

FY 2017 Madagascar Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



November 2017



Acknowledgements

The Madagascar Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Madagascar country team and the local fielding agency ATW Consultants. In particular, PORG is grateful for the support from Diana Styvanley (Communications Officer) who coordinated the survey related activities from Antananarivo, Madagascar.

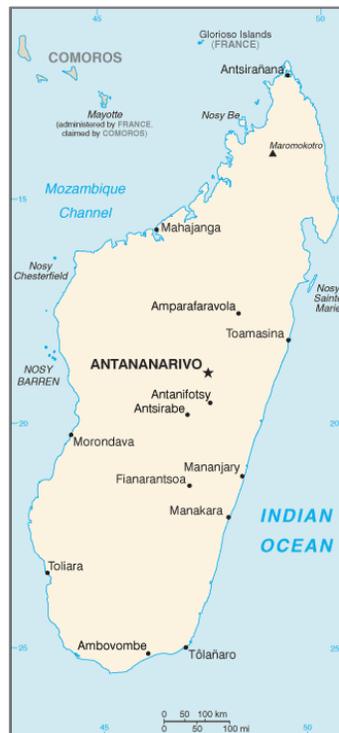


Country Opinion Surveys
THE WORLD BANK GROUP



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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 Madagascar perceive the WBG. The survey explored:

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

II. Methodology

From May to June 2017, 813 stakeholders of the WBG in Madagascar 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 and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; embassies/diplomatic offices; and other organizations.

A total of 214 stakeholders participated in the survey (26% response rate). Respondents received and returned the questionnaires via courier, or completed the questionnaires online.

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

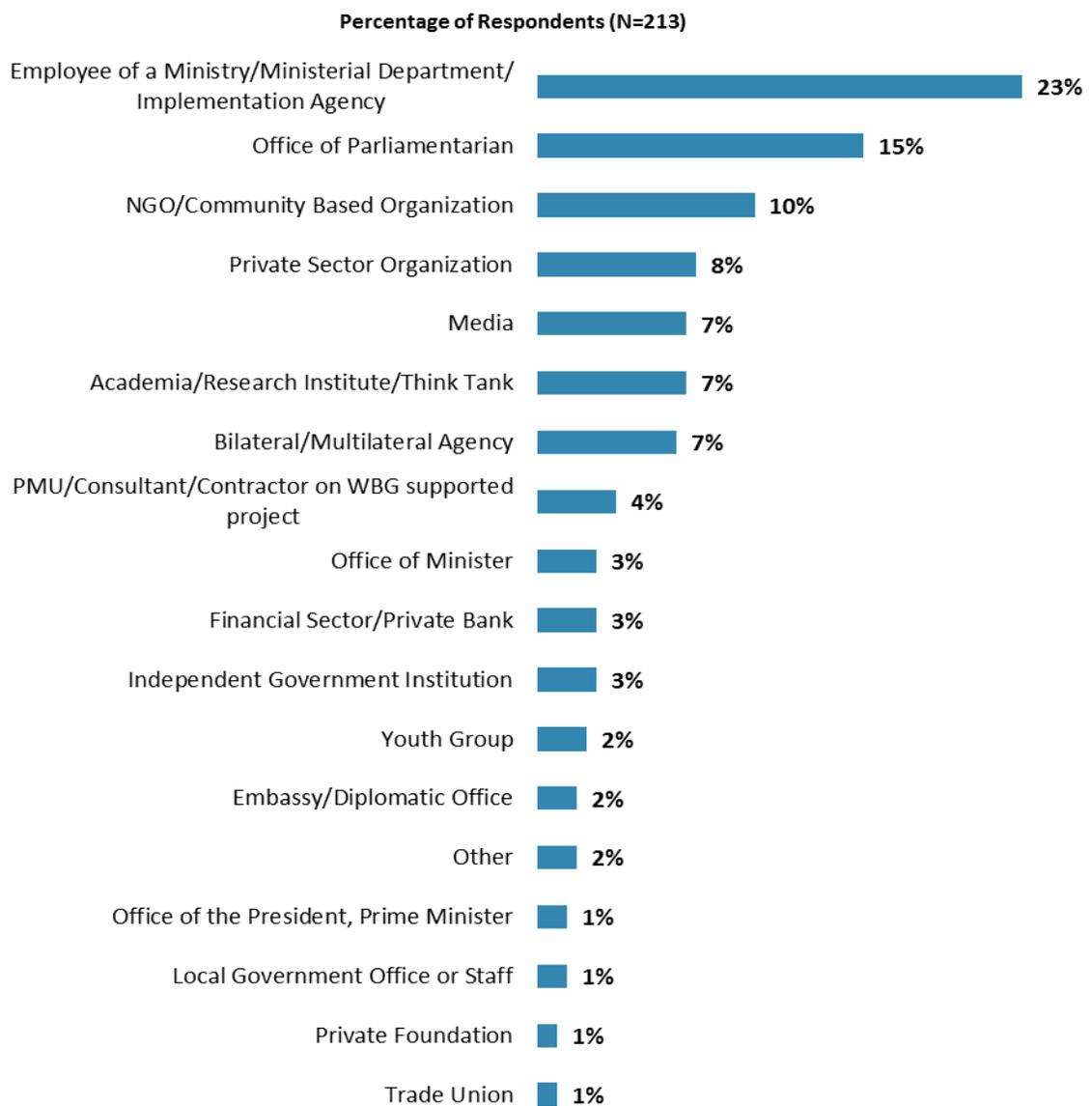
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 50%, N=101). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'14 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 93).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries were combined with respondents from PMUs/consultants/contractors on WBG-supported projects; respondents from bilateral/multilateral agencies were combined with those from embassies/diplomatic offices; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, youth groups, private foundations, and trade unions were combined in the “CSO” category; and the small number of respondents from independent government institutions and local government were included in the “Other” category. There were no respondents from faith-based groups and the judiciary branch.

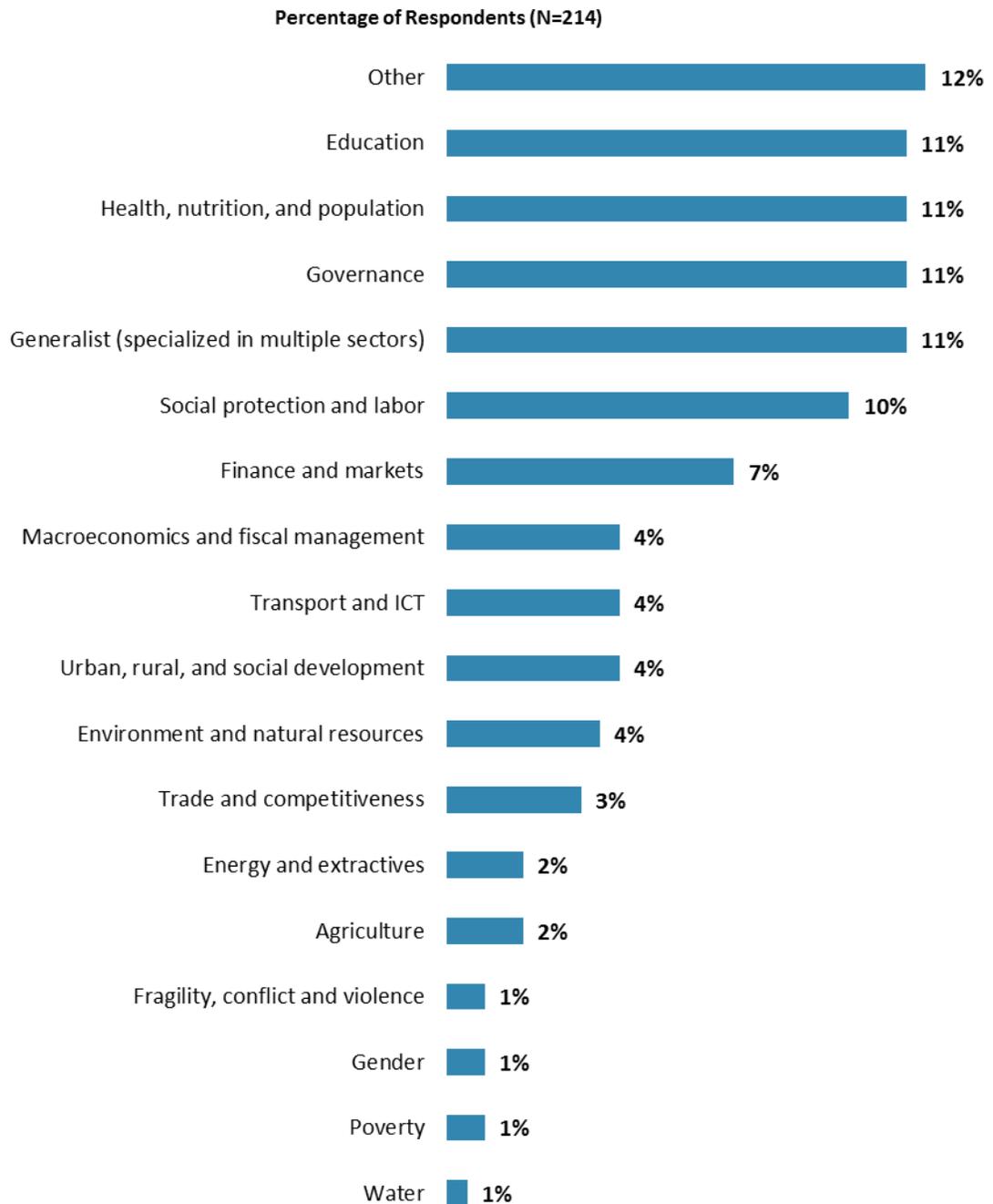


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



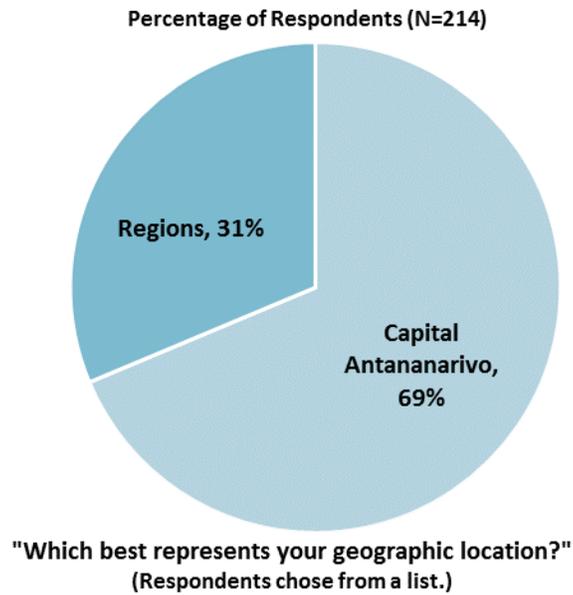
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



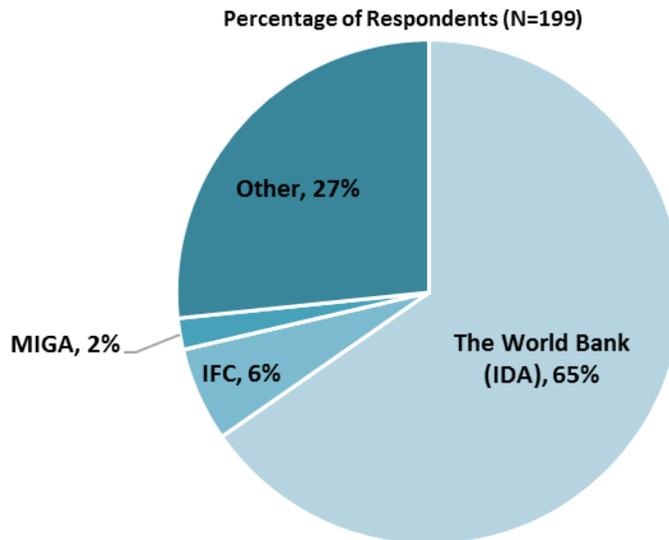
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 85).



Exposure to Agencies within the World Bank Group



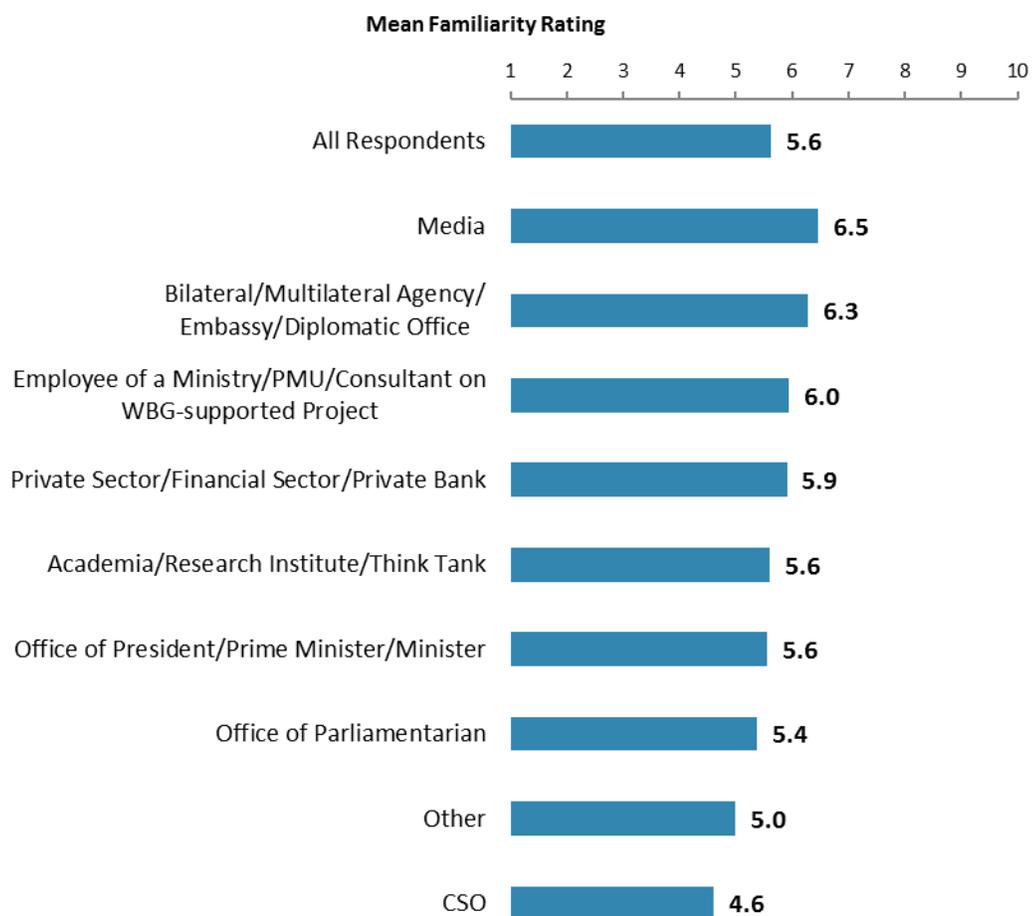
"Which of the following agencies of the World Bank Group do you primarily engage with in Madagascar?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 5.7; weighted mean in FY'14 = 5.5)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Madagascar, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in Madagascar, and the extent to which the WBG contributes to the country's development results.



"How familiar are you with the work of the World Bank Group in Madagascar?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

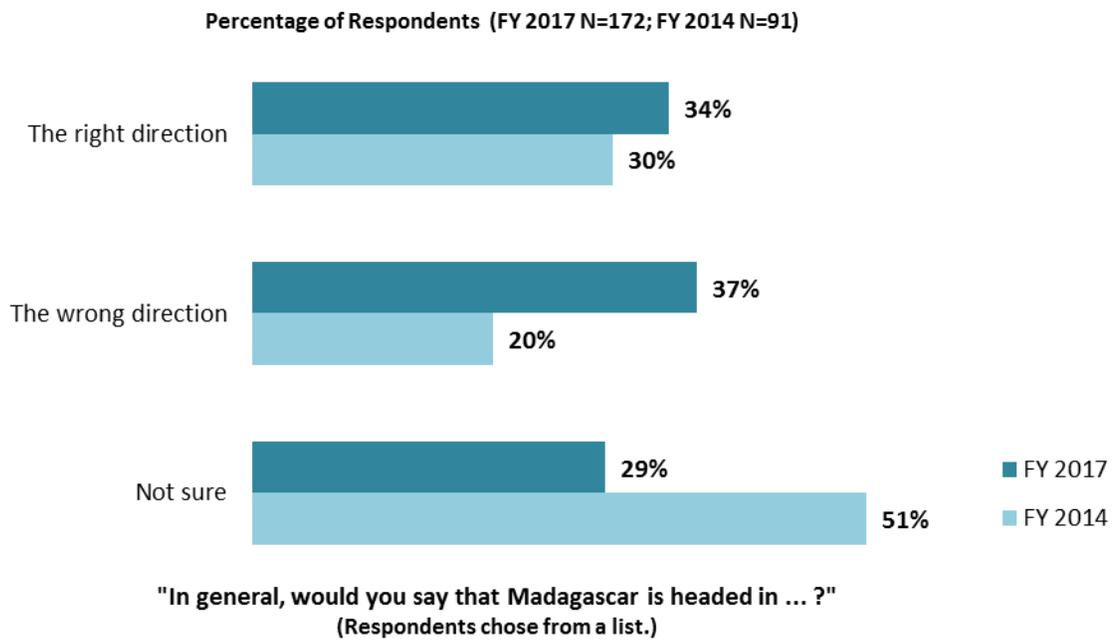
¹ Please refer to Appendix E (page 93) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Madagascar

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly more likely to believe that Madagascar is headed in the wrong direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/ Minister and employees of ministries/PMUs/consultants on WBG-supported projects were significantly more likely to indicate that Madagascar is headed in the right direction, while respondents from CSOs and academia/research institutes/think tanks were significantly less positive about the prospect of Madagascar.



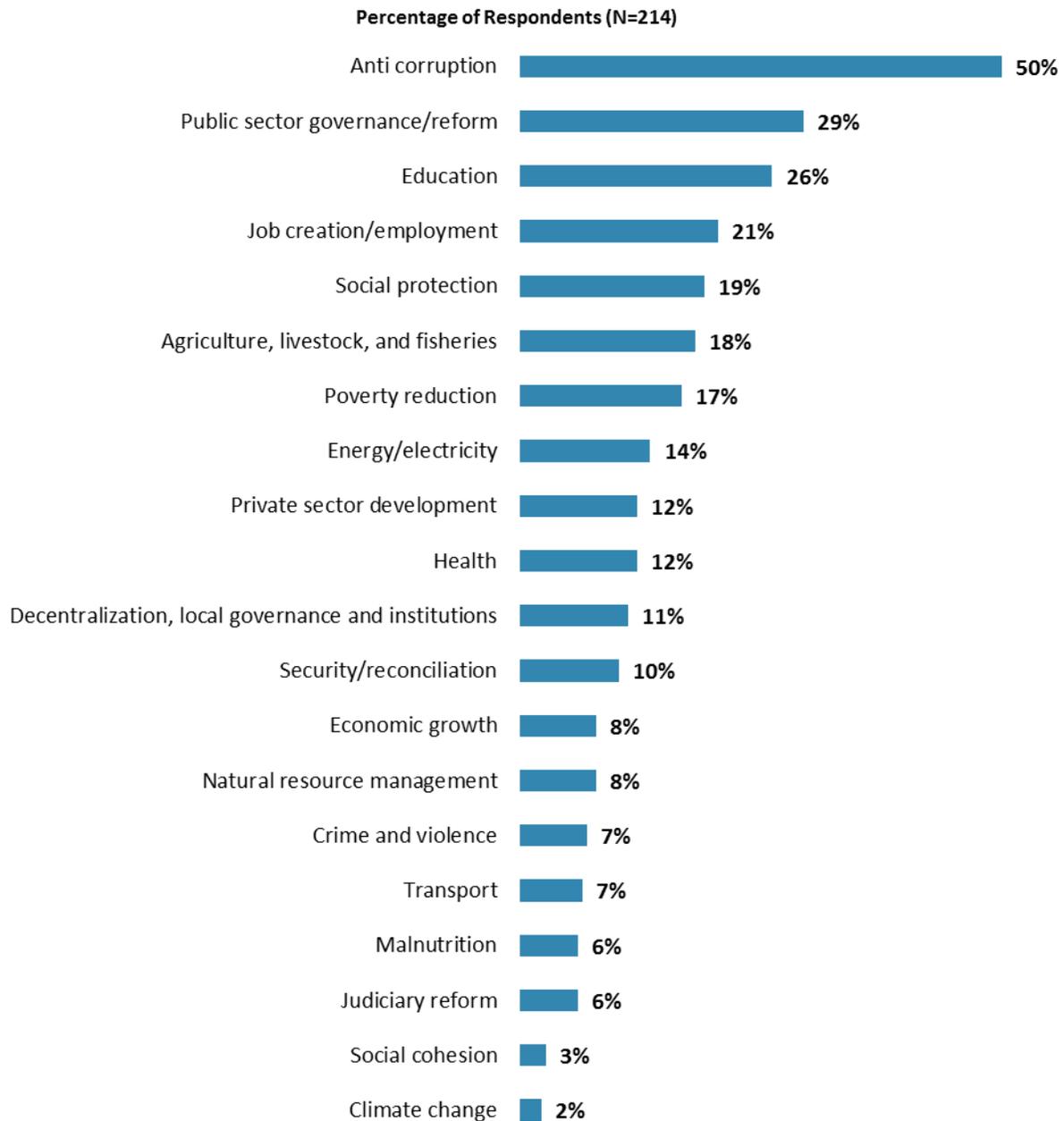
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Madagascar (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Madagascar were “*public sector governance/reform*” (38%) and “*education*” (28%).



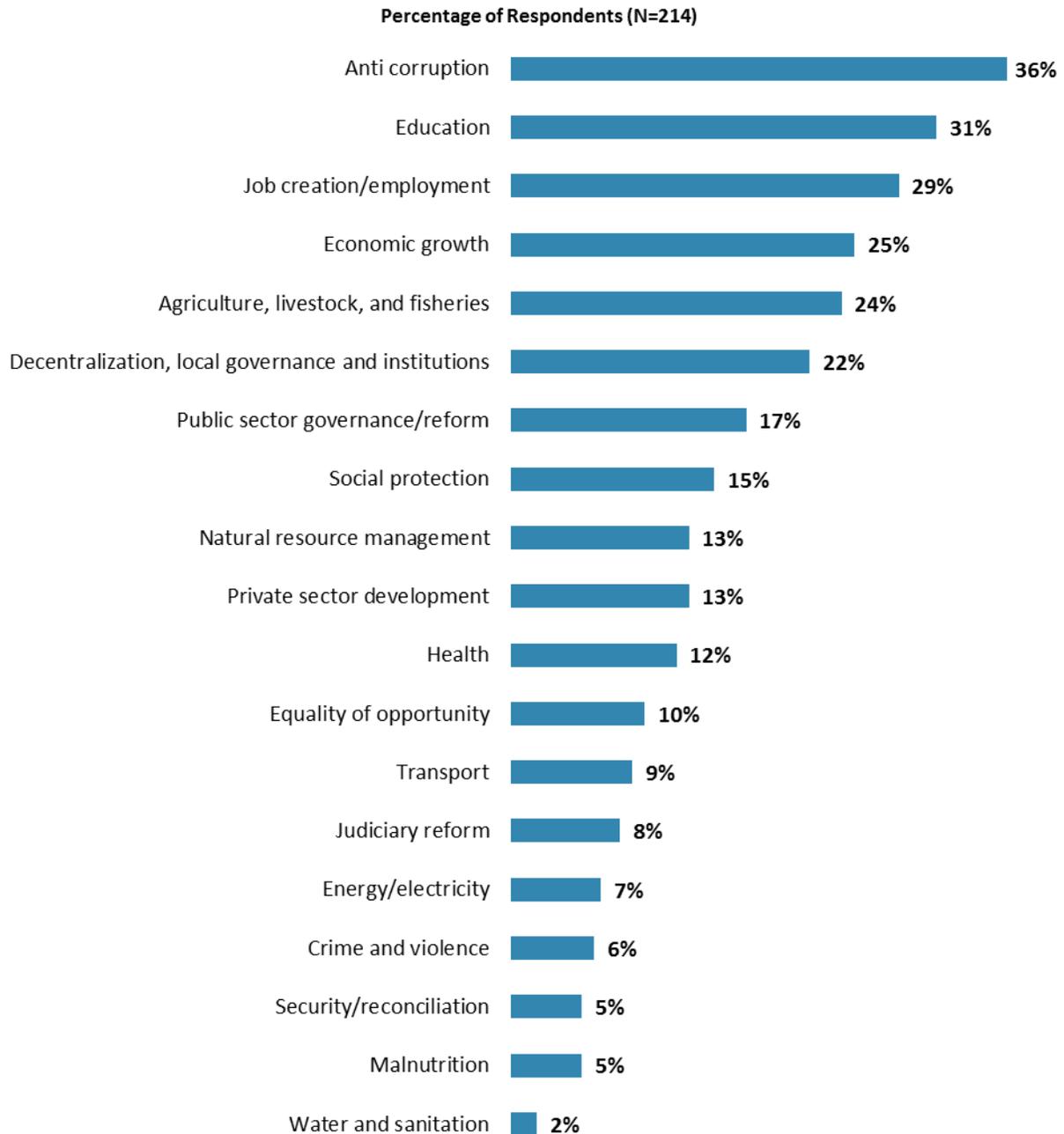
"Listed below are a number of development priorities in Madagascar. Please identify which of the following you consider the most important development priorities in Madagascar. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



IV. General Issues Facing Madagascar (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Madagascar were “*rural development*” (40%), “*economic growth*” (31%), and “*education*” (25%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Madagascar? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 19 of 28 response options shown.)

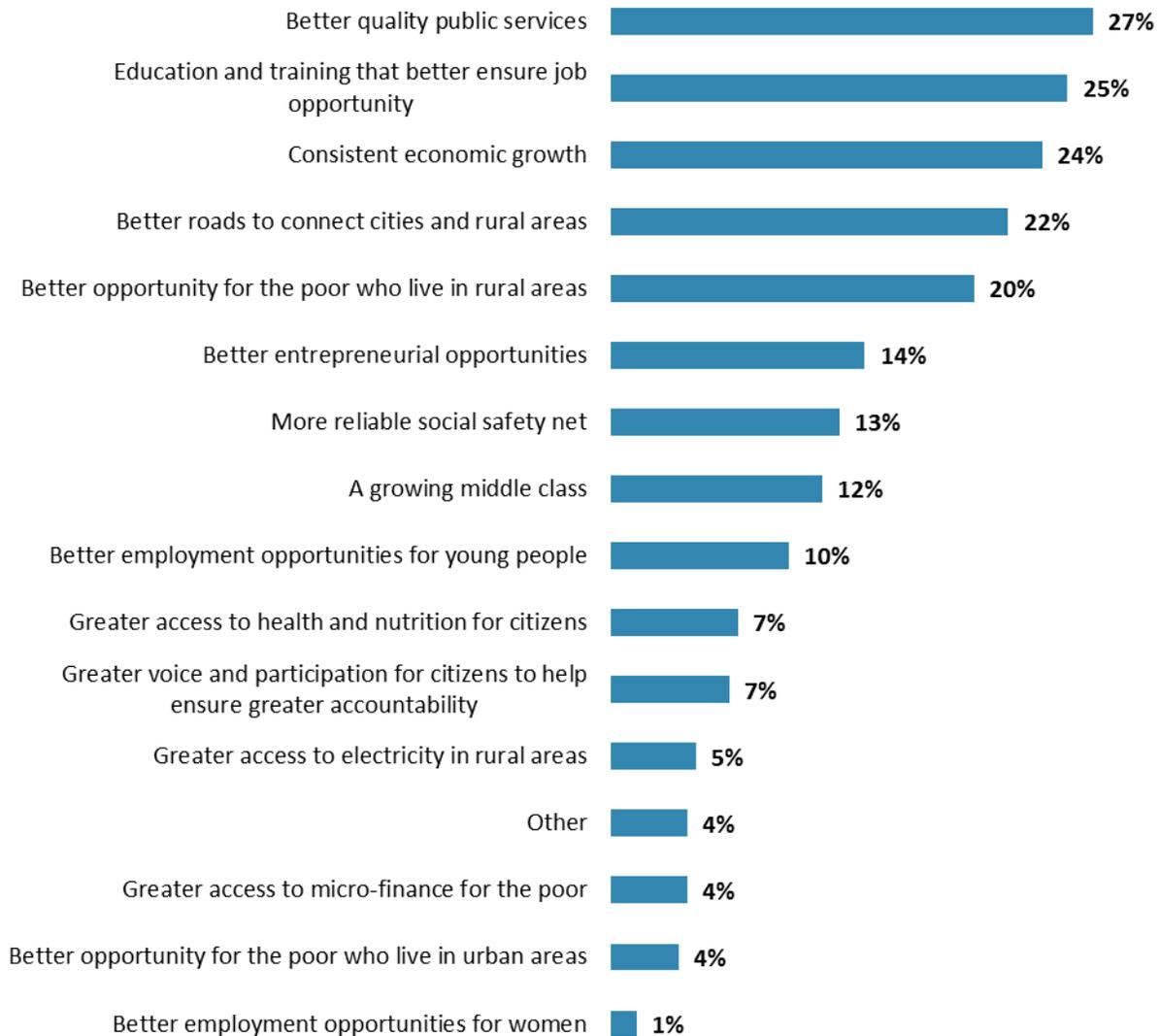


IV. General Issues Facing Madagascar (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Madagascar can be best achieved through “*better employment opportunities for young people*” (28%), “*education and training that better ensure job opportunity*” (25%), and “*better entrepreneurial opportunities*” (25%).

Percentage of Respondents (N=213)



"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.

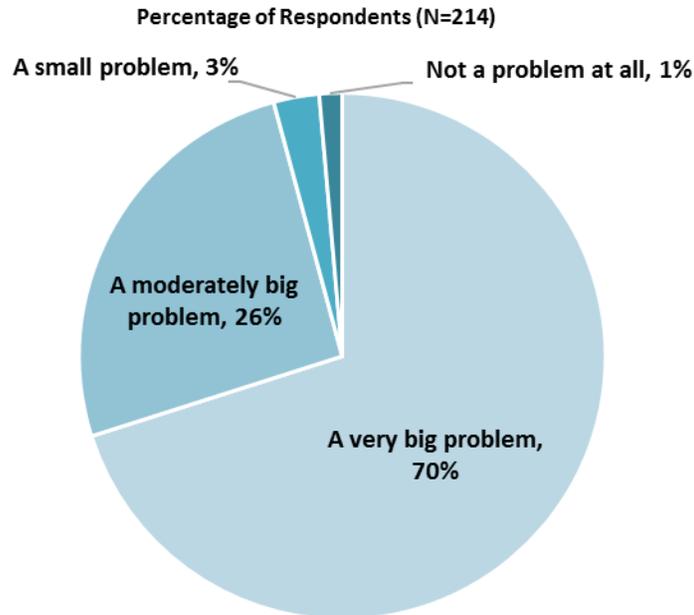
When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Madagascar? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



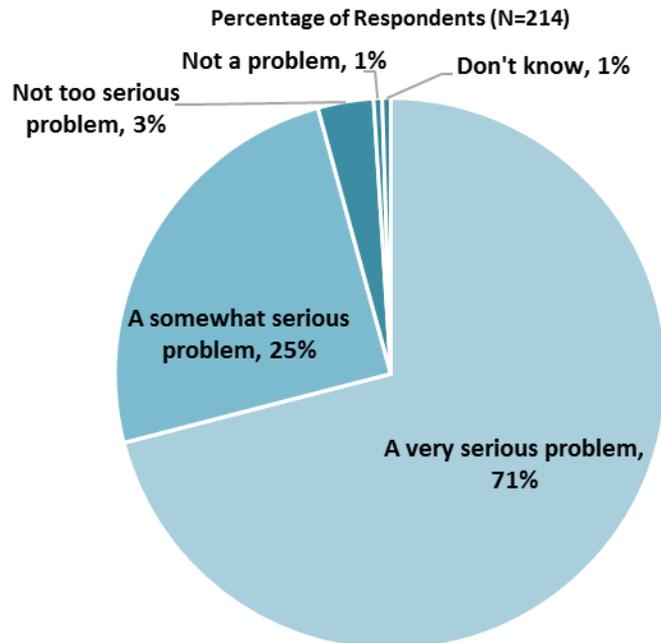
IV. General Issues Facing Madagascar (continued)

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 Madagascar?" (Respondents chose from a list.)

Global Climate Change

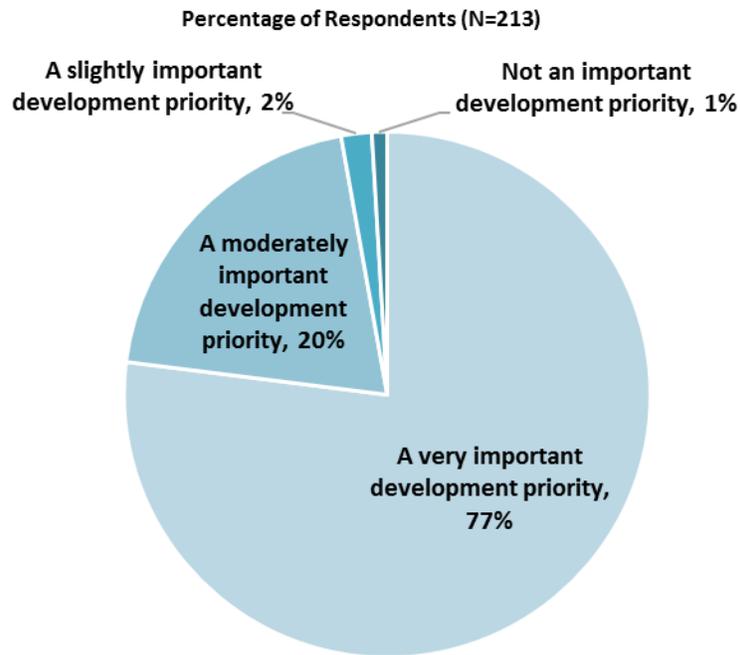


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing Madagascar (continued)

Early Childhood Development



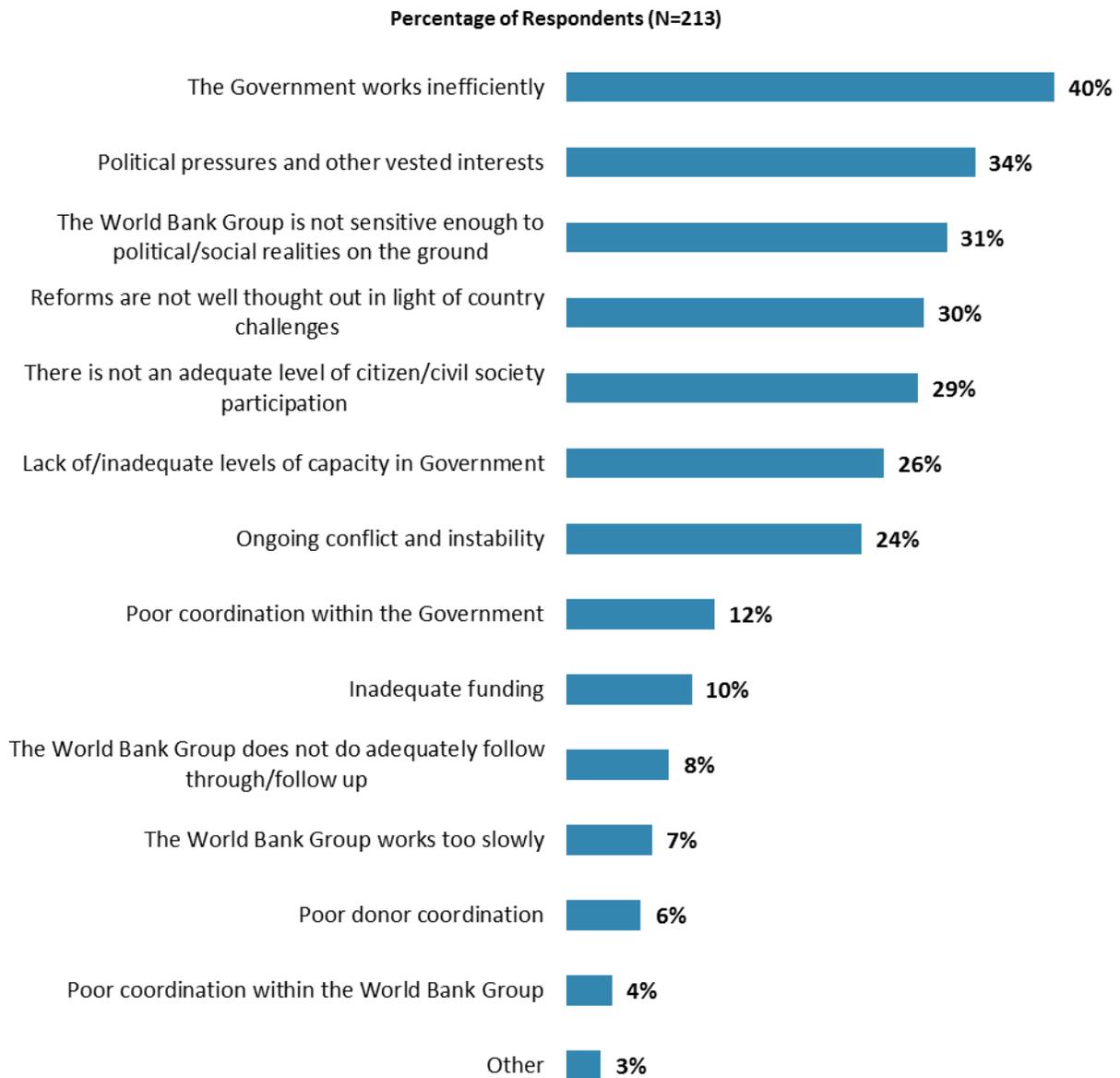
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Madagascar?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (46%), *“reforms are not well thought out in light of country challenges”* (42%), and *“lack of/inadequate levels of capacity in Government”* (40%).



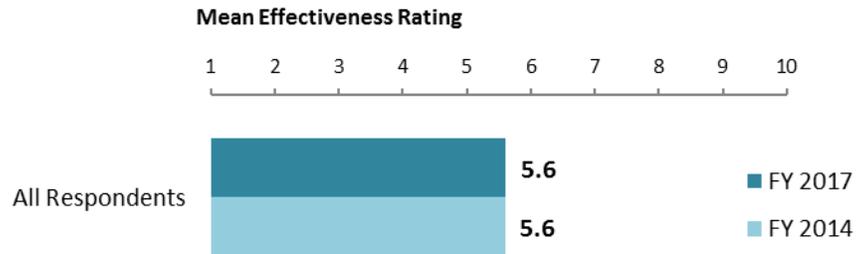
“When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



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

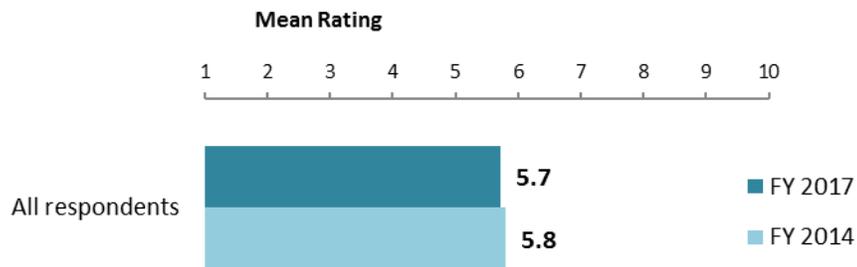
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



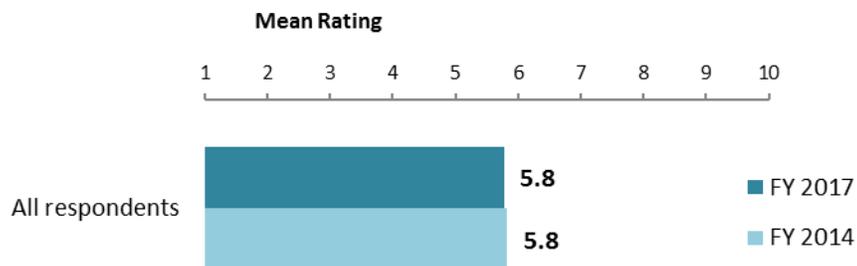
"Overall, please rate your impression of the World Bank Group's effectiveness in Madagascar." (1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



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

Building/Strengthening Existing Country Systems (Indicator Question)



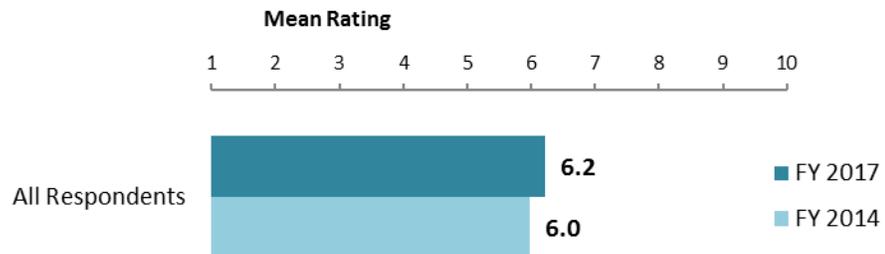
"To what extent does the World Bank Group help to build/strengthen existing country systems in Madagascar?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data.



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

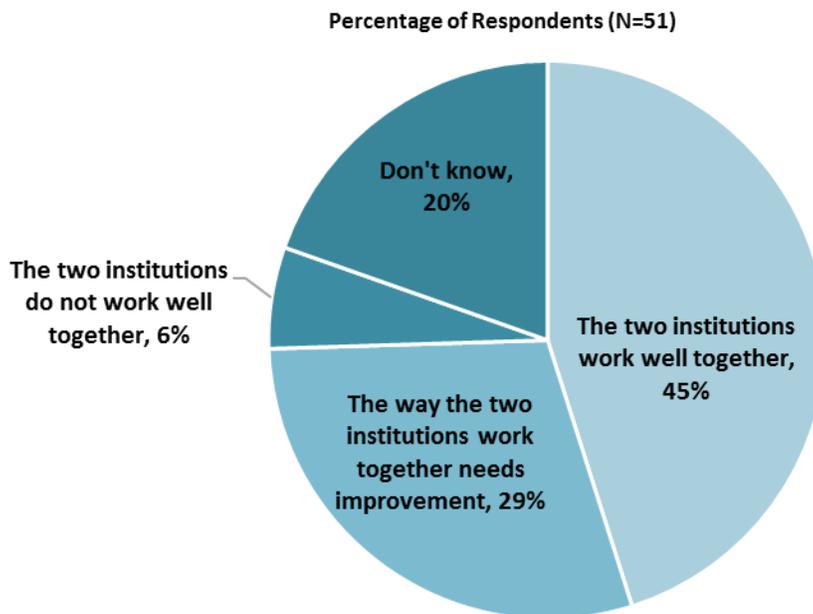
WBG Staff Preparedness⁴



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

The World Bank and the IFC Working Together

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



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Madagascar?" (Respondents chose from a list.)

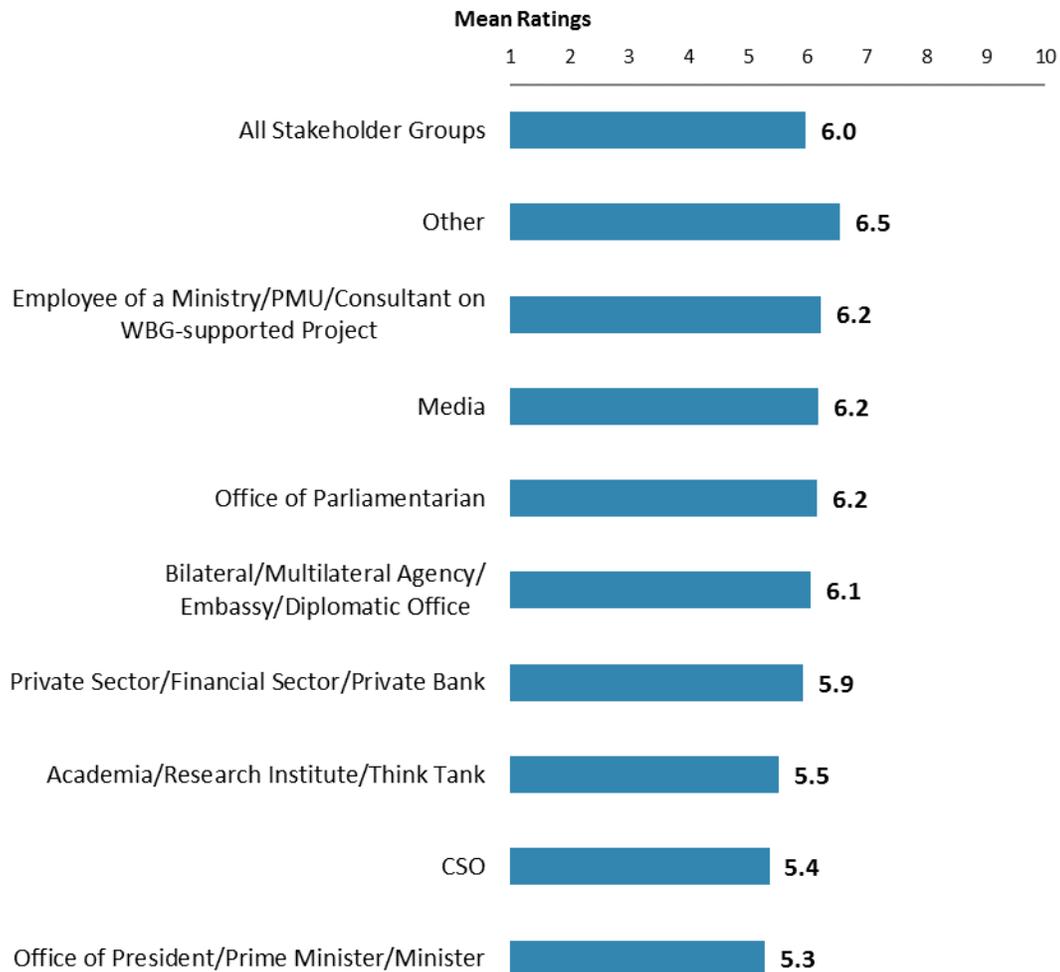
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.3) compared to respondents who do not collaborate with the WBG (mean rating = 5.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 98).



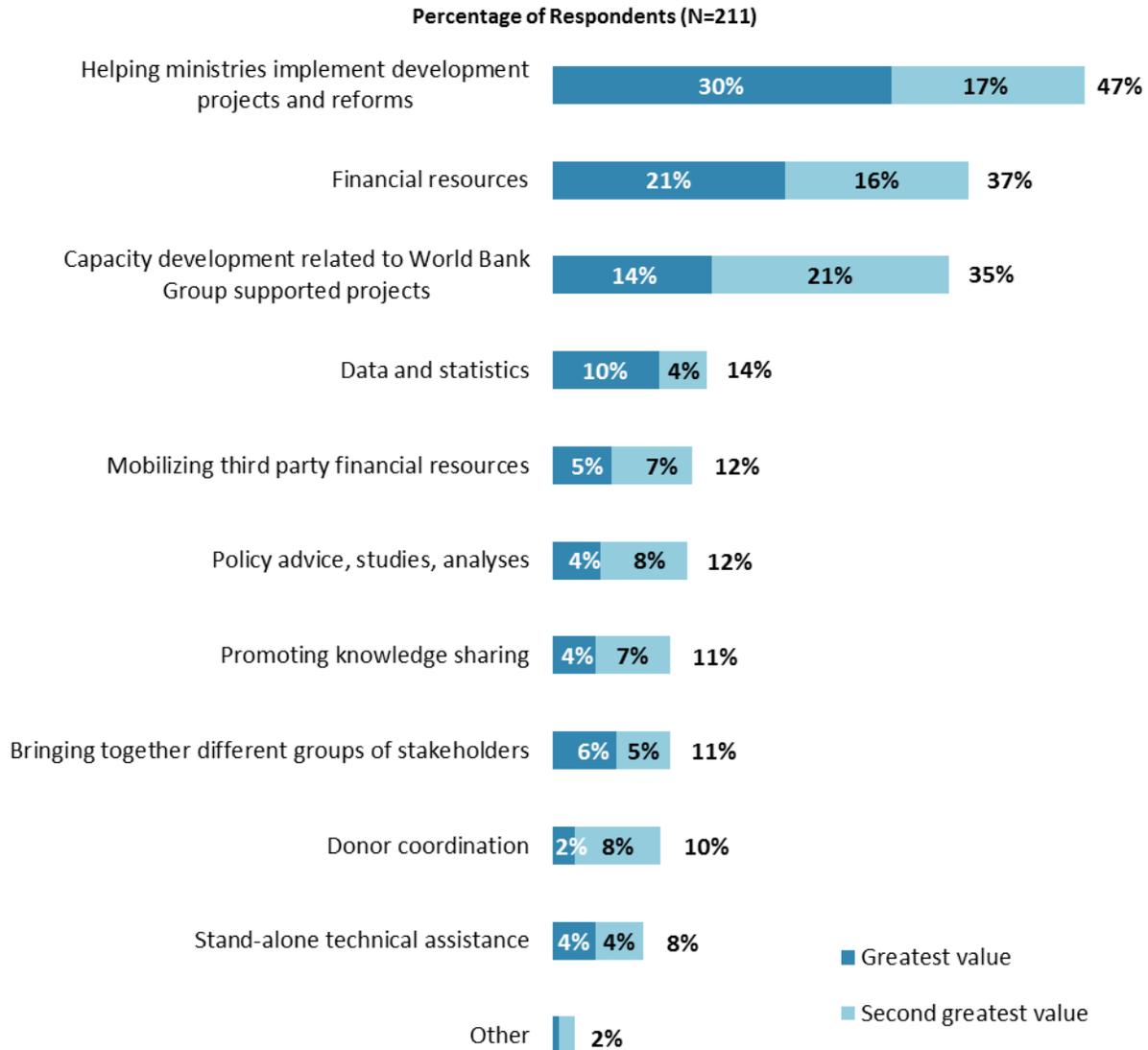
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Madagascar were its "*financial resources*" (55%) and "*capacity development*" (32%).



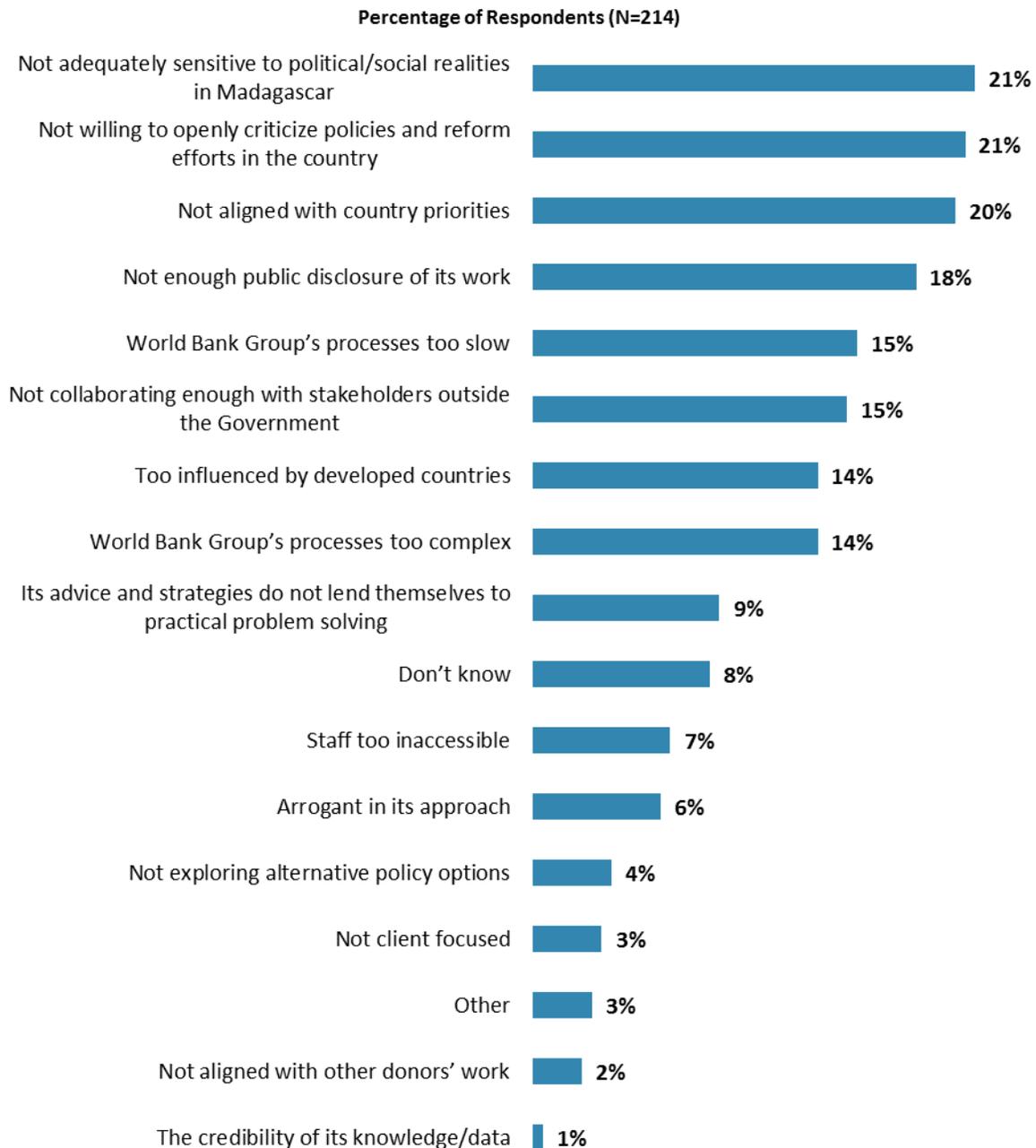
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Madagascar?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weaknesses in its work in Madagascar were being "*not aligned with country priorities*" (22%), "*too influenced by developed countries*" (21%), and "*not enough public disclosure of its work*" (20%).

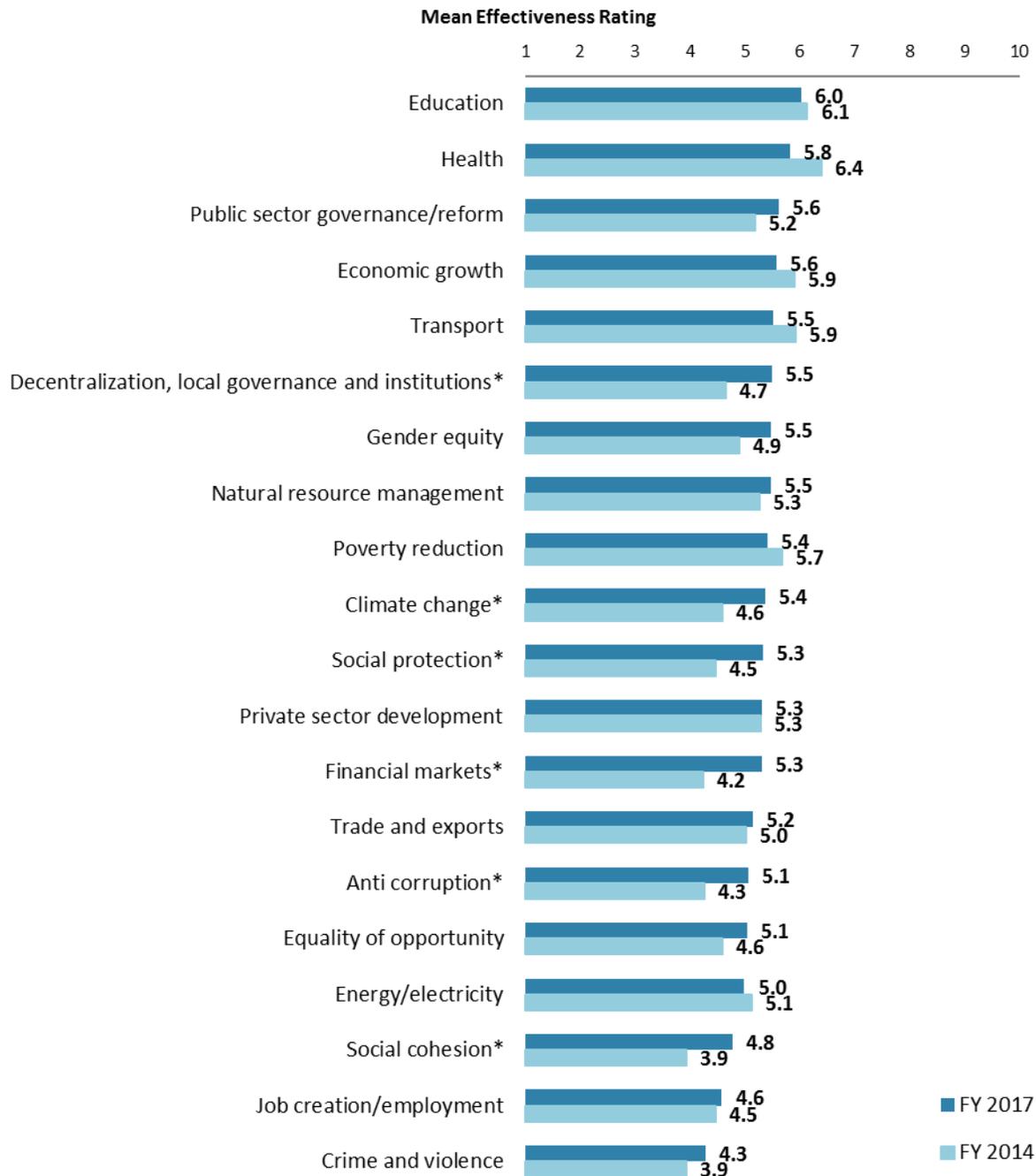


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Madagascar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



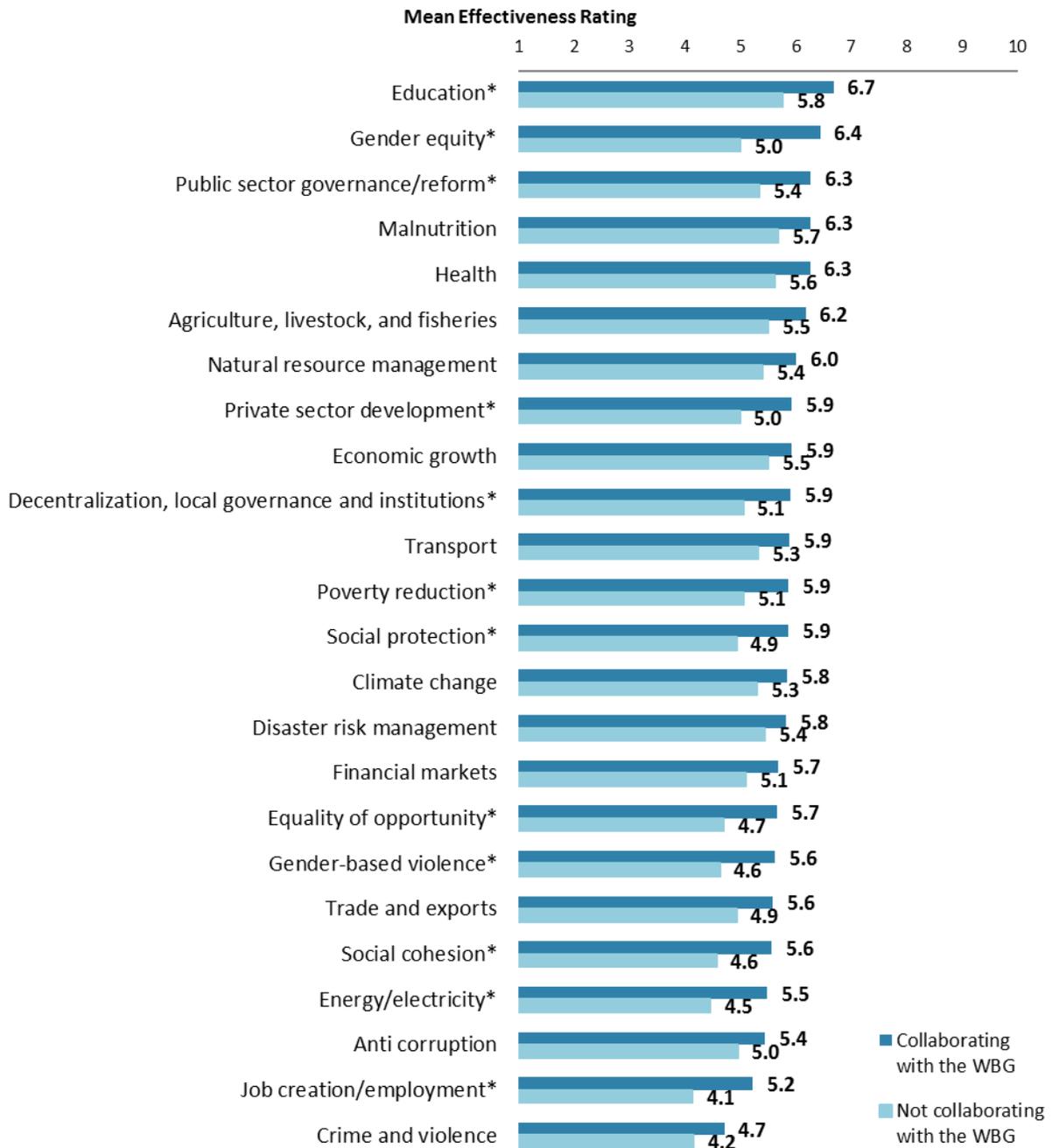
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Madagascar?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2014)

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 Madagascar?" (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 54) 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)

Drivers of Effectiveness

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

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

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Madagascar. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at health; and
 - The WBG's effectiveness at anti-corruption.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Madagascar, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at social cohesion;
 - The WBG's effectiveness at social protection;
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at health.



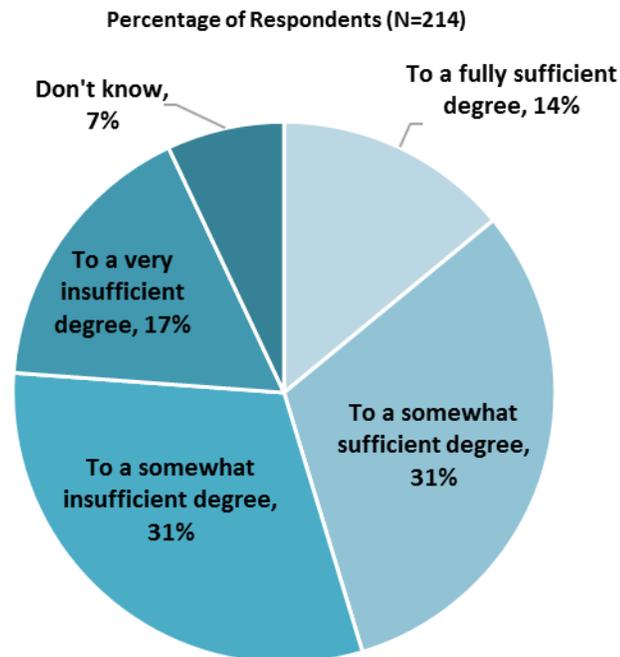
VI. Sectoral Effectiveness (continued)

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

Helping the Poorest

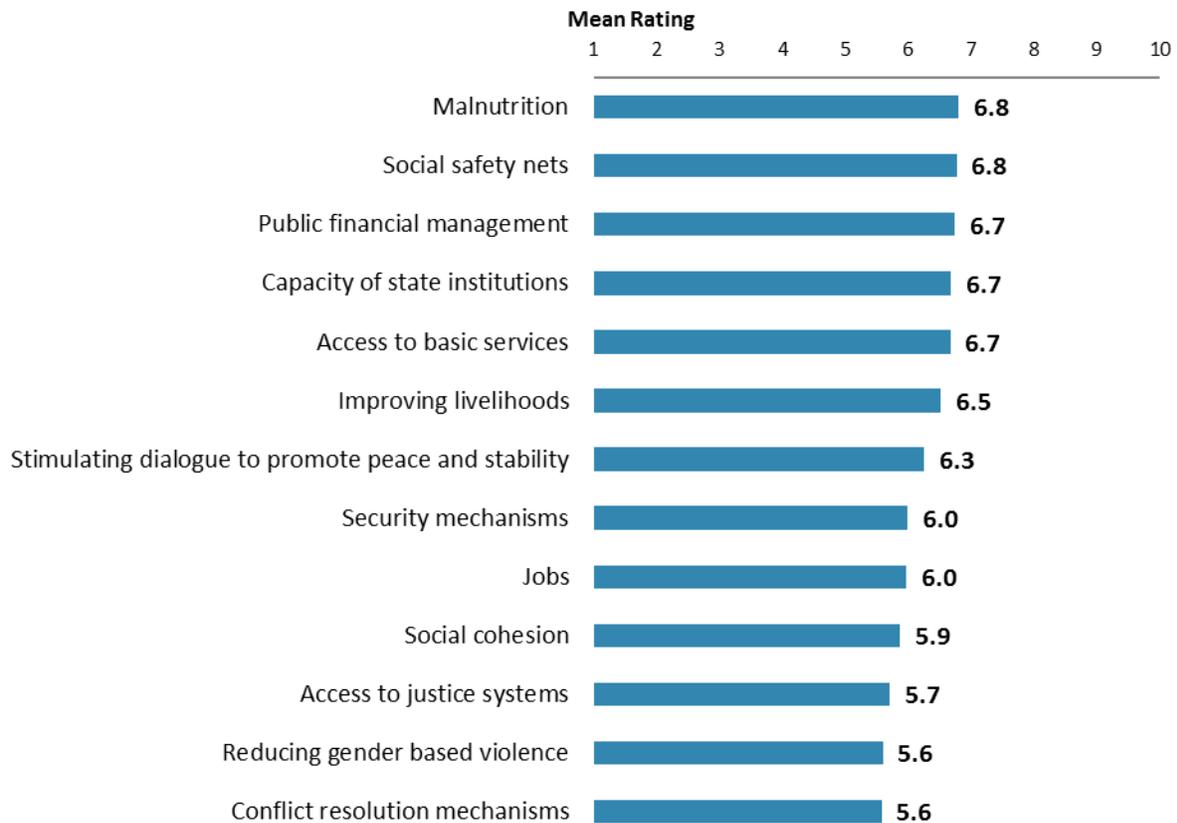


“To what extent do you believe that the World Bank Group's work and support help the poorest in Madagascar?” (Respondents chose from a list.)



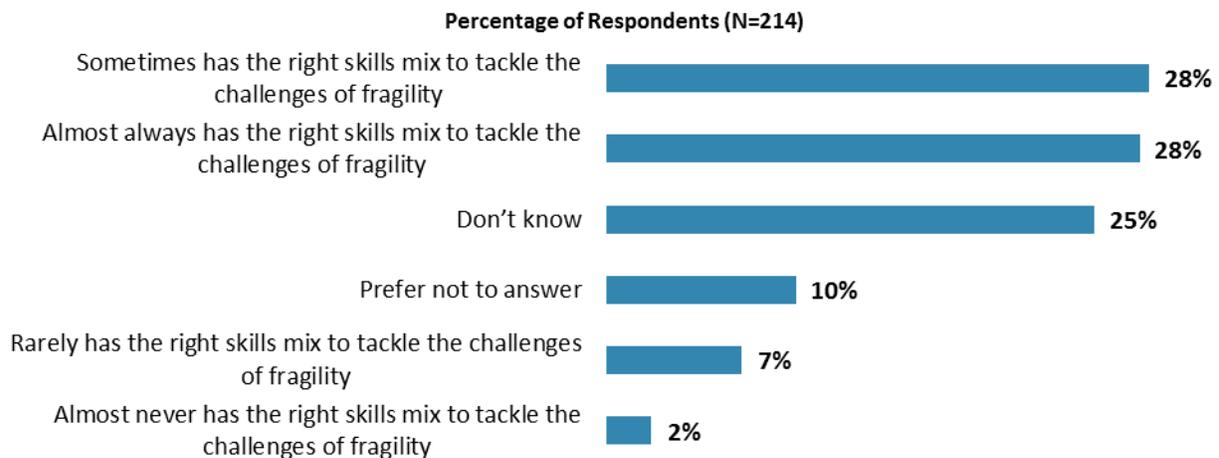
VI. Sectoral Effectiveness (continued)

The WBG's Support in Fragile Situations



"To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power) ... ?" (1-"To no degree at all", 10-"To a very significant degree")

Tackling the Challenges of Fragility

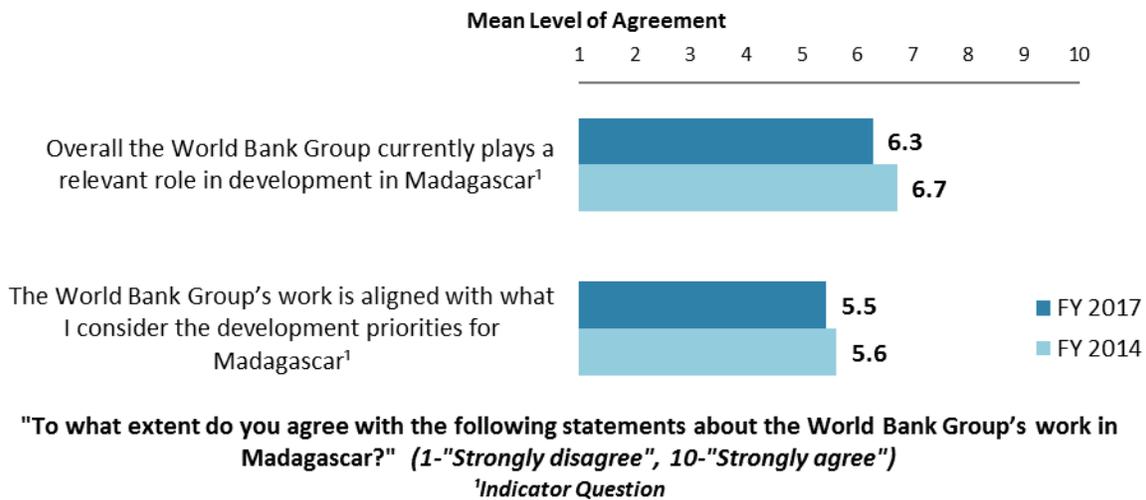


"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?" (Respondents chose from a list.)

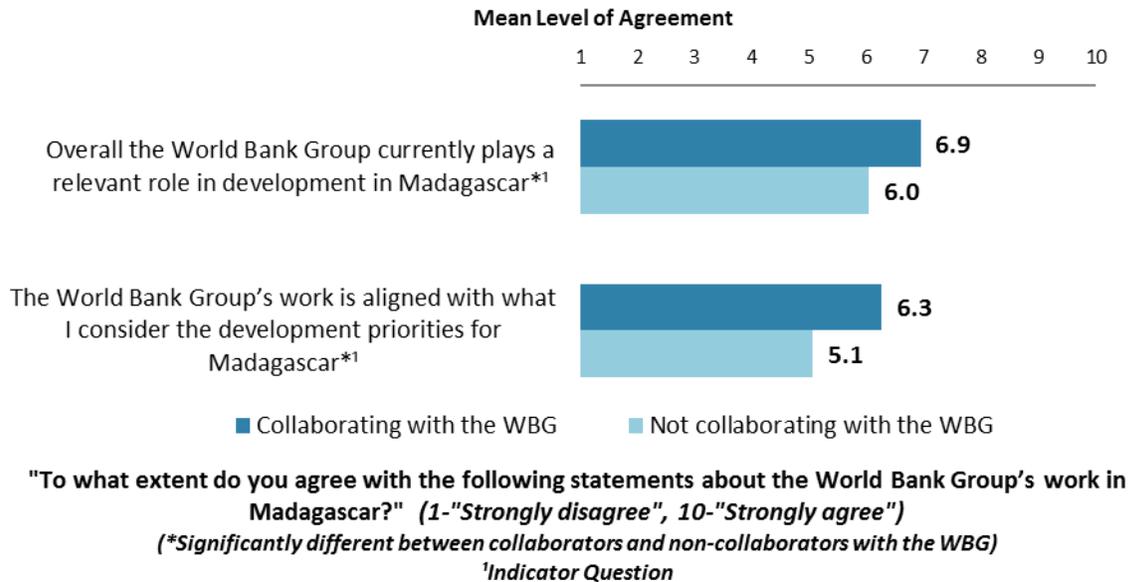


VII. How the World Bank Group Operates

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



The World Bank Group's Work in Madagascar: Collaboration

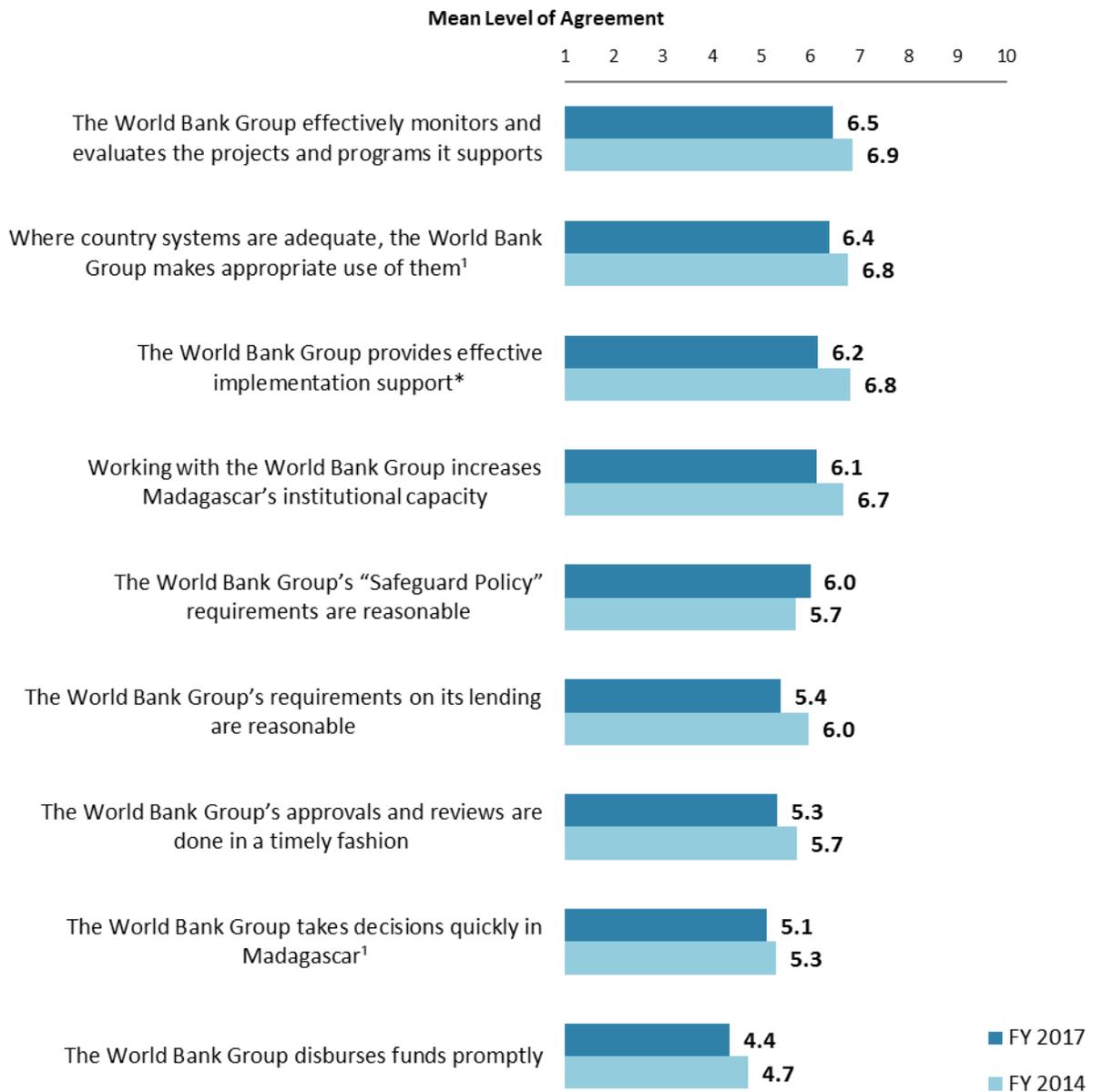


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

*(*Significantly different between FY 2017 and FY 2014)*

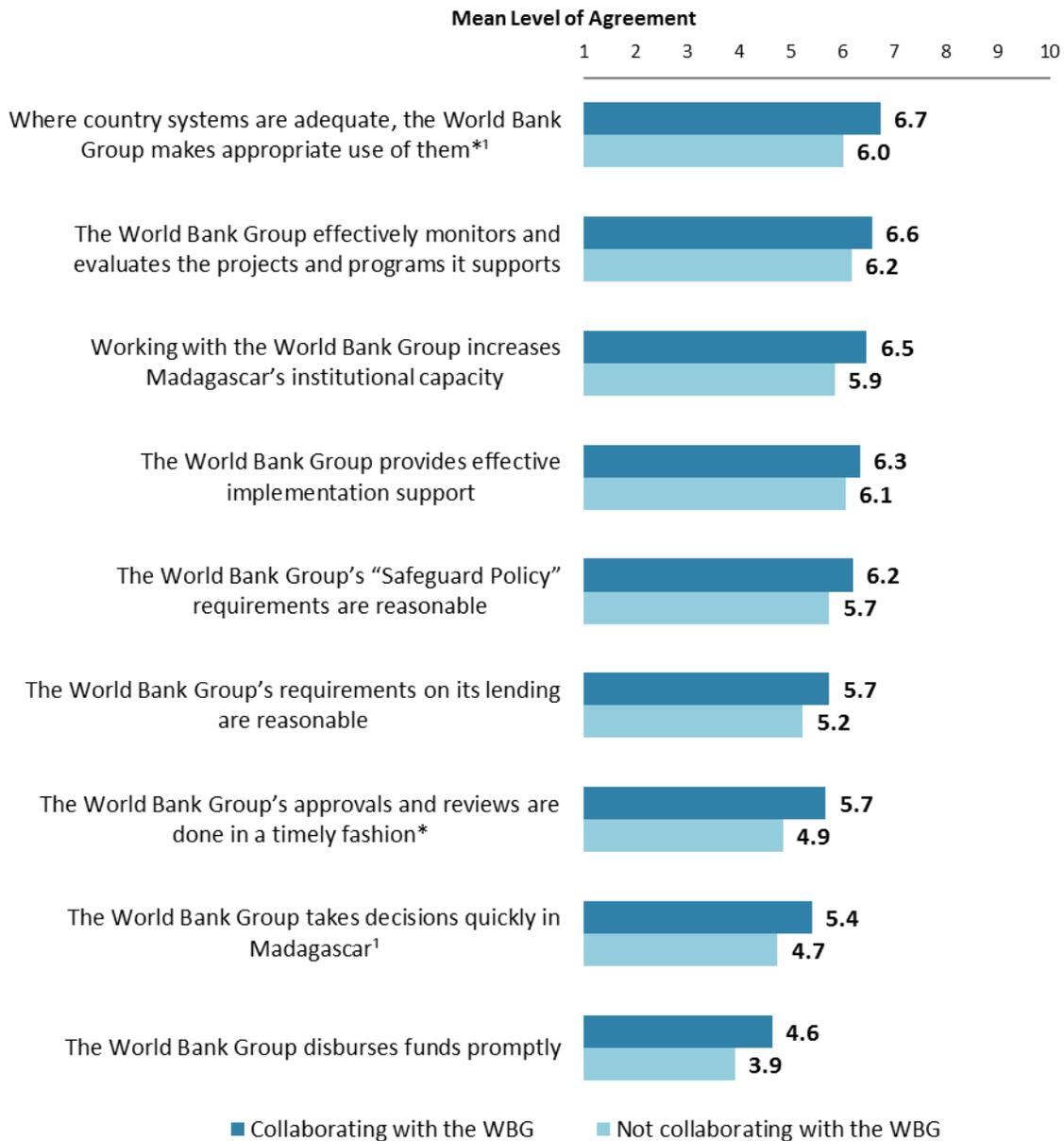
¹*Indicator Question*

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

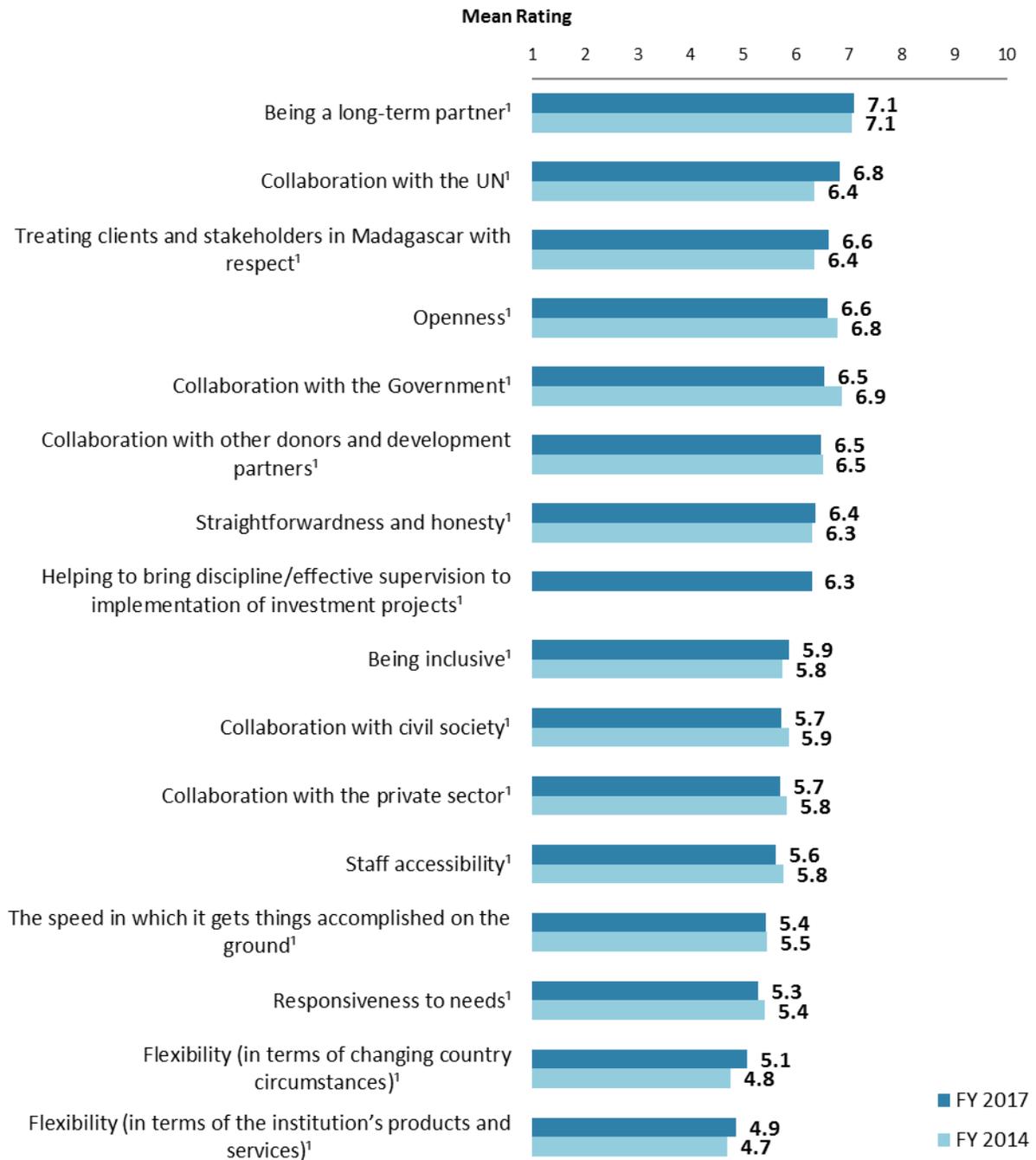


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

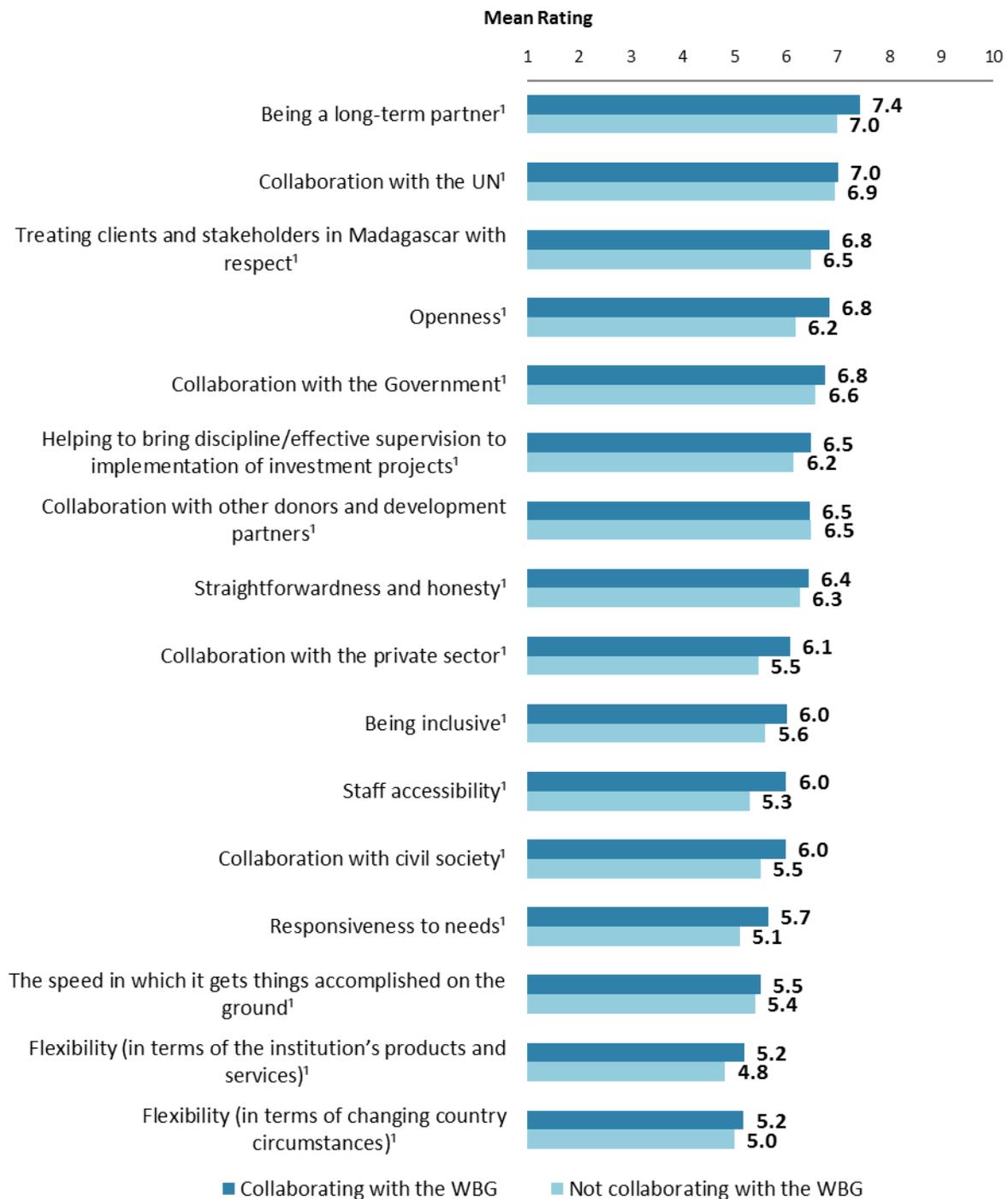
¹Indicator Question

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



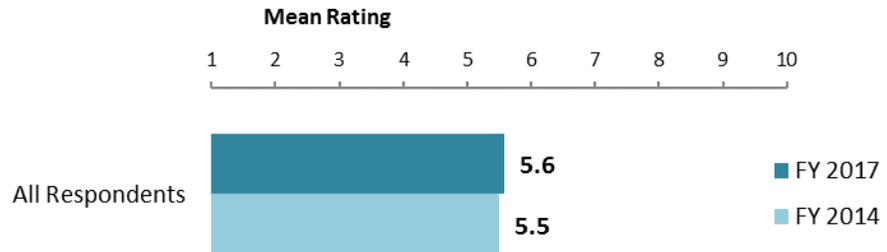
"To what extent is the World Bank Group an effective development partner in Madagascar, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



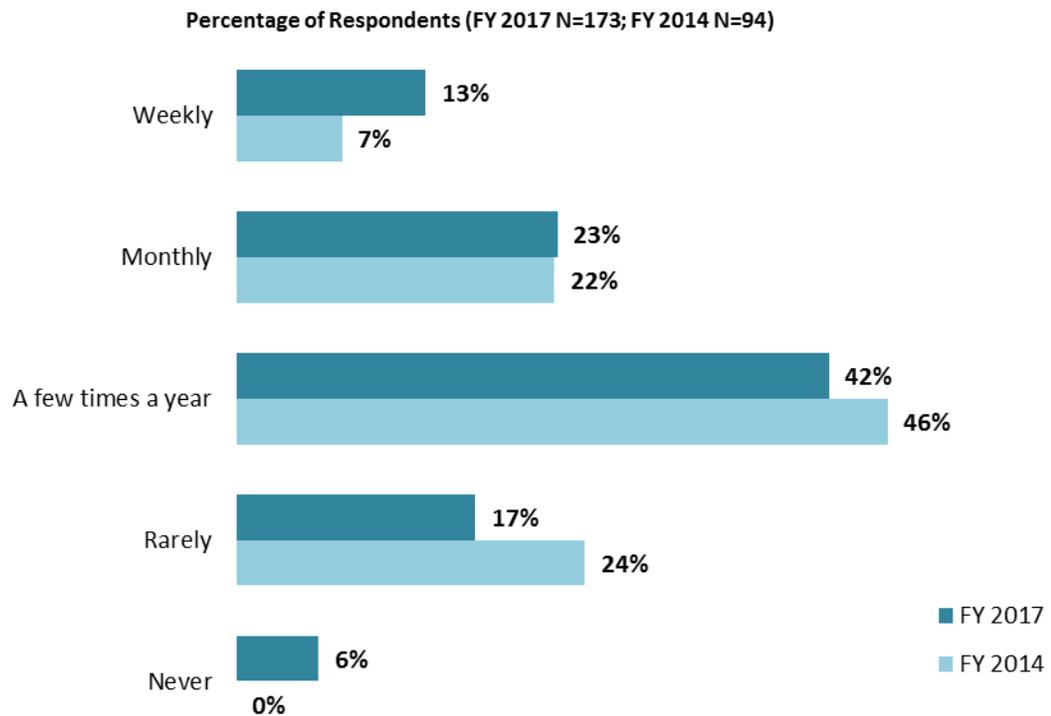
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Madagascar?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** Respondents from the media and bilateral/multilateral agencies indicated the most frequent usage (“*weekly/monthly*”) of the WBG’s knowledge work and activities compared to respondents from other stakeholder groups.



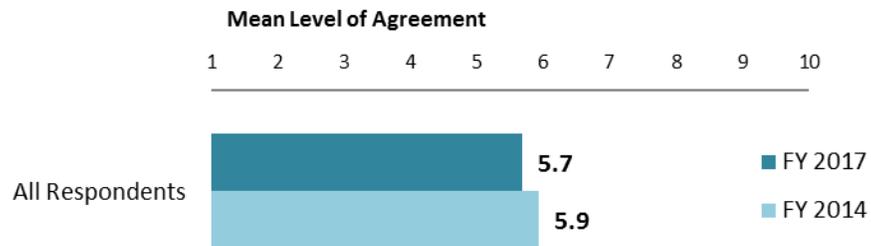
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages presented in this chart were calculated based on weighted data.



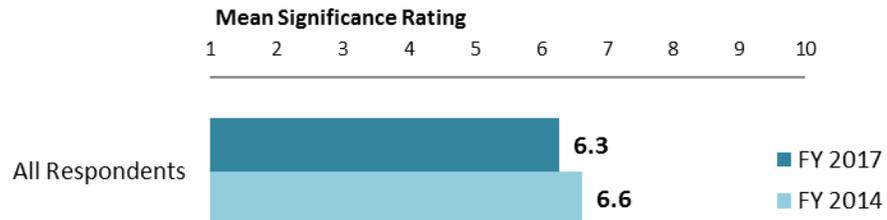
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Madagascar’s Knowledge Needs¹¹ (Indicator Question)



"The World Bank Group meets Madagascar'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)



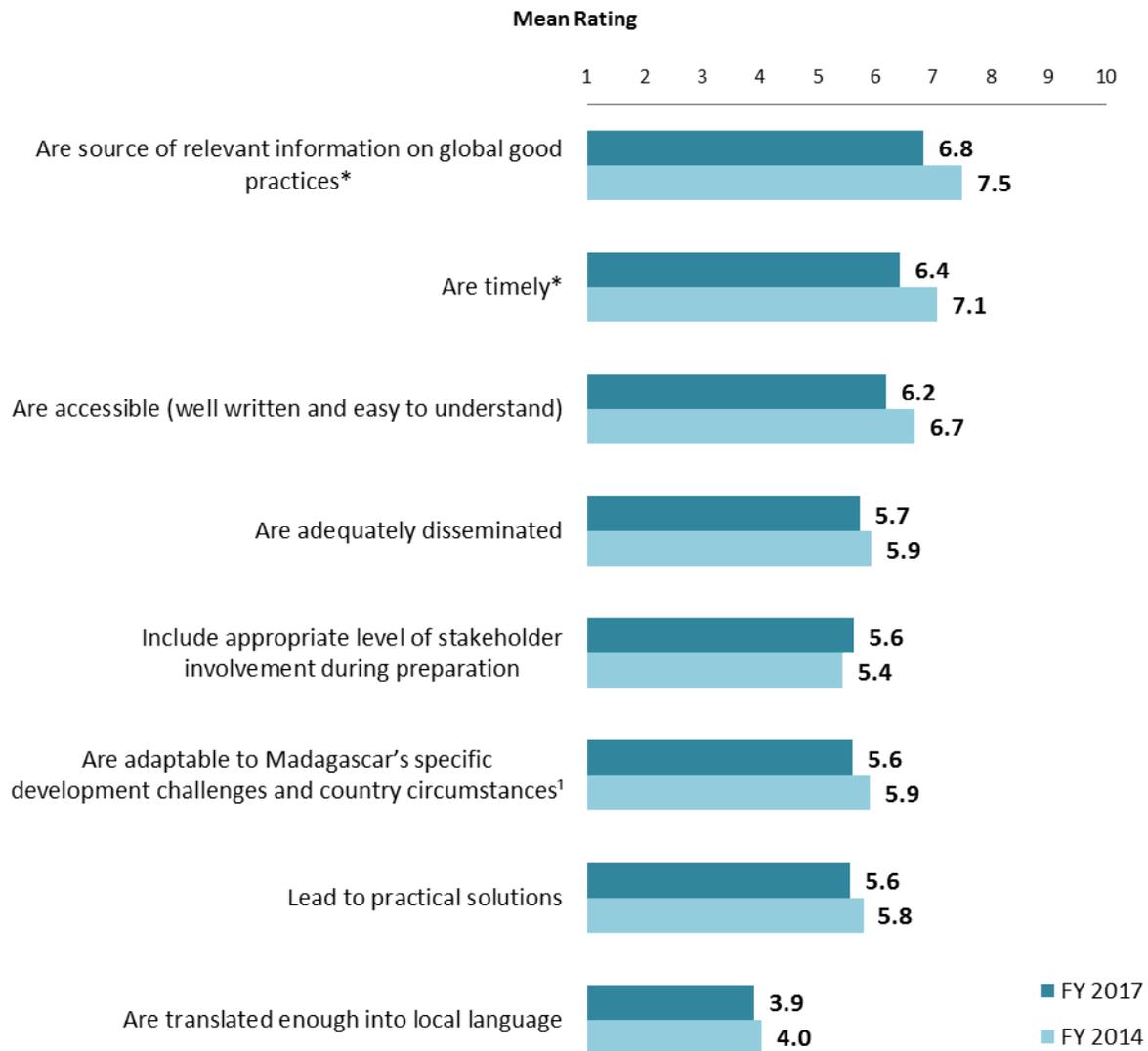
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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

(*Significantly different between FY 2017 and FY 2014)

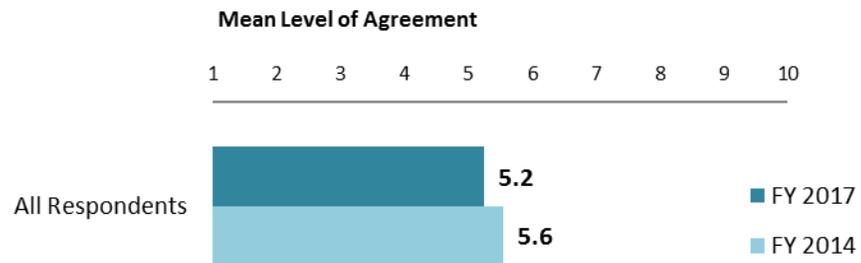
¹Indicator Question

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



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

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



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

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

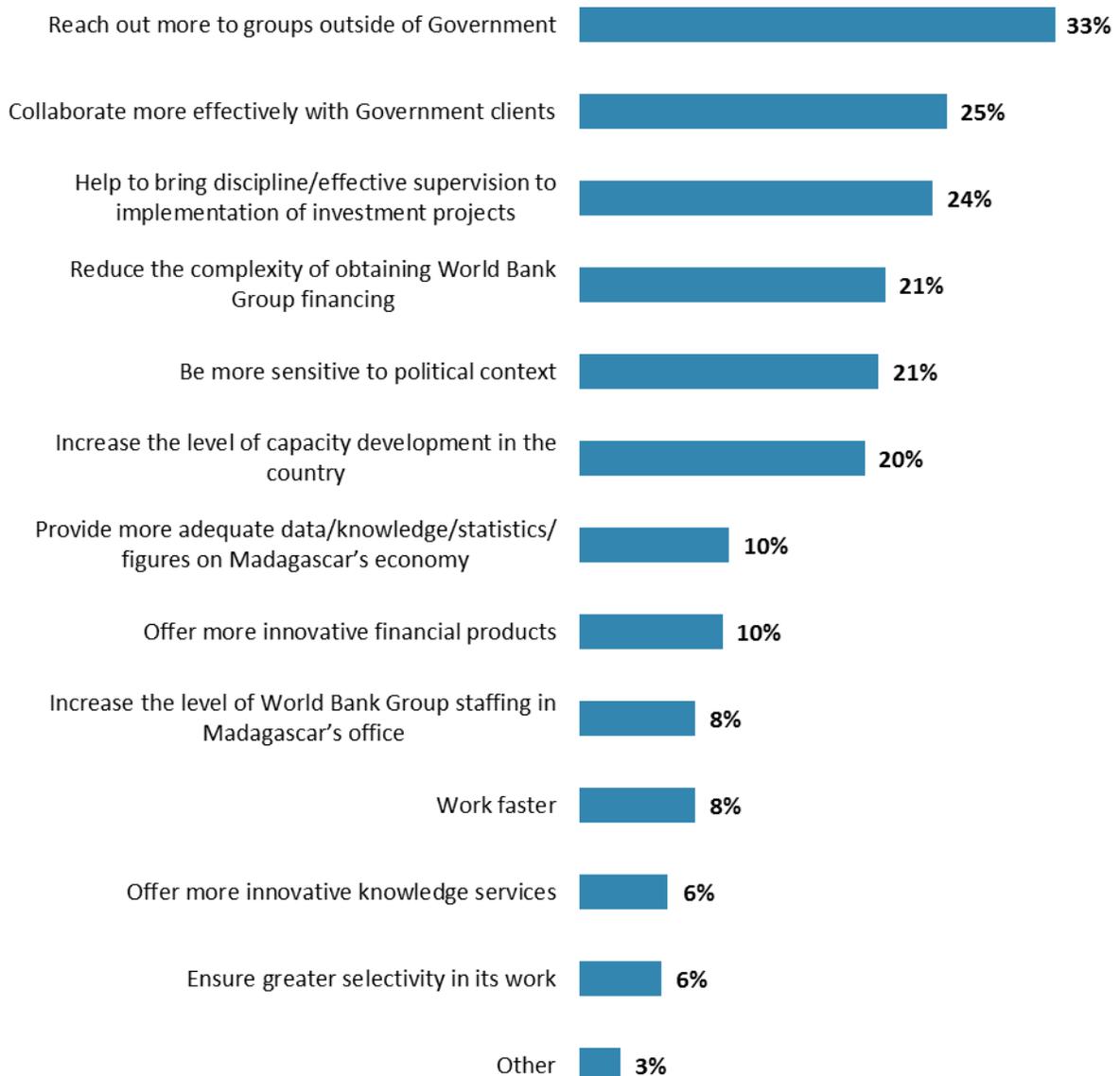


IX. The Future Role of the World Bank Group in Madagascar

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*provide more adequate data/knowledge/statistics/figures on Madagascar’s economy*” (35%) and “*reach out more to groups outside of Government*” (34%) to make itself of greater value in Madagascar.

Percentage of Respondents (N=213)



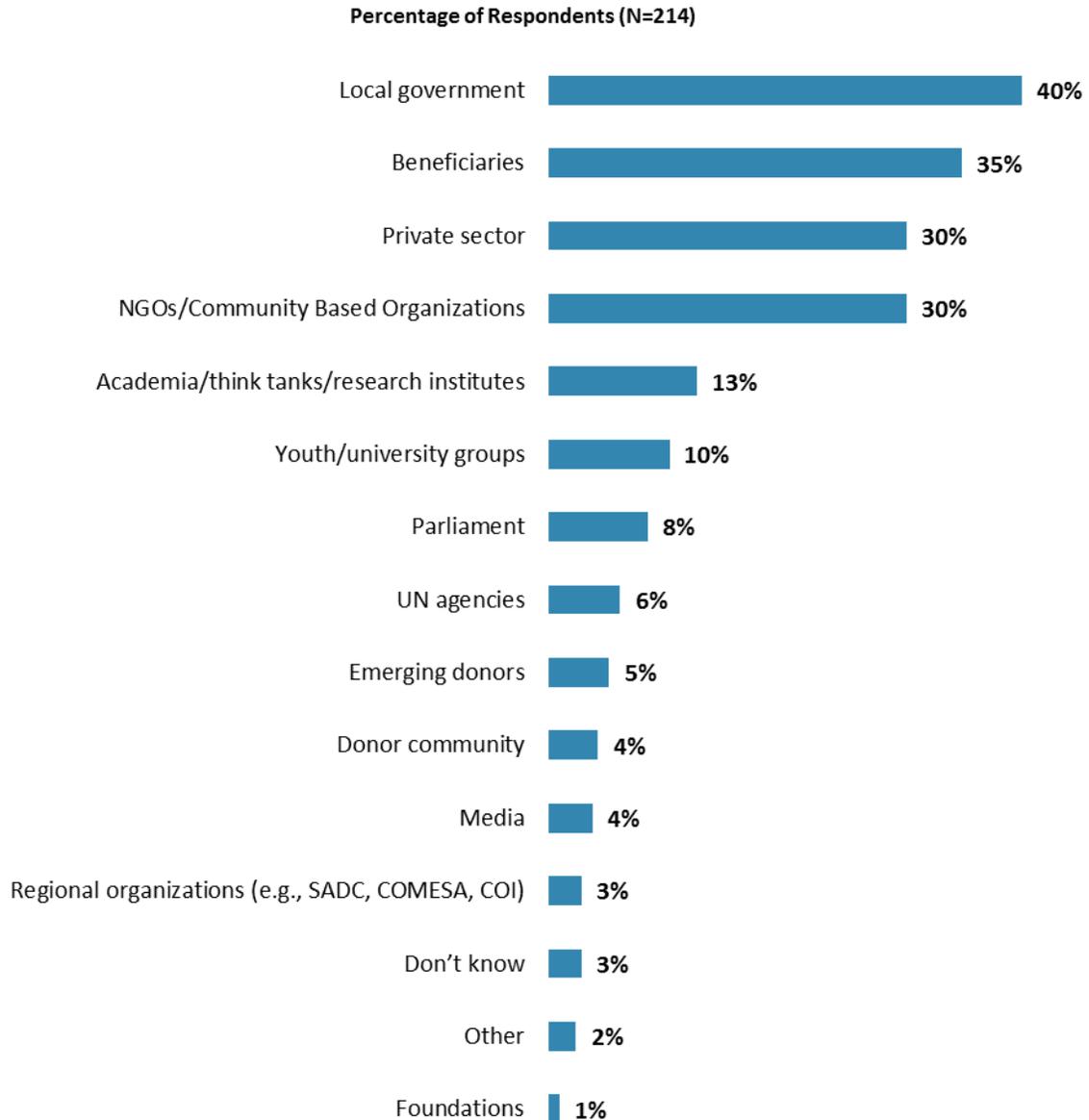
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Madagascar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*private sector*” (55%) to ensure better development results in Madagascar.



"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.)



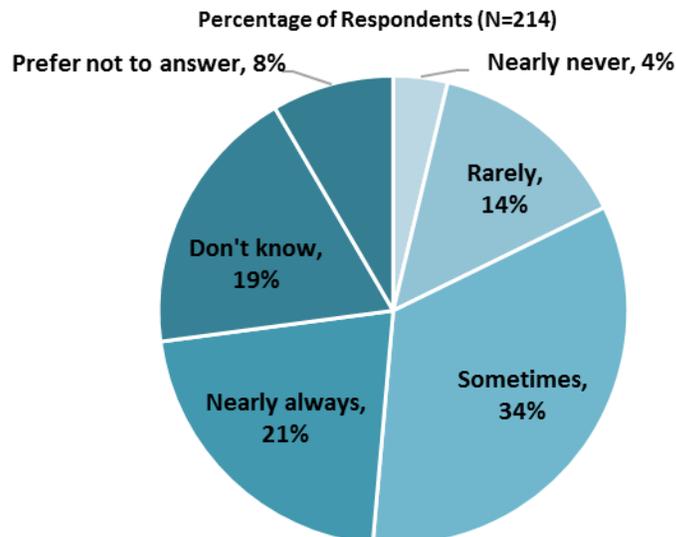
IX. The Future Role of the WBG in Madagascar (continued)

The WBG's Collaboration with the UN



"Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Madagascar? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

WBG's Partnerships



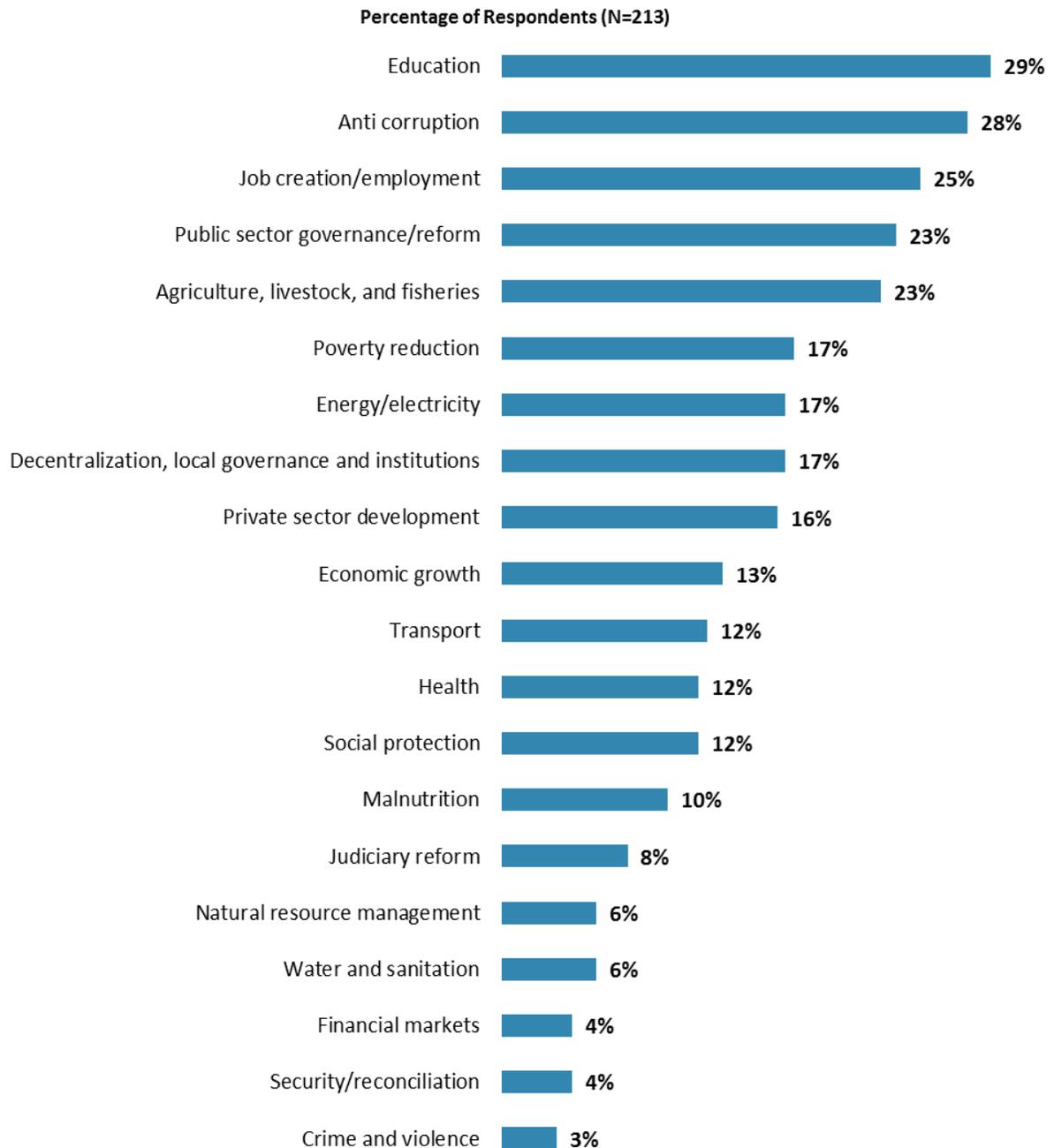
"To what extent does the World Bank Group partner with the right people to support work on the ground in Madagascar?" (Respondents chose from a list.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (41%) and “*education*” (31%).

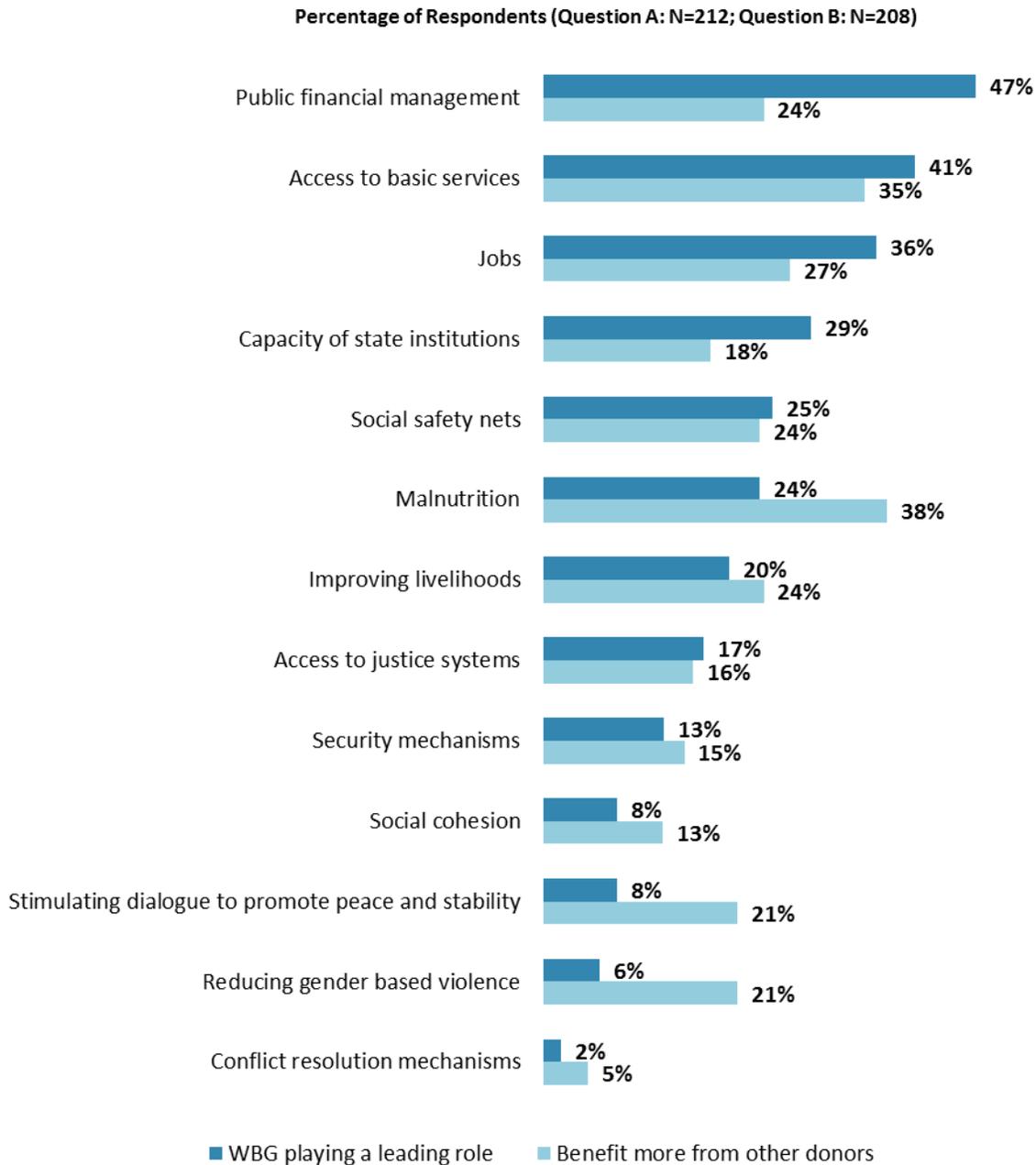


“When thinking about how the World Bank Group can have the most impact on development results in Madagascar, in which sectors do you believe the WBG should focus most of its resources in Madagascar? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



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

The WBG Playing a Leading Role vs. Other Donors



"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 Madagascar?

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

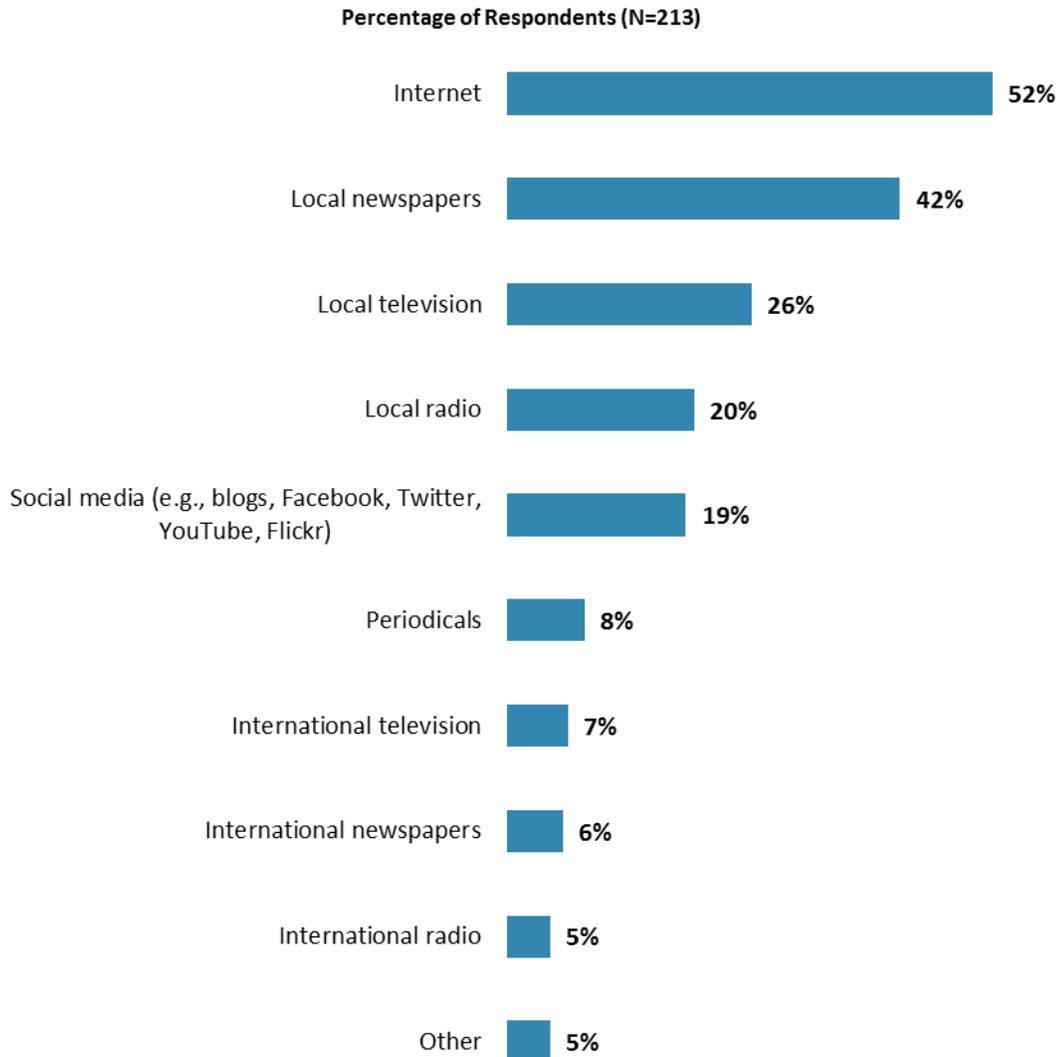


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 62) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Madagascar from “*local newspapers*” (68%) and “*Internet*” (67%).



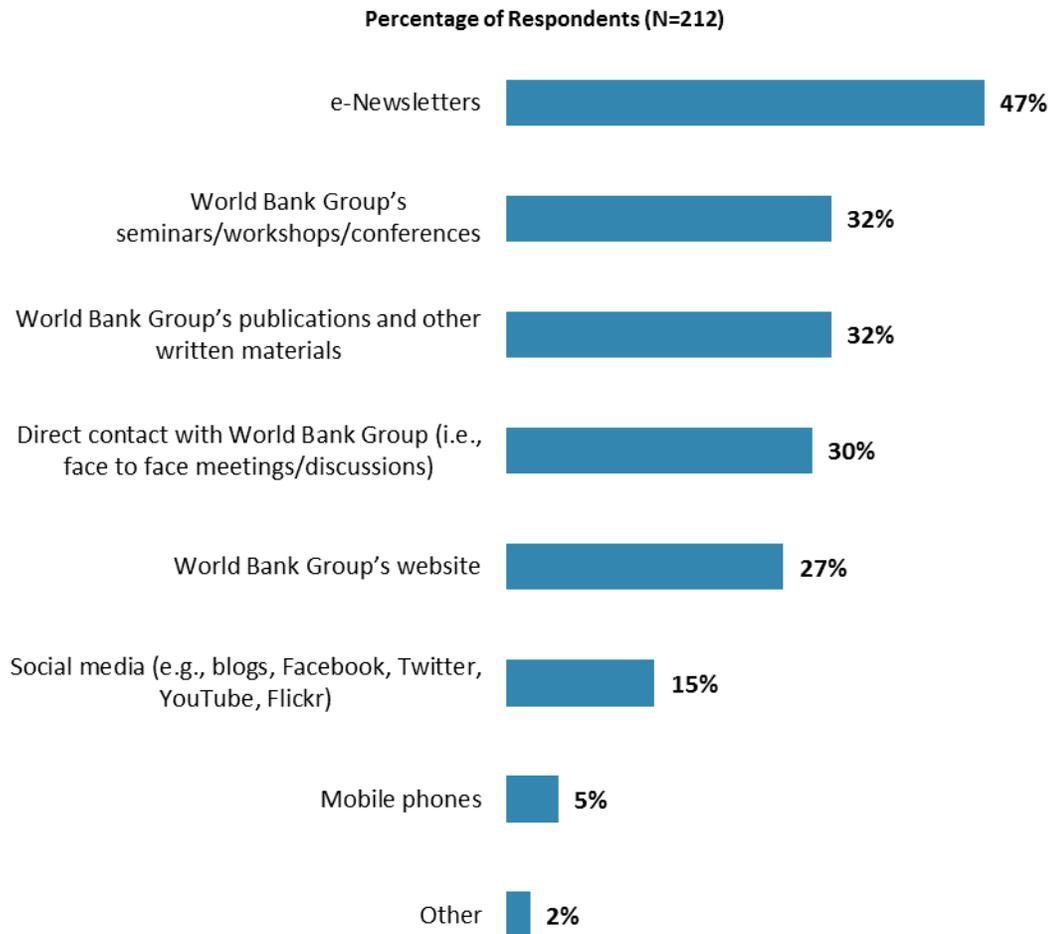
"How do you get most of your information about economic and social development issues in Madagascar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*e-Newsletters*” (52%), “*direct contact with the WBG*” (41%), and “*WBG’s publications and other written materials*” (37%).

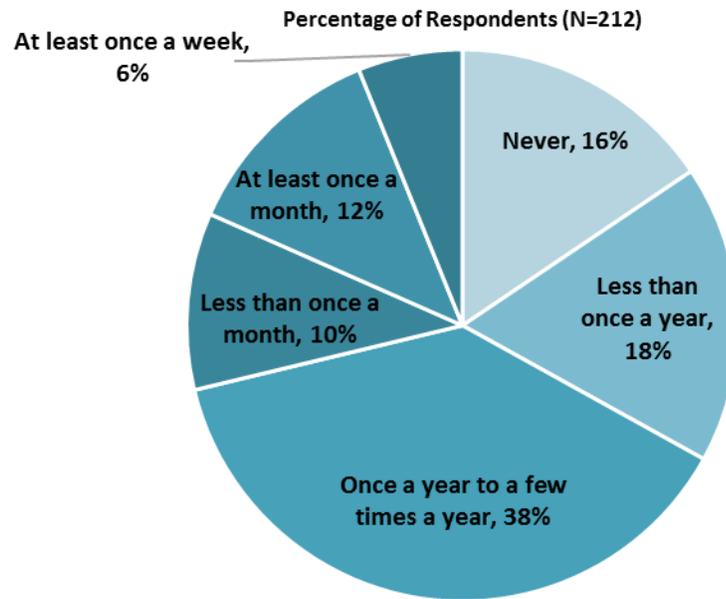


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



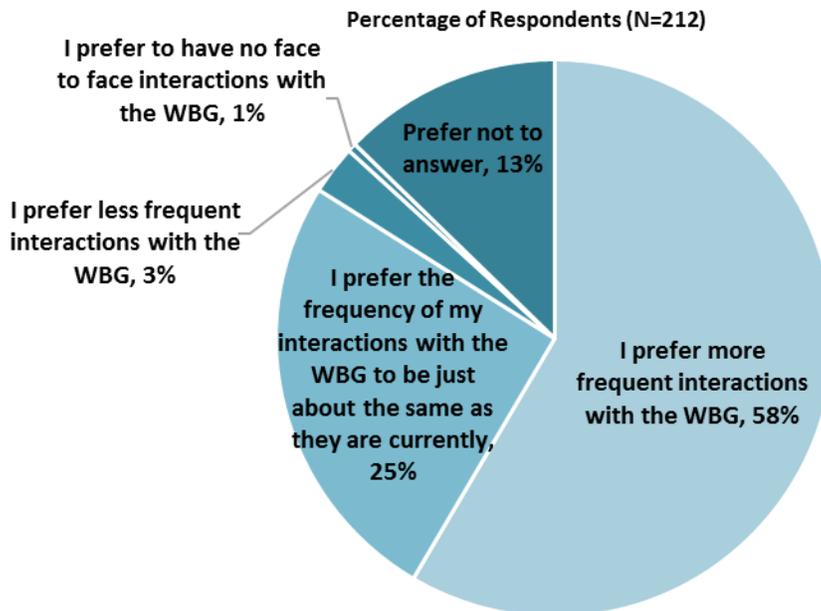
X. Communication and Outreach (continued)

Interaction with the WBG



"How frequently do you interact with the World Bank Group now in Madagascar?"
(Respondents chose from a list.)

Access to the WBG

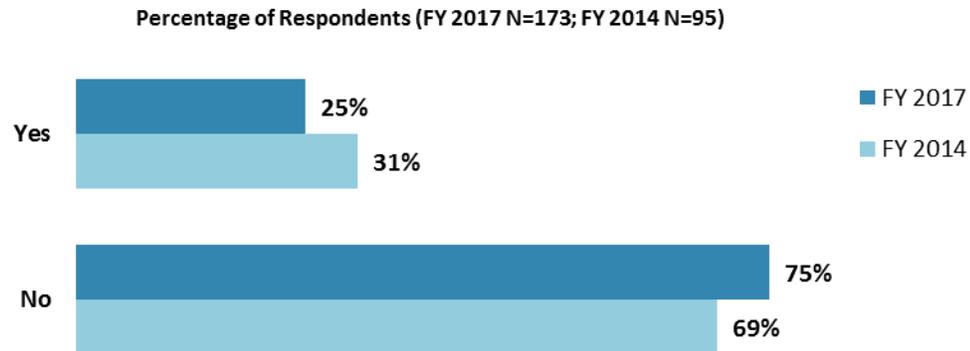


"How much face to face access would you like to have with the World Bank Group in Madagascar (i.e., discussions, meetings, conferences, workshops, training, etc.)?" (Respondents chose from a list.)



X. Communication and Outreach (continued)

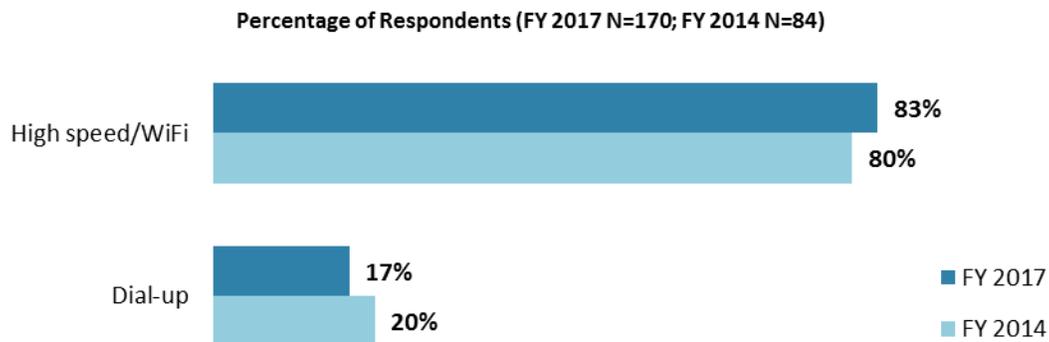
Access to Information¹⁴



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

Access to the Internet

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



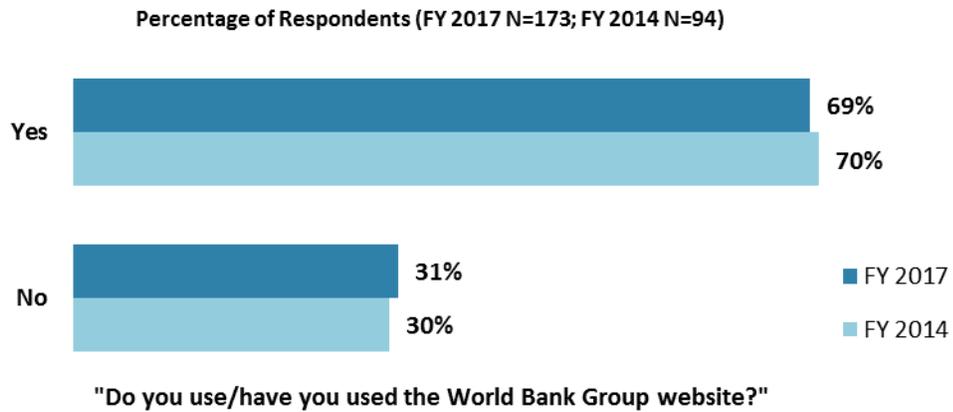
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

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

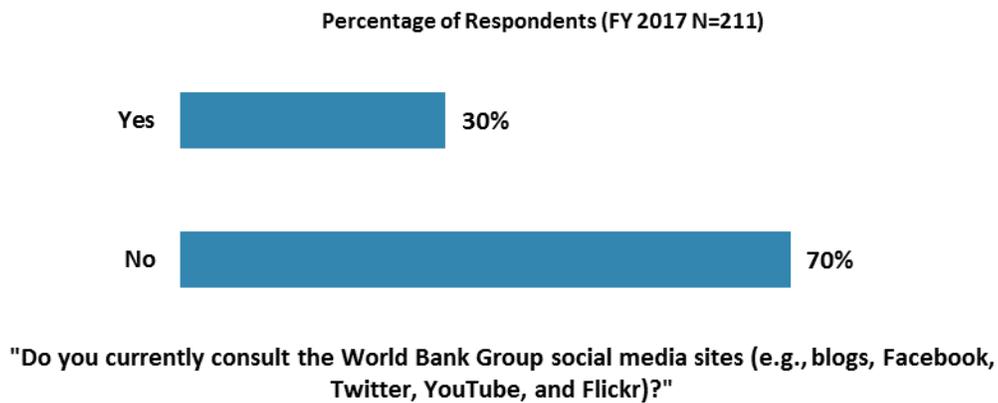


X. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



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



XI. Appendices

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Madagascar





Appendix A: Responses to All Questions across All Respondents (N=214)

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 Madagascar

1. In general would you say that Madagascar is headed in ... ?	Percentage of Respondents (N=213)
The right direction	33.0%
The wrong direction	36.3%
Not sure	30.7%

2. Listed below are a number of development priorities in Madagascar. Please identify which of the following you consider the most important development priorities in Madagascar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=214)
Anti corruption	50.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.4%
Education	26.2%
Job creation/employment	20.6%
Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	19.2%
Agriculture, livestock, and fisheries	18.2%
Poverty reduction	16.8%
Energy/electricity	13.6%
Private sector development	12.1%
Health	12.1%
Decentralization, local governance and institutions	11.2%
Security/reconciliation	10.3%
Economic growth	7.9%
Natural resource management (e.g., forests, biodiversity, mineral resources)	7.9%
Crime and violence	7.0%
Transport (e.g., roads, bridges, transportation)	6.5%
Malnutrition	6.1%
Judiciary reform	6.1%
Social cohesion	2.8%
Climate change (e.g., mitigation, adaptation)	2.3%
Gender-based violence	1.9%
Equality of opportunity (i.e., social inclusion)	1.4%
Urban development	1.4%
Water and sanitation	1.4%
Trade and exports	1.4%
Financial markets	1.4%
Information and communications technology	0.9%
Gender equity	0.5%
Disaster risk management	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Madagascar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=214)
Anti corruption	36.4%
Education	31.3%
Job creation/employment	28.5%
Economic growth	25.2%
Agriculture, livestock, and fisheries	24.3%
Decentralization, local governance and institutions	22.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.3%
Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	15.0%
Natural resource management (e.g., forests, biodiversity, mineral resources)	13.1%
Private sector development	13.1%
Health	12.1%
Equality of opportunity (i.e., social inclusion)	9.8%
Transport (e.g., roads, bridges, transportation)	8.9%
Judiciary reform	7.9%
Energy/electricity	6.5%
Crime and violence	6.1%
Security/reconciliation	5.1%
Malnutrition	5.1%
Water and sanitation	1.9%
Disaster risk management	1.4%
Social cohesion	1.4%
Financial markets	1.4%
Trade and exports	0.9%
Urban development	0.9%
Information and communications technology	0.5%
Climate change (e.g., mitigation, adaptation)	0.5%
Gender equity	0.5%
Gender-based violence	0.0%

**A. General Issues Facing Madagascar (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 Madagascar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=213)
Better quality public services	26.8%
Education and training that better ensure job opportunity	25.4%
Consistent economic growth	23.9%
Better roads to connect cities and rural areas	22.1%
Better opportunity for the poor who live in rural areas	20.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.1%
More reliable social safety net	12.7%
A growing middle class	11.7%
Better employment opportunities for young people	9.9%
Greater access to health and nutrition for citizens	7.0%
Greater voice and participation for citizens to help ensure greater accountability	6.6%
Greater access to electricity in rural areas	4.7%
Other	4.2%
Greater access to micro-finance for the poor	4.2%
Better opportunity for the poor who live in urban areas	3.8%
Better employment opportunities for women	1.4%
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 Madagascar? (Select only ONE response)	Percentage of Respondents (N=214)
A very big problem	70.1%
A moderately big problem	25.7%
A small problem	2.8%
Not a problem at all	1.4%
Don’t know	0.0%
6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=214)
A very serious problem	71.0%
A somewhat serious problem	24.8%
Not too serious problem	3.3%
Not a problem	0.5%
Don’t know	0.5%

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

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Madagascar? (Select only ONE response)	Percentage of Respondents (N=213)
A very important development priority	77.0%
A moderately important development priority	20.2%
A slightly important development priority	1.9%
Not an important development priority	0.9%
Don't know	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Madagascar? (1-Not familiar at all, 10-Extremely familiar)	213	0	5.62	2.21
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Madagascar. (1-Not effective at all, 10-Very effective)	197	17	5.68	2.09
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 Madagascar solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	193	21	6.25	2.08

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

4. When thinking about how the World Bank Group can have the most impact on development results in Madagascar, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Madagascar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=213)
Education	29.1%
Anti corruption	27.7%
Job creation/employment	24.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.5%
Agriculture, livestock, and fisheries	22.5%
Poverty reduction	17.4%
Energy/electricity	16.9%
Decentralization, local governance and institutions	16.9%
Private sector development	16.4%
Economic growth	13.1%
Transport (e.g., roads, bridges, transportation)	12.2%
Health	11.7%
Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	11.7%
Malnutrition	9.9%
Judiciary reform	7.5%
Natural resource management (e.g., forests, biodiversity, mineral resources)	5.6%
Water and sanitation	5.6%
Financial markets	4.2%
Security/reconciliation	4.2%
Crime and violence	3.3%
Climate change (e.g., mitigation, adaptation)	2.3%
Equality of opportunity (i.e., social inclusion)	1.9%
Social cohesion	1.4%
Gender-based violence	1.4%
Information and communications technology	1.4%
Urban development	0.9%
Disaster risk management	0.9%
Gender equity	0.5%
Trade and exports	0.5%

**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 Madagascar?	Percentage of Respondents (N=211)		
	Greatest Value	2 nd Greatest Value	Combined
Helping ministries implement development projects and reforms	30.3%	17.4%	47.7%
Financial resources	20.9%	16.4%	37.3%
Capacity development related to World Bank Group supported projects	14.2%	21.3%	35.5%
Data and statistics	9.5%	4.3%	13.8%
Mobilizing third party financial resources	5.2%	7.2%	12.5%
Policy advice, studies, analyses	4.3%	7.7%	12.0%
Promoting knowledge sharing	3.8%	6.8%	10.6%
Bringing together different groups of stakeholders	5.7%	4.8%	10.5%
Donor coordination	1.9%	7.7%	9.6%
Stand-alone technical assistance	3.8%	4.3%	8.1%
Other	0.5%	1.4%	1.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Madagascar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=214)
Not adequately sensitive to political/social realities in Madagascar	21.0%
Not willing to openly criticize policies and reform efforts in the country	20.6%
Not aligned with country priorities	20.1%
Not enough public disclosure of its work	18.2%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	15.4%
Not collaborating enough with stakeholders outside the Government	15.0%
Too influenced by developed countries	13.6%
World Bank Group's processes too complex	13.6%
Its advice and strategies do not lend themselves to practical problem solving	8.9%
Don't know	8.4%
Staff too inaccessible	6.5%
Arrogant in its approach	6.1%
Not exploring alternative policy options	3.7%
Not client focused	3.3%
Other	2.8%
Not aligned with other donors' work	2.3%
The credibility of its knowledge/data	0.5%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Madagascar? (Select only ONE response)	Percentage of Respondents (N=214)
To a fully sufficient degree	14.0%
To a somewhat sufficient degree	31.3%
To a somewhat insufficient degree	30.8%
To a very insufficient degree	16.8%
Don't know	7.0%



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

8. 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=214)
Local government	40.2%
Beneficiaries	35.0%
Private sector	30.4%
NGOs/Community Based Organizations	30.4%
Academia/think tanks/research institutes	12.6%
Youth/university groups	10.3%
Parliament	8.4%
UN agencies	6.1%
Emerging donors	5.1%
Donor community	4.2%
Media	3.7%
Regional organizations (e.g., SADC, COMESA, COI)	2.8%
Don't know	2.8%
Other	2.3%
Foundations	0.9%

To what extent do you agree with the following statements about the World Bank Group's work in Madagascar? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in Madagascar*	207	6	6.39	2.38
10. The World Bank Group's work is aligned with what I consider the development priorities for Madagascar*	205	9	5.56	2.37

To what extent is the World Bank Group an effective development partner in Madagascar, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
11. Responsiveness to needs*	176	35	5.35	2.03
12. Flexibility (in terms of the institution's products and services)*	169	42	4.98	2.09
13. Flexibility (in terms of changing country circumstances)*	170	40	5.08	2.06
14. Being inclusive*	160	52	5.78	2.23
15. Openness (sharing data and other information)*	183	28	6.45	2.24
16. Collaboration with the Government*	190	23	6.66	1.99
17. The speed in which it gets things accomplished on the ground*	179	32	5.45	2.17
18. Helping to bring discipline/effective supervision to implementation of investment projects*	175	35	6.29	2.18
19. Collaboration with civil society*	171	38	5.70	2.34
20. Staff accessibility*	164	46	5.60	2.40
21. Collaboration with other donors and development partners*	167	44	6.47	2.01
22. Collaboration with the private sector*	176	36	5.71	2.24
23. Collaboration with the UN*	158	54	6.99	2.05
24. Straightforwardness and honesty*	161	50	6.34	2.46
25. Treating clients and stakeholders in Madagascar with respect*	166	44	6.64	2.36
26. Being a long-term partner*	180	31	7.17	2.31

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

27. To what extent does the World Bank Group partner with the right people to support work on the ground in Madagascar? (Select only ONE response)	Percentage of Respondents (N=214)
Nearly never	3.7%
Rarely	14.0%
Sometimes	33.6%
Nearly always	21.5%
Don't know	18.7%
Prefer not to answer	8.4%

28. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Madagascar? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=213)
United Nations Development Program (UNDP)	55.4%
The United Nations International Children's Emergency Fund (UNICEF)	38.0%
World Food Program (WFP)	25.8%
International Monetary Fund (IMF)	25.4%
World Health Organization (WHO)	22.5%
Prefer not to answer	5.2%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	4.7%
United Nations Peacekeeping	4.7%
Don't know	4.2%

29. 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 THREE)	Percentage of Respondents (Responses Combined; N=213)
The Government works inefficiently	40.4%
Political pressures and other vested interests	33.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	31.5%
Reforms are not well thought out in light of country challenges	29.6%
There is not an adequate level of citizen/civil society participation	29.1%
Lack of/inadequate levels of capacity in Government	26.3%
Ongoing conflict and instability	24.4%
Poor coordination within the Government	12.2%
Inadequate funding	10.3%
The World Bank Group does not do adequately follow through/follow up	8.5%
The World Bank Group works too slowly	7.0%
Poor donor coordination	6.1%
Poor coordination within the World Bank Group	3.8%
Other	2.8%

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Madagascar? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	155	57	5.31	2.45
2. Gender equity	132	80	5.57	2.14
3. Private sector development	166	46	5.36	2.07
4. Social cohesion	143	65	4.95	2.02
5. Education	181	31	6.14	2.28
6. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	177	35	5.71	2.35
7. Malnutrition	172	40	5.91	2.24
8. Energy/electricity	159	53	4.88	2.31
9. Job creation/employment	162	49	4.57	2.32
10. Health	176	37	5.90	2.17
11. Financial markets	136	75	5.35	2.14
12. Transport (e.g., roads, bridges, transportation)	158	52	5.55	2.28
13. Agriculture, livestock, and fisheries	163	48	5.75	2.22
14. Trade and exports	137	73	5.20	2.09
15. Gender-based violence	128	84	4.99	2.32
16. Natural resource management (e.g., forests, biodiversity, mineral resources)	161	52	5.63	2.21
17. Climate change (e.g., mitigation, adaptation)	151	61	5.53	2.23
18. Poverty reduction	185	28	5.39	2.44
19. Anti corruption	181	32	5.14	2.50
20. Crime and violence	139	73	4.36	2.29
21. Economic growth	176	37	5.70	2.25
22. Disaster risk management	159	52	5.58	2.17
23. Equality of opportunity (i.e., social inclusion)	144	68	5.08	2.26
24. Decentralization, local governance and institutions	166	46	5.39	2.32
Achieving Development Results*	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Madagascar? (1-To no degree at all, 10-To a very significant degree)	196	18	5.81	2.03
Building and Strengthening Country Systems*	N	DK	Mean	SD
3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Madagascar? (1-To no degree at all, 10-To a very significant degree)	179	35	5.77	1.98
To what extent do you agree with the following statements about the World Bank Group in Madagascar? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Madagascar*	189	25	5.37	2.26
5. The World Bank Group meets Madagascar's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	187	26	5.66	2.17

**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=211)
Weekly	11.4%
Monthly	23.2%
A few times a year	39.8%
Rarely	19.4%
Never	6.2%

In Madagascar, 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	181	31	6.40	2.08
3. Include appropriate level of stakeholder involvement during preparation	167	44	5.63	1.98
4. Lead to practical solutions	168	43	5.55	1.94
5. Are accessible (well written and easy to understand)	176	35	6.10	1.92
6. Are source of relevant information on global good practices	176	35	6.82	1.86
7. Are adequately disseminated	176	34	5.79	2.11
8. Are translated enough into local language	169	41	4.08	2.37
9. Are adaptable to Madagascar's specific development challenges and country circumstances*	181	32	5.71	2.26

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)	195	19	6.47	2.24
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)	188	26	6.90	1.73

E. Working with the World Bank Group

1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response)	Percentage of Respondents (N=214)
Almost never has the right skills mix to tackle the challenges of fragility	2.3%
Rarely has the right skills mix to tackle the challenges of fragility	7.0%
Sometimes has the right skills mix to tackle the challenges of fragility	28.0%
Almost always has the right skills mix to tackle the challenges of fragility	27.6%
Don't know	25.2%
Prefer not to answer	9.8%

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. The World Bank Group disburses funds promptly	159	53	4.25	2.33
3. The World Bank Group effectively monitors and evaluates the projects and programs it supports	188	23	6.34	2.16
4. The World Bank Group's approvals and reviews are done in a timely fashion	164	47	5.21	2.16
5. The World Bank Group's "Safeguard Policy" requirements are reasonable	140	71	5.94	2.06
6. The World Bank Group's requirements on its lending are reasonable	160	50	5.46	2.28
7. The World Bank Group takes decisions quickly in Madagascar*	164	47	5.03	2.24
8. Working with the World Bank Group increases Madagascar's institutional capacity	184	27	6.12	2.23
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	160	51	6.31	2.23
10. The World Bank Group provides effective implementation support (i.e., supervision of projects)	180	31	6.17	2.25

WBG Promoting PPP in Madagascar	N	DK	Mean	SD
11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Madagascar? (1-To no degree at all, 10-To a very significant degree)	178	36	6.15	2.04

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Madagascar? (1-To no degree at all, 10-To a very significant degree)	169	45	5.71	2.01

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Madagascar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=213)
Reach out more to groups outside of Government	32.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.4%
Help to bring discipline/effective supervision to implementation of investment projects	24.4%
Reduce the complexity of obtaining World Bank Group financing	21.1%
Be more sensitive to political context	20.7%
Increase the level of capacity development in the country	19.7%
Provide more adequate data/knowledge/statistics/figures on Madagascar's economy	10.3%
Offer more innovative financial products	9.9%
Increase the level of World Bank Group staffing in Madagascar's office	8.0%
Work faster	8.0%
Offer more innovative knowledge services	6.1%
Ensure greater selectivity in its work	5.6%
Other	2.8%

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

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Madagascar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=212)
Public financial management	47.2%
Access to basic services	40.6%
Jobs	36.3%
Capacity of state institutions	29.2%
Social safety nets	25.0%
Malnutrition	23.6%
Improving livelihoods	20.3%
Access to justice systems	17.5%
Security mechanisms	13.2%
Social cohesion	8.0%
Stimulating dialogue to promote peace and stability	8.0%
Reducing gender based violence	6.1%
Conflict resolution mechanisms	1.9%

2B. Which THREE areas below would benefit most from other donors in Madagascar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=208)
Malnutrition	37.5%
Access to basic services	35.1%
Jobs	26.9%
Improving livelihoods	24.0%
Public financial management	24.0%
Social safety nets	23.6%
Reducing gender based violence	21.2%
Stimulating dialogue to promote peace and stability	21.2%
Capacity of state institutions	18.3%
Access to justice systems	16.3%
Security mechanisms	15.4%
Social cohesion	13.0%
Conflict resolution mechanisms	4.8%

3. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Social cohesion	152	58	5.87	3.36
2. Public financial management	177	36	6.74	2.42
3. Reducing gender based violence	157	54	5.60	3.27
4. Access to justice systems	161	51	5.71	3.12
5. Security mechanisms	163	50	5.99	3.26
6. Conflict resolution mechanisms	159	53	5.58	3.41
7. Access to basic services	182	31	6.67	2.65
8. Capacity of state institutions	187	25	6.68	2.63
9. Jobs	173	39	5.97	2.98
10. Improving livelihoods	180	32	6.52	2.95
11. Malnutrition	184	29	6.80	2.61
12. Social safety nets	177	36	6.77	2.75
13. Stimulating dialogue to promote peace and stability	164	48	6.26	3.13

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Madagascar?	Percentage of Respondents (N=212)
Never	15.6%
Less than once a year	17.5%
Once a year to a few times a year	38.2%
Less than once a month	10.4%
At least once a month	12.3%
At least once a week	6.1%

2. How much face to face access would you like to have with the World Bank Group in Madagascar (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)	Percentage of Respondents (N=212)
I prefer more frequent interactions with the World Bank Group	58.5%
I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently	25.5%
I prefer less frequent interactions with the World Bank Group	2.8%
I prefer to have no face to face interactions with the World Bank Group	0.5%
Prefer not to answer	12.7%

3. How do you get most of your information about economic and social development issues in Madagascar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=213)
Internet	52.1%
Local newspapers	42.3%
Local television	26.3%
Local radio	20.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.2%
Periodicals	8.5%
International television	6.6%
International newspapers	6.1%
International radio	4.7%
Other	4.7%

4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=212)
e-Newsletters	47.2%
World Bank Group's seminars/workshops/conferences	32.1%
World Bank Group's publications and other written materials	32.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	30.2%
World Bank Group's website	27.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.6%
Mobile phones	5.2%
Other	2.4%

5. 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=211)
Yes	24.6%
No	75.4%

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

6. Do you have reliable access to the Internet?	Percentage of Respondents (N=211)
Yes	85.3%
No	14.7%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=211)
Yes	63.0%
No	37.0%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=211)
Yes	30.3%
No	69.7%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=204)
High speed/WiFi	83.3%
Dial-up	16.7%

10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=210)
Weekly	21.0%
Monthly	17.1%
A few times a year	31.0%
Rarely	21.4%
Never	9.5%

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	149	61	6.55	2.15
12. I find the information on the World Bank Group's websites useful	149	60	7.15	2.14
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	118	91	6.97	2.09
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.)	158	53	6.06	2.70
15. The World Bank Group is responsive to my information requests and inquiries	115	95	6.17	2.47

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=213)
Employee of a Ministry, Ministerial Department or Implementation Agency	23.0%
Office of Parliamentarian	15.5%
NGO/Community Based Organization	10.3%
Private Sector Organization	7.5%
Media (press, radio, TV, web, etc.)	7.0%
Academia/Research Institute/Think Tank	7.0%
Bilateral/Multilateral Agency	6.6%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/ program	3.8%
Office of Minister	2.8%
Financial Sector/Private Bank	2.8%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.8%
Youth Group	2.3%
Embassy/Diplomatic Office	1.9%
Other	1.9%
Office of the President, Prime Minister	1.4%
Local Government Office or Staff	1.4%
Private Foundation	0.9%
Trade Union	0.9%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=214)
Other	11.7%
Education	11.2%
Health, nutrition, and population	11.2%
Governance	11.2%
Generalist (specialized in multiple sectors)	11.2%
Social protection and labor	9.8%
Finance and markets	7.0%
Macroeconomics and fiscal management	4.2%
Transport and ICT	4.2%
Urban, rural, and social development	4.2%
Environment and natural resources	3.7%
Trade and competitiveness	3.3%
Energy and extractives	1.9%
Agriculture	1.9%
Fragility, conflict and violence	0.9%
Gender	0.9%
Poverty	0.9%
Water	0.5%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=213)
Yes	39.4%
No	60.6%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Madagascar? (Select only ONE response)	Percentage of Respondents (N=199)
The World Bank (IDA)	65.3%
The International Finance Corporation (IFC)	6.0%
The Multilateral Investment Guarantee Agency (MIGA)	2.0%
Other	26.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=205)
Yes	24.9%
No	75.1%

6. If yes, what was your view of how the two institutions work together in Madagascar? (Select only ONE response)	Percentage of Respondents (N=51)
The two institutions work well together	45.1%
The way the two institutions work together needs improvement	29.4%
The two institutions do not work well together	5.9%
Don't know	19.6%

7. Which of the following describes most of your exposure to the World Bank Group in Madagascar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=206)
Collaborate as part of my professional duties	39.3%
Use World Bank Group reports/data	37.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	32.0%
Use World Bank Group website for information, data, research, etc.	28.2%
Engage in World Bank Group related/sponsored events/activities	24.3%

8. What's your gender?	Percentage of Respondents (N=214)
Female	34.1%
Male	65.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=214)
Capital Antananarivo	68.7%
Regions	31.3%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=9 ● Office of Parliamentarian N=33 ● Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=57
- Bilateral/ Multilateral Agency N=18 ● Private Sector/Financial Sector/Private Bank N=22 ● CSO N=31 ● Media N=15
- Academia/Research Institute/Think Tank N=15 ● Other N=13

A. General Issues facing Madagascar

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	55.6%	25.8%	56.1%	27.8%	27.3%	16.1%	20.0%	6.7%	38.5%
The wrong direction	22.2%	41.9%	19.3%	22.2%	36.4%	67.7%	33.3%	53.3%	38.5%
Not sure	22.2%	32.3%	24.6%	50.0%	36.4%	16.1%	46.7%	40.0%	23.1%

*Significantly different between stakeholder groups

¹⁶ Only 213 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 Madagascar (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection*	0.0%	12.1%	42.1%	22.2%	4.5%	6.5%	33.3%	6.7%	0.0%
Gender-based violence	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	0.0%	3.0%	10.5%	11.1%	18.2%	19.4%	13.3%	26.7%	7.7%
Anti corruption	44.4%	63.6%	47.4%	38.9%	50.0%	45.2%	53.3%	60.0%	46.2%
Security/reconciliation*	11.1%	30.3%	5.3%	5.6%	4.5%	3.2%	13.3%	6.7%	15.4%
Public sector governance/reform	44.4%	27.3%	26.3%	33.3%	31.8%	45.2%	13.3%	20.0%	23.1%
Malnutrition	0.0%	12.1%	10.5%	5.6%	0.0%	0.0%	0.0%	0.0%	15.4%
Urban development	11.1%	0.0%	0.0%	5.6%	4.5%	0.0%	0.0%	0.0%	0.0%
Energy/electricity*	11.1%	9.1%	5.3%	38.9%	22.7%	16.1%	13.3%	6.7%	15.4%
Water and sanitation	11.1%	0.0%	0.0%	0.0%	4.5%	3.2%	0.0%	0.0%	0.0%
Job creation/employment	22.2%	24.2%	17.5%	27.8%	9.1%	25.8%	26.7%	20.0%	15.4%
Health	0.0%	6.1%	17.5%	11.1%	9.1%	3.2%	20.0%	26.7%	7.7%
Financial markets	0.0%	3.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	12.1%	0.0%	5.6%	9.1%	9.7%	6.7%	6.7%	15.4%
Crime and violence	0.0%	9.1%	7.0%	5.6%	9.1%	3.2%	13.3%	6.7%	0.0%
Agriculture, livestock, and fisheries	33.3%	18.2%	12.3%	16.7%	13.6%	35.5%	13.3%	6.7%	23.1%
Trade and exports	0.0%	0.0%	1.8%	0.0%	4.5%	0.0%	0.0%	6.7%	0.0%
Natural resource management	11.1%	6.1%	12.3%	5.6%	9.1%	9.7%	0.0%	0.0%	7.7%
Climate change*	0.0%	0.0%	0.0%	11.1%	0.0%	9.7%	0.0%	0.0%	0.0%
Poverty reduction	11.1%	15.2%	24.6%	0.0%	18.2%	12.9%	13.3%	13.3%	30.8%
Education*	33.3%	6.1%	17.5%	38.9%	31.8%	25.8%	26.7%	60.0%	38.5%
Judiciary reform	11.1%	15.2%	8.8%	0.0%	0.0%	3.2%	0.0%	6.7%	0.0%
Economic growth*	22.2%	0.0%	10.5%	0.0%	22.7%	0.0%	6.7%	0.0%	23.1%
Decentralization, local governance and institutions	11.1%	15.2%	10.5%	5.6%	4.5%	16.1%	13.3%	6.7%	15.4%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	6.7%	0.0%	0.0%
Information and communications technology	11.1%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	6.1%	3.5%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Crime and violence	11.1%	3.0%	8.8%	0.0%	9.1%	3.2%	6.7%	0.0%	15.4%
Economic growth	33.3%	21.2%	26.3%	33.3%	31.8%	25.8%	20.0%	13.3%	15.4%
Disaster risk management	0.0%	0.0%	1.8%	5.6%	4.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	12.1%	8.8%	0.0%	18.2%	9.7%	0.0%	13.3%	23.1%
Decentralization, local governance and institutions	44.4%	30.3%	24.6%	22.2%	13.6%	16.1%	13.3%	26.7%	7.7%
Information and communications technology	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection*	0.0%	6.1%	29.8%	22.2%	9.1%	0.0%	26.7%	13.3%	7.7%
Health	22.2%	15.2%	17.5%	11.1%	4.5%	3.2%	20.0%	13.3%	0.0%
Trade and exports	0.0%	0.0%	1.8%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Transport	0.0%	12.1%	3.5%	16.7%	9.1%	9.7%	13.3%	6.7%	7.7%
Energy/electricity	11.1%	6.1%	1.8%	11.1%	22.7%	6.5%	6.7%	0.0%	0.0%
Anti corruption	33.3%	48.5%	36.8%	16.7%	27.3%	45.2%	46.7%	40.0%	15.4%
Judiciary reform	22.2%	9.1%	7.0%	11.1%	4.5%	6.5%	6.7%	13.3%	0.0%
Water and sanitation	0.0%	0.0%	1.8%	0.0%	4.5%	3.2%	6.7%	0.0%	0.0%
Social cohesion	0.0%	0.0%	3.5%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	11.1%	33.3%	26.3%	33.3%	22.7%	25.8%	26.7%	46.7%	30.8%
Agriculture, livestock, and fisheries	11.1%	30.3%	21.1%	22.2%	18.2%	29.0%	33.3%	20.0%	30.8%
Security/reconciliation	0.0%	9.1%	7.0%	0.0%	0.0%	0.0%	6.7%	0.0%	23.1%
Financial markets	11.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	7.7%
Public sector governance/reform	22.2%	15.2%	14.0%	5.6%	22.7%	25.8%	6.7%	20.0%	30.8%
Gender equity	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Private sector development	0.0%	6.1%	14.0%	16.7%	18.2%	16.1%	13.3%	13.3%	15.4%
Education	33.3%	18.2%	21.1%	50.0%	27.3%	38.7%	40.0%	53.3%	30.8%
Malnutrition	11.1%	3.0%	3.5%	5.6%	0.0%	9.7%	6.7%	0.0%	15.4%
Urban development	11.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Gender-based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	11.1%	21.2%	15.8%	5.6%	9.1%	19.4%	0.0%	6.7%	7.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Better quality public services	33.3%	28.1%	28.1%	22.2%	22.7%	22.6%	60.0%	13.3%	15.4%
Better entrepreneurial opportunities	0.0%	0.0%	14.0%	27.8%	18.2%	22.6%	0.0%	20.0%	23.1%
A growing middle class	11.1%	9.4%	10.5%	22.2%	13.6%	9.7%	26.7%	0.0%	7.7%
Better opportunity for the poor who live in rural areas	33.3%	12.5%	22.8%	27.8%	18.2%	29.0%	6.7%	6.7%	23.1%
Better opportunity for the poor who live in urban areas	0.0%	6.3%	7.0%	5.6%	0.0%	3.2%	0.0%	0.0%	0.0%
Consistent economic growth	22.2%	28.1%	21.1%	16.7%	31.8%	25.8%	6.7%	40.0%	23.1%
More reliable social safety net*	11.1%	9.4%	26.3%	11.1%	9.1%	0.0%	20.0%	6.7%	0.0%
Greater access to electricity in rural areas	22.2%	6.3%	1.8%	0.0%	9.1%	6.5%	6.7%	0.0%	0.0%
Better roads to connect cities and rural areas	0.0%	31.3%	19.3%	22.2%	4.5%	25.8%	33.3%	20.0%	30.8%
Greater access to micro-finance for the poor	0.0%	6.3%	8.8%	0.0%	4.5%	0.0%	0.0%	0.0%	7.7%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	6.3%	3.5%	11.1%	4.5%	16.1%	0.0%	6.7%	7.7%
Education and training that better ensure job opportunity	22.2%	28.1%	15.8%	27.8%	31.8%	16.1%	26.7%	53.3%	30.8%
Greater access to health and nutrition for citizens	0.0%	6.3%	12.3%	0.0%	9.1%	0.0%	13.3%	6.7%	7.7%
Better employment opportunities for young people	33.3%	18.8%	5.3%	0.0%	4.5%	12.9%	0.0%	13.3%	15.4%
Better employment opportunities for women	0.0%	0.0%	3.5%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Other	11.1%	3.1%	1.8%	5.6%	9.1%	3.2%	0.0%	6.7%	7.7%

*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 Madagascar? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	66.7%	93.9%	64.9%	66.7%	50.0%	61.3%	80.0%	73.3%	76.9%
A moderately big problem	33.3%	6.1%	28.1%	33.3%	40.9%	29.0%	20.0%	26.7%	23.1%
A small problem	0.0%	0.0%	5.3%	0.0%	4.5%	6.5%	0.0%	0.0%	0.0%
Not a problem at all	0.0%	0.0%	1.8%	0.0%	4.5%	3.2%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



A. General Issues facing Madagascar (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
	A very serious problem	66.7%	87.9%	77.2%	94.4%	36.4%	74.2%	60.0%	60.0%
A somewhat serious problem	22.2%	9.1%	21.1%	5.6%	45.5%	19.4%	40.0%	40.0%	53.8%
Not too serious problem	11.1%	3.0%	1.8%	0.0%	13.6%	3.2%	0.0%	0.0%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Madagascar?*(Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
	A very important development priority	88.9%	84.8%	82.5%	72.2%	68.2%	83.9%	40.0%	86.7%
A moderately important development priority	0.0%	15.2%	17.5%	22.2%	22.7%	9.7%	60.0%	13.3%	41.7%
A slightly important development priority	11.1%	0.0%	0.0%	0.0%	9.1%	3.2%	0.0%	0.0%	0.0%
Not an important development priority	0.0%	0.0%	0.0%	5.6%	0.0%	3.2%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	How familiar are you with the work of the World Bank Group in Madagascar?	9	5.56	2.07	32	5.38	2.60	57	5.95	2.50	18	6.28	1.18	22	5.91	2.31	31	4.61	1.86	15	6.47	1.96	15	5.60	1.76	13	5.00

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Overall, please rate your impression of the World Bank Group's effectiveness in Madagascar.	9	4.33	2.78	28	5.93	2.28	55	5.98	2.36	18	5.94	1.59	18	6.17	2.12	29	4.76	1.43	14	5.71	2.05	13	5.46	1.81	12	6.17

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Madagascar solve its most complicated development challenges?	9	5.56	3.00	28	6.39	2.28	51	6.37	2.25	18	6.61	1.54	19	6.32	1.67	26	6.08	2.10	15	6.07	2.05	14	6.21	2.15	12	6.08	1.73

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

When thinking about how the World Bank Group can have the most impact on development results in Madagascar, in which sectors do you believe the World Bank Group should focus most of its resources in Madagascar? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Malnutrition	33.3%	3.0%	12.3%	16.7%	0.0%	6.7%	13.3%	13.3%	7.7%
Water and sanitation	11.1%	6.1%	5.3%	0.0%	9.1%	3.3%	13.3%	6.7%	0.0%
Job creation/employment*	0.0%	33.3%	38.6%	16.7%	27.3%	20.0%	13.3%	6.7%	15.4%
Gender-based violence	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Health	11.1%	18.2%	15.8%	5.6%	4.5%	3.3%	13.3%	0.0%	23.1%
Financial markets	0.0%	3.0%	7.0%	0.0%	4.5%	3.3%	0.0%	6.7%	7.7%
Social protection*	0.0%	0.0%	26.3%	22.2%	0.0%	6.7%	13.3%	13.3%	0.0%
Social cohesion	0.0%	0.0%	1.8%	0.0%	4.5%	0.0%	0.0%	6.7%	0.0%
Gender equity*	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	0.0%	3.0%	19.3%	27.8%	31.8%	16.7%	13.3%	20.0%	7.7%
Education	33.3%	30.3%	17.5%	22.2%	27.3%	43.3%	33.3%	40.0%	30.8%
Public sector governance/reform	22.2%	24.2%	12.3%	50.0%	22.7%	23.3%	20.0%	33.3%	23.1%
Security/reconciliation*	0.0%	6.1%	5.3%	0.0%	0.0%	0.0%	0.0%	6.7%	23.1%
Energy/electricity	22.2%	12.1%	14.0%	38.9%	22.7%	10.0%	26.7%	6.7%	15.4%
Urban development	0.0%	3.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Judiciary reform*	22.2%	12.1%	5.3%	0.0%	0.0%	6.7%	6.7%	26.7%	0.0%
Economic growth*	0.0%	3.0%	10.5%	22.2%	27.3%	6.7%	26.7%	0.0%	38.5%
Disaster risk management	0.0%	0.0%	1.8%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	3.5%	0.0%	4.5%	0.0%	0.0%	0.0%	7.7%
Decentralization, local governance and institutions	22.2%	15.2%	15.8%	5.6%	13.6%	30.0%	20.0%	26.7%	0.0%
Information and communications technology	11.1%	0.0%	1.8%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	22.2%	3.0%	1.8%	0.0%	4.5%	0.0%	6.7%	6.7%	0.0%
Transport	0.0%	21.2%	12.3%	16.7%	18.2%	6.7%	6.7%	6.7%	7.7%
Agriculture, livestock, and fisheries	33.3%	24.2%	21.1%	11.1%	13.6%	40.0%	26.7%	13.3%	15.4%
Trade and exports	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	5.3%	0.0%	18.2%	13.3%	6.7%	0.0%	0.0%
Climate change	0.0%	0.0%	3.5%	5.6%	0.0%	6.7%	0.0%	0.0%	0.0%
Poverty reduction	11.1%	36.4%	17.5%	5.6%	13.6%	6.7%	13.3%	20.0%	23.1%
Anti corruption	33.3%	42.4%	17.5%	22.2%	27.3%	33.3%	20.0%	33.3%	30.8%

*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 Madagascar?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	13.3%	3.5%	0.0%	9.1%	6.5%	6.7%	0.0%	7.7%
Capacity development related to World Bank Group supported projects	11.1%	30.0%	10.5%	5.6%	18.2%	12.9%	6.7%	20.0%	7.7%
Stand-alone technical assistance	11.1%	0.0%	3.5%	16.7%	9.1%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	6.7%	3.5%	5.6%	0.0%	6.5%	6.7%	6.7%	0.0%
Financial resources*	33.3%	16.7%	12.3%	50.0%	22.7%	19.4%	6.7%	20.0%	38.5%
Data and statistics	0.0%	3.3%	7.0%	0.0%	4.5%	19.4%	13.3%	13.3%	23.1%
Promoting knowledge sharing	0.0%	0.0%	3.5%	0.0%	9.1%	6.5%	6.7%	6.7%	0.0%
Helping ministries implement development projects and reforms*	33.3%	23.3%	54.4%	16.7%	22.7%	19.4%	20.0%	20.0%	23.1%
Mobilizing third party financial resources*	0.0%	6.7%	0.0%	5.6%	4.5%	6.5%	33.3%	0.0%	0.0%
Donor coordination	11.1%	0.0%	1.8%	0.0%	0.0%	3.2%	0.0%	6.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	0.0%	3.5%	0.0%	0.0%	13.3%	6.7%	16.7%	7.7%
Capacity development related to World Bank Group supported projects	33.3%	23.3%	31.6%	22.2%	18.2%	10.0%	13.3%	0.0%	23.1%
Stand-alone technical assistance	0.0%	3.3%	3.5%	0.0%	4.5%	10.0%	0.0%	8.3%	7.7%
Policy advice, studies, analyses	0.0%	6.7%	8.8%	5.6%	13.6%	10.0%	6.7%	8.3%	0.0%
Financial resources	0.0%	30.0%	10.5%	16.7%	18.2%	20.0%	13.3%	16.7%	15.4%
Data and statistics*	11.1%	0.0%	3.5%	22.2%	0.0%	3.3%	6.7%	0.0%	0.0%
Promoting knowledge sharing	11.1%	0.0%	7.0%	0.0%	4.5%	13.3%	20.0%	8.3%	0.0%
Helping ministries implement development projects and reforms	22.2%	16.7%	19.3%	16.7%	18.2%	10.0%	20.0%	16.7%	23.1%
Mobilizing third party financial resources	0.0%	10.0%	5.3%	11.1%	13.6%	3.3%	0.0%	0.0%	15.4%
Donor coordination	11.1%	10.0%	7.0%	5.6%	9.1%	6.7%	6.7%	8.3%	7.7%
Other	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	8.3%	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 Madagascar? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Not client focused	0.0%	3.0%	3.5%	5.6%	4.5%	3.2%	0.0%	6.7%	0.0%
Not willing to openly criticize policies and reform efforts in the country*	0.0%	42.4%	14.0%	22.2%	27.3%	12.9%	13.3%	13.3%	23.1%
Staff too inaccessible	0.0%	3.0%	7.0%	0.0%	4.5%	12.9%	6.7%	20.0%	0.0%
World Bank Group's processes too slow	11.1%	15.2%	24.6%	11.1%	4.5%	9.7%	6.7%	6.7%	38.5%
Not aligned with other donors' work	11.1%	0.0%	1.8%	5.6%	0.0%	3.2%	6.7%	0.0%	0.0%
Not aligned with country priorities	22.2%	21.2%	22.8%	0.0%	27.3%	29.0%	13.3%	26.7%	0.0%
Not adequately sensitive to political/social realities in Madagascar	22.2%	24.2%	24.6%	16.7%	27.3%	6.5%	33.3%	6.7%	30.8%
Too influenced by developed countries	0.0%	6.1%	19.3%	22.2%	13.6%	9.7%	26.7%	6.7%	0.0%
Not exploring alternative policy options	0.0%	3.0%	5.3%	0.0%	9.1%	0.0%	13.3%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	0.0%	9.1%	10.5%	11.1%	13.6%	38.7%	6.7%	20.0%	15.4%
Its advice and strategies do not lend themselves to practical problem solving	22.2%	0.0%	8.8%	5.6%	22.7%	12.9%	0.0%	13.3%	0.0%
Not enough public disclosure of its work	33.3%	30.3%	12.3%	16.7%	4.5%	16.1%	13.3%	40.0%	15.4%
Arrogant in its approach*	0.0%	3.0%	1.8%	33.3%	0.0%	3.2%	20.0%	6.7%	0.0%
World Bank Group's processes too complex	22.2%	12.1%	15.8%	16.7%	9.1%	6.5%	20.0%	6.7%	23.1%
The credibility of its knowledge/data	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	22.2%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	6.7%	15.4%
Don't know	0.0%	9.1%	10.5%	11.1%	9.1%	9.7%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	11.1%	21.2%	24.6%	11.1%	0.0%	3.2%	13.3%	6.7%	15.4%
To a somewhat sufficient degree	22.2%	27.3%	26.3%	44.4%	27.3%	22.6%	66.7%	46.7%	23.1%
To a somewhat insufficient degree	22.2%	21.2%	29.8%	44.4%	45.5%	41.9%	13.3%	20.0%	23.1%
To a very insufficient degree	33.3%	21.2%	12.3%	0.0%	18.2%	25.8%	6.7%	20.0%	23.1%
Don't know	11.1%	9.1%	7.0%	0.0%	9.1%	6.5%	0.0%	6.7%	15.4%



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Beneficiaries	44.4%	27.3%	45.6%	33.3%	31.8%	16.1%	33.3%	40.0%
Youth/university groups	0.0%	12.1%	12.3%	5.6%	4.5%	16.1%	13.3%	6.7%	7.7%
Private sector*	22.2%	6.1%	19.3%	38.9%	72.7%	29.0%	40.0%	40.0%	46.2%
Local government*	77.8%	51.5%	45.6%	38.9%	9.1%	48.4%	33.3%	13.3%	38.5%
Donor community	0.0%	6.1%	7.0%	11.1%	0.0%	3.2%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	33.3%	30.3%	31.6%	11.1%	22.7%	61.3%	13.3%	26.7%	15.4%
Academia/think tanks/research institutes*	22.2%	0.0%	10.5%	22.2%	18.2%	6.5%	0.0%	46.7%	7.7%
Parliament*	0.0%	45.5%	1.8%	5.6%	4.5%	0.0%	0.0%	0.0%	0.0%
Foundations	0.0%	3.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Media*	0.0%	3.0%	0.0%	0.0%	0.0%	3.2%	40.0%	0.0%	0.0%
Emerging donors	0.0%	9.1%	5.3%	5.6%	13.6%	0.0%	0.0%	6.7%	0.0%
UN agencies	0.0%	6.1%	8.8%	16.7%	4.5%	0.0%	0.0%	0.0%	15.4%
Regional organizations (e.g., SADC, COMESA, COI)	0.0%	0.0%	5.3%	0.0%	4.5%	6.5%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.8%	0.0%	4.5%	0.0%	6.7%	6.7%	7.7%
Don't know	0.0%	0.0%	1.8%	5.6%	4.5%	0.0%	6.7%	6.7%	7.7%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Overall the World Bank Group currently plays a relevant role in development in Madagascar	8	5.75	2.49	31	6.48	2.36	57	6.68	2.44	18	6.89	1.57	21	6.10	2.10	30	5.57	2.56	14	6.57	2.50	15	5.80	2.24	12	7.83
The World Bank Group's work is aligned with what I consider the development priorities for Madagascar*	9	4.67	2.69	31	5.39	2.49	57	6.25	2.57	17	6.18	1.55	20	5.40	2.11	29	4.38	1.93	14	5.64	2.06	15	4.53	2.17	12	7.00	2.30

*Significantly different between stakeholder groups



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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	8	5.13	2.17	22	5.73	1.98	50	5.80	2.45	16	4.94	1.73	16	4.94	1.84	25	4.76	1.67	13	6.00	1.63	13	4.77	2.31	12	5.33	1.23
Flexibility (in terms of the institution's products and services)	8	5.00	2.27	16	5.38	2.28	51	5.33	2.12	16	4.44	1.79	17	4.59	2.24	23	4.17	1.59	12	5.33	2.19	13	4.38	1.80	12	6.33	2.10
Flexibility (in terms of changing country circumstances)	8	5.25	2.43	15	5.27	2.58	51	5.37	2.23	16	4.38	1.93	18	4.89	2.22	25	4.36	1.60	13	5.77	1.96	12	5.00	1.60	11	5.64	1.43
Being inclusive	7	5.57	2.51	20	5.25	2.57	45	6.22	2.21	13	5.31	1.97	16	5.81	1.91	25	5.16	2.25	13	6.92	2.22	12	5.42	2.11	8	6.13	2.10
Openness (sharing data and other information)	8	5.75	2.49	18	6.00	2.20	51	6.57	2.56	17	6.47	1.91	19	6.95	1.03	29	6.34	2.24	15	7.47	1.73	14	6.14	1.70	11	5.73	3.50
Collaboration with the Government	8	6.25	2.25	27	6.81	2.22	52	7.19	2.13	17	6.94	1.68	18	5.89	1.91	27	6.44	1.76	14	6.29	1.73	14	6.14	2.14	12	6.67	1.72
The speed in which it gets things accomplished on the ground	8	4.88	1.96	23	5.48	2.56	50	5.94	2.39	17	5.18	1.78	18	5.11	1.81	25	4.80	2.22	13	5.54	1.90	12	5.67	2.39	12	5.75	1.48
Helping to bring discipline/effective supervision to implementation of investment projects	8	6.13	1.96	20	6.35	2.60	50	6.94	2.15	15	6.07	1.58	20	6.25	2.07	25	5.68	2.30	14	6.14	2.11	11	5.91	2.47	11	5.82	2.09
Collaboration with civil society	8	5.75	2.05	16	5.50	2.97	49	6.31	2.40	13	5.15	1.63	18	5.78	1.80	29	5.14	2.50	14	6.36	1.95	13	4.69	1.80	11	5.55	3.08
Staff accessibility	7	5.43	2.07	16	4.69	2.87	47	5.87	2.35	18	6.50	2.23	17	5.59	2.60	26	4.73	2.22	14	6.29	2.43	11	5.00	2.37	8	6.50	1.60
Collaboration with other donors and development partners	8	6.00	1.85	21	6.38	2.22	46	6.78	2.24	17	6.41	2.18	14	6.29	1.68	27	5.93	1.88	13	7.23	1.59	9	6.11	1.83	11	6.82	1.83
Collaboration with the private sector	8	5.75	1.91	21	5.71	2.43	48	6.23	2.44	14	5.86	1.35	21	5.33	2.03	26	5.19	2.12	14	6.29	1.77	11	4.64	1.91	12	5.58	3.23
Collaboration with the UN*	7	6.71	1.70	21	7.67	1.68	45	7.71	1.90	14	6.50	1.65	13	6.54	2.11	23	5.91	2.21	13	7.23	2.20	11	5.91	2.34	10	7.20	2.04
Straightforwardness and honesty	8	5.38	2.56	18	6.17	2.57	49	6.78	2.76	15	6.40	2.10	15	6.33	1.59	24	5.58	2.39	12	7.00	1.71	11	5.91	2.81	8	7.25	2.49
Treating clients and stakeholders in Madagascar with respect	8	5.50	2.56	21	6.95	2.42	48	7.10	2.29	16	6.25	2.41	16	6.94	1.88	26	5.81	2.30	12	7.58	1.51	10	5.40	2.80	8	7.75	2.60
Being a long-term partner	8	6.13	2.53	23	6.96	2.29	48	7.52	2.41	16	7.31	1.54	18	7.17	2.23	27	6.96	2.38	14	6.93	1.98	13	6.31	2.75	12	8.58	2.15

*Significantly different between stakeholder groups

To what extent does the World Bank Group partner with the right people to support work on the ground in Madagascar?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Nearly never	22.2%	9.1%	1.8%	0.0%	0.0%	3.2%	0.0%	6.7%	0.0%
Rarely	11.1%	27.3%	8.8%	0.0%	13.6%	12.9%	0.0%	26.7%	23.1%
Sometimes	11.1%	18.2%	42.1%	44.4%	22.7%	48.4%	60.0%	26.7%	0.0%
Nearly always	33.3%	12.1%	26.3%	33.3%	27.3%	6.5%	6.7%	26.7%	38.5%
Don't know	11.1%	18.2%	15.8%	16.7%	27.3%	25.8%	13.3%	13.3%	23.1%
Prefer not to answer	11.1%	15.2%	5.3%	5.6%	9.1%	3.2%	20.0%	0.0%	15.4%

*Significantly different between stakeholder groups



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

Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Madagascar? (Select no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Food Program*	33.3%	39.4%	21.1%	16.7%	4.5%	25.8%	46.7%	42.9%	15.4%
World Health Organization	33.3%	33.3%	21.1%	16.7%	27.3%	9.7%	13.3%	14.3%	38.5%
United Nations Development Program	33.3%	69.7%	50.9%	38.9%	54.5%	64.5%	40.0%	64.3%	61.5%
United Nations Peacekeeping	0.0%	3.0%	5.3%	5.6%	0.0%	3.2%	20.0%	7.1%	0.0%
International Monetary Fund	22.2%	18.2%	21.1%	33.3%	45.5%	29.0%	6.7%	14.3%	46.2%
The United Nations International Children's Emergency Fund*	33.3%	30.3%	63.2%	44.4%	31.8%	19.4%	13.3%	50.0%	15.4%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	0.0%	0.0%	5.3%	0.0%	9.1%	9.7%	13.3%	0.0%	0.0%
Don't know	11.1%	0.0%	1.8%	5.6%	4.5%	12.9%	0.0%	0.0%	7.7%
Prefer not to answer*	11.1%	3.0%	1.8%	16.7%	0.0%	3.2%	20.0%	7.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Poor coordination within the World Bank Group	11.1%	0.0%	7.0%	0.0%	0.0%	6.5%	6.7%	0.0%	0.0%
Political pressures and other vested interests	22.2%	36.4%	35.1%	33.3%	47.6%	22.6%	46.7%	20.0%	38.5%
Reforms are not well thought out in light of country challenges*	66.7%	30.3%	24.6%	44.4%	14.3%	41.9%	13.3%	33.3%	15.4%
Poor coordination within the Government	11.1%	3.0%	17.5%	5.6%	9.5%	9.7%	33.3%	6.7%	7.7%
The Government works inefficiently*	33.3%	63.6%	12.3%	44.4%	42.9%	48.4%	33.3%	73.3%	53.8%
Poor donor coordination	0.0%	6.1%	10.5%	22.2%	0.0%	3.2%	0.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground*	22.2%	48.5%	33.3%	38.9%	42.9%	29.0%	0.0%	20.0%	7.7%
Lack of/inadequate levels of capacity in Government	44.4%	15.2%	22.8%	33.3%	33.3%	16.1%	40.0%	40.0%	30.8%
There is not an adequate level of citizen/civil society participation*	11.1%	21.2%	28.1%	11.1%	38.1%	51.6%	13.3%	40.0%	30.8%
The World Bank Group works too slowly*	22.2%	3.0%	17.5%	0.0%	0.0%	0.0%	6.7%	0.0%	7.7%
The World Bank Group does not do adequately follow through/follow up	0.0%	18.2%	7.0%	11.1%	4.8%	0.0%	6.7%	6.7%	15.4%
Ongoing conflict and instability	22.2%	24.2%	31.6%	11.1%	19.0%	9.7%	46.7%	20.0%	38.5%
Inadequate funding	11.1%	15.2%	7.0%	0.0%	9.5%	12.9%	20.0%	6.7%	15.4%
Other	11.1%	3.0%	1.8%	0.0%	0.0%	6.5%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	7	4.14	1.86	20	5.50	2.63	46	6.59	2.52	12	4.83	2.41	16	4.69	2.36	22	4.50	1.77	15	5.00	2.07	10	5.00	2.58	6	3.33	1.86
Gender equity	6	6.00	3.03	14	6.14	2.32	42	5.98	2.29	9	5.67	1.66	14	5.21	2.61	22	5.00	1.63	12	5.50	2.02	7	4.57	1.72	6	5.00	1.55
Private sector development*	7	3.86	2.67	15	5.53	2.23	49	6.20	2.03	14	6.07	1.54	19	5.47	2.04	27	4.78	1.42	14	5.29	2.20	11	3.82	1.72	9	4.11	2.15
Social cohesion*	6	5.17	2.14	13	5.85	2.19	44	5.75	2.21	10	5.30	1.49	16	4.44	2.45	25	4.12	1.27	12	4.58	1.44	11	3.55	1.57	6	4.50	1.05
Education*	7	6.00	2.08	20	6.80	2.31	52	6.87	2.35	16	5.69	2.27	19	5.32	2.08	29	5.83	2.24	15	6.47	1.88	13	4.69	2.69	9	5.89	1.05
Public sector governance/reform*	8	5.25	2.38	20	6.00	2.45	51	6.61	2.63	16	6.00	1.32	20	5.35	2.16	26	5.38	2.47	14	4.93	1.27	12	4.42	2.39	9	4.89	1.96
Malnutrition	6	5.67	2.34	22	6.32	2.15	53	6.30	2.45	13	5.85	2.38	17	5.82	1.78	24	5.04	1.97	15	5.80	1.61	12	5.08	3.06	9	6.78	1.86
Energy/electricity	7	4.00	1.91	21	4.57	2.42	43	5.67	2.54	15	5.07	1.91	19	5.37	2.09	24	4.04	1.92	14	4.79	2.33	8	4.38	2.07	7	4.00	2.94
Job creation/employment	7	3.86	2.12	19	4.58	2.43	48	5.54	2.67	11	4.82	1.54	18	4.11	2.25	24	4.08	1.61	14	4.14	1.66	11	3.82	2.75	9	3.67	2.12
Health	6	4.67	2.25	24	6.38	2.30	51	6.69	2.25	15	5.40	1.99	17	5.76	1.71	26	5.19	2.12	14	5.36	1.95	13	5.46	2.40	9	5.89	1.62
Financial markets	7	4.57	2.51	16	5.56	2.16	39	5.97	2.25	10	6.10	1.20	17	5.29	2.37	20	4.00	1.62	13	5.23	1.88	8	5.63	2.20	5	5.60	1.14
Transport	7	4.57	2.37	21	5.38	2.36	46	6.07	2.59	14	5.07	2.16	17	5.65	2.12	24	5.13	2.15	12	5.50	2.15	8	5.00	1.41	8	6.62	2.00
Agriculture, livestock, and fisheries	6	5.00	1.90	21	5.86	2.20	51	6.43	2.55	10	5.40	1.51	17	5.35	2.09	27	4.93	1.88	13	5.77	2.01	9	4.89	1.83	8	7.13	1.73
Trade and exports	7	4.29	2.56	12	5.08	2.19	44	5.61	2.43	11	5.55	1.81	16	5.38	2.13	21	4.67	1.65	12	4.83	1.99	8	4.75	1.28	5	6.00	1.22
Gender-based violence	5	5.80	3.11	15	5.47	2.42	45	5.56	2.42	6	3.67	3.27	11	4.00	2.57	20	4.25	1.59	12	5.58	1.73	8	4.00	1.60	6	4.67	1.97
Natural resource management	6	4.67	2.34	17	6.76	1.99	46	6.13	2.63	14	5.21	1.85	18	5.33	2.06	26	5.08	2.08	13	5.62	1.76	11	4.64	1.91	9	5.78	1.64
Climate change	6	4.50	2.35	17	6.53	2.15	44	5.73	2.65	13	5.15	1.57	17	5.24	2.39	25	5.12	2.07	14	5.93	1.69	7	4.43	2.07	7	6.00	1.15
Poverty reduction	8	5.00	2.62	24	4.92	2.39	51	6.25	2.83	17	5.12	2.32	21	4.86	2.39	27	4.85	2.05	14	5.50	1.65	12	4.83	2.48	10	6.20	1.62
Anti corruption	8	4.88	2.90	24	4.71	2.77	51	5.67	2.82	17	5.12	1.54	19	5.11	2.23	27	4.74	2.57	13	4.85	1.52	12	4.00	2.37	9	7.00	1.87
Crime and violence*	6	4.67	2.58	20	4.10	2.31	42	4.98	2.61	7	3.43	1.62	13	3.92	2.06	22	3.55	1.50	12	4.67	1.72	10	3.50	2.01	6	6.67	2.88
Economic growth	7	5.14	2.27	25	5.88	2.42	49	6.08	2.51	17	5.53	1.91	19	5.68	1.70	25	5.04	2.17	13	5.77	2.05	11	4.73	2.61	9	7.22	1.20
Disaster risk management	6	5.33	3.08	22	5.59	2.04	48	6.25	2.56	11	4.82	1.17	15	5.00	2.20	24	5.17	1.79	14	5.50	1.91	10	4.70	1.57	8	6.50	1.93
Equality of opportunity	6	4.33	3.33	18	5.11	2.54	45	5.78	2.51	10	5.00	1.83	14	4.93	2.16	21	4.52	1.83	13	5.23	1.74	9	4.00	2.06	7	4.57	1.27
Decentralization, local governance and institutions	8	5.38	2.13	19	4.16	2.71	50	5.98	2.63	14	5.79	1.19	18	5.33	1.91	25	5.48	2.26	14	5.21	2.08	11	4.64	2.42	6	5.50	1.22

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Madagascar?	8	5.38	2.33	28	6.07	2.39	54	6.26	2.16	18	6.11	1.53	21	5.33	1.85	28	4.93	1.88	14	6.14	1.41	15	5.47	2.10	9	6.22	1.72

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



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Madagascar?	8	5.63	2.62	26	5.65	2.12	47	6.19	1.87	16	5.63	1.67	21	6.00	1.92	25	5.32	1.95	13	5.62	2.14	12	5.00	2.17	10	6.30	2.00

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Madagascar	9	5.22	2.82	29	5.72	2.10	50	5.76	2.40	16	5.38	2.06	19	5.32	2.47	26	4.50	2.08	14	5.57	2.34	15	4.40	1.84	10	6.30	1.89
The World Bank Group meets Madagascar's needs for knowledge services	9	5.78	2.86	24	4.92	1.67	51	6.10	2.30	16	6.06	1.91	21	5.90	2.14	27	5.41	1.93	14	5.71	2.30	14	4.36	2.13	10	6.50	2.32

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Weekly	11.1%	0.0%	15.8%	16.7%	9.1%	3.2%	33.3%	6.7%	16.7%
Monthly	33.3%	22.6%	22.8%	38.9%	13.6%	16.1%	40.0%	20.0%	16.7%
A few times a year	55.6%	38.7%	36.8%	38.9%	45.5%	38.7%	20.0%	60.0%	33.3%
Rarely	0.0%	25.8%	21.1%	5.6%	18.2%	32.3%	6.7%	6.7%	33.3%
Never	0.0%	12.9%	3.5%	0.0%	13.6%	9.7%	0.0%	6.7%	0.0%



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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	8	6.50	2.33	25	5.84	1.86	50	6.76	2.11	17	6.59	1.37	18	7.17	1.79	24	5.67	2.22	14	6.43	2.14	12	5.42	2.39	12	7.08	2.35
Include appropriate level of stakeholder involvement during preparation	8	5.75	1.98	21	5.43	1.91	49	6.20	2.22	16	5.75	1.24	16	6.06	1.61	24	4.79	2.15	12	5.50	1.68	11	4.55	2.07	9	5.78	1.72
Lead to practical solutions	8	5.25	2.12	18	5.44	2.01	47	6.15	2.20	17	5.29	1.45	18	5.67	1.57	24	4.58	1.59	14	5.57	1.91	12	5.42	2.19	9	6.22	1.56
Are accessible (well written and easy to understand)	8	6.63	1.77	16	5.63	2.00	50	6.46	2.08	18	5.89	1.88	19	6.58	1.80	27	5.11	1.65	14	6.64	2.02	14	6.29	1.64	9	5.78	1.79
Are source of relevant information on global good practices	8	7.13	1.73	17	6.82	1.88	49	6.94	2.06	18	6.50	1.82	18	7.22	1.73	27	6.48	1.48	15	6.53	2.10	14	6.57	1.45	9	7.78	2.49
Are adequately disseminated*	8	5.00	2.27	18	6.06	1.83	50	5.88	2.43	18	6.22	1.90	19	5.79	1.84	25	4.64	1.66	15	7.07	1.62	13	5.23	1.74	9	6.56	2.70
Are translated enough into local language	7	3.86	3.18	21	5.10	2.49	49	4.22	2.61	12	4.25	2.18	16	4.63	2.55	27	2.89	1.78	15	3.93	2.37	12	3.58	1.88	9	4.56	1.24
Are adaptable to Madagascar's specific development challenges and country circumstances*	8	5.50	2.88	24	6.33	2.60	50	6.18	2.26	17	5.71	1.86	20	6.20	1.91	26	4.23	1.77	14	5.64	2.24	12	5.08	1.93	9	6.00	2.55

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	9	5.33	2.74	31	6.81	2.24	53	7.02	2.27	17	6.41	1.84	20	6.35	1.87	25	5.68	2.15	14	6.00	1.84	13	5.31	2.06	12	7.92	2.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8	6.25	2.12	26	6.50	2.20	50	7.28	1.57	18	7.22	1.31	20	6.40	1.39	25	6.52	1.61	15	6.93	1.98	14	7.71	1.27	11	6.91	2.07

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

*Significantly different between stakeholder groups



E. Working with the World Bank Group

When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Almost never has the right skills mix to tackle the challenges of fragility	0.0%	9.1%	1.8%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Rarely has the right skills mix to tackle the challenges of fragility	11.1%	15.2%	3.5%	0.0%	9.1%	6.5%	13.3%	6.7%	0.0%
Sometimes has the right skills mix to tackle the challenges of fragility	11.1%	27.3%	29.8%	38.9%	36.4%	25.8%	20.0%	13.3%	30.8%
Almost always has the right skills mix to tackle the challenges of fragility	44.4%	21.2%	31.6%	33.3%	31.8%	19.4%	33.3%	20.0%	23.1%
Don't know	22.2%	24.2%	21.1%	16.7%	13.6%	29.0%	33.3%	40.0%	46.2%
Prefer not to answer	11.1%	3.0%	12.3%	11.1%	9.1%	19.4%	0.0%	13.3%	0.0%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	8	4.63	2.77	26	3.85	2.57	46	4.52	2.47	14	4.36	2.10	15	4.67	2.44	20	3.50	1.93	11	4.36	2.06	11	4.73	1.85	7	3.86	2.73
The World Bank Group effectively monitors and evaluates the projects and programs it supports	8	6.50	1.77	27	5.89	2.04	53	7.13	2.18	15	5.80	2.21	20	6.25	1.71	25	5.88	2.17	14	6.07	2.27	14	6.00	2.15	11	6.45	2.70
The World Bank Group's approvals and reviews are done in a timely fashion	8	5.50	2.27	27	4.93	2.07	48	5.65	2.44	14	4.79	1.76	15	5.27	2.05	21	4.71	1.76	11	4.82	2.27	10	5.20	2.39	9	6.00	2.24
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	6.00	1.93	24	5.54	2.17	41	6.32	1.97	6	6.00	1.10	15	6.47	1.60	16	5.37	2.50	12	5.58	2.57	10	5.60	1.90	8	6.25	2.31
The World Bank Group's requirements on its lending are reasonable*	8	5.38	2.88	27	5.26	2.26	44	5.95	2.35	12	5.83	1.19	15	6.47	1.85	21	4.48	2.40	13	4.38	2.26	12	4.50	2.02	8	6.75	1.98
The World Bank Group takes decisions quickly in Madagascar	8	4.63	2.92	26	4.46	2.28	45	5.31	2.22	14	5.21	2.04	16	5.31	2.06	22	4.59	2.24	14	5.29	2.30	11	4.82	2.18	7	6.29	2.43
Working with the World Bank Group increases Madagascar's institutional capacity	7	6.29	3.04	26	5.81	2.12	52	6.73	2.44	16	5.81	1.60	18	6.61	1.46	27	5.30	1.88	14	5.93	2.30	13	5.23	2.55	10	7.00	2.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	7	5.71	3.04	26	5.81	2.25	44	6.66	2.26	9	5.33	2.12	17	7.00	1.58	22	5.82	2.13	13	6.00	2.08	12	6.33	2.27	10	7.60	2.46
The World Bank Group provides effective implementation support	8	5.13	2.47	26	6.04	2.29	52	6.42	2.39	15	5.93	2.15	18	6.78	1.80	22	5.00	1.85	13	6.38	2.33	14	6.29	2.16	11	7.45	2.16

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Madagascar?*	8	5.88	1.81	26	6.54	2.04	51	6.20	2.12	12	6.67	1.87	19	5.89	2.16	22	5.09	1.74	14	5.93	1.86	14	5.79	1.58	11	8.00	2.10

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Madagascar?	8	5.37	2.83	25	6.16	2.19	48	5.79	2.08	15	5.53	1.81	18	5.72	1.45	22	4.64	1.89	11	5.91	1.45	11	5.55	1.21	10	7.20	2.49

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



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Be more sensitive to political context	33.3%	18.2%	24.6%	11.1%	18.2%	16.1%	26.7%	21.4%	23.1%
Collaborate more effectively with Government clients	33.3%	30.3%	38.6%	22.2%	9.1%	29.0%	6.7%	7.1%	15.4%
Work faster*	0.0%	18.2%	7.0%	11.1%	0.0%	0.0%	6.7%	0.0%	23.1%
Reduce the complexity of obtaining World Bank Group financing	22.2%	15.2%	26.3%	22.2%	22.7%	19.4%	33.3%	14.3%	7.7%
Help to bring discipline/effective supervision to implementation of investment projects*	33.3%	39.4%	21.1%	5.6%	50.0%	12.9%	20.0%	28.6%	7.7%
Offer more innovative financial products	0.0%	6.1%	8.8%	33.3%	9.1%	9.7%	13.3%	0.0%	7.7%
Ensure greater selectivity in its work	0.0%	12.1%	3.5%	0.0%	4.5%	3.2%	20.0%	7.1%	0.0%
Provide more adequate data/knowledge/statistics/figures on Madagascar's economy	0.0%	3.0%	10.5%	22.2%	4.5%	22.6%	6.7%	0.0%	15.4%
Offer more innovative knowledge services	0.0%	3.0%	7.0%	0.0%	4.5%	3.2%	13.3%	21.4%	7.7%
Reach out more to groups outside of Government*	11.1%	21.2%	19.3%	33.3%	36.4%	51.6%	33.3%	42.9%	69.2%
Increase the level of capacity development in the country	44.4%	21.2%	15.8%	11.1%	31.8%	19.4%	6.7%	35.7%	7.7%
Increase the level of World Bank Group staffing in Madagascar's office	11.1%	12.1%	12.3%	11.1%	4.5%	0.0%	0.0%	0.0%	15.4%
Other	0.0%	0.0%	0.0%	11.1%	0.0%	9.7%	0.0%	7.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	0.0%	15.2%	10.5%	5.6%	4.8%	0.0%	6.7%	6.7%	15.4%
Public financial management*	77.8%	42.4%	35.1%	61.1%	47.6%	53.3%	20.0%	66.7%	61.5%
Reducing gender based violence	22.2%	9.1%	8.8%	5.6%	4.8%	0.0%	6.7%	0.0%	0.0%
Access to justice systems*	44.4%	12.1%	8.8%	5.6%	33.3%	23.3%	13.3%	13.3%	38.5%
Security mechanisms*	0.0%	36.4%	17.5%	5.6%	4.8%	3.3%	6.7%	13.3%	0.0%
Conflict resolution mechanisms	0.0%	0.0%	1.8%	5.6%	4.8%	0.0%	6.7%	0.0%	0.0%
Access to basic services	44.4%	27.3%	43.9%	33.3%	47.6%	50.0%	46.7%	46.7%	23.1%
Capacity of state institutions	44.4%	15.2%	22.8%	50.0%	38.1%	26.7%	46.7%	33.3%	23.1%
Jobs	22.2%	42.4%	36.8%	38.9%	33.3%	50.0%	40.0%	13.3%	23.1%
Improving livelihoods	0.0%	9.1%	17.5%	22.2%	28.6%	40.0%	13.3%	20.0%	23.1%
Malnutrition	33.3%	30.3%	22.8%	11.1%	19.0%	16.7%	20.0%	33.3%	38.5%
Social safety nets*	11.1%	27.3%	43.9%	11.1%	9.5%	10.0%	20.0%	33.3%	23.1%
Stimulating dialogue to promote peace and stability	0.0%	9.1%	14.0%	0.0%	4.8%	6.7%	13.3%	6.7%	0.0%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social cohesion*	7	5.14	3.80	26	7.15	3.08	44	5.59	3.23	10	5.40	3.63	17	4.47	2.76	22	6.45	3.86	10	6.10	2.13	7	6.14	4.53	9	5.33	3.77
Public financial management	7	7.14	2.85	30	7.03	2.72	49	6.82	2.62	14	7.29	2.33	20	5.95	1.67	22	6.50	2.46	13	6.31	0.95	11	7.00	3.35	10	6.90	2.13
Reducing gender based violence	6	4.83	4.22	23	7.09	3.40	44	5.34	2.88	12	6.00	4.51	17	4.88	2.91	23	5.48	3.53	13	5.15	2.67	8	5.87	4.05	10	5.20	2.49
Access to justice systems	6	5.00	4.24	26	7.00	3.24	46	5.41	3.04	11	5.82	4.09	16	5.25	2.46	23	5.09	3.06	15	5.93	2.60	8	5.87	4.05	9	5.89	2.57
Security mechanisms	6	5.00	4.15	29	7.79	3.17	48	5.50	2.71	11	6.64	4.41	15	5.20	2.73	22	5.86	3.56	13	6.08	2.53	9	5.78	3.90	9	4.56	3.40
Conflict resolution mechanisms	6	5.00	4.24	25	7.64	3.09	47	5.34	2.96	11	5.73	4.22	15	5.20	3.30	23	5.09	3.42	13	5.85	3.29	9	5.11	4.23	9	3.56	3.36
Access to basic services*	8	5.88	4.05	26	7.92	2.77	52	6.60	2.41	17	6.47	2.53	17	5.76	2.28	25	7.00	2.90	15	6.87	1.30	12	6.67	3.45	9	5.22	2.17
Capacity of state institutions	8	6.13	3.72	28	7.54	2.81	53	6.36	2.18	15	7.00	2.27	19	5.95	1.93	25	6.68	3.11	15	6.40	1.88	13	6.85	3.63	10	7.80	3.19
Jobs*	6	5.00	4.43	28	6.75	3.19	51	6.08	2.88	14	6.07	3.41	16	5.06	2.32	23	6.09	3.01	14	5.64	2.79	9	5.78	3.83	11	5.73	2.15
Improving livelihoods	8	5.50	3.96	28	7.75	3.13	52	6.29	3.02	15	6.47	3.20	19	5.53	1.90	25	6.52	3.18	14	6.93	2.30	9	7.44	3.17	9	6.00	1.73
Malnutrition	8	6.13	3.14	29	7.34	2.83	52	6.98	2.52	16	6.88	2.99	19	6.21	1.87	25	6.28	2.97	14	6.43	2.28	9	7.78	3.27	11	7.00	1.55
Social safety nets	7	5.43	3.87	25	7.36	2.77	51	7.02	2.71	13	6.46	3.10	16	5.69	2.36	25	6.40	3.19	15	7.20	2.01	13	7.46	2.70	11	6.82	1.94
Stimulating dialogue to promote peace and stability	7	5.71	3.77	24	7.50	3.04	48	6.23	2.87	13	6.85	3.91	14	4.71	2.37	24	5.83	3.29	13	6.62	2.40	10	5.10	3.98	10	7.20	3.08

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social cohesion	7	5.14	3.80	26	7.15	3.08	44	5.59	3.23	10	5.40	3.63	17	4.47	2.76	22	6.45	3.86	10	6.10	2.13	7	6.14	4.53	9	5.33	3.77
Public financial management	7	7.14	2.85	30	7.03	2.72	49	6.82	2.62	14	7.29	2.33	20	5.95	1.67	22	6.50	2.46	13	6.31	0.95	11	7.00	3.35	10	6.90	2.13
Reducing gender based violence	6	4.83	4.22	23	7.09	3.40	44	5.34	2.88	12	6.00	4.51	17	4.88	2.91	23	5.48	3.53	13	5.15	2.67	8	5.87	4.05	10	5.20	2.49
Access to justice systems	6	5.00	4.24	26	7.00	3.24	46	5.41	3.04	11	5.82	4.09	16	5.25	2.46	23	5.09	3.06	15	5.93	2.60	8	5.87	4.05	9	5.89	2.57
Security mechanisms	6	5.00	4.15	29	7.79	3.17	48	5.50	2.71	11	6.64	4.41	15	5.20	2.73	22	5.86	3.56	13	6.08	2.53	9	5.78	3.90	9	4.56	3.40
Conflict resolution mechanisms	6	5.00	4.24	25	7.64	3.09	47	5.34	2.96	11	5.73	4.22	15	5.20	3.30	23	5.09	3.42	13	5.85	3.29	9	5.11	4.23	9	3.56	3.36
Access to basic services	8	5.88	4.05	26	7.92	2.77	52	6.60	2.41	17	6.47	2.53	17	5.76	2.28	25	7.00	2.90	15	6.87	1.30	12	6.67	3.45	9	5.22	2.17
Capacity of state institutions	8	6.13	3.72	28	7.54	2.81	53	6.36	2.18	15	7.00	2.27	19	5.95	1.93	25	6.68	3.11	15	6.40	1.88	13	6.85	3.63	10	7.80	3.19
Jobs	6	5.00	4.43	28	6.75	3.19	51	6.08	2.88	14	6.07	3.41	16	5.06	2.32	23	6.09	3.01	14	5.64	2.79	9	5.78	3.83	11	5.73	2.15
Improving livelihoods	8	5.50	3.96	28	7.75	3.13	52	6.29	3.02	15	6.47	3.20	19	5.53	1.90	25	6.52	3.18	14	6.93	2.30	9	7.44	3.17	9	6.00	1.73
Malnutrition	8	6.13	3.14	29	7.34	2.83	52	6.98	2.52	16	6.88	2.99	19	6.21	1.87	25	6.28	2.97	14	6.43	2.28	9	7.78	3.27	11	7.00	1.55
Social safety nets	7	5.43	3.87	25	7.36	2.77	51	7.02	2.71	13	6.46	3.10	16	5.69	2.36	25	6.40	3.19	15	7.20	2.01	13	7.46	2.70	11	6.82	1.94
Stimulating dialogue to promote peace and stability	7	5.71	3.77	24	7.50	3.04	48	6.23	2.87	13	6.85	3.91	14	4.71	2.37	24	5.83	3.29	13	6.62	2.40	10	5.10	3.98	10	7.20	3.08

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in Madagascar?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Never	11.1%	22.6%	12.3%	0.0%	22.7%	29.0%	6.7%	6.7%	15.4%
Less than once a year	22.2%	16.1%	26.3%	0.0%	13.6%	16.1%	6.7%	33.3%	0.0%
Once a year to a few times a year	33.3%	48.4%	35.1%	27.8%	31.8%	45.2%	20.0%	46.7%	53.8%
Less than once a month	0.0%	6.5%	8.8%	22.2%	18.2%	9.7%	20.0%	6.7%	0.0%
At least once a month	22.2%	6.5%	12.3%	16.7%	4.5%	0.0%	40.0%	6.7%	30.8%
At least once a week	11.1%	0.0%	5.3%	33.3%	9.1%	0.0%	6.7%	0.0%	0.0%

*Significantly different between stakeholder groups

How much face to face access would you like to have with the World Bank Group in Madagascar? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
I prefer more frequent interactions with the World Bank Group	55.6%	63.6%	63.2%	38.9%	40.9%	70.0%	53.3%	60.0%	58.3%
I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently	44.4%	18.2%	28.1%	50.0%	31.8%	13.3%	26.7%	13.3%	16.7%
I prefer less frequent interactions with the World Bank Group	0.0%	3.0%	0.0%	0.0%	0.0%	3.3%	6.7%	13.3%	8.3%
I prefer to have no face to face interactions with the World Bank Group	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Prefer not to answer	0.0%	15.2%	8.8%	11.1%	27.3%	13.3%	13.3%	6.7%	16.7%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Local radio*	33.3%	45.5%	17.5%	0.0%	13.6%	6.5%	33.3%	6.7%	33.3%
International radio	0.0%	6.1%	3.5%	0.0%	13.6%	0.0%	0.0%	13.3%	0.0%
Social media	22.2%	9.1%	19.3%	16.7%	22.7%	32.3%	26.7%	6.7%	16.7%
International newspapers	0.0%	12.1%	1.8%	11.1%	4.5%	3.2%	6.7%	13.3%	8.3%
Local television*	33.3%	30.3%	43.9%	0.0%	18.2%	12.9%	0.0%	20.0%	58.3%
Internet*	33.3%	39.4%	43.9%	77.8%	59.1%	67.7%	53.3%	73.3%	25.0%
Periodicals	11.1%	0.0%	5.3%	16.7%	22.7%	6.5%	13.3%	13.3%	0.0%
International television	0.0%	9.1%	8.8%	5.6%	0.0%	3.2%	13.3%	6.7%	8.3%
Local newspapers	55.6%	45.5%	40.4%	50.0%	27.3%	54.8%	26.7%	26.7%	50.0%
Other	0.0%	0.0%	5.3%	5.6%	9.1%	3.2%	20.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	33.3%	53.1%	26.3%	38.9%	22.7%	25.8%	26.7%	40.0%	25.0%
e-Newsletters	55.6%	25.0%	47.4%	55.6%	68.2%	48.4%	40.0%	46.7%	50.0%
World Bank Group's seminars/workshops/conferences	33.3%	31.3%	43.9%	22.2%	22.7%	35.5%	20.0%	26.7%	16.7%
Mobile phones	0.0%	12.5%	7.0%	0.0%	4.5%	0.0%	13.3%	0.0%	0.0%
Direct contact with World Bank Group	33.3%	43.8%	24.6%	38.9%	31.8%	25.8%	33.3%	13.3%	33.3%
World Bank Group's website	33.3%	15.6%	26.3%	38.9%	27.3%	22.6%	26.7%	46.7%	33.3%
Social media*	0.0%	3.1%	14.0%	0.0%	22.7%	29.0%	20.0%	13.3%	25.0%
Other	0.0%	9.4%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	25.8%	24.6%	33.3%	22.7%	9.7%	33.3%	33.3%	25.0%
No	66.7%	74.2%	75.4%	66.7%	77.3%	90.3%	66.7%	66.7%	75.0%

Do you have reliable access to the Internet?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	58.1%	86.0%	100.0%	90.9%	80.6%	93.3%	93.3%	100.0%
No	0.0%	41.9%	14.0%	0.0%	9.1%	19.4%	6.7%	6.7%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	77.8%	32.3%	52.6%	77.8%	77.3%	77.4%	73.3%	80.0%	58.3%
No	22.2%	67.7%	47.4%	22.2%	22.7%	22.6%	26.7%	20.0%	41.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	35.5%	31.6%	22.2%	18.2%	29.0%	53.3%	26.7%	25.0%
No	66.7%	64.5%	68.4%	77.8%	81.8%	71.0%	46.7%	73.3%	75.0%



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
High speed/WiFi	88.9%	92.0%	80.7%	100.0%	90.0%	80.6%	73.3%	93.3%	46.2%
Dial-up	11.1%	8.0%	19.3%	0.0%	10.0%	19.4%	26.7%	6.7%	53.8%

*Significantly different between stakeholder groups

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Weekly	22.2%	20.7%	31.6%	22.2%	9.1%	9.7%	40.0%	20.0%	0.0%
Monthly	22.2%	17.2%	19.3%	16.7%	13.6%	12.9%	20.0%	26.7%	7.7%
A few times a year	33.3%	17.2%	24.6%	33.3%	54.5%	29.0%	20.0%	33.3%	53.8%
Rarely	11.1%	27.6%	17.5%	27.8%	13.6%	38.7%	20.0%	13.3%	7.7%
Never	11.1%	17.2%	7.0%	0.0%	9.1%	9.7%	0.0%	6.7%	30.8%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	5	7.00	1.41	14	6.50	1.91	43	6.42	2.35	14	5.93	2.30	18	6.89	2.03	21	6.14	1.96	12	7.17	2.48	12	6.58	2.11	10	7.30	2.11
I find the information on the World Bank Group's websites useful	6	6.00	2.83	17	7.65	2.06	39	7.33	2.35	14	7.14	1.99	17	7.35	1.77	21	6.43	1.86	12	7.42	2.07	12	6.58	2.11	10	7.90	2.42
The World Bank Group's social media channels are valuable sources of information about the institution	6	7.00	2.10	18	7.28	1.87	35	7.34	2.14	4	5.25	1.26	13	6.23	2.09	16	6.63	2.45	13	7.00	2.24	6	6.17	1.60	7	8.00	1.63
When I need information from the World Bank Group I know how to find it*	7	6.14	2.61	15	5.67	2.64	40	6.00	2.76	17	7.06	2.41	20	5.75	2.65	24	4.88	2.47	14	8.07	1.98	12	4.67	2.39	8	8.00	2.88
The World Bank Group is responsive to my information requests and inquiries*	6	5.83	3.13	14	5.21	1.85	34	6.47	2.39	11	6.73	1.90	13	5.92	2.99	14	4.57	1.91	13	8.08	2.29	5	5.00	2.00	5	7.20	2.59

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	66.7%	37.5%	45.6%	88.9%	36.4%	12.9%	40.0%	6.7%	38.5%
No	33.3%	62.5%	54.4%	11.1%	63.6%	87.1%	60.0%	93.3%	61.5%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank (IDA)	55.6%	45.8%	78.6%	94.4%	45.0%	60.0%	80.0%	46.2%	53.8%
The International Finance Corporation	11.1%	0.0%	1.8%	5.6%	35.0%	0.0%	0.0%	7.7%	7.7%
The Multilateral Investment Guarantee Agency	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	33.3%	37.5%	19.6%	0.0%	20.0%	40.0%	20.0%	46.2%	38.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	44.4%	36.0%	28.6%	33.3%	27.3%	9.7%	13.3%	13.3%	23.1%
No	55.6%	64.0%	71.4%	66.7%	72.7%	90.3%	86.7%	86.7%	76.9%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The two institutions work well together	75.0%	22.2%	31.3%	66.7%	83.3%	33.3%	50.0%	50.0%	33.3%
The way the two institutions work together needs improvement	25.0%	66.7%	37.5%	16.7%	0.0%	0.0%	0.0%	0.0%	33.3%
The two institutions do not work well together	0.0%	0.0%	6.3%	0.0%	16.7%	33.3%	0.0%	0.0%	0.0%
Don't know	0.0%	11.1%	25.0%	16.7%	0.0%	33.3%	50.0%	50.0%	33.3%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	33.3%	61.5%	23.2%	16.7%	27.3%	48.4%	6.7%	26.7%	30.8%
Use World Bank Group reports/data*	33.3%	23.1%	23.2%	27.8%	59.1%	48.4%	60.0%	60.0%	30.8%
Engage in World Bank Group related/sponsored events/activities	22.2%	26.9%	32.1%	16.7%	18.2%	16.1%	13.3%	20.0%	46.2%
Collaborate as part of my professional duties*	66.7%	23.1%	51.8%	72.2%	22.7%	16.1%	40.0%	26.7%	46.2%
Use World Bank Group website for information, data, research, etc.	11.1%	11.5%	23.2%	27.8%	45.5%	38.7%	26.7%	40.0%	30.8%

*Significantly different between stakeholder groups



H. Background Information (continued)

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Female	22.2%	30.3%	28.1%	38.9%	22.7%	45.2%	46.7%	40.0%	38.5%
Male	77.8%	69.7%	71.9%	61.1%	77.3%	54.8%	53.3%	60.0%	61.5%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

- Capital Antananarivo N=147
- Regions N=67

B. Overall Attitudes toward the World Bank Group

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Madagascar.	136	5.49	1.89	61	6.10	2.43

(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 Madagascar?

(1-Strongly disagree, 10-Strongly agree)

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Madagascar	142	6.21	2.27	65	6.78	2.58
The World Bank Group's work is aligned with what I consider the development priorities for Madagascar*	139	5.32	2.16	66	6.05	2.71

*Significantly different between geographic locations

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

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

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	124	5.13	1.97	52	5.88	2.10
Flexibility (in terms of the institution's products and services)	121	4.79	1.94	48	5.46	2.36
Flexibility (in terms of changing country circumstances)	122	5.01	2.00	48	5.25	2.21
Being inclusive	114	5.84	2.06	46	5.63	2.61
Openness (sharing data and other information)*	133	6.66	2.01	50	5.90	2.69
Collaboration with the Government*	132	6.40	1.86	58	7.26	2.16
The speed in which it gets things accomplished on the ground	124	5.40	2.04	55	5.56	2.46
Helping to bring discipline/effective supervision to implementation of investment projects	122	6.26	2.01	53	6.34	2.56
Collaboration with civil society	123	5.63	2.08	48	5.87	2.94
Staff accessibility	121	5.69	2.32	43	5.35	2.61
Collaboration with other donors and development partners	116	6.61	1.81	51	6.16	2.39
Collaboration with the private sector	124	5.81	2.03	52	5.48	2.68
Collaboration with the UN	108	6.80	1.95	50	7.40	2.23
Straightforwardness and honesty	117	6.24	2.29	44	6.59	2.88
Treating clients and stakeholders in Madagascar with respect	117	6.54	2.29	49	6.90	2.52
Being a long-term partner	127	6.99	2.27	53	7.58	2.37

*Significantly different between geographic locations

¹⁷ 214 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**

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Madagascar?	137	5.69	1.83	59	6.10	2.44

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

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Madagascar?	128	5.74	1.91	51	5.82	2.17

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in Madagascar?***(1-Strongly disagree, 10-Strongly agree)*

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Madagascar	133	5.23	2.23	56	5.71	2.32
The World Bank Group meets Madagascar's needs for knowledge services	135	5.69	2.09	52	5.60	2.39

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

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
Are adaptable to Madagascar's specific development challenges and country circumstances	128	5.51	2.08	53	6.21	2.60

	Capital Antananarivo			Regions		
	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?*	131	6.18	2.02	64	7.08	2.55
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	132	6.92	1.57	56	6.86	2.07

*(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)**

	Capital Antananarivo			Regions		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Madagascar	113	5.16	2.17	51	4.75	2.39
Where country systems are adequate, the World Bank Group makes appropriate use of them	108	6.24	2.13	52	6.44	2.44



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 FY17 Madagascar 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 Madagascar, in which sectors do you believe the World Bank Group should focus most of its resources in Madagascar?”

- Collaborating with the WBG N=84
- Not collaborating with the WBG N=129

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 Madagascar?*	84	6.32	1.96	128	5.13	2.22

(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 Madagascar.*	81	6.16	2.00	115	5.30	2.06

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

	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 Madagascar solve its most complicated development challenges?*	81	6.69	1.83	111	5.90	2.17

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

¹⁸ Only 213 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Malnutrition	13.1%	7.8%
Water and sanitation	2.4%	7.8%
Job creation/employment	25.0%	25.0%
Gender-based violence	0.0%	2.3%
Health	11.9%	11.7%
Financial markets	2.4%	5.5%
Social protection	16.7%	8.6%
Social cohesion	1.2%	1.6%
Gender equity	1.2%	0.0%
Private sector development	17.9%	15.6%
Education	26.2%	31.3%
Public sector governance/reform	26.2%	21.1%
Security/reconciliation	2.4%	5.5%
Energy/electricity	17.9%	16.4%
Urban development	1.2%	0.8%
Judiciary reform	9.5%	6.3%
Economic growth*	21.4%	7.8%
Disaster risk management	2.4%	0.0%
Equality of opportunity	2.4%	1.6%
Decentralization, local governance and institutions	15.5%	18.0%
Information and communications technology	2.4%	0.8%
Crime and violence	3.6%	3.1%
Transport	9.5%	14.1%
Agriculture, livestock, and fisheries	20.2%	24.2%
Trade and exports	0.0%	0.8%
Natural resource management	6.0%	5.5%
Climate change	1.2%	3.1%
Poverty reduction	13.1%	19.5%
Anti corruption	26.2%	28.1%

*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 Madagascar?

(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 Madagascar*	82	6.94	1.96	125	6.03	2.57
The World Bank Group's work is aligned with what I consider the development priorities for Madagascar*	81	6.27	2.09	123	5.05	2.41

*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group an effective development partner in Madagascar, 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	78	5.65	1.93	98	5.11	2.10
Flexibility (in terms of the institution's products and services)	74	5.19	2.03	95	4.82	2.12
Flexibility (in terms of changing country circumstances)	73	5.18	2.08	97	5.00	2.05
Being inclusive	69	6.01	2.18	91	5.60	2.26
Openness (sharing data and other information)	77	6.83	1.94	106	6.18	2.41
Collaboration with the Government	79	6.75	1.92	110	6.57	2.03
The speed in which it gets things accomplished on the ground	79	5.51	2.06	100	5.40	2.26
Helping to bring discipline/effective supervision to implementation of investment projects	73	6.48	2.09	102	6.15	2.25
Collaboration with civil society	69	5.99	1.97	102	5.50	2.56
Staff accessibility	73	6.00	2.37	91	5.29	2.39
Collaboration with other donors and development partners	74	6.45	1.99	93	6.49	2.04
Collaboration with the private sector	72	6.07	1.97	104	5.46	2.38
Collaboration with the UN	70	7.00	1.86	87	6.94	2.20
Straightforwardness and honesty	72	6.43	2.29	89	6.26	2.60
Treating clients and stakeholders in Madagascar with respect	75	6.84	2.27	91	6.48	2.43
Being a long-term partner	77	7.42	2.16	103	6.98	2.40



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	63	5.86	2.28	92	4.93	2.50
Gender equity*	52	6.44	1.84	80	5.00	2.15
Private sector development*	66	5.92	1.98	100	4.99	2.05
Social cohesion*	55	5.56	1.66	88	4.57	2.13
Education*	71	6.68	2.00	109	5.76	2.37
Public sector governance/reform*	70	6.27	1.92	107	5.35	2.54
Malnutrition	66	6.27	2.12	106	5.68	2.30
Energy/electricity*	65	5.49	2.17	94	4.46	2.32
Job creation/employment*	64	5.23	2.01	98	4.14	2.41
Health	69	6.26	1.97	106	5.63	2.25
Financial markets	55	5.69	1.98	81	5.11	2.22
Transport	64	5.89	2.17	94	5.32	2.34
Agriculture, livestock, and fisheries	61	6.18	2.13	102	5.50	2.24
Trade and exports	57	5.58	2.05	80	4.93	2.09
Gender-based violence*	47	5.62	2.30	81	4.63	2.26
Natural resource management	62	6.00	2.25	99	5.40	2.17
Climate change	62	5.84	1.99	89	5.31	2.37
Poverty reduction*	76	5.87	2.32	109	5.06	2.47
Anti corruption	71	5.44	2.08	110	4.95	2.73
Crime and violence	52	4.71	1.97	87	4.15	2.44
Economic growth	74	5.92	2.12	101	5.50	2.30
Disaster risk management	60	5.82	2.05	99	5.44	2.24
Equality of opportunity*	56	5.66	2.04	88	4.70	2.33
Decentralization, local governance and institutions*	67	5.90	2.08	99	5.05	2.43

*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 Madagascar?*	79	6.34	1.89	116	5.41	2.02

(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 does the World Bank Group help to build/strengthen existing country systems in Madagascar?*	77	6.34	1.68	101	5.32	2.09

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

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

(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 Madagascar*	79	5.75	2.22	109	5.06	2.22
The World Bank Group meets Madagascar's needs for knowledge services*	80	6.10	2.01	107	5.34	2.23

*Significantly different between collaborators and non-collaborators

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

In Madagascar, 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	77	6.65	1.84	104	6.21	2.23
Include appropriate level of stakeholder involvement during preparation	74	5.96	1.87	93	5.38	2.04
Lead to practical solutions	76	5.86	1.81	92	5.30	2.01
Are accessible (well written and easy to understand)	77	6.40	1.86	99	5.86	1.95
Are source of relevant information on global good practices	76	6.99	1.79	100	6.69	1.91
Are adequately disseminated*	75	6.37	1.90	101	5.36	2.16
Are translated enough into local language	72	4.49	2.23	97	3.78	2.45
Are adaptable to Madagascar's specific development challenges and country circumstances	79	6.04	2.22	101	5.42	2.23

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	81	6.93	1.87	113	6.12	2.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	80	7.20	1.55	107	6.64	1.80

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	73	4.63	2.36	86	3.92	2.27
The World Bank Group effectively monitors and evaluates the projects and programs it supports	79	6.56	2.21	109	6.17	2.13
The World Bank Group's approvals and reviews are done in a timely fashion*	73	5.67	2.21	91	4.85	2.07
The World Bank Group's "Safeguard Policy" requirements are reasonable	62	6.19	1.98	78	5.74	2.11
The World Bank Group's requirements on its lending are reasonable	70	5.74	2.14	90	5.23	2.38
The World Bank Group takes decisions quickly in Madagascar	73	5.40	2.25	91	4.74	2.20
Working with the World Bank Group increases Madagascar's institutional capacity	81	6.46	2.25	103	5.85	2.19
Where country systems are adequate, the World Bank Group makes appropriate use of them*	66	6.73	2.08	94	6.01	2.29
The World Bank Group provides effective implementation support	76	6.33	2.25	104	6.05	2.25

*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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Madagascar?*	71	6.55	1.90	106	5.87	2.09

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Madagascar?	74	5.86	2.01	95	5.59	2.02

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

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

To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (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
Social cohesion	57	5.35	2.64	95	6.18	3.70
Public financial management	71	6.86	2.01	105	6.63	2.66
Reducing gender based violence	61	5.20	2.79	96	5.85	3.52
Access to justice systems	64	5.59	2.78	97	5.78	3.34
Security mechanisms	63	5.65	2.76	99	6.16	3.53
Conflict resolution mechanisms	60	5.17	2.84	99	5.84	3.70
Access to basic services	76	6.70	2.19	105	6.62	2.94
Capacity of state institutions	75	6.85	2.07	112	6.56	2.95
Jobs	66	5.92	2.59	107	6.00	3.21
Improving livelihoods	75	6.45	2.78	104	6.54	3.08
Malnutrition	76	6.78	2.44	107	6.79	2.73
Social safety nets	71	6.70	2.54	106	6.81	2.90
Stimulating dialogue to promote peace and stability	65	6.00	2.73	99	6.43	3.37

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	65	6.75	2.02	84	6.39	2.24
I find the information on the World Bank Group's websites useful	66	7.38	2.02	83	6.96	2.22
The World Bank Group's social media channels are valuable sources of information about the institution	48	6.96	1.86	70	6.97	2.25
When I need information from the World Bank Group I know how to find it*	68	6.81	2.31	90	5.49	2.84
The World Bank Group is responsive to my information requests and inquiries*	57	6.82	2.16	58	5.52	2.60

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents = 95
- FY 2017 Number of comparable respondents = 173

By weighting, the FY 2014 and FY 2017 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 2014	FY 2017
Office of the President/Prime Minister/Minister	6%	6%
Government Institutions	34%	34%
Bilateral/Multilateral Agencies	5%	5%
Civil Society	18%	18%
Private Sector	15%	15%
Academia	13%	13%
Media	9%	9%

A. General Issues facing Madagascar

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

Percentage of Respondents	FY 2014	FY 2017
The right direction	29.7%	34.3%
The wrong direction	19.8%	36.6%
Not sure	50.5%	29.1%

*Significantly different between FY2014 and FY2017

B. Overall Attitudes toward the World Bank Group

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Madagascar?	95	5.49	2.16	173	5.69	2.15

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Madagascar.	91	5.60	2.14	160	5.61	2.10

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Madagascar solve its most complicated development challenges?	83	5.98	2.23	157	6.21	2.15

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

¹⁹ Only those questions that were asked in the FY 2014 and FY 2017 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 Madagascar?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Madagascar	91	6.72	2.26	169	6.29	2.37
The World Bank Group's work is aligned with what I consider the development priorities for Madagascar	89	5.63	2.00	167	5.45	2.35

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	83	5.41	2.12	146	5.29	2.08
Flexibility (in terms of the institution's products and services)	80	4.70	2.09	145	4.87	2.01
Flexibility (in terms of changing country circumstances)	80	4.76	2.13	147	5.07	2.02
Being inclusive	73	5.75	2.02	137	5.87	2.17
Openness (sharing data and other information)	85	6.79	2.25	158	6.60	2.11
Collaboration with the Government	80	6.88	1.46	155	6.54	2.00
The speed in which it gets things accomplished on the ground	78	5.45	2.24	148	5.44	2.15
Helping to bring discipline/effective supervision to implementation of investment projects				148	6.30	2.16
Collaboration with civil society	81	5.86	2.12	150	5.73	2.21
Staff accessibility	86	5.76	2.41	143	5.62	2.35
Collaboration with other donors and development partners	69	6.51	2.14	136	6.48	1.96
Collaboration with the private sector	80	5.83	2.16	148	5.71	2.16
Collaboration with the UN	60	6.35	2.08	130	6.84	2.12
Straightforwardness and honesty	77	6.31	2.01	139	6.37	2.46
Treating clients and stakeholders in Madagascar with respect	83	6.35	1.84	140	6.62	2.35
Being a long-term partner	69	7.07	1.86	150	7.11	2.34



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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection*	64	4.46	2.59	130	5.33	2.40
Gender equity	64	4.89	2.29	115	5.48	2.15
Private sector development	71	5.28	2.65	144	5.30	2.05
Social cohesion*	57	3.93	2.14	129	4.77	2.02
Education	83	6.14	2.25	154	6.02	2.33
Public sector governance/reform	69	5.19	2.54	150	5.61	2.39
Energy/electricity	62	5.13	2.47	131	4.99	2.27
Job creation/employment	66	4.47	2.24	137	4.58	2.33
Health	79	6.39	2.04	145	5.82	2.18
Financial markets*	53	4.24	2.41	118	5.30	2.16
Transport	73	5.92	2.29	128	5.52	2.25
Trade and exports	61	5.02	2.53	121	5.15	2.09
Natural resource management	59	5.27	2.36	137	5.47	2.23
Climate change*	52	4.59	2.30	127	5.37	2.27
Poverty reduction	77	5.68	2.45	153	5.41	2.46
Anti corruption*	64	4.27	2.43	149	5.07	2.47
Crime and violence	55	3.94	2.15	117	4.28	2.19
Economic growth	68	5.90	2.58	142	5.58	2.25
Equality of opportunity	53	4.59	2.40	120	5.05	2.27
Decentralization, local governance and institutions*	63	4.65	2.49	142	5.50	2.28

*Significantly different between FY2014 and FY2017

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Madagascar?	86	5.80	1.74	164	5.72	1.99

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Madagascar?	84	5.83	1.71	148	5.78	2.00

(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 Madagascar?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Madagascar	84	5.55	2.17	156	5.24	2.29
The World Bank Group meets Madagascar's needs for knowledge services	89	5.94	2.32	159	5.69	2.24



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 2014	FY 2017
Weekly	7.4%	13.3%
Monthly	22.3%	22.5%
A few times a year	45.7%	41.6%
Rarely	24.5%	16.8%
Never	0.0%	5.8%

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely*	81	7.08	1.78	148	6.43	2.14
Include appropriate level of stakeholder involvement during preparation	68	5.44	2.25	140	5.63	2.03
Lead to practical solutions	79	5.79	2.00	145	5.57	1.96
Are accessible (well written and easy to understand)	80	6.68	1.99	155	6.19	1.89
Are source of relevant information on global good practices*	79	7.50	1.61	154	6.84	1.83
Are adequately disseminated	81	5.93	2.04	153	5.73	2.12
Are translated enough into local language	77	4.04	2.33	145	3.91	2.35
Are adaptable to Madagascar's specific development challenges and country circumstances	75	5.90	2.03	151	5.60	2.18

*Significantly different between FY2014 and FY2017

	FY 2014			FY 2017		
	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?	90	6.62	2.08	156	6.27	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	84	7.19	1.79	155	7.01	1.63

(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)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	65	4.74	2.41	128	4.35	2.26
The World Bank Group effectively monitors and evaluates the projects and programs it supports	88	6.87	2.01	155	6.46	2.12
The World Bank Group's approvals and reviews are done in a timely fashion	68	5.72	2.15	131	5.32	2.22
The World Bank Group's "Safeguard Policy" requirements are reasonable	44	5.71	2.32	116	6.00	2.02
The World Bank Group's requirements on its lending are reasonable	65	5.97	2.62	131	5.40	2.33
The World Bank Group takes decisions quickly in Madagascar	76	5.30	2.33	134	5.11	2.21
Working with the World Bank Group increases Madagascar's institutional capacity	85	6.68	2.20	152	6.13	2.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	63	6.77	2.11	132	6.38	2.18
The World Bank Group provides effective implementation support*	78	6.81	2.05	148	6.16	2.21

*Significantly different between FY2014 and FY2017

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

	FY 2014			FY 2017		
	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 Madagascar?	75	5.51	2.13	136	5.59	1.91

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

G. Communication and Information Sharing

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	FY 2014	FY 2017
Yes	30.5%	24.9%
No	69.5%	75.1%

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2014	FY 2017
Yes	100.0%	89.6%
No	0.0%	10.4%

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

Percentage of Respondents	FY 2014	FY 2017
Yes	70.2%	69.4%
No	29.8%	30.6%

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

Percentage of Respondents	FY 2014	FY 2017
High speed/WiFi	79.8%	82.9%
Dial-up	20.2%	17.1%

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	72	6.67	2.27	131	6.59	2.13
I find the information on the World Bank Group's websites useful	71	7.15	2.04	127	7.04	2.10
The World Bank Group's social media channels are valuable sources of information about the institution	52	6.36	2.42	99	6.86	2.11
When I need information from the World Bank Group I know how to find it	74	6.39	2.45	138	5.98	2.71
The World Bank Group is responsive to my information requests and inquiries	55	6.79	2.24	98	6.26	2.56



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 Madagascar? (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 Madagascar.	5.30	6.16	5.77	5.40	5.92	5.24	5.41	6.36	5.49	5.92	5.63	5.74
Overall the World Bank Group currently plays a relevant role in development in Madagascar	6.03	6.94	6.68	5.79	6.57	6.14	6.17	7.10	6.24	6.66	6.39	6.44
The World Bank Group's work is aligned with what I consider the development priorities for Madagascar	5.05	6.27	5.59	5.33	5.81	5.01	5.25	6.28	5.17	6.04	5.51	5.50
Responsiveness to needs	5.11	5.65	5.34	5.24	5.45	5.09	5.15	5.74	5.16	5.52	5.33	5.27
Flexibility (in terms of the institution's products and services)	4.82	5.19	4.98	4.93	5.12	4.73	4.75	5.57	4.91	5.04	5.00	4.90
Flexibility (in terms of changing country circumstances)	5.00	5.18	5.20	4.77	5.24	4.84	4.92	5.52	5.04	5.12	5.06	5.13
Being inclusive	5.60	6.01	5.95	5.38	5.93	5.55	5.66	6.12	5.64	5.96	5.63	6.16
Openness (sharing data and other information)	6.18	6.83	6.65	5.95	6.39	6.49	6.42	6.47	6.30	6.63	6.31	6.76
Collaboration with the Government	6.57	6.75	6.70	6.52	6.82	6.38	6.51	7.02	6.66	6.62	6.60	6.76
The speed in which it gets things accomplished on the ground	5.40	5.51	5.49	5.21	5.59	5.11	5.36	5.54	5.32	5.53	5.29	5.73
Helping to bring discipline/effective supervision to implementation of investment projects	6.15	6.48	6.39	5.92	6.44	5.96	6.23	6.33	6.12	6.42	6.24	6.27
Collaboration with civil society	5.50	5.99	5.75	5.48	5.78	5.50	5.68	5.63	5.40	6.04	5.75	5.48
Staff accessibility	5.29	6.00	5.77	5.33	5.78	5.44	5.52	6.08	5.43	5.94	5.55	5.88
Collaboration with other donors and development partners	6.49	6.45	6.78	5.69	6.43	6.51	6.42	6.57	6.34	6.61	6.39	6.60
Collaboration with the private sector	5.46	6.07	5.91	5.16	5.75	5.55	5.81	5.26	5.32	6.17	5.61	5.84
Collaboration with the UN	6.94	7.00	6.98	6.90	7.08	6.75	6.87	7.21	6.90	7.03	7.08	6.62
Straightforwardness and honesty	6.26	6.43	6.41	6.15	6.53	6.00	6.14	6.92	6.31	6.35	6.25	6.50
Treating clients and stakeholders in Madagascar with respect	6.48	6.84	6.81	6.15	6.75	6.38	6.42	7.23	6.53	6.72	6.65	6.54
Being a long-term partner	6.98	7.42	7.31	6.93	7.41	6.84	7.05	7.60	6.98	7.49	7.23	7.08
To what extent does the World Bank Group's work help to achieve development results in Madagascar?	5.41	6.34	5.96	5.31	5.90	5.55	5.57	6.38	5.45	6.22	5.81	5.64
To what extent does the World Bank Group help to build/strengthen existing country systems in Madagascar?	5.32	6.34	5.87	5.41	6.05	5.27	5.59	6.16	5.36	6.29	5.73	5.73
The World Bank Group's financial instruments meet the needs of Madagascar	5.06	5.75	5.41	5.13	5.61	4.90	5.16	5.84	5.04	5.75	5.21	5.63
The World Bank Group meets Madagascar's needs for knowledge services	5.34	6.10	5.65	5.77	6.07	5.12	5.54	6.17	5.29	6.28	5.65	5.77
The World Bank Group's knowledge work and activities are adaptable to Madagascar's specific development challenges and country circumstances	5.42	6.04	5.90	5.25	5.96	5.31	5.51	6.26	5.38	6.16	5.66	5.84
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	6.93	6.59	6.10	6.83	5.79	6.16	7.20	6.06	6.97	6.37	6.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.64	7.20	7.16	6.18	6.85	6.89	6.78	7.08	6.62	7.22	6.73	7.20
The World Bank Group takes decisions quickly in Madagascar	4.74	5.40	5.33	4.41	5.35	4.61	4.69	6.18	4.87	5.31	4.95	5.36
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.01	6.73	6.24	6.32	6.55	5.86	5.99	7.02	6.19	6.38	6.26	6.28

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Madagascar FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Madagascar

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

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 MADAGASCAR

A1. In general would you say that Madagascar 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 Madagascar.			
Please identify which of the following you consider the most important development priorities in Madagascar. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	16	Crime and violence
2	Gender-based violence	17	Agriculture, livestock, and fisheries
3	Gender equity	18	Trade and exports
4	Private sector development	19	Natural resource management (e.g., forests, biodiversity, mineral resources)
5	Anti corruption	20	Climate change (e.g., mitigation, adaptation)
6	Security/reconciliation	21	Poverty reduction
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Education
8	Malnutrition	23	Judiciary reform
9	Urban development	24	Economic growth
10	Energy/electricity	25	Decentralization, local governance and institutions
11	Water and sanitation	26	Disaster risk management
12	Job creation/employment	27	Equality of opportunity (i.e., social inclusion)
13	Health	28	Information and communications technology
14	Financial markets	29	Social cohesion
15	Transport (e.g., roads, bridges, transportation)		

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Madagascar? (Choose no more than THREE)			
1	Crime and violence	15	Water and sanitation
2	Economic growth	16	Social cohesion
3	Disaster risk management	17	Job creation/employment
4	Equality of opportunity (i.e., social inclusion)	18	Agriculture, livestock, and fisheries
5	Decentralization, local governance and institutions	19	Security/reconciliation
6	Information and communications technology	20	Financial markets
7	Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Health	22	Gender equity
9	Trade and exports	23	Private sector development
10	Climate change (e.g., mitigation, adaptation)	24	Education
11	Transport (e.g., roads, bridges, transportation)	25	Malnutrition
12	Energy/electricity	26	Urban development
13	Anti corruption	27	Gender-based violence
14	Judiciary reform	28	Natural resource management (e.g., forests, biodiversity, mineral resources)

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Madagascar? (Choose no more than TWO)

1	Better quality public services
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to electricity in rural areas
9	Better roads to connect cities and rural areas
10	Greater access to micro-finance for the poor
11	Greater voice and participation for citizens to help ensure greater accountability
12	Education and training that better ensure job opportunity
13	Greater access to health and nutrition for citizens
14	Better employment opportunities for young people
15	Better employment opportunities for women
16	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 Madagascar? (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 climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (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 |

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Madagascar? (Select only ONE response)

- | | |
|---|---|
| 1 | A very important development priority |
| 2 | A moderately important development priority |
| 3 | A slightly important development priority |
| 4 | Not an important development priority |
| 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 Madagascar?									
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 Madagascar.										
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 Madagascar 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 Madagascar, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Madagascar? (Choose no more than THREE)			
1	Malnutrition	16	Judiciary reform
2	Water and sanitation	17	Economic growth
3	Job creation/employment	18	Disaster risk management
4	Gender-based violence	19	Equality of opportunity (i.e., social inclusion)
5	Health	20	Decentralization, local governance and institutions
6	Financial markets	21	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	22	Crime and violence
8	Social cohesion	23	Transport (e.g., roads, bridges, transportation)
9	Gender equity	24	Agriculture, livestock, and fisheries
10	Private sector development	25	Trade and exports
11	Education	26	Natural resource management (e.g., forests, biodiversity, mineral resources)
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Climate change (e.g., mitigation, adaptation)
13	Security/reconciliation	28	Poverty reduction
14	Energy/electricity	29	Anti corruption
15	Urban development		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Madagascar?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Helping ministries implement development projects and reforms	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Madagascar? (Choose no more than TWO)	
1	Not client focused
2	Not willing to openly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Madagascar
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	World Bank Group's processes too complex
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Madagascar? (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

B8. 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	Beneficiaries	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	Emerging donors
4	Local government	12	UN agencies
5	Donor community	13	Regional organizations (e.g., SADC, COMESA, COI)
6	NGOs/Community Based Organizations	14	Other (please specify): _____
7	Academia/think tanks/research institutes		
8	Parliament	15	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Overall the World Bank Group currently plays a relevant role in development in Madagascar											<input type="checkbox"/>	
B10	The World Bank Group's work is aligned with what I consider the development priorities for Madagascar											<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 Madagascar, 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	<input type="checkbox"/>
B11	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Madagascar with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B27. To what extent does the World Bank Group partner with the right people to support work on the ground in Madagascar? (Select only ONE response)

1	Nearly never
2	Rarely
3	Sometimes
4	Nearly always
5	Don't know
6	Prefer not to answer

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

B28. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Madagascar? (Select no more than TWO)

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	International Monetary Fund (IMF)
6	The United Nations International Children's Emergency Fund (UNICEF)
7	None. I don't believe the World Bank Group needs to partner with the UN organizations.
8	Don't know
9	Prefer not to answer

B29. 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 THREE)

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

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Madagascar? (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	Social protection (e.g., pensions, targeted social assistance, cash transfer programs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Malnutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy/electricity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture, livestock, and fisheries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Gender-based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Natural resource management (e.g., forests, biodiversity, mineral resources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Decentralization, local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. To what extent does the World Bank Group's work help to achieve development results in Madagascar?												
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

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

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 Madagascar, 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 Madagascar'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**

E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response)	
1	Almost never has the right skills mix to tackle the challenges of fragility
2	Rarely has the right skills mix to tackle the challenges of fragility
3	Sometimes has the right skills mix to tackle the challenges of fragility
4	Almost always has the right skills mix to tackle the challenges of fragility
5	Don't know
6	Prefer not to answer

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		
E2	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group's requirements on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank Group takes decisions quickly in Madagascar	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Working with the World Bank Group increases Madagascar's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

E12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Madagascar?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
		To a very significant degree										Don't know
To no degree at all												

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Madagascar? (Choose no more than TWO)	
1	Be more sensitive to political context
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of investment projects
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Madagascar's economy
9	Offer more innovative knowledge services
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Increase the level of World Bank Group staffing in Madagascar's office
13	Other (please specify): _____

F2. 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 Madagascar?	B. Which THREE areas below would benefit most from other donors in Madagascar?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based 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	Malnutrition	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

F3. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?													
		To no degree at all					To a very significant degree					Don't know	Prefer not to answer
		1	2	3	4	5	6	7	8	9	10		
1	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Malnutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Madagascar?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How much face to face access would you like to have with the World Bank Group in Madagascar (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)	
1	I prefer more frequent interactions with the World Bank Group
2	I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently
3	I prefer less frequent interactions with the World Bank Group
4	I prefer to have no face to face interactions with the World Bank Group
5	Prefer not to answer

G3. How do you get most of your information about economic and social development issues in Madagascar? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G5	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?	Yes	No
G6	Do you have reliable access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

Please rate how much you agree with the following statements.														
		Strongly disagree										Strongly agree		Don't know
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Embassy/Diplomatic Office
10	Financial Sector/Private Bank	20	Other (please specify): _____

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Madagascar? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Madagascar? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Madagascar? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Capital Antananarivo
2	Regions

Thank you for completing the survey!