

FY15 Afghanistan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



February 2015



Acknowledgements

The Afghanistan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Afghanistan country team and the local fielding agency Pajhwok Afghan News. In particular, PORG is grateful to Abdul Raouf Zia (Senior Communications Officer) and Rafi Mohammad Farooq (Consultant).



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Afghanistan perceive the Bank Group;
- Obtain systematic feedback from stakeholders in Afghanistan regarding:
 - Their views regarding the general environment in Afghanistan;
 - Their overall attitudes toward the World Bank Group in Afghanistan;
 - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Afghanistan;
 - Perceptions of the World Bank Group's future role in Afghanistan.
 - Perceptions of the Afghanistan Reconstruction Trust Fund.
- Use data to help inform Afghanistan country team's strategy.

II. Methodology

In December 2014, 500 stakeholders of the WBG in Afghanistan 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, the Chief Executive Officer (CEO); office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations (CBO); the media; independent government institutions; trade unions; youth groups; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 407 stakeholders participated in the survey (91% response rate).

Some respondents completed questionnaires with a representative of the fielding agency face to face. Others received and returned the questionnaires via mail or email. Respondents were asked about: general issues facing Afghanistan; their overall attitudes toward the WBG; the WBG's effectiveness and results; the Afghanistan reconstruction trust fund, the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Afghanistan; and the WBG's communication and information sharing.

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

The results in this year's Country Survey were compared to those in the Country Surveys conducted in FY'12 and FY'08. Data were weighted to reach the same stakeholder composition in three years, which allows for year comparisons. Stakeholder groups which were not present in all three fiscal years were not included in the comparison.



II. Methodology (continued)

Respondents who belonged to the “other” stakeholder category were not included either. As a result, means of the FY’ 15 data and the total number of respondents in three years are slightly different from those of the original data reported in appendices A, B, C, D, E, G, and H. For the weighted stakeholder breakdown and year comparison results, please see appendix F (page 154).

- A. **General Issues Facing Afghanistan:** Respondents were asked to indicate whether Afghanistan is headed in the right direction, what they thought were the most important development priorities, which areas would contribute most to reducing poverty, and how “shared prosperity” would be best achieved.
- B. **Overall Attitudes toward the World Bank Group (WBG):** their familiarity with the WBG, its effectiveness in Afghanistan, WBG staff preparedness to help Afghanistan solve its development challenges, the WBG’s local presence, its collaboration with the UN, the WBG’s capacity building in Afghanistan, their agreement with various statements regarding the WBG’s work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG’s greatest values and weaknesses, the most effective instruments in helping reduce poverty in Afghanistan, and in which sectoral areas the WBG should focus most of its resources.
- C. **World Bank Group’s Effectiveness and Results:** Respondents were asked to rate the extent to which the WBG’s work helps achieve development results in Afghanistan, the extent to which the WBG meets Afghanistan’s needs for knowledge services and financial instruments, the extent the WBG helps build existing country systems, the importance for the WBG to be involved in thirty five development areas, and the WBG’s level of effectiveness in these areas, such as security/stabilization/reconstruction, education, and anti corruption.
- D. **The Afghanistan Reconstruction Trust Fund:** Respondents were asked about their levels of familiarity with the trust fund, and their levels of agreement with several statements about the trust fund.
- E. **The World Bank Group’s Knowledge Work and Activities:** Respondents were asked how often they use the WBG’s knowledge work, and were asked to rate the effectiveness and quality of the WBG’s knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- F. **Working with the World Bank Group:** Respondents were asked to rate their levels of agreement with a series of statements regarding working with the WBG, such as the WBG’s “Safeguard Policy” requirements being reasonable, and disbursing funds promptly. The respondents were also asked whether they think the organization is risk-averse and to rate the extent to which the WBG is selective, and the extent to which the WBG promotes private public partnerships in Afghanistan.



II. Methodology (continued)

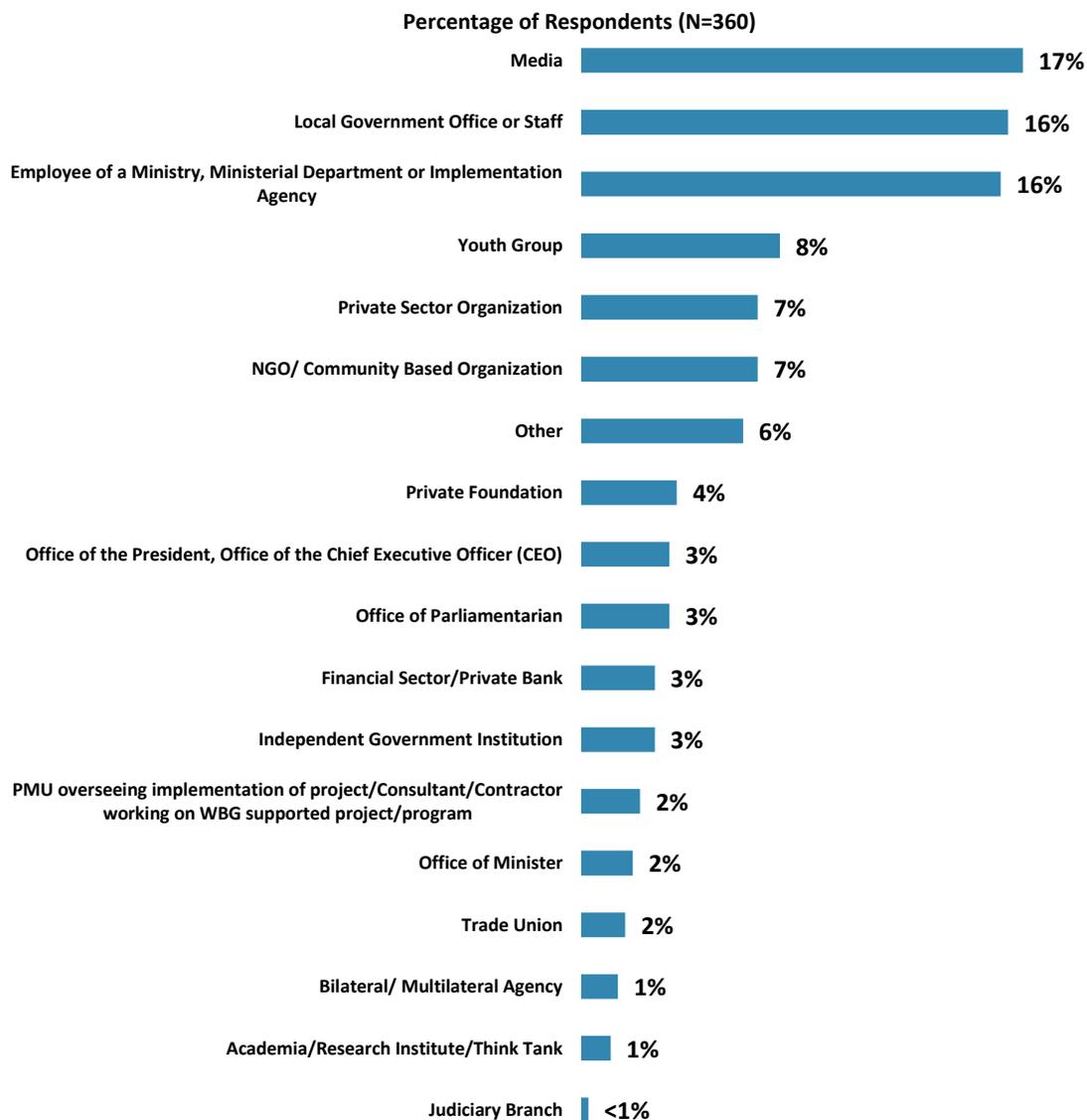
- G. ***The Future Role of the World Bank Group in Afghanistan:*** Respondents were asked to indicate what the WBG should do to make itself of greater value in Afghanistan and which services the WBG should offer more of in the country. They were asked what areas the country would benefit most from the WBG playing a leading role and what areas it would benefit most from other donors.
- H. ***Communication and Information Sharing:*** Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, and were asked to rate WBG's responsiveness to information requests, value of its social media channels, the easiness to find information and to navigate the WBG websites.
- I. ***Background Information:*** Respondents were asked to indicate their current position, specialization, gender, whether they currently collaborate or previously collaborated with the WBG, their exposure to the WBG in Afghanistan, which WBG agencies they work with, their geographic locations, and whether they think that the IFC and the World Bank work well together.



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President, Chief Executive Officer (CEO) were combined with respondents from the office of a minister, respondents from ministries/ministerial departments, PMUs, and consultants working WBG projects were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; Respondents from private foundations, NGOs/CBOs, trade unions, and youth groups were combined into “CSO.” Few respondents from bilateral/multilateral agencies, independent government institutions, academia, the judiciary branch and other organizations were included in the “Other” category.



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



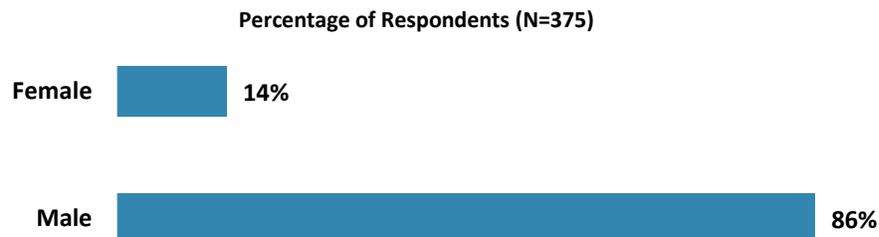
III. Demographics of the Sample (continued)

Area of Primary Specialization¹



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

Gender of Respondents²



“Please indicate your gender.” (Respondents chose from a list.)

¹ Given the large number of respondents specializing in education and governance, cross-sectoral analyses were conducted to examine if respondents from these two sectors dominated the overall responses to the multiple choice questions about development priorities and sectoral areas which can contribute to poverty reduction in the country.

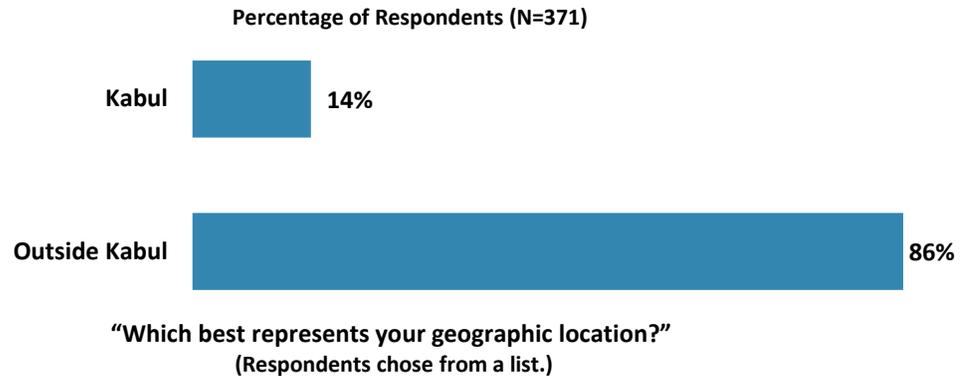
² Please note when women and men have significantly different responses to a question, their differences will be described in a bullet point in the report. When their responses do not differ significantly, it will not be mentioned in the report.



III. Demographics of the Sample (continued)

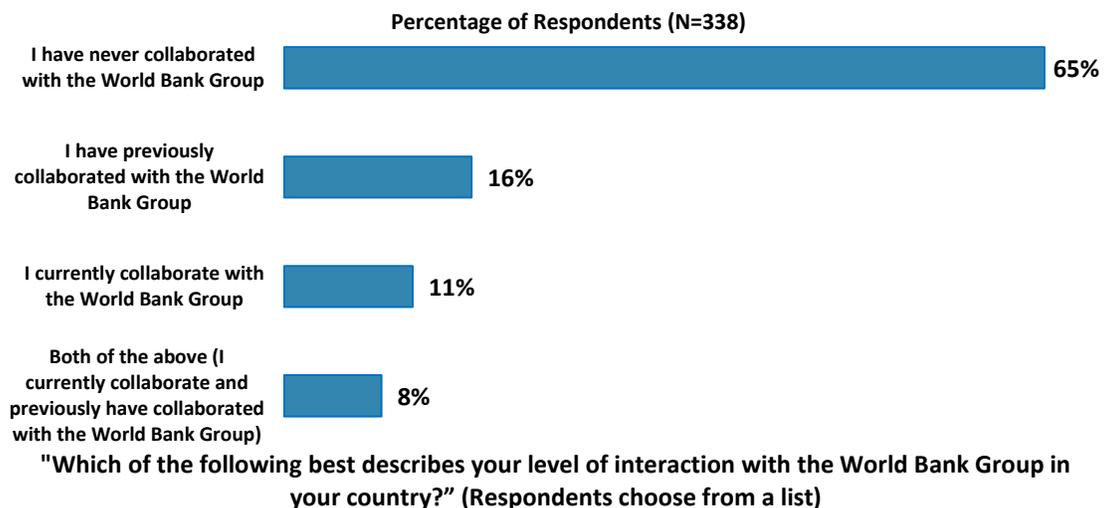
Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 113).



Collaboration with and Exposure to the World Bank Group³

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Afghanistan, can be found in Appendix D (see page 126) and Appendix G (see page 160). Please note that in Appendix G, “*I currently collaborate with the WBG*” and “*Both of the above*” were grouped into “*Currently collaborating*.” Where levels of collaboration appear to have a significant impact on overall views of the World Bank Group, it is highlighted in yellow in Appendix G.

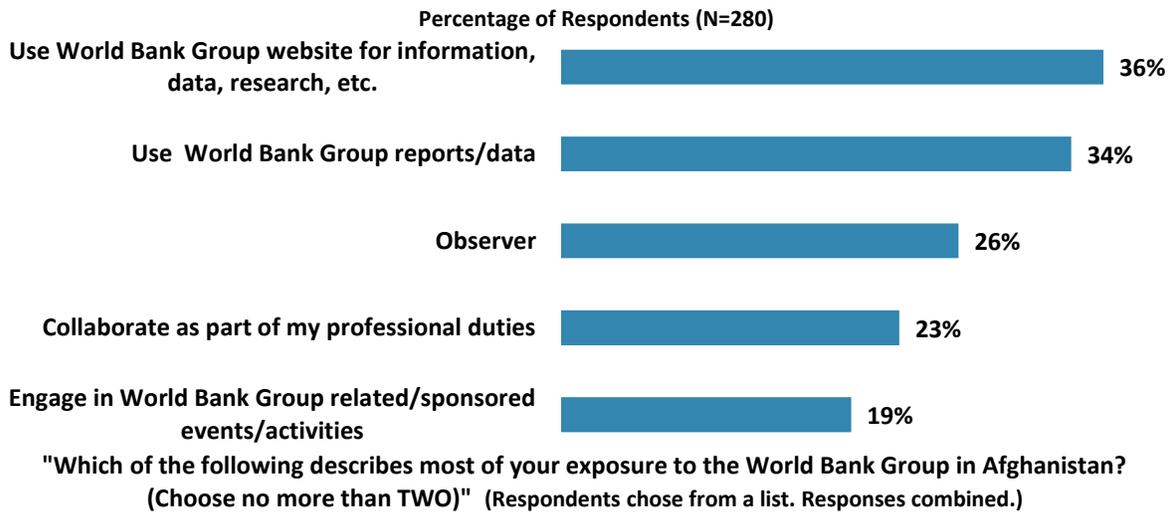


³ Please note when stakeholders across different levels of collaboration have significantly different responses to a question, their differences will be described in a bullet point in the report. When their responses do not differ significantly, it will not be mentioned in the report.

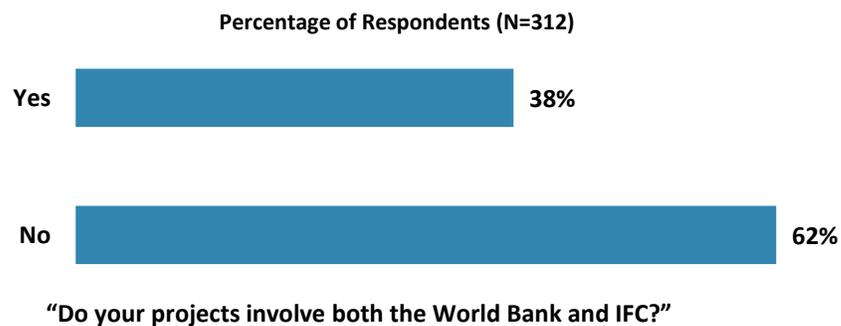
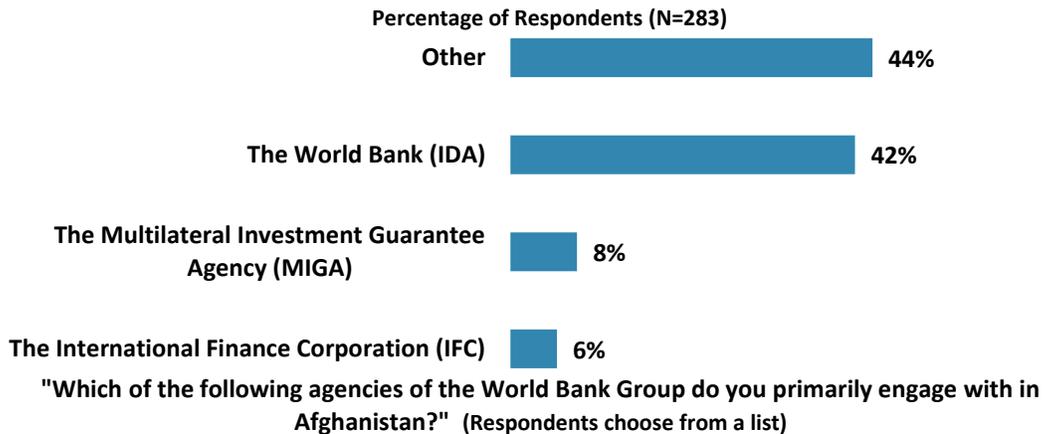


III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank Group (continued)



Exposure to Agencies within the World Bank Group

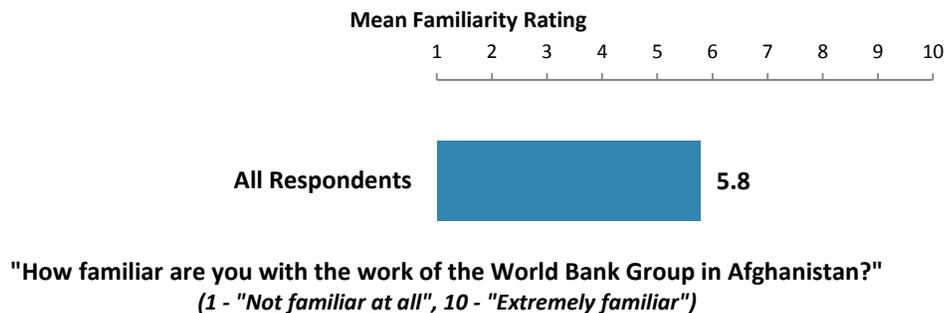




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents of this year's Country Survey were significantly *more* familiar with the WBG (mean levels of familiarity = 6.0) than respondents in the FY'08 Country Survey (mean levels of familiarity = 5.2)⁴. Respondents in the FY'12 and this year's Surveys had statistically similar levels of familiarity with the WBG (mean levels of familiarity in FY'12 = 6.3).
- **Stakeholder groups and locations:** Respondents across stakeholder groups and geographic locations had statistically similar levels of familiarity with the WBG.
- **Collaboration:** Respondents who currently collaborate with the WBG are significantly more familiar (mean levels of familiarity = 7.0) with the institution than those who previously collaborated with it (mean levels of familiarity = 5.9) and those who never collaborated with the WBG (mean levels of familiarity = 5.3).
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Afghanistan, and significantly, moderately correlated with the respondents' perceptions of the WBG's relevance to Afghanistan's development or its ability to help achieve development results in Afghanistan.



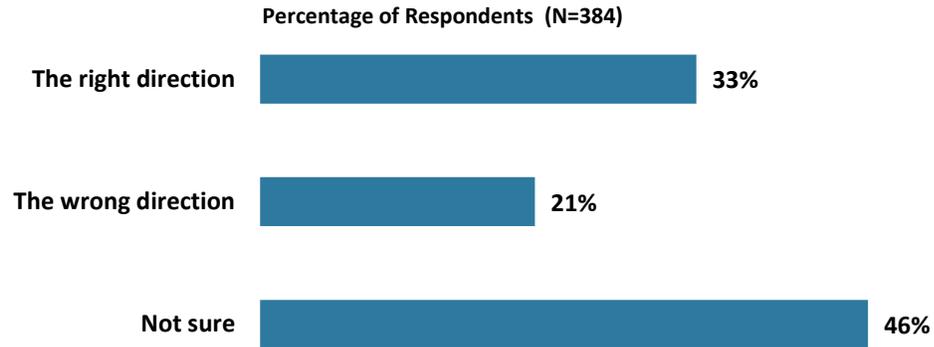
⁴ All means in the description of year comparisons are calculated based on weighted data. Go to Appendix F for more details. The mean in the chart was calculated based on unweighted data.



IV. General Issues Facing Afghanistan

Headed in the Right Direction

- **Stakeholder groups and locations:** Respondents across stakeholder groups and geographic locations had statistically similar views of the country's direction.

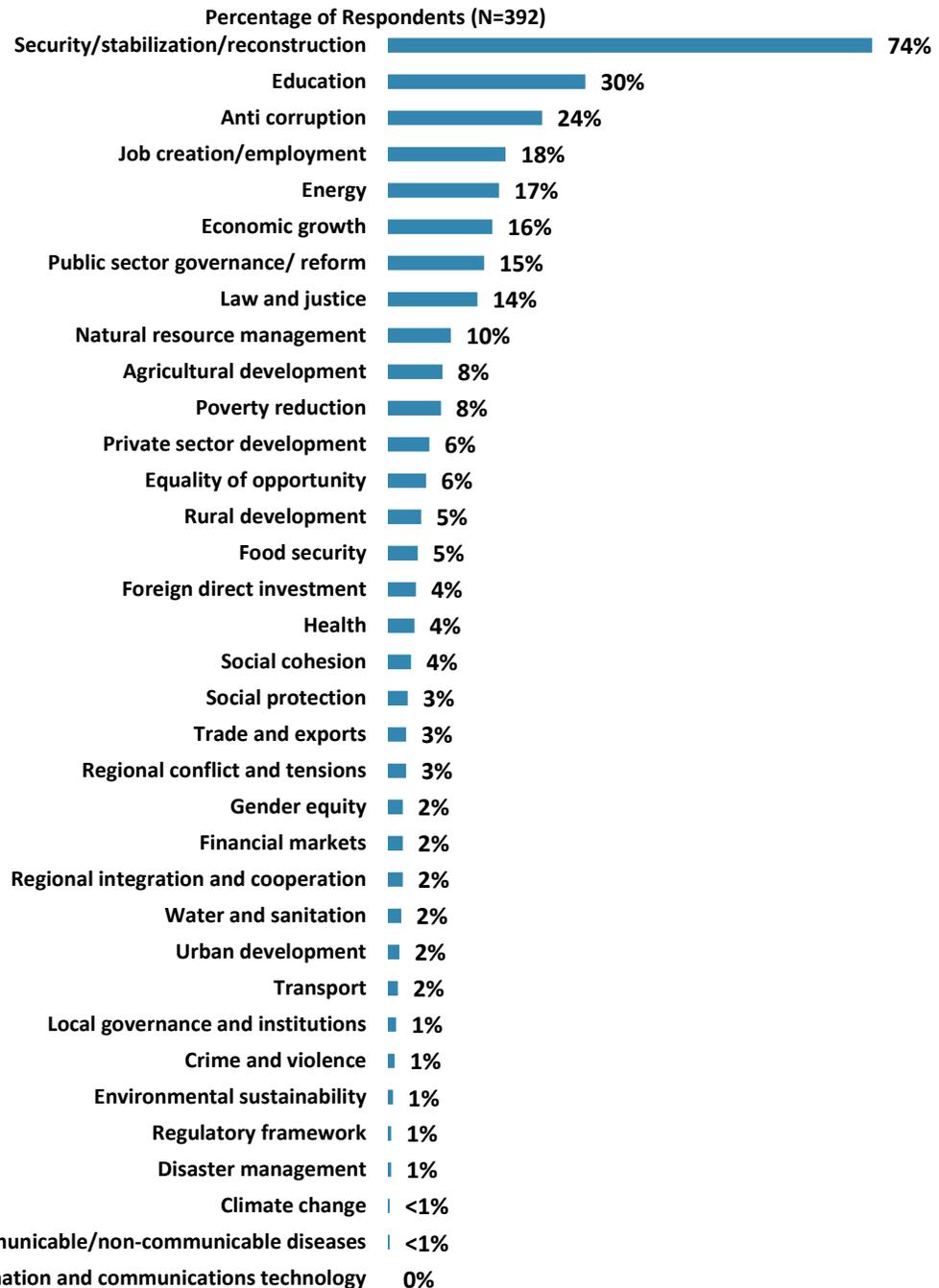


"In general, would you say that Afghanistan is headed in ... following the new government inauguration in September 2014?" (Respondents chose from a list.)



IV. General Issues Facing Afghanistan (continued)

Development Priority⁵



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

⁵ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question I2 in Appendix I), analyses are done to see these respondents' views about the top development priorities.



IV. General Issues Facing Afghanistan (continued)

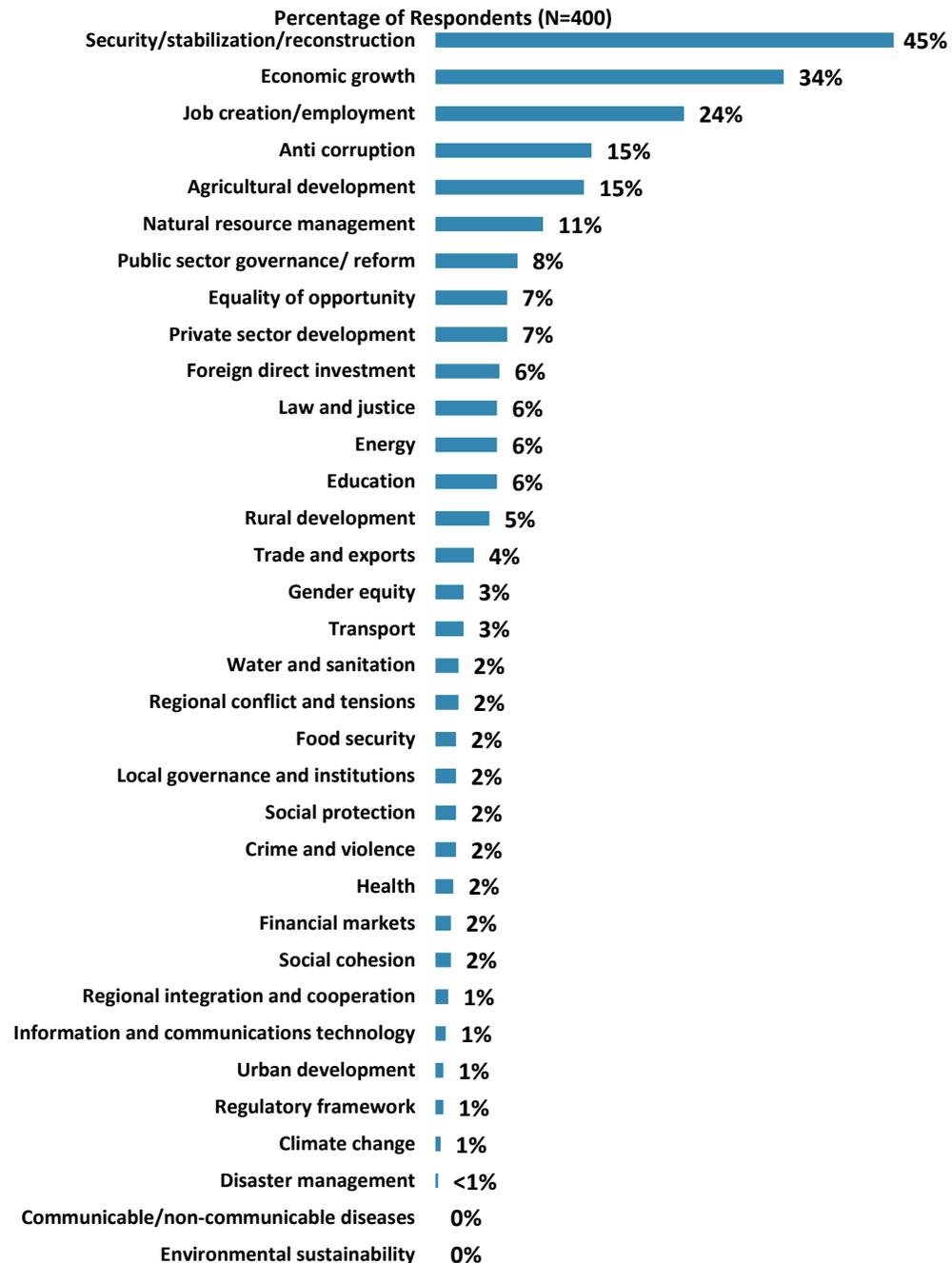
Development Priority (continued)

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priority in Afghanistan was “*education*” (51%). Similarly, in FY'08, respondents then also considered “*education*” (34%) as the most important development priority. This year’s respondents indicated that the most important development priorities in Afghanistan are “*security/stabilization/reconstruction*” (74%) and “*education*” (30%).
- **Stakeholder groups and locations:** Respondents across stakeholder groups and geographic locations all agreed that “*security/stabilization/reconstruction*” and “*education*” are Afghanistan’s top two development priorities.
- **Areas of specialization:** Respondents who primarily specialized in “*education*” (16% of the sample) were significantly more likely than other respondents to indicate that “*education*” is Afghanistan’s most important development priority.



IV. General Issues Facing Afghanistan (continued)

What Would Contribute Most to Reducing Poverty⁶



"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 Afghanistan?" (Respondents chose from a list. Responses combined.)

⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question I2 in Appendix I), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.



IV. General Issues Facing Afghanistan (continued)

What Would Contribute Most to Reducing Poverty (continued)

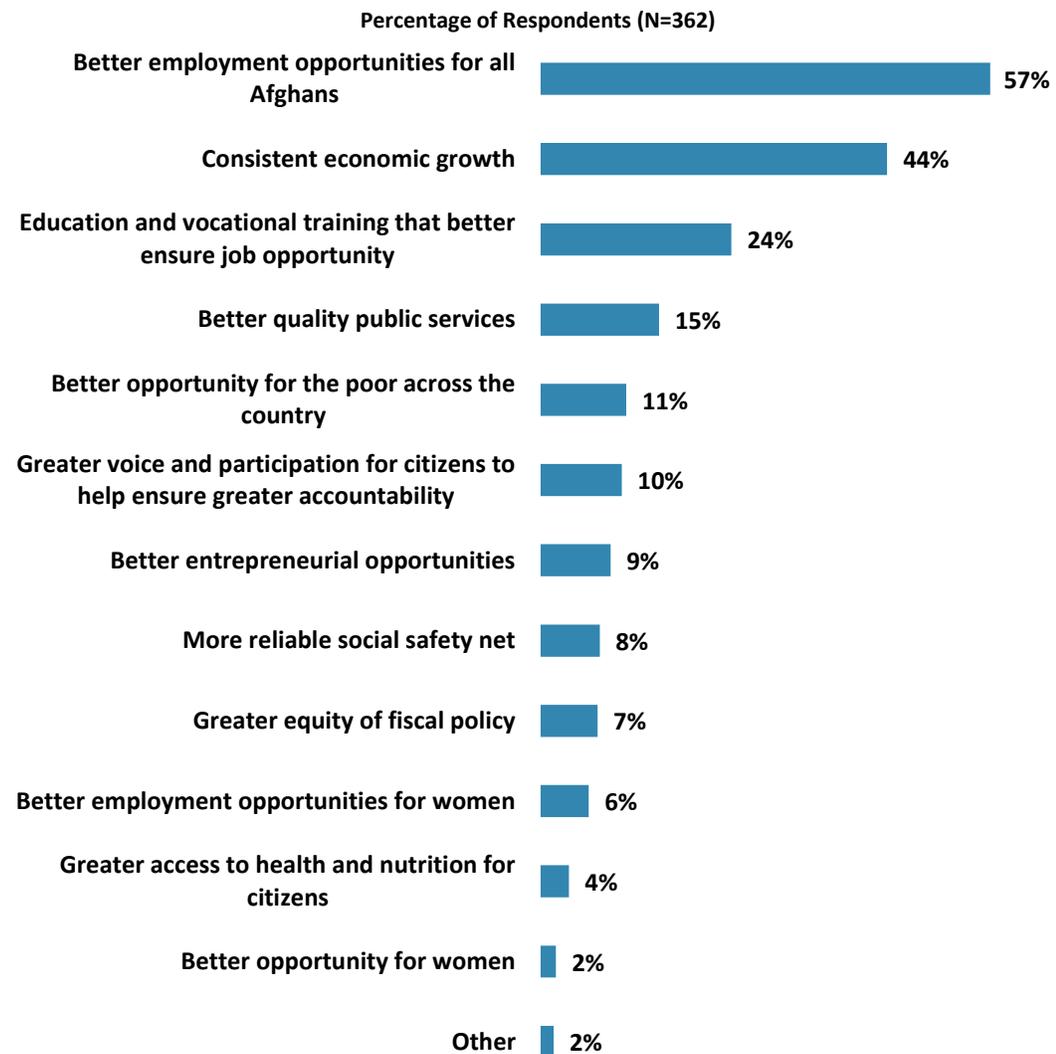
- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Afghanistan were “*security/stabilization/reconstruction*” (41%) and “*economic growth*” (39%). A little over a third of all respondents in the FY '08 country survey indicated that “*education*” (34%) would contribute most to poverty reduction in Afghanistan. This year’s respondents believe that “*security/stabilization/reconstruction*” and “*economic growth*” will contribute most to reducing poverty in Afghanistan.
- **Stakeholder groups:** While overall “*education*” is perceived as the greatest contributor to poverty reduction in Afghanistan, respondents from the office of parliamentarian were significantly more likely consider it the greatest contributor to reducing poverty in Afghanistan than respondents from other stakeholder groups.
- **Geographic locations:** Respondents across geographic locations all tended to agree that “*security/stabilization/reconstruction*” and “*economic growth*” would contribute most to reducing poverty in Afghanistan.
- **Gender differences:** Female respondents were significantly more likely to indicate that “*economic growth*” would contribute most to poverty reduction than male respondents.
- **Collaboration:** Respondents who currently collaborate or never collaborated with the WBG were significantly more likely to indicate that “*economic growth*” would contribute most to poverty reduction than respondents who previously collaborated with the institution.
- **Areas of specialization:** Respondents across sectoral focuses all agreed that “*security/stabilization/reconstruction*” and “*economic growth*” are the top two contributors to reducing poverty in Afghanistan.



IV. General Issues Facing Afghanistan (continued)

Factors Contributing to “Shared Prosperity”

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations all tended to agree that “*better employment opportunities for all Afghans*” would contribute most to achieving shared prosperity in Afghanistan.
- **Gender differences:** it is worth mentioning that female respondents were significantly more likely than male respondents to indicate that “*better employment opportunities for women*” would contribute most to achieving shared prosperity in Afghanistan.



"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Afghanistan?

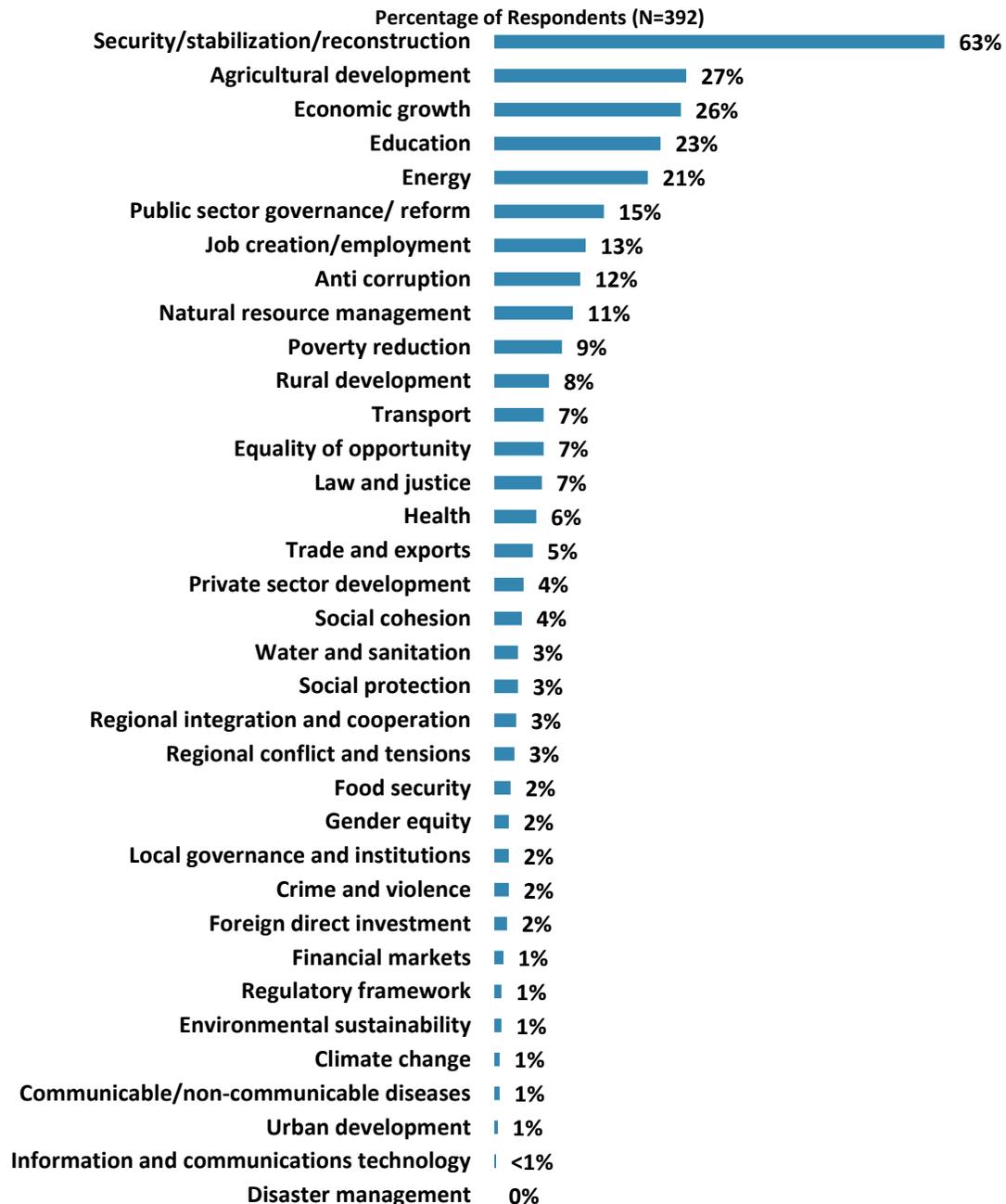
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources⁷



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

⁷ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question I2 in Appendix I), analyses are done to see these respondents’ views about which areas the World Bank Group should focus its attention and resources on.



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

Where the World Bank Group Should Focus its Resources (continued)

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the WBG should focus its resources in “*education*” (52%). Respondents in the FY '08 Survey indicated that it would be most productive for the Bank to focus most of its resources on increasing access to education (28%), economic growth (25%), and improving security and stability (25%) in Afghanistan. This year’s respondents believed that that the WBG should focus mostly on “*security/stabilization/reconstruction*” and “*agricultural development*.”
- **Stakeholder groups:** Respondents across stakeholder groups all tended to agree that the WBG should focus its resources on “*security/stabilization/reconstruction*” and “*agricultural development*” in Afghanistan.
- **Geographic locations:** Respondents located outside Kabul were significantly more likely to indicate that the WBG should focus its resources on “*security/stabilization/reconstruction*” than respondents in Kabul.
- **Areas of specialization:** Respondents across sectoral areas all tended to agree that the WBG should focus mostly on “*security/stabilization/reconstruction*” and “*agricultural development*.”



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

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

The World Bank Group’s Overall Effectiveness (*Indicator Question*)

- **Year comparison:** This year’s respondents gave significantly lower ratings for the WBG’s effectiveness in Afghanistan (weighted mean = 7.3⁸) than respondents in the FY’12 Country Survey (weighted mean = 7.8). Respondents in the FY’08 and this year’s Surveys gave statistically similar ratings for the WBG’s effectiveness in Afghanistan (weighted mean in FY’08 = 7.0).
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar ratings for the WBG’s overall effectiveness in Afghanistan.
- **Gender differences:** Female respondents had significantly lower ratings for the WBG’s effectiveness than their male counterparts.



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

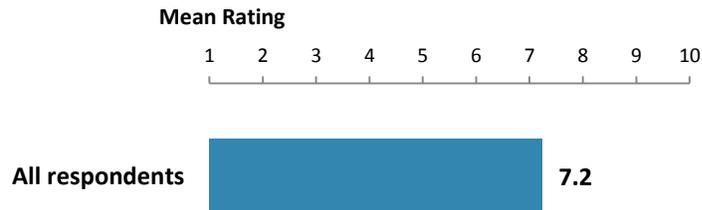
⁸ The mean (7.2) presented in the chart was calculated based on unweighted data.



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

Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in the FY'12 and this year's Country Surveys gave statistically similar ratings for the extent the WBG's work helped to achieve development results in Afghanistan.
- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest ratings for the extent to which the WBG's work helped to achieve development results in Afghanistan, whereas respondents from the office of parliament and media had significantly lower ratings.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the WBG helping achieve development results in Afghanistan.
- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher ratings for the WBG helping achieve development results in Afghanistan than other respondents.



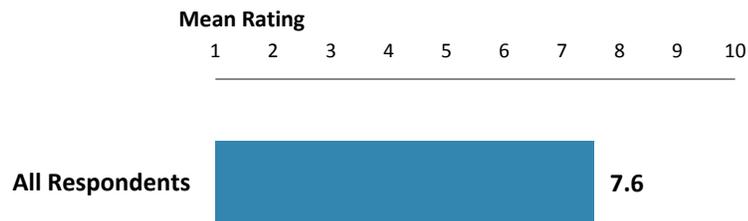
"To what extent does the World Bank Group's work help to achieve development results in Afghanistan?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

Staff Preparedness

- **Year comparison:** Respondents in the FY'12 and this year's Country Surveys gave statistically similar ratings for the extent the WBG's staff is well-prepared to help Afghanistan solve its most complicated development challenges.
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Afghanistan solve its most complicated development challenges.



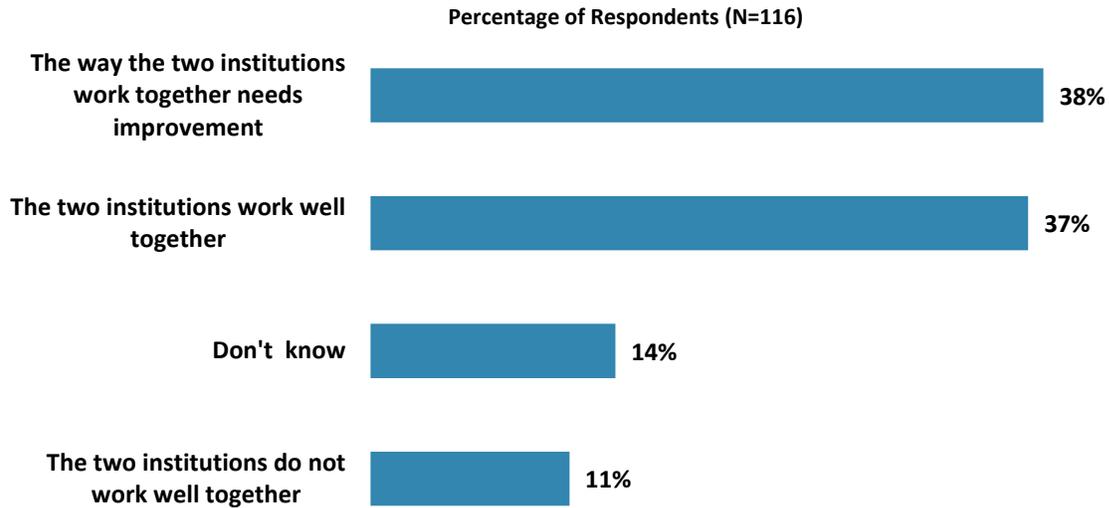
"To what extent do you believe the World Bank Group's staff is well prepared to help Afghanistan solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

World Bank and IFC Working Together

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar views of the working relationship between the World Bank and IFC of the World Bank Group.



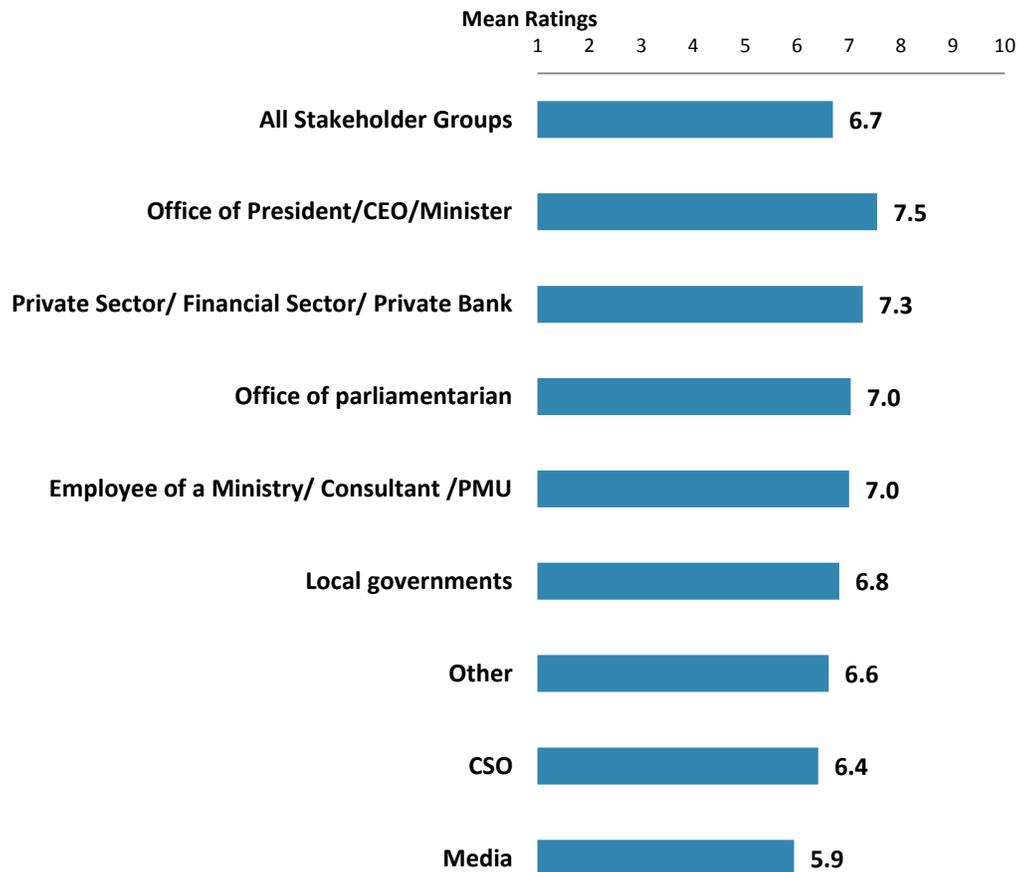
“If your projects involve both the World Bank and IFC, what was your view on the two institutions working together in Afghanistan?”
(Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest ratings for the twenty six indicator questions, whereas respondents from media and CSO had significantly lower ratings.
- **Collaboration:** Respondents across levels of collaboration had statistically similar ratings for the indicator questions.
- Responses to individual indicator questions by stakeholder groups can be found in Appendix H (page 153).



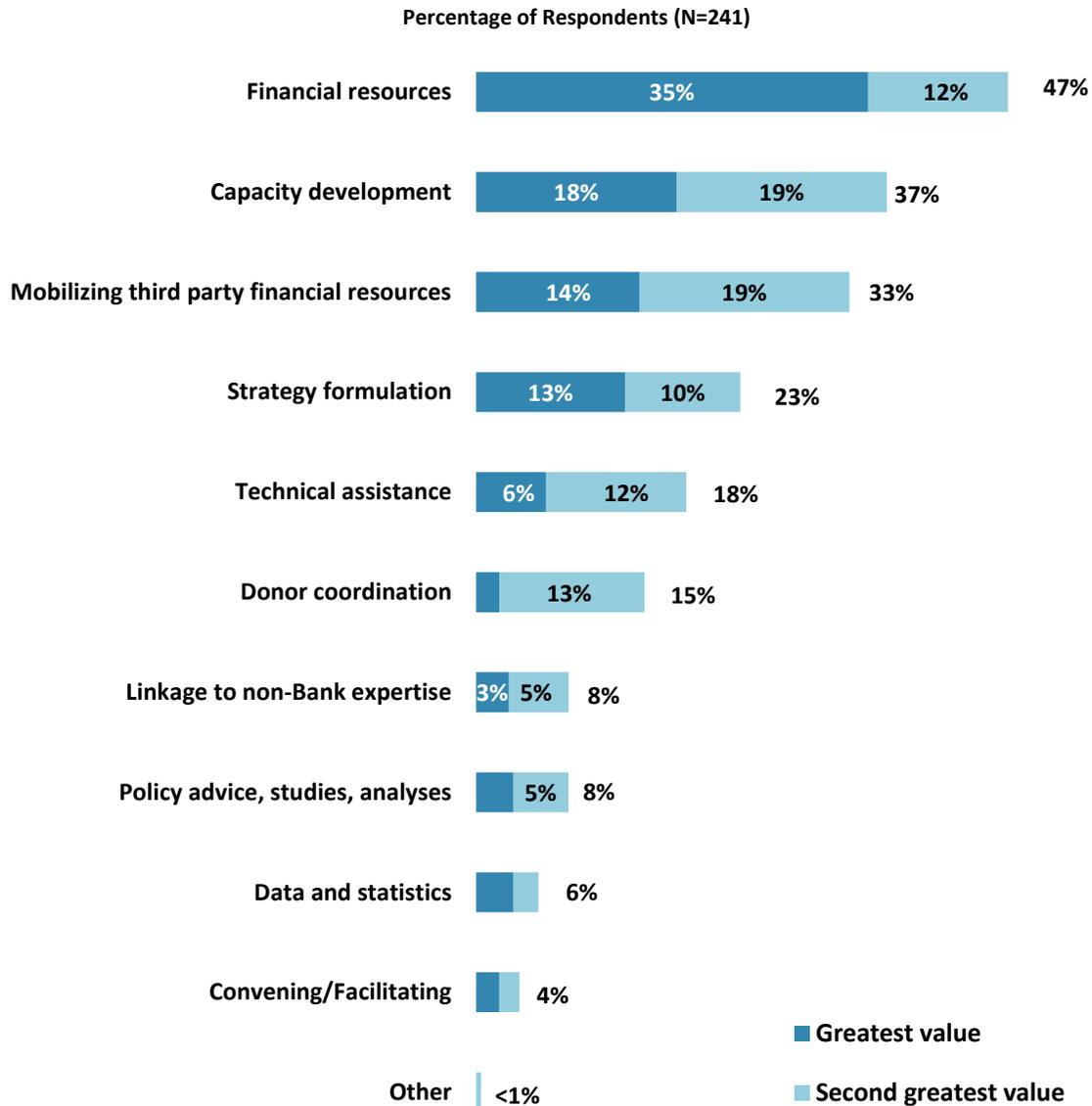
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty six indicator questions can be found in Appendices G and H.



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

Greatest Value



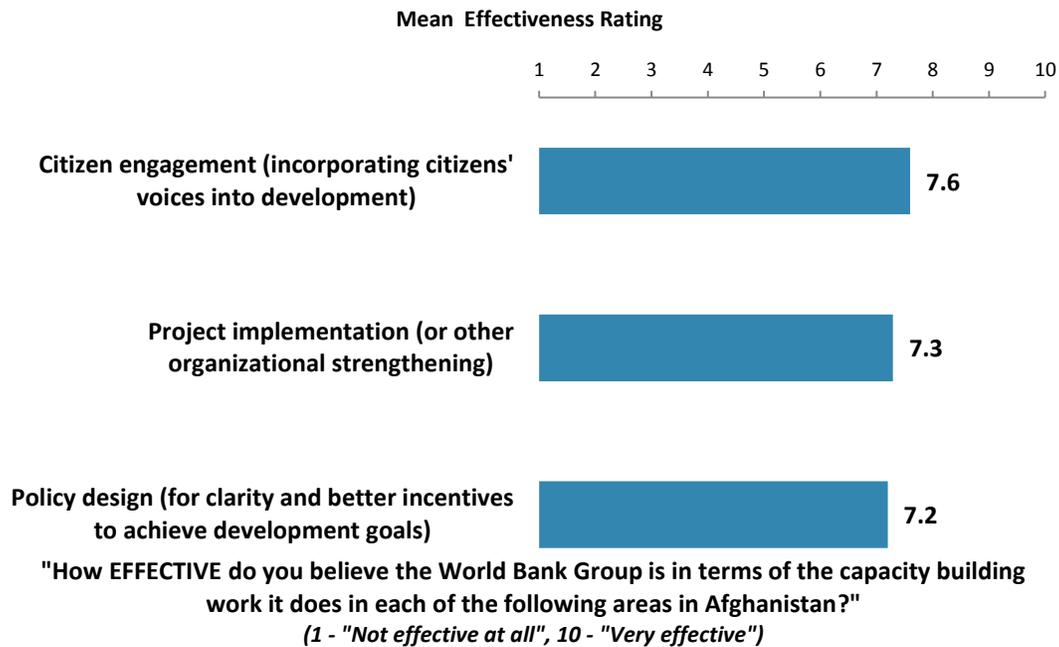
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Afghanistan?"
(Respondents chose from a list.)



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

Effectiveness of WBG's Capacity Building Work

- **Stakeholder groups:** Respondents from the office of parliamentarian gave the highest ratings for the WBG's effectiveness in "*citizen engagement*," whereas respondents from the media gave significantly lower ratings. In the meantime, respondents from CSOs gave the highest ratings for the WBG's effectiveness in "*policy design*," whereas respondents from the media gave significantly lower ratings.
- **Geographic locations:** Respondents across geographic locations gave statistically similar ratings for the WBG's effectiveness in all three areas of capacity building work.

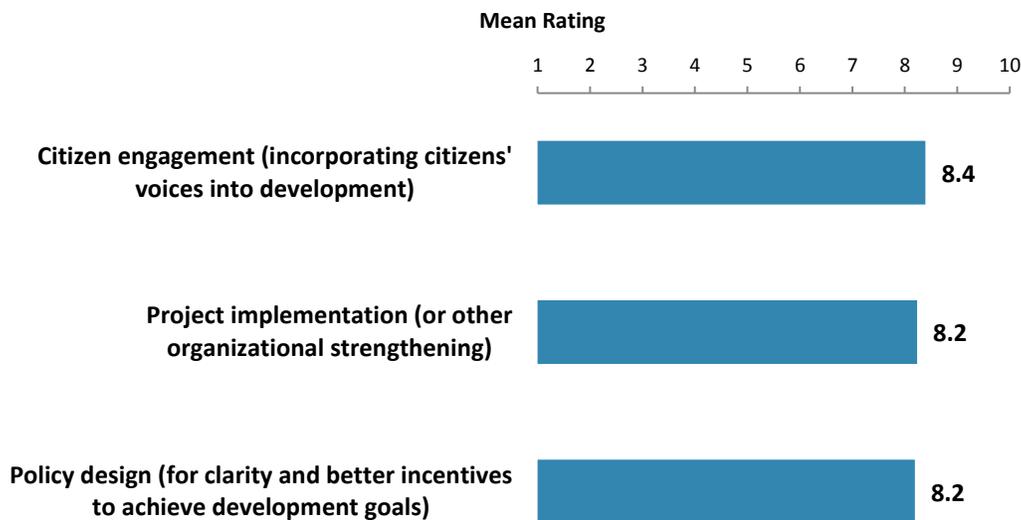




V. Overall Attitudes toward the World Bank Group (continued)

Importance of WBG's Capacity Building Work

- **Stakeholder groups:** Respondents from the office of parliamentarian gave the highest ratings for the importance of all three aspects of capacity building work, whereas respondents from the Office of President/CEO/Minister gave significantly lower ratings for the importance of “*project implementation*,” and respondents from the media gave significantly lower ratings for the importance of “*citizen engagement*” and “*policy design*.”
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the importance of the WBG being involved in all three aspects of capacity building.



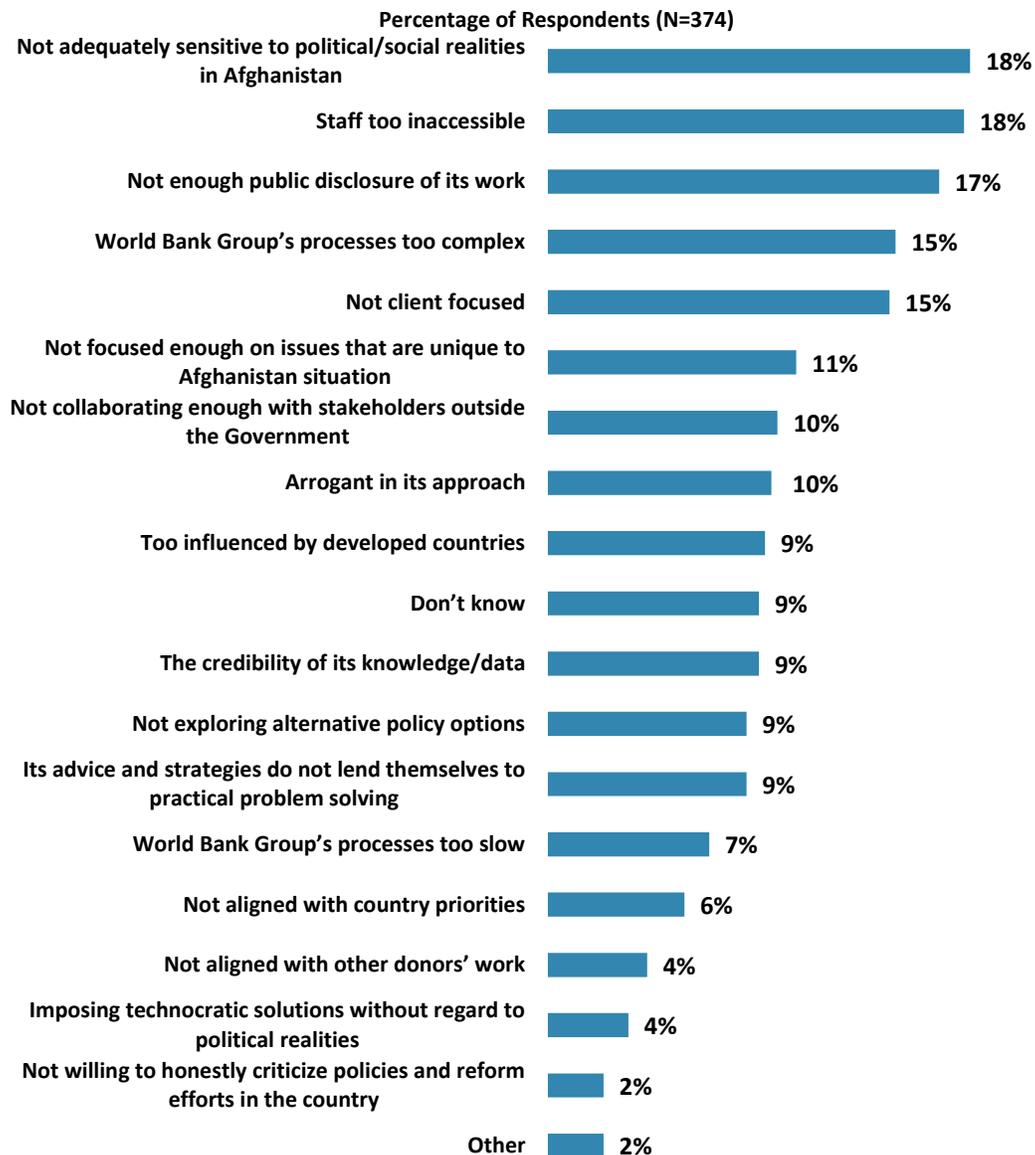
"When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? "
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- Year comparison:** Respondents in the FY'12 Country Survey indicated that the Bank's greatest weakness in its work in Afghanistan was being "*not aligned with country priorities*" (29%), whereas over half of all respondents in the FY '08 Survey indicated that the Bank's greatest weakness in its work in Afghanistan was being "*too influenced by the US*" (52%).



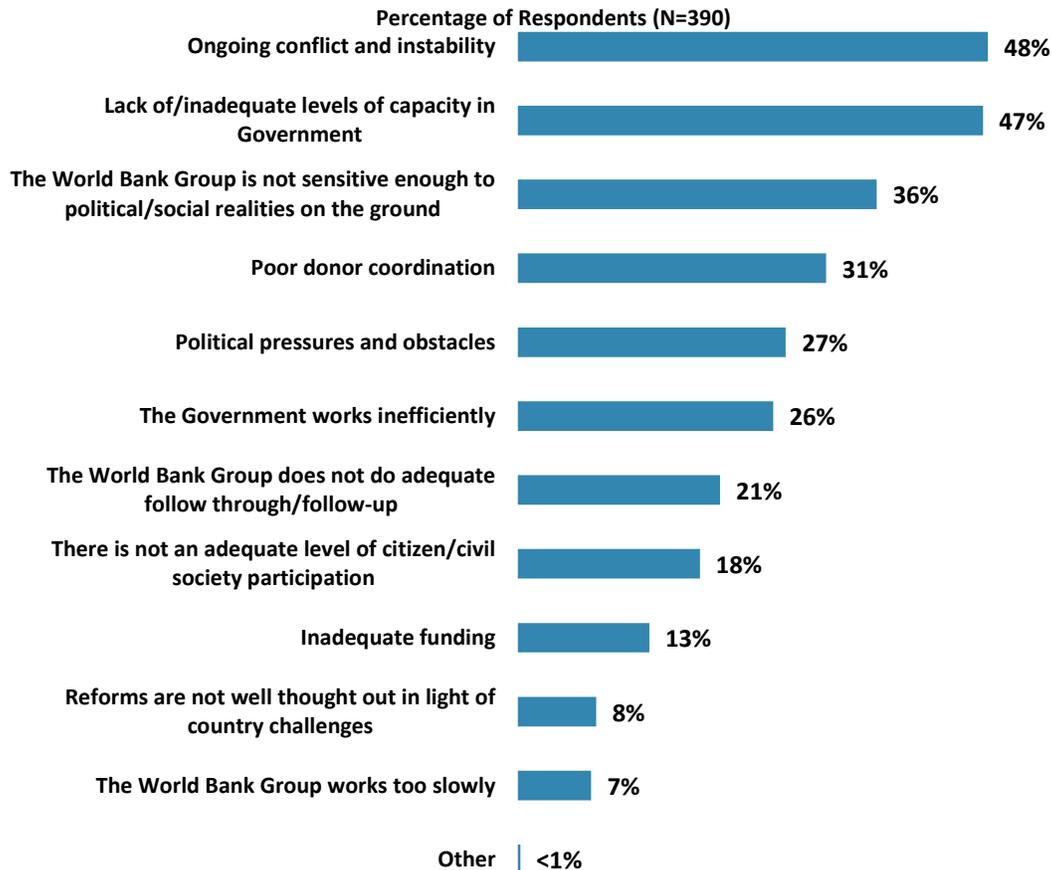
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Afghanistan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failures of World Bank-assisted reform efforts to “*government working inefficiently*” (53%).
- **Stakeholder groups:** Among this year’s respondents, consultants working on WBG projects and respondents from ministries/PMUs were significantly more likely to indicate that slow WBG-assisted reforms should be attributed to “*the WBG being not sensitive enough to political/social realities on the ground,*” compared to respondents from other stakeholder groups.
- **Geographic locations:** Respondents located in Kabul were significantly more likely to indicate that slow WBG-assisted reforms should be attributed to “*the WBG being not sensitive enough to political/social realities on the ground,*” compared to respondents from outside Kabul.

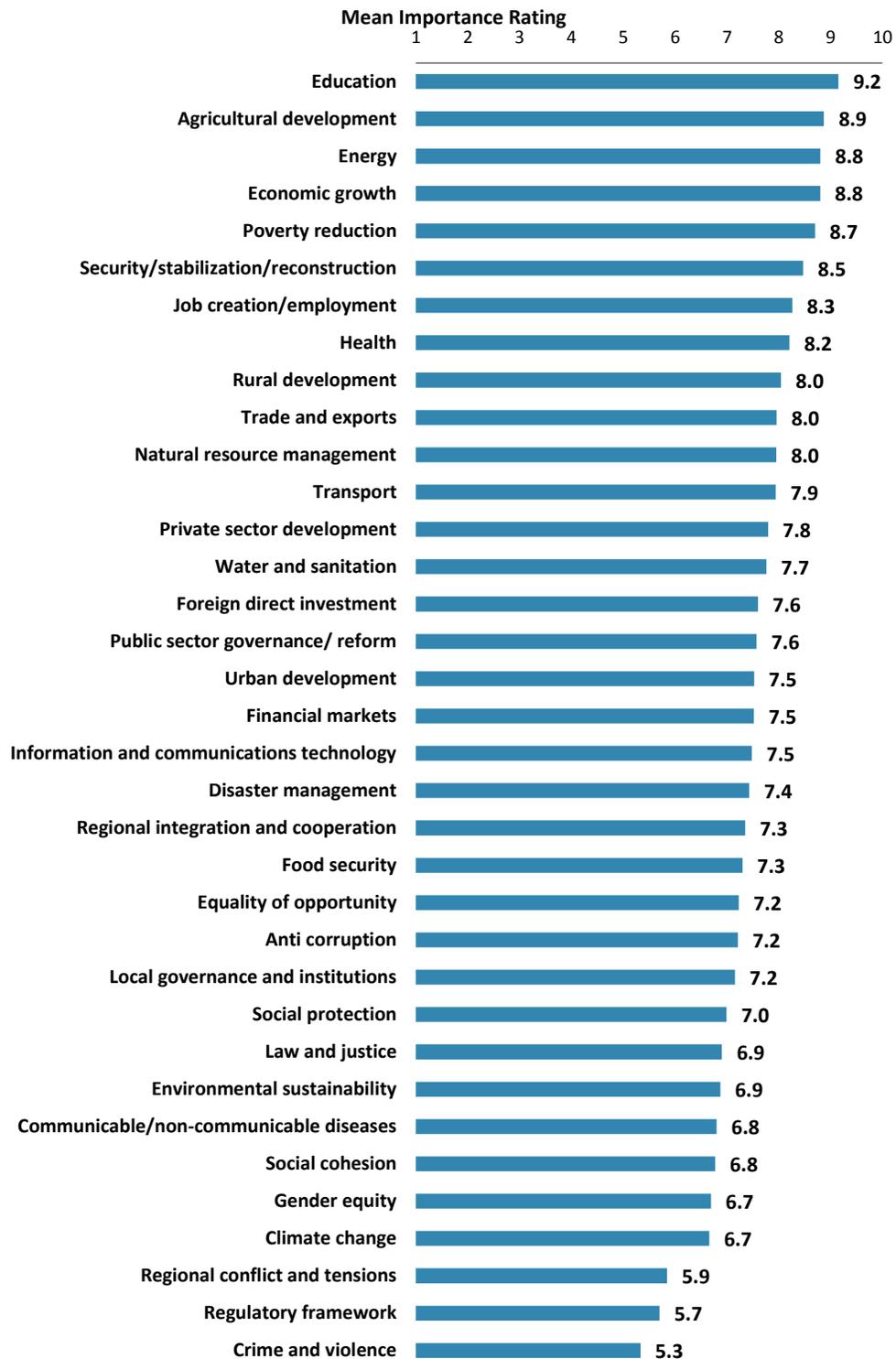


"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of Sectoral Areas



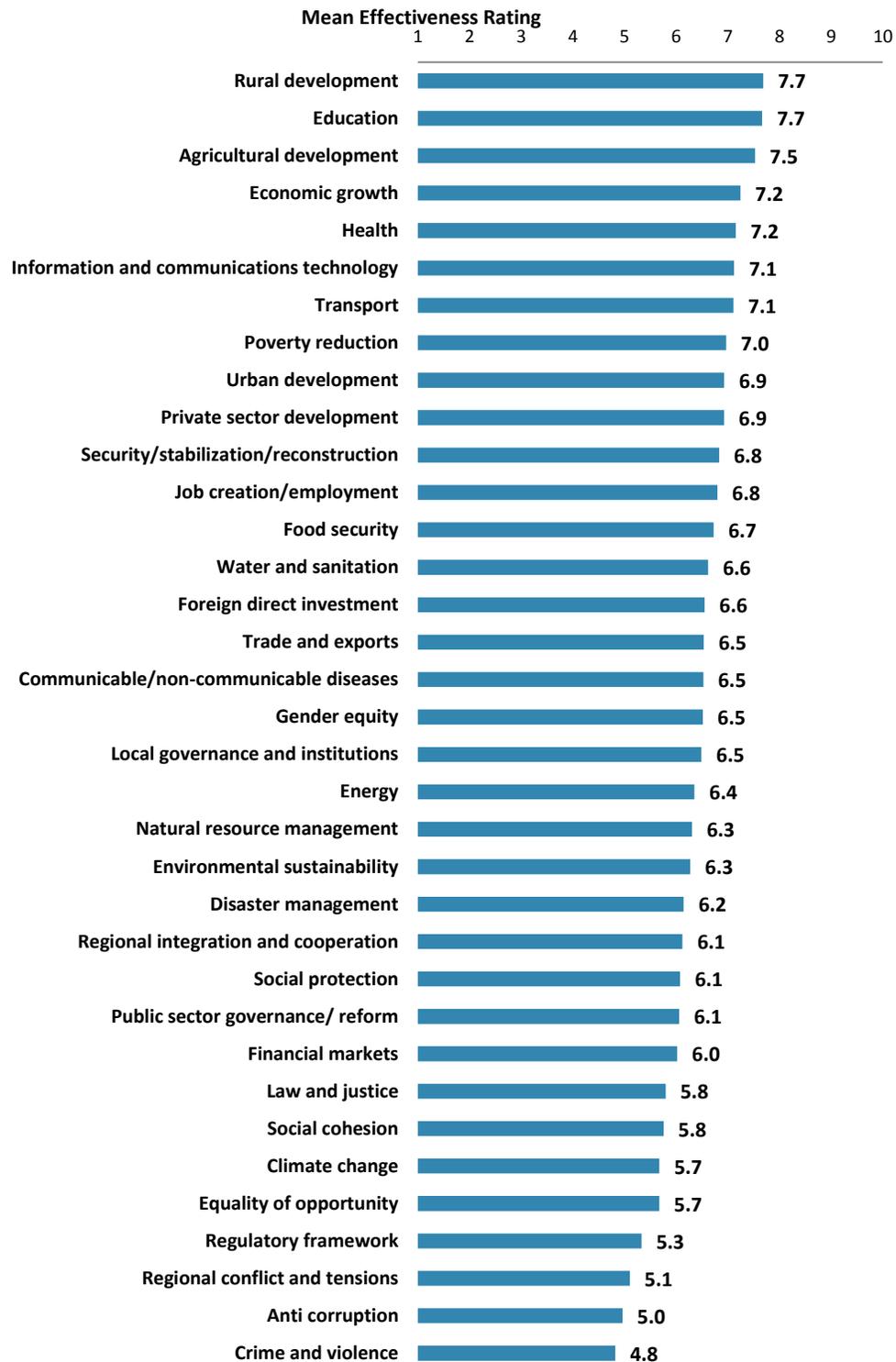
"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan?"

(1-"Not important at all". 10-"Verv important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral 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 Afghanistan?"

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



VI. Sectoral Importance and Effectiveness (continued)

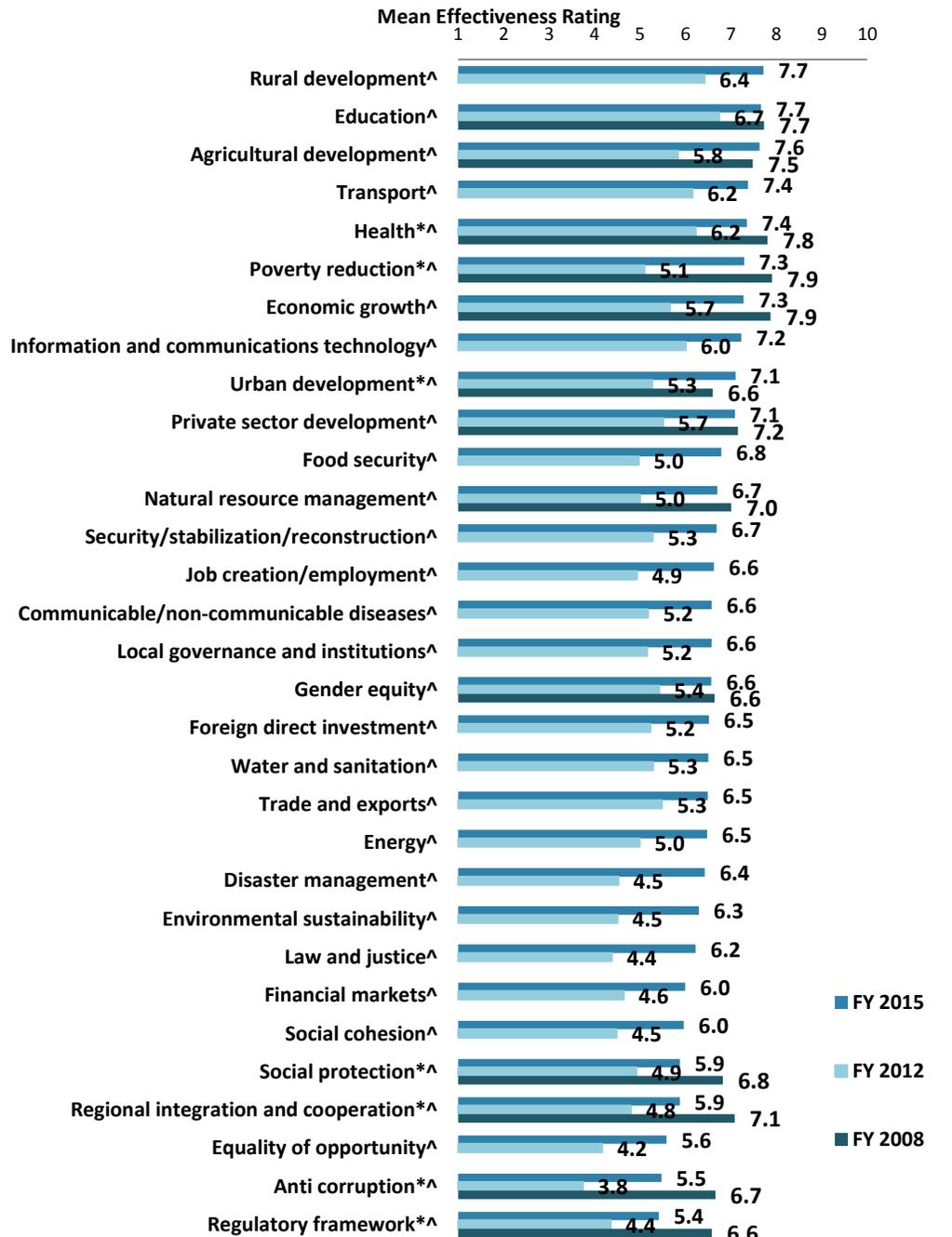
Effectiveness of Sectoral Areas (continued)

- **Stakeholder groups:** There were significant stakeholder differences in respondents' ratings for the WBG's effectiveness in nine of the thirty five sectoral areas. In most cases, respondents from the Office of President/CEO/Minister gave the highest ratings for the WBG's effectiveness, whereas respondents from the media tended to give significantly lower ratings. There sectoral areas include:
 - Transport;
 - Urban development;
 - Regulatory framework;
 - Poverty reduction;
 - Local governance and institutions;
 - Disaster management;
 - Regional integration and cooperation;
 - Social protection; and
 - Climate change.
- **Geographic locations:** There were no significant geographic differences in respondents' ratings for the WBG's effectiveness any of the thirty five sectoral areas.
- **Areas of specialization:** It is worth pointing out that respondents who specialize in "*education*" (16% of the sample) gave significantly lower ratings for the WBG's effectiveness in six of the thirty five sectoral areas (listed below) than respondents specializing in other areas.
 - Information and communications technology;
 - Regulatory framework;
 - Communicable/non-communicable diseases;
 - Rural development;
 - Regional integration and cooperation; and
 - Climate change.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 78) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Year Comparison⁹



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

(*Significantly different between FY15 and FY08; ^Significantly different between FY15 and FY12)

Note: means in this chart are calculated based on weighted data

⁹ Only those sectoral areas that were asked in the FY'08, FY'12 and FY'15 Country Surveys are explored in this chart. All means presented in this chart are calculated based on weighted data. See Appendix F for details.



VI. Sectoral Importance and Effectiveness (continued)

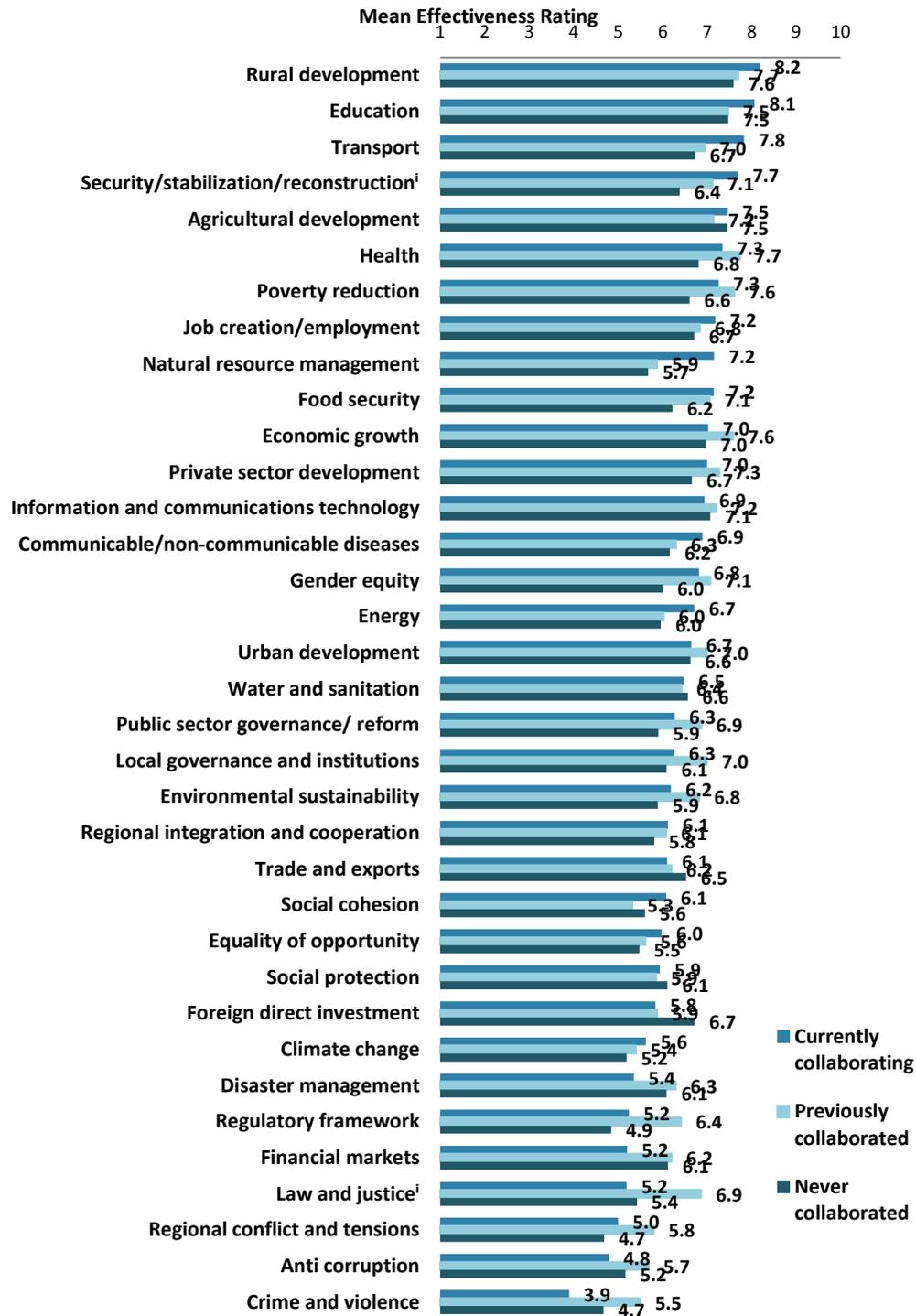
Effectiveness of Sectoral Areas: Year Comparison (continued)

- **Year comparison:** This year's respondents had significantly *higher* ratings for the WBG's effectiveness in all of the areas listed in the chart than respondents in FY'12.
- **Year comparison:** Compared to respondents in the FY'08 Survey, this year's respondents gave significantly *lower* ratings for the WBG's effectiveness in the following sectoral areas:
 - Anti corruption;
 - Regulatory framework;
 - Poverty reduction;
 - Health;
 - Regional integration and cooperation; and
 - Social protection.
- **Year comparison:** Compared to respondents in the FY'08 Survey, this year's respondents gave significantly *higher* ratings for the WBG's effectiveness in "*urban development.*"



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaboration



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



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborations (continued)

- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher ratings for the WBG's effectiveness in "*security/stabilization/reconstruction*" than respondents who previously or never collaborated with the institution.
- **Collaboration:** Respondents who previously collaborated with the WBG had significantly higher ratings for the WBG's effectiveness in "*law and justice*" than respondents who currently collaborate or never collaborated with the institution.



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Afghanistan. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at law and justice;
 - The WBG's effectiveness at agricultural development; and,
 - The WBG's effectiveness at health.

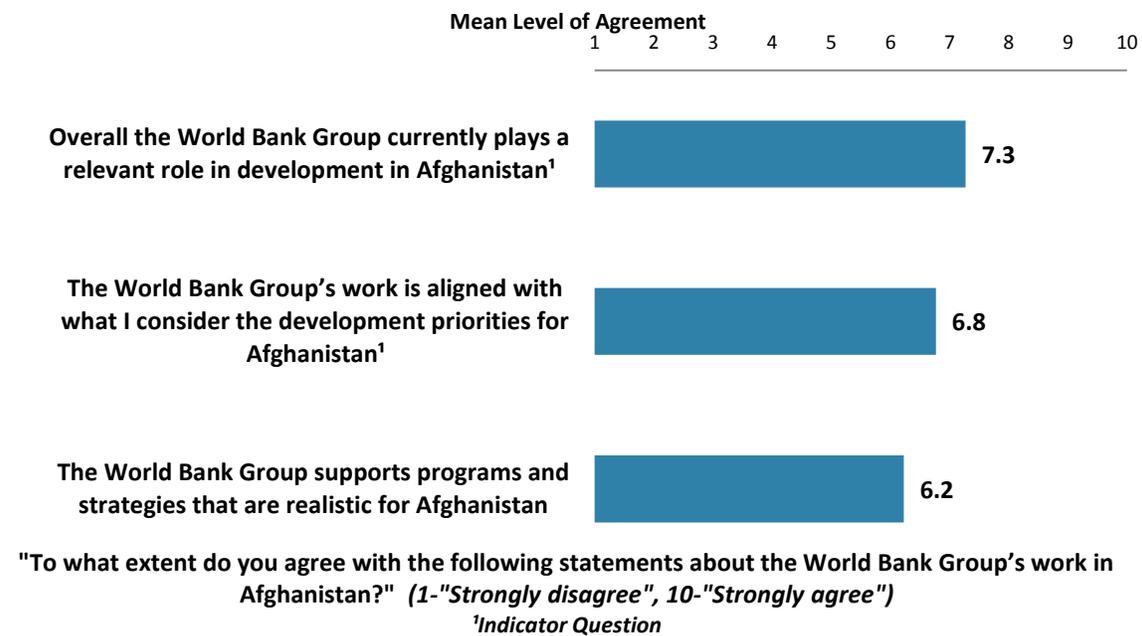
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Afghanistan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness job creation/employment;
 - The WBG's effectiveness at law and justice;
 - The WBG's effectiveness at agricultural development; and
 - The WBG's effectiveness at local governance and institutions.



VII. How the World Bank Group Operates

The World Bank Group’s Work in Afghanistan

- **Stakeholder groups:** Respondents from the Office of the President/CEO/Minister and the office of parliamentarian had the highest levels of agreement that “*the WBG supports programs and strategies that are realistic for Afghanistan*” and that “*the WBG’s work is aligned with what I consider the development priorities for Afghanistan,*” whereas respondents from the media and CSOs had significantly lower levels of agreement with this statements.
- **Geographic locations:** Respondents across geographic locations had statistically similar levels of agreement with all the following three statements about the WBG’s work in Afghanistan.

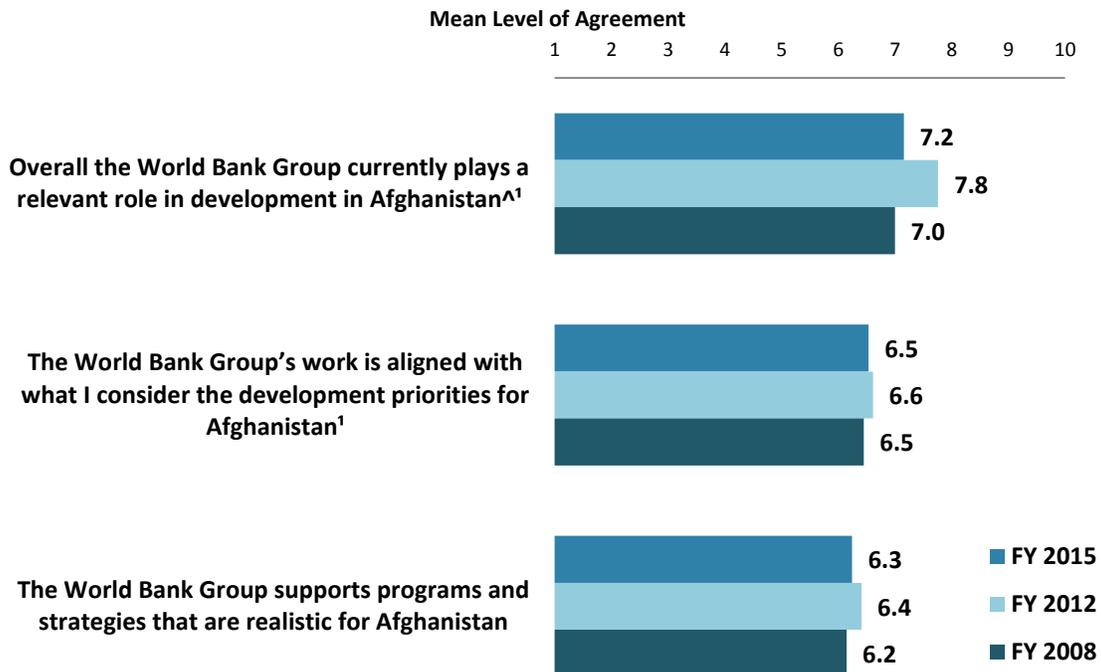




VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Afghanistan: Year Comparison¹⁰

- **Year comparison:** This year's respondents had significantly lower levels of agreement with the statement that "Overall the WBG currently plays a relevant role in development in Afghanistan" than respondents in the FY'12 Country Survey.



"To what extent do you agree with the following statements about the World Bank Group's work in Afghanistan?" (1-"Strongly disagree", 10-"Strongly agree")
 (^Significantly different between FY2015 and FY2012) ¹Indicator Question
 Note: Means in this chart are calculated based on weighted data

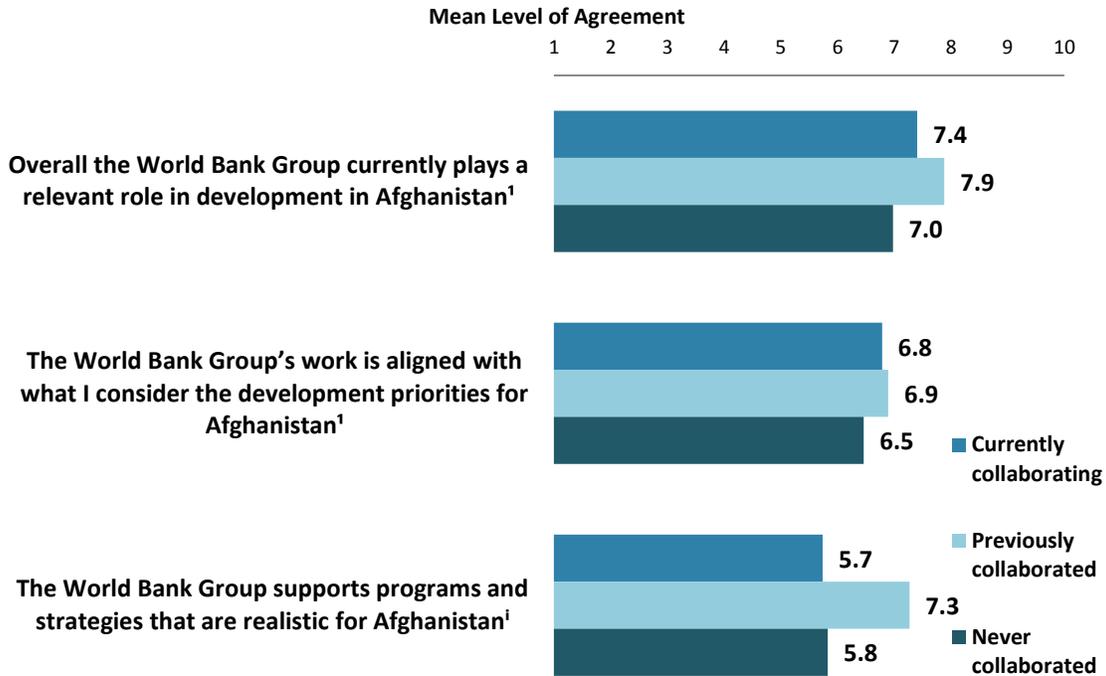
¹⁰ All means presented in this chart are calculated based on weighted data. This is why the means in FY'15 in this chart are slightly different from those in the previous page. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Afghanistan: Collaboration

- Collaboration:** Respondents currently collaborating with the WBG had significantly lower levels of agreement with the statement that *"the WBG supports programs and strategies that are realistic for Afghanistan"* than respondents who previously collaborated with the institution. Regarding the other two statements, respondents across levels of collaboration had statistically similar levels of agreement.



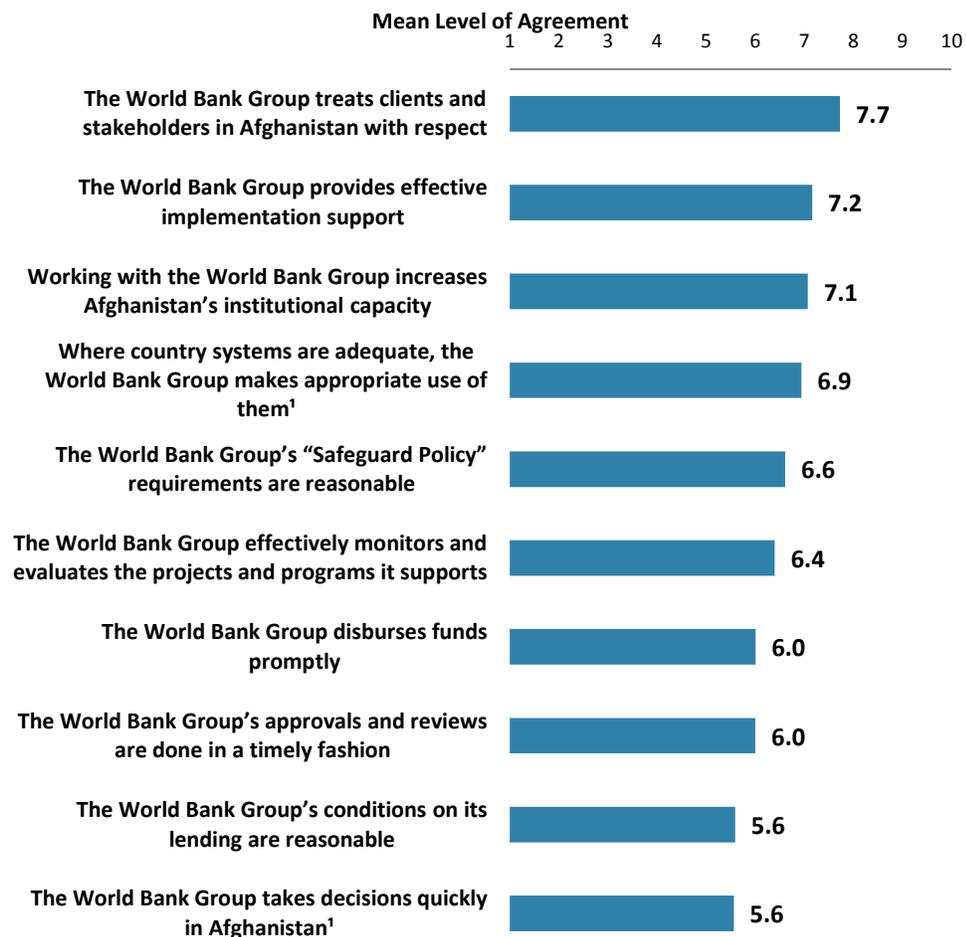
"To what extent do you agree with the following statements about the World Bank Group's work in Afghanistan?" (1-"Strongly disagree", 10-"Strongly agree")
 (ⁱSignificantly different across levels of collaboration)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Stakeholder groups:** There were significant differences in respondents' levels of agreement with four statements about the WBG (listed below). In most cases, respondents from the Office of President/CEO/Minister had significantly higher levels of agreement than respondents from other stakeholder groups:
 - *The WBG treats clients and stakeholders in Afghanistan with respect*
 - *The WBG effectively monitors and evaluates the projects and programs it supports*
 - *The WBG disburses funds promptly*
 - *The WBG provides effective implementation support*
- **Geographic locations:** Respondents located in Kabul were significantly more likely to agree that "*the WBG's 'Safeguard Policy' requirements are reasonable*" compared to respondents located outside Kabul.



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

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹¹

- **Year comparison:** Respondents of this year's Country Survey had significantly higher levels of agreement with the statement that "*working with the WBG increase Afghanistan's institutional capacity*" than respondents in the FY'08 Country Survey.
- **Year comparison:** This year's respondents gave significantly higher levels of agreement with the statements that "*the WBG disburses funds promptly*" and that "*the WBG effectively monitors and evaluates the projects and programs it supports*" than respondents in the FY'12 Country Survey.



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

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

(*Significantly different between FY15 and FY08; [^]Significantly different between FY15 and FY12)

Note: means in this chart are calculated based on weighted data

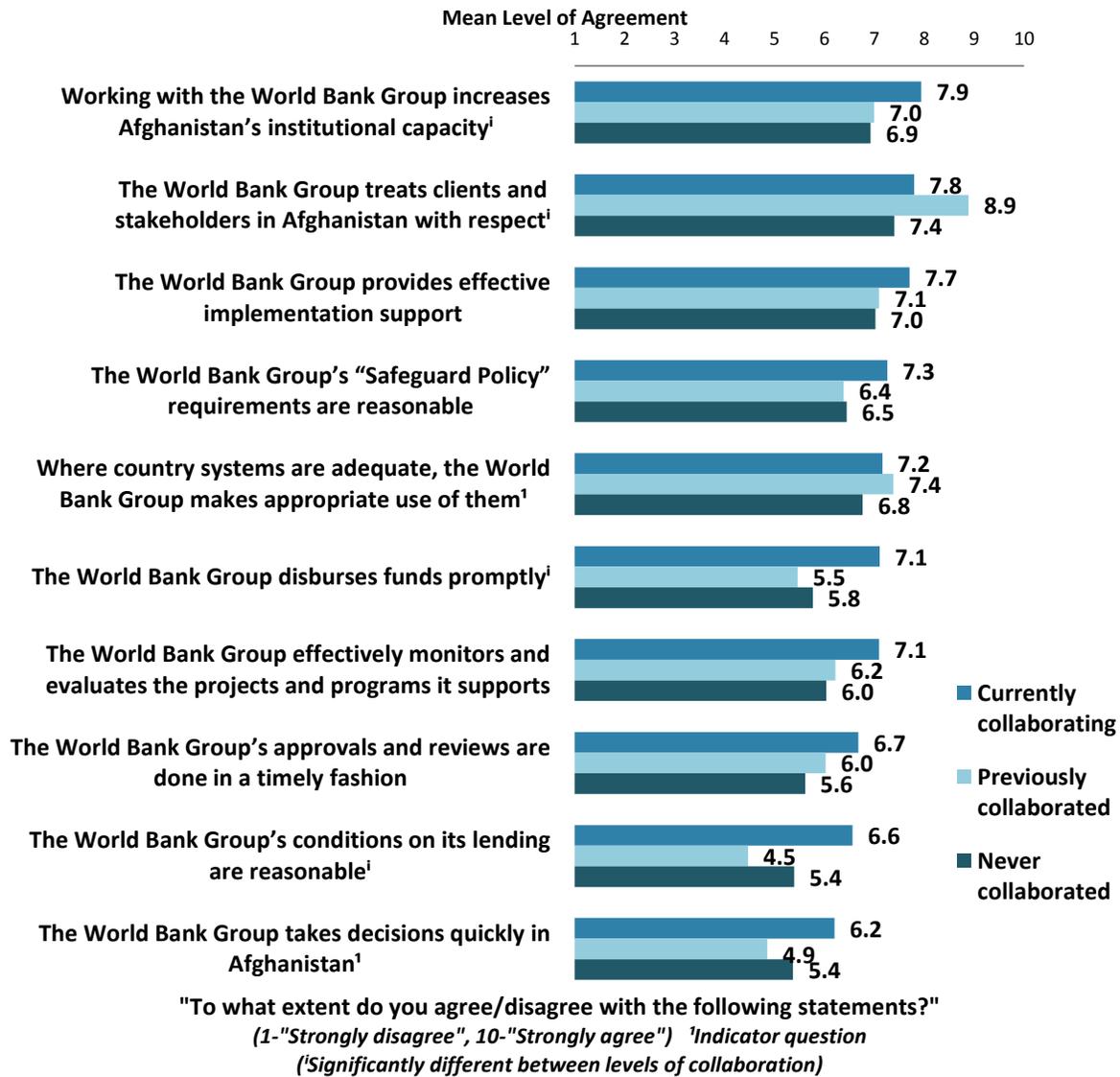
¹¹ Only statements that are included in both the FY'08, FY'12, and FY'15 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data. This is why the means in FY'15 in this chart are slightly different from those in page 42. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- Collaboration:** Respondents who currently collaborate with the WBG had significantly higher levels of agreement with the statements that “*the WBG disburses funds promptly,*” “*the WBG’s conditions on lending are reasonable,*” and “*working with the WBG increase Afghanistan’s institutional capacity,*” compared to respondents who previously or never collaborated with the institution.
- Collaboration:** Although respondents generally had high levels of agreement on the WBG being respectful, respondents who previously collaborated with the WBG had the highest levels of agreement that “*the WBG treats clients and stakeholders in Afghanistan with respect*” compared to respondents who now collaborate or never collaborated with the WBG.

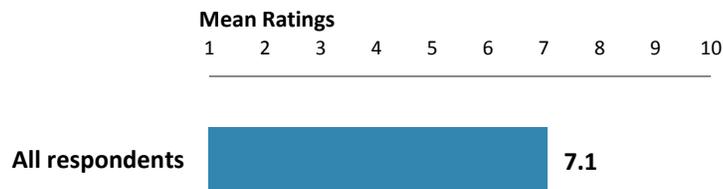




VII. How the World Bank Group Operates (continued)

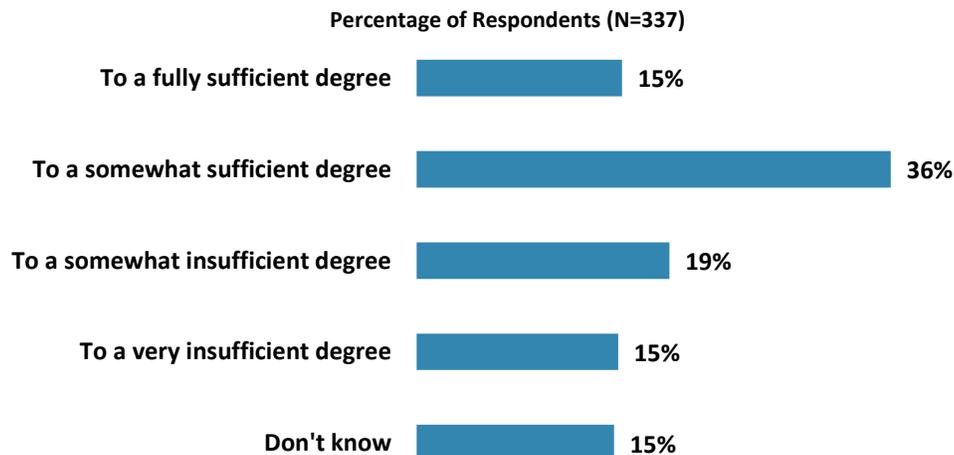
WBG Promoting Private Public Partnerships

- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest ratings for the extent the WBG's work helps to find solutions that promote PPP in Afghanistan, whereas respondents from the office of parliamentarian had significantly lower ratings for it.
- **Geographic locations:** respondents across geographic locations had statistically similar ratings for the extent the WBG's work helps to find solutions that promote PPP in Afghanistan.
- **Collaboration:** Respondents who previously collaborate with the WBG had significantly higher ratings for the extent the WBG's work helps to find solutions that promote PPP in Afghanistan compared to respondents who currently collaborate or never collaborated.



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan?"
(1-"to no degree at all", 10-"To a very significant degree")

Helping the Poorest



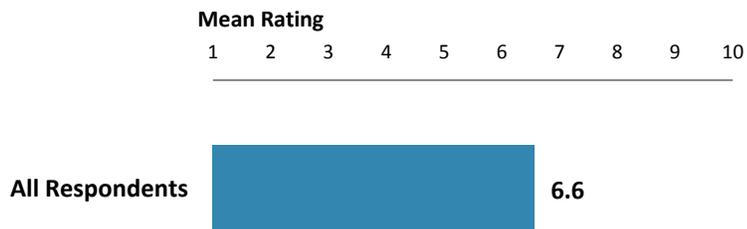
"To what extent do you believe that the World Bank Group's work and support help the poorest in Afghanistan?"
(Respondents chose from a list.)



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

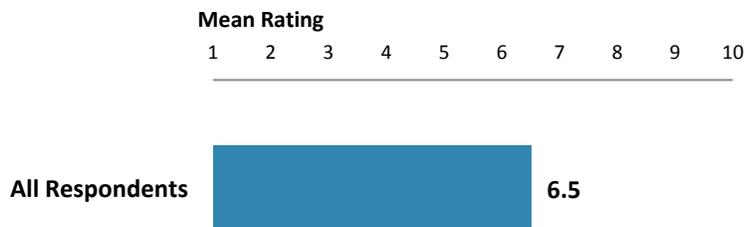
- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest ratings for the extent the WBG measures and corrects its work in real time in Afghanistan, whereas respondents from the media had significantly lower ratings for it.
- **Geographic locations:** respondents across geographic locations had statistically similar ratings for the extent the WBG measures and corrects its work in real time.



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

Strengthening Existing Country Systems

- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest ratings for the extent the WBG helps to build existing country systems in Afghanistan, whereas respondents from the office of parliamentarian had significantly lower ratings for it.
- **Geographic locations:** respondents across geographic locations had statistically similar ratings for the extent the WBG helps to build existing country systems in Afghanistan.

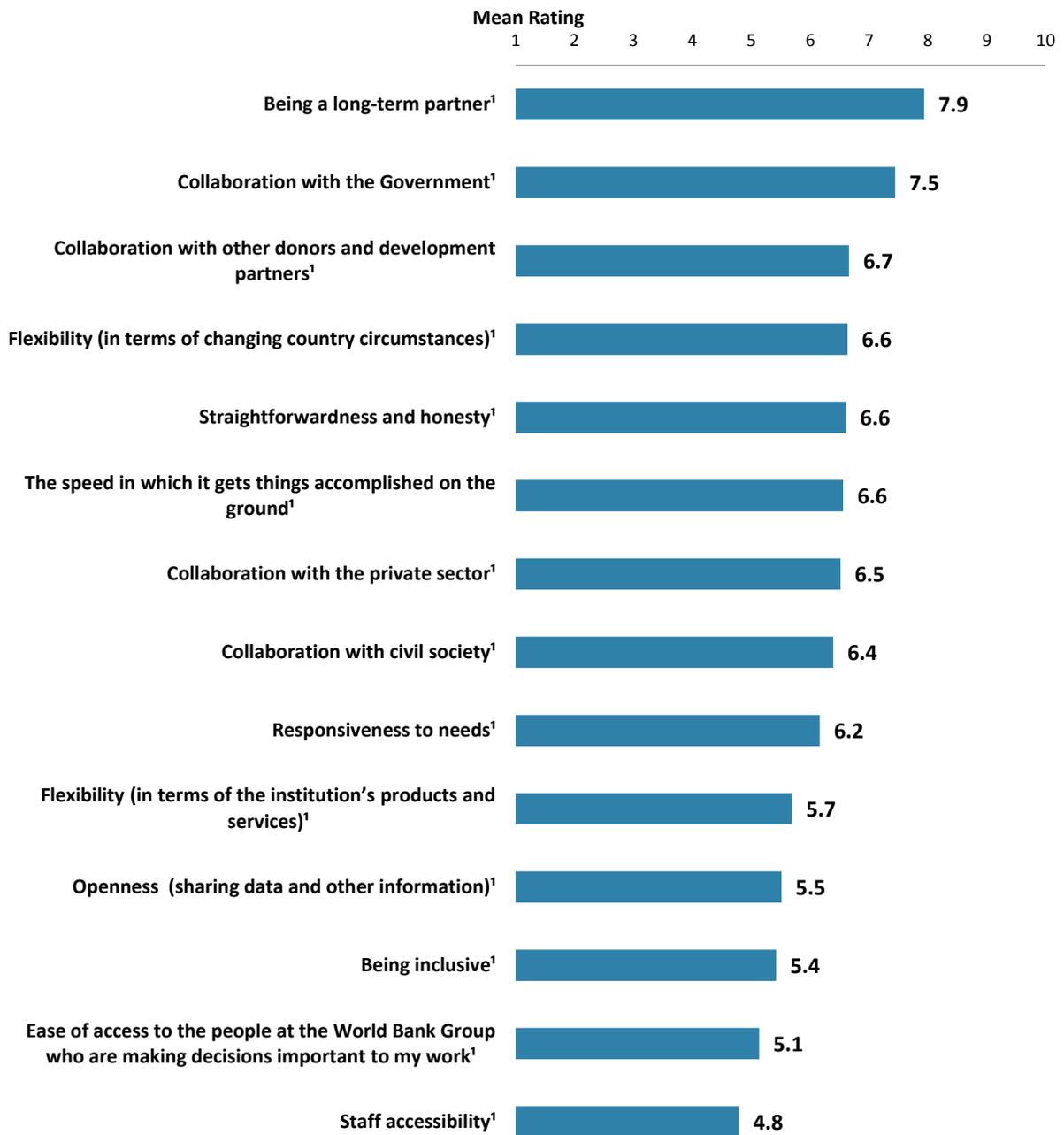


"To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?"
(1-"To no degree at all", 10-"To a very significant degree")



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner



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

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

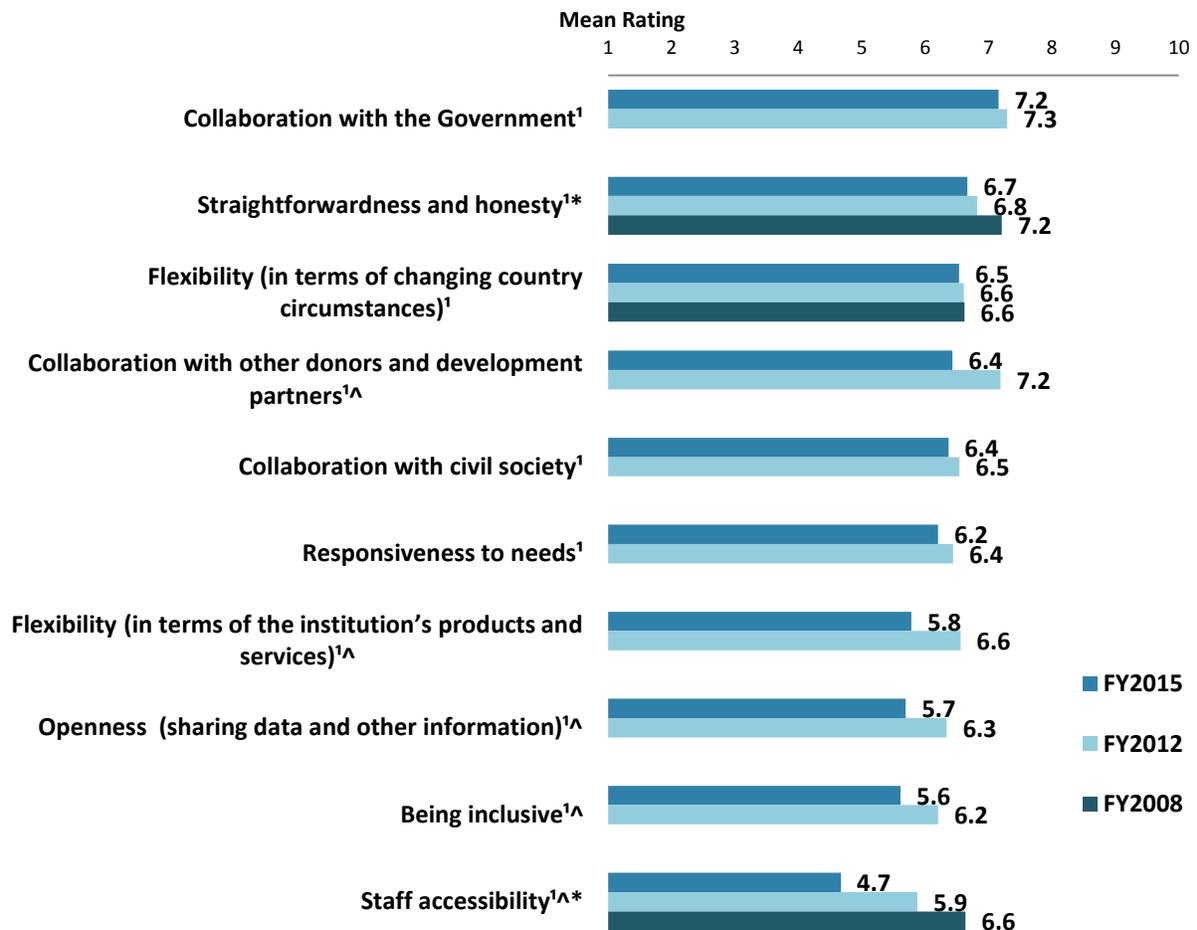
- **Stakeholder groups:** There were significant stakeholder differences in the respondents' ratings for three of the qualities as an effective development partner. Respondents from the Office of President/CEO/Minister had the highest ratings for "*the WBG being responsive to needs*" and "*being inclusive,*" whereas respondents from the media had significantly lower ratings. Respondents from the office of parliamentarian and the private sector/financial sector/private banks had the highest ratings for the WBG's "*collaboration with other donors and development partners,*" whereas respondents from the media had significantly lower ratings.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for all of the fourteen qualities of the WBG as an effective development partner in Afghanistan.



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner: Year Comparison¹²

- Year comparison:** As indicated in the chart below, respondents of this year's Country Survey gave significantly lower ratings for several qualities of the WBG as an effective development partner, compared to respondents in the FY'08 or/and FY'12 Country Surveys.



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

(*Significantly different between FY15 and FY08; ^Significantly different between FY15 and FY12)

¹Indicator Question

Note: Means in this chart are calculated based on weighted data

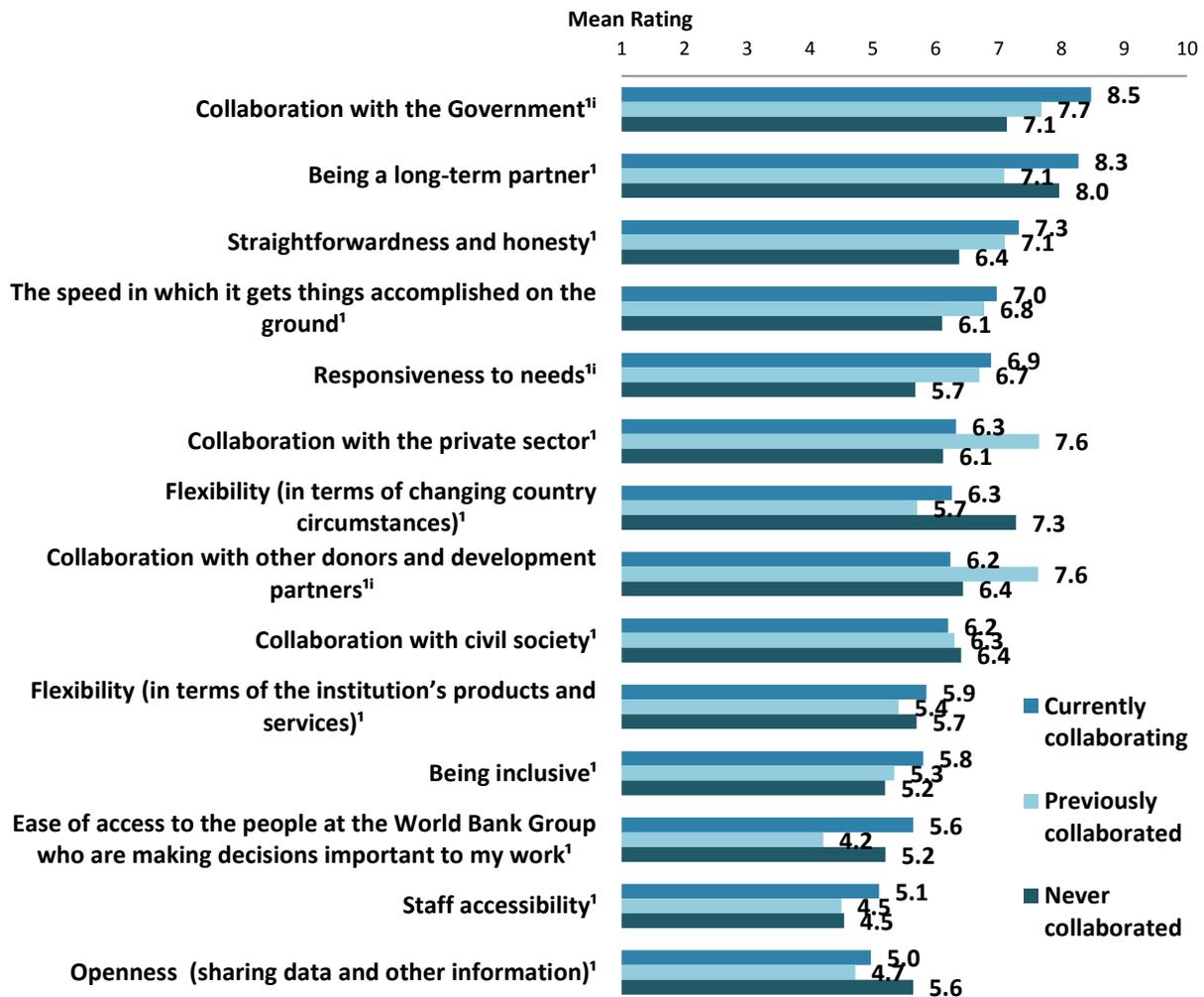
¹² Only qualities that are included in both the FY'12, FY'08, and FY'15 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner: Collaboration

- Collaboration:** Respondents who currently collaborate with the WBG gave significantly higher ratings for the WBG’s “*responsiveness to needs*” and “*collaboration with the government*” compared to respondents who never collaborated with the WBG. Interestingly, respondents who previously collaborated with the WBG had significantly higher ratings for the WBG’s “*collaboration with other donors and development partners*” than respondents who currently collaborate or never collaborated with the institution.



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

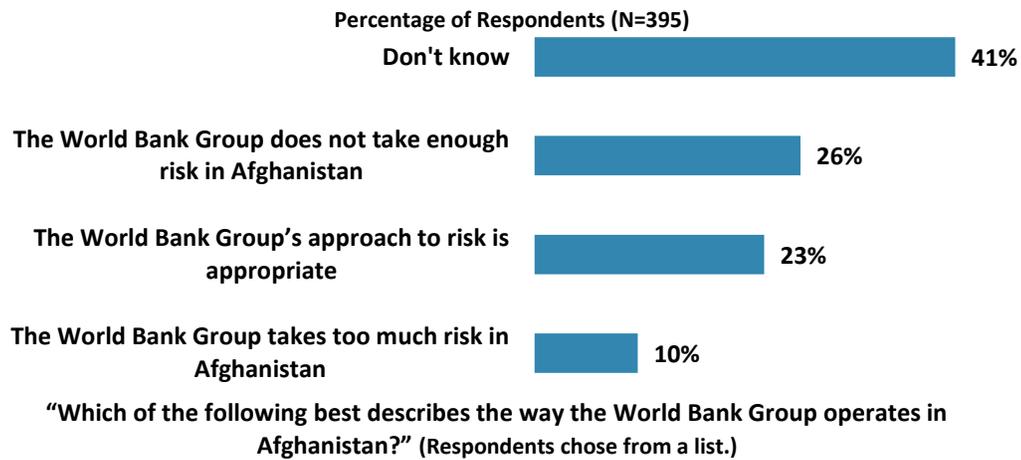
(ⁱSignificantly different across levels of collaboration)

¹Indicator Question

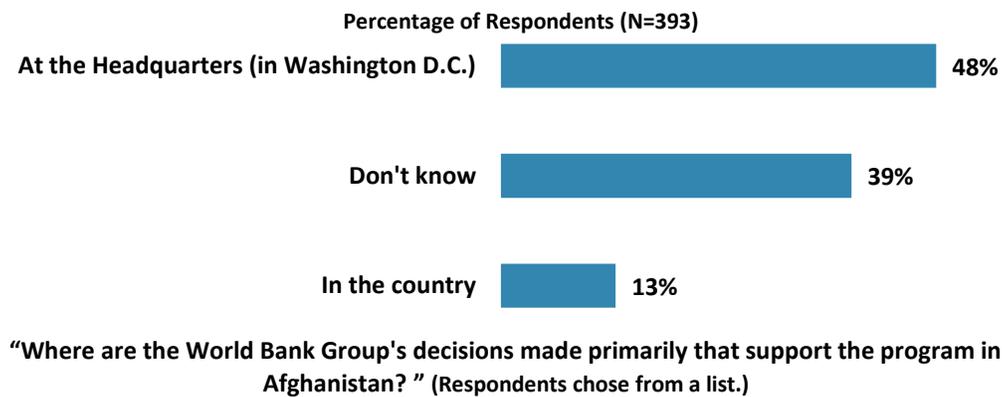


VII. How the World Bank Group Operates (continued)

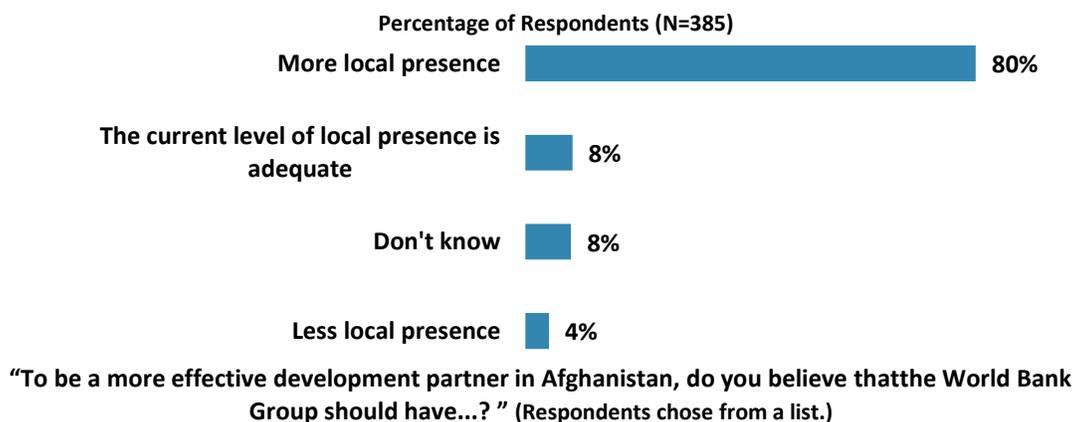
The World Bank Group's Approach to Risk in Afghanistan



Making Decisions about the WBG Program in Afghanistan



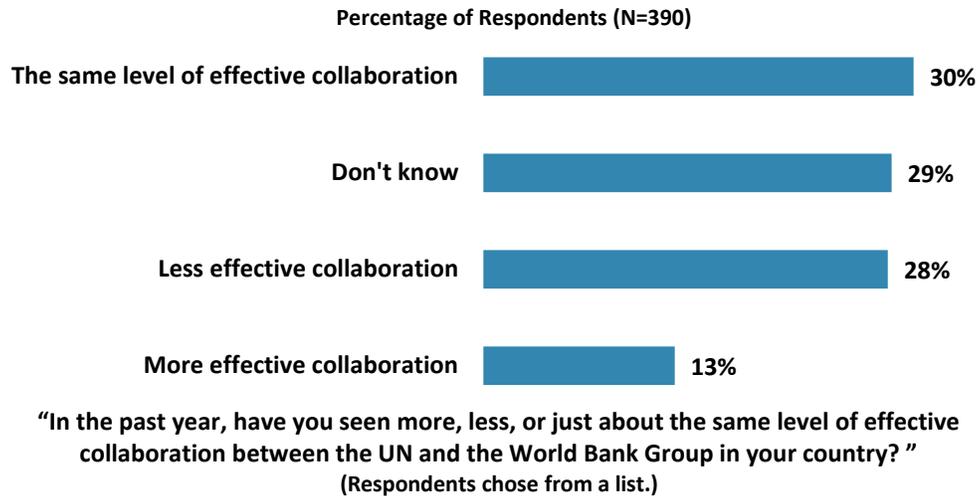
The World Bank Group's Local Presence in Afghanistan



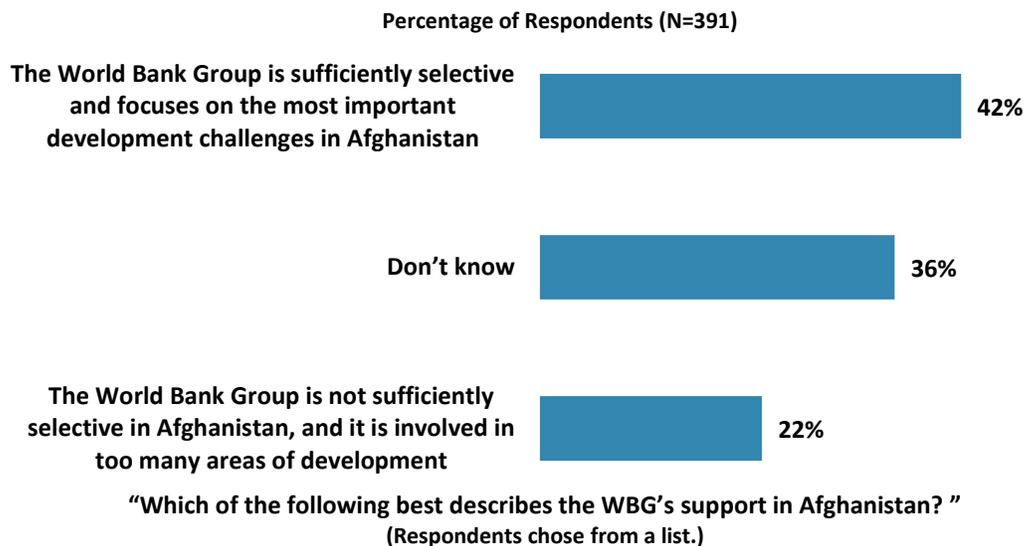


VII. How the World Bank Group Operates (continued)

The World Bank Group's Collaboration with UN



Selectivity of the World Bank Group's Support

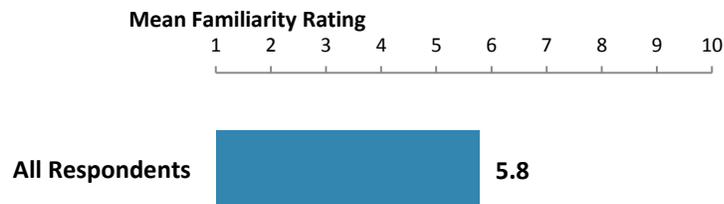




VIII. The Afghanistan Reconstruction Trust Fund (ARTF)

Familiarity with ARTF

- **Year comparison:** Respondents in this year's Survey were significantly more familiar (weighted mean = 6.3) with the ARTF than respondents in the FY'08 and FY'12 Surveys (weighted mean = 4.4 and 5.1 respectively).
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar levels of familiarity with the ARTF.
- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher levels of familiarity with the ARTF than respondents who previously or never collaborated with the institution.



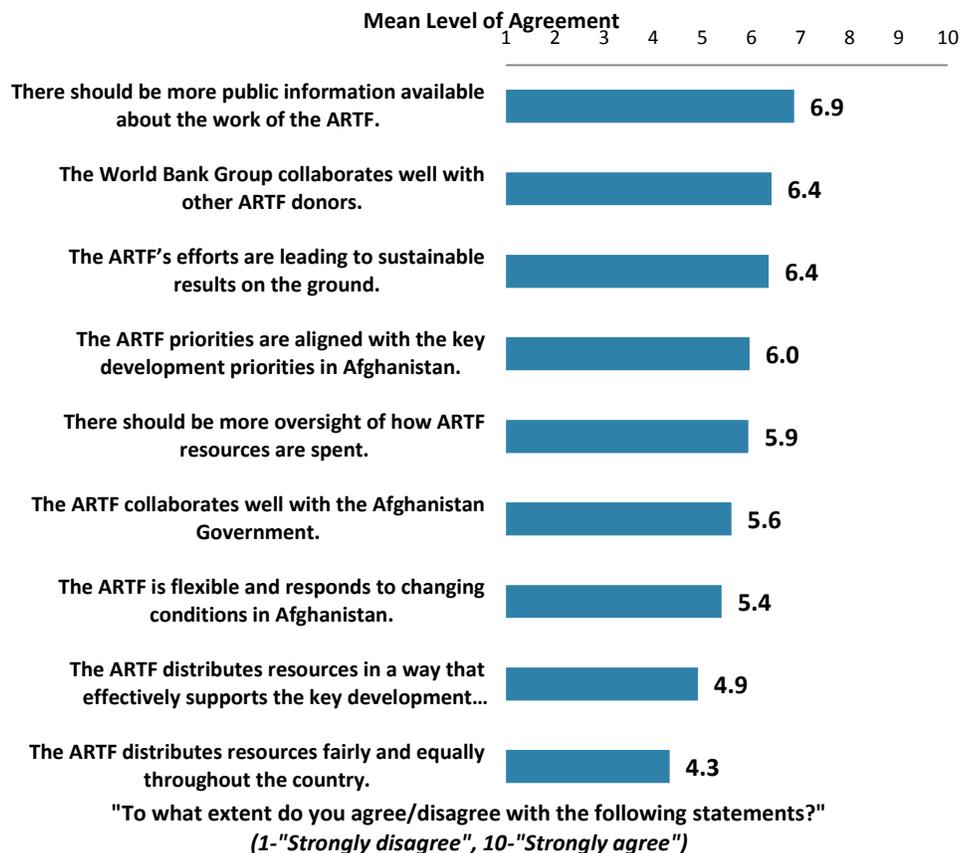
"How familiar are you with the work of the ARTF in Afghanistan?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



VIII. The Afghanistan Reconstruction Trust Fund (ARTF) (continued)

Qualities of ARTF's Work

- **Year comparison:** Although this year's respondents were significantly more familiar with the ARTF, their levels of agreement with most of the statements below were significantly lower than they were in FY'08. For more details, please see appendix F.
- **Stakeholder groups:** Respondents from local governments had significantly higher levels of agreement with the statements that "*the ARTF collaborates well with the Afghanistan Government*" and "*the WBG collaborates well with other donors,*" whereas respondents from the media had significantly lower levels of agreement with them.
- **Geographic locations:** Respondents located outside Kabul had significantly higher levels of agreement with the statements that "*the ARTF is flexible and responds to changing conditions in Afghanistan*" and "*the WBG collaborates well with other donors*" compared to respondents located in Kabul.
- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher levels of agreement with the statements that "*the ARTF collaborates well with the Afghanistan Government,*" "*the ARTF distributes resources fairly and equally throughout the country,*" "*the ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan,*" and "*the ARTF efforts are leading to sustainable results on the ground,*" compared to respondents who previously or never collaborated.

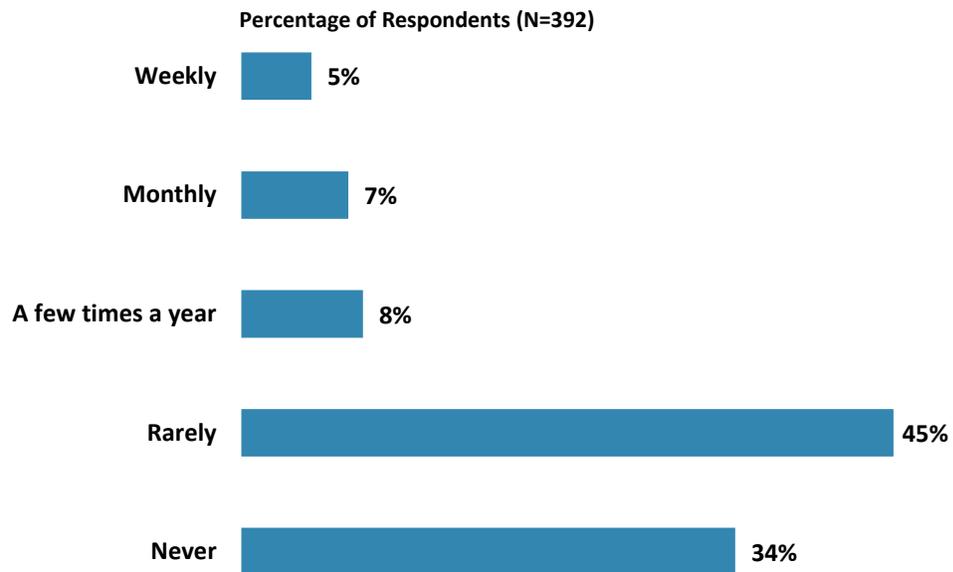




IX. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work

- **Year comparison:** Although a plurality of respondents in FY'12 did not use the WBG knowledge work and activities frequently, they did use them significantly more frequently than they do today as indicated in the FY'15 Country Survey.



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

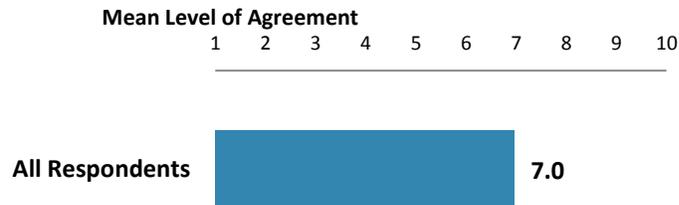
(Note: percentages may not total 100 due to rounding)



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

Meeting Afghanistan's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents of this year's Country Survey had significantly higher levels of agreement (weighted mean = 7.2) that the World Bank Group meets Afghanistan's needs for knowledge services than respondents in the FY'12 Survey (weighted mean = 6.6).
- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest levels of agreement that the World Bank Group meets Afghanistan's needs for knowledge services, whereas respondents from local governments had significantly lower levels of agreement.
- **Geographic locations:** Respondents across geographic locations had statistically similar levels of agreement that the World Bank Group meets Afghanistan's needs for knowledge services.
- **Gender differences:** Female respondents had significantly higher levels of agreement that the World Bank Group meets Afghanistan's needs for knowledge services than male respondents.

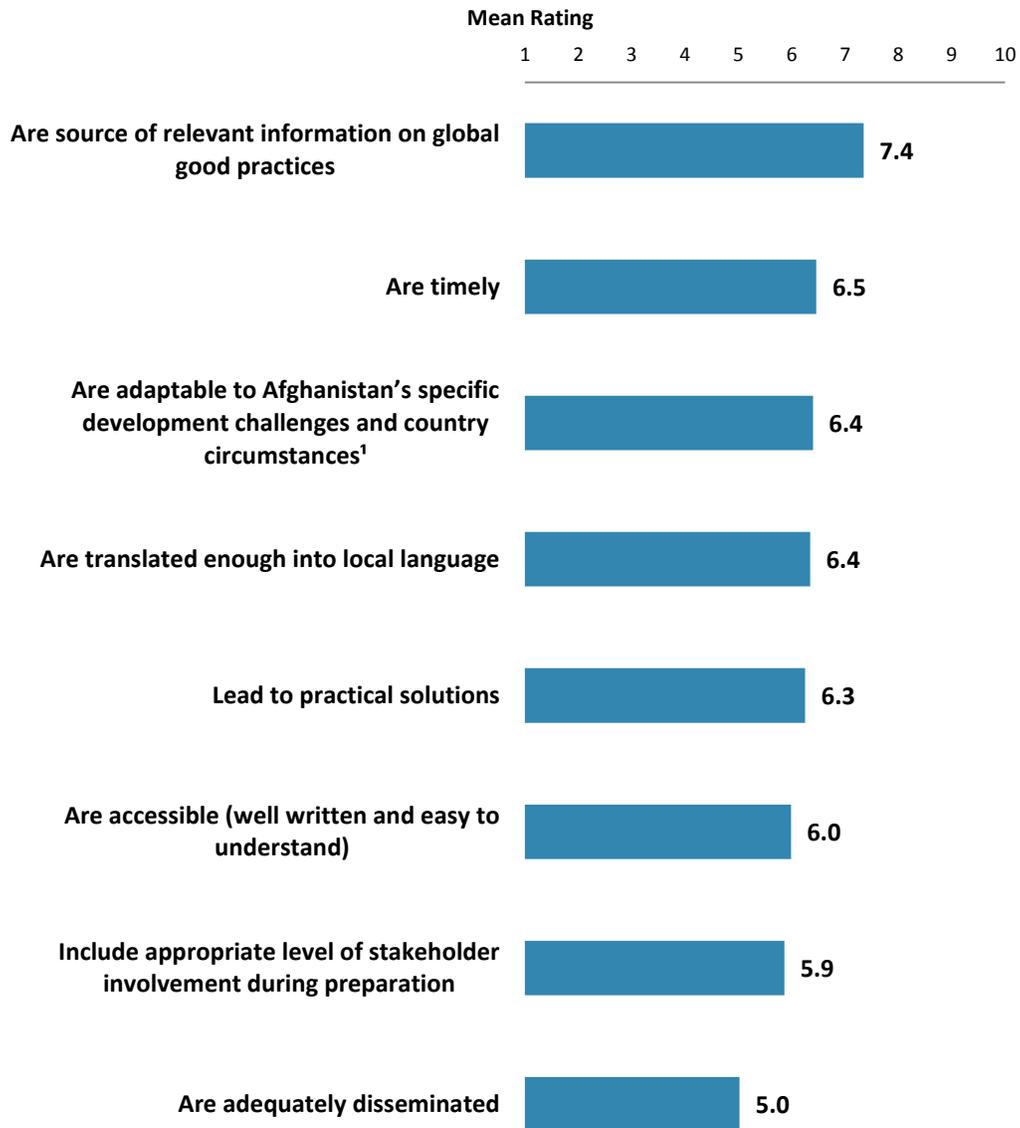


"The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")



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

Qualities of the WBG's Knowledge Work and Activities



"In Afghanistan, 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")

¹Indicator Question



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

Qualities of the WBG's Knowledge Work and Activities (continued)

- **Year comparison:** Respondents in FY'08, FY'12, and FY'15 all gave statistically similar ratings for the qualities of the WBG's knowledge work and activities.
- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest ratings for the WBG's knowledge work and activities being "*adaptable to Afghanistan's specific development challenges and country circumstances,*" whereas respondents from the media had significantly lower ratings for it.
- **Geographic locations:** Respondents across geographic locations gave statistically similar ratings for all the qualities of the WBG knowledge work and activities.
- **Collaboration:** Respondents who currently collaborate with the WBG gave significantly higher ratings for the WBG's knowledge work and activities "*being timely,*" "*leading to practical solutions,*" and "*being adequately disseminated,*" compared to respondents who previously and/or never collaborated.



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

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

- **Stakeholder groups:** Although overall respondents all gave highly positive ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Afghanistan, respondents from media tended to give significantly lower ratings for it.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Afghanistan.



"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)

- **Stakeholder groups:** Respondents from the office of parliamentarian gave significantly lower ratings for the technical quality of the WBG's knowledge work and activities than any other respondents.
- **Geographic locations:** Respondents across geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- **Collaboration:** Respondents who currently collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities than those who previously and never collaborated with the institution.



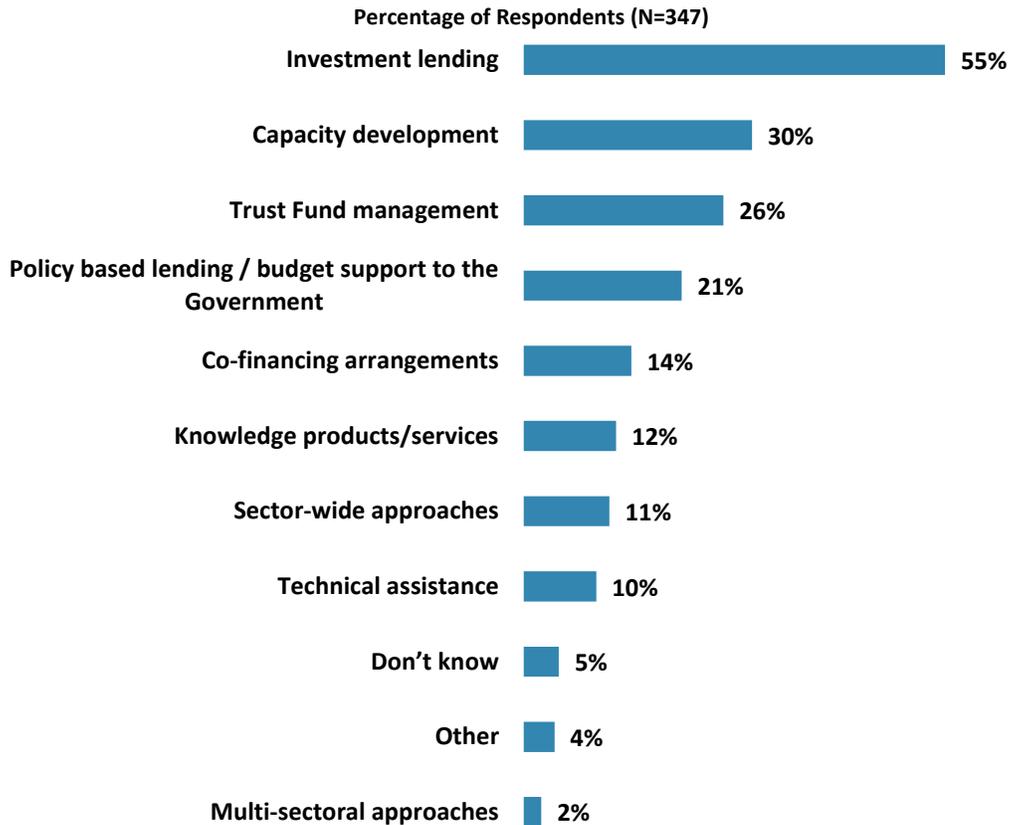
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey also indicated that the most effective WBG instrument in reducing poverty in Afghanistan is “*investment lending*” (65%).



"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Afghanistan?"

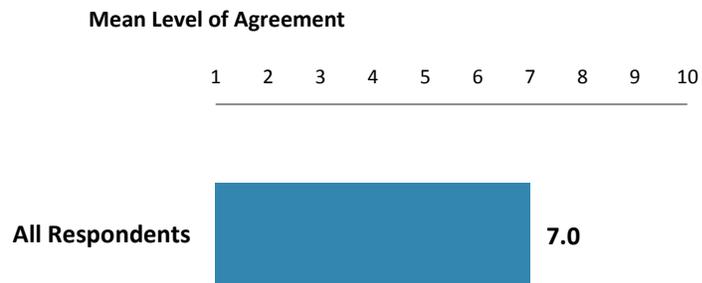
(Respondents chose from a list. Responses combined.)



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

Meeting Afghanistan’s Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in FY’12 and this year’s Country Survey had statistically similar levels of agreement that the World Bank Group’s financial instruments meet Afghanistan’s needs.
- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister had the highest levels of agreement that the World Bank Group’s financial instruments meet Afghanistan’s needs, whereas respondents from CSOs and the media had significantly lower levels of agreement.
- **Geographic locations:** Respondents across geographic locations had statistically similar levels of agreement that the World Bank Group’s financial instruments meet Afghanistan’s needs.

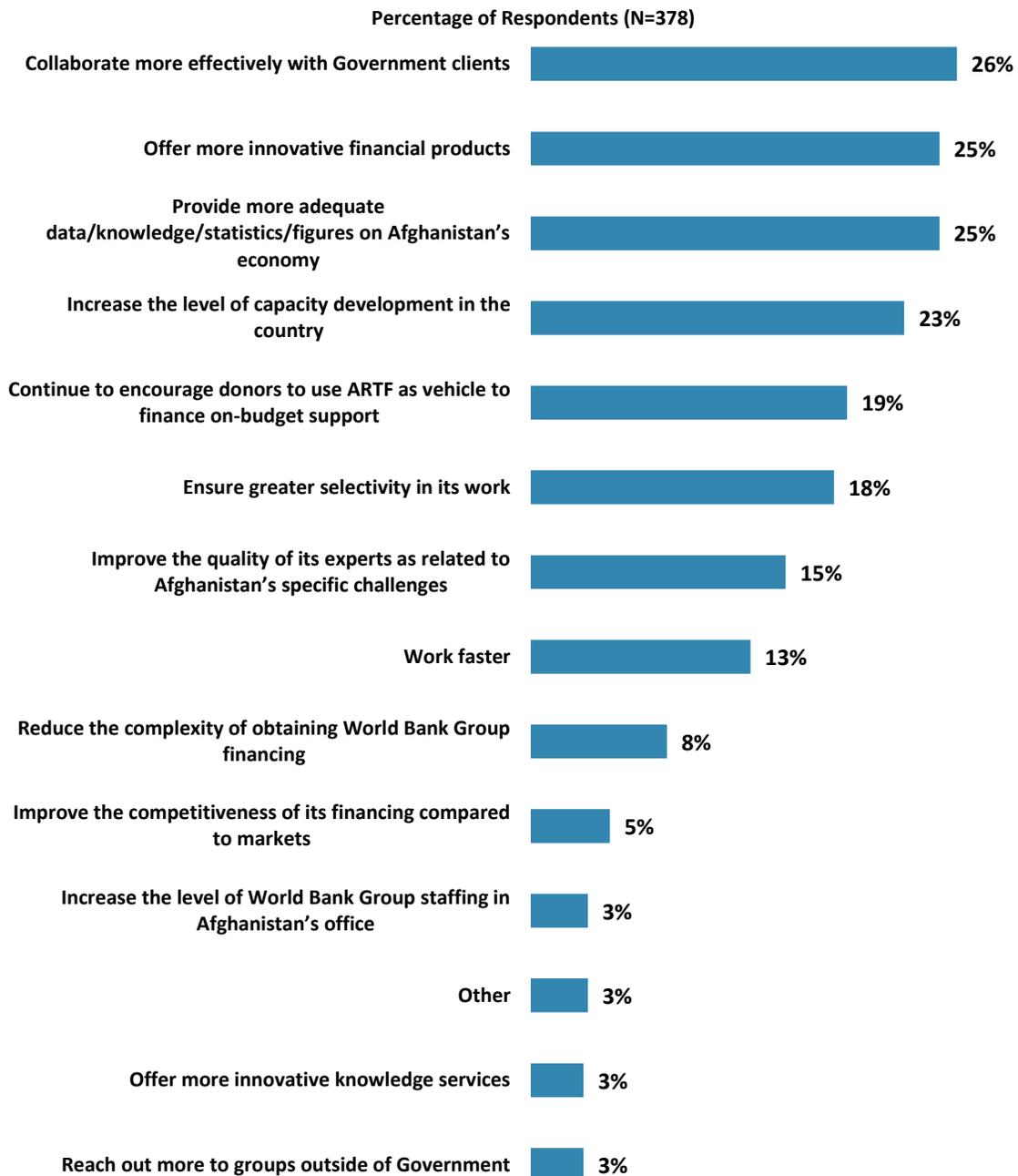


"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Afghanistan."
(1-"Strongly disagree", 10-"Strongly agree")



X. The Future Role of the World Bank Group in Afghanistan

Making the World Bank Group of Greater Value



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



X. The Future Role of the World Bank Group in Afghanistan (continued)

Making the World Bank Group of Greater Value (continued)

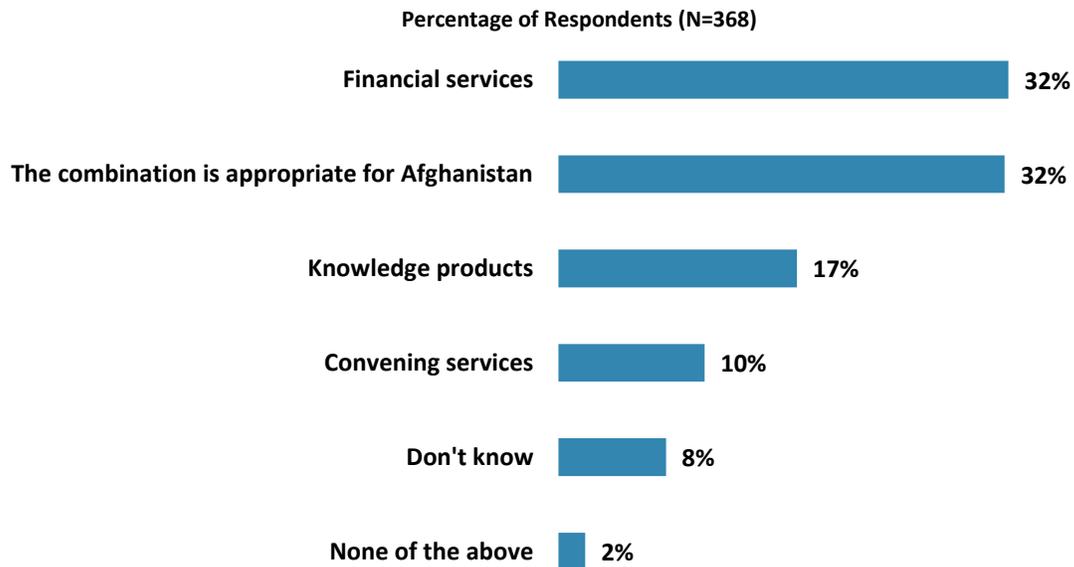
- **Stakeholder groups:** Respondents from the Office of President/CEO/Minister were significantly more likely to indicate that the WBG should “*provide more adequate data/knowledge/statistics/figures on Afghanistan’s economy*” than respondents from other stakeholder groups. In the meantime, respondents from ministries/PMUs and consultants working on WBG projects were significantly more likely to indicate that the WBG should “*offer more innovative financial products*” than other respondents.
- **Geographic locations:** Respondents from Kabul were significantly more likely to indicate that the WBG should “*collaborate more effectively with government clients*” and “*offer more innovative financial products*” than respondents located outside Kabul.



X. The Future Role of the World Bank Group in Afghanistan (continued)

World Bank Group's Services in Afghanistan

- **Stakeholder groups:** Respondents from the office of parliamentarian were mostly likely to indicate that the WBG should offer more “*financial services*” in Afghanistan among all respondents.
- **Geographic locations:** Respondents across geographic locations had statistically similar views of the combination of services the WBG offers.



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

(Respondents chose from a list.)

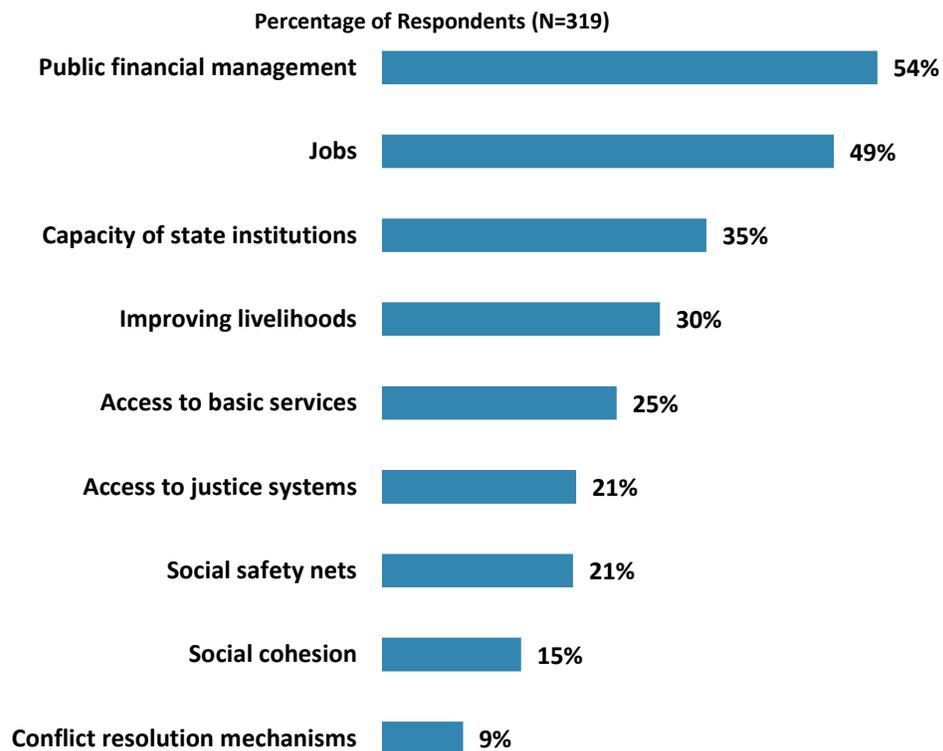
(Note: percentages might not total 100 due to rounding)



X. The Future Role of the World Bank Group in Afghanistan (continued)

World Bank Group Playing a Leading Role

- **Stakeholder groups:** Respondents local governments were significantly more likely to indicate that the Afghanistan would benefit most from the WBG playing a leading role in “*public financial management*” compared to respondents from other stakeholder groups.
- **Geographic locations:** Respondents across geographic locations had statistically similar views of the top three areas where the country would benefit the most from the WBG playing a leading role.



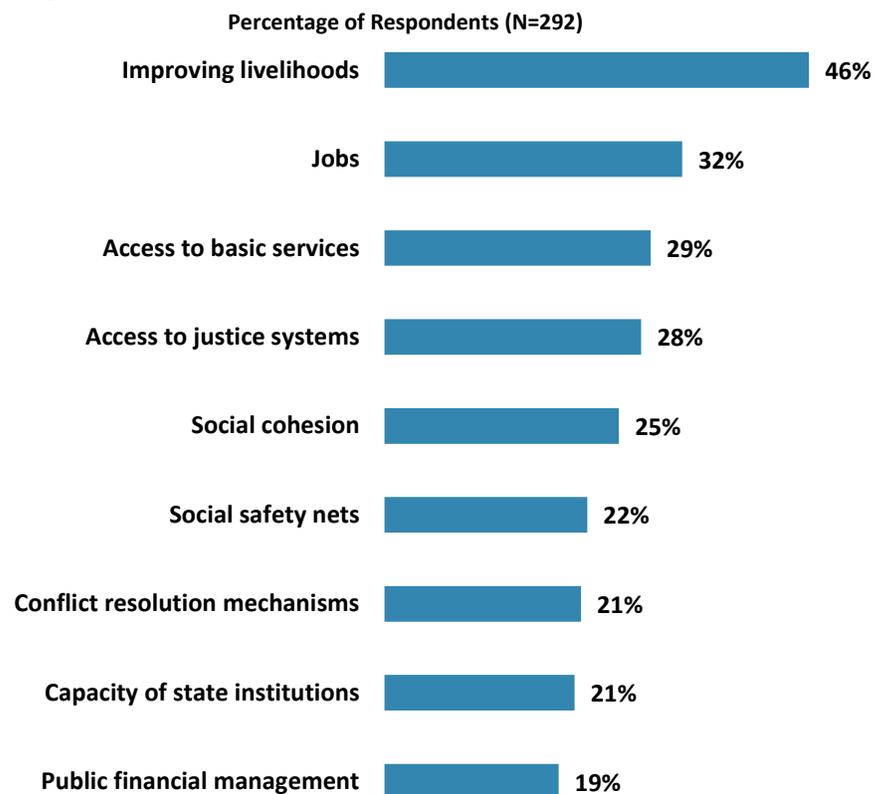
"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Afghanistan?"
(Respondents chose from a list. Responses combined.)



X. The Future Role of the World Bank Group in Afghanistan (continued)

Other Donors Playing a Leading Role

- **Stakeholder groups:** Respondents ministries/PMUs and consultants working on WBG projects were significantly more likely to indicate that the Afghanistan would benefit most from the other donors playing a leading role in “*improving livelihoods*” compared to respondents from other stakeholder groups.
- **Geographic locations:** Respondents across geographic locations had statistically similar views of the top three areas where the country would benefit the most from other donors playing a leading role.



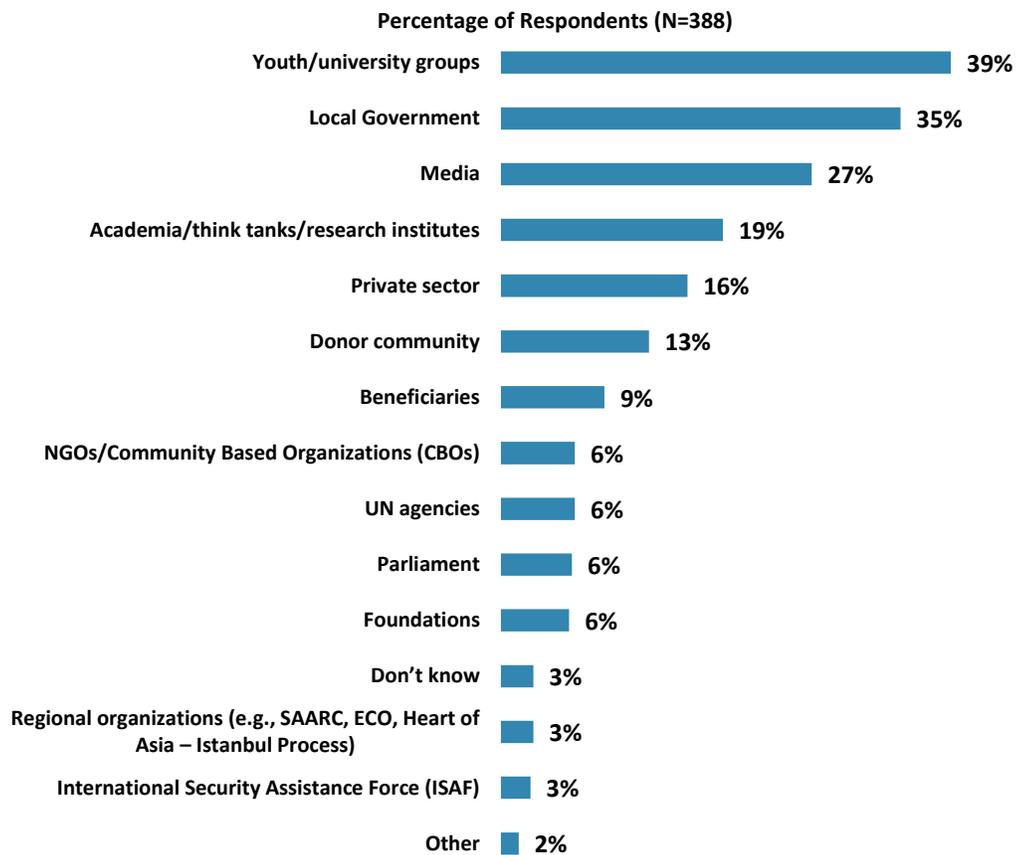
"Which THREE areas below would benefit most from other donors playing a leading?"
(Respondents chose from a list. Responses combined.)



X. The Future Role of the World Bank Group in Afghanistan (continued)

Collaborate More with...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should collaborate more with local governments (29%) and private sector (23%), and respondents in this year's Country Survey believe that the WBG should collaborate more with youth/university groups and local governments.
- **Stakeholder groups and geographic locations:** Respondents from private sector/financial sector/private banks and respondents located outside Kabul were significantly more likely to indicate that the WBG should collaborate more with youth/university groups.



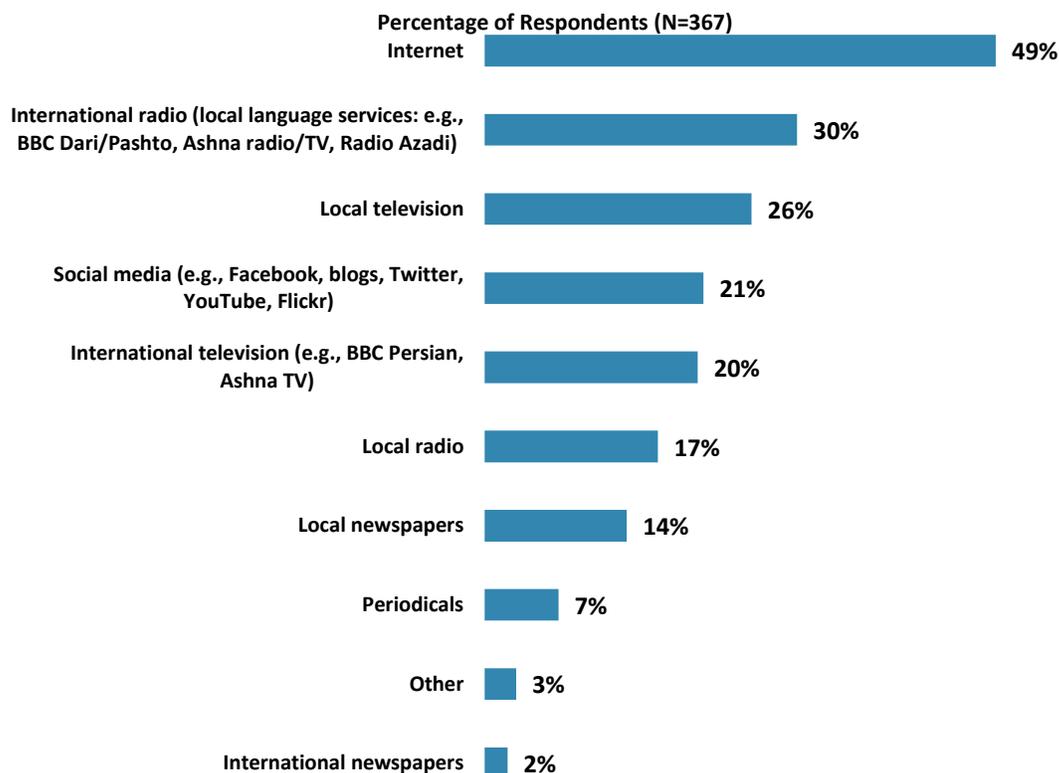
"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)



XI. Communication and Openness

General Information Sources

- **Year comparison:** Half of all respondents in the FY '08 country survey indicated that they got most of their information about economic and social development issues in Afghanistan from international radio (50%). In FY'12, respondents got most of their information about economic and social development issues in Afghanistan from local television (41%)
- **Year comparison:** It is worth mentioning that in FY'12, only 38% of the respondents used the Internet to get information about the country's development issues, whereas this year almost half of the respondents (49%) do so.
- **Geographic locations:** Respondents from outside Kabul were significantly more likely to get most of their information about economic and social development issues in Afghanistan through the Internet than respondents from Kabul.
- **Gender differences:** it is worth mentioning that women were significantly more likely to get most of their information about economic and social development issues from "social media" than men.



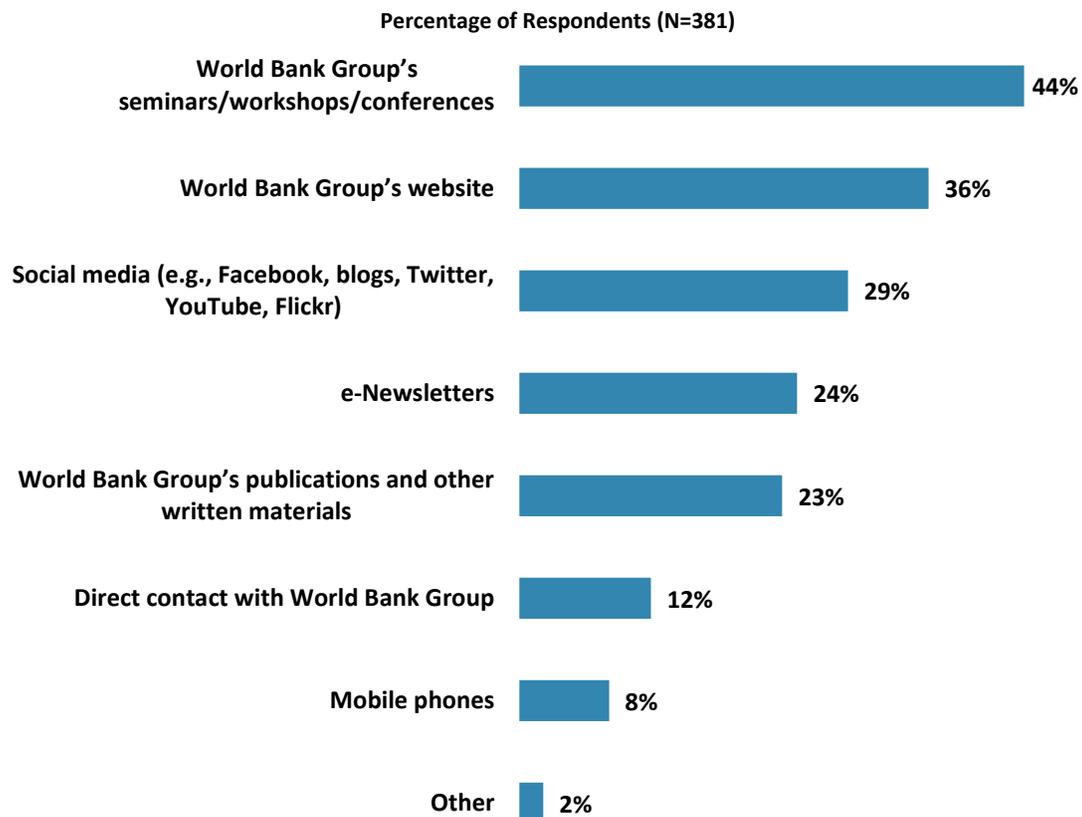
"How do you get most of your information about economic and social development issues in Afghanistan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



XI. Communication and Openness (continued)

Preferred Information Sources

- **Year comparison:** A plurality of respondents of the FY'12 Country Survey indicated they would prefer to receive information from the WBG through the WBG seminars/workshops/conferences (40%).
- **Year comparison:** It is worth mentioning that in FY'12, only 16% of the respondents prefer to get information from the WBG through social media, whereas this year 29% of the respondents do so.
- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks and CSOs were significantly more likely to indicate that they would prefer to receive information from the WBG through “*social media*” than respondents from other stakeholder groups.
- **Gender differences:** Female respondents were significantly more likely to prefer to receive information from the WBG through “*social media*” than their male counterparts.



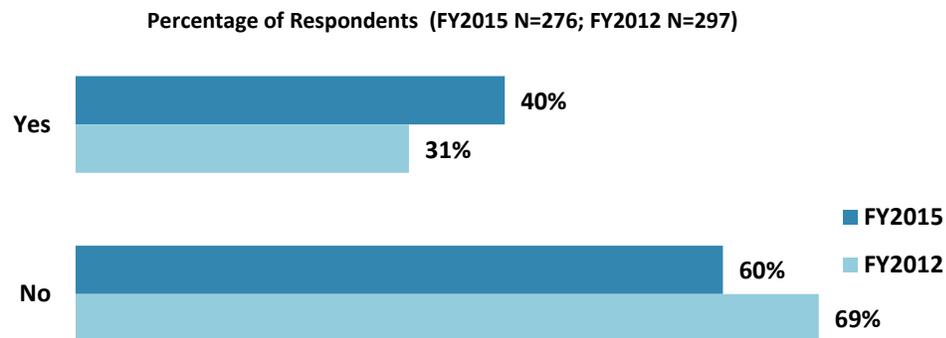
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



XI. Communication and Openness (continued)

Access to Information

- **Year comparison:** This year's respondents were significantly more likely to be aware of the Access to Information Policy of the WBG than respondents in the FY'12 Survey.
- **Stakeholder groups:** It is worth mentioning that in the FY'15 Country Survey respondents from local governments were least likely to be aware of the Policy among all respondents.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to be aware of the Access to Information Policy of the WBG than respondents who previously or never collaborated with the WBG.



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

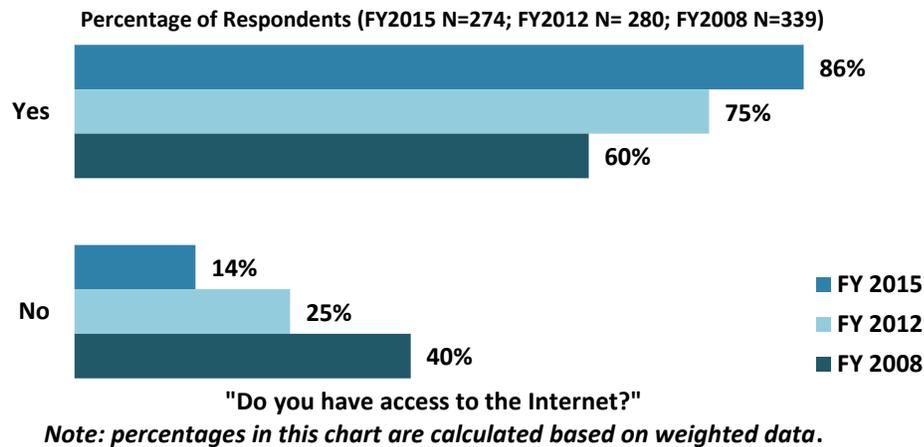
Note: percentages in this chart are calculated based on weighted data.



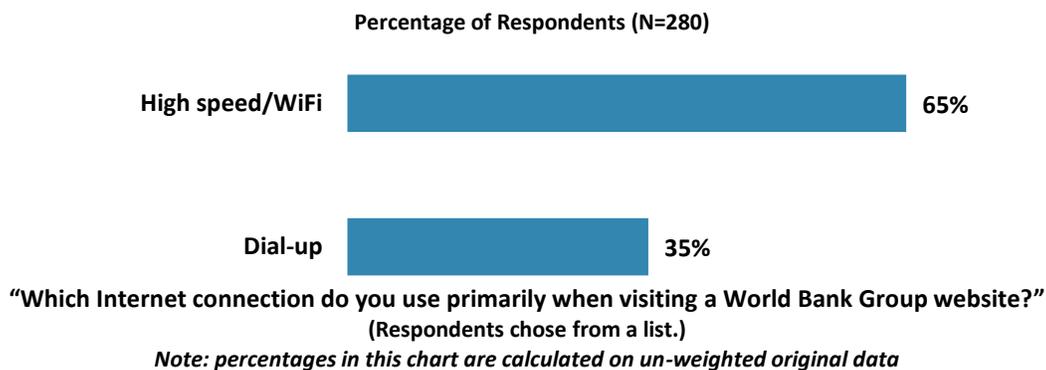
XI. Communication and Openness (continued)

Internet Access

- **Year comparison:** Respondents in this year's Country Survey were significantly *more* likely to have access to the Internet than respondents in FY'08 and FY'12.
- **Stakeholder groups:** Respondents from local governments were significantly *less* likely to have access to the Internet than respondents from other stakeholder groups.
- **Geographic locations:** Respondents from Kabul were significantly *more* likely to have access to the Internet than respondents from outside Kabul.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to have access to the Internet than respondents who previously or never collaborated with the WBG.



- **Geographic locations:** Respondents from outside Kabul were significantly more likely to use high speed/WiFi connection than respondents from Kabul.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to use high speed/WiFi connection than respondents who previously or never collaborated with the WBG.

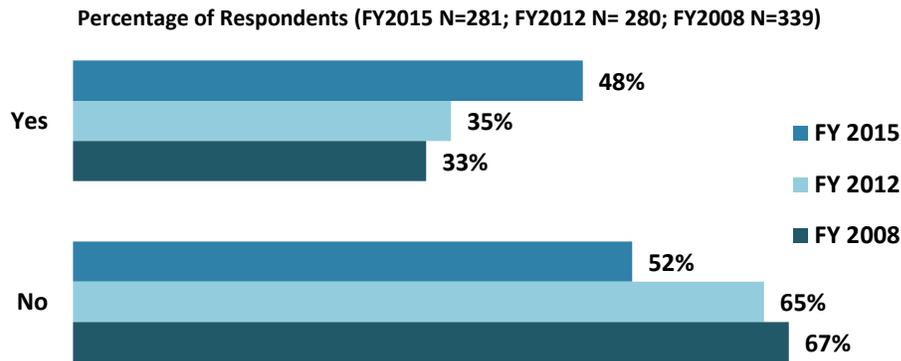




XI. Communication and Openness (continued)

Website Usage

- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to have used the WBG website than respondents in FY'08 and FY'12.
- **Geographic locations:** Respondents from Kabul were significantly more likely to have used the WBG website than respondents from outside Kabul.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to have used the WBG website than respondents who previously or never collaborated with the WBG.



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

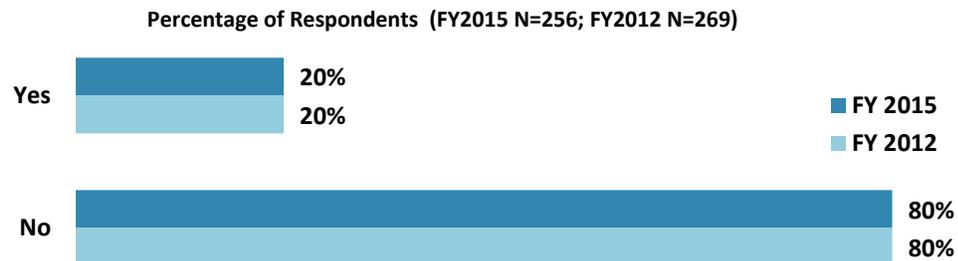
Note: percentages in this chart are calculated based on weighted data.



XI. Communication and Openness (continued)

Website Usage (continued)

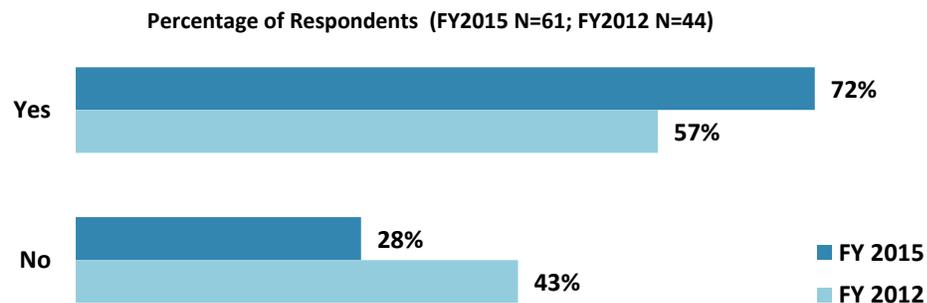
- **Stakeholder groups and geographic locations:** Respondents from CSOs and respondents located in Kabul were significantly more likely to have requested information from the WBG on its activities than other respondents.
- **Collaboration:** Respondents who had previously collaborated with the WBG were mostly likely to have requested information from the WBG on its activities in the past year.



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

Note: percentages in this chart are calculated based on weighted data.

- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to obtain information they requested than respondents who previously or never collaborated with the WBG.



"Were you able to obtain this information?"

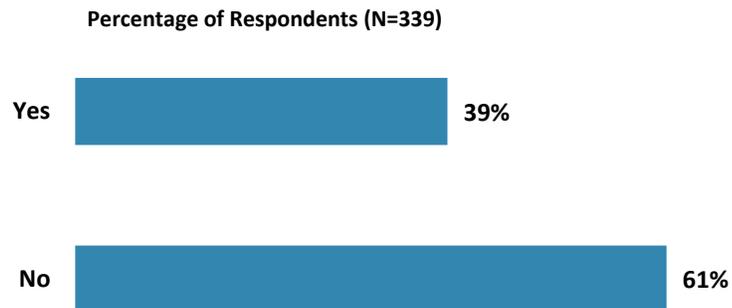
Note: percentages in this chart are calculated based on weighted data.



XI. Communication and Openness (continued)

Use of WBG’s Social Media Channels

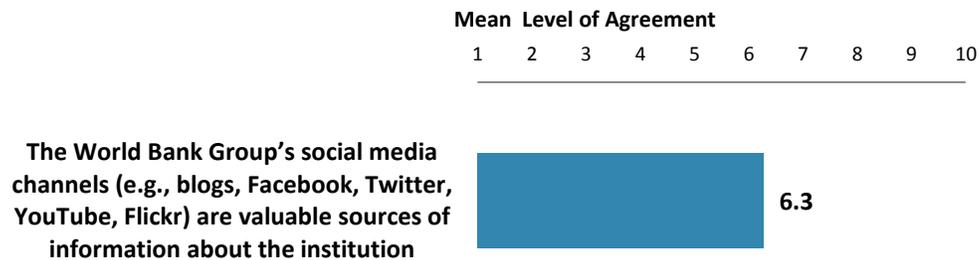
- **Stakeholder groups:** Respondents from private sector/financial sector/private banks were significantly more likely to consult the WBG social media than other respondents.
- **Gender differences:** Female respondents were significantly more likely to consult the WBG social media than male respondents.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to consult the WBG social media than respondents who previously or never collaborated with the WBG.



“Do you currently consult the World Bank Group social media sites (e.g., facebook, blogs, Twitter, YouTube, Flickr)” (Respondents chose from a list.)

Note: percentages in this chart are calculated on un-weighted original data

Evaluation of WBG’s Social Media Channels



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

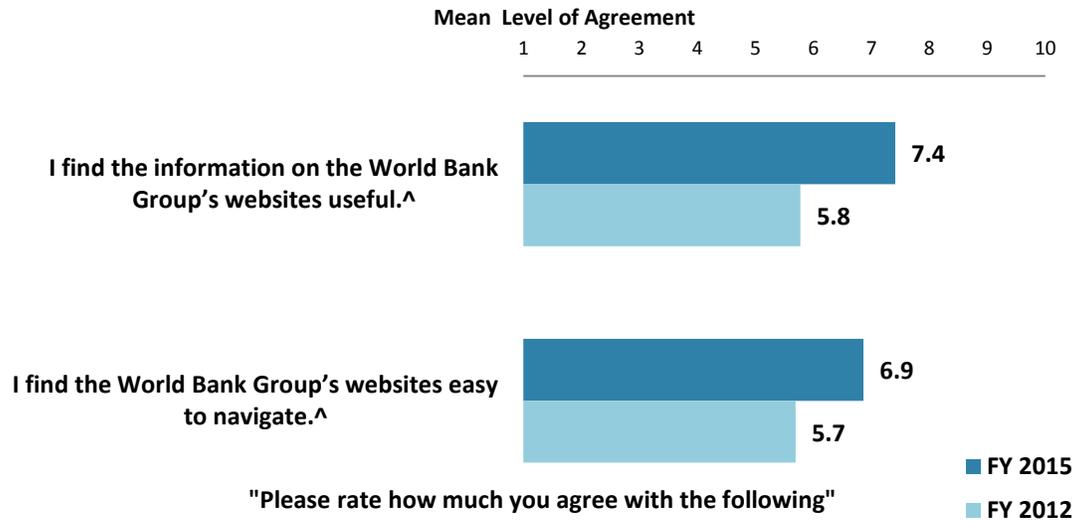
Note: means in this chart are calculated on un-weighted original data



XI. Communication and Openness (continued)

Website Evaluation

- **Year comparison:** Respondents of this year's Country Survey had significantly *higher* levels of agreement with the following two statements than respondents in the FY'12 Country Survey.
- **Stakeholder groups:** Respondents from office of parliamentarians had significantly *lower* levels of agreement with both statements than respondents from other stakeholder groups.



"Please rate how much you agree with the following"
(1-"Strongly disagree", 10-"Strongly agree")
([^]Significantly different between FY15 and FY12)

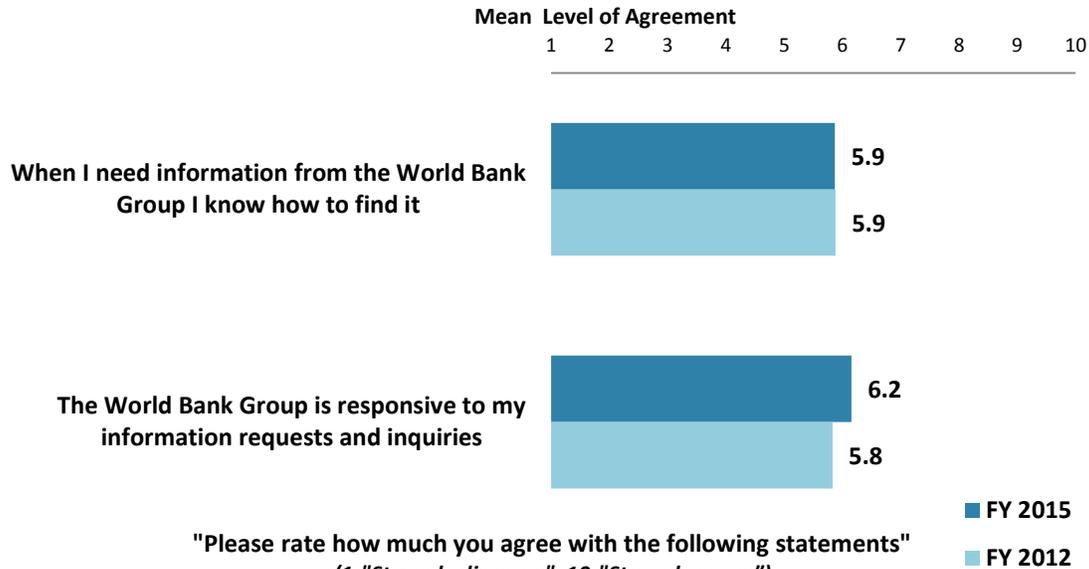
Note: means in this chart are calculated based on weighted data.



XI. Communication and Openness (continued)

Information Sharing

- Stakeholder groups:** Respondents from the media had significantly lower levels of agreement with the statement that “*when I need information from the WBG I know how to find it*” than respondents from other stakeholder groups. Respondents from local governments had significantly lower levels of agreement with the statement that “*the WBG is responsive to my information requests and inquiries*” compared to other respondents.



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

Note: means in this chart are calculated based on weighted data.



XII. Appendices

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Afghanistan





Appendix A: Responses to All Questions across All Respondents (N=407)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Afghanistan

1. In general would you say that Afghanistan is headed in ... following the new government inauguration in September 2014?	Percentage of Respondents (N=384)
The right direction	33.1%
The wrong direction	20.8%
Not sure	46.1%

2. Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=392)
Security/stabilization/reconstruction	74.5%
Education	30.4%
Anti corruption	23.7%
Job creation/employment	18.1%
Energy	17.1%
Economic growth	16.1%
Public sector governance/ reform	14.8%
Law and justice	13.8%
Natural resource management	9.7%
Agricultural development	8.4%
Poverty reduction	8.2%
Private sector development	6.4%
Equality of opportunity	5.9%
Rural development	5.1%
Food security	4.6%
Foreign direct investment	4.3%
Health	4.1%
Social cohesion	3.6%
Social protection	3.1%
Trade and exports	2.8%
Regional conflict and tensions	2.8%
Gender equity	2.3%
Financial markets	2.3%
Regional integration and cooperation	2.3%
Water and sanitation	2.0%
Urban development	1.8%
Transport	1.5%
Local governance and institutions	1.3%
Crime and violence	1.0%
Environmental sustainability	0.8%
Regulatory framework	0.5%
Disaster management	0.5%
Climate change	0.3%
Communicable/non-communicable diseases	0.3%
Information and communications technology	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=400)
Security/stabilization/reconstruction	44.8%
Economic growth	34.0%
Job creation/employment	24.3%
Anti corruption	15.3%
Agricultural development	14.5%
Natural resource management	10.5%
Public sector governance/ reform	8.0%
Equality of opportunity	7.0%
Private sector development	7.0%
Foreign direct investment	6.3%
Law and justice	6.0%
Energy	6.0%
Education	6.0%
Rural development	5.2%
Trade and exports	3.8%
Gender equity	2.8%
Transport	2.8%
Water and sanitation	2.3%
Regional conflict and tensions	2.3%
Food security	2.0%
Local governance and institutions	2.0%
Social protection	2.0%
Crime and violence	2.0%
Health	1.8%
Financial markets	1.5%
Social cohesion	1.5%
Regional integration and cooperation	1.3%
Information and communications technology	1.0%
Urban development	0.8%
Regulatory framework	0.7%
Climate change	0.5%
Disaster management	0.3%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=362)
Better employment opportunities for all Afghans	56.6%
Consistent economic growth	43.6%
Education and vocational training that better ensure job opportunity	24.0%
Better quality public services	14.9%
Better opportunity for the poor across the country	10.8%
Greater voice and participation for citizens to help ensure greater accountability	10.2%
Better entrepreneurial opportunities	8.8%
More reliable social safety net	7.5%
Greater equity of fiscal policy	7.2%
Better employment opportunities for women	6.1%
Greater access to health and nutrition for citizens	3.6%
Better opportunity for women	1.9%
Other	1.7%

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 Afghanistan? (1-Not familiar at all, 10-Extremely familiar)	380	0	5.78	2.92
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan? (1-Not effective at all, 10-Very effective)	332	59	7.64	2.49
Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	321	63	7.56	2.70

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

4. When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=392)
Security/stabilization/reconstruction	62.8%
Agricultural development	26.8%
Economic growth	26.0%
Education	23.2%
Energy	21.4%
Public sector governance/ reform	15.3%
Job creation/employment	12.8%
Anti corruption	12.0%
Natural resource management	11.0%
Poverty reduction	9.4%
Rural development	7.7%
Transport	6.9%
Equality of opportunity	6.9%
Law and justice	6.6%
Health	5.9%
Trade and exports	5.4%
Private sector development	4.1%
Social cohesion	3.8%
Water and sanitation	3.3%
Social protection	3.3%
Regional integration and cooperation	3.1%
Regional conflict and tensions	2.8%
Food security	2.3%
Gender equity	2.0%
Local governance and institutions	2.0%
Crime and violence	2.0%
Foreign direct investment	1.8%
Financial markets	1.3%
Regulatory framework	1.0%
Environmental sustainability	1.0%
Climate change	0.8%
Communicable/non-communicable diseases	0.8%
Urban development	0.5%
Information and communications technology	0.3%
Disaster management	0.0%



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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Afghanistan?	Percentage of Respondents (N=241)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	34.9%	12.4%	47.3%
Capacity development	17.8%	18.7%	36.5%
Mobilizing third party financial resources	14.5%	18.7%	33.2%
Strategy formulation	13.3%	10.2%	23.5%
Technical assistance	6.2%	12.4%	18.7%
Donor coordination	2.1%	12.9%	15.0%
Linkage to non-Bank expertise	2.9%	5.3%	8.2%
Policy advice, studies, analyses	3.3%	4.9%	8.2%
Data and statistics	3.3%	2.2%	5.5%
Convening/Facilitating	2.1%	1.8%	3.8%
Other	0.0%	0.4%	0.4%

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Afghanistan? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	255	105	7.29	2.57
7. Citizen engagement (incorporating citizens' voices into development)	251	83	7.60	2.63
8. Policy design (for clarity and better incentives to achieve development goals)	212	101	7.20	2.37

When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? <i>(1-Not important at all, 10-Very important)</i>	Effectiveness			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	237	114	8.24	2.37
10. Citizen engagement (incorporating citizens' voices into development)	238	92	8.39	2.14
11. Policy design (for clarity and better incentives to achieve development goals)	222	89	8.19	2.19

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=374)
Not adequately sensitive to political/social realities in Afghanistan	18.2%
Staff too inaccessible	17.9%
Not enough public disclosure of its work	16.8%
World Bank Group's processes too complex	15.0%
Not client focused	14.7%
Not focused enough on issues that are unique to Afghanistan situation	10.7%
Not collaborating enough with stakeholders outside the Government	9.9%
Arrogant in its approach	9.6%
Too influenced by developed countries	9.4%
Don't know	9.1%
The credibility of its knowledge/data	9.1%
Not exploring alternative policy options	8.6%
Its advice and strategies do not lend themselves to practical problem solving	8.6%
World Bank Group's processes too slow	7.0%
Not aligned with country priorities	5.9%
Not aligned with other donors' work	4.3%
Imposing technocratic solutions without regard to political realities	3.5%
Not willing to honestly criticize policies and reform efforts in the country	2.4%
Other	2.4%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=347)
Investment lending	55.3%
Capacity development	30.0%
Trust Fund management	26.2%
Policy based lending / budget support to the Government	20.7%
Co-financing arrangements	14.1%
Knowledge products/services	12.1%
Sector-wide approaches	11.2%
Technical assistance	9.5%
Don't know	4.6%
Other	4.0%
Multi-sectoral approaches	2.3%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (N=337)
To a fully sufficient degree	15.4%
To a somewhat sufficient degree	35.6%
To a somewhat insufficient degree	19.0%
To a very insufficient degree	15.1%
Don't know	14.8%

15. In addition to the regular relations with the national government as its interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=388)
Youth/university groups	39.2%
Local Government	34.8%
Media	27.1%
Academia/think tanks/research institutes	19.3%
Private sector	16.2%
Donor community	12.9%
Beneficiaries	9.0%
NGOs/Community Based Organizations (CBOs)	6.4%
UN agencies	6.4%
Parliament	6.2%
Foundations	5.9%
Don't know	2.8%
Regional organizations (e.g., SAARC, ECO, Heart of Asia – Istanbul Process)	2.8%
International Security Assistance Force (ISAF)	2.6%
Other	1.5%

To what extent do you agree with the following statements about the World Bank Group's work in Afghanistan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the WBG currently plays a relevant role in development in Afghanistan*	316	46	7.27	2.77
17. The WBG's work is aligned with what I consider the development priorities for Afghanistan*	267	56	6.77	2.88
18. The WBG supports programs and strategies that are realistic for Afghanistan	246	57	6.23	2.93
19. The WBG treats clients and stakeholders in Afghanistan with respect	255	67	7.73	2.31

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

To what extent is the WBG an effective development partner in Afghanistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness to needs*	271	58	6.16	2.82
21. Flexibility (in terms of the institution's products and services)*	216	75	5.69	2.61
22. Flexibility (in terms of changing country circumstances)*	219	67	6.63	10.37
23. Being inclusive*	240	56	5.42	2.84
24. Openness (sharing data and other information)*	228	57	5.51	2.89
25. Staff accessibility*	235	53	4.79	2.80
26. Straightforwardness and honesty*	243	56	6.61	2.72
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	225	68	5.13	3.05
28. Collaboration with civil society*	245	58	6.39	2.90
29. Collaboration with the Government*	256	51	7.45	2.52
30. Collaboration with other donors and development partners*	223	72	6.66	2.68
31. Collaboration with the private sector*	188	97	6.52	2.91
32. The speed in which it gets things accomplished on the ground*	210	76	6.56	2.76
33. Being a long-term partner*	251	67	7.94	2.60

34. To be a more effective development partner in Afghanistan, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=385)
More local presence	79.5%
The current level of local presence is adequate	8.3%
Less local presence	4.2%
Don't know	8.1%

35. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=390)
More effective collaboration	13.3%
The same level of effective collaboration	30.0%
Less effective collaboration	28.2%
Don't know	28.5%

36. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=390)
Ongoing conflict and instability	47.7%
Lack of/inadequate levels of capacity in Government	47.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	36.4%
Poor donor coordination	31.3%
Political pressures and obstacles	27.2%
The Government works inefficiently	25.9%
The World Bank Group does not do adequate follow through/follow-up	20.5%
There is not an adequate level of citizen/civil society participation	18.5%
Inadequate funding	13.3%
Reforms are not well thought out in light of country challenges	7.9%
The World Bank Group works too slowly	7.4%
Other	0.3%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	239	53	5.33	3.65
2. Financial markets	254	29	7.52	2.73
3. Transport	270	31	7.94	2.43
4. Anti corruption	278	29	7.21	3.21
5. Regional conflict and tensions	239	36	5.85	3.25
6. Law and justice	258	32	6.90	3.17
7. Urban development	277	20	7.52	2.64
8. Environmental sustainability	256	22	6.87	2.92
9. Regulatory framework	240	39	5.70	3.05
10. Information and communications technology	248	33	7.48	2.63
11. Poverty reduction	285	22	8.70	2.22
12. Gender equity	249	32	6.69	3.05
13. Private sector development	261	36	7.79	2.55
14. Foreign direct investment	260	36	7.60	2.74
15. Local governance and institutions	265	28	7.15	2.93
16. Water and sanitation	260	24	7.76	2.68
17. Trade and exports	265	27	7.96	2.54
18. Economic growth	289	24	8.80	2.26
19. Energy	285	30	8.80	2.13
20. Disaster management	243	41	7.43	2.71
21. Public sector governance/ reform	248	50	7.57	2.59
22. Job creation/employment	274	26	8.26	2.49
23. Social cohesion	253	36	6.77	2.91
24. Communicable/non-communicable diseases	251	33	6.80	2.88
25. Equality of opportunity	255	33	7.23	2.86
26. Health	269	27	8.20	2.29
27. Rural development	266	26	8.04	2.35
28. Regional integration and cooperation	238	37	7.35	2.66
29. Food security	247	29	7.30	2.73
30. Natural resource management	253	34	7.95	2.83
31. Security/stabilization/reconstruction	300	24	8.47	2.62
32. Social protection	249	39	6.99	2.74
33. Climate change	239	41	6.66	2.90
34. Agricultural development	296	24	8.87	2.14
35. Education	302	23	9.15	1.81

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Afghanistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	202	145	4.96	3.35
2. Information and communications technology	195	118	7.12	2.70
3. Transport	245	70	7.11	2.59
4. Crime and violence	207	109	4.82	3.10
5. Regional conflict and tensions	185	123	5.10	3.27
6. Law and justice	210	99	5.80	3.10
7. Urban development	240	70	6.93	2.85
8. Environmental sustainability	219	84	6.27	3.03
9. Regulatory framework	189	114	5.33	3.17
10. Communicable/non-communicable diseases	204	100	6.52	2.88
11. Poverty reduction	247	66	6.97	2.92
12. Gender equity	223	89	6.52	2.81
13. Private sector development	217	89	6.93	2.68
14. Foreign direct investment	213	93	6.55	2.82
15. Local governance and institutions	235	77	6.49	3.03
16. Water and sanitation	233	73	6.62	2.81
17. Trade and exports	221	92	6.53	2.87
18. Economic growth	254	64	7.24	2.77
19. Energy	229	83	6.35	3.06
20. Disaster management	186	111	6.15	3.05
21. Public sector governance/ reform	194	108	6.06	2.84
22. Job creation/employment	240	65	6.80	2.96
23. Social cohesion	201	97	5.76	3.01
24. Financial markets	195	99	6.02	3.06
25. Equality of opportunity	207	96	5.67	2.94
26. Health	243	70	7.16	2.63
27. Rural development	227	69	7.68	2.27
28. Regional integration and cooperation	179	118	6.12	2.84
29. Food security	206	99	6.72	2.72
30. Education	259	60	7.66	2.55
31. Security/stabilization/reconstruction	253	70	6.83	3.15
32. Social protection	201	107	6.07	3.06
33. Climate change	194	116	5.68	3.11
34. Agricultural development	261	59	7.53	2.70
35. Natural resource management	206	111	6.31	3.38

3. Where are the World Bank Group's decisions made primarily that support the program in Afghanistan? (Select only ONE response)	Percentage of Respondents (N=393)
At the Headquarters (in Washington D.C.)	48.3%
In the country	12.7%
Don't know	38.9%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Afghanistan? (1-To no degree at all, 10-To a very significant degree)	332	61	7.22	2.55

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

Building Existing Country Systems*	N	DK	Mean	SD
5. To what extent does the WBG help to build/strengthen existing country systems in Afghanistan? (1-To no degree at all, 10-To a very significant degree)	313	86	6.50	2.70
To what extent do you agree with the following statements about the World Bank Group in Afghanistan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments meet the needs of Afghanistan*	322	63	7.00	2.84
7. The World Bank Group meets Afghanistan's needs for knowledge services*	262	70	6.97	2.87
Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Afghanistan? (1-To no degree at all, 10-To a very significant degree)	280	123	6.57	2.88

D. The Afghanistan Reconstruction Trust Fund (ARTF)

Familiarity with ARTF	N	DK	Mean	SD
1. How familiar are you with the work of the ARTF in Afghanistan? (1- Not familiar at all, 10-Very familiar)	288	104	5.83	3.29
To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Degree			
	N	DK	Mean	SD
2. The ARTF priorities are aligned with the key development priorities in Afghanistan.	258	107	5.96	3.02
3. The ARTF distributes resources fairly and equally throughout the country.	268	81	4.34	3.01
4. The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	269	80	4.91	3.01
5. The ARTF's efforts are leading to sustainable results on the ground.	273	72	6.35	3.11
6. The ARTF collaborates well with the Afghanistan Government.	245	106	5.59	3.05
7. The World Bank Group collaborates well with other ARTF donors.	206	129	6.41	2.98
8. There should be more oversight of how ARTF resources are spent.	244	98	5.94	3.42
9. There should be more public information available about the work of the ARTF.	283	67	6.87	3.49
10. The ARTF is flexible and responds to changing conditions in Afghanistan.	237	103	5.39	3.27

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=392)
Weekly	4.8%
Monthly	7.4%
A few times a year	8.4%
Rarely	45.2%
Never	34.2%

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

In Afghanistan, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	225	138	6.46	3.13
3. Include appropriate level of stakeholder involvement during preparation	188	133	5.86	2.92
4. Lead to practical solutions	204	111	6.25	2.99
5. Are accessible (well written and easy to understand)	223	95	5.99	2.91
6. Are source of relevant information on global good practices	232	99	7.35	2.73
7. Are adequately disseminated	205	117	5.02	2.97
8. Are translated enough into local language	207	112	6.35	3.02
9. Are adaptable to Afghanistan's specific development challenges and country circumstances*	223	106	6.40	2.95
Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	324	63	7.84	2.45
11. Overall, how would you rate the technical quality of the WBG's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	308	84	6.38	2.86

F. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	235	130	6.01	2.83
2. The WBG effectively monitors and evaluates the projects and programs it supports	272	85	6.40	2.82
3. The World Bank Group's approvals and reviews are done in a timely fashion	235	110	6.00	2.62
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	227	106	6.61	2.77
5. The World Bank Group's conditions on its lending are reasonable	258	84	5.59	2.93
6. The World Bank Group takes decisions quickly in Afghanistan*	264	79	5.56	2.95
7. Working with the WBG increases Afghanistan's institutional capacity	272	76	7.07	2.65
8. Where country systems are adequate, the WBG makes appropriate use of them*	246	94	6.94	2.73
9. The World Bank Group provides effective implementation support	268	80	7.16	2.61
WBG Promoting PPP in Afghanistan	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan? <i>(1-To no degree at all, 10-To a very significant degree)</i>	291	98	7.07	2.63
11. Which of the following best describes the way the World Bank Group operates in Afghanistan? (Select only one response)	Percentage of Respondents (N=395)			
The World Bank Group takes too much risk in Afghanistan	10.1%			
The World Bank Group does not take enough risk in Afghanistan	26.1%			
The World Bank Group's approach to risk is appropriate	22.5%			
Don't know	41.3%			
12. Which of the following best describes the World Bank Group's support in Afghanistan? (Select only one response)	Percentage of Respondents (N=391)			
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Afghanistan	42.2%			
The World Bank Group is not sufficiently selective in Afghanistan, and it is involved in too many areas of development	22.3%			
Don't know	35.5%			

**G. The Future Role of the World Bank Group in Afghanistan**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=378)
Collaborate more effectively with Government clients	25.7%
Offer more innovative financial products	24.6%
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	24.6%
Increase the level of capacity development in the country	22.5%
Continue to encourage donors to use ARTF as vehicle to finance on-budget support	19.0%
Ensure greater selectivity in its work	18.3%
Improve the quality of its experts as related to Afghanistan's specific challenges	15.3%
Work faster	13.2%
Reduce the complexity of obtaining World Bank Group financing	8.2%
Improve the competitiveness of its financing compared to markets	4.8%
Increase the level of World Bank Group staffing in Afghanistan's office	3.4%
Other	3.4%
Offer more innovative knowledge services	3.2%
Reach out more to groups outside of Government	3.2%

2. When considering the combination of services that the WBG offers in Afghanistan and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Afghanistan? (Select only ONE response)	Percentage of Respondents (N=368)
Financial services	31.8%
The combination is appropriate for Afghanistan	31.5%
Knowledge products	16.8%
Convening services	10.3%
Don't know	7.6%
None of the above	1.9%

3a. Which THREE areas below would benefit most from the WBG playing a leading role among international partners in Afghanistan?	Percentage of Respondents (Responses Combined; N=319)
Public financial management	53.6%
Jobs	48.9%
Capacity of state institutions	35.1%
Improving livelihoods	30.1%
Access to basic services	25.4%
Access to justice systems	21.0%
Social safety nets	20.7%
Social cohesion	15.0%
Conflict resolution mechanisms	8.8%

3b. Which THREE areas below would benefit most from other donors in Afghanistan?	Percentage of Respondents (Responses Combined; N=292)
Improving livelihoods	45.9%
Jobs	32.2%
Access to basic services	28.8%
Access to justice systems	27.7%
Social cohesion	25.3%
Social safety nets	21.9%
Conflict resolution mechanisms	21.2%
Capacity of state institutions	20.5%
Public financial management	18.8%

**H. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=367)
Internet	49.0%
International radio	30.0%
Local television	25.6%
Social media	21.0%
International television	20.4%
Local radio	16.6%
Local newspapers	13.6%
Periodicals	7.1%
Other	3.0%
International newspapers	2.2%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=381)
World Bank Group's seminars/workshops/conferences	44.4%
World Bank Group's website	36.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	28.9%
e-Newsletters	24.4%
World Bank Group's publications and other written materials	23.1%
Direct contact with World Bank Group	11.5%
Mobile phones	7.9%
Other	2.1%

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=337)
Yes	37.7%
No	62.3%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=315)
Yes	21.0%
No	79.0%

5. Were you able to obtain this information?	Percentage of Respondents (N=78)
Yes	64.1%
No	35.9%

6. Do you have access to the Internet?	Percentage of Respondents (N=330)
Yes	79.7%
No	20.3%

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=337)
Yes	45.2%
No	54.8%

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=339)
Yes	38.6%
No	61.4%

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

9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=280)
High speed/WiFi	65.0%
Dial-up	35.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate.	209	132	6.48	3.15
11. I find the information on the World Bank Group's websites useful.	203	113	7.21	2.74
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	186	134	6.27	3.11
13. When I need information from the World Bank Group I know how to find it	186	130	6.29	3.05
14. The World Bank Group is responsive to my information requests and inquiries	200	121	6.64	3.14

I. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=360)
Media	16.7%
Local Government Office or Staff	16.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.8%
Youth Group	7.5%
Private Sector Organization	6.7%
NGO/ Community Based Organization	6.7%
Other	6.1%
Private Foundation	3.6%
Office of the President, Office of the Chief Executive Officer (CEO)	3.3%
Office of Parliamentarian	3.3%
Financial Sector/Private Bank	2.8%
Independent Government Institution	2.8%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	2.2%
Office of Minister	1.9%
Trade Union	1.7%
Bilateral/ Multilateral Agency	1.4%
Academia/Research Institute/Think Tank	1.1%
Judiciary Branch	.3%

**I. Background Information (continued)**

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=355)
Education	16.3%
Governance	13.5%
Other	10.7%
Macroeconomics and fiscal management	7.3%
Public-private partnerships	6.2%
Generalist (specialized in multiple sectors)	6.2%
Health, nutrition, and population	5.1%
Fragility, conflict and violence	4.8%
Agriculture	4.5%
Urban, rural, and social development	4.2%
Social protection and labor	3.9%
Gender	3.4%
Jobs	2.8%
Transport and ICT	2.5%
Trade and competitiveness	2.3%
Water	1.7%
Energy and extractives	1.4%
Finance and markets	1.1%
Poverty	1.1%
Environment and natural resources	.8%

3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=338)
I have never collaborated with the World Bank Group	64.8%
I have previously collaborated with the World Bank Group	16.0%
I currently collaborate with the World Bank Group	10.9%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	8.3%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Afghanistan? (Select only ONE response)	Percentage of Respondents (N=283)
Other	44.2%
The World Bank (IDA)	42.0%
The Multilateral Investment Guarantee Agency (MIGA)	8.1%
The International Finance Corporation (IFC)	5.7%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=312)
Yes	38.5%
No	61.5%

6. If yes, what was your view of how the two institutions work together in Afghanistan? (Select only ONE response)	Percentage of Respondents (N=116)
The way the two institutions work together needs improvement	37.9%
The two institutions work well together	37.1%
Don't know	13.8%
The two institutions do not work well together	11.2%

**I. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=280)
Use World Bank Group website for information, data, research, etc.	36.1%
Use World Bank Group reports/data	33.9%
Observer	26.4%
Collaborate as part of my professional duties	22.5%
Engage in World Bank Group related/sponsored events/activities	19.3%

8. What's your gender?	Percentage of Respondents (N=375)
Female	13.6%
Male	86.4%

9. Which best represents your geographic location?	Percentage of Respondents (N=371)
Kabul	14.3%
Outside Kabul	85.7%

Appendix B: Responses to All Questions by Stakeholder Groups¹³

A. General Issues facing Afghanistan

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	31.6%	30.0%	39.1%	33.3%	36.4%	40.6%	31.7%	18.4%
The wrong direction	26.3%	30.0%	20.3%	7.8%	24.2%	18.8%	35.0%	21.1%
Not sure	42.1%	40.0%	40.6%	58.8%	39.4%	40.6%	33.3%	60.5%

Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan?

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	5.3%	0.0%	0.0%	0.0%	2.9%	5.8%	3.5%	5.1%
Food security*	21.1%	0.0%	1.6%	5.4%	0.0%	2.9%	8.8%	0.0%
Security/stabilization/reconstruction	84.2%	66.7%	69.4%	76.8%	73.5%	75.4%	63.2%	84.6%
Public sector governance/ reform*	15.8%	8.3%	24.2%	12.5%	2.9%	2.9%	21.1%	10.3%
Regional integration and cooperation*	0.0%	0.0%	0.0%	0.0%	0.0%	10.1%	3.5%	0.0%
Gender equity	0.0%	8.3%	0.0%	3.6%	5.9%	4.3%	1.8%	0.0%
Private sector development	10.5%	8.3%	4.8%	3.6%	8.8%	5.8%	3.5%	5.1%
Foreign direct investment	5.3%	0.0%	3.2%	3.6%	11.8%	2.9%	1.8%	7.7%
Water and sanitation	10.5%	0.0%	0.0%	1.8%	0.0%	4.3%	0.0%	2.6%
Energy	15.8%	8.3%	24.2%	17.9%	17.6%	11.6%	17.5%	12.8%
Regional conflict and tensions	0.0%	0.0%	1.6%	0.0%	5.9%	1.4%	5.3%	0.0%
Job creation/employment*	5.3%	0.0%	29.0%	26.8%	5.9%	20.3%	19.3%	10.3%
Rural development	10.5%	0.0%	4.8%	14.3%	0.0%	4.3%	1.8%	5.1%
Financial markets	0.0%	0.0%	1.6%	0.0%	2.9%	5.8%	1.8%	2.6%
Urban development*	0.0%	0.0%	0.0%	5.4%	5.9%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	2.9%	2.9%	0.0%	0.0%
Equality of opportunity*	21.1%	16.7%	8.1%	8.9%	5.9%	4.3%	0.0%	2.6%
Health*	0.0%	0.0%	3.2%	5.4%	0.0%	5.8%	1.8%	15.4%
Education	31.6%	66.7%	27.4%	19.6%	38.2%	31.9%	36.8%	30.8%
Poverty reduction	10.5%	25.0%	4.8%	8.9%	2.9%	8.7%	3.5%	7.7%
Transport	0.0%	0.0%	3.2%	0.0%	2.9%	0.0%	1.8%	2.6%
Social cohesion*	0.0%	16.7%	0.0%	1.8%	5.9%	8.7%	1.8%	2.6%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	9.7%	12.5%	8.8%	8.7%	8.8%	10.3%
Trade and exports	0.0%	0.0%	4.8%	0.0%	5.9%	2.9%	3.5%	5.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	1.8%	0.0%
Economic growth	5.3%	16.7%	17.7%	19.6%	26.5%	11.6%	22.8%	7.7%
Law and justice	21.1%	41.7%	14.5%	8.9%	11.8%	8.7%	14.0%	23.1%
Regulatory framework	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions*	0.0%	0.0%	0.0%	5.4%	5.9%	0.0%	0.0%	0.0%
Natural resource management	5.3%	0.0%	14.5%	10.7%	14.7%	15.9%	8.8%	2.6%
Anti corruption*	21.1%	16.7%	21.0%	16.1%	11.8%	20.3%	35.1%	38.5%
Disaster management	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	2.6%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

¹³ Only 360 respondents provided the information about their current positions. Thus only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Water and sanitation*	5.3%	16.7%	1.5%	3.5%	0.0%	0.0%	1.7%	4.9%
Equality of opportunity	15.8%	8.3%	6.2%	3.5%	5.9%	7.6%	6.7%	7.3%
Economic growth	26.3%	33.3%	27.7%	42.1%	35.3%	40.9%	38.3%	24.4%
Climate change	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	8.3%	1.5%	0.0%	0.0%	4.5%	0.0%	0.0%
Regional integration and cooperation	0.0%	0.0%	3.1%	1.8%	0.0%	0.0%	0.0%	2.4%
Gender equity	0.0%	0.0%	4.6%	3.5%	0.0%	4.5%	0.0%	2.4%
Rural development	10.5%	0.0%	6.2%	7.0%	5.9%	3.0%	5.0%	4.9%
Urban development	0.0%	0.0%	0.0%	1.8%	5.9%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	3.3%	0.0%
Local governance and institutions	0.0%	8.3%	0.0%	0.0%	2.9%	4.5%	1.7%	0.0%
Social protection	5.3%	0.0%	6.2%	1.8%	0.0%	0.0%	1.7%	0.0%
Law and justice*	10.5%	25.0%	1.5%	5.3%	14.7%	3.0%	10.0%	0.0%
Transport	10.5%	0.0%	4.6%	0.0%	5.9%	1.5%	0.0%	4.9%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	11.8%	3.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	4.9%
Security/stabilization/reconstruction	42.1%	25.0%	55.4%	45.6%	44.1%	34.8%	38.3%	46.3%
Anti corruption	5.3%	25.0%	15.4%	22.8%	11.8%	16.7%	5.0%	17.1%
Private sector development	10.5%	8.3%	7.7%	3.5%	5.9%	12.1%	3.3%	7.3%
Foreign direct investment	0.0%	8.3%	1.5%	1.8%	5.9%	12.1%	8.3%	7.3%
Energy	5.3%	0.0%	6.2%	7.0%	11.8%	4.5%	5.0%	9.8%
Public sector governance/ reform	0.0%	16.7%	10.8%	15.8%	8.8%	4.5%	1.7%	14.6%
Social cohesion	5.3%	0.0%	1.5%	0.0%	0.0%	3.0%	1.7%	2.4%
Education*	0.0%	33.3%	3.1%	10.5%	5.9%	9.1%	1.7%	2.4%
Natural resource management	15.8%	0.0%	9.2%	8.8%	17.6%	15.2%	13.3%	2.4%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	1.5%	0.0%	8.8%	1.5%	0.0%	4.9%
Agricultural development*	0.0%	0.0%	13.8%	28.1%	11.8%	16.7%	8.3%	17.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%
Job creation/employment*	15.8%	0.0%	21.5%	36.8%	8.8%	37.9%	13.3%	26.8%
Financial markets	0.0%	8.3%	3.1%	0.0%	0.0%	1.5%	3.3%	0.0%
Trade and exports	10.5%	8.3%	0.0%	0.0%	5.9%	7.6%	5.0%	0.0%
Food security	0.0%	8.3%	1.5%	0.0%	5.9%	3.0%	0.0%	4.9%

*Significantly different between stakeholder groups



A. General Issues facing Afghanistan (continued)

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	President/CEO/Minister	Parliamentarian						
Better employment opportunities for all Afghans	73.7%	58.3%	51.7%	62.5%	60.6%	52.4%	43.8%	53.8%
Better employment opportunities for women	10.5%	0.0%	1.7%	8.3%	3.0%	12.7%	2.1%	7.7%
Greater voice and participation for citizens to help ensure greater accountability*	5.3%	8.3%	5.0%	2.1%	9.1%	22.2%	14.6%	5.1%
Greater access to health and nutrition for citizens*	31.6%	8.3%	3.3%	2.1%	6.1%	1.6%	0.0%	0.0%
Better entrepreneurial opportunities	5.3%	0.0%	13.3%	8.3%	15.2%	4.8%	8.3%	10.3%
Better opportunity for the poor across the country	0.0%	16.7%	11.7%	12.5%	15.2%	9.5%	10.4%	12.8%
Better opportunity for women	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	2.1%	5.1%
Consistent economic growth	36.8%	50.0%	48.3%	43.8%	45.5%	44.4%	43.8%	33.3%
More reliable social safety net*	0.0%	16.7%	15.0%	8.3%	0.0%	4.8%	2.1%	15.4%
Greater equity of fiscal policy	5.3%	0.0%	8.3%	12.5%	3.0%	15.9%	0.0%	5.1%
Education and vocational training that better ensure job opportunity*	21.1%	25.0%	15.0%	22.9%	21.2%	14.3%	41.7%	33.3%
Better quality public services	10.5%	16.7%	16.7%	14.6%	21.2%	11.1%	20.8%	12.8%
Other	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	5.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Afghanistan?	19	6.58	3.47	10	5.40	3.44	62	6.42	2.77	49	5.51	2.98	32	6.03	2.67	66	5.89	2.83	59	5.15	3.13	41	6.29	2.45

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group’s effectiveness in Afghanistan.	17	7.47	3.04	10	8.20	3.01	55	8.00	2.29	41	7.51	2.90	26	8.12	1.66	55	7.55	2.35	50	7.16	2.58	40	7.30	2.31

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges?	15	7.93	2.28	8	9.38	1.77	57	7.60	2.74	44	7.43	2.98	24	8.21	2.13	59	7.80	2.45	52	6.62	2.96	30	7.83	2.13

(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 Afghanistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Afghanistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	5.3%	0.0%	0.0%	5.4%	0.0%	8.7%	0.0%	5.1%
Security/stabilization/reconstruction	73.7%	58.3%	47.6%	71.4%	67.6%	60.9%	73.7%	56.4%
Crime and violence	5.3%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	2.6%
Transport*	15.8%	16.7%	1.6%	0.0%	14.7%	1.4%	7.0%	7.7%
Agricultural development	5.3%	25.0%	30.2%	25.0%	26.5%	34.8%	31.6%	12.8%
Regional integration and cooperation	0.0%	0.0%	3.2%	3.6%	0.0%	1.4%	8.8%	0.0%
Gender equity	0.0%	0.0%	1.6%	7.1%	0.0%	2.9%	1.8%	0.0%
Public sector governance/ reform	26.3%	16.7%	19.0%	14.3%	23.5%	8.7%	15.8%	15.4%
Health*	0.0%	0.0%	9.5%	5.4%	2.9%	0.0%	8.8%	15.4%
Rural development	10.5%	16.7%	9.5%	8.9%	8.8%	7.2%	3.5%	5.1%
Foreign direct investment	0.0%	0.0%	4.8%	0.0%	0.0%	1.4%	0.0%	5.1%
Education	5.3%	33.3%	23.8%	17.9%	26.5%	21.7%	29.8%	25.6%
Energy	26.3%	16.7%	23.8%	19.6%	35.3%	13.0%	19.3%	25.6%
Social cohesion	0.0%	8.3%	4.8%	0.0%	8.8%	5.8%	0.0%	5.1%
Job creation/employment	15.8%	8.3%	14.3%	14.3%	2.9%	15.9%	15.8%	10.3%
Financial markets	0.0%	0.0%	1.6%	0.0%	0.0%	4.3%	0.0%	2.6%
Urban development	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	5.1%
Equality of opportunity	21.1%	8.3%	9.5%	7.1%	2.9%	5.8%	3.5%	2.6%
Regional conflict and tensions	0.0%	16.7%	3.2%	0.0%	5.9%	5.8%	0.0%	2.6%
Private sector development	0.0%	8.3%	4.8%	3.6%	2.9%	5.8%	1.8%	0.0%
Water and sanitation	0.0%	0.0%	4.8%	5.4%	0.0%	4.3%	0.0%	7.7%
Food security	5.3%	0.0%	1.6%	3.6%	0.0%	2.9%	0.0%	0.0%
Climate change	0.0%	0.0%	3.2%	0.0%	0.0%	1.4%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	15.9%	10.7%	8.8%	5.8%	17.5%	10.3%
Trade and exports	5.3%	8.3%	3.2%	5.4%	5.9%	7.2%	3.5%	5.1%
Economic growth	10.5%	25.0%	33.3%	25.0%	29.4%	24.6%	21.1%	30.8%
Law and justice	10.5%	0.0%	4.8%	12.5%	2.9%	10.1%	3.5%	5.1%
Local governance and institutions*	5.3%	8.3%	0.0%	8.9%	0.0%	0.0%	1.8%	0.0%
Regulatory framework*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	2.6%
Natural resource management	15.8%	16.7%	7.9%	5.4%	20.6%	7.2%	14.0%	15.4%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%
Anti corruption	21.1%	0.0%	9.5%	16.1%	0.0%	14.5%	10.5%	15.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

Greatest Value								
Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/Facilitating	0.0%	0.0%	0.0%	4.8%	5.3%	0.0%	3.1%	3.6%
Data and statistics	0.0%	0.0%	11.8%	2.4%	0.0%	0.0%	3.1%	0.0%
Policy advice, studies, analyses	0.0%	0.0%	2.9%	4.8%	5.3%	2.5%	3.1%	3.6%
Financial resources*	36.4%	57.1%	20.6%	35.7%	10.5%	37.5%	37.5%	53.6%
Capacity development*	9.1%	0.0%	14.7%	7.1%	26.3%	32.5%	15.6%	10.7%
Technical assistance	9.1%	0.0%	0.0%	11.9%	15.8%	10.0%	3.1%	3.6%
Mobilizing third party financial resources	0.0%	0.0%	26.5%	11.9%	10.5%	10.0%	18.8%	14.3%
Donor coordination	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	6.3%	3.6%
Linkage to non-Bank expertise	9.1%	0.0%	0.0%	4.8%	10.5%	2.5%	0.0%	0.0%
Strategy formulation*	36.4%	42.9%	23.5%	11.9%	15.8%	5.0%	12.5%	7.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value								
Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/Facilitating	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	9.1%	0.0%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	6.1%	6.9%
Policy advice, studies, analyses	0.0%	0.0%	0.0%	2.7%	12.5%	5.3%	0.0%	13.8%
Financial resources	0.0%	0.0%	14.3%	5.4%	12.5%	13.2%	18.2%	13.8%
Capacity development*	80.0%	14.3%	28.6%	24.3%	0.0%	15.8%	6.1%	17.2%
Technical assistance*	0.0%	42.9%	21.4%	10.8%	0.0%	7.9%	6.1%	20.7%
Mobilizing third party financial resources	10.0%	42.9%	7.1%	18.9%	18.8%	21.1%	30.3%	3.4%
Donor coordination	0.0%	0.0%	10.7%	16.2%	31.3%	10.5%	6.1%	17.2%
Linkage to non-Bank expertise	10.0%	0.0%	0.0%	5.4%	0.0%	7.9%	9.1%	3.4%
Strategy formulation	0.0%	0.0%	17.9%	13.5%	18.8%	15.8%	9.1%	3.4%
Other	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	8	9.00	1.60	6	7.17	1.83	47	6.83	2.53	33	7.21	3.09	24	7.54	2.41	41	7.34	2.45	47	6.91	2.72	28	7.46	2.12
Citizen engagement (incorporating citizens' voices into development)*	8	7.38	2.97	5	8.80	1.64	47	7.49	2.54	29	8.52	2.49	25	7.56	2.62	44	8.39	2.22	37	5.73	2.96	34	7.21	2.35
Policy design (for clarity and better incentives to achieve development goals)*	5	6.60	2.07	4	7.00	3.46	38	6.89	2.20	24	7.25	2.83	20	7.60	2.06	46	8.11	1.88	38	5.82	2.56	22	7.23	2.18

*Significantly different between stakeholder groups



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

When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	4	5.25	4.92	6	9.00	.63	45	8.33	2.15	35	8.31	2.30	22	8.45	2.18	41	8.66	2.12	43	7.42	2.69	27	8.59	1.93
Citizen engagement (incorporating citizens' voices into development)*	6	9.83	.41	5	9.20	1.10	45	8.60	1.96	34	8.44	2.18	27	8.63	1.94	39	8.31	2.10	35	7.20	2.78	25	8.80	1.22
Policy design (for clarity and better incentives to achieve development goals)*	10	8.30	2.06	4	9.00	1.15	37	8.00	2.16	33	8.00	2.41	23	8.04	2.46	40	8.45	1.81	35	7.11	2.87	27	9.22	.85

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	Staff too inaccessible	0.0%	10.0%	9.7%	25.5%	13.8%	13.6%	21.2%
Not exploring alternative policy options	10.5%	20.0%	8.1%	7.3%	20.7%	9.1%	5.8%	5.4%
Not collaborating enough with stakeholders outside the Government*	15.8%	20.0%	16.1%	7.3%	0.0%	13.6%	3.8%	2.7%
Its advice and strategies do not lend themselves to practical problem solving*	31.6%	10.0%	6.5%	3.6%	13.8%	15.2%	1.9%	5.4%
Not enough public disclosure of its work*	5.3%	30.0%	21.0%	29.1%	6.9%	12.1%	28.8%	10.8%
Arrogant in its approach	15.8%	0.0%	4.8%	10.9%	13.8%	7.6%	11.5%	16.2%
Not client focused	15.8%	20.0%	24.2%	12.7%	10.3%	19.7%	7.7%	2.7%
The credibility of its knowledge/data	15.8%	0.0%	16.1%	5.5%	10.3%	12.1%	3.8%	10.8%
World Bank Group's processes too complex	26.3%	20.0%	9.7%	20.0%	10.3%	12.1%	9.6%	13.5%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	0.0%	3.2%	0.0%	6.9%	3.0%	3.8%	2.7%
Too influenced by developed countries	5.3%	0.0%	12.9%	10.9%	17.2%	7.6%	3.8%	13.5%
Imposing technocratic solutions without regard to political realities	5.3%	20.0%	3.2%	0.0%	3.4%	4.5%	3.8%	2.7%
World Bank Group's processes too slow	5.3%	0.0%	6.5%	14.5%	3.4%	4.5%	5.8%	8.1%
Not aligned with other donors' work	5.3%	20.0%	3.2%	0.0%	10.3%	3.0%	1.9%	5.4%
Not aligned with country priorities	0.0%	10.0%	4.8%	12.7%	6.9%	7.6%	1.9%	5.4%
Not adequately sensitive to political/social realities in Afghanistan	15.8%	0.0%	21.0%	18.2%	10.3%	19.7%	26.9%	18.9%
Not focused enough on issues that are unique to Afghanistan situation*	0.0%	10.0%	6.5%	7.3%	0.0%	21.2%	19.2%	10.8%
Other	0.0%	0.0%	1.6%	1.8%	0.0%	3.0%	3.8%	2.7%
Don't know	10.5%	0.0%	4.8%	3.6%	17.2%	4.5%	11.5%	18.9%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Afghanistan? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Trust Fund management	16.7%	30.0%	39.6%	24.0%	39.3%	17.7%	26.1%	18.9%
Knowledge products/services	22.2%	10.0%	7.5%	4.0%	14.3%	12.9%	8.7%	16.2%
Investment lending	55.6%	50.0%	41.5%	66.0%	60.7%	53.2%	65.2%	48.6%
Technical assistance	5.6%	0.0%	11.3%	14.0%	14.3%	4.8%	6.5%	10.8%
Capacity development	27.8%	50.0%	20.8%	32.0%	32.1%	22.6%	39.1%	37.8%
Policy based lending / budget support to the Government	33.3%	10.0%	26.4%	24.0%	21.4%	21.0%	13.0%	27.0%
Multi-sectoral approaches*	0.0%	10.0%	0.0%	8.0%	3.6%	0.0%	2.2%	0.0%
Co-financing arrangements*	0.0%	10.0%	26.4%	12.0%	0.0%	16.1%	13.0%	16.2%
Sector-wide approaches	16.7%	10.0%	5.7%	6.0%	14.3%	17.7%	13.0%	8.1%
Other*	0.0%	0.0%	3.8%	2.0%	0.0%	12.9%	0.0%	5.4%
Don't know	5.6%	10.0%	1.9%	0.0%	0.0%	8.1%	10.9%	2.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
To a fully sufficient degree	13.3%	0.0%	22.8%	10.9%	13.8%	18.4%	12.7%	8.3%
To a somewhat sufficient degree	6.7%	50.0%	31.6%	52.2%	58.6%	34.7%	20.0%	36.1%
To a somewhat insufficient degree	33.3%	0.0%	26.3%	19.6%	10.3%	16.3%	25.5%	13.9%
To a very insufficient degree	26.7%	25.0%	5.3%	13.0%	0.0%	20.4%	20.0%	27.8%
Don't know	20.0%	25.0%	14.0%	4.3%	17.2%	10.2%	21.8%	13.9%

*Significantly different between stakeholder groups

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Academia/think tanks/research institutes	23.5%	8.3%	18.0%	19.6%	9.7%	29.0%	22.4%	15.0%
Donor community	0.0%	0.0%	14.8%	8.9%	19.4%	10.1%	12.1%	12.5%
Media*	23.5%	25.0%	14.8%	23.2%	41.9%	29.0%	48.3%	12.5%
Local Government*	29.4%	25.0%	42.6%	57.1%	29.0%	30.4%	24.1%	30.0%
Private sector	11.8%	8.3%	18.0%	14.3%	12.9%	18.8%	15.5%	20.0%
Parliament*	17.6%	33.3%	0.0%	3.6%	0.0%	4.3%	3.4%	15.0%
NGOs/Community Based Organizations (CBOs)*	0.0%	0.0%	0.0%	7.1%	3.2%	15.9%	5.2%	10.0%
Youth/university groups*	47.1%	16.7%	34.4%	35.7%	67.7%	37.7%	32.8%	50.0%
Beneficiaries	11.8%	0.0%	11.5%	19.6%	6.5%	2.9%	10.3%	12.5%
Foundations	5.9%	16.7%	8.2%	0.0%	3.2%	8.7%	3.4%	5.0%
International Security Assistance Force (ISAF)*	0.0%	16.7%	1.6%	0.0%	6.5%	0.0%	1.7%	2.5%
UN agencies	5.9%	0.0%	6.6%	7.1%	0.0%	10.1%	6.9%	5.0%
Regional organizations (e.g., SAARC, ECO, Heart of Asia – Istanbul Process)	0.0%	0.0%	9.8%	0.0%	0.0%	2.9%	3.4%	2.5%
Other	0.0%	8.3%	3.3%	0.0%	0.0%	0.0%	0.0%	2.5%
Don't know*	5.9%	16.7%	4.9%	0.0%	0.0%	0.0%	6.9%	0.0%

*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	9	8.11	2.20	10	7.90	2.23	59	7.24	2.55	47	7.49	3.18	29	7.52	2.63	55	7.55	2.46	50	6.58	2.90	32	6.94	2.95
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan*	10	8.20	1.99	8	9.00	0.76	52	7.04	2.46	42	7.05	2.87	24	6.96	2.85	44	6.18	3.13	42	5.67	3.24	30	6.77	2.84
The World Bank Group supports programs and strategies that are realistic for Afghanistan*	7	8.43	1.99	11	7.55	2.62	42	5.88	2.68	34	6.15	3.12	25	7.80	2.92	46	5.98	2.48	38	4.97	2.97	25	7.08	2.71
The World Bank Group treats clients and stakeholders in Afghanistan with respect*	10	8.40	2.17	9	8.78	2.99	43	7.33	2.06	38	7.84	2.72	27	9.11	1.09	41	6.93	2.56	40	7.25	2.27	31	8.06	1.84

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	16	7.56	2.53	10	7.30	3.02	43	6.33	2.29	37	6.19	3.44	25	6.84	2.34	53	6.00	2.88	38	4.39	2.55	29	6.14	2.03
Flexibility (in terms of the institution's products and services)	4	8.25	1.50	10	6.80	2.62	40	5.83	2.44	28	5.14	2.68	20	4.95	2.76	37	6.05	2.61	38	5.16	2.53	28	6.32	2.23
Flexibility (in terms of changing country circumstances)	8	6.25	1.75	9	7.67	2.92	40	10.75	23.43	29	5.14	2.85	16	6.44	2.22	42	6.33	2.67	38	4.39	2.24	24	5.58	1.89
Being inclusive*	9	7.00	1.73	11	6.73	3.17	38	5.34	2.26	34	5.82	3.53	21	5.19	3.19	49	5.27	2.58	39	4.15	2.84	27	6.04	2.36
Openness (sharing data and other information)	7	3.57	2.23	8	4.88	3.44	37	5.76	2.61	28	4.57	3.19	26	6.62	3.11	50	5.64	2.62	36	5.06	2.97	24	5.88	2.66
Staff accessibility	10	6.20	2.78	10	5.70	3.02	41	5.12	2.54	25	3.48	2.63	25	4.36	2.66	43	4.72	2.69	41	4.88	3.01	28	5.14	2.76
Straightforwardness and honesty	7	7.29	1.89	9	8.44	1.42	46	6.96	2.22	34	6.62	3.07	18	7.61	2.23	46	6.15	2.87	41	6.00	2.83	26	7.12	2.07
Ease of access to the people at the World Bank Group who are making decisions important to my work	4	5.00	2.71	8	6.50	2.33	48	5.19	3.16	26	4.42	3.23	19	5.95	2.59	44	4.86	3.13	39	5.21	2.98	22	5.14	2.71
Collaboration with civil society	7	5.71	2.98	8	8.25	3.06	39	6.05	2.29	33	6.97	3.14	24	7.54	2.47	46	5.96	3.06	42	5.74	3.01	31	6.68	2.50
Collaboration with the Government	8	8.00	2.27	10	8.20	2.86	50	7.84	2.13	30	7.27	3.06	23	7.74	2.54	48	7.42	2.81	41	6.80	2.26	28	7.14	2.07
Collaboration with other donors and development partners*	8	6.00	3.46	9	8.22	2.22	39	7.05	2.08	28	6.86	3.18	22	8.23	1.82	39	6.05	2.91	36	5.67	2.65	28	6.71	2.21
Collaboration with the private sector	4	7.75	.96	8	7.75	1.91	32	6.72	2.69	24	7.46	2.99	20	7.30	2.85	32	5.81	3.22	34	5.47	3.24	23	6.04	1.92
The speed in which it gets things accomplished on the ground	7	7.57	1.90	8	6.13	3.44	38	6.79	2.41	20	5.70	2.75	19	8.05	1.81	39	6.44	3.10	39	5.90	2.84	28	6.75	2.68
Being a long-term partner	9	7.89	2.32	10	9.80	.63	46	7.72	2.71	36	8.61	2.56	24	7.88	2.76	42	7.29	2.97	43	7.67	2.21	28	8.07	2.36

*Significantly different between stakeholder groups

To be more effective development partner in Afghanistan, do you believe that the World Bank Group should have?* (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More local presence	66.7%	91.7%	90.3%	84.9%	64.5%	67.6%	86.2%	77.5%
The current level of local presence is adequate	16.7%	0.0%	1.6%	3.8%	16.1%	11.8%	5.2%	15.0%
Less local presence	0.0%	0.0%	8.1%	3.8%	12.9%	2.9%	1.7%	0.0%
Don't know	16.7%	8.3%	0.0%	7.5%	6.5%	17.6%	6.9%	7.5%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More effective collaboration	27.8%	25.0%	18.8%	7.1%	6.5%	11.6%	16.1%	7.5%
The same level of effective collaboration	44.4%	16.7%	28.1%	33.9%	29.0%	37.7%	14.3%	27.5%
Less effective collaboration	5.6%	33.3%	37.5%	16.1%	41.9%	20.3%	46.4%	30.0%
Don't know	22.2%	25.0%	15.6%	42.9%	22.6%	30.4%	23.2%	35.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up*	23.5%	50.0%	9.7%	19.6%	23.3%	18.8%	28.8%	15.4%
Poor donor coordination	29.4%	25.0%	21.0%	28.6%	16.7%	40.6%	27.1%	33.3%
The World Bank Group is not sensitive enough to political/social realities on the ground*	35.3%	33.3%	48.4%	30.4%	46.7%	46.4%	33.9%	15.4%
Lack of/inadequate levels of capacity in Government	47.1%	41.7%	53.2%	42.9%	46.7%	37.7%	59.3%	53.8%
There is not an adequate level of citizen/civil society participation	23.5%	16.7%	9.7%	16.1%	26.7%	29.0%	15.3%	25.6%
The World Bank Group works too slowly*	0.0%	0.0%	16.1%	7.1%	6.7%	1.4%	8.5%	2.6%
The Government works inefficiently	29.4%	50.0%	12.9%	28.6%	26.7%	30.4%	30.5%	30.8%
Political pressures and obstacles*	47.1%	25.0%	35.5%	26.8%	13.3%	15.9%	28.8%	35.9%
Reforms are not well thought out in light of country challenges	5.9%	8.3%	11.3%	5.4%	10.0%	10.1%	3.4%	10.3%
Ongoing conflict and instability	29.4%	16.7%	53.2%	53.6%	50.0%	52.2%	45.8%	53.8%
Inadequate funding*	5.9%	25.0%	12.9%	28.6%	13.3%	8.7%	6.8%	10.3%
Other	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	3	6.33	4.62	7	6.71	2.63	34	4.32	3.36	35	6.43	3.74	23	4.13	3.56	52	4.42	3.51	37	5.24	3.68	25	5.88	3.73
Financial markets	7	5.43	3.55	7	8.29	2.36	40	7.43	2.80	35	8.26	2.56	23	8.09	2.07	53	7.40	2.84	39	7.08	2.79	31	7.61	2.40
Transport*	8	9.50	.76	8	9.00	1.51	53	8.26	2.30	37	7.89	2.84	24	8.21	2.17	50	7.80	2.48	41	6.85	2.67	29	8.24	2.01
Anti corruption	9	9.11	1.36	7	9.00	1.73	46	7.04	3.29	39	7.69	3.49	23	6.00	3.62	53	7.00	3.36	48	7.10	3.14	32	7.00	2.72
Regional conflict and tensions*	4	2.25	2.50	7	6.57	2.94	39	5.28	3.00	33	6.39	3.46	20	4.05	2.80	49	6.92	3.04	40	5.75	3.18	30	5.93	3.16
Law and justice	6	7.33	3.61	8	9.38	.92	40	6.50	3.19	38	7.34	3.14	23	6.87	2.82	54	6.87	3.36	40	6.25	3.14	32	6.75	3.31
Urban development*	10	5.90	3.87	8	8.75	1.75	42	7.57	2.41	38	7.76	2.35	23	8.09	1.78	57	7.32	2.78	46	6.83	2.88	34	8.32	2.14
Environmental sustainability*	6	4.33	2.80	8	8.63	1.77	42	6.98	2.82	33	6.76	2.68	23	5.96	3.17	58	7.50	2.72	39	5.95	3.05	32	7.72	2.54
Regulatory framework*	6	5.17	4.58	8	8.38	1.92	37	5.38	2.65	32	6.19	3.06	21	4.71	2.95	53	5.89	3.21	39	4.67	2.67	29	6.45	2.86
Information and communications technology	6	7.00	3.29	8	9.13	1.13	45	7.13	2.78	31	7.19	2.80	22	8.05	2.26	54	7.57	2.60	37	6.97	2.71	29	8.48	1.81
Poverty reduction	7	8.43	3.31	10	9.10	1.45	42	8.55	2.44	42	9.02	1.89	24	9.25	.99	59	8.69	2.13	43	7.63	3.12	33	8.94	1.39
Gender equity	8	6.25	4.40	9	7.56	2.19	39	6.69	2.55	34	7.29	3.18	20	6.50	3.38	51	6.78	3.14	39	5.13	3.10	33	7.21	2.69
Private sector development	3	8.67	1.53	8	8.25	1.58	44	7.68	2.56	38	8.08	2.44	24	7.92	2.72	56	7.36	2.87	40	7.68	2.93	33	8.33	1.65
Foreign direct investment	4	9.75	.50	10	7.60	2.37	38	7.92	2.33	37	7.65	2.98	23	8.57	1.97	57	7.11	3.08	42	7.21	2.75	32	8.59	1.85
Local governance and institutions*	8	5.50	3.74	10	7.30	3.65	45	7.00	3.02	39	9.03	1.40	20	6.65	2.80	50	6.28	3.17	43	6.79	2.54	32	8.22	2.31
Water and sanitation*	6	8.83	1.47	8	8.63	2.00	45	8.13	2.48	32	7.59	2.76	20	8.05	1.90	57	7.19	2.98	40	6.80	2.91	35	8.74	2.23
Trade and exports	7	7.71	2.75	9	9.22	1.64	46	8.17	2.41	33	7.94	2.29	22	7.55	2.60	56	7.46	2.92	42	8.07	2.21	32	8.63	2.21
Economic growth	10	9.70	.48	9	9.78	.44	46	9.02	2.01	41	8.66	2.25	24	9.04	2.26	57	8.07	2.93	44	8.57	2.44	36	9.22	1.53
Energy	8	9.63	.74	11	9.45	1.21	45	8.78	2.05	42	8.93	1.88	22	9.05	2.36	52	8.50	2.45	48	8.40	2.05	34	9.24	2.00
Disaster management*	4	7.00	4.24	9	10.00	0.00	43	6.95	2.77	31	7.06	2.64	20	7.60	2.44	51	7.35	2.79	41	6.78	2.91	31	8.29	2.16
Public sector governance/ reform*	1	1.00		10	9.90	.32	49	7.43	2.74	38	8.21	2.71	22	7.41	2.30	45	7.13	2.61	36	6.97	2.40	31	7.74	2.31
Job creation/employment	5	6.80	2.49	9	9.00	2.00	48	7.98	2.65	39	9.13	1.58	22	8.41	2.68	58	8.17	2.62	40	8.20	2.43	33	8.21	2.33
Social cohesion*	7	5.43	3.69	8	8.63	2.00	40	6.03	2.98	33	6.79	2.26	24	5.46	3.50	54	6.76	3.16	39	7.21	2.47	32	7.47	2.58
Communicable/non-communicable diseases	3	4.33	2.89	7	8.00	2.52	44	6.77	2.81	31	6.06	3.05	23	6.61	3.17	57	6.53	3.09	39	6.77	2.55	32	7.81	2.46
Equality of opportunity*	3	6.00	4.36	8	9.38	1.77	45	7.18	2.64	37	7.46	2.63	23	6.13	3.25	53	6.28	3.31	38	6.97	2.50	33	8.73	1.94
Health	7	8.29	2.29	8	9.13	1.81	47	8.09	2.42	36	8.31	2.32	22	7.32	2.88	55	8.31	2.08	42	7.64	2.27	35	9.06	1.64
Rural development*	9	5.89	3.72	7	8.29	1.38	45	8.16	2.06	37	8.89	1.56	25	8.20	2.20	55	8.04	2.78	41	7.73	2.11	31	8.19	2.10
Regional integration and cooperation	3	4.33	2.89	7	8.71	1.60	42	7.10	2.34	32	7.03	2.68	18	7.39	2.77	52	7.27	3.21	41	7.41	2.34	28	8.29	2.12
Food security*	8	5.75	4.56	8	9.13	1.25	43	7.26	2.55	33	7.82	1.93	21	7.62	2.82	56	6.95	3.07	35	6.43	2.60	30	8.27	2.03
Natural resource management	6	8.67	1.37	7	8.00	2.52	47	8.32	2.73	33	8.36	2.40	23	7.30	3.55	49	7.82	2.83	43	7.40	2.99	30	8.20	2.82
Security/stabilization/reconstruction	7	8.43	3.31	10	9.50	1.58	51	8.63	2.38	43	9.21	1.75	24	8.29	2.73	60	7.90	3.21	47	8.57	2.35	35	8.09	2.85
Social protection*	5	6.80	4.38	9	9.11	1.45	43	6.35	2.47	33	7.33	2.55	22	7.68	2.87	52	6.71	3.00	42	6.40	2.64	28	7.86	2.35
Climate change*	3	9.67	.58	7	8.57	1.81	42	6.29	2.66	33	6.91	2.78	25	7.76	2.71	49	6.41	2.75	36	5.69	3.12	29	6.52	3.17
Agricultural development	7	9.71	.49	10	8.90	1.85	51	8.84	2.34	46	8.83	2.14	25	9.20	1.68	59	8.68	2.29	44	8.59	2.53	34	9.26	1.24
Education	7	9.71	.49	11	9.55	1.51	48	8.77	2.38	48	9.27	1.32	25	9.72	.61	58	8.97	2.01	47	9.17	1.58	35	9.23	2.14

*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																							
	Office of President/CEO/Minister			Office of parliamentarian			Employee of a Ministry/Consultant/PMU			Local governments			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	11	7.73	3.26	8	5.50	3.89	30	4.73	3.16	26	4.04	3.43	18	4.50	3.40	38	5.53	3.36	30	4.73	3.28	24	4.71	2.69
Information and communications technology	5	6.80	3.42	8	7.88	2.23	30	7.00	2.79	24	6.58	3.02	22	7.41	2.26	31	7.52	2.46	36	6.44	2.98	27	7.37	2.40
Transport*	8	9.13	.99	9	6.56	2.65	39	7.56	2.39	38	6.66	2.87	26	7.38	1.96	44	6.82	2.63	40	6.33	2.80	28	7.89	2.35
Crime and violence	7	6.86	3.80	8	5.88	3.52	29	4.45	2.61	27	4.70	2.85	19	5.21	3.41	44	4.70	3.27	32	3.84	2.90	26	5.58	2.94
Regional conflict and tensions	5	6.60	3.29	8	6.00	3.66	27	4.41	2.95	21	5.00	2.85	22	5.73	3.64	35	5.34	3.17	31	4.23	3.59	24	5.83	2.96
Law and justice	8	7.63	3.02	7	5.71	3.82	30	5.63	2.88	31	5.65	3.31	23	6.87	3.12	33	5.91	3.18	38	4.50	2.80	25	6.20	2.97
Urban development*	6	8.67	1.51	7	6.86	2.41	36	6.64	2.51	34	6.29	3.06	25	7.52	2.66	48	7.48	2.95	38	5.76	3.16	31	7.58	1.98
Environmental sustainability	6	8.17	1.33	5	7.40	2.51	38	6.13	2.81	33	5.94	3.12	22	6.05	2.70	39	6.79	3.29	37	5.27	3.07	27	7.04	2.94
Regulatory framework*	6	5.33	3.08	6	8.33	2.58	31	5.23	3.02	25	4.32	2.69	16	7.06	2.82	37	5.84	3.43	34	3.56	2.39	21	6.10	3.27
Communicable/non-communicable diseases	3	7.33	2.31	8	7.38	2.13	29	5.76	2.86	25	6.16	3.16	22	7.27	2.29	43	6.56	3.27	33	5.61	2.56	27	7.63	2.44
Poverty reduction*	8	8.63	3.11	8	6.38	3.62	44	7.16	2.93	33	7.36	2.85	22	7.68	2.44	46	7.46	2.53	39	5.05	3.01	31	7.23	2.57
Gender equity	8	8.75	1.67	8	6.88	2.47	32	6.81	2.36	32	6.28	2.76	18	7.50	2.77	46	5.96	3.35	35	6.00	2.43	30	6.60	2.82
Private sector development	4	6.75	3.20	4	8.50	1.73	30	6.60	2.79	30	7.17	2.80	24	8.04	2.22	44	6.73	2.81	41	5.90	2.90	27	7.37	2.19
Foreign direct investment	6	6.67	3.61	8	6.50	2.51	32	5.78	2.72	28	7.46	2.52	21	7.38	2.99	44	6.14	2.93	36	5.81	2.57	25	6.84	2.85
Local governance and institutions*	5	9.60	.55	6	8.33	1.51	41	6.54	2.70	31	7.23	3.22	22	6.36	2.85	46	5.74	3.21	42	5.21	2.88	30	7.50	2.89
Water and sanitation	7	7.57	3.26	8	6.13	2.75	34	6.56	2.69	31	6.45	2.95	21	7.19	2.48	46	6.57	3.30	42	6.38	2.46	31	6.58	2.88
Trade and exports	7	8.71	1.38	6	6.17	3.60	38	6.29	2.67	25	6.48	2.52	22	6.73	2.53	44	6.14	3.53	38	6.29	2.83	25	7.20	2.57
Economic growth	8	8.25	3.11	8	7.75	2.87	41	7.49	2.12	35	7.37	2.95	23	8.26	2.00	52	6.54	3.12	40	6.78	2.80	31	7.32	2.44
Energy	4	7.25	4.19	8	6.38	3.66	36	6.42	2.92	31	6.61	2.85	23	6.87	2.42	43	5.30	3.52	40	6.25	2.95	31	6.84	2.85
Disaster management*	3	8.33	.58	8	6.13	3.27	24	4.42	3.08	24	5.38	2.62	22	7.68	2.93	35	6.20	3.18	33	6.52	2.59	26	6.54	3.01
Public sector governance/ reform	5	7.00	3.46	6	6.83	3.31	33	6.61	2.63	24	5.25	3.07	21	6.43	2.89	40	6.18	2.81	31	5.45	2.87	23	6.35	2.57
Job creation/employment	8	9.50	.76	5	6.60	3.13	43	6.91	2.77	31	7.45	3.08	24	6.67	2.58	49	6.61	2.95	36	6.19	3.34	29	6.48	2.76
Social cohesion	4	8.25	1.50	6	6.67	2.58	31	5.19	3.23	21	5.19	3.01	24	4.79	3.16	41	5.73	3.06	32	5.75	2.81	27	6.63	2.59
Financial markets	6	7.50	3.33	5	6.20	3.56	35	5.31	3.13	19	5.84	3.48	23	5.35	2.89	38	7.05	2.80	31	4.94	2.97	26	6.38	2.84
Equality of opportunity	5	7.80	1.64	5	6.20	3.56	36	5.17	2.70	23	5.30	2.91	21	5.14	2.59	39	6.36	3.06	33	4.70	3.06	28	6.00	2.78
Health	9	8.33	2.87	6	6.67	2.80	37	7.08	2.65	34	7.12	2.77	25	7.36	2.10	50	7.06	2.90	35	6.74	2.49	31	7.52	2.36
Rural development	7	8.71	1.38	5	8.60	1.52	35	7.71	2.27	38	7.32	2.54	20	7.35	2.03	45	8.00	2.40	35	7.57	2.20	27	7.52	2.08
Regional integration and cooperation*	3	6.00	0.00	8	7.13	2.42	29	5.55	2.75	27	4.63	2.62	14	6.07	3.34	34	6.76	2.74	32	5.72	2.90	20	7.15	2.23
Food security	9	8.00	3.00	8	7.13	2.42	33	6.67	2.79	26	5.92	3.01	22	6.77	2.29	36	6.75	2.81	31	6.35	2.37	28	7.25	2.78
Education	9	7.67	3.28	8	7.00	2.33	43	7.86	2.31	36	7.58	2.63	25	8.36	2.00	53	7.62	2.83	33	7.06	2.49	34	7.85	2.50
Security/stabilization/reconstruction	9	8.56	2.92	7	7.29	2.06	42	7.00	2.99	37	7.24	3.17	24	6.79	3.04	48	6.71	3.40	40	5.78	3.18	29	6.76	3.11
Social protection*	4	6.50	3.70	6	7.17	2.71	33	4.52	2.64	25	5.40	2.90	20	7.75	2.07	42	6.48	3.31	33	5.94	3.21	23	6.78	2.83
Climate change*	6	7.00	3.16	6	6.83	3.31	30	4.80	2.99	24	4.58	2.92	20	7.20	2.95	40	5.53	2.94	31	5.13	2.77	22	6.55	3.38
Agricultural development	9	9.11	1.36	8	7.38	3.58	45	7.38	2.95	37	7.19	3.09	23	8.70	1.79	55	7.67	2.63	37	6.84	2.70	30	7.67	2.11
Natural resource management	3	9.33	.58	6	5.50	4.04	35	6.43	3.18	27	5.67	3.19	17	5.94	3.53	43	6.72	3.57	34	5.74	3.57	24	6.92	3.02

*Significantly different between stakeholder groups



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

Where are the World Bank Group's decisions made primarily that support the program in Afghanistan? (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
At the Headquarters (in Washington D.C.)	55.6%	41.7%	44.3%	48.3%	60.6%	51.4%	46.6%	53.7%
In the country	5.6%	8.3%	18.0%	8.6%	18.2%	14.3%	6.9%	9.8%
Don't know	38.9%	50.0%	37.7%	43.1%	21.2%	34.3%	46.6%	36.6%

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?*	11	9.00	1.79	6	5.83	2.71	64	7.48	2.21	48	7.40	3.10	27	7.70	2.28	56	7.50	2.49	51	6.65	2.05	37	6.30	2.73

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?*	15	8.27	3.26	4	4.50	1.00	58	6.14	2.52	43	6.21	3.18	26	7.73	2.25	53	6.58	2.68	49	6.22	2.37	35	6.00	2.33

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

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Afghanistan*	13	9.15	1.46	9	6.89	3.48	54	6.76	2.98	44	7.09	3.20	28	8.07	2.09	59	6.97	2.70	47	6.30	2.85	35	6.86	2.63
The World Bank Group meets Afghanistan's needs for knowledge services*	9	8.89	1.69	5	7.00	3.67	45	6.33	2.86	34	5.82	3.35	26	8.42	2.04	50	6.80	2.85	42	7.10	2.84	33	7.36	2.66

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Afghanistan?*	10	8.30	2.87	6	7.50	3.51	57	6.51	2.72	38	6.61	3.18	21	8.52	1.97	47	6.15	2.99	41	5.85	2.63	30	6.80	2.81

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



D. The Afghanistan Reconstruction Trust Fund (ARTF)

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the ARTF in Afghanistan?	11	5.82	4.26	11	6.00	4.27	54	6.74	2.83	41	5.49	3.37	20	7.50	2.95	53	5.60	3.46	45	5.13	2.88	31	5.65	2.99

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

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.	12	6.00	4.11	6	5.83	4.17	46	6.13	2.93	36	6.33	2.99	24	7.33	2.70	43	5.47	2.72	38	5.05	2.94	26	6.88	2.30
The ARTF distributes resources fairly and equally throughout the country.	15	3.27	3.20	7	3.71	3.59	41	4.83	2.95	39	4.64	3.07	21	5.86	3.58	56	4.02	2.69	39	3.82	2.92	27	4.85	2.81
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	14	5.07	3.97	8	4.38	3.02	48	5.40	2.72	38	5.47	3.10	19	6.26	3.28	54	4.56	3.03	37	4.24	2.89	27	4.89	2.36
The ARTF's efforts are leading to sustainable results on the ground.	14	6.00	4.22	10	6.40	3.13	47	6.38	3.14	41	6.93	3.22	22	7.73	2.75	53	5.83	3.01	35	6.00	2.84	28	5.96	2.63
The ARTF collaborates well with the Afghanistan Government.*	14	5.93	3.77	9	4.89	3.76	39	6.31	2.67	34	6.68	3.22	21	5.71	3.41	49	4.63	2.85	33	4.58	2.88	27	6.19	2.42
The World Bank Group collaborates well with other ARTF donors.*	12	5.25	4.52	4	5.00	2.83	35	6.91	2.34	28	7.93	2.19	20	6.45	3.27	38	6.32	3.05	29	5.31	2.84	23	7.13	2.10
There should be more oversight of how ARTF resources are spent.	16	5.38	4.22	9	5.22	3.49	35	5.71	3.09	35	6.74	3.54	22	6.32	3.36	47	5.89	3.52	37	5.43	3.26	27	7.44	2.71
There should be more public information available about the work of the ARTF.	17	6.71	4.16	10	5.40	3.34	43	7.26	3.25	42	7.45	3.37	22	5.27	3.71	55	6.67	3.65	43	6.95	3.31	29	7.62	3.04
The ARTF is flexible and responds to changing conditions in Afghanistan.	14	6.86	3.98	7	3.86	2.12	37	5.24	2.95	34	5.53	2.86	19	5.74	3.62	45	5.27	3.62	41	4.44	2.94	22	6.41	2.72

*Significantly different between stakeholder groups

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?* (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	0.0%	0.0%	12.7%	1.8%	0.0%	1.4%	6.8%	4.9%
Monthly	10.5%	0.0%	7.9%	10.7%	16.1%	5.8%	3.4%	9.8%
A few times a year	0.0%	0.0%	12.7%	7.1%	9.7%	13.0%	3.4%	14.6%
Rarely	57.9%	75.0%	46.0%	33.9%	45.2%	59.4%	44.1%	31.7%
Never	31.6%	25.0%	20.6%	46.4%	29.0%	20.3%	42.4%	39.0%

*Significantly different between stakeholder groups



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

In Afghanistan, 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)

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	10	6.20	3.79	6	7.67	3.83	36	5.44	2.66	35	6.71	3.21	21	7.19	2.93	43	5.56	3.22	35	7.06	3.33	23	6.83	2.61
Include appropriate level of stakeholder involvement during preparation	6	7.00	3.46	9	8.33	3.20	36	5.72	2.47	26	5.54	3.06	17	5.82	3.24	31	6.65	2.58	32	5.28	3.02	19	6.05	2.44
Lead to practical solutions	8	7.50	4.07	7	7.86	3.39	40	6.30	2.48	22	6.86	3.37	19	6.16	3.35	43	5.95	2.93	31	5.55	3.16	19	6.89	2.18
Are accessible (well written and easy to understand)	7	6.71	3.30	7	5.57	3.55	38	5.63	2.67	29	6.24	3.07	22	6.41	3.26	46	6.04	2.78	34	5.12	3.06	21	6.38	2.50
Are source of relevant information on global good practices	9	7.89	2.57	10	7.80	2.97	41	7.34	2.32	29	7.45	2.63	25	8.00	2.48	43	6.93	2.57	35	7.06	3.20	21	7.57	2.75
Are adequately disseminated	8	4.63	3.74	6	6.67	3.78	31	5.77	2.74	23	5.17	3.20	20	5.00	2.79	47	4.60	2.84	36	4.28	2.95	14	6.21	2.29
Are translated enough into local language	7	8.71	1.89	7	6.43	2.88	38	6.42	2.50	25	6.88	3.11	17	6.00	3.71	48	6.00	3.21	28	5.89	3.07	19	6.47	2.29
Are adaptable to Afghanistan's specific development challenges and country circumstances*	8	8.75	1.49	10	6.70	3.06	38	6.55	2.70	28	6.07	3.21	23	6.70	3.13	48	6.21	3.20	33	5.09	2.45	20	7.35	2.68

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	15	7.40	3.48	7	6.29	3.68	54	8.26	1.94	51	8.57	2.36	30	8.37	1.97	56	7.64	1.99	47	6.72	2.81	33	8.36	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	6.75	3.79	8	2.38	2.67	51	6.92	2.26	46	5.87	3.10	30	6.90	2.41	58	6.66	2.73	49	5.90	2.93	29	7.34	2.64

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

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

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

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	8	7.25	3.96	4	6.50	.58	51	7.02	2.68	30	5.17	2.87	22	6.41	3.39	37	5.49	2.46	38	5.21	2.65	23	6.57	2.19
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	12	9.25	1.22	6	4.50	3.08	54	6.11	2.67	39	6.69	2.87	22	6.41	2.81	50	6.56	2.48	41	5.63	2.87	27	7.11	2.75
The World Bank Group's approvals and reviews are done in a timely fashion	11	6.55	3.86	8	6.38	2.00	47	6.38	2.52	39	6.82	2.44	20	6.35	2.74	37	5.32	2.54	34	5.32	2.33	21	6.38	2.56
The World Bank Group's "Safeguard Policy" requirements are reasonable	5	9.60	.55	7	5.43	2.57	42	6.55	2.35	32	7.03	3.26	26	6.19	2.80	40	6.78	2.92	39	6.10	2.68	20	7.10	2.20
The World Bank Group's conditions on its lending are reasonable	9	6.56	3.78	8	4.13	2.80	49	5.53	2.85	43	5.60	2.81	22	5.64	3.14	43	5.63	2.87	41	5.34	2.99	24	6.88	2.15
The World Bank Group takes decisions quickly in Afghanistan	8	5.63	3.70	9	6.78	2.49	49	5.82	3.05	37	6.08	3.32	24	5.38	2.48	46	4.89	2.82	43	5.70	2.74	27	5.63	2.88
Working with the World Bank Group increases Afghanistan's institutional capacity	13	7.54	3.41	9	7.33	2.12	45	7.04	2.75	40	7.28	2.80	26	7.42	2.80	51	7.39	2.44	42	6.17	2.61	28	7.68	1.63
Where country systems are adequate, the World Bank Group makes appropriate use of them	13	8.31	2.87	7	6.86	3.39	51	6.73	2.66	39	7.38	3.01	20	6.80	2.98	40	7.30	2.11	38	6.42	2.88	22	7.05	2.24
The World Bank Group provides effective implementation support*	9	9.56	.73	9	7.22	3.67	46	7.24	2.73	42	7.36	2.71	27	8.07	1.94	48	7.19	2.30	42	6.83	2.30	25	6.08	2.50

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of President/CEO /Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan?*	10	9.70	.67	7	2.71	2.14	53	7.11	2.78	44	6.95	2.68	24	7.71	2.58	54	7.56	2.07	49	6.59	2.71	24	6.79	2.40

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

Which of the following best describes the way the World Bank Group operates in Afghanistan?* (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group takes too much risk in Afghanistan	16.7%		6.2%	5.3%	23.5%	11.9%	5.0%	7.7%
The World Bank Group does not take enough risk in Afghanistan	16.7%	16.7%	38.5%	17.5%	35.3%	19.4%	40.0%	15.4%
The World Bank Group's approach to risk is appropriate	44.4%	25.0%	20.0%	45.6%	20.6%	17.9%	15.0%	17.9%
Don't know	22.2%	58.3%	35.4%	31.6%	20.6%	50.7%	40.0%	59.0%

*Significantly different between stakeholder groups

Which of the following best describes the World Bank Group's support in Afghanistan?* (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Afghanistan	55.6%	50.0%	35.4%	56.1%	63.6%	28.4%	35.0%	51.3%
The World Bank Group is not sufficiently selective in Afghanistan, and it is involved in too many areas of development	11.1%	33.3%	32.3%	12.3%	21.2%	26.9%	23.3%	20.5%
Don't know	33.3%	16.7%	32.3%	31.6%	15.2%	44.8%	41.7%	28.2%

*Significantly different between stakeholder groups

**G. Recent Trends and the Future Role of the World Bank Group in Afghanistan**

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

Percentage of Respondents (Responses combined)	Office of		Employee of a Ministry/ Consultant /PMU		Private Sector/ Financial Sector/ Private Bank		CSO	Media	Other
	President/CEO/Minister	Parliamentarian	Local Gov.	Local Gov.					
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy*	50.0%	27.3%	8.3%	24.1%	23.3%	29.0%	29.6%	21.1%	
Ensure greater selectivity in its work	27.8%	27.3%	23.3%	6.9%	23.3%	21.7%	14.8%	21.1%	
Offer more innovative financial products*	11.1%	27.3%	41.7%	24.1%	33.3%	14.5%	25.9%	21.1%	
Improve the competitiveness of its financing compared to markets*	0.0%	36.4%	1.7%	6.9%	13.3%	2.9%	3.7%	2.6%	
Reach out more to groups outside of Government*	0.0%	0.0%	5.0%	3.4%	0.0%	0.0%	13.0%	0.0%	
Work faster	5.6%	9.1%	3.3%	12.1%	23.3%	17.4%	14.8%	15.8%	
Improve the quality of its experts as related to Afghanistan's specific challenges	16.7%	18.2%	11.7%	19.0%	6.7%	18.8%	14.8%	5.3%	
Offer more innovative knowledge services	0.0%	0.0%	1.7%	3.4%	0.0%	8.7%	1.9%	2.6%	
Collaborate more effectively with Government clients	33.3%	18.2%	28.3%	25.9%	6.7%	20.3%	35.2%	34.2%	
Increase the level of capacity development in the country	11.1%	27.3%	15.0%	27.6%	33.3%	29.0%	13.0%	21.1%	
Reduce the complexity of obtaining World Bank Group financing	11.1%	0.0%	13.3%	5.2%	13.3%	8.7%	7.4%	5.3%	
Continue to encourage donors to use ARTF as vehicle to finance on-budget support*	16.7%	0.0%	20.0%	34.5%	3.3%	23.2%	13.0%	28.9%	
Increase the level of World Bank Group staffing in Afghanistan's office	0.0%	0.0%	6.7%	3.4%	6.7%	2.9%	0.0%	2.6%	
Other*	0.0%	0.0%	10.0%	0.0%	3.3%	0.0%	3.7%	0.0%	

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

Percentage of Respondents (Responses combined)	Office of		Employee of a Ministry/ Consultant /PMU		Private Sector/ Financial Sector/ Private Bank		CSO	Media	Other
	President/CEO/Minister	Parliamentarian	Local Gov.	Local Gov.					
Financial services	43.8%	54.5%	35.1%	22.8%	36.7%	28.1%	29.6%	24.3%	
Knowledge products	12.5%	9.1%	19.3%	8.8%	30.0%	21.9%	18.5%	13.5%	
Convening services	0.0%	18.2%	5.3%	14.0%	10.0%	7.8%	14.8%	10.8%	
None of the above	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	3.7%	0.0%	
The combination is appropriate for Afghanistan	25.0%	9.1%	36.8%	50.9%	16.7%	29.7%	24.1%	48.6%	
Don't know	18.8%	9.1%	3.5%	3.5%	0.0%	12.5%	9.3%	2.7%	

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of		Employee of a Ministry/ Consultant /PMU		Private Sector/ Financial Sector/ Private Bank		CSO	Media	Other
	President/CEO/Minister	Parliamentarian	Local Gov.	Local Gov.					
Social safety nets	22.2%	12.5%	31.3%	25.6%	11.1%	22.4%	15.7%	11.4%	
Public financial management*	55.6%	62.5%	45.8%	83.7%	37.0%	44.8%	47.1%	65.7%	
Access to justice systems	11.1%	12.5%	25.0%	9.3%	37.0%	17.2%	27.5%	22.9%	
Conflict resolution mechanisms	11.1%	0.0%	6.3%	9.3%	14.8%	5.2%	9.8%	5.7%	
Access to basic services*	16.7%	37.5%	39.6%	37.2%	29.6%	15.5%	15.7%	20.0%	
Capacity of state institutions*	66.7%	37.5%	33.3%	34.9%	18.5%	44.8%	25.5%	40.0%	
Jobs	50.0%	37.5%	58.3%	53.5%	37.0%	48.3%	54.9%	42.9%	
Improving livelihoods	22.2%	50.0%	20.8%	23.3%	29.6%	39.7%	37.3%	34.3%	
Social cohesion	22.2%	12.5%	6.3%	9.3%	22.2%	22.4%	19.6%	2.9%	

*Significantly different between stakeholder groups

**G. Recent Trends and the Future Role of the World Bank Group in Afghanistan (continued)**

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	President/CEO/Minister	Parliamentarian						
Social safety nets*	18.2%	57.1%	23.9%	36.4%	20.8%	27.8%	10.6%	8.3%
Public financial management	9.1%	28.6%	26.1%	18.2%	16.7%	25.9%	6.4%	22.2%
Access to justice systems	27.3%	28.6%	30.4%	36.4%	20.8%	14.8%	29.8%	30.6%
Conflict resolution mechanisms	36.4%	0.0%	13.0%	22.7%	29.2%	18.5%	14.9%	25.0%
Access to basic services	0.0%	14.3%	23.9%	38.6%	25.0%	37.0%	34.0%	25.0%
Capacity of state institutions	27.3%	14.3%	17.4%	9.1%	20.8%	20.4%	25.5%	36.1%
Jobs	9.1%	14.3%	37.0%	36.4%	50.0%	24.1%	27.7%	36.1%
Improving livelihoods*	27.3%	28.6%	60.9%	54.5%	25.0%	40.7%	59.6%	27.8%
Social cohesion*	54.5%	71.4%	19.6%	18.2%	20.8%	35.2%	21.3%	27.8%

*Significantly different between stakeholder groups

H. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	President/CEO/Minister	Parliamentarian						
Periodicals	0.0%	8.3%	8.6%	7.4%	9.7%	3.2%	10.9%	2.6%
International newspapers	0.0%	0.0%	0.0%	1.9%	3.2%	1.6%	3.6%	7.7%
Local radio	27.8%	33.3%	8.6%	11.1%	19.4%	19.0%	12.7%	15.4%
International radio	44.4%	16.7%	31.0%	38.9%	22.6%	25.4%	32.7%	20.5%
Local television	44.4%	33.3%	32.8%	24.1%	12.9%	20.6%	18.2%	28.2%
International television (e.g., BBC Persian, Ashna TV)	22.2%	50.0%	17.2%	27.8%	22.6%	14.3%	14.5%	30.8%
Local newspapers*	0.0%	0.0%	10.3%	14.8%	25.8%	6.3%	20.0%	23.1%
Internet	50.0%	33.3%	48.3%	44.4%	64.5%	60.3%	50.9%	35.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	0.0%	25.0%	27.6%	25.9%	19.4%	25.4%	16.4%	17.9%
Other	0.0%	0.0%	6.9%	0.0%	0.0%	6.3%	3.6%	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	Office of	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	President/CEO/Minister	Parliamentarian						
Direct contact with World Bank Group	10.5%	20.0%	9.7%	18.9%	6.3%	14.5%	3.3%	13.5%
e-Newsletters	36.8%	30.0%	29.0%	18.9%	15.6%	21.7%	31.7%	18.9%
World Bank Group's seminars/workshops/conferences	36.8%	40.0%	45.2%	62.3%	43.8%	46.4%	46.7%	29.7%
World Bank Group's publications and other written materials	47.4%	30.0%	17.7%	26.4%	18.8%	14.5%	18.3%	32.4%
World Bank Group's website	21.1%	20.0%	38.7%	35.8%	37.5%	34.8%	43.3%	40.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	15.8%	30.0%	30.6%	9.4%	40.6%	40.6%	28.3%	32.4%
Mobile phones	15.8%	20.0%	3.2%	11.3%	12.5%	4.3%	1.7%	8.1%
Other	0.0%	0.0%	3.2%	3.8%	6.3%	1.4%	1.7%	0.0%

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?*

Percentage of Respondents	Office of	Office of	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
	President/CEO/Minister	Parliamentarian						
Yes	50.0%	44.4%	41.8%	25.0%	48.4%	39.1%	41.8%	37.1%
No	50.0%	55.6%	58.2%	75.0%	51.6%	60.9%	58.2%	62.9%



H. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	11.1%	28.6%	30.6%	4.1%	25.9%	29.0%	17.3%	13.9%
No	88.9%	71.4%	69.4%	95.9%	74.1%	71.0%	82.7%	86.1%

**Significantly different between stakeholder groups*

Were you able to obtain this information?

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	50.0%	14.3%	30.6%	35.3%	62.5%	52.2%	35.5%	31.6%
No	50.0%	85.7%	69.4%	64.7%	37.5%	47.8%	64.5%	68.4%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	80.0%	75.0%	94.8%	66.7%	89.7%	73.4%	88.5%	82.4%
No	20.0%	25.0%	5.2%	33.3%	10.3%	26.6%	11.5%	17.6%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	41.7%	22.2%	50.9%	34.7%	65.5%	45.6%	46.4%	48.5%
No	58.3%	77.8%	49.1%	65.3%	34.5%	54.4%	53.6%	51.5%

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	33.3%	12.5%	49.1%	21.6%	58.1%	40.3%	45.5%	30.3%
No	66.7%	87.5%	50.9%	78.4%	41.9%	59.7%	54.5%	69.7%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed/WiFi	50.0%	100.0%	71.2%	62.2%	56.0%	76.8%	68.1%	60.0%
Dial-up	50.0%	0.0%	28.8%	37.8%	44.0%	23.2%	31.9%	40.0%

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

	Which of the following best describes your current position?																							
	Office of President/CEO/Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	8	6.75	3.99	5	3.60	3.58	44	6.84	2.85	26	5.88	3.80	20	7.25	2.86	40	7.13	3.07	33	5.64	3.02	16	7.94	1.69
I find the information on the World Bank Group's websites useful.*	8	8.75	1.83	4	4.50	4.12	40	6.65	2.32	25	7.68	3.11	20	8.20	2.40	45	7.04	2.71	29	6.83	2.70	18	8.17	2.12
The World Bank Group's social media channels are valuable sources of information about the institution	8	6.38	4.07	1	7.00		40	6.05	2.94	22	6.64	3.62	18	7.56	2.55	37	5.62	3.19	32	6.41	2.94	13	7.23	2.13
When I need information from the World Bank Group I know how to find it*	7	9.00	1.73	2	7.50	2.12	39	6.10	2.55	26	6.00	3.57	16	6.81	2.69	39	6.59	2.84	31	4.87	3.34	15	6.67	2.92
The World Bank Group is responsive to my information requests and inquiries*	8	8.13	3.23	4	10.00	0.00	38	6.03	3.05	22	5.45	3.53	21	7.81	2.52	42	7.19	2.69	37	6.35	3.34	15	6.67	3.46

**Significantly different between stakeholder groups*

**I. Background Information****Which one of the following best describes your level of interaction with the World Bank Group in your country?*** (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
I currently collaborate with the World Bank Group	11.8%	8.3%	29.8%	3.9%	7.4%	8.1%	5.3%	8.8%
I have previously collaborated with the World Bank Group	35.3%	50.0%	12.3%	13.7%	14.8%	19.4%	8.8%	11.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	11.8%	0.0%	17.5%	2.0%	7.4%	6.5%	12.3%	2.9%
I have never collaborated with the World Bank Group	41.2%	41.7%	40.4%	80.4%	70.4%	66.1%	73.7%	76.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IDA)	40.0%	54.5%	50.9%	31.0%	36.0%	39.1%	43.5%	50.0%
The International Finance Corporation (IFC)	6.7%	0.0%	5.5%	0.0%	24.0%	8.7%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	6.7%	9.1%	9.1%	0.0%	0.0%	17.4%	6.5%	6.7%
Other	46.7%	36.4%	34.5%	69.0%	40.0%	34.8%	50.0%	43.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	55.6%	36.4%	69.6%	45.5%	27.6%	22.6%	27.5%	19.4%
No	44.4%	63.6%	30.4%	54.5%	72.4%	77.4%	72.5%	80.6%

*Significantly different between stakeholder groups

If yes, what was your view on the two institutions working together in Afghanistan? (Select only ONE response)

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The two institutions work well together	60.0%	25.0%	36.8%	44.4%	25.0%	25.0%	35.7%	50.0%
The way the two institutions work together needs improvement	20.0%	25.0%	47.4%	33.3%	62.5%	16.7%	50.0%	33.3%
The two institutions do not work well together	20.0%	0.0%	13.2%	0.0%	12.5%	25.0%	0.0%	0.0%
Don't know	0.0%	50.0%	2.6%	22.2%	0.0%	33.3%	14.3%	16.7%

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

Percentage of Respondents (Responses combined)	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer	35.3%	25.0%	21.3%	16.7%	18.5%	30.2%	22.4%	28.0%
Use World Bank Group reports/data	29.4%	0.0%	29.8%	33.3%	37.0%	32.1%	44.9%	48.0%
Engage in World Bank Group related/sponsored events/activities	23.5%	25.0%	23.4%	20.0%	14.8%	22.6%	14.3%	16.0%
Collaborate as part of my professional duties	41.2%	12.5%	34.0%	26.7%	18.5%	22.6%	18.4%	8.0%
Use World Bank Group website for information, data, research, etc.	17.6%	50.0%	25.5%	40.0%	48.1%	41.5%	36.7%	36.0%

What's your gender?*

Percentage of Respondents	Office of President/CEO/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Female	5.3%	45.5%	4.8%	12.3%	12.1%	21.7%	12.1%	14.6%
Male	94.7%	54.5%	95.2%	87.7%	87.9%	78.3%	87.9%	85.4%

*Significantly different between stakeholder groups



Appendix C: Responses to All Questions by Geographical Locations¹⁴

A. General Issues facing Afghanistan

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

Percentage of Respondents	Kabul	Outside Kabul
The right direction	33.3%	33.3%
The wrong direction	17.6%	21.5%
Not sure	49.0%	45.1%

Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan?

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Social protection	2.0%	3.2%
Food security	4.0%	4.9%
Security/stabilization/reconstruction	78.0%	73.1%
Public sector governance/ reform	16.0%	13.9%
Regional integration and cooperation	0.0%	2.9%
Gender equity	0.0%	2.9%
Private sector development	8.0%	4.2%
Foreign direct investment	6.0%	4.2%
Water and sanitation	0.0%	2.6%
Energy	18.0%	16.2%
Regional conflict and tensions	4.0%	2.9%
Job creation/employment	16.0%	19.1%
Rural development	4.0%	5.5%
Financial markets	0.0%	2.9%
Urban development	0.0%	1.6%
Environmental sustainability	0.0%	1.0%
Equality of opportunity*	12.0%	4.9%
Health	2.0%	4.9%
Education	26.0%	32.7%
Poverty reduction	6.0%	6.8%
Transport*	6.0%	1.0%
Social cohesion	4.0%	3.9%
Climate change	0.0%	0.3%
Agricultural development	4.0%	9.4%
Trade and exports	2.0%	3.2%
Crime and violence	2.0%	1.0%
Economic growth	24.0%	15.2%
Law and justice	18.0%	12.6%
Regulatory framework	2.0%	0.3%
Communicable/non-communicable diseases	0.0%	0.3%
Local governance and institutions	0.0%	1.6%
Natural resource management*	2.0%	12.0%
Anti corruption	32.0%	22.0%
Disaster management	0.0%	0.6%
Information and communications technology	0.0%	0.0%

*Significantly different between geographic locations

¹⁴ Only 371 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Outside	
	Kabul	Kabul
Water and sanitation	1.9%	2.6%
Equality of opportunity	7.7%	7.0%
Economic growth	36.5%	33.9%
Climate change*	3.8%	0.0%
Regional conflict and tensions	3.8%	1.6%
Regional integration and cooperation	3.8%	1.0%
Gender equity	3.8%	2.9%
Rural development	7.7%	4.8%
Urban development	0.0%	1.0%
Regulatory framework	0.0%	0.6%
Local governance and institutions	1.9%	2.2%
Social protection*	7.7%	1.0%
Law and justice	11.5%	5.4%
Transport*	7.7%	1.9%
Crime and violence	0.0%	1.9%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	0.0%	1.3%
Security/stabilization/reconstruction	38.5%	45.0%
Anti corruption	13.5%	14.4%
Private sector development	11.5%	6.4%
Foreign direct investment	9.6%	4.8%
Energy	3.8%	6.1%
Public sector governance/ reform	15.4%	7.3%
Social cohesion	3.8%	1.3%
Education	5.8%	5.8%
Natural resource management	7.7%	11.5%
Environmental sustainability	0.0%	0.0%
Health	0.0%	2.2%
Agricultural development	7.7%	16.0%
Disaster management	0.0%	0.3%
Job creation/employment	23.1%	24.6%
Financial markets	1.9%	1.3%
Trade and exports	7.7%	2.9%
Food security	3.8%	1.9%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Outside	
	Kabul	Kabul
Better employment opportunities for all Afghans	56.3%	54.6%
Better employment opportunities for women	4.2%	7.0%
Greater voice and participation for citizens to help ensure greater accountability	6.3%	10.6%
Greater access to health and nutrition for citizens*	12.5%	1.8%
Better entrepreneurial opportunities	10.4%	8.5%
Better opportunity for the poor across the country	14.6%	9.5%
Better opportunity for women	0.0%	2.5%
Consistent economic growth	33.3%	43.7%
More reliable social safety net	12.5%	7.4%
Greater equity of fiscal policy	2.1%	8.8%
Education and vocational training that better ensure job opportunity	33.3%	23.6%
Better quality public services	10.4%	17.3%
Other	0.0%	2.1%

*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Afghanistan?	51	6.39	2.61	299	5.82	2.94

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan.	48	7.19	2.45	260	7.72	2.47

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges?	42	7.79	2.10	255	7.59	2.75

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

When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Afghanistan?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Outside Kabul	
	Kabul	Outside Kabul
Social protection	3.9%	3.5%
Security/stabilization/reconstruction*	49.0%	65.5%
Crime and violence	3.9%	1.9%
Transport*	13.7%	5.5%
Agricultural development	25.5%	27.1%
Regional integration and cooperation	3.9%	3.2%
Gender equity	0.0%	2.6%
Public sector governance/ reform	21.6%	14.5%
Health	3.9%	6.1%
Rural development	3.9%	8.1%
Foreign direct investment	3.9%	1.6%
Education	19.6%	22.6%
Energy	23.5%	21.3%
Social cohesion	5.9%	3.9%
Job creation/employment	13.7%	11.9%
Financial markets	3.9%	1.0%
Urban development*	3.9%	0.0%
Environmental sustainability	0.0%	1.3%
Equality of opportunity	5.9%	6.8%
Regional conflict and tensions	2.0%	2.6%
Private sector development	3.9%	3.5%
Water and sanitation	0.0%	4.2%
Food security	0.0%	2.9%
Climate change	0.0%	1.0%
Poverty reduction	5.9%	10.3%
Trade and exports	2.0%	5.8%
Economic growth	33.3%	23.5%
Law and justice	9.8%	6.8%
Local governance and institutions	2.0%	2.3%
Regulatory framework	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	1.0%
Natural resource management	13.7%	11.6%
Information and communications technology	0.0%	0.3%
Anti corruption	9.8%	12.6%
Disaster management	0.0%	0.0%

*Significantly different between geographic locations



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

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

Greatest Value		
Percentage of Respondents	Kabul	Outside Kabul
Convening/Facilitating	3.6%	2.0%
Data and statistics	0.0%	4.1%
Policy advice, studies, analyses	3.6%	3.1%
Financial resources*	64.3%	30.3%
Capacity development	21.4%	16.4%
Technical assistance	0.0%	7.7%
Mobilizing third party financial resources*	0.0%	16.9%
Donor coordination	0.0%	2.6%
Linkage to non-Bank expertise	0.0%	3.6%
Strategy formulation	7.1%	13.8%
Other	0.0%	0.0%

*Significantly different between geographic locations

2 nd Greatest Value		
Percentage of Respondents	Kabul	Outside Kabul
Convening/Facilitating	0.0%	2.2%
Data and statistics	0.0%	2.8%
Policy advice, studies, analyses*	18.5%	2.8%
Financial resources	3.7%	13.9%
Capacity development	18.5%	17.8%
Technical assistance	14.8%	11.7%
Mobilizing third party financial resources	11.1%	18.3%
Donor coordination	18.5%	12.8%
Linkage to non-Bank expertise	0.0%	6.7%
Strategy formulation	14.8%	10.6%
Other	0.0%	0.6%

*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	37	7.11	2.32	200	7.36	2.57
Citizen engagement (incorporating citizens' voices into development)	36	6.86	2.65	199	7.70	2.59
Policy design (for clarity and better incentives to achieve development goals)	34	6.88	2.31	167	7.20	2.39

When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	35	8.20	2.17	190	8.32	2.30
Citizen engagement (incorporating citizens' voices into development)	36	8.50	1.86	185	8.43	2.11
Policy design (for clarity and better incentives to achieve development goals)	35	8.51	1.42	176	8.20	2.22

**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 Afghanistan?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Staff too inaccessible	10.4%	16.7%
Not exploring alternative policy options	8.3%	9.2%
Not collaborating enough with stakeholders outside the Government	16.7%	9.9%
Its advice and strategies do not lend themselves to practical problem solving	12.5%	8.5%
Not enough public disclosure of its work	27.1%	16.7%
Arrogant in its approach	4.2%	10.5%
Not client focused	14.6%	13.6%
The credibility of its knowledge/data	6.3%	9.9%
World Bank Group's processes too complex	14.6%	13.6%
Not willing to honestly criticize policies and reform efforts in the country	2.1%	2.7%
Too influenced by developed countries*	18.8%	8.8%
Imposing technocratic solutions without regard to political realities	2.1%	4.1%
World Bank Group's processes too slow	4.2%	7.8%
Not aligned with other donors' work	2.1%	4.1%
Not aligned with country priorities	6.3%	5.8%
Not adequately sensitive to political/social realities in Afghanistan*	6.3%	21.4%
Not focused enough on issues that are unique to Afghanistan situation	8.3%	11.9%
Other	0.0%	2.4%
Don't know	14.6%	7.8%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Trust Fund management	24.0%	27.1%
Knowledge products/services	12.0%	10.5%
Investment lending	66.0%	53.8%
Technical assistance	12.0%	8.6%
Capacity development	30.0%	30.5%
Policy based lending / budget support to the Government	18.0%	22.2%
Multi-sectoral approaches	2.0%	2.6%
Co-financing arrangements	20.0%	13.9%
Sector-wide approaches	8.0%	10.2%
Other	2.0%	4.9%
Don't know	2.0%	4.9%

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

Percentage of Respondents	Kabul	Outside Kabul
To a fully sufficient degree	13.6%	16.0%
To a somewhat sufficient degree	27.3%	37.6%
To a somewhat insufficient degree	13.6%	18.6%
To a very insufficient degree	15.9%	16.3%
Don't know	29.5%	11.4%

*Significantly different between geographic locations

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Outside Kabul	
	Kabul	Outside Kabul
Academia/think tanks/research institutes	20.0%	19.5%
Donor community	16.0%	10.1%
Media	22.0%	29.0%
Local Government*	22.0%	37.5%
Private sector*	40.0%	12.1%
Parliament	6.0%	6.8%
NGOs/Community Based Organizations (CBOs)	4.0%	7.2%
Youth/university groups*	26.0%	43.0%
Beneficiaries	8.0%	9.8%
Foundations	2.0%	6.5%
International Security Assistance Force (ISAF)	4.0%	1.0%
UN agencies	2.0%	7.2%
Regional organizations (e.g., SAARC, ECO, Heart of Asia – Istanbul Process)*	8.0%	2.3%
Other*	6.0%	0.7%
Don't know	2.0%	2.6%

*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	42	7.36	2.65	256	7.25	2.77
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	42	6.55	2.73	214	6.84	2.86
The World Bank Group supports programs and strategies that are realistic for Afghanistan	39	6.15	2.71	195	6.35	2.91
The World Bank Group treats clients and stakeholders in Afghanistan with respect	34	7.74	2.16	212	7.73	2.33

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

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	43	6.26	2.28	214	6.11	2.91
Flexibility (in terms of the institution's products and services)	42	5.93	2.30	164	5.73	2.65
Flexibility (in terms of changing country circumstances)	38	5.68	2.44	171	6.92	11.66
Being inclusive	40	5.93	2.52	189	5.40	2.89
Openness (sharing data and other information)	36	5.64	2.49	181	5.49	2.98
Staff accessibility	40	5.25	2.51	186	4.70	2.84
Straightforwardness and honesty	37	6.84	2.32	192	6.70	2.70
Ease of access to the people at the World Bank Group who are making decisions important to my work	32	5.06	2.64	181	5.25	3.11
Collaboration with civil society	37	6.19	2.58	196	6.48	2.95
Collaboration with the Government	40	7.73	2.21	201	7.42	2.55
Collaboration with other donors and development partners	36	6.81	2.61	175	6.67	2.69
Collaboration with the private sector	34	6.74	2.30	145	6.55	2.97
The speed in which it gets things accomplished on the ground	40	6.63	2.71	161	6.53	2.78
Being a long-term partner	44	7.59	2.45	199	7.99	2.66

To be more effective development partner in Afghanistan, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
More local presence	85.7%	77.4%
The current level of local presence is adequate	4.1%	9.8%
Less local presence	2.0%	4.3%
Don't know	8.2%	8.5%



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

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

Percentage of Respondents	Kabul	Outside Kabul
More effective collaboration	21.2%	12.1%
The same level of effective collaboration	21.2%	32.6%
Less effective collaboration	25.0%	28.3%
Don't know	32.7%	27.0%

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

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
The World Bank Group does not do adequate follow through/follow-up	14.0%	21.2%
Poor donor coordination	28.0%	30.6%
The WBG is not sensitive enough to political/social realities on the ground*	52.0%	35.2%
Lack of/inadequate levels of capacity in Government	50.0%	46.9%
There is not an adequate level of citizen/civil society participation	18.0%	19.5%
The World Bank Group works too slowly	4.0%	6.8%
The Government works inefficiently	20.0%	29.0%
Political pressures and obstacles	26.0%	26.4%
Reforms are not well thought out in light of country challenges	10.0%	8.1%
Ongoing conflict and instability	42.0%	50.2%
Inadequate funding	20.0%	12.4%
Other	0.0%	0.3%

*Significantly different between geographic locations

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Crime and violence	30	5.07	3.48	188	5.13	3.70
Financial markets	34	7.68	3.03	203	7.57	2.62
Transport	43	8.30	2.22	209	7.91	2.47
Anti corruption	40	7.60	2.95	222	7.13	3.25
Regional conflict and tensions	31	5.26	3.41	194	5.94	3.22
Law and justice	36	7.64	2.94	206	6.71	3.20
Urban development	39	7.36	2.89	221	7.57	2.57
Environmental sustainability	36	6.75	3.15	204	6.92	2.84
Regulatory framework	33	6.42	2.87	193	5.61	3.06
Information and communications technology	35	7.29	2.61	198	7.64	2.56
Poverty reduction	35	8.71	2.12	233	8.72	2.19
Gender equity	36	6.67	3.16	198	6.61	3.06
Private sector development*	34	8.71	1.66	213	7.70	2.62
Foreign direct investment	34	7.79	2.42	212	7.70	2.72
Local governance and institutions	37	6.78	3.18	214	7.29	2.84
Water and sanitation	37	7.59	2.40	205	7.76	2.75
Trade and exports	38	7.79	2.77	210	8.09	2.39
Economic growth	37	9.00	2.03	234	8.79	2.27
Energy	38	8.53	2.42	231	8.89	2.05
Disaster management	32	7.09	2.73	199	7.48	2.72
Public sector governance/ reform	35	7.40	2.99	196	7.58	2.51
Job creation/employment	40	8.03	2.87	218	8.39	2.32
Social cohesion	38	6.76	2.87	203	6.76	2.88
Communicable/non-communicable diseases	33	6.27	2.52	202	6.80	2.95
Equality of opportunity	38	7.08	2.84	204	7.15	2.86
Health	37	8.05	2.11	215	8.24	2.34
Rural development	37	7.81	2.70	213	8.12	2.26
Regional integration and cooperation	34	7.35	2.42	188	7.39	2.69
Food security	37	6.65	3.01	197	7.43	2.66
Natural resource management	38	7.87	2.81	200	7.98	2.82
Security/stabilization/reconstruction	36	8.03	2.82	244	8.59	2.53
Social protection	34	6.79	2.68	200	7.05	2.75
Climate change	35	6.49	2.52	189	6.67	2.93
Agricultural development	38	8.79	2.07	241	8.96	2.07
Education*	41	8.59	2.54	242	9.28	1.62

*Significantly different between geographic locations



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

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Anti corruption	32	6.00	3.12	157	4.92	3.39
Information and communications technology	26	6.92	2.65	158	7.15	2.73
Transport	35	7.26	2.20	198	7.01	2.69
Crime and violence	29	4.66	3.17	167	4.92	3.12
Regional conflict and tensions	28	5.61	2.99	147	5.08	3.30
Law and justice	31	6.58	2.62	168	5.68	3.18
Urban development	34	7.26	2.43	194	6.81	2.90
Environmental sustainability	26	6.50	2.27	182	6.19	3.19
Regulatory framework	25	5.56	2.97	153	5.24	3.24
Communicable/non-communicable diseases	26	6.31	2.66	164	6.48	2.92
Poverty reduction	33	7.42	2.53	199	6.92	2.92
Gender equity	32	7.22	2.57	180	6.34	2.85
Private sector development	32	7.38	2.41	174	6.88	2.68
Foreign direct investment	34	5.91	2.77	168	6.60	2.86
Local governance and institutions	33	6.58	2.85	190	6.43	3.10
Water and sanitation	32	6.66	2.43	188	6.58	2.91
Trade and exports	35	7.06	2.63	174	6.43	2.94
Economic growth	36	7.22	2.61	206	7.22	2.81
Energy	35	6.40	2.70	184	6.25	3.15
Disaster management	25	5.44	2.66	151	6.21	3.14
Public sector governance/ reform	31	6.55	2.68	153	5.98	2.86
Job creation/employment	37	6.81	2.68	191	6.77	3.00
Social cohesion	30	5.93	2.96	159	5.62	3.05
Financial markets	31	5.90	2.88	155	6.01	3.09
Equality of opportunity	34	6.03	2.58	162	5.58	2.97
Health	35	7.20	2.51	195	7.10	2.65
Rural development	32	7.88	2.43	183	7.61	2.27
Regional integration and cooperation	27	5.74	2.60	141	6.11	2.88
Food security	29	6.14	2.60	166	6.81	2.74
Education	38	7.13	2.70	209	7.79	2.53
Security/stabilization/reconstruction	33	6.06	3.18	208	6.93	3.17
Social protection	29	5.38	2.58	161	6.17	3.15
Climate change	28	5.21	2.91	156	5.72	3.17
Agricultural development	36	7.28	2.58	211	7.60	2.75
Natural resource management	30	5.73	3.20	165	6.40	3.45

Where are the WBG's decisions made primarily that support the program in Afghanistan? (Select only ONE response)

Percentage of Respondents	Kabul	Outside Kabul
At the Headquarters (in Washington D.C.)	45.1%	50.5%
In the country	9.8%	12.9%
Don't know	45.1%	36.7%

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?	41	7.22	2.25	267	7.19	2.58

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?	42	6.31	2.76	248	6.49	2.69

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Afghanistan	43	6.74	2.36	257	7.00	2.97
The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	42	6.71	2.65	209	6.97	2.95
	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Afghanistan?	34	6.56	2.71	221	6.51	2.90

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

D. The Afghanistan Reconstruction Trust Fund (ARTF)

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the ARTF in Afghanistan?	43	6.30	2.96	227	5.82	3.33

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.	42	6.14	2.75	197	6.01	3.04
The ARTF distributes resources fairly and equally throughout the country.	44	5.05	2.73	212	4.30	3.07
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	42	5.45	2.86	211	4.93	3.02
The ARTF's efforts are leading to sustainable results on the ground.	42	6.36	2.99	217	6.36	3.12
The ARTF collaborates well with the Afghanistan Government.	38	5.42	2.67	192	5.72	3.09
The World Bank Group collaborates well with other ARTF donors.*	37	5.35	2.95	157	6.83	2.86
There should be more oversight of how ARTF resources are spent.	43	6.53	3.33	188	5.92	3.43
There should be more public information available about the work of the ARTF.	46	6.39	3.73	223	7.02	3.44
The ARTF is flexible and responds to changing conditions in Afghanistan.*	41	4.59	2.88	184	5.69	3.30

*Significantly different between geographic locations

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?

(Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
Weekly	7.7%	4.5%
Monthly	13.5%	6.8%
A few times a year	13.5%	7.1%
Rarely	46.2%	47.6%
Never	19.2%	34.0%

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

In Afghanistan, 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)

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
Are timely	31	6.68	2.48	181	6.45	3.18
Include appropriate level of stakeholder involvement during preparation	32	5.69	2.56	147	6.02	2.98
Lead to practical solutions	32	6.50	2.77	161	6.20	3.06
Are accessible (well written and easy to understand)	33	6.00	2.76	180	5.96	2.93
Are source of relevant information on global good practices	34	7.26	2.29	188	7.43	2.76
Are adequately disseminated	30	5.87	2.73	166	4.87	3.00
Are translated enough into local language	29	6.24	2.96	169	6.32	3.06
Are adaptable to Afghanistan's specific development challenges and country circumstances	33	6.97	2.64	181	6.31	3.01

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	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?	44	7.45	2.73	259	7.96	2.35
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	37	6.43	2.57	252	6.46	2.91

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

F. Working with the World Bank Group

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	28	6.29	3.00	190	6.01	2.80
The World Bank Group effectively monitors and evaluates the projects and programs it supports	38	6.79	2.81	216	6.48	2.75
The World Bank Group's approvals and reviews are done in a timely fashion	31	6.19	2.44	190	6.08	2.61
The World Bank Group's "Safeguard Policy" requirements are reasonable*	29	7.62	2.19	183	6.45	2.82
The World Bank Group's conditions on its lending are reasonable	33	5.70	2.76	209	5.72	2.92
The World Bank Group takes decisions quickly in Afghanistan	30	5.80	2.44	216	5.58	3.01
Working with the World Bank Group increases Afghanistan's institutional capacity	39	7.41	2.22	217	7.05	2.68
Where country systems are adequate, the World Bank Group makes appropriate use of them	34	7.24	2.69	199	7.00	2.66
The World Bank Group provides effective implementation support	33	7.45	2.06	217	7.28	2.57

*Significantly different between geographic locations

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan?	36	7.11	2.52	236	7.14	2.63

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

Which of the following best describes the way the World Bank Group operates in Afghanistan? (Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Kabul
The World Bank Group takes too much risk in Afghanistan	7.7%	10.6%
The World Bank Group does not take enough risk in Afghanistan	23.1%	26.4%
The World Bank Group's approach to risk is appropriate	17.3%	23.8%
Don't know	51.9%	39.2%

Which of the following best describes the World Bank Group's support in Afghanistan? (Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Kabul
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Afghanistan	38.5%	44.4%
The World Bank Group is not sufficiently selective in Afghanistan, and it is involved in too many areas of development	32.7%	20.6%
Don't know	28.8%	35.0%

**G. Recent Trends and the Future Role of the World Bank Group in Afghanistan**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	14.6%	26.2%
Ensure greater selectivity in its work	22.9%	18.2%
Offer more innovative financial products	33.3%	24.2%
Improve the competitiveness of its financing compared to markets	4.2%	3.6%
Reach out more to groups outside of Government	0.0%	4.0%
Work faster	8.3%	14.2%
Improve the quality of its experts as related to Afghanistan's specific challenges	8.3%	16.6%
Offer more innovative knowledge services*	8.3%	2.6%
Collaborate more effectively with Government clients*	39.6%	23.8%
Increase the level of capacity development in the country	14.6%	23.5%
Reduce the complexity of obtaining World Bank Group financing	6.3%	8.3%
Continue to encourage donors to use ARTF as vehicle to finance on-budget support	25.0%	19.9%
Increase the level of World Bank Group staffing in Afghanistan's office	2.1%	3.6%
Other	2.1%	3.3%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Financial services	37.5%	29.1%
Knowledge products	10.4%	19.7%
Convening services	2.1%	12.8%
None of the above	0.0%	1.0%
The combination is appropriate for Afghanistan	43.8%	30.1%
Don't know	6.3%	7.3%

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

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Social safety nets	22.0%	20.5%
Public financial management	51.2%	54.7%
Access to justice systems	29.3%	19.3%
Conflict resolution mechanisms	14.6%	8.3%
Access to basic services	22.0%	24.8%
Capacity of state institutions	43.9%	35.8%
Jobs	43.9%	50.8%
Improving livelihoods	24.4%	31.5%
Social cohesion	19.5%	13.8%

Which THREE areas below would benefit most from Outside Kabul donors in Afghanistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Social safety nets	34.2%	21.5%
Public financial management	26.3%	18.0%
Access to justice systems	18.4%	29.6%
Conflict resolution mechanisms	15.8%	22.3%
Access to basic services	26.3%	28.3%
Capacity of state institutions*	36.8%	17.6%
Jobs	28.9%	31.3%
Improving livelihoods	34.2%	48.5%
Social cohesion	28.9%	27.0%

*Significantly different between geographic locations

**H. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Periodicals	8.0%	6.2%
International newspapers	4.0%	2.1%
Local radio	10.0%	17.1%
International radio	26.0%	31.8%
Local television*	40.0%	21.6%
International television (e.g., BBC Persian, Ashna TV)	22.0%	20.9%
Local newspapers	16.0%	13.4%
Internet*	34.0%	52.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	20.0%	20.5%
Other*	8.0%	2.4%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Kabul	Outside Kabul
Direct contact with World Bank Group	11.3%	12.0%
e-Newsletters	20.8%	23.7%
World Bank Group's seminars/workshops/conferences	45.3%	43.5%
World Bank Group's publications and other written materials	28.3%	22.7%
World Bank Group's website	37.7%	38.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	22.6%	29.4%
Mobile phones	7.5%	8.0%
Other	3.8%	2.0%

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?*

Percentage of Respondents	Kabul	Outside Kabul
Yes	50.0%	35.7%
No	50.0%	64.3%

*Significantly different between geographic locations

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

Percentage of Respondents	Kabul	Outside Kabul
Yes	38.3%	17.8%
No	61.7%	82.2%

*Significantly different between geographic locations

Were you able to obtain this information?*

Percentage of Respondents	Kabul	Outside Kabul
Yes	58.1%	37.1%
No	41.9%	62.9%

*Significantly different between geographic locations

Do you have access to the Internet?*

Percentage of Respondents	Kabul	Outside Kabul
Yes	93.8%	77.7%
No	6.3%	22.3%

*Significantly different between geographic locations

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

Percentage of Respondents	Kabul	Outside Kabul
Yes	58.0%	42.5%
No	42.0%	57.5%

*Significantly different between geographic locations

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

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

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
Yes	38.8%	38.2%
No	61.2%	61.8%

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

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
High speed/WiFi	53.7%	68.4%
Dial-up	46.3%	31.6%

*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Kabul			Outside Kabul		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	35	7.54	2.19	165	6.42	3.27
I find the information on the World Bank Group's websites useful.	35	7.69	2.11	162	7.15	2.83
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	28	5.93	2.23	150	6.46	3.28
When I need information from the World Bank Group I know how to find it	31	6.16	2.62	148	6.32	3.16
The World Bank Group is responsive to my information requests and inquiries	36	6.42	3.32	157	6.83	3.09

I. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?*

(Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
I currently collaborate with the World Bank Group	22.9%	9.5%
I have previously collaborated with the World Bank Group	25.0%	13.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	8.3%	7.3%
I have never collaborated with the World Bank Group	43.8%	69.8%

*Significantly different between geographic locations

Which of the following agencies of the World Bank Group do you primarily engage with in Afghanistan?

(Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
The World Bank (IDA)	60.0%	37.8%
The International Finance Corporation (IFC)	5.0%	4.8%
The Multilateral Investment Guarantee Agency (MIGA)	7.5%	8.3%
Other	27.5%	49.1%

Do your projects involve both the World Bank and IFC?

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
Yes	40.5%	38.2%
No	59.5%	61.8%

If yes, what was your view on the two institutions working together in Afghanistan? (Select only ONE response)

Percentage of Respondents	Outside Kabul	
	Kabul	Outside Kabul
The two institutions work well together	29.4%	39.2%
The way the two institutions work together needs improvement	52.9%	34.0%
The two institutions do not work well together	0.0%	13.4%
Don't know	17.6%	13.4%



Appendix D: Responses to All Questions by Levels of Collaboration¹⁵

A. General Issues facing Afghanistan

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The right direction	37.7%	24.5%	33.3%
The wrong direction	16.4%	26.4%	20.4%
Not sure	45.9%	49.1%	46.3%

Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan?

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Social protection	4.6%	1.9%	2.9%
Food security*	1.5%	0.0%	7.2%
Security/stabilization/reconstruction	69.2%	77.8%	76.0%
Public sector governance/ reform	7.7%	9.3%	18.3%
Regional integration and cooperation	3.1%	0.0%	3.4%
Gender equity	3.1%	0.0%	2.9%
Private sector development*	12.3%	7.4%	3.4%
Foreign direct investment	6.2%	7.4%	2.9%
Water and sanitation	1.5%	3.7%	1.4%
Energy	20.0%	20.4%	15.4%
Regional conflict and tensions	1.5%	1.9%	1.9%
Job creation/employment	26.2%	9.3%	20.2%
Rural development	4.6%	7.4%	3.8%
Financial markets	3.1%	0.0%	1.0%
Urban development	0.0%	0.0%	1.4%
Environmental sustainability	0.0%	0.0%	1.0%
Equality of opportunity	3.1%	7.4%	7.7%
Health	3.1%	1.9%	3.4%
Education	32.3%	31.5%	31.3%
Poverty reduction	13.8%	11.1%	5.8%
Transport*	4.6%	0.0%	0.5%
Social cohesion	1.5%	3.7%	4.8%
Climate change	0.0%	0.0%	0.0%
Agricultural development	9.2%	14.8%	6.3%
Trade and exports	4.6%	3.7%	1.9%
Crime and violence	1.5%	0.0%	1.4%
Economic growth*	33.8%	16.7%	12.5%
Law and justice	10.8%	20.4%	12.5%
Regulatory framework	0.0%	0.0%	0.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	2.4%
Natural resource management	3.1%	9.3%	12.0%
Anti corruption*	12.3%	24.1%	28.4%
Disaster management	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%

*Significantly different across levels of collaboration

¹⁵ Only 338 respondents provided the information about their levels of collaboration with the World Bank Group. Thus only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Water and sanitation*	1.5%	9.3%	0.9%
Equality of opportunity	6.2%	7.4%	7.0%
Economic growth*	36.9%	20.4%	39.9%
Climate change*	0.0%	3.7%	0.0%
Regional conflict and tensions*	4.6%	7.4%	0.5%
Regional integration and cooperation	0.0%	0.0%	1.4%
Gender equity	7.7%	0.0%	2.8%
Rural development	4.6%	9.3%	2.8%
Urban development	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.9%
Local governance and institutions	1.5%	1.9%	2.8%
Social protection	3.1%	3.7%	1.4%
Law and justice	3.1%	7.4%	7.0%
Transport*	9.2%	1.9%	1.4%
Crime and violence	3.1%	0.0%	1.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.5%
Security/stabilization/reconstruction	44.6%	40.7%	41.3%
Anti corruption	12.3%	16.7%	17.8%
Private sector development	7.7%	11.1%	4.7%
Foreign direct investment*	15.4%	5.6%	3.8%
Energy	6.2%	5.6%	6.1%
Public sector governance/ reform	3.1%	5.6%	10.3%
Social cohesion	1.5%	0.0%	1.4%
Education	1.5%	9.3%	6.6%
Natural resource management	12.3%	16.7%	10.3%
Environmental sustainability	0.0%	0.0%	0.0%
Health	0.0%	1.9%	1.9%
Agricultural development	9.2%	16.7%	18.3%
Disaster management	0.0%	0.0%	0.0%
Job creation/employment*	15.4%	18.5%	29.1%
Financial markets	0.0%	0.0%	1.4%
Trade and exports	6.2%	5.6%	2.8%
Food security	1.5%	3.7%	2.3%

*Significantly different across levels of collaboration

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Better employment opportunities for all Afghans	56.5%	59.6%	55.2%
Better employment opportunities for women	6.5%	11.5%	6.3%
Greater voice and participation for citizens to help ensure greater accountability	6.5%	5.8%	13.0%
Greater access to health and nutrition for citizens	6.5%	1.9%	3.6%
Better entrepreneurial opportunities	12.9%	9.6%	7.3%
Better opportunity for the poor across the country	6.5%	13.5%	9.9%
Better opportunity for women	0.0%	0.0%	3.6%
Consistent economic growth	54.8%	36.5%	43.2%
More reliable social safety net*	14.5%	9.6%	4.7%
Greater equity of fiscal policy	1.6%	7.7%	6.8%
Education and vocational training that better ensure job opportunity	21.0%	26.9%	26.6%
Better quality public services	9.7%	17.3%	15.1%
Other	0.0%	0.0%	2.1%

*Significantly different across levels of collaboration

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Afghanistan?*	64	7.02	2.72	54	5.93	2.92	199	5.26	2.89

(1-Not familiar at all, 10-Extremely familiar) *Significantly different across levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan.	63	8.08	2.35	45	7.82	2.58	164	7.36	2.52

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges?	60	8.20	2.29	46	7.33	2.85	158	7.36	2.78

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

When thinking about how the WBG can have the most impact on development results in Afghanistan, in which sectoral areas do you believe the WBG should focus most of its resources in Afghanistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Social protection	4.8%	0.0%	4.7%
Security/stabilization/reconstruction	52.4%	66.0%	64.9%
Crime and violence	4.8%	0.0%	1.9%
Transport*	9.5%	11.3%	3.3%
Agricultural development	36.5%	28.3%	25.6%
Regional integration and cooperation	1.6%	3.8%	3.8%
Gender equity	0.0%	3.8%	2.8%
Public sector governance/ reform	15.9%	17.0%	16.1%
Health*	3.2%	0.0%	8.1%
Rural development	9.5%	9.4%	5.7%
Foreign direct investment	3.2%	1.9%	1.4%
Education*	27.0%	37.7%	18.5%
Energy	17.5%	13.2%	22.7%
Social cohesion	3.2%	5.7%	3.3%
Job creation/employment	7.9%	13.2%	14.7%
Financial markets	1.6%	1.9%	0.5%
Urban development	0.0%	0.0%	0.9%
Environmental sustainability	3.2%	0.0%	0.9%
Equality of opportunity	3.2%	1.9%	8.5%
Regional conflict and tensions	3.2%	1.9%	3.3%
Private sector development	4.8%	0.0%	3.3%
Water and sanitation	0.0%	3.8%	1.4%
Food security	1.6%	0.0%	3.8%
Climate change	0.0%	0.0%	0.5%
Poverty reduction	11.1%	11.3%	9.5%
Trade and exports	4.8%	11.3%	5.2%
Economic growth	34.9%	18.9%	26.5%
Law and justice	6.3%	1.9%	8.5%
Local governance and institutions	4.8%	1.9%	1.9%
Regulatory framework	0.0%	0.0%	1.4%
Communicable/non-communicable diseases	0.0%	0.0%	0.9%
Natural resource management	7.9%	13.2%	10.4%
Information and communications technology	0.0%	0.0%	0.0%
Anti corruption	11.1%	17.0%	12.8%
Disaster management	0.0%	0.0%	0.0%

*Significantly different across levels of collaboration

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

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

Greatest Value			
Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Convening/Facilitating	2.2%	3.3%	2.5%
Data and statistics	2.3%	0.0%	4.2%
Policy advice, studies, analyses	4.5%	0.0%	5.0%
Financial resources	31.8%	46.7%	35.8%
Capacity development	13.6%	16.7%	18.3%
Technical assistance*	11.4%	0.0%	0.8%
Mobilizing third party financial resources	13.6%	13.3%	13.3%
Donor coordination	0.0%	0.0%	3.3%
Linkage to non-Bank expertise	0.0%	0.0%	5.8%
Strategy formulation	20.5%	20.0%	11.7%
Other	0.0%	0.0%	0.0%

*Significantly different across levels of collaboration

2 nd Greatest Value			
Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Convening/Facilitating	2.6%	0.0%	1.8%
Data and statistics	2.6%	3.3%	2.7%
Policy advice, studies, analyses	2.6%	3.3%	6.3%
Financial resources*	26.3%	6.7%	9.9%
Capacity development*	23.7%	46.7%	14.4%
Technical assistance*	23.7%	6.7%	9.9%
Mobilizing third party financial resources	10.5%	10.0%	20.7%
Donor coordination	5.3%	10.0%	14.4%
Linkage to non-Bank expertise	0.0%	0.0%	6.3%
Strategy formulation	2.6%	13.3%	13.5%
Other	0.0%	0.0%	0.0%

*Significantly different across levels of collaboration

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	41	7.63	2.20	39	7.08	2.53	132	7.23	2.65
Citizen engagement (incorporating citizens' voices into development)	48	7.85	2.55	40	7.95	2.33	127	7.41	2.80
Policy design (for clarity and better incentives to achieve development goals)	40	7.45	2.15	24	7.46	2.43	114	6.88	2.53

When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	42	7.81	2.87	29	8.07	2.71	128	8.61	2.00
Citizen engagement (incorporating citizens' voices into development)	43	8.60	2.00	36	8.67	2.04	124	8.37	2.21
Policy design (for clarity and better incentives to achieve development goals)	38	7.89	2.09	29	8.34	2.13	117	8.32	2.15

**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 Afghanistan?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Staff too inaccessible	15.0%	16.7%	16.7%
Not exploring alternative policy options*	16.7%	9.3%	6.1%
Not collaborating enough with stakeholders outside the Government*	20.0%	13.0%	7.1%
Its advice and strategies do not lend themselves to practical problem solving	10.0%	5.6%	8.6%
Not enough public disclosure of its work	16.7%	13.0%	20.7%
Arrogant in its approach*	0.0%	7.4%	10.1%
Not client focused	10.0%	18.5%	15.7%
The credibility of its knowledge/data	8.3%	9.3%	7.6%
World Bank Group's processes too complex	16.7%	14.8%	14.6%
Not willing to honestly criticize policies and reform efforts in the country	3.3%	1.9%	3.0%
Too influenced by developed countries*	23.3%	5.6%	7.1%
Imposing technocratic solutions without regard to political realities	6.7%	1.9%	3.0%
World Bank Group's processes too slow	8.3%	11.1%	5.6%
Not aligned with other donors' work	1.7%	7.4%	4.5%
Not aligned with country priorities*	0.0%	14.8%	6.1%
Not adequately sensitive to political/social realities in Afghanistan*	6.7%	25.9%	21.7%
Not focused enough on issues that are unique to Afghanistan situation	6.7%	9.3%	13.6%
Other	0.0%	3.7%	2.0%
Don't know	5.0%	1.9%	11.1%

*Significantly different across levels of collaboration

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Afghanistan?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Trust Fund management	27.3%	18.0%	30.4%
Knowledge products/services	10.9%	20.0%	9.2%
Investment lending	45.5%	64.0%	60.3%
Technical assistance*	14.5%	0.0%	9.8%
Capacity development	20.0%	32.0%	28.3%
Policy based lending / budget support to the Government	25.5%	20.0%	20.1%
Multi-sectoral approaches	1.8%	0.0%	3.3%
Co-financing arrangements	18.2%	10.0%	13.6%
Sector-wide approaches	7.3%	18.0%	9.8%
Other	5.5%	4.0%	3.8%
Don't know	3.6%	2.0%	4.9%

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
To a fully sufficient degree	25.0%	10.4%	14.0%
To a somewhat sufficient degree	44.2%	43.8%	29.6%
To a somewhat insufficient degree	15.4%	12.5%	21.8%
To a very insufficient degree	0.0%	29.2%	18.4%
Don't know	15.4%	4.2%	16.2%

*Significantly different across levels of collaboration



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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Academia/think tanks/research institutes	16.4%	14.0%	22.1%
Donor community	11.5%	14.0%	12.7%
Media	29.5%	20.0%	33.3%
Local Government	42.6%	38.0%	33.8%
Private sector	13.1%	24.0%	13.6%
Parliament	8.2%	6.0%	6.1%
NGOs/Community Based Organizations (CBOs)	6.6%	10.0%	7.0%
Youth/university groups	34.4%	46.0%	36.6%
Beneficiaries	4.9%	6.0%	10.8%
Foundations	3.3%	8.0%	2.8%
International Security Assistance Force (ISAF)	0.0%	2.0%	3.3%
UN agencies	9.8%	0.0%	4.7%
Regional organizations (e.g., SAARC, ECO, Heart of Asia – Istanbul Process)*	8.2%	8.0%	0.9%
Other	1.6%	0.0%	1.4%
Don't know	1.6%	0.0%	3.8%

*Significantly different across levels of collaboration

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	54	7.41	3.09	44	7.89	2.55	172	6.98	2.81
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	47	6.79	3.40	39	6.90	3.05	140	6.46	2.84
The World Bank Group supports programs and strategies that are realistic for Afghanistan*	42	5.74	3.11	37	7.27	2.50	127	5.83	2.91
The World Bank Group treats clients and stakeholders in Afghanistan with respect*	40	7.80	2.15	37	8.89	1.74	136	7.40	2.48

*Significantly different across levels of collaboration

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	42	6.88	2.88	46	6.70	2.90	139	5.68	2.84
Flexibility (in terms of the institution's products and services)	34	5.85	2.63	39	5.41	2.95	108	5.69	2.63
Flexibility (in terms of changing country circumstances)	35	6.26	2.56	41	5.71	2.85	107	7.28	14.63
Being inclusive	40	5.80	3.00	41	5.34	3.23	124	5.19	2.89
Openness (sharing data and other information)	33	4.97	3.31	36	4.72	2.97	122	5.64	2.91
Staff accessibility	41	5.10	3.14	42	4.50	3.23	118	4.54	2.59
Straightforwardness and honesty	40	7.33	2.73	38	7.11	2.97	126	6.37	2.73
Ease of access to the people at the World Bank Group who are making decisions important to my work	42	5.64	2.92	33	4.21	3.37	115	5.20	3.11
Collaboration with civil society	40	6.20	2.92	37	6.30	3.37	131	6.40	2.96
Collaboration with the Government*	40	8.48	1.99	41	7.68	3.09	135	7.13	2.56
Collaboration with other donors and development partners*	34	6.24	2.89	38	7.63	2.95	111	6.43	2.61
Collaboration with the private sector	31	6.32	3.08	28	7.64	2.92	93	6.12	2.98
The speed in which it gets things accomplished on the ground	38	6.97	2.78	39	6.77	3.07	96	6.10	2.85
Being a long-term partner	40	8.28	2.21	43	7.09	3.56	128	7.97	2.52

*Significantly different across levels of collaboration

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

To be more effective development partner in Afghanistan, do you believe that the World Bank Group should have?*

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
More local presence	78.3%	94.3%	79.3%
The current level of local presence is adequate	10.0%	1.9%	5.8%
Less local presence	8.3%	0.0%	3.4%
Don't know	3.3%	3.8%	11.5%

*Significantly different across levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
More effective collaboration	13.8%	24.5%	9.6%
The same level of effective collaboration	41.5%	28.3%	24.4%
Less effective collaboration	30.8%	34.0%	27.8%
Don't know	13.8%	13.2%	38.3%

*Significantly different across levels of collaboration

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
The World Bank Group does not do adequate follow through/follow-up	19.0%	21.2%	22.9%
Poor donor coordination	30.2%	36.5%	29.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.3%	48.1%	35.7%
Lack of/inadequate levels of capacity in Government	50.8%	48.1%	49.0%
There is not an adequate level of citizen/civil society participation	20.6%	19.2%	18.1%
The World Bank Group works too slowly*	14.3%	1.9%	6.2%
The Government works inefficiently	23.8%	17.3%	30.0%
Political pressures and obstacles	28.6%	23.1%	24.3%
Reforms are not well thought out in light of country challenges	1.6%	9.6%	7.6%
Ongoing conflict and instability	41.3%	38.5%	53.8%
Inadequate funding*	19.0%	23.1%	11.0%
Other	0.0%	0.0%	0.0%

*Significantly different across levels of collaboration

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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan? (1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	35	5.11	3.72	37	5.19	3.70	122	5.91	3.55
Financial markets*	38	8.08	2.43	38	6.61	3.48	137	7.74	2.68
Transport*	47	8.89	1.75	41	7.80	2.70	138	7.73	2.71
Anti corruption	43	7.67	2.97	42	6.45	3.76	150	7.55	3.14
Regional conflict and tensions	38	5.87	3.42	40	6.35	3.47	126	5.98	3.22
Law and justice	41	7.39	3.06	43	6.77	3.56	132	7.06	3.11
Urban development	42	8.02	2.15	45	7.24	3.09	148	7.51	2.76
Environmental sustainability	40	6.38	3.29	42	6.21	3.09	135	7.13	2.89
Regulatory framework	38	5.50	2.85	40	6.05	3.31	125	5.73	3.17
Information and communications technology*	41	7.20	2.64	39	6.26	3.44	131	7.83	2.36
Poverty reduction	48	8.67	2.33	39	8.46	2.61	157	8.83	2.09
Gender equity	42	6.33	2.96	42	6.76	3.21	127	6.80	3.13
Private sector development	46	8.61	1.91	36	7.56	2.56	137	7.61	2.77
Foreign direct investment	42	7.74	2.53	38	7.42	3.00	140	7.74	2.82
Local governance and institutions	45	6.51	3.40	42	6.95	3.53	139	7.40	2.63
Water and sanitation	43	7.79	2.79	44	7.86	2.72	135	7.58	2.76
Trade and exports	45	8.24	2.50	39	7.67	2.76	139	7.91	2.49
Economic growth	49	8.86	2.50	44	8.39	2.82	152	8.87	2.12
Energy	43	8.51	2.33	42	8.45	2.52	155	8.88	2.09
Disaster management	40	6.40	2.57	40	7.15	3.21	126	7.56	2.66
Public sector governance/ reform	41	7.93	2.31	38	7.68	3.13	131	7.51	2.62
Job creation/employment	47	8.51	2.32	40	7.90	2.92	145	8.43	2.33
Social cohesion*	41	7.29	2.76	43	5.79	3.47	133	6.96	2.70
Communicable/non-communicable diseases	42	7.05	2.42	43	6.33	3.28	130	6.68	3.01
Equality of opportunity	39	7.59	2.36	41	6.59	3.41	134	7.15	2.91
Health	44	8.14	1.88	42	7.79	3.18	141	8.28	2.27
Rural development	44	7.61	2.84	44	7.68	2.80	138	8.41	1.92
Regional integration and cooperation	38	7.00	2.78	39	7.41	2.86	125	7.48	2.64
Food security*	37	6.54	2.87	42	6.55	3.22	132	7.58	2.52
Natural resource management	47	7.43	3.20	39	8.59	2.71	129	7.84	2.77
Security/stabilization/reconstruction	51	8.24	3.00	46	8.57	2.89	159	8.57	2.46
Social protection	37	6.65	2.77	43	6.51	3.04	132	7.02	2.65
Climate change	39	6.56	3.12	38	7.00	3.02	126	6.25	2.79
Agricultural development	48	8.85	2.32	44	8.70	2.66	161	8.88	1.92
Education	45	9.13	1.46	44	8.73	2.68	168	9.27	1.53

*Significantly different across levels of collaboration



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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	29	4.79	3.51	35	5.69	3.38	102	5.17	3.35
Information and communications technology	34	6.94	3.12	29	7.21	3.13	100	7.07	2.66
Transport	41	7.83	2.37	42	6.95	2.85	124	6.73	2.72
Crime and violence	30	3.90	3.33	38	5.50	3.50	107	4.67	3.00
Regional conflict and tensions	29	5.00	3.36	30	5.80	3.54	95	4.68	3.30
Law and justice*	31	5.19	2.74	37	6.86	3.28	104	5.42	3.17
Urban development	31	6.65	2.60	43	7.00	3.09	132	6.62	2.98
Environmental sustainability	32	6.19	3.00	34	6.82	3.33	122	5.89	3.11
Regulatory framework	33	5.24	3.07	29	6.41	3.56	97	4.85	3.05
Communicable/non-communicable diseases	28	6.89	3.00	33	6.30	3.24	111	6.16	2.86
Poverty reduction	39	7.26	3.12	36	7.61	2.90	136	6.60	2.90
Gender equity	38	6.82	2.96	38	7.08	2.64	110	6.00	2.92
Private sector development	40	7.00	2.86	32	7.28	2.34	114	6.66	2.78
Foreign direct investment	37	5.84	3.39	33	5.88	2.78	114	6.72	2.67
Local governance and institutions	42	6.26	3.39	36	7.00	3.00	124	6.09	3.05
Water and sanitation	38	6.47	2.83	35	6.43	2.64	126	6.56	3.02
Trade and exports	39	6.10	3.10	25	6.20	3.20	121	6.53	2.85
Economic growth	41	7.02	2.82	39	7.59	2.78	135	6.97	2.87
Energy	38	6.71	2.97	38	6.03	3.40	118	5.96	2.94
Disaster management	34	5.35	2.84	34	6.29	3.34	90	6.09	2.86
Public sector governance/ reform	37	6.27	3.11	31	6.87	3.13	96	5.91	2.80
Job creation/employment	39	7.18	2.57	38	6.84	3.18	127	6.71	3.10
Social cohesion	38	6.08	3.03	31	5.32	3.35	101	5.60	2.98
Financial markets	34	5.21	3.08	30	6.20	3.29	101	6.12	3.10
Equality of opportunity	38	5.97	2.57	34	5.62	3.46	103	5.48	3.04
Health	38	7.34	2.33	35	7.74	2.84	130	6.81	2.73
Rural development	33	8.18	1.81	34	7.71	2.62	124	7.60	2.21
Regional integration and cooperation	34	6.12	2.53	25	6.08	3.24	91	5.81	2.84
Food security	33	7.15	2.82	34	7.06	2.94	106	6.22	2.65
Education	44	8.07	2.43	38	7.47	2.84	136	7.48	2.57
Security/stabilization/reconstruction*	42	7.69	2.65	40	7.13	3.25	134	6.38	3.27
Social protection	32	5.94	2.72	28	5.86	3.26	109	6.11	3.10
Climate change	32	5.63	2.96	25	5.40	3.34	104	5.19	2.99
Agricultural development	41	7.46	2.64	40	7.15	3.24	141	7.45	2.59
Natural resource management	38	7.16	3.03	33	5.88	3.53	101	5.67	3.43

*Significantly different across levels of collaboration

Where are the WBG's decisions made primarily that support the program in Afghanistan? (Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
At the Headquarters (in Washington D.C.)	54.8%	50.9%	41.7%
In the country	14.5%	13.2%	12.5%
Don't know	30.6%	35.8%	45.8%

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?*	64	8.23	1.89	44	7.36	2.26	171	6.88	2.73

(1-To no degree at all, 10-To a very significant degree) *Significantly different across levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?	55	7.13	2.54	42	6.64	2.46	166	6.15	2.80

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



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

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Afghanistan	55	6.89	2.94	43	7.14	2.96	171	6.68	2.91
The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	45	6.67	2.76	40	6.65	3.33	136	6.78	2.86

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Afghanistan?	58	7.05	2.71	43	6.51	3.21	130	5.97	2.88

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

D. The Afghanistan Reconstruction Trust Fund (ARTF)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the ARTF in Afghanistan?*	57	6.91	3.22	45	5.84	3.13	141	5.28	3.13

(1-Not familiar at all, 10-Very familiar) *Significantly different across levels of collaboration

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.	42	6.12	3.09	40	5.63	3.41	128	5.72	2.97
The ARTF distributes resources fairly and equally throughout the country.*	43	5.70	2.85	44	4.61	3.44	147	3.71	2.75
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.*	43	5.88	2.62	46	4.87	3.30	143	4.40	2.91
The ARTF's efforts are leading to sustainable results on the ground.*	45	7.56	2.61	48	6.60	3.44	143	5.92	3.13
The ARTF collaborates well with the Afghanistan Government.*	41	6.78	2.76	46	5.59	3.47	124	5.02	2.97
The World Bank Group collaborates well with other ARTF donors.	36	7.22	2.46	34	5.97	3.41	104	6.34	3.05
There should be more oversight of how ARTF resources are spent.	41	6.73	3.11	45	6.20	3.62	125	5.65	3.55
There should be more public information available about the work of the ARTF.	41	7.24	3.43	47	7.00	3.58	154	6.60	3.65
The ARTF is flexible and responds to changing conditions in Afghanistan.	35	5.46	2.98	44	5.14	3.30	123	5.03	3.32

*Significantly different across levels of collaboration

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

How frequently do you consult WBG's knowledge work and activities in the work you do?*(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Weekly	12.7%	0.0%	2.7%
Monthly	17.5%	2.0%	2.7%
A few times a year	7.9%	12.2%	7.8%
Rarely	38.1%	65.3%	47.9%
Never	23.8%	20.4%	38.8%

*Significantly different across levels of collaboration



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

In Afghanistan, 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)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	34	7.62	2.87	39	5.97	3.88	113	6.08	3.04
Include appropriate level of stakeholder involvement during preparation	28	6.43	2.94	31	5.65	3.36	95	5.51	2.85
Lead to practical solutions*	33	7.73	2.24	40	6.45	3.39	96	5.43	2.98
Are accessible (well written and easy to understand)	39	6.54	2.84	38	5.82	3.64	110	5.71	2.84
Are source of relevant information on global good practices	43	7.30	2.67	34	7.50	3.23	118	7.42	2.77
Are adequately disseminated*	34	5.41	3.20	33	5.64	3.72	103	4.32	2.71
Are translated enough into local language	35	6.51	3.11	39	5.82	3.47	100	6.40	2.99
Are adaptable to Afghanistan's specific development challenges and country circumstances	37	6.57	3.15	39	6.64	3.15	113	5.92	2.88

*Significantly different across levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	54	8.43	2.19	45	7.60	2.69	174	7.68	2.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	54	7.07	2.63	43	6.53	2.79	163	5.99	2.91

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

*Significantly different across levels of collaboration

F. Working with the World Bank Group

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	45	7.11	3.07	30	5.47	2.74	116	5.77	2.66
The World Bank Group effectively monitors and evaluates the projects and programs it supports	51	7.10	2.56	40	6.23	2.85	136	6.04	2.89
The World Bank Group's approvals and reviews are done in a timely fashion	47	6.68	2.95	39	6.03	2.76	109	5.61	2.46
The World Bank Group's "Safeguard Policy" requirements are reasonable	46	7.26	2.70	31	6.39	2.79	114	6.45	2.87
The World Bank Group's conditions on its lending are reasonable*	46	6.57	3.10	38	4.47	2.84	133	5.40	2.85
The World Bank Group takes decisions quickly in Afghanistan	49	6.20	3.21	36	4.86	2.88	136	5.38	2.93
Working with the World Bank Group increases Afghanistan's institutional capacity*	52	7.94	2.15	39	7.00	2.97	140	6.93	2.61
Where country systems are adequate, the World Bank Group makes appropriate use of them	49	7.16	2.85	39	7.38	2.84	117	6.77	2.73
The World Bank Group provides effective implementation support	48	7.71	2.51	40	7.10	2.99	134	7.02	2.50

*Significantly different across levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan?*	52	7.08	2.85	41	7.44	2.86	147	6.93	2.54

(1-To no degree at all, 10-To a very significant degree) *Significantly different across levels of collaboration

Which of the following best describes the way the World Bank Group operates in Afghanistan? (Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The World Bank Group takes too much risk in Afghanistan	11.3%	13.2%	5.6%
The World Bank Group does not take enough risk in Afghanistan	32.3%	18.9%	25.0%
The World Bank Group's approach to risk is appropriate	29.0%	32.1%	20.4%
Don't know	27.4%	35.8%	49.1%

*Significantly different across levels of collaboration

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

Which of the following best describes the World Bank Group's support in Afghanistan?* (Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The WBG is sufficiently selective and focuses on the most important development challenges in Afghanistan	58.1%	37.7%	37.0%
The WBG is not sufficiently selective in Afghanistan, and it is involved in too many areas of development	21.0%	30.2%	20.8%
Don't know	21.0%	32.1%	42.1%

*Significantly different across levels of collaboration

G. Recent Trends and the Future Role of the World Bank Group in Afghanistan

Which of the following SHOULD the WBG do to make itself of greater value in Afghanistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	25.9%	32.1%	24.8%
Ensure greater selectivity in its work	12.1%	24.5%	19.0%
Offer more innovative financial products	29.3%	17.0%	26.2%
Improve the competitiveness of its financing compared to markets	3.4%	9.4%	3.8%
Reach out more to groups outside of Government	6.9%	0.0%	2.9%
Work faster	6.9%	9.4%	14.3%
Improve the quality of its experts as related to Afghanistan's specific challenges	12.1%	7.5%	19.0%
Offer more innovative knowledge services	1.7%	5.7%	2.4%
Collaborate more effectively with Government clients	32.8%	24.5%	24.8%
Increase the level of capacity development in the country	22.4%	20.8%	22.9%
Reduce the complexity of obtaining World Bank Group financing	10.3%	13.2%	6.2%
Continue to encourage donors to use ARTF as vehicle to finance on-budget support	17.2%	18.9%	19.5%
Increase the level of World Bank Group staffing in Afghanistan's office	6.9%	1.9%	2.9%
Other	3.4%	0.0%	3.8%

When considering the combination of services that the WBG offers in Afghanistan, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Afghanistan?* (Select ONE response)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Financial services	27.0%	16.7%	34.3%
Knowledge products	27.0%	20.8%	14.4%
Convening services	12.7%	16.7%	6.0%
None of the above	0.0%	0.0%	2.5%
The combination is appropriate for Afghanistan	27.0%	39.6%	34.3%
Don't know	6.3%	6.3%	8.5%

*Significantly different across levels of collaboration

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Social safety nets	30.0%	29.5%	18.6%
Public financial management	42.0%	50.0%	59.3%
Access to justice systems	28.0%	20.5%	20.3%
Conflict resolution mechanisms	12.0%	6.8%	9.9%
Access to basic services	30.0%	31.8%	24.4%
Capacity of state institutions	40.0%	40.9%	36.6%
Jobs	44.0%	52.3%	54.1%
Improving livelihoods*	20.0%	15.9%	39.0%
Social cohesion	12.0%	18.2%	16.3%

*Significantly different across levels of collaboration

**G. Recent Trends and the Future Role of the World Bank Group in Afghanistan (continued)**

Which THREE areas below would benefit most from Non-collaborator donors in Afghanistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Social safety nets*	9.1%	35.1%	27.9%
Public financial management	20.5%	18.9%	20.0%
Access to justice systems	43.2%	29.7%	26.7%
Conflict resolution mechanisms	15.9%	13.5%	24.8%
Access to basic services	31.8%	27.0%	29.7%
Capacity of state institutions	11.4%	18.9%	20.6%
Jobs	29.5%	27.0%	37.6%
Improving livelihoods	59.1%	37.8%	44.8%
Social cohesion	15.9%	35.1%	32.1%

*Significantly different across levels of collaboration

H. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Afghanistan?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Periodicals	4.8%	12.2%	6.1%
International newspapers	3.2%	2.0%	2.0%
Local radio	9.7%	18.4%	18.2%
International radio (local language services: e.g., BBC Dari/Pashto, Ashna radio/TV, Radio Azadi)	29.0%	24.5%	33.3%
Local television	24.2%	34.7%	27.3%
International television (e.g., BBC Persian, Ashna TV)	22.6%	22.4%	21.2%
Local newspapers	9.7%	6.1%	12.1%
Internet	53.2%	42.9%	49.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	17.7%	20.4%	19.7%
Other	4.8%	0.0%	3.5%

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Direct contact with World Bank Group	11.3%	17.6%	11.0%
e-Newsletters	30.6%	29.4%	22.9%
World Bank Group's seminars/workshops/conferences	58.1%	39.2%	44.3%
World Bank Group's publications and other written materials	22.6%	15.7%	25.7%
World Bank Group's website	40.3%	33.3%	34.8%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	19.4%	15.7%	32.4%
Mobile phones	8.1%	11.8%	6.2%
Other	0.0%	2.0%	2.9%

*Significantly different across levels of collaboration

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?*

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	69.1%	42.6%	23.0%
No	30.9%	57.4%	77.0%

*Significantly different across levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	26.5%	33.3%	13.0%
No	73.5%	66.7%	87.0%

*Significantly different across levels of collaboration

Were you able to obtain this information?*

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	52.6%	43.3%	29.8%
No	47.4%	56.7%	70.2%

*Significantly different across levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	94.5%	80.0%	76.3%
No	5.5%	20.0%	23.7%

*Significantly different across levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	70.4%	44.4%	33.9%
No	29.6%	55.6%	66.1%

*Significantly different across levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	68.4%	36.2%	27.8%
No	31.6%	63.8%	72.2%

*Significantly different across levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
High speed/WiFi	81.1%	53.3%	65.1%
Dial-up	18.9%	46.7%	34.9%

*Significantly different across levels of collaboration

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	Currently collaborating			Previously collaborated			Never collaborated		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	48	6.38	3.30	39	5.31	3.64	91	6.71	3.03
I find the information on the World Bank Group's websites useful.	42	7.17	2.90	37	6.51	3.24	91	7.36	2.69
The World Bank Group's social media channels are valuable sources of information about the institution	44	6.77	2.91	32	5.28	3.48	82	6.27	3.25
When I need information from the World Bank Group I know how to find it	41	6.98	2.73	33	5.42	3.66	83	6.00	3.14
The World Bank Group is responsive to my information requests and inquiries	45	7.18	3.02	34	5.56	3.90	89	6.48	3.11

I. Background Information**Which of the following agencies of the WBG do you primarily engage with in Afghanistan?*** (Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The World Bank (IDA)	56.7%	60.0%	29.4%
The International Finance Corporation (IFC)	8.3%	12.0%	2.5%
The Multilateral Investment Guarantee Agency (MIGA)	8.3%	8.0%	8.8%
Other	26.7%	20.0%	59.4%

*Significantly different across levels of collaboration

If your projects involve both the World Bank and IFC, what was your view of how the two institutions work together in Afghanistan? (Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The two institutions work well together	48.8%	40.0%	30.0%
The way the two institutions work together needs improvement	39.0%	53.3%	36.0%
The two institutions do not work well together	7.3%	0.0%	16.0%
Don't know	4.9%	6.7%	18.0%



Appendix E: Responses to All Questions by Gender¹⁶

Sample composition by gender:

Which of the following best describes your current position?

Percentage of Respondents	Female	Male
Office of the President, Office of the Chief Executive Officer (CEO)	2.1%	3.6%
Office of Minister	0.0%	2.3%
Office of Parliamentarian	10.4%	2.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	4.2%	17.5%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	2.1%	2.0%
Local Government Office or Staff	14.6%	16.6%
Bilateral/ Multilateral Agency		1.7%
Private Sector Organization	8.3%	6.3%
Private Foundation	8.3%	3.0%
Financial Sector/Private Bank		3.3%
NGO/ Community Based Organization	12.5%	6.0%
Media	14.6%	16.9%
Independent Government Institution	2.1%	3.0%
Trade Union	4.2%	1.3%
Youth Group	6.3%	7.6%
Academia/Research Institute/Think Tank	2.1%	1.0%
Judiciary Branch	0.0%	.3%
Other	8.3%	5.6%

A. General Issues facing Afghanistan

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

Percentage of Respondents	Female	Male
The right direction	33.3%	33.2%
The wrong direction	11.9%	22.9%
Not sure	54.8%	43.9%

¹⁶ Only 375 respondents provided their demographic information about gender. Thus only these respondents were included in the comparisons presented in this appendix.

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

Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan?

Percentage of Respondents (Responses combined)	Female	Male
Social protection	6.3%	2.5%
Food security	2.1%	5.1%
Security/stabilization/reconstruction	64.6%	75.6%
Public sector governance/ reform	8.3%	15.2%
Regional integration and cooperation	4.2%	2.2%
Gender equity*	10.4%	1.3%
Private sector development	6.3%	4.4%
Foreign direct investment	6.3%	4.1%
Water and sanitation	2.1%	2.2%
Energy*	6.3%	17.8%
Regional conflict and tensions	0.0%	3.5%
Job creation/employment	27.1%	17.1%
Rural development	6.3%	5.4%
Financial markets	2.1%	2.5%
Urban development	2.1%	1.3%
Environmental sustainability	0.0%	1.0%
Equality of opportunity	4.2%	6.0%
Health	2.1%	4.8%
Education	31.3%	31.4%
Poverty reduction*	22.9%	4.4%
Transport	4.2%	1.3%
Social cohesion	4.2%	3.8%
Climate change	0.0%	0.3%
Agricultural development	6.3%	8.9%
Trade and exports	2.1%	3.2%
Crime and violence	2.1%	1.0%
Economic growth	25.0%	15.6%
Law and justice	12.5%	13.3%
Regulatory framework	0.0%	0.6%
Communicable/non-communicable diseases	0.0%	0.3%
Local governance and institutions	0.0%	1.6%
Natural resource management	8.3%	10.8%
Anti corruption	20.8%	24.4%
Disaster management	0.0%	0.6%
Information and communications technology	0.0%	0.0%

*Significantly different between women and men

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

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

Percentage of Respondents (Responses combined)	Female	Male
Water and sanitation	4.1%	2.2%
Equality of opportunity	4.1%	7.8%
Economic growth*	51.0%	31.9%
Climate change	0.0%	0.6%
Regional conflict and tensions	0.0%	2.2%
Regional integration and cooperation	4.1%	0.9%
Gender equity	6.1%	2.5%
Rural development	0.0%	6.3%
Urban development	0.0%	0.9%
Regulatory framework	0.0%	0.9%
Local governance and institutions	2.0%	2.2%
Social protection	2.0%	1.9%
Law and justice	2.0%	6.9%
Transport	2.0%	2.8%
Crime and violence	4.1%	1.9%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	0.0%	1.3%
Security/stabilization/reconstruction	32.7%	45.9%
Anti corruption	18.4%	13.4%
Private sector development	8.2%	6.9%
Foreign direct investment	8.2%	5.0%
Energy	0.0%	7.2%
Public sector governance/ reform	2.0%	9.7%
Social cohesion	2.0%	1.6%
Education	6.1%	5.6%
Natural resource management	14.3%	10.3%
Environmental sustainability	0.0%	0.0%
Health	4.1%	1.6%
Agricultural development	12.2%	14.7%
Disaster management	0.0%	0.3%
Job creation/employment	26.5%	23.8%
Financial markets	4.1%	1.3%
Trade and exports*	10.2%	2.5%
Food security	2.0%	2.2%

*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Better employment opportunities for all Afghans	60.0%	54.8%
Better employment opportunities for women*	12.5%	5.8%
Greater voice and participation for citizens to help ensure greater accountability	10.0%	9.9%
Greater access to health and nutrition for citizens	5.0%	3.7%
Better entrepreneurial opportunities	5.0%	8.8%
Better opportunity for the poor across the country	15.0%	9.5%
Better opportunity for women	12.5%	0.7%
Consistent economic growth	50.0%	41.2%
More reliable social safety net*	0.0%	8.8%
Greater equity of fiscal policy*	0.0%	8.8%
Education and vocational training that better ensure job opportunity	22.5%	25.2%
Better quality public services	7.5%	17.3%
Other	0.0%	2.0%

*Significantly different between women and men

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Afghanistan?	48	5.46	3.34	306	5.93	2.83

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan.*	34	6.76	2.86	275	7.75	2.40

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges?	39	8.21	2.64	262	7.47	2.68

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

When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Afghanistan?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Social protection	4.0%	3.5%
Security/stabilization/reconstruction	58.0%	63.8%
Crime and violence*	6.0%	1.6%
Transport	6.0%	6.7%
Agricultural development	20.0%	27.6%
Regional integration and cooperation	4.0%	3.2%
Gender equity	4.0%	1.9%
Public sector governance/ reform	16.0%	16.2%
Health*	14.0%	4.4%
Rural development	4.0%	8.3%
Foreign direct investment	2.0%	1.9%
Education	14.0%	23.2%
Energy	14.0%	22.5%
Social cohesion*	10.0%	3.2%
Job creation/employment	14.0%	12.1%
Financial markets	0.0%	1.6%
Urban development	0.0%	0.6%
Environmental sustainability	0.0%	1.3%
Equality of opportunity	2.0%	7.6%
Regional conflict and tensions*	8.0%	2.2%
Private sector development*	10.0%	2.5%
Water and sanitation	4.0%	3.5%
Food security	0.0%	2.9%
Climate change	2.0%	0.6%
Poverty reduction	8.0%	9.8%
Trade and exports	0.0%	6.0%
Economic growth*	44.0%	22.5%
Law and justice	2.0%	7.6%
Local governance and institutions	0.0%	2.5%
Regulatory framework	2.0%	1.0%
Communicable/non-communicable diseases	0.0%	1.0%
Natural resource management	6.0%	12.7%
Information and communications technology*	2.0%	0.0%
Anti corruption	14.0%	11.4%
Disaster management	0.0%	0.0%

*Significantly different between women and men

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

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

Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating	0.0%	2.5%
Data and statistics	0.0%	4.0%
Policy advice, studies, analyses	4.3%	3.5%
Financial resources	30.4%	35.1%
Capacity development	13.0%	17.3%
Technical assistance	13.0%	5.9%
Mobilizing third party financial resources	8.7%	14.9%
Donor coordination	0.0%	2.5%
Linkage to non-Bank expertise*	21.7%	1.0%
Strategy formulation	8.7%	13.9%
Other	0.0%	0.0%

*Significantly different between women and men

2 nd Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating	0.0%	2.1%
Data and statistics*	10.0%	1.6%
Policy advice, studies, analyses	5.0%	4.8%
Financial resources	15.0%	12.2%
Capacity development	20.0%	17.0%
Technical assistance	15.0%	12.2%
Mobilizing third party financial resources	10.0%	18.6%
Donor coordination	10.0%	13.8%
Linkage to non-Bank expertise	0.0%	6.4%
Strategy formulation	15.0%	10.6%
Other	0.0%	0.5%

*Significantly different between women and men

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	31	7.03	3.01	211	7.33	2.47
Citizen engagement (incorporating citizens' voices into development)	26	7.46	2.44	210	7.56	2.65
Policy design (for clarity and better incentives to achieve development goals)	18	7.28	1.99	185	7.11	2.42

When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	25	8.96	1.46	203	8.17	2.39
Citizen engagement (incorporating citizens' voices into development)	23	8.13	2.53	202	8.43	2.06
Policy design (for clarity and better incentives to achieve development goals)	21	8.57	1.43	192	8.16	2.22

**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 Afghanistan?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Staff too inaccessible	19.1%	15.2%
Not exploring alternative policy options	8.5%	9.4%
Not collaborating enough with stakeholders outside the Government	10.6%	10.8%
Its advice and strategies do not lend themselves to practical problem solving	8.5%	9.1%
Not enough public disclosure of its work	14.9%	18.5%
Arrogant in its approach	17.0%	8.4%
Not client focused	21.3%	12.5%
The credibility of its knowledge/data	2.1%	10.4%
World Bank Group's processes too complex	14.9%	14.5%
Not willing to honestly criticize policies and reform efforts in the country	4.3%	2.4%
Too influenced by developed countries	6.4%	10.8%
Imposing technocratic solutions without regard to political realities	4.3%	3.7%
World Bank Group's processes too slow	4.3%	7.7%
Not aligned with other donors' work	6.4%	4.0%
Not aligned with country priorities	6.4%	5.7%
Not adequately sensitive to political/social realities in Afghanistan	21.3%	18.9%
Not focused enough on issues that are unique to Afghanistan situation	14.9%	10.8%
Other	0.0%	2.4%
Don't know	4.3%	9.1%

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

Percentage of Respondents (Responses combined)	Female	Male
Trust Fund management	23.7%	26.8%
Knowledge products/services	7.9%	11.1%
Investment lending	42.1%	57.5%
Technical assistance	10.5%	8.6%
Capacity development	36.8%	29.3%
Policy based lending / budget support to the Government	10.5%	23.9%
Multi-sectoral approaches*	7.9%	1.8%
Co-financing arrangements	15.8%	14.3%
Sector-wide approaches	7.9%	10.7%
Other*	10.5%	3.6%
Don't know	7.9%	3.9%

*Significantly different between women and men

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

Percentage of Respondents	Female	Male
To a fully sufficient degree	14.6%	15.6%
To a somewhat sufficient degree	29.3%	37.0%
To a somewhat insufficient degree	12.2%	19.6%
To a very insufficient degree	19.5%	15.6%
Don't know	24.4%	12.2%

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Academia/think tanks/research institutes	9.8%	21.3%
Donor community*	19.6%	10.0%
Media	33.3%	27.1%
Local Government	27.5%	37.4%
Private sector	7.8%	17.1%
Parliament*	13.7%	5.5%
NGOs/Community Based Organizations (CBOs)*	17.6%	4.8%
Youth/university groups	31.4%	41.6%
Beneficiaries*	0.0%	10.6%
Foundations	5.9%	5.8%
International Security Assistance Force (ISAF)*	5.9%	1.3%
UN agencies	3.9%	6.5%
Regional organizations (e.g., SAARC, ECO, Heart of Asia – Istanbul Process)	2.0%	3.2%
Other	2.0%	1.3%
Don't know*	9.8%	1.3%

*Significantly different between women and men

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	37	6.81	3.04	264	7.33	2.70
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	28	6.71	2.85	231	6.80	2.84
The World Bank Group supports programs and strategies that are realistic for Afghanistan	30	6.47	2.80	207	6.27	2.91
The World Bank Group treats clients and stakeholders in Afghanistan with respect	26	7.81	2.81	223	7.72	2.24

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	34	6.68	2.94	226	6.03	2.78
Flexibility (in terms of the institution's products and services)	28	6.54	2.65	181	5.61	2.55
Flexibility (in terms of changing country circumstances)	26	5.15	2.68	186	6.89	11.18
Being inclusive	32	5.66	3.05	200	5.46	2.79
Openness (sharing data and other information)	24	6.08	3.11	196	5.45	2.87
Staff accessibility	29	5.00	3.21	200	4.81	2.73
Straightforwardness and honesty	31	7.42	2.29	201	6.61	2.68
Ease of access to the people at the World Bank Group who are making decisions important to my work	29	5.48	3.19	187	5.19	3.01
Collaboration with civil society	28	6.57	2.53	208	6.41	2.92
Collaboration with the Government	31	7.68	2.14	213	7.42	2.56
Collaboration with other donors and development partners	25	7.60	2.00	189	6.54	2.73
Collaboration with the private sector	16	6.69	2.98	166	6.50	2.88
The speed in which it gets things accomplished on the ground	21	6.24	2.98	182	6.58	2.74
Being a long-term partner	31	8.58	1.96	214	7.82	2.69

To be more effective development partner in Afghanistan, do you believe that the World Bank Group should have?
(Select only ONE response)

Percentage of Respondents	Female	Male
More local presence	75.5%	78.6%
The current level of local presence is adequate	6.1%	9.4%
Less local presence	2.0%	4.9%
Don't know	16.3%	7.1%

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

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

Percentage of Respondents	Female	Male
More effective collaboration	11.8%	13.4%
The same level of effective collaboration	29.4%	31.0%
Less effective collaboration	23.5%	28.8%
Don't know	35.3%	26.8%

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

Percentage of Respondents (Responses combined)	Female	Male
The World Bank Group does not do adequate follow through/follow-up	20.0%	20.3%
Poor donor coordination	28.0%	30.2%
The WBG is not sensitive enough to political/social realities on the ground	40.0%	37.3%
Lack of/inadequate levels of capacity in Government	44.0%	47.9%
There is not an adequate level of citizen/civil society participation	16.0%	19.3%
The World Bank Group works too slowly	10.0%	5.8%
The Government works inefficiently	18.0%	28.6%
Political pressures and obstacles*	40.0%	25.1%
Reforms are not well thought out in light of country challenges	8.0%	8.4%
Ongoing conflict and instability	48.0%	49.2%
Inadequate funding	18.0%	13.5%
Other	0.0%	0.3%

*Significantly different between women and men

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan? (1-Not important at all, 10-Very important)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Crime and violence*	32	6.44	3.28	188	4.86	3.68
Financial markets	33	7.64	2.30	207	7.54	2.77
Transport	31	7.35	2.74	224	8.05	2.38
Anti corruption	32	7.81	2.73	233	7.07	3.29
Regional conflict and tensions	28	6.86	2.52	200	5.68	3.32
Law and justice	29	7.79	2.69	216	6.68	3.24
Urban development	32	7.59	2.45	231	7.52	2.64
Environmental sustainability	30	7.10	2.77	213	6.87	2.89
Regulatory framework	30	6.00	2.91	199	5.65	3.05
Information and communications technology	25	7.76	1.90	210	7.54	2.64
Poverty reduction	36	8.92	2.05	235	8.63	2.28
Gender equity*	33	7.97	2.46	204	6.38	3.11
Private sector development	32	7.41	2.64	218	7.86	2.56
Foreign direct investment	32	7.69	2.74	217	7.70	2.69
Local governance and institutions	30	7.77	2.86	222	7.11	2.90
Water and sanitation*	30	6.63	2.95	215	7.87	2.64
Trade and exports	30	8.03	2.65	221	8.00	2.46
Economic growth	38	8.66	2.49	235	8.83	2.21
Energy	32	8.19	2.36	239	8.91	2.07
Disaster management	32	8.03	2.13	202	7.32	2.78
Public sector governance/ reform	31	8.06	1.95	203	7.46	2.65
Job creation/employment	30	8.23	2.37	231	8.32	2.46
Social cohesion	30	7.20	2.23	214	6.71	2.96
Communicable/non-communicable diseases	29	7.10	2.50	209	6.67	2.93
Equality of opportunity	30	7.10	2.90	215	7.13	2.87
Health	33	8.33	1.93	222	8.17	2.35
Rural development	29	8.62	1.70	224	7.98	2.41
Regional integration and cooperation	27	7.63	2.62	198	7.32	2.65
Food security	32	7.59	2.53	205	7.24	2.77
Natural resource management	28	7.71	2.09	213	7.95	2.92
Security/stabilization/reconstruction	38	8.37	2.54	245	8.52	2.61
Social protection	29	7.62	2.16	208	6.91	2.81
Climate change	27	7.04	2.46	200	6.58	2.93
Agricultural development	36	8.78	1.91	246	8.93	2.14
Education	41	9.17	1.73	245	9.14	1.87

*Significantly different between women and men

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption*	22	6.59	3.35	170	4.84	3.33
Information and communications technology	24	6.71	2.93	163	7.15	2.68
Transport	26	6.65	3.29	210	7.10	2.52
Crime and violence*	34	5.85	3.38	165	4.63	3.02
Regional conflict and tensions	27	5.96	3.42	151	4.98	3.19
Law and justice	28	5.46	3.48	174	5.83	3.06
Urban development*	28	5.82	3.31	203	7.05	2.74
Environmental sustainability	27	6.30	3.30	184	6.22	3.04
Regulatory framework	24	5.46	3.58	157	5.24	3.12
Communicable/non-communicable diseases	25	6.08	3.17	168	6.50	2.83
Poverty reduction	34	6.82	3.01	201	6.97	2.90
Gender equity	25	7.12	3.03	190	6.42	2.78
Private sector development	28	7.50	2.87	181	6.81	2.63
Foreign direct investment	25	7.08	2.96	180	6.42	2.81
Local governance and institutions	32	6.41	3.21	194	6.43	3.03
Water and sanitation	28	7.21	2.83	195	6.50	2.82
Trade and exports	32	6.63	3.11	180	6.47	2.87
Economic growth	36	7.50	2.97	209	7.16	2.73
Energy	25	6.64	2.40	197	6.22	3.13
Disaster management	25	6.92	2.53	154	5.95	3.12
Public sector governance/ reform	21	6.05	2.73	166	6.03	2.87
Job creation/employment*	28	7.86	2.63	203	6.58	2.99
Social cohesion	24	5.83	2.88	168	5.64	3.05
Financial markets	29	5.79	3.13	160	5.96	3.05
Equality of opportunity	25	6.08	2.86	174	5.54	2.93
Health	36	7.25	2.82	197	7.10	2.58
Rural development	28	8.29	2.02	190	7.57	2.31
Regional integration and cooperation*	23	7.39	2.29	148	5.83	2.85
Food security	26	6.73	2.74	172	6.69	2.71
Education	28	7.96	2.57	222	7.63	2.56
Security/stabilization/reconstruction	32	7.72	3.00	212	6.64	3.20
Social protection*	24	7.21	3.15	169	5.85	3.04
Climate change	26	6.38	3.15	161	5.48	3.11
Agricultural development	29	7.83	2.28	221	7.49	2.77
Natural resource management	26	6.85	3.38	172	6.16	3.43

*Significantly different between women and men

Where are the WBG's decisions made primarily that support the program in Afghanistan? (Select only ONE response)

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	45.1%	50.8%
In the country	15.7%	12.4%
Don't know	39.2%	36.8%

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?	35	6.54	3.01	275	7.27	2.46

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?	39	6.26	3.00	253	6.47	2.65

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Afghanistan	43	6.95	2.90	259	6.97	2.89
The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	34	7.85	2.24	219	6.79	2.95

*Significantly different between women and men

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Afghanistan?	35	6.63	2.99	225	6.53	2.85

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

D. The Afghanistan Reconstruction Trust Fund (ARTF)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the ARTF in Afghanistan?	36	6.17	3.26	239	5.83	3.26

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

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

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.	32	6.69	2.72	209	5.88	3.01
The ARTF distributes resources fairly and equally throughout the country.*	38	5.63	3.03	220	4.21	2.98
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	34	5.79	2.87	221	4.89	3.01
The ARTF's efforts are leading to sustainable results on the ground.*	36	7.61	2.56	225	6.12	3.12
The ARTF collaborates well with the Afghanistan Government.*	33	6.73	2.60	199	5.48	3.06
The World Bank Group collaborates well with other ARTF donors.	34	7.18	2.81	162	6.36	2.94
There should be more oversight of how ARTF resources are spent.	30	5.80	3.41	203	6.04	3.41
There should be more public information available about the work of the ARTF.	37	6.46	3.52	234	6.97	3.48
The ARTF is flexible and responds to changing conditions in Afghanistan.	25	5.64	2.87	202	5.45	3.29

*Significantly different between women and men

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?*

(Select only ONE response)

Percentage of Respondents	Female	Male
Weekly	2.0%	5.4%
Monthly	4.0%	8.3%
A few times a year	0.0%	10.2%
Rarely	76.0%	42.5%
Never	18.0%	33.7%

*Significantly different between women and men

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

In Afghanistan, 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)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Are timely	34	5.88	2.95	180	6.62	3.10
Include appropriate level of stakeholder involvement during preparation	25	6.12	2.83	156	5.96	2.91
Lead to practical solutions	29	6.00	3.02	166	6.26	3.01
Are accessible (well written and easy to understand)	31	6.16	2.79	184	5.89	2.94
Are source of relevant information on global good practices	33	7.39	2.90	191	7.42	2.64
Are adequately disseminated	26	4.92	2.90	172	5.02	2.98
Are translated enough into local language	29	6.55	2.75	170	6.25	3.09
Are adaptable to Afghanistan's specific development challenges and country circumstances	34	6.44	2.84	182	6.39	2.98

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	43	7.77	2.60	264	7.89	2.37
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	49	6.04	3.28	245	6.54	2.75

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

F. Working with the World Bank Group

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	23	5.83	2.57	198	6.08	2.85
The World Bank Group effectively monitors and evaluates the projects and programs it supports	26	6.19	2.91	233	6.57	2.73
The World Bank Group's approvals and reviews are done in a timely fashion	25	6.80	2.25	199	6.01	2.60
The World Bank Group's "Safeguard Policy" requirements are reasonable	28	7.43	2.69	189	6.50	2.73
The World Bank Group's conditions on its lending are reasonable	30	6.60	2.62	215	5.60	2.90
The World Bank Group takes decisions quickly in Afghanistan*	35	6.86	2.49	216	5.42	2.95
Working with the World Bank Group increases Afghanistan's institutional capacity*	33	8.09	2.11	228	6.93	2.66
Where country systems are adequate, the World Bank Group makes appropriate use of them	31	7.65	2.43	205	6.92	2.69
The World Bank Group provides effective implementation support	33	7.48	2.28	222	7.26	2.53

*Significantly different between women and men

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan?	34	6.88	3.04	243	7.15	2.54

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

Which of the following best describes the way the World Bank Group operates in Afghanistan? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Afghanistan	6.3%	10.6%
The World Bank Group does not take enough risk in Afghanistan	25.0%	25.6%
The World Bank Group's approach to risk is appropriate	20.8%	24.4%
Don't know	47.9%	39.4%

Which of the following best describes the World Bank Group's support in Afghanistan? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Afghanistan	33.3%	45.3%
The World Bank Group is not sufficiently selective in Afghanistan, and it is involved in too many areas of development	20.8%	22.5%
Don't know	45.8%	32.2%

**G. Recent Trends and the Future Role of the World Bank Group in Afghanistan**

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

Percentage of Respondents (Responses combined)	Female	Male
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	27.5%	23.8%
Ensure greater selectivity in its work	21.6%	18.2%
Offer more innovative financial products	27.5%	24.8%
Improve the competitiveness of its financing compared to markets	5.9%	4.0%
Reach out more to groups outside of Government	2.0%	3.6%
Work faster*	23.5%	11.6%
Improve the quality of its experts as related to Afghanistan's specific challenges	19.6%	14.2%
Offer more innovative knowledge services	0.0%	4.0%
Collaborate more effectively with Government clients	17.6%	27.8%
Increase the level of capacity development in the country	21.6%	23.2%
Reduce the complexity of obtaining World Bank Group financing	11.8%	7.3%
Continue to encourage donors to use ARTF as vehicle to finance on-budget support*	7.8%	22.5%
Increase the level of World Bank Group staffing in Afghanistan's office	5.9%	3.0%
Other	2.0%	3.3%

*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Financial services	15.9%	32.2%
Knowledge products	15.9%	18.5%
Convening services	6.8%	11.7%
None of the above	2.3%	1.3%
The combination is appropriate for Afghanistan	34.1%	31.9%
Don't know	25.0%	4.4%

*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Social safety nets	25.0%	19.6%
Public financial management	52.5%	54.6%
Access to justice systems	20.0%	20.8%
Conflict resolution mechanisms	5.0%	9.6%
Access to basic services	30.0%	23.8%
Capacity of state institutions	27.5%	37.7%
Jobs	42.5%	51.9%
Improving livelihoods	35.0%	29.6%
Social cohesion	17.5%	14.2%

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

Percentage of Respondents (Responses combined)	Female	Male
Social safety nets	13.5%	24.3%
Public financial management	24.3%	18.4%
Access to justice systems	32.4%	27.6%
Conflict resolution mechanisms	18.9%	21.3%
Access to basic services	35.1%	27.6%
Capacity of state institutions	16.2%	21.8%
Jobs	37.8%	30.1%
Improving livelihoods	54.1%	45.2%
Social cohesion	27.0%	26.8%

**H. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Female	Male
Periodicals*	16.0%	4.7%
International newspapers	4.0%	2.0%
Local radio	22.0%	15.3%
International radio*	10.0%	33.9%
Local television	24.0%	25.4%
International television (e.g., BBC Persian, Ashna TV)*	32.0%	19.0%
Local newspapers	6.0%	14.9%
Internet	50.0%	49.8%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	32.0%	18.6%
Other	0.0%	3.7%

*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group	8.2%	12.1%
e-Newsletters*	12.2%	25.4%
World Bank Group's seminars/workshops/conferences	46.9%	43.6%
World Bank Group's publications and other written materials	14.3%	25.4%
World Bank Group's website	42.9%	37.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	42.9%	26.4%
Mobile phones	14.3%	6.8%
Other	0.0%	2.6%

*Significantly different between women and men

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Female	Male
Yes	30.0%	39.7%
No	70.0%	60.3%

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

Percentage of Respondents	Female	Male
Yes	8.3%	23.3%
No	91.7%	76.7%

*Significantly different between women and men

Were you able to obtain this information?

Percentage of Respondents	Female	Male
Yes	37.0%	40.0%
No	63.0%	60.0%

Do you have access to the Internet?

Percentage of Respondents	Female	Male
Yes	85.4%	79.9%
No	14.6%	20.1%

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

Percentage of Respondents	Female	Male
Yes	47.6%	44.7%
No	52.4%	55.3%

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

Percentage of Respondents	Female	Male
Yes	56.8%	35.6%
No	43.2%	64.4%

*Significantly different between women and men

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

Percentage of Respondents	Female	Male
High speed/WiFi	77.5%	64.3%
Dial-up	22.5%	35.7%

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	25	6.76	3.06	177	6.55	3.17
I find the information on the World Bank Group's websites useful.	28	7.79	2.48	171	7.13	2.75
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	26	6.58	3.13	154	6.32	3.13
When I need information from the World Bank Group I know how to find it	27	5.48	3.36	154	6.42	2.99
The World Bank Group is responsive to my information requests and inquiries	28	7.04	2.99	167	6.68	3.15

I. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?

(Select only ONE response)

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	4.2%	12.6%
I have previously collaborated with the World Bank Group	12.5%	15.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	8.3%	7.6%
I have never collaborated with the World Bank Group	75.0%	64.4%

Which of the following agencies of the World Bank Group do you primarily engage with in Afghanistan?

(Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank (IDA)	43.9%	40.8%
The International Finance Corporation (IFC)	4.9%	5.6%
The Multilateral Investment Guarantee Agency (MIGA)	12.2%	7.3%
Other	39.0%	46.4%

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

Percentage of Respondents	Female	Male
Yes	20.0%	41.9%
No	80.0%	58.1%

*Significantly different between women and men

If yes, what was your view on the two institutions working together in Afghanistan? (Select only ONE response)

Percentage of Respondents	Female	Male
The two institutions work well together	50.0%	36.4%
The way the two institutions work together needs improvement	33.3%	38.2%
The two institutions do not work well together	16.7%	10.9%
Don't know	0.0%	14.5%

Which of the following describes most of your exposure to the World Bank Group in Afghanistan?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Observer	28.2%	26.2%
Use World Bank Group reports/data	46.2%	31.6%
Engage in World Bank Group related/sponsored events/activities	28.2%	18.1%
Collaborate as part of my professional duties	12.8%	24.5%
Use World Bank Group website for information, data, research, etc.	38.5%	36.3%



Appendix F: Responses to All Questions by Year¹⁷

*All data presented in this appendix are weighted. As a result, means of the FY15 data and the total number of respondents each year will be slightly different from those in other appendices.

FY '08 Number of comparable respondents = 346 • FY '12 Number of comparable respondents = 327

• FY '15 Number of comparable respondents = 326

By weighting, FY08, FY12 and FY15 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	FY2008	FY2012	FY2015
Office of the President/Prime Minister	10.0%	10.0%	10.0%
Government institutions	20.0%	20.0%	20.0%
Local government	10.0%	10.0%	10.0%
Bilateral/multilateral agencies	10.0%	10.0%	10.0%
Civil society	20.0%	20.0%	20.0%
Private sector	10.0%	10.0%	10.0%
Academia	10.0%	10.0%	10.0%
Media	10.0%	10.0%	10.0%

B. Overall Attitudes toward the World Bank Group

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Afghanistan?*	343	5.21	2.65	321	6.29	2.73	304	5.97	2.81

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY08 and FY15

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan.^	290	6.99	2.44	293	7.75	2.49	268	7.31	2.54

(1-Not effective at all, 10-Very effective) ^Significantly different between FY12 and FY15

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges?	265	7.09	2.69	248	7.35	2.57

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

¹⁷ Only those questions that were asked in the FY' 08, FY '12 and FY '15 country surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan [^]	314	7.00	2.49	303	7.76	2.65	253	7.16	2.68
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	316	6.45	2.33	274	6.62	2.88	222	6.54	2.86
The World Bank Group supports programs and strategies that are realistic for Afghanistan	311	6.15	2.63	259	6.41	2.65	198	6.25	2.78
The World Bank Group treats clients and stakeholders in Afghanistan with respect	294	7.47	2.30	245	7.64	2.77	213	7.85	2.12

[^]Significantly different between FY12 and FY15

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

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

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs				207	6.44	2.82	228	6.20	2.63
Flexibility (in terms of the institution's products and services) [^]				220	6.56	2.76	188	5.78	2.40
Flexibility (in terms of changing country circumstances)	149	6.62	2.57	209	6.61	2.63	189	6.54	10.29
Being inclusive [^]				228	6.20	2.85	210	5.61	2.53
Openness (sharing data and other information) [^]				208	6.34	2.75	206	5.69	2.64
Staff accessibility [*]	276	6.64	2.44	216	5.88	2.96	203	4.67	2.66
Straightforwardness and honesty [*]	287	7.21	2.38	211	6.82	2.76	196	6.66	2.46
Collaboration with civil society				216	6.54	2.77	212	6.37	2.78
Collaboration with the Government				229	7.29	2.61	220	7.16	2.41
Collaboration with other donors and development partners [^]				212	7.19	2.71	196	6.43	2.61

[^]Significantly different between FY12 and FY15 ^{*}significantly different between FY08 and FY15



C. World Bank Group's Effectiveness and Results

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

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*^	316	6.66	3.07	272	3.75	3.28	177	5.47	3.42
Information and communications technology^				239	6.01	2.79	162	7.23	2.51
Transport^				254	6.16	2.80	213	7.38	2.30
Law and justice^				251	4.38	2.87	179	6.23	3.04
Urban development*^	303	6.60	2.73	259	5.27	2.87	209	7.10	2.62
Environmental sustainability^				245	4.51	2.92	182	6.29	2.93
Regulatory framework*^	294	6.58	2.48	230	4.36	2.65	161	5.42	3.04
Communicable/non-communicable diseases^				236	5.18	2.86	166	6.58	2.70
Poverty reduction*^	323	7.90	2.56	263	5.10	2.87	214	7.29	2.68
Gender equity^	282	6.64	2.51	242	5.43	2.76	190	6.57	2.72
Private sector development^	312	7.16	2.55	233	5.51	2.74	185	7.09	2.56
Foreign direct investment^				244	5.23	2.91	183	6.52	2.75
Local governance and institutions^				254	5.16	2.87	207	6.57	2.97
Water and sanitation^				249	5.29	2.86	195	6.50	2.77
Trade and exports^				245	5.49	2.75	189	6.49	2.85
Economic growth^	319	7.87	2.36	242	5.66	2.64	220	7.28	2.69
Energy^				254	5.00	3.13	198	6.47	2.88
Disaster management^				236	4.53	2.74	153	6.43	2.96
Job creation/employment^				242	4.94	2.94	207	6.63	2.95
Social cohesion^				234	4.49	2.77	175	5.96	3.01
Financial markets^				229	4.64	2.65	168	5.99	3.18
Equality of opportunity^				234	4.17	2.66	177	5.59	2.73
Health*^	314	7.81	2.23	252	6.23	2.65	215	7.35	2.49
Rural development^				254	6.42	2.82	185	7.72	2.23
Food security^				236	4.98	2.80	174	6.79	2.62
Education^	311	7.73	2.46	254	6.74	2.67	224	7.67	2.56
Security/stabilization/reconstruction^				241	5.29	2.97	221	6.69	3.27
Social protection*^	292	6.83	2.63	239	4.93	2.75	167	5.88	2.92
Agricultural development^	297	7.48	2.32	252	5.84	2.85	227	7.63	2.44
Natural resource management^	309	7.01	2.52	239	5.00	3.21	182	6.70	3.38
Regional integration and cooperation*^	294	7.08	2.58	206	4.80	2.69	145	5.87	2.67

^Significantly different between FY12 and FY15 *significantly different between FY08 and FY15

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?	292	7.37	2.45	261	7.45	2.43

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Afghanistan	303	7.39	2.73	267	7.20	2.69
The World Bank Group meets Afghanistan's needs for knowledge services^	279	6.63	2.76	233	7.18	2.67

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY08 and FY15

**D. The Afghanistan Reconstruction Trust Fund (ARTF)**

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the ARTF in Afghanistan?^	287	4.42	3.18	271	5.12	3.16	234	6.33	3.14

(1-Not familiar at all, 10-Very familiar) ^Significantly different between FY12 and FY15 *significantly different between FY08 and FY15

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

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

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.*^	198	6.91	2.41	250	5.59	3.06	216	6.30	2.83
The ARTF distributes resources fairly and equally throughout the country.				248	4.80	2.99	241	4.38	2.93
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.*	196	6.66	2.35	238	5.07	2.99	240	4.99	3.00
The ARTF's efforts are leading to sustainable results on the ground.	201	6.41	2.18	240	6.40	2.95	242	6.14	3.19
The ARTF collaborates well with the Afghanistan Government.*	206	6.59	2.31	228	5.73	2.95	214	5.65	2.89
The World Bank Group collaborates well with other ARTF donors.*	188	7.14	2.10	218	6.45	2.90	187	6.26	2.99
There should be more oversight of how ARTF resources are spent.*^	208	8.07	2.39	241	7.52	2.94	215	5.89	3.39
There should be more public information available about the work of the ARTF.*^	210	8.23	2.15	249	7.76	3.02	244	6.82	3.52
The ARTF is flexible and responds to changing conditions in Afghanistan.*	181	6.81	2.55	215	6.32	2.95	204	5.77	3.25

^Significantly different between FY12 and FY15 *significantly different between FY08 and FY15

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

How frequently do you consult WBG's knowledge work and activities in the work you do?^ (Select only ONE response)

Percentage of Respondents	FY2012	FY2015
Weekly	2.9%	3.4%
Monthly	13.3%	6.9%
A few times a year	13.7%	16.0%
Rarely	46.3%	43.6%
Never	23.8%	30.1%

^Significantly different between FY12 and FY15

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

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

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely				242	6.30	3.05	194	6.16	2.98
Include appropriate level of stakeholder involvement during preparation				230	6.07	2.82	166	5.71	2.72
Are accessible (well written and easy to understand)				243	6.21	2.94	191	5.78	2.92
Are source of relevant information on global good practices				257	7.25	2.69	199	7.29	2.69
Are adequately disseminated				234	5.48	2.90	168	5.12	2.75
Are translated enough into local language				235	6.15	2.82	176	6.41	2.86
Are adaptable to Afghanistan's specific development challenges and country circumstances	306	7.15	2.55	256	6.25	3.00	179	6.78	2.91



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

	year					
	FY 2012			FY 2015		
	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?	302	7.75	2.33	266	8.00	2.27
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	296	7.00	2.54	251	6.75	2.65

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

F. Working with the World Bank Group

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

	year								
	FY 2008			FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly^	148	6.34	2.90	248	5.44	3.06	192	6.24	2.73
The World Bank Group effectively monitors and evaluates the projects and programs it supports^	151	6.89	2.52	267	5.45	2.97	231	6.89	2.59
The World Bank Group's approvals and reviews are done in a timely fashion				242	6.02	2.94	195	6.35	2.56
The World Bank Group's "Safeguard Policy" requirements are reasonable				236	6.56	2.80	187	6.68	2.70
Working with the World Bank Group increases Afghanistan's institutional capacity*	147	6.42	2.54	275	7.61	2.60	231	7.22	2.57
Where country systems are adequate, the World Bank Group makes appropriate use of them				250	7.32	2.74	207	7.39	2.57
The World Bank Group provides effective implementation support				264	7.22	2.73	222	7.30	2.30

^Significantly different between FY12 and FY15 *significantly different between FY08 and FY15

**H. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?^

Percentage of Respondents	FY2008	FY2012	FY2015
Yes		31.0%	39.9%
No		69.0%	60.1%

^Significantly different between FY12 and FY15

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

Percentage of Respondents	FY2008	FY2012	FY2015
Yes		17.5%	20.3%
No		82.5%	79.7%

Were you able to obtain this information?

Percentage of Respondents	FY2008	FY2012	FY2015
Yes		56.8%	72.1%
No		43.2%	27.9%

Do you have access to the Internet?**

Percentage of Respondents	FY2008	FY2012	FY2015
Yes	60.5%	74.6%	85.8%
No	39.5%	25.4%	14.2%

^Significantly different between FY12 and FY15 *significantly different between FY08 and FY15

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

Percentage of Respondents	FY2008	FY2012	FY2015
Yes	33.0%	35.4%	47.7%
No	67.0%	64.6%	52.3%

^Significantly different between FY12 and FY15 *significantly different between FY08 and FY15

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.^	199	5.69	3.26	170	6.87	2.98
I find the information on the World Bank Group's websites useful.^	181	5.78	3.22	169	7.41	2.44
When I need information from the World Bank Group I know how to find it	204	5.88	3.34	159	5.87	3.13
The World Bank Group is responsive to my information requests and inquiries	181	5.83	3.57	184	6.16	3.36

^Significantly different between FY12 and FY15



Appendix G: 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 Afghanistan? (Choose no more than TWO)									
	Currently collaborating	Previously collaborated	Never collaborated	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
				No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan.	8.08	7.82	7.36	7.88	7.56	7.71	7.96	7.82	7.67	7.83	7.66	7.61	8.11
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	7.41	7.89	6.98	7.65	6.74	7.20	7.81	7.46	7.24	7.45	7.31	7.17	7.86
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	6.79	6.90	6.46	6.78	7.16	6.91	6.79	6.80	7.18	6.91	6.72	6.86	6.87
Responsiveness to needs	6.88	6.70	5.68	6.07	7.00	6.21	6.49	6.35	6.13	6.36	6.16	6.13	6.60
Flexibility (in terms of the institution's products and services)	5.85	5.41	5.69	5.91	5.85	5.71	6.19	6.02	5.19	6.08	5.31	5.62	6.30
Flexibility (in terms of changing country circumstances)	6.26	5.71	7.28	5.66	9.31	6.87	5.68	6.63	5.40	6.60	5.73	6.74	6.00
Being inclusive	5.80	5.34	5.19	5.25	5.62	5.29	5.40	5.43	4.81	5.30	5.42	5.09	5.69
Openness (sharing data and other information)	4.97	4.72	5.64	5.54	5.69	5.40	5.88	5.76	4.54	5.71	5.17	5.28	6.03
Staff accessibility	5.10	4.50	4.54	4.69	4.91	4.59	4.98	4.66	5.11	4.76	4.68	4.69	4.81
Straightforwardness and honesty	7.33	7.11	6.37	6.98	6.65	6.46	7.55	6.92	6.87	6.98	6.66	6.98	6.79
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.64	4.21	5.20	5.24	4.78	5.15	5.09	5.01	5.63	5.23	4.82	5.09	5.20
Collaboration with civil society	6.20	6.30	6.40	6.50	6.87	6.49	6.75	6.65	6.29	6.74	6.08	6.24	7.17
Collaboration with the Government	8.48	7.68	7.13	7.71	7.64	7.35	8.21	7.85	7.00	7.70	7.68	7.54	7.94
Collaboration with other donors and development partners	6.24	7.63	6.43	6.66	6.42	6.44	6.89	6.71	6.19	6.64	6.51	6.28	7.17
Collaboration with the private sector	6.32	7.64	6.12	6.65	5.77	6.03	7.15	6.48	6.29	6.54	6.11	6.19	6.86
The speed in which it gets things accomplished on the ground	6.97	6.77	6.10	6.43	6.54	6.29	6.72	6.64	5.54	6.50	6.35	6.20	6.91
Being a long-term partner	8.28	7.09	7.97	7.94	7.86	7.83	8.05	7.92	7.91	7.97	7.77	7.70	8.30
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?	8.23	7.36	6.88	7.49	7.13	7.31	7.53	7.32	7.67	7.44	7.24	7.23	7.69
To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?	7.13	6.64	6.15	6.57	6.66	6.45	6.88	6.57	6.71	6.73	6.20	6.46	6.88
The World Bank Group's financial instruments meet the needs of Afghanistan	6.89	7.14	6.68	6.93	6.95	6.75	7.27	6.82	7.43	6.99	6.72	6.93	6.95
The World Bank Group meets Afghanistan's needs for knowledge services	6.67	6.65	6.78	7.12	6.80	6.66	7.64	7.01	7.19	7.16	6.65	6.91	7.24
The World Bank Group's knowledge work and activities are adaptable to Afghanistan's specific development challenges and country circumstances	6.57	6.64	5.92	6.21	6.28	6.20	6.27	6.14	6.62	6.37	5.74	6.19	6.29
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8.43	7.60	7.68	7.85	7.63	7.69	7.96	7.88	7.39	7.88	7.47	7.44	8.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.07	6.53	5.99	6.85	5.78	6.21	7.13	6.61	6.42	6.69	6.11	6.22	7.17
The World Bank Group takes decisions quickly in Afghanistan	6.20	4.86	5.38	5.83	4.51	5.17	6.04	5.47	5.62	5.62	5.13	5.65	5.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.16	7.38	6.77	7.15	6.65	6.70	7.52	6.91	7.55	7.18	6.63	7.15	6.78

Yellow highlight indicates significant difference between Yes and No means.



Appendix H: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																							
	Office of President/CEO/Minister			Office of parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan.	17	7.47	3.04	10	8.20	3.01	55	8.00	2.29	41	7.51	2.90	26	8.12	1.66	55	7.55	2.35	50	7.16	2.58	40	7.30	2.31
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	9	8.11	2.20	10	7.90	2.23	59	7.24	2.55	47	7.49	3.18	29	7.52	2.63	55	7.55	2.46	50	6.58	2.90	32	6.94	2.95
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan*	10	8.20	1.99	8	9.00	.76	52	7.04	2.46	42	7.05	2.87	24	6.96	2.85	44	6.18	3.13	42	5.67	3.24	30	6.77	2.84
Responsiveness to needs*	16	7.56	2.53	10	7.30	3.02	43	6.33	2.29	37	6.19	3.44	25	6.84	2.34	53	6.00	2.88	38	4.39	2.55	29	6.14	2.03
Flexibility (in terms of the institution's products and services)	4	8.25	1.50	10	6.80	2.62	40	5.83	2.44	28	5.14	2.68	20	4.95	2.76	37	6.05	2.61	38	5.16	2.53	28	6.32	2.23
Flexibility (in terms of changing country circumstances)	8	6.25	1.75	9	7.67	2.92	40	10.75	23.43	29	5.14	2.85	16	6.44	2.22	42	6.33	2.67	38	4.39	2.24	24	5.58	1.89
Being inclusive*	9	7.00	1.73	11	6.73	3.17	38	5.34	2.26	34	5.82	3.53	21	5.19	3.19	49	5.27	2.58	39	4.15	2.84	27	6.04	2.36
Openness (sharing data and other information)	7	3.57	2.23	8	4.88	3.44	37	5.76	2.61	28	4.57	3.19	26	6.62	3.11	50	5.64	2.62	36	5.06	2.97	24	5.88	2.66
Staff accessibility	10	6.20	2.78	10	5.70	3.02	41	5.12	2.54	25	3.48	2.63	25	4.36	2.66	43	4.72	2.69	41	4.88	3.01	28	5.14	2.76
Straightforwardness and honesty	7	7.29	1.89	9	8.44	1.42	46	6.96	2.22	34	6.62	3.07	18	7.61	2.23	46	6.15	2.87	41	6.00	2.83	26	7.12	2.07
Ease of access to the people at the World Bank Group who are making decisions important to my work	4	5.00	2.71	8	6.50	2.33	48	5.19	3.16	26	4.42	3.23	19	5.95	2.59	44	4.86	3.13	39	5.21	2.98	22	5.14	2.71
Collaboration with civil society	7	5.71	2.98	8	8.25	3.06	39	6.05	2.29	33	6.97	3.14	24	7.54	2.47	46	5.96	3.06	42	5.74	3.01	31	6.68	2.50
Collaboration with the Government	8	8.00	2.27	10	8.20	2.86	50	7.84	2.13	30	7.27	3.06	23	7.74	2.54	48	7.42	2.81	41	6.80	2.26	28	7.14	2.07
Collaboration with other donors and development partners*	8	6.00	3.46	9	8.22	2.22	39	7.05	2.08	28	6.86	3.18	22	8.23	1.82	39	6.05	2.91	36	5.67	2.65	28	6.71	2.21
Collaboration with the private sector	4	7.75	.96	8	7.75	1.91	32	6.72	2.69	24	7.46	2.99	20	7.30	2.85	32	5.81	3.22	34	5.47	3.24	23	6.04	1.92
The speed in which it gets things accomplished on the ground	7	7.57	1.90	8	6.13	3.44	38	6.79	2.41	20	5.70	2.75	19	8.05	1.81	39	6.44	3.10	39	5.90	2.84	28	6.75	2.68
Being a long-term partner	9	7.89	2.32	10	9.80	.63	46	7.72	2.71	36	8.61	2.56	24	7.88	2.76	42	7.29	2.97	43	7.67	2.21	28	8.07	2.36
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?*	11	9.00	1.79	6	5.83	2.71	64	7.48	2.21	48	7.40	3.10	27	7.70	2.28	56	7.50	2.49	51	6.65	2.05	37	6.30	2.73
To what extent does the World Bank Group help to build/strengthen existing country systems in Afghanistan?*	15	8.27	3.26	4	4.50	1.00	58	6.14	2.52	43	6.21	3.18	26	7.73	2.25	53	6.58	2.68	49	6.22	2.37	35	6.00	2.33
The World Bank Group's financial instruments meet the needs of Afghanistan*	13	9.15	1.46	9	6.89	3.48	54	6.76	2.98	44	7.09	3.20	28	8.07	2.09	59	6.97	2.70	47	6.30	2.85	35	6.86	2.63
The World Bank Group meets Afghanistan's needs for knowledge services*	9	8.89	1.69	5	7.00	3.67	45	6.33	2.86	34	5.82	3.35	26	8.42	2.04	50	6.80	2.85	42	7.10	2.84	33	7.36	2.66
The World Bank Group's knowledge work and activities are adaptable to Afghanistan's specific development challenges and country circumstances*	8	8.75	1.49	10	6.70	3.06	38	6.55	2.70	28	6.07	3.21	23	6.70	3.13	48	6.21	3.20	33	5.09	2.45	20	7.35	2.68
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	15	7.40	3.48	7	6.29	3.68	54	8.26	1.94	51	8.57	2.36	30	8.37	1.97	56	7.64	1.99	47	6.72	2.81	33	8.36	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	6.75	3.79	8	2.38	2.67	51	6.92	2.26	46	5.87	3.10	30	6.90	2.41	58	6.66	2.73	49	5.90	2.93	29	7.34	2.64
The World Bank Group takes decisions quickly in Afghanistan	8	5.63	3.70	9	6.78	2.49	49	5.82	3.05	37	6.08	3.32	24	5.38	2.48	46	4.89	2.82	43	5.70	2.74	27	5.63	2.88
Where country systems are adequate, the World Bank Group makes appropriate use of them	13	8.31	2.87	7	6.86	3.39	51	6.73	2.66	39	7.38	3.01	20	6.80	2.98	40	7.30	2.11	38	6.42	2.88	22	7.05	2.24

*Significantly different between stakeholder groups



Appendix I: Afghanistan FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Afghanistan

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING AFGHANISTAN

A1. In general would you say that Afghanistan is headed in ... following the new government inauguration in September 2014?	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Afghanistan.			
Please identify which of the following you consider the most important development priorities in Afghanistan? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Food security	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Regional integration and cooperation	23	Climate change (e.g., mitigation, adaptation)
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Water and sanitation	27	Economic growth
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Urban development	33	Anti corruption
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

**SECTION A: GENERAL ISSUES**

A3. 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 Afghanistan? (Choose no more than THREE)			
1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Economic growth	20	Private sector development
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Regional integration and cooperation	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Rural development	25	Education
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Afghanistan? (Choose no more than TWO)	
1	Better employment opportunities for all Afghans
2	Better employment opportunities for women
3	Greater voice and participation for citizens to help ensure greater accountability
4	Greater access to health and nutrition for citizens
5	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
6	Better opportunity for the poor across the country
7	Better opportunity for women
8	Consistent economic growth
9	More reliable social safety net
10	Greater equity of fiscal policy
11	Education and vocational training that better ensure job opportunity
12	Better quality public services
13	Other (please specify): _____

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Afghanistan solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Afghanistan? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Regional integration and cooperation	24	Climate change (e.g., mitigation, adaptation)
7	Gender equity	25	Poverty reduction
8	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Health	27	Economic growth
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	33	Information and communications technology
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Afghanistan?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., ANDS assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Afghanistan? (If you have NO exposure to/experience in any of the areas 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		
B6	Project implementation (or other organizational strengthening)	<input type="checkbox"/>											
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>											
B8	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>											

When thinking about how to improve capacity building in Afghanistan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	<input type="checkbox"/>											
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>											
B11	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>											

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Afghanistan? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Afghanistan
17	Not focused enough on issues that are unique to Afghanistan situation
18	Other (please specify): _____
19	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Afghanistan? (Choose no more than TWO)

1	Trust Fund management (e.g., ARTF)
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Co-financing arrangements (i.e., with other donors)
9	Sector-wide approaches
10	Other (please specify): _____
11	Don't know

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

B14. To what extent do you believe that the World Bank Group’s work and support help the poorest in Afghanistan? (Choose no more than TWO)

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

B15. 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	Academia/think tanks/research institutes	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	International Security Assistance Force (ISAF)
4	Local Government	12	UN agencies
5	Private sector	13	Regional organizations (e.g., SAARC, ECO, Heart of Asia – Istanbul Process)
6	Parliament	14	Other (please specify): _____
7	NGOs/Community Based Organizations (CBOs)	15	Don’t know
8	Youth/university groups		

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in Afghanistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The World Bank Group’s work is aligned with what I consider the development priorities for Afghanistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The World Bank Group supports programs and strategies that are realistic for Afghanistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	The World Bank Group treats clients and stakeholders in Afghanistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent is the World Bank Group an effective development partner in Afghanistan, 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		
B20	Responsiveness to needs											<input type="checkbox"/>	
B21	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B22	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B23	Being inclusive											<input type="checkbox"/>	
B24	Openness (sharing data and other information)											<input type="checkbox"/>	
B25	Staff accessibility											<input type="checkbox"/>	
B26	Straightforwardness and honesty											<input type="checkbox"/>	
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B28	Collaboration with civil society											<input type="checkbox"/>	
B29	Collaboration with the Government											<input type="checkbox"/>	
B30	Collaboration with other donors and development partners											<input type="checkbox"/>	
B31	Collaboration with the private sector											<input type="checkbox"/>	
B32	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B33	Being a long-term partner											<input type="checkbox"/>	

B34. To be a more effective development partner in Afghanistan, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

B35. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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B36. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

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

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Afghanistan?												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Regional integration and cooperation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
35	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Afghanistan? (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	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Regional integration and cooperation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C3. Where are the World Bank Group's decisions made primarily that support the program in Afghanistan? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Afghanistan?											
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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Afghanistan?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Afghanistan?																						
											Strongly disagree	Strongly agree	Don't know									
C6	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Afghanistan											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
	C7	The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)											1	2	3	4	5	6	7	8	9	10

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Afghanistan?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

**SECTION D: THE AFGHANISTAN RECONSTRUCTION TRUST FUND (ARTF)**

The Afghanistan Reconstruction Trust Fund (ARTF) is the main vehicle for donors to channel funds to the Government of Afghanistan in support of development in Afghanistan. All funds are on-budget and projects are 100 % implemented by government ministries and agencies. Since 2002 the ARTF has received a total of US\$7.3 billion from 33 donors and has disbursed a total of US\$5.8 billion.

D1. How familiar are you with the work of the ARTF in Afghanistan?												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
Not familiar at all									Very familiar		Don't know	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
D2	The ARTF priorities are aligned with the key development priorities in Afghanistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	The ARTF distributes resources fairly and equally throughout the country.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	The ARTF's efforts are leading to sustainable results on the ground.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	The ARTF collaborates well with the Afghanistan Government.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	The World Bank Group collaborates well with other ARTF donors.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	There should be more oversight of how ARTF resources are spent.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	There should be more public information available about the work of the ARTF.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	The ARTF is flexible and responds to changing conditions in Afghanistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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



SECTION E: THE 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 Afghanistan, 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
		1	2	3	4	5	6	7	8	9	10		
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 accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Are adaptable to Afghanistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E10. 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		
		Not significant at all										Very significant	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E11. 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		
		Very low technical quality										Very high technical quality	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
F2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
F3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
F4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
F5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
F6	The World Bank Group takes decisions quickly in Afghanistan											<input type="checkbox"/>	
F7	Working with the World Bank Group increases Afghanistan's institutional capacity											<input type="checkbox"/>	
F8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
F9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

F10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Afghanistan?												
		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

F11. Which of the following best describes the way the World Bank Group operates in Afghanistan? (Select only one response)	
1	The World Bank Group takes too much risk in Afghanistan
2	The World Bank Group does not take enough risk in Afghanistan
3	The World Bank Group's approach to risk is appropriate
4	Don't know

F12. Which of the following best describes the WBG's support in Afghanistan? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Afghanistan
2	The World Bank Group is not sufficiently selective in Afghanistan, and it is involved in too many areas of development
3	Don't know

**SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN AFGHANISTAN**

G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Afghanistan? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Afghanistan's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Continue to encourage donors to use ARTF as vehicle to finance on-budget support
13	Increase the level of World Bank Group staffing in Afghanistan's office
14	Other (please specify): _____

G2. When considering the combination of services that the World Bank Group offers in Afghanistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Afghanistan? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Afghanistan
6	Don't know

G3. Please answer the following questions: (Choose no more than THREE for each column)			
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Afghanistan?	B. Which THREE areas below would benefit most from other donors in Afghanistan?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
4	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
7	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
9	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: COMMUNICATION AND INFORMATION SHARING**

H1. How do you get most of your information about economic and social development issues in Afghanistan? (Choose no more than TWO)			
1	Periodicals	6	International television (e.g., BBC Persian, Ashna TV)
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio (local language services: e.g., BBC Dari/Pashto, Ashna radio/TV, Radio Azadi)	9	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

H3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
H4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question H5; if NO please go to H6)	Yes	No
H5	Were you able to obtain this information?	Yes	No
H6	Do you have access to the Internet?	Yes	No
H7	Do you use/have you used the World Bank Group website?	Yes	No
H8	Do you currently consult the World Bank Group social media sites (e.g., facebook, blogs, Twitter, YouTube, Flickr)?	Yes	No

H9. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
H10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
H11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
H12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
H13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
H14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>

**SECTION I: BACKGROUND INFORMATION**

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

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

13. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION I: BACKGROUND INFORMATION**

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

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

**15. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question 16; If NO please go to 17)**

1	Yes
2	No

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

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

17. Which of the following describes most of your exposure to the World Bank Group in Afghanistan? (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.

18. What's your gender?

1	Female
2	Male

19. Which best represents your geographic location?

1	Kabul
2	Outside Kabul

Thank you for completing the survey!