

FY 2020 Gabon Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



February 2021



Acknowledgements

The Gabon 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 Gabon country team and the independent consultant Laura Mebie. In particular, PORG is grateful for the support from Odilia Renata Hebga (External Affairs Officer) who coordinated the survey related activities from Yaoundé, Cameroon.



Country Opinion Surveys
THE WORLD BANK GROUP



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GABON





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Gabon*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From January to July 2020, 200 stakeholders of the WBG in Gabon 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; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 153 stakeholders participated in the survey (77% response rate). Respondents received the questionnaire via mail or courier and returned it accordingly, or they filled out the survey via the online survey platform Qualtrics.

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'17 (response rate was 59%, N=360). 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'17 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 72).

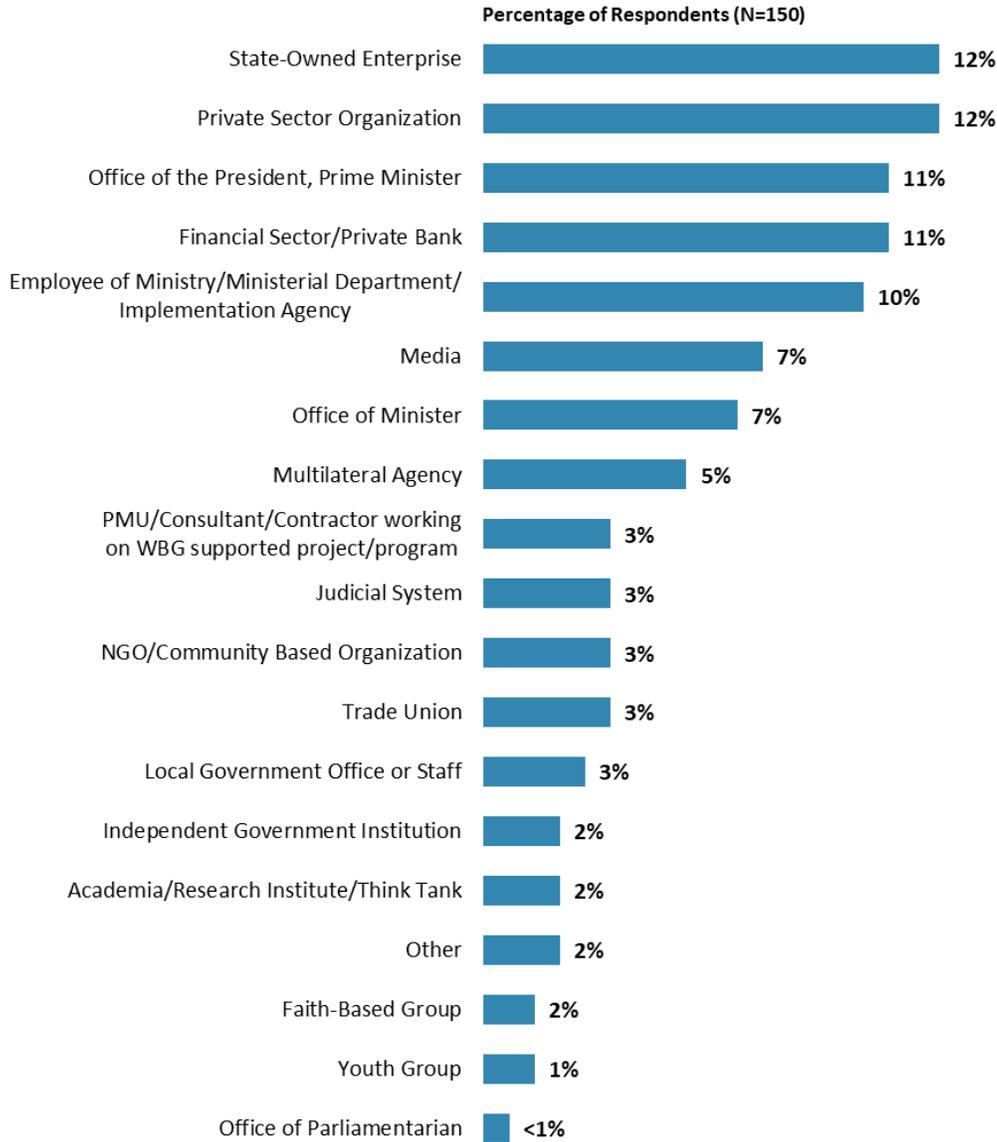
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



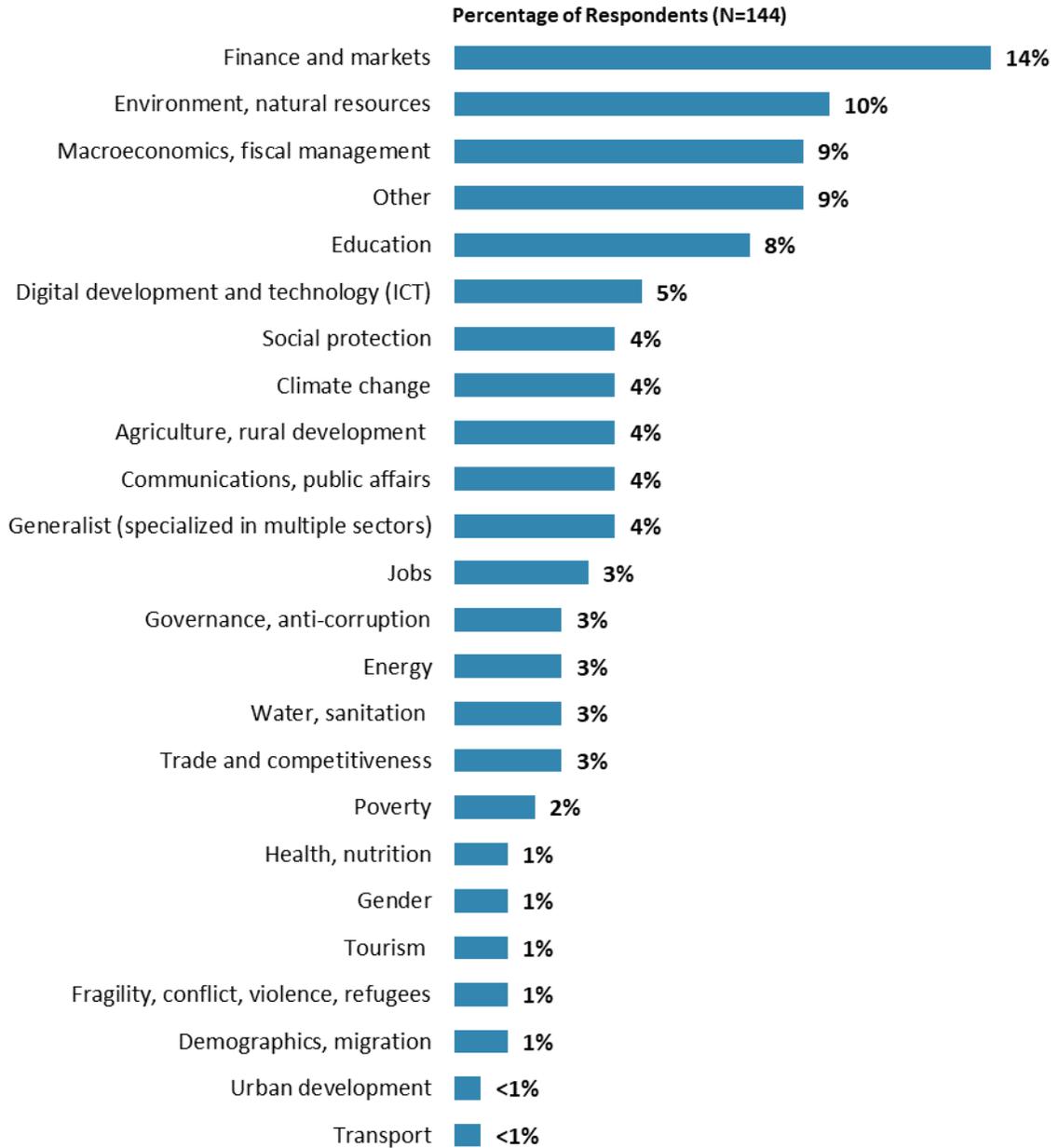
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with the 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 the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category. A small number of respondents from the office of a parliamentarian, from local government, from independent government institutions, and from academia/research institutes/think tanks were combined in the “Other” category. There were no respondents from bilateral agencies and from private foundations.



III. Demographics of the Sample (continued)

Area of Primary Specialization

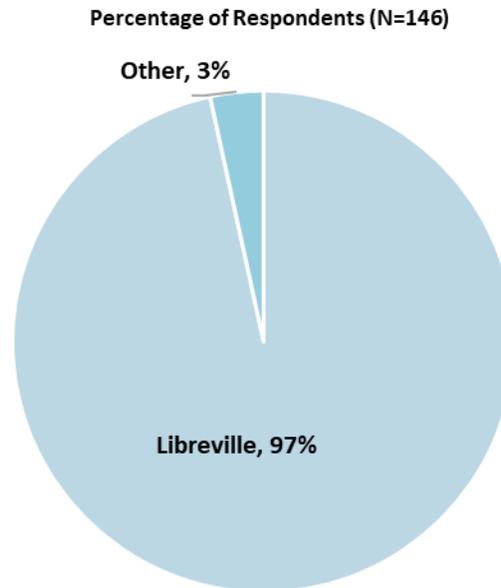


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



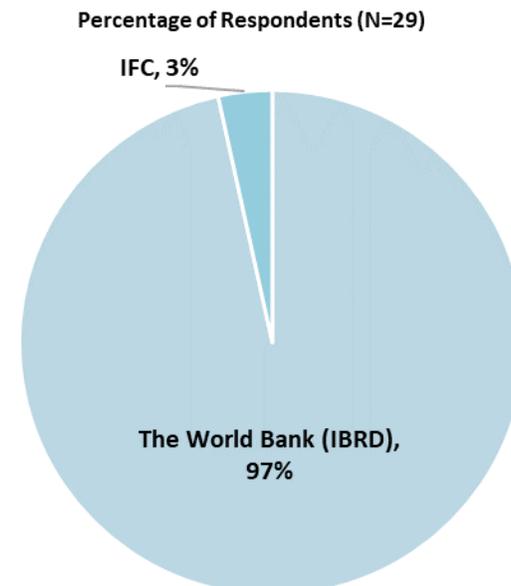
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



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

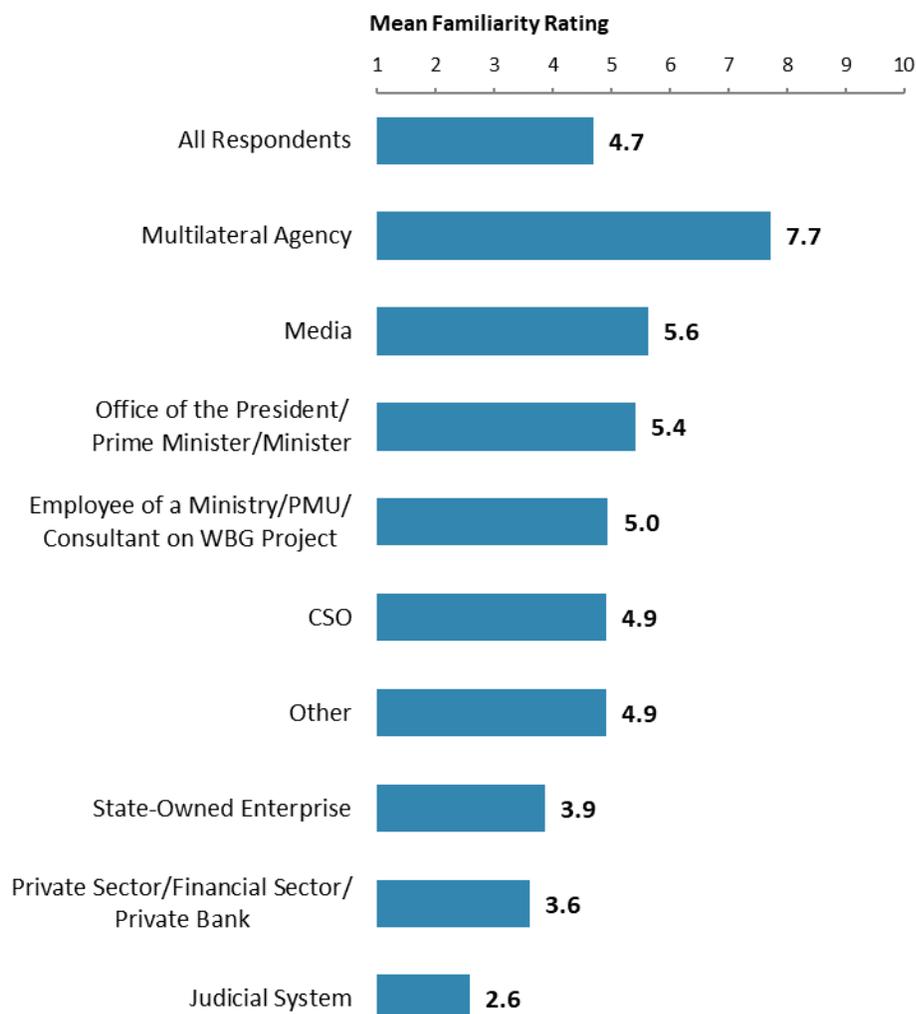
Note: no respondents selected MIGA or ICSID response options



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 respondents in the FY'17 Country Survey (weighted mean in FY'20 = 4.8; weighted mean in FY'17 = 4.7)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Gabon's development, with their ratings for the WBG's overall effectiveness in Gabon, and with the ratings of the extent to which the WBG's work helps to achieve development results in Gabon.



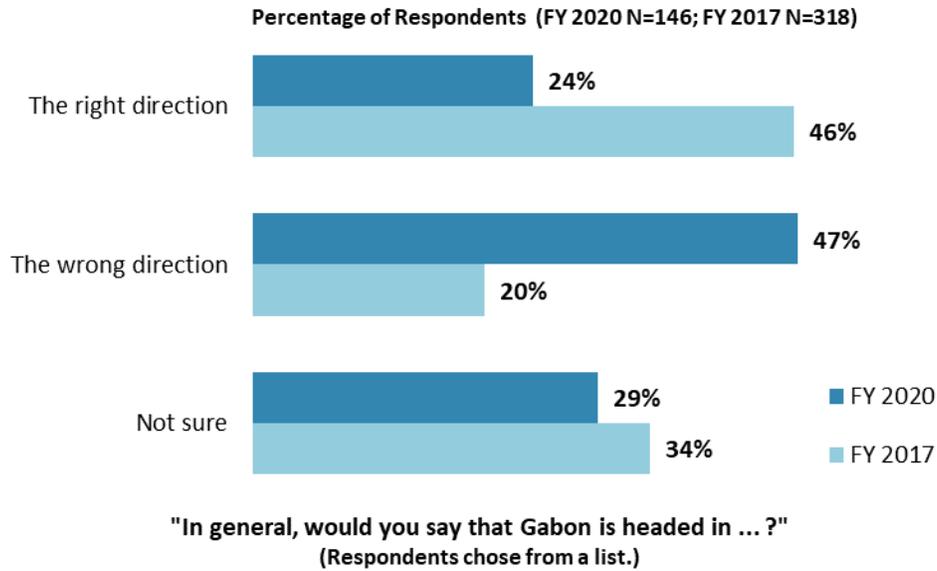
"How familiar are you with the work of the World Bank Group in Gabon?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 72) for more details on weighting.

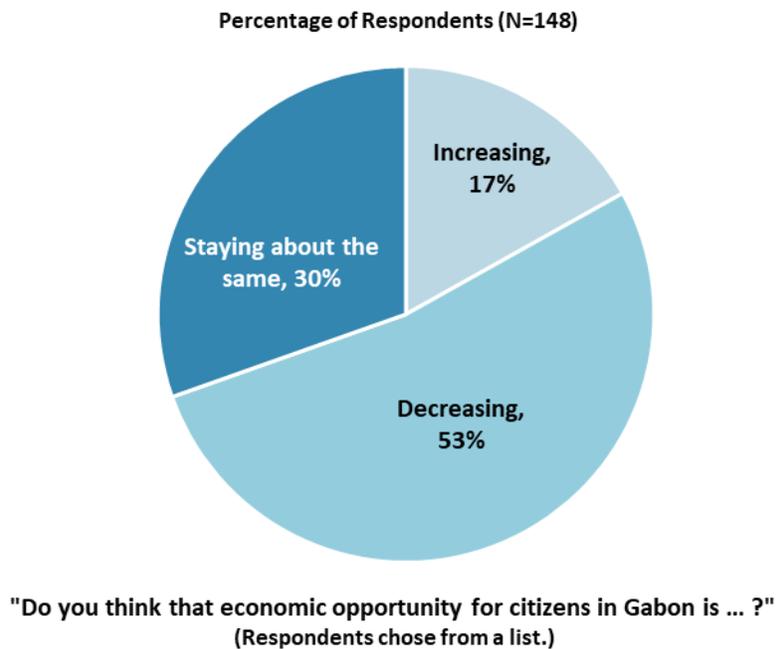


IV. Overall Context

Headed in the Right Direction³



Perceptions of Economic Opportunity

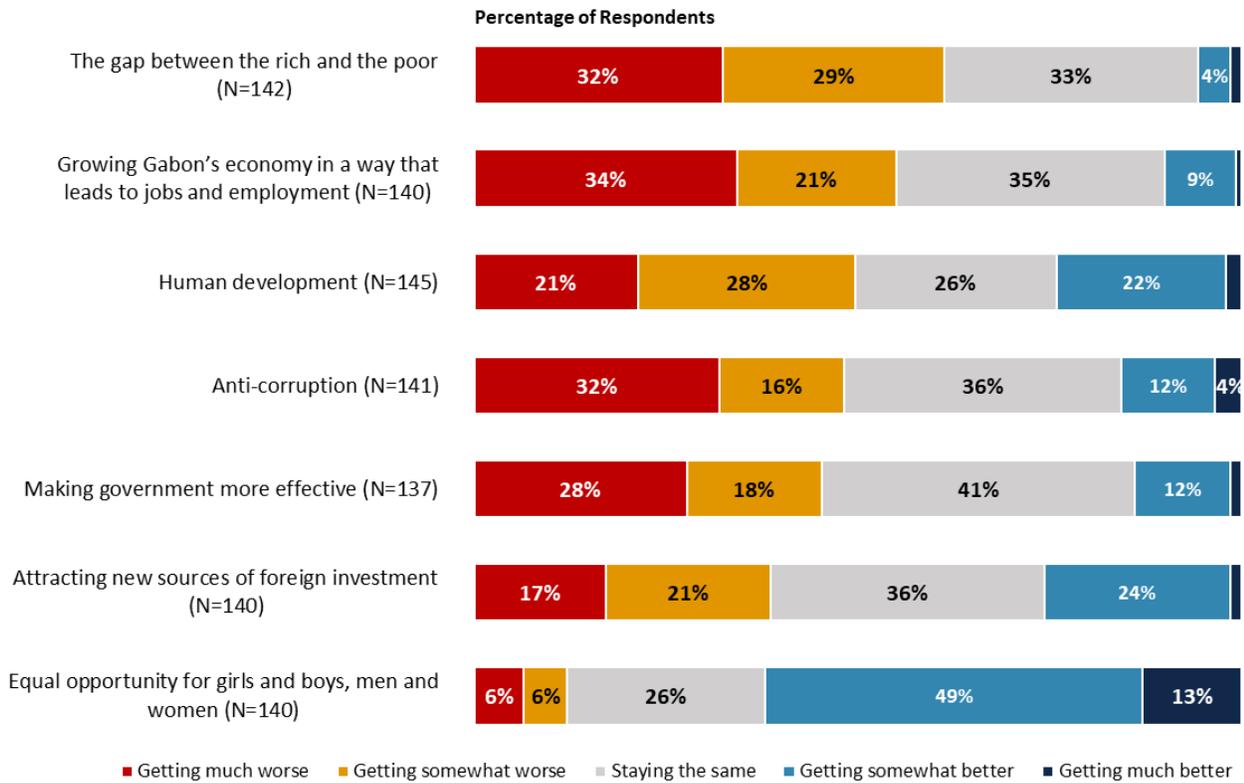


³ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



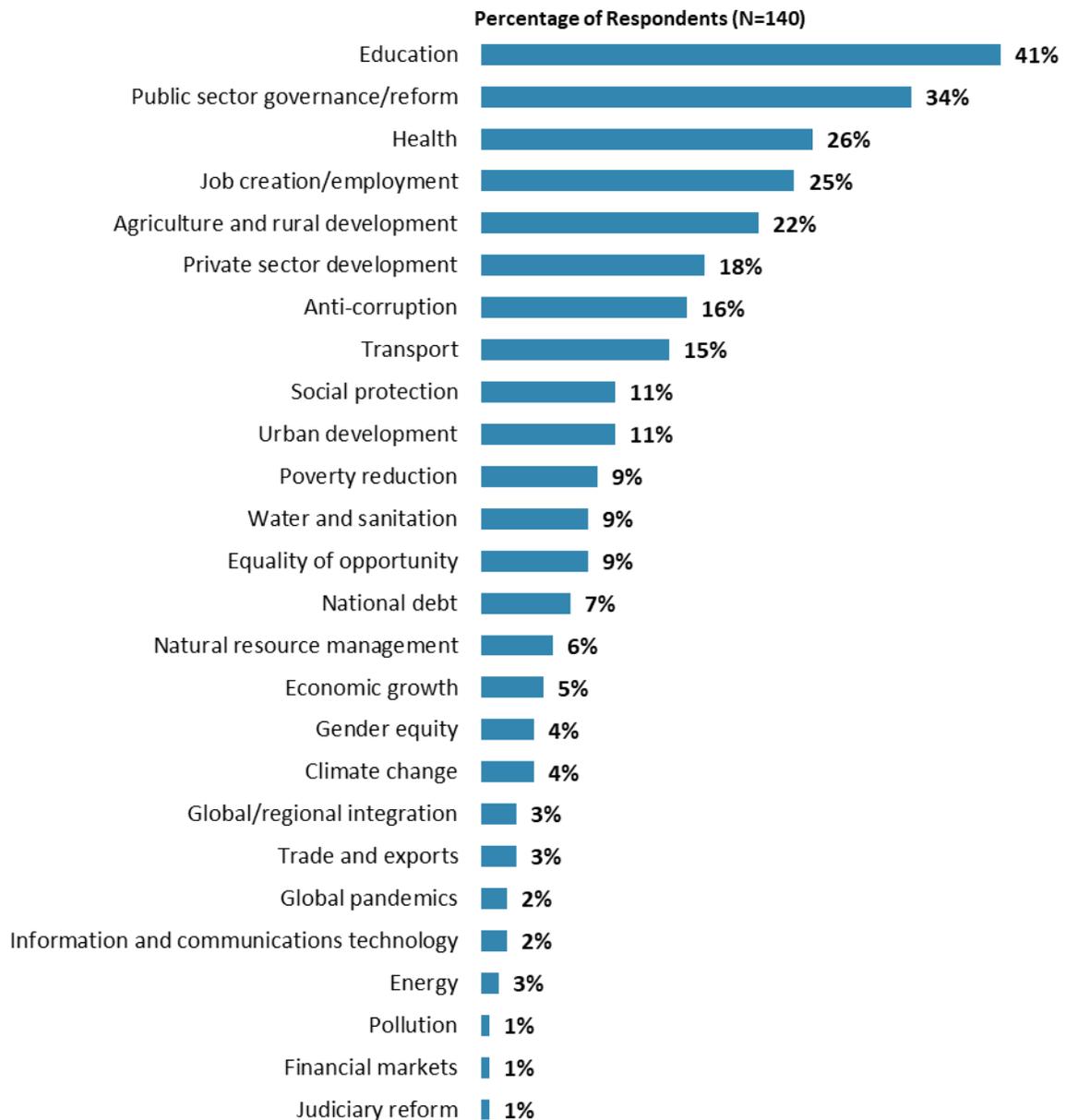
"Please describe the direction Gabon is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Gabon were “*public sector governance/reform*” (57%), “*education*” (49%), “*health*” (24%), “*agriculture and rural development*” (20%), “*judiciary reform*” (19%), and “*transport*” (19%).



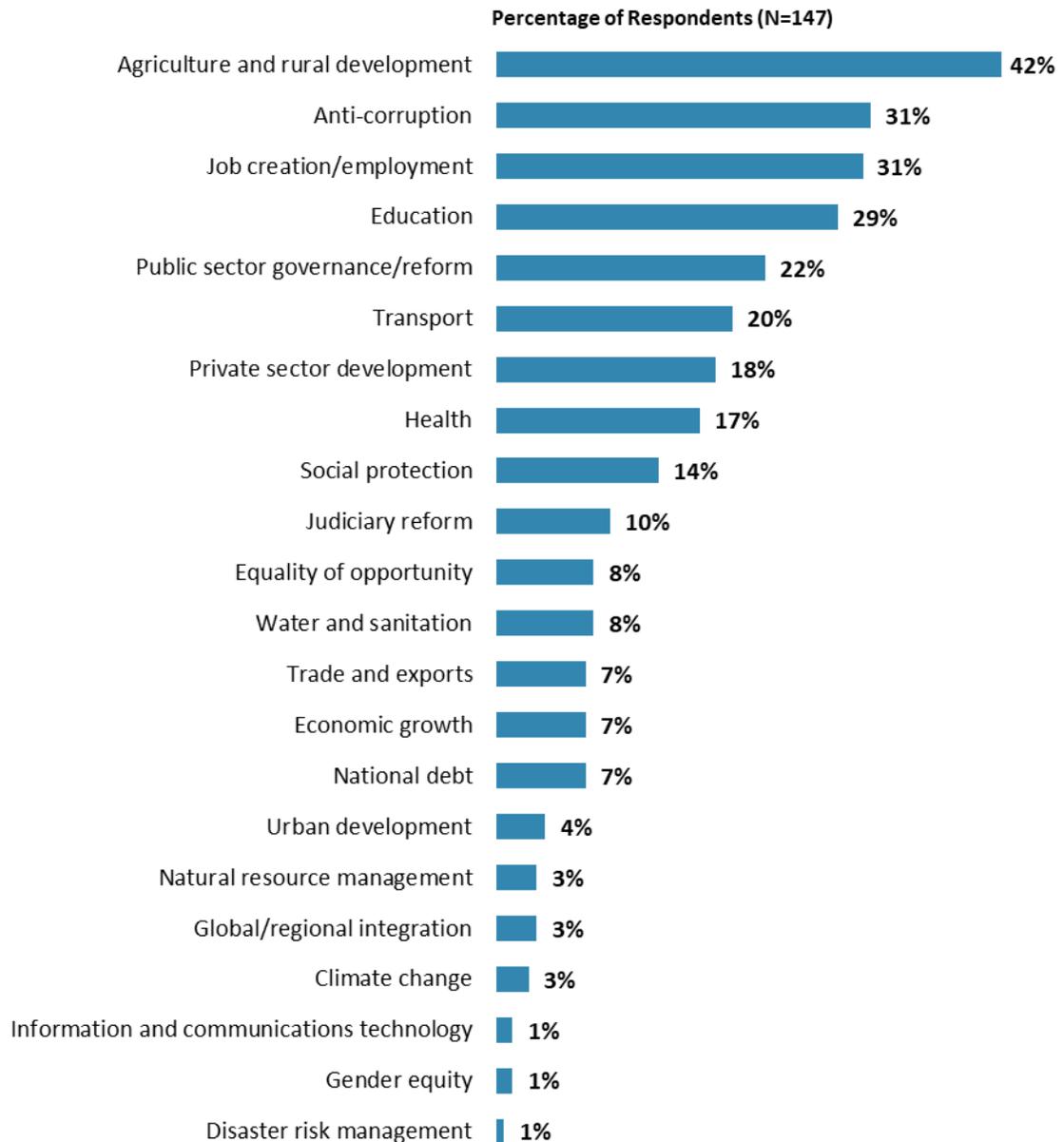
"Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Gabon were “*agriculture and rural development*” (52%), “*job creation/employment*” (42%), “*economic growth*” (27%), “*private sector development*” (27%), and “*education*” (26%).



"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 Gabon?"

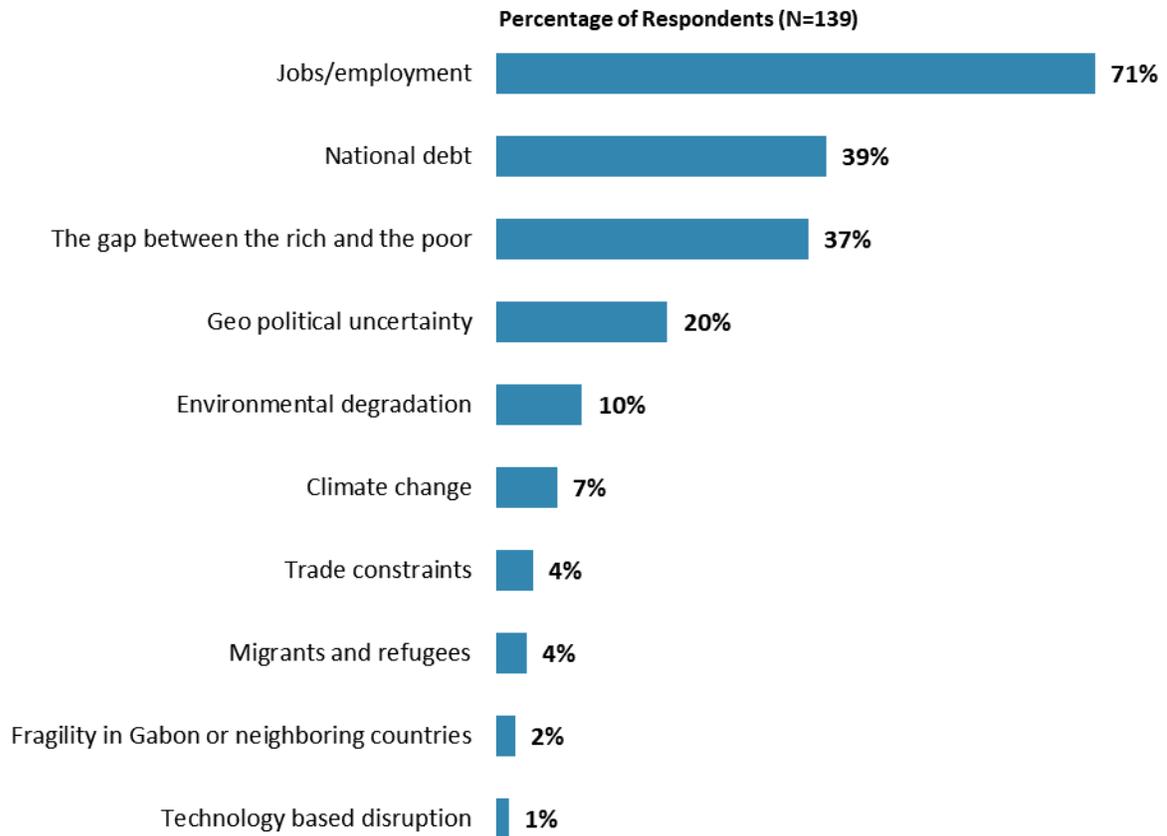
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

The Impact of Global Challenges on Gabon

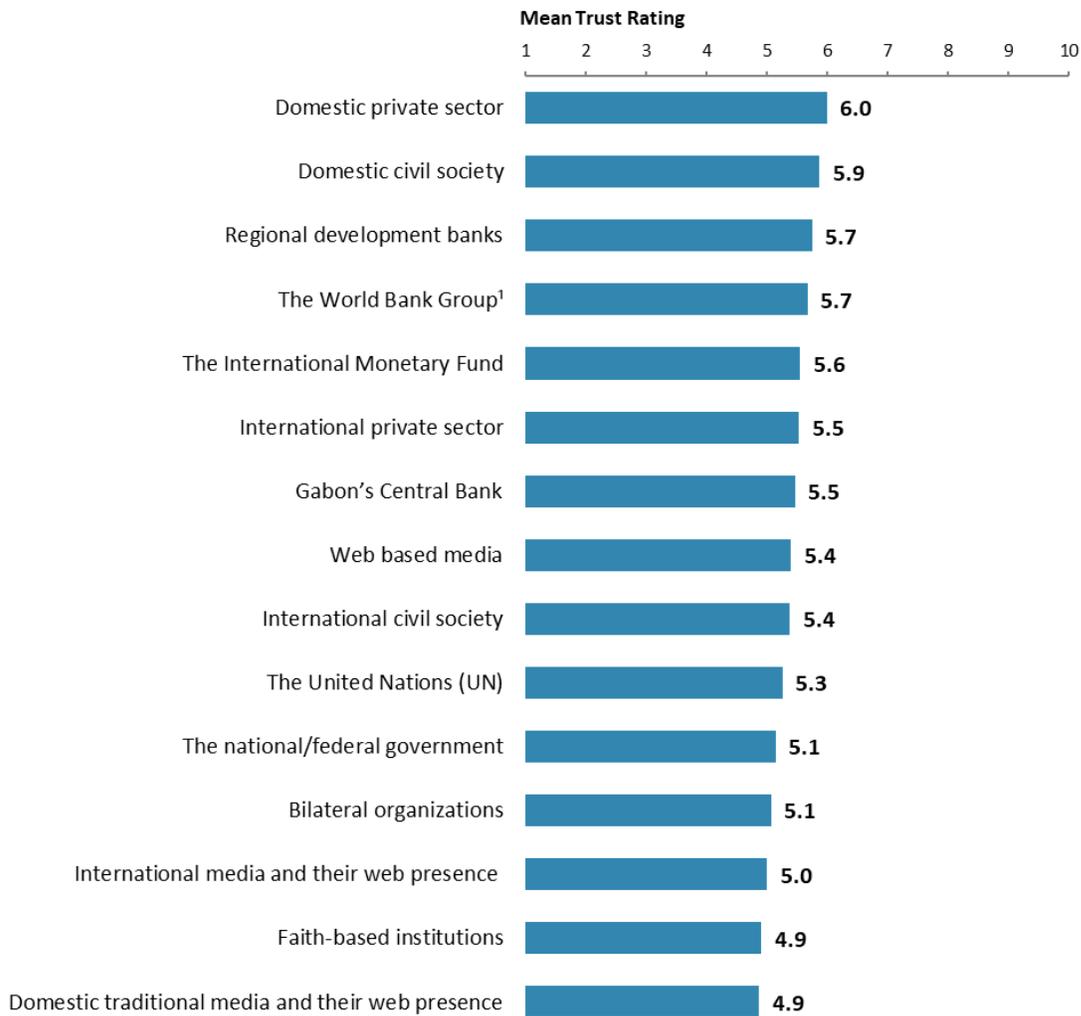


"Listed below are global challenges. Which do you think have the most serious impact on Gabon? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



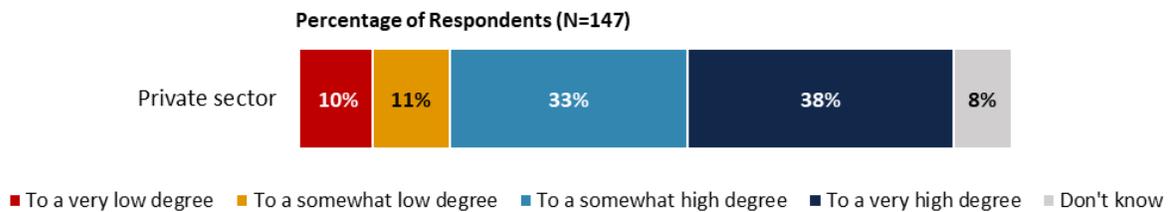
IV. Overall Context (continued)

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")
'Indicator Question

Trust in the Private Sector

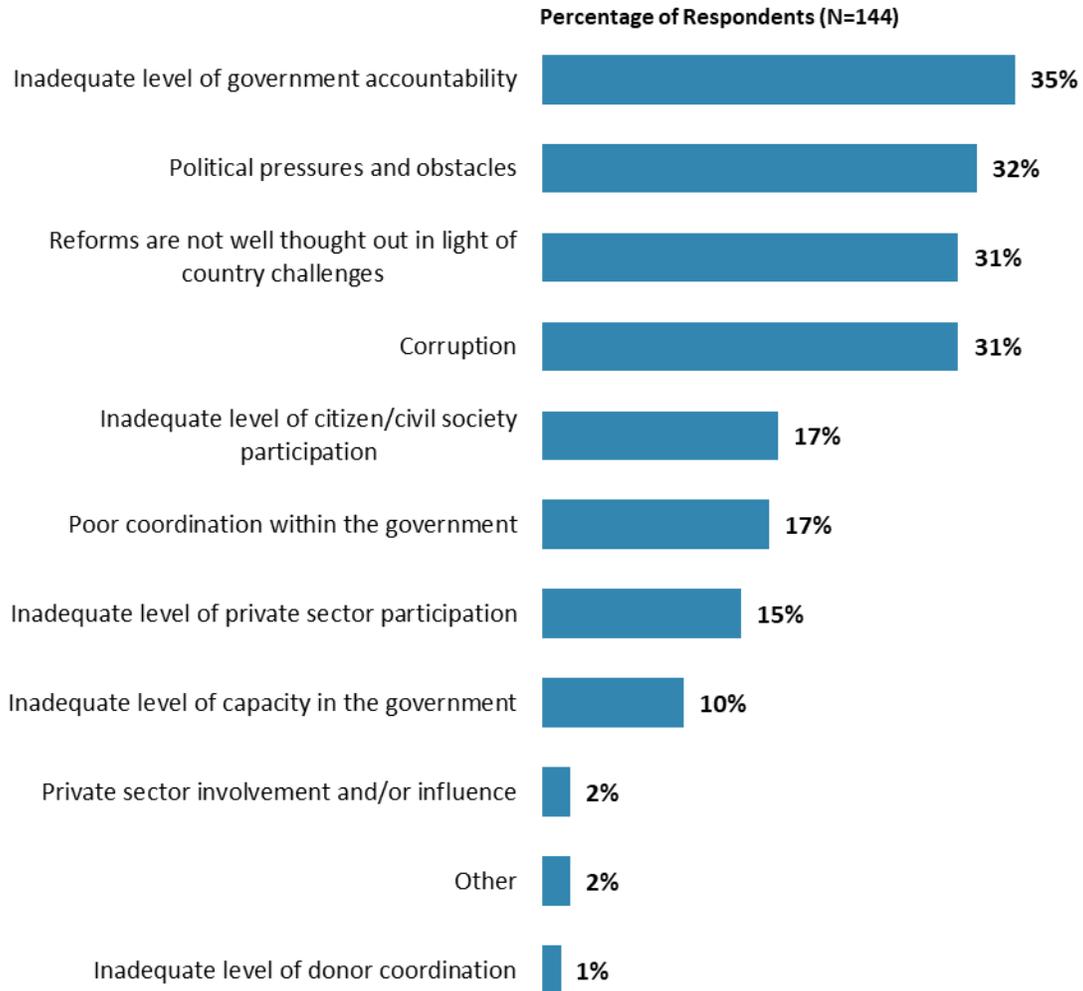


"To what extent do you trust private sector to engage in public service delivery in Gabon?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

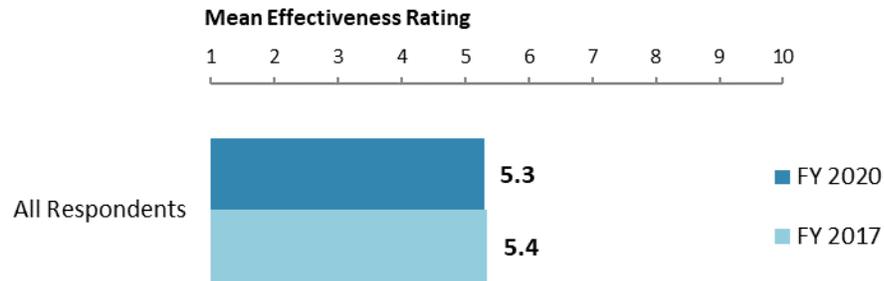


"When economic and/or social reform efforts fail or are slow to take place in Gabon, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



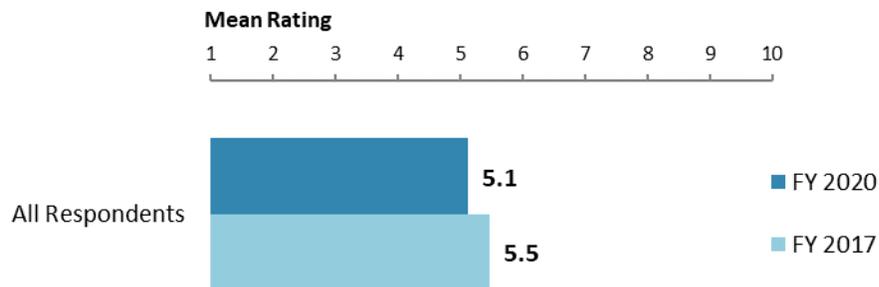
V. Overall Attitudes Toward the World Bank Group

The World Bank Group's Overall Effectiveness⁴ (Indicator Question)



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

Achieving Development Results (Indicator Question)



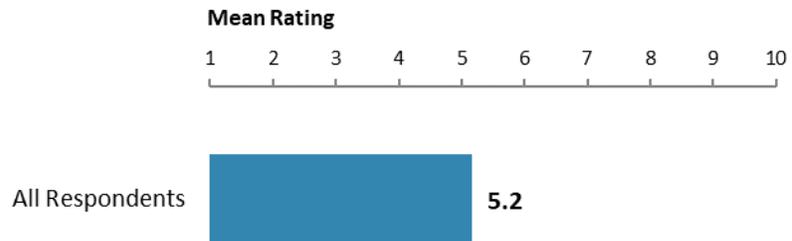
"To what extent does the World Bank Group's work help to achieve development results in Gabon?" (1-"To no degree at all", 10-"To a very significant degree")

⁴ Means in the charts on this page were calculated based on weighted data.



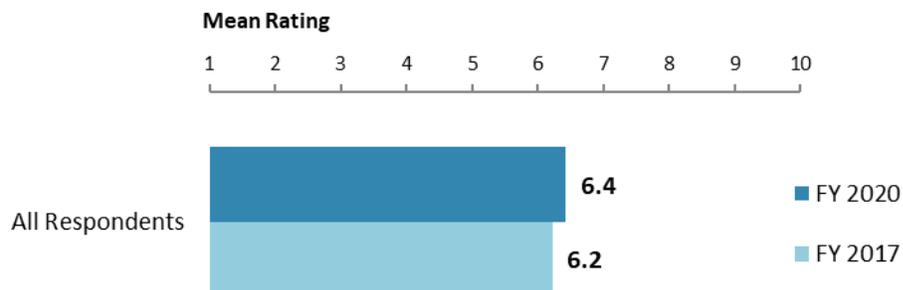
V. Overall Attitudes Toward the World Bank Group (continued)

Influence on Gabon's Development Agenda (*Indicator Question*)



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

WBG Staff Preparedness⁵



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

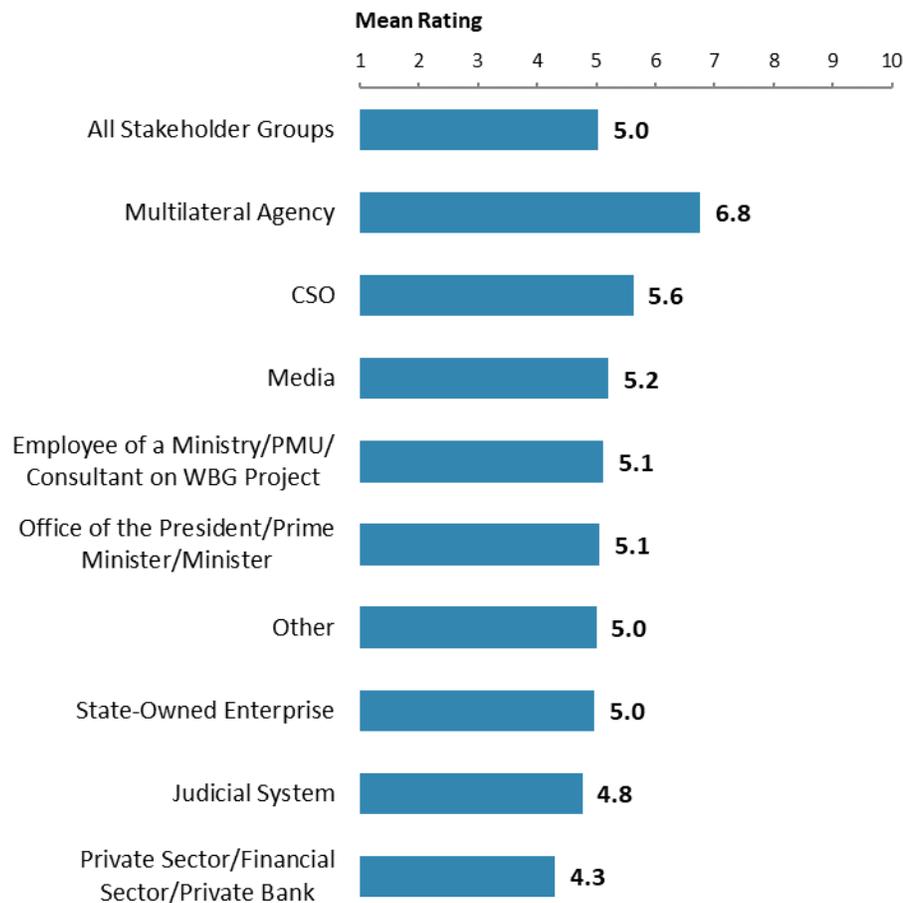
⁵ Means in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **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 = 6.1) compared to respondents who do not collaborate with the WBG (mean rating = 4.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 77).



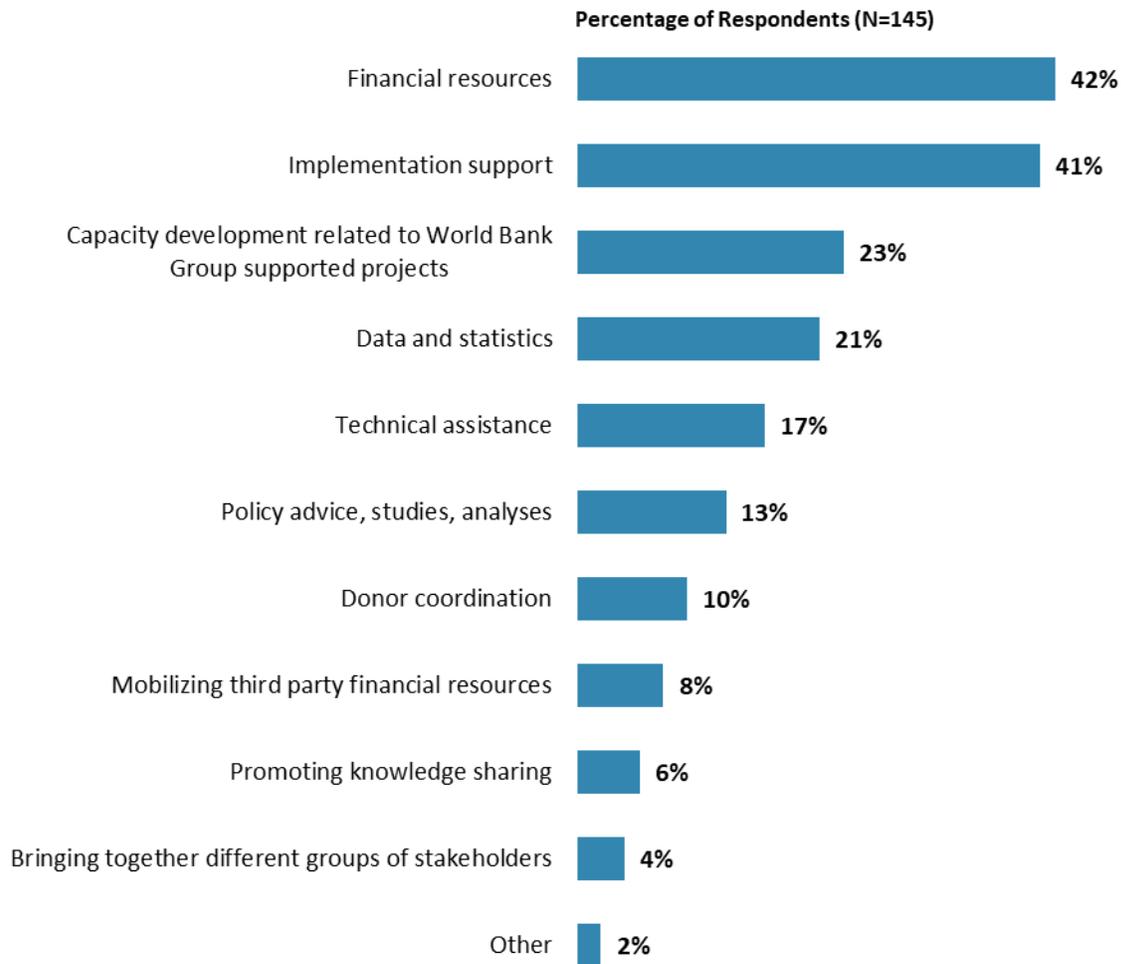
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Gabon were "*capacity development related to WBG supported projects*" (41%), "*financial resources*" (33%), and "*technical assistance*" (32%).



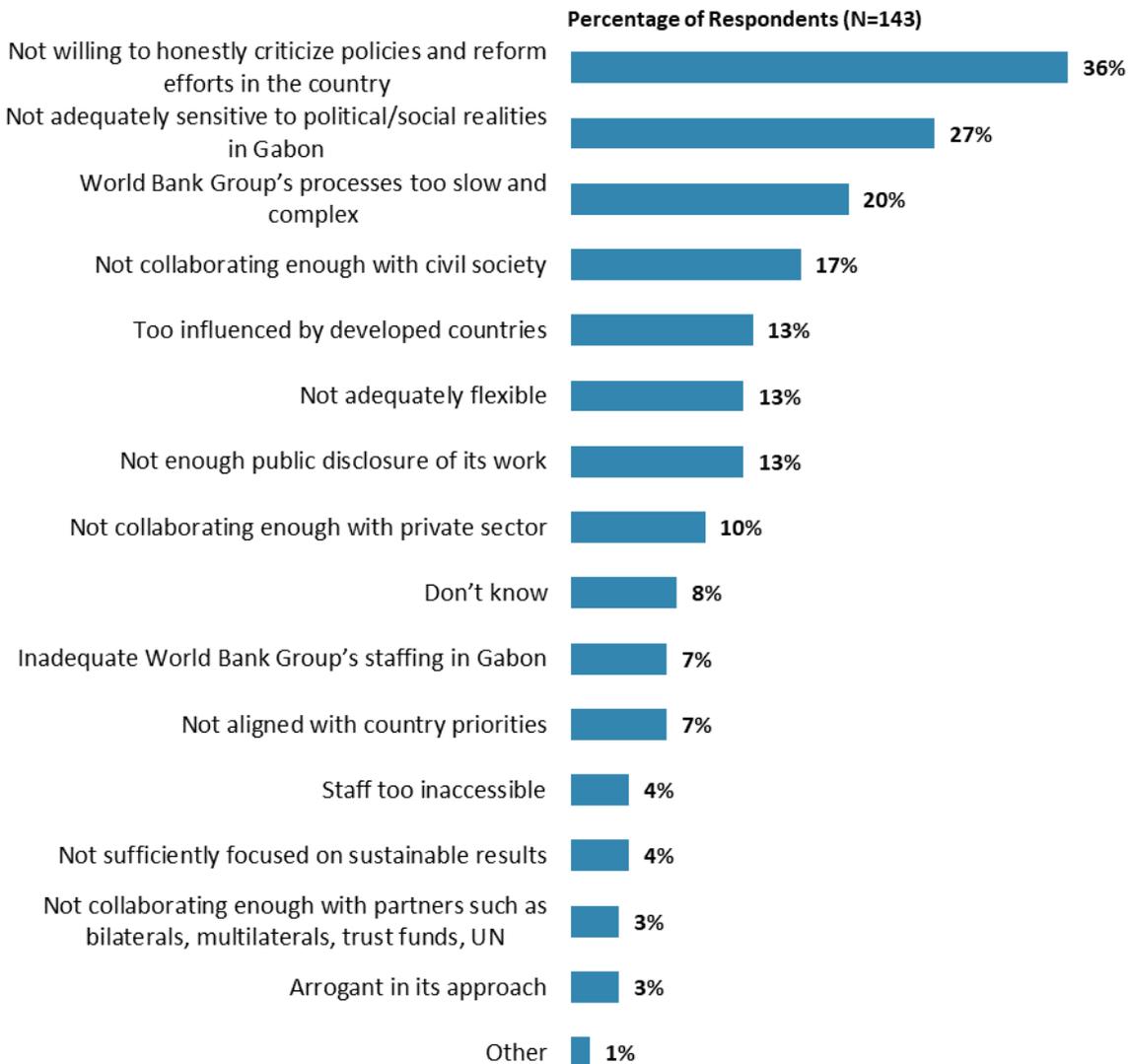
"When thinking about the World Bank Group's role in Gabon, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Gabon were “*not adequately sensitive to political/social realities in Gabon*” (26%), “*World Bank Group's processes too complex*” (25%), and “*not enough public disclosure of its work*” (25%).

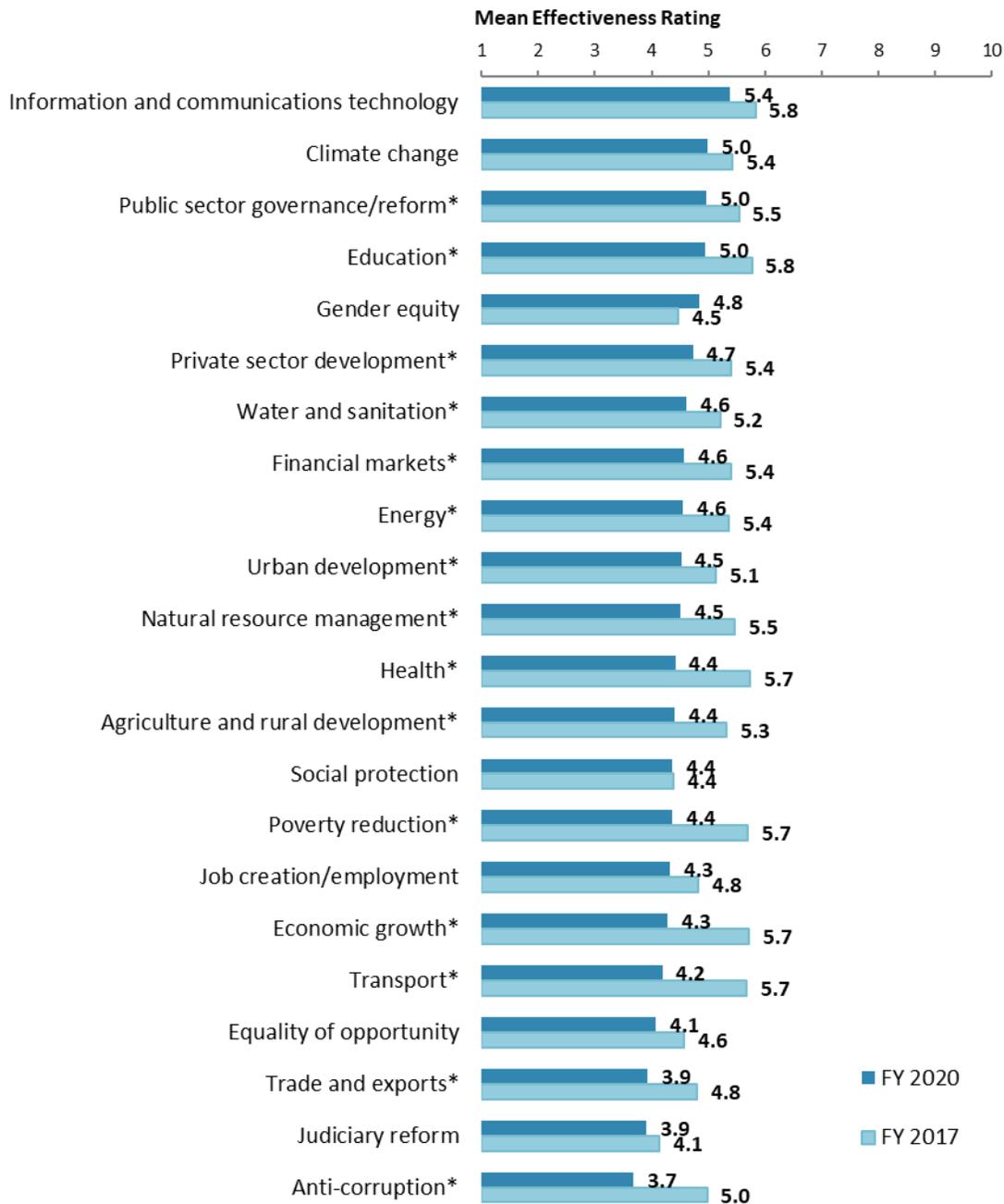


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2020 and FY 2017)*

⁶ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁷



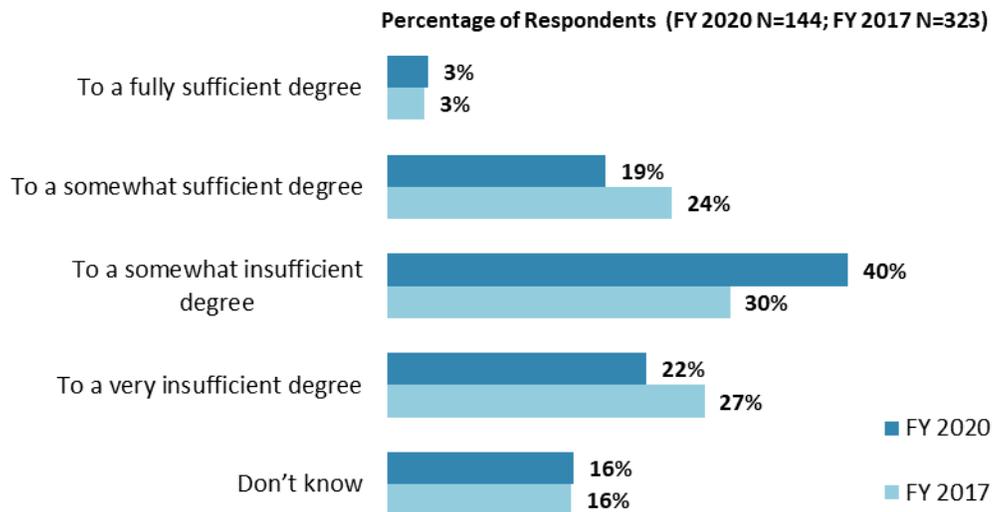
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁷ Note in the Appendix on the sectoral effectiveness (Appendix A, page 39) 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.



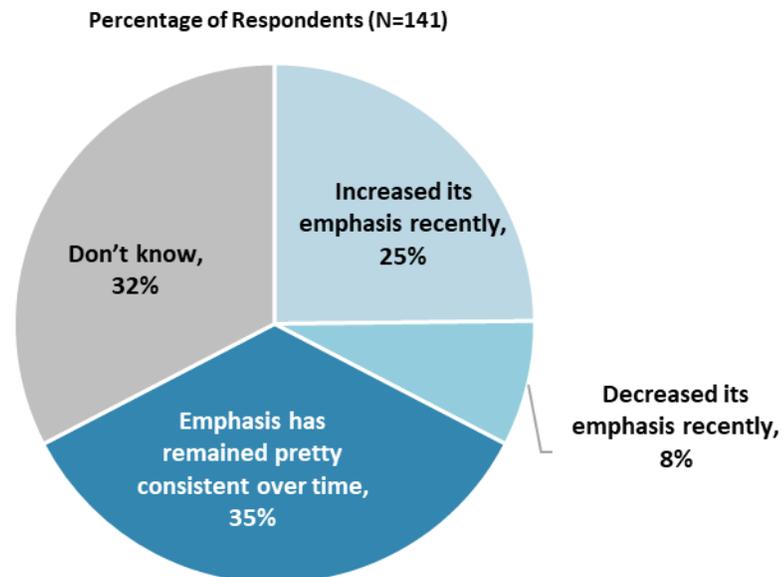
VI. WBG's Support in Development Areas (continued)

Helping the Poorest⁸



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

The WBG's Human Capital Investment



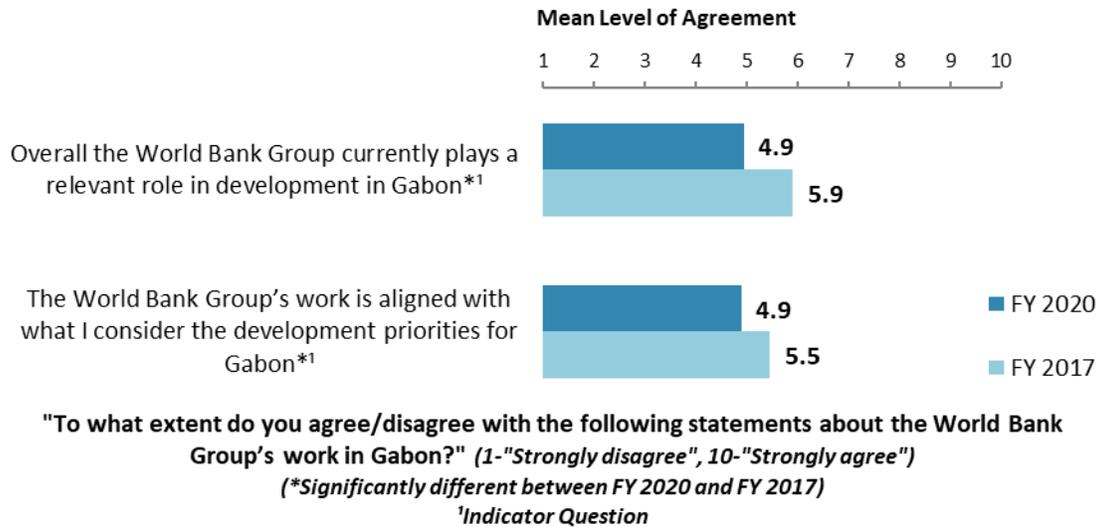
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁸ Percentages presented in this chart were calculated based on weighted data.

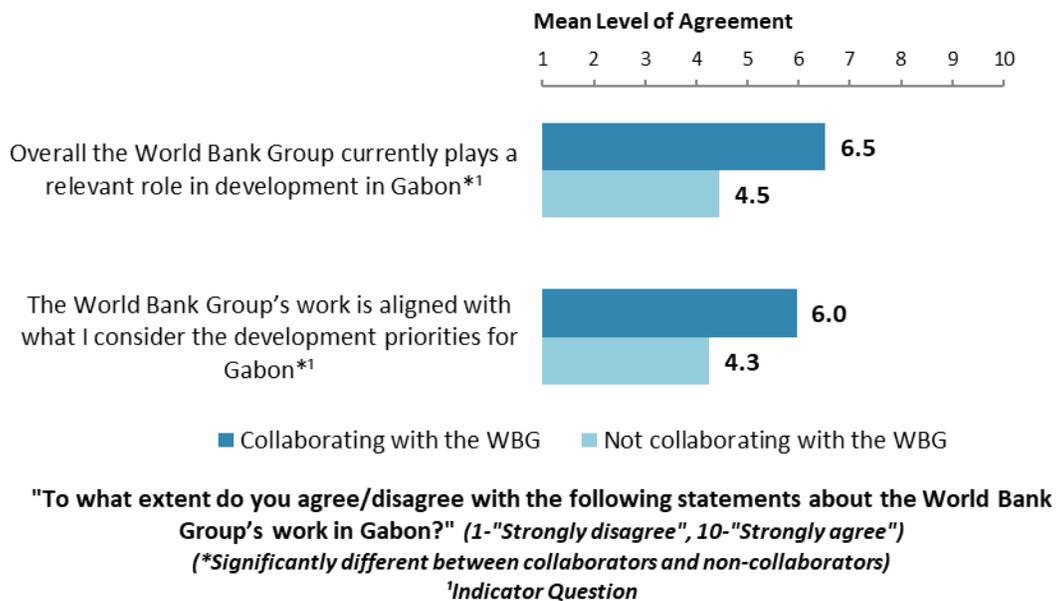


VII. World Bank Group’s Work and Engagement on the Ground

The World Bank Group’s Work in Gabon: Year Comparison⁹



The World Bank Group’s Work in Gabon: Collaboration



⁹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹⁰



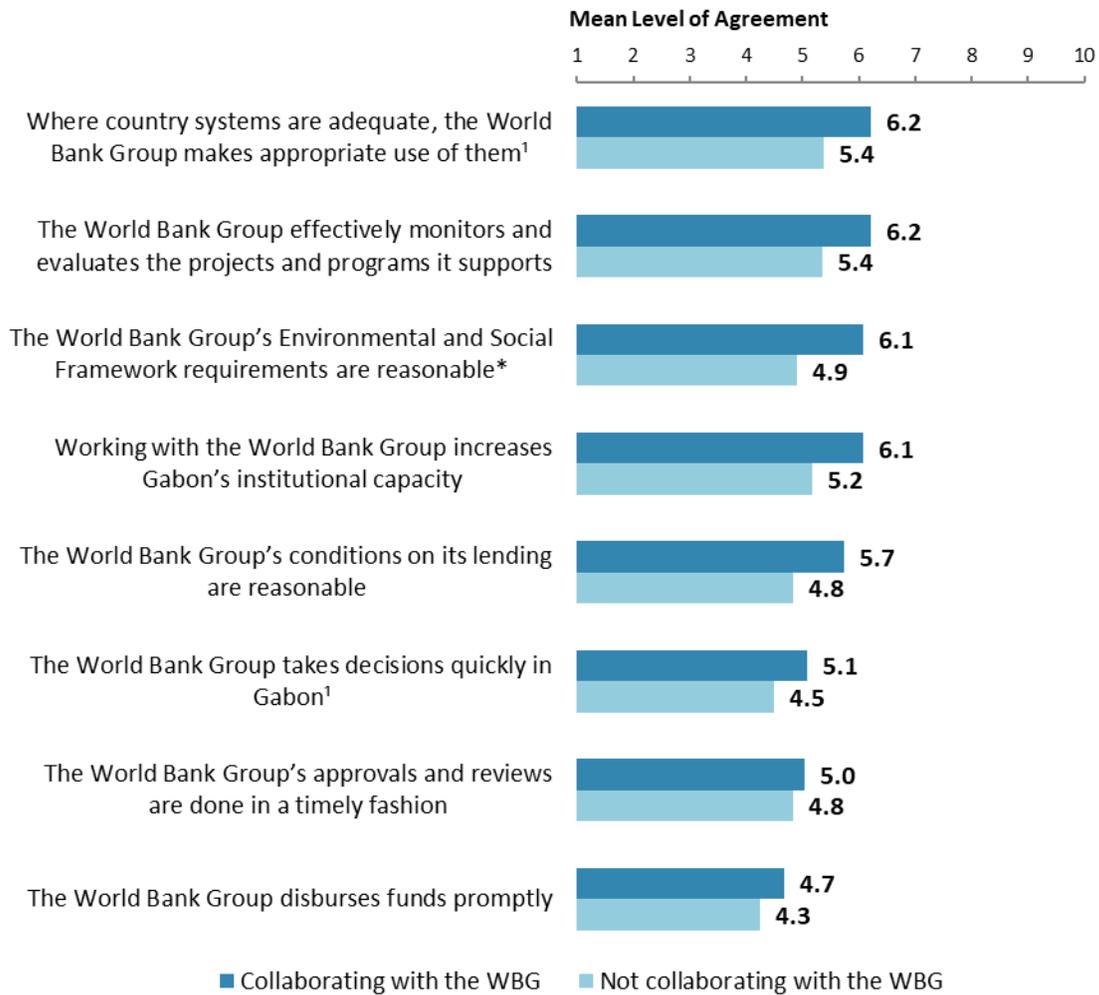
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2020 and FY 2017)*
'Indicator Question

¹⁰ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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

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

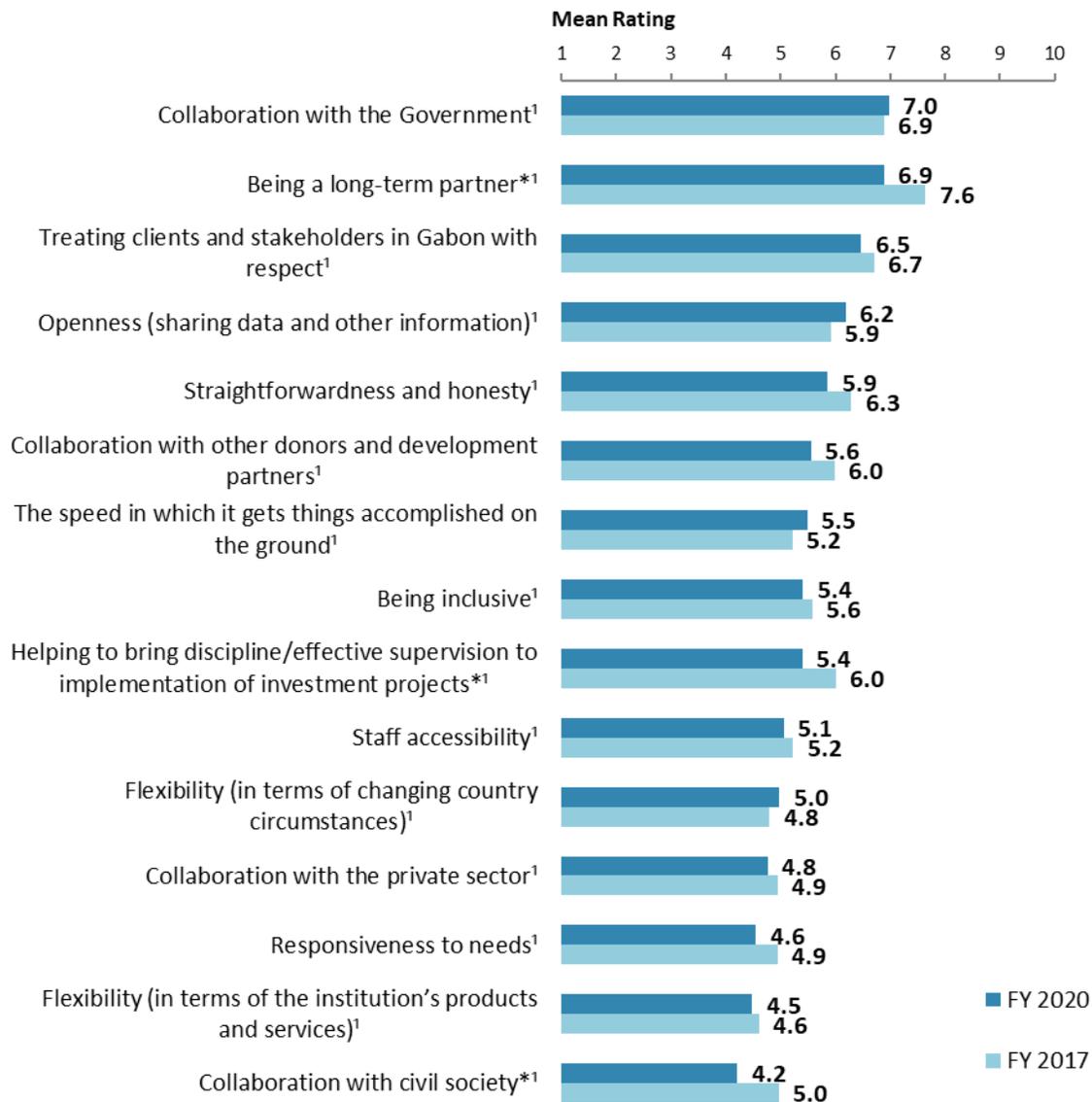
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹¹



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

(*Significantly different between FY 2020 and FY 2017)

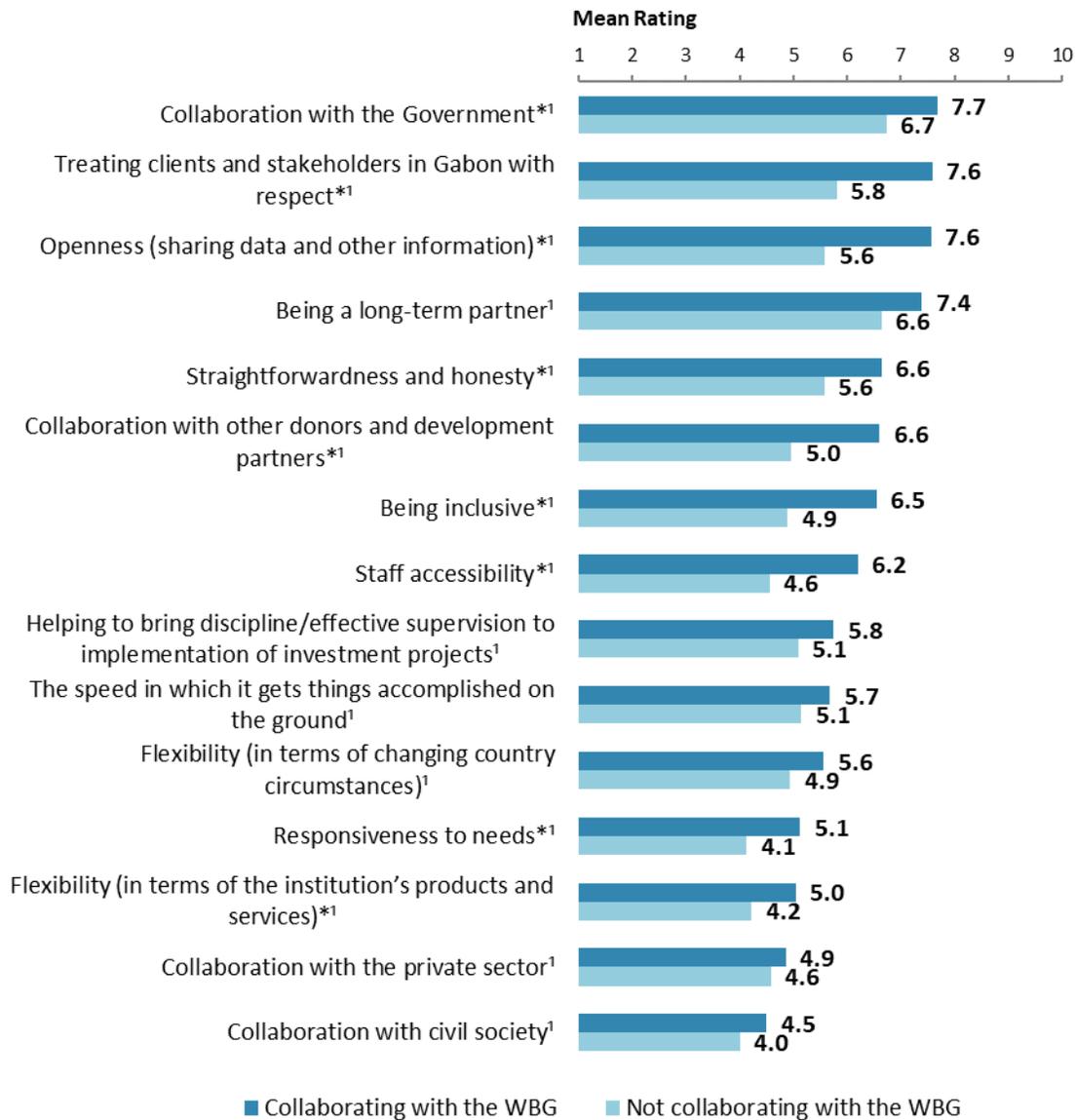
¹Indicator Question

¹¹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

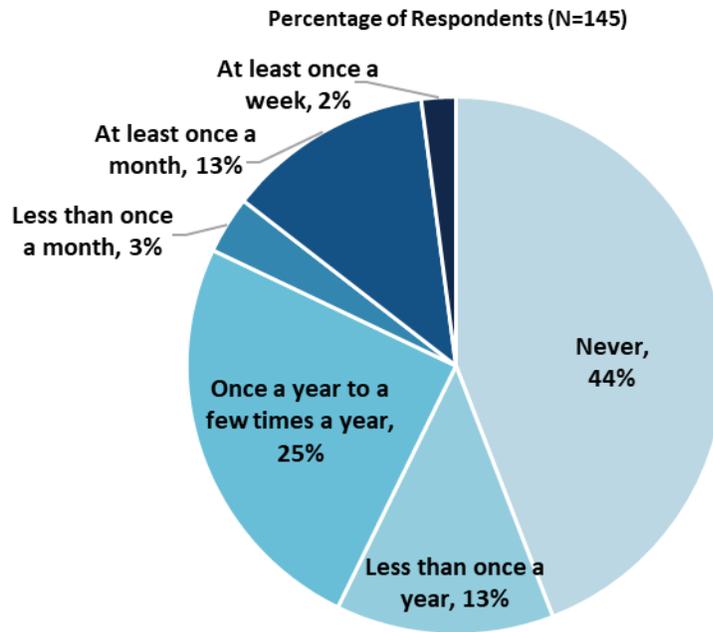
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

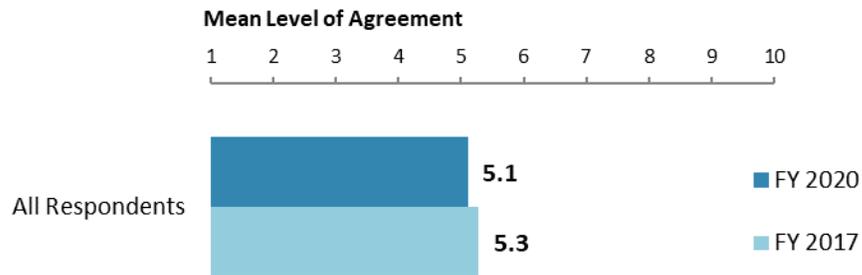


"How frequently do you interact with the World Bank Group now in Gabon?"
(Respondents chose from a list.)



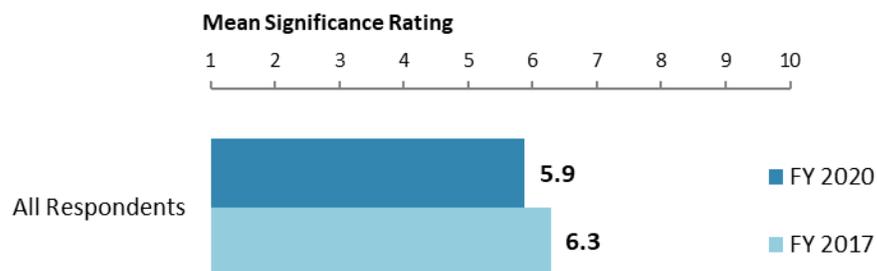
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Gabon's Knowledge Needs¹² (Indicator Question)



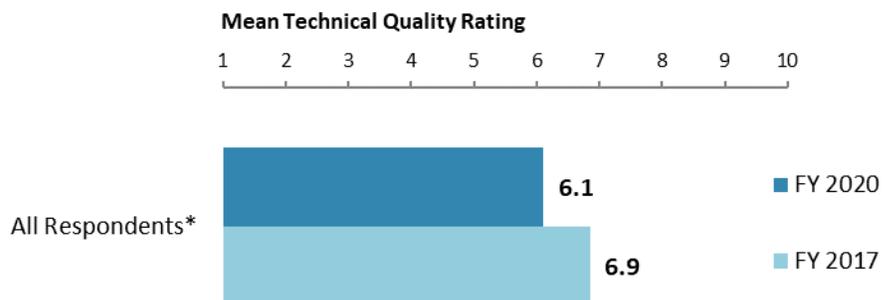
"The World Bank Group meets Gabon's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2020 and FY 2017)

¹² 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 Activities¹³

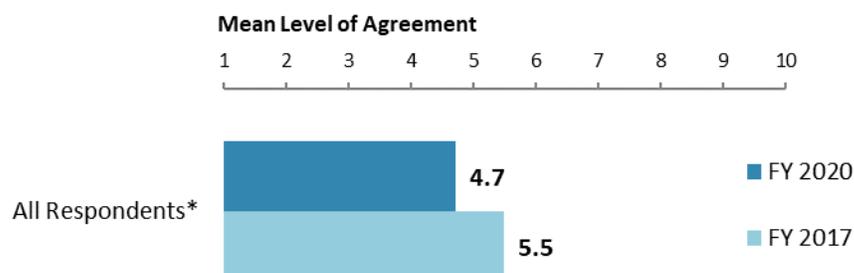


"In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2020 and FY 2017)

¹Indicator Question

Meeting Gabon's Needs for Financial Instruments (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Gabon"

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

(*Significantly different between FY 2020 and FY 2017)

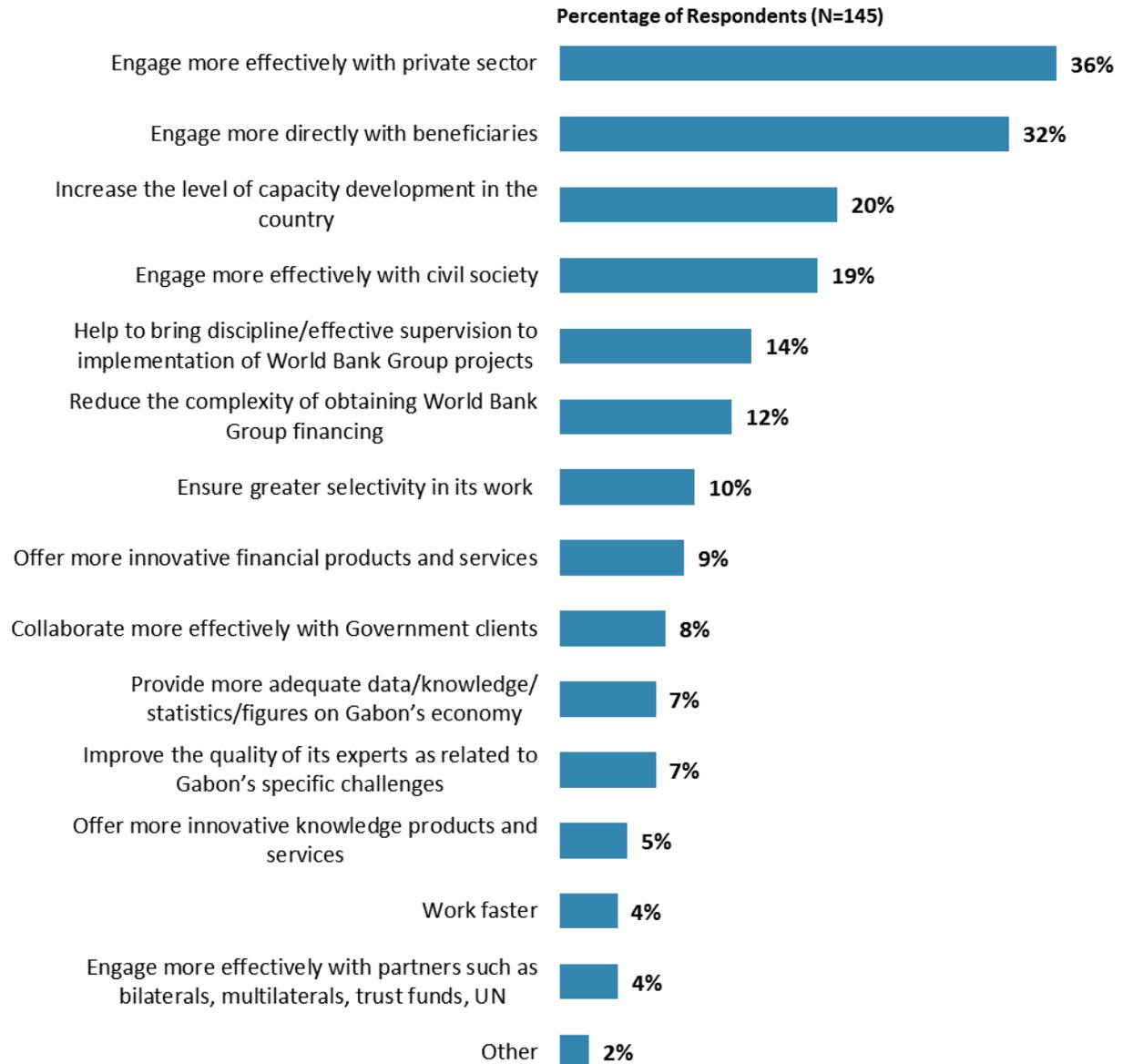
¹³ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the WBG in Gabon

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*help to bring discipline/effective supervision to implementation of investment projects*” (33%), “*reduce the complexity of obtaining World Bank Group financing*” (28%), and “*reach out more to groups outside of Government*” (26%) to make itself of greater value in Gabon.



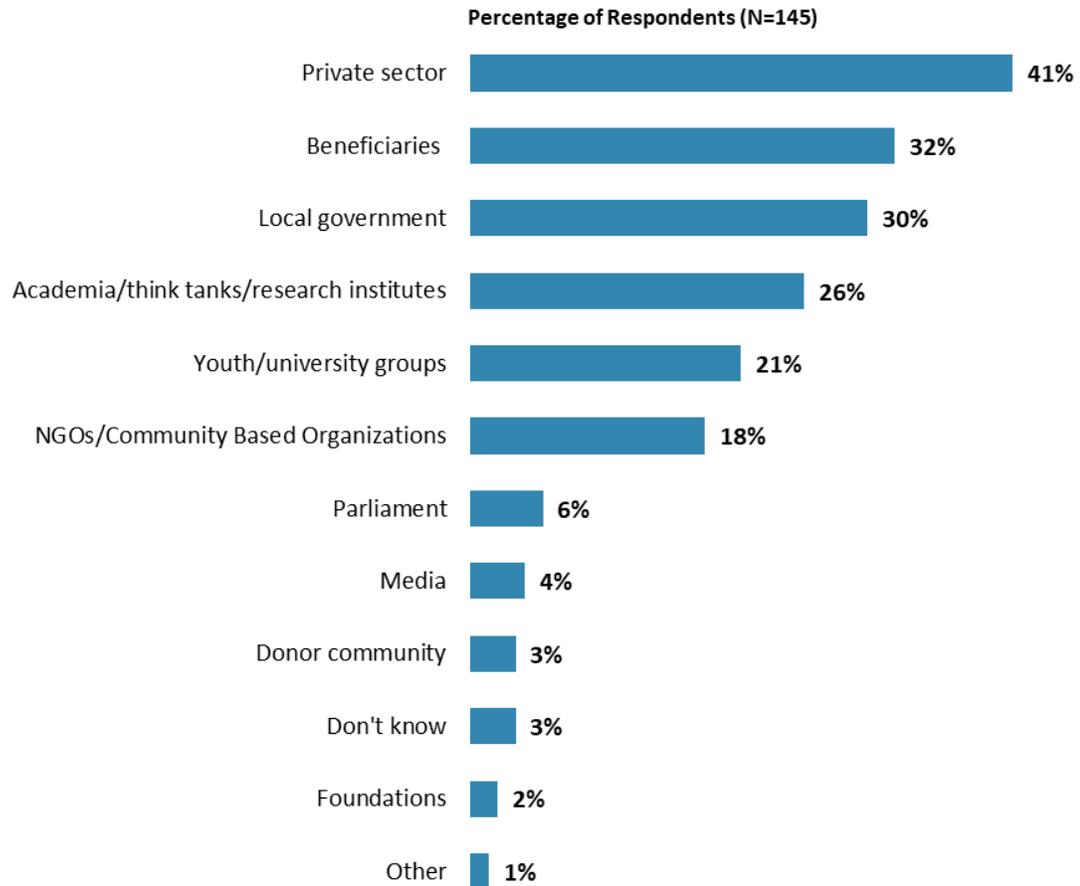
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*NGOs/Community-based organizations*” (39%), “*beneficiaries*” (35%), and “*local government*” (31%) to ensure better development results in Gabon.



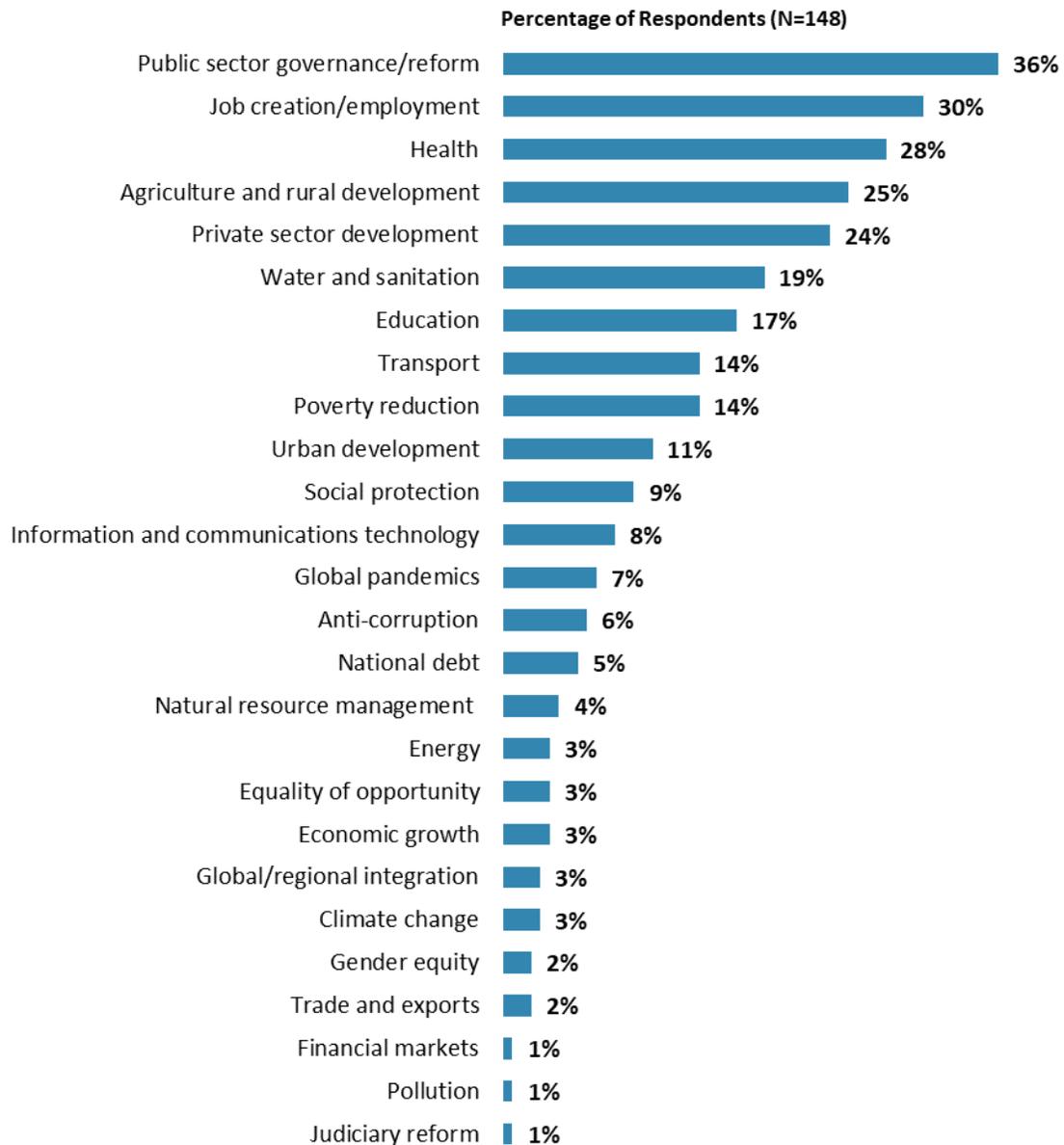
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*education*” (42%), “*public sector governance/reform*” (35%), “*agriculture and rural development*” (28%), “*anti-corruption*” (27%), and “*health*” (23%).



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

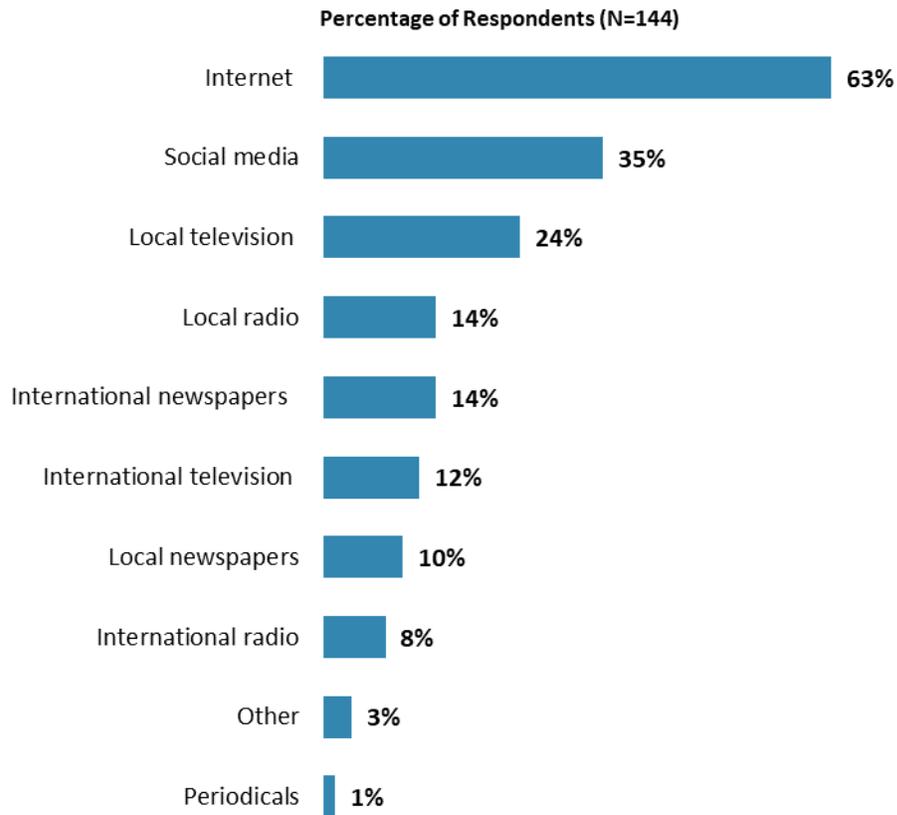


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 53) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’17 Country Survey indicated that they got most of their information about economic and social development issues in Gabon from the “*Internet*” (55%), “*local newspapers*” (28%), “*local television*” (25%), and “*international newspapers*” (23%).



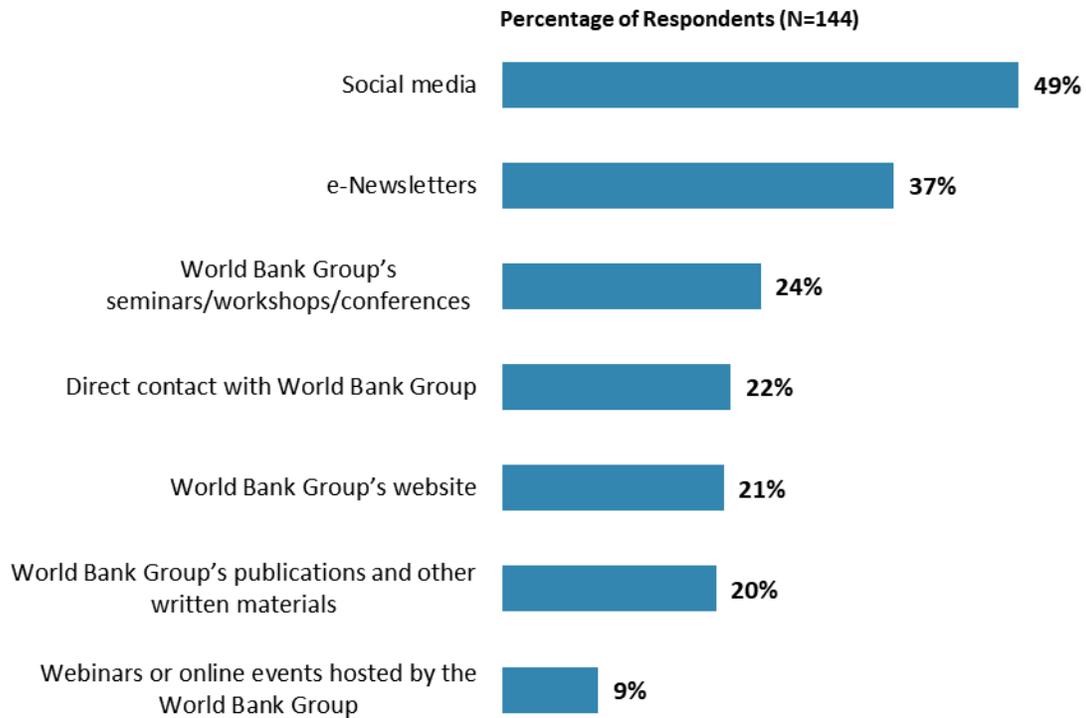
"How do you get most of your information about economic and social development issues in Gabon? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*e-Newsletters*” (43%), through “*World Bank Group’s publications and other written materials*” (43%), and through “*World Bank Group’s seminars/workshops/conferences*” (38%).

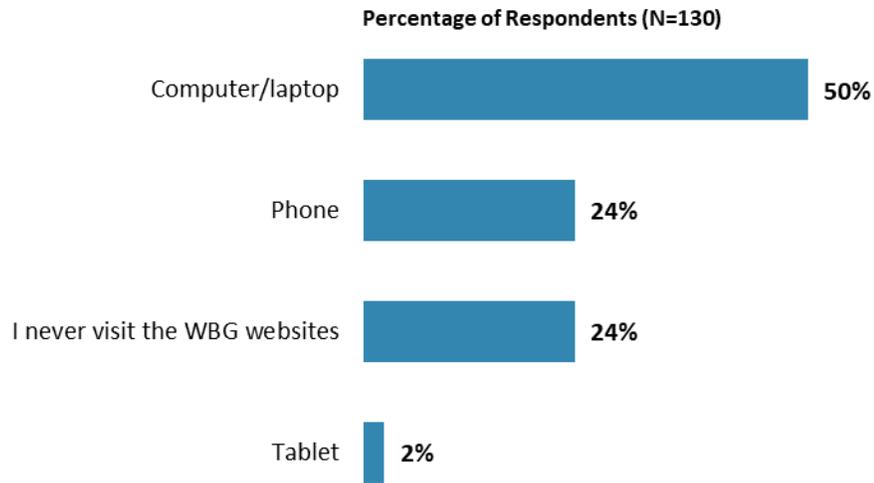


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



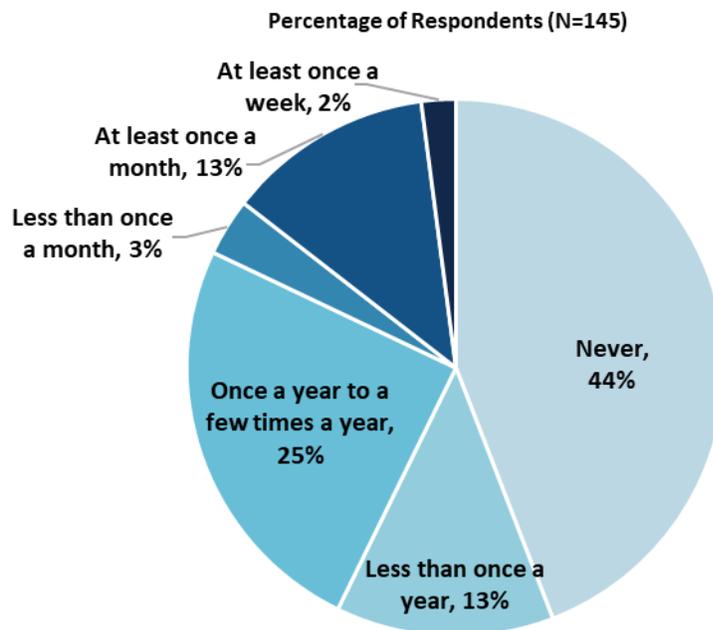
X. Communication and Outreach (continued)

Devices used to access WBG website



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

WBG Interaction Frequency

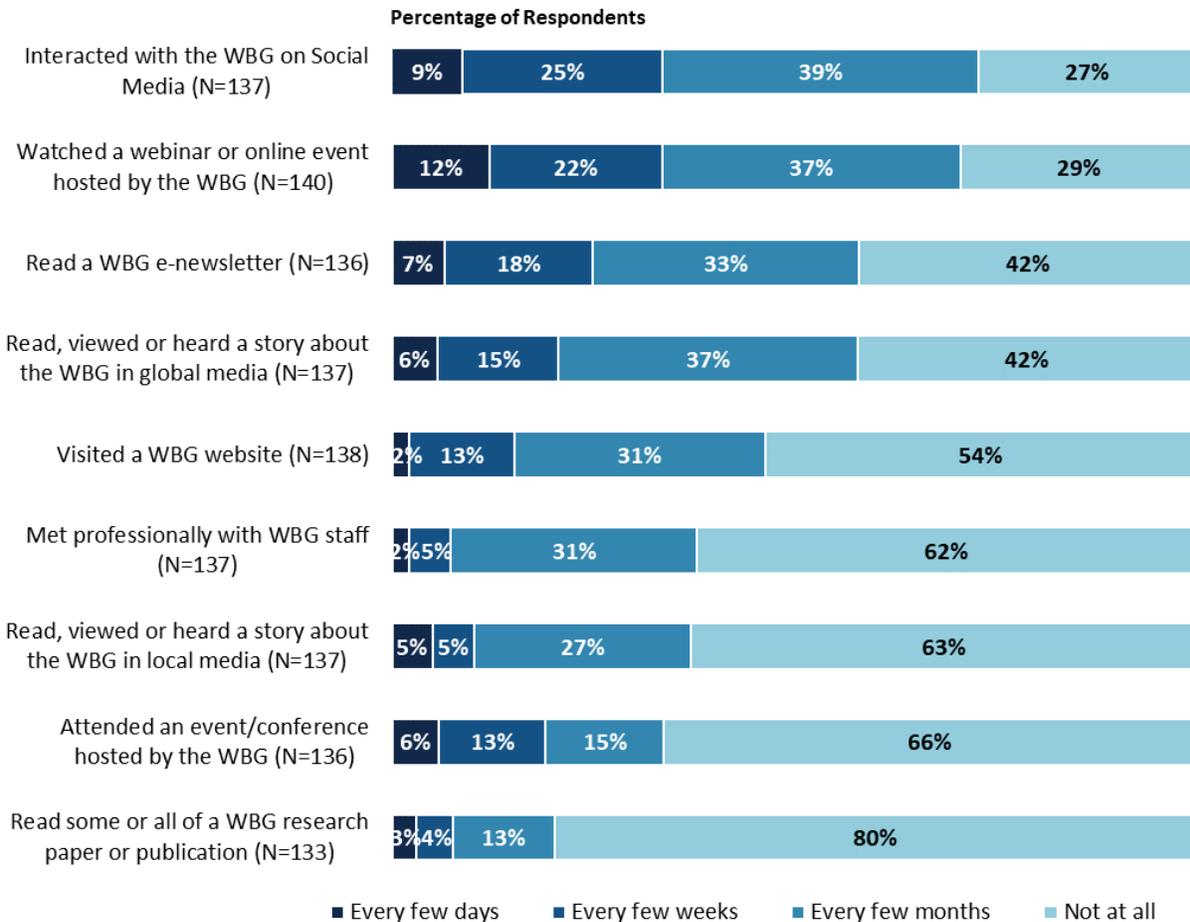


"How frequently do you interact with the World Bank Group now in Gabon?"
(Respondents chose from a list.)



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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GABON





Appendix A: Responses to All Questions across All Respondents (N=153)

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. Overall Context

1. In general, would you say that Gabon is headed in ... ?	Percentage of Respondents (N=153)
The right direction	22.2%
The wrong direction	46.4%
Not sure	31.4%

2. Do you think that economic opportunity for citizens in Gabon is ... ?	Percentage of Respondents (N=148)
Increasing	16.9%
Decreasing	52.7%
Staying about the same	30.4%

3. Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=140)
Education	41.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.3%
Health	26.4%
Job creation/employment	25.0%
Agriculture and rural development	22.1%
Private sector development	17.9%
Anti-corruption	16.4%
Transport (e.g., roads, bridges, transportation)	15.0%
Social protection (e.g., pensions, targeted social assistance)	10.7%
Urban development	10.7%
Poverty reduction	9.3%
Water and sanitation	8.6%
Equality of opportunity (i.e., social inclusion)	8.6%
National debt	7.1%
Natural resource management	5.7%
Economic growth	5.0%
Gender equity (closing the gap between women and men, and boys and girls)	4.3%
Climate change (e.g., mitigation, adaptation)	4.3%
Global/regional integration	2.9%
Trade and exports	2.9%
Global pandemics	2.1%
Information and communications technology	2.1%
Energy	1.4%
Pollution	0.7%
Financial markets	0.7%
Judiciary reform	0.7%
Disaster risk management	0.0%



A. Overall Context (continued)

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 Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=147)
Agriculture and rural development	42.2%
Anti-corruption	31.3%
Job creation/employment	30.6%
Education	28.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.4%
Transport (e.g., roads, bridges, transportation)	19.7%
Private sector development	18.4%
Health	17.0%
Social protection (e.g., pensions, targeted social assistance)	13.6%
Judiciary reform	9.5%
Equality of opportunity (i.e., social inclusion)	8.2%
Water and sanitation	8.2%
Trade and exports	7.5%
Economic growth	7.5%
National debt	7.5%
Urban development	4.1%
Natural resource management	3.4%
Global/regional integration	3.4%
Climate change (e.g., mitigation, adaptation)	2.7%
Information and communications technology	1.4%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%
Disaster risk management	0.7%
Energy	0.0%
Pollution	0.0%
Financial markets	0.0%

5. Please describe the direction Gabon 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)	145	21.4%	28.3%	26.2%	22.1%	2.1%
2. Equal opportunity for girls and boys, men and women	140	6.4%	5.7%	25.7%	49.3%	12.9%
3. Growing Gabon's economy in a way that leads to jobs and employment	140	34.3%	20.7%	35.0%	9.3%	0.7%
4. The gap between the rich and the poor	142	32.4%	28.9%	33.1%	4.2%	1.4%
5. Making government more effective	137	27.7%	17.5%	40.9%	12.4%	1.5%
6. Anti-corruption	141	31.9%	16.3%	36.2%	12.1%	3.5%
7. Attracting new sources of foreign investment	140	17.1%	21.4%	35.7%	24.3%	1.4%

**A. Overall Context (continued)**

6. Listed below are global challenges. Which do you think have the most serious impact on Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=139)
Jobs/employment	70.5%
National debt	38.8%
The gap between the rich and the poor	36.7%
Geopolitical uncertainty	20.1%
Environmental degradation	10.1%
Climate change	7.2%
Trade constraints	4.3%
Migrants and refugees	3.6%
Fragility in Gabon or neighboring countries	2.2%
Technology based disruption	1.4%
Terrorism	0.0%

7. When economic and/or social reform efforts fail or are slow to take place in Gabon, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=144)
Inadequate level of government accountability	34.7%
Political pressures and obstacles	31.9%
Reforms are not well thought out in light of country challenges	30.6%
Corruption	30.6%
Inadequate level of citizen/civil society participation	17.4%
Poor coordination within the government	16.7%
Inadequate level of private sector participation	14.6%
Inadequate level of capacity in the government	10.4%
Private sector involvement and/or influence	2.1%
Other	2.1%
Inadequate level of donor coordination	1.4%

8. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/federal government	107	31	5.14	2.77
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	99	35	5.07	2.18
3. The World Bank Group*	120	19	5.67	2.41
4. The International Monetary Fund	121	16	5.55	2.38
5. The United Nations (UN)	121	19	5.26	2.40
6. Regional development banks	117	18	5.74	2.24
7. Gabon's Central Bank	108	24	5.46	2.48
8. International private sector	114	22	5.53	2.24
9. Domestic private sector	118	17	5.99	2.49
10. International civil society (e.g., NGOs, CBOs)	112	21	5.38	2.32
11. Domestic civil society (e.g., NGOs, CBOs)	120	19	5.87	2.58
12. Faith-based institutions	105	26	4.91	2.65
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	116	17	4.87	2.42
14. International media and their web presence	116	20	5.00	2.40
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	121	16	5.40	2.34

**A. Overall Context (continued)**

9. To what extent do you trust private sector to engage in public service delivery in Gabon?	Percentage of Respondents (N=147)
To a very low degree	10.2%
To a somewhat low degree	10.9%
To a somewhat high degree	33.3%
To a very high degree	37.4%
Don't know	8.2%

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 Gabon? (1-Not familiar at all, 10-Extremely familiar)	144	n/a	4.74	2.54

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Gabon? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Gabon*	123	22	5.00	2.24
3. The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	115	28	4.82	2.47

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.* (1-Not effective at all, 10-Very effective)	120	25	5.18	2.10

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Gabon?*(1-To no degree at all, 10-To a very significant degree)	122	26	5.05	2.19

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Gabon?*(1-To no degree at all, 10-To a very significant degree)	120	27	5.17	2.43

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Gabon? (Select only ONE response)	Percentage of Respondents (N=149)
To a fully sufficient degree	3.4%
To a somewhat sufficient degree	17.4%
To a somewhat insufficient degree	39.6%
To a very insufficient degree	23.5%
Don't know	16.1%

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

8. When thinking about the World Bank Group's role in Gabon, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
Financial resources	42.1%
Implementation support	40.7%
Capacity development related to World Bank Group supported projects	23.4%
Data and statistics	21.4%
Technical assistance	16.6%
Policy advice, studies, analyses	13.1%
Donor coordination	9.7%
Mobilizing third party financial resources	7.6%
Promoting knowledge sharing	5.5%
Bringing together different groups of stakeholders	4.1%
Other	2.1%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=143)
Not willing to honestly criticize policies and reform efforts in the country	36.4%
Not adequately sensitive to political/social realities in Gabon	26.6%
World Bank Group's processes too slow and complex	20.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	16.8%
Too influenced by developed countries	13.3%
Not adequately flexible	12.6%
Not enough public disclosure of its work	12.6%
Not collaborating enough with private sector	9.8%
Don't know	7.7%
Inadequate World Bank Group's staffing in Gabon	7.0%
Not aligned with country priorities	7.0%
Staff too inaccessible	4.2%
Not sufficiently focused on sustainable results	4.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.5%
Arrogant in its approach	3.5%
Other	1.4%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Gabon, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=148)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.8%
Job creation/employment	30.4%
Health	27.7%
Agriculture and rural development	25.0%
Private sector development	23.6%
Water and sanitation	18.9%
Education	16.9%
Transport (e.g., roads, bridges, transportation)	14.2%
Poverty reduction	14.2%
Urban development	10.8%
Social protection (e.g., pensions, targeted social assistance)	9.5%
Information and communications technology	8.1%
Global pandemics	6.8%
Anti-corruption	6.1%
National debt	5.4%
Natural resource management	4.1%
Energy	3.4%
Equality of opportunity (i.e., social inclusion)	3.4%
Economic growth	3.4%
Global/regional integration	2.7%
Climate change (e.g., mitigation, adaptation)	2.7%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Trade and exports	2.0%
Financial markets	0.7%
Pollution	0.7%
Judiciary reform	0.7%
Disaster risk management	0.0%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Gabon solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	102	42	6.30	2.12

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Gabon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	94	43	4.55	1.82
3. Flexibility (in terms of the institution's products and services)*	92	44	4.49	1.65
4. Flexibility (in terms of changing country circumstances)*	92	43	5.15	1.96
5. Being inclusive*	81	50	5.40	1.99
6. Openness (sharing data and other information)*	97	38	6.26	2.32
7. Collaboration with the Government*	99	39	7.07	2.16
8. The speed in which it gets things accomplished on the ground*	95	42	5.28	1.91
9. Helping to bring discipline/effective supervision to implementation of investment projects*	96	41	5.27	2.03
10. Collaboration with civil society*	91	45	4.24	1.81
11. Staff accessibility*	93	45	5.10	2.25
12. Collaboration with other donors and development partners*	79	60	5.51	2.07
13. Collaboration with the private sector*	76	57	4.70	1.87
14. Straightforwardness and honesty*	87	49	5.95	2.28
15. Treating clients and stakeholders in Gabon with respect*	87	50	6.28	2.10
16. Being a long-term partner*	87	52	6.91	1.85

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	106	40	4.31	1.84
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	110	31	5.61	2.14
19. The World Bank Group's approvals and reviews are done in a timely fashion	97	43	4.91	2.20
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	95	45	5.39	1.98
21. The World Bank Group's conditions on its lending are reasonable	100	41	5.12	2.19
22. The World Bank Group takes decisions quickly in Gabon*	97	42	4.60	1.97
23. Working with the World Bank Group increases Gabon's institutional capacity	106	34	5.47	2.16
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	90	52	5.69	2.21

To what extent do you agree/disagree with the following statements about the World Bank Group in Gabon? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
26. The World Bank Group meets Gabon's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	112	33	5.29	2.35

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
27. To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	81	62	4.96	1.96

**D. World Bank Group's Support in Development Areas**

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 Gabon? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	77	62	4.30	1.55
2. Gender equity (closing the gap between women and men, and boys and girls)	65	71	4.75	1.66
3. Private sector development	85	50	4.86	1.93
4. Education	77	51	4.99	1.92
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	93	45	4.98	1.96
6. Urban development	80	54	4.50	1.76
7. Energy	70	65	4.56	1.59
8. Water and sanitation	79	56	4.71	1.74
9. Job creation/employment	92	42	4.42	2.08
10. Health	82	51	4.46	1.82
11. Financial markets	57	76	4.67	1.94
12. Transport (e.g., roads, bridges, transportation)	67	70	4.30	2.10
13. Agriculture and rural development	83	54	4.40	1.99
14. Trade and exports	64	71	4.02	1.58
15. Natural resource management	69	67	4.54	2.17
16. Climate change (e.g., mitigation, adaptation)	66	68	5.06	2.10
17. Poverty reduction	98	37	4.49	1.91
18. Anti-corruption	90	45	3.72	1.70
19. Judiciary reform	76	54	3.84	1.85
20. Economic growth	86	44	4.22	1.72
21. Disaster risk management	49	85	3.78	1.69
22. Equality of opportunity (i.e., social inclusion)	69	66	4.19	1.43
23. Information and communications technology	88	47	5.49	2.00

2. 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=141)
Increased its emphasis recently	24.8%
Decreased its emphasis recently	7.8%
Emphasis has remained pretty consistent over time	34.8%
Don't know	32.6%

E. 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=145)
Weekly	7.6%
Monthly	13.8%
A few times a year	29.7%
Rarely	29.7%
Never	19.3%

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

In Gabon, 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	101	40	6.06	2.15
3. Include appropriate level of stakeholder involvement during preparation	91	47	5.52	2.16
4. Lead to practical solutions	97	42	4.95	2.15
5. Are source of relevant information on global good practices	98	38	6.57	2.03
6. Are adequately disseminated and accessible	101	36	5.08	2.09
7. Are translated enough into local language	95	41	3.56	2.50
8. Are adaptable to Gabon's specific development challenges and country circumstances*	106	36	5.56	2.28

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)	105	41	5.77	2.12
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)	104	43	6.18	1.78

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
Engage more effectively with private sector	35.9%
Engage more directly with beneficiaries	32.4%
Increase the level of capacity development in the country	20.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	18.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.8%
Reduce the complexity of obtaining World Bank Group financing	12.4%
Ensure greater selectivity in its work	9.7%
Offer more innovative financial products and services	9.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	7.6%
Provide more adequate data/knowledge/statistics/figures on Gabon's economy	6.9%
Improve the quality of its experts as related to Gabon's specific challenges	6.9%
Offer more innovative knowledge products and services	4.8%
Work faster	4.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.1%
Other	2.1%

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

2. 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=145)
Private sector	41.4%
Beneficiaries	32.4%
Local government	30.3%
Academia/think tanks/research institutes	25.5%
Youth/university groups	20.7%
NGOs/Community Based Organizations	17.9%
Parliament	5.5%
Media	4.1%
Donor community	3.4%
Don't know	3.4%
Foundations	2.1%
Other	1.4%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Gabon?	Percentage of Respondents (N=145)
Never	44.1%
Less than once a year	13.1%
Once a year to a few times a year	24.8%
Less than once a month	3.4%
At least once a month	12.4%
At least once a week	2.1%

2. How do you get most of your information about economic and social development issues in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=144)
Internet	63.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	34.7%
Local television	24.3%
Local radio	13.9%
International newspapers	13.9%
International television	11.8%
Local newspapers	9.7%
International radio	7.6%
Other	3.5%
Periodicals	1.4%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=144)
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	48.6%
e-Newsletters	36.8%
World Bank Group's seminars/workshops/conferences	24.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	21.5%
World Bank Group's website	20.8%
World Bank Group's publications and other written materials	20.1%
Webinars or online events hosted by the World Bank Group	9.0%

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

4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=141)
High speed/WiFi	85.1%
Dial-up	14.9%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=130)
Computer/laptop	50.0%
Phone	23.8%
I never visit the WBG websites	23.8%
Tablet	2.3%

6. 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 (newspaper, magazine, TV, radio)	140	12.1%	21.4%	37.1%	29.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	137	8.8%	24.8%	39.4%	27.0%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	136	5.9%	13.2%	14.7%	66.2%
Visited a WBG website (e.g., read a blog, used data)	136	6.6%	18.4%	33.1%	41.9%
Attended an event/conference hosted by the WBG	137	2.2%	5.1%	30.7%	62.0%
Watched a webinar or online event hosted by the WBG	133	3.0%	4.5%	12.8%	79.7%
Read some or all of a WBG research paper or publication	140	5.7%	15.0%	37.1%	42.1%
Met professionally with WBG staff	137	5.1%	5.1%	27.0%	62.8%
Read a WBG e-newsletter	138	2.2%	13.0%	31.2%	53.6%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=150)
State-Owned Enterprise	12.0%
Private Sector Organization	12.0%
Office of the President, Prime Minister	10.7%
Financial Sector/Private Bank	10.7%
Employee of Ministry, Ministerial Department, Implementation Agency	10.0%
Media (press, radio, TV, web, etc.)	7.3%
Office of Minister	6.7%
Multilateral Agency (UN, regional development bank)	5.3%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	3.3%
Judicial System (e.g., courts)	3.3%
NGO/Community Based Organization	3.3%
Trade Union	3.3%
Local Government Office or Staff	2.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.0%
Academia/Research Institute/Think Tank	2.0%
Other	2.0%
Faith-Based Group	1.3%
Youth Group	1.3%
Office of Parliamentarian	0.7%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=144)
Finance and markets	13.9%
Environment, natural resources	9.7%
Macroeconomics, fiscal management	9.0%
Other	9.0%
Education	7.6%
Digital development and technology (ICT)	4.9%
Social protection	4.2%
Climate change	4.2%
Agriculture, rural development	4.2%
Communications, public affairs	4.2%
Generalist (specialized in multiple sectors)	4.2%
Jobs	3.5%
Governance, anti-corruption	2.8%
Energy	2.8%
Water, sanitation	2.8%
Trade and competitiveness	2.8%
Pover+Y2:Z19ty	2.1%
Health, nutrition	1.4%
Gender	1.4%
Tourism	1.4%
Fragility, conflict, violence, refugees	1.4%
Demographics, migration	1.4%
Urban development	0.7%
Transport	0.7%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=142)
Yes	23.2%
No	76.8%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Gabon? (Select only ONE response)	Percentage of Respondents (N=29)
The World Bank (IBRD)	96.6%
The International Finance Corporation (IFC)	3.4%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=89)
Yes	13.5%
No	86.5%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=131)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	54.2%
Collaborate as part of my professional duties	27.5%
Engage in World Bank Group related/sponsored events/activities	20.6%
Use World Bank Group reports/data	19.8%
Use World Bank Group website for information, data, research, etc.	19.8%

7. What's your gender?	Percentage of Respondents (N=147)
Female	42.9%
Male	57.1%

8. What's your age?	Percentage of Respondents (N=148)
25 and under	0.7%
26-35	25.0%
36-45	47.3%
46-55	23.0%
56 and above	4.1%

9. Which best represents your geographic location?	Percentage of Respondents (N=146)
Libreville	96.6%
Other	3.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁴

- Office of the President/Prime Minister/Minister N=26
- Employee of a Ministry/PMU/Consultant on WBG Project N=20
- Judicial System N=5
- State-Owned Enterprise N=18
- Multilateral Agency N=8
- Private Sector/Financial Sector/Private Bank N=34
- CSO N=14
- Media N=11
- Other¹⁵ N=14

A. Overall Context

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Other
The right direction	42.3%	20.0%	40.0%	16.7%	50.0%	14.7%	14.3%	0.0%	21.4%
The wrong direction	23.1%	45.0%	40.0%	61.1%	50.0%	55.9%	42.9%	63.6%	50.0%
Not sure	34.6%	35.0%	20.0%	22.2%	0.0%	29.4%	42.9%	36.4%	28.6%

¹⁴ Only 150 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁵ Includes the following categories: Office of Parliamentarian (N=1), Local Government Office or Staff (N=4), Independent Government Institution (N=3), Academia/Research Institute/Think Tank (N=3), and Other (3).



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/			
						Private Bank	CSO	Media	Other
Pollution	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	17.4%	5.3%	0.0%	6.3%	25.0%	8.8%	23.1%	0.0%	9.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	12.5%	5.9%	0.0%	9.1%	9.1%
Private sector development	21.7%	15.8%	25.0%	37.5%	25.0%	11.8%	0.0%	18.2%	18.2%
Education	47.8%	36.8%	75.0%	43.8%	0.0%	38.2%	46.2%	45.5%	54.5%
Public sector governance/reform	26.1%	31.6%	50.0%	6.3%	50.0%	41.2%	53.8%	36.4%	36.4%
Global/regional integration	4.3%	5.3%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Urban development*	0.0%	15.8%	0.0%	0.0%	0.0%	23.5%	0.0%	27.3%	9.1%
Job creation/employment	21.7%	15.8%	25.0%	43.8%	25.0%	23.5%	23.1%	27.3%	27.3%
Water and sanitation	4.3%	10.5%	25.0%	6.3%	0.0%	8.8%	15.4%	9.1%	9.1%
Financial markets	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	21.7%	31.6%	25.0%	68.8%	25.0%	14.7%	30.8%	9.1%	18.2%
Energy	0.0%	5.3%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Economic growth	8.7%	5.3%	0.0%	0.0%	12.5%	0.0%	7.7%	0.0%	18.2%
National debt	4.3%	0.0%	0.0%	25.0%	0.0%	8.8%	0.0%	9.1%	0.0%
Transport	17.4%	21.1%	0.0%	12.5%	0.0%	20.6%	15.4%	9.1%	9.1%
Agriculture and rural development	21.7%	21.1%	0.0%	18.8%	25.0%	38.2%	0.0%	27.3%	9.1%
Global pandemics	0.0%	5.3%	0.0%	0.0%	0.0%	2.9%	0.0%	9.1%	0.0%
Trade and exports	8.7%	0.0%	0.0%	6.3%	0.0%	2.9%	0.0%	0.0%	0.0%
Natural resource management	4.3%	15.8%	0.0%	6.3%	0.0%	0.0%	15.4%	0.0%	9.1%
Climate change	13.0%	0.0%	0.0%	0.0%	12.5%	0.0%	7.7%	0.0%	0.0%
Poverty reduction	8.7%	10.5%	0.0%	0.0%	25.0%	2.9%	30.8%	9.1%	9.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	12.5%	2.9%	7.7%	0.0%	0.0%
Equality of opportunity	26.1%	0.0%	0.0%	0.0%	12.5%	8.8%	7.7%	0.0%	9.1%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Gabon, 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		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other		
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	
Inadequate level of donor coordination																			
Inadequate level of government accountability*	18.2%		30.0%		40.0%		72.2%		28.6%		30.3%		15.4%		27.3%		41.7%		
Inadequate level of private sector participation	13.6%		15.0%		0.0%		16.7%		14.3%		12.1%		15.4%		27.3%		16.7%		
Inadequate level of citizen/civil society participation*	27.3%		5.0%		0.0%		0.0%		28.6%		33.3%		0.0%		36.4%		8.3%		
Private sector involvement and/or influence	4.5%		0.0%		0.0%		0.0%		0.0%		3.0%		7.7%		0.0%		0.0%		
Reforms are not well thought out in light of country challenges	45.5%		20.0%		60.0%		16.7%		0.0%		33.3%		46.2%		18.2%		41.7%		
Poor coordination within the government*	18.2%		30.0%		0.0%		16.7%		57.1%		15.2%		0.0%		0.0%		0.0%		
Political pressures and obstacles	22.7%		40.0%		0.0%		38.9%		0.0%		36.4%		53.8%		45.5%		16.7%		
Inadequate level of capacity in the government*	0.0%		20.0%		20.0%		0.0%		28.6%		3.0%		7.7%		27.3%		16.7%		
Corruption	31.8%		25.0%		80.0%		33.3%		42.9%		24.2%		38.5%		9.1%		41.7%		
Other	4.5%		5.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		8.3%		

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?*	18	4.72	15	6.40	5	6.20	16	6.31	8	7.75	29	4.34	8	6.88	10	4.90	8	6.00

(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		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Gabon?*	24	5.42	20	4.95	5	2.60	17	3.88	7	7.71	31	3.61	12	4.92	11	5.64	12	4.92

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Gabon*	21	3.71	16	5.88	4	2.25	17	4.59	7	6.86	25	5.04	9	6.44	10	5.30	11	5.09
The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	21	4.90	16	5.69	3	2.67	14	4.57	7	6.71	25	3.80	9	6.22	10	4.10	8	4.13

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	21	5.24	15	6.07	3	3.33	16	5.69	7	6.43	25	4.40	11	5.55	10	4.90	9	4.56

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Gabon?	21	4.71	16	5.63	3	3.00	16	5.44	7	6.29	25	4.56	10	5.40	10	4.80	11	5.27

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Gabon?	22	4.59	15	5.87	4	5.00	15	4.73	7	6.29	25	4.84	10	6.00	9	5.56	10	4.90

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

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

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

Percentage of Respondents (Responses combined)	Office of the	Employee of a	Judicial System	State-Owned	Multilateral	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project		Enterprise	Agency	Private Bank	CSO	Media	Other
Water and sanitation*	28.0%	20.0%	20.0%	55.6%	0.0%	9.4%	0.0%	9.1%	15.4%
Public sector governance/reform	28.0%	30.0%	20.0%	16.7%	50.0%	46.9%	61.5%	54.5%	23.1%
Job creation/employment	16.0%	35.0%	40.0%	38.9%	12.5%	18.8%	46.2%	45.5%	53.8%
Health	28.0%	30.0%	60.0%	27.8%	12.5%	28.1%	23.1%	36.4%	15.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Social protection	16.0%	10.0%	0.0%	0.0%	25.0%	9.4%	7.7%	9.1%	0.0%
Gender equity	8.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Global pandemics	12.0%	10.0%	0.0%	0.0%	0.0%	3.1%	15.4%	18.2%	0.0%
Private sector development	32.0%	10.0%	0.0%	16.7%	12.5%	31.3%	23.1%	27.3%	30.8%
Education	16.0%	35.0%	40.0%	11.1%	12.5%	3.1%	15.4%	27.3%	7.7%
Energy	4.0%	10.0%	0.0%	5.6%	12.5%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	4.0%	5.0%	0.0%	0.0%	0.0%	3.1%	7.7%	0.0%	0.0%
Urban development	8.0%	5.0%	0.0%	5.6%	12.5%	28.1%	0.0%	0.0%	15.4%
Pollution	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Climate change	4.0%	5.0%	0.0%	0.0%	12.5%	0.0%	7.7%	0.0%	0.0%
Disaster risk management	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.0%	10.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	7.7%
Information and communications technology	12.0%	10.0%	0.0%	5.6%	0.0%	18.8%	0.0%	0.0%	0.0%
Transport	12.0%	25.0%	20.0%	5.6%	12.5%	18.8%	7.7%	0.0%	15.4%
Agriculture and rural development*	12.0%	10.0%	20.0%	50.0%	25.0%	34.4%	7.7%	54.5%	7.7%
Trade and exports	4.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	5.0%	0.0%	11.1%	0.0%	6.3%	0.0%	0.0%	7.7%
National debt	4.0%	0.0%	20.0%	5.6%	0.0%	6.3%	7.7%	0.0%	7.7%
Poverty reduction	12.0%	20.0%	40.0%	5.6%	25.0%	3.1%	30.8%	9.1%	15.4%
Anti-corruption	12.0%	0.0%	20.0%	0.0%	0.0%	6.3%	15.4%	9.1%	0.0%
Economic growth*	4.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground**

To what extent is the World Bank Group an effective development partner in Gabon, 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		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	15	4.93	13	4.92	2	3.00	13	3.77	7	6.57	17	3.94	4	5.25	8	4.50	8	3.50
Flexibility (in terms of the institution's products and services)*	17	4.71	12	5.08	2	2.50	13	3.92	7	5.86	17	4.24	4	4.00	9	4.67	9	3.56
Flexibility (in terms of changing country circumstances)*	17	4.76	12	4.33	1	2.00	15	4.33	7	6.14	17	6.24	5	5.60	8	6.38	9	4.11
Being inclusive	12	5.00	14	6.21	4	5.00	12	4.42	6	6.83	17	5.18	3	6.00	7	6.29	5	4.40
Openness (sharing data and other information)*	17	4.88	14	7.00	3	3.33	14	5.86	7	7.57	18	6.61	7	6.71	8	8.00	9	5.67
Collaboration with the Government	17	6.24	15	6.33	4	7.25	14	7.29	7	7.86	18	7.39	4	8.00	9	7.67	8	7.13
The speed in which it gets things accomplished on the ground	18	5.56	14	5.36	2	4.50	14	6.21	7	6.14	18	4.22	5	5.60	8	5.13	8	4.88
Helping to bring discipline/effective supervision to implementation of investment projects	18	5.28	13	5.23	4	5.00	14	6.07	6	5.67	17	4.18	5	6.60	9	5.44	8	4.75
Collaboration with civil society	16	4.50	11	4.55	2	1.00	14	3.86	5	5.00	18	3.78	6	4.00	7	4.14	10	4.70
Staff accessibility*	17	4.88	13	5.69	4	3.00	12	3.75	7	7.14	17	5.18	5	5.40	8	6.38	8	4.25
Collaboration with other donors and development partners	13	5.38	11	6.27	2	5.00	12	4.83	7	7.29	17	4.71	5	6.40	4	5.75	6	4.83
Collaboration with the private sector*	12	5.50	10	4.70	1	3.00	14	4.00	6	7.33	17	4.00	3	4.67	5	4.40	7	4.86
Straightforwardness and honesty	14	4.43	11	5.82	4	4.25	14	6.36	7	7.43	17	6.12	4	6.50	9	6.56	5	6.20
Treating clients and stakeholders in Gabon with respect	15	6.13	11	6.18	3	6.67	13	6.69	7	8.14	18	5.11	4	6.50	8	7.13	5	6.60
Being a long-term partner	13	7.23	12	6.83	4	6.75	12	6.50	7	7.71	17	6.65	5	7.20	7	6.43	8	7.13

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground (continued)

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Gabon	15	5.27	13	5.00	2	1.50	14	4.43	6	3.83	18	4.94	8	4.25	10	4.60	11	4.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	17	6.47	9	6.00	4	6.75	14	5.21	7	6.71	17	4.88	7	6.57	6	4.67	7	5.43

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Gabon	18	4.89	14	5.64	4	2.25	13	4.00	7	5.43	18	4.28	11	4.55	10	4.80	10	5.00
The World Bank Group meets Gabon's needs for knowledge services	18	4.28	16	4.56	2	3.00	12	4.92	7	7.14	20	5.50	13	5.23	11	6.36	10	5.50

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	Employee of a Ministry/PMU/Consultant on WBG Project	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Increased its emphasis recently	11.5%	26.3%	20.0%	17.6%	57.1%	25.8%	18.2%	54.5%	25.0%
Decreased its emphasis recently	7.7%	10.5%	0.0%	0.0%	0.0%	6.5%	18.2%	9.1%	8.3%
Emphasis has remained pretty consistent over time	46.2%	31.6%	20.0%	58.8%	42.9%	32.3%	0.0%	9.1%	41.7%
Don't know	34.6%	31.6%	60.0%	23.5%	0.0%	35.5%	63.6%	27.3%	25.0%



E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Weekly	3.8%		10.0%		0.0%		0.0%		37.5%		0.0%		8.3%		40.0%		0.0%	
Monthly	7.7%		35.0%		0.0%		11.1%		25.0%		3.2%		8.3%		30.0%		7.7%	
A few times a year	34.6%		20.0%		20.0%		0.0%		25.0%		48.4%		50.0%		10.0%		30.8%	
Rarely	38.5%		30.0%		60.0%		66.7%		12.5%		12.9%		16.7%		10.0%		30.8%	
Never	15.4%		5.0%		20.0%		22.2%		0.0%		35.5%		16.7%		10.0%		30.8%	

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Gabon's specific development challenges and country circumstances*	18	4.56	16	6.06	4	4.50	14	5.14	7	6.43	17	4.82	10	6.20	8	7.25	9	6.89

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Judicial System		State-Owned Enterprise		Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	21	5.86	14	6.00	4	5.00	14	6.14	8	7.13	17	4.71	6	6.83	10	5.10	8	6.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	20	5.60	15	6.40	4	3.50	13	6.15	8	7.75	17	6.18	5	6.40	10	6.50	9	6.33

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups



F. The Future Role of The World Bank Group in Gabon

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Engage more effectively with private sector	19.2%	25.0%	20.0%	61.1%	28.6%	43.3%	33.3%	45.5%	30.8%
Ensure greater selectivity in its work	3.8%	10.0%	20.0%	16.7%	0.0%	3.3%	16.7%	27.3%	7.7%
Collaborate more effectively with Government clients	11.5%	0.0%	0.0%	0.0%	14.3%	6.7%	25.0%	0.0%	7.7%
Work faster	3.8%	0.0%	0.0%	0.0%	14.3%	0.0%	8.3%	9.1%	15.4%
Reduce the complexity of obtaining World Bank Group financing	15.4%	20.0%	0.0%	16.7%	14.3%	6.7%	8.3%	9.1%	15.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	7.7%	0.0%	0.0%	0.0%	57.1%	0.0%	0.0%	0.0%	0.0%
Offer more innovative financial products and services	19.2%	15.0%	20.0%	0.0%	14.3%	6.7%	0.0%	0.0%	7.7%
Offer more innovative knowledge products and services	7.7%	0.0%	0.0%	0.0%	0.0%	10.0%	8.3%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Gabon's economy	0.0%	15.0%	40.0%	5.6%	14.3%	3.3%	8.3%	9.1%	0.0%
Engage more effectively with civil society	19.2%	20.0%	40.0%	0.0%	14.3%	33.3%	33.3%	0.0%	7.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	26.9%	5.0%	0.0%	5.6%	0.0%	20.0%	8.3%	9.1%	15.4%
Engage more directly with beneficiaries	26.9%	30.0%	40.0%	61.1%	28.6%	36.7%	25.0%	18.2%	15.4%
Improve the quality of its experts as related to Gabon's specific challenges*	3.8%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%	15.4%
Increase the level of capacity development in the country	30.8%	15.0%	20.0%	16.7%	0.0%	13.3%	16.7%	36.4%	30.8%
Other	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local government	44.0%	40.0%	40.0%	22.2%	28.6%	12.9%	33.3%	18.2%	46.2%
Youth/university groups*	16.0%	5.0%	0.0%	50.0%	28.6%	12.9%	8.3%	63.6%	15.4%
Private sector*	36.0%	45.0%	0.0%	22.2%	71.4%	64.5%	33.3%	27.3%	46.2%
Beneficiaries	20.0%	35.0%	40.0%	55.6%	0.0%	35.5%	50.0%	18.2%	30.8%
Donor community*	0.0%	0.0%	0.0%	0.0%	42.9%	0.0%	0.0%	0.0%	7.7%
Foundations	4.0%	0.0%	0.0%	0.0%	0.0%	3.2%	8.3%	0.0%	0.0%
Media	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	9.1%	0.0%
Parliament	8.0%	15.0%	0.0%	0.0%	14.3%	3.2%	0.0%	0.0%	7.7%
NGOs/Community Based Organizations	20.0%	20.0%	0.0%	0.0%	14.3%	25.8%	33.3%	9.1%	7.7%
Academia/think tanks/research institutes	32.0%	25.0%	40.0%	38.9%	0.0%	16.1%	16.7%	36.4%	23.1%
Other	4.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	5.0%	40.0%	5.6%	0.0%	3.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Never	50.0%	35.0%	80.0%	72.2%	14.3%	48.4%	41.7%	18.2%	30.8%
Less than once a year	19.2%	10.0%	0.0%	11.1%	14.3%	3.2%	16.7%	0.0%	38.5%
Once a year to a few times a year	30.8%	15.0%	20.0%	5.6%	0.0%	45.2%	25.0%	18.2%	30.8%
Less than once a month	0.0%	5.0%	0.0%	5.6%	0.0%	0.0%	8.3%	18.2%	0.0%
At least once a month	0.0%	30.0%	0.0%	5.6%	57.1%	0.0%	8.3%	45.5%	0.0%
At least once a week	0.0%	5.0%	0.0%	0.0%	14.3%	3.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Gabon? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the	Employee of a	Judicial System	State-Owned	Multilateral	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project		Enterprise	Agency	Private Bank	CSO	Media	Other
Local radio*	7.7%	15.0%	0.0%	50.0%	0.0%	3.2%	8.3%	9.1%	16.7%
International radio*	3.8%	0.0%	0.0%	0.0%	0.0%	32.3%	0.0%	0.0%	0.0%
Social media	34.6%	35.0%	0.0%	27.8%	16.7%	45.2%	16.7%	63.6%	41.7%
International newspapers	23.1%	15.0%	0.0%	27.8%	0.0%	9.7%	16.7%	0.0%	8.3%
Local television	23.1%	30.0%	60.0%	11.1%	0.0%	12.9%	41.7%	27.3%	33.3%
Internet	65.4%	65.0%	40.0%	55.6%	83.3%	54.8%	66.7%	90.9%	58.3%
Periodicals	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
International television*	3.8%	15.0%	80.0%	0.0%	0.0%	16.1%	16.7%	9.1%	8.3%
Local newspapers*	15.4%	10.0%	0.0%	11.1%	66.7%	0.0%	0.0%	0.0%	16.7%
Other	11.5%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the	Employee of a	Judicial System	State-Owned	Multilateral	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project		Enterprise	Agency	Private Bank	CSO	Media	Other
World Bank Group's publications and other written materials*	28.0%	15.0%	20.0%	61.1%	14.3%	6.5%	16.7%	0.0%	8.3%
e-Newsletters	56.0%	55.0%	0.0%	16.7%	28.6%	38.7%	25.0%	27.3%	33.3%
World Bank Group's seminars/workshops/confere nces	24.0%	20.0%	80.0%	22.2%	28.6%	12.9%	33.3%	18.2%	33.3%
World Bank Group's website*	28.0%	30.0%	20.0%	50.0%	14.3%	6.5%	25.0%	0.0%	8.3%
Direct contact with World Bank Group*	12.0%	15.0%	20.0%	0.0%	28.6%	19.4%	25.0%	63.6%	41.7%
Social media*	48.0%	35.0%	20.0%	27.8%	28.6%	74.2%	41.7%	72.7%	50.0%
Webinars or online events hosted by the World Bank Group	4.0%	5.0%	20.0%	5.6%	42.9%	9.7%	0.0%	9.1%	8.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the	Employee of a	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project				Private Bank	CSO	Media	Other
High speed/WiFi	92.0%	95.0%	80.0%	29.4%	100.0%	93.5%	81.8%	100.0%	100.0%
Dial-up	8.0%	5.0%	20.0%	70.6%	0.0%	6.5%	18.2%	0.0%	0.0%

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of the	Employee of a	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project				Private Bank	CSO	Media	Other
Yes	13.0%	42.1%	0.0%	11.1%	71.4%	6.1%	30.8%	60.0%	15.4%
No	87.0%	57.9%	100.0%	88.9%	28.6%	93.9%	69.2%	40.0%	84.6%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Gabon? (Select only ONE response)

Percentage of Respondents	Office of the	Employee of a	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project				Private Bank	CSO	Media	Other
IBRD	100.0%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
IFC	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the	Employee of a	Judicial System	State-Owned Enterprise	Multilateral Agency	Private Sector/ Financial Sector/			
	President/Prime Minister/Minister	Ministry/PMU/Consultant on WBG Project				Private Bank	CSO	Media	Other
Observer*	50.0%	35.0%	75.0%	73.3%	0.0%	79.3%	41.7%	37.5%	63.6%
Use World Bank Group reports/data*	18.2%	25.0%	0.0%	6.7%	57.1%	10.3%	25.0%	50.0%	9.1%
Engage in World Bank Group related/sponsored events/ activities	27.3%	30.0%	25.0%	0.0%	28.6%	6.9%	33.3%	12.5%	36.4%
Collaborate as part of my professional duties*	36.4%	35.0%	25.0%	13.3%	71.4%	10.3%	16.7%	75.0%	0.0%
Use World Bank Group website for information, data, research, etc.	36.4%	15.0%	0.0%	20.0%	14.3%	13.8%	25.0%	12.5%	18.2%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

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 FY20 Gabon COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

- Collaborating with the WBG N=33
- Not collaborating with the WBG N=109

A. Overall Context

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/federal government	24	5.83	2.10	74	4.77	2.85
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	24	5.29	2.12	67	4.84	2.01
The World Bank Group*	31	6.52	2.13	78	5.14	2.28
The International Monetary Fund*	29	6.34	2.06	82	5.12	2.27
The United Nations (UN)*	29	5.93	2.12	81	4.91	2.31
Regional development banks	26	5.69	2.07	81	5.62	2.24
Gabon's Central Bank	22	5.32	2.30	78	5.38	2.51
International private sector	23	5.26	2.53	82	5.60	2.19
Domestic private sector	26	6.19	1.77	82	5.88	2.69
International civil society (e.g., NGOs, CBOs)	26	5.81	2.43	78	5.23	2.17
Domestic civil society (e.g., NGOs, CBOs)	30	5.83	2.07	81	5.78	2.77
Faith-based institutions	27	5.19	2.59	95	6.28	3.57
Domestic traditional media and their web presence	29	5.34	2.13	77	4.51	2.38
International media and their web presence	28	5.43	2.23	80	4.71	2.41
Web based media	30	5.20	2.12	83	5.25	2.39

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?*	31	6.48	2.29	102	4.02	2.31

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

¹⁶ Only 142 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)**

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon*	29	6.52	1.92	85	4.46	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	28	5.96	2.25	79	4.25	2.35

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.*	29	5.86	1.96	82	4.91	2.11

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Gabon?	30	5.63	1.87	83	4.81	2.19

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Gabon?*	29	6.14	2.08	82	4.67	2.32

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

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	6.3%	2.8%
To a somewhat sufficient degree	43.8%	9.4%
To a somewhat insufficient degree	34.4%	42.5%
To a very insufficient degree	15.6%	24.5%
Don't know	0.0%	20.8%

*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 Gabon?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	25.8%	37.3%
World Bank Group's processes too slow and complex*	35.5%	15.7%
Staff too inaccessible	0.0%	5.9%
Not collaborating enough with private sector*	19.4%	5.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	4.9%
Inadequate World Bank Group's staffing in Gabon	3.2%	7.8%
Not adequately sensitive to political/social realities in Gabon	19.4%	30.4%
Too influenced by developed countries	6.5%	13.7%
Arrogant in its approach	3.2%	3.9%
Not adequately flexible	19.4%	10.8%
Not sufficiently focused on sustainable results*	9.7%	2.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	19.4%	16.7%
Not enough public disclosure of its work	6.5%	14.7%
Not aligned with country priorities	9.7%	6.9%
Other*	6.5%	0.0%
Don't know	6.5%	8.8%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Water and sanitation	18.8%	20.0%
Public sector governance/reform	34.4%	34.3%
Job creation/employment	31.3%	31.4%
Health	28.1%	26.7%
Financial markets	0.0%	1.0%
Social protection	6.3%	11.4%
Gender equity	0.0%	2.9%
Global pandemics	6.3%	6.7%
Private sector development	21.9%	21.9%
Education	18.8%	16.2%
Energy	3.1%	3.8%
Global/regional integration	6.3%	1.9%
Urban development	9.4%	12.4%
Pollution	0.0%	1.0%
Judiciary reform	3.1%	0.0%
Climate change (e.g., mitigation, adaptation)*	9.4%	1.0%
Disaster risk management	0.0%	0.0%
Equality of opportunity (i.e., social inclusion)*	9.4%	1.9%
Information and communications technology	12.5%	6.7%
Transport (e.g., roads, bridges, transportation)	21.9%	12.4%
Agriculture and rural development	15.6%	27.6%
Trade and exports	0.0%	2.9%
Natural resource management	0.0%	5.7%
National debt	6.3%	3.8%
Poverty reduction	18.8%	12.4%
Anti-corruption	3.1%	6.7%
Economic growth	6.3%	1.9%

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?	27	6.78	1.87	65	5.94	2.05

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	24	5.13	1.78	62	4.13	1.61
Flexibility (in terms of the institution's products and services)*	23	5.04	1.80	62	4.23	1.58
Flexibility (in terms of changing country circumstances)	23	5.57	1.88	62	4.94	1.97
Being inclusive*	22	6.55	1.99	54	4.89	1.72
Openness (sharing data and other information)*	25	7.56	2.12	66	5.59	2.18
Collaboration with the Government*	25	7.68	1.93	66	6.73	2.14
The speed in which it gets things accomplished on the ground	22	5.68	1.94	68	5.15	1.92
Helping to bring discipline/effective supervision to implementation of investment projects	24	5.75	2.03	65	5.09	2.11
Collaboration with civil society	24	4.50	1.96	61	4.00	1.71
Staff accessibility*	25	6.20	2.61	61	4.56	1.88
Collaboration with other donors and development partners*	20	6.60	2.28	52	4.96	1.74
Collaboration with the private sector	21	4.86	2.31	50	4.58	1.65
Straightforwardness and honesty*	25	6.64	2.14	57	5.58	2.31
Treating clients and stakeholders in Gabon with respect*	24	7.58	2.06	57	5.81	1.82
Being a long-term partner	23	7.39	2.04	59	6.64	1.71

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	27	4.67	1.94	71	4.25	1.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports	28	6.21	2.06	74	5.35	2.14
The World Bank Group's approvals and reviews are done in a timely fashion	26	5.04	1.93	64	4.83	2.35
The World Bank Group's Environmental and Social Framework requirements are reasonable*	27	6.07	1.69	61	4.90	1.99
The World Bank Group's conditions on its lending are reasonable	27	5.74	1.87	66	4.83	2.24
The World Bank Group takes decisions quickly in Gabon	22	5.09	1.93	70	4.49	1.98
Working with the World Bank Group increases Gabon's institutional capacity	29	6.07	2.36	69	5.17	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	23	6.22	2.13	60	5.37	2.11

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Gabon*	26	5.58	1.75	73	4.41	2.09
The World Bank Group meets Gabon's needs for knowledge services*	26	5.96	2.25	77	4.91	2.30

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	22	5.45	1.68	53	4.85	2.08

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

D. World Bank Group's Support in Development Areas

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	17	4.53	1.07	55	4.33	1.64
Gender equity	12	5.50	1.88	47	4.64	1.51
Private sector development	22	4.91	1.85	58	4.83	2.04
Education	23	4.87	1.82	48	5.02	2.05
effectiveness, public financial management, public	22	5.59	1.74	64	4.72	2.03
Urban development	21	4.71	1.71	54	4.39	1.81
Energy*	21	5.10	1.58	45	4.24	1.54
Water and sanitation	23	5.22	1.65	51	4.37	1.77
Job creation/employment	24	4.96	2.53	63	4.19	1.93
Health	23	4.74	1.94	53	4.32	1.84
Financial markets	11	5.00	1.90	40	4.53	2.03
Transport*	19	5.11	2.40	41	3.90	2.00
Agriculture and rural development	20	4.85	2.21	54	4.19	1.85
Trade and exports	13	4.38	1.71	46	3.91	1.59
Natural resource management*	15	5.60	2.59	49	4.02	1.89
Climate change*	15	6.20	2.31	47	4.74	1.96
Poverty reduction*	24	5.08	1.98	66	4.21	1.84
Anti-corruption	19	4.11	1.79	64	3.56	1.67
Judiciary reform	18	4.39	1.82	52	3.62	1.83
Economic growth	21	4.71	1.79	59	3.95	1.71
Disaster risk management	8	4.00	1.31	35	3.77	1.75
Equality of opportunity	16	4.19	1.28	47	4.19	1.45
Information and communications technology	23	6.00	1.98	58	5.36	1.98

*Significantly different between collaborators and non-collaborators



E. World Bank Group's Knowledge Work and Activities

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	26	6.46	2.16	66	5.76	2.11
Include appropriate level of stakeholder involvement during preparation*	27	6.15	1.90	56	5.05	2.14
Lead to practical solutions*	26	5.65	2.04	64	4.56	2.08
Are source of relevant information on global good practices	23	6.91	2.19	67	6.36	1.94
Are adequately disseminated*	25	5.88	2.07	68	4.79	2.08
Are translated enough into local language*	26	4.35	2.65	61	3.16	2.31
Are adaptable to Gabon's specific development challenges and country circumstances	27	6.15	1.97	72	5.29	2.27

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	26	5.96	1.84	70	5.60	2.12

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	28	6.46	1.73	67	5.88	1.79

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more effectively with private sector	34.5%	36.2%
Ensure greater selectivity in its work	13.8%	9.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.8%	5.7%
Work faster	0.0%	4.8%
Reduce the complexity of obtaining World Bank Group financing	10.3%	13.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	10.3%	1.9%
Offer more innovative financial products and services	3.4%	8.6%
Offer more innovative knowledge products and services	3.4%	4.8%
Provide more adequate data/knowledge/statistics/figures on Gabon's economy	6.9%	7.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	10.3%	21.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	17.2%	13.3%
Engage more directly with beneficiaries	34.5%	31.4%
Improve the quality of its experts as related to Gabon's specific challenges	13.8%	4.8%
Increase the level of capacity development in the country	13.8%	23.8%
Other	3.4%	1.9%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁷

All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 332
- FY 2020 Number of comparable respondents = 147

By weighting, the FY 2017 and FY 2020 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 2017	FY 2020
Office of the President/Prime Minister/Minister	20.5%	20.5%
Office of Parliamentarian	0.5%	0.5%
Government Institutions	40.5%	40.5%
Local Government	2.5%	2.5%
Bilateral/Multilateral Agency	5.5%	5.5%
Civil Society	8.5%	8.5%
Private Sector	11.5%	11.5%
Academia/Research Institute/Think Tank	3.0%	3.0%
Media	7.5%	7.5%

A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	46.2%	24.0%
The wrong direction	19.8%	46.6%
Not sure	34.0%	29.5%

*Significantly different between FY2017 and FY2020

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?	328	4.74	2.16	140	4.78	2.56

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon*	272	5.90	2.29	120	4.94	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	240	5.46	2.10	113	4.89	2.47

*Significantly different between FY2017 and FY2020

¹⁷ Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	255	5.35	1.87	117	5.30	2.11

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Gabon?	244	5.47	1.78	120	5.12	2.15

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Gabon?****(Select only ONE response)**

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	3.1%	3.5%
To a somewhat sufficient degree	24.5%	18.8%
To a somewhat insufficient degree	29.4%	39.6%
To a very insufficient degree	27.2%	22.2%
Don't know	15.8%	16.0%

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?	253	6.22	2.28	100	6.43	2.04

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	206	4.94	1.95	95	4.55	1.80
Flexibility (in terms of the institution's products and services)	183	4.61	1.92	92	4.48	1.69
Flexibility (in terms of changing country circumstances)	189	4.80	1.94	92	4.98	1.82
Being inclusive	145	5.58	2.13	83	5.41	2.08
Openness (sharing data and other information)	210	5.92	2.06	100	6.18	2.35
Collaboration with the Government	250	6.88	1.74	100	6.97	2.09
The speed in which it gets things accomplished on the ground	214	5.21	1.95	95	5.48	1.89
Helping to bring discipline/effective supervision to implementation of investment projects*	235	6.00	2.14	97	5.40	2.03
Collaboration with civil society*	203	4.97	2.18	89	4.21	1.83
Staff accessibility	195	5.23	2.17	93	5.06	2.33
Collaboration with other donors and development partners	178	5.98	2.06	77	5.55	2.13
Collaboration with the private sector	171	4.94	2.00	77	4.77	1.93
Straightforwardness and honesty	187	6.29	2.32	88	5.86	2.38
Treating clients and stakeholders in Gabon with respect	196	6.71	2.05	86	6.47	2.02
Being a long-term partner*	232	7.64	1.81	85	6.89	1.89

*Significantly different between FY2017 and FY2020

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	213	4.12	2.33	106	4.32	1.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	262	6.76	2.14	110	5.64	2.13
The World Bank Group's approvals and reviews are done in a timely fashion*	217	5.45	2.03	96	4.79	2.19
The World Bank Group's Environmental and Social Framework requirements are reasonable* ⁱ	186	6.08	1.82	97	5.44	2.02
The World Bank Group's conditions on its lending are reasonable*	220	5.70	2.12	101	4.97	2.14
The World Bank Group takes decisions quickly in Gabon	202	4.89	2.07	98	4.61	2.01
Working with the World Bank Group increases Gabon's institutional capacity	249	5.87	2.24	107	5.52	2.21
Where country systems are adequate, the World Bank Group makes appropriate use of them*	204	6.58	2.03	90	5.81	2.16

*Significantly different between FY2017 and FY2020

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Gabon*	254	5.48	2.06	107	4.70	2.04
The World Bank Group meets Gabon's needs for knowledge services	245	5.28	2.03	109	5.11	2.32

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	140	5.30	1.85	80	4.94	2.00

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

D. World Bank Group's Support in Development Areas

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	121	4.39	2.05	75	4.36	1.60
Gender equity	114	4.47	2.29	64	4.84	1.67
Private sector development*	169	5.41	2.09	85	4.73	1.94
Education*	194	5.77	2.24	80	4.95	1.91
Public sector governance/reform*	209	5.54	2.25	92	4.97	1.90
Urban development*	153	5.14	2.14	83	4.52	1.73
Energy*	162	5.37	2.26	74	4.55	1.62
Water and sanitation*	178	5.21	2.17	83	4.61	1.67
Job creation/employment	164	4.83	2.15	94	4.33	2.10
Health*	170	5.74	2.22	87	4.42	1.80
Financial markets*	134	5.41	2.23	62	4.58	1.97
Transport*	167	5.68	2.37	68	4.19	2.03
Agriculture and rural development*	175	5.32	2.42	80	4.40	1.95
Trade and exports*	132	4.81	2.04	63	3.93	1.56
Natural resource management*	144	5.46	2.20	69	4.51	2.22
Climate change	138	5.43	2.31	66	4.99	2.16
Poverty reduction*	201	5.69	2.27	98	4.36	1.92
Anti-corruption*	176	4.98	2.29	88	3.68	1.66
Judiciary reform	141	4.14	2.24	77	3.91	1.88
Economic growth*	168	5.71	2.10	86	4.28	1.72
Disaster risk management				53	3.74	1.63
Equality of opportunity	129	4.58	2.31	69	4.08	1.47
Information and communications technology	153	5.83	2.30	87	5.38	1.98

*Significantly different between FY2017 and FY2020



E. 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 2017	FY 2020
Weekly	7.8%	8.4%
Monthly	11.5%	15.4%
A few times a year	39.4%	26.6%
Rarely	31.4%	32.9%
Never	9.9%	16.8%

*Significantly different between FY2017 and FY2020

In Gabon, 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 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely*	244	7.01	1.86	100	6.03	2.12
Include appropriate level of stakeholder involvement during preparation	214	5.91	1.98	93	5.69	2.14
Lead to practical solutions*	222	5.58	2.02	99	5.04	2.17
Are source of relevant information on global good practices*	235	7.05	1.83	99	6.53	2.08
Are adequately disseminated	228	5.05	2.16	103	5.17	2.07
Are translated enough into local language*	220	4.41	2.70	95	3.62	2.48
Are adaptable to Gabon's specific development challenges and country circumstances*	239	6.40	2.00	106	5.61	2.23

*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	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?	255	6.28	1.99	105	5.88	2.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	254	6.85	1.72	104	6.11	1.88

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

*Significantly different between FY2017 and FY2020



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 Gabon? (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?	5.14	6.52	6.52	4.82	5.59	5.78	5.52	6.05	5.20	6.65	5.36	6.84
Overall the World Bank Group currently plays a relevant role in development in Gabon	4.46	6.52	5.94	4.42	5.01	5.38	5.04	5.30	4.71	6.03	5.00	5.53
The World Bank Group's work is aligned with what I consider the development priorities for Gabon	4.25	5.96	5.65	4.28	4.87	5.17	4.99	4.80	4.49	5.97	4.63	6.20
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	4.91	5.86	5.75	4.89	5.29	5.43	5.39	5.08	5.09	5.87	5.17	5.95
To what extent does the World Bank Group's work help to achieve development results in Gabon?	4.81	5.63	5.37	4.82	5.07	5.14	5.16	4.84	4.92	5.47	5.01	5.42
To what extent does the World Bank Group influence the development agenda in Gabon?	4.67	6.14	6.12	4.65	5.19	6.05	5.34	5.42	5.14	5.84	5.26	5.79
Responsiveness to needs	4.13	5.12	5.16	3.98	4.45	5.00	4.52	4.83	4.23	5.29	4.48	4.94
Flexibility (in terms of the institution's products and services)	4.23	5.04	5.02	3.95	4.34	5.00	4.56	4.28	4.22	5.04	4.47	4.59
Flexibility (in terms of changing country circumstances)	4.94	5.57	5.21	5.22	5.30	4.94	5.30	4.94	5.11	5.44	5.19	5.33
Being inclusive	4.89	6.55	6.03	4.83	5.17	6.22	5.43	5.47	5.04	6.26	5.50	5.15
Openness (sharing data and other information)	5.59	7.56	6.45	6.18	6.08	7.10	6.35	6.17	6.13	6.73	6.41	5.94
Collaboration with the Government	6.73	7.68	6.72	7.30	7.18	6.42	7.09	6.75	6.88	7.29	7.18	6.45
The speed in which it gets things accomplished on the ground	5.15	5.68	5.40	5.11	5.25	5.22	5.28	5.12	5.14	5.46	5.30	5.06
Helping to bring discipline/effective supervision to implementation of investment projects	5.09	5.75	5.56	4.93	5.24	5.22	5.22	5.28	5.00	5.69	5.15	5.53
Collaboration with civil society	4.00	4.50	4.67	3.93	4.23	4.50	4.38	3.94	4.12	4.68	4.14	4.88
Staff accessibility	4.56	6.20	5.52	4.76	5.00	5.63	5.33	4.53	4.76	5.89	5.00	5.80
Collaboration with other donors and development partners	4.96	6.60	6.06	5.11	5.46	5.94	5.40	6.29	5.38	6.00	5.38	6.46
Collaboration with the private sector	4.58	4.86	5.00	4.57	4.69	5.13	4.84	4.57	4.75	4.86	4.54	5.85
Straightforwardness and honesty	5.58	6.64	6.08	5.92	5.95	6.21	6.12	5.59	5.82	6.35	6.08	5.64
Treating clients and stakeholders in Gabon with respect	5.81	7.58	6.53	6.03	6.16	6.69	6.39	5.81	6.00	6.75	6.14	6.80
Being a long-term partner	6.64	7.39	6.79	7.10	6.93	7.00	7.05	6.53	6.84	7.15	7.02	6.67
The World Bank Group takes decisions quickly in Gabon	4.49	5.09	4.49	4.80	4.71	4.40	4.83	4.05	4.62	4.72	4.67	4.56
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.37	6.22	5.98	5.15	5.40	6.24	5.53	5.70	5.48	5.77	5.55	5.69
The World Bank Group's financial instruments meet the needs of Gabon	4.41	5.58	5.11	4.34	4.62	5.05	4.81	4.43	4.44	5.30	4.63	5.11
The World Bank Group meets Gabon's needs for knowledge services	4.91	5.96	5.27	5.30	5.22	5.52	5.45	4.73	5.01	5.90	5.34	5.10
In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Gabon's specific development challenges and country circumstances	5.29	6.15	5.95	5.02	5.21	6.42	5.42	5.57	5.33	5.75	5.30	6.05
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.60	5.96	6.00	5.44	5.69	5.86	5.74	5.71	5.63	5.94	5.57	6.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5.88	6.46	6.49	5.93	6.08	6.75	6.26	6.12	6.00	6.68	6.29	6.00

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Gabon FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Gabon

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

A local consultant 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: OVERALL CONTEXT**

A1. In general, would you say that Gabon is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Gabon is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

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

**SECTION A: OVERALL CONTEXT**

A4. 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 Gabon? (Choose no more than THREE)			
1	Anti-corruption	14	Urban development
2	Climate change (e.g., mitigation, adaptation)	15	Private sector development
3	Disaster risk management	16	Pollution
4	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
5	Social protection (e.g., pensions, targeted social assistance)	18	Natural resource management
6	Agriculture and rural development	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Trade and exports	20	Gender equity (closing the gap between women and men, and boys and girls)
8	Economic growth	21	Water and sanitation
9	Transport (e.g., roads, bridges, transportation)	22	Education
10	Energy	23	Global/regional integration
11	Information and communications technology	24	Health
12	Judiciary reform	25	Financial markets
13	National debt		

A5. Please describe the direction Gabon is moving in, when considering ... ?						
		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 Gabon'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"/>				

A6. Listed below are global challenges. Which do you think have the most serious impact on Gabon? (Choose no more than TWO)			
1	Climate change	7	The gap between the rich and the poor
2	Jobs/employment	8	Technology based disruption
3	Migrants and refugees	9	Fragility in Gabon or neighboring countries
4	Terrorism	10	National debt
5	Trade constraints	11	Geo political uncertainty
6	Environmental degradation		

**SECTION A: OVERALL CONTEXT****A7. When economic and/or social reform efforts fail or are slow to take place in Gabon, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate level of donor coordination
2	Inadequate level of government accountability
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Private sector involvement and/or influence
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the government
8	Political pressures and obstacles
9	Inadequate level of capacity in the government
10	Corruption
11	Other (please specify): _____

A8. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Gabon's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	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"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	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"/>

A9. To what extent do you trust private sector to engage in public service delivery in Gabon?

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**

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Gabon?																						
											Strongly disagree		Strongly agree		Don't know							
B2	Overall the World Bank Group currently plays a relevant role in development in Gabon											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Gabon											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Gabon?											
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

B6. To what extent does the World Bank Group influence the development agenda in Gabon?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Gabon? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

B8. When thinking about the World Bank Group’s role in Gabon, which activity do you VALUE the most? (Choose no more than TWO)	
1	Donor coordination
2	Implementation support
3	Capacity development related to World Bank Group supported projects
4	Technical assistance
5	Financial resources
6	Data and statistics
7	Promoting knowledge sharing
8	Bringing together different groups of stakeholders
9	Mobilizing third party financial resources
10	Policy advice, studies, analyses
11	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	World Bank Group’s processes too slow and complex
3	Staff too inaccessible
4	Not collaborating enough with private sector
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Inadequate World Bank Group’s staffing in Gabon
7	Not adequately sensitive to political/social realities in Gabon
8	Too influenced by developed countries
9	Arrogant in its approach
10	Not adequately flexible
11	Not sufficiently focused on sustainable results
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Not enough public disclosure of its work
14	Not aligned with country priorities
15	Other (please specify): _____
16	Don’t know

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

B10. When thinking about how the World Bank Group can have the most impact on development results in Gabon, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)			
1	Water and sanitation	15	Judiciary reform
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Climate change (e.g., mitigation, adaptation)
3	Job creation/employment	17	Disaster risk management
4	Health	18	Equality of opportunity (i.e., social inclusion)
5	Financial markets	19	Information and communications technology
6	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
7	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
8	Global pandemics	22	Trade and exports
9	Private sector development	23	Natural resource management
10	Education	24	National debt
11	Energy	25	Poverty reduction
12	Global/regional integration	26	Anti-corruption
13	Urban development	27	Economic growth
14	Pollution		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Gabon solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all								To a very significant degree			Don't know	

To what extent is the World Bank Group an effective development partner in Gabon, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Gabon with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	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"/>	
C19	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"/>	
C20	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"/>	
C21	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group takes decisions quickly in Gabon	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Working with the World Bank Group increases Gabon's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	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"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in Gabon?													
		Strongly disagree										Strongly agree	Don't know
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Gabon	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets Gabon'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"/>	

C27. To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all										To a very significant degree	Don't know	

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D2. 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



SECTION E: WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Gabon, to what extent do you believe that the World Bank Group’s knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Are adaptable to Gabon’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)

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

F2. 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	Local government	7	Media
2	Youth/university groups	8	Parliament
3	Private sector	9	NGOs/Community Based Organizations
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Donor community	11	Other (please specify): _____
6	Foundations	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?		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**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Gabon? (Select only ONE response)	
1	The World Bank (IBRD)
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**

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

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

H7. What's your gender?	
1	Female
2	Male

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

H9. Which best represents your geographic location?	
1	Libreville
2	Other

Thank you for completing the survey!