security/stabilization/reconstruction	74	7	5.91	2.63
32. Health	74	6	6.54	2.37
33. Climate change (e.g., mitigation, adaptation)	73	5	6.25	2.57
34. Agricultural development	73	6	6.99	2.50
35. Education	78	3	7.90	2.16

**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 Jordan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	36	42	5.69	2.21
2. Information and communications technology	35	45	5.51	2.17
3. Transport (e.g., roads, bridges, transportation)	40	40	6.60	1.91
4. Regional conflict and tensions	31	49	5.81	2.07
5. Law and justice (e.g., judicial system)	28	50	5.86	2.34
6. Urban development	37	41	6.16	1.66
7. Environmental sustainability	42	37	6.17	1.82
8. Regulatory framework	45	34	6.44	1.50
9. Communicable/non-communicable diseases	26	53	5.46	2.20
10. Poverty reduction	51	26	6.33	1.56
11. Anti corruption	37	41	5.46	2.27
12. Private sector development	49	29	5.80	2.09
13. Foreign direct investment	48	31	5.50	2.08
14. Local governance and institutions	42	36	5.60	1.86
15. Water and sanitation	38	36	6.87	1.71
16. Trade and exports	41	37	6.07	1.85
17. Economic growth	55	24	6.20	1.77
18. Health	32	41	5.63	2.25
19. Disaster management	26	49	5.92	2.13
20. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	50	27	6.62	1.86
21. Job creation/employment	57	22	5.91	1.98
22. Social cohesion	35	41	4.77	2.00
23. Financial markets	36	41	5.64	2.18
24. Equality of opportunity (i.e., equity)	35	42	5.37	1.97
25. Energy	42	34	5.90	2.07
26. Rural development	34	41	5.35	1.72
27. Global/regional integration	33	44	5.39	1.77
28. Food security	28	49	5.79	2.25
29. Education	48	29	5.77	2.23
30. Security/stabilization/reconstruction	35	41	5.29	2.15
31. Social protection (e.g., pensions, targeted social assistance)	30	46	5.50	1.94
32. Climate change (e.g., mitigation, adaptation)	33	46	5.67	2.25
33. Agricultural development	33	44	5.30	2.32
34. Natural resource management (e.g., oil, gas, mining)	28	49	5.29	2.32
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Jordan? (1-To no degree at all, 10-To a very significant degree)	72	12	6.06	1.62
Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Jordan? (1-To no degree at all, 10-To a very significant degree)	68	16	6.00	1.80

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

To what extent do you agree with the following statements about the World Bank Group in Jordan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jordan*	72	11	5.75	1.86
6. The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	73	10	6.32	2.19

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Jordan? (1-To no degree at all, 10-To a very significant degree)	58	24	5.71	1.95

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=84)
Weekly	8.3%
Monthly	10.7%
A few times a year	40.5%
Rarely	20.2%
Never	20.2%

In Jordan, 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	68	14	5.85	2.25
3. Include appropriate level of stakeholder involvement during preparation	71	12	5.72	1.85
4. Lead to practical solutions	70	11	5.70	1.71
5. Are accessible (well written and easy to understand)	74	8	6.46	2.01
6. Are source of relevant information on global good practices	74	9	7.03	1.82
7. Are adequately disseminated	71	9	6.38	2.04
8. Are translated enough into local language	70	13	6.09	2.39
9. Are adaptable to Jordan's specific development challenges and country circumstances*	71	10	6.01	2.25

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)	73	11	6.44	2.05
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)	76	9	7.36	1.85

**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	57	24	5.65	2.09
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	72	10	6.64	2.02
3. The World Bank Group's approvals and reviews are done in a timely fashion	61	21	6.10	1.70
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	59	23	6.14	1.94
5. The World Bank Group's conditions on its lending are reasonable	64	16	5.63	2.28
6. The World Bank Group takes decisions quickly in Jordan*	62	19	5.66	1.77
7. Working with the World Bank Group increases Jordan's institutional capacity	74	9	6.39	2.28
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	51	30	6.65	1.62
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	65	16	6.40	1.97

WBG Promoting PPP in Jordan	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 Jordan? (1-To no degree at all, 10-To a very significant degree)	68	14	6.07	1.83

11. Which of the following best describes the World Bank Group's support in Jordan? (Select only ONE response)	Percentage of Respondents (N=81)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Jordan	39.5%
The World Bank Group is not sufficiently selective in Jordan, and it is involved in too many areas of development	34.6%
Don't know	25.9%

WBG Staffing in Jordan	N	DK	Mean	SD
12. To what extent do you believe the World Bank Group is adequately staffed in Jordan? (1-To no degree at all, 10-To a very significant degree)	47	36	5.87	2.16

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=84)
Reach out more to groups outside of Government	34.5%
Increase the level of capacity development in the country	28.6%
Offer more innovative financial products	22.6%
Offer more innovative knowledge services	17.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	14.3%
Improve the quality of its experts as related to Jordan's specific challenges	14.3%
Provide more adequate data/knowledge/statistics/figures on Jordan's economy	13.1%
Reduce the complexity of obtaining World Bank Group financing	13.1%
Ensure greater selectivity in its work	10.7%
Work faster	7.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	7.1%
Increase the level of World Bank Group staffing in Jordan's office	7.1%
Other	2.4%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%

2. When considering the combination of services that the World Bank Group offers in Jordan, 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 Jordan? (Select only ONE response)	Percentage of Respondents (N=85)
Financial services	41.2%
The combination is appropriate for Jordan	28.2%
Knowledge products	16.5%
None of the above	8.2%
Convening services	3.5%
Don't know	2.4%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=75)
Public financial management	54.7%
Capacity of state institutions	50.7%
Improving livelihoods	40.0%
Jobs	34.7%
Access to basic services	34.7%
Social safety nets	25.3%
Access to justice systems	18.7%
Social cohesion	12.0%
Stimulating dialogue to promote peace and stability	9.3%
Conflict resolution mechanisms	2.7%
Reducing violence	2.7%
Security mechanisms	1.3%

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

3B. Which THREE areas below would benefit most from other donors in Jordan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=71)
Access to basic services	33.8%
Social safety nets	33.8%
Jobs	32.4%
Social cohesion	32.4%
Improving livelihoods	31.0%
Stimulating dialogue to promote peace and stability	23.9%
Public financial management	22.5%
Access to justice systems	19.7%
Security mechanisms	16.9%
Capacity of state institutions	15.5%
Reducing violence	14.1%
Conflict resolution mechanisms	8.5%

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=80)
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	61.3%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	60.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	38.8%
Organize more joint meetings and missions with the UN	37.5%
Involve UN experts to a greater degree in World Bank Group activities	31.3%
Share more information about the World Bank Group's activities, products, and knowledge	16.3%
Other	6.3%

G. Citizen Voice: Government Accountability

Importance of Greater Citizen Voice	N	DK	Mean	SD
1. How important is it for citizens in Jordan to have greater 'voice' than they have now, in order to hold the state accountable? (1-Not important at all, 10-Extremely important)	80	2	8.60	1.66

Obtaining Greater Citizen Voice	N	DK	Mean	SD
2. Do you think that in the past year or so, citizens in Jordan have obtained greater 'voice' to hold the state more accountable? (1-Far less voice, 10-Much greater voice)	80	3	5.21	2.46

H. Citizen Voice: Service Delivery

Importance of Greater Citizen Voice	N	DK	Mean	SD
1. How important is it for citizens in Jordan to have greater 'voice' to ensure improved service delivery? (1-Not important at all, 10-Extremely important)	81	2	8.72	1.53

**H. Citizen Voice: Service Delivery (continued)**

2. Which of the following are the greatest obstacles in Jordan to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=83)
Inadequate national government budget resources	54.2%
Lack of accountability on the part of providers	42.2%
Inadequate skill set of providers (lack of technical expertise)	25.3%
Corruption	24.1%
Inefficient national government	22.9%
Inefficient local government	20.5%
Inadequate local government budget resources	19.3%
Too costly (price of services)	19.3%
Attitude of the service providers	12.0%
Inadequate provider staff	9.6%
Inadequate citizen participation and voice	8.4%
Inadequate will on the part of local government	8.4%
None of the above	6.0%
Inadequate will on the part of national government	4.8%
Don't know	1.2%
Prefer not to answer	1.2%

I. Subsidy Reform

Importance of Greater Citizen Voice	N	DK	Mean	SD
1. When thinking about Jordan's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth? (1-Not necessary at all, 10-Extremely necessary)	77	5	8.03	2.13

2. Which of the following statements best represents your views of energy subsidy reform in Jordan? (Choose only ONE response)	Percentage of Respondents (N=79)
A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending.	46.8%
A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided.	53.2%

3. When thinking about energy subsidy reform in Jordan, which TWO of the following statements are most convincing? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=79)
Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection).	54.4%
Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change.	29.1%
Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing).	22.8%
None of the statements above. I do not believe that energy subsidy reform in Jordan will have a positive impact on this country.	16.5%
Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.)	15.2%
Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities).	12.7%
I don't know	6.3%

**J. Private Sector**

1. Which of the following are the most significant obstacles to private sector development in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=83)
Access to finance	37.3%
The level of regulation	28.9%
Labor market policies	28.9%
Mismatch of skills	27.7%
Governance/government	18.1%
Level of transparency in system	13.3%
Lack of political will	9.6%
Legal/judicial system	8.4%
Other	3.6%
I don't know	3.6%
State owned enterprises	3.6%

K. Refugees

Donors Supporting Government Efforts	N	DK	Mean	SD
1. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Jordan? (1-To no degree at all, 10-To a very significant degree)	79	4	5.06	2.42

WBG Supporting Government Efforts	N	DK	Mean	SD
2. To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Jordan? (1-To no degree at all, 10-To a very significant degree)	64	19	4.97	2.31

3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=82)
Education and health	54.9%
Infrastructure	34.1%
Supporting poor and marginalized local communities	26.8%
Jobs	26.8%
Business development	19.5%
Macro issues (fiscal accounts, balance of payments, etc.)	14.6%
Public services	7.3%
Social cohesion	3.7%
Don't know	0.0%
Other	0.0%

4. Please rate how you feel when you think about the impact of the refugees in regards to...					
	Percentage of Respondents (N=84)				
	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Jordan's economy	45.2%	41.7%	10.7%	2.4%	0.0%
Social cohesion	24.7%	56.8%	17.3%	0.0%	1.2%
National security	43.2%	54.3%	1.2%	0.0%	1.2%
Public service delivery	46.4%	47.6%	3.6%	1.2%	1.2%
Jordan's poor and marginalized	53.7%	40.2%	1.2%	0.0%	4.9%

**L. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=82)
Internet	70.7%
Local newspapers	34.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	29.3%
Periodicals	14.6%
International newspapers	12.2%
Local television	9.8%
International television	7.3%
Local radio	4.9%
Other	4.9%
International radio	3.7%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=82)
World Bank Group's seminars/workshops/conferences	34.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.9%
e-Newsletters	30.5%
World Bank Group's publications and other written materials	29.3%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	23.2%
World Bank Group's website	23.2%
Mobile phones	7.3%
Other	3.7%

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=70)
Yes	31.4%
No	68.6%

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=21)
World Bank Group's website	33.3%
World Bank Group's seminars/workshops/conferences	28.6%
Colleagues/Friends/Peer organizations	28.6%
News/Media	9.5%
World Bank Group's e-Newsletters	0.0%
Other	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=66)
Yes	18.2%
No	81.8%

6. Were you able to obtain this information?	Percentage of Respondents (N=12)
Yes	100.0%
No	0.0%

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

7. Do you have access to the Internet?	Percentage of Respondents (N=67)
Yes	91.0%
No	9.0%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=65)
Yes	72.3%
No	27.7%

9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=66)
Yes	31.8%
No	68.2%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=73)
High speed/WiFi	86.3%
Dial-up	13.7%

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	64	12	7.19	2.12
12. I find the information on the World Bank Group's websites useful	64	12	7.77	1.54
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	39	37	7.49	1.71
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.)	63	12	6.62	2.41
15. The World Bank Group is responsive to my information requests and inquiries	39	35	7.74	1.74

**M. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=79)
NGO/Community Based Organization	20.3%
Private Sector Organization	13.9%
Academia/Research Institute/Think Tank	12.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.4%
Other	10.1%
Financial Sector/Private Bank	6.3%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	5.1%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	5.1%
Office of Minister	3.8%
Bilateral/Multilateral Agency	2.5%
Media (press, radio, TV, web, etc.)	2.5%
Trade Union	2.5%
Local Government Office or Staff	1.3%
Private Foundation	1.3%
Faith-Based Group	1.3%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=80)
Other	22.5%
Education	21.3%
Macroeconomics and fiscal management	11.3%
Finance and markets	10.0%
Trade and competitiveness	6.3%
Transport and ICT	6.3%
Generalist (specialized in multiple sectors)	6.3%
Public-private partnerships	3.8%
Gender	2.5%
Poverty	2.5%
Jobs	2.5%
Health, nutrition, and population	1.3%
Energy and extractives	1.3%
Urban, rural, and social development	1.3%
Agriculture	1.3%

3. 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 (N=80)
Yes	40.0%
No	60.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Jordan? (Select only ONE response)	Percentage of Respondents (N=69)
The World Bank (IBRD)	42.0%
The International Finance Corporation (IFC)	37.7%
The Multilateral Investment Guarantee Agency (MIGA)	1.4%
Other	18.8%

**M. Background Information (continued)**

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=70)
Yes	24.3%
No	75.7%

6. If yes, what was your view of how the two institutions work together in Jordan? (Select only ONE response)	Percentage of Respondents (N=15)
The two institutions work well together	66.7%
The way the two institutions work together needs improvement	33.3%
The two institutions do not work well together	0.0%
Don't know	0.0%

7. Which of the following describes most of your exposure to the World Bank Group in Jordan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=75)
Collaborate as part of my professional duties	45.3%
Use World Bank Group reports/data	34.7%
Engage in World Bank Group related/sponsored events/activities	28.0%
Use World Bank Group website for information, data, research, etc.	25.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.3%

8. What's your gender?	Percentage of Respondents (N=83)
Female	42.2%
Male	57.8%

9. Which best represents your geographic location?	Percentage of Respondents (N=81)
Amman (Greater Amman Municipality)	87.7%
Other cities	12.3%
Rural area	0.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Employee of a Ministry/PMU/Consultant on WBG-supported Project N=13
- Academia/Research Institute/Think Tank N=10
- Other N=20
- Private Sector/Financial Sector/Private Bank N=16
- CSO N=20

A. General Issues facing Jordan

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The right direction	66.7%	56.3%	50.0%	30.0%	58.8%
The wrong direction	11.1%	25.0%	20.0%	0.0%	17.6%
Not sure	22.2%	18.8%	30.0%	70.0%	23.5%

¹⁶ Only 79 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 Jordan (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	0.0%	0.0%	0.0%	10.0%	0.0%
Food security*	7.7%	0.0%	0.0%	20.0%	0.0%
Security/stabilization/reconstruction	7.7%	6.7%	20.0%	30.0%	20.0%
Public sector governance/reform	46.2%	60.0%	40.0%	40.0%	25.0%
Social protection	7.7%	0.0%	0.0%	0.0%	10.0%
Gender equity	7.7%	0.0%	0.0%	0.0%	0.0%
Private sector development	38.5%	26.7%	25.0%	0.0%	20.0%
Foreign direct investment	30.8%	13.3%	5.0%	20.0%	15.0%
Urban development	0.0%	6.7%	5.0%	0.0%	0.0%
Energy	15.4%	20.0%	10.0%	10.0%	30.0%
Regional conflict and tensions	0.0%	13.3%	5.0%	10.0%	5.0%
Job creation/employment	46.2%	33.3%	35.0%	30.0%	20.0%
Rural development	0.0%	6.7%	5.0%	0.0%	10.0%
Financial markets	0.0%	6.7%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	6.7%	5.0%	0.0%	10.0%
Environmental sustainability	0.0%	6.7%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	6.7%	10.0%	0.0%	5.0%
Health	7.7%	0.0%	0.0%	20.0%	5.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	15.4%	20.0%	20.0%	30.0%	20.0%
Transport	15.4%	6.7%	5.0%	0.0%	25.0%
Social cohesion	0.0%	6.7%	10.0%	0.0%	0.0%
Education	7.7%	6.7%	30.0%	30.0%	10.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	6.7%	5.0%	0.0%	5.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	5.0%
Anti corruption	0.0%	6.7%	10.0%	30.0%	15.0%
Law and justice	0.0%	6.7%	5.0%	0.0%	5.0%
Regulatory framework	0.0%	6.7%	5.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	10.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	5.0%	0.0%	0.0%
Economic growth	30.8%	13.3%	15.0%	20.0%	30.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	15.4%	0.0%	5.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Jordan (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 Jordan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	5.0%
Equality of opportunity	7.7%	6.7%	30.0%	20.0%	10.0%
Rural development	15.4%	26.7%	10.0%	0.0%	10.0%
Climate change	0.0%	6.7%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	6.7%	0.0%	0.0%	0.0%
Global/regional integration*	0.0%	13.3%	0.0%	20.0%	0.0%
Gender equity	0.0%	0.0%	5.0%	0.0%	15.0%
Economic growth	53.8%	20.0%	50.0%	60.0%	55.0%
Urban development	7.7%	6.7%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	10.0%	0.0%	0.0%
Social protection	7.7%	6.7%	0.0%	10.0%	15.0%
Law and justice	0.0%	13.3%	0.0%	0.0%	10.0%
Transport	7.7%	6.7%	5.0%	10.0%	5.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	5.0%
Information and communications technology	7.7%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	15.4%	6.7%	10.0%	0.0%	0.0%
Anti corruption*	0.0%	6.7%	25.0%	40.0%	5.0%
Education*	15.4%	13.3%	55.0%	20.0%	10.0%
Foreign direct investment	23.1%	20.0%	0.0%	0.0%	25.0%
Energy	7.7%	0.0%	0.0%	0.0%	5.0%
Public sector governance/reform	7.7%	13.3%	10.0%	10.0%	0.0%
Social cohesion	0.0%	6.7%	5.0%	0.0%	0.0%
Private sector development	23.1%	20.0%	25.0%	30.0%	45.0%
Natural resource management	7.7%	0.0%	5.0%	0.0%	0.0%
Environmental sustainability	7.7%	0.0%	0.0%	0.0%	0.0%
Health	7.7%	0.0%	0.0%	0.0%	5.0%
Agricultural development	0.0%	6.7%	0.0%	10.0%	5.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	76.9%	53.3%	45.0%	40.0%	45.0%
Financial markets	0.0%	6.7%	0.0%	10.0%	0.0%
Trade and exports*	0.0%	26.7%	5.0%	0.0%	5.0%
Food security	0.0%	0.0%	0.0%	0.0%	5.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	38.5%	46.7%	26.3%	44.4%	38.9%
More reliable social safety net	7.7%	6.7%	15.8%	11.1%	5.6%
Greater access to micro-finance for the poor	30.8%	13.3%	5.3%	22.2%	11.1%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	13.3%	5.3%	0.0%	11.1%
Greater access to health and nutrition for citizens	0.0%	6.7%	15.8%	0.0%	5.6%
Better entrepreneurial opportunities	7.7%	13.3%	26.3%	22.2%	16.7%
A growing middle class	23.1%	33.3%	26.3%	55.6%	16.7%
Better opportunity for the poor who live in rural areas	23.1%	6.7%	5.3%	11.1%	16.7%
Better opportunity for the poor who live in urban areas*	0.0%	20.0%	0.0%	0.0%	0.0%
Better employment opportunities for young people	15.4%	13.3%	5.3%	11.1%	33.3%
Better employment opportunities for women	15.4%	6.7%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	6.7%	5.3%	0.0%	5.6%
Education and training that better ensure job opportunity*	38.5%	6.7%	52.6%	22.2%	11.1%
Better quality public services	0.0%	6.7%	5.3%	0.0%	22.2%
Other	0.0%	0.0%	5.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very big problem	23.1%	37.5%	65.0%	10.0%	15.0%
A moderately big problem	46.2%	43.8%	30.0%	90.0%	70.0%
A small problem	30.8%	12.5%	5.0%	0.0%	10.0%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	6.3%	0.0%	0.0%	5.0%

*Significantly different between stakeholder groups

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	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very serious problem	23.1%	12.5%	50.0%	20.0%	30.0%
A somewhat serious problem	46.2%	50.0%	45.0%	50.0%	50.0%
Not too serious problem	30.8%	31.3%	5.0%	10.0%	20.0%
Not a problem	0.0%	0.0%	0.0%	10.0%	0.0%
Don't know	0.0%	6.3%	0.0%	10.0%	0.0%

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan?	13	6.62	2.53	15	6.60	2.20	20	7.15	1.95	10	5.40	2.17	20	6.55	2.37

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan.	13	5.69	1.89	15	5.27	2.34	17	6.06	1.85	10	5.20	1.75	19	6.84	1.86

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan solve its most complicated development challenges?	11	6.82	1.94	13	6.31	2.18	12	6.17	2.29	7	6.43	2.30	18	7.44	1.98

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Health	0.0%	13.3%	10.0%	20.0%	15.0%
Security/stabilization/reconstruction	7.7%	0.0%	10.0%	10.0%	0.0%
Crime and violence	0.0%	0.0%	5.0%	10.0%	5.0%
Transport	7.7%	26.7%	5.0%	0.0%	15.0%
Agricultural development	15.4%	0.0%	5.0%	0.0%	10.0%
Global/regional integration	15.4%	6.7%	0.0%	0.0%	5.0%
Job creation/employment	38.5%	40.0%	5.0%	30.0%	30.0%
Public sector governance/reform	38.5%	40.0%	30.0%	30.0%	25.0%
Social protection	0.0%	0.0%	5.0%	10.0%	0.0%
Rural development	15.4%	6.7%	10.0%	30.0%	5.0%
Foreign direct investment	0.0%	20.0%	5.0%	10.0%	10.0%
Education*	0.0%	20.0%	45.0%	30.0%	15.0%
Energy	7.7%	6.7%	15.0%	20.0%	15.0%
Social cohesion	0.0%	0.0%	5.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	5.0%	0.0%	10.0%
Financial markets	0.0%	6.7%	0.0%	0.0%	0.0%
Urban development	7.7%	0.0%	15.0%	0.0%	0.0%
Environmental sustainability	7.7%	6.7%	0.0%	0.0%	0.0%
Economic growth	61.5%	33.3%	30.0%	50.0%	35.0%
Regional conflict and tensions	0.0%	6.7%	0.0%	0.0%	0.0%
Private sector development	15.4%	20.0%	15.0%	10.0%	10.0%
Water and sanitation	7.7%	0.0%	0.0%	10.0%	5.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	7.7%	0.0%	5.0%	0.0%	5.0%
Trade and exports	0.0%	20.0%	0.0%	0.0%	10.0%
Equality of opportunity	0.0%	0.0%	15.0%	10.0%	10.0%
Law and justice	0.0%	6.7%	10.0%	0.0%	5.0%
Local governance and institutions	7.7%	0.0%	10.0%	0.0%	5.0%
Regulatory framework	7.7%	0.0%	5.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.7%	5.0%	0.0%	5.0%
Poverty reduction	7.7%	6.7%	15.0%	0.0%	35.0%
Anti corruption	0.0%	0.0%	10.0%	10.0%	15.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	14.3%	15.4%	26.7%	44.4%	20.0%
Data and statistics	0.0%	0.0%	13.3%	0.0%	0.0%
Convening/Facilitating	0.0%	0.0%	0.0%	11.1%	0.0%
Financial resources	14.3%	46.2%	13.3%	33.3%	53.3%
Capacity development*	28.6%	0.0%	20.0%	0.0%	0.0%
Technical assistance	28.6%	7.7%	6.7%	11.1%	13.3%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	23.1%	20.0%	0.0%	6.7%
Mobilizing third party financial resources	14.3%	7.7%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%
Strategy formulation	0.0%	0.0%	0.0%	0.0%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	37.5%	21.4%	14.3%	12.5%	6.7%
Data and statistics	0.0%	7.1%	0.0%	0.0%	20.0%
Convening/Facilitating	0.0%	0.0%	7.1%	0.0%	0.0%
Financial resources	25.0%	0.0%	14.3%	12.5%	0.0%
Capacity development*	0.0%	0.0%	0.0%	37.5%	6.7%
Technical assistance	0.0%	35.7%	21.4%	12.5%	20.0%
Help to bring discipline/effective supervision to implementation of investment projects	12.5%	7.1%	0.0%	0.0%	20.0%
Mobilizing third party financial resources	0.0%	7.1%	7.1%	0.0%	6.7%
Donor coordination	0.0%	7.1%	7.1%	12.5%	13.3%
Linkage to non-Bank expertise	12.5%	0.0%	7.1%	0.0%	6.7%
Strategy formulation	12.5%	14.3%	14.3%	12.5%	0.0%
Other	0.0%	0.0%	7.1%	0.0%	0.0%

*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 Jordan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	16.7%	26.7%	21.1%	20.0%	11.1%
Not exploring alternative policy options	8.3%	6.7%	10.5%	10.0%	11.1%
Not collaborating enough with stakeholders outside the Government	0.0%	33.3%	26.3%	20.0%	33.3%
Its advice and strategies do not lend themselves to practical problem solving	25.0%	13.3%	5.3%	10.0%	11.1%
Not enough public disclosure of its work	25.0%	6.7%	21.1%	30.0%	5.6%
Arrogant in its approach	8.3%	6.7%	10.5%	0.0%	0.0%
Not client focused	0.0%	0.0%	5.3%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	5.6%
World Bank Group's processes too complex	0.0%	6.7%	15.8%	10.0%	11.1%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	13.3%	21.1%	10.0%	5.6%
Staff too inaccessible	0.0%	6.7%	0.0%	10.0%	0.0%
Imposing technocratic solutions without regard to political realities	0.0%	6.7%	15.8%	20.0%	5.6%
World Bank Group's processes too slow	16.7%	20.0%	5.3%	0.0%	5.6%
Not aligned with other donors' work	8.3%	6.7%	0.0%	0.0%	0.0%
Not aligned with country priorities	16.7%	0.0%	5.3%	0.0%	5.6%
Not adequately sensitive to political/social realities in Jordan	8.3%	20.0%	15.8%	50.0%	22.2%
Not focused enough on issues that are unique to post-conflict countries	8.3%	0.0%	0.0%	0.0%	0.0%
Inadequate number of World Bank Group staff members located in the country	8.3%	13.3%	5.3%	0.0%	16.7%
Other	8.3%	6.7%	0.0%	0.0%	0.0%
Don't know	8.3%	0.0%	5.3%	10.0%	16.7%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	7.7%	0.0%	0.0%	10.0%	0.0%
Knowledge products/services	0.0%	0.0%	10.5%	0.0%	5.3%
Capacity development	23.1%	28.6%	42.1%	40.0%	26.3%
Technical assistance	23.1%	28.6%	10.5%	20.0%	26.3%
Investment lending	53.8%	14.3%	42.1%	70.0%	52.6%
Policy based lending/budget support to the Government	15.4%	14.3%	5.3%	10.0%	26.3%
Multi-sectoral approaches*	15.4%	14.3%	42.1%	0.0%	5.3%
Co-financing arrangements	38.5%	28.6%	15.8%	20.0%	15.8%
Sector-wide approaches	0.0%	21.4%	5.3%	0.0%	5.3%
Emergency Recovery lending	7.7%	7.1%	0.0%	0.0%	21.1%
Other	0.0%	7.1%	5.3%	0.0%	5.3%
Don't know	0.0%	14.3%	5.3%	10.0%	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 Jordan? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	10.0%	5.3%
To a somewhat sufficient degree	23.1%	13.3%	25.0%	10.0%	15.8%
To a somewhat insufficient degree	69.2%	40.0%	35.0%	30.0%	57.9%
To a very insufficient degree	7.7%	40.0%	30.0%	30.0%	10.5%
Don't know	0.0%	6.7%	10.0%	20.0%	10.5%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Parliament	7.7%	18.8%	5.0%	30.0%	20.0%
Donor community*	15.4%	0.0%	10.0%	40.0%	10.0%
Media	0.0%	6.3%	10.0%	20.0%	10.0%
Local Government	30.8%	25.0%	20.0%	0.0%	10.0%
Private sector	53.8%	50.0%	55.0%	40.0%	35.0%
Academia/think tanks/research institutes	30.8%	25.0%	25.0%	20.0%	20.0%
NGOs/Community Based Organizations*	7.7%	12.5%	50.0%	0.0%	35.0%
Youth/university groups	7.7%	18.8%	10.0%	20.0%	0.0%
Beneficiaries	15.4%	12.5%	5.0%	10.0%	30.0%
Foundations	15.4%	0.0%	5.0%	0.0%	0.0%
UN and regional peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	0.0%	5.0%
UN agencies	0.0%	6.3%	0.0%	10.0%	0.0%
Regional organizations	0.0%	0.0%	0.0%	10.0%	0.0%
Other	0.0%	6.3%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	10.0%

*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan	10	6.00	1.70	16	5.38	1.86	19	5.95	2.04	10	4.90	1.52	18	6.39	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Jordan	10	6.10	1.66	16	5.81	2.07	18	5.78	1.93	9	4.78	1.48	18	6.00	2.20

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

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	11	5.18	2.40	15	5.40	2.03	18	5.50	1.54	7	5.00	1.29	18	6.61	2.28
Flexibility (in terms of the institution's products and services)	11	5.55	2.02	14	4.71	1.86	17	5.65	1.50	8	5.00	1.77	17	6.35	2.55
Flexibility (in terms of changing country circumstances)	10	5.90	2.13	14	4.64	1.78	18	5.06	1.73	7	5.14	1.46	17	6.06	2.66
Being inclusive	9	6.11	1.83	14	5.14	2.28	16	5.00	1.75	9	5.44	1.13	15	6.07	2.02
Openness (sharing data and other information)	11	6.36	2.25	15	6.27	1.87	19	6.42	2.01	9	7.11	2.15	18	7.00	2.45
Collaboration with the Government	11	6.73	1.95	15	6.33	1.63	20	6.70	2.13	9	6.89	2.15	17	7.65	2.40
The speed in which it gets things accomplished on the ground	11	5.64	1.69	14	4.79	1.76	16	5.50	1.59	7	6.00	1.83	18	5.94	2.07
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	5.64	1.91	12	4.50	1.45	16	5.31	2.55	6	3.67	2.16	18	6.44	2.55
Collaboration with civil society	10	5.50	1.51	14	4.43	1.70	18	5.17	2.36	7	4.29	2.36	15	5.53	1.81
Collaboration with the UN	8	6.38	2.33	8	6.38	1.30	11	6.82	1.72	7	5.86	2.48	8	6.63	2.67
Staff accessibility	10	6.20	2.35	11	4.09	2.12	14	5.86	2.18	6	4.17	2.23	16	6.19	2.29
Collaboration with other donors and development partners	10	6.10	2.33	10	5.70	1.49	13	6.00	1.73	7	5.71	2.14	15	6.20	2.14
Collaboration with the private sector	10	6.10	2.33	13	4.85	2.41	13	5.62	1.50	8	4.25	1.28	16	4.88	1.93
Straightforwardness and honesty	10	7.30	2.26	11	7.00	1.55	16	6.88	2.13	8	7.62	1.69	15	7.27	2.81
Treating clients and stakeholders in Jordan with respect	10	7.60	2.22	12	7.08	2.50	17	7.59	1.87	9	7.67	2.18	17	7.65	2.71
Being a long-term partner	9	7.44	2.40	13	7.15	2.08	16	7.25	1.95	8	7.13	2.85	16	7.63	2.90

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?
(Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	8.3%	18.8%	12.5%	20.0%	5.6%
The same level of effective collaboration	33.3%	12.5%	18.8%	20.0%	33.3%
Less effective collaboration	16.7%	18.8%	18.8%	10.0%	5.6%
Don't know	41.7%	50.0%	50.0%	50.0%	55.6%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	8.3%	50.0%	55.0%	40.0%	35.0%
Poor donor coordination	16.7%	25.0%	15.0%	30.0%	30.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.3%	43.8%	10.0%	50.0%	30.0%
Lack of/inadequate levels of capacity in Government	16.7%	37.5%	30.0%	10.0%	35.0%
There is not an adequate level of citizen/civil society participation	16.7%	31.3%	45.0%	50.0%	25.0%
The World Bank Group works too slowly	16.7%	6.3%	15.0%	0.0%	15.0%
The World Bank Group does not do adequate follow through/follow-up	16.7%	18.8%	10.0%	20.0%	10.0%
Political pressures and obstacles	41.7%	31.3%	35.0%	40.0%	25.0%
Reforms are not well thought out in light of country challenges	33.3%	31.3%	45.0%	20.0%	10.0%
Ongoing conflict and instability	33.3%	12.5%	5.0%	10.0%	5.0%
Inadequate funding	33.3%	6.3%	20.0%	20.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	5.0%

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	10	4.30	2.83	15	3.80	2.76	16	3.94	2.57	9	4.22	2.91	16	4.37	2.33
Financial markets	13	5.62	2.69	15	7.53	2.26	16	6.19	3.25	10	6.90	2.23	18	5.83	2.48
Transport*	12	6.33	2.06	15	8.27	1.67	16	8.38	1.36	9	6.56	3.13	19	7.11	2.31
Anti corruption	11	6.36	2.29	15	8.33	1.88	18	8.06	1.80	9	6.78	3.46	16	7.31	2.63
Regional conflict and tensions	11	4.73	2.72	13	6.15	3.29	16	6.38	2.36	9	6.00	3.71	16	5.81	2.86
Law and justice	9	5.89	2.62	13	7.15	1.63	18	7.33	2.35	8	5.00	3.30	19	6.26	2.58
Urban development	11	6.82	2.14	14	7.36	1.55	18	8.22	1.99	9	6.78	2.82	17	6.47	2.27
Environmental sustainability	11	7.00	2.00	15	6.60	2.26	17	7.65	1.97	8	6.88	2.03	17	7.06	1.92
Trade and exports	12	7.08	1.93	12	7.75	1.82	16	8.06	1.77	8	7.38	1.51	17	6.82	1.98
Information and communications technology	11	7.00	1.73	14	6.36	2.21	18	7.83	1.92	9	6.56	3.00	17	6.06	2.41
Poverty reduction	13	8.00	1.63	13	9.15	0.69	19	8.68	1.89	10	7.10	3.35	18	8.06	2.46
Gender equity	10	6.90	2.88	14	6.57	1.95	18	7.56	1.72	9	5.89	3.41	17	6.00	1.97
Private sector development	12	7.75	2.34	15	7.87	2.17	19	8.84	1.46	10	6.60	3.24	18	6.89	2.72
Foreign direct investment	12	8.00	2.13	15	8.93	1.03	18	8.00	2.03	9	8.00	2.83	18	6.61	3.03
Local governance and institutions*	12	7.08	1.73	14	6.93	2.27	17	8.29	1.49	9	5.22	3.49	19	5.74	2.58
Water and sanitation	12	7.33	0.98	15	7.47	1.88	17	7.47	2.21	9	6.44	3.13	18	7.06	1.95
Regulatory framework*	12	7.67	2.19	15	6.40	2.03	18	8.06	1.51	8	5.63	2.72	15	7.53	2.23
Economic growth	13	8.15	1.77	14	8.50	1.83	18	8.67	1.41	9	8.22	2.86	18	7.89	2.25
Energy	13	7.38	2.43	15	7.80	1.78	18	8.50	1.65	7	7.71	3.50	16	7.50	2.37
Disaster management	11	6.27	1.62	15	5.87	2.20	18	6.89	2.65	9	6.22	3.11	14	6.14	1.46
Public sector governance/reform	11	7.64	2.62	15	8.40	2.10	18	8.44	2.18	9	6.78	3.53	19	7.58	1.92
Job creation/employment	12	7.92	2.31	15	8.40	1.96	19	8.63	2.03	8	7.63	3.02	18	7.72	2.87
Social cohesion	10	5.40	2.55	13	6.23	2.49	17	5.88	2.74	9	4.44	3.64	17	4.82	2.30
Communicable/non-communicable diseases	9	5.44	2.65	15	5.60	2.59	17	5.59	2.69	8	5.50	3.16	14	4.79	1.58
Equality of opportunity	10	6.00	2.36	15	7.53	2.00	17	7.35	2.06	9	6.11	2.80	17	6.41	2.24
Social protection	11	6.27	2.37	15	6.67	2.19	17	7.06	2.14	9	5.67	3.39	17	5.82	2.24
Rural development	11	6.00	2.37	15	7.40	2.06	16	7.87	1.75	9	7.44	2.60	14	6.86	2.28
Global/regional integration	11	6.64	2.87	14	7.00	2.08	16	6.81	2.76	9	7.33	2.60	13	6.23	2.59
Food security	10	5.40	2.91	15	5.80	2.08	17	7.59	2.00	9	7.56	1.81	16	6.06	2.69
Natural resource management	10	5.60	2.88	15	6.20	2.14	16	6.56	2.76	8	7.12	2.85	17	5.76	2.80
Security/stabilization/reconstruction	12	5.83	2.72	15	5.40	1.88	17	7.12	2.47	10	6.30	3.30	16	5.19	2.88
Health	11	5.64	2.34	15	6.87	2.17	17	7.12	2.32	10	6.90	2.38	17	6.24	2.54
Climate change	12	6.25	2.53	14	6.36	2.65	18	7.11	2.22	10	6.10	3.41	15	5.80	2.21
Agricultural development	13	6.00	2.52	15	8.07	1.83	17	6.76	2.44	9	7.44	2.96	15	6.80	2.62
Education	13	7.46	1.71	15	8.27	1.16	19	8.21	2.53	10	8.10	2.13	17	7.41	2.83

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	6	5.50	2.26	5	7.40	1.67	11	5.09	2.70	4	5.75	1.50	8	5.63	2.26
Information and communications technology	6	4.83	1.83	5	6.20	3.03	9	5.78	2.82	4	5.50	1.00	8	4.88	1.89
Transport	7	6.43	1.90	7	7.29	1.38	10	7.10	1.52	4	5.25	0.50	10	6.20	2.44
Regional conflict and tensions	4	4.50	3.51	6	6.00	2.00	9	6.44	1.67	3	6.33	1.53	7	5.43	2.30
Law and justice	4	3.75	2.87	6	7.00	0.89	8	6.63	2.62	3	6.33	1.53	5	5.00	2.74
Urban development	5	6.00	1.22	7	6.29	0.95	11	6.45	1.37	4	6.75	1.50	8	6.13	2.42
Environmental sustainability	6	6.17	1.17	8	6.50	1.51	8	6.50	2.00	4	6.50	1.29	13	5.85	2.41
Regulatory framework	6	5.50	1.87	8	6.25	0.71	10	6.50	1.51	3	5.00	1.00	14	7.21	1.58
Communicable/non-communicable diseases	3	6.33	2.08	4	5.25	2.22	5	5.60	1.95	5	5.40	1.95	7	5.86	2.67
Poverty reduction	7	5.86	1.68	9	6.56	1.59	13	6.46	1.39	5	6.00	2.45	14	6.36	1.50
Anti corruption	6	3.83	2.40	9	6.00	1.80	8	5.75	2.31	5	4.40	2.88	8	6.25	1.98
Private sector development	10	5.50	2.01	10	5.70	2.21	10	5.50	1.84	5	4.40	2.70	11	6.73	1.62
Foreign direct investment*	9	4.11	2.15	10	5.50	2.07	8	5.13	2.17	5	5.00	2.24	13	6.85	1.52
Local governance and institutions	7	5.57	1.90	9	6.11	2.03	10	6.00	1.15	5	4.60	1.67	9	5.89	1.96
Water and sanitation	6	6.50	1.38	7	6.71	2.06	9	7.33	1.73	4	5.25	2.36	10	7.40	1.26
Trade and exports	6	5.50	1.76	9	5.56	1.94	11	5.91	1.58	3	5.00	2.65	9	7.00	1.73
Economic growth	10	6.20	1.62	11	5.27	1.35	13	6.15	1.52	3	6.67	2.08	15	6.80	2.04
Health	7	5.29	2.21	4	5.00	1.41	6	6.33	1.97	4	3.75	2.75	10	6.10	2.28
Disaster management	4	6.50	2.65	4	5.00	1.83	7	7.14	1.68	3	4.33	2.52	7	5.57	2.23
Public sector governance/reform	8	6.00	1.93	8	6.37	1.30	12	6.67	2.23	4	5.50	2.65	16	7.56	1.26
Job creation/employment	10	5.50	2.17	10	5.20	2.35	13	6.23	2.28	4	5.25	2.22	17	6.35	1.46
Social cohesion	5	5.40	2.51	3	4.67	1.53	10	5.50	2.17	4	4.00	1.63	11	4.45	1.97
Financial markets	6	5.50	2.07	7	4.71	1.89	7	6.14	2.73	4	4.75	1.89	9	5.67	2.00
Equality of opportunity	6	5.33	2.94	3	4.67	1.53	10	6.10	1.60	4	4.50	1.73	10	5.30	2.16
Energy	7	5.71	2.75	9	5.44	1.33	8	6.25	1.39	5	5.40	2.70	11	6.00	2.28
Rural development	7	4.71	2.21	5	4.80	1.79	9	6.22	1.20	3	5.33	1.15	8	5.13	2.03
Global/regional integration	5	4.20	1.79	7	5.14	1.68	7	6.57	1.40	3	5.67	0.58	10	5.60	1.78
Food security	4	4.25	1.26	4	5.75	1.26	6	7.17	1.94	3	6.00	1.00	9	5.11	2.98
Education	7	5.86	2.04	7	4.86	1.46	15	6.00	2.36	4	5.25	2.87	12	5.83	2.48
Security/stabilization/reconstruction	7	4.57	1.62	5	4.60	1.14	8	6.25	2.31	4	4.75	2.63	10	6.00	2.11
Social protection	6	5.50	2.26	4	4.00	1.63	7	5.71	1.50	3	5.00	2.65	8	5.63	1.60
Climate change	5	6.00	1.22	7	7.00	1.91	6	4.50	2.26	3	5.00	2.65	10	5.90	2.33
Agricultural development	6	5.17	2.48	6	4.83	2.56	8	5.75	1.98	3	4.33	2.52	8	5.00	2.39
Natural resource management	3	4.00	2.65	5	4.80	2.77	6	6.83	1.72	3	4.67	2.52	9	4.89	2.42

*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan?	12	6.08	1.68	15	5.87	1.88	15	6.07	1.53	7	5.57	1.62	19	6.47	1.50

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Jordan?	11	5.45	1.75	16	5.94	1.57	13	6.54	1.81	8	4.75	2.49	17	6.53	1.62

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan	11	6.09	1.70	14	5.79	0.89	19	5.32	1.80	8	4.75	2.71	17	6.41	2.18
The World Bank Group meets Jordan's needs for knowledge services	12	6.00	2.41	12	6.00	1.81	19	6.68	2.31	8	5.38	2.83	19	6.74	2.02

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan?	9	6.00	1.87	12	5.50	2.20	16	5.62	2.03	6	5.17	1.94	12	6.08	2.11

(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	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	7.7%	0.0%	10.0%	0.0%	15.0%
Monthly	7.7%	12.5%	15.0%	10.0%	5.0%
A few times a year	38.5%	56.3%	55.0%	10.0%	30.0%
Rarely	23.1%	18.8%	10.0%	40.0%	25.0%
Never	23.1%	12.5%	10.0%	40.0%	25.0%

In Jordan, 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)

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	10	6.50	1.72	12	4.75	2.05	17	6.12	2.26	7	5.00	3.21	17	6.47	2.37
Include appropriate level of stakeholder involvement during preparation	11	5.82	1.54	14	4.93	1.82	17	5.29	1.40	8	5.25	2.82	16	6.75	1.73
Lead to practical solutions*	10	5.60	1.26	14	4.36	1.39	17	5.65	1.54	7	6.57	2.07	17	6.71	1.69
Are accessible (well written and easy to understand)	11	6.64	2.01	14	6.21	1.53	18	6.56	2.23	8	5.88	2.36	18	6.67	2.22
Are source of relevant information on global good practices	11	6.73	2.05	15	6.53	1.88	18	7.39	1.61	8	7.38	0.92	17	7.06	2.30
Are adequately disseminated	11	6.09	1.64	12	5.67	1.56	18	6.39	2.45	9	6.44	2.07	16	6.81	2.34
Are translated enough into local language	11	5.09	1.81	13	5.77	2.28	15	6.53	2.56	10	6.40	2.84	17	6.24	2.54
Are adaptable to Jordan's specific development challenges and country circumstances	10	5.30	2.16	12	5.33	2.39	18	6.00	2.43	8	6.13	2.42	18	6.72	2.08

*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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?	12	6.58	1.88	14	5.93	2.09	15	6.87	1.88	8	5.88	2.53	19	6.63	2.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.08	1.88	14	7.43	1.40	18	7.44	1.72	9	6.22	2.77	18	7.67	1.78

(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)

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	10	4.80	1.81	11	4.55	1.37	12	6.25	2.09	4	3.50	1.91	17	6.94	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports	10	6.40	2.41	14	6.36	1.45	19	6.95	1.51	6	6.33	3.01	19	6.84	2.57
The World Bank Group's approvals and reviews are done in a timely fashion	10	5.30	1.64	11	5.73	1.56	13	6.15	1.41	5	6.40	1.95	18	6.78	1.86
The World Bank Group's "Safeguard Policy" requirements are reasonable	9	6.00	1.66	12	5.17	1.75	12	5.83	1.75	6	6.00	2.00	16	7.06	2.26
The World Bank Group's conditions on its lending are reasonable	9	5.11	2.09	13	5.08	1.98	16	4.94	2.29	5	6.00	2.55	17	7.00	2.32
The World Bank Group takes decisions quickly in Jordan	11	5.09	1.22	13	5.54	1.61	14	5.36	1.82	4	6.00	1.83	17	6.24	2.17
Working with the World Bank Group increases Jordan's institutional capacity	12	6.25	1.76	13	6.08	2.43	18	6.39	2.35	7	6.29	2.98	19	7.11	2.38
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	6.25	1.83	10	6.80	1.40	10	6.50	1.84	4	7.25	1.50	15	6.93	1.53
The World Bank Group provides effective implementation support	11	5.91	1.92	13	6.77	1.79	16	6.44	2.03	5	5.80	2.59	16	6.69	2.09

*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 Jordan?	12	6.17	1.59	15	5.67	2.09	16	6.13	2.06	6	5.17	1.72	15	6.53	1.73

(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 Jordan? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Jordan	25.0%	37.5%	35.0%	30.0%	57.9%
The World Bank Group is not sufficiently selective in Jordan, and it is involved in too many areas of development	33.3%	37.5%	45.0%	30.0%	26.3%
Don't know	41.7%	25.0%	20.0%	40.0%	15.8%

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 is adequately staffed in Jordan?	6	5.17	2.93	7	5.57	2.44	10	5.70	1.25	4	6.25	2.22	15	6.67	2.19

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	15.4%	25.0%	25.0%	22.2%	20.0%
Ensure greater selectivity in its work	7.7%	12.5%	10.0%	22.2%	10.0%
Provide more adequate data/knowledge/statistics/figures on Jordan's economy	0.0%	25.0%	15.0%	0.0%	15.0%
Improve the competitiveness of its financing compared to markets*	7.7%	6.3%	5.0%	44.4%	20.0%
Reach out more to groups outside of Government	38.5%	50.0%	35.0%	11.1%	35.0%
Increase the level of capacity development in the country	23.1%	37.5%	30.0%	22.2%	25.0%
Improve the quality of its experts as related to Jordan's specific challenges	23.1%	6.3%	20.0%	22.2%	10.0%
Offer more innovative knowledge services	30.8%	6.3%	20.0%	11.1%	15.0%
Collaborate more effectively with Government clients	15.4%	0.0%	5.0%	22.2%	5.0%
Work faster	7.7%	0.0%	10.0%	0.0%	10.0%
Reduce the complexity of obtaining World Bank Group financing	30.8%	6.3%	5.0%	0.0%	25.0%
Increase availability of Reimbursable Advisory Services	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Jordan's office	0.0%	18.8%	0.0%	0.0%	10.0%
Other	0.0%	0.0%	5.0%	11.1%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Financial services	46.2%	37.5%	25.0%	60.0%	55.0%
Knowledge products	7.7%	6.3%	20.0%	10.0%	15.0%
Convening services	0.0%	12.5%	0.0%	0.0%	5.0%
None of the above	15.4%	12.5%	10.0%	10.0%	0.0%
The combination is appropriate for Jordan	30.8%	25.0%	45.0%	20.0%	20.0%
Don't know	0.0%	6.3%	0.0%	0.0%	5.0%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Jordan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social cohesion	9.1%	14.3%	5.9%	10.0%	20.0%
Public financial management	54.5%	50.0%	52.9%	60.0%	60.0%
Reducing violence	0.0%	0.0%	5.9%	0.0%	5.0%
Access to justice systems	9.1%	21.4%	29.4%	0.0%	20.0%
Security mechanisms	0.0%	0.0%	0.0%	0.0%	5.0%
Conflict resolution mechanisms	9.1%	7.1%	0.0%	0.0%	0.0%
Access to basic services*	0.0%	21.4%	52.9%	60.0%	40.0%
Capacity of state institutions	81.8%	42.9%	58.8%	50.0%	30.0%
Jobs	54.5%	42.9%	23.5%	30.0%	30.0%
Improving livelihoods	72.7%	28.6%	35.3%	40.0%	35.0%
Social safety nets	0.0%	28.6%	29.4%	20.0%	25.0%
Stimulating dialogue to promote peace and stability	0.0%	7.1%	5.9%	20.0%	15.0%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in Jordan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social cohesion	9.1%	30.8%	50.0%	33.3%	31.6%
Public financial management*	18.2%	53.8%	6.3%	11.1%	21.1%
Reducing violence	0.0%	7.7%	25.0%	22.2%	15.8%
Access to justice systems	45.5%	15.4%	18.8%	22.2%	10.5%
Security mechanisms	18.2%	15.4%	18.8%	22.2%	15.8%
Conflict resolution mechanisms	9.1%	7.7%	12.5%	0.0%	10.5%
Access to basic services	54.5%	53.8%	18.8%	22.2%	21.1%
Capacity of state institutions	9.1%	15.4%	6.3%	11.1%	31.6%
Jobs	18.2%	23.1%	37.5%	44.4%	31.6%
Improving livelihoods*	9.1%	7.7%	37.5%	55.6%	42.1%
Social safety nets	63.6%	15.4%	31.3%	22.2%	36.8%
Stimulating dialogue to promote peace and stability	27.3%	30.8%	25.0%	11.1%	21.1%

*Significantly different between stakeholder groups

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Organize more joint meetings and missions with the UN	25.0%	46.7%	38.9%	20.0%	45.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	66.7%	60.0%	72.2%	60.0%	45.0%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	58.3%	60.0%	66.7%	70.0%	60.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	33.3%	33.3%	44.4%	30.0%	35.0%
Share more information about the World Bank Group's activities, products, and knowledge	16.7%	6.7%	16.7%	40.0%	15.0%
Involve UN experts to a greater degree in World Bank Group activities	58.3%	13.3%	33.3%	40.0%	25.0%
Other	0.0%	13.3%	5.6%	0.0%	10.0%

**G. Citizen Voice: Government Accountability**

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How important is it for citizens in Jordan to have greater 'voice' than they have now, in order to hold the state accountable?*	11	7.45	1.81	16	8.94	1.18	20	9.10	1.41	8	7.75	2.87	20	8.45	1.28

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Do you think that in the past year or so, citizens in Jordan have obtained greater 'voice' to hold the state more accountable?	12	5.67	2.50	15	5.40	2.85	20	4.70	2.49	9	4.44	2.46	20	5.95	2.04

(1-Far less voice, 10-Much greater voice)

H. Citizen Voice: Service Delivery

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How important is it for citizens in Jordan to have greater 'voice' to ensure improved service delivery?	12	8.33	1.50	16	8.44	1.21	20	9.05	1.82	9	8.33	2.29	20	8.75	1.12

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



H. Citizen Voice: Service Delivery (continued)

Which of the following are the greatest obstacles in Jordan to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Inadequate national government budget resources	61.5%			43.8%			45.0%			55.6%			70.0%		
Inadequate local government budget resources	30.8%			25.0%			10.0%			33.3%			10.0%		
Inadequate provider staff	23.1%			6.3%			5.0%			0.0%			10.0%		
Inadequate skill set of providers	46.2%			18.8%			30.0%			22.2%			20.0%		
Inefficient national government	7.7%			6.3%			35.0%			33.3%			30.0%		
Inefficient local government*	0.0%			50.0%			20.0%			33.3%			10.0%		
Attitude of the service providers	0.0%			25.0%			10.0%			0.0%			20.0%		
Too costly*	15.4%			6.3%			5.0%			22.2%			40.0%		
Inadequate will on the part of local government	7.7%			12.5%			15.0%			11.1%			0.0%		
Inadequate will on the part of national government	0.0%			6.3%			10.0%			0.0%			5.0%		
Corruption	0.0%			31.3%			25.0%			33.3%			25.0%		
Inadequate citizen participation and voice	15.4%			6.3%			5.0%			0.0%			0.0%		
Lack of accountability on the part of providers*	15.4%			37.5%			75.0%			44.4%			30.0%		
None of the above	23.1%			0.0%			5.0%			0.0%			5.0%		
Don't know	0.0%			6.3%			0.0%			0.0%			0.0%		
Prefer not to answer	0.0%			0.0%			5.0%			0.0%			0.0%		

*Significantly different between stakeholder groups

I. Subsidy Reform

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When thinking about Jordan's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?	11	8.18	1.25	14	7.71	2.09	19	8.26	1.91	8	8.00	3.16	20	8.00	2.51

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

Which of the following statements best represents your views of energy subsidy reform in Jordan? (Choose only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending.	61.5%			53.3%			25.0%			37.5%			57.9%		
A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided.	38.5%			46.7%			75.0%			62.5%			42.1%		

**I. Subsidy Reform (continued)**

When thinking about energy subsidy reform in Jordan, which TWO of the following statements are most convincing? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities).	15.4%	0.0%	21.1%	11.1%	15.0%
Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.)	7.7%	21.4%	26.3%	0.0%	10.0%
Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing).	30.8%	28.6%	10.5%	22.2%	30.0%
Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change.	23.1%	28.6%	15.8%	44.4%	30.0%
Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection).	61.5%	42.9%	52.6%	77.8%	55.0%
None of the statements above. I do not believe that energy subsidy reform in Jordan will have a positive impact on this country.	0.0%	28.6%	26.3%	0.0%	15.0%
I don't know	15.4%	7.1%	5.3%	0.0%	5.0%

J. Private Sector

Which of the following are the most significant obstacles to private sector development in Jordan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The level of regulation	23.1%	13.3%	30.0%	10.0%	45.0%
Labor market policies	46.2%	33.3%	35.0%	10.0%	25.0%
Access to finance*	15.4%	33.3%	20.0%	40.0%	70.0%
Level of transparency in system	15.4%	13.3%	15.0%	10.0%	5.0%
Governance/government	7.7%	20.0%	35.0%	10.0%	15.0%
Legal/judicial system	7.7%	13.3%	0.0%	20.0%	5.0%
State owned enterprises	0.0%	0.0%	10.0%	10.0%	0.0%
Mismatch of skills	38.5%	20.0%	30.0%	20.0%	30.0%
Lack of political will	0.0%	13.3%	15.0%	10.0%	5.0%
I don't know	0.0%	13.3%	0.0%	10.0%	0.0%
Other*	7.7%	0.0%	0.0%	20.0%	0.0%

*Significantly different between stakeholder groups



K. Refugees

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Jordan?	12	5.00	2.17	15	5.07	2.66	19	5.16	2.69	10	4.30	1.06	18	5.06	2.41

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	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 is doing enough to support the government's efforts related to refugees in Jordan?	10	4.80	2.49	12	4.92	2.54	14	5.21	2.67	9	4.11	1.76	15	5.53	2.17

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Jordan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Education and health	38.5%	66.7%	45.0%	60.0%	70.0%
Supporting poor and marginalized local communities	23.1%	26.7%	15.0%	30.0%	30.0%
Jobs	23.1%	40.0%	20.0%	10.0%	25.0%
Business development	0.0%	26.7%	35.0%	20.0%	15.0%
Infrastructure	46.2%	33.3%	40.0%	30.0%	30.0%
Social cohesion	7.7%	0.0%	10.0%	0.0%	0.0%
Public services	15.4%	0.0%	10.0%	0.0%	10.0%
Macro issues	30.8%	0.0%	10.0%	30.0%	10.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

**K. Refugees (continued)**

Please rate how you feel when you think about the impact of the refugees in regards to....

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Jordan's economy					
A very negative impact	61.5%	37.5%	30.0%	60.0%	45.0%
A somewhat negative impact	38.5%	43.8%	45.0%	40.0%	40.0%
A somewhat positive impact	0.0%	18.8%	20.0%	0.0%	10.0%
A very positive impact	0.0%	0.0%	5.0%	0.0%	5.0%
No impact at all	0.0%	0.0%	0.0%	0.0%	0.0%

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social cohesion					
A very negative impact	30.8%	26.7%	22.2%	20.0%	20.0%
A somewhat negative impact	69.2%	66.7%	38.9%	60.0%	65.0%
A somewhat positive impact	0.0%	6.7%	38.9%	20.0%	15.0%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	0.0%	0.0%	0.0%	0.0%

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
National security					
A very negative impact	38.5%	28.6%	36.8%	80.0%	40.0%
A somewhat negative impact	61.5%	71.4%	52.6%	20.0%	60.0%
A somewhat positive impact	0.0%	0.0%	5.3%	0.0%	0.0%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	0.0%	5.3%	0.0%	0.0%

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Public service delivery					
A very negative impact	38.5%	50.0%	40.0%	70.0%	45.0%
A somewhat negative impact	53.8%	37.5%	60.0%	20.0%	50.0%
A somewhat positive impact	7.7%	0.0%	0.0%	10.0%	5.0%
A very positive impact	0.0%	6.3%	0.0%	0.0%	0.0%
No impact at all	0.0%	6.3%	0.0%	0.0%	0.0%

**K. Refugees (continued)**

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Jordan's poor and marginalized					
A very negative impact	61.5%	42.9%	40.0%	80.0%	50.0%
A somewhat negative impact	15.4%	57.1%	50.0%	20.0%	50.0%
A somewhat positive impact	0.0%	0.0%	5.0%	0.0%	0.0%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	23.1%	0.0%	5.0%	0.0%	0.0%

L. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	23.1%	31.3%	30.0%	30.0%	27.8%
International newspapers	15.4%	6.3%	15.0%	10.0%	16.7%
Local radio	0.0%	12.5%	10.0%	0.0%	0.0%
International radio	0.0%	6.3%	5.0%	10.0%	0.0%
Local television*	30.8%	6.3%	15.0%	0.0%	0.0%
International television	0.0%	12.5%	5.0%	10.0%	11.1%
Local newspapers	23.1%	37.5%	25.0%	50.0%	38.9%
Internet	76.9%	68.8%	70.0%	70.0%	61.1%
Periodicals	23.1%	6.3%	15.0%	20.0%	16.7%
Other	0.0%	6.3%	10.0%	0.0%	5.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	38.5%	13.3%	40.0%	30.0%	35.0%
Mobile phones	7.7%	13.3%	5.0%	0.0%	10.0%
World Bank Group's seminars/workshops/conferences	46.2%	13.3%	55.0%	30.0%	25.0%
World Bank Group's publications and other written materials	30.8%	40.0%	15.0%	40.0%	30.0%
World Bank Group's website	23.1%	33.3%	25.0%	40.0%	5.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	23.1%	33.3%	25.0%	0.0%	25.0%
e-Newsletters	30.8%	33.3%	25.0%	40.0%	30.0%
Other	0.0%	0.0%	5.0%	0.0%	10.0%

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

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	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	41.7%	23.1%	33.3%	11.1%	41.2%
No	58.3%	76.9%	66.7%	88.9%	58.8%

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	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	50.0%	66.7%	20.0%	0.0%	14.3%
World Bank Group's website	0.0%	0.0%	60.0%	100.0%	28.6%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	0.0%
News/Media	25.0%	0.0%	0.0%	0.0%	14.3%
Colleagues/Friends/Peer organizations	25.0%	33.3%	20.0%	0.0%	42.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	10.0%	16.7%	26.7%	10.0%	25.0%
No	90.0%	83.3%	73.3%	90.0%	75.0%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	90.0%	100.0%	83.3%	88.9%	100.0%
No	10.0%	0.0%	16.7%	11.1%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	80.0%	83.3%	76.5%	55.6%	64.3%
No	20.0%	16.7%	23.5%	44.4%	35.7%

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	30.0%	25.0%	50.0%	33.3%	14.3%
No	70.0%	75.0%	50.0%	66.7%	85.7%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	83.3%	92.3%	93.8%	71.4%	80.0%
Dial-up	16.7%	7.7%	6.3%	28.6%	20.0%

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	11	7.36	2.62	13	6.46	2.15	17	7.71	2.26	5	6.20	2.77	13	7.23	1.09
I find the information on the World Bank Group's websites useful	12	7.42	1.62	13	7.15	1.68	18	8.28	1.32	5	7.60	2.19	11	8.00	1.00
The World Bank Group's social media channels are valuable sources of information about the institution	4	6.75	1.26	6	6.83	1.94	11	8.64	1.12	4	6.25	2.63	10	7.20	1.69
When I need information from the World Bank Group I know how to find it	10	6.70	1.95	12	5.58	2.57	15	6.00	2.67	6	5.83	2.48	15	7.87	1.92
The World Bank Group is responsive to my information requests and inquiries	6	8.33	1.37	6	8.17	1.17	7	6.86	2.19	3	6.67	3.06	13	8.00	1.47

M. 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	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	46.7%	40.0%	0.0%	42.1%
No	25.0%	53.3%	60.0%	100.0%	57.9%

*Significantly different between stakeholder groups

**M. Background Information (continued)**

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	69.2%	30.8%	35.3%	16.7%	41.2%
The International Finance Corporation (IFC)	23.1%	69.2%	35.3%	0.0%	41.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	5.9%	0.0%	0.0%
Other	7.7%	0.0%	23.5%	83.3%	17.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	38.5%	7.7%	23.5%	0.0%	42.9%
No	61.5%	92.3%	76.5%	100.0%	57.1%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	75.0%	100.0%	33.3%	0.0%	66.7%
The way the two institutions work together needs improvement	25.0%	0.0%	66.7%	0.0%	33.3%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	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 Jordan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Observer	7.7%	28.6%	16.7%	22.2%	23.5%
Use World Bank Group reports/data	23.1%	57.1%	38.9%	33.3%	23.5%
Engage in World Bank Group related/sponsored events/activities	30.8%	21.4%	22.2%	33.3%	35.3%
Collaborate as part of my professional duties	69.2%	35.7%	44.4%	22.2%	47.1%
Use World Bank Group website for information, data, research, etc.	7.7%	42.9%	33.3%	33.3%	17.6%

What's your gender?*

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Female	23.1%	43.8%	75.0%	30.0%	26.3%
Male	76.9%	56.3%	25.0%	70.0%	73.7%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

- Amman N=71 ● Other N=10

B. Overall Attitudes toward the World Bank Group

	Amman			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Jordan.	67	6.01	2.04	10	5.60	1.84

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

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

(1-Strongly disagree, 10-Strongly agree)

	Amman			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Jordan	66	5.95	1.79	8	5.00	2.88
The World Bank Group's work is aligned with what I consider the development priorities for Jordan	64	5.91	1.71	8	4.75	2.92

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

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

	Amman			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	62	5.77	1.93	8	4.13	2.17
Flexibility (in terms of the institution's products and services)*	60	5.72	1.80	9	4.00	2.55
Flexibility (in terms of changing country circumstances)	60	5.43	1.93	8	4.25	2.60
Being inclusive	57	5.44	1.86	8	5.50	2.20
Openness (sharing data and other information)	64	6.78	2.03	9	5.56	2.65
Collaboration with the Government	64	6.97	1.99	9	6.11	2.85
The speed in which it gets things accomplished on the ground	61	5.48	1.75	8	5.38	2.39
Ease of access to the people at the World Bank Group who are making decisions important to my work	57	5.19	2.28	8	5.13	3.00
Collaboration with civil society	57	4.88	1.99	9	5.22	2.39
Collaboration with the UN	38	6.45	1.67	8	5.88	3.40
Staff accessibility	51	5.22	2.15	8	6.00	3.16
Collaboration with other donors and development partners	50	6.10	1.81	9	5.78	2.64
Collaboration with the private sector	54	5.06	1.88	9	5.22	2.49
Straightforwardness and honesty	53	7.19	2.09	9	6.89	2.57
Treating clients and stakeholders in Jordan with respect	60	7.62	2.18	6	6.67	3.27
Being a long-term partner*	57	7.58	2.17	7	5.71	3.35

*Significantly different between geographic locations

¹⁷ 81 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**

	Amman			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Jordan?	61	5.98	1.52	9	6.33	2.35

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

	Amman			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Jordan?	60	5.98	1.69	8	6.13	2.64

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

	Amman			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Jordan	62	5.79	1.73	7	4.86	2.91
The World Bank Group meets Jordan's needs for knowledge services*	61	6.56	1.99	9	4.33	2.83

Significantly different between geographic locations*D. The World Bank Group's Knowledge Work and Activities****In Jordan, 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)*

	Amman			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Jordan's specific development challenges and country circumstances	59	6.00	2.21	9	6.00	2.87

	Amman			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	62	6.52	1.84	9	5.89	3.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	64	7.53	1.62	9	6.00	2.96

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between geographic locations***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Amman			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Jordan	54	5.78	1.73	7	4.57	1.90
Where country systems are adequate, the World Bank Group makes appropriate use of them	43	6.72	1.58	6	5.83	2.04



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

- Collaborating with the WBG N=32
- Not collaborating with the WBG N=48

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 Jordan?*	32	7.22	1.90	47	6.06	2.45

*(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 Jordan.	31	6.42	1.95	44	5.75	2.02

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

	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 Jordan solve its most complicated development challenges?	25	7.24	1.71	36	6.39	2.35

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

¹⁸ Only 80 respondents provided information about their level of collaboration with the World Bank Group (question M3 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 Jordan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jordan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	6.5%	14.6%
Security/stabilization/reconstruction	3.2%	6.3%
Crime and violence	3.2%	4.2%
Transport	6.5%	16.7%
Agricultural development	0.0%	8.3%
Global/regional integration	9.7%	2.1%
Job creation/employment	29.0%	25.0%
Public sector governance/reform	29.0%	31.3%
Social protection	0.0%	4.2%
Rural development	3.2%	16.7%
Foreign direct investment	6.5%	12.5%
Education	12.9%	31.3%
Energy	16.1%	10.4%
Social cohesion	0.0%	2.1%
Gender equity	0.0%	6.3%
Financial markets	0.0%	2.1%
Urban development	3.2%	6.3%
Environmental sustainability	6.5%	0.0%
Economic growth	45.2%	35.4%
Regional conflict and tensions	0.0%	2.1%
Private sector development	22.6%	8.3%
Water and sanitation	0.0%	6.3%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Information and communications technology*	9.7%	0.0%
Trade and exports	9.7%	4.2%
Equality of opportunity	16.1%	4.2%
Law and justice	6.5%	6.3%
Local governance and institutions	9.7%	2.1%
Regulatory framework	3.2%	2.1%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.2%	4.2%
Poverty reduction	19.4%	14.6%
Anti corruption	6.5%	8.3%
Disaster management	0.0%	0.0%

*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 Jordan?

(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 Jordan	31	6.32	1.70	43	5.49	2.06
The World Bank Group’s work is aligned with what I consider the development priorities for Jordan	31	6.13	1.89	42	5.45	1.93

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

To what extent is the World Bank Group an effective development partner in Jordan, 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*	29	6.24	1.99	41	5.32	1.81
Flexibility (in terms of the institution's products and services)	28	6.14	1.69	41	5.22	2.08
Flexibility (in terms of changing country circumstances)	28	5.86	1.98	41	5.00	2.04
Being inclusive*	25	6.16	1.82	40	5.08	1.83
Openness (sharing data and other information)	30	7.13	1.94	44	6.45	2.15
Collaboration with the Government	31	7.19	1.83	42	6.79	2.26
The speed in which it gets things accomplished on the ground	27	5.74	1.46	41	5.29	1.98
Ease of access to the people at the World Bank Group who are making decisions important to my work*	29	6.14	2.17	35	4.66	2.36
Collaboration with civil society*	27	5.63	1.94	39	4.46	1.97
Collaboration with the UN	20	6.50	1.79	24	6.17	2.24
Staff accessibility*	25	6.16	2.10	33	4.76	2.25
Collaboration with other donors and development partners	25	6.56	1.71	32	5.66	2.03
Collaboration with the private sector*	24	5.92	2.00	38	4.50	1.59
Straightforwardness and honesty	26	7.62	1.68	35	6.83	2.33
Treating clients and stakeholders in Jordan with respect	27	8.11	1.78	40	7.18	2.50
Being a long-term partner	26	7.96	1.99	38	7.00	2.53

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	25	4.20	2.35	42	4.00	2.66
Financial markets	28	6.18	2.61	45	6.51	2.63
Transport	27	7.22	1.95	45	7.53	2.48
Anti corruption	28	7.43	2.33	42	7.36	2.56
Regional conflict and tensions	25	6.04	2.61	41	5.51	2.98
Law and justice	27	6.74	2.23	42	6.24	2.69
Urban development	30	7.13	2.06	41	7.20	2.19
Environmental sustainability	29	7.14	2.05	41	7.02	1.96
Trade and exports	27	7.07	1.84	39	7.79	1.85
Information and communications technology	28	6.89	1.91	42	6.69	2.51
Poverty reduction	29	8.34	1.74	45	8.16	2.40
Gender equity	27	6.96	1.95	41	6.71	2.35
Private sector development	30	7.87	1.78	45	7.47	2.89
Foreign direct investment	29	7.86	2.10	44	7.84	2.56
Local governance and institutions	27	6.70	2.32	45	6.87	2.47
Water and sanitation	28	7.43	1.45	43	7.07	2.39
Regulatory framework	28	7.43	2.12	40	7.10	2.24
Economic growth	29	8.24	1.86	43	8.28	2.12
Energy	30	7.80	1.85	39	8.08	2.31
Disaster management	27	5.85	1.99	40	6.53	2.45
Public sector governance/reform	29	7.90	2.01	44	7.77	2.49
Job creation/employment	30	8.13	2.19	43	8.16	2.49
Social cohesion	24	5.46	2.25	42	5.55	2.86
Communicable/non-communicable diseases	25	5.00	1.98	39	5.31	2.76
Equality of opportunity	29	6.41	2.15	40	6.88	2.34
Social protection	28	6.18	2.20	41	6.39	2.54
Rural development*	27	6.15	2.01	39	7.64	2.24
Global/regional integration	25	5.92	2.68	39	7.00	2.43
Food security	26	5.96	2.65	40	6.75	2.22
Natural resource management	26	5.46	2.63	41	6.61	2.58
Security/stabilization/reconstruction	28	5.89	2.41	43	5.88	2.86
Health*	29	5.66	2.30	42	6.98	2.26
Climate change	27	5.96	2.56	42	6.38	2.56
Agricultural development*	29	6.14	2.28	40	7.48	2.61
Education*	30	7.03	2.06	44	8.39	2.12

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	15	5.87	2.17	18	5.50	2.07
Information and communications technology	15	5.53	2.33	18	5.56	2.20
Transport	15	6.47	1.96	22	6.64	2.01
Regional conflict and tensions	11	5.36	2.46	17	5.82	1.88
Law and justice	12	5.25	2.45	15	6.33	2.29
Urban development	16	6.06	1.29	19	6.11	1.91
Environmental sustainability	16	6.25	1.61	23	6.00	2.04
Regulatory framework	18	6.50	1.54	24	6.42	1.53
Communicable/non-communicable diseases	8	6.25	2.05	15	4.67	2.09
Poverty reduction	23	6.70	1.43	25	5.96	1.59
Anti corruption	15	6.00	2.00	19	5.11	2.31
Private sector development	24	6.17	2.01	22	5.27	2.21
Foreign direct investment	22	5.86	2.23	24	5.33	1.81
Local governance and institutions	17	6.00	1.27	22	5.00	2.09
Water and sanitation	17	7.29	1.26	20	6.45	1.99
Trade and exports	17	6.06	2.01	22	5.95	1.73
Economic growth	25	6.32	1.52	27	5.89	1.91
Health	13	6.00	1.41	17	5.41	2.48
Disaster management	7	6.00	1.41	16	5.50	2.28
Public sector governance/reform	20	6.90	1.71	28	6.32	1.96
Job creation/employment	25	6.16	1.75	29	5.45	2.06
Social cohesion*	12	5.58	2.02	20	3.90	1.52
Financial markets	12	5.75	1.76	21	5.57	2.52
Equality of opportunity	15	5.33	1.59	17	5.00	2.09
Energy	17	6.59	1.70	22	5.50	2.20
Rural development	15	5.67	1.68	16	5.19	1.52
Global/regional integration	14	5.86	1.66	17	5.12	1.83
Food security	8	5.88	1.64	17	5.71	2.62
Education	20	6.05	1.99	25	5.40	2.38
Security/stabilization/reconstruction	13	5.23	1.83	19	5.16	2.46
Social protection	14	5.14	1.66	14	5.57	2.14
Climate change	13	6.00	1.68	17	5.00	2.50
Agricultural development	11	5.18	2.04	19	4.89	2.35
Natural resource management	11	6.00	2.14	16	4.75	2.44

*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 Jordan?	28	6.29	1.61	41	5.76	1.51

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Jordan?	29	6.17	1.56	37	5.70	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 Jordan?***(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 Jordan	29	6.17	1.61	41	5.44	2.01
The World Bank Group meets Jordan's needs for knowledge services	28	6.93	1.86	42	6.07	2.23

	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 Jordan?	22	6.05	1.84	34	5.50	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 Jordan, 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	24	6.17	2.22	41	5.71	2.34
Include appropriate level of stakeholder involvement during preparation	26	6.15	1.57	40	5.58	1.89
Lead to practical solutions	25	5.84	1.65	41	5.66	1.80
Are accessible (well written and easy to understand)	28	6.93	1.80	41	6.32	2.13
Are source of relevant information on global good practices	27	7.26	1.97	42	7.00	1.77
Are adequately disseminated	27	6.56	1.97	39	6.23	2.21
Are translated enough into local language	27	5.96	2.21	38	6.29	2.57
Are adaptable to Jordan's specific development challenges and country circumstances	26	6.23	2.30	41	6.00	2.19

	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?	27	6.85	1.59	42	6.12	2.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	28	7.64	1.37	44	7.32	2.00

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

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

To what extent 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	27	5.59	2.06	27	5.67	2.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports	28	6.29	2.11	40	6.83	2.02
The World Bank Group's approvals and reviews are done in a timely fashion	26	5.81	1.63	31	6.39	1.82
The World Bank Group's "Safeguard Policy" requirements are reasonable	23	5.91	1.59	32	6.28	2.23
The World Bank Group's conditions on its lending are reasonable	26	5.92	1.85	34	5.50	2.60
The World Bank Group takes decisions quickly in Jordan	26	5.77	1.70	32	5.63	1.91
Working with the World Bank Group increases Jordan's institutional capacity	30	6.80	1.99	40	6.15	2.49
Where country systems are adequate, the World Bank Group makes appropriate use of them	21	6.76	1.84	26	6.54	1.53
The World Bank Group provides effective implementation support	29	6.41	2.04	33	6.39	2.00

	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 Jordan?*	26	6.65	1.77	38	5.61	1.81

(1-To no degree at all, 10-To a very significant degree) *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 is adequately staffed in Jordan?	20	5.60	2.37	25	6.08	2.08

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

G. Citizen Voice: Government Accountability

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for citizens in Jordan to have greater 'voice' than they have now, in order to hold the state accountable?	32	8.47	1.59	45	8.71	1.74

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Do you think that in the past year or so, citizens in Jordan have obtained greater 'voice' to hold the state more accountable?	32	5.41	2.30	45	5.20	2.48

(1-Far less voice, 10-Much greater voice)

**H. Citizen Voice: Service Delivery**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for citizens in Jordan to have greater 'voice' to ensure improved service delivery?	32	8.41	1.60	45	8.93	1.48

*(1-Not important at all, 10-Extremely important)***I. Subsidy Reform**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
When thinking about Jordan's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?	32	8.16	1.76	42	7.93	2.42

*(1-Not necessary at all, 10-Extremely necessary)***K. Refugees**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Jordan?	32	4.97	2.53	43	5.19	2.39

(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
To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Jordan?	25	5.40	2.35	35	4.57	2.13

*(1-To no degree at all, 10-To a very significant degree)***L. 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	28	7.46	1.64	32	7.38	2.14
I find the information on the World Bank Group's websites useful	27	7.96	1.32	33	7.85	1.44
The World Bank Group's social media channels are valuable sources of information about the institution	10	8.00	1.63	25	7.64	1.58
When I need information from the World Bank Group I know how to find it	27	6.81	2.29	32	6.59	2.54
The World Bank Group is responsive to my information requests and inquiries	19	7.68	1.63	18	7.67	1.91



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 = 117 • FY 2016 Number of comparable respondents = 67

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 2016	FY 2013
Government institutions	25%	25%
Bilateral/multilateral agencies	5%	5%
Civil society	30%	30%
Private sector	20%	20%
Academia	15%	15%
Media	5%	5%

A. General Issues facing Jordan

In general would you say that Jordan is headed in...?

Percentage of Respondents	FY 2016	FY 2013
The right direction	49.2%	42.7%
The wrong direction	19.0%	26.2%
Not sure	31.7%	31.1%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Jordan? (1-Not familiar at all, 10-Extremely familiar)	66	6.58	2.24	115	6.74	2.18

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Jordan. (1-Not effective at all, 10-Very effective)	62	5.77	2.01	110	5.62	1.95

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Jordan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	50	6.65	2.07	98	6.17	2.25

¹⁹ Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

**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 Jordan?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Jordan	60	5.74	1.87	108	5.78	2.10
The World Bank Group's work is aligned with what I consider the development priorities for Jordan	58	5.74	1.83	108	5.52	2.21

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	56	5.50	1.88	92	6.11	1.86
Flexibility (in terms of the institution's products and services)	56	5.51	1.85	89	5.52	1.77
Flexibility (in terms of changing country circumstances)	55	5.43	1.96	91	5.50	1.83
Being inclusive	53	5.43	1.77	89	5.89	1.87
Openness (sharing data and other information)	61	6.58	2.01	100	6.78	2.05
Collaboration with the Government*	62	6.77	1.92	98	7.60	1.63
The speed in which it gets things accomplished on the ground	55	5.49	1.64	95	5.82	2.14
Ease of access to the people at the World Bank Group who are making decisions important to my work	52	5.11	2.18			
Collaboration with civil society	55	4.92	1.97			
Collaboration with the UN	37	6.58	1.89			
Staff accessibility*	46	5.38	2.28	91	6.30	2.14
Collaboration with other donors and development partners*	46	5.91	1.81	81	6.71	2.01
Collaboration with the private sector	50	5.16	1.94			
Straightforwardness and honesty	50	7.25	1.93	83	7.47	2.11
Treating clients and stakeholders in Jordan with respect	55	7.57	2.06	94	7.64	1.91
Being a long-term partner	52	7.33	2.13			

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Gender equity	30	5.69	2.26	72	6.03	2.04
Information and communications technology	29	5.56	2.18	75	5.54	2.15
Transport*	32	6.61	1.65	68	5.27	2.01
Regional conflict and tensions	27	5.96	2.06			
Law and justice	24	6.05	2.30			
Urban development	30	6.29	1.35	69	5.65	2.06
Environmental sustainability	32	6.53	1.68	79	5.87	2.08
Regulatory framework	33	6.27	1.52	76	5.87	1.81
Communicable/non-communicable diseases	21	5.75	1.83	51	5.19	2.43
Poverty reduction*	41	6.33	1.54	91	5.10	2.16
Anti corruption*	32	5.39	2.31	71	3.31	2.01
Private sector development	40	5.60	2.00	81	5.20	2.00
Foreign direct investment	38	5.27	2.09	72	5.57	2.25
Local governance and institutions	35	5.83	1.69			
Water and sanitation*	32	6.75	1.75	74	5.69	1.95
Trade and exports	35	5.87	1.77	69	5.35	2.09
Economic growth*	43	6.08	1.51	86	5.27	2.09
Health	27	5.41	2.14	66	5.73	2.11
Disaster management*	22	6.06	2.12	53	4.40	2.31
Public sector governance/reform*	39	6.49	1.96	83	5.30	2.40
Job creation/employment*	43	5.75	2.10	83	4.62	2.21
Social cohesion	27	5.08	2.14			
Financial markets	28	5.37	2.12	64	4.83	2.06
Equality of opportunity	28	5.37	2.12	68	4.68	2.17
Energy*	34	5.92	1.89	80	4.98	2.23
Rural development	27	5.40	1.80	66	5.45	2.24
Global/regional integration	28	5.58	1.77	56	5.72	2.14
Food security*	22	5.98	2.11	62	4.65	2.29
Education	38	5.73	2.15	79	5.74	2.25
Security/stabilization/reconstruction	30	5.50	2.13			
Social protection	25	5.34	1.96	65	4.76	2.31
Climate change	27	5.79	2.03	59	5.00	2.19
Agricultural development	26	5.31	2.16	68	4.52	2.27
Natural resource management*	22	5.58	2.17	58	4.26	2.32

*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Jordan?*	55	6.09	1.67	110	5.40	1.77

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jordan	58	5.67	1.83	105	5.38	2.00
The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	58	6.25	2.23	109	5.94	2.09

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 2016	FY 2013
Weekly	4.5%	12.2%
Monthly	10.4%	14.8%
A few times a year	46.3%	47.0%
Rarely	19.4%	14.8%
Never	19.4%	11.3%

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	53	5.91	2.32	86	5.33	2.02
Include appropriate level of stakeholder involvement during preparation	56	5.51	1.79	99	5.70	2.23
Lead to practical solutions	55	5.63	1.69			
Are accessible (well written and easy to understand)	58	6.49	2.01	100	5.98	2.35
Are source of relevant information on global good practices	59	7.11	1.74	100	6.77	2.11
Are adequately disseminated	57	6.28	2.04	99	5.74	2.61
Are translated enough into local language	56	6.05	2.39	93	5.86	2.55
Are adaptable to Jordan's specific development challenges and country circumstances	55	5.99	2.34	102	5.74	2.08

	year					
	FY 2016			FY 2013		
	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?	56	6.56	2.03	113	6.08	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	60	7.19	1.90	107	6.90	1.98

(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)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	44	5.28	2.01	81	4.79	2.56
The World Bank Group effectively monitors and evaluates the projects and programs it supports	56	6.64	1.91	102	6.11	2.14
The World Bank Group's approvals and reviews are done in a timely fashion	46	5.96	1.72	91	5.55	2.02
The World Bank Group's "Safeguard Policy" requirements are reasonable	44	5.91	1.81	84	5.57	2.11
The World Bank Group's conditions on its lending are reasonable	50	5.42	2.21	89	5.26	2.36
The World Bank Group takes decisions quickly in Jordan	49	5.52	1.59			
Working with the World Bank Group increases Jordan's institutional capacity	57	6.41	2.23	108	6.32	2.27
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	38	6.59	1.58	77	6.33	2.13
The World Bank Group provides effective implementation support (i.e., supervision of projects)	52	6.32	1.86	93	6.38	2.11

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 2016	FY 2013
Yes	30.4%	30.8%
No	69.6%	69.2%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	17.0%	13.0%
No	83.0%	87.0%

Were you able to obtain this information?

Percentage of Respondents	FY 2016	FY 2013
Yes	100.0%	91.7%
No	0.0%	8.3%

Do you have access to the Internet?

Percentage of Respondents	FY 2016	FY 2013
Yes	90.7%	96.3%
No	9.3%	3.7%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	75.5%	85.7%
No	24.5%	14.3%

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	51	7.11	2.28	99	7.00	2.01
I find the information on the World Bank Group's websites useful	52	7.75	1.60	96	7.28	1.93
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	28	7.52	1.90			
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.)	49	6.19	2.44	103	6.21	2.49
The World Bank Group is responsive to my information requests and inquiries	28	7.61	1.83	57	6.70	2.23



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 Jordan? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Jordan.	5.75	6.42	6.02	5.20	5.38	6.68	5.72	6.15	5.76	5.94	6.06	5.22
Overall the World Bank Group currently plays a relevant role in development in Jordan	5.49	6.32	5.87	5.57	5.60	6.15	5.73	6.00	5.51	6.16	6.00	5.28
The World Bank Group's work is aligned with what I consider the development priorities for Jordan	5.45	6.13	5.90	5.21	5.44	6.28	5.59	6.24	5.49	6.06	5.96	5.18
Responsiveness to needs	5.32	6.24	5.84	4.93	5.56	5.73	5.47	6.06	5.21	6.22	5.75	5.29
Flexibility (in terms of the institution's products and services)	5.22	6.14	5.59	5.20	5.44	5.60	5.37	5.83	5.29	5.81	5.67	5.00
Flexibility (in terms of changing country circumstances)	5.00	5.86	5.47	4.85	5.35	5.32	5.07	6.00	5.19	5.54	5.50	4.88
Being inclusive	5.08	6.16	5.65	4.64	5.26	5.62	5.45	5.33	5.14	5.87	5.55	5.06
Openness (sharing data and other information)	6.45	7.13	6.77	6.07	6.43	6.92	6.50	6.94	6.44	6.86	6.78	6.17
Collaboration with the Government	6.79	7.19	6.94	7.00	6.79	7.23	6.82	7.32	6.72	7.28	7.10	6.58
The speed in which it gets things accomplished on the ground	5.29	5.74	5.74	5.00	5.66	5.42	5.45	5.83	5.51	5.64	5.56	5.59
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.66	6.14	5.56	4.33	5.47	5.05	5.28	5.41	4.64	6.15	5.44	5.00
Collaboration with civil society	4.46	5.63	5.38	4.31	5.00	5.36	5.36	4.59	4.76	5.75	5.20	5.00
Collaboration with the UN	6.17	6.50	6.33	6.50	6.48	6.20	6.32	6.56	6.10	6.65	6.44	6.13
Staff accessibility	4.76	6.16	5.71	4.64	5.32	5.79	5.20	6.38	5.07	6.00	5.69	5.06
Collaboration with other donors and development partners	5.66	6.56	6.07	6.25	6.00	6.30	6.11	6.13	5.84	6.50	6.39	5.40
Collaboration with the private sector	4.50	5.92	5.33	4.71	5.11	5.27	5.07	5.50	4.84	5.60	5.27	4.94
Straightforwardness and honesty	6.83	7.62	7.23	7.00	6.91	7.57	7.21	7.07	6.84	7.60	7.33	6.73
Treating clients and stakeholders in Jordan with respect	7.18	8.11	7.61	7.23	7.54	7.52	7.44	7.76	7.31	7.81	7.57	7.44
Being a long-term partner	7.00	7.96	7.36	6.92	7.03	7.58	7.12	7.69	7.18	7.40	7.28	7.25
To what extent does the World Bank Group's work help to achieve development results in Jordan?	5.76	6.29	6.08	5.77	5.87	6.24	5.91	6.28	5.86	6.22	6.15	5.60
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Jordan?	5.70	6.17	6.12	5.92	5.95	6.30	5.84	6.71	6.12	6.04	6.24	5.62
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jordan	5.44	6.17	5.71	6.23	5.63	6.13	5.60	6.41	5.76	5.87	6.00	5.29
The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.07	6.93	6.48	6.29	6.27	6.74	6.30	6.82	6.20	6.72	6.67	5.75
The World Bank Group's knowledge work and activities are adaptable to Jordan's specific development challenges and country circumstances	6.00	6.23	6.04	5.54	6.00	5.84	5.60	6.78	5.91	5.96	5.90	6.07
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.12	6.85	6.53	6.29	6.33	6.71	6.32	6.84	6.28	6.74	6.67	5.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.32	7.64	7.48	6.93	7.21	7.62	7.13	7.95	7.47	7.23	7.24	7.80
The World Bank Group takes decisions quickly in Jordan	5.63	5.77	5.64	5.67	5.56	5.80	5.44	6.06	5.86	5.40	5.57	5.92
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.54	6.76	6.65	6.89	6.67	6.75	6.61	6.87	6.87	6.52	6.66	6.82

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Jordan FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Jordan

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

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 JORDAN

A1. In general would you say that Jordan 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 Jordan.			
Please identify which of the following you consider the most important development priorities in Jordan? (Choose no more than THREE)			
1	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
2	Food security	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Social protection (e.g., pensions, targeted social assistance)	23	Education
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Urban development	27	Anti corruption
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Water and sanitation	33	Economic growth
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	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 Jordan? (Choose no more than THREE)

1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Rural development	20	Education
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Economic growth	25	Private sector development
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

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 Jordan? (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 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	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

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 Jordan? (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 Jordan?									
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 Jordan.										
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 Jordan 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 Jordan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jordan? (Choose no more than THREE)			
1	Health	19	Economic growth
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Job creation/employment	25	Information and communications technology
8	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Social protection (e.g., pensions, targeted social assistance)	27	Equality of opportunity (i.e., equity)
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Gender equity	33	Poverty reduction
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

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

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

		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 (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	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 Jordan? (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	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Jordan
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	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 Jordan? (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	Co-financing arrangements (i.e., with other donors)
9	Sector-wide approaches
10	Emergency Recovery lending
11	Other (please specify): _____
12	Don’t know

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

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Parliament	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Academia/think tanks/research institutes	14	Regional organizations
7	NGOs/Community Based Organizations (CBOs)	15	Other (please specify): _____
8	Youth/university groups	16	Don’t know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Jordan											<input type="checkbox"/>	
B11	The World Bank Group’s work is aligned with what I consider the development priorities for Jordan											<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 Jordan, 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		
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	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"/>	
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with other donors and development partners [ONLY REQUIRED IF RELEVANT TO COUNTRY CIRCUMSTANCES]	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Treating clients and stakeholders in Jordan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

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

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

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	Ongoing conflict and instability
11	Inadequate funding
12	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 Jordan?												
		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	Financial markets	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	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	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"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
32	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
35	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 Jordan? (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	Gender equity	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	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	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"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Food security	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"/>	
30	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	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 Jordan?												
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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Jordan?												
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 Jordan?																					
											Strongly disagree	Strongly agree	Don't know								
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jordan										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
	C6	The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Jordan?												
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 Jordan, to what extent do you believe that the World Bank Group’s knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Jordan’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	



SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E12. To what extent do you believe the World Bank Group is adequately staffed in Jordan?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all											To a very significant degree	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN JORDAN****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Jordan? (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 Jordan'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 Jordan'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	Increase the level of World Bank Group staffing in Jordan's office
14	Other (please specify): _____

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

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Jordan
6	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN JORDAN**

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Jordan?	B. Which THREE areas below would benefit most from other donors in Jordan?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field?	
(Choose no more than THREE)	
1	Organize more joint meetings and missions with the
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	UN Share more information about the World Bank Group's activities, products, and knowledge.
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

**SECTION G: CITIZEN VOICE: GOVERNMENT ACCOUNTABILITY**

G1. How important is it for citizens in Jordan to have greater 'voice' than they have now, in order to hold the state accountable?

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

G2. Do you think that in the past year or so, citizens in Jordan have obtained greater 'voice' to hold the state more accountable?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Far less voice									Much greater voice	Don't know

**SECTION H: CITIZEN VOICE: SERVICE DELIVERY**

H1. How important is it for citizens in Jordan to have greater 'voice' to ensure improved service delivery?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not important at all									Extremely important	Don't know

H2. Which of the following are the greatest obstacles in Jordan to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)	
1	Inadequate national government budget resources
2	Inadequate local government budget resources
3	Inadequate provider staff
4	Inadequate skill set of providers (lack of technical expertise)
5	Inefficient national government
6	Inefficient local government
7	Attitude of the service providers
8	Too costly (price of services)
9	Inadequate will on the part of local government
10	Inadequate will on the part of national government
11	Corruption
12	Inadequate citizen participation and voice
13	Lack of accountability on the part of providers
14	None of the above
15	Don't know
16	Prefer not to answer

**SECTION I: SUBSIDY REFORM**

11. When thinking about Jordan's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not necessary at all									Extremely necessary	Don't know

12. Which of the following statements best represents your views of energy subsidy reform in Jordan? (Choose only ONE response)	
1	A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending.
2	A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided.

13. When thinking about energy subsidy reform in Jordan, which TWO of the following statements are most convincing?	
1	Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities).
2	Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.)
3	Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing).
4	Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change.
5	Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection).
6	None of the statements above. I do not believe that energy subsidy reform in Jordan will have a positive impact on this country.
7	I don't know

**SECTION J: PRIVATE SECTOR**

**J1. Which of the following are the most significant obstacles to private sector development in Jordan?
(Choose no more than TWO)**

1	The level of regulation
2	Labor market policies
3	Access to finance
4	Level of transparency in system
5	Governance/government
6	Legal/judicial system
7	State owned enterprises
8	Mismatch of skills
9	Lack of political will
10	I don't know
11	Other (please specify: _____)

**SECTION K: REFUGEES**

K1. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Jordan?										
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

K2. To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Jordan?										
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

K3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Jordan? (Choose no more than TWO)										
1	Education and health									
2	Supporting poor and marginalized local communities									
3	Jobs									
4	Business development									
5	Infrastructure									
6	Social cohesion									
7	Public services									
8	Macro issues (fiscal accounts, balance of payments, etc.)									
9	Don't know									
10	Other (please specify: _____)									

K4. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Jordan's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Jordan's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION L: COMMUNICATION AND INFORMATION SHARING****L1. How do you get most of your information about economic and social development issues in Jordan? (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): _____

L2. 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): _____

L3	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 L4; if NO please go to L5)	Yes	No
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L4. 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): _____

L5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question L6; if NO please go to L7)	Yes	No
L6	Were you able to obtain this information?	Yes	No
L7	Do you have access to the Internet?	Yes	No
L8	Do you use/have you used the World Bank Group website?	Yes	No
L9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

**SECTION L: COMMUNICATION AND INFORMATION SHARING**

L10. 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		
L11	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		<input type="checkbox"/>
L12	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		<input type="checkbox"/>
L13	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"/>
L14	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"/>
L15	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 M: BACKGROUND INFORMATION**

M1. 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		

M2. 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		

M3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

**SECTION M: BACKGROUND INFORMATION**

M4. Which of the following agencies of the World Bank Group do you primarily engage with in Jordan? (Select only ONE response)

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

M5. Do your projects involve both the World Bank and the IFC? (If YES please go to Question M6; If NO please go to M7)

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

M6. If yes, what was your view of how the two institutions work together in Jordan? (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 |

M7. Which of the following describes most of your exposure to the World Bank Group in Jordan? (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. |

M8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

M9. Which best represents your geographic location?

- | | |
|---|------------------------------------|
| 1 | Amman (Greater Amman Municipality) |
| 2 | Other cities |
| 3 | Rural area |

Thank you for completing the survey!