

# FY 2019 Sao Tome and Principe Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



February 2020



## Acknowledgements

The Sao Tome and Principe 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, 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 country team and the independent fielding agency AGORA-Consultoria e Serviços. In particular, PORG is grateful for the support from Wilson Peril Mbanino Piassa (External Affairs Associate), Jesus Lino (Program Assistant), and Margarida Baessa Mendes (Executive Assistant) who coordinated the survey related activities from Luanda, Angola.



CountryOpinionSurveys  
THE WORLD BANK GROUP



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## SAO TOME AND PRINCIPE





## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Sao Tome and Principe (STP) perceive the WBG. The survey explored:

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

## II. Methodology

From February to March 2019, 351 stakeholders of the WBG in STP were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 334 stakeholders participated in the survey (95% response rate). Respondents completed the questionnaire with a representative from the local fielding agency.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 80%, N=290). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 79).

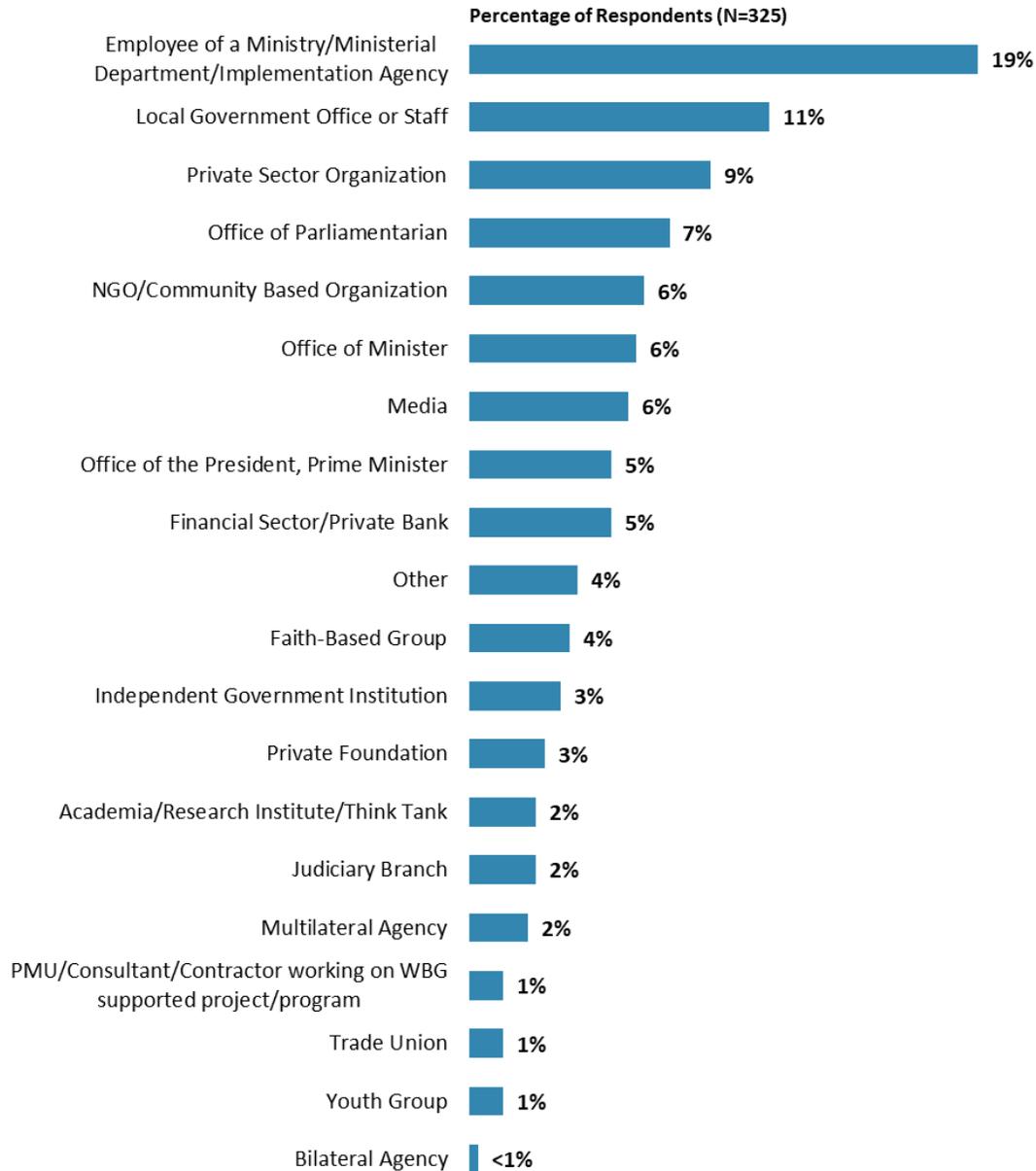
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



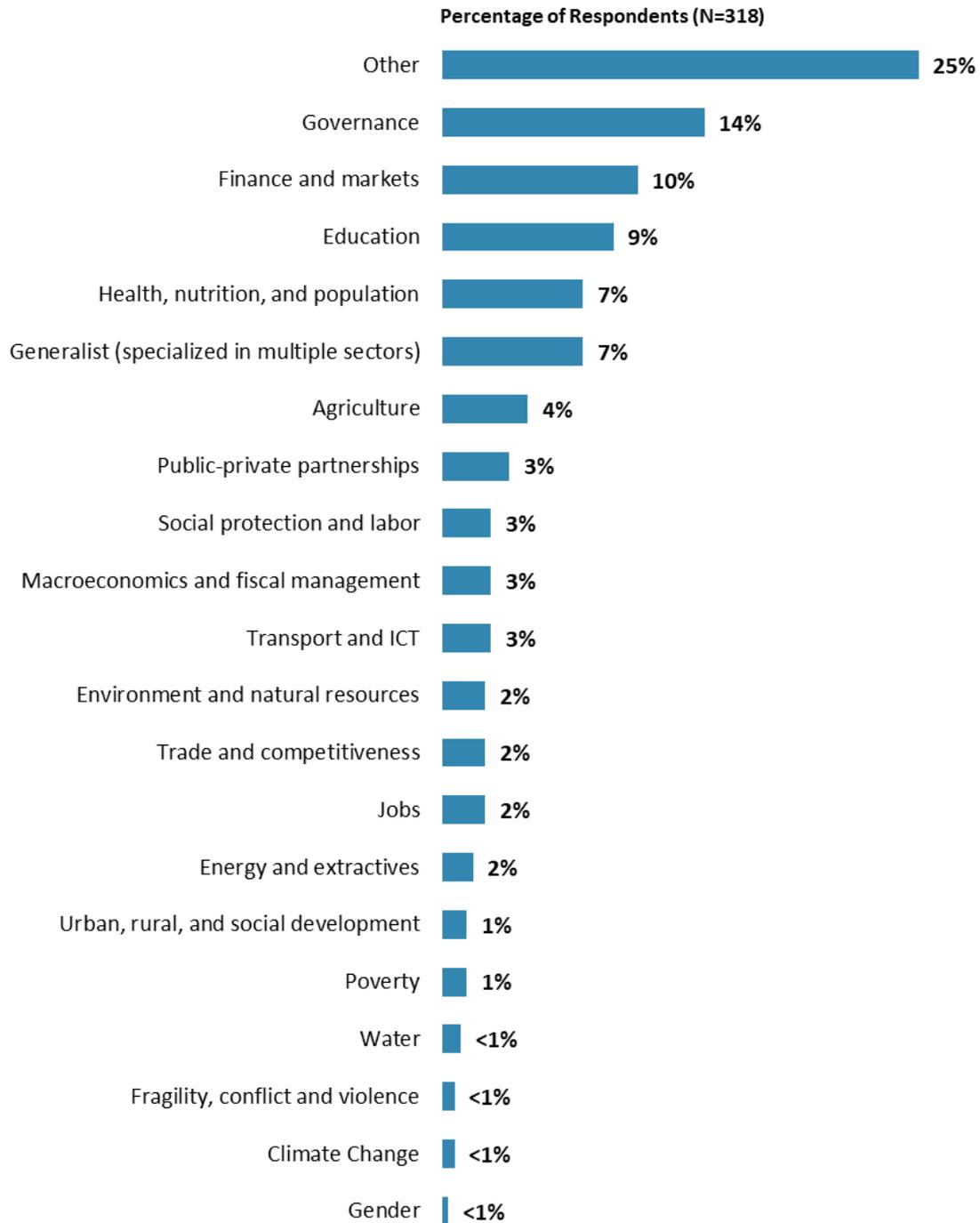
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category.



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

#### Area of Primary Specialization



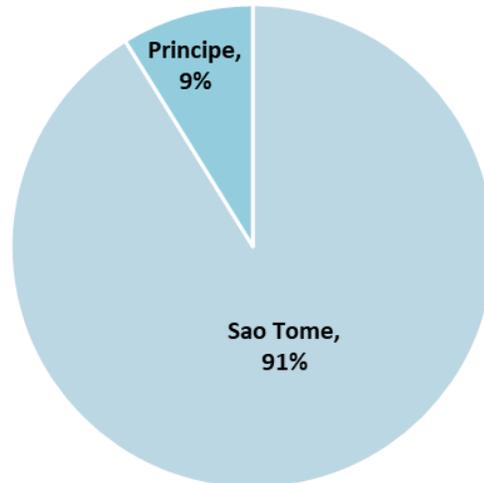
**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

#### Geographic Locations

Percentage of Respondents (N=328)

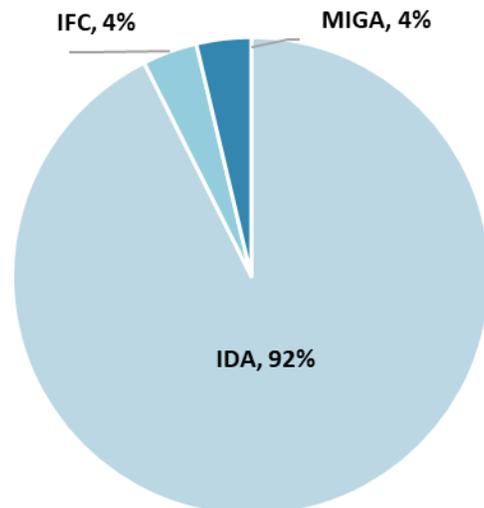


"Which best represents your geographic location?"  
(Respondents chose from a list.)

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#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=54)



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in STP?" (Respondents chose from a list.)

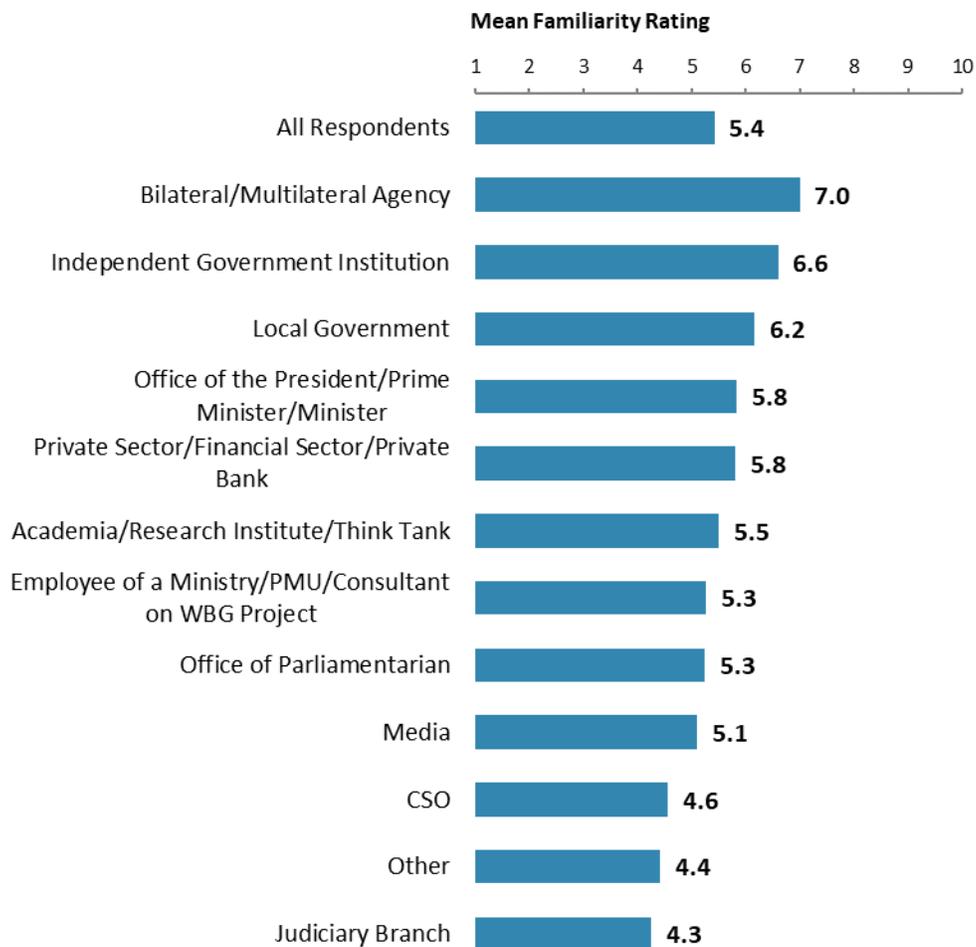
Note: no respondents selected "ICSID" option



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to the FY'15 Country Survey (weighted mean in FY'19 = 5.5; weighted mean in FY'15 = 5.4)<sup>2</sup>.
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in STP, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in STP's development and with their ratings of the extent to which the WBG's work helps to achieve development results in STP.



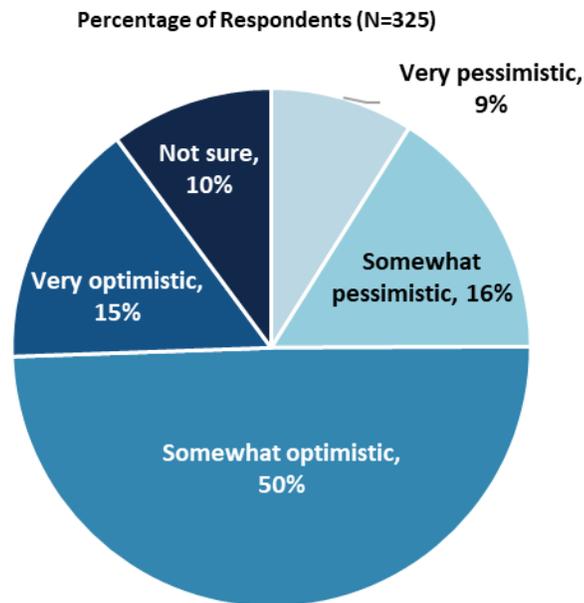
**"How familiar are you with the work of the World Bank Group in STP?"**  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 79) for more details on weighting.



## IV. General Issues Facing Sao Tome and Principe

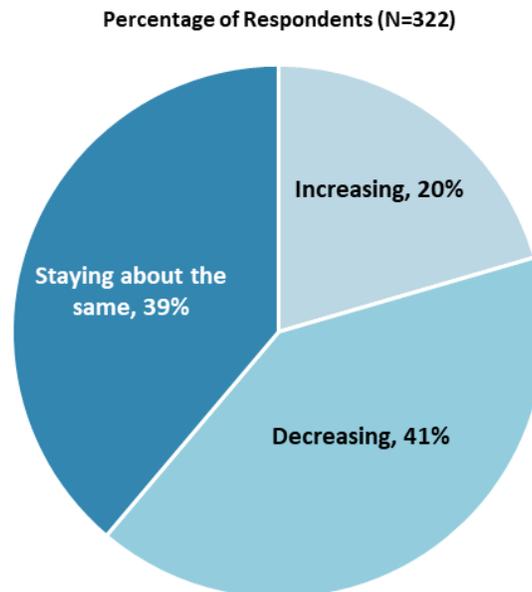
### Optimism for the Future of STP



"When you think about the future in STP, are you ... ?"  
(Respondents chose from a list.)

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### Perceptions of Economic Opportunity

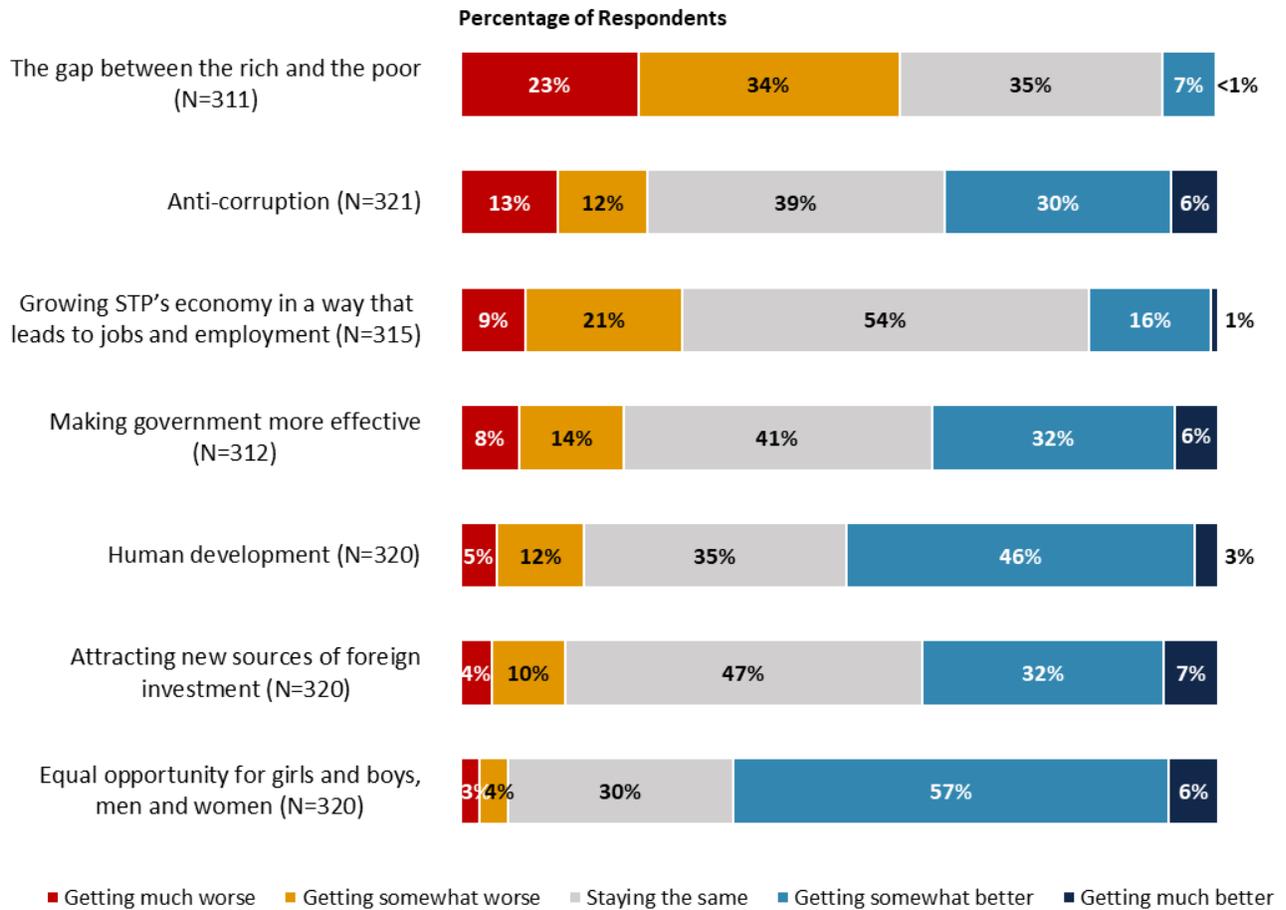


"Do you think that economic opportunity for citizens in STP is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Sao Tome and Principe (continued)

### Perceptions of Improvement and Decline in Specific Areas



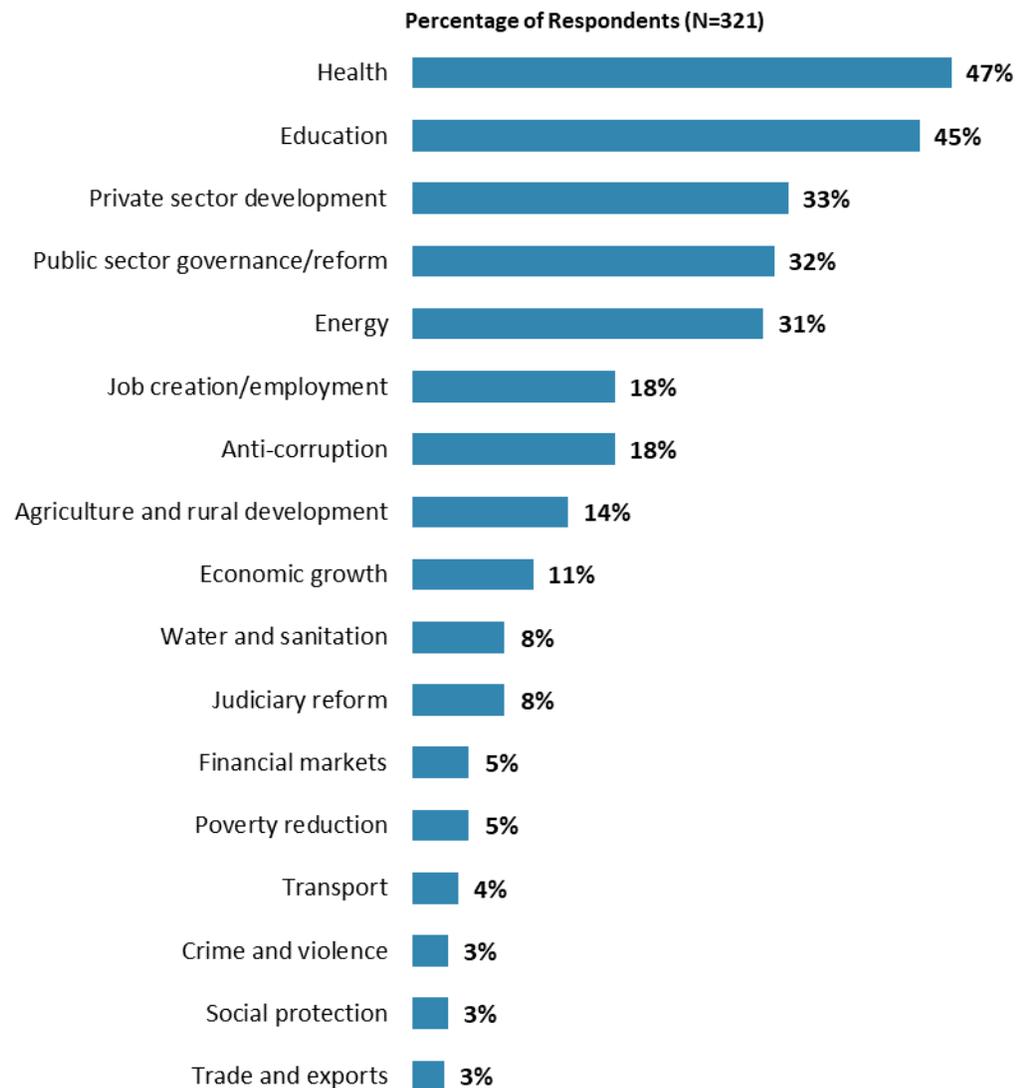
"Please describe the direction STP is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Sao Tome and Principe (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in STP were “*education*” (37%), “*public sector governance/reform*” (32%), “*health*” (25%), “*energy*” (22%), and “*private sector development*” (20%).
- The percentage of respondents who selected “*health*” as a top development priority has nearly doubled compared to FY'15.



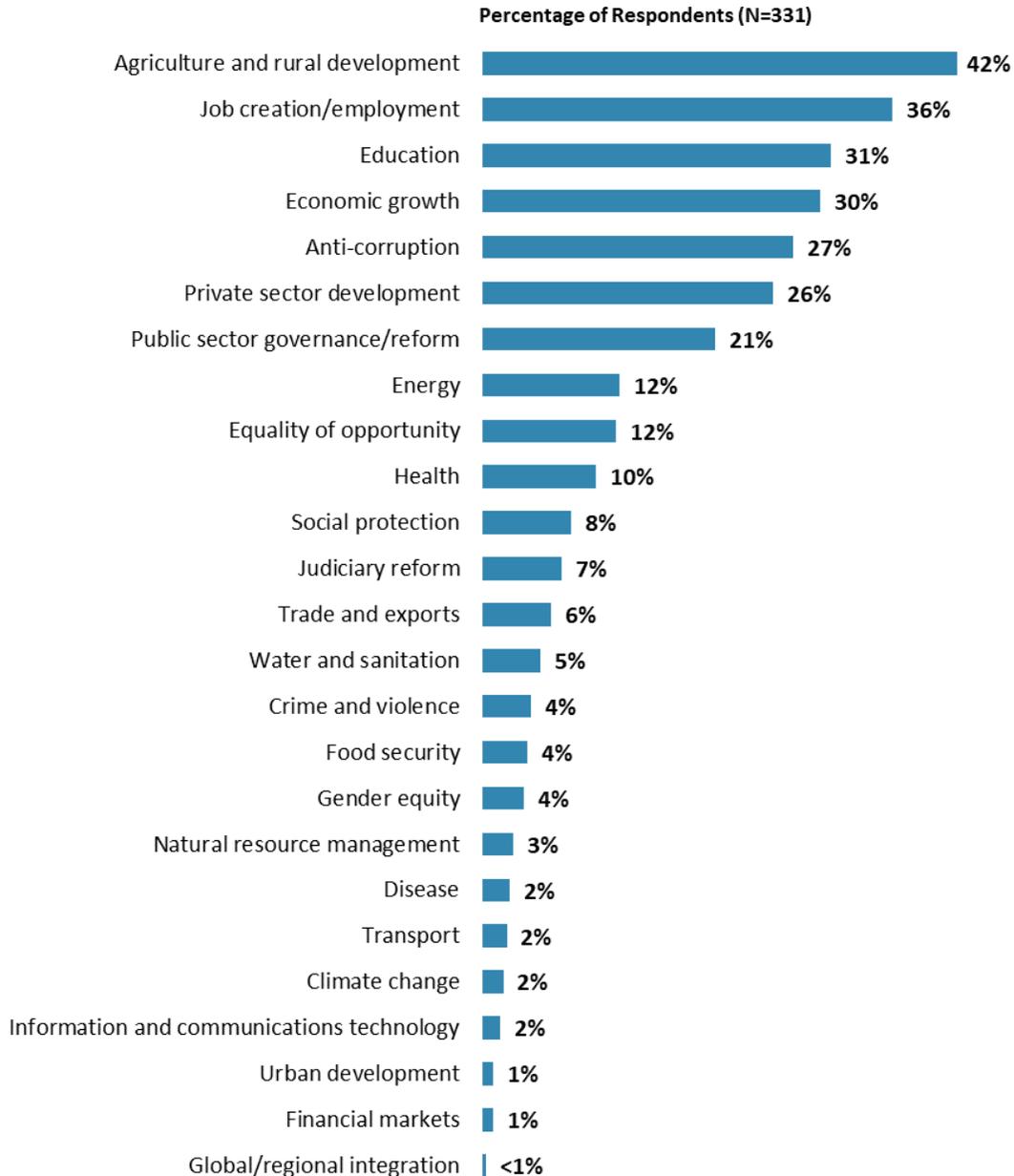
"Listed below are a number of development priorities in STP. Please identify which of the following you consider the most important development priorities in STP. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 17 of 28 response options shown)



## IV. General Issues Facing Sao Tome and Principe (continued)

### What Would Contribute Most to Reducing Poverty

- Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in STP were “*education*” (38%), “*economic growth*” (26%), “*job creation/employment*” (23%), “*agricultural development*” (21%), and “*rural development*” (21%).



**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in STP?**

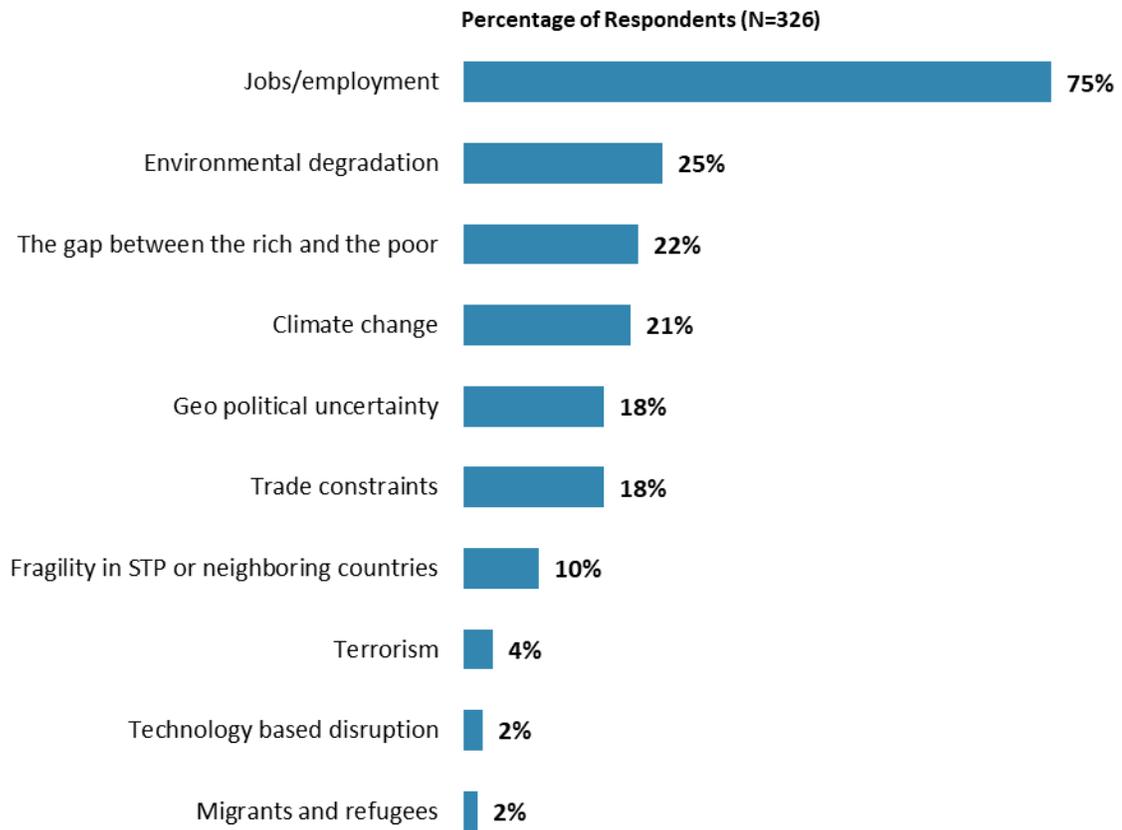
**(Choose no more than THREE)"**

**(Respondents chose from a list. Responses combined.)**



## IV. General Issues Facing Sao Tome and Principe (continued)

### The Impact of Global Challenges on Sao Tome and Principe

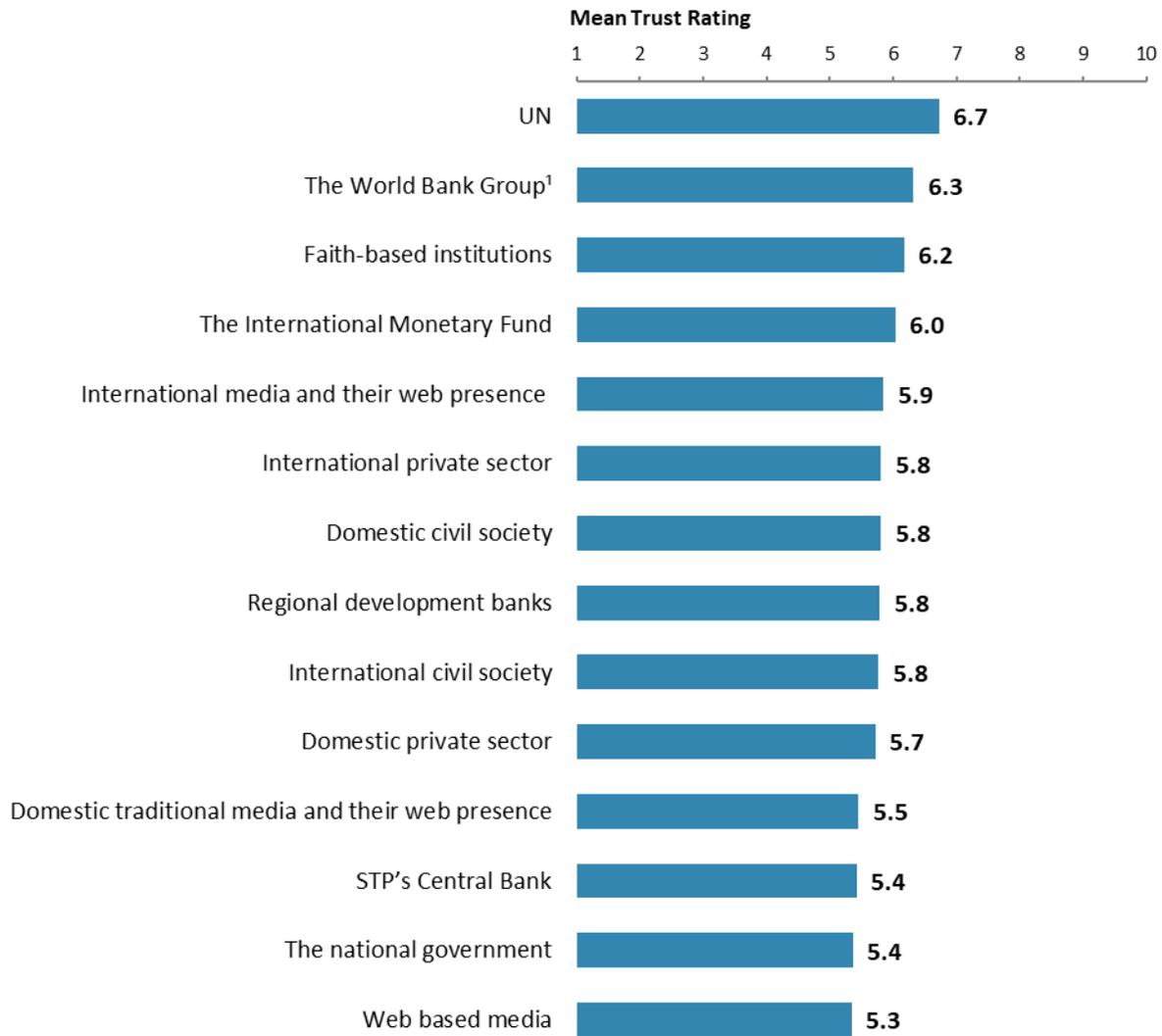


**"Listed below are global challenges. Which do you think have the most serious impact on STP? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Sao Tome and Principe (continued)

### Trust in Institutions



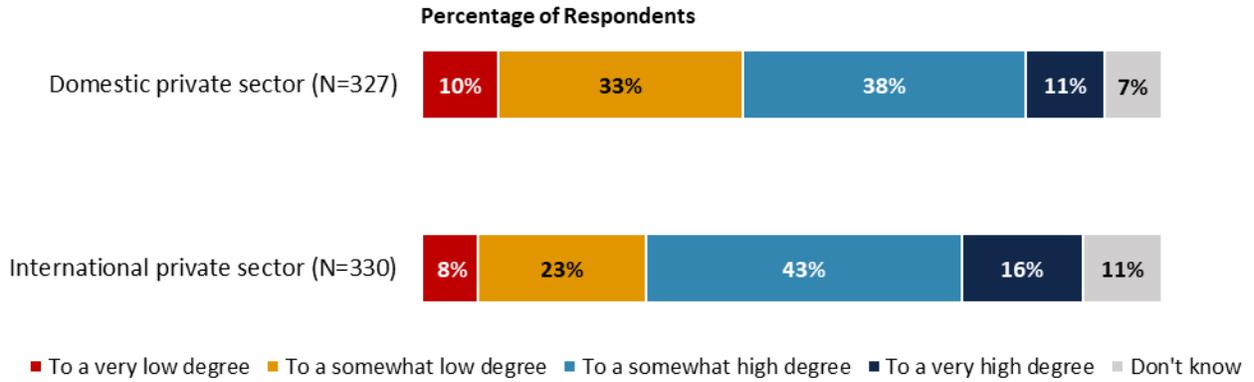
**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



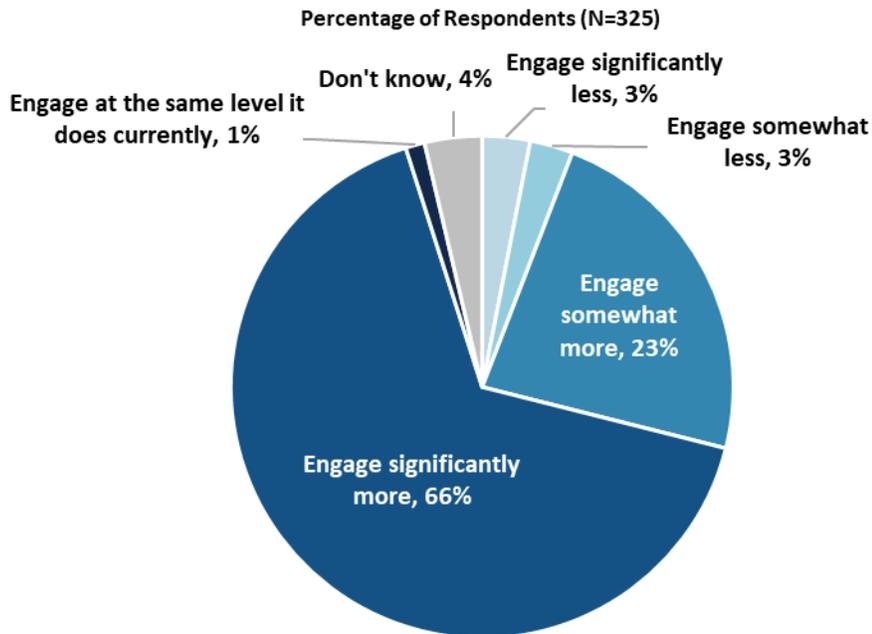
## IV. General Issues Facing Sao Tome and Principe (continued)

### Trust in the Private Sector



"To what extent do you trust \_\_\_\_\_ to engage in public service delivery in STP?"  
 (Respondents chose from a list.)

### Civil Society Engagement

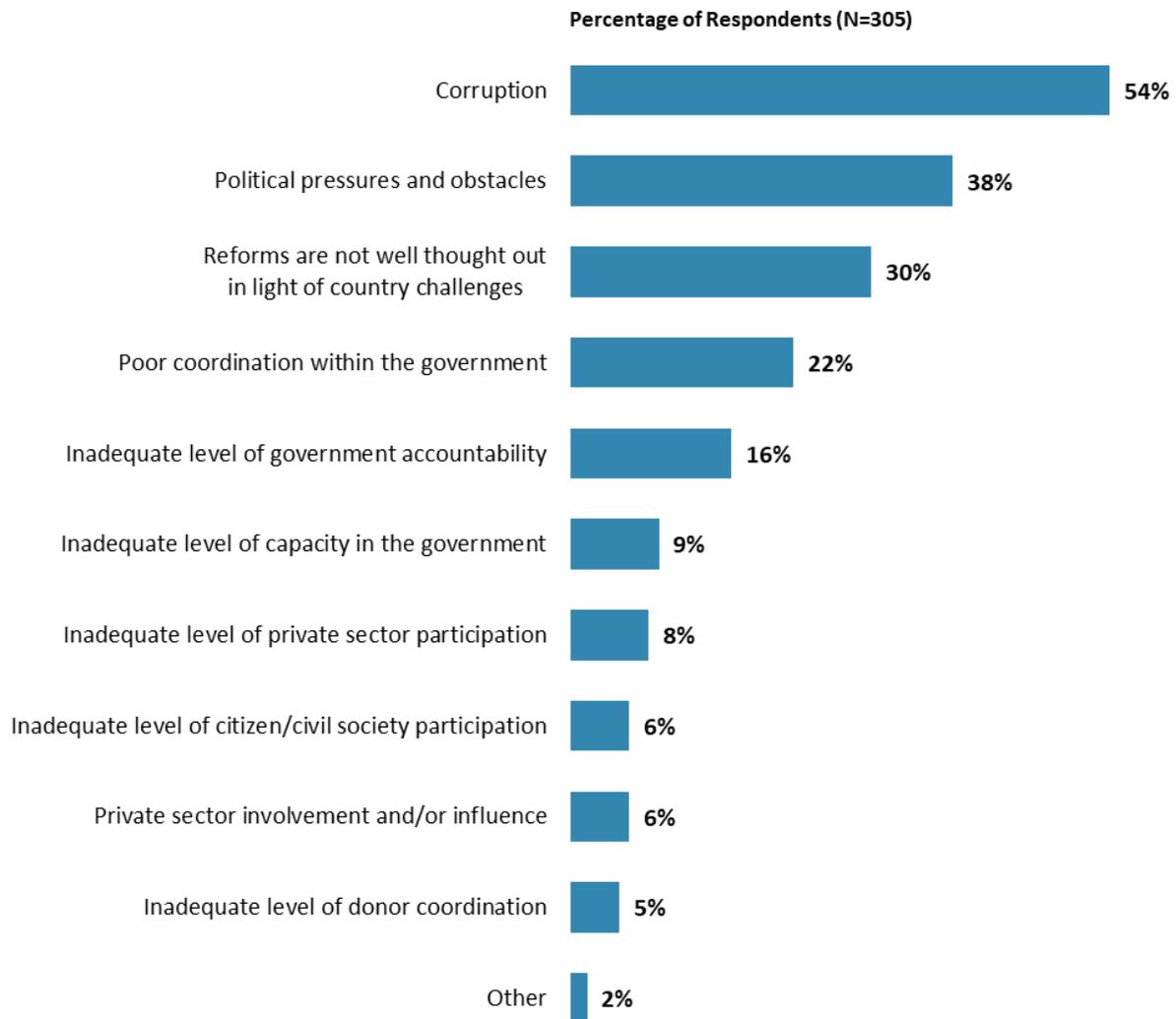


"When thinking about development efforts in STP, do you think that civil society (e.g., NGOs, CBOs) should ... ?"  
 (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributions for Slow/Failed Reform Efforts



**"When economic and/or social reform efforts fail or are slow to take place in STP, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

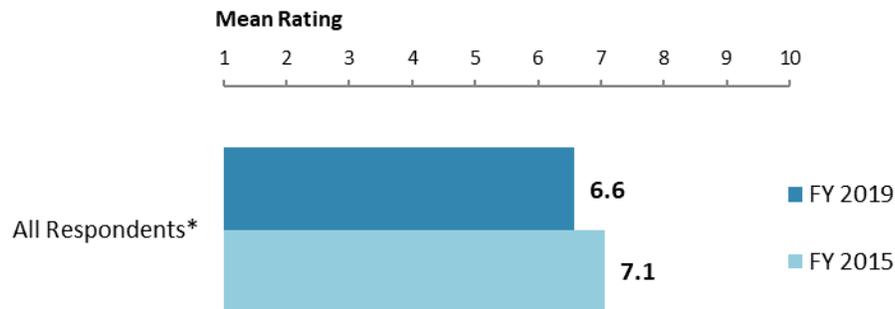
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



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

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### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in STP?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2015)

<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

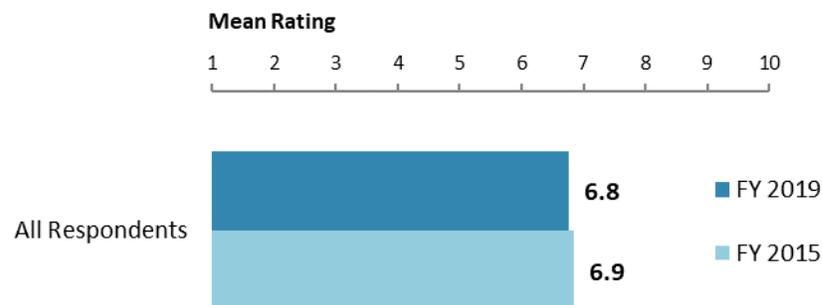
### Influence on Sao Tome and Principe 's Development Agenda (*Indicator Question*)



**"To what extent does the World Bank Group influence the development agenda in STP?"**  
(1-"To no degree at all", 10-"To a very significant degree")

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### WBG Staff Preparedness<sup>4</sup>



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

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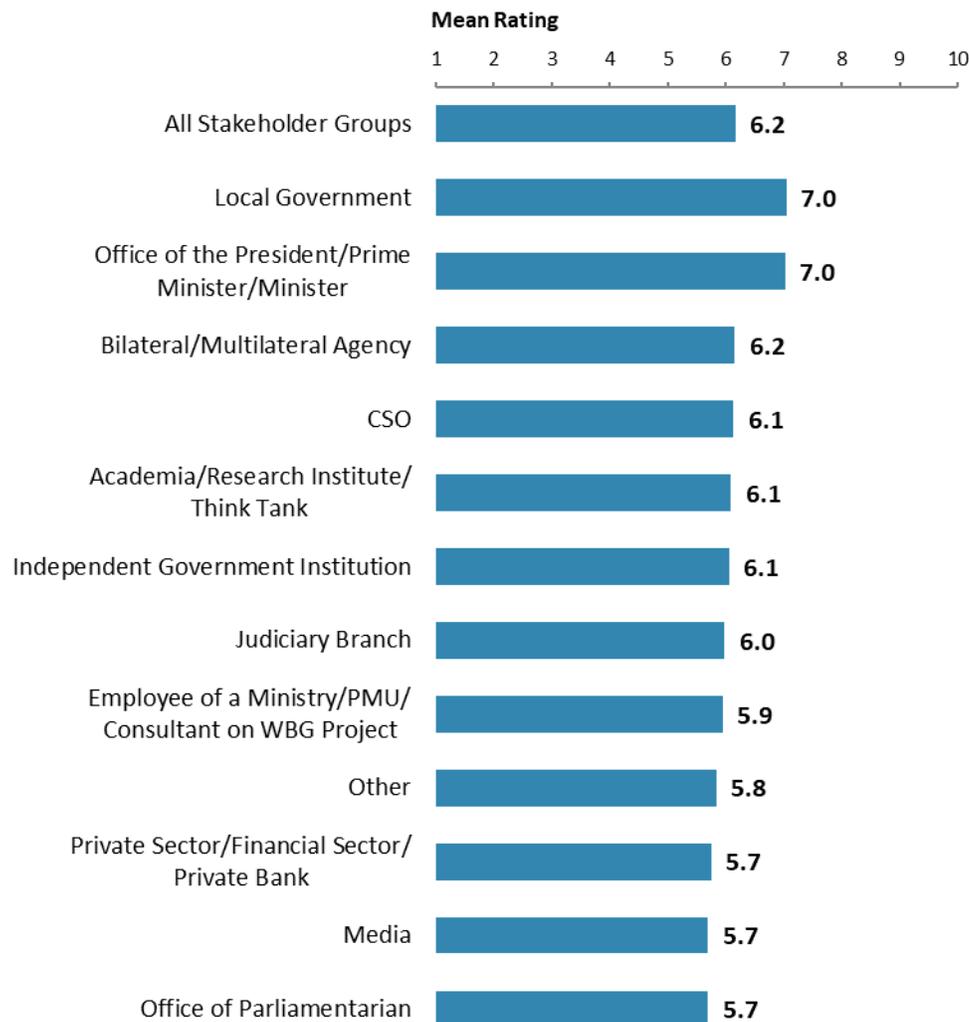
<sup>4</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from local government and from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the private sector/financial sector/private banks, the media, and from the office of a parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 58).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 84).



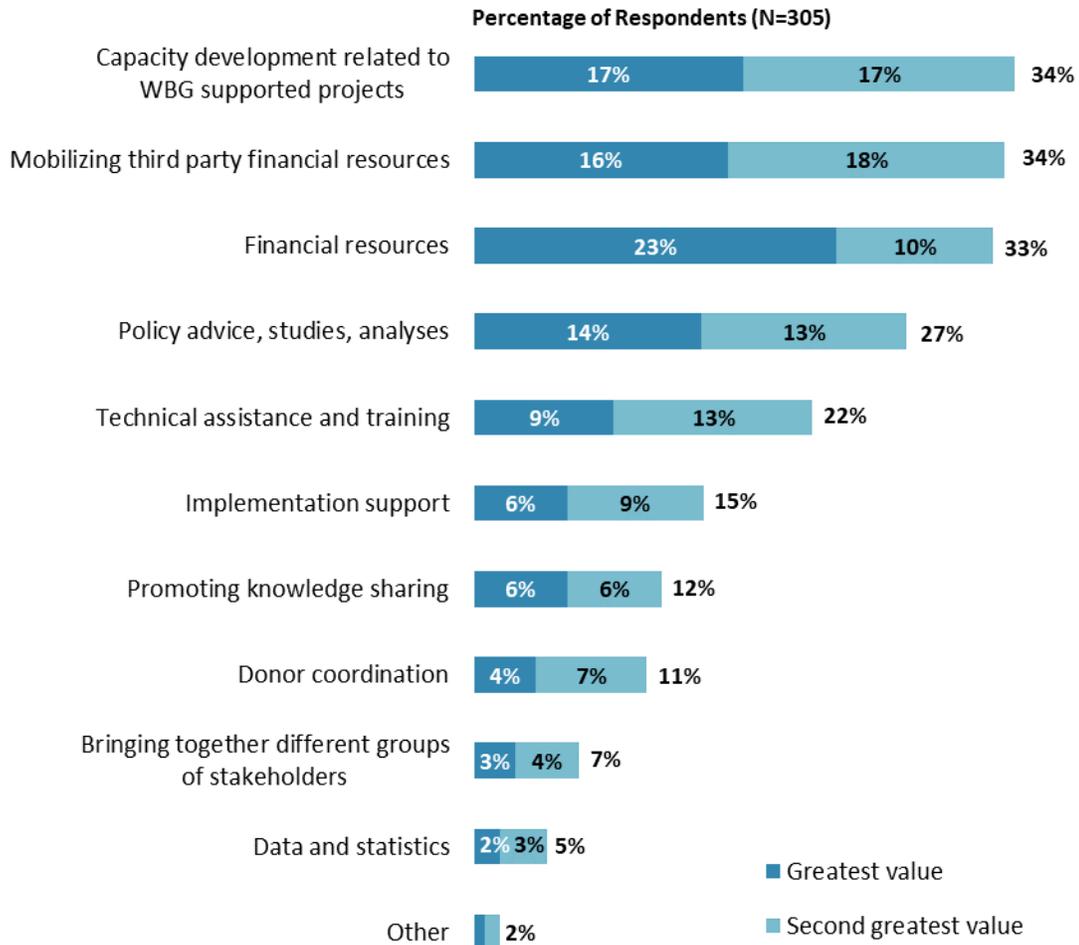
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to STP were its "*financial resources*" (37%), "*policy advice, studies, analyses*" (35%), "*capacity development*" (33%), and "*mobilizing third party financial resources*" (32%).



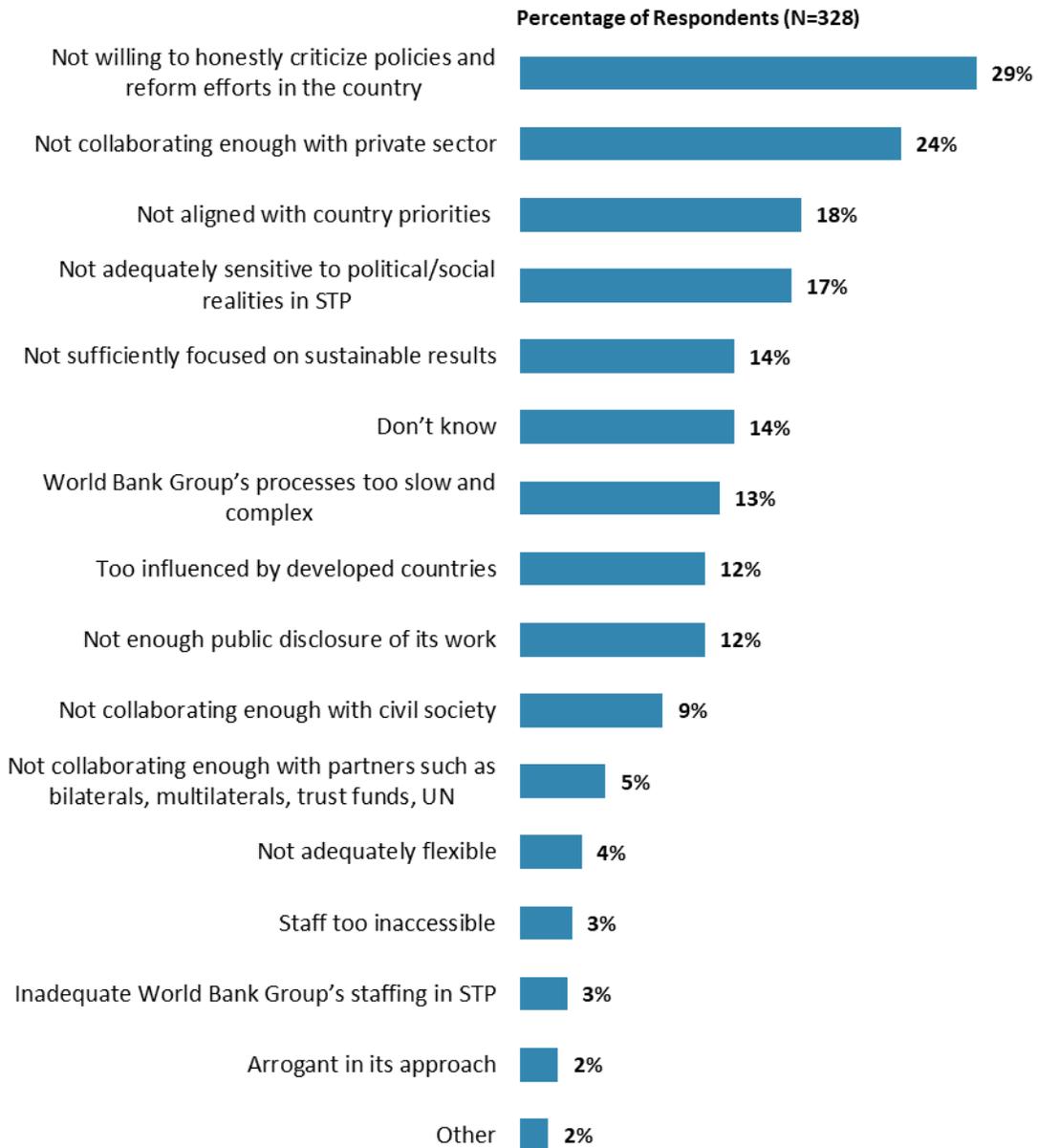
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in STP?"**  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in STP were “*not enough public disclosure of its work*” (22%), “*World Bank Group's processes too complex*” (20%), and “*too influenced by developed countries*” (20%).

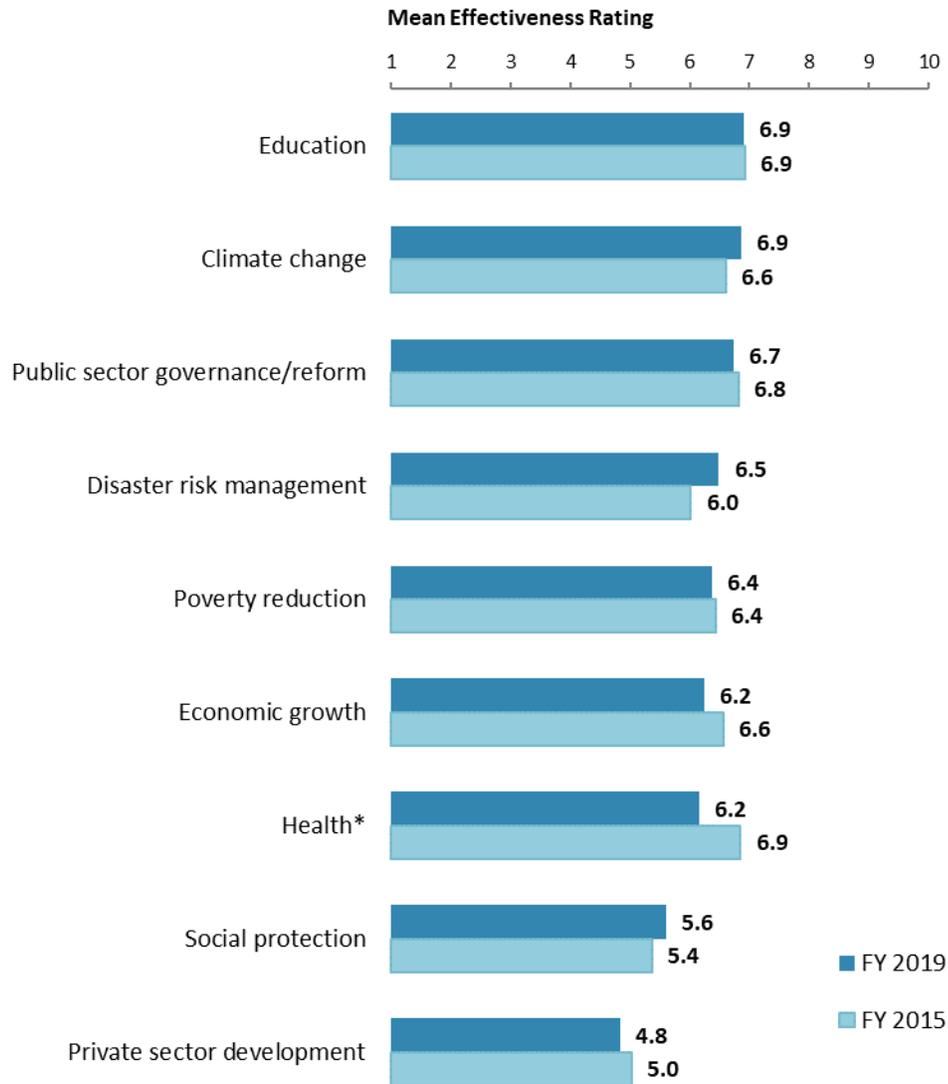


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in STP? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



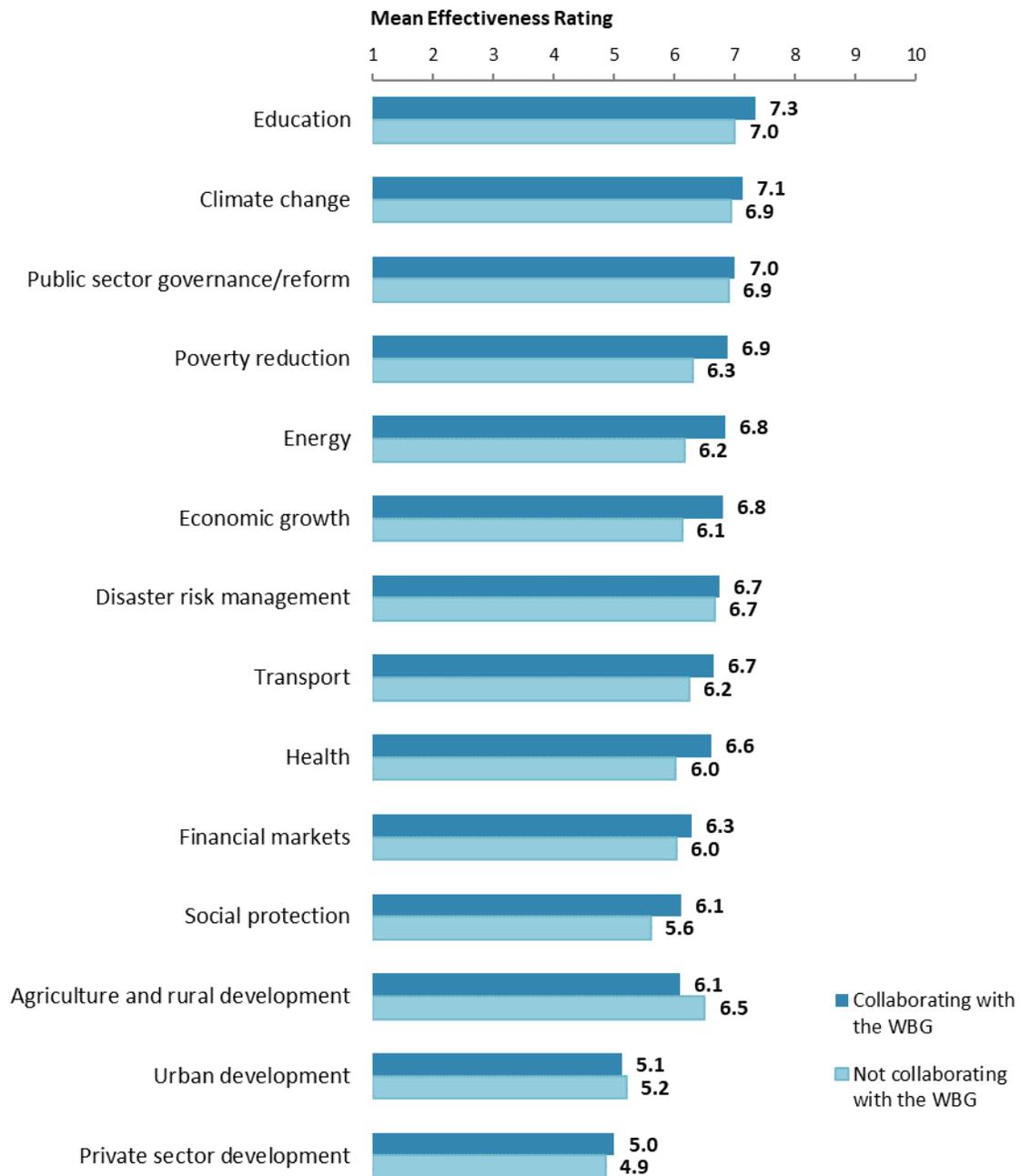
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in STP?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2019 and FY 2015)

<sup>5</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



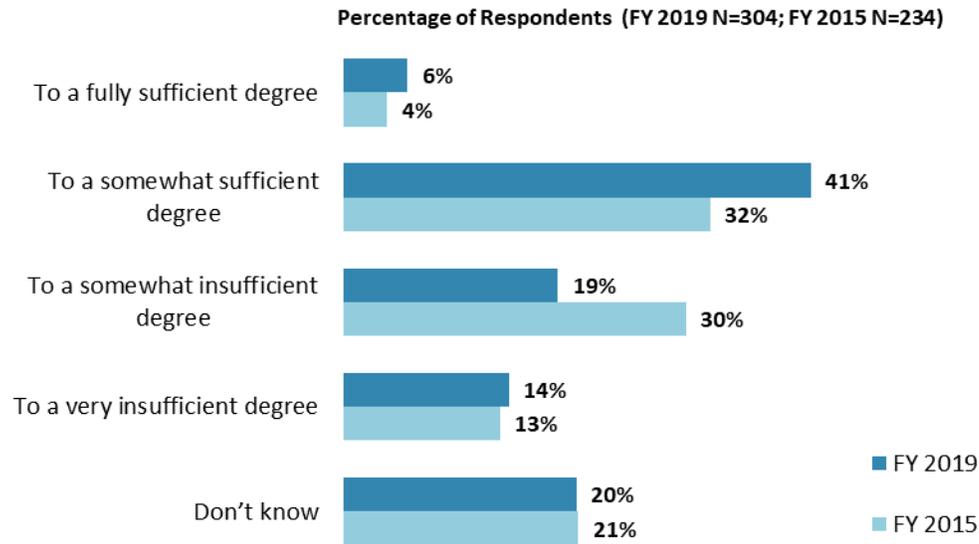
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in STP?"**  
*(1-"Not effective at all", 10-"Very effective")*

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



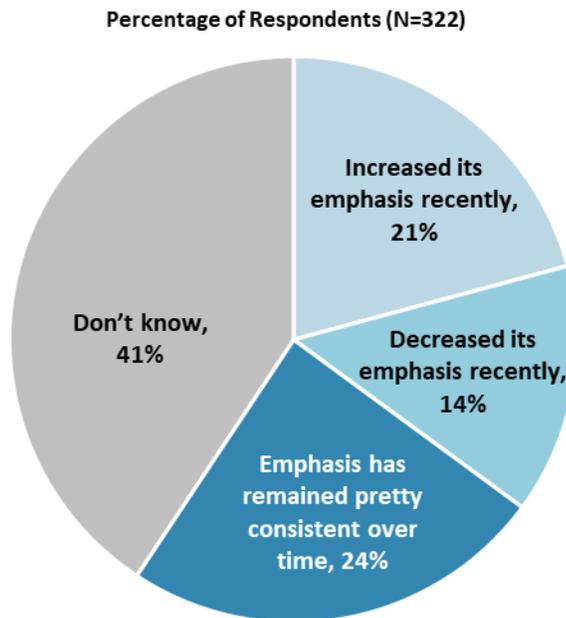
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>7</sup>



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

### The WBG's Human Capital Investment



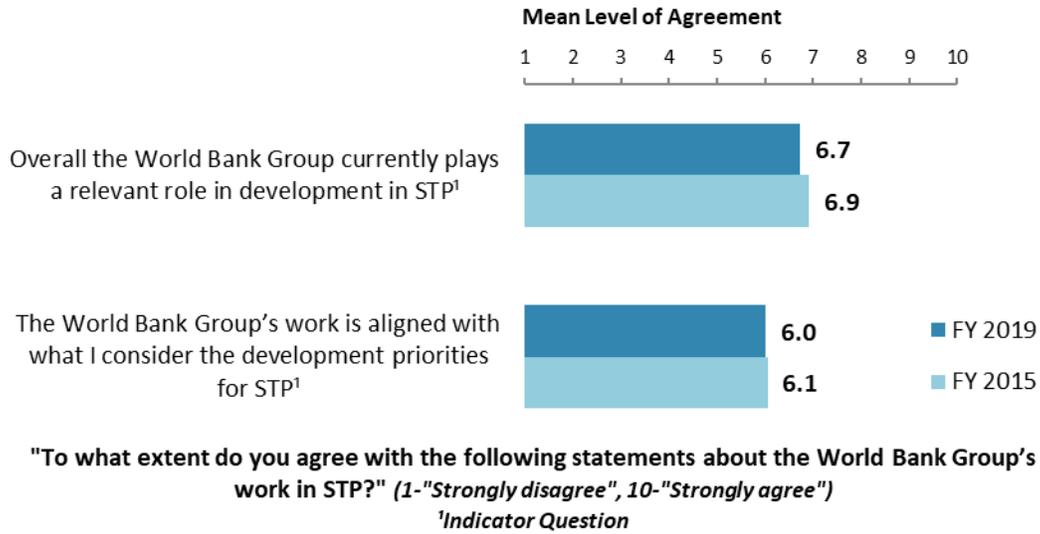
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

<sup>7</sup> Percentages presented in the chart were calculated based on weighted data.

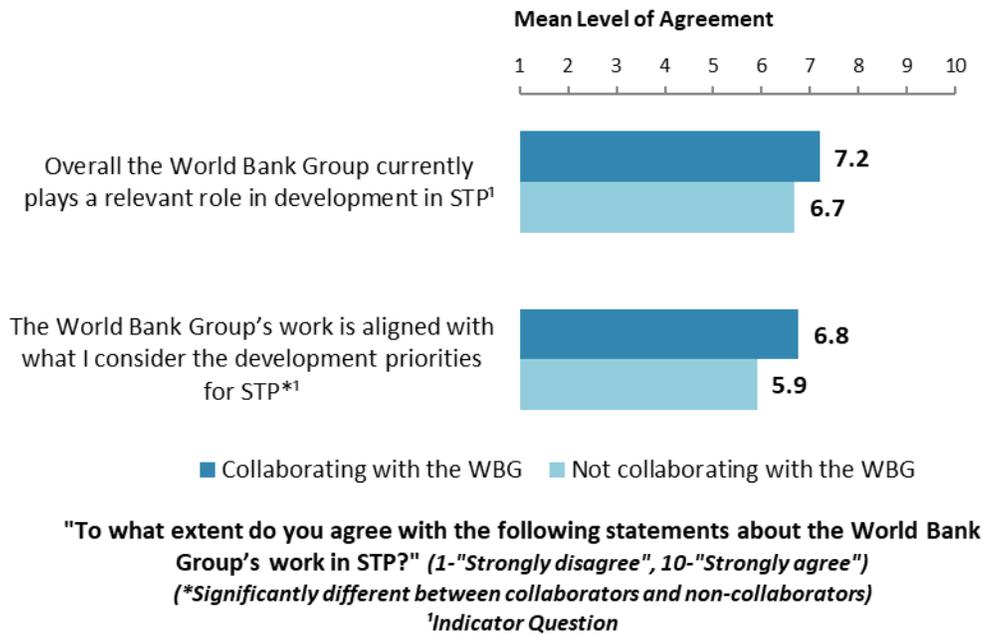


## VII. How the World Bank Group Operates

### The World Bank Group's Work in STP: Year Comparison<sup>8</sup>



### The World Bank Group's Work in STP: Collaboration

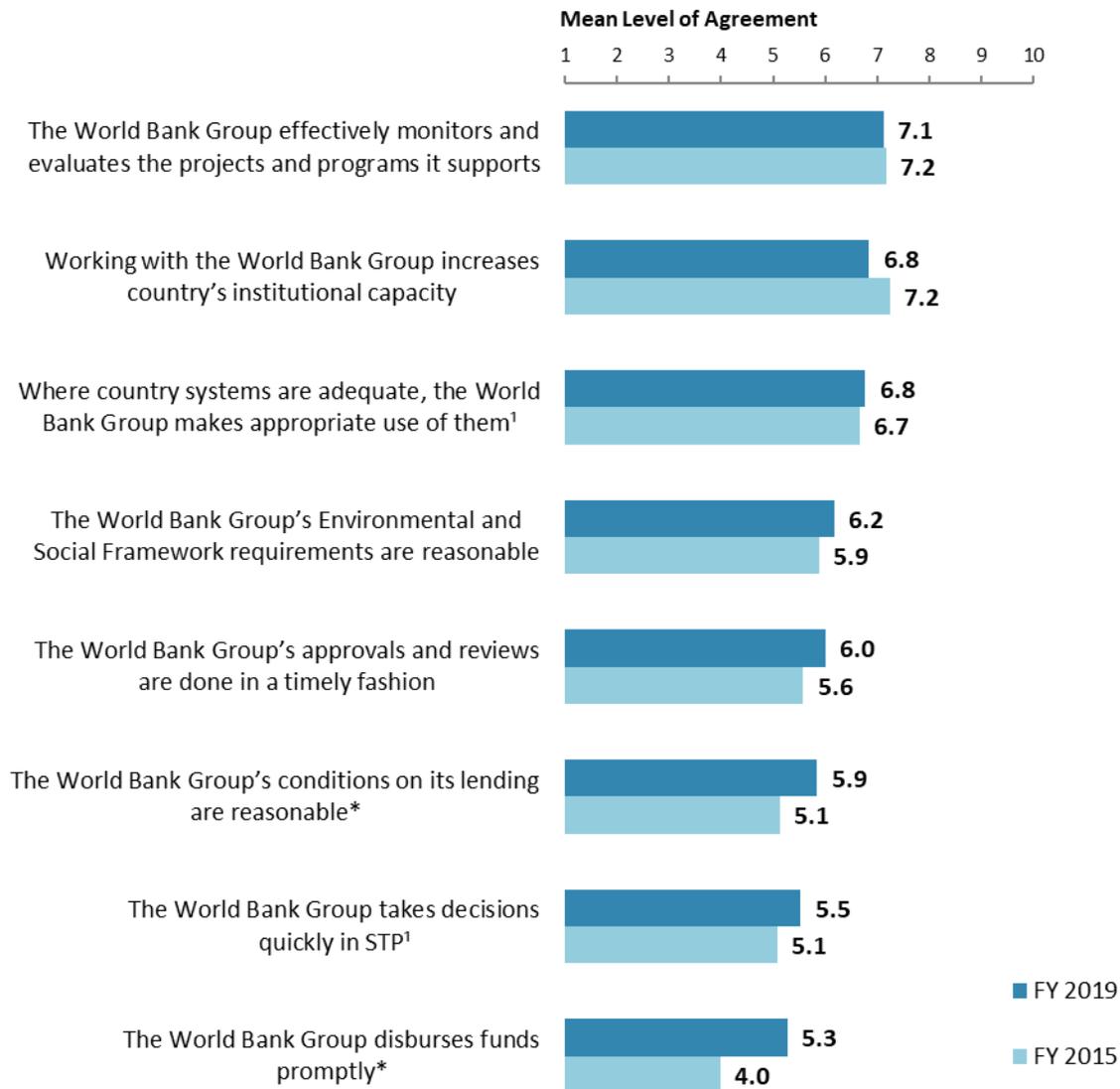


<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>9</sup>



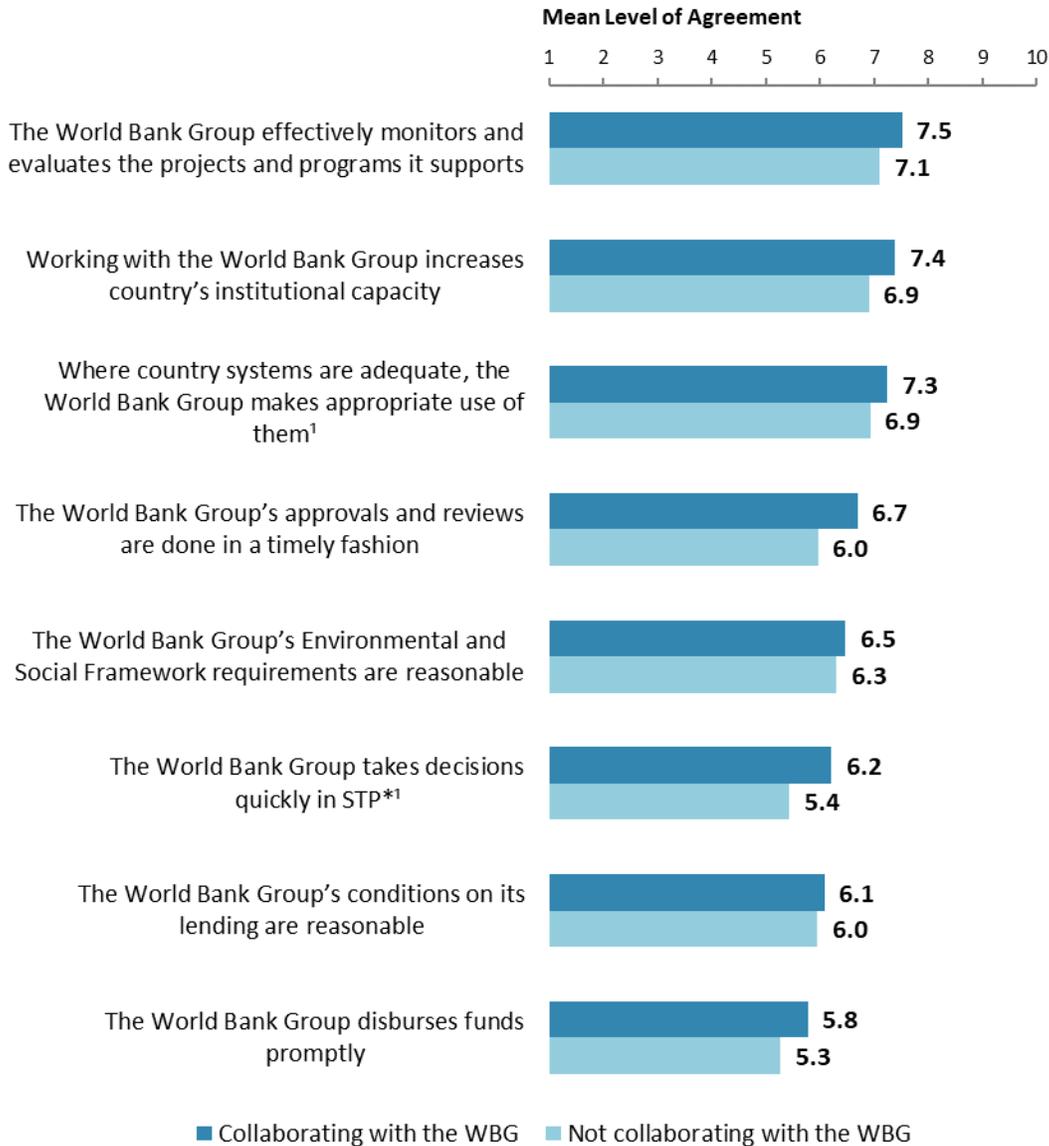
**"To what extent do you agree/disagree with the following statements?"**  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between FY 2019 and FY 2015)  
<sup>1</sup>Indicator Question

<sup>9</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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

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

(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



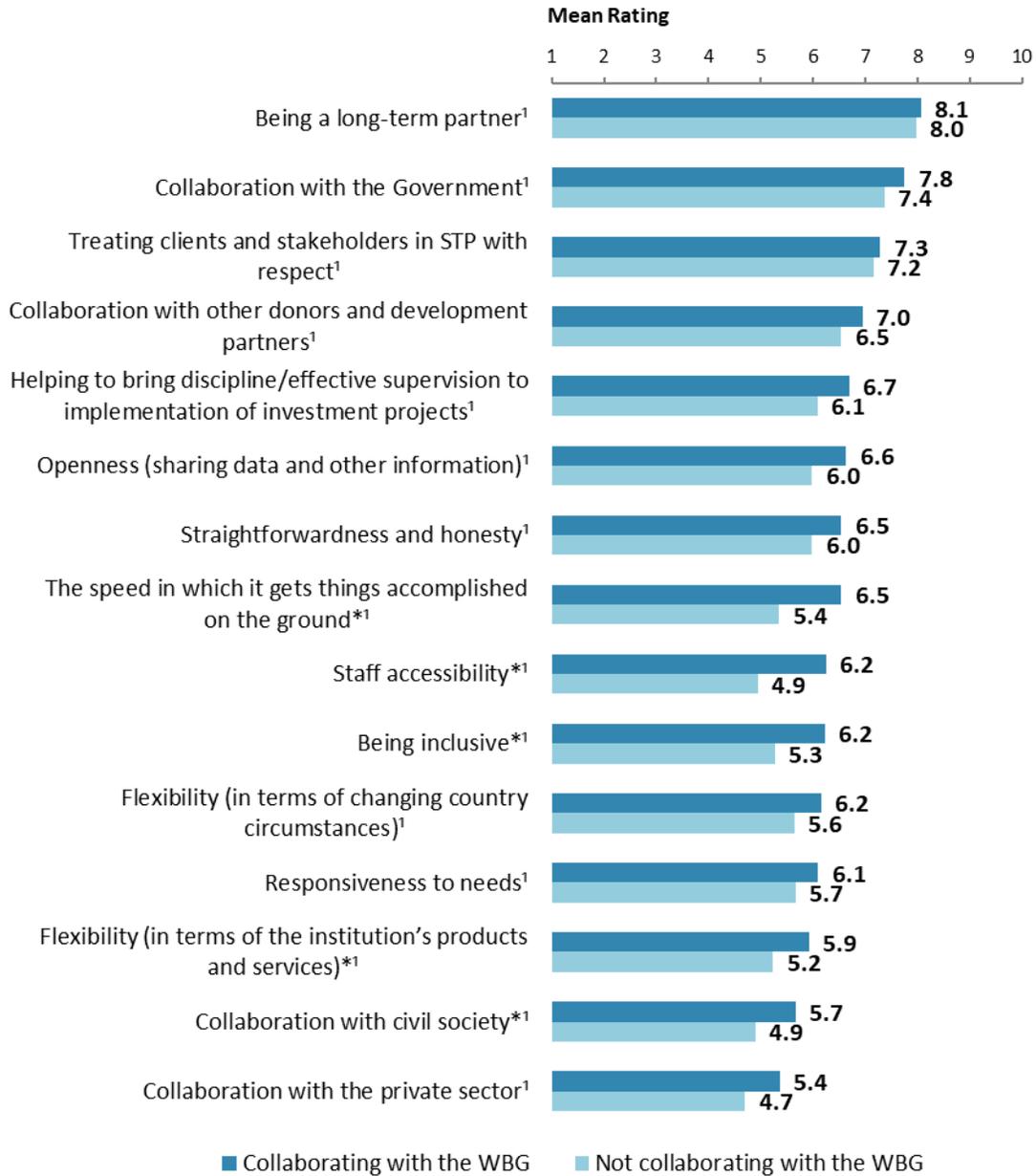
**"To what extent is the World Bank Group an effective development partner in STP, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**  
*(\*Significantly different between FY 2019 and FY 2015)*  
*<sup>1</sup>Indicator Question*

<sup>10</sup> Means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

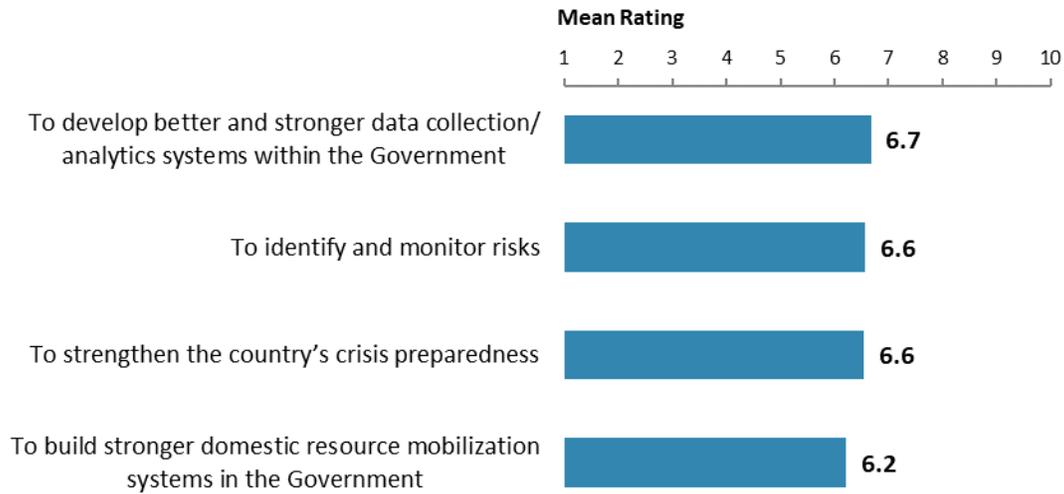
*(\*Significantly different between collaborators and non-collaborators)*

<sup>1</sup>Indicator Question



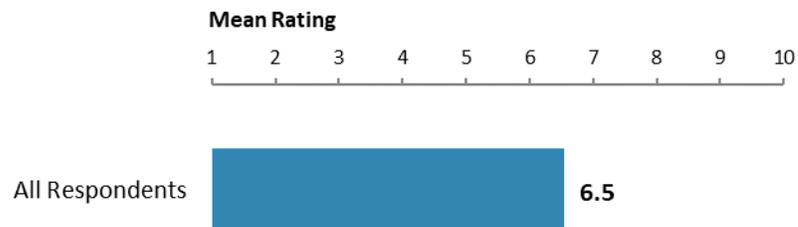
## VII. How the World Bank Group Operates (continued)

### Effectiveness of WBG's Support



**"How effectively does the World Bank Group support STP's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")

### Effectiveness of WBG's Support for Management of Crisis Related Risks

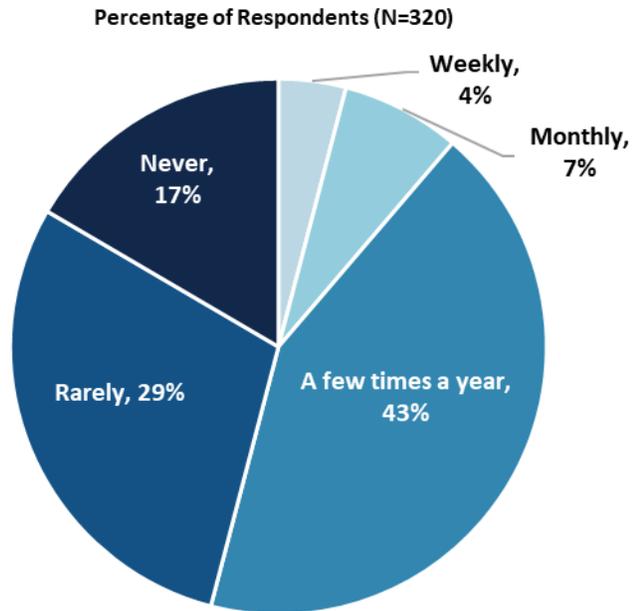


**"How effectively does the World Bank Group's SCD and CPF activities support STP's efforts to manage crisis related risks?"**  
(1-"To no degree at all", 10-"To a very significant degree")



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities

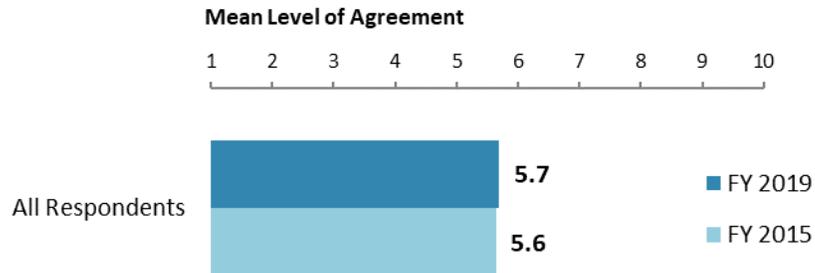


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



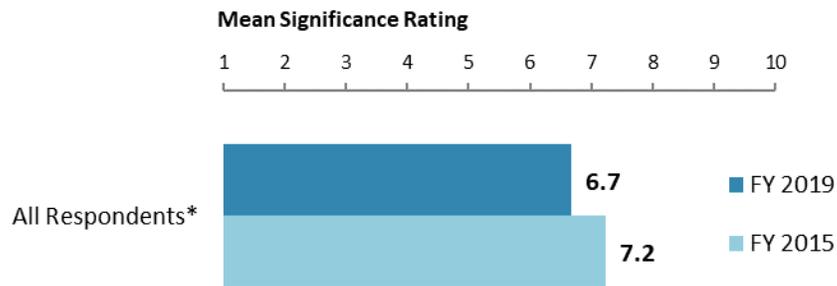
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting STP's Knowledge Needs<sup>11</sup> (Indicator Question)



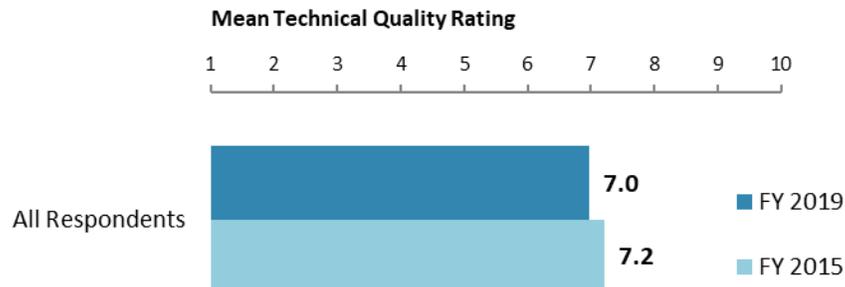
**"The World Bank Group meets STP's needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
(1-"Strongly disagree", 10-"Strongly agree")

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



**"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"**  
(1-"Not significant at all", 10-"Very significant")  
(\*Significantly different between FY 2019 and FY 2015)

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



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

<sup>11</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



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

(\*Significantly different between FY 2019 and FY 2015)

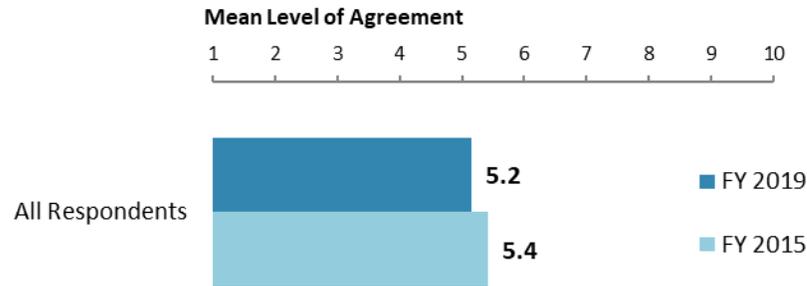
<sup>1</sup>Indicator Question

<sup>12</sup> Means in the chart were calculated based on weighted data.



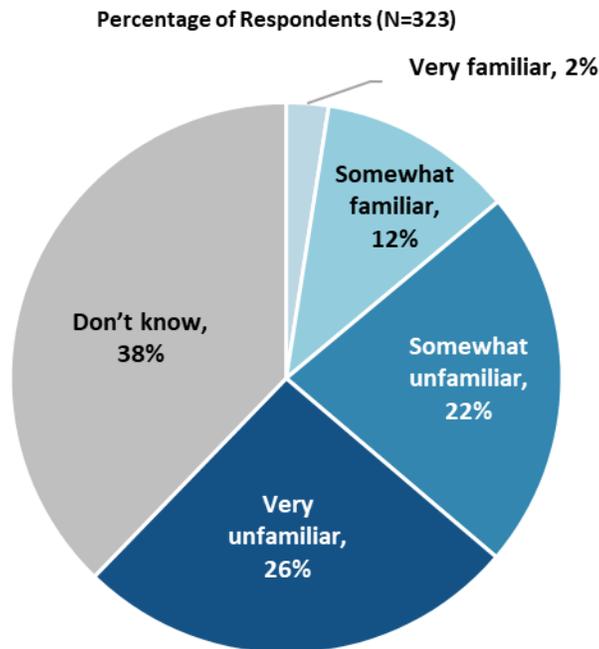
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting STP’s Needs for Financial Instruments<sup>13</sup> (Indicator Question)



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

### Familiarity with WBG’s New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in STP?" (Respondents chose from a list.)

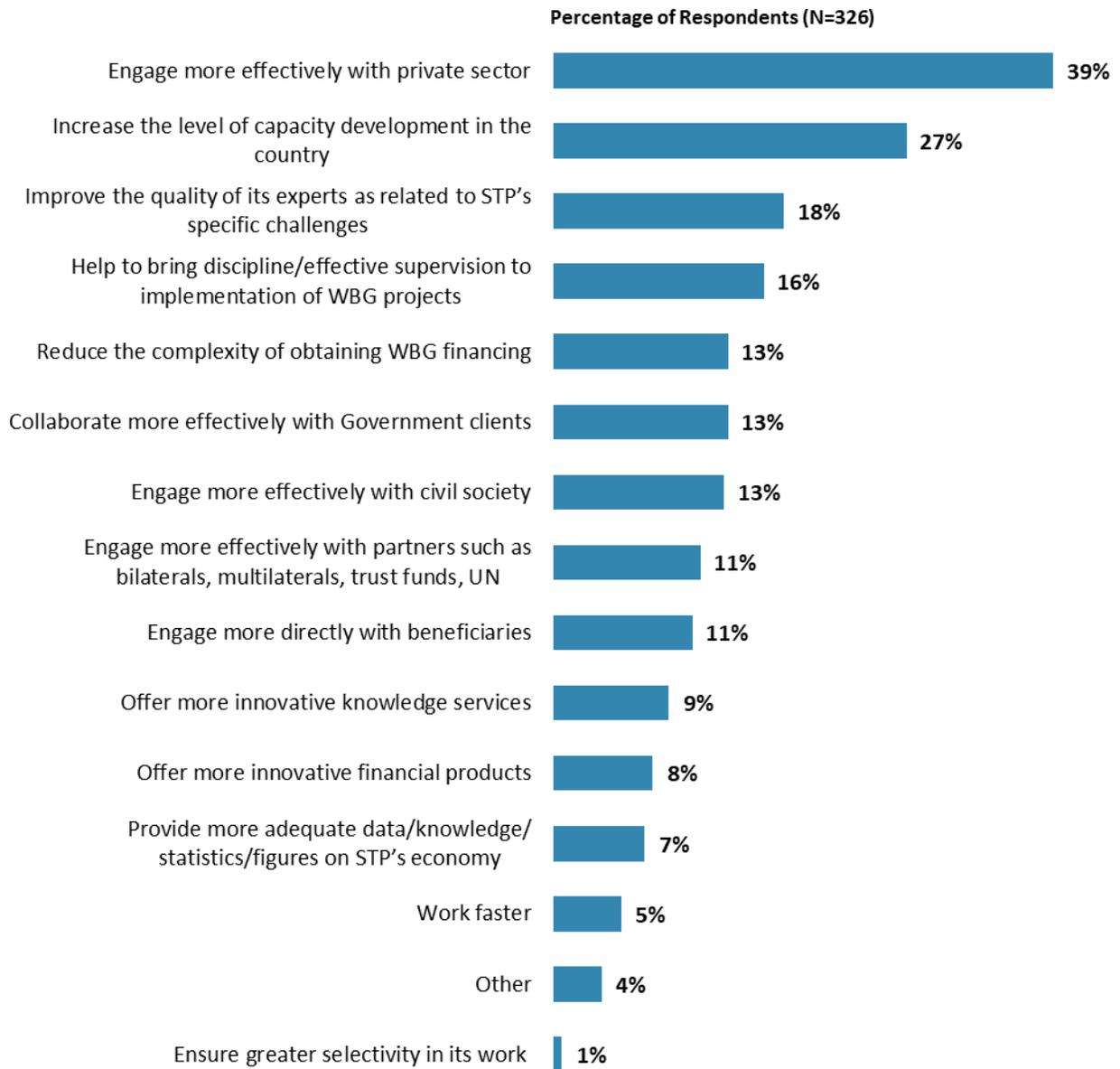
<sup>13</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Sao Tome and Principe

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “reach out more to groups outside of Government” (35%), “increase the level of capacity development in the country” (34%), and “reduce the complexity of obtaining World Bank financing” (28%) to make itself of greater value in STP.



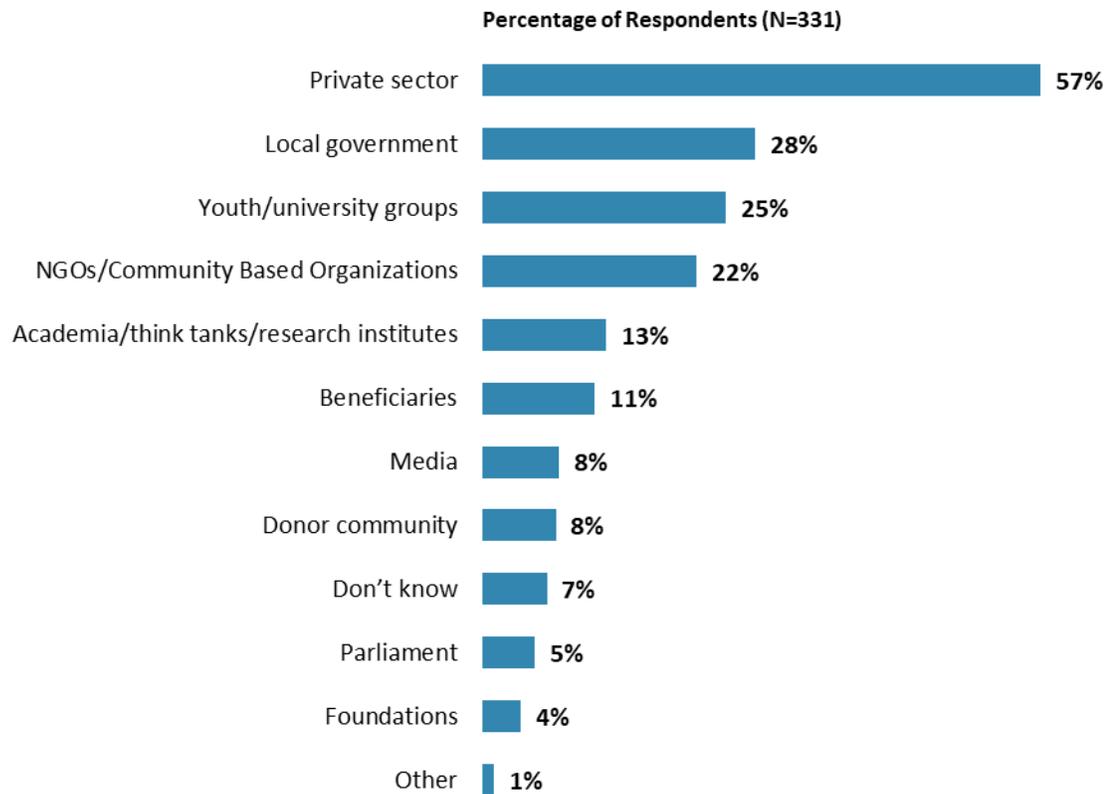
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in STP? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*private sector*” (44%), “*local government*” (34%), and “*NGOs/community-based organizations*” (30%) to ensure better development results in STP.



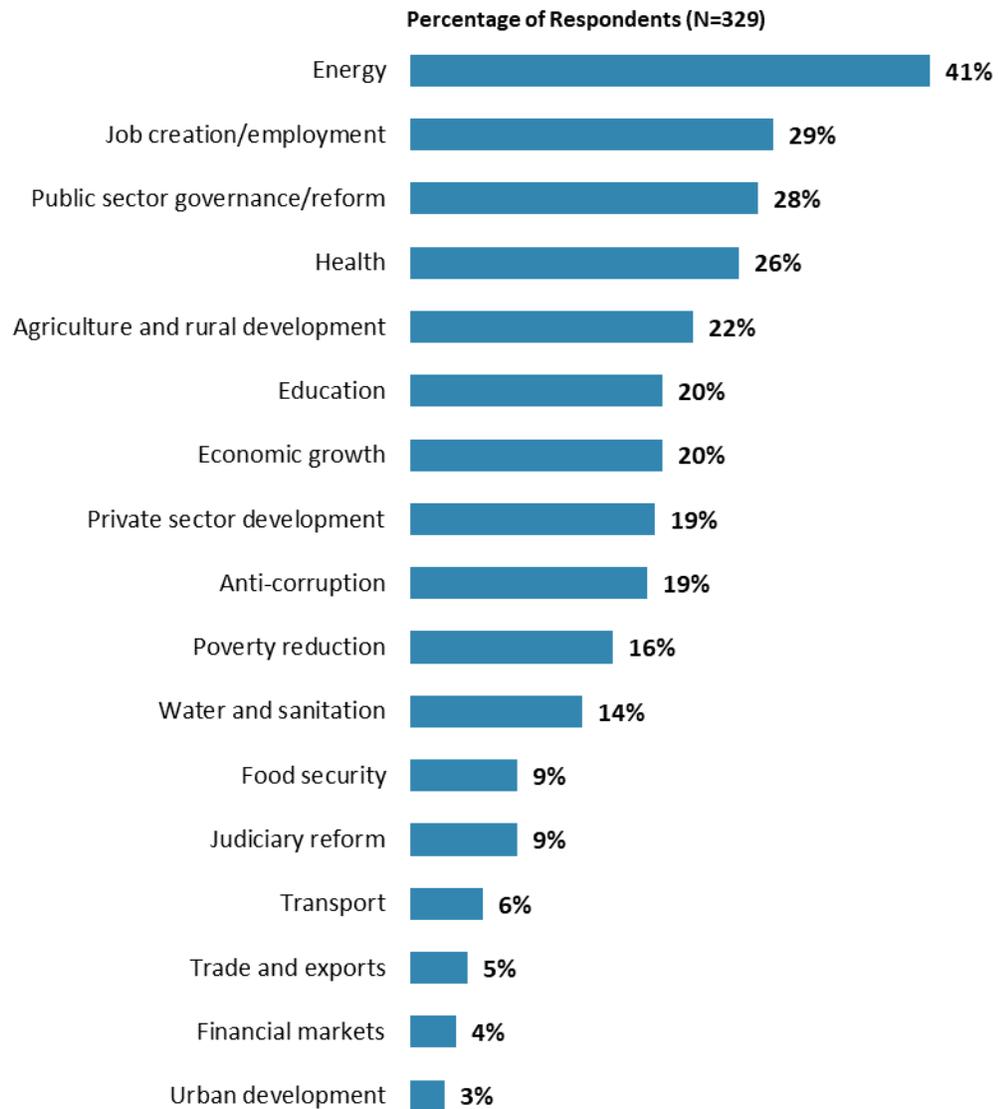
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*education*” (31%), “*energy*” (24%), “*agricultural development*” (23%), “*health*” (22%), and “*public sector governance/reform*” (22%).



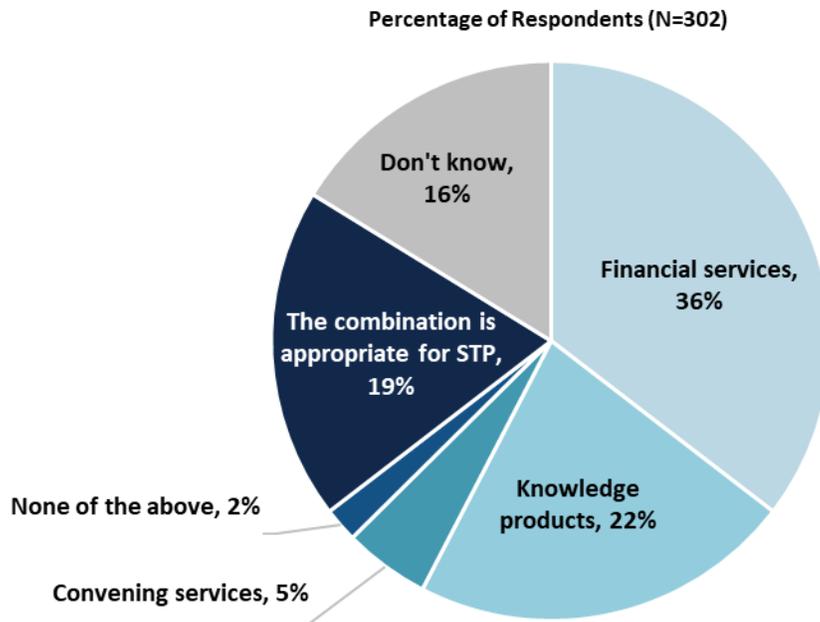
**“When thinking about how the World Bank Group can have the most impact on development results in STP, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in STP? (Choose no more than THREE)”**

**(Respondents chose from a list. Responses combined. Top 17 of 28 response options shown)**



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

### Future Combination of the WBG Services



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

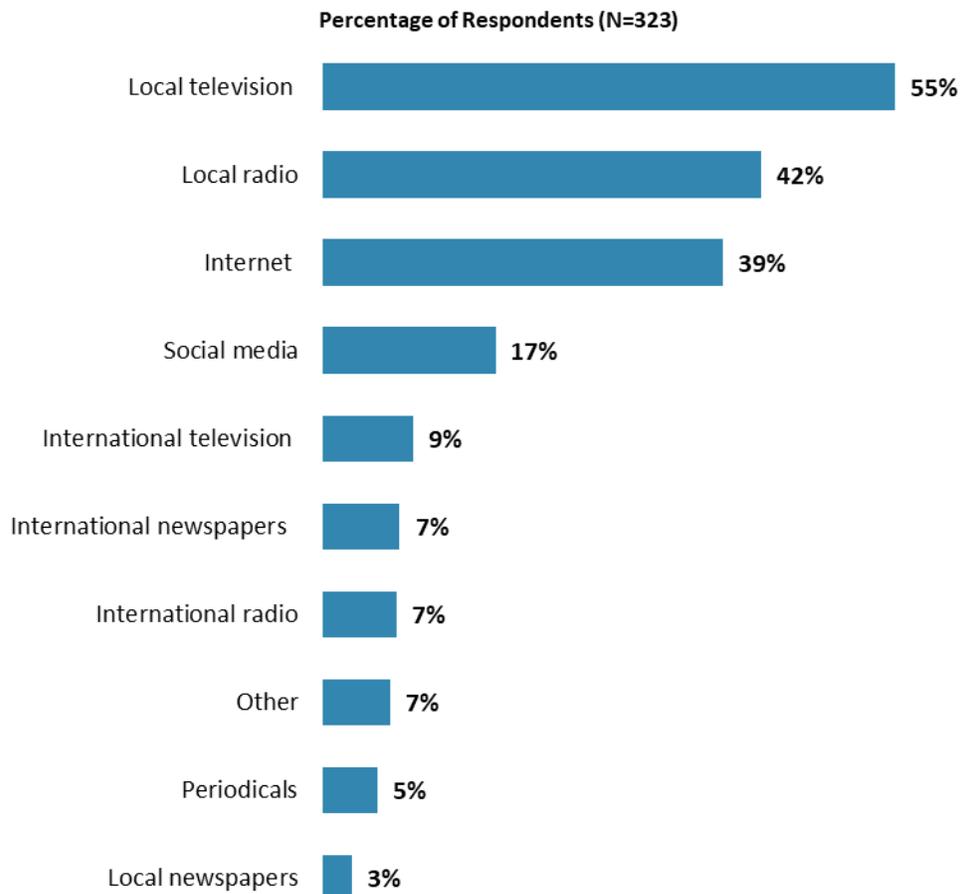


## X. Communication and Outreach

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

### General Information Sources

- **Year comparison:** Respondents in the previous FY’15 Country Survey indicated that they got most of their information about economic and social development issues in STP from the “*Internet*” (52%) and from “*local television*” (40%).



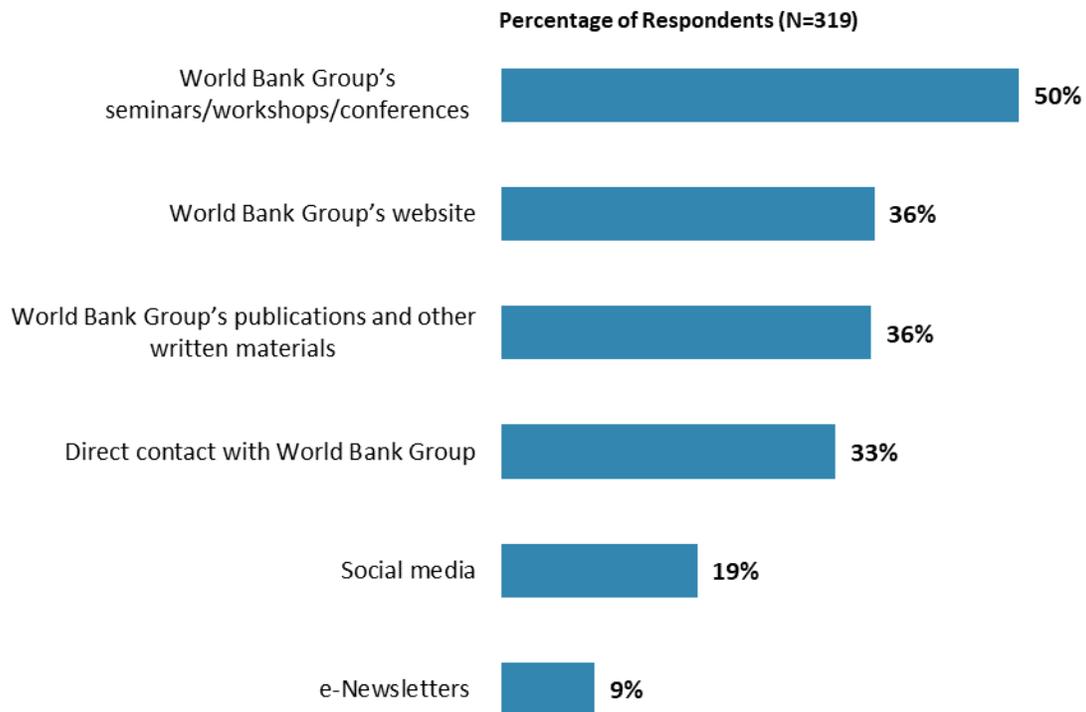
**"How do you get most of your information about economic and social development issues in STP? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s seminars/workshops/conferences*” (44%) and “*e-Newsletters*” (40%).

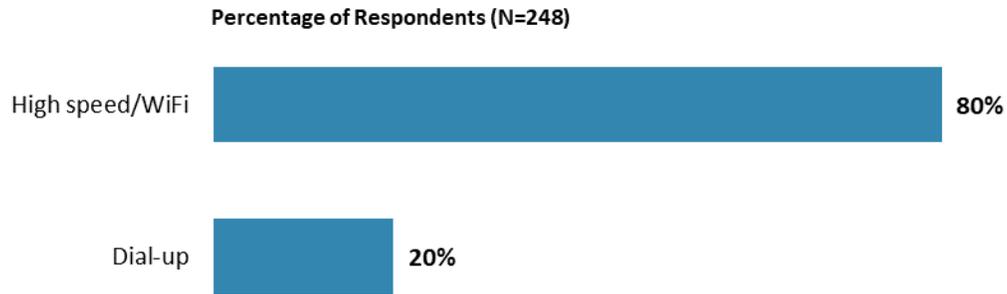


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



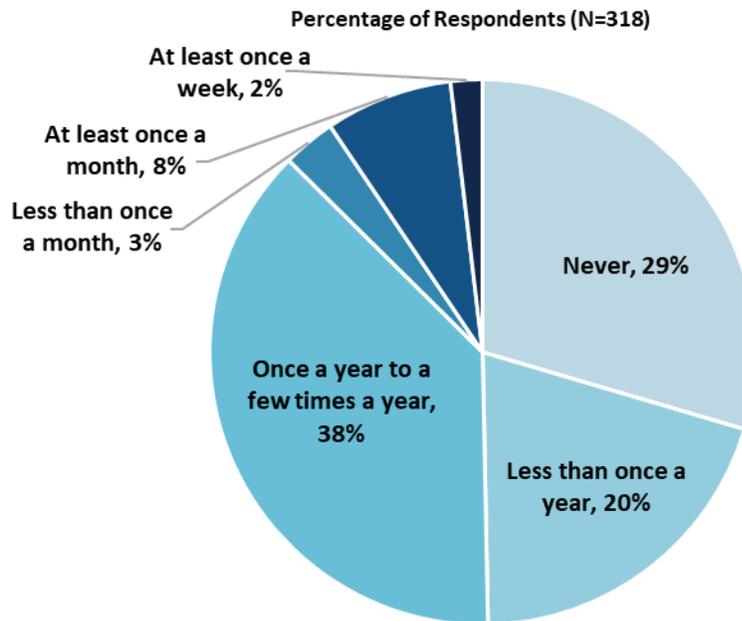
## X. Communication and Outreach (continued)

### Access to the Internet



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

### WBG Interaction Frequency

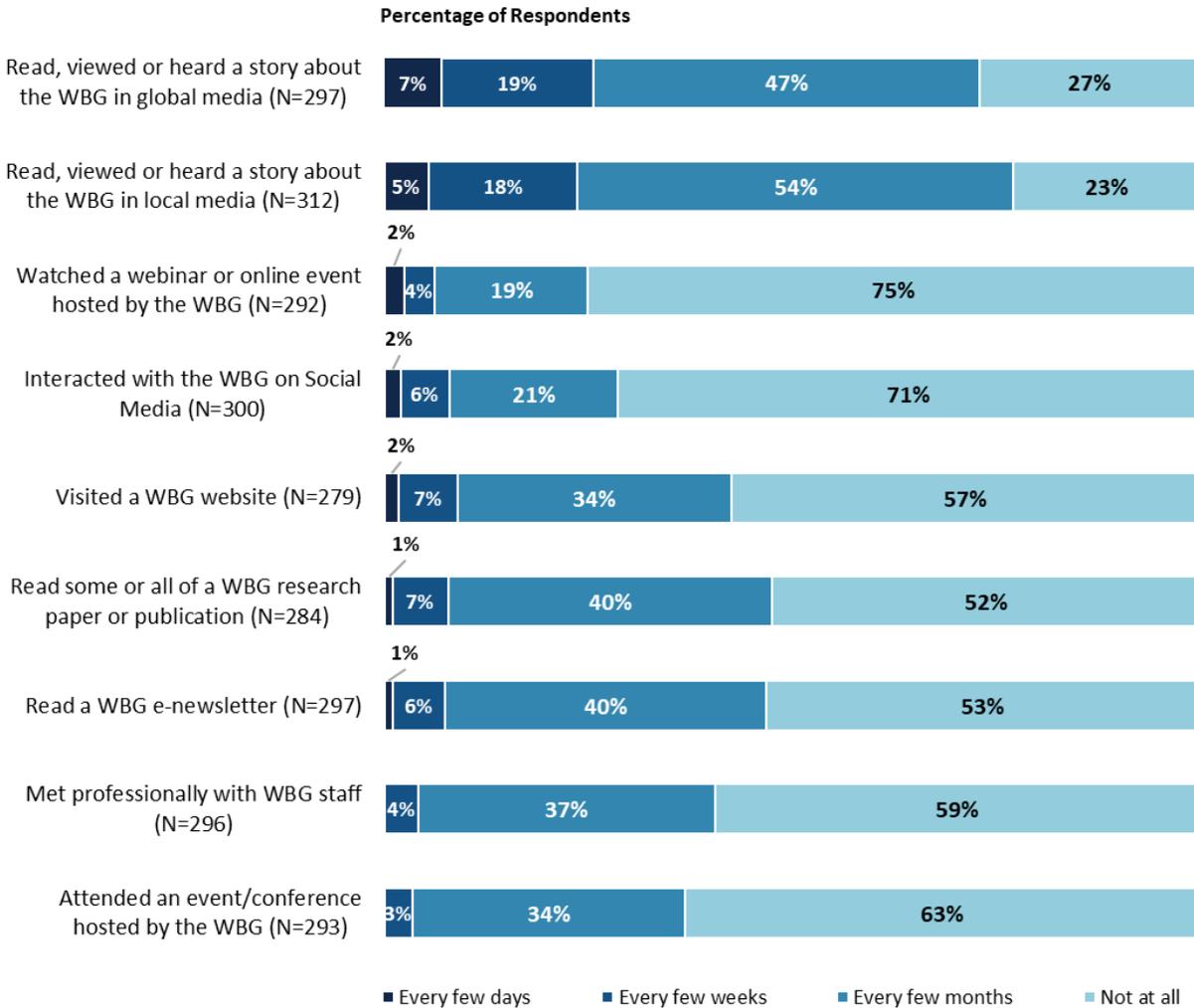


"How frequently do you interact with the World Bank Group now in STP?" (Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



## XI. Appendices

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### SAO TOME AND PRINCIPE





## Appendix A: Responses to All Questions across All Respondents (N=334)

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 STP

<b>1. When you think about the future in STP, are you ... ?</b>	<b>Percentage of Respondents (N=325)</b>
Very pessimistic	8.9%
Somewhat pessimistic	16.0%
Somewhat optimistic	49.5%
Very optimistic	15.4%
Not sure	10.2%

<b>2. Do you think that economic opportunity for citizens in STP is ... ?</b>	<b>Percentage of Respondents (N=322)</b>
Increasing	20.5%
Decreasing	40.7%
Staying about the same	38.8%

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

<b>3. Listed below are a number of development priorities in STP. Please identify which of the following you consider the most important development priorities in STP. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=321)</b>
Health	47.4%
Education	44.5%
Private sector development	33.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31.8%
Energy	30.8%
Job creation/employment	17.8%
Anti-corruption	17.8%
Agriculture and rural development	13.7%
Economic growth	10.6%
Water and sanitation	8.1%
Judiciary reform	8.1%
Financial markets	5.0%
Poverty reduction	5.0%
Transport (e.g., roads, bridges, transportation)	4.0%
Crime and violence	3.1%
Social protection (e.g., pensions, targeted social assistance)	3.1%
Trade and exports	2.8%
Natural resource management	2.5%
Gender equity (closing the gap between women and men, and boys and girls)	2.2%
Urban development	1.6%
Food security	1.6%
Information and communications technology	1.6%
Climate change (e.g., mitigation, adaptation)	1.2%
Equality of opportunity (i.e., social inclusion)	0.9%
Global/regional integration	0.3%
Pollution	0.0%
Disease (e.g., Malaria)	0.0%
Disaster risk management	0.0%

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

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in STP? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=331)</b>
Agriculture and rural development	42.0%
Job creation/employment	36.3%
Education	30.8%
Economic growth	29.9%
Anti-corruption	27.5%
Private sector development	25.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.5%
Energy	12.1%
Equality of opportunity (i.e., social inclusion)	11.8%
Health	10.0%
Social protection (e.g., pensions, targeted social assistance)	7.9%
Judiciary reform	6.9%
Trade and exports	6.0%
Water and sanitation	5.1%
Crime and violence	4.2%
Food security	3.9%
Gender equity (closing the gap between women and men, and boys and girls)	3.6%
Natural resource management	2.7%
Disease (e.g., Malaria)	2.4%
Transport (e.g., roads, bridges, transportation)	2.1%
Climate change (e.g., mitigation, adaptation)	1.8%
Information and communications technology	1.5%
Urban development	0.9%
Financial markets	0.9%
Global/regional integration	0.3%
Disaster risk management	0.0%
Pollution	0.0%

<b>5. When economic and/or social reform efforts fail or are slow to take place in STP, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=305)</b>
Corruption	54.1%
Political pressures and obstacles	38.4%
Reforms are not well thought out in light of country challenges	30.2%
Poor coordination within the government	22.3%
Inadequate level of government accountability	16.1%
Inadequate level of capacity in the government	8.9%
Inadequate level of private sector participation	7.9%
Inadequate level of citizen/civil society participation	5.9%
Private sector involvement and/or influence	5.9%
Inadequate level of donor coordination	4.9%
Other	1.6%

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

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	287	22	5.36	2.73
2. The World Bank Group*	275	33	6.32	2.52
3. The International Monetary Fund	253	39	6.03	2.59
4. UN	273	23	6.72	2.45
5. Regional development banks	238	43	5.79	2.27
6. STP's Central Bank	263	31	5.42	2.45
7. International private sector	250	39	5.80	2.20
8. Domestic private sector	271	29	5.72	2.26
9. International civil society (e.g., NGOs, CBOs)	256	39	5.77	2.30
10. Domestic civil society (e.g., NGOs, CBOs)	262	29	5.80	2.33
11. Faith-based institutions	268	26	6.17	2.59
12. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	271	29	5.45	2.45
13. International media and their web presence	260	38	5.85	2.20
14. Web based media (i.e., blogs, social media, other web-based news and information sources)	264	41	5.34	2.26

7. Please describe the direction STP is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	320	4.7%	11.6%	34.7%	45.9%	3.1%
2. Equal opportunity for girls and boys, men and women	320	2.5%	3.8%	29.7%	57.5%	6.6%
3. Growing STP's economy in a way that leads to jobs and employment	315	8.6%	20.6%	53.7%	16.2%	1.0%
4. The gap between the rich and the poor	311	23.5%	34.4%	34.7%	7.1%	0.3%
5. Making government more effective	312	7.7%	13.8%	40.7%	32.1%	5.8%
6. Anti-corruption	321	12.8%	11.8%	39.3%	29.9%	6.2%
7. Attracting new sources of foreign investment	320	4.1%	9.7%	47.2%	31.9%	7.2%

8. Listed below are global challenges. Which do you think have the most serious impact on STP? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=326)
Jobs/employment	74.5%
Environmental degradation	25.2%
The gap between the rich and the poor	22.1%
Climate change	21.2%
Geo political uncertainty	17.8%
Trade constraints	17.8%
Fragility in STP or neighboring countries	9.5%
Terrorism	3.7%
Technology based disruption	2.5%
Migrants and refugees	1.8%

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

9. When thinking about development efforts in STP, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=325)
Engage significantly less	3.1%
Engage somewhat less	2.8%
Engage somewhat more	23.1%
Engage significantly more	66.2%
Engage at the same level it does currently	1.2%
Don't know	3.7%

10. To what extent do you trust domestic private sector to engage in public service delivery in STP?	Percentage of Respondents (N=327)
To a very low degree	10.4%
To a somewhat low degree	33.0%
To a somewhat high degree	38.2%
To a very high degree	10.7%
Don't know	7.6%

11. To what extent do you trust international private sector to engage in public service delivery in STP?	Percentage of Respondents (N=330)
To a very low degree	7.6%
To a somewhat low degree	22.7%
To a somewhat high degree	42.7%
To a very high degree	16.4%
Don't know	10.6%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in STP? (1-Not familiar at all, 10-Extremely familiar)	329	n/a	5.40	2.67

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in STP.* (1-Not effective at all, 10-Very effective)	298	33	6.32	2.51

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help STP solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	279	50	6.79	2.40

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in STP, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in STP? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=329)</b>
Energy	41.3%
Job creation/employment	28.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.7%
Health	26.1%
Agriculture and rural development	22.5%
Education	20.1%
Economic growth	20.1%
Private sector development	19.5%
Anti-corruption	18.8%
Poverty reduction	16.1%
Water and sanitation	13.7%
Food security	8.5%
Judiciary reform	8.5%
Transport (e.g., roads, bridges, transportation)	5.8%
Trade and exports	4.6%
Financial markets	3.6%
Urban development	2.7%
Global/regional integration	1.8%
Gender equity (closing the gap between women and men, and boys and girls)	1.5%
Equality of opportunity (i.e., social inclusion)	1.2%
Natural resource management	1.2%
Climate change (e.g., mitigation, adaptation)	1.2%
Disease (e.g., Malaria)	1.2%
Information and communications technology	0.9%
Social protection (e.g., pensions, targeted social assistance)	0.6%
Crime and violence	0.6%
Pollution	0.3%
Disaster risk management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in STP?	Percentage of Respondents (N=305)		
	Greatest Value	Second Greatest Value	Combined
Capacity development related to World Bank Group supported projects	17.0%	17.3%	34.3%
Mobilizing third party financial resources	16.1%	17.6%	33.7%
Financial resources	23.0%	10.0%	32.9%
Policy advice, studies, analyses	14.4%	13.0%	27.4%
Technical assistance and training	8.9%	12.6%	21.5%
Implementation support	5.9%	8.6%	14.5%
Promoting knowledge sharing	5.9%	6.0%	11.9%
Donor coordination	3.9%	7.0%	10.9%
Bringing together different groups of stakeholders	2.6%	4.0%	6.6%
Data and statistics	1.6%	3.0%	4.6%
Other	0.7%	1.0%	1.7%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in STP? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=328)
Not willing to honestly criticize policies and reform efforts in the country	29.3%
Not collaborating enough with private sector	24.4%
Not aligned with country priorities	18.0%
Not adequately sensitive to political/social realities in STP	17.4%
Not sufficiently focused on sustainable results	13.7%
Don't know	13.7%
World Bank Group's processes too slow and complex	12.8%
Too influenced by developed countries	11.9%
Not enough public disclosure of its work	11.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	9.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.5%
Not adequately flexible	4.0%
Staff too inaccessible	3.4%
Inadequate World Bank Group's staffing in STP	3.0%
Arrogant in its approach	2.4%
Other	1.8%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in STP? (Select only ONE response)	Percentage of Respondents (N=325)
To a fully sufficient degree	5.8%
To a somewhat sufficient degree	40.3%
To a somewhat insufficient degree	18.5%
To a very insufficient degree	14.8%
Don't know	20.6%

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

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=322)
Increased its emphasis recently	20.8%
Decreased its emphasis recently	14.3%
Emphasis has remained pretty consistent over time	24.2%
Don't know	40.7%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=331)
Private sector	57.4%
Local government	28.1%
Youth/university groups	25.1%
NGOs/Community Based Organizations	22.1%
Academia/think tanks/research institutes	12.7%
Beneficiaries	11.5%
Media	7.9%
Donor community	7.6%
Don't know	6.6%
Parliament	5.4%
Foundations	3.9%
Other	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in STP? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in STP*	302	25	6.67	2.39
11. The World Bank Group's work is aligned with what I consider the development priorities for STP*	274	34	5.97	2.37

To what extent is the World Bank Group an effective development partner in STP, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	268	47	5.61	2.14
13. Flexibility (in terms of the institution's products and services)*	237	72	5.28	1.98
14. Flexibility (in terms of changing country circumstances)*	246	64	5.65	2.20
15. Being inclusive*	234	64	5.44	2.23
16. Openness (sharing data and other information)*	238	62	5.97	2.29
17. Collaboration with the Government*	279	37	7.29	2.19
18. The speed in which it gets things accomplished on the ground*	248	61	5.60	2.21
19. Helping to bring discipline/effective supervision to implementation of investment projects*	266	49	6.09	2.32
20. Collaboration with civil society*	245	65	5.08	2.13
21. Staff accessibility*	227	72	5.25	2.27
22. Collaboration with other donors and development partners*	232	80	6.56	2.08
23. Collaboration with the private sector*	235	77	4.82	2.19
24. Straightforwardness and honesty*	229	77	5.98	2.53
25. Treating clients and stakeholders in STP with respect*	234	73	7.11	2.46
26. Being a long-term partner*	261	52	7.86	2.33

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in STP? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	129	178	5.59	2.27
2. Private sector development	165	142	4.87	2.35
3. Education	209	92	6.90	2.18
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	216	94	6.73	2.24
5. Urban development	153	142	5.09	2.29
6. Energy	188	114	6.25	2.40
7. Health	166	139	6.05	2.46
8. Financial markets	154	152	5.99	2.41
9. Transport (e.g., roads, bridges, transportation)	182	123	6.29	2.31
10. Agriculture and rural development	189	115	6.35	2.20
11. Climate change (e.g., mitigation, adaptation)	170	132	6.88	1.99
12. Poverty reduction	209	97	6.35	2.33
13. Economic growth	206	105	6.16	2.35
14. Disaster risk management	162	152	6.52	2.19

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in STP?* (1-To no degree at all, 10-To a very significant degree)	287	42	6.55	2.31

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in STP?* (1-To no degree at all, 10-To a very significant degree)	279	51	6.84	2.28

To what extent do you agree with the following statements about the World Bank Group in STP? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of STP*	269	58	5.19	2.59
5. The World Bank Group meets STP's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	247	70	5.77	2.36

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in STP? (Select only ONE response)	Percentage of Respondents (N=323)
Very familiar	2.5%
Somewhat familiar	11.5%
Somewhat unfamiliar	22.3%
Very unfamiliar	26.0%
Don't know	37.8%

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

How effectively does the World Bank Group support STP's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	240	81	6.22	2.25
8. To develop better and stronger data collection/analytics systems within the Government	220	85	6.68	2.07
9. To strengthen the country's crisis preparedness	215	92	6.55	2.33
10. To identify and monitor risks	207	96	6.57	2.30
<b>Systematic Country Diagnosis and Country Partnership Framework Activities</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. How effectively does the World Bank Group's SCD and CPF activities support STP's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	85	231	6.54	2.12

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=320)
Weekly	4.1%
Monthly	7.2%
A few times a year	42.8%
Rarely	29.4%
Never	16.6%

In STP, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	211	107	5.68	2.10
3. Include appropriate level of stakeholder involvement during preparation	211	100	5.94	2.02
4. Lead to practical solutions	229	86	6.01	2.06
5. Are source of relevant information on global good practices	228	82	6.68	2.18
6. Are adequately disseminated	211	91	5.84	2.22
7. Are translated enough into local language	216	95	5.66	2.54
8. Are adaptable to STP's specific development challenges and country circumstances*	243	79	5.91	2.27

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	282	45	6.64	2.19
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	272	57	6.99	2.16

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	219	110	5.23	2.36
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	266	57	7.09	2.29
3. The World Bank Group's approvals and reviews are done in a timely fashion	225	92	6.02	2.39
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	216	99	6.17	2.23
5. The World Bank Group's conditions on its lending are reasonable	231	87	5.86	2.40
6. The World Bank Group takes decisions quickly in STP*	224	91	5.52	2.33
7. Working with the World Bank Group increases STP's institutional capacity	273	52	6.86	2.54
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	205	118	6.77	2.43

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in STP? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=326)
Engage more effectively with private sector	38.7%
Increase the level of capacity development in the country	27.3%
Improve the quality of its experts as related to STP's specific challenges	17.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	16.3%
Reduce the complexity of obtaining World Bank Group financing	13.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	13.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	11.3%
Engage more directly with beneficiaries	10.7%
Offer more innovative knowledge services	8.9%
Offer more innovative financial products	7.7%
Provide more adequate data/knowledge/statistics/figures on STP's economy	7.1%
Work faster	5.2%
Other	3.7%
Ensure greater selectivity in its work	0.6%

2. When considering the combination of services that the World Bank Group offers in STP, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in STP? (Select only ONE response)	Percentage of Respondents (N=302)
Financial services	35.4%
Knowledge products	22.2%
Convening services	5.0%
None of the above	2.0%
The combination is appropriate for STP	19.2%
Don't know	16.2%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in STP?</b>	<b>Percentage of Respondents (N=318)</b>
Never	29.6%
Less than once a year	20.1%
Once a year to a few times a year	37.7%
Less than once a month	3.1%
At least once a month	7.5%
At least once a week	1.9%

<b>2. How do you get most of your information about economic and social development issues in STP? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=323)</b>
Local television	55.4%
Local radio	42.4%
Internet	38.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	16.7%
International television	8.7%
International newspapers	7.4%
International radio	7.1%
Other	6.5%
Periodicals	5.3%
Local newspapers	2.8%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=319)</b>
World Bank Group's seminars/workshops/conferences	50.5%
World Bank Group's website	36.4%
World Bank Group's publications and other written materials	36.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.1%
e-Newsletters	9.1%

<b>4. What do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=248)</b>
High speed/WiFi	80.2%
Dial-up	19.8%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (e.g., newspaper, magazine, TV, radio)	312	5.4%	18.3%	53.5%	22.8%
Read, viewed or heard a story about the WBG in global media (e.g., newspaper, magazine, TV, radio)	297	7.1%	18.5%	47.5%	26.9%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	300	2.0%	6.0%	20.7%	71.3%
Visited a WBG website (e.g., read a blog, used data)	279	1.8%	7.2%	33.7%	57.3%
Attended an event/conference hosted by the WBG	293	0.0%	3.4%	33.4%	63.1%
Watched a webinar or online event hosted by the WBG	292	2.4%	3.8%	18.8%	75.0%
Read some or all of a WBG research paper or publication	284	1.1%	6.7%	39.8%	52.5%
Met professionally with WBG staff	296	0.0%	4.1%	36.5%	59.5%
Read a WBG e-newsletter	297	1.0%	6.4%	39.4%	53.2%

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=325)
Employee of a Ministry, Ministerial Department or Implementation Agency	18.8%
Local Government Office or Staff	11.1%
Private Sector Organization	8.9%
Office of Parliamentarian	7.4%
NGO/Community Based Organization	6.5%
Office of Minister	6.2%
Media (press, radio, TV, web, etc.)	5.8%
Office of the President, Prime Minister	5.2%
Financial Sector/Private Bank	5.2%
Other	4.0%
Faith-Based Group	3.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.4%
Private Foundation	2.8%
Academia/Research Institute/Think Tank	2.5%
Judiciary Branch	2.5%
Multilateral Agency	2.2%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	1.2%
Trade Union	1.2%
Youth Group	1.2%
Bilateral Agency	0.3%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=318)</b>
Other	24.5%
Governance	13.5%
Finance and markets	10.1%
Education	8.8%
Health, nutrition, and population	7.2%
Generalist (specialized in multiple sectors)	7.2%
Agriculture	4.4%
Public-private partnerships	3.5%
Social protection and labor	2.5%
Macroeconomics and fiscal management	2.5%
Transport and ICT	2.5%
Environment and natural resources	2.2%
Trade and competitiveness	2.2%
Jobs	2.2%
Energy and extractives	1.6%
Urban, rural, and social development	1.3%
Poverty	1.3%
Water	0.9%
Fragility, conflict and violence	0.6%
Climate Change	0.6%
Gender	0.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=306)</b>
Yes	19.9%
No	80.1%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in STP? (Select only ONE response)</b>	<b>Percentage of Respondents (N=54)</b>
The World Bank (IDA)	92.6%
The International Finance Corporation (IFC)	3.7%
The Multilateral Investment Guarantee Agency (MIGA)	3.7%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=50)</b>
Yes	66.0%
No	34.0%

<b>6. Which of the following describes most of your exposure to the World Bank Group in STP? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=300)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	50.0%
Collaborate as part of my professional duties	33.0%
Use World Bank Group website for information, data, research, etc.	27.3%
Use World Bank Group reports/data	22.0%
Engage in World Bank Group related/sponsored events/activities	17.3%

**H. Background Information (continued)**

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=333)</b>
Female	23.1%
Male	76.9%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=333)</b>
25 and under	2.1%
26-35	11.1%
36-45	35.4%
46-55	27.9%
56 and above	23.4%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=328)</b>
Sao Tome	91.2%
Principe	8.8%
Other	0%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>14</sup>

- Office of President/Prime Minister/Minister N=37   ● Office of Parliamentarian N=24   ● Employee of a Ministry/PMU/Consultant on WBG Project N=65
- Local Government N=36   ● Bilateral/Multilateral Agency N=8   ● Private Sector/Financial Sector/Private Bank N=46   ● CSO N=50   ● Media N=19
- Independent Government Institution N=11   ● Academia/Research Institute/Think Tank (Academia) N=8   ● Judiciary Branch N=8   ● Other N=13

### A. General Issues facing STP

When you think about the future in STP, are you ... ?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Very pessimistic	2.9%	4.3%	7.9%	8.6%	37.5%	18.2%	2.0%	10.5%	9.1%	0.0%	25.0%	15.4%
Somewhat pessimistic	17.1%	13.0%	11.1%	8.6%	0.0%	25.0%	22.0%	15.8%	27.3%	12.5%	12.5%	7.7%
Somewhat optimistic	42.9%	39.1%	57.1%	54.3%	37.5%	45.5%	54.0%	52.6%	45.5%	75.0%	50.0%	30.8%
Very optimistic	28.6%	21.7%	11.1%	14.3%	12.5%	6.8%	14.0%	15.8%	9.1%	12.5%	12.5%	38.5%
Not sure	8.6%	21.7%	12.7%	14.3%	12.5%	4.5%	8.0%	5.3%	9.1%	0.0%	0.0%	7.7%

<sup>14</sup> Only 325 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Health*	27.3%	52.4%	60.3%	35.3%	37.5%	40.0%	50.0%	52.6%	18.2%	50.0%	75.0%	69.2%
Financial markets	3.0%	9.5%	1.6%	5.9%	0.0%	4.4%	2.0%	5.3%	18.2%	12.5%	0.0%	15.4%
Social protection*	0.0%	14.3%	3.2%	2.9%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	12.5%	0.0%
Gender equity	6.1%	0.0%	1.6%	5.9%	0.0%	2.2%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	30.3%	33.3%	28.6%	41.2%	37.5%	51.1%	20.0%	36.8%	18.2%	25.0%	37.5%	38.5%
Education	33.3%	42.9%	55.6%	35.3%	50.0%	42.2%	46.0%	36.8%	18.2%	75.0%	37.5%	53.8%
Public sector governance/reform	42.4%	33.3%	20.6%	38.2%	50.0%	46.7%	34.0%	26.3%	27.3%	12.5%	25.0%	15.4%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.8%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	3.2%	0.0%	12.5%	0.0%	2.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Energy	24.2%	38.1%	44.4%	26.5%	12.5%	22.2%	30.0%	36.8%	45.5%	25.0%	37.5%	15.4%
Water and sanitation	6.1%	4.8%	11.1%	11.8%	0.0%	6.7%	8.0%	0.0%	9.1%	25.0%	12.5%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	27.3%	23.8%	9.5%	26.5%	37.5%	8.9%	20.0%	21.1%	36.4%	0.0%	12.5%	15.4%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	3.0%	0.0%	3.2%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Transport	0.0%	0.0%	4.8%	8.8%	0.0%	2.2%	2.0%	5.3%	9.1%	0.0%	0.0%	7.7%
Agriculture and rural development	12.1%	4.8%	12.7%	14.7%	0.0%	8.9%	26.0%	5.3%	18.2%	0.0%	0.0%	15.4%
Trade and exports	0.0%	0.0%	1.6%	2.9%	0.0%	4.4%	2.0%	5.3%	9.1%	12.5%	0.0%	7.7%
Crime and violence	0.0%	0.0%	3.2%	2.9%	12.5%	2.2%	2.0%	10.5%	0.0%	12.5%	12.5%	0.0%
Natural resource management	0.0%	0.0%	0.0%	2.9%	0.0%	2.2%	6.0%	5.3%	9.1%	0.0%	0.0%	7.7%
Climate change	0.0%	4.8%	1.6%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	6.1%	0.0%	1.6%	8.8%	0.0%	6.7%	8.0%	5.3%	0.0%	0.0%	0.0%	15.4%
Anti-corruption	33.3%	14.3%	12.7%	20.6%	0.0%	20.0%	20.0%	15.8%	18.2%	12.5%	12.5%	15.4%
Judiciary reform*	21.2%	9.5%	3.2%	2.9%	0.0%	15.6%	4.0%	0.0%	18.2%	25.0%	12.5%	0.0%
Economic growth	18.2%	14.3%	11.1%	5.9%	25.0%	8.9%	8.0%	5.3%	18.2%	12.5%	0.0%	7.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

When economic and/or social reform efforts fail or are slow to take place in STP, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Corruption*	51.6%	47.6%	36.7%	60.6%	42.9%	67.4%	72.3%	43.8%	45.5%	37.5%	62.5%	58.3%																										
Private sector involvement and/or influence*	3.2%	14.3%	3.3%	3.0%	0.0%	2.3%	10.6%	25.0%	0.0%	12.5%	0.0%	0.0%																										
Political pressures and obstacles*	38.7%	42.9%	53.3%	45.5%	14.3%	25.6%	23.4%	18.8%	36.4%	50.0%	62.5%	50.0%																										
Inadequate level of private sector participation*	6.5%	4.8%	6.7%	3.0%	0.0%	18.6%	4.3%	6.3%	36.4%	0.0%	0.0%	8.3%																										
Inadequate level of citizen/civil society participation	12.9%	4.8%	1.7%	12.1%	14.3%	2.3%	6.4%	0.0%	0.0%	12.5%	12.5%	8.3%																										
Inadequate level of donor coordination	9.7%	14.3%	5.0%	3.0%	0.0%	4.7%	2.1%	0.0%	9.1%	12.5%	0.0%	0.0%																										
Reforms are not well thought out in light of country challenges	41.9%	38.1%	40.0%	27.3%	28.6%	16.3%	23.4%	18.8%	36.4%	25.0%	37.5%	25.0%																										
Poor coordination within the government	16.1%	19.0%	21.7%	15.2%	28.6%	11.6%	29.8%	50.0%	18.2%	37.5%	12.5%	25.0%																										
Inadequate level of government accountability	9.7%	9.5%	20.0%	15.2%	28.6%	25.6%	14.9%	12.5%	0.0%	12.5%	12.5%	16.7%																										
Inadequate level of capacity in the government	6.5%	0.0%	3.3%	12.1%	14.3%	18.6%	8.5%	25.0%	9.1%	0.0%	0.0%	0.0%																										
Other	3.2%	4.8%	0.0%	0.0%	0.0%	2.3%	2.1%	0.0%	9.1%	0.0%	0.0%	0.0%																										

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other														
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD									
To what extent do you trust the World Bank Group to do what is right?*	29	6.90	2.29	20	5.60	2.48	54	5.76	2.72	31	7.81	2.07	8	5.63	1.60	40	5.60	2.34	41	6.34	2.36	15	6.93	3.22	11	6.45	2.66	8	6.38	3.07	5	6.80	2.39	7	6.43	2.64												

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



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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in STP?	35	5.83	2.58	24	5.25	2.85	65	5.28	2.61	36	6.17	2.97	8	7.00	2.14	46	5.80	2.19	50	4.56	2.56	18	5.11	2.91	10	6.60	2.99	8	5.50	2.67	8	4.25	3.20	12	4.42	2.43

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in STP.*	33	7.06	2.05	23	6.00	3.13	60	5.97	2.52	31	7.48	2.25	7	6.57	2.15	44	5.73	2.30	43	6.49	2.24	17	5.59	3.43	10	7.50	2.27	8	6.88	1.46	5	5.80	3.27	10	4.90	2.85

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



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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Food security	11.4%	4.2%	6.3%	8.3%	0.0%	2.2%	16.7%	21.1%	9.1%	0.0%	12.5%	0.0%
Urban development	2.9%	4.2%	0.0%	5.6%	12.5%	2.2%	4.2%	5.3%	0.0%	0.0%	0.0%	0.0%
Energy	45.7%	50.0%	46.9%	27.8%	50.0%	41.3%	37.5%	42.1%	36.4%	25.0%	62.5%	23.1%
Water and sanitation	14.3%	8.3%	10.9%	13.9%	12.5%	10.9%	16.7%	26.3%	9.1%	0.0%	50.0%	15.4%
Pollution	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	28.6%	37.5%	14.1%	36.1%	37.5%	37.0%	22.9%	31.6%	54.5%	25.0%	25.0%	38.5%
Health	17.1%	33.3%	35.9%	22.2%	12.5%	23.9%	31.3%	26.3%	0.0%	37.5%	12.5%	7.7%
Financial markets	0.0%	8.3%	1.6%	2.8%	12.5%	8.7%	0.0%	5.3%	9.1%	0.0%	12.5%	0.0%
Social protection	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	2.9%	0.0%	4.7%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	20.0%	16.7%	25.0%	22.2%	0.0%	26.1%	16.7%	5.3%	27.3%	25.0%	12.5%	15.4%
Education	20.0%	25.0%	26.6%	22.2%	25.0%	8.7%	20.8%	5.3%	0.0%	37.5%	12.5%	30.8%
Public sector governance/reform	28.6%	25.0%	26.6%	22.2%	37.5%	39.1%	27.1%	21.1%	36.4%	25.0%	50.0%	7.7%
Global/regional integration	2.9%	8.3%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Poverty reduction	20.0%	16.7%	12.5%	16.7%	12.5%	8.7%	27.1%	21.1%	18.2%	12.5%	0.0%	23.1%
Anti-corruption	22.9%	20.8%	7.8%	25.0%	12.5%	19.6%	22.9%	26.3%	9.1%	12.5%	12.5%	38.5%
Judiciary reform*	14.3%	4.2%	3.1%	5.6%	0.0%	13.0%	10.4%	0.0%	18.2%	37.5%	25.0%	0.0%
Economic growth	22.9%	16.7%	20.3%	27.8%	25.0%	23.9%	10.4%	21.1%	18.2%	12.5%	0.0%	23.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	1.6%	0.0%	0.0%	2.2%	2.1%	0.0%	0.0%	0.0%	0.0%	7.7%
Disease	0.0%	0.0%	3.1%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Information and communications technology	0.0%	4.2%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	8.6%	4.2%	3.1%	8.3%	12.5%	6.5%	6.3%	5.3%	9.1%	0.0%	0.0%	7.7%
Agriculture and rural development	17.1%	12.5%	39.1%	16.7%	12.5%	19.6%	14.6%	21.1%	18.2%	25.0%	0.0%	30.8%
Trade and exports	0.0%	0.0%	4.7%	8.3%	12.5%	2.2%	4.2%	15.8%	9.1%	12.5%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	7.7%
Natural resource management*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	15.4%
Climate change*	0.0%	0.0%	1.6%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%

\*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Increased its emphasis recently	27.0%	16.7%	27.4%	22.2%	42.9%	9.3%	10.4%	15.8%	40.0%	50.0%	25.0%	8.3%
Decreased its emphasis recently	8.1%	16.7%	11.3%	13.9%	14.3%	20.9%	10.4%	21.1%	20.0%	0.0%	25.0%	25.0%
Emphasis has remained pretty consistent over time	24.3%	16.7%	24.2%	27.8%	42.9%	11.6%	37.5%	15.8%	10.0%	37.5%	0.0%	33.3%
Don't know	40.5%	50.0%	37.1%	36.1%	0.0%	58.1%	41.7%	47.4%	30.0%	12.5%	50.0%	33.3%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Youth/university groups	36.1%	29.2%	16.9%	25.0%	50.0%	29.5%	22.0%	26.3%	18.2%	37.5%	37.5%	15.4%
Beneficiaries	5.6%	16.7%	16.9%	5.6%	25.0%	4.5%	18.0%	21.1%	18.2%	0.0%	0.0%	0.0%
Private sector*	69.4%	54.2%	58.5%	36.1%	62.5%	84.1%	46.0%	57.9%	45.5%	50.0%	25.0%	53.8%
Local government*	41.7%	20.8%	16.9%	77.8%	12.5%	11.4%	22.0%	10.5%	27.3%	12.5%	0.0%	53.8%
Donor community	13.9%	0.0%	10.8%	5.6%	12.5%	4.5%	6.0%	15.8%	9.1%	0.0%	12.5%	0.0%
NGOs/Community Based Organizations*	11.1%	12.5%	30.8%	16.7%	0.0%	15.9%	42.0%	10.5%	0.0%	0.0%	12.5%	46.2%
Parliament*	2.8%	33.3%	6.2%	0.0%	0.0%	6.8%	0.0%	0.0%	0.0%	0.0%	12.5%	7.7%
Academia/think tanks/research institutes*	2.8%	12.5%	12.3%	8.3%	25.0%	22.7%	6.0%	5.3%	36.4%	50.0%	37.5%	0.0%
Foundations	0.0%	4.2%	0.0%	8.3%	0.0%	2.3%	12.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Media	8.3%	0.0%	6.2%	8.3%	0.0%	2.3%	10.0%	21.1%	18.2%	25.0%	0.0%	7.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Don't know	2.8%	8.3%	7.7%	8.3%	0.0%	2.3%	6.0%	10.5%	9.1%	0.0%	37.5%	0.0%

\*Significantly different between stakeholder groups



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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in STP*	35	7.34	1.96	20	6.00	2.92	59	6.32	2.44	34	7.88	2.28	8	6.13	2.64	45	6.40	1.94	43	6.88	2.53	17	6.47	2.70	9	7.33	1.80	8	6.38	1.19	3	6.33	1.16	13	5.15	2.48
The World Bank Group's work is aligned with what I consider the development priorities for STP*	33	6.52	2.11	20	4.80	2.76	49	5.84	2.62	30	7.33	2.07	7	6.14	2.19	41	5.39	1.90	37	6.24	1.95	16	5.19	2.97	9	6.56	1.67	8	6.00	1.85	4	6.25	2.87	13	5.54	2.85

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	29	6.55	2.01	19	4.79	2.59	55	5.24	2.02	32	6.22	2.20	7	6.14	2.27	38	5.05	1.86	34	5.68	1.74	16	5.75	2.18	11	6.00	2.49	6	5.33	2.16	4	6.75	2.75	11	5.55	2.58
Flexibility (in terms of the institution's products and services)	26	5.54	2.04	18	4.50	1.89	50	4.86	1.97	28	6.00	2.07	8	4.63	1.60	34	5.00	1.89	23	5.48	1.59	15	5.13	2.07	11	5.64	2.34	6	5.00	1.79	5	5.80	2.17	8	6.50	2.07
Flexibility (in terms of changing country circumstances)	27	5.93	2.17	20	5.20	2.38	51	5.16	2.31	27	6.44	1.95	7	5.43	2.44	34	5.29	1.72	31	6.10	1.97	11	5.36	2.54	11	5.45	2.58	7	5.71	2.14	5	6.00	2.35	9	6.11	2.71
Being inclusive	27	5.89	2.29	19	5.11	2.75	40	5.68	2.24	26	5.73	1.97	7	5.43	1.90	36	5.25	1.98	32	5.44	2.17	12	5.17	2.66	10	5.30	1.77	6	5.00	2.53	4	6.75	1.71	9	3.44	2.51
Openness (sharing data and other information)*	24	6.75	2.01	17	4.94	2.66	47	5.38	2.23	26	7.23	2.05	8	6.50	1.85	36	5.69	2.14	33	6.30	2.24	10	5.00	2.11	10	5.40	2.37	6	5.67	2.25	5	5.60	1.52	10	6.70	2.67
Collaboration with the Government	33	7.79	1.83	22	6.68	2.57	57	6.96	2.43	30	8.23	1.72	7	7.29	2.43	35	7.06	2.00	41	7.63	1.69	15	6.40	2.82	11	7.36	2.34	6	7.00	1.79	6	6.00	2.83	9	7.33	1.73
The speed in which it gets things accomplished on the ground	27	6.19	2.00	17	4.71	2.93	47	5.83	1.99	29	6.14	2.66	8	5.75	2.12	34	5.35	1.92	33	5.55	2.18	15	4.33	1.80	10	5.30	2.67	7	6.14	1.95	5	5.60	1.67	9	5.56	2.65
Helping to bring discipline/effective supervision to implementation of investment projects	27	7.07	2.04	18	6.11	3.07	54	6.00	2.23	31	6.52	2.39	8	6.25	2.49	38	5.63	2.16	35	6.09	2.19	15	4.80	2.46	10	5.80	2.39	7	6.57	0.79	5	6.20	2.28	11	6.55	2.38
Collaboration with civil society	26	5.77	1.58	16	4.69	2.12	46	5.24	2.02	26	5.46	2.47	8	5.38	1.60	36	4.94	1.80	35	4.60	2.35	14	4.86	2.54	9	4.00	1.94	7	4.71	2.14	5	5.80	1.92	9	4.11	2.57
Staff accessibility*	26	6.27	2.29	18	4.94	2.65	39	5.26	2.06	21	6.33	1.93	7	5.43	1.13	36	4.92	2.16	32	4.81	2.44	13	5.54	2.60	9	5.11	1.97	7	3.71	0.76	5	4.80	0.84	10	3.80	2.62
Collaboration with other donors and development partners	29	7.28	2.07	19	6.84	2.61	42	6.40	1.95	26	7.19	2.12	8	7.00	1.93	31	6.19	1.64	29	6.03	1.80	13	5.77	3.06	11	5.73	2.01	6	6.17	1.60	5	7.60	1.52	7	6.86	1.86
Collaboration with the private sector	27	5.81	1.82	19	4.95	2.53	44	4.64	1.99	23	5.22	2.43	6	4.67	1.21	36	4.28	1.95	27	4.70	2.51	15	4.53	1.96	11	4.55	1.64	5	4.80	2.95	5	5.60	2.70	9	4.22	2.77
Straightforwardness and honesty*	25	7.00	1.94	20	5.40	3.00	49	5.55	2.35	26	6.85	2.29	7	6.29	2.29	32	5.09	2.37	26	6.77	2.58	12	5.08	3.00	10	6.10	2.81	6	5.33	2.16	5	7.60	2.07	8	6.13	3.23
Treating clients and stakeholders in STP with respect	27	7.52	2.06	18	6.89	2.68	46	6.87	2.67	29	8.21	1.42	7	6.57	3.05	32	6.47	2.31	25	7.32	2.69	13	6.00	2.92	11	7.45	2.81	6	6.50	2.74	5	8.40	1.67	9	7.33	2.45
Being a long-term partner*	30	8.47	1.57	20	7.65	2.64	47	7.02	2.34	28	8.89	1.13	8	8.00	2.27	36	7.50	2.43	38	8.50	2.01	15	6.80	3.53	11	7.91	2.77	7	7.29	1.80	5	9.20	1.30	10	7.50	3.10

\*Significantly different between stakeholder groups



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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
To what extent does the World Bank Group's work help to achieve development results in STP?*	34	7.53	1.90	22	6.41	2.81	60	6.15	2.27	33	7.42	1.80	7	6.71	1.80	42	6.21	2.02	36	6.61	2.31	15	5.27	2.87	11	6.73	2.01	7	7.43	1.62	3	6.33	4.73	10	5.20	2.97		

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
To what extent does the World Bank Group influence the development agenda in STP?*	35	7.89	1.64	19	7.00	2.87	56	5.96	2.43	29	7.41	1.84	8	6.63	1.69	43	6.56	2.20	35	7.23	2.05	14	6.64	2.82	11	6.82	2.09	7	7.14	1.77	4	6.25	3.78	11	6.73	2.28		

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of STP*	33	6.30	2.60	21	4.57	3.20	56	4.52	2.56	28	6.75	2.30	7	5.29	2.63	40	4.73	2.17	31	5.13	1.86	16	4.00	2.83	10	4.40	2.63	7	6.00	1.83	6	6.50	3.08	8	6.13	2.85
The World Bank Group meets STP's needs for knowledge services*	25	6.12	2.07	19	5.42	2.93	53	5.47	2.38	27	7.19	1.96	8	6.38	2.20	39	5.36	2.16	27	5.78	2.26	15	3.80	2.15	9	5.67	2.12	7	6.14	1.77	4	7.50	1.29	9	6.33	2.87

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Weekly	11.1%	4.2%	6.5%	0.0%	0.0%	2.3%	2.0%	0.0%	18.2%	0.0%	0.0%	0.0%
Monthly	11.1%	8.3%	4.8%	0.0%	14.3%	6.8%	8.2%	10.5%	0.0%	25.0%	0.0%	8.3%
A few times a year	41.7%	54.2%	50.0%	48.5%	57.1%	43.2%	30.6%	42.1%	54.5%	12.5%	50.0%	33.3%
Rarely	19.4%	25.0%	30.6%	33.3%	28.6%	29.5%	30.6%	15.8%	27.3%	25.0%	37.5%	58.3%
Never	16.7%	8.3%	8.1%	18.2%	0.0%	18.2%	28.6%	31.6%	0.0%	37.5%	12.5%	0.0%



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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
In STP, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to STP's specific development challenges and country circumstances*	26	6.81	1.74	16	5.31	2.33	52	5.88	2.18	25	7.24	2.20	8	5.00	2.07	39	5.03	2.30	27	6.07	2.07	14	5.71	2.34	10	6.10	2.08	7	5.86	2.12	3	7.00	2.65	9	5.89	3.06		

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	34	7.32	2.14	22	6.09	2.64	58	6.53	2.05	30	7.63	1.54	8	6.75	1.39	37	6.24	2.02	38	6.47	2.35	15	5.80	2.27	10	6.70	2.00	8	7.50	1.60	4	7.00	3.56	10	5.90	3.07		
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	30	7.67	1.65	19	7.11	2.31	54	6.65	2.14	30	7.97	1.61	7	6.14	2.12	39	6.74	2.28	35	6.86	2.25	17	6.82	2.43	10	6.70	1.49	7	7.71	1.50	5	5.40	3.65	11	7.18	2.52		

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

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in STP*	27	6.19	2.10	16	4.69	2.50	41	5.59	2.65	28	6.29	2.05	7	5.29	2.56	34	4.26	1.68	25	6.16	2.21	14	5.57	2.90	8	5.88	2.17	7	5.29	1.70	4	4.50	1.29	7	6.00	3.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	23	7.43	1.75	15	6.20	2.83	41	6.34	2.69	27	7.59	1.85	6	7.83	1.47	29	6.45	2.16	24	7.04	2.49	11	5.27	2.97	9	7.11	2.15	4	6.75	4.03	4	6.75	3.20	7	7.57	2.64

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



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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Improve the quality of its experts as related to STP's specific challenges*	11.0%	13.0%	38.0%	6.0%	0.0%	15.0%	16.0%	0.0%	0.0%	38.0%	0.0%	31.0%
Engage more effectively with private sector	49.0%	35.0%	40.0%	29.0%	29.0%	52.0%	39.0%	26.0%	36.0%	25.0%	43.0%	15.0%
Offer more innovative knowledge services	5.0%	4.0%	6.0%	18.0%	0.0%	11.0%	10.0%	0.0%	0.0%	13.0%	14.0%	23.0%
Collaborate more effectively with Government clients*	19.0%	13.0%	10.0%	35.0%	0.0%	20.0%	4.0%	0.0%	18.0%	0.0%	0.0%	15.0%
Work faster	5.0%	13.0%	2.0%	6.0%	29.0%	7.0%	2.0%	5.0%	9.0%	13.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	24.0%	22.0%	11.0%	6.0%	14.0%	15.0%	8.0%	0.0%	18.0%	50.0%	29.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	16.0%	9.0%	16.0%	9.0%	14.0%	13.0%	22.0%	37.0%	27.0%	13.0%	14.0%	15.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	11.0%	22.0%	3.0%	9.0%	57.0%	11.0%	6.0%	26.0%	18.0%	0.0%	14.0%	15.0%
Offer more innovative financial products	3.0%	22.0%	11.0%	3.0%	14.0%	4.0%	8.0%	5.0%	9.0%	13.0%	14.0%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on STP's economy	3.0%	9.0%	5.0%	12.0%	0.0%	7.0%	6.0%	21.0%	0.0%	13.0%	0.0%	0.0%
Engage more effectively with civil society	8.0%	4.0%	10.0%	15.0%	0.0%	11.0%	27.0%	21.0%	9.0%	0.0%	14.0%	23.0%
Increase the level of capacity development in the country	30.0%	22.0%	27.0%	35.0%	43.0%	20.0%	27.0%	21.0%	36.0%	13.0%	29.0%	46.0%
Engage more directly with beneficiaries	11.0%	9.0%	10.0%	12.0%	0.0%	4.0%	18.0%	16.0%	18.0%	0.0%	29.0%	8.0%
Other	5.0%	4.0%	0.0%	3.0%	0.0%	2.0%	6.0%	11.0%	0.0%	0.0%	0.0%	8.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Never	37.1%	34.8%	17.2%	28.6%	0.0%	18.2%	42.0%	47.4%	9.1%	50.0%	37.5%	38.5%
Less than once a year	5.7%	21.7%	36.2%	20.0%	14.3%	22.7%	20.0%	0.0%	9.1%	12.5%	12.5%	15.4%
Once a year to a few times a year	45.7%	34.8%	37.9%	37.1%	57.1%	43.2%	26.0%	36.8%	54.5%	37.5%	25.0%	38.5%
Less than once a month	5.7%	0.0%	3.4%	0.0%	14.3%	6.8%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%
At least once a month	2.9%	8.7%	3.4%	14.3%	14.3%	6.8%	8.0%	15.8%	9.1%	0.0%	12.5%	7.7%
At least once a week	2.9%	0.0%	1.7%	0.0%	0.0%	2.3%	4.0%	0.0%	0.0%	0.0%	12.5%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Local radio	60.0%	45.8%	51.7%	29.4%	37.5%	26.1%	38.8%	44.4%	36.4%	25.0%	62.5%	46.2%
International radio	8.6%	12.5%	6.7%	14.7%	0.0%	8.7%	2.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Social media	8.6%	12.5%	8.3%	29.4%	12.5%	26.1%	24.5%	5.6%	9.1%	12.5%	12.5%	30.8%
International newspapers	2.9%	12.5%	10.0%	2.9%	25.0%	6.5%	8.2%	0.0%	0.0%	12.5%	12.5%	7.7%
Local television	68.6%	41.7%	55.0%	61.8%	37.5%	50.0%	61.2%	55.6%	54.5%	50.0%	62.5%	46.2%
Internet	25.7%	33.3%	41.7%	38.2%	37.5%	50.0%	36.7%	33.3%	45.5%	62.5%	25.0%	38.5%
Periodicals	0.0%	0.0%	3.3%	2.9%	12.5%	4.3%	6.1%	5.6%	18.2%	0.0%	12.5%	23.1%
International television	11.4%	8.3%	3.3%	14.7%	12.5%	6.5%	10.2%	11.1%	9.1%	25.0%	0.0%	7.7%
Local newspapers*	0.0%	0.0%	0.0%	2.9%	0.0%	6.5%	2.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Other	2.9%	12.5%	10.0%	0.0%	12.5%	4.3%	6.1%	0.0%	18.2%	12.5%	12.5%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
World Bank Group's publications and other written materials	47.2%	39.1%	44.3%	25.0%	57.1%	33.3%	34.8%	21.1%	36.4%	50.0%	37.5%	8.3%
e-Newsletters*	5.6%	4.3%	3.3%	2.8%	28.6%	17.8%	10.9%	10.5%	0.0%	16.7%	12.5%	33.3%
World Bank Group's seminars/workshops/conferences	44.4%	60.9%	50.8%	63.9%	14.3%	44.4%	47.8%	42.1%	54.5%	66.7%	62.5%	58.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	47.2%	21.7%	24.6%	50.0%	28.6%	26.7%	23.9%	31.6%	54.5%	33.3%	37.5%	33.3%
World Bank Group's website	25.0%	52.2%	36.1%	27.8%	57.1%	44.4%	32.6%	63.2%	27.3%	33.3%	25.0%	41.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.4%	17.4%	19.7%	13.9%	0.0%	17.8%	26.1%	15.8%	18.2%	0.0%	12.5%	25.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
High speed/WiFi	79.2%	83.3%	70.5%	51.6%	100.0%	92.3%	89.7%	75.0%	90.0%	100.0%	66.7%	100.0%
Dial-up	20.8%	16.7%	29.5%	48.4%	0.0%	7.7%	10.3%	25.0%	10.0%	0.0%	33.3%	0.0%

\*Significantly different between stakeholder groups

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	24.3%	0.0%	32.7%	16.7%	14.3%	26.1%	16.3%	11.8%	30.0%	25.0%	0.0%	7.7%
No	75.7%	100.0%	67.3%	83.3%	85.7%	73.9%	83.7%	88.2%	70.0%	75.0%	100.0%	92.3%



**H. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in STP?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
The World Bank (IDA)	87.5%	92.9%	100.0%	100.0%	88.9%	100.0%	50.0%	100.0%	100.0%	100.0%	87.5%	92.9%
The International Finance Corporation (IFC)	0.0%	7.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
The Multilateral Investment Guarantee Agency (MIGA)	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	12.5%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Observer	37.1%	52.2%	46.6%	66.7%	28.6%	46.3%	62.8%	61.1%	18.2%	33.3%	33.3%	61.5%
Use World Bank Group reports/data	28.6%	34.8%	22.4%	18.2%	42.9%	29.3%	9.3%	11.1%	27.3%	16.7%	33.3%	7.7%
Engage in World Bank Group related/sponsored events/activities	22.9%	4.3%	10.3%	18.2%	28.6%	19.5%	25.6%	5.6%	18.2%	33.3%	0.0%	30.8%
Collaborate as part of my professional duties	42.9%	26.1%	39.7%	36.4%	28.6%	22.0%	27.9%	38.9%	54.5%	16.7%	50.0%	0.0%
Use World Bank Group website for information, data, research, etc.*	20.0%	39.1%	37.9%	15.2%	28.6%	29.3%	11.6%	22.2%	27.3%	66.7%	50.0%	46.2%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>15</sup>

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY19 STP COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.

For 10-point scale questions that were asked both in FY15 and FY19 STP COS, the analysis for collaborators is presented for both years. However, ONLY FY19 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY15 N=48
- Collaborating with the WBG, FY19 N=61
- Not collaborating with the WBG, FY19 N=245

### A. General Issues Facing STP

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government	54	6.04	2.57	209	5.35	2.78
The World Bank Group	54	6.65	2.68	200	6.36	2.45
The International Monetary Fund	48	6.56	2.67	190	5.99	2.53
UN	53	6.79	2.76	203	6.89	2.28
Regional development banks	43	5.88	2.29	180	5.82	2.28
STP's Central Bank	51	5.84	2.55	192	5.31	2.44
International private sector	48	5.48	2.24	184	5.93	2.19
Domestic private sector	54	5.69	2.35	197	5.78	2.24
International civil society	45	5.58	2.17	190	5.85	2.29
Domestic civil society	48	6.08	2.26	195	5.75	2.38
Faith-based institutions	50	6.04	2.74	198	6.27	2.54
Domestic traditional media and their web presence	51	5.86	2.50	195	5.39	2.45
International media and their web presence	49	6.06	2.11	189	5.96	2.22
Web based media	50	5.20	1.96	190	5.55	2.33

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in STP?*	47	6.36	2.52	60	6.77	2.33	241	5.27	2.67

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between collaborators and non-collaborators

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in STP.*	43	6.65	2.42	57	7.23	2.14	216	6.26	2.56

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

<sup>15</sup> Only 306 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help STP solve its most complicated development challenges?	44	7.34	2.27	57	7.47	2.35	197	6.85	2.30

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Food security	13.3%	7.9%
Urban development	0.0%	3.7%
Energy*	55.0%	35.7%
Water and sanitation	8.3%	15.8%
Pollution	0.0%	0.4%
Job creation/employment*	15.0%	34.4%
Health	30.0%	21.2%
Financial markets	5.0%	3.3%
Social protection	1.7%	0.4%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%	1.7%
Private sector development	21.7%	19.5%
Education	18.3%	20.3%
Public sector governance/reform	28.3%	29.9%
Global/regional integration	1.7%	2.1%
Poverty reduction	13.3%	17.4%
Anti-corruption	23.3%	19.1%
Judiciary reform	13.3%	8.3%
Economic growth	15.0%	22.0%
Disaster risk management	0.0%	0.0%
Equality of opportunity	1.7%	1.2%
Disease	0.0%	1.2%
Information and communications technology	0.0%	0.8%
Transport	5.0%	6.6%
Agriculture and rural development	23.3%	17.0%
Trade and exports	5.0%	5.0%
Crime and violence	0.0%	0.8%
Natural resource management	0.0%	1.7%
Climate change	1.7%	1.2%

\*Significantly different between collaborators and non-collaborators



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	3.3%	2.5%
Inadequate World Bank Group’s staffing in STP	1.7%	3.7%
Not willing to honestly criticize policies and reform efforts in the country	25.0%	32.4%
Staff too inaccessible	3.3%	3.3%
Not collaborating enough with private sector	25.0%	21.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.7%	5.0%
Not aligned with country priorities	18.3%	19.9%
Not adequately sensitive to political/social realities in STP	21.7%	17.8%
Too influenced by developed countries	11.7%	12.9%
World Bank Group’s processes too slow and complex	15.0%	13.3%
Not adequately flexible	3.3%	4.1%
Not sufficiently focused on sustainable results*	20.0%	8.3%
Not collaborating enough with civil society	3.3%	10.8%
Not enough public disclosure of its work	5.0%	13.3%
Other	0.0%	2.5%
Don’t know	13.3%	13.3%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	6.7%	5.8%
To a somewhat sufficient degree	46.7%	38.6%
To a somewhat insufficient degree	16.7%	20.7%
To a very insufficient degree	11.7%	16.6%
Don’t know	18.3%	18.3%

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

(1-Strongly disagree, 10-Strongly agree)

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in STP	44	7.32	2.51	59	7.20	2.31	219	6.68	2.38
The World Bank Group’s work is aligned with what I consider the development priorities for STP*	39	6.46	2.56	55	6.76	2.23	203	5.90	2.32

\*Significantly different between collaborators and non-collaborators



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

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

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs <sup>i</sup>	39	7.56	2.17	51	6.10	2.29	194	5.67	2.08
Flexibility (in terms of the institution's products and services)*	36	6.36	2.26	52	5.92	2.12	163	5.23	1.90
Flexibility (in terms of changing country circumstances)	33	6.03	2.13	52	6.15	2.18	170	5.65	2.16
Being inclusive*	33	6.18	2.05	44	6.23	2.36	173	5.28	2.15
Openness (sharing data and other information)	37	6.57	2.46	49	6.63	2.25	169	5.98	2.23
Collaboration with the Government	44	8.00	2.14	54	7.76	1.92	202	7.37	2.10
The speed in which it gets things accomplished on the ground*	37	6.27	2.70	50	6.54	2.14	179	5.35	2.20
Helping to bring discipline/effective supervision to implementation of investment projects <sup>ii</sup>				52	6.69	1.95	190	6.09	2.35
Collaboration with civil society*	36	5.72	2.46	49	5.67	1.99	176	4.90	2.17
Staff accessibility*	36	6.44	2.26	45	6.24	2.02	166	4.95	2.27
Collaboration with other donors and development partners	32	7.22	2.24	47	6.96	1.86	169	6.54	2.07
Collaboration with the private sector	32	4.97	2.50	47	5.36	2.16	169	4.70	2.21
Straightforwardness and honesty	33	7.18	2.40	46	6.54	2.53	162	5.98	2.55
Treating clients and stakeholders in STP with respect	34	7.56	2.48	49	7.29	2.32	166	7.16	2.41
Being a long-term partner	39	8.44	1.97	54	8.07	2.32	187	7.98	2.21

\*Significantly different between collaborators and non-collaborators

<sup>i</sup> In FY 2015, the category was "Responsiveness"

<sup>ii</sup> Only FY 2019 questionnaire had this response option

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	19	5.95	2.59	29	6.10	2.16	86	5.60	2.30
Private sector development	27	5.33	2.60	34	5.00	2.32	117	4.85	2.40
Education	32	7.75	2.03	44	7.34	2.22	148	7.00	2.03
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31	7.45	2.34	43	7.00	2.33	158	6.89	2.12
Urban development <sup>†</sup>				33	5.12	2.33	108	5.20	2.32
Energy <sup>†</sup>				43	6.84	2.13	134	6.16	2.45
Health	28	7.39	2.15	31	6.61	2.11	123	6.02	2.49
Financial markets <sup>†</sup>				39	6.28	2.06	101	6.03	2.56
Transport (e.g., roads, bridges, transportation) <sup>†</sup>				43	6.65	2.01	128	6.24	2.40
Agriculture and rural development <sup>†</sup>				37	6.08	2.30	137	6.50	2.18
Climate change (e.g., mitigation, adaptation)	27	7.48	2.39	33	7.12	2.06	127	6.94	1.88
Poverty reduction	40	6.87	2.45	49	6.88	2.05	148	6.30	2.39
Economic growth	38	7.13	2.27	45	6.80	2.30	146	6.12	2.30
Disaster risk management <sup>ii</sup>	22	6.82	2.48	34	6.74	2.33	113	6.67	2.09

<sup>†</sup> Only FY 2019 questionnaire had this response option

<sup>ii</sup> In FY 2015, the category was "Disaster management".

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in STP?*	45	7.56	2.12	57	7.21	2.06	204	6.50	2.34

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in STP?	56	7.41	1.94	200	6.90	2.23

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

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of STP	40	5.50	2.86	54	5.81	2.61	194	5.24	2.54
The World Bank Group meets STP's needs for knowledge services*	36	6.31	2.49	50	6.60	2.14	177	5.68	2.36

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators

**How effectively does the World Bank Group support STP's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	51	6.29	2.40	166	6.41	2.09
To develop better and stronger data collection/analytics systems within the Government	47	6.91	1.77	157	6.76	2.01
To strengthen the country's crisis preparedness	41	7.00	2.00	156	6.40	2.42
To identify and monitor risks	43	6.91	1.96	147	6.63	2.28

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support STP's efforts to manage crisis related risks?	19	7.32	1.57	51	6.63	2.24

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



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

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	36	7.14	2.27	48	6.46	1.83	139	5.59	2.15
Include appropriate level of stakeholder involvement during preparation*	33	6.36	2.32	50	6.58	1.86	138	5.83	2.04
Lead to practical solutions	38	6.68	2.35	48	6.58	1.97	157	5.96	2.06
Are source of relevant information on global good practices	39	7.62	2.11	48	7.06	2.20	159	6.73	2.09
Are adequately disseminated	36	6.25	2.41	45	6.33	2.27	151	5.77	2.18
Are translated enough into local language	39	6.21	2.55	50	6.16	2.38	146	5.52	2.62
Are adaptable to STP's specific development challenges and country circumstances	41	6.76	2.74	55	6.35	2.18	165	5.88	2.26

\*Significantly different between collaborators and non-collaborators

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	43	7.91	2.16	57	7.40	1.67	199	6.53	2.32

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	42	7.55	2.12	58	7.59	1.86	187	7.02	2.14

(1- Very low technical quality, 10- Very high technical quality)

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

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

	2015			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	34	4.71	3.00	46	5.78	2.41	149	5.27	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports	38	7.87	2.50	58	7.52	2.22	186	7.10	2.21
The World Bank Group's approvals and reviews are done in a timely fashion	33	6.15	2.80	49	6.69	2.45	155	5.97	2.36
The World Bank Group's Environmental and Social Framework requirements are reasonable	32	7.16	2.59	45	6.47	2.23	151	6.31	2.19
The World Bank Group's conditions on its lending are reasonable	31	6.58	3.06	48	6.08	2.12	162	5.95	2.45
The World Bank Group takes decisions quickly in STP*	32	5.56	3.06	47	6.21	2.43	157	5.43	2.27
Working with the World Bank Group increases country's institutional capacity	39	8.08	2.10	57	7.39	2.14	193	6.91	2.56
Where country systems are adequate, the World Bank Group makes appropriate use of them	34	7.71	2.24	44	7.25	2.37	138	6.93	2.33

\*Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in STP**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the quality of its experts as related to STP's specific challenges	18.3%	13.3%
Engage more effectively with private sector	36.7%	38.2%
Offer more innovative knowledge services	8.3%	10.0%
Collaborate more effectively with Government clients	16.7%	12.4%
Work faster	6.7%	5.0%
Reduce the complexity of obtaining World Bank Group financing	11.7%	15.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.3%	17.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	8.3%	12.4%
Offer more innovative financial products	11.7%	7.5%
Ensure greater selectivity in its work	1.7%	0.4%
Provide more adequate data/knowledge/statistics/figures on STP's economy	3.3%	7.5%
Engage more effectively with civil society	8.3%	15.8%
Increase the level of capacity development in the country	33.3%	27.0%
Engage more directly with beneficiaries	6.7%	12.0%
Other	3.3%	3.7%
Improve the quality of its experts as related to STP's specific challenges	18.3%	13.3%



## Appendix D: Responses to Selected Questions by Year<sup>16</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents = 244
- FY 2019 Number of comparable respondents = 312

By weighting, the FY 2015 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2015	FY 2019
Office of the President/Prime Minister/Minister	14%	14%
Office of Parliamentarian	6.5%	6.5%
Government Institutions	30%	30%
Local Government	9%	9%
Bilateral/Multilateral Agencies	3.5%	3.5%
Civil Society	15%	15%
Private Sector	13%	13%
Academia/Research Institute/Think Tank	2%	2%
Media	7%	7%

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in STP?	238	5.38	2.73	307	5.46	2.67

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in STP.	191	5.91	2.60	281	6.37	2.50

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help STP solve its most complicated development challenges?	185	6.85	2.59	262	6.76	2.39

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

<sup>16</sup> Only those questions that were asked in the FY 2015 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

To what extent do you believe that the World Bank Group's work and support help the poorest in STP?\*

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2019
To a fully sufficient degree	3.8%	5.6%
To a somewhat sufficient degree	32.1%	40.8%
To a somewhat insufficient degree	29.9%	18.8%
To a very insufficient degree	13.7%	14.5%
Don't know	20.5%	20.4%

\*Significantly different between FY2015 and FY2019

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in STP	197	6.91	2.41	280	6.73	2.34
The World Bank Group's work is aligned with what I consider the development priorities for STP	181	6.05	2.52	253	6.01	2.34

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs <sup>i</sup>	175	7.29	2.31	251	5.65	2.12
Flexibility (in terms of the institution's products and services)	138	5.57	2.26	226	5.19	1.96
Flexibility (in terms of changing country circumstances)	143	5.42	2.30	231	5.59	2.18
Being inclusive	135	5.78	2.33	218	5.52	2.18
Openness (sharing data and other information)	142	6.29	2.41	222	5.92	2.24
Collaboration with the Government*	192	7.95	2.17	264	7.26	2.20
The speed in which it gets things accomplished on the ground	144	5.73	2.42	232	5.60	2.19
Helping to bring discipline/effective supervision to implementation of investment projects <sup>ii</sup>				248	6.09	2.30
Collaboration with civil society	160	5.16	2.55	228	5.09	2.07
Staff accessibility	133	5.79	2.53	213	5.32	2.21
Collaboration with other donors and development partners	134	6.83	2.46	220	6.55	2.09
Collaboration with the private sector	129	4.50	2.36	219	4.85	2.11
Straightforwardness and honesty*	140	6.92	2.35	219	6.01	2.50
Treating clients and stakeholders in STP with respect	142	6.91	2.59	220	7.09	2.49
Being a long-term partner	169	7.85	2.20	245	7.84	2.31

\*Significantly different between FY2015 and FY2019

<sup>i</sup> In FY 2015, the category was "Responsiveness"

<sup>ii</sup> Only FY 2019 questionnaire had this response option



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

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection	84	5.37	2.71	123	5.61	2.20
Private sector development	110	5.03	2.66	157	4.84	2.30
Education	140	6.93	2.67	198	6.90	2.17
Public sector governance/reform	138	6.81	2.63	201	6.74	2.18
Urban development <sup>i</sup>				140	5.14	2.27
Energy <sup>i</sup>				178	6.31	2.36
Health*	127	6.85	2.52	156	6.15	2.36
Financial markets <sup>i</sup>				144	6.00	2.33
Transport <sup>i</sup>				172	6.35	2.23
Agriculture and rural development <sup>i</sup>				177	6.34	2.17
Climate change	117	6.60	2.60	160	6.86	1.98
Poverty reduction	152	6.44	2.68	193	6.37	2.29
Economic growth	143	6.57	2.70	193	6.24	2.30
Disaster risk management <sup>ii</sup>	98	6.02	2.68	155	6.49	2.13

\*Significantly different between FY2015 and FY2019

<sup>i</sup> Only FY 2019 questionnaire had this response option.

<sup>ii</sup> In FY 2015, the category was "Disaster management"

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in STP?*	202	7.06	2.42	270	6.58	2.28

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2015 and FY2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of STP	178	5.41	2.40	256	5.15	2.60
The World Bank Group meets STP's needs for knowledge services	166	5.64	2.38	233	5.70	2.33

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

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

Percentage of Respondents	FY 2015	FY 2019
Weekly	5.6%	4.7%
Monthly	8.2%	7.0%
A few times a year	42.9%	44.2%
Rarely	32.9%	27.6%
Never	10.4%	16.6%

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

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

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	154	6.40	2.41	197	5.76	2.07
Include appropriate level of stakeholder involvement during preparation	132	5.92	2.49	198	6.01	1.98
Lead to practical solutions	150	6.09	2.40	214	6.07	2.05
Are source of relevant information on global good practices	160	7.05	2.31	215	6.69	2.17
Are adequately disseminated*	153	5.28	2.57	197	5.85	2.22
Are translated enough into local language	154	5.35	2.69	201	5.64	2.52
Are adaptable to STP's specific development challenges and country circumstances	163	5.92	2.63	228	5.95	2.21

\*Significantly different between FY2015 and FY2019

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	190	7.23	2.22	265	6.67	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	181	7.21	2.23	253	6.97	2.13

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

\*Significantly different between FY2015 and FY2019

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

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

	FY 2015			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	159	3.98	2.67	207	5.27	2.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports	184	7.17	2.56	251	7.13	2.24
The World Bank Group's approvals and reviews are done in a timely fashion	153	5.58	2.55	211	6.00	2.39
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	144	5.89	2.66	202	6.17	2.21
The World Bank Group's conditions on its lending are reasonable*	145	5.13	2.87	222	5.85	2.39
The World Bank Group takes decisions quickly in STP	144	5.08	2.76	211	5.53	2.33
Working with the World Bank Group increases country's institutional capacity	182	7.24	2.62	255	6.84	2.55
Where country systems are adequate, the World Bank Group makes appropriate use of them	143	6.66	2.61	193	6.77	2.42

\*Significantly different between FY2015 and FY2019

<sup>i</sup> In FY 2015, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

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

When considering the combination of services that the World Bank Group offers in STP, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in STP?\*

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2019
Financial services	34.5%	35.9%
Knowledge products	27.1%	21.7%
Convening services	1.7%	5.3%
None of the above	5.7%	1.4%
The combination is appropriate for STP	9.6%	19.2%
Don't know	21.4%	16.4%

\*Significantly different between FY2015 and FY2019



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in STP? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust The World Bank Group to do what is right?	6.35	6.65	6.51	6.19	6.23	6.76	6.29	6.69	6.30	6.47	6.43	6.14
Overall, please rate your impression of the World Bank Group's effectiveness in STP.	6.26	7.23	6.70	5.95	6.20	6.76	6.20	6.96	6.11	6.77	6.46	5.99
Overall the World Bank Group currently plays a relevant role in development in STP	6.68	7.20	6.94	6.56	6.67	7.05	6.61	7.44	6.65	6.99	6.89	6.41
The World Bank Group's work is aligned with what I consider the development priorities for STP	5.90	6.76	6.37	5.62	6.04	6.03	5.85	6.87	5.91	6.27	5.99	6.17
Responsiveness to needs	5.67	6.10	5.93	5.29	5.59	5.71	5.48	6.32	5.40	6.05	5.72	5.34
Flexibility (in terms of the institution's products and services)	5.23	5.92	5.60	4.85	5.10	5.74	5.12	5.95	5.11	5.52	5.36	5.00
Flexibility (in terms of changing country circumstances)	5.65	6.15	5.90	5.32	5.53	5.92	5.46	6.46	5.54	5.78	5.73	5.35
Being inclusive	5.28	6.23	5.50	5.21	5.34	5.43	5.32	5.57	5.20	5.66	5.39	5.29
Openness (sharing data and other information)	5.98	6.63	6.35	5.52	5.82	6.43	5.77	6.80	5.84	6.21	5.99	5.90
Collaboration with the Government	7.37	7.76	7.44	7.27	7.36	7.38	7.21	8.04	7.27	7.52	7.47	7.09
The speed in which it gets things accomplished on the ground	5.35	6.54	5.83	5.10	5.42	5.78	5.32	6.36	5.50	5.53	5.43	5.72
Helping to bring discipline/effective supervision to implementation of investment projects	6.09	6.69	6.37	5.83	6.05	6.36	6.00	6.67	5.93	6.48	6.13	6.10
Collaboration with civil society	4.90	5.67	5.25	4.80	4.95	5.31	4.96	5.39	4.90	5.29	5.08	4.89
Staff accessibility	4.95	6.24	5.58	4.80	5.11	5.58	5.18	5.41	4.99	5.66	5.28	5.06
Collaboration with other donors and development partners	6.54	6.96	6.55	6.55	6.48	6.76	6.53	6.61	6.49	6.65	6.49	6.71
Collaboration with the private sector	4.70	5.36	5.02	4.50	4.67	5.12	4.63	5.40	4.65	5.01	4.76	4.80
Straightforwardness and honesty	5.98	6.54	6.16	5.79	5.87	6.42	5.82	6.71	5.99	6.00	6.10	5.68
Treating clients and stakeholders in STP with respect	7.16	7.29	7.24	7.04	7.05	7.47	7.08	7.49	7.23	7.03	6.98	7.61
Being a long-term partner	7.98	8.07	8.01	7.83	7.85	8.17	7.82	8.39	7.98	7.83	7.90	8.02
To what extent does the World Bank Group's work help to achieve development results in STP?	6.50	7.21	6.75	6.40	6.50	6.86	6.51	6.93	6.42	6.90	6.71	6.25
To what extent does the World Bank Group influence the development agenda in STP?	6.90	7.41	7.17	6.61	6.77	7.32	6.79	7.38	6.66	7.37	7.05	6.52
The World Bank Group's financial instruments meet the needs of STP	5.24	5.81	5.38	4.91	5.10	5.37	5.02	5.80	5.06	5.36	5.26	4.91
The World Bank Group meets STP's needs for knowledge services	5.68	6.60	5.98	5.49	5.57	6.34	5.68	6.12	5.57	6.10	5.87	5.47
The World Bank Group's knowledge work and activities are adaptable to STP's specific development challenges and country circumstances	5.88	6.35	6.07	5.93	6.01	6.00	5.87	6.57	5.92	6.18	6.06	5.88
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.53	7.40	6.75	6.50	6.53	6.97	6.54	7.07	6.44	6.99	6.65	6.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.02	7.59	7.36	6.65	6.88	7.50	6.90	7.64	6.90	7.26	7.06	6.97
The World Bank Group takes decisions quickly in STP	5.43	6.21	5.66	5.45	5.52	5.72	5.42	6.14	5.52	5.66	5.68	5.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.93	7.25	7.25	6.40	6.80	7.12	6.84	7.00	6.74	7.10	6.86	6.90

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: STP FY19 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Sao Tome and Principe (STP)**

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

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

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

**SECTION A: GENERAL ISSUES FACING STP**

<b>A1. When you think about the future in STP, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in STP is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in STP.</b>			
<b>Please identify which of the following you consider the most important development priorities in STP. (Choose no more than THREE)</b>			
1	Health	15	Disease (e.g., Malaria)
2	Financial markets	16	Information and communications technology
3	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
4	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
5	Private sector development	19	Trade and exports
6	Education	20	Crime and violence
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management
8	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
9	Food security	23	Poverty reduction
10	Urban development	24	Anti-corruption
11	Energy	25	Judiciary reform
12	Water and sanitation	26	Economic growth
13	Pollution	27	Disaster risk management
14	Job creation/employment	28	Equality of opportunity (i.e., social inclusion)

**SECTION A: GENERAL ISSUES**

<b>A4. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in STP? (Choose no more than THREE)</b>			
1	Crime and violence	15	Education
2	Climate change (e.g., mitigation, adaptation)	16	Global/regional integration
3	Economic growth	17	Water and sanitation
4	Disaster risk management	18	Pollution
5	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
6	Disease (e.g., Malaria)	20	Health
7	Information and communications technology	21	Financial markets
8	Social protection (e.g., pensions, targeted social assistance)	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Agriculture and rural development	23	Gender equity (closing the gap between women and men, and boys and girls)
10	Trade and exports	24	Private sector development
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti-corruption	27	Natural resource management
14	Judiciary reform		

<b>A5. When economic and/or social reform efforts fail or are slow to take place in STP, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Corruption
2	Private sector involvement and/or influence
3	Political pressures and obstacles
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Inadequate level of donor coordination
7	Reforms are not well thought out in light of country challenges
8	Poor coordination within the government
9	Inadequate level of government accountability
10	Inadequate level of capacity in the government
11	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

<b>A6. To what extent do you trust each of the following groups to do what is right?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	STP's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>A7. Please describe the direction STP is moving in, when considering ... ?</b>						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing STP's economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				

**SECTION A: GENERAL ISSUES**

**A8. Listed below are global challenges. Which do you think have the most serious impact on STP? (Choose no more than TWO)**

1	Jobs/employment	6	Technology based disruption
2	Climate change	7	The gap between the rich and the poor
3	Terrorism	8	Environmental degradation
4	Migrants and refugees	9	Fragility in STP or neighboring countries
5	Trade constraints	10	Geo political uncertainty

**A9. When thinking about development efforts in STP, do you think that civil society (e.g., NGOs, CBOs) should ... ?**

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

**A10. To what extent do you trust domestic private sector to engage in public service delivery in STP?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

**A11. To what extent do you trust international private sector to engage in public service delivery in STP?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

<b>B1. How familiar are you with the work of the World Bank Group in STP?</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 Group's effectiveness in STP.</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 Group's staff is well prepared (e.g., skills and knowledge) to help STP 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 Group can have the most impact on development results in STP, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in STP? (Choose no more than THREE)</b>			
1	Food security	15	Poverty reduction
2	Urban development	16	Anti-corruption
3	Energy	17	Judiciary reform
4	Water and sanitation	18	Economic growth
5	Pollution	19	Disaster risk management
6	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
7	Health	21	Disease (e.g., Malaria)
8	Financial markets	22	Information and communications technology
9	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
10	Gender equity (closing the gap between women and men, and boys and girls)	24	Agriculture and rural development
11	Private sector development	25	Trade and exports
12	Education	26	Crime and violence
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Natural resource management
14	Global/regional integration	28	Climate change (e.g., mitigation, adaptation)

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in STP?</b>			
		<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	Capacity development related to World Bank Group 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	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in STP? (Choose no more than TWO)</b>	
1	Arrogant in its approach
2	Inadequate World Bank Group's staffing in STP
3	Not willing to honestly criticize policies and reform efforts in the country
4	Staff too inaccessible
5	Not collaborating enough with private sector
6	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
7	Not aligned with country priorities
8	Not adequately sensitive to political/social realities in STP
9	Too influenced by developed countries
10	World Bank Group's processes too slow and complex
11	Not adequately flexible
12	Not sufficiently focused on sustainable results
13	Not collaborating enough with civil society (e.g., NGOs, CBOs)
14	Not enough public disclosure of its work
15	Other (please specify): _____
16	Don't know

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

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

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

**B8. From your perspective, which of the following best describes the World Bank Group’s current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don’t know

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

1	Youth/university groups	7	Parliament
2	Beneficiaries	8	Academia/think tanks/research institutes
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don’t know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in STP												<input type="checkbox"/>
<b>B11</b>	The World Bank Group’s work is aligned with what I consider the development priorities for STP												<input type="checkbox"/>

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

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



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

<b>C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in STP? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)</b>												
		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)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C2. To what extent does the World Bank Group’s work help to achieve development results in STP?</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>C3. To what extent does the World Bank Group influence the development agenda in STP?</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>To what extent do you agree with the following statements about the World Bank Group in STP?</b>												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C4</b>	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of STP	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets STP’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"/>

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

<b>C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in STP? (Select only ONE response)</b>	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

<b>How effectively does the World Bank Group support STP's efforts ... ?</b>													
		<b>Not effectively at all</b>										<b>Very effectively</b>	<b>Don't know</b>
<b>C7</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>C11. How effectively does the World Bank Group's SCD and CPF activities support STP's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]</b>												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>Not effectively at all</b>	<b>Very effectively</b>										<b>Don't know</b>	



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

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

<b>D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

<b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN STP****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in STP? (Choose no more than TWO)**

1	Improve the quality of its experts as related to STP's specific challenges
2	Engage more effectively with private sector
3	Offer more innovative knowledge services
4	Collaborate more effectively with Government clients (e.g., national, state, local)
5	Work faster
6	Reduce the complexity of obtaining World Bank Group financing
7	Help to bring discipline/effective supervision to implementation of World Bank Group projects
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative financial products
10	Ensure greater selectivity in its work
11	Provide more adequate data/knowledge/statistics/figures on STP's economy
12	Engage more effectively with civil society (e.g., NGOs, CBOs)
13	Increase the level of capacity development in the country
14	Engage more directly with beneficiaries
15	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in STP, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in STP? (Select only ONE response)**

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

<b>G2. How do you get most of your information about economic and social development issues in STP? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's publications and other written materials	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<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 Group (IDA, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in STP? (Select only ONE response)</b>	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b>	
1	Yes
2	No

<b>H6. Which of the following describes most of your exposure to the World Bank Group in STP? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H7. What's your gender?</b>	
1	Female
2	Male

<b>H8. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>H9. Which best represents your geographic location?</b>	
1	Sao Tome
2	Principe
3	Other (please specify): _____

**Thank you for completing the survey!**