

# FY 2019 Fiji Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group

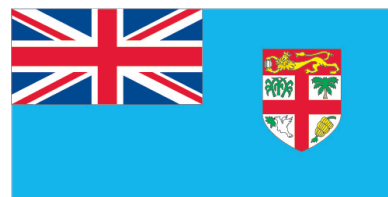


June 2019



## Acknowledgements

The Fiji Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Fiji country team and the independent fielding consultant Ronald Simpson. In particular, PORG is grateful for the support from Thomas Michael Perry (Communications Officer) who coordinated the survey related activities from Sydney, Australia.





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## FIJI





## I. Objectives

This survey was designed to assist the World Bank (WB) in gaining a better understanding of how stakeholders in Fiji perceive the World Bank. The survey explored:

- *General Issues Facing Fiji*
- *Overall Attitudes toward the World Bank*
- *World Bank's Effectiveness and Results*
- *The World Bank's Knowledge Work and Activities*
- *Working with the World Bank*
- *The Future Role of the World Bank in Fiji*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From October 2018 through May 2019, 140 stakeholders of the World Bank in Fiji were invited to provide their opinions on the World Bank's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President and Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WB-supported projects/programs, local government officials or staff, bilateral and multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 109 stakeholders participated in the survey (78% response rate). Respondents received an invitation via email and completed the questionnaire online.

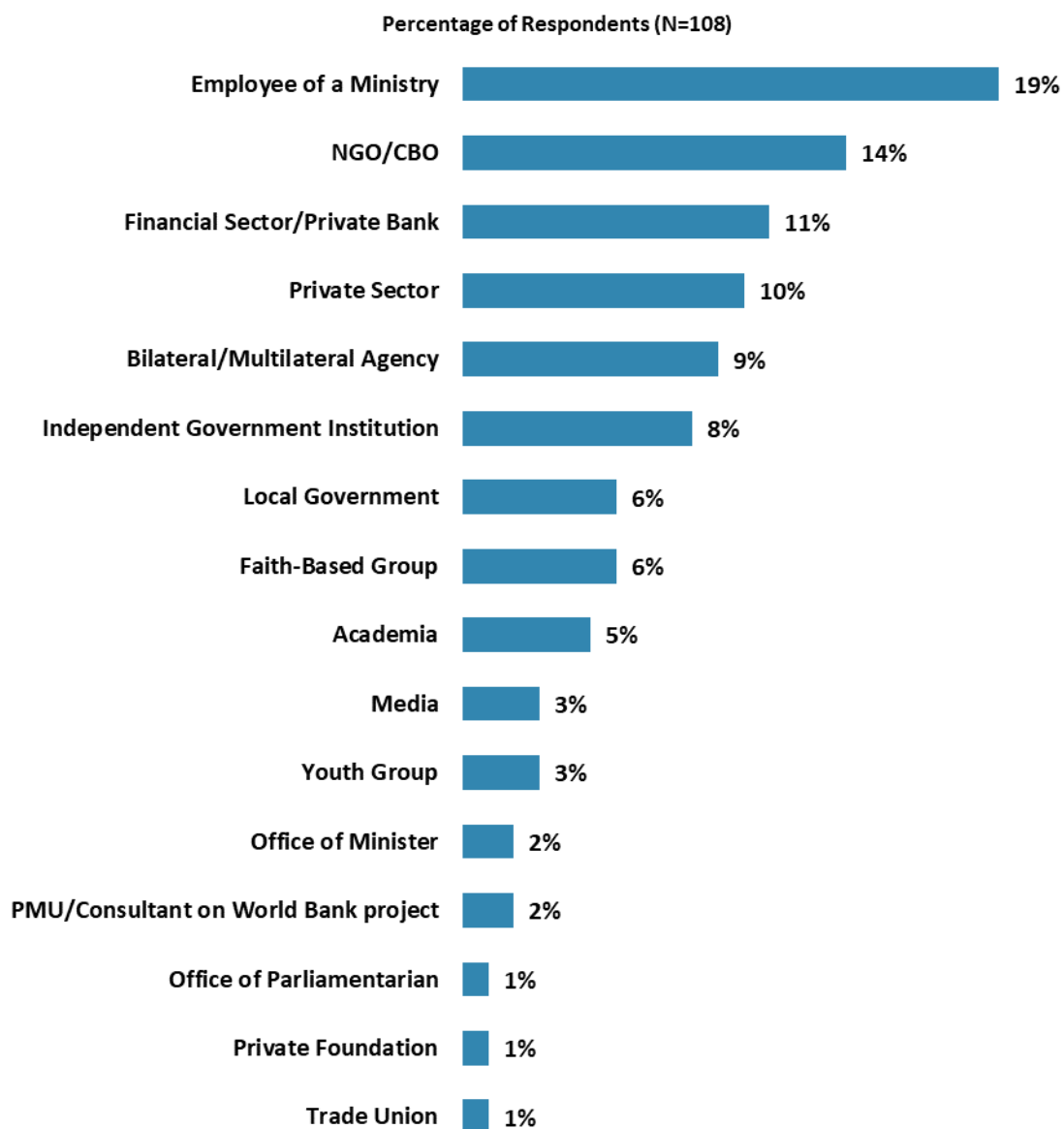
Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the few respondents from the office of Minister, the office of Parliamentarian, and the media were combined into the “Other” category; the few respondents from PMUs/Consultants on WB-supported projects were combined with employees of ministries; and respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a “Civil Society” category. There were no respondents from the office of the President/Prime Minister or the judiciary branch. For a complete breakdown of responding by stakeholder group, please see Appendix B (page 44).



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



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



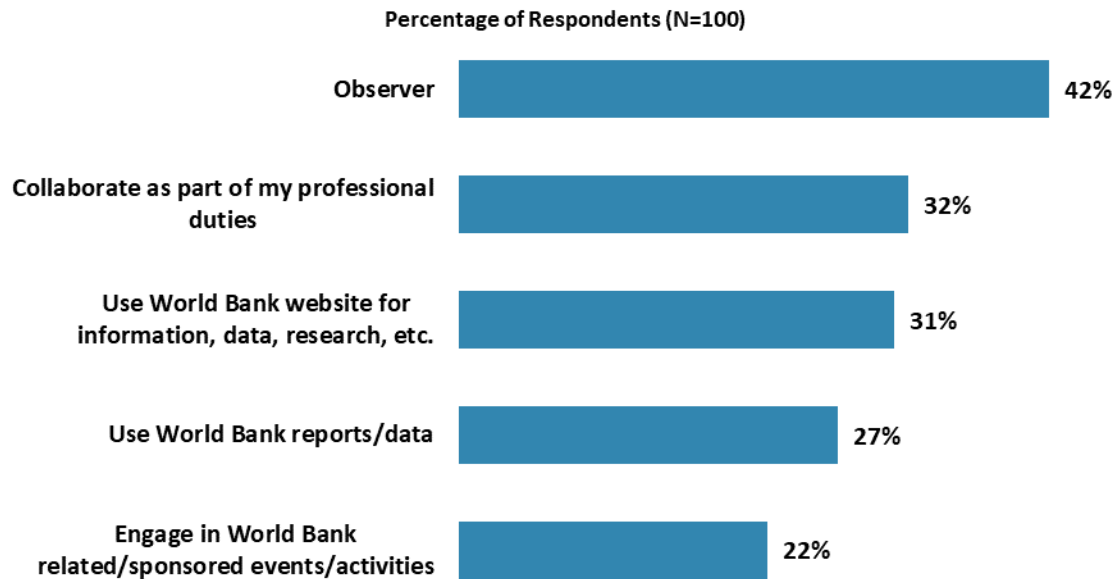
"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Exposure to the World Bank

- Comparisons between those who currently collaborate with the World Bank and those who do not can be found in Appendix C (page 64).



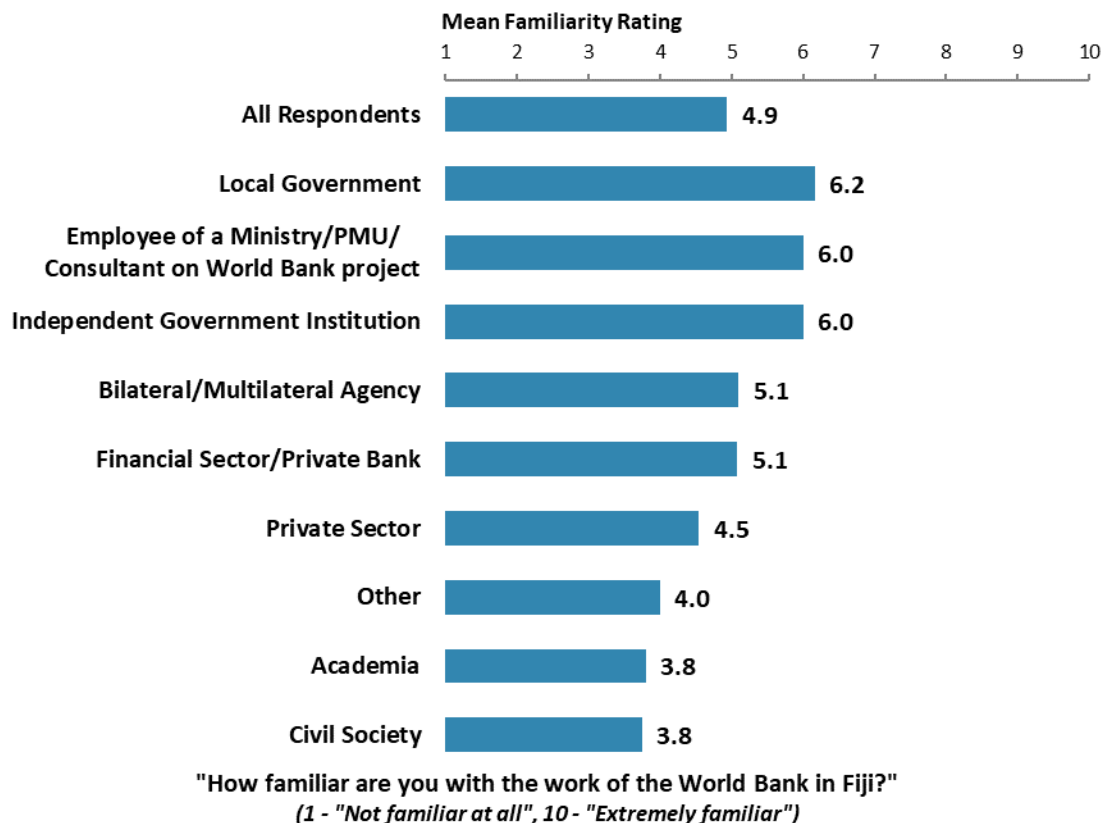
"Which of the following describes most of your exposure to the World Bank in Fiji?  
(Choose no more than TWO)" (Respondents choose from a list)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

- **Stakeholders:** Respondents from local government, employees of ministries and respondents from PMUs/Consultants on WB-supported projects, and respondents from independent government institutions indicated the highest levels of familiarity with the World Bank whereas respondents from academia and civil society indicated significantly lower levels of familiarity.
- **Collaboration:** Respondents who said that they collaborate with the World Bank indicated significantly higher levels of familiarity with the World Bank (mean rating = 6.0) compared to those who said that they do not collaborate with the World Bank (mean rating = 4.1).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the World Bank were strongly, significantly correlated with their ratings for the World Bank's overall effectiveness in Fiji, moderately, significantly correlated with their agreement that the World Bank plays a relevant role in Fiji's development, and a small, but significant correlation with their ratings of the extent to which the World Bank's work helps to achieve development results in Fiji.



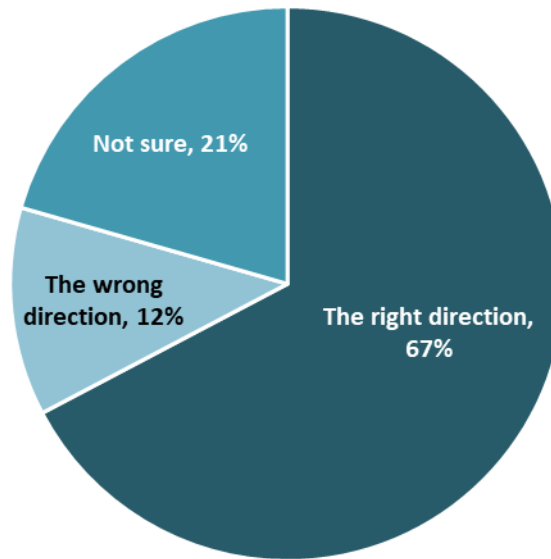




## IV. General Issues Facing Fiji

### Efforts to Address Poverty and Inequality

Percentage of Respondents (N=107)

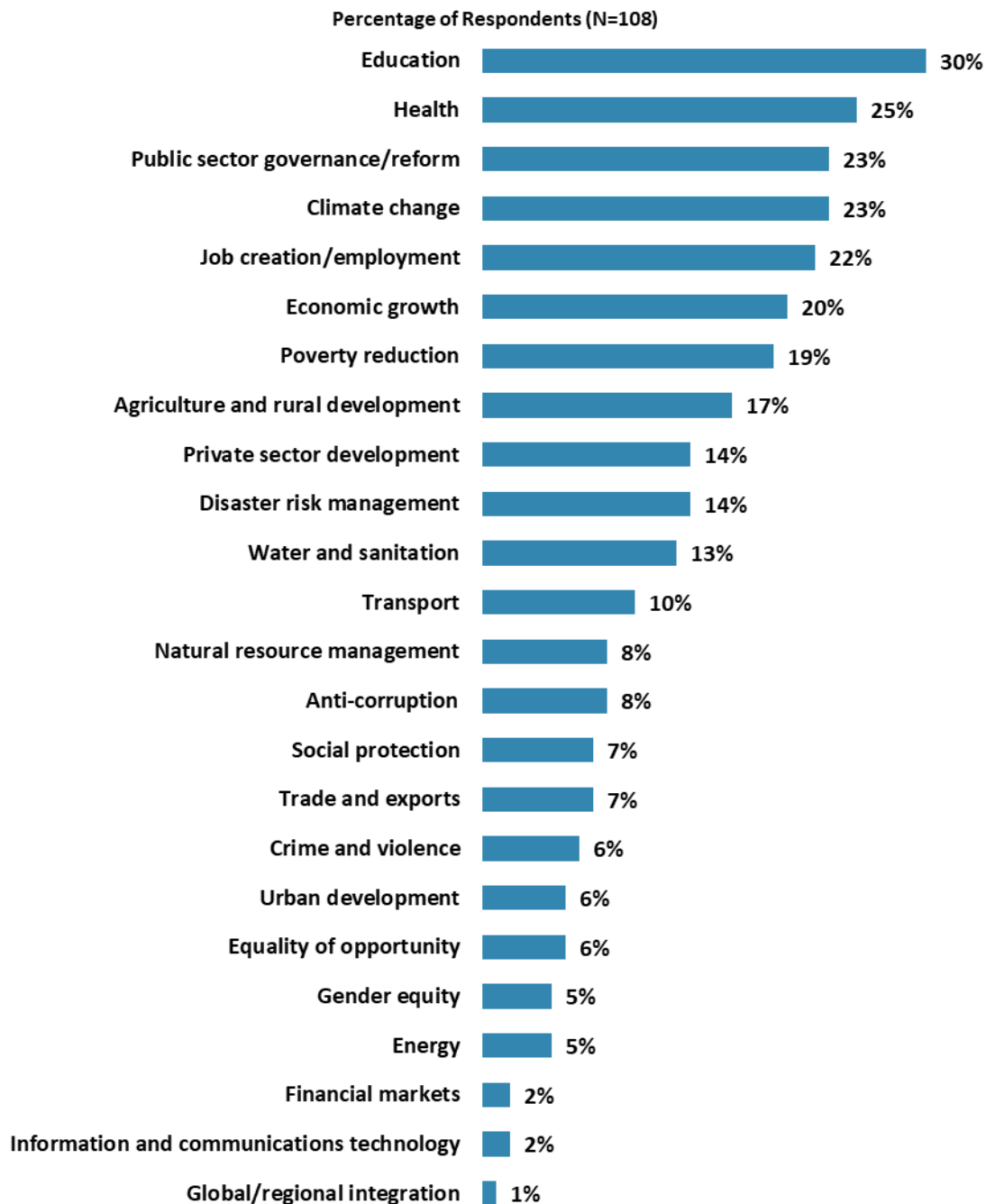


"In general, would you say that efforts to address poverty and inequality in Fiji are headed in ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Fiji (continued)

### Development Priority

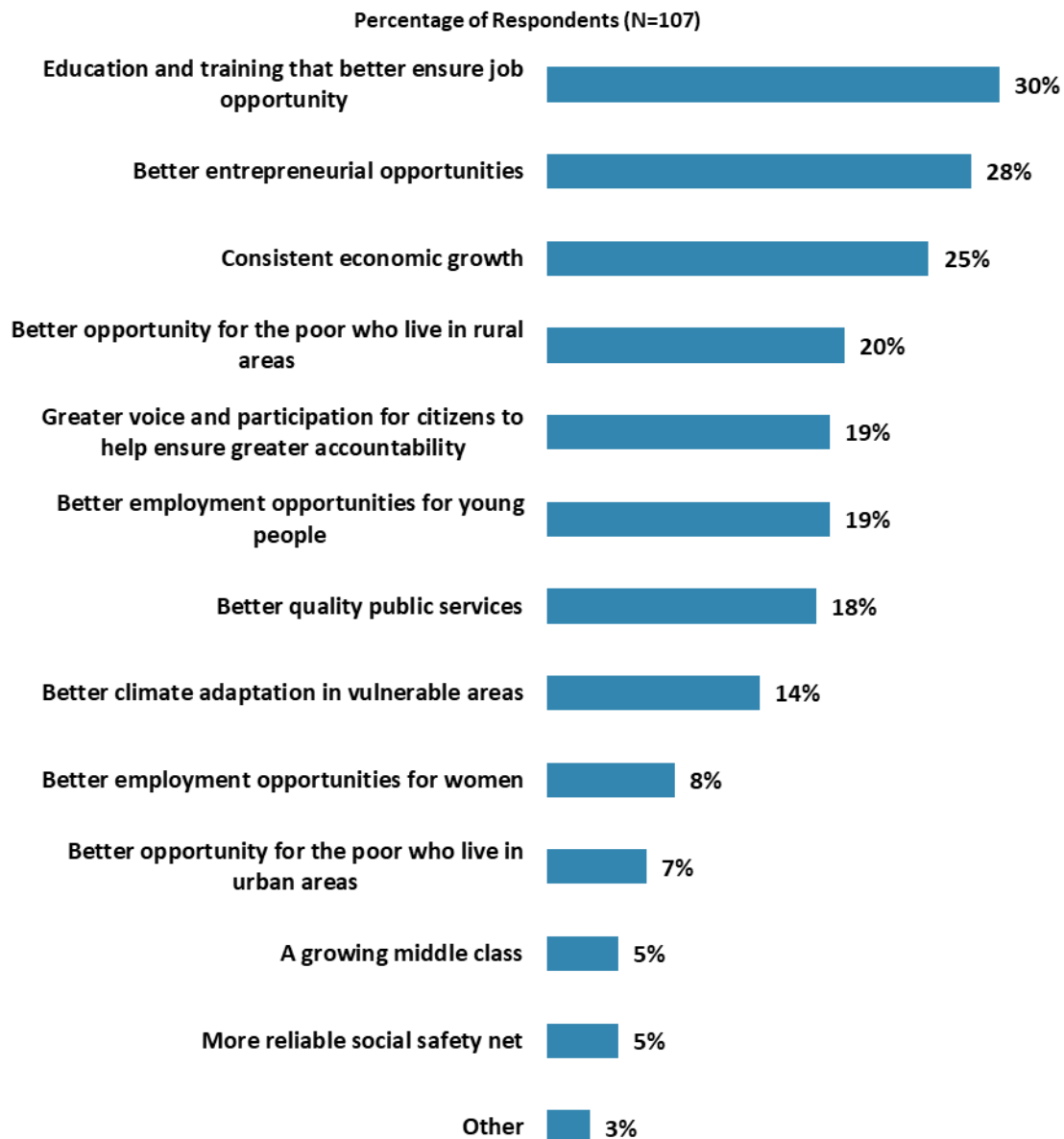


"Listed below are a number of development priorities in Fiji. Please identify which of the following you consider the most important development priorities in Fiji. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Fiji (continued)

### Shared Prosperity



"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Fiji? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

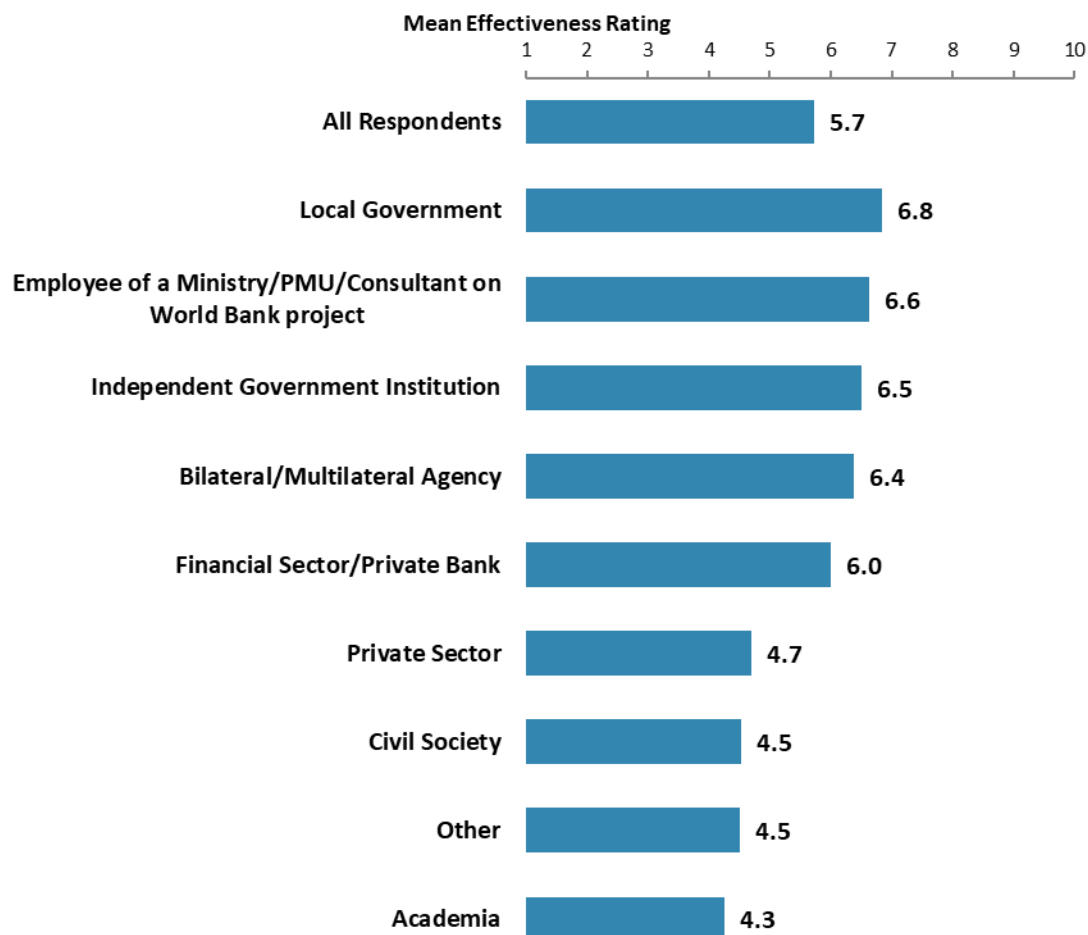


## V. Overall Attitudes toward the World Bank

*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’s Overall Effectiveness (Indicator Question)

- **Stakeholders:** Respondents from local government, ministries/PMUs/Consultants on WB-supported projects, independent government institutions, bilateral/multilateral agencies, and the financial sector/private banks gave the highest ratings for the World Bank’s effectiveness in Fiji whereas respondents from private sector, civil society, other organizations, and academia gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WB gave significantly higher ratings for the WB’s effectiveness in Fiji (mean rating = 6.2) compared to those who said that they do not collaborate with the WB (mean rating = 5.1).

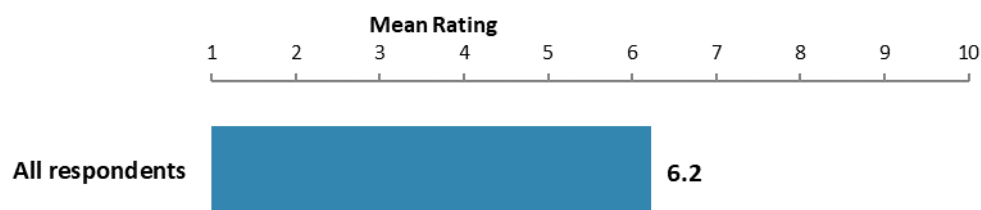


"Overall, please rate your impression of the World Bank’s effectiveness in Fiji."  
(1 - "Not effective at all", 10 - "Very effective")



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

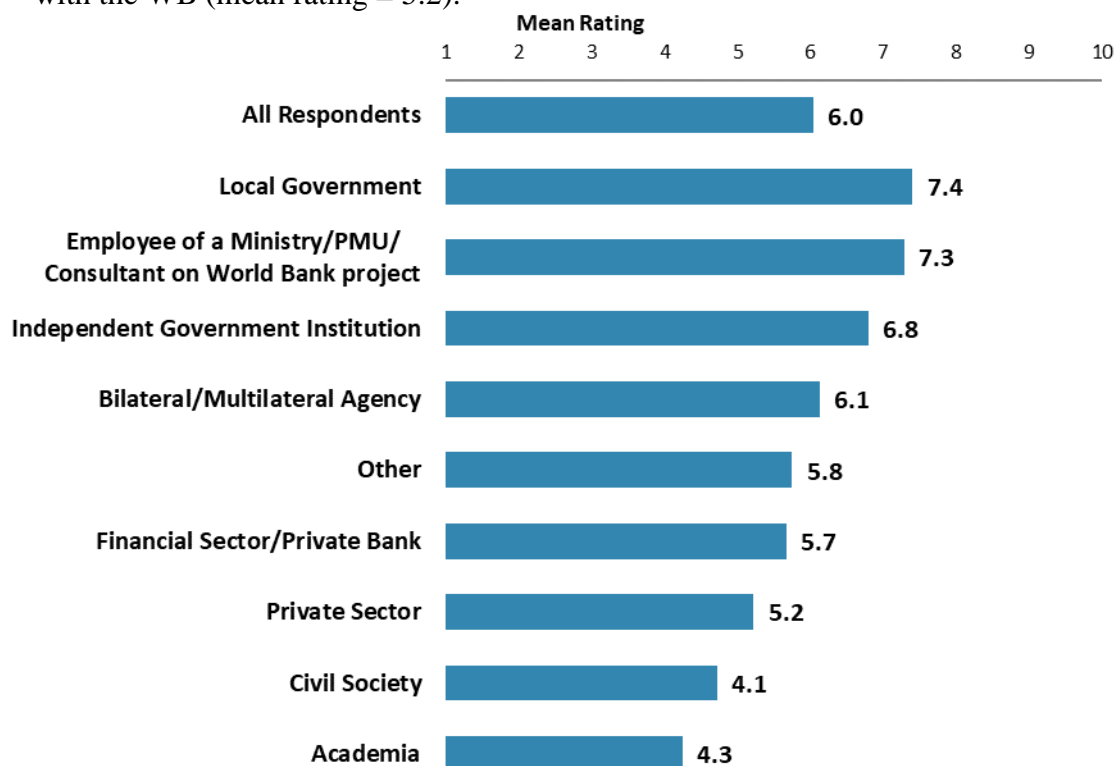
### Achieving Development Results (*Indicator Question*)



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

### WB Staff Preparedness

- **Stakeholders:** Respondents from local government, ministries/PMUs/Consultants on WB-supported projects, and independent government institutions gave the highest ratings for the extent to which the World Bank's staff is well prepared whereas respondents from civil society and academia gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WB gave significantly higher ratings for the extent to which the World Bank's staff is well prepared (mean rating = 6.7) compared to those who said that they do not collaborate with the WB (mean rating = 5.2).



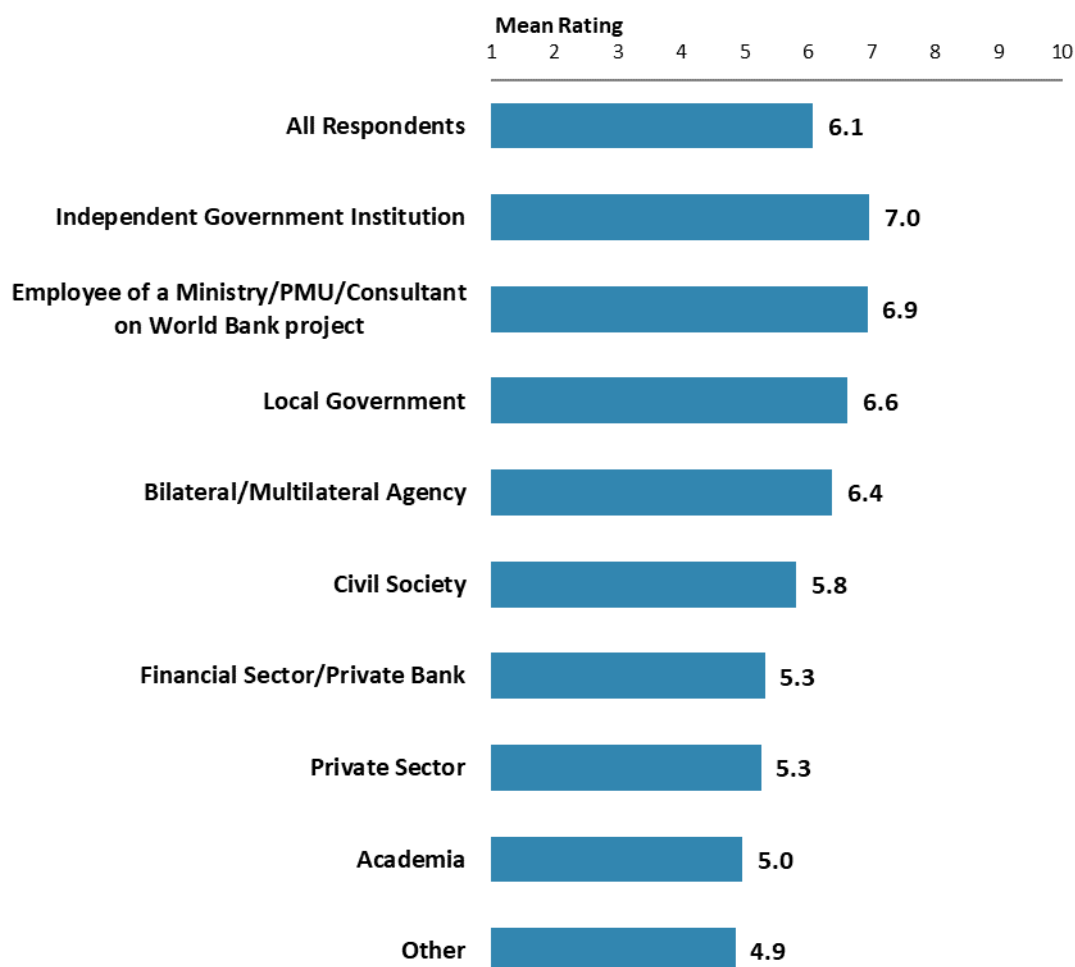
"To what extent do you believe the World Bank's staff is well prepared  
to help Fiji solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Ratings for Indicator Questions

- **Stakeholders:** Respondents from independent government institutions and employees of ministries/PMUs/Consultants on WB-supported projects gave the highest ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from academia and other organization gave significantly lower ratings. Comparisons for individual indicator questions as a function of stakeholder group can be found in Appendix B (page 44).
- **Collaboration:** Respondents who said that they collaborate with the WB gave significantly higher ratings to the twenty-six COS indicator questions (mean rating = 6.4) compared to those who said that they do not collaborate with the WB (mean rating = 5.7). Comparisons for individual indicator questions as a function of exposure to the WB can be found in Appendix D (page 70).

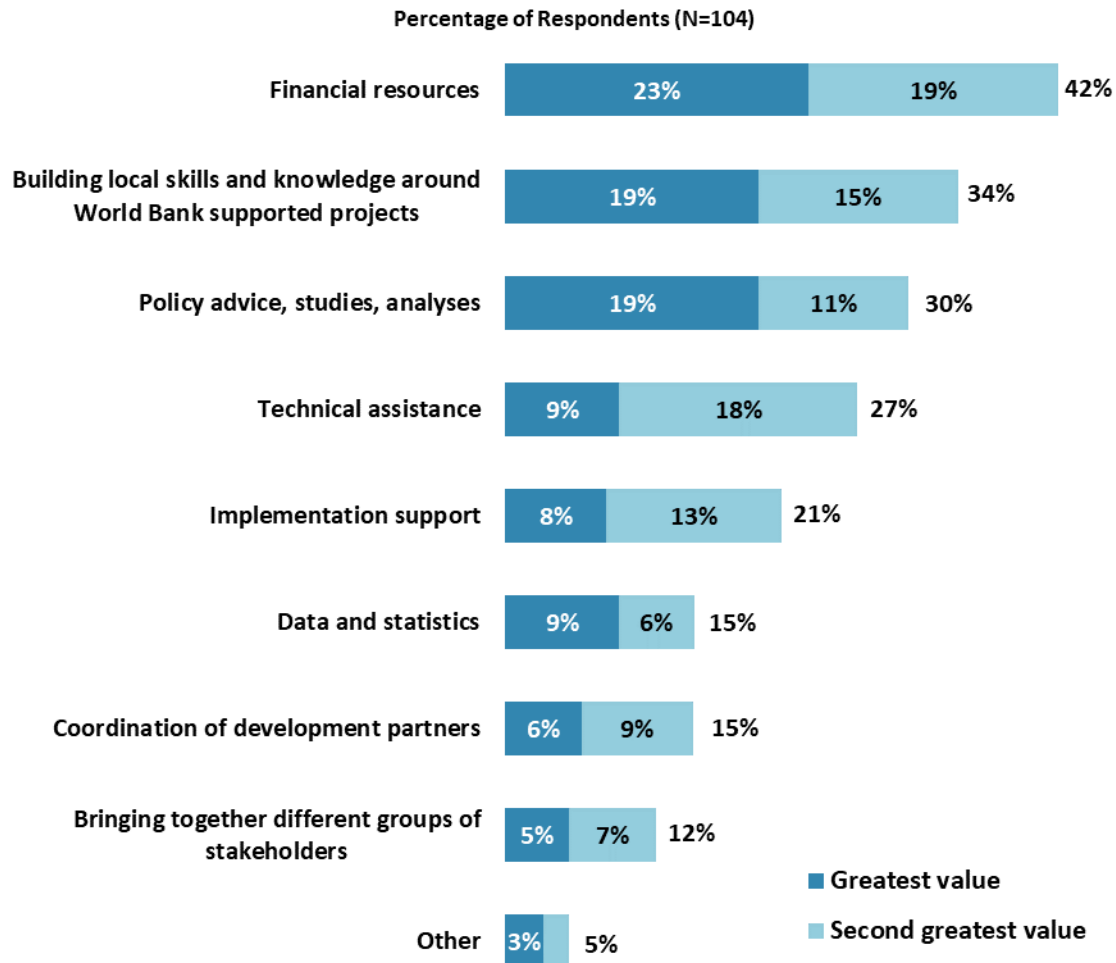


Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

### Greatest Value

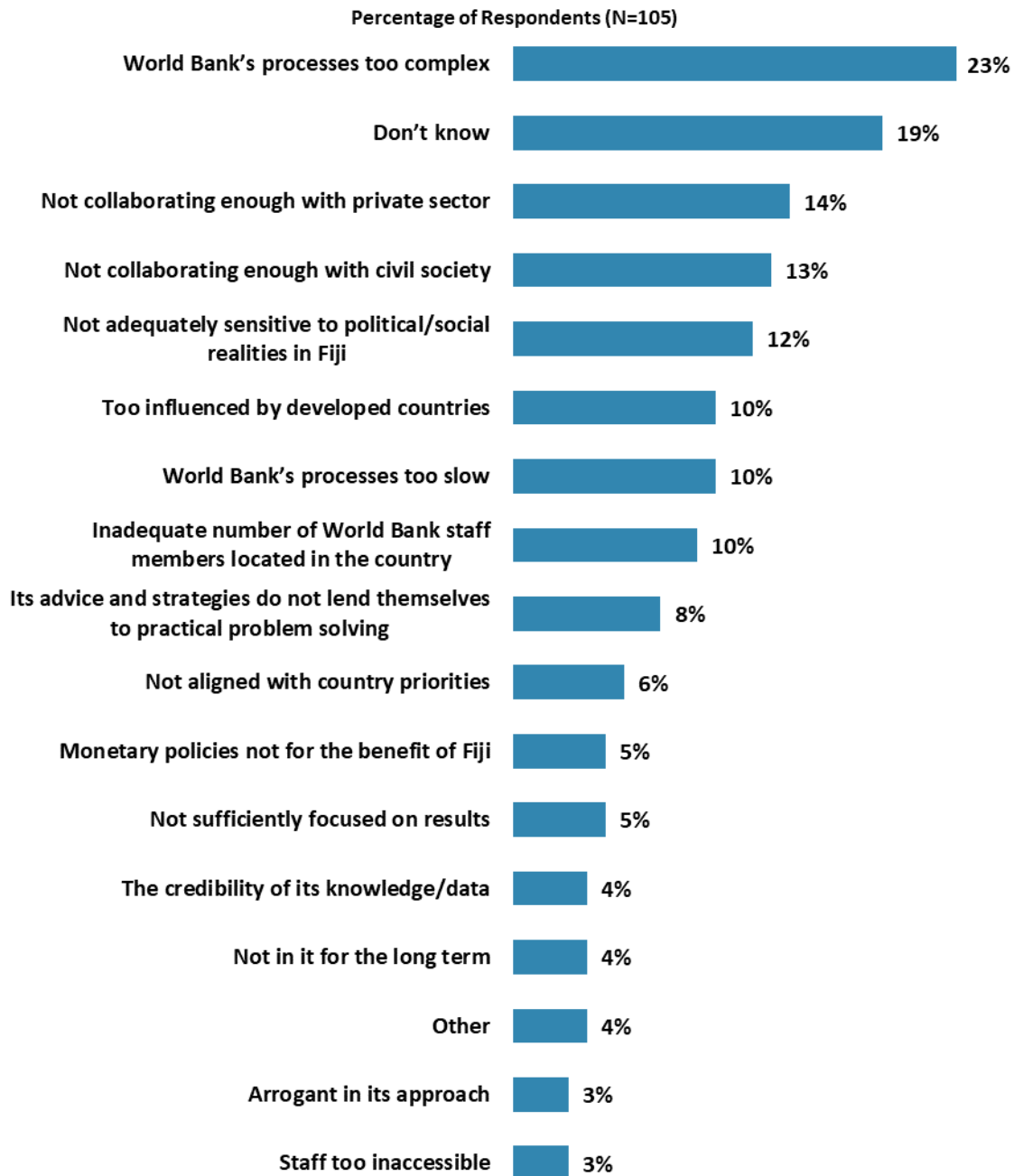


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Fiji?" (Respondents chose from a list.)



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

### Greatest Weakness



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

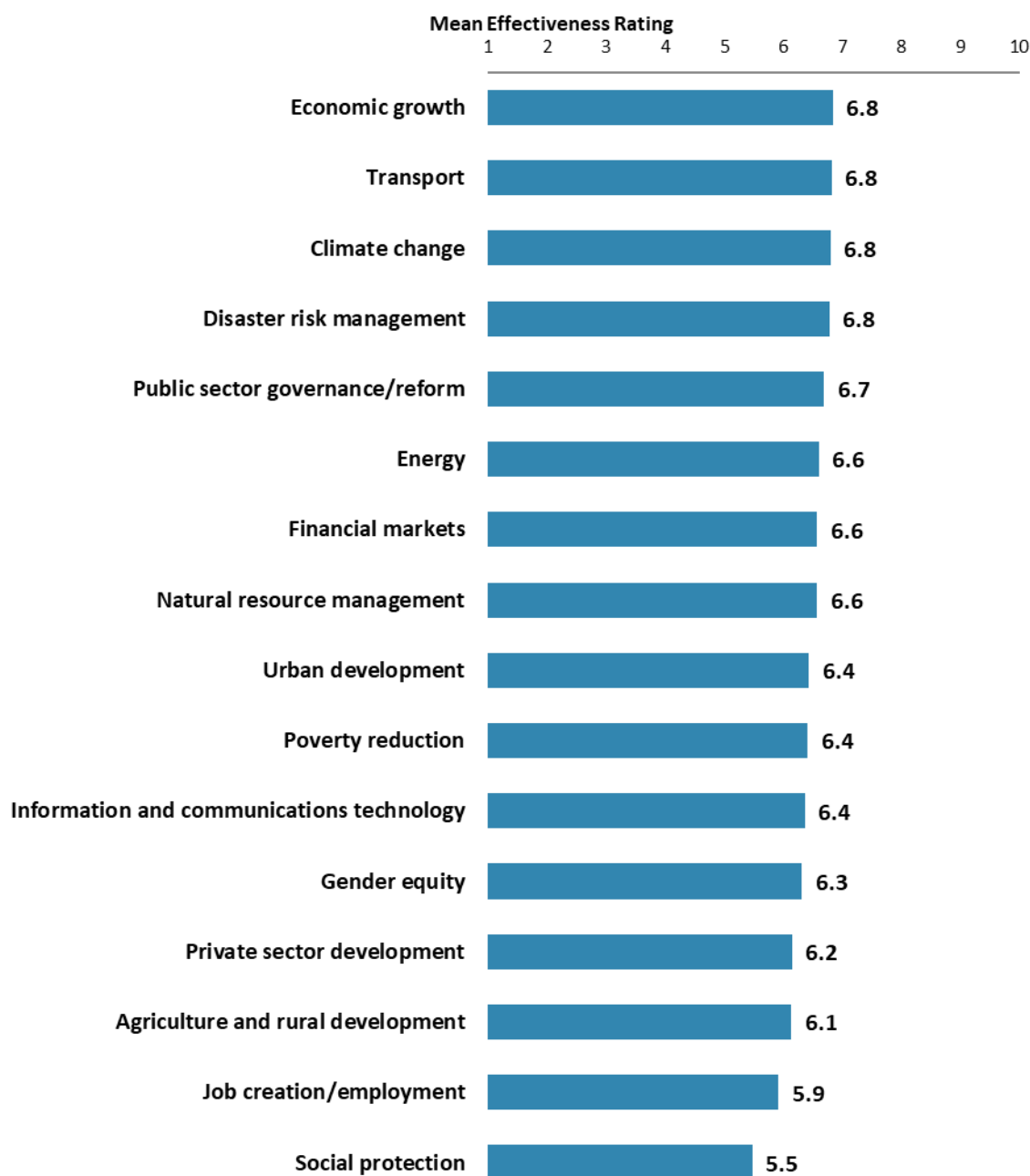




## VI. Sectoral Effectiveness

### Effectiveness of WB's Support in Sectoral Areas

- **Collaboration:** Respondents who said that they collaborate with the WB gave significantly higher ratings for the World Bank's effectiveness at social protection (mean rating = 5.8) compared to those who said that they do not collaborate with the WB (mean rating = 4.5).

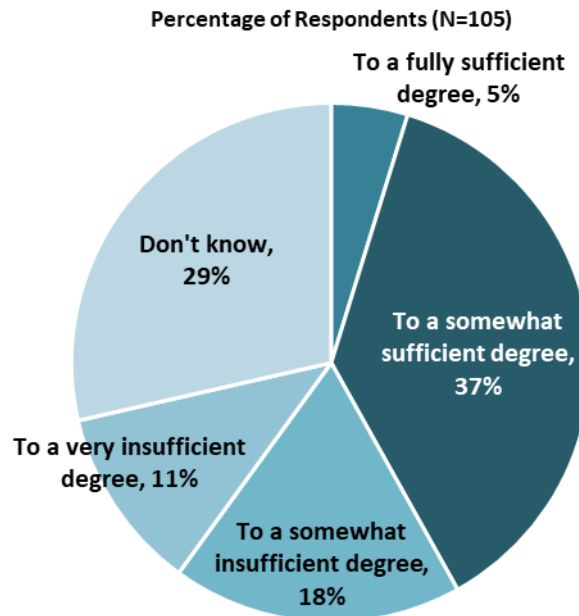


"How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Fiji?" (1-"Not effective at all", 10-"Very effective")



## VI. Sectoral Effectiveness (continued)

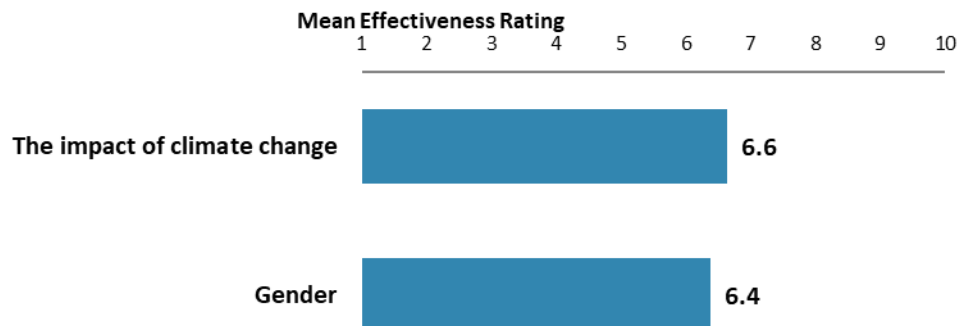
### Helping the Poorest



"To what extent do you believe that the World Bank's work and support help the poorest in Fiji? (Select only ONE response)" (Respondents chose from a list.)

### WB Influence on Policy

- **Stakeholders:** Employees of ministries and respondents from PMUs/Consultants on WB-supported projects, local government, and bilateral/multilateral agencies gave the highest ratings for the extent to which the WB's financial resources, advice, and knowledge influence policy related to the impact of climate change whereas respondents from civil society, private sector, and other organizations gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WB gave significantly higher ratings for the extent to which the WB's financial resources, advice, and knowledge influence policy related to the impact of climate change (mean rating = 7.0) compared to those who said that they do not collaborate with the WB (mean rating = 6.1).



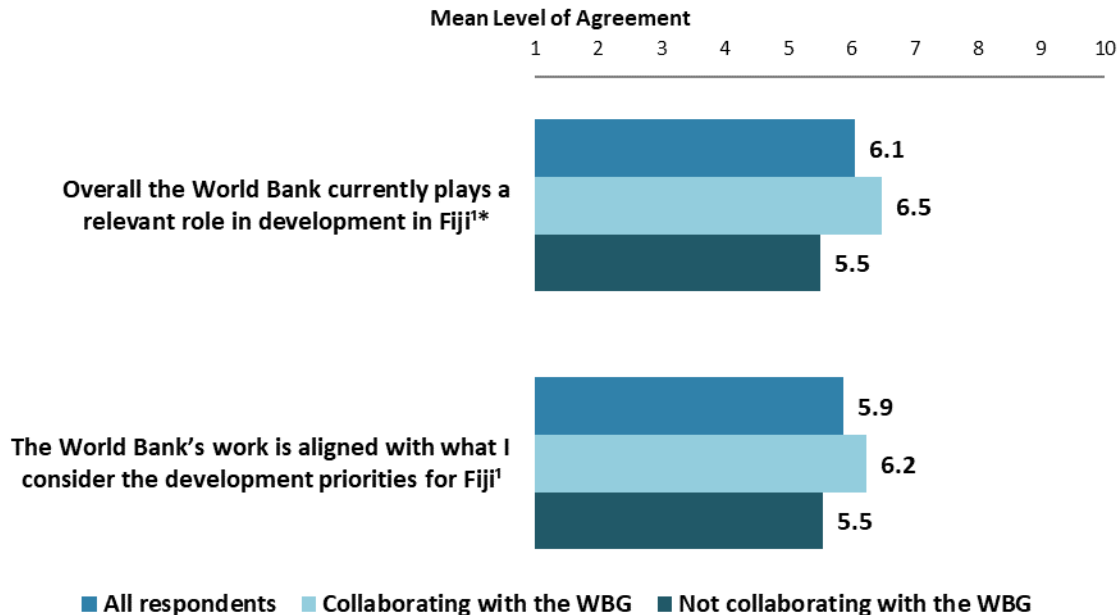
"In Fiji, to what extent do the World Bank's financial resources, advice, and knowledge influence policy related to...?" (1-"To no degree at all", 10-"To a very significant degree")



## VII. How the World Bank Operates

### The World Bank's Work in Fiji

- **Stakeholders:** Respondents from independent government institutions had the highest levels of agreement that the World Bank's work is aligned with what they consider the development priorities for Fiji whereas respondents from private sector and academia had significantly lower levels of agreement.



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

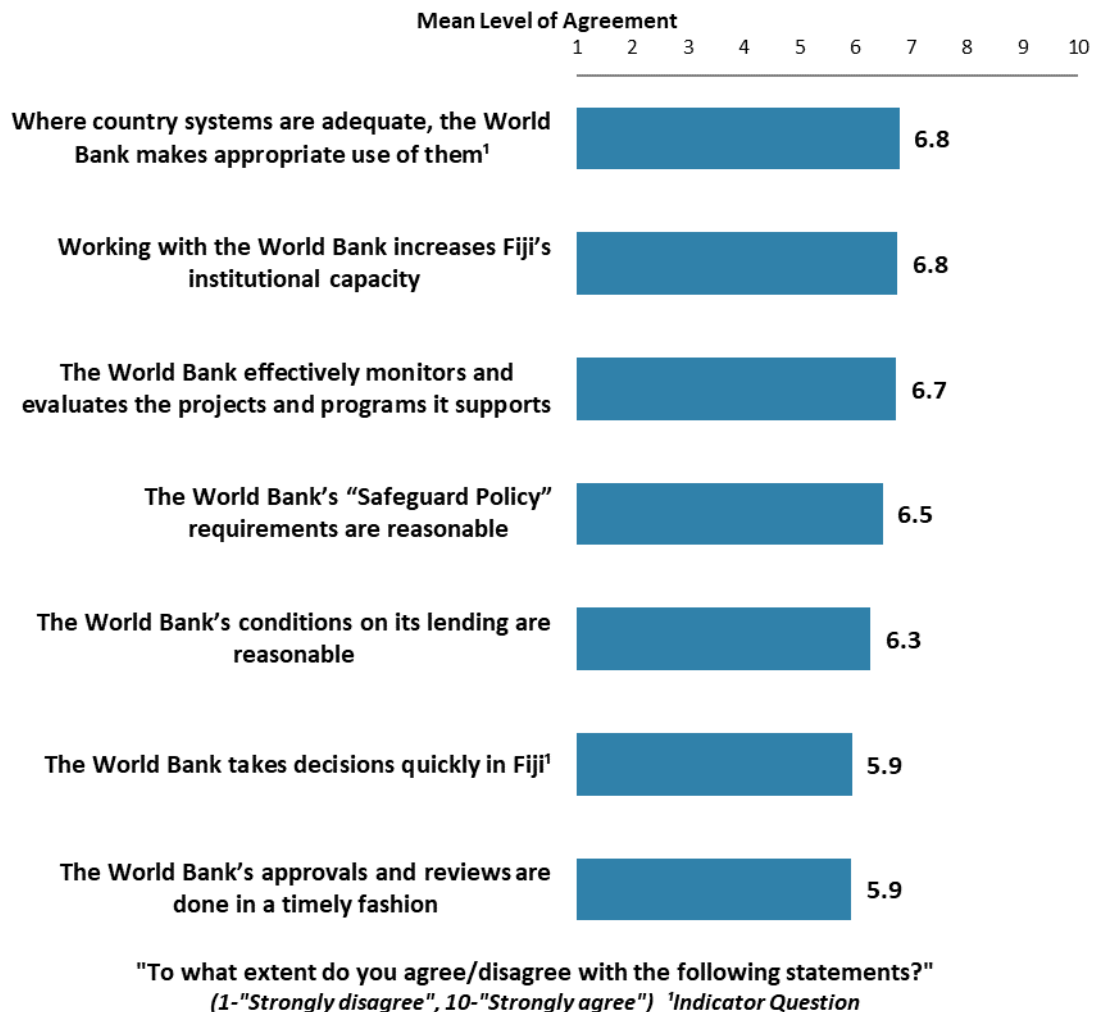
(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



## VII. How the World Bank Operates (continued)

### Overall Perceptions

- **Stakeholders:** Employees of ministries and respondents from PMUs/Consultants on WB-supported projects and independent government institutions had the highest levels of agreement that working with the World Bank increases Fiji's institutional capacity whereas respondents from the financial sector/private banks and academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who said that they collaborate with the WB had significantly higher levels of agreement that working with the World Bank increases Fiji's institutional capacity (mean rating = 7.3) compared to those who said that they do not collaborate with the WB (mean rating = 6.0).

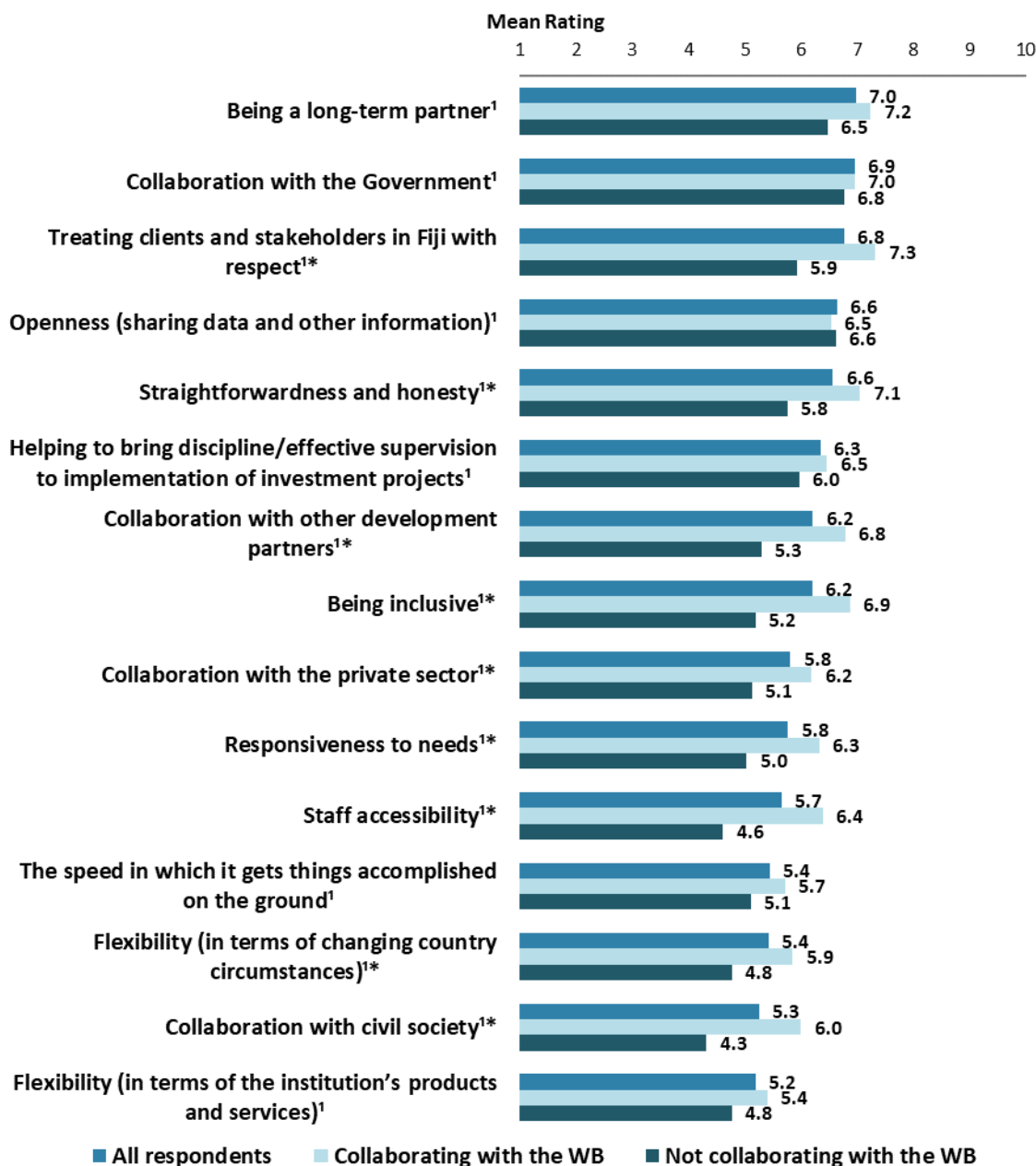




## VII. How the World Bank Operates (continued)

### The WB as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder differences across ten of these fifteen areas. For the most part, employees of ministries/PMUs/Consultants on WB-supported projects and respondents from local government tended to give the highest ratings for these areas whereas respondents from civil society and academia tended to give the lowest ratings. For a complete breakdown of ratings by stakeholder groups see Appendix B (page 44).



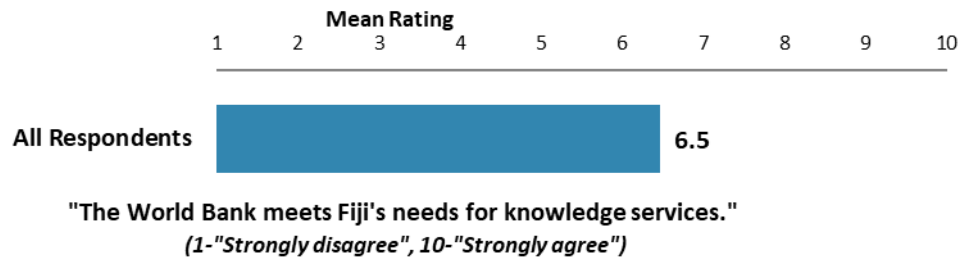
"To what extent is the World Bank an effective development partner in Fiji, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Significantly different between collaborators and non-collaborators <sup>1</sup>Indicator Question



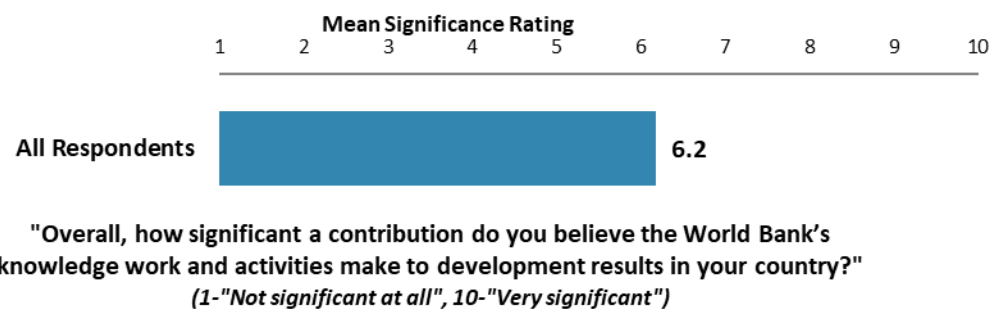
## VIII. World Bank's Knowledge and Instruments

### Meeting Fiji's Knowledge Needs (*Indicator Question*)



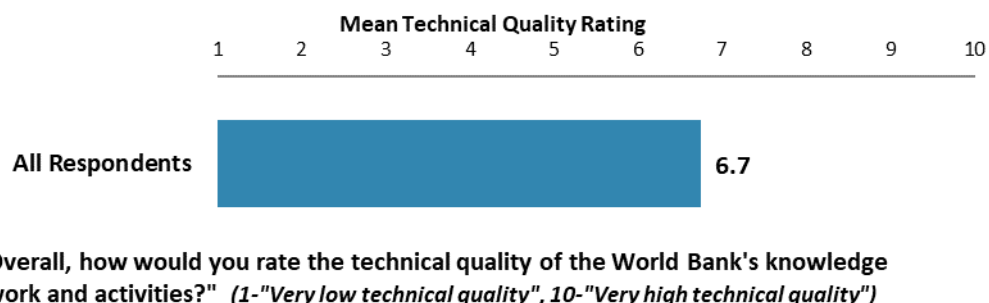
### Contribution of the WB's Knowledge Work and Activities (*Indicator Question*)

- **Stakeholders:** Respondents from local government and independent government institutions gave the highest ratings for the significance of the World Bank's knowledge work and activities contribution whereas respondents from the financial sector/private banks and other organizations gave significantly lower ratings.



### Technical Quality of the WB's Knowledge Work and Activities (*Indicator Question*)

- **Stakeholders:** Respondents from local government and independent government institutions gave the highest ratings for the technical quality of the World Bank's knowledge work and activities whereas respondents from the financial sector/private banks and academia gave significantly lower ratings.

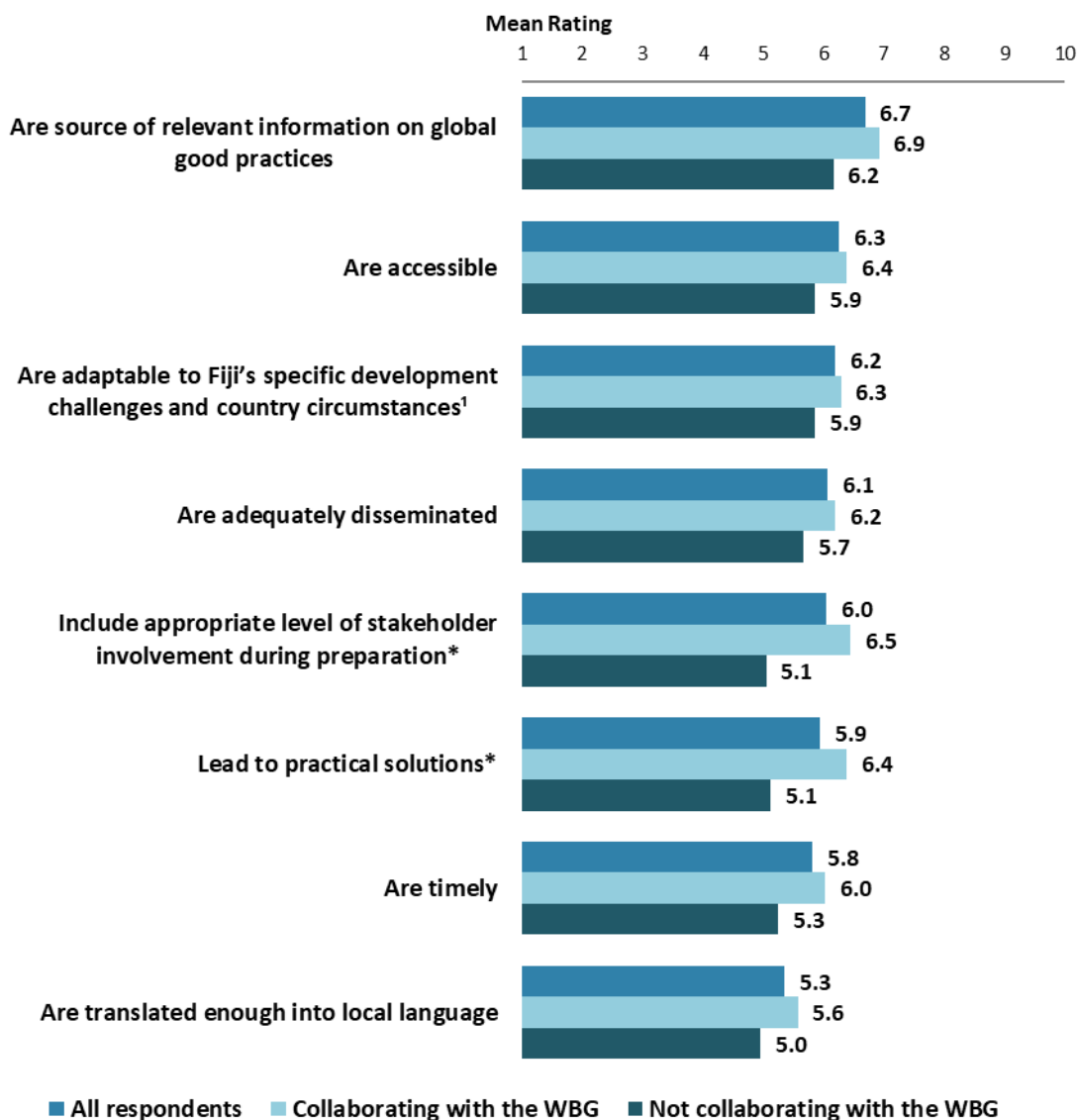




## VIII. World Bank's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities

**Stakeholders:** There were significant stakeholder differences across six of these eight areas. For the most part, respondents from local government and independent government institutions tended to give the highest ratings for these areas whereas respondents from civil society and academia tended to give the lowest ratings. For a complete breakdown of ratings by stakeholder groups see Appendix B (page 44).



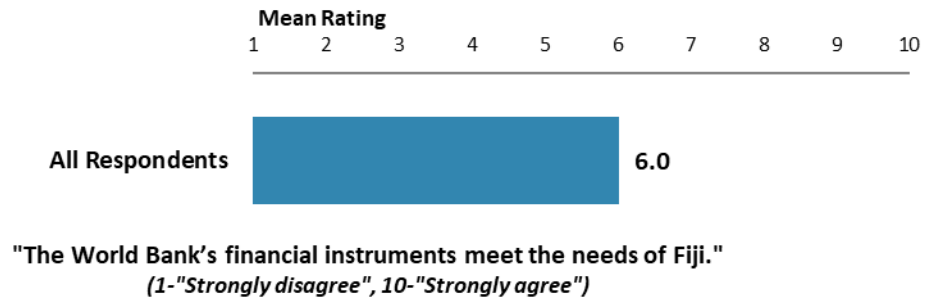
"In Fiji, to what extent do you believe that the World Bank's knowledge work and activities:?"  
(1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question

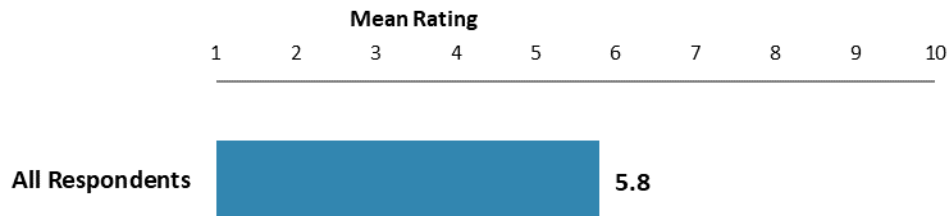


## VIII. World Bank's Knowledge and Instruments (continued)

### Meeting Fiji's Needs for Financial Instruments (*Indicator Question*)



### Mobilizing Finance from the Private Sector



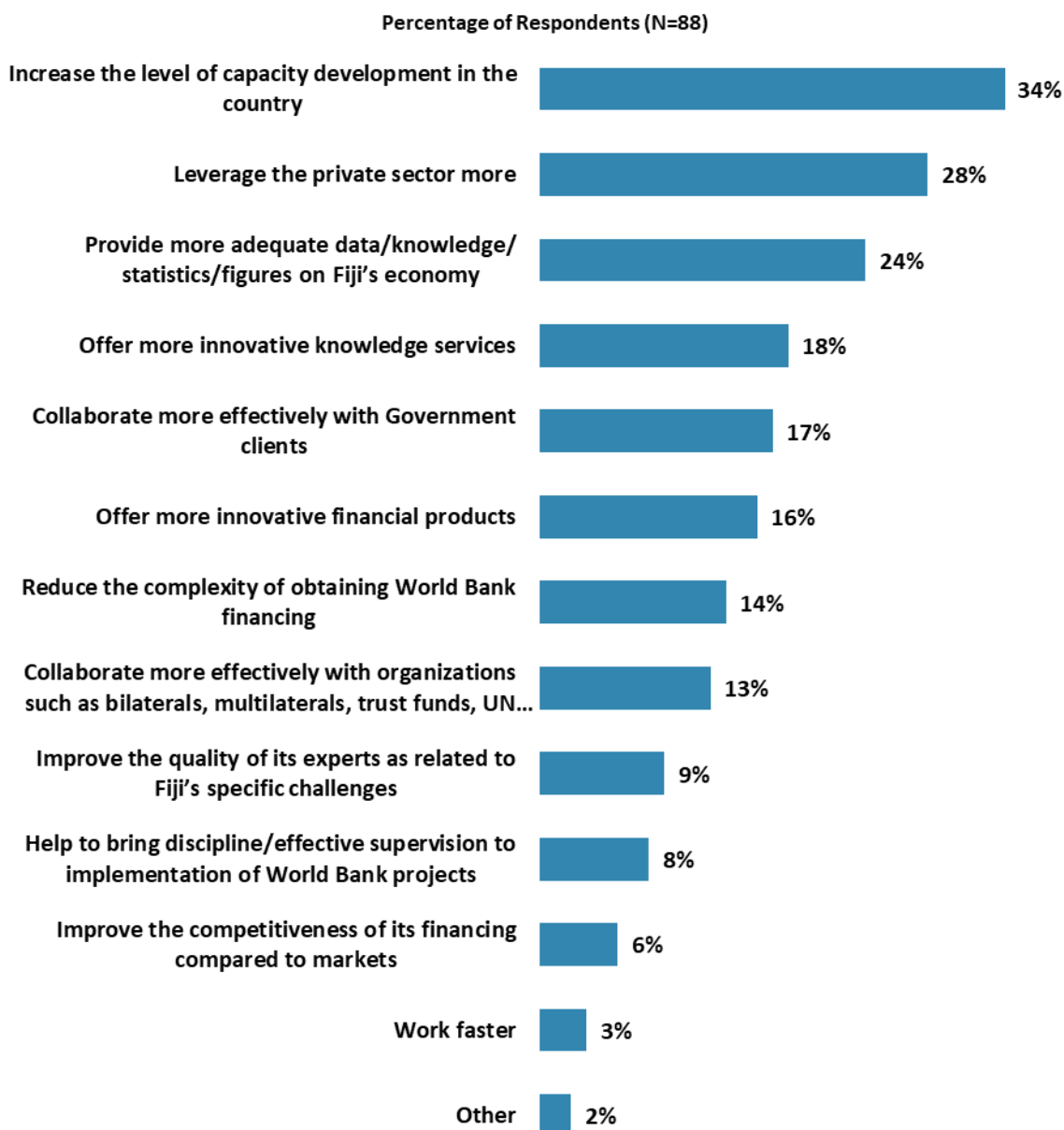
"How effectively does the World Bank help Fiji to mobilize finance for development from private sector sources?" (1-"Not effectively at all", 10-"Very effectively")





## IX. The Future Role of the World Bank in Fiji

### Making the World Bank of Greater Value

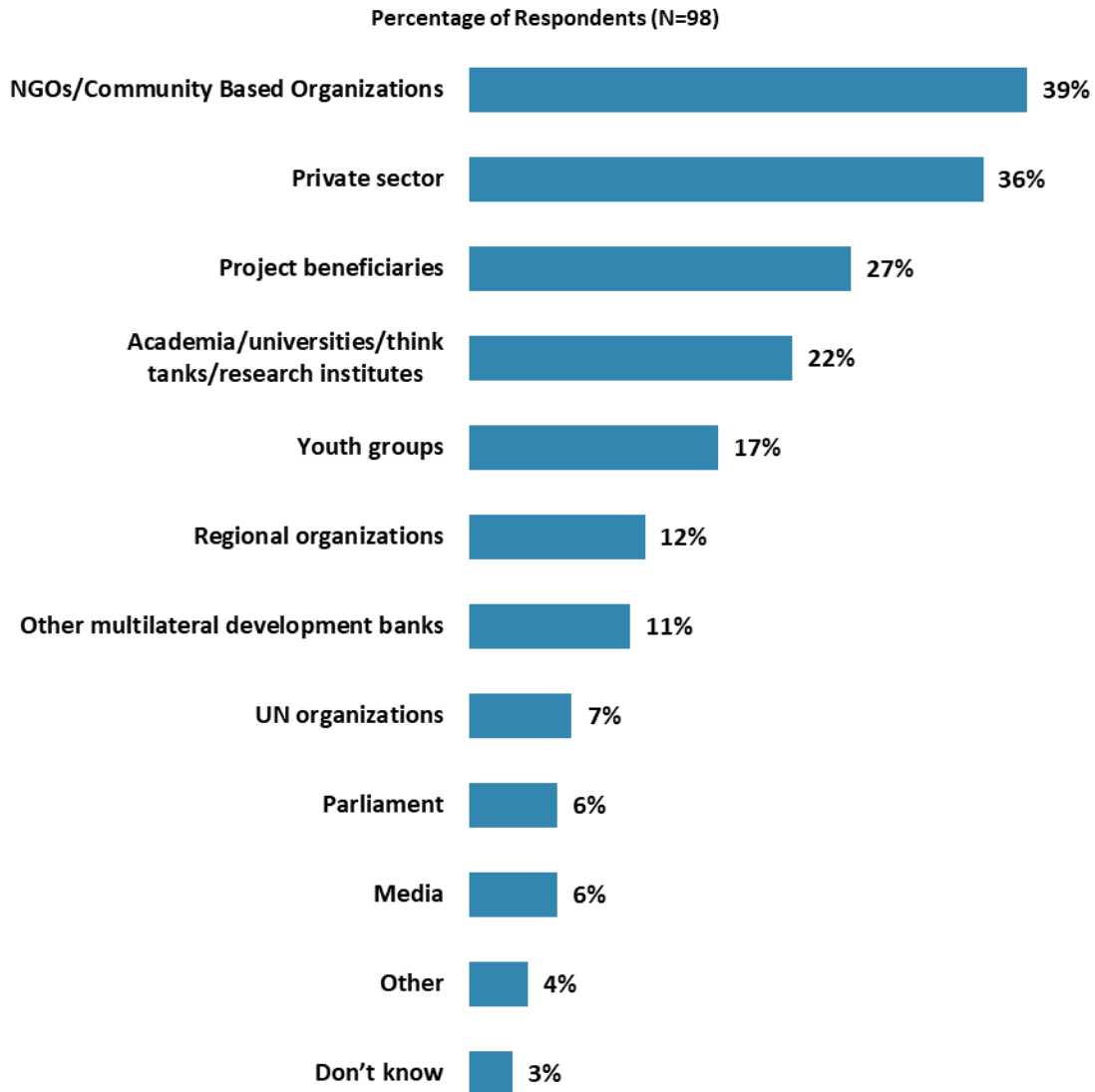


"Which of the following SHOULD the World Bank do to make itself of greater value in Fiji?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the World Bank in Fiji (continued)

### World Bank Should Collaborate More with...

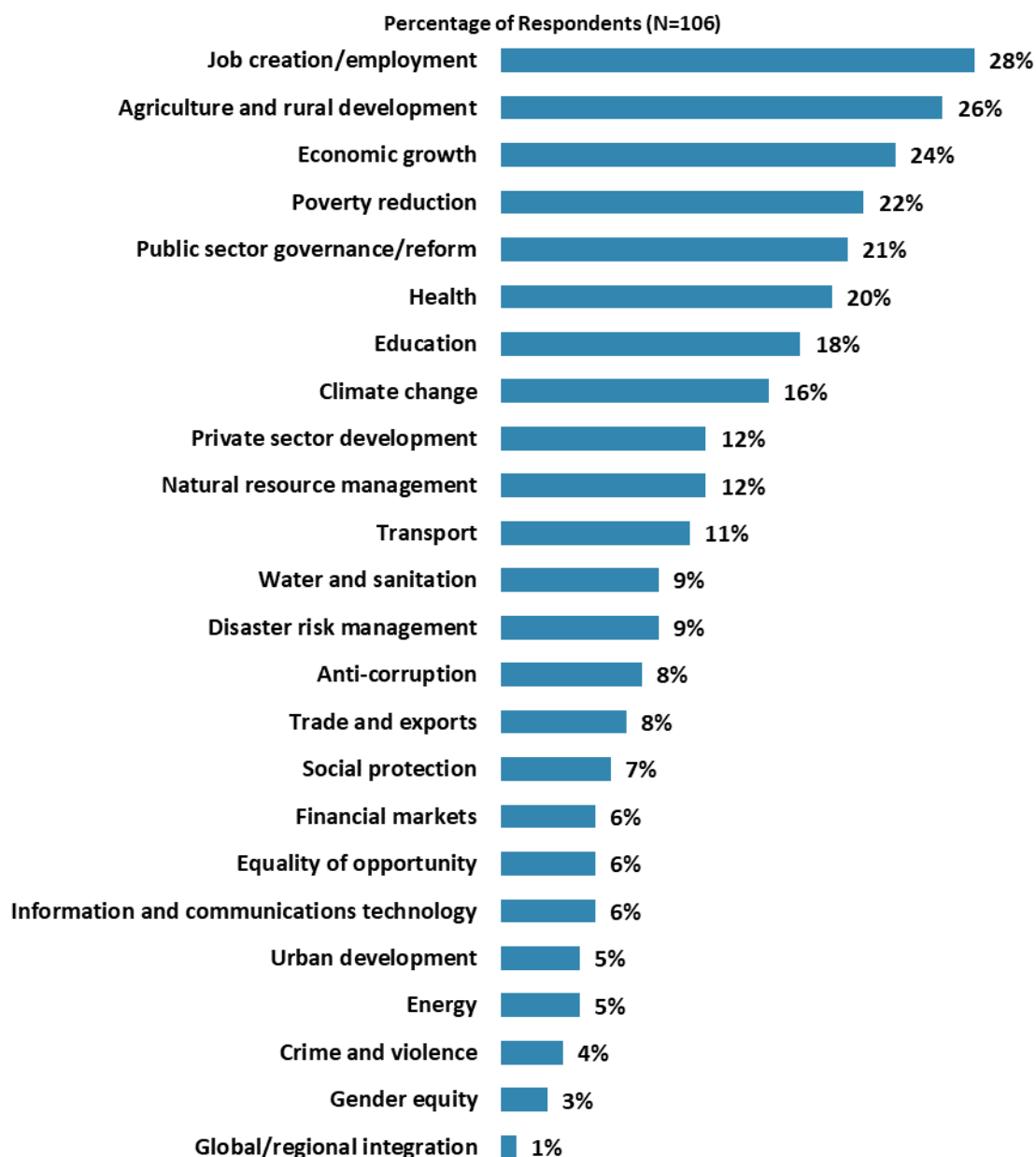


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the World Bank in Fiji (continued)

### Where the World Bank Should Focus its Resources



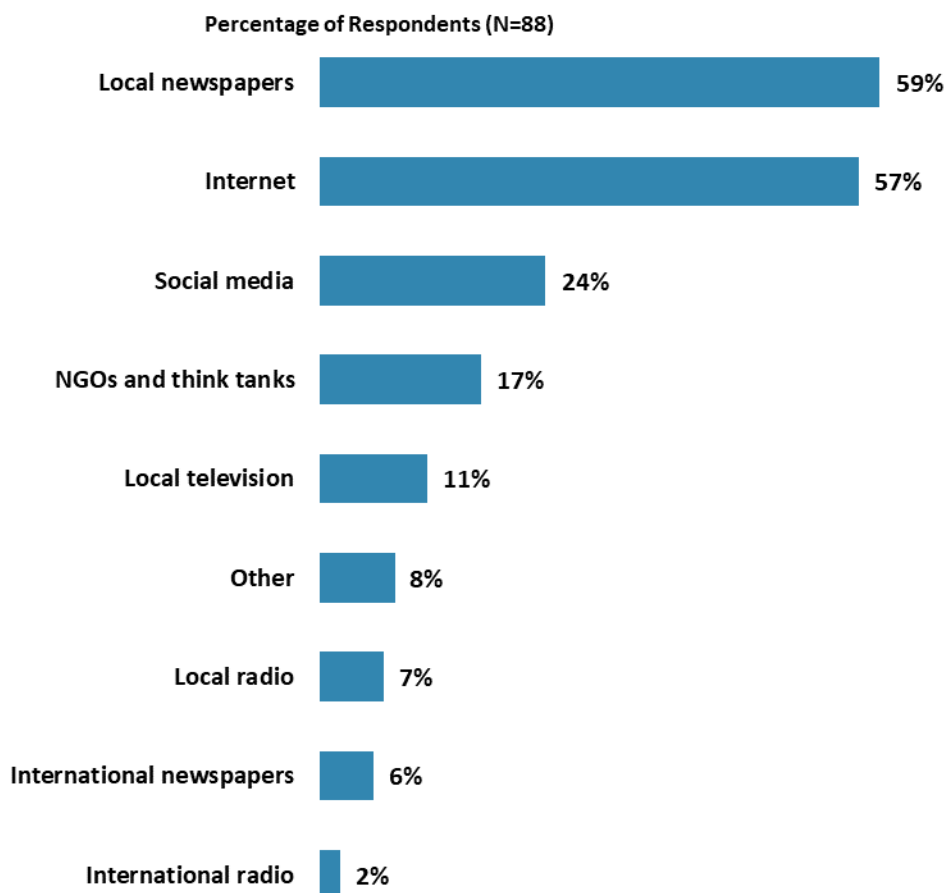
**“When thinking about how the World Bank can have the most impact on development results in Fiji, in which sectors do you believe the World Bank should focus most of its resources (financial and knowledge services) in Fiji? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach

*When considering the World Bank's future outreach with key constituencies, please see Appendix B (page 44) for all responses by stakeholder groups.*

### Information Sources

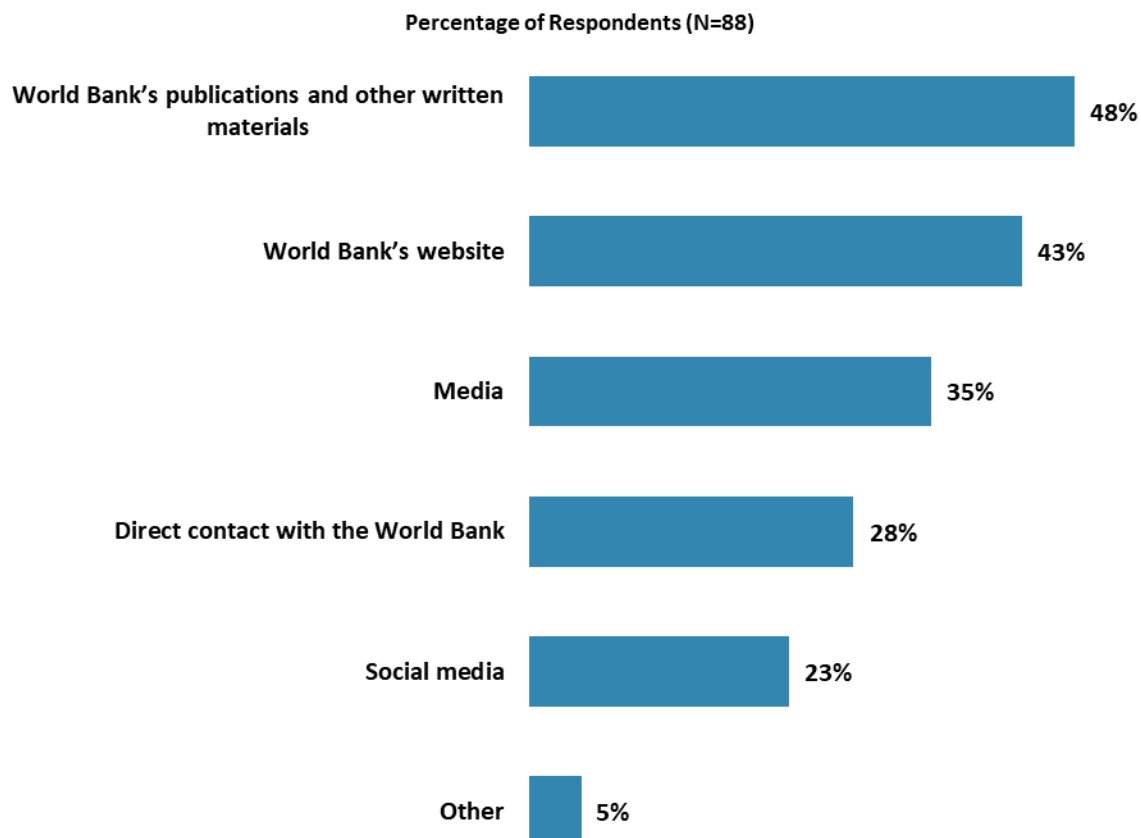


"How do you get most of your information about economic and social development issues in Fiji? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

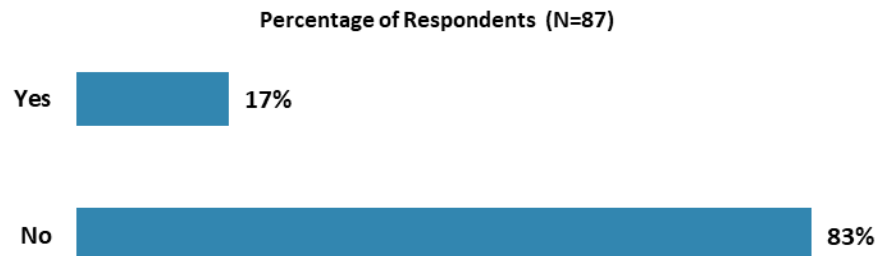


"How would you prefer to receive information from the World Bank?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

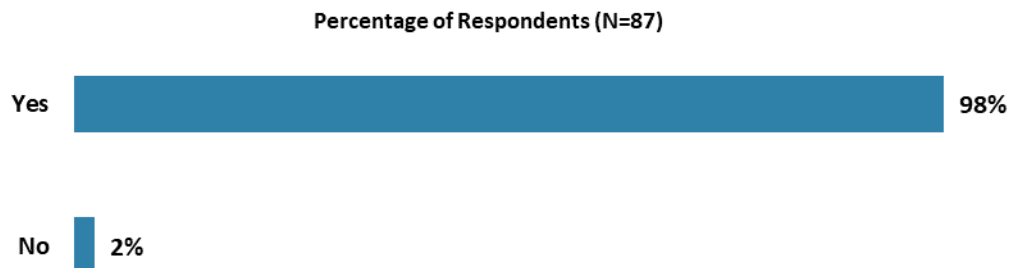
### Access to Information Policies



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

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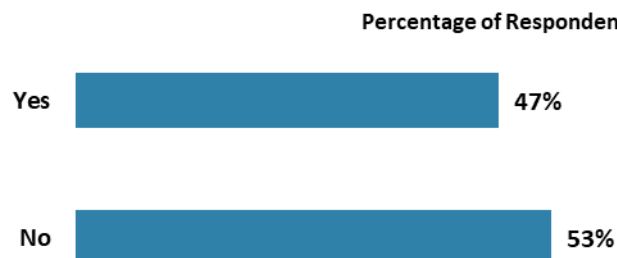
### Internet Access



"Do you have reliable access to the Internet?"

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### World Bank Website Usage



"Have you used the World Bank (Pacific) website?"



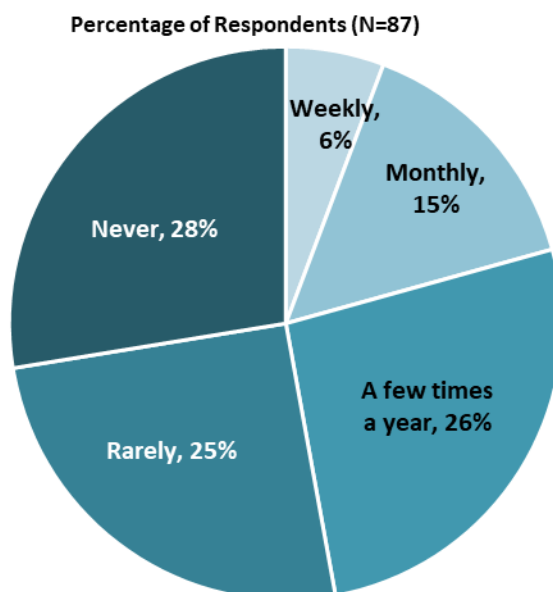
## X. Communication and Outreach (continued)

### Following the World Bank on Social Media



"Do you follow the World Bank on social media (e.g., Facebook, Twitter, YouTube)?"

### Utilization of World Bank Digital Resources

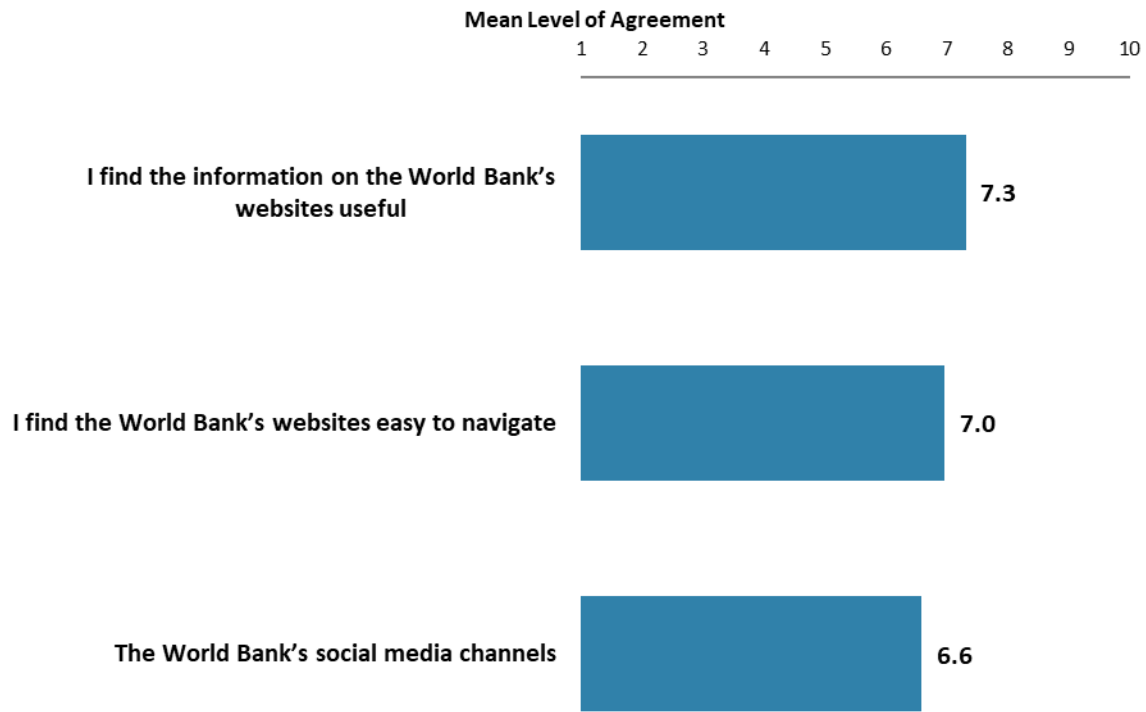


"How frequently do you consult the World Bank's website and/or social media channels (e.g., Facebook, Twitter, YouTube) for information/knowledge that you can use in your work?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Evaluation of World Bank Digital Resources



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





## XI. Appendices

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### FIJI





## Appendix A: Responses to All Questions across All Respondents (N=109)

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 Fiji

1. In general, would you say that efforts to address poverty and inequality in Fiji are headed in ... ?	Percentage of Respondents (N=107)
The right direction	67.3%
The wrong direction	12.1%
Not sure	20.6%

2. Listed below are a number of development priorities in Fiji. Please identify which of the following you consider the most important development priorities in Fiji? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=108)
Education	29.6%
Health	25.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.1%
Climate change (e.g., mitigation, adaptation)	23.1%
Job creation/employment	22.2%
Economic growth	20.4%
Poverty reduction	19.4%
Agriculture and rural development	16.7%
Private sector development	13.9%
Disaster risk management	13.9%
Water and sanitation	13.0%
Transport (e.g., roads, bridges, transportation)	10.2%
Natural resource management (i.e., renewable energy)	8.3%
Anti-corruption	8.3%
Social protection (e.g., pensions, targeted social assistance)	7.4%
Trade and exports	7.4%
Crime and violence	6.5%
Urban development	5.6%
Equality of opportunity (i.e., social inclusion)	5.6%
Gender equity (closing the gap between women and men, and boys and girls)	4.6%
Energy	4.6%
Financial markets	1.9%
Information and communications technology	1.9%
Global/regional integration	0.9%

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

<b>3. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Fiji?? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Education and training that better ensure job opportunity	29.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	28.0%
Consistent economic growth	25.2%
Better opportunity for the poor who live in rural areas	19.6%
Greater voice and participation for citizens to help ensure greater accountability	18.7%
Better employment opportunities for young people	18.7%
Better quality public services	17.8%
Better climate adaptation in vulnerable areas	14.0%
Better employment opportunities for women	8.4%
Better opportunity for the poor who live in urban areas	6.5%
A growing middle class	4.7%
More reliable social safety net	4.7%
Other	2.8%

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Fiji?	105	n/a	4.93	2.25

<i>(1-Not effective at all, 10-Very effective)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank’s effectiveness in Fiji.*	85	19	5.73	2.02

<i>(1-To no degree at all, 10-To a very significant degree)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank’s staff is well prepared to help Fiji solve its most complicated development challenges?	79	26	6.04	2.09

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

<b>4. When thinking about how the World Bank can have the most impact on development results in Fiji, in which sectors do you believe the World Bank should focus most of its resources (financial and knowledge services) in Fiji? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Job creation/employment	28.3%
Agriculture and rural development	26.4%
Economic growth	23.6%
Poverty reduction	21.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.8%
Health	19.8%
Education	17.9%
Climate change (e.g., mitigation, adaptation)	16.0%
Private sector development	12.3%
Natural resource management (i.e., renewable energy)	12.3%
Transport (e.g., roads, bridges, transportation)	11.3%
Water and sanitation	9.4%
Disaster risk management	9.4%
Anti-corruption	8.5%
Trade and exports	7.5%
Social protection (e.g., pensions, targeted social assistance)	6.6%
Financial markets	5.7%
Equality of opportunity (i.e., social inclusion)	5.7%
Information and communications technology	5.7%
Urban development	4.7%
Energy	4.7%
Crime and violence	3.8%
Gender equity (closing the gap between women and men, and boys and girls)	2.8%
Global/regional integration	0.9%

<b>5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Fiji?</b>	<b>Percentage of Respondents (N=104)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	23.1%	19.0%	42.1%
Building local skills and knowledge around World Bank supported projects	19.2%	15.2%	34.5%
Policy advice, studies, analyses	19.2%	11.4%	30.7%
Technical assistance	8.7%	18.1%	26.7%
Implementation support	7.7%	13.3%	21.0%
Data and statistics	8.7%	5.7%	14.4%
Coordination of development partners	5.8%	8.6%	14.3%
Bringing together different groups of stakeholders	4.8%	6.7%	11.5%
Other	2.9%	1.9%	4.8%

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

<b>6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Fiji? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=105)</b>
World Bank's processes too complex	22.9%
Don't know	19.0%
Not collaborating enough with private sector	14.3%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	13.3%
Not adequately sensitive to political/social realities in Fiji	12.4%
Too influenced by developed countries	10.5%
World Bank's processes too slow	10.5%
Inadequate number of World Bank staff members located in the country	9.5%
Its advice and strategies do not lend themselves to practical problem solving	7.6%
Not aligned with country priorities	5.7%
Monetary policies not for the benefit of Fiji	4.8%
Not sufficiently focused on results	4.8%
The credibility of its knowledge/data	3.8%
Not in it for the long term	3.8%
Other	3.8%
Arrogant in its approach	2.9%
Staff too inaccessible	2.9%

<b>7. To what extent do you believe that the World Bank's work and support help the poorest in Fiji? (Select only ONE response)</b>	<b>Percentage of Respondents (N=105)</b>
To a fully sufficient degree	4.8%
To a somewhat sufficient degree	37.1%
To a somewhat insufficient degree	18.1%
To a very insufficient degree	11.4%
Don't know	28.6%

<b>8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=98)</b>
NGOs/Community Based Organizations	38.8%
Private sector	35.7%
Project beneficiaries	26.5%
Academia/universities/think tanks/research institutes	22.4%
Youth groups	17.3%
Regional organizations (e.g., Pacific Islands Forum, the Pacific Community (SPC))	12.2%
Other multilateral development banks (e.g., ADB)	11.2%
UN organizations	7.1%
Parliament	6.1%
Media	6.1%
Other	4.1%
Don't know	3.1%

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

To what extent do you agree with the following statements about the World Bank's work in Fiji? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank currently plays a relevant role in development in Fiji*	86	12	6.06	2.07
10. The World Bank's work is aligned with what I consider the development priorities for Fiji*	79	14	5.87	2.04

To what extent is the World Bank an effective development partner in Fiji, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
11. Responsiveness to needs*	74	19	5.77	2.11
12. Flexibility (in terms of the institution's products and services)*	72	21	5.19	2.08
13. Flexibility (in terms of changing country circumstances)*	73	19	5.42	1.97
14. Being inclusive*	73	19	6.19	2.16
15. Openness (sharing data and other information)*	82	11	6.63	2.16
16. Collaboration with the Government*	77	15	6.95	2.03
17. The speed in which it gets things accomplished on the ground*	68	24	5.44	2.07
18. Helping to bring discipline/effective supervision to implementation of investment projects*	69	24	6.35	1.95
19. Collaboration with civil society*	67	25	5.25	2.15
20. Staff accessibility*	73	18	5.66	2.29
21. Collaboration with other development partners*	77	15	6.21	2.14
22. Collaboration with the private sector*	68	25	5.81	2.12
23. Straightforwardness and honesty*	69	22	6.57	2.28
24. Treating clients and stakeholders in Fiji with respect*	69	24	6.77	2.16
25. Being a long-term partner*	75	17	6.97	2.24

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

1. In Fiji, to what extent do the World Bank's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	58	33	6.38	1.94
2. The impact of climate change	68	22	6.63	1.92

2. How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Fiji? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	38	49	5.47	1.89
2. Gender equity (closing the gap between women and men, and boys and girls)	44	43	6.32	1.65
3. Private sector development	52	35	6.15	1.89
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	58	30	6.69	2.04
5. Urban development	39	49	6.44	2.09
6. Energy	40	47	6.60	2.05
7. Job creation/employment	39	48	5.92	2.28
8. Financial markets	47	39	6.57	2.28
9. Transport (e.g., roads, bridges, transportation)	46	41	6.83	2.13
10. Agriculture and rural development	43	44	6.14	2.12
11. Natural resource management (i.e., renewable energy)	42	45	6.57	1.95
12. Climate change (e.g., mitigation, adaptation)	55	33	6.80	1.79
13. Poverty reduction	48	37	6.42	2.08
14. Economic growth	54	33	6.83	2.01
15. Disaster risk management	49	39	6.78	2.14
16. Information and communications technology	44	43	6.36	2.29

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank's work help to achieve development results in Fiji?*	74	16	6.23	2.06

To what extent do you agree with the following statements about the World Bank in Fiji? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Fiji*	71	19	6.03	2.11
5. The World Bank meets Fiji's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	72	17	6.46	1.94

(1-Not effectively at all, 10-Very effectively)	N	DK	Mean	SD
6. How effectively does the World Bank help Fiji to mobilize finance for development from private sector sources?	56	34	5.80	2.05

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

In Fiji, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Are timely	64	20	5.81	1.91
2. Include appropriate level of stakeholder involvement during preparation	61	23	6.05	2.15
3. Lead to practical solutions	64	20	5.94	2.07
4. Are accessible (well written and easy to understand)	68	15	6.25	2.02
5. Are source of relevant information on global good practices	64	20	6.69	1.93
6. Are adequately disseminated	65	18	6.06	2.22
7. Are translated enough into local language	49	35	5.35	2.44
8. Are adaptable to Fiji's specific development challenges and country circumstances*	62	22	6.19	2.14

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	68	20	6.18	2.04
10. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	71	18	6.75	1.90

**E. Working with the World Bank**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank effectively monitors and evaluates the projects and programs it supports	60	27	6.73	2.02
2. The World Bank's approvals and reviews are done in a timely fashion	60	26	5.93	2.07
3. The World Bank's "Safeguard Policy" requirements are reasonable	53	33	6.49	2.12
4. The World Bank's conditions on its lending are reasonable	54	32	6.28	1.90
5. The World Bank takes decisions quickly in Fiji*	55	30	5.95	1.99
6. Working with the World Bank increases Fiji's institutional capacity	62	23	6.76	1.83
7. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	52	34	6.79	1.98



**F. The Future Role of the World Bank in Fiji**

<b>1. Which of the following SHOULD the World Bank do to make itself of greater value in Fiji? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=88)</b>
Increase the level of capacity development in the country	34.1%
Leverage the private sector more (i.e., mobilize private sector development)	28.4%
Provide more adequate data/knowledge/statistics/figures on Fiji's economy	23.9%
Offer more innovative knowledge services	18.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.0%
Offer more innovative financial products	15.9%
Reduce the complexity of obtaining World Bank financing	13.6%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	12.5%
Improve the quality of its experts as related to Fiji's specific challenges	9.1%
Help to bring discipline/effective supervision to implementation of World Bank projects	8.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	5.7%
Work faster	3.4%
Other	2.3%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Fiji? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=88)</b>
Local newspapers	59.1%
Internet	56.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	23.9%
NGOs and think tanks	17.0%
Local television	11.4%
Other	8.0%
Local radio	6.8%
International newspapers	5.7%
International radio	2.3%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=88)</b>
World Bank's publications and other written materials	47.7%
World Bank's website	43.2%
Media (e.g., articles, radio interviews)	35.2%
Direct contact with the World Bank (i.e., face to face meetings/discussions)	28.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	22.7%
Other	4.5%

<b>3. Are you aware of the World Bank's Access to Information Policies under which the World Bank discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=87)</b>
Yes	17.2%
No	82.8%

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

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=87)
Yes	97.7%
No	2.3%

5. Have you used the World Bank (Pacific) website?	Percentage of Respondents (N=87)
Yes	47.1%
No	52.9%

6. Do you follow the World Bank on social media (e.g., Facebook, Twitter, YouTube)?	Percentage of Respondents (N=85)
Yes	18.8%
No	81.2%

7. How frequently do you consult the World Bank's website and/or social media channels (e.g., Facebook, Twitter, YouTube) for information/knowledge that you can use in your work?	Percentage of Respondents (N=87)
Weekly	5.7%
Monthly	14.9%
A few times a year	26.4%
Rarely	25.3%
Never	27.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank's websites easy to navigate	55	31	6.96	1.54
9. I find the information on the World Bank's websites useful	51	30	7.31	1.76
10. The World Bank's social media channels (e.g., Facebook, Twitter, YouTube) are valuable sources of information about the institution	36	46	6.58	2.23

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=108)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	19.4%
NGO/Community-Based Organization	13.9%
Financial Sector/Private Bank	11.1%
Private Sector Organization	10.2%
Bilateral/Multilateral Agency	9.3%
Independent Government Institution	8.3%
Local Government Office or Staff	5.6%
Faith-Based Group	5.6%
Academia/Research Institute/Think Tank	4.6%
Media	2.8%
Youth Group	2.8%
Office of Minister	1.9%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	1.9%
Office of Parliamentarian	.9%
Private Foundation	.9%
Trade Union	.9%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=107)</b>
Finance and markets	20.6%
Generalist (specialized in multiple sectors)	11.2%
Education	8.4%
Urban, rural, and social development	8.4%
Environment and natural resources	6.5%
Social protection and labor	5.6%
Trade and competitiveness	5.6%
Governance	5.6%
Other	5.6%
Health, nutrition, and population	4.7%
Gender	2.8%
Transport and ICT	2.8%
Fragility, conflict and violence	1.9%
Public-private partnerships	1.9%
Macroeconomics and fiscal management	1.9%
Agriculture	1.9%
Climate Change	1.9%
Water	0.9%
Energy and extractives	0.9%
Jobs	0.9%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=107)</b>
Yes	43.9%
No	56.1%

**H. Background Information (continued)**

<b>4. Which of the following describes most of your exposure to the World Bank in Fiji? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=100)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	42.0%
Collaborate as part of my professional duties	32.0%
Use World Bank website for information, data, research, etc.	31.0%
Use World Bank reports/data	27.0%
Engage in World Bank related/sponsored events/activities	22.0%

<b>5. What's your gender?</b>	<b>Percentage of Respondents (N=107)</b>
Female	38.3%
Male	61.7%

<b>6. What's your age?</b>	<b>Percentage of Respondents (N=108)</b>
25 and under	2.8%
26-35	22.2%
36-45	28.7%
46-55	29.6%
56 and above	16.7%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>1</sup>

Employee of a Ministry/PMU/Consultant on WB-supported project N=23 ● Local Government N=6 ●  
 Bilateral/Multilateral Agency N=10 ● Private Sector N=11 ● Financial Sector/Private Bank N=12 ● Civil Society N=26 ●  
 Independent Government Institution N=9 ● Academia N=5 ● Other N=6

### A. General Issues Facing Fiji

In general, would you say that efforts to address poverty and inequality in Fiji are headed in ... ?

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
The right direction	87.0%	83.3%	88.9%	63.6%	58.3%	34.6%	88.9%	60.0%	83.3%
The wrong direction		16.7%		9.1%	8.3%	34.6%		20.0%	
Not sure	13.0%		11.1%	27.3%	33.3%	30.8%	11.1%	20.0%	16.7%

<sup>1</sup> All but one respondent indicated their current position (H1). For these analyses, the few respondents from the office of Minister, the office of Parliamentarian, and the media were combined into the "Other" category; the few respondents from PMUs/Consultants on WB-supported projects were combined with employees of ministries; and respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a "Civil Society" category.

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Job creation/employment*	13.0%	0.0%	10.0%	18.2%	50.0%	38.5%	22.2%	0.0%	0.0%
Health	17.4%	16.7%	20.0%	45.5%	33.3%	26.9%	22.2%	40.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	11.1%	0.0%	0.0%
Education*	21.7%	33.3%	40.0%	45.5%	16.7%	26.9%	22.2%	100.0%	0.0%
Public sector governance/reform	17.4%	0.0%	50.0%	9.1%	25.0%	26.9%	22.2%	0.0%	50.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Social protection	8.7%	0.0%	20.0%	0.0%	8.3%	11.5%	0.0%	0.0%	0.0%
Gender equity	8.7%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	20.0%	16.7%
Private sector development	13.0%	16.7%	30.0%	9.1%	16.7%	7.7%	22.2%	0.0%	16.7%
Urban development*	4.3%	33.3%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	33.3%
Energy	4.3%	0.0%	10.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	17.4%	33.3%	10.0%	9.1%	0.0%	19.2%	0.0%	20.0%	0.0%
Disaster risk management	13.0%	33.3%	10.0%	9.1%	8.3%	19.2%	0.0%	0.0%	33.3%
Equality of opportunity	0.0%	16.7%	10.0%	0.0%	0.0%	11.5%	0.0%	0.0%	16.7%
Information and communications technology	4.3%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	4.3%	0.0%	0.0%	18.2%	16.7%	7.7%	0.0%	0.0%	0.0%
Natural resource management	13.0%	0.0%	10.0%	9.1%	0.0%	7.7%	0.0%	20.0%	16.7%
Climate change	39.1%	0.0%	10.0%	9.1%	8.3%	19.2%	33.3%	40.0%	50.0%
Transport	13.0%	50.0%	0.0%	18.2%	8.3%	7.7%	0.0%	0.0%	0.0%
Agriculture and rural development	17.4%	16.7%	20.0%	0.0%	16.7%	15.4%	22.2%	20.0%	33.3%
Trade and exports	8.7%	0.0%	10.0%	0.0%	16.7%	0.0%	22.2%	0.0%	16.7%
Poverty reduction	26.1%	0.0%	10.0%	27.3%	16.7%	23.1%	33.3%	0.0%	0.0%
Anti-corruption	4.3%	0.0%	10.0%	18.2%	0.0%	15.4%	11.1%	0.0%	0.0%
Economic growth	30.4%	16.7%	20.0%	18.2%	16.7%	3.8%	44.4%	40.0%	16.7%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
A growing middle class	0.0%	0.0%	20.0%	9.1%	16.7%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	39.1%	16.7%	10.0%	45.5%	16.7%	32.0%	33.3%	40.0%	16.7%
Better opportunity for the poor who live in rural areas	21.7%	33.3%	20.0%	9.1%	16.7%	16.0%	44.4%	0.0%	16.7%
Better opportunity for the poor who live in urban areas	8.7%	0.0%	0.0%	9.1%	0.0%	8.0%	11.1%	20.0%	0.0%
Better climate adaptation in vulnerable areas	21.7%	33.3%	10.0%	0.0%	0.0%	12.0%	11.1%	20.0%	33.3%
Better entrepreneurial opportunities	30.4%	16.7%	30.0%	36.4%	33.3%	20.0%	22.2%	20.0%	50.0%
Consistent economic growth	34.8%	16.7%	30.0%	18.2%	50.0%	4.0%	33.3%	20.0%	33.3%
More reliable social safety net	0.0%	0.0%	0.0%	9.1%	8.3%	8.0%	0.0%	20.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	4.3%	0.0%	10.0%	27.3%	8.3%	48.0%	0.0%	20.0%	16.7%
Better quality public services	21.7%	50.0%	30.0%	18.2%	8.3%	4.0%	33.3%	20.0%	0.0%
Better employment opportunities for young people	8.7%	16.7%	10.0%	9.1%	41.7%	36.0%	11.1%	0.0%	0.0%
Better employment opportunities for women	4.3%	16.7%	30.0%	9.1%	0.0%	4.0%	0.0%	20.0%	16.7%
Other	4.3%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	16.7%

\*Significantly different between stakeholder groups

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank in Fiji?*	22	6.00	6	6.17	10	5.10	11	4.55	12	5.08	24	3.75	9	6.00	5	3.80	6	4.00

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank's effectiveness in Fiji.*	22	6.64	6	6.83	8	6.38	10	4.70	10	6.00	15	4.53	6	6.50	4	4.25	4	4.50

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank's staff is well prepared to help Fiji solve its most complicated development challenges?*	21	7.29	5	7.40	8	6.13	9	5.22	9	5.67	14	4.71	5	6.80	4	4.25	4	5.75

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



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Gender equity	4.3%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Urban development*	4.3%	16.7%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Energy	4.3%	0.0%	10.0%	18.2%	8.3%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	13.0%	16.7%	10.0%	18.2%	0.0%	4.2%	0.0%	20.0%	16.7%
Job creation/employment	13.0%	33.3%	20.0%	18.2%	41.7%	45.8%	44.4%	0.0%	16.7%
Health	13.0%	33.3%	30.0%	9.1%	33.3%	20.8%	11.1%	40.0%	0.0%
Financial markets	4.3%	0.0%	0.0%	0.0%	25.0%	0.0%	11.1%	20.0%	0.0%
Public sector governance/reform	26.1%	33.3%	10.0%	0.0%	25.0%	25.0%	22.2%	0.0%	33.3%
Social protection	4.3%	0.0%	20.0%	0.0%	0.0%	8.3%	22.2%	0.0%	0.0%
Private sector development	13.0%	0.0%	0.0%	18.2%	25.0%	0.0%	33.3%	0.0%	33.3%
Education	17.4%	0.0%	10.0%	36.4%	8.3%	25.0%	0.0%	60.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	4.3%	0.0%	10.0%	9.1%	0.0%	8.3%	22.2%	0.0%	16.7%
Anti-corruption	4.3%	0.0%	0.0%	9.1%	8.3%	20.8%	11.1%	0.0%	0.0%
Economic growth	21.7%	0.0%	40.0%	18.2%	33.3%	16.7%	22.2%	40.0%	33.3%
Disaster risk management	8.7%	0.0%	10.0%	9.1%	0.0%	8.3%	22.2%	20.0%	16.7%
Equality of opportunity	4.3%	16.7%	10.0%	0.0%	8.3%	4.2%	0.0%	0.0%	16.7%
Information and communications technology	13.0%	16.7%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	13.0%	16.7%	20.0%	36.4%	0.0%	8.3%	0.0%	0.0%	0.0%
Climate change	17.4%	33.3%	20.0%	18.2%	0.0%	12.5%	11.1%	40.0%	16.7%
Agriculture and rural development	26.1%	16.7%	10.0%	27.3%	25.0%	25.0%	33.3%	40.0%	50.0%
Crime and violence	4.3%	0.0%	0.0%	0.0%	16.7%	4.2%	0.0%	0.0%	0.0%
Natural resource management	30.4%	16.7%	0.0%	9.1%	0.0%	16.7%	0.0%	0.0%	0.0%
Poverty reduction	21.7%	0.0%	40.0%	18.2%	25.0%	25.0%	33.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	13.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Building local skills and knowledge around World Bank supported projects	13.0%	50.0%	10.0%	30.0%	8.3%	21.7%	12.5%	20.0%	33.3%
Technical assistance	17.4%	0.0%	0.0%	0.0%	16.7%	4.3%	25.0%	0.0%	0.0%
Policy advice, studies, analyses	17.4%	16.7%	20.0%	20.0%	25.0%	26.1%	0.0%	0.0%	16.7%
Financial resources	13.0%	33.3%	10.0%	30.0%	33.3%	17.4%	37.5%	40.0%	33.3%
Data and statistics *	0.0%	0.0%	30.0%	0.0%	8.3%	13.0%	0.0%	40.0%	0.0%
Implementation support	13.0%	0.0%	30.0%	0.0%	0.0%	4.3%	12.5%	0.0%	0.0%
Coordination of development partners	13.0%	0.0%	0.0%	0.0%	8.3%	4.3%	12.5%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	16.7%

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	0.0%	0.0%	0.0%	0.0%	8.3%	13.0%	22.2%	0.0%	16.7%
Building local skills and knowledge around World Bank supported projects	30.4%	0.0%	20.0%	10.0%	8.3%	4.3%	33.3%	20.0%	0.0%
Technical assistance	13.0%	16.7%	30.0%	50.0%	16.7%	4.3%	22.2%	20.0%	16.7%
Policy advice, studies, analyses	13.0%	0.0%	30.0%	0.0%	16.7%	4.3%	11.1%	20.0%	16.7%
Financial resources *	13.0%	66.7%	0.0%	20.0%	8.3%	30.4%	0.0%	0.0%	33.3%
Data and statistics	8.7%	0.0%	0.0%	0.0%	0.0%	13.0%	0.0%	0.0%	16.7%
Implementation support	17.4%	0.0%	20.0%	20.0%	16.7%	13.0%	11.1%	0.0%	0.0%
Coordination of development partners	4.3%	16.7%	0.0%	0.0%	16.7%	13.0%	0.0%	40.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	8.3%	4.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Not collaborating enough with civil society	4.3%	16.7%	10.0%	0.0%	0.0%	33.3%	11.1%	20.0%	16.7%
Arrogant in its approach	0.0%	0.0%	10.0%	0.0%	0.0%	4.2%	0.0%	20.0%	0.0%
Inadequate number of World Bank staff members located in the country	17.4%	16.7%	10.0%	0.0%	9.1%	0.0%	22.2%	0.0%	16.7%
The credibility of its knowledge/data	0.0%	16.7%	0.0%	0.0%	0.0%	8.3%	0.0%	20.0%	0.0%
Staff too inaccessible	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Not collaborating enough with private sector*	8.7%	0.0%	10.0%	60.0%	18.2%	8.3%	0.0%	20.0%	16.7%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	18.2%	12.5%	11.1%	0.0%	0.0%
Not adequately sensitive to political/social realities in Fiji	17.4%	0.0%	20.0%	10.0%	9.1%	12.5%	0.0%	20.0%	0.0%
Too influenced by developed countries	21.7%	0.0%	10.0%	0.0%	18.2%	4.2%	11.1%	0.0%	0.0%
World Bank's processes too slow	17.4%	0.0%	20.0%	0.0%	9.1%	8.3%	11.1%	20.0%	0.0%
World Bank's processes too complex	21.7%	16.7%	30.0%	40.0%	18.2%	20.8%	0.0%	60.0%	16.7%
Monetary policies not for the benefit of Fiji	0.0%	0.0%	0.0%	10.0%	0.0%	12.5%	11.1%	0.0%	0.0%
Not sufficiently focused on results	8.7%	16.7%	10.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Not in it for the long term	8.7%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	20.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	13.0%	0.0%	20.0%	0.0%	18.2%	4.2%	0.0%	0.0%	0.0%
Other*	0.0%	16.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Don't know	13.0%	16.7%	20.0%	10.0%	18.2%	25.0%	44.4%	0.0%	16.7%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
To a fully sufficient degree	4.3%						25.0%	20.0%	16.7%
To a somewhat sufficient degree	56.5%	66.7%	40.0%	10.0%	33.3%	29.2%	37.5%	40.0%	16.7%
To a somewhat insufficient degree	13.0%		10.0%	40.0%	33.3%	20.8%			33.3%
To a very insufficient degree	4.3%		10.0%	10.0%	16.7%	8.3%	12.5%	40.0%	16.7%
Don't know	21.7%	33.3%	40.0%	40.0%	16.7%	41.7%	25.0%		16.7%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
Project beneficiaries	27.3%	20.0%	30.0%	62.5%	18.2%	18.2%	50.0%	0.0%	16.7%
Academia/universities/think tanks/research institutes*	27.3%	40.0%	0.0%	12.5%	18.2%	22.7%	12.5%	100.0%	0.0%
Youth groups	13.6%	20.0%	0.0%	0.0%	27.3%	31.8%	12.5%	20.0%	0.0%
Private sector*	36.4%	20.0%	20.0%	100.0%	54.5%	18.2%	37.5%	0.0%	50.0%
NGOs/Community-Based Organizations*	22.7%	20.0%	50.0%	12.5%	18.2%	77.3%	25.0%	60.0%	16.7%
Parliament	13.6%	0.0%	0.0%	0.0%	9.1%	4.5%	0.0%	0.0%	16.7%
Media*	4.5%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	50.0%
Regional organizations	13.6%	20.0%	20.0%	12.5%	18.2%	4.5%	12.5%	20.0%	0.0%
UN organizations	18.2%	0.0%	20.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Other multilateral development banks	9.1%	20.0%	20.0%	0.0%	9.1%	9.1%	25.0%	0.0%	16.7%
Other	4.5%	0.0%	0.0%	0.0%	9.1%	4.5%	0.0%	0.0%	16.7%
Don't know*	0.0%	20.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank currently plays a relevant role in development in Fiji	22	6.68	5	6.40	9	6.89	8	5.25	10	5.20	16	5.25	6	7.50	5	4.60	4	6.25
The World Bank's work is aligned with what I consider the development priorities for Fiji*	21	6.57	5	6.60	9	6.56	7	4.71	10	5.10	14	5.29	5	7.60	3	4.33	4	6.00

\*Significantly different between stakeholder groups

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	19	7.00	4	7.00	8	6.63	6	4.83	8	4.75	14	4.57	6	6.67	5	3.80	3	6.00
Flexibility (in terms of the institution's products and services)	21	6.10	4	7.25	7	5.14	6	4.67	8	4.38	13	4.62	4	4.75	5	3.40	3	5.33
Flexibility (in terms of changing country circumstances)	21	6.14	4	7.25	7	5.57	6	4.83	8	4.50	13	4.77	5	6.20	5	4.00	3	5.67
Being inclusive*	19	7.32	4	7.50	9	7.11	6	4.50	8	5.13	12	5.08	6	7.00	5	4.40	3	5.33
Openness (sharing data and other information)	21	7.10	4	7.50	9	6.56	7	5.57	9	5.33	16	6.44	6	7.50	5	7.40	4	6.00
Collaboration with the Government	19	7.32	4	8.00	7	7.29	7	5.71	8	5.50	16	6.75	6	8.33	5	7.20	4	6.25
The speed in which it gets things accomplished on the ground*	18	6.56	4	7.00	6	5.00	6	5.00	8	4.38	11	4.73	6	6.17	5	4.20	3	6.00
Helping to bring discipline/effective supervision to implementation of investment projects	21	7.05	4	7.00	6	6.33	6	5.67	6	5.33	12	5.25	5	7.20	5	6.00	3	6.33
Collaboration with civil society*	17	6.76	4	7.00	5	5.20	6	5.17	7	5.14	15	3.20	4	5.75	5	4.60	3	5.33
Staff accessibility*	20	7.10	4	7.00	7	5.14	7	5.43	8	5.50	14	4.36	5	6.80	5	3.20	3	4.67
Collaboration with other development partners*	21	7.24	4	7.25	9	6.78	7	5.71	8	5.62	14	4.79	5	6.60	5	4.80	3	5.67
Collaboration with the private sector*	18	7.06	3	7.67	6	6.33	7	4.86	8	4.50	12	5.33	4	6.00	5	4.00	4	4.75
Straightforwardness and honesty*	18	8.06	4	8.00	7	6.43	6	5.83	7	5.57	13	5.08	5	7.20	5	5.00	3	6.67
Treating clients and stakeholders in Fiji with respect*	17	8.29	4	8.00	7	6.43	7	6.14	8	6.38	11	5.55	6	7.00	5	4.40	3	6.67
Being a long-term partner*	19	8.37	4	8.25	8	7.13	7	5.86	9	5.11	13	5.62	6	8.83	5	6.60	3	6.00

\*Significantly different between stakeholder groups



### C. World Bank's Effectiveness and Results

In Fiji, to what extent do the World Bank's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Gender	16	6.88	3	7.33	2	7.50	6	6.00	5	6.40	11	5.36	6	7.00	4	6.00	4	5.00
The impact of climate change*	18	7.61	3	7.33	5	7.40	7	5.43	7	6.43	12	5.83	6	6.67	5	6.60	4	4.75

\*Significantly different between stakeholder groups

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	6	6.50	2	8.00	5	6.00	4	4.50	6	4.33	9	4.89	3	5.67	1	5.00	1	5.00
Gender equity	12	7.25	2	8.00	2	6.00	5	5.20	3	6.00	9	5.44	4	7.00	3	5.00	3	6.33
Private sector development*	13	6.92	2	8.50	3	7.00	7	5.14	7	4.43	9	5.78	4	8.00	3	6.33	3	4.67
Public sector governance/reform*	18	7.28	3	7.67	5	5.80	5	6.00	6	4.67	9	5.78	5	8.40	3	8.00	3	6.33
Urban development*	10	6.80	2	8.50	3	5.67	4	4.50	3	4.33	8	6.38	4	8.00	2	8.00	2	4.50
Energy	9	7.44	2	8.50	3	6.67	5	6.20	4	5.25	8	5.38	3	7.00	3	7.67	2	6.00
Job creation/employment	9	5.78	2	9.50	2	6.00	5	4.80	4	4.50	8	5.88	4	7.25	2	7.00	2	6.00
Financial markets	11	7.64	2	9.00	2	7.50	5	5.60	7	4.43	9	6.11	5	6.80	3	7.00	2	6.50
Transport*	12	7.58	2	9.00	4	7.75	3	4.67	4	4.50	10	6.10	5	8.00	2	6.00	3	6.33
Agriculture and rural development	10	6.90	2	8.50	1	6.00	5	5.60	5	4.80	10	5.60	4	7.00	3	7.67	3	4.33
Natural resource management	12	7.42	2	9.00	2	7.00	5	5.40	5	5.20	7	5.86	3	7.33	3	7.00	2	5.50
Climate change	16	7.69	3	7.67	5	6.60	5	6.00	5	6.20	11	5.73	4	7.00	3	7.33	2	5.50
Poverty reduction	13	7.46	2	8.50	3	6.33	5	5.40	4	4.25	11	5.73	4	7.25	3	7.67	2	6.00
Economic growth*	16	7.75	2	9.00	4	7.75	7	6.00	5	4.40	10	6.10	5	8.00	2	5.50	2	5.50
Disaster risk management	13	7.38	2	9.00	5	7.60	6	6.17	3	6.00	12	5.58	3	7.33	2	7.50	2	5.50
Information and communications technology	10	6.80	2	9.00	5	6.80	5	5.20	4	4.50	9	6.22	3	6.00	3	8.33	2	3.50

\*Significantly different between stakeholder groups



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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank's work help to achieve development results in Fiji?	19	6.84	4	7.25	6	6.00	6	6.00	9	4.67	14	6.00	7	7.29	5	5.80	3	4.67

(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 in Fiji? (1-Strongly disagree, 10-Strongly agree)**

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank's financial instruments meet the needs of Fiji	21	6.29	3	7.67	5	6.20	6	5.33	7	5.43	13	5.38	7	6.57	5	6.20	3	5.00
The World Bank meets Fiji's needs for knowledge services	20	6.60	4	7.00	6	7.50	6	6.67	9	5.33	12	6.17	6	7.50	5	5.00	3	6.00

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How effectively does the World Bank help Fiji to mobilize finance for development from private sector sources?	17	6.18	3	7.67	4	6.25	6	6.00	8	4.88	8	4.63	4	6.25	3	6.33	2	3.50

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

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely*	19	6.47	3	8.00	7	6.00	6	5.67	7	4.57	10	4.10	5	7.40	4	4.75	2	5.50
Include appropriate level of stakeholder involvement during preparation*	21	6.90	3	8.00	5	6.20	6	5.83	7	4.57	9	4.22	4	7.50	4	4.75	1	5.00
Lead to practical solutions*	20	6.80	3	8.00	6	6.17	6	5.67	6	4.67	9	5.00	5	6.40	5	4.40	3	4.67
Are accessible	21	6.86	3	6.67	7	6.57	6	5.67	7	5.43	11	5.36	4	7.50	5	4.60	3	7.00
Are source of relevant information on global good practices*	19	7.74	3	6.67	6	6.67	6	5.83	7	5.43	10	6.10	4	7.75	5	5.00	3	7.00
Are adequately disseminated	19	6.95	3	6.33	7	6.00	5	6.00	7	5.00	11	5.18	4	7.25	5	4.40	3	6.00
Are translated enough into local language*	15	6.20	3	7.33	4	5.75	4	5.00	4	6.00	9	3.00	3	7.33	4	3.50	2	6.00
Are adaptable to Fiji's specific development challenges and country circumstances*	18	6.56	4	8.25	6	6.50	5	6.00	5	5.20	10	4.80	5	7.80	5	4.20	3	6.67

\*Significantly different between stakeholder groups

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?*	17	6.82	4	7.50	7	5.86	6	6.00	9	4.33	12	6.25	4	8.25	5	5.80	3	4.33
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*	19	7.47	3	8.33	7	6.43	6	6.50	8	5.00	14	6.36	4	8.00	5	5.80	4	7.00

(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**

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

	Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank effectively monitors and evaluates the projects and programs it supports	17	7.59	4	7.75	4	6.25	6	6.17	5	5.80	10	6.00	5	7.80	5	4.80	3	6.67
The World Bank's approvals and reviews are done in a timely fashion	17	7.00	3	6.33	5	5.20	6	5.50	5	5.00	11	5.09	4	6.50	5	4.40	3	6.67
The World Bank's "Safeguard Policy" requirements are reasonable	16	7.37	4	8.00	3	7.00	5	5.00	5	5.80	11	5.55	3	7.33	3	4.67	2	6.00
The World Bank's conditions on its lending are reasonable	14	7.14	3	7.33	4	6.25	6	5.33	5	5.60	10	5.50	4	7.25	5	5.40	2	5.50
The World Bank takes decisions quickly in Fiji	16	6.88	4	7.00	5	5.20	6	5.67	5	5.00	9	5.22	3	6.67	4	4.00	2	6.00
Working with the World Bank increases Fiji's institutional capacity*	17	8.00	2	6.50	6	6.50	6	6.33	6	5.50	11	6.18	4	7.75	5	5.40	4	6.50
Where country systems are adequate, the World Bank makes appropriate use of them	15	7.60	4	8.25	2	7.50	5	6.40	5	5.80	10	6.60	3	6.67	5	4.60	2	5.50

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank in Fiji**Which of the following **SHOULD** the World Bank do to make itself of greater value in Fiji? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Improve the quality of its experts as related to Fiji's specific challenges	0.0%	25.0%	0.0%	14.3%	0.0%	25.0%	0.0%	20.0%	0.0%
Offer more innovative financial products	10.0%	25.0%	11.1%	28.6%	22.2%	15.0%	28.6%	0.0%	0.0%
Offer more innovative knowledge services	10.0%	0.0%	11.1%	14.3%	33.3%	25.0%	28.6%	20.0%	16.7%
Reduce the complexity of obtaining World Bank financing	20.0%	25.0%	0.0%	0.0%	22.2%	10.0%	0.0%	40.0%	16.7%
Collaborate more effectively with Government clients*	40.0%	0.0%	11.1%	0.0%	11.1%	0.0%	28.6%	40.0%	16.7%
Leverage the private sector more	25.0%	25.0%	22.2%	71.4%	44.4%	10.0%	42.9%	0.0%	50.0%
Work faster	0.0%	25.0%	11.1%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank projects	0.0%	0.0%	22.2%	0.0%	11.1%	10.0%	0.0%	20.0%	16.7%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	20.0%	25.0%	33.3%	0.0%	11.1%	10.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Fiji's economy	25.0%	25.0%	11.1%	14.3%	22.2%	45.0%	14.3%	20.0%	0.0%
Improve the competitiveness of its financing compared to markets	5.0%	0.0%	11.1%	0.0%	0.0%	5.0%	0.0%	0.0%	33.3%
Increase the level of capacity development in the country	45.0%	25.0%	33.3%	28.6%	22.2%	30.0%	42.9%	40.0%	33.3%
Other	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Local radio	0.0%	25.0%	0.0%	0.0%	11.1%	15.0%	0.0%	0.0%	16.7%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	20.0%	0.0%
Social media	25.0%	50.0%	0.0%	42.9%	22.2%	40.0%	14.3%	0.0%	0.0%
International newspapers	10.0%	0.0%	11.1%	0.0%	0.0%	5.0%	14.3%	0.0%	0.0%
Local television	15.0%	0.0%	0.0%	14.3%	0.0%	15.0%	14.3%	20.0%	16.7%
Internet	75.0%	50.0%	33.3%	57.1%	55.6%	35.0%	71.4%	60.0%	83.3%
NGOs and think tanks	5.0%	0.0%	33.3%	14.3%	11.1%	30.0%	14.3%	20.0%	16.7%
Local newspapers	60.0%	50.0%	66.7%	57.1%	77.8%	45.0%	71.4%	80.0%	50.0%
Other	10.0%	0.0%	22.2%	14.3%	0.0%	0.0%	0.0%	0.0%	16.7%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
World Bank's publications and other written materials	55.0%	25.0%	44.4%	42.9%	44.4%	40.0%	57.1%	60.0%	50.0%
Media	10.0%	25.0%	22.2%	42.9%	55.6%	55.0%	14.3%	60.0%	50.0%
Direct contact with the World Bank	35.0%	25.0%	33.3%	28.6%	33.3%	15.0%	42.9%	20.0%	33.3%
Social media	30.0%	25.0%	22.2%	14.3%	22.2%	25.0%	28.6%	0.0%	16.7%
World Bank's website*	60.0%	75.0%	55.6%	42.9%	11.1%	50.0%	0.0%	40.0%	16.7%
Other	5.0%	0.0%	0.0%	0.0%	0.0%	5.0%	14.3%	20.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Independent Government Institution	Academia	Other
Yes	25.0%	25.0%	11.1%	42.9%		5.0%	28.6%		16.7%
No	75.0%	75.0%	88.9%	57.1%	100.0%	95.0%	71.4%	100.0%	83.3%

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?**

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
Yes	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	10.0%								

**Have you used the World Bank (Pacific) website?**

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
Yes	50.0%	75.0%	55.6%	57.1%	55.6%	36.8%	28.6%	40.0%	33.3%
No	50.0%	25.0%	44.4%	42.9%	44.4%	63.2%	71.4%	60.0%	66.7%

**Do you follow the World Bank on social media (e.g., Facebook, Twitter, YouTube)?**

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
Yes	21.1%	33.3%	11.1%	28.6%	11.1%	21.1%	14.3%		16.7%
No	78.9%	66.7%	88.9%	71.4%	88.9%	78.9%	85.7%	100.0%	83.3%

**How frequently do you consult the World Bank's website and/or social media channels (e.g., Facebook, Twitter, YouTube) for information/knowledge that you can use in your work?**

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
Weekly	15.0%					5.0%			
Monthly	10.0%		22.2%	28.6%	11.1%	10.0%	16.7%	40.0%	16.7%
A few times a year	30.0%	25.0%	33.3%	28.6%	22.2%	25.0%	33.3%		33.3%
Rarely	40.0%	50.0%	33.3%		22.2%	15.0%	33.3%	20.0%	16.7%
Never	5.0%	25.0%	11.1%	42.9%	44.4%	45.0%	16.7%	40.0%	33.3%

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

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

	Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		Civil Society		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
I find the World Bank's websites easy to navigate*	16	7.81	3	7.33	6	6.17	5	6.00	4	6.50	8	6.00	6	7.83	2	7.50	4	5.75
I find the information on the World Bank's websites useful*	14	8.36	3	8.00	6	6.83	4	6.25	4	6.00	8	5.88	6	8.17	2	7.50	3	7.00
The World Bank's social media channels are valuable sources of information about the institution	12	7.25	3	8.00	3	5.67	3	6.67	2	5.00	6	6.17	3	7.33	1	2.00	2	4.00

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Independent Government Institution	Academia	Other
Observer*	17.4%	50.0%	30.0%	54.5%	50.0%	70.0%	28.6%	20.0%	50.0%
Use World Bank reports/data	30.4%	33.3%	20.0%	27.3%	25.0%	30.0%	14.3%	20.0%	33.3%
Engage in World Bank related/sponsored events/activities	26.1%	0.0%	20.0%	36.4%	16.7%	15.0%	57.1%	20.0%	0.0%
Collaborate as part of my professional duties*	39.1%	16.7%	60.0%	18.2%	50.0%	10.0%	42.9%	60.0%	0.0%
Use World Bank website for information, data, research, etc.*	52.2%	50.0%	10.0%	18.2%	8.3%	25.0%	14.3%	60.0%	50.0%

\*Significantly different between stakeholder groups





## Appendix C: Responses to Select Questions by Collaboration with the World Bank<sup>2</sup>

- Collaborating with the World Bank N=47      ● Not collaborating with the World Bank N=60

### B. Overall Attitudes toward the World Bank

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Fiji?*	46	5.96	1.76	58	4.05	2.21

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

\*Significantly different between those who collaborate with the WB and those who do not

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Fiji.*	45	6.24	1.97	39	5.05	1.86

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

\*Significantly different between those who collaborate with the WB and those who do not

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Fiji solve its most complicated development challenges?*	43	6.65	1.73	35	5.23	2.25

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

\*Significantly different between those who collaborate with the WB and those who do not

<sup>2</sup> All but two respondents indicated whether they are currently collaborating with the World Bank (H3).

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

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

Percentage of Respondents (Responses combined)	Collaborating with the World Bank	Not Collaborating with the World Bank
Gender equity	2.1%	3.4%
Urban development	4.3%	5.2%
Energy	8.5%	1.7%
Water and sanitation	12.8%	6.9%
Job creation/employment	19.1%	36.2%
Health	17.0%	22.4%
Financial markets	4.3%	6.9%
Public sector governance/reform	19.1%	20.7%
Social protection	8.5%	5.2%
Private sector development	14.9%	10.3%
Education	17.0%	19.0%
Global/regional integration	2.1%	0.0%
Trade and exports	12.8%	3.4%
Anti-corruption	4.3%	12.1%
Economic growth	21.3%	25.9%
Disaster risk management	8.5%	10.3%
Equality of opportunity	6.4%	5.2%
Information and communications technology	10.6%	1.7%
Transport*	17.0%	5.2%
Climate change	17.0%	15.5%
Agriculture and rural development	23.4%	29.3%
Crime and violence	4.3%	3.4%
Natural resource management	14.9%	10.3%
Poverty reduction	17.0%	25.9%

\*Significantly different between those who collaborate with the WB and those who do not

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Fiji*	42	6.48	2.04	42	5.50	1.94
The World Bank's work is aligned with what I consider the development priorities for Fiji	40	6.23	1.90	37	5.54	1.98

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different between those who collaborate with the WB and those who do not

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

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	40	6.32	1.87	32	5.03	2.22
Flexibility (in terms of the institution's products and services)	40	5.40	1.91	30	4.77	2.22
Flexibility (in terms of changing country circumstances)*	41	5.85	1.96	30	4.77	1.78
Being inclusive*	39	6.87	1.74	32	5.19	2.24
Openness (sharing data and other information)	43	6.53	2.05	37	6.62	2.29
Collaboration with the Government	41	6.95	1.82	34	6.76	2.22
The speed in which it gets things accomplished on the ground	38	5.71	1.86	28	5.11	2.11
Helping to bring discipline/effective supervision to implementation of investment projects	39	6.46	1.80	28	5.96	2.03
Collaboration with civil society*	34	6.00	1.89	31	4.32	2.10
Staff accessibility*	41	6.39	2.07	31	4.61	2.20
Collaboration with other development partners*	42	6.79	2.03	33	5.30	1.94
Collaboration with the private sector*	36	6.19	1.82	30	5.13	2.22
Straightforwardness and honesty*	38	7.05	2.00	29	5.76	2.43
Treating clients and stakeholders in Fiji with respect*	37	7.32	1.97	30	5.93	2.13
Being a long-term partner	41	7.24	2.18	32	6.47	2.24

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

\*Significantly different between those who collaborate with the WB and those who do not

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

In Fiji, to what extent do the World Bank's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Gender	30	6.63	1.59	26	5.88	2.16
The impact of climate change*	35	7.00	1.80	31	6.06	1.91

\*Significantly different between those who collaborate with the WB and those who do not

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

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Social protection*	24	5.79	1.56	12	4.50	2.20
Gender equity	25	6.52	1.58	17	5.88	1.76
Private sector development	31	6.45	1.79	19	5.47	1.95
Public sector governance/reform	34	6.76	1.96	22	6.32	2.08
Urban development	22	6.27	1.61	15	6.33	2.61
Energy	22	6.82	1.74	16	6.06	2.41
Job creation/employment	23	5.83	2.08	14	5.93	2.50
Financial markets	26	6.88	1.90	19	5.84	2.57
Transport	23	7.04	1.94	21	6.33	2.24
Agriculture and rural development	23	6.52	1.76	19	5.58	2.46
Natural resource management	24	6.75	1.85	16	6.13	2.13
Climate change	31	7.00	1.73	22	6.27	1.70
Poverty reduction	24	6.46	1.89	22	6.41	2.32
Economic growth	30	7.17	1.74	22	6.18	2.22
Disaster risk management	27	6.96	1.89	20	6.25	2.36
Information and communications technology	23	6.22	1.76	19	6.21	2.76

\*Significantly different between those who collaborate with the WB and those who do not

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Fiji?	38	6.26	1.75	34	6.00	2.30

(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 in Fiji?**

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Fiji	38	6.03	1.85	31	5.84	2.34
The World Bank meets Fiji's needs for knowledge services	39	6.51	1.76	31	6.23	2.09

(1-Strongly disagree, 10-Strongly agree)

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank help Fiji to mobilize finance for development from private sector sources?	31	6.00	1.90	23	5.30	2.14

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

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

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Are timely	38	6.03	1.82	24	5.25	1.89
Include appropriate level of stakeholder involvement during preparation*	38	6.45	1.98	21	5.05	2.06
Lead to practical solutions*	37	6.38	1.95	25	5.12	2.05
Are accessible	39	6.38	1.91	27	5.85	2.07
Are source of relevant information on global good practices	37	6.92	1.74	25	6.16	2.10
Are adequately disseminated	36	6.19	2.03	27	5.67	2.39
Are translated enough into local language	28	5.57	2.27	19	4.95	2.78
Are adaptable to Fiji's specific development challenges and country circumstances	34	6.29	1.88	26	5.85	2.38

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

\*Significantly different between those who collaborate with the WB and those who do not

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	36	6.28	1.99	30	5.90	2.09
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	38	6.92	1.85	31	6.35	1.87

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

**E. Working with the World Bank**

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank effectively monitors and evaluates the projects and programs it supports	33	6.82	1.93	25	6.44	2.12
The World Bank's approvals and reviews are done in a timely fashion	33	6.12	1.92	25	5.48	2.16
The World Bank's "Safeguard Policy" requirements are reasonable	30	6.87	1.94	21	5.71	2.15
The World Bank's conditions on its lending are reasonable	31	6.35	1.94	21	5.90	1.70
The World Bank takes decisions quickly in Fiji	32	6.06	2.06	21	5.57	1.86
Working with the World Bank increases Fiji's institutional capacity*	34	7.29	1.72	26	5.96	1.78
Where country systems are adequate, the World Bank makes appropriate use of them	28	7.04	1.88	22	6.27	2.03

\*Significantly different between those who collaborate with the WB and those who do not

**G. Communication and Information Sharing**

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
I find the World Bank's websites easy to navigate*	31	7.26	1.57	22	6.41	1.30
I find the information on the World Bank's websites useful *	29	7.66	1.63	20	6.65	1.79
The World Bank's social media channels*	20	7.15	2.01	14	5.43	2.14

\*Significantly different between those who collaborate with the WB and those who do not

## Appendix D: Indicator Questions as a Function of Exposure to the World Bank

Indicator Question	Which of the following describes your level of interaction with the WB?		Which of the following describes your exposure to the World Bank in Fiji? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WB reports/data		Engage in WBG activities		Collaborate		Use WB 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's effectiveness in Fiji.	5.05	6.24	6.10	5.34	5.96	5.42	5.53	6.82	5.52	6.26	5.93	5.54
Overall the World Bank currently plays a relevant role in development in Fiji	5.50	6.48	6.33	5.24	5.95	5.92	5.80	6.35	5.71	6.33	5.89	6.04
The World Bank's work is aligned with what I consider the development priorities for Fiji	5.54	6.23	6.18	5.20	5.86	5.83	5.79	6.06	5.59	6.29	5.79	5.96
Responsiveness to needs	5.03	6.32	6.15	4.73	5.76	5.57	5.42	6.59	5.41	6.10	5.76	5.60
Flexibility (in terms of the institution's products and services)	4.77	5.40	5.40	4.52	5.10	5.19	5.02	5.44	5.05	5.24	5.13	5.13
Flexibility (in terms of changing country circumstances)	4.77	5.85	5.64	4.80	5.58	5.00	5.29	5.72	5.18	5.70	5.48	5.25
Being inclusive	5.19	6.87	6.46	5.32	6.32	5.55	5.83	6.89	5.68	6.69	6.33	5.68
Openness (sharing data and other information)	6.62	6.53	6.71	6.12	6.54	6.46	6.28	7.20	6.31	6.83	6.55	6.44
Collaboration with the Government	6.76	6.95	7.25	5.91	6.82	6.92	6.57	7.60	6.56	7.32	6.70	7.12
The speed in which it gets things accomplished on the ground	5.11	5.71	5.60	5.17	5.59	5.21	5.36	5.78	5.43	5.53	5.45	5.52
Helping to bring discipline/effective supervision to implementation of investment projects	5.96	6.46	6.49	5.76	6.40	5.89	6.06	6.88	6.03	6.59	6.10	6.54
Collaboration with civil society	4.32	6.00	5.58	4.80	5.65	4.65	5.18	5.92	4.97	5.88	5.40	5.22
Staff accessibility	4.61	6.39	5.94	4.81	5.83	5.13	5.34	6.39	5.17	6.20	5.70	5.44
Collaboration with other development partners	5.30	6.79	6.52	5.17	6.31	5.59	5.78	7.00	5.56	6.87	6.20	5.88
Collaboration with the private sector	5.13	6.19	6.00	4.84	5.80	5.35	5.59	5.87	5.50	5.86	5.65	5.67
Straightforwardness and honesty	5.76	7.05	6.81	5.68	6.74	5.90	6.20	7.38	6.30	6.72	6.49	6.48
Treating clients and stakeholders in Fiji with respect	5.93	7.32	6.96	6.14	6.87	6.26	6.46	7.44	6.57	6.86	6.70	6.68
Being a long-term partner	6.47	7.24	7.10	6.38	6.88	6.91	6.81	7.11	6.98	6.77	6.63	7.36
To what extent does the World Bank's work help to achieve development results in Fiji?	6.00	6.26	6.15	5.86	6.33	5.50	6.00	6.22	5.97	6.18	5.91	6.36
The World Bank's financial instruments meet the needs of Fiji	5.84	6.03	6.00	5.71	6.13	5.45	5.92	5.88	5.88	5.96	5.70	6.30
The World Bank meets Fiji's needs for knowledge services	6.23	6.51	6.41	6.23	6.56	5.96	6.33	6.44	6.24	6.52	6.33	6.39
Are adaptable to Fiji's specific development challenges and country circumstances	5.85	6.29	6.42	5.35	6.39	5.53	5.85	7.08	6.06	6.19	6.08	6.17
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.90	6.28	6.21	5.82	6.23	5.77	5.92	6.69	6.03	6.15	6.19	5.86
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.35	6.92	6.90	6.15	6.69	6.65	6.50	7.25	6.67	6.69	6.70	6.63
The World Bank takes decisions quickly in Fiji	5.57	6.06	6.00	5.65	6.08	5.47	5.81	6.17	5.94	5.83	5.61	6.44
Where country systems are adequate, the World Bank makes appropriate use of them	6.27	7.04	7.03	6.06	6.74	6.53	6.45	7.42	6.46	6.95	6.94	6.18

Yellow highlight indicates significant difference between Yes and No

## Appendix E: Fiji FY19 Questionnaire



### **World Bank Country Survey FY 2019 – Fiji**

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

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.

**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 FIJI**

<b>A1. In general, would you say that efforts to address poverty and inequality in Fiji are headed in ... ?</b>	
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 Fiji.**

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

1	Job creation/employment	13	Disaster risk management
2	Health	14	Equality of opportunity (i.e., social inclusion)
3	Financial markets	15	Information and communications technology
4	Education	16	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (i.e., renewable energy)
6	Global/regional integration	18	Climate change (e.g., mitigation, adaptation)
7	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
9	Private sector development	21	Trade and exports
10	Urban development	22	Poverty reduction
11	Energy	23	Anti corruption
12	Water and sanitation	24	Economic growth

**A3. The World Bank'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 Fiji? (Choose no more than TWO)**

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

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Fiji solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank can have the most impact on development results in Fiji, in which sectors do you believe the World Bank should focus most of its resources (financial and knowledge services) in Fiji? (Choose no more than THREE)</b>			
1	Gender equity (closing the gap between women and men, and boys and girls)	13	Trade and exports
2	Urban development	14	Anti corruption
3	Energy	15	Economic growth
4	Water and sanitation	16	Disaster risk management
5	Job creation/employment	17	Equality of opportunity (i.e., social inclusion)
6	Health	18	Information and communications technology
7	Financial markets	19	Transport (e.g., roads, bridges, transportation)
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Climate change (e.g., mitigation, adaptation)
9	Social protection (e.g., pensions, targeted social assistance)	21	Agriculture and rural development
10	Private sector development	22	Crime and violence
11	Education	23	Natural resource management (i.e., renewable energy)
12	Global/regional integration	24	Poverty reduction

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Building local skills and knowledge around World Bank supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	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	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
8	Coordination of development partners	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Fiji? (Choose no more than TWO)**

1	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
2	Arrogant in its approach
3	Inadequate number of World Bank staff members located in the country
4	The credibility of its knowledge/data
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not aligned with country priorities
8	Not adequately sensitive to political/social realities in Fiji
9	Too influenced by developed countries
10	World Bank's processes too slow
11	World Bank's processes too complex
12	Monetary policies not for the benefit of Fiji
13	Not sufficiently focused on results
14	Not in it for the long term
15	Its advice and strategies do not lend themselves to practical problem solving
16	Other (please specify): _____
17	Don't know

**B7. To what extent do you believe that the World Bank's work and support help the poorest in Fiji? (Select only ONE response)**

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

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

**B8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country? (Choose no more than TWO)**

1	Project beneficiaries	7	Media
2	Academia/universities/think tanks/research institutes	8	Regional organizations (e.g., Pacific Islands Forum, the Pacific Community (SPC))
3	Youth groups	9	UN organizations
4	Private sector	10	Other multilateral development banks (e.g., ADB)
5	NGOs/Community Based Organizations	11	Other (please specify): _____
6	Parliament	12	Don't know

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

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

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

		To no degree at all										To a very significant degree										Don't know
<b>B11</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Treating clients and stakeholders in Fiji with respect	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION C: WORLD BANK'S EFFECTIVENESS AND RESULTS

C1. In Fiji, to what extent do the World Bank's financial resources, advice, and knowledge influence policy related to ... ?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Gender (i.e., closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	The impact of climate change											<input type="checkbox"/>

C2. How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Fiji? (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)											<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
3	Private sector development											<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>
5	Urban development											<input type="checkbox"/>
6	Energy											<input type="checkbox"/>
7	Job creation/employment											<input type="checkbox"/>
8	Financial markets											<input type="checkbox"/>
9	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>
10	Agriculture and rural development											<input type="checkbox"/>
11	Natural resource management (i.e., renewable energy)											<input type="checkbox"/>
12	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>
13	Poverty reduction											<input type="checkbox"/>
14	Economic growth											<input type="checkbox"/>
15	Disaster risk management											<input type="checkbox"/>
16	Information and communications technology											<input type="checkbox"/>

## SECTION C: WORLD BANK'S EFFECTIVENESS AND RESULTS

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

C6. How effectively does the World Bank help Fiji to mobilize finance for development from private sector sources?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all									Very effectively		Don't know

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

In Fiji, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Fiji's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. Overall, how significant a contribution do you believe the World Bank'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		

D10. Overall, how would you rate the technical quality of the World Bank'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

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	
<b>E1</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank takes decisions quickly in Fiji	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Fiji's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN FIJI

<b>F1. Which of the following SHOULD the World Bank do to make itself of greater value in Fiji? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Fiji's specific challenges
2	Offer more innovative financial products
3	Offer more innovative knowledge services
4	Reduce the complexity of obtaining World Bank financing
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Leverage the private sector more (i.e., mobilize private sector development)
7	Work faster
8	Help to bring discipline/effective supervision to implementation of World Bank projects
9	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
10	Provide more adequate data/knowledge/statistics/figures on Fiji's economy
11	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
12	Increase the level of capacity development in the country
13	Other (please specify): _____



## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How do you get most of your information about economic and social development issues in Fiji? (Choose no more than TWO)

1	Local radio	6	Internet
2	International radio	7	NGOs and think tanks
3	Social media (e.g., blogs, Facebook, Twitter, YouTube)	8	Local newspapers
4	International newspapers	9	Other (please specify): _____
5	Local television		

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

1	World Bank's publications and other written materials	4	Social media (e.g., blogs, Facebook, Twitter, YouTube)
2	Media (e.g., articles, radio interviews)	5	World Bank's website
3	Direct contact with the World Bank (i.e., face to face meetings/discussions)	6	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policies under which the World Bank discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Have you used the World Bank (Pacific) website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you follow the World Bank on social media (e.g., Facebook, Twitter, YouTube)?	<b>Yes</b>	<b>No</b>

### G7. How frequently do you consult the World Bank's website and/or social media channels (e.g., Facebook, Twitter, YouTube) 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
G8	I find the World Bank’s websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G9	I find the information on the World Bank’s websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G10	The World Bank’s social media channels (e.g., Facebook, Twitter, YouTube) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
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 supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

**SECTION H: BACKGROUND INFORMATION**

<b>H4. Which of the following describes most of your exposure to the World Bank in Fiji? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

<b>H5. What's your gender?</b>	
1	Female
2	Male

<b>H6. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

**Thank you for completing the survey!**