

# FY 2017 Liberia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group

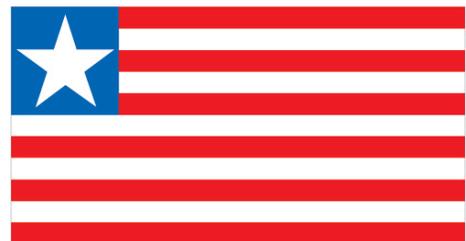


August 2017



## Acknowledgements

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



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

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

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

## II. Methodology

From February to March 2017, 800 stakeholders of the WBG in Liberia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 635 stakeholders participated in the survey (79% response rate). Respondents completed the questionnaires with a representative from an independent fielding company.

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

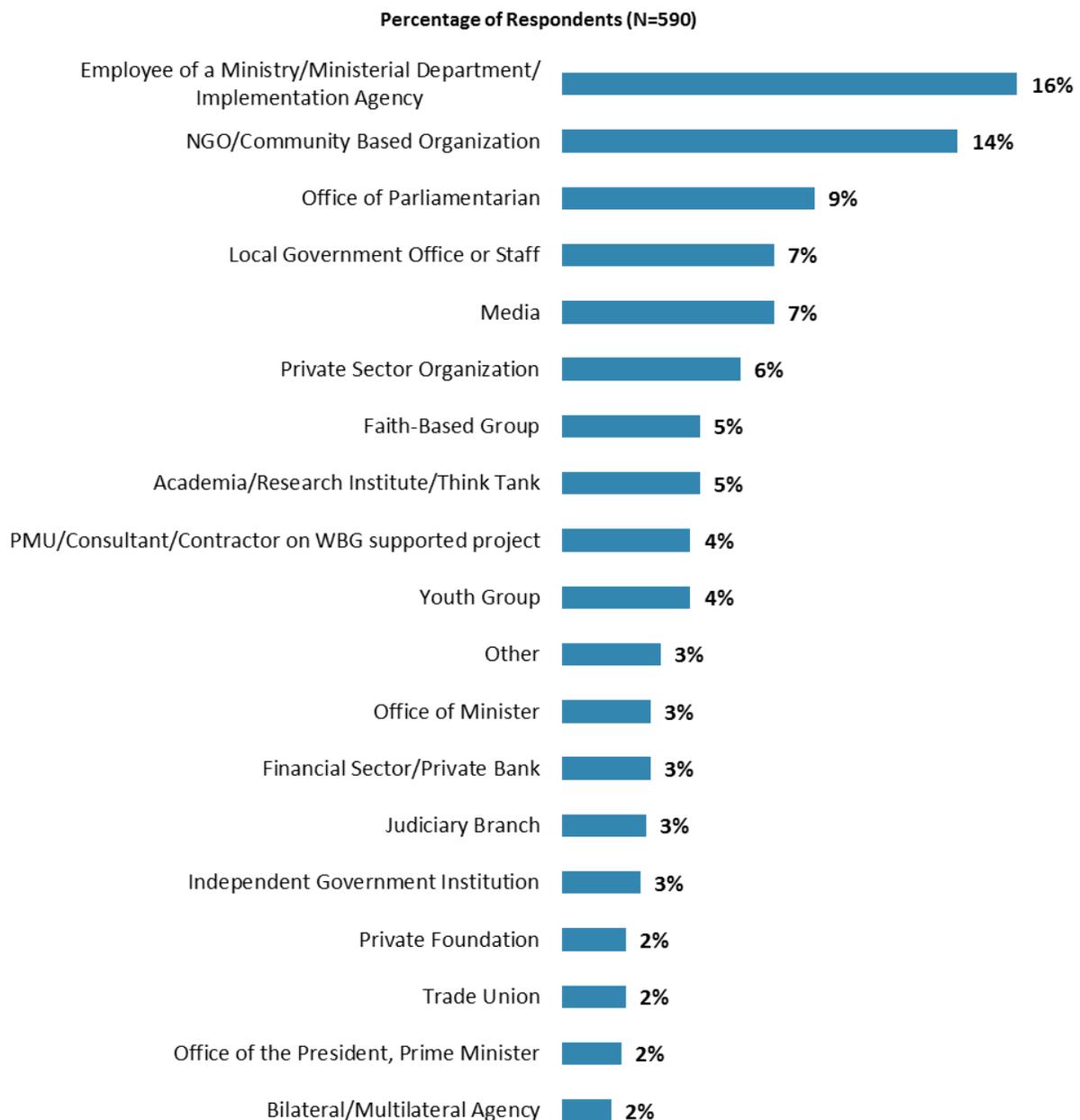
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 91%, N=639). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 105).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries were combined with respondents from PMUs/consultants/contractors on WBG supported projects; respondents from the financial sector/private banks were combined with respondents from private sector organizations; and respondents from NGOs/community based organizations, faith-based groups, youth groups, private foundations, and trade unions were combined in the “CSO” category.

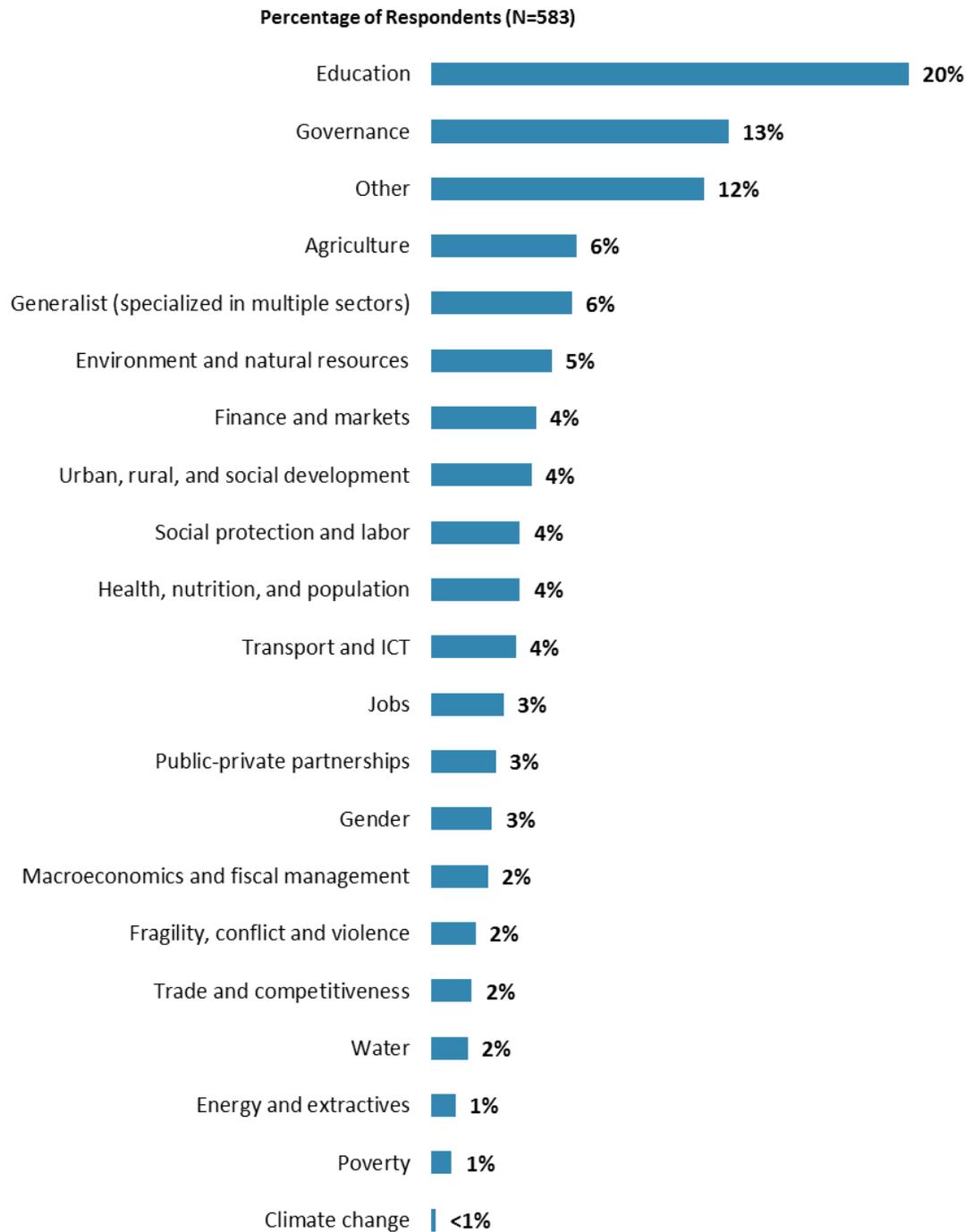


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



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

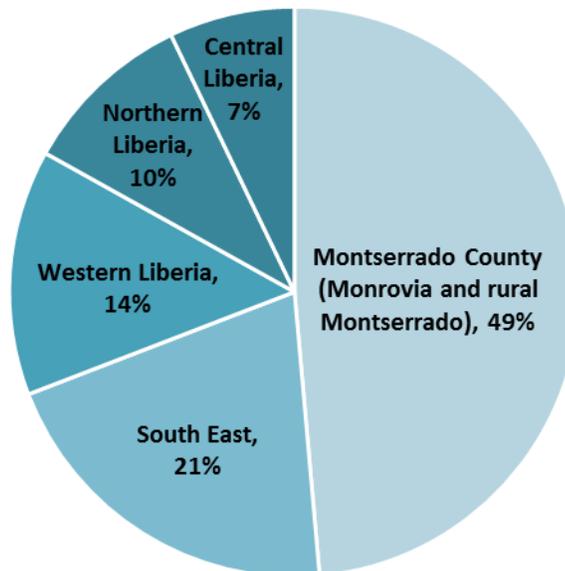


### III. Demographics of the Sample (continued)

#### Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 95).

Percentage of Respondents (N=603)

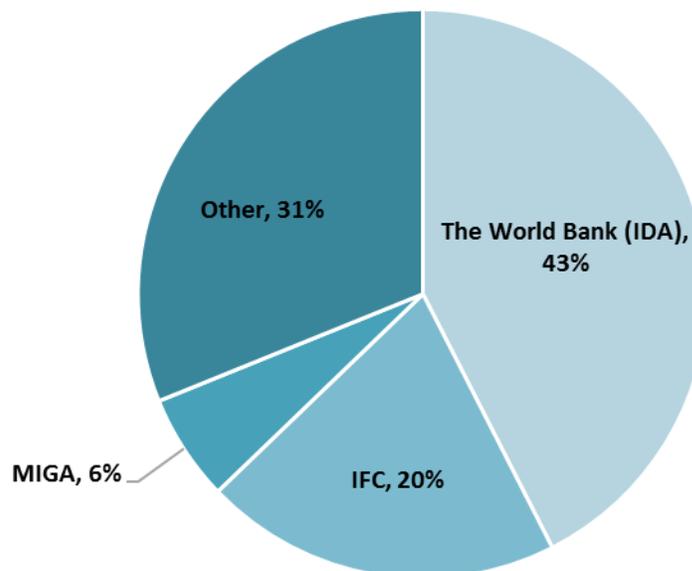


"Which best represents your geographic location?"  
(Respondents chose from a list.)

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

Percentage of Respondents (N=379)



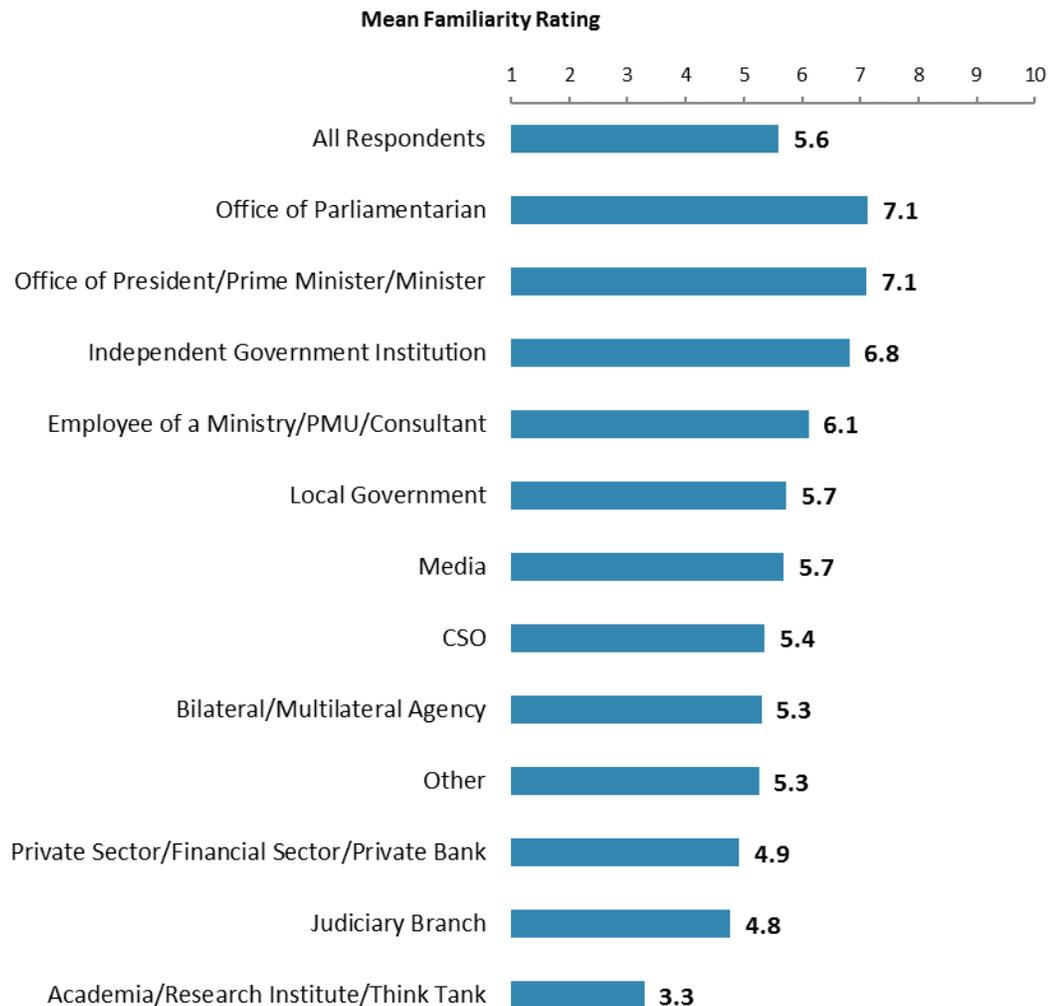
"Which of the following agencies of the World Bank Group do you primarily engage with in Liberia?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG than respondents in the FY'14 Country Survey (weighted mean in FY'17 = 5.6; weighted mean in FY'14 = 5.2)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Liberia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Liberia, and the extent to which the WBG contributes to the country's development results.



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

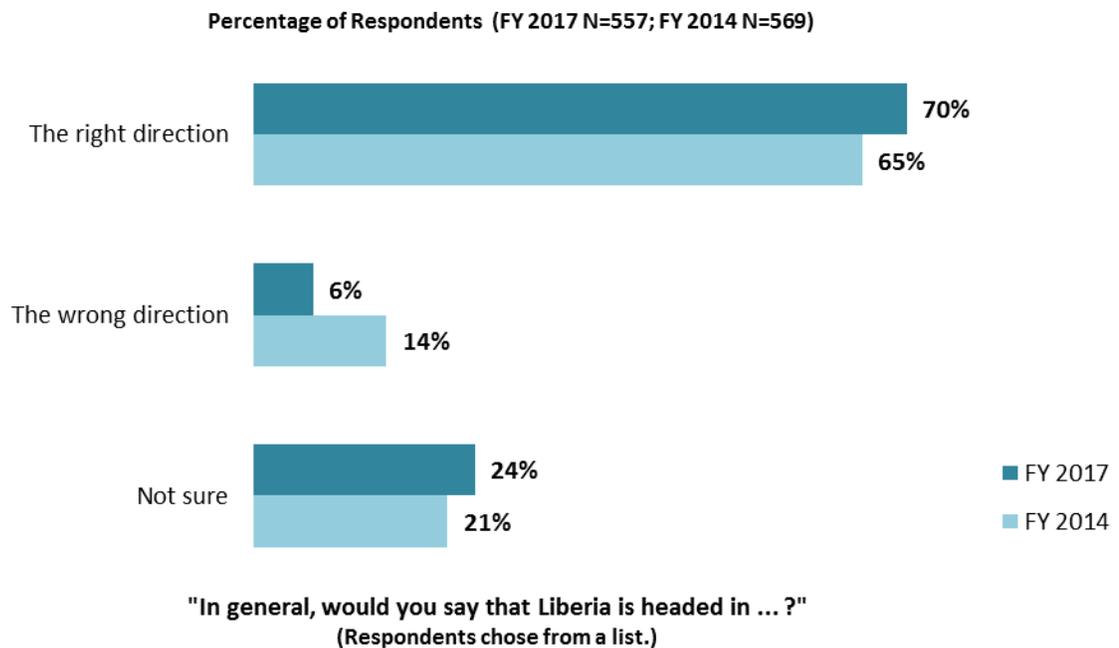
<sup>1</sup> Please refer to Appendix E (page 105) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Liberia

### Headed in the Right Direction<sup>2</sup>

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



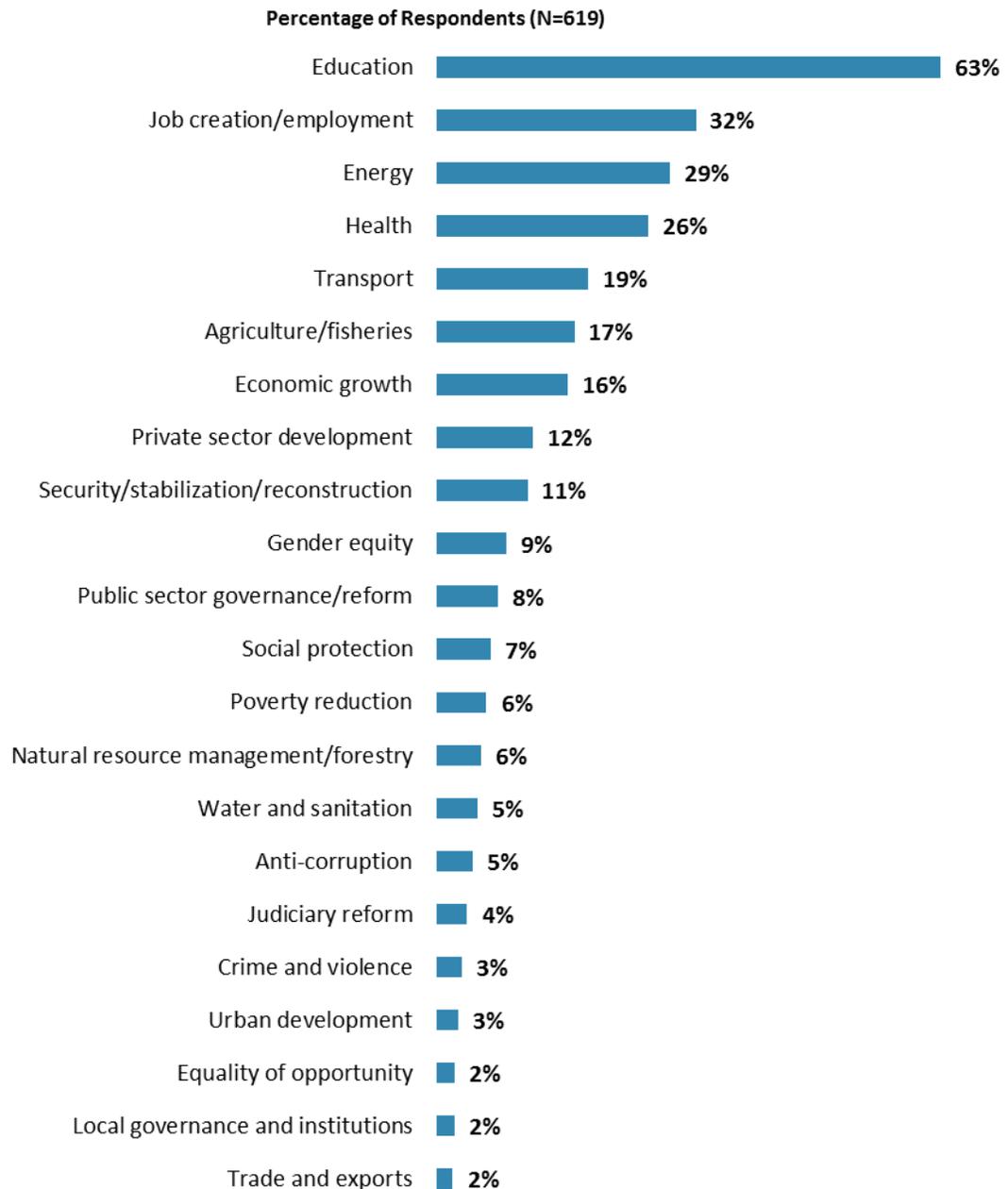
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



## IV. General Issues Facing Liberia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Liberia were “*education*” (50%), “*energy*” (36%), “*job creation/employment*” (29%), and “*transport*” (28%).



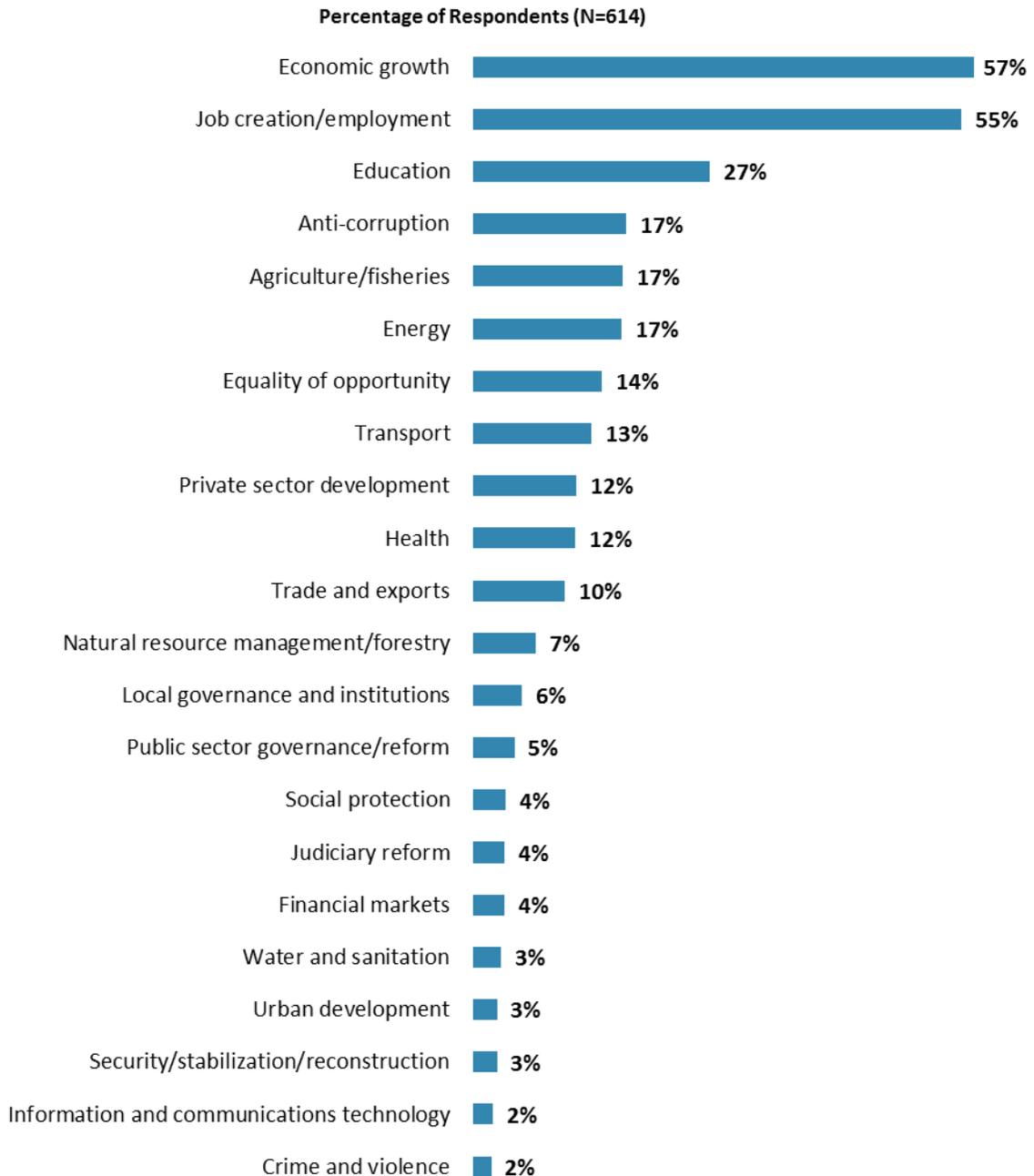
"Listed below are a number of development priorities in Liberia. Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 32 response options shown.)



## IV. General Issues Facing Liberia (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Liberia were “*education*” (30%), “*energy*” (29%), and “*economic growth*” (28%).



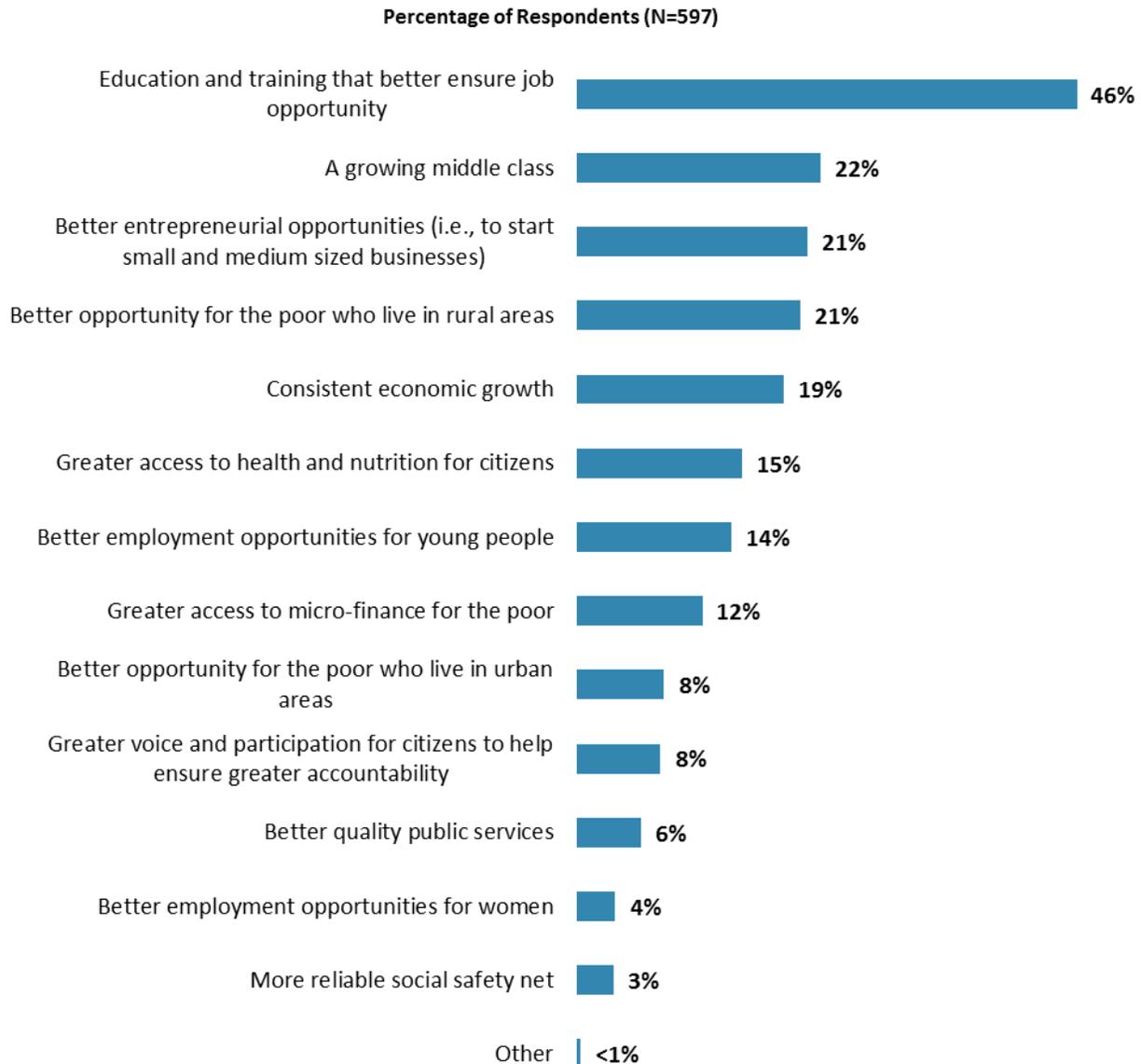
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Liberia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 31 response options shown.)



## IV. General Issues Facing Liberia (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Liberia can be best achieved through “*education and training that better ensure job opportunity*” (34%) and “*better employment opportunities for young people*” (32%).

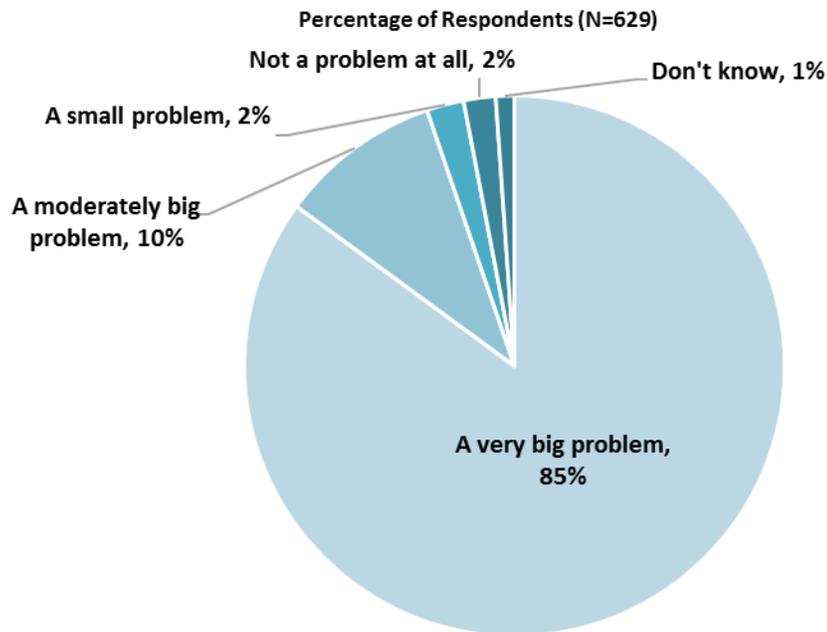


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



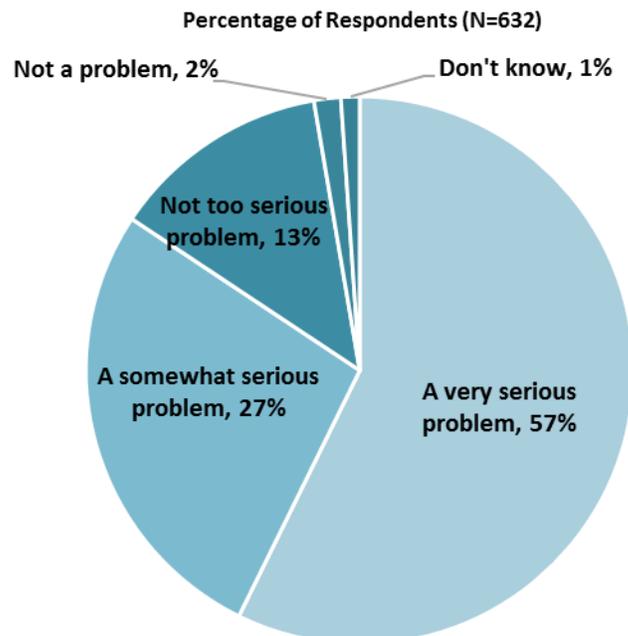
## IV. General Issues Facing Liberia (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Liberia?" (Respondents chose from a list.)

### Global Climate Change

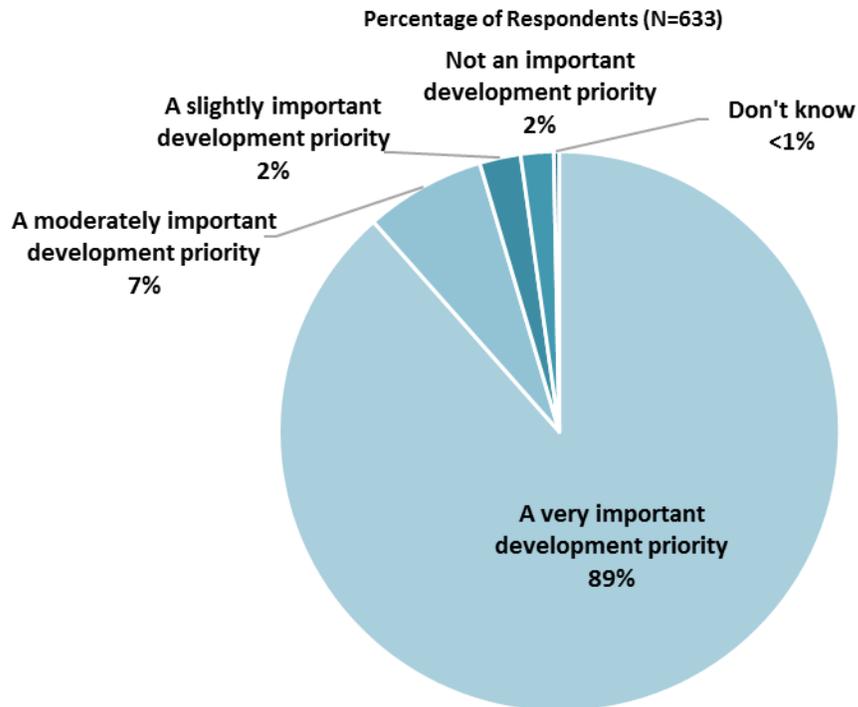


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



## IV. General Issues Facing Liberia (continued)

### Early Childhood Development



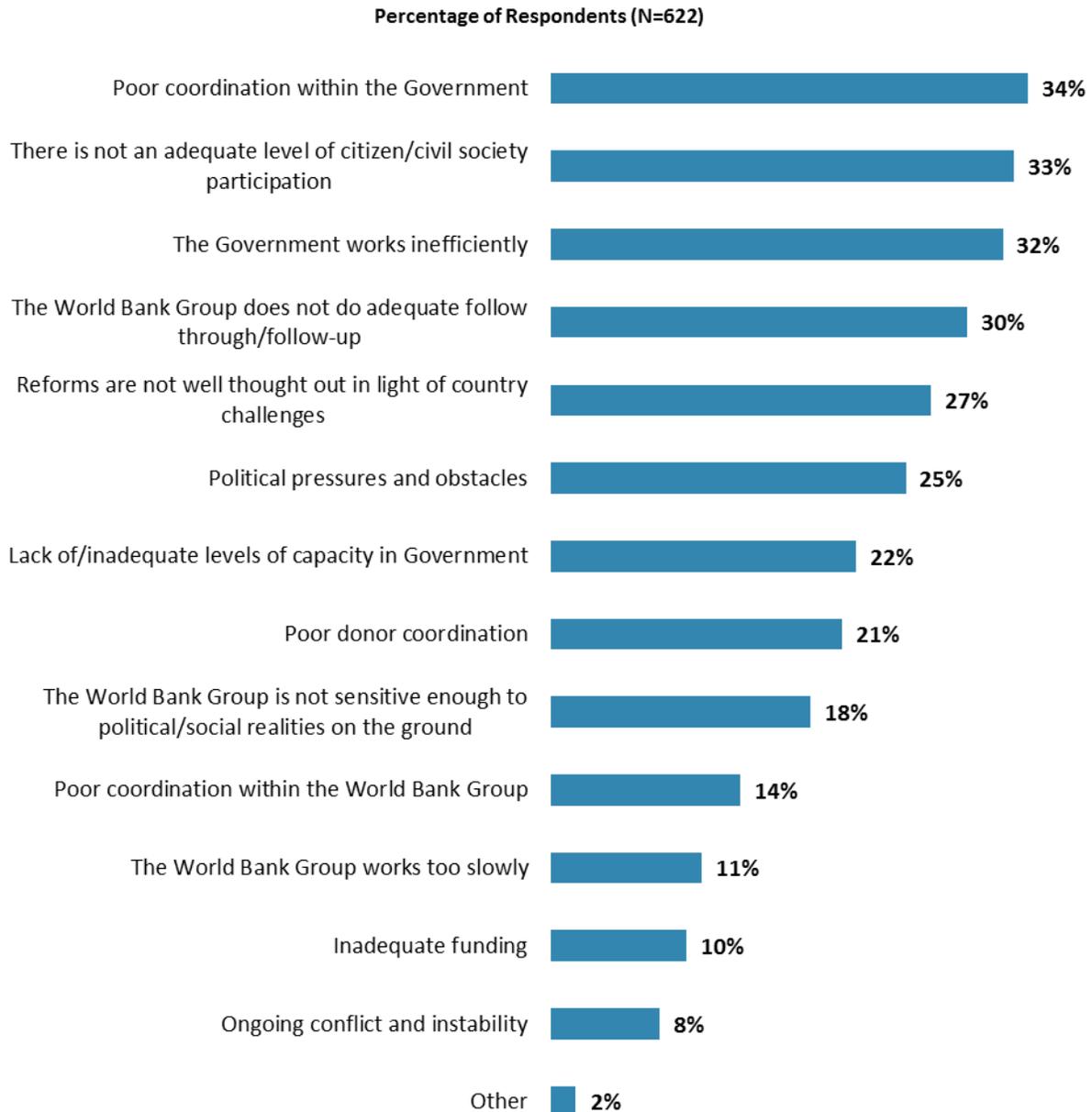
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Liberia?"  
(Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (49%).



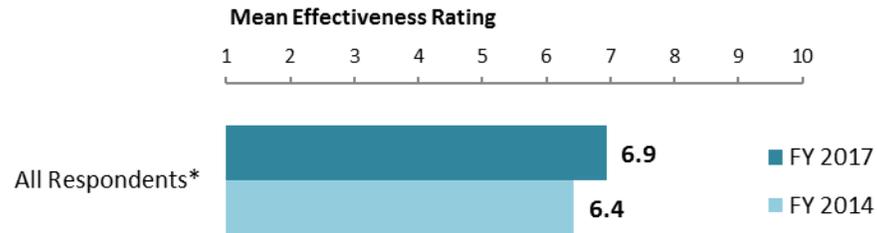
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



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

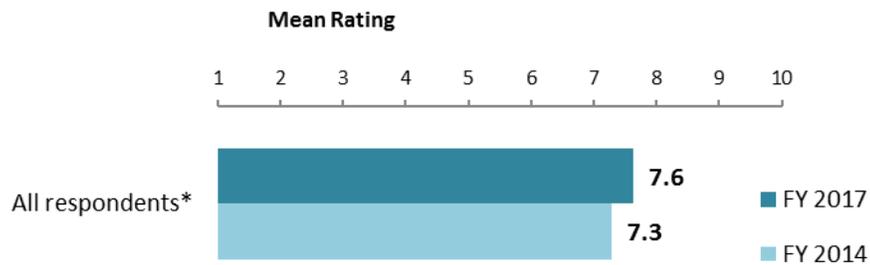
*As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.*

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



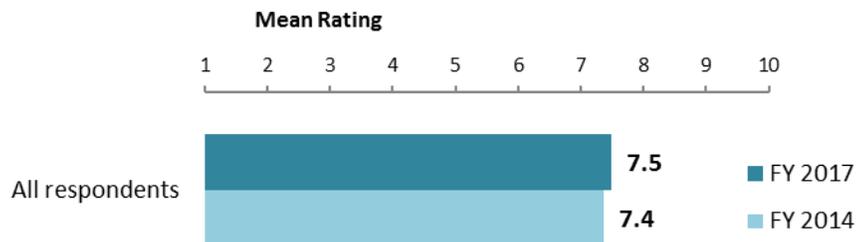
**"Overall, please rate your impression of the World Bank Group's effectiveness in Liberia."**  
(1 - "Not effective at all", 10 - "Very effective")  
(\*Significantly different between FY 2017 and FY 2014)

### Achieving Development Results (Indicator Question)



**"To what extent does the World Bank Group’s work help to achieve development results in Liberia?"** (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2017 and FY 2014)

### Building/Strengthening Existing Country Systems (Indicator Question)



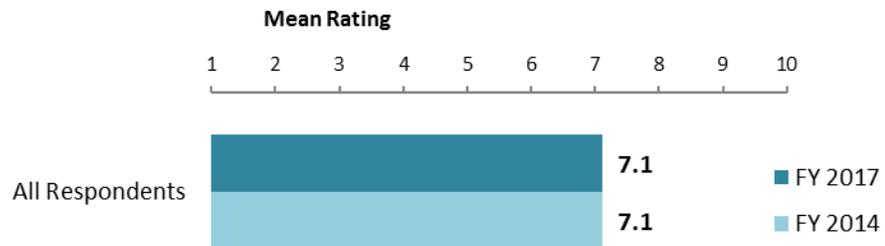
**To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?"** (1-"To no degree at all", 10-"To a very significant degree")

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



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

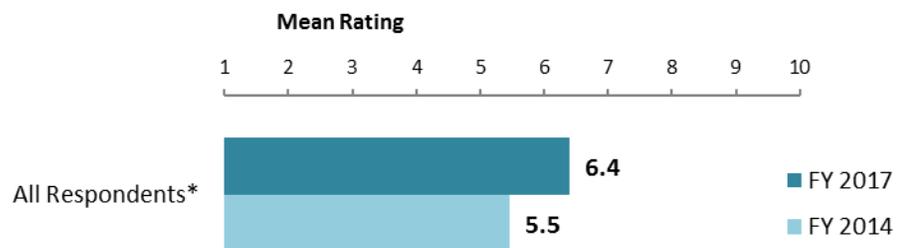
### WBG Staff Preparedness<sup>4</sup>



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

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### WBG Staffing in Liberia



**"To what extent do you believe the World Bank Group is adequately staffed in Liberia?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2017 and FY 2014)

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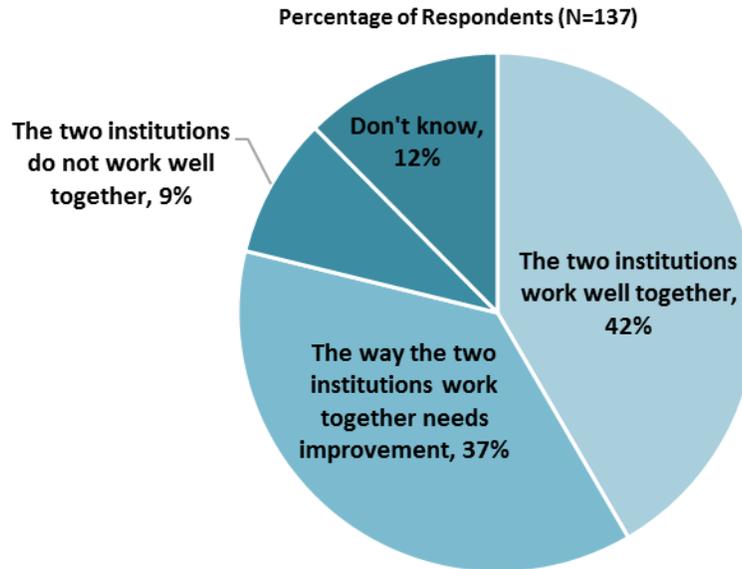
<sup>4</sup> Means presented in the charts on this page were calculated based on weighted data.



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

### The World Bank and the IFC Working Together

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



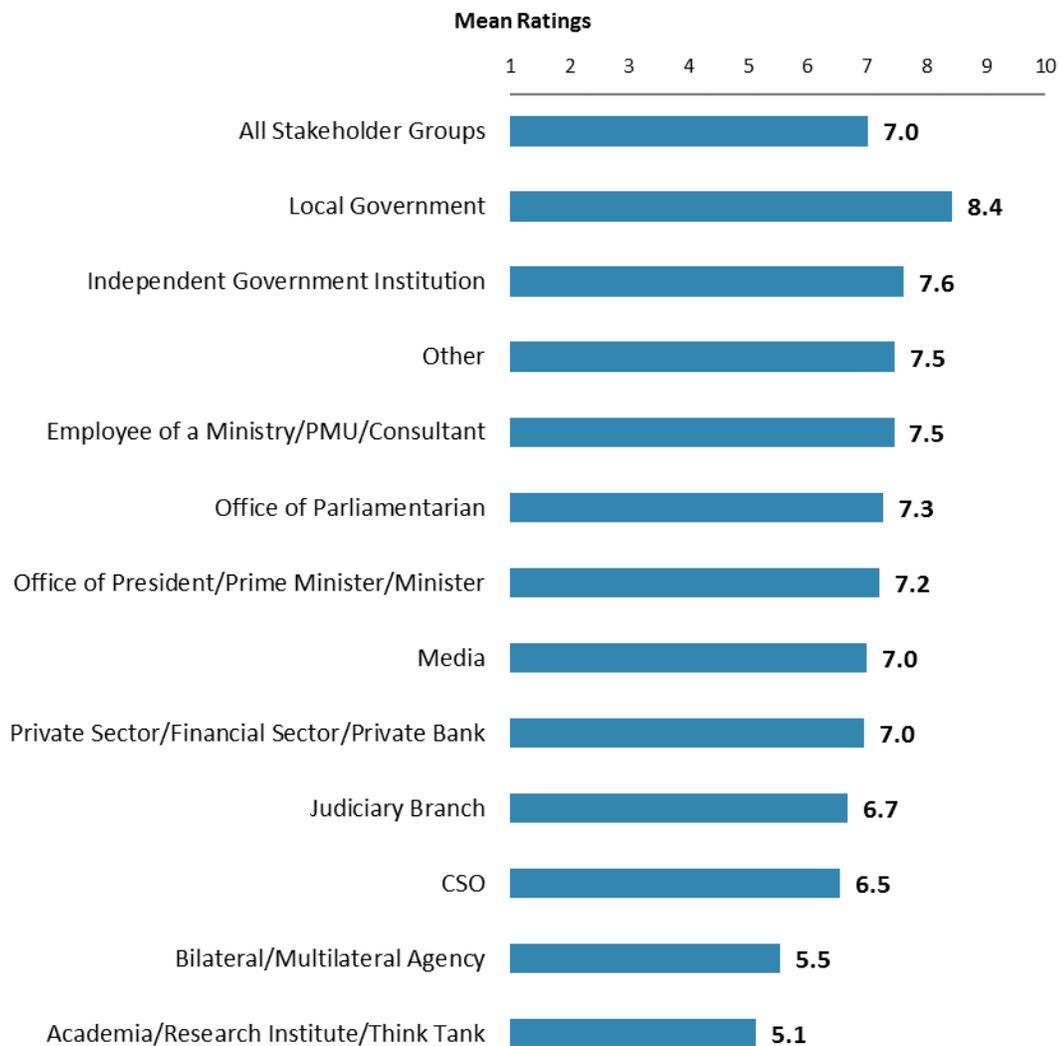
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Liberia?” (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from local government had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from academia and bilateral/multilateral agencies had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 66).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 6.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 111).



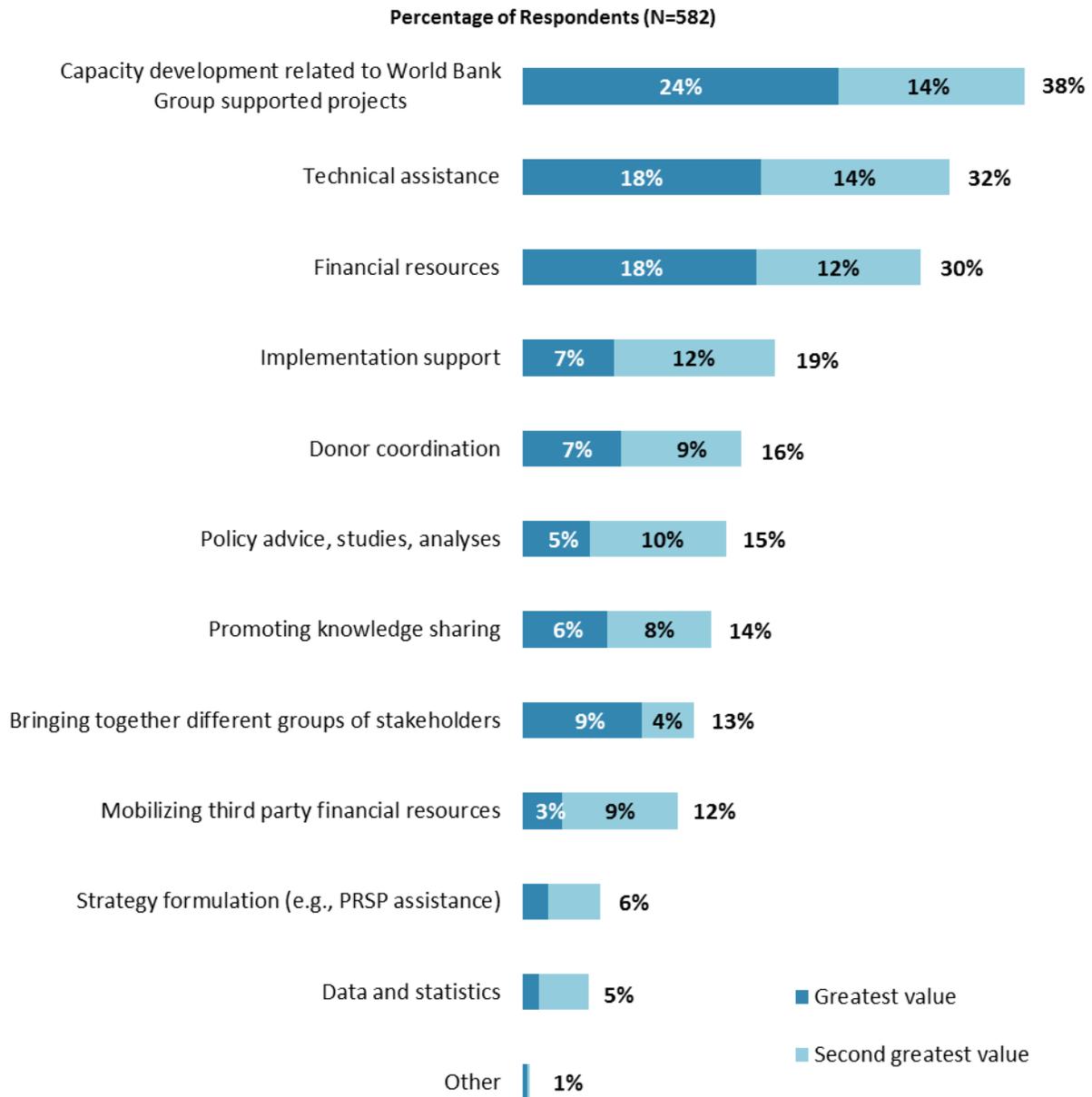
**Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10**



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Liberia were "*capacity development*" (47%) and "*financial resources*" (38%).



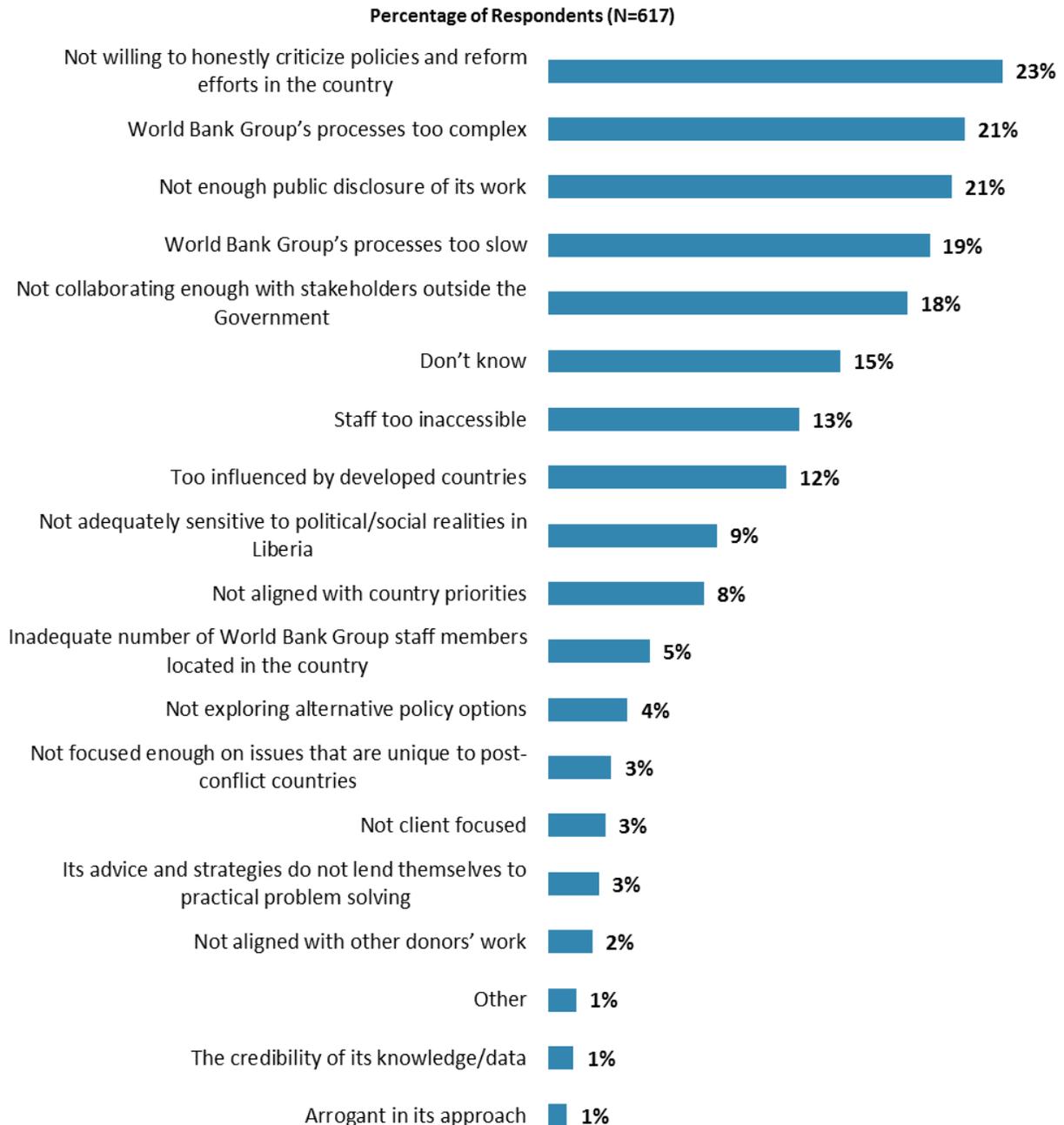
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Liberia?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Liberia was "*not enough public disclosure of its work*" (42%).

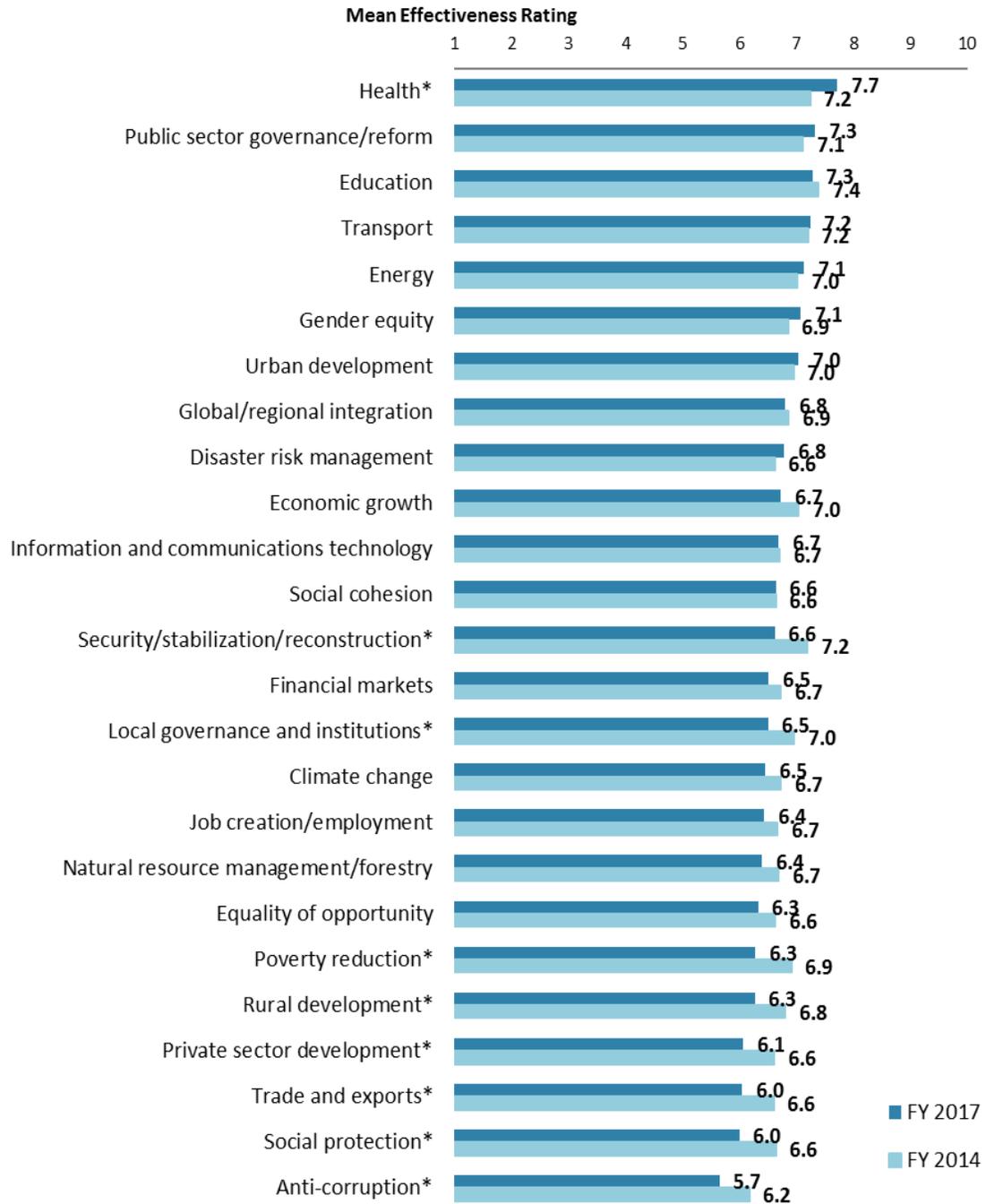


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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



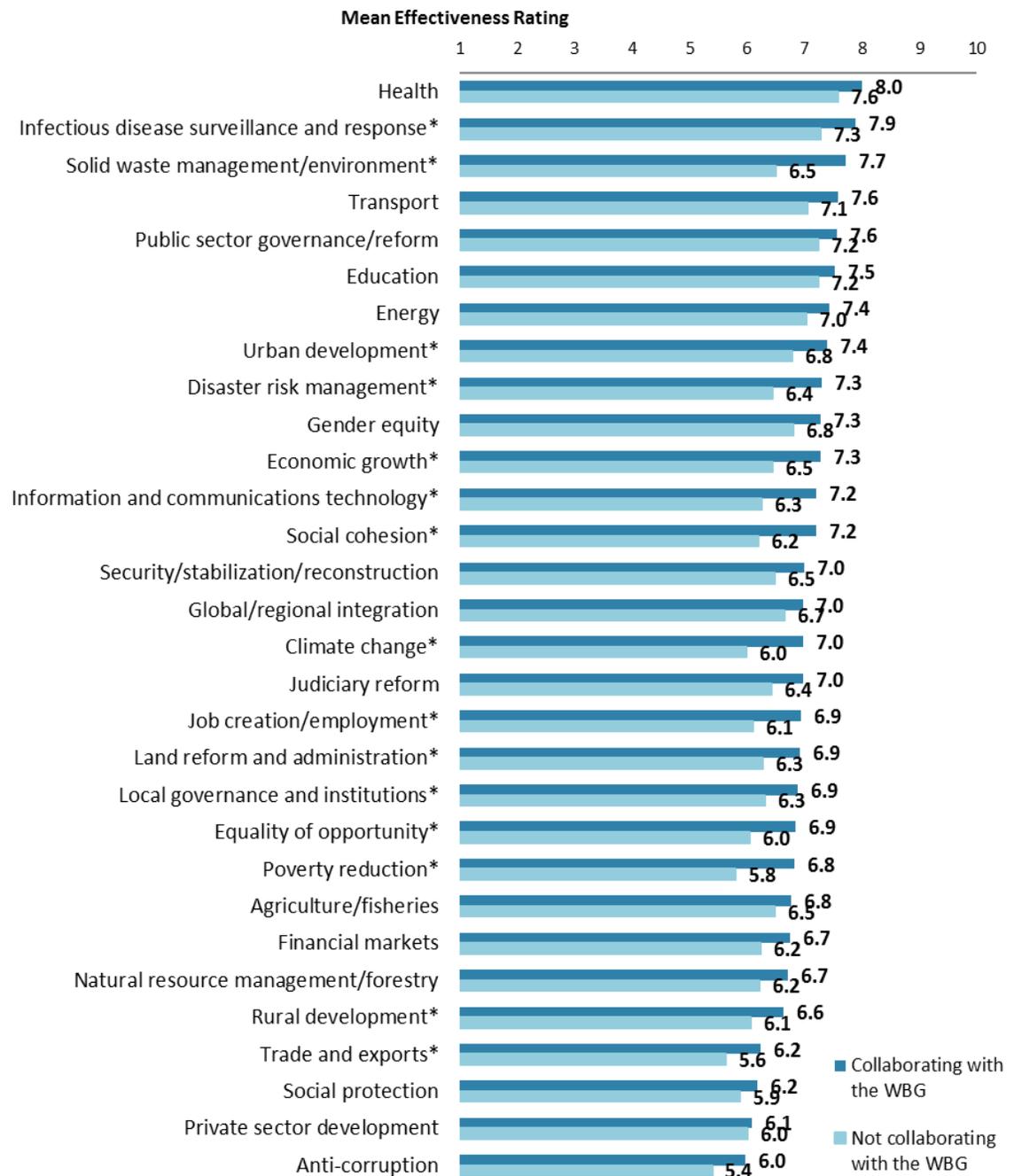
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Liberia?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between FY 2017 and FY 2014)*

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



## VI. Sectoral Effectiveness (continued)

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



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

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 57) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

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

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Liberia. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at education; and
  - The WBG's effectiveness at security/stabilization/reconstruction.
  
- 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 Liberia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
  - The WBG's effectiveness at natural resource management/forestry;
  - The WBG's effectiveness at disaster risk management; and
  - The WBG's effectiveness at climate change.



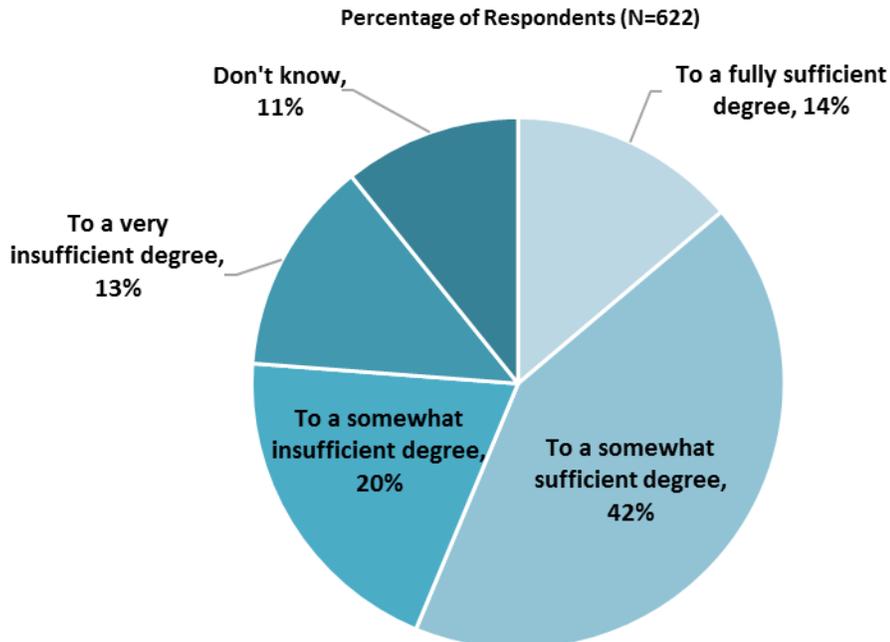
## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



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

### Helping the Poorest

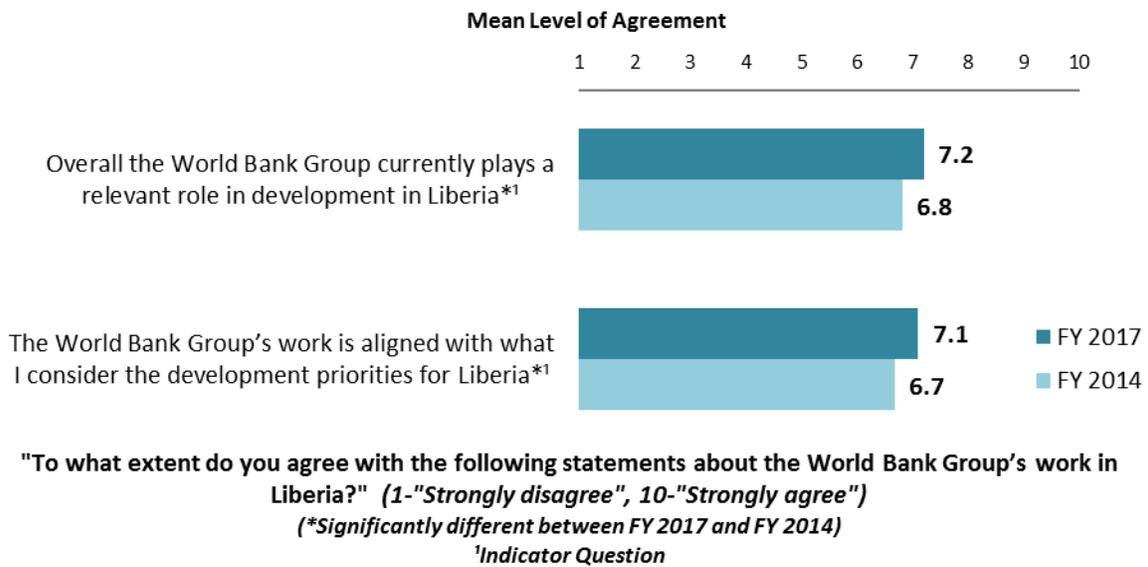


**"To what extent do you believe that the World Bank Group's work and support help the poorest in Liberia?"** (Respondents chose from a list.)

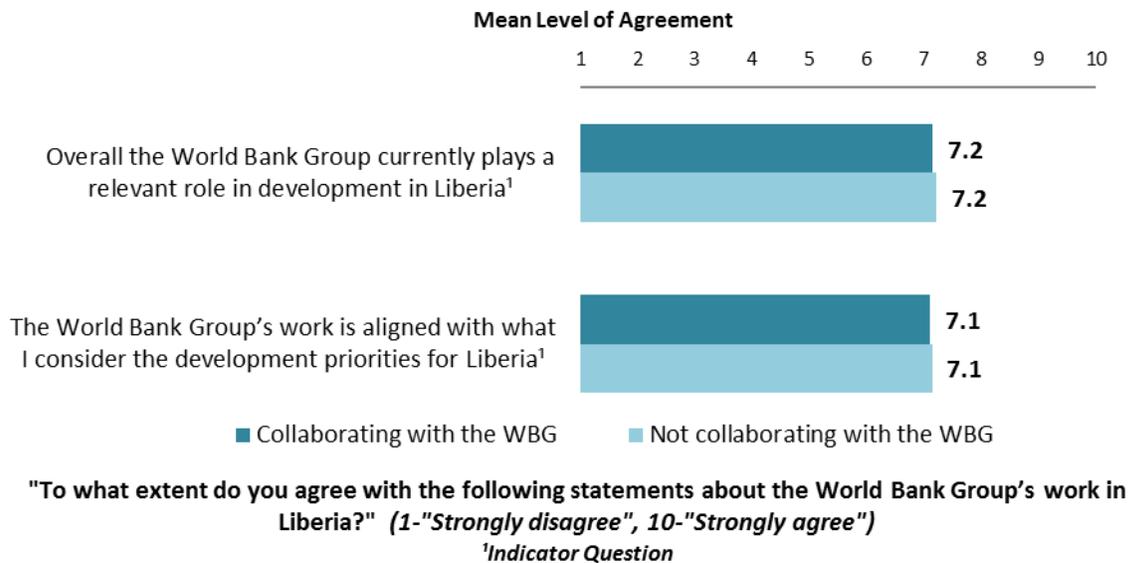


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Liberia: Year Comparison<sup>7</sup>



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

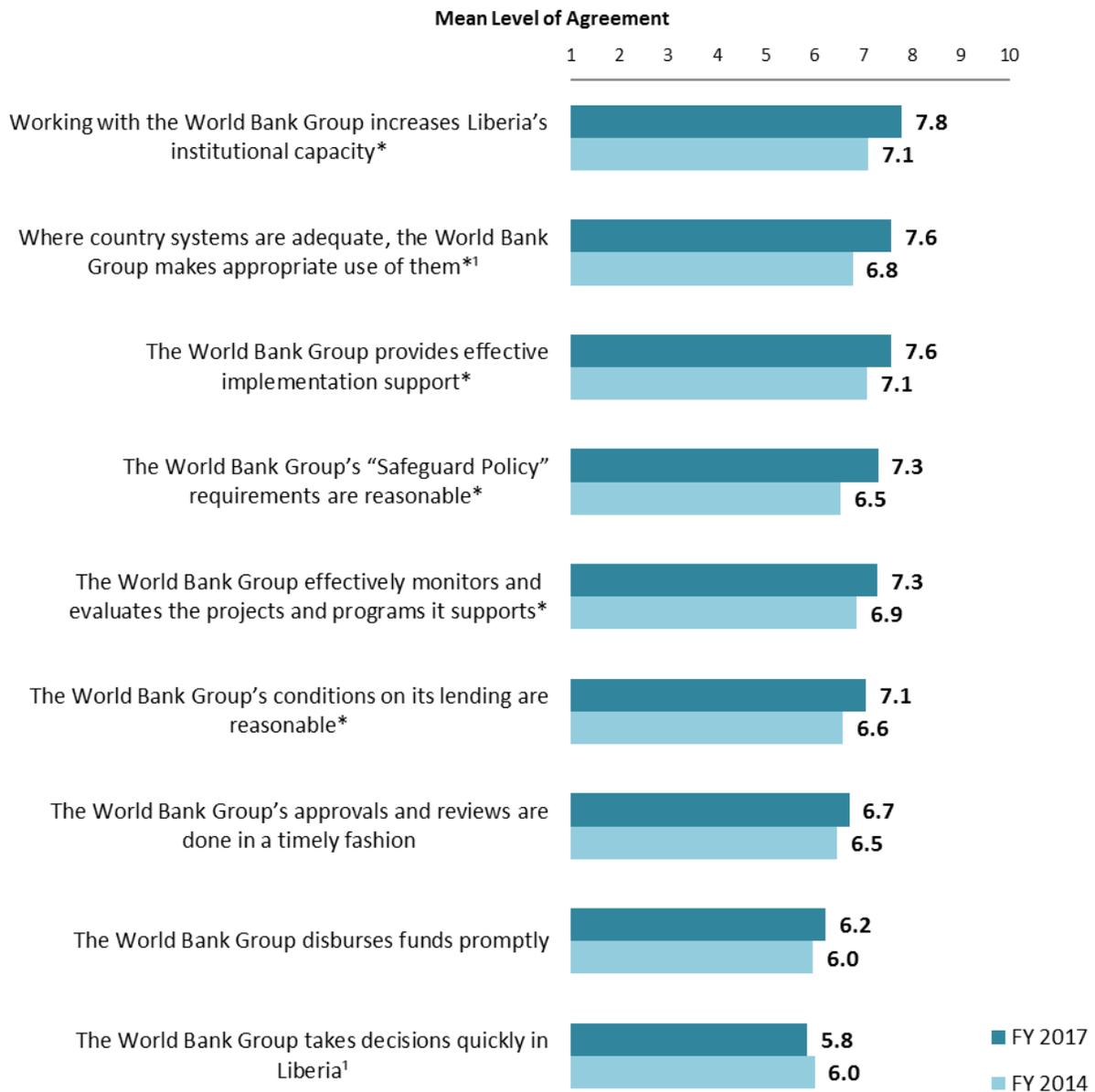


<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



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

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

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

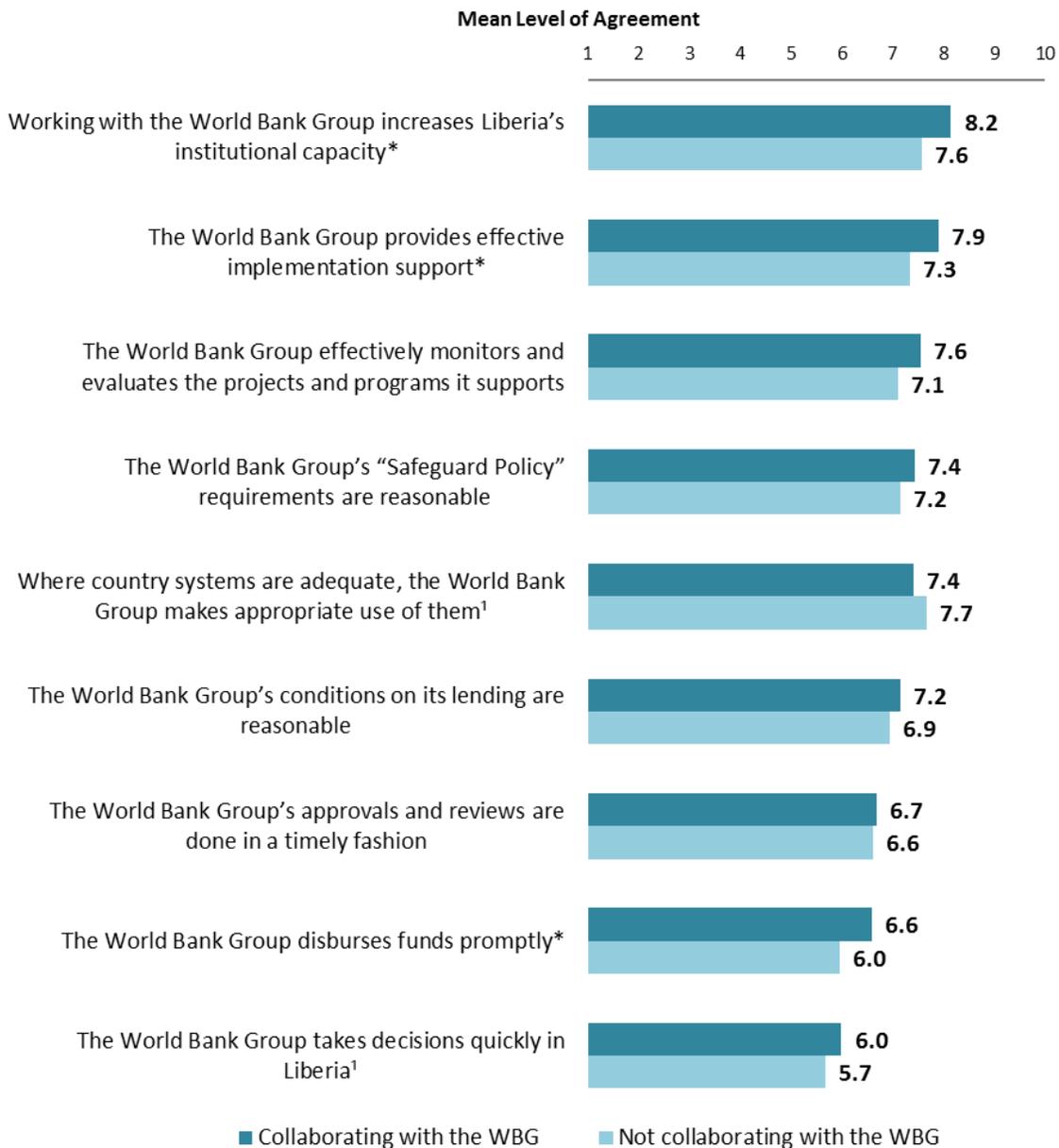
<sup>1</sup>Indicator Question

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



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

### Overall Perceptions: Collaboration

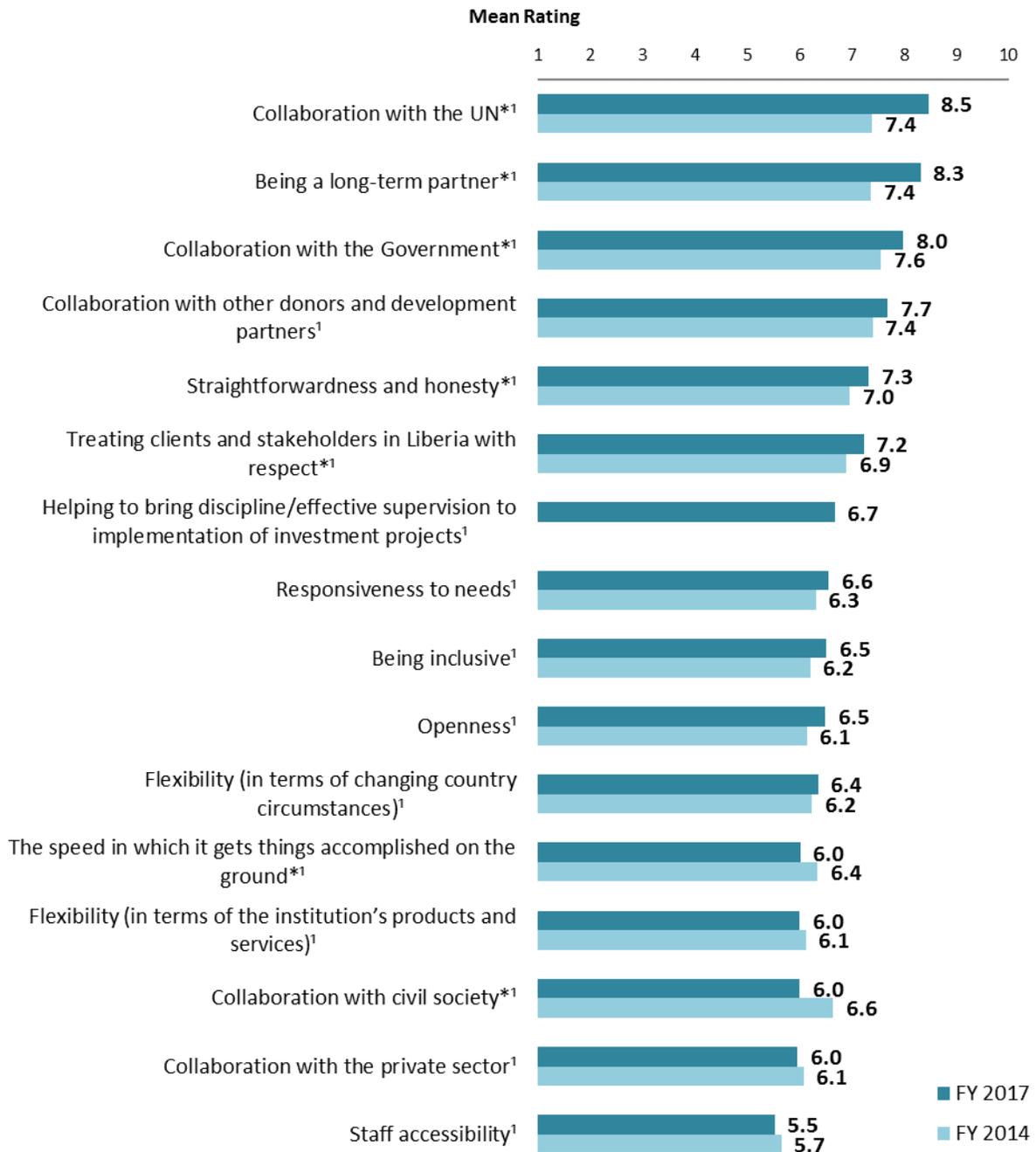


**"To what extent do you agree/disagree with the following statements?"**  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



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

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

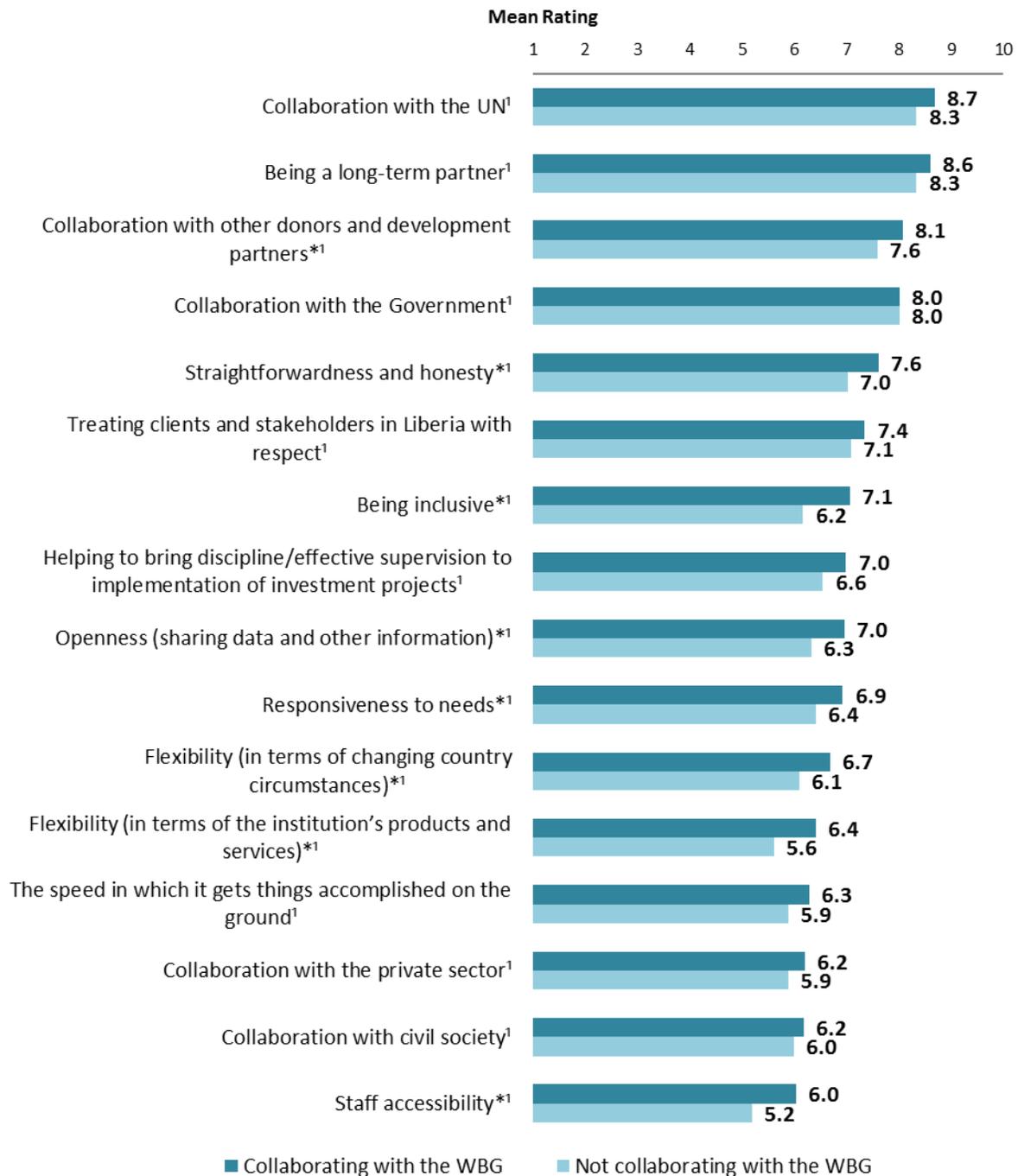
**<sup>1</sup>Indicator Question**

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



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

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



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

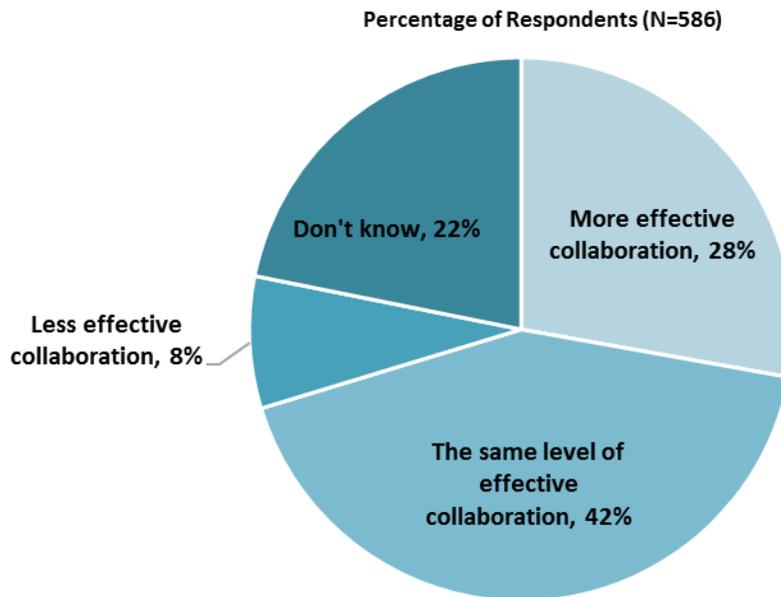
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



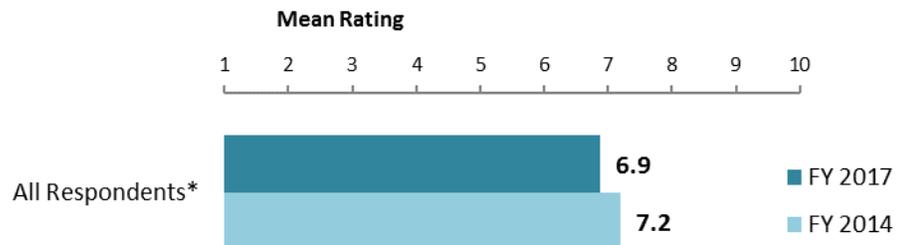
## VII. How the World Bank Group Operates (continued)

### Collaboration between the UN and the WBG



"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?" (Respondents chose from a list.)

### Internal Measuring and Monitoring



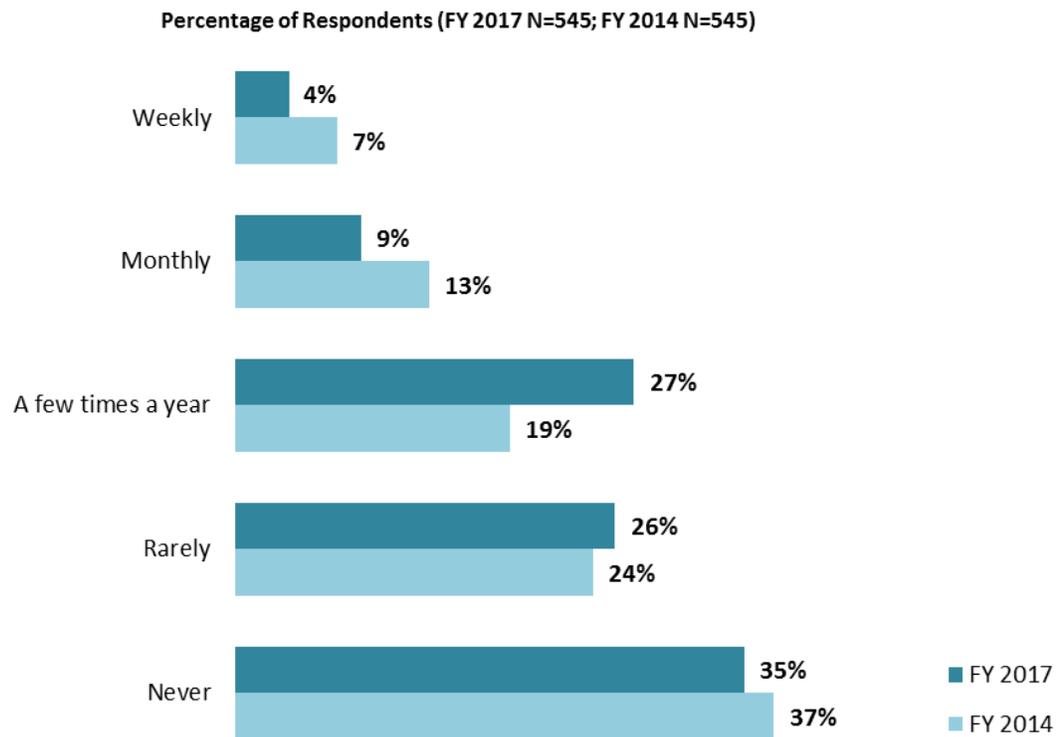
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2017 and FY 2014)



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities "a few times a year" compared to respondents in the previous FY'14 Country Survey.
- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.

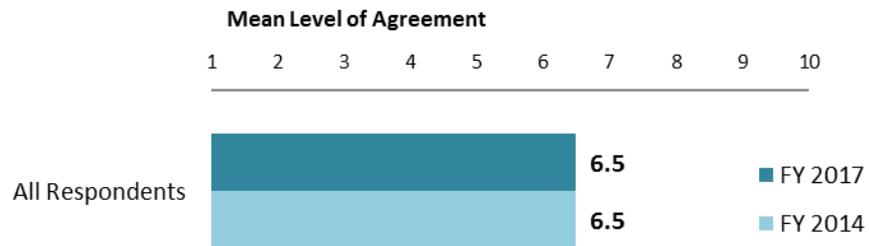


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



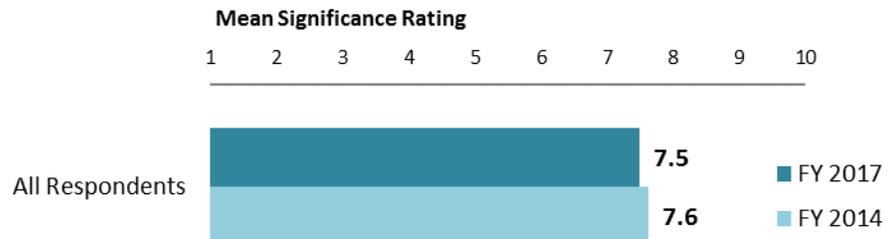
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting Liberia’s Knowledge Needs<sup>10</sup> (Indicator Question)



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

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



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

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



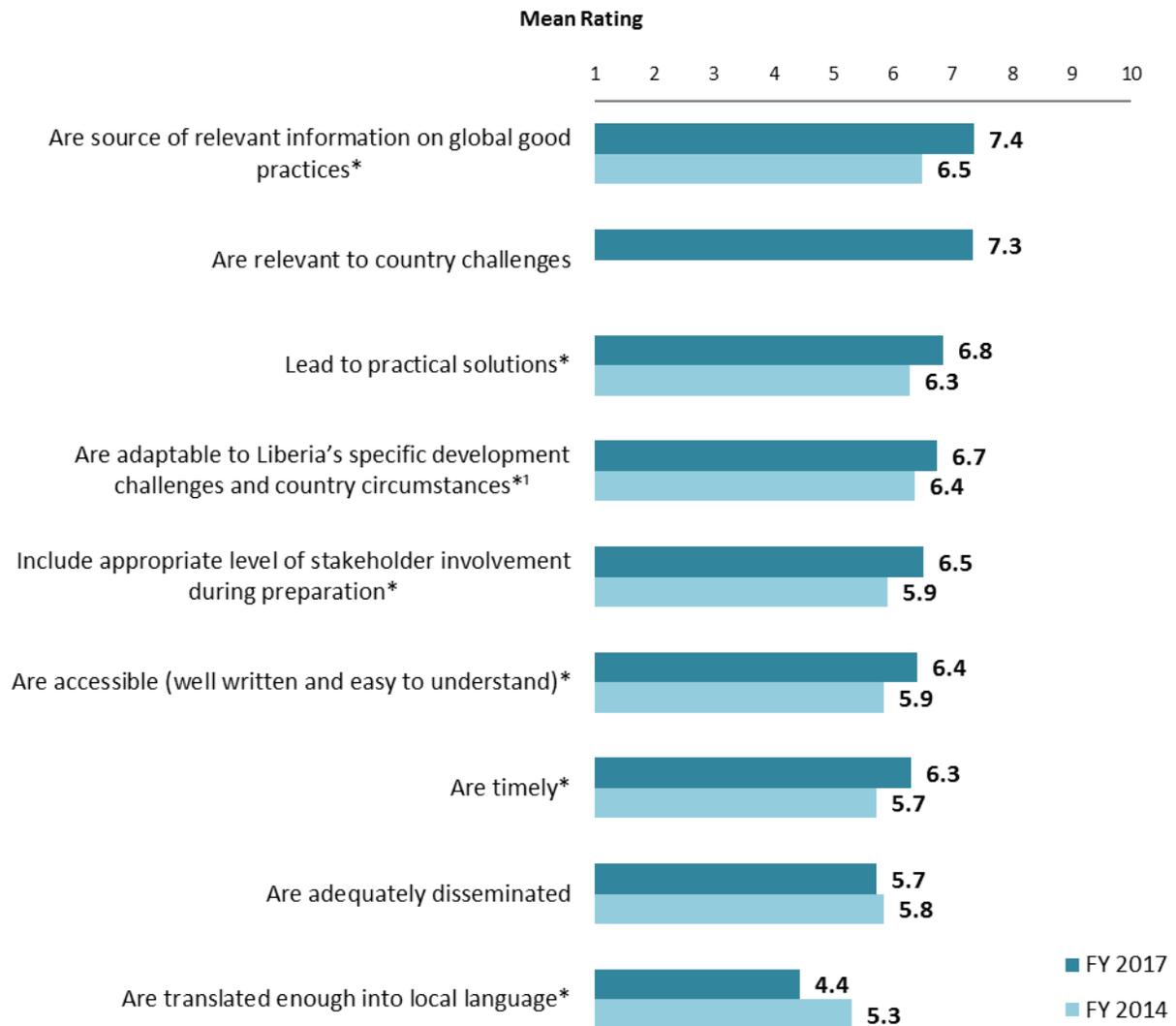
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

<sup>10</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>11</sup>



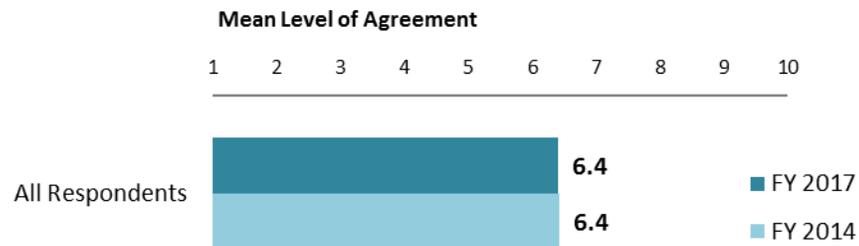
"In Liberia, to what extent do you believe that the World Bank Group's knowledge work and activities: ... "  
 (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY 2017 and FY 2014)  
 'Indicator Question

<sup>11</sup> Means in the chart were calculated based on weighted data.



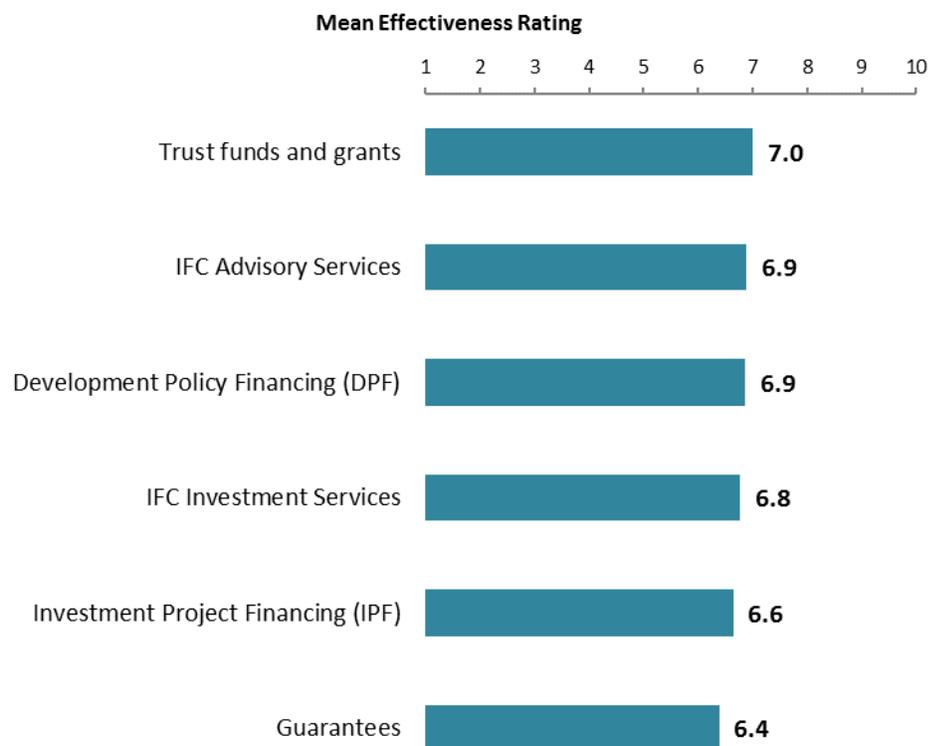
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting Liberia’s Needs for Financial Instruments<sup>12</sup> (Indicator Question)



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

### Effectiveness of WBG’s Instruments



**"How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Liberia Government’s efforts to reduce poverty?"**  
*(1 - "Not effective at all", 10- "Very effective")*

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



## IX. World Bank Group's Response to Ebola and Refugee Crisis

### The WBG's Work in Response to the Ebola Outbreak in Liberia

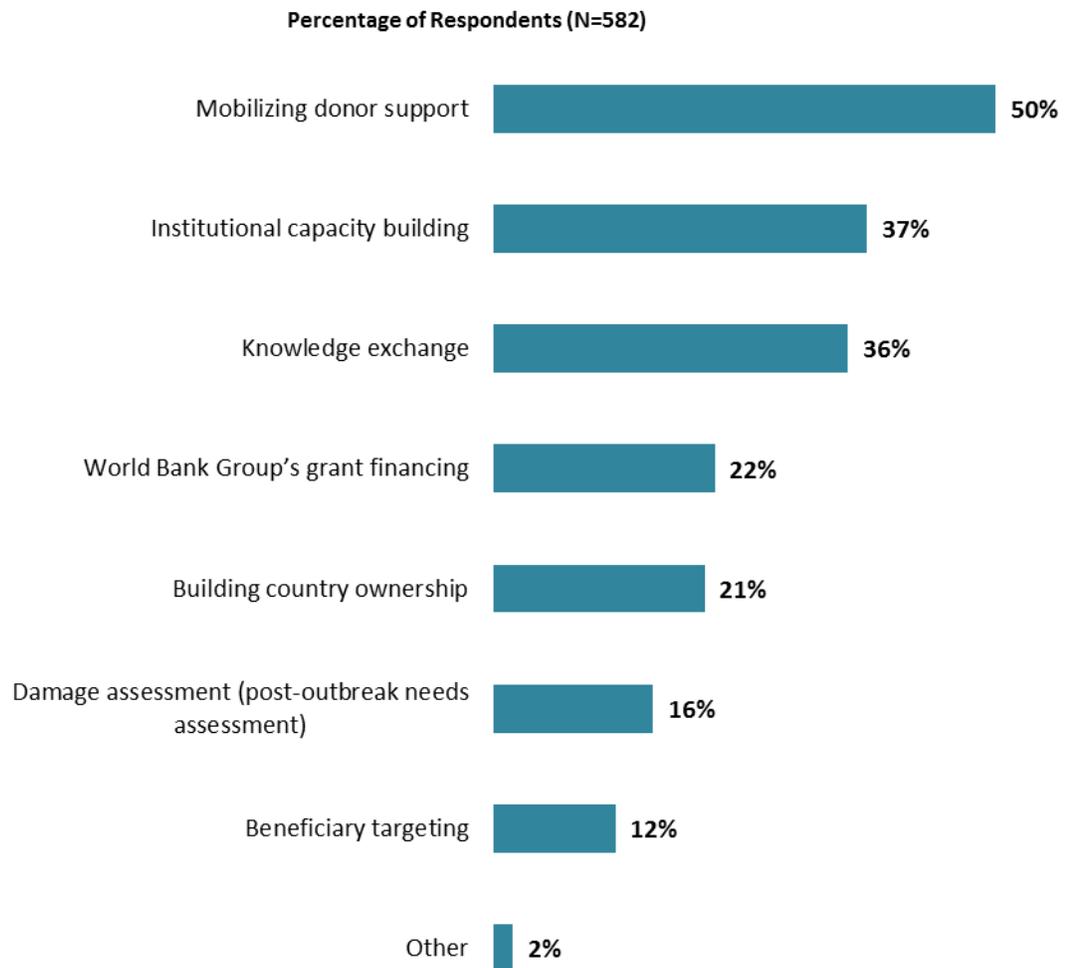


**"To what extent do you agree with the following statements related to the World Bank Group's work in response to the Ebola outbreak in Liberia since March 2014?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*



## IX. WBG's Response to Ebola and Refugee Crisis (continued)

### The WBG's Activities Related to the Ebola Crisis

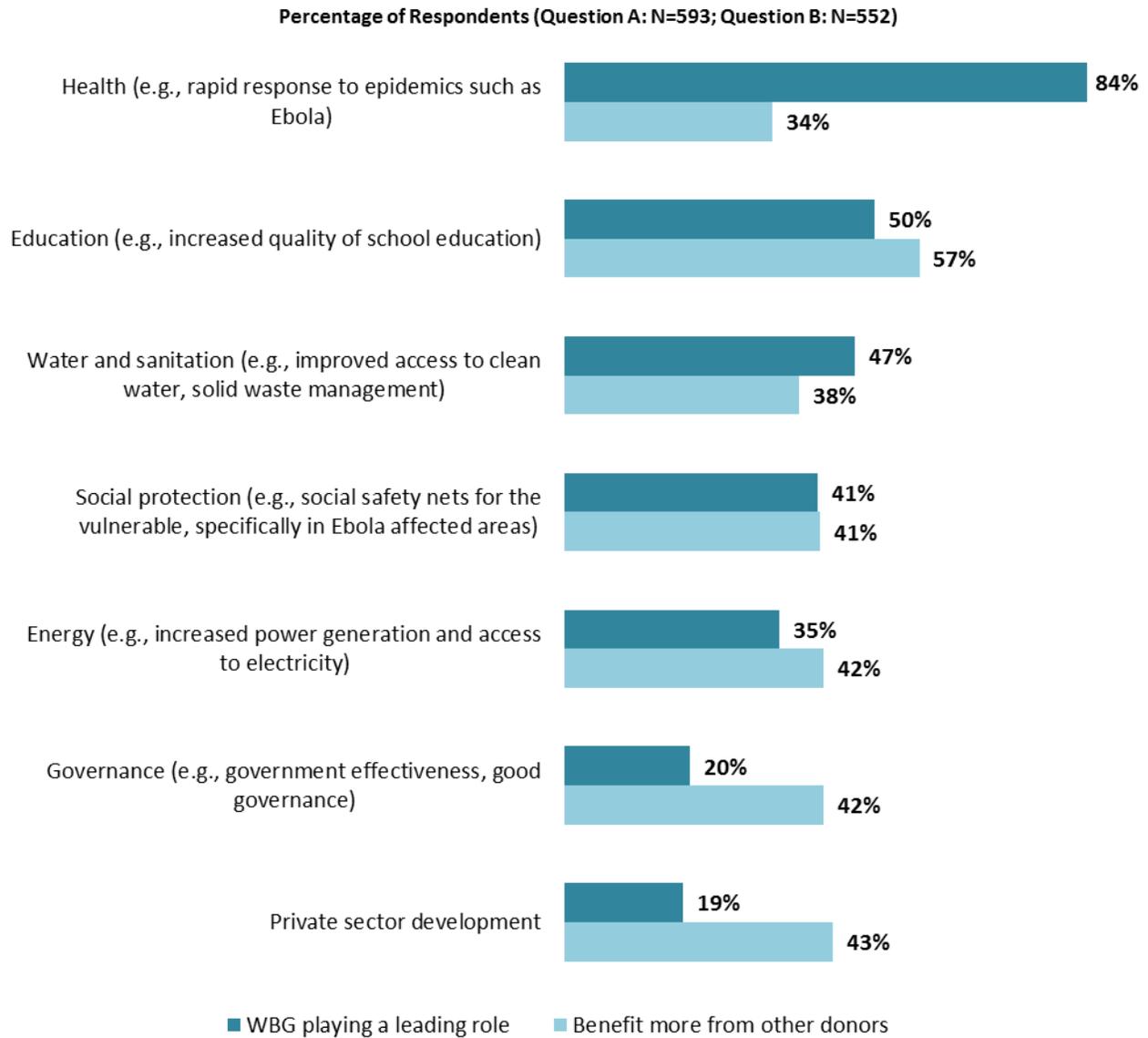


**“When considering the World Bank Group’s Ebola crisis related work in Liberia, which of the following activities were most useful? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



## IX. WBG's Response to Ebola and Refugee Crisis (continued)

### The WBG Playing a Leading Role in Post-Ebola Recovery vs. Other Donors



"Please answer the following questions:

A. When considering post-Ebola recovery, which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia?

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



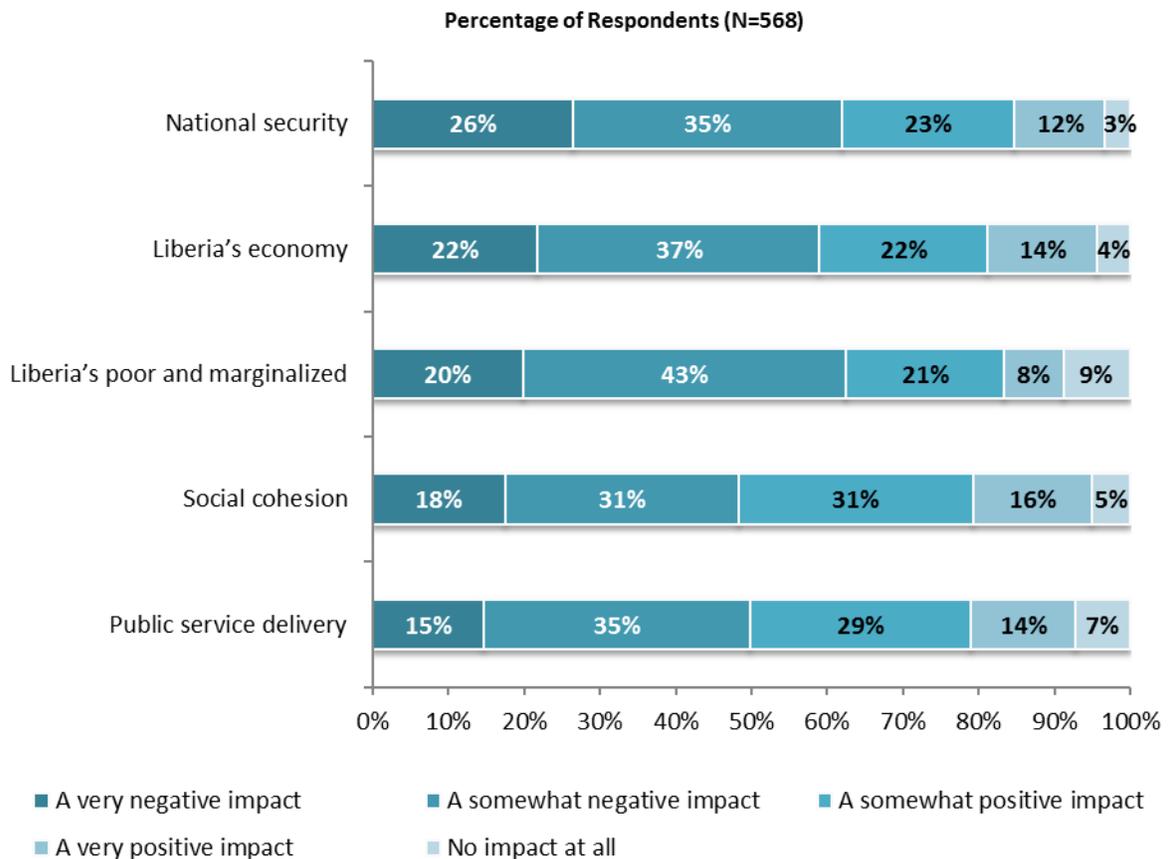
# IX. WBG's Response to Ebola and Refugee Crisis (continued)

## Response to the Refugee Crisis in Liberia



**"To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in Liberia?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

## Impact of the Refugee Crisis

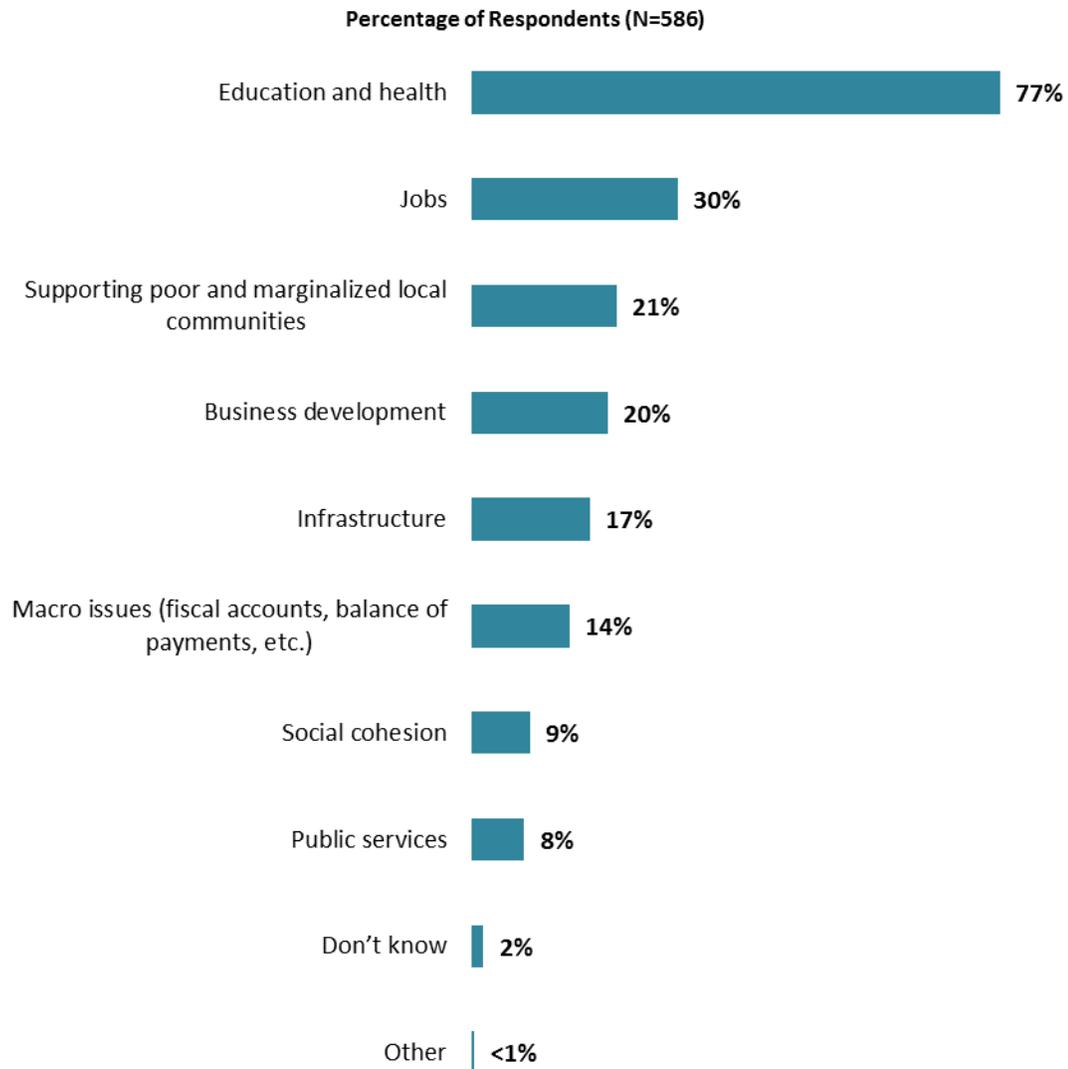


**"Please rate how you feel when you think about the impact of the refugees in regards to ..."**  
*(Respondents chose from a list.)*



## IX. WBG's Response to Ebola and Refugee Crisis (continued)

### The WBG's Support to the Refugee Crisis in Liberia



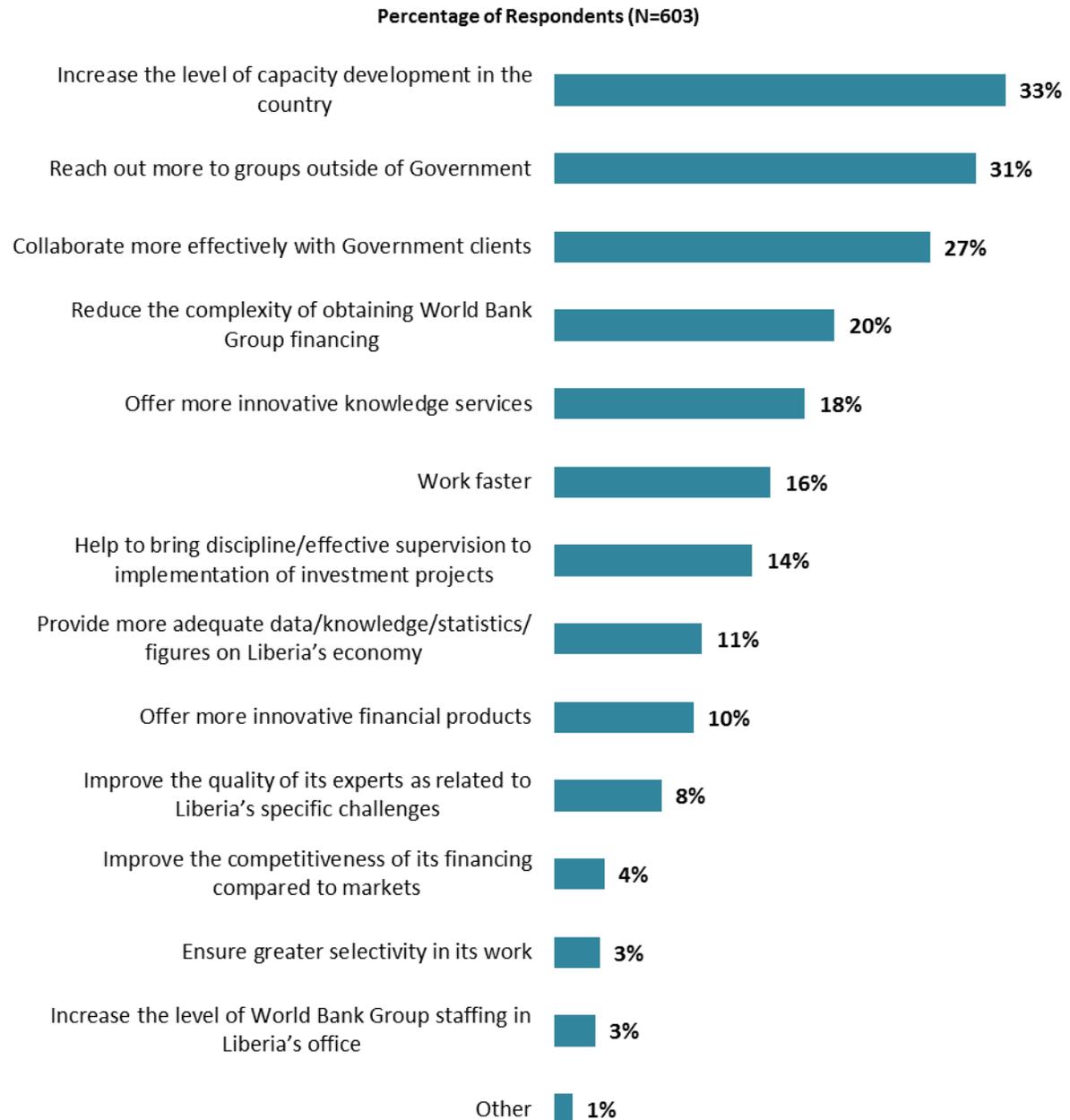
**“In which of the following areas do you believe the World Bank Group should provide resources when it comes to supporting the refugee crisis in Liberia? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



## X. The Future Role of the World Bank Group in Liberia

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (39%) to make itself of greater value in Liberia.



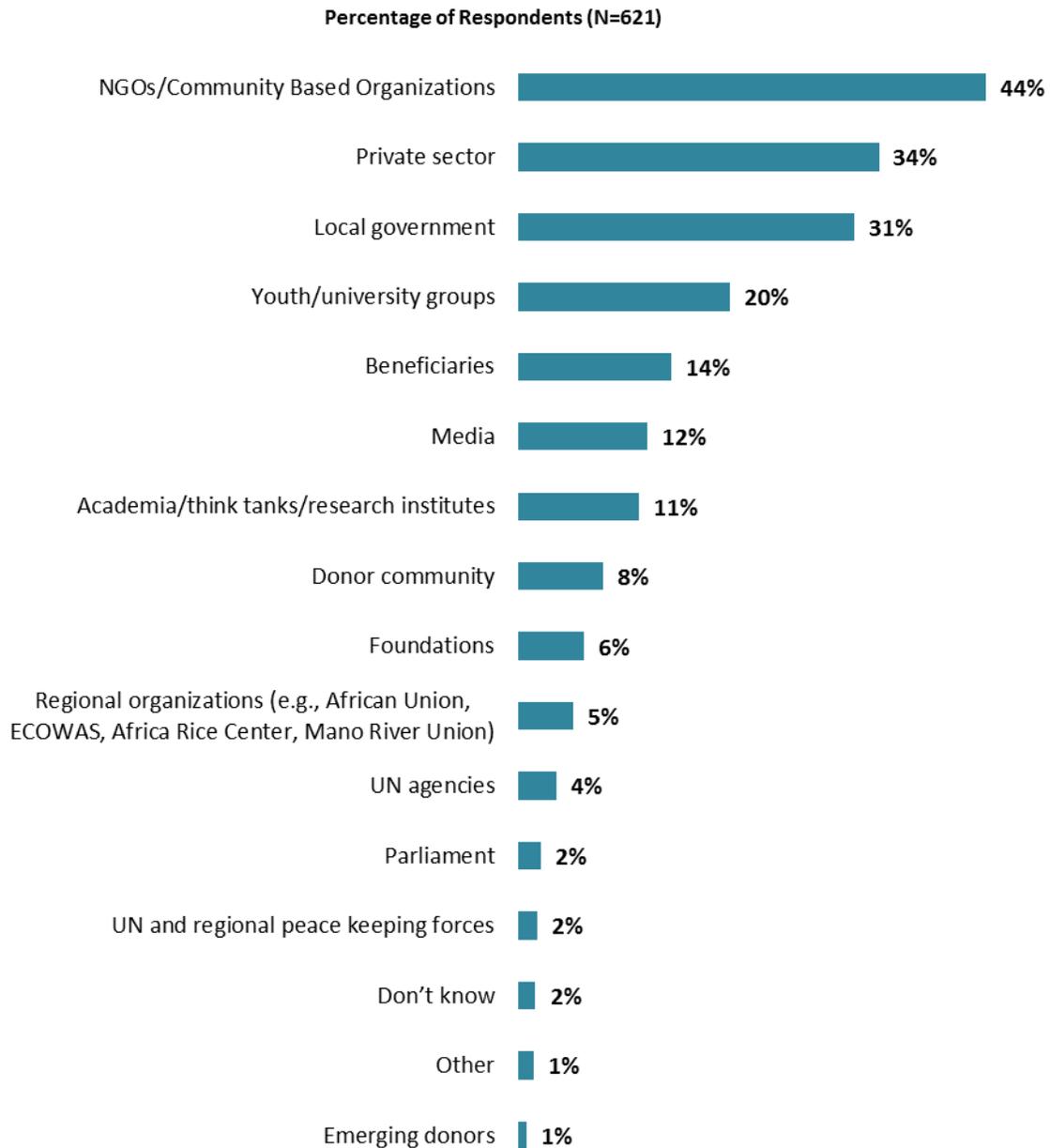
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. The Future Role of the WBG in Liberia (continued)

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*private sector*” (29%) and “*NGOs*” (29%) to ensure better development results in Liberia.



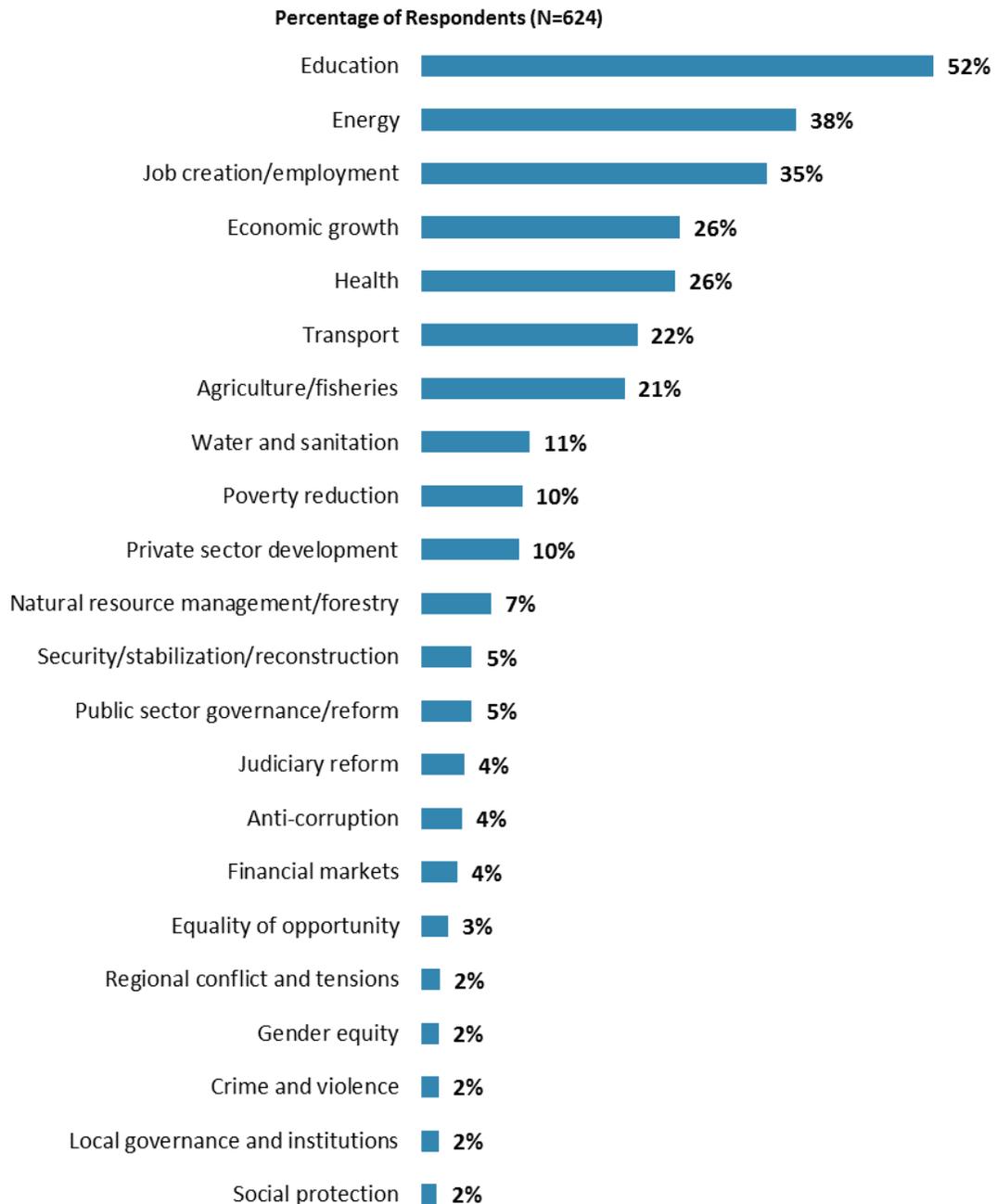
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"**  
(Respondents chose from a list. Responses combined.)



## X. The Future Role of the WBG in Liberia (continued)

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*education*” (43%), “*health*” (42%), and “*energy*” (40%).

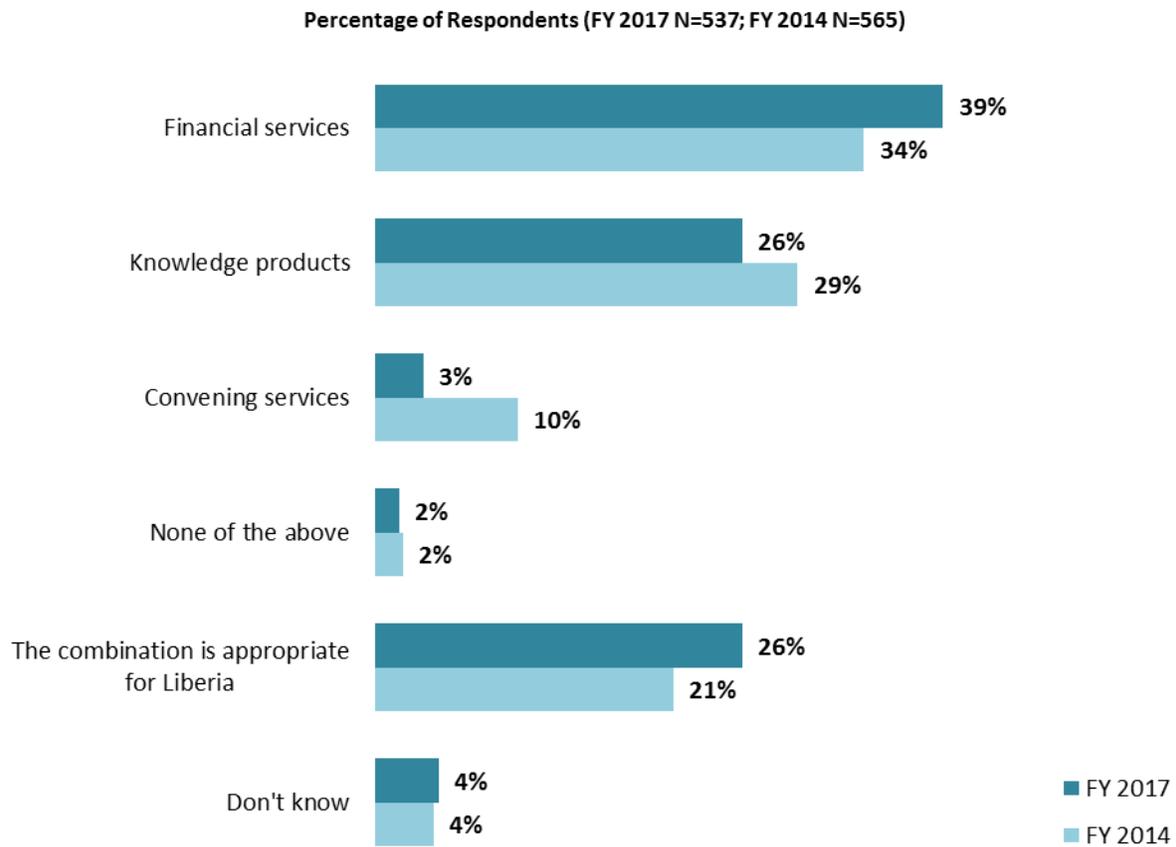


“When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectoral areas do you believe the WBG should focus most of its resources in Liberia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 22 of 32 response options shown.)



## X. The Future Role of the WBG in Liberia (continued)

### Future Combination of the WBG Services



**"When considering the combination of services that the World Bank Group offers in Liberia, 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 Liberia?" (Respondents chose from a list.)**

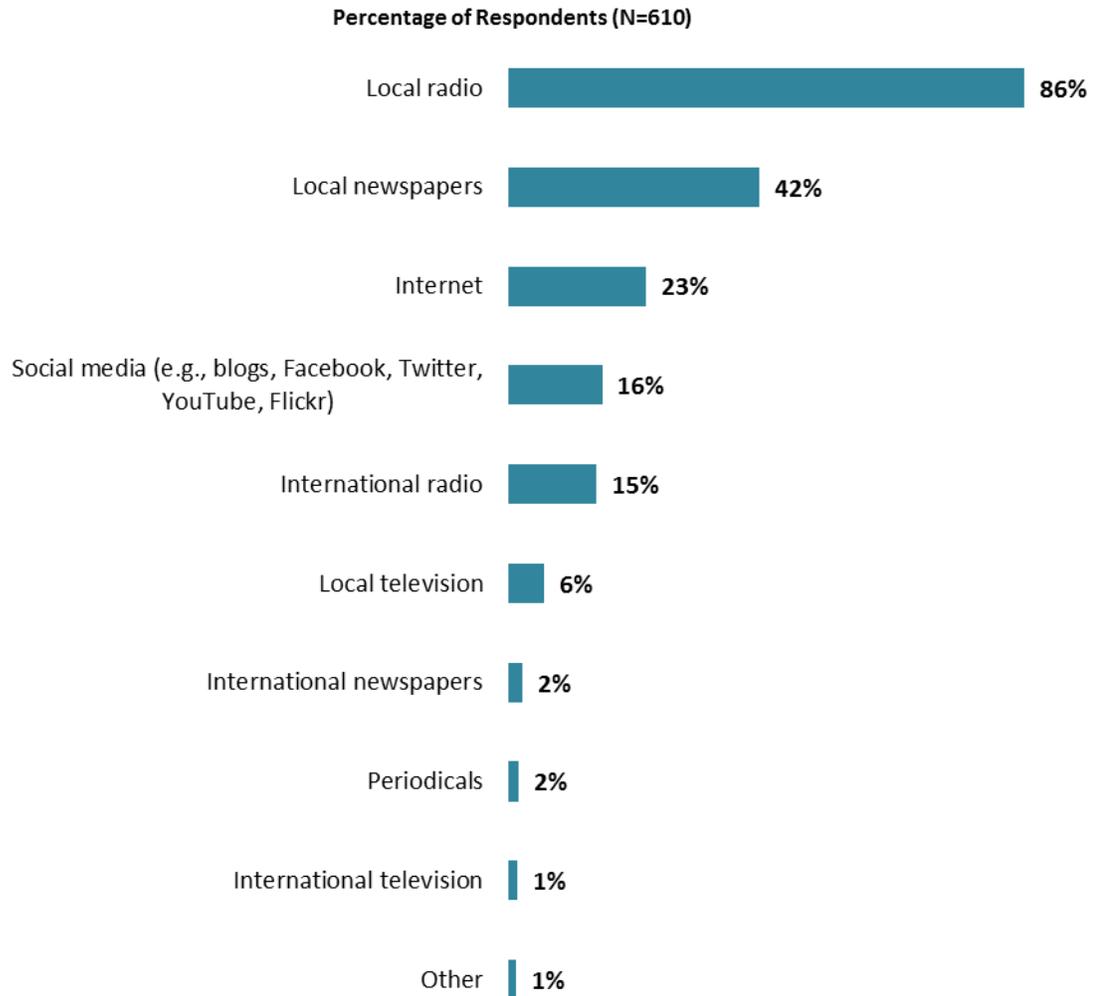


## XI. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 66) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Liberia from “*local radio*” (63%) and “*local newspapers*” (55%).



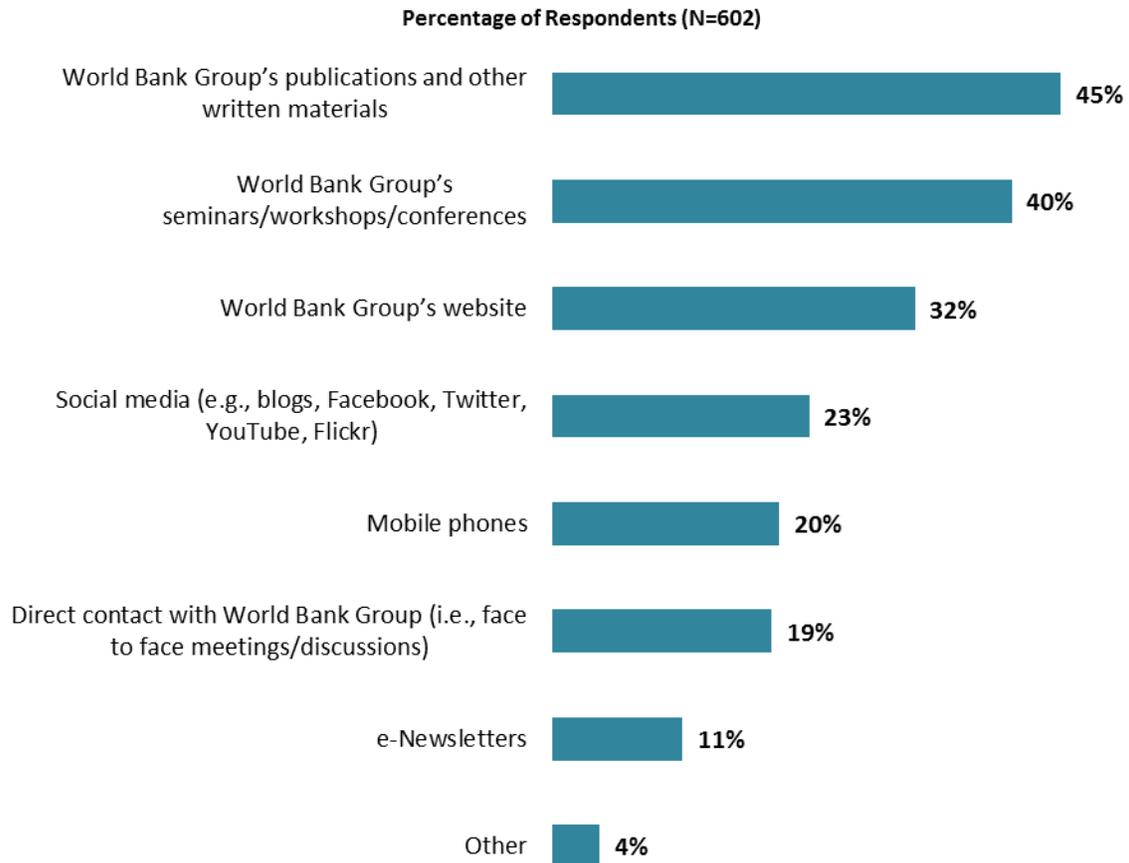
"How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## XI. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (32%) and “*publications and other written materials*” (32%).

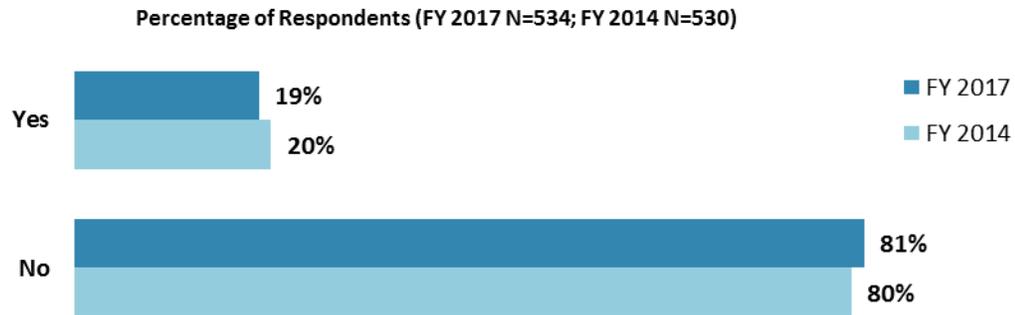


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## XI. Communication and Outreach (continued)

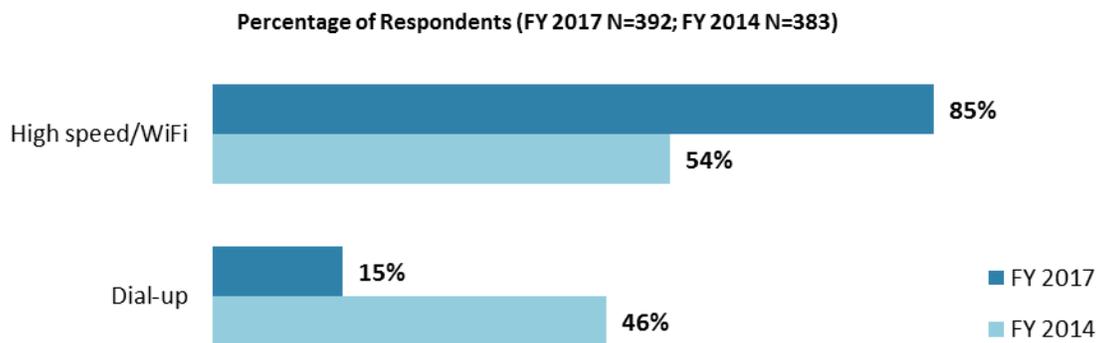
### Access to Information<sup>13</sup>



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

### Access to the Internet

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



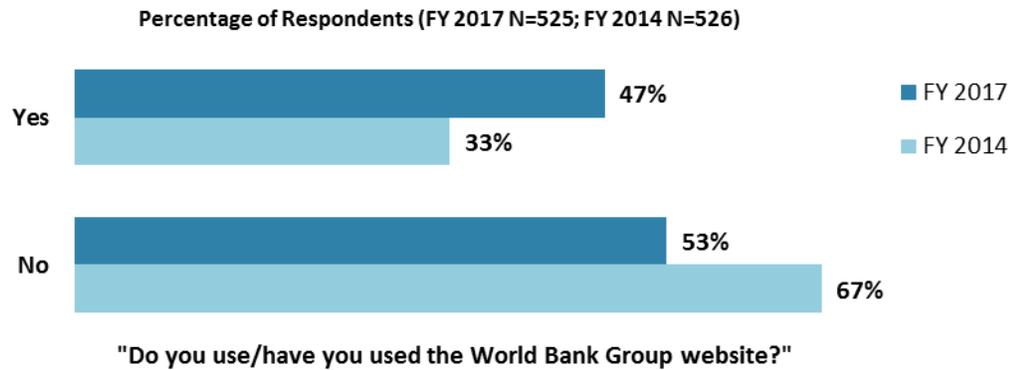
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

<sup>13</sup> Percentages presented in the charts on this page were calculated based on weighted data.

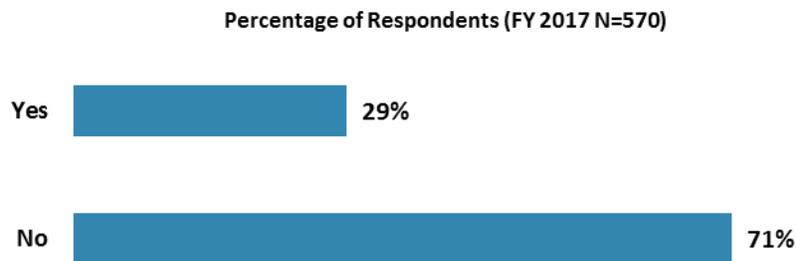


## XI. Communication and Outreach (continued)

### The WBG Website Usage<sup>14</sup>



### Use of the WBG's Social Media Channels



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?"

<sup>14</sup> Percentages presented in the chart were calculated based on weighted data.



## XII. Appendices

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**Liberia**





## Appendix A: Responses to All Questions across All Respondents (N=635)

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 Liberia

| 1. In general would you say that Liberia is headed in ... ? | Percentage of Respondents (N=611) |
|---|-----------------------------------|
| The right direction   | 69.9%                             |
| The wrong direction   | 8.3%                              |
| Not sure  | 21.8%                             |

| 2. Listed below are a number of development priorities in Liberia. Please identify which of the following you consider the most important development priorities in Liberia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=619) |
|--|---|
| Education  | 63.0%   |
| Job creation/employment  | 32.5%   |
| Energy   | 29.2%   |
| Health   | 26.5%   |
| Transport (e.g., roads, bridges, transportation)   | 19.1%   |
| Agriculture/fisheries  | 17.3%   |
| Economic growth  | 16.5%   |
| Private sector development   | 12.1%   |
| Security/stabilization/reconstruction  | 11.5%   |
| Gender equity  | 8.7%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 7.8%  |
| Social protection (e.g., pensions, targeted social assistance)   | 6.8%  |
| Poverty reduction  | 6.3%  |
| Natural resource management/forestry   | 5.7%  |
| Water and sanitation   | 5.2%  |
| Anti-corruption  | 4.5%  |
| Judiciary reform   | 3.9%  |
| Crime and violence   | 3.2%  |
| Urban development  | 2.7%  |
| Equality of opportunity (i.e., social inclusion)   | 2.3%  |
| Local governance and institutions  | 2.3%  |
| Trade and exports  | 2.1%  |
| Financial markets  | 1.8%  |
| Social cohesion  | 1.1%  |
| Information and communications technology  | 0.8%  |
| Regional conflict and tensions   | 0.6%  |
| Climate change (e.g., mitigation, adaptation)  | 0.6%  |
| Solid waste management/environment   | 0.5%  |
| Infectious disease surveillance and response   | 0.5%  |
| Pollution  | 0.5%  |
| Global/regional integration  | 0.3%  |
| Disaster risk management   | 0.2%  |

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

| <b>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 Liberia? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=614)</b> |
|---|--|
| Economic growth   | 56.5%  |
| Job creation/employment   | 55.0%  |
| Education   | 26.7%  |
| Anti-corruption   | 17.3%  |
| Agriculture/fisheries   | 16.9%  |
| Energy  | 16.8%  |
| Equality of opportunity (i.e., social inclusion)  | 14.5%  |
| Transport (e.g., roads, bridges, transportation)  | 13.4%  |
| Private sector development  | 11.7%  |
| Health  | 11.6%  |
| Trade and exports   | 10.4%  |
| Natural resource management/forestry  | 7.2%   |
| Local governance and institutions   | 5.5%   |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 4.7%   |
| Social protection (e.g., pensions, targeted social assistance)  | 3.7%   |
| Judiciary reform  | 3.6%   |
| Financial markets   | 3.6%   |
| Water and sanitation  | 3.3%   |
| Urban development   | 2.8%   |
| Security/stabilization/reconstruction   | 2.8%   |
| Information and communications technology   | 2.3%   |
| Crime and violence  | 2.1%   |
| Infectious disease surveillance and response  | 1.8%   |
| Gender equity   | 1.1%   |
| Solid waste management/environment  | 0.8%   |
| Social cohesion   | 0.8%   |
| Disaster risk management  | 0.7%   |
| Climate change (e.g., mitigation, adaptation)   | 0.5%   |
| Global/regional integration   | 0.2%   |
| Pollution   | 0.0%   |
| Regional conflict and tensions  | 0.0%   |

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

| <b>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 Liberia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=597)</b> |
|---|--|
| Education and training that better ensure job opportunity   | 46.1%  |
| A growing middle class  | 22.4%  |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)   | 21.3%  |
| Better opportunity for the poor who live in rural areas   | 20.6%  |
| Consistent economic growth  | 19.1%  |
| Greater access to health and nutrition for citizens   | 15.2%  |
| Better employment opportunities for young people  | 14.2%  |
| Greater access to micro-finance for the poor  | 11.6%  |
| Better opportunity for the poor who live in urban areas   | 8.0%   |
| Greater voice and participation for citizens to help ensure greater accountability  | 7.7%   |
| Better quality public services  | 5.9%   |
| Better employment opportunities for women   | 3.5%   |
| More reliable social safety net   | 3.4%   |
| Other   | 0.3%   |

| <b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Liberia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=629)</b> |
|---|--|
| A very big problem  | 85.1%                                    |
| A moderately big problem  | 9.7%                                     |
| A small problem   | 2.2%                                     |
| Not a problem at all  | 1.9%                                     |
| Don’t know  | 1.1%                                     |

| <b>6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b> | <b>Percentage of Respondents (N=632)</b> |
|---|--|
| A very serious problem  | 57.3%                                    |
| A somewhat serious problem  | 27.1%                                    |
| Not too serious problem   | 13.0%                                    |
| Not a problem   | 1.6%                                     |
| Don’t know  | 1.1%                                     |

| <b>7. In your view, is early childhood development (i.e. nutrition, growth, Liberia, and education) a very important, moderately important, slightly important, or not an important development priority in Liberia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=633)</b> |
|---|--|
| A very important development priority   | 88.5%                                    |
| A moderately important development priority   | 7.0%                                     |
| A slightly important development priority   | 2.4%                                     |
| Not an important development priority   | 1.9%                                     |
| Don’t know  | 0.3%                                     |



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

| <b>Familiarity</b>   | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|--|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank Group in Liberia?<br><i>(1-Not familiar at all, 10-Extremely familiar)</i> | 610      | 0         | 5.59        | 3.15      |

| <b>Effectiveness*</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|--|----------|-----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank Group’s effectiveness in Liberia. <i>(1-Not effective at all, 10-Very effective)</i> | 511      | 96        | 6.98        | 2.70      |

| <b>Staff Preparedness</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|--|----------|-----------|-------------|-----------|
| 3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Liberia solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i> | 461      | 148       | 7.22        | 2.66      |

| <b>4. When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=624)</b> |
|---|--|
| Education   | 52.1%  |
| Energy  | 38.1%  |
| Job creation/employment   | 35.1%  |
| Economic growth   | 26.3%  |
| Health  | 25.8%  |
| Transport (e.g., roads, bridges, transportation)  | 22.0%  |
| Agriculture/fisheries   | 20.7%  |
| Water and sanitation  | 11.1%  |
| Poverty reduction   | 10.3%  |
| Private sector development  | 9.9%   |
| Natural resource management/forestry  | 7.1%   |
| Security/stabilization/reconstruction   | 5.1%   |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 5.1%   |
| Judiciary reform  | 4.3%   |
| Anti-corruption   | 4.2%   |
| Financial markets   | 3.7%   |
| Equality of opportunity (i.e., social inclusion)  | 2.7%   |
| Regional conflict and tensions  | 1.9%   |
| Gender equity   | 1.8%   |
| Crime and violence  | 1.8%   |
| Local governance and institutions   | 1.8%   |
| Social protection (e.g., pensions, targeted social assistance)  | 1.6%   |
| Solid waste management/environment  | 1.0%   |
| Disaster risk management  | 0.8%   |
| Trade and exports   | 0.8%   |
| Information and communications technology   | 0.8%   |
| Climate change (e.g., mitigation, adaptation)   | 0.6%   |
| Global/regional integration   | 0.5%   |
| Urban development   | 0.5%   |
| Social cohesion   | 0.3%   |
| Infectious disease surveillance and response  | 0.2%   |
| Pollution   | 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 Liberia? | Percentage of Respondents (N=582) |                                |          |
|---|-----------------------------------|--------------------------------|----------|
|   | Greatest Value                    | 2 <sup>nd</sup> Greatest Value | Combined |
| Capacity development related to World Bank Group supported projects   | 23.7%                             | 14.0%                          | 37.7%    |
| Technical assistance  | 17.9%                             | 14.1%                          | 32.0%    |
| Financial resources   | 17.5%                             | 12.4%                          | 29.9%    |
| Implementation support  | 6.9%                              | 12.0%                          | 18.9%    |
| Donor coordination  | 7.4%                              | 9.0%                           | 16.4%    |
| Policy advice, studies, analyses  | 5.0%                              | 10.2%                          | 15.2%    |
| Promoting knowledge sharing   | 6.4%                              | 7.8%                           | 14.1%    |
| Bringing together different groups of stakeholders  | 8.9%                              | 3.9%                           | 12.8%    |
| Mobilizing third party financial resources  | 2.9%                              | 8.7%                           | 11.6%    |
| Strategy formulation (e.g., PRSP assistance)  | 1.9%                              | 3.9%                           | 5.8%     |
| Data and statistics   | 1.2%                              | 3.7%                           | 4.9%     |
| Other   | 0.3%                              | 0.2%                           | 0.5%     |

| 6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=617) |
|---|---|
| Not willing to honestly criticize policies and reform efforts in the country  | 23.2%   |
| World Bank Group's processes too complex  | 21.2%   |
| Not enough public disclosure of its work  | 20.6%   |
| World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)                                 | 19.4%   |
| Not collaborating enough with stakeholders outside the Government   | 18.3%   |
| Don't know  | 14.9%   |
| Staff too inaccessible  | 12.8%   |
| Too influenced by developed countries   | 12.2%   |
| Not adequately sensitive to political/social realities in Liberia   | 8.6%  |
| Not aligned with country priorities   | 7.9%  |
| Inadequate number of World Bank Group staff members located in the country  | 5.2%  |
| Not exploring alternative policy options  | 4.1%  |
| Not focused enough on issues that are unique to post-conflict countries   | 3.2%  |
| Not client focused  | 2.9%  |
| Its advice and strategies do not lend themselves to practical problem solving   | 2.6%  |
| Not aligned with other donors' work   | 2.3%  |
| Other   | 1.5%  |
| The credibility of its knowledge/data   | 1.3%  |
| Arrogant in its approach  | 1.0%  |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Liberia? (Select only ONE response) | Percentage of Respondents (N=622) |
|---|-----------------------------------|
| To a fully sufficient degree  | 13.8%                             |
| To a somewhat sufficient degree   | 42.4%                             |
| To a somewhat insufficient degree   | 19.9%                             |
| To a very insufficient degree   | 13.0%                             |
| Don't know  | 10.8%                             |

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

| 8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Liberia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|--|---------------|-----|------|------|
|  | N             | N/A | Mean | SD   |
| 1. Investment Project Financing (IPF)  | 309           | 226 | 6.64 | 2.52 |
| 2. Development Policy Financing (DPF)  | 306           | 204 | 6.87 | 2.49 |
| 3. Trust funds and grants  | 340           | 176 | 7.01 | 2.47 |
| 4. Guarantees  | 266           | 219 | 6.39 | 2.46 |
| 5. IFC Investment Services   | 218           | 269 | 6.77 | 2.35 |
| 6. IFC Advisory Services   | 215           | 277 | 6.89 | 2.32 |

| 9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=621) |
|--|---|
| NGOs/Community Based Organizations   | 43.6%   |
| Private sector   | 33.7%   |
| Local government   | 31.4%   |
| Youth/university groups  | 19.8%   |
| Beneficiaries  | 14.3%   |
| Media  | 12.1%   |
| Academia/think tanks/research institutes   | 11.3%   |
| Donor community  | 7.9%  |
| Foundations  | 6.1%  |
| Regional organizations (e.g., African Union, ECOWAS, Africa Rice Center, Mano River Union)   | 5.2%  |
| UN agencies  | 3.5%  |
| Parliament   | 2.1%  |
| UN and regional peace keeping forces   | 1.8%  |
| Don't know   | 1.6%  |
| Other  | 1.4%  |
| Emerging donors  | 0.8%  |

| To what extent do you agree with the following statements about the World Bank Group's work in Liberia? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement |    |      |      |
|--|--------------------|----|------|------|
|  | N                  | DK | Mean | SD   |
| 10. Overall the World Bank Group currently plays a relevant role in development in Liberia*  | 513                | 62 | 7.30 | 2.70 |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Liberia*  | 456                | 71 | 7.23 | 2.52 |

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

| To what extent is the World Bank Group an effective development partner in Liberia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree |     |      |      |
|---|--------|-----|------|------|
|   | N      | DK  | Mean | SD   |
| 12. Responsiveness to needs*  | 450    | 105 | 6.71 | 2.43 |
| 13. Flexibility (in terms of the institution's products and services)*  | 383    | 144 | 6.10 | 2.45 |
| 14. Flexibility (in terms of changing country circumstances)*   | 432    | 98  | 6.45 | 2.45 |
| 15. Being inclusive*  | 431    | 81  | 6.63 | 2.46 |
| 16. Openness (sharing data and other information)*  | 422    | 94  | 6.67 | 2.66 |
| 17. Collaboration with the Government*  | 475    | 69  | 8.07 | 2.17 |
| 18. The speed in which it gets things accomplished on the ground*   | 421    | 109 | 6.19 | 2.47 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects*   | 438    | 96  | 6.82 | 2.44 |
| 20. Collaboration with civil society*   | 434    | 88  | 6.21 | 2.62 |
| 21. Staff accessibility*  | 411    | 113 | 5.69 | 2.83 |
| 22. Collaboration with other donors and development partners*   | 435    | 105 | 7.85 | 2.17 |
| 23. Collaboration with the private sector*  | 382    | 148 | 6.15 | 2.58 |
| 24. Collaboration with the UN*  | 417    | 106 | 8.49 | 2.05 |
| 25. Straightforwardness and honesty*  | 394    | 130 | 7.38 | 2.42 |
| 26. Treating clients and stakeholders in Liberia with respect*  | 424    | 102 | 7.34 | 2.29 |
| 27. Being a long-term partner*  | 475    | 66  | 8.51 | 2.01 |

| 28. 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=586) |
|---|-----------------------------------|
| More effective collaboration  | 27.8%                             |
| The same level of effective collaboration   | 42.5%                             |
| Less effective collaboration  | 7.8%                              |
| Don't know  | 21.8%                             |

| 29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=622) |
|---|---|
| Poor coordination within the Government   | 33.9%   |
| There is not an adequate level of citizen/civil society participation   | 33.0%   |
| The Government works inefficiently  | 32.2%   |
| The World Bank Group does not do adequate follow through/follow-up  | 29.6%   |
| Reforms are not well thought out in light of country challenges   | 27.0%   |
| Political pressures and obstacles   | 25.2%   |
| Lack of/inadequate levels of capacity in Government   | 21.7%   |
| Poor donor coordination   | 20.7%   |
| The World Bank Group is not sensitive enough to political/social realities on the ground  | 18.5%   |
| Poor coordination within the World Bank Group   | 13.5%   |
| The World Bank Group works too slowly   | 10.8%   |
| Inadequate funding  | 9.6%  |
| Ongoing conflict and instability  | 7.7%  |
| Other   | 1.8%  |

**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 Liberia?<br>(1-Not important at all, 10-Very important) | Importance |    |      |      |
|--|------------|----|------|------|
|  | N          | DK | Mean | SD   |
| 1. Social protection (e.g., pensions, targeted social assistance)  | 509        | 38 | 8.11 | 2.41 |
| 2. Gender equity   | 501        | 41 | 7.86 | 2.56 |
| 3. Private sector development  | 515        | 30 | 8.86 | 1.96 |
| 4. Education   | 540        | 28 | 9.48 | 1.48 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)                                       | 520        | 29 | 9.13 | 1.54 |
| 6. Global/regional integration   | 499        | 42 | 8.13 | 2.20 |
| 7. Agriculture/fisheries   | 529        | 29 | 9.22 | 1.54 |
| 8. Urban development   | 510        | 29 | 8.81 | 1.93 |
| 9. Energy  | 517        | 28 | 9.40 | 1.43 |
| 10. Water and sanitation   | 522        | 26 | 9.28 | 1.45 |
| 11. Pollution  | 502        | 32 | 8.69 | 1.99 |
| 12. Job creation/employment  | 515        | 32 | 9.38 | 1.42 |
| 13. Health   | 525        | 25 | 9.45 | 1.36 |
| 14. Financial markets  | 516        | 32 | 8.75 | 1.78 |
| 15. Transport (e.g., roads, bridges, transportation)   | 532        | 25 | 9.17 | 1.73 |
| 16. Solid waste management/environment   | 506        | 32 | 8.58 | 2.01 |
| 17. Trade and exports  | 509        | 31 | 8.20 | 2.24 |
| 18. Crime and violence   | 506        | 32 | 8.48 | 2.06 |
| 19. Natural resource management/forestry   | 505        | 32 | 8.97 | 1.58 |
| 20. Climate change (e.g., mitigation, adaptation)  | 508        | 33 | 8.68 | 1.95 |
| 21. Poverty reduction  | 523        | 26 | 9.33 | 1.41 |
| 22. Anti-corruption  | 518        | 30 | 8.99 | 1.79 |
| 23. Judiciary reform   | 517        | 27 | 8.95 | 1.84 |
| 24. Economic growth  | 516        | 28 | 9.28 | 1.39 |
| 25. Disaster risk management   | 501        | 32 | 8.59 | 2.09 |
| 26. Equality of opportunity (i.e., social inclusion)   | 507        | 30 | 8.84 | 1.76 |
| 27. Infectious disease surveillance and response   | 496        | 36 | 8.91 | 1.75 |
| 28. Information and communications technology  | 505        | 33 | 8.39 | 1.99 |
| 29. Security/stabilization/reconstruction  | 507        | 28 | 8.85 | 1.71 |
| 30. Regional conflict and tensions   | 500        | 33 | 8.34 | 2.08 |
| 31. Local governance and institutions  | 513        | 29 | 8.56 | 2.09 |
| 32. Social cohesion  | 502        | 40 | 8.27 | 2.10 |

**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 Liberia?<br>(1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|---|---------------|-----|------|------|
|   | N             | DK  | Mean | SD   |
| 1. Social protection (e.g., pensions, targeted social assistance)   | 341           | 218 | 6.11 | 2.68 |
| 2. Gender equity  | 411           | 136 | 7.08 | 2.40 |
| 3. Private sector development   | 373           | 165 | 6.19 | 2.66 |
| 4. Education  | 447           | 111 | 7.42 | 2.41 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 426           | 117 | 7.43 | 2.29 |
| 6. Global/regional integration  | 365           | 174 | 6.91 | 2.35 |
| 7. Agriculture/fisheries  | 390           | 154 | 6.71 | 2.67 |
| 8. Urban development  | 410           | 125 | 7.10 | 2.41 |
| 9. Energy   | 399           | 137 | 7.26 | 2.63 |
| 10. Job creation/employment   | 417           | 118 | 6.55 | 2.72 |
| 11. Health  | 449           | 94  | 7.79 | 2.29 |
| 12. Financial markets   | 359           | 178 | 6.59 | 2.64 |
| 13. Transport (e.g., roads, bridges, transportation)  | 402           | 141 | 7.33 | 2.65 |
| 14. Rural development   | 418           | 121 | 6.41 | 2.57 |
| 15. Trade and exports   | 337           | 191 | 6.05 | 2.67 |
| 16. Solid waste management/environment  | 400           | 135 | 7.05 | 2.59 |
| 17. Natural resource management/forestry  | 359           | 181 | 6.54 | 2.55 |
| 18. Climate change (e.g., mitigation, adaptation)   | 369           | 164 | 6.50 | 2.66 |
| 19. Poverty reduction   | 413           | 127 | 6.29 | 2.79 |
| 20. Anti-corruption   | 363           | 180 | 5.76 | 2.88 |
| 21. Judiciary reform  | 363           | 173 | 6.71 | 2.74 |
| 22. Economic growth   | 424           | 113 | 6.84 | 2.53 |
| 23. Disaster risk management  | 341           | 188 | 6.83 | 2.70 |
| 24. Equality of opportunity (i.e., social inclusion)  | 396           | 144 | 6.45 | 2.57 |
| 25. Infectious disease surveillance and response  | 395           | 142 | 7.55 | 2.25 |
| 26. Information and communications technology   | 364           | 174 | 6.71 | 2.47 |
| 27. Security/stabilization/reconstruction   | 386           | 147 | 6.78 | 2.43 |
| 28. Land reform and administration  | 363           | 176 | 6.64 | 2.71 |
| 29. Local governance and institutions   | 398           | 142 | 6.62 | 2.64 |
| 30. Social cohesion   | 367           | 175 | 6.68 | 2.46 |

| Achieving Development Results*  | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in Liberia? (1-To no degree at all, 10-To a very significant degree) | 549 | 74 | 7.80 | 2.10 |

| Building and Strengthening Country Systems*  | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Liberia? (1-To no degree at all, 10-To a very significant degree) | 518 | 92 | 7.59 | 2.18 |

| To what extent do you agree with the following statements about the World Bank Group in Liberia? (1-Strongly disagree, 10-Strongly agree)         | N   | DK  | Mean | SD   |
|---|-----|-----|------|------|
| 5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Liberia* | 532 | 80  | 6.63 | 2.77 |
| 6. The World Bank Group meets Liberia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*                      | 474 | 104 | 6.65 | 2.54 |

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

| 1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | Percentage of Respondents (N=596) |
|---|-----------------------------------|
| Weekly  | 4.0%                              |
| Monthly   | 8.9%                              |
| A few times a year  | 26.8%                             |
| Rarely  | 23.8%                             |
| Never   | 36.4%                             |

| In Liberia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree) | Degree |     |      |      |
|---|--------|-----|------|------|
|   | N      | DK  | Mean | SD   |
| 2. Are timely   | 402    | 166 | 6.42 | 2.47 |
| 3. Include appropriate level of stakeholder involvement during preparation  | 404    | 144 | 6.59 | 2.43 |
| 4. Lead to practical solutions  | 428    | 120 | 6.95 | 2.25 |
| 5. Are accessible (well written and easy to understand)   | 417    | 130 | 6.45 | 2.67 |
| 6. Are source of relevant information on global good practices  | 434    | 119 | 7.45 | 2.27 |
| 7. Are relevant to country challenges   | 460    | 92  | 7.43 | 2.35 |
| 8. Are adequately disseminated  | 419    | 126 | 5.82 | 2.80 |
| 9. Are translated enough into local language  | 399    | 146 | 4.57 | 2.91 |
| 10. Are adaptable to Liberia's specific development challenges and country circumstances*   | 436    | 119 | 6.86 | 2.43 |

| Overall Evaluations   | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 11. 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) | 511 | 92 | 7.62 | 2.17 |
| 12. 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)                                | 505 | 99 | 7.53 | 2.21 |

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

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)                               | Level of Agreement |     |      |      |
|--|--------------------|-----|------|------|
|  | N                  | DK  | Mean | SD   |
| 1. The World Bank Group disburses funds promptly   | 378                | 204 | 6.34 | 2.85 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports   | 499                | 83  | 7.35 | 2.48 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion   | 380                | 184 | 6.81 | 2.48 |
| 4. The World Bank Group's "Safeguard Policy" requirements are reasonable   | 382                | 170 | 7.34 | 2.29 |
| 5. The World Bank Group's conditions on its lending are reasonable   | 359                | 193 | 7.14 | 2.36 |
| 6. The World Bank Group takes decisions quickly in Liberia*  | 435                | 125 | 5.90 | 2.73 |
| 7. Working with the World Bank Group increases Liberia's institutional capacity  | 497                | 76  | 7.83 | 2.12 |
| 8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 402                | 158 | 7.67 | 2.14 |
| 9. The World Bank Group provides effective implementation support (i.e., supervision of projects)  | 484                | 87  | 7.61 | 2.23 |

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

| <b>WBG Promoting PPP in Liberia</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|--|----------|-----------|-------------|-----------|
| 10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Liberia? (1-To no degree at all, 10-To a very significant degree) | 470      | 135       | 7.32        | 2.24      |
| <b>WBG Staffing in Liberia</b>   | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 11. To what extent do you believe the World Bank Group is adequately staffed in Liberia? (1-To no degree at all, 10-To a very significant degree)  | 377      | 228       | 6.56        | 2.62      |
| <b>Measuring and Correcting the World Bank Group's Work</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia? (1-To no degree at all, 10-To a very significant degree)                                  | 405      | 202       | 7.00        | 2.26      |

**Ebola Response**

| <b>To what extent do you agree with the following statements related to the World Bank Group's work in response to the Ebola outbreak in Liberia since March 2014? (1-Strongly disagree, 10-Strongly agree)</b> | <b>Level of Agreement</b> |           |             |           |
|---|---------------------------|-----------|-------------|-----------|
|   | <b>N</b>                  | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 13. The level of the World Bank Group's grant financing in response to the Ebola outbreak in Liberia was appropriate.   | 518                       | 81        | 8.26        | 2.23      |
| 14. The World Bank Group's grant financing in response to the Ebola outbreak was done at the appropriate speed.   | 488                       | 77        | 7.72        | 2.41      |
| 15. The World Bank Group's grant financing in response to the Ebola outbreak in Liberia was flexible to address complex challenges in changing environment.   | 463                       | 92        | 7.96        | 2.23      |
| 16. The World Bank Group's grant financing in response to the Ebola outbreak in Liberia enabled the government to own and manage responses, rather than creating parallel structure.                            | 472                       | 90        | 7.96        | 2.24      |
| 17. The World Bank Group's work (advice, grant financing, etc.) in response to the Ebola outbreak helped engender institutional change to improve health Liberia service management and response in Liberia.    | 485                       | 77        | 8.12        | 2.18      |
| 18. The World Bank Group's work (advice, grant financing, etc.) is helping to build institutional capacity for future management of outbreaks of pandemics and epidemics.                                       | 472                       | 89        | 8.00        | 2.13      |
| 19. The World Bank Group role as convener and facilitator of other donors was very effective in response to last year's Ebola crisis.   | 474                       | 92        | 8.01        | 2.21      |

| <b>20. When considering the World Bank Group's Ebola crisis related work in Liberia, which of the following activities were most useful? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=582)</b> |
|--|--|
| Mobilizing donor support   | 50.3%  |
| Institutional capacity building  | 37.5%  |
| Knowledge exchange   | 35.6%  |
| World Bank Group's grant financing   | 22.2%  |
| Building country ownership   | 21.1%  |
| Damage assessment (post-outbreak needs assessment)   | 16.0%  |
| Beneficiary targeting  | 12.2%  |
| Other  | 1.9%   |

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

| <b>21A. When considering post-Ebola recovery, which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=593)</b> |
|--|--|
| Health (e.g., rapid response to epidemics such as Ebola)   | 84.0%  |
| Education (e.g., increased quality of school education)  | 49.9%  |
| Water and sanitation (e.g., improved access to clean water, solid waste management)  | 46.7%  |
| Social protection (e.g., social safety nets for the vulnerable, specifically in Ebola affected areas)  | 40.8%  |
| Energy (e.g., increased power generation and access to electricity)  | 34.6%  |
| Governance (e.g., government effectiveness, good governance)   | 20.2%  |
| Private sector development   | 19.1%  |

| <b>21B. Which THREE areas below would benefit most from other donors in Liberia? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=552)</b> |
|--|--|
| Education (e.g., increased quality of school education)  | 57.1%  |
| Private sector development   | 43.1%  |
| Energy (e.g., increased power generation and access to electricity)  | 41.7%  |
| Governance (e.g., government effectiveness, good governance)   | 41.7%  |
| Social protection (e.g., social safety nets for the vulnerable, specifically in Ebola affected areas)            | 41.1%  |
| Water and sanitation (e.g., improved access to clean water, solid waste management)                              | 37.7%  |
| Health (e.g., rapid response to epidemics such as Ebola)   | 33.5%  |

**Refugee Crisis**

| <b>Donors Supporting Government Efforts</b>   | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 22. To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in Liberia? (1-To no degree at all, 10-To a very significant degree) | 470      | 122       | 7.90        | 2.09      |

| <b>23. In which of the following areas do you believe the World Bank Group should provide resources when it comes to supporting the refugee crisis in Liberia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=586)</b> |
|--|--|
| Education and health   | 77.5%  |
| Jobs   | 30.2%  |
| Supporting poor and marginalized local communities   | 21.3%  |
| Business development   | 20.0%  |
| Infrastructure   | 17.4%  |
| Macro issues (fiscal accounts, balance of payments, etc.)  | 14.3%  |
| Social cohesion  | 8.5%   |
| Public services  | 7.7%   |
| Don't know   | 1.7%   |
| Other  | 0.3%   |

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

| 24. Please rate how you feel when you think about the impact of the refugees in regards to.... |                                   |                            |                            |                        |                  |
|--|-----------------------------------|----------------------------|----------------------------|------------------------|------------------|
|  | Percentage of Respondents (N=568) |                            |                            |                        |                  |
|  | A very negative impact            | A somewhat negative impact | A somewhat positive impact | A very positive impact | No impact at all |
| Liberia's economy  | 21.8%                             | 37.1%                      | 22.2%                      | 14.4%                  | 4.4%             |
| Social cohesion  | 17.5%                             | 30.7%                      | 30.9%                      | 15.8%                  | 5.1%             |
| National security  | 26.5%                             | 35.4%                      | 22.8%                      | 11.9%                  | 3.4%             |
| Public service delivery  | 14.7%                             | 35.1%                      | 29.2%                      | 13.7%                  | 7.3%             |
| Liberia's poor and marginalized  | 19.9%                             | 42.6%                      | 20.8%                      | 8.0%                   | 8.7%             |

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

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=603) |
|--|---|
| Increase the level of capacity development in the country  | 32.8%   |
| Reach out more to groups outside of Government   | 30.7%   |
| Collaborate more effectively with Government clients (e.g., national, state, local)  | 27.4%   |
| Reduce the complexity of obtaining World Bank Group financing  | 20.4%   |
| Offer more innovative knowledge services   | 18.2%   |
| Work faster  | 15.8%   |
| Help to bring discipline/effective supervision to implementation of investment projects  | 14.4%   |
| Provide more adequate data/knowledge/statistics/figures on Liberia's economy   | 10.8%   |
| Offer more innovative financial products   | 10.1%   |
| Improve the quality of its experts as related to Liberia's specific challenges   | 7.8%  |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)                         | 3.6%  |
| Ensure greater selectivity in its work   | 3.3%  |
| Increase the level of World Bank Group staffing in Liberia's office  | 3.0%  |
| Other  | 1.3%  |

| 2. When considering the combination of services that the World Bank Group offers in Liberia, 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 Liberia? (Select only ONE response) | Percentage of Respondents (N=588) |
|---|-----------------------------------|
| Financial services  | 38.4%                             |
| Knowledge products  | 26.4%                             |
| The combination is appropriate for Liberia  | 25.0%                             |
| Don't know  | 4.9%                              |
| Convening services  | 3.7%                              |
| None of the above   | 1.5%                              |

**G. Communication and Information Sharing**

| <b>1. How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=610)</b> |
|--|--|
| Local radio  | 86.2%  |
| Local newspapers   | 42.0%  |
| Internet   | 23.1%  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)   | 15.7%  |
| International radio  | 14.8%  |
| Local television   | 6.1%   |
| International newspapers   | 2.5%   |
| Periodicals  | 1.8%   |
| International television   | 1.5%   |
| Other  | 1.3%   |

| <b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=602)</b> |
|--|--|
| World Bank Group's publications and other written materials  | 44.7%  |
| World Bank Group's seminars/workshops/conferences  | 40.4%  |
| World Bank Group's website   | 31.9%  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)   | 22.6%  |
| Mobile phones  | 19.9%  |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions)                             | 19.3%  |
| e-Newsletters  | 11.5%  |
| Other  | 4.2%   |

| <b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b> | <b>Percentage of Respondents (N=580)</b> |
|--|--|
| Yes  | 19.0%                                    |
| No   | 81.0%                                    |

| <b>4. Do you have reliable access to the Internet?</b> | <b>Percentage of Respondents (N=576)</b> |
|--|--|
| Yes  | 78.3%                                    |
| No   | 21.7%                                    |

| <b>5. Do you use/have you used the World Bank Group website?</b> | <b>Percentage of Respondents (N=567)</b> |
|--|--|
| Yes  | 47.4%                                    |
| No   | 52.6%                                    |

| <b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b> | <b>Percentage of Respondents (N=570)</b> |
|---|--|
| Yes   | 29.3%                                    |
| No  | 70.7%                                    |

| <b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b> | <b>Percentage of Respondents (N=424)</b> |
|--|--|
| High speed/WiFi  | 83.3%                                    |
| Dial-up  | 16.7%                                    |

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

| 8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work? | Percentage of Respondents (N=573) |
|---|-----------------------------------|
| Weekly  | 15.0%                             |
| Monthly   | 10.1%                             |
| A few times a year  | 21.6%                             |
| Rarely  | 19.2%                             |
| Never   | 34.0%                             |

| Please rate how much you agree with the following statements.<br>(1-Strongly disagree, 10-Strongly agree)  | Level of Agreement |     |      |      |
|--|--------------------|-----|------|------|
|  | N                  | DK  | Mean | SD   |
| 9. I find the World Bank Group's websites easy to navigate   | 335                | 203 | 7.46 | 2.33 |
| 10. I find the information on the World Bank Group's websites useful   | 336                | 183 | 7.97 | 2.25 |
| 11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 293                | 186 | 7.98 | 2.27 |
| 12. 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.)                                  | 352                | 247 | 7.57 | 2.45 |
| 13. The World Bank Group is responsive to my information requests and inquiries  | 252                | 288 | 7.40 | 2.76 |

**H. Background Information**

| 1. Which of the following best describes your current position? (Select only ONE response)  | Percentage of Respondents (N=590) |
|---|-----------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency   | 15.6%                             |
| NGO/Community Based Organization  | 13.6%                             |
| Office of Parliamentarian   | 8.6%                              |
| Local Government Office or Staff  | 7.3%                              |
| Media (press, radio, TV, web, etc.)   | 7.3%                              |
| Private Sector Organization   | 6.1%                              |
| Faith-Based Group   | 4.7%                              |
| Academia/Research Institute/Think Tank  | 4.7%                              |
| Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program | 4.4%                              |
| Youth Group   | 4.4%                              |
| Other   | 3.4%                              |
| Office of Minister  | 3.1%                              |
| Financial Sector/Private Bank   | 3.1%                              |
| Judiciary Branch  | 2.9%                              |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)  | 2.7%                              |
| Private Foundation  | 2.2%                              |
| Trade Union   | 2.2%                              |
| Office of the President, Prime Minister   | 2.0%                              |
| Bilateral/Multilateral Agency   | 1.7%                              |

**H. Background Information (continued)**

| <b>2. Please identify the primary specialization of your work. (Select only ONE response)</b> | <b>Percentage of Respondents (N=583)</b> |
|---|--|
| Education   | 20.4%                                    |
| Governance  | 12.7%                                    |
| Other   | 11.7%                                    |
| Agriculture   | 6.2%                                     |
| Generalist (specialized in multiple sectors)  | 6.0%                                     |
| Environment and natural resources   | 5.1%                                     |
| Finance and markets   | 4.5%                                     |
| Urban, rural, and social development  | 4.3%                                     |
| Social protection and labor   | 3.8%                                     |
| Health, nutrition, and population   | 3.8%                                     |
| Transport and ICT   | 3.6%                                     |
| Jobs  | 3.1%                                     |
| Public-private partnerships   | 2.7%                                     |
| Gender  | 2.6%                                     |
| Macroeconomics and fiscal management  | 2.4%                                     |
| Fragility, conflict and violence  | 1.9%                                     |
| Trade and competitiveness   | 1.7%                                     |
| Water   | 1.5%                                     |
| Energy and extractives  | 1.0%                                     |
| Poverty   | 0.9%                                     |
| Climate Change  | 0.2%                                     |

| <b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?</b> | <b>Percentage of Respondents (N=561)</b> |
|--|--|
| Yes  | 32.4%                                    |
| No   | 67.6%                                    |

| <b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Liberia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=379)</b> |
|---|--|
| The World Bank (IDA)  | 42.5%                                    |
| The International Finance Corporation (IFC)   | 20.3%                                    |
| The Multilateral Investment Guarantee Agency (MIGA)   | 6.1%                                     |
| Other   | 31.1%                                    |

| <b>5. Do your projects involve both the World Bank and the IFC?</b> | <b>Percentage of Respondents (N=521)</b> |
|---|--|
| Yes   | 26.5%                                    |
| No  | 73.5%                                    |

| <b>6. If yes, what was your view of how the two institutions work together in Liberia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=137)</b> |
|---|--|
| The two institutions work well together   | 41.6%                                    |
| The way the two institutions work together needs improvement  | 37.2%                                    |
| The two institutions do not work well together  | 8.8%                                     |
| Don't know  | 12.4%                                    |

**H. Background Information (continued)**

| <b>7. Which of the following describes most of your exposure to the World Bank Group in Liberia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=491)</b> |
|--|--|
| Observer (i.e., follow in media, discuss in informal conversations, etc.)  | 49.5%  |
| Use World Bank Group website for information, data, research, etc.   | 34.4%  |
| Collaborate as part of my professional duties  | 28.3%  |
| Use World Bank Group reports/data  | 27.7%  |
| Engage in World Bank Group related/sponsored events/activities   | 27.5%  |

| <b>8. What's your gender?</b> | <b>Percentage of Respondents (N=603)</b> |
|-------------------------------|--|
| Female                        | 27.4%                                    |
| Male                          | 72.6%                                    |

| <b>9. Which best represents your geographic location?</b> | <b>Percentage of Respondents (N=603)</b> |
|---|--|
| Western Liberia   | 13.9%                                    |
| Montserrado County (Monrovia and rural Montserrado)       | 48.6%                                    |
| South East  | 20.6%                                    |
| Northern Liberia  | 9.8%                                     |
| Central Liberia   | 7.1%                                     |



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>15</sup>

- Office of President/Prime Minister/Minister N=30    ● Office of Parliamentarian N=51    ● Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=118
- Local Government N=43    ● Bilateral/ Multilateral Agency N=10    ● Private Sector/Financial Sector/Private Bank N=54    ● CSO N=160    ● Media N=43
- Independent Government Institution N=16    ● Academia/Research Institute/Think Tank N=28    ● Judiciary Branch N=17    ● Other N=20

### A. General Issues facing Liberia

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| The right direction       | 73.3%                                       | 70.2%                     | 86.1%                                 | 73.2%      | 60.0%                         | 67.9%  | 70.3% | 51.2% | 81.3%                              | 42.9%                                  | 60.0%            | 52.6% |
| The wrong direction       | 3.3%  | 12.8%                     | 3.5%                                  | 2.4%       | 0.0%                          | 5.7%   | 8.2%  | 11.6% | 0.0%                               | 14.3%                                  | 6.7%             | 31.6% |
| Not sure                  | 23.3%                                       | 17.0%                     | 10.4%                                 | 24.4%      | 40.0%                         | 26.4%  | 21.5% | 37.2% | 18.8%                              | 42.9%                                  | 33.3%            | 15.8% |

\*Significantly different between stakeholder groups

<sup>15</sup> Only 590 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Social protection                                 | 0.0%  | 8.3%                         | 4.3%   | 7.0%          | 10.0%                                | 5.8%   | 10.8% | 11.9% | 0.0%                                     | 0.0%   | 0.0%                | 10.0% |
| Gender equity*                                    | 10.3%   | 8.3%                         | 3.5%   | 7.0%          | 0.0%                                 | 13.5%  | 12.7% | 19.0% | 0.0%                                     | 0.0%   | 0.0%                | 5.0%  |
| Private sector development*                       | 10.3%   | 16.7%                        | 18.3%  | 2.3%          | 20.0%                                | 26.9%  | 7.6%  | 11.9% | 20.0%                                    | 7.1%   | 17.6%               | 0.0%  |
| Education   | 69.0%   | 62.5%                        | 62.6%  | 67.4%         | 100.0%                               | 59.6%  | 63.3% | 59.5% | 60.0%                                    | 71.4%  | 41.2%               | 75.0% |
| Security/stabilization/<br>reconstruction         | 0.0%  | 16.7%                        | 8.7%   | 9.3%          | 10.0%                                | 9.6%   | 16.5% | 7.1%  | 6.7%                                     | 10.7%  | 11.8%               | 10.0% |
| Public sector governance/reform                   | 3.4%  | 12.5%                        | 7.0%   | 7.0%          | 0.0%                                 | 3.8%   | 8.2%  | 4.8%  | 13.3%                                    | 14.3%  | 0.0%                | 10.0% |
| Global/regional integration                       | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 1.3%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Agriculture/fisheries*                            | 34.5%   | 25.0%                        | 14.8%  | 9.3%          | 0.0%                                 | 11.5%  | 13.3% | 26.2% | 20.0%                                    | 25.0%  | 23.5%               | 20.0% |
| Urban development                                 | 0.0%  | 0.0%                         | 4.3%   | 7.0%          | 0.0%                                 | 1.9%   | 3.8%  | 0.0%  | 0.0%                                     | 3.6%   | 0.0%                | 0.0%  |
| Energy*   | 51.7%   | 22.9%                        | 25.2%  | 23.3%         | 40.0%                                | 28.8%  | 32.3% | 33.3% | 26.7%                                    | 32.1%  | 41.2%               | 0.0%  |
| Water and sanitation                              | 6.9%  | 4.2%                         | 5.2%   | 11.6%         | 0.0%                                 | 1.9%   | 7.0%  | 2.4%  | 6.7%                                     | 0.0%   | 0.0%                | 5.0%  |
| Regional conflict and tensions                    | 0.0%  | 2.1%                         | 0.0%   | 0.0%          | 0.0%                                 | 1.9%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Pollution   | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 1.9%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Job creation/employment                           | 20.7%   | 29.2%                        | 33.9%  | 34.9%         | 30.0%                                | 40.4%  | 26.6% | 31.0% | 33.3%                                    | 46.4%  | 17.6%               | 50.0% |
| Health  | 31.0%   | 20.8%                        | 25.2%  | 34.9%         | 30.0%                                | 17.3%  | 31.0% | 14.3% | 26.7%                                    | 25.0%  | 23.5%               | 40.0% |
| Financial markets                                 | 0.0%  | 2.1%                         | 1.7%   | 0.0%          | 0.0%                                 | 5.8%   | 2.5%  | 0.0%  | 6.7%                                     | 0.0%   | 0.0%                | 0.0%  |
| Transport*  | 10.3%   | 22.9%                        | 31.3%  | 27.9%         | 10.0%                                | 15.4%  | 9.5%  | 19.0% | 13.3%                                    | 14.3%  | 35.3%               | 20.0% |
| Solid waste<br>management/environment             | 0.0%  | 2.1%                         | 0.0%   | 2.3%          | 0.0%                                 | 0.0%   | 0.0%  | 2.4%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Trade and exports                                 | 0.0%  | 0.0%                         | 4.3%   | 2.3%          | 0.0%                                 | 3.8%   | 1.9%  | 0.0%  | 0.0%                                     | 3.6%   | 5.9%                | 0.0%  |
| Crime and violence                                | 0.0%  | 8.3%                         | 3.5%   | 7.0%          | 0.0%                                 | 3.8%   | 2.5%  | 0.0%  | 0.0%                                     | 0.0%   | 5.9%                | 0.0%  |
| Social cohesion                                   | 0.0%  | 0.0%                         | 0.0%   | 7.0%          | 0.0%                                 | 0.0%   | 2.5%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Natural resource management/<br>forestry          | 0.0%  | 0.0%                         | 7.0%   | 0.0%          | 10.0%                                | 9.6%   | 7.0%  | 2.4%  | 13.3%                                    | 7.1%   | 5.9%                | 0.0%  |
| Climate change                                    | 3.4%  | 0.0%                         | 0.9%   | 2.3%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 6.7%                                     | 0.0%   | 0.0%                | 0.0%  |
| Poverty reduction                                 | 10.3%   | 10.4%                        | 8.7%   | 7.0%          | 0.0%                                 | 9.6%   | 5.7%  | 4.8%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Anti-corruption                                   | 3.4%  | 0.0%                         | 7.0%   | 2.3%          | 10.0%                                | 3.8%   | 4.4%  | 0.0%  | 6.7%                                     | 7.1%   | 5.9%                | 5.0%  |
| Judiciary reform*                                 | 3.4%  | 6.3%                         | 2.6%   | 4.7%          | 0.0%                                 | 0.0%   | 2.5%  | 0.0%  | 6.7%                                     | 21.4%  | 17.6%               | 5.0%  |
| Economic growth                                   | 17.2%   | 12.5%                        | 13.0%  | 11.6%         | 20.0%                                | 19.2%  | 17.7% | 21.4% | 20.0%                                    | 7.1%   | 29.4%               | 30.0% |
| Local governance and<br>institutions*             | 10.3%   | 4.2%                         | 0.9%   | 2.3%          | 0.0%                                 | 0.0%   | 0.6%  | 2.4%  | 6.7%                                     | 0.0%   | 11.8%               | 5.0%  |
| Disaster risk management                          | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Equality of opportunity                           | 0.0%  | 0.0%                         | 1.7%   | 0.0%          | 10.0%                                | 3.8%   | 1.3%  | 7.1%  | 0.0%                                     | 3.6%   | 5.9%                | 5.0%  |
| Infectious disease surveillance<br>and response   | 0.0%  | 0.0%                         | 0.0%   | 2.3%          | 0.0%                                 | 1.9%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Information and communications<br>technology      | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 1.3%  | 4.8%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |

\*Significantly different between stakeholder groups

**A. General Issues facing Liberia (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 Liberia? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Economic growth                                   | 72.4%   | 59.2%                        | 57.1%  | 58.1%         | 50.0%                                | 56.9%  | 54.8% | 51.2% | 35.7%                                    | 46.4%  | 76.5%               | 60.0% |
| Disaster risk management                          | 0.0%  | 0.0%                         | 0.9%   | 0.0%          | 0.0%                                 | 2.0%   | 0.6%  | 2.3%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Equality of opportunity                           | 3.4%  | 12.2%                        | 12.5%  | 20.9%         | 10.0%                                | 21.6%  | 15.3% | 20.9% | 14.3%                                    | 14.3%  | 5.9%                | 10.0% |
| Infectious disease surveillance<br>and response   | 0.0%  | 4.1%                         | 1.8%   | 2.3%          | 0.0%                                 | 3.9%   | 1.9%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Local governance and institutions                 | 10.3%   | 2.0%                         | 5.4%   | 7.0%          | 0.0%                                 | 3.9%   | 4.5%  | 7.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Information and communications<br>technology      | 0.0%  | 0.0%                         | 2.7%   | 4.7%          | 0.0%                                 | 7.8%   | 1.9%  | 2.3%  | 0.0%                                     | 3.6%   | 0.0%                | 0.0%  |
| Social protection                                 | 3.4%  | 4.1%                         | 2.7%   | 2.3%          | 10.0%                                | 5.9%   | 3.8%  | 2.3%  | 0.0%                                     | 0.0%   | 0.0%                | 15.0% |
| Solid waste management/<br>environment            | 0.0%  | 2.0%                         | 0.0%   | 4.7%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Trade and exports                                 | 13.8%   | 14.3%                        | 9.8%   | 4.7%          | 10.0%                                | 11.8%  | 7.0%  | 23.3% | 7.1%                                     | 10.7%  | 0.0%                | 10.0% |
| Crime and violence                                | 3.4%  | 0.0%                         | 1.8%   | 2.3%          | 0.0%                                 | 0.0%   | 3.8%  | 2.3%  | 0.0%                                     | 0.0%   | 5.9%                | 0.0%  |
| Climate change                                    | 0.0%  | 0.0%                         | 1.8%   | 2.3%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Transport   | 10.3%   | 18.4%                        | 17.9%  | 14.0%         | 0.0%                                 | 17.6%  | 12.7% | 4.7%  | 14.3%                                    | 3.6%   | 5.9%                | 10.0% |
| Social cohesion*                                  | 0.0%  | 0.0%                         | 0.0%   | 7.0%          | 0.0%                                 | 0.0%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Energy*   | 41.4%   | 8.2%                         | 19.6%  | 7.0%          | 30.0%                                | 9.8%   | 19.7% | 14.0% | 14.3%                                    | 21.4%  | 23.5%               | 5.0%  |
| Anti-corruption*                                  | 3.4%  | 20.4%                        | 10.7%  | 11.6%         | 20.0%                                | 21.6%  | 17.8% | 32.6% | 14.3%                                    | 25.0%  | 23.5%               | 30.0% |
| Judiciary reform                                  | 0.0%  | 10.2%                        | 2.7%   | 4.7%          | 0.0%                                 | 0.0%   | 2.5%  | 2.3%  | 0.0%                                     | 10.7%  | 0.0%                | 5.0%  |
| Water and sanitation*                             | 0.0%  | 0.0%                         | 1.8%   | 2.3%          | 20.0%                                | 0.0%   | 7.6%  | 0.0%  | 7.1%                                     | 0.0%   | 0.0%                | 5.0%  |
| Pollution   | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Job creation/employment                           | 55.2%   | 44.9%                        | 53.6%  | 48.8%         | 60.0%                                | 52.9%  | 58.6% | 58.1% | 21.4%                                    | 67.9%  | 64.7%               | 80.0% |
| Health*   | 17.2%   | 14.3%                        | 4.5%   | 11.6%         | 20.0%                                | 13.7%  | 17.2% | 2.3%  | 14.3%                                    | 7.1%   | 11.8%               | 0.0%  |
| Security/stabilization/<br>reconstruction         | 0.0%  | 4.1%                         | 2.7%   | 4.7%          | 0.0%                                 | 0.0%   | 3.2%  | 4.7%  | 0.0%                                     | 0.0%   | 0.0%                | 5.0%  |
| Financial markets                                 | 0.0%  | 2.0%                         | 3.6%   | 9.3%          | 0.0%                                 | 3.9%   | 3.2%  | 2.3%  | 7.1%                                     | 3.6%   | 0.0%                | 5.0%  |
| Public sector governance/reform                   | 6.9%  | 6.1%                         | 6.3%   | 9.3%          | 10.0%                                | 3.9%   | 2.5%  | 7.0%  | 7.1%                                     | 0.0%   | 0.0%                | 5.0%  |
| Gender equity                                     | 0.0%  | 2.0%                         | 0.9%   | 2.3%          | 0.0%                                 | 2.0%   | 1.3%  | 2.3%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Private sector development                        | 3.4%  | 12.2%                        | 13.4%  | 9.3%          | 20.0%                                | 11.8%  | 13.4% | 9.3%  | 35.7%                                    | 17.9%  | 5.9%                | 5.0%  |
| Education   | 31.0%   | 26.5%                        | 26.8%  | 32.6%         | 30.0%                                | 29.4%  | 24.8% | 23.3% | 42.9%                                    | 32.1%  | 17.6%               | 20.0% |
| Global/regional integration                       | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Agriculture/fisheries*                            | 10.3%   | 22.4%                        | 25.0%  | 14.0%         | 10.0%                                | 13.7%  | 8.9%  | 20.9% | 35.7%                                    | 10.7%  | 52.9%               | 20.0% |
| Regional conflict and tensions                    | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Urban development                                 | 6.9%  | 0.0%                         | 7.1%   | 0.0%          | 0.0%                                 | 0.0%   | 2.5%  | 2.3%  | 0.0%                                     | 0.0%   | 0.0%                | 5.0%  |
| Natural resource management/<br>forestry*         | 3.4%  | 10.2%                        | 5.4%   | 2.3%          | 0.0%                                 | 5.9%   | 6.4%  | 2.3%  | 28.6%                                    | 25.0%  | 5.9%                | 5.0%  |

\*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined)                                     | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|--|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Greater access to health and nutrition for citizens                                | 33.3%                                       | 18.8%                     | 7.7%                                  | 19.5%      | 10.0%                         | 10.2%  | 19.2% | 17.1% | 14.3%                              | 13.6%                                  | 11.8%            | 15.8% |
| Better entrepreneurial opportunities   | 18.5%                                       | 18.8%                     | 24.8%                                 | 9.8%       | 0.0%                          | 36.7%  | 19.2% | 28.6% | 21.4%                              | 18.2%                                  | 35.3%            | 10.5% |
| A growing middle class   | 22.2%                                       | 20.8%                     | 24.8%                                 | 19.5%      | 50.0%                         | 28.6%  | 21.8% | 31.4% | 14.3%                              | 22.7%                                  | 11.8%            | 10.5% |
| Better opportunity for the poor who live in rural areas*                           | 3.7%  | 31.3%                     | 17.9%                                 | 39.0%      | 10.0%                         | 10.2%  | 20.5% | 20.0% | 14.3%                              | 22.7%                                  | 35.3%            | 5.3%  |
| Better opportunity for the poor who live in urban areas                            | 7.4%  | 0.0%                      | 5.1%                                  | 9.8%       | 10.0%                         | 6.1%   | 13.5% | 8.6%  | 7.1%                               | 13.6%                                  | 5.9%             | 5.3%  |
| Consistent economic growth   | 25.9%                                       | 22.9%                     | 18.8%                                 | 14.6%      | 20.0%                         | 16.3%  | 16.0% | 20.0% | 21.4%                              | 27.3%                                  | 11.8%            | 36.8% |
| More reliable social safety net  | 0.0%  | 0.0%                      | 3.4%                                  | 7.3%       | 0.0%                          | 0.0%   | 3.8%  | 0.0%  | 7.1%                               | 0.0%                                   | 0.0%             | 0.0%  |
| Greater access to micro-finance for the poor*                                      | 11.1%                                       | 12.5%                     | 8.5%                                  | 14.6%      | 0.0%                          | 18.4%  | 7.1%  | 14.3% | 21.4%                              | 4.5%                                   | 41.2%            | 5.3%  |
| Greater voice and participation for citizens to help ensure greater accountability | 7.4%  | 2.1%                      | 12.0%                                 | 2.4%       | 0.0%                          | 6.1%   | 9.6%  | 5.7%  | 0.0%                               | 13.6%                                  | 0.0%             | 10.5% |
| Education and training that better ensure job opportunity*                         | 55.6%                                       | 54.2%                     | 50.4%                                 | 43.9%      | 70.0%                         | 49.0%  | 40.4% | 22.9% | 71.4%                              | 45.5%                                  | 29.4%            | 47.4% |
| Better quality public services   | 0.0%  | 4.2%                      | 6.0%                                  | 4.9%       | 20.0%                         | 4.1%   | 5.8%  | 11.4% | 0.0%                               | 4.5%                                   | 0.0%             | 15.8% |
| Better employment opportunities for young people                                   | 7.4%  | 12.5%                     | 17.9%                                 | 7.3%       | 10.0%                         | 8.2%   | 18.6% | 14.3% | 7.1%                               | 4.5%                                   | 11.8%            | 36.8% |
| Better employment opportunities for women  | 3.7%  | 2.1%                      | 1.7%                                  | 7.3%       | 0.0%                          | 6.1%   | 3.8%  | 5.7%  | 0.0%                               | 4.5%                                   | 5.9%             | 0.0%  |
| Other  | 0.0%  | 0.0%                      | 0.9%                                  | 0.0%       | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 4.5%                                   | 0.0%             | 0.0%  |

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Liberia?\*(Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| A very big problem        | 60.0%                                       | 88.2%                     | 89.7%                                 | 90.7%      | 90.0%                         | 83.3%  | 85.4% | 76.7% | 100.0%                             | 81.5%                                  | 94.1%            | 85.0% |
| A moderately big problem  | 16.7%                                       | 7.8%                      | 8.5%                                  | 2.3%       | 10.0%                         | 9.3%   | 10.1% | 23.3% | 0.0%                               | 18.5%                                  | 0.0%             | 5.0%  |
| A small problem           | 20.0%                                       | 3.9%                      | 0.9%                                  | 0.0%       | 0.0%                          | 3.7%   | 1.3%  | 0.0%  | 0.0%                               | 0.0%                                   | 5.9%             | 0.0%  |
| Not a problem at all      | 0.0%  | 0.0%                      | 0.9%                                  | 7.0%       | 0.0%                          | 1.9%   | 1.9%  | 0.0%  | 0.0%                               | 0.0%                                   | 0.0%             | 0.0%  |
| Don't know                | 3.3%  | 0.0%                      | 0.0%                                  | 0.0%       | 0.0%                          | 1.9%   | 1.3%  | 0.0%  | 0.0%                               | 0.0%                                   | 0.0%             | 10.0% |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents  | Office of President/Prime Minister/Minister |       |       | Office of Parliamentarian |       |       | Employee of a Ministry/PMU/Consultant |       |       | Local Govt |       |       | Bilateral/Multilateral Agency |      |    | Private Sector/Financial Sector/Private Bank |      |    | CSO |      |    | Media |      |    | Independent Government Institution |      |    | Academia/Research Institute/Think Tank |      |    | Judiciary Branch |      |    | Other |      |    |
|----------------------------|---|-------|-------|---------------------------|-------|-------|---------------------------------------|-------|-------|------------|-------|-------|-------------------------------|------|----|--|------|----|-----|------|----|-------|------|----|------------------------------------|------|----|--|------|----|------------------|------|----|-------|------|----|
|                            | N   | Mean  | SD    | N                         | Mean  | SD    | N                                     | Mean  | SD    | N          | Mean  | SD    | N                             | Mean | SD | N  | Mean | SD | N   | Mean | SD | N     | Mean | SD | N                                  | Mean | SD | N                                      | Mean | SD | N                | Mean | SD | N     | Mean | SD |
| A very serious problem     | 36.7%                                       | 60.8% | 60.2% | 76.7%                     | 90.0% | 48.1% | 58.2%                                 | 58.1% | 53.3% | 39.3%      | 47.1% | 40.0% |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| A somewhat serious problem | 40.0%                                       | 21.6% | 30.5% | 20.9%                     | 0.0%  | 24.1% | 24.1%                                 | 23.3% | 46.7% | 50.0%      | 52.9% | 25.0% |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| Not too serious problem    | 23.3%                                       | 13.7% | 7.6%  | 2.3%                      | 10.0% | 25.9% | 12.0%                                 | 16.3% | 0.0%  | 10.7%      | 0.0%  | 25.0% |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| Not a problem              | 0.0%  | 2.0%  | 0.8%  | 0.0%                      | 0.0%  | 1.9%  | 3.8%                                  | 0.0%  | 0.0%  | 0.0%       | 0.0%  | 5.0%  |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| Don't know                 | 0.0%  | 2.0%  | 0.8%  | 0.0%                      | 0.0%  | 0.0%  | 1.9%                                  | 2.3%  | 0.0%  | 0.0%       | 0.0%  | 5.0%  |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents                   | Office of President/Prime Minister/Minister |       |       | Office of Parliamentarian |       |       | Employee of a Ministry/PMU/Consultant |       |        | Local Govt |       |       | Bilateral/Multilateral Agency |      |    | Private Sector/Financial Sector/Private Bank |      |    | CSO |      |    | Media |      |    | Independent Government Institution |      |    | Academia/Research Institute/Think Tank |      |    | Judiciary Branch |      |    | Other |      |    |
|---|---|-------|-------|---------------------------|-------|-------|---------------------------------------|-------|--------|------------|-------|-------|-------------------------------|------|----|--|------|----|-----|------|----|-------|------|----|------------------------------------|------|----|--|------|----|------------------|------|----|-------|------|----|
|   | N   | Mean  | SD    | N                         | Mean  | SD    | N                                     | Mean  | SD     | N          | Mean  | SD    | N                             | Mean | SD | N  | Mean | SD | N   | Mean | SD | N     | Mean | SD | N                                  | Mean | SD | N                                      | Mean | SD | N                | Mean | SD | N     | Mean | SD |
| A very important development priority       | 86.7%                                       | 94.1% | 89.0% | 100.0%                    | 80.0% | 87.0% | 90.6%                                 | 88.4% | 100.0% | 67.9%      | 64.7% | 95.0% |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| A moderately important development priority | 6.7%  | 5.9%  | 7.6%  | 0.0%                      | 20.0% | 11.1% | 5.7%                                  | 9.3%  | 0.0%   | 7.1%       | 35.3% | 0.0%  |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| A slightly important development priority   | 6.7%  | 0.0%  | 1.7%  | 0.0%                      | 0.0%  | 1.9%  | 1.3%                                  | 2.3%  | 0.0%   | 0.0%       | 0.0%  | 0.0%  |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| Not an important development priority       | 0.0%  | 0.0%  | 1.7%  | 0.0%                      | 0.0%  | 0.0%  | 1.9%                                  | 0.0%  | 0.0%   | 25.0%      | 0.0%  | 0.0%  |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |
| Don't know                                  | 0.0%  | 0.0%  | 0.0%  | 0.0%                      | 0.0%  | 0.0%  | 0.6%                                  | 0.0%  | 0.0%   | 0.0%       | 0.0%  | 5.0%  |                               |      |    |  |      |    |     |      |    |       |      |    |                                    |      |    |  |      |    |                  |      |    |       |      |    |

\*Significantly different between stakeholder groups

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| How familiar are you with the work of the World Bank Group in Liberia?* | 29  | 7.10 | 2.38 | 48                        | 7.13 | 2.73 | 115                                   | 6.11 | 3.14 | 41               | 5.73 | 3.46 | 10                            | 5.30 | 2.71 | 52   | 4.92 | 3.00 | 154 | 5.36 | 3.00 | 41    | 5.68 | 3.21 | 16                                 | 6.81 | 3.06 | 28                                     | 3.29 | 2.19 | 17               | 4.76 | 2.44 | 19    | 5.26 | 3.59 |

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



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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Liberia.* | 28  | 7.36 | 2.08 | 43                        | 7.42 | 2.36 | 102                                   | 7.34 | 2.69 | 31               | 8.10 | 2.79 | 10                            | 6.10 | 2.56 | 42   | 7.29 | 2.42 | 132 | 6.57 | 2.66 | 36    | 6.17 | 2.75 | 13                                 | 7.77 | 2.71 | 19                                     | 5.79 | 2.82 | 13               | 6.77 | 2.42 | 13    | 7.23 | 2.55 |

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Liberia solve its most complicated development challenges?* | 27  | 6.63 | 2.19 | 35                        | 7.74 | 2.01 | 92                                    | 7.92 | 2.53 | 30               | 8.27 | 2.50 | 8                             | 6.25 | 2.55 | 37   | 7.05 | 2.58 | 119 | 6.55 | 2.75 | 31    | 7.55 | 1.86 | 13                                 | 8.92 | 1.32 | 17                                     | 5.65 | 2.64 | 12               | 5.92 | 3.60 | 12    | 7.92 | 2.39 |

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

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

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

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Energy*   | 53.6%   | 25.5%                        | 44.0%  | 25.6%         | 40.0%                                | 34.0%  | 42.1% | 48.8% | 50.0%                                    | 25.0%  | 64.7%               | 15.8% |
| Water and sanitation*                             | 28.6%   | 3.9%                         | 12.1%  | 20.9%         | 10.0%                                | 7.5%   | 10.1% | 0.0%  | 12.5%                                    | 7.1%   | 11.8%               | 21.1% |
| Pollution*  | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Job creation/employment                           | 10.7%   | 35.3%                        | 29.3%  | 30.2%         | 50.0%                                | 39.6%  | 41.5% | 41.5% | 12.5%                                    | 50.0%  | 17.6%               | 31.6% |
| Health  | 32.1%   | 17.6%                        | 21.6%  | 34.9%         | 20.0%                                | 26.4%  | 27.0% | 22.0% | 12.5%                                    | 39.3%  | 11.8%               | 31.6% |
| Regional conflict and tensions                    | 0.0%  | 0.0%                         | 4.3%   | 0.0%          | 0.0%                                 | 1.9%   | 3.1%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |
| Financial markets                                 | 3.6%  | 3.9%                         | 4.3%   | 2.3%          | 0.0%                                 | 5.7%   | 3.1%  | 2.4%  | 6.3%                                     | 0.0%   | 0.0%                | 0.0%  |
| Social protection                                 | 0.0%  | 2.0%                         | 1.7%   | 2.3%          | 0.0%                                 | 3.8%   | 0.6%  | 2.4%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Gender equity                                     | 3.6%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 3.8%   | 3.1%  | 4.9%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Private sector development*                       | 7.1%  | 11.8%                        | 13.8%  | 0.0%          | 40.0%                                | 18.9%  | 5.7%  | 9.8%  | 18.8%                                    | 7.1%   | 17.6%               | 5.3%  |
| Education*  | 57.1%   | 49.0%                        | 50.0%  | 69.8%         | 40.0%                                | 66.0%  | 46.5% | 39.0% | 68.8%                                    | 71.4%  | 35.3%               | 73.7% |
| Public sector governance/reform                   | 3.6%  | 5.9%                         | 6.0%   | 4.7%          | 0.0%                                 | 0.0%   | 3.1%  | 14.6% | 6.3%                                     | 3.6%   | 5.9%                | 5.3%  |
| Security/stabilization/<br>reconstruction         | 0.0%  | 7.8%                         | 7.8%   | 9.3%          | 0.0%                                 | 0.0%   | 3.8%  | 2.4%  | 6.3%                                     | 3.6%   | 5.9%                | 15.8% |
| Global/regional integration                       | 0.0%  | 0.0%                         | 0.9%   | 0.0%          | 0.0%                                 | 0.0%   | 1.3%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Agriculture/fisheries                             | 32.1%   | 37.3%                        | 17.2%  | 23.3%         | 10.0%                                | 18.9%  | 16.4% | 26.8% | 6.3%                                     | 14.3%  | 23.5%               | 15.8% |
| Urban development                                 | 0.0%  | 0.0%                         | 0.0%   | 2.3%          | 0.0%                                 | 1.9%   | 0.0%  | 0.0%  | 6.3%                                     | 0.0%   | 0.0%                | 0.0%  |
| Judiciary reform*                                 | 0.0%  | 5.9%                         | 3.4%   | 4.7%          | 10.0%                                | 0.0%   | 4.4%  | 12.2% | 0.0%                                     | 0.0%   | 23.5%               | 0.0%  |
| Economic growth                                   | 28.6%   | 23.5%                        | 27.6%  | 20.9%         | 40.0%                                | 32.1%  | 25.8% | 41.5% | 18.8%                                    | 17.9%  | 17.6%               | 21.1% |
| Disaster risk management                          | 0.0%  | 2.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Equality of opportunity                           | 0.0%  | 3.9%                         | 3.4%   | 0.0%          | 0.0%                                 | 1.9%   | 5.0%  | 2.4%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |
| Infectious disease surveillance<br>and response   | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Local governance and institutions                 | 0.0%  | 0.0%                         | 2.6%   | 2.3%          | 0.0%                                 | 0.0%   | 0.6%  | 2.4%  | 12.5%                                    | 3.6%   | 5.9%                | 0.0%  |
| Information and communications<br>technology      | 3.6%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 1.3%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Transport*  | 17.9%   | 39.2%                        | 21.6%  | 27.9%         | 20.0%                                | 15.1%  | 23.3% | 7.3%  | 18.8%                                    | 10.7%  | 29.4%               | 36.8% |
| Solid waste management/<br>environment            | 0.0%  | 0.0%                         | 0.0%   | 7.0%          | 0.0%                                 | 1.9%   | 1.3%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Trade and exports                                 | 0.0%  | 2.0%                         | 0.9%   | 0.0%          | 10.0%                                | 0.0%   | 1.3%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Crime and violence                                | 0.0%  | 0.0%                         | 1.7%   | 0.0%          | 0.0%                                 | 0.0%   | 3.1%  | 2.4%  | 0.0%                                     | 0.0%   | 11.8%               | 0.0%  |
| Natural resource management/<br>forestry*         | 0.0%  | 3.9%                         | 6.0%   | 0.0%          | 0.0%                                 | 7.5%   | 6.3%  | 2.4%  | 25.0%                                    | 35.7%  | 11.8%               | 5.3%  |
| Social cohesion                                   | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 1.3%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Climate change                                    | 0.0%  | 2.0%                         | 0.9%   | 4.7%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Poverty reduction                                 | 14.3%   | 9.8%                         | 14.7%  | 7.0%          | 10.0%                                | 9.4%   | 9.4%  | 9.8%  | 12.5%                                    | 7.1%   | 5.9%                | 10.5% |
| Anti-corruption                                   | 3.6%  | 7.8%                         | 3.4%   | 0.0%          | 0.0%                                 | 3.8%   | 5.0%  | 2.4%  | 6.3%                                     | 3.6%   | 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 Liberia?

| Greatest Value<br>Percentage of Respondents                         | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Bringing together different groups of stakeholders                  | 12.5%   | 4.8%                         | 7.3%   | 9.8%          | 10.0%                                | 15.7%  | 10.3% | 5.1%  | 7.1%                                     | 7.7%   | 17.6%               | 5.3%  |
| Capacity development related to World Bank Group supported projects | 25.0%   | 19.0%                        | 20.9%  | 26.8%         | 10.0%                                | 19.6%  | 25.3% | 23.1% | 21.4%                                    | 46.2%  | 11.8%               | 15.8% |
| Technical assistance  | 20.8%   | 21.4%                        | 20.9%  | 17.1%         | 0.0%                                 | 15.7%  | 18.5% | 23.1% | 28.6%                                    | 7.7%   | 17.6%               | 10.5% |
| Policy advice, studies, analyses                                    | 8.3%  | 4.8%                         | 2.7%   | 0.0%          | 20.0%                                | 2.0%   | 8.2%  | 0.0%  | 0.0%                                     | 7.7%   | 5.9%                | 0.0%  |
| Financial resources*  | 12.5%   | 16.7%                        | 20.0%  | 12.2%         | 50.0%                                | 11.8%  | 14.4% | 17.9% | 28.6%                                    | 19.2%  | 17.6%               | 42.1% |
| Data and statistics   | 0.0%  | 0.0%                         | 2.7%   | 0.0%          | 0.0%                                 | 0.0%   | 1.4%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |
| Promoting knowledge sharing   | 12.5%   | 7.1%                         | 7.3%   | 2.4%          | 0.0%                                 | 5.9%   | 6.8%  | 10.3% | 7.1%                                     | 0.0%   | 5.9%                | 5.3%  |
| Implementation support  | 4.2%  | 7.1%                         | 9.1%   | 12.2%         | 0.0%                                 | 15.7%  | 2.7%  | 5.1%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |
| Mobilizing third party financial resources                          | 0.0%  | 9.5%                         | 1.8%   | 2.4%          | 10.0%                                | 5.9%   | 3.4%  | 2.6%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |
| Donor coordination  | 4.2%  | 7.1%                         | 4.5%   | 14.6%         | 0.0%                                 | 7.8%   | 8.9%  | 10.3% | 7.1%                                     | 11.5%  | 0.0%                | 5.3%  |
| Strategy formulation*   | 0.0%  | 2.4%                         | 1.8%   | 2.4%          | 0.0%                                 | 0.0%   | 0.0%  | 2.6%  | 0.0%                                     | 0.0%   | 23.5%               | 0.0%  |
| Other   | 0.0%  | 0.0%                         | 0.9%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |

\*Significantly different between stakeholder groups

| 2nd Greatest Value<br>Percentage of Respondents                     | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Bringing together different groups of stakeholders*                 | 0.0%  | 0.0%                         | 4.5%   | 5.3%          | 0.0%                                 | 0.0%   | 2.7%  | 13.5% | 0.0%                                     | 0.0%   | 0.0%                | 15.8% |
| Capacity development related to World Bank Group supported projects | 8.3%  | 17.5%                        | 17.1%  | 13.2%         | 20.0%                                | 13.3%  | 17.0% | 8.1%  | 7.1%                                     | 7.7%   | 17.6%               | 15.8% |
| Technical assistance  | 16.7%   | 17.5%                        | 10.8%  | 18.4%         | 20.0%                                | 8.9%   | 17.0% | 5.4%  | 7.1%                                     | 15.4%  | 11.8%               | 5.3%  |
| Policy advice, studies, analyses                                    | 25.0%   | 15.0%                        | 7.2%   | 5.3%          | 20.0%                                | 11.1%  | 10.2% | 18.9% | 14.3%                                    | 3.8%   | 5.9%                | 5.3%  |
| Financial resources   | 8.3%  | 15.0%                        | 19.8%  | 7.9%          | 0.0%                                 | 15.6%  | 10.9% | 5.4%  | 7.1%                                     | 15.4%  | 5.9%                | 5.3%  |
| Data and statistics   | 4.2%  | 0.0%                         | 4.5%   | 10.5%         | 0.0%                                 | 2.2%   | 1.4%  | 2.7%  | 0.0%                                     | 3.8%   | 5.9%                | 5.3%  |
| Promoting knowledge sharing   | 12.5%   | 7.5%                         | 7.2%   | 2.6%          | 20.0%                                | 8.9%   | 8.8%  | 5.4%  | 0.0%                                     | 0.0%   | 17.6%               | 5.3%  |
| Implementation support  | 12.5%   | 15.0%                        | 9.9%   | 10.5%         | 0.0%                                 | 8.9%   | 10.9% | 10.8% | 35.7%                                    | 23.1%  | 23.5%               | 5.3%  |
| Mobilizing third party financial resources*                         | 8.3%  | 0.0%                         | 9.9%   | 10.5%         | 0.0%                                 | 4.4%   | 8.8%  | 18.9% | 14.3%                                    | 0.0%   | 5.9%                | 26.3% |
| Donor coordination*   | 0.0%  | 7.5%                         | 3.6%   | 7.9%          | 20.0%                                | 26.7%  | 6.1%  | 10.8% | 7.1%                                     | 26.9%  | 5.9%                | 5.3%  |
| Strategy formulation  | 0.0%  | 5.0%                         | 5.4%   | 7.9%          | 0.0%                                 | 0.0%   | 6.1%  | 0.0%  | 7.1%                                     | 0.0%   | 0.0%                | 5.3%  |
| Other*  | 4.2%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 0.0%  |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents<br>(Responses combined)                             | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| World Bank Group's processes too complex*                                     | 36.7%   | 20.8%                        | 14.8%  | 19.0%         | 30.0%                                | 19.2%  | 21.5% | 33.3% | 12.5%                                    | 50.0%  | 23.5%               | 5.3%  |
| Not willing to honestly criticize policies and reform efforts in the country  | 30.0%   | 29.2%                        | 20.0%  | 14.3%         | 20.0%                                | 25.0%  | 26.6% | 19.0% | 37.5%                                    | 3.6%   | 23.5%               | 21.1% |
| Staff too inaccessible  | 10.0%   | 10.4%                        | 9.6%   | 16.7%         | 20.0%                                | 15.4%  | 14.6% | 21.4% | 6.3%                                     | 10.7%  | 5.9%                | 5.3%  |
| World Bank Group's processes too slow   | 30.0%   | 22.9%                        | 18.3%  | 21.4%         | 10.0%                                | 19.2%  | 15.2% | 26.2% | 25.0%                                    | 21.4%  | 11.8%               | 10.5% |
| Not aligned with other donors' work   | 3.3%  | 2.1%                         | 0.9%   | 4.8%          | 0.0%                                 | 0.0%   | 3.8%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |
| Not aligned with country priorities   | 3.3%  | 12.5%                        | 13.9%  | 7.1%          | 10.0%                                | 3.8%   | 5.1%  | 4.8%  | 6.3%                                     | 10.7%  | 11.8%               | 15.8% |
| Not adequately sensitive to political/social realities in Liberia             | 10.0%   | 14.6%                        | 7.0%   | 0.0%          | 10.0%                                | 7.7%   | 10.8% | 7.1%  | 12.5%                                    | 3.6%   | 23.5%               | 5.3%  |
| Too influenced by developed countries   | 10.0%   | 27.1%                        | 8.7%   | 9.5%          | 10.0%                                | 7.7%   | 10.1% | 14.3% | 18.8%                                    | 21.4%  | 5.9%                | 15.8% |
| Not exploring alternative policy options*                                     | 3.3%  | 2.1%                         | 3.5%   | 0.0%          | 10.0%                                | 1.9%   | 5.1%  | 2.4%  | 0.0%                                     | 7.1%   | 5.9%                | 21.1% |
| Not collaborating enough with stakeholders outside the Government             | 13.3%   | 10.4%                        | 26.1%  | 19.0%         | 20.0%                                | 21.2%  | 20.9% | 2.4%  | 25.0%                                    | 17.9%  | 17.6%               | 10.5% |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0%  | 6.3%                         | 4.3%   | 0.0%          | 0.0%                                 | 1.9%   | 2.5%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 10.5% |
| Not enough public disclosure of its work                                      | 6.7%  | 16.7%                        | 26.1%  | 11.9%         | 20.0%                                | 25.0%  | 18.4% | 16.7% | 31.3%                                    | 35.7%  | 35.3%               | 31.6% |
| Arrogant in its approach  | 3.3%  | 2.1%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 0.0%                | 5.3%  |
| Not client focused*   | 0.0%  | 0.0%                         | 1.7%   | 2.4%          | 20.0%                                | 9.6%   | 3.2%  | 2.4%  | 0.0%                                     | 3.6%   | 0.0%                | 0.0%  |
| The credibility of its knowledge/data*  | 10.0%   | 2.1%                         | 0.9%   | 2.4%          | 0.0%                                 | 0.0%   | 0.6%  | 0.0%  | 0.0%                                     | 0.0%   | 5.9%                | 0.0%  |
| Not focused enough on issues that are unique to post-conflict countries       | 0.0%  | 0.0%                         | 3.5%   | 2.4%          | 0.0%                                 | 5.8%   | 3.2%  | 4.8%  | 12.5%                                    | 0.0%   | 5.9%                | 0.0%  |
| Inadequate number of World Bank Group staff members located in the country*   | 3.3%  | 2.1%                         | 2.6%   | 4.8%          | 0.0%                                 | 3.8%   | 5.7%  | 14.3% | 0.0%                                     | 3.6%   | 0.0%                | 21.1% |
| Other   | 0.0%  | 4.2%                         | 0.9%   | 2.4%          | 0.0%                                 | 0.0%   | 1.3%  | 2.4%  | 0.0%                                     | 0.0%   | 11.8%               | 0.0%  |
| Don't know  | 13.3%   | 4.2%                         | 15.7%  | 28.6%         | 10.0%                                | 15.4%  | 15.2% | 16.7% | 6.3%                                     | 3.6%   | 5.9%                | 10.5% |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents         | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Govt | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Judiciary Branch | Other |
|-----------------------------------|---|---------------------------|--|------------|--------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| To a fully sufficient degree      | 30.0%                                       | 10.0%                     | 20.3%                                  | 10.0%      | 0.0%                           | 7.8%   | 13.9% | 7.1%  | 18.8%                              | 0.0%                                     | 5.9%             | 25.0% |
| To a somewhat sufficient degree   | 43.3%                                       | 50.0%                     | 47.5%                                  | 52.5%      | 33.3%                          | 49.0%  | 42.4% | 33.3% | 43.8%                              | 14.3%                                    | 41.2%            | 25.0% |
| To a somewhat insufficient degree | 10.0%                                       | 12.0%                     | 17.8%                                  | 12.5%      | 22.2%                          | 33.3%  | 19.6% | 28.6% | 12.5%                              | 35.7%                                    | 23.5%            | 25.0% |
| To a very insufficient degree     | 6.7%  | 14.0%                     | 8.5%                                   | 22.5%      | 33.3%                          | 7.8%   | 16.5% | 11.9% | 6.3%                               | 28.6%                                    | 5.9%             | 5.0%  |
| Don't know                        | 10.0%                                       | 14.0%                     | 5.9%                                   | 2.5%       | 11.1%                          | 2.0%   | 7.6%  | 19.0% | 18.8%                              | 21.4%                                    | 23.5%            | 20.0% |

\*Significantly different between stakeholder groups

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Liberia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

|                               | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/ Consultant |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/ Research Institute/ Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|-------------------------------|---|------|------|---------------------------|------|------|--|------|------|------------------|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|                               | N   | Mean | SD   | N                         | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N                              | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N  | Mean | SD   | N                | Mean | SD   |       |      |      |
| Investment Project Financing* | 17  | 6.71 | 2.47 | 23                        | 6.91 | 2.17 | 66                                     | 6.71 | 2.44 | 21               | 8.29 | 2.39 | 5                              | 5.4  | 1.52 | 28   | 6.21 | 2.82 | 72  | 6.37 | 2.25 | 24    | 6.25 | 3.31 | 6                                  | 8.17 | 2.71 | 10                                       | 5.10 | 1.60 | 13               | 5.77 | 2.71 | 11    | 6.73 | 1.85 |
| Development Policy Financing* | 16  | 7.06 | 2.82 | 23                        | 7.26 | 2.43 | 67                                     | 7.54 | 2.4  | 15               | 8.47 | 2.75 | 4                              | 5.25 | 1.50 | 24   | 5.96 | 2.58 | 78  | 6.49 | 2.02 | 24    | 5.67 | 2.87 | 10                                 | 7.50 | 2.88 | 7  | 5.86 | 1.95 | 12               | 5.58 | 2.81 | 11    | 7.73 | 1.49 |
| Trust funds and grants*       | 16  | 6.81 | 3.29 | 25                        | 7.48 | 1.96 | 72                                     | 7.56 | 2.27 | 25               | 8.52 | 2.28 | 6                              | 5.50 | 1.52 | 26   | 6.58 | 2.58 | 83  | 6.63 | 2.26 | 23    | 6.00 | 3.21 | 9                                  | 7.44 | 2.83 | 13                                       | 5.62 | 1.66 | 12               | 6.08 | 1.93 | 14    | 7.79 | 2.15 |
| Guarantees                    | 15  | 6.67 | 2.26 | 13                        | 6.38 | 2.43 | 58                                     | 6.69 | 2.49 | 14               | 8.07 | 2.67 | 4                              | 5.25 | 1.71 | 23   | 6.43 | 2.17 | 71  | 6.03 | 2.16 | 22    | 5.45 | 3.33 | 6                                  | 5.50 | 2.74 | 9  | 5.89 | 1.76 | 8                | 6.00 | 2.27 | 10    | 7.20 | 1.40 |
| IFC Investment Services*      | 12  | 7.17 | 2.08 | 11                        | 6.82 | 2.04 | 45                                     | 6.98 | 2.59 | 14               | 8.79 | 1.63 | 3                              | 5.00 | 1.73 | 15   | 7.33 | 2.35 | 54  | 6.43 | 1.94 | 20    | 5.85 | 2.94 | 4                                  | 7.00 | 2.45 | 11                                       | 5.45 | 2.16 | 6                | 6.83 | 2.04 | 9     | 7.11 | 1.27 |
| IFC Advisory Services*        | 12  | 6.50 | 2.32 | 11                        | 7.64 | 1.63 | 42                                     | 7.14 | 2.31 | 13               | 8.92 | 1.32 | 3                              | 4.67 | 1.53 | 18   | 7.00 | 2.45 | 51  | 6.43 | 1.95 | 21    | 5.52 | 3.30 | 3                                  | 7.00 | 3.00 | 8  | 6.50 | 1.93 | 8                | 6.63 | 1.69 | 11    | 7.36 | 1.43 |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses combined)  | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Beneficiaries   | 10.7%                                       | 16.7%                     | 17.9%                                 | 7.1%       | 11.1%                         | 11.3%  | 10.7% | 19.5% | 31.3%                              | 17.9%                                  | 5.9%             | 30.0% |
| Youth/university groups*  | 21.4%                                       | 29.2%                     | 26.5%                                 | 4.8%       | 11.1%                         | 13.2%  | 22.6% | 19.5% | 6.3%                               | 14.3%                                  | 0.0%             | 30.0% |
| Private sector*   | 42.9%                                       | 25.0%                     | 29.1%                                 | 23.8%      | 55.6%                         | 47.2%  | 29.6% | 43.9% | 31.3%                              | 60.7%                                  | 58.8%            | 5.0%  |
| Local government*   | 42.9%                                       | 47.9%                     | 28.2%                                 | 57.1%      | 33.3%                         | 15.1%  | 34.0% | 14.6% | 37.5%                              | 10.7%                                  | 23.5%            | 30.0% |
| Donor community   | 7.1%  | 4.2%                      | 9.4%                                  | 4.8%       | 0.0%                          | 15.1%  | 8.2%  | 7.3%  | 6.3%                               | 3.6%                                   | 0.0%             | 0.0%  |
| NGOs/Community Based Organizations*   | 21.4%                                       | 20.8%                     | 53.8%                                 | 52.4%      | 33.3%                         | 49.1%  | 54.1% | 19.5% | 37.5%                              | 39.3%                                  | 47.1%            | 25.0% |
| Academia/think tanks/research institutes*   | 3.6%  | 18.8%                     | 6.8%                                  | 11.9%      | 11.1%                         | 9.4%   | 9.4%  | 12.2% | 12.5%                              | 42.9%                                  | 23.5%            | 10.0% |
| Parliament*   | 0.0%  | 18.8%                     | 0.0%                                  | 2.4%       | 0.0%                          | 1.9%   | 0.6%  | 0.0%  | 6.3%                               | 0.0%                                   | 0.0%             | 0.0%  |
| Foundations   | 14.3%                                       | 0.0%                      | 9.4%                                  | 7.1%       | 11.1%                         | 7.5%   | 5.0%  | 0.0%  | 6.3%                               | 7.1%                                   | 17.6%            | 5.0%  |
| Media*  | 7.1%  | 6.3%                      | 3.4%                                  | 0.0%       | 11.1%                         | 11.3%  | 15.7% | 53.7% | 0.0%                               | 0.0%                                   | 11.8%            | 0.0%  |
| UN and regional peace keeping forces  | 0.0%  | 0.0%                      | 2.6%                                  | 4.8%       | 0.0%                          | 3.8%   | 0.6%  | 0.0%  | 0.0%                               | 0.0%                                   | 5.9%             | 0.0%  |
| Emerging donors   | 0.0%  | 2.1%                      | 0.9%                                  | 2.4%       | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%                                   | 0.0%             | 0.0%  |
| UN agencies*  | 0.0%  | 0.0%                      | 4.3%                                  | 2.4%       | 0.0%                          | 5.7%   | 3.1%  | 0.0%  | 6.3%                               | 3.6%                                   | 0.0%             | 30.0% |
| Regional organizations (e.g., African Union, ECOWAS, Africa Rice Center, Mano River Union)* | 14.3%                                       | 4.2%                      | 5.1%                                  | 9.5%       | 22.2%                         | 5.7%   | 1.9%  | 2.4%  | 18.8%                              | 0.0%                                   | 0.0%             | 0.0%  |
| Other*  | 0.0%  | 2.1%                      | 0.9%                                  | 0.0%       | 0.0%                          | 0.0%   | 0.6%  | 2.4%  | 0.0%                               | 0.0%                                   | 5.9%             | 15.0% |
| Don't know*   | 7.1%  | 0.0%                      | 0.0%                                  | 2.4%       | 0.0%                          | 1.9%   | 0.6%  | 2.4%  | 0.0%                               | 0.0%                                   | 0.0%             | 15.0% |

\*Significantly different between stakeholder groups

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   |       |      |      |
| Overall the World Bank Group currently plays a relevant role in development in Liberia*             | 23  | 7.04 | 2.85 | 40                        | 7.58 | 2.22 | 105                                   | 7.52 | 2.62 | 38               | 8.89 | 2.02 | 8                             | 4.88 | 2.64 | 41   | 7.41 | 2.38 | 125 | 6.94 | 2.75 | 33    | 8.09 | 2.05 | 16                                 | 8.38 | 2.09 | 23                                     | 5.13 | 2.74 | 17               | 6.41 | 1.80 | 17    | 6.06 | 3.72 |
| The World Bank Group's work is aligned with what I consider the development priorities for Liberia* | 22  | 6.55 | 2.76 | 34                        | 6.56 | 2.13 | 98                                    | 7.58 | 2.62 | 30               | 8.30 | 1.97 | 8                             | 5.75 | 2.31 | 33   | 7.00 | 2.14 | 111 | 7.03 | 2.67 | 31    | 7.77 | 2.20 | 14                                 | 6.93 | 3.00 | 16                                     | 6.94 | 2.14 | 17               | 5.53 | 2.18 | 18    | 8.11 | 2.19 |

\*Significantly different between stakeholder groups



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

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| Responsiveness to needs*  | 23  | 6.96 | 2.08 | 35                        | 7.17 | 2.39 | 100                                   | 7.16 | 2.62 | 27               | 8.07 | 2.27 | 8                             | 4.75 | 1.28 | 40   | 6.23 | 2.28 | 108 | 6.19 | 2.26 | 31    | 7.23 | 1.65 | 13                                 | 6.92 | 3.07 | 16                                     | 5.13 | 1.71 | 13               | 5.77 | 1.92 | 12    | 6.75 | 2.60 |
| Flexibility (in terms of the institution's products and services)*                          | 23  | 6.48 | 2.00 | 24                        | 5.29 | 2.61 | 78                                    | 6.55 | 2.63 | 25               | 8.04 | 2.34 | 7                             | 4.00 | 1.29 | 30   | 5.77 | 2.14 | 99  | 5.56 | 2.05 | 26    | 5.96 | 2.47 | 10                                 | 7.20 | 2.57 | 12                                     | 5.58 | 1.73 | 13               | 5.77 | 2.42 | 14    | 5.71 | 2.79 |
| Flexibility (in terms of changing country circumstances)*                                   | 24  | 7.17 | 2.26 | 32                        | 5.75 | 2.09 | 87                                    | 7.06 | 2.49 | 28               | 8.04 | 2.43 | 8                             | 4.38 | 2.00 | 34   | 5.71 | 2.17 | 104 | 6.11 | 2.17 | 29    | 6.93 | 2.28 | 12                                 | 6.58 | 2.84 | 22                                     | 5.59 | 2.26 | 13               | 6.38 | 2.14 | 14    | 5.86 | 2.60 |
| Being inclusive*  | 24  | 7.29 | 1.49 | 30                        | 5.53 | 2.65 | 100                                   | 7.16 | 2.44 | 27               | 8.04 | 2.23 | 8                             | 3.88 | 1.89 | 31   | 6.81 | 2.01 | 108 | 6.22 | 2.37 | 25    | 6.04 | 2.84 | 9                                  | 7.00 | 2.06 | 19                                     | 5.74 | 2.62 | 14               | 6.93 | 2.23 | 15    | 6.33 | 2.47 |
| Openness (sharing data and other information)*  | 23  | 7.00 | 2.36 | 26                        | 5.85 | 2.49 | 91                                    | 7.31 | 2.36 | 27               | 9.26 | 1.06 | 8                             | 3.75 | 1.98 | 36   | 6.03 | 2.49 | 101 | 6.29 | 2.61 | 28    | 6.46 | 3.10 | 12                                 | 6.17 | 2.69 | 21                                     | 5.14 | 2.85 | 14               | 6.36 | 2.53 | 14    | 6.50 | 2.50 |
| Collaboration with the Government*  | 25  | 7.72 | 2.53 | 35                        | 7.69 | 2.48 | 104                                   | 8.56 | 2.00 | 33               | 9.21 | 1.67 | 9                             | 6.33 | 2.74 | 39   | 7.90 | 2.37 | 114 | 7.84 | 1.99 | 30    | 7.77 | 2.19 | 13                                 | 8.00 | 2.80 | 19                                     | 7.26 | 1.79 | 15               | 7.93 | 2.05 | 15    | 7.87 | 1.92 |
| The speed in which it gets things accomplished on the ground*                               | 23  | 6.57 | 1.73 | 30                        | 5.47 | 2.21 | 93                                    | 6.91 | 2.47 | 25               | 7.68 | 2.75 | 7                             | 2.57 | 1.40 | 33   | 6.36 | 2.26 | 100 | 5.87 | 2.31 | 28    | 4.68 | 2.61 | 13                                 | 6.69 | 2.29 | 17                                     | 5.00 | 1.58 | 15               | 5.27 | 2.43 | 15    | 6.87 | 1.92 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 24  | 6.50 | 2.13 | 30                        | 6.43 | 2.03 | 98                                    | 7.36 | 2.46 | 28               | 8.75 | 1.99 | 8                             | 4.38 | 2.50 | 30   | 6.23 | 2.46 | 103 | 6.37 | 2.28 | 32    | 7.44 | 2.42 | 10                                 | 8.10 | 1.20 | 23                                     | 5.22 | 2.63 | 15               | 6.60 | 2.26 | 13    | 6.38 | 2.66 |
| Collaboration with civil society*   | 24  | 6.88 | 2.17 | 32                        | 6.59 | 2.43 | 95                                    | 6.67 | 2.56 | 24               | 7.92 | 2.48 | 8                             | 3.00 | 1.20 | 34   | 6.12 | 2.61 | 108 | 5.86 | 2.58 | 26    | 5.65 | 2.67 | 11                                 | 5.36 | 3.17 | 22                                     | 4.45 | 2.28 | 15               | 5.80 | 1.90 | 14    | 6.64 | 2.31 |
| Staff accessibility*  | 22  | 6.23 | 2.37 | 27                        | 5.41 | 2.39 | 92                                    | 6.25 | 3.08 | 24               | 7.21 | 2.83 | 8                             | 4.38 | 2.83 | 31   | 4.77 | 2.85 | 101 | 5.30 | 2.69 | 25    | 5.60 | 2.63 | 11                                 | 5.82 | 3.34 | 21                                     | 4.14 | 2.52 | 13               | 5.31 | 2.29 | 14    | 6.21 | 2.55 |
| Collaboration with other donors and development partners*                                   | 24  | 8.21 | 1.93 | 30                        | 8.07 | 1.95 | 100                                   | 8.24 | 2.27 | 27               | 9.00 | 1.96 | 7                             | 5.57 | 1.81 | 37   | 7.27 | 2.43 | 107 | 7.41 | 2.19 | 25    | 7.92 | 1.50 | 11                                 | 8.55 | 1.57 | 16                                     | 6.63 | 1.89 | 15               | 7.67 | 2.06 | 14    | 7.64 | 2.21 |
| Collaboration with the private sector*  | 24  | 6.63 | 2.00 | 24                        | 5.50 | 2.25 | 88                                    | 6.40 | 2.56 | 20               | 8.10 | 2.38 | 7                             | 2.43 | 1.62 | 34   | 5.79 | 2.65 | 93  | 5.96 | 2.43 | 23    | 5.61 | 2.68 | 9                                  | 6.00 | 3.32 | 15                                     | 6.07 | 2.37 | 14               | 5.57 | 2.71 | 10    | 7.10 | 2.81 |
| Collaboration with the UN*  | 23  | 8.35 | 2.19 | 28                        | 9.00 | 1.54 | 94                                    | 8.61 | 2.13 | 26               | 9.69 | 0.74 | 5                             | 8.00 | 2.55 | 35   | 8.60 | 1.85 | 104 | 8.03 | 2.22 | 22    | 8.95 | 1.33 | 12                                 | 8.75 | 2.09 | 18                                     | 7.78 | 1.93 | 15               | 8.27 | 2.22 | 14    | 8.21 | 2.22 |
| Straightforwardness and honesty*  | 22  | 7.50 | 2.13 | 27                        | 7.15 | 2.28 | 91                                    | 7.76 | 2.44 | 24               | 8.92 | 1.86 | 7                             | 6.14 | 2.91 | 33   | 7.18 | 2.54 | 90  | 6.90 | 2.33 | 24    | 7.75 | 1.80 | 11                                 | 7.55 | 2.42 | 14                                     | 6.21 | 2.52 | 13               | 7.46 | 2.07 | 14    | 7.21 | 2.52 |
| Treating clients and stakeholders in Liberia with respect*                                  | 21  | 6.95 | 2.27 | 30                        | 7.80 | 1.94 | 98                                    | 7.37 | 2.51 | 26               | 9.08 | 1.26 | 7                             | 6.57 | 2.51 | 40   | 7.30 | 2.38 | 94  | 6.86 | 2.20 | 27    | 8.07 | 1.27 | 12                                 | 6.67 | 3.11 | 22                                     | 5.95 | 2.17 | 13               | 7.38 | 2.40 | 12    | 7.67 | 2.35 |
| Being a long-term partner*  | 24  | 8.29 | 2.14 | 36                        | 9.14 | 1.10 | 105                                   | 8.50 | 2.15 | 29               | 9.41 | 1.27 | 8                             | 6.63 | 2.92 | 40   | 8.63 | 1.79 | 112 | 8.16 | 2.11 | 29    | 8.93 | 1.56 | 15                                 | 9.47 | 0.83 | 24                                     | 6.54 | 2.62 | 15               | 8.20 | 2.01 | 14    | 9.36 | 1.39 |

\*Significantly different between stakeholder groups

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/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| More effective collaboration              | 43.3%                                       | 27.1%                     | 32.4%                                 | 35.9%      | 0.0%                          | 27.1%  | 26.2% | 35.7% | 43.8%                              | 3.8%                                   | 17.6%            | 15.0% |
| The same level of effective collaboration | 40.0%                                       | 37.5%                     | 46.3%                                 | 48.7%      | 55.6%                         | 39.6%  | 44.1% | 21.4% | 43.8%                              | 53.8%                                  | 35.3%            | 50.0% |
| Less effective collaboration              | 0.0%  | 6.3%                      | 8.3%                                  | 2.6%       | 0.0%                          | 10.4%  | 11.0% | 16.7% | 6.3%                               | 11.5%                                  | 5.9%             | 0.0%  |
| Don't know                                | 16.7%                                       | 29.2%                     | 13.0%                                 | 12.8%      | 44.4%                         | 22.9%  | 18.6% | 26.2% | 6.3%                               | 30.8%                                  | 41.2%            | 35.0% |

\*Significantly different between stakeholder groups

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

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<br>(Responses combined)  | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|--|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| The World Bank Group does not do adequate follow through/follow-up                       | 36.7%   | 26.5%                        | 26.7%  | 18.6%         | 30.0%                                | 30.2%  | 34.8% | 30.2% | 40.0%                                    | 28.6%  | 23.5%               | 25.0% |
| Political pressures and obstacles  | 16.7%   | 32.7%                        | 22.4%  | 39.5%         | 20.0%                                | 32.1%  | 20.9% | 20.9% | 13.3%                                    | 25.0%  | 47.1%               | 25.0% |
| Reforms are not well thought out in light of country challenges*                         | 43.3%   | 30.6%                        | 29.3%  | 20.9%         | 10.0%                                | 13.2%  | 25.3% | 34.9% | 53.3%                                    | 32.1%  | 41.2%               | 5.0%  |
| Poor coordination within the Government  | 30.0%   | 28.6%                        | 41.4%  | 37.2%         | 0.0%                                 | 35.8%  | 34.8% | 27.9% | 33.3%                                    | 17.9%  | 29.4%               | 25.0% |
| The Government works inefficiently   | 26.7%   | 26.5%                        | 30.2%  | 23.3%         | 40.0%                                | 49.1%  | 31.6% | 44.2% | 26.7%                                    | 39.3%  | 17.6%               | 30.0% |
| Poor donor coordination*   | 20.0%   | 26.5%                        | 19.8%  | 27.9%         | 40.0%                                | 17.0%  | 19.6% | 11.6% | 6.7%                                     | 7.1%   | 17.6%               | 45.0% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 26.7%   | 26.5%                        | 12.9%  | 16.3%         | 20.0%                                | 15.1%  | 20.9% | 18.6% | 6.7%                                     | 25.0%  | 23.5%               | 15.0% |
| Lack of/inadequate levels of capacity in Government*                                     | 13.3%   | 12.2%                        | 34.5%  | 27.9%         | 20.0%                                | 30.2%  | 17.7% | 11.6% | 26.7%                                    | 17.9%  | 11.8%               | 25.0% |
| There is not an adequate level of citizen/civil society participation*                   | 26.7%   | 32.7%                        | 27.6%  | 23.3%         | 40.0%                                | 26.4%  | 40.5% | 34.9% | 60.0%                                    | 42.9%  | 58.8%               | 20.0% |
| The World Bank Group works too slowly*   | 23.3%   | 12.2%                        | 6.0%   | 7.0%          | 20.0%                                | 7.5%   | 10.8% | 30.2% | 0.0%                                     | 10.7%  | 0.0%                | 10.0% |
| Poor coordination within the World Bank Group  | 10.0%   | 8.2%                         | 12.1%  | 14.0%         | 20.0%                                | 17.0%  | 11.4% | 7.0%  | 13.3%                                    | 25.0%  | 5.9%                | 30.0% |
| Ongoing conflict and instability   | 3.3%  | 8.2%                         | 9.5%   | 4.7%          | 0.0%                                 | 5.7%   | 6.3%  | 2.3%  | 6.7%                                     | 14.3%  | 0.0%                | 10.0% |
| Inadequate funding   | 10.0%   | 8.2%                         | 11.2%  | 9.3%          | 10.0%                                | 9.4%   | 10.1% | 11.6% | 13.3%                                    | 0.0%   | 17.6%               | 5.0%  |
| Other  | 0.0%  | 2.0%                         | 0.0%   | 2.3%          | 10.0%                                | 1.9%   | 1.9%  | 4.7%  | 0.0%                                     | 0.0%   | 0.0%                | 10.0% |

\*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 Liberia? (1-Not important at all, 10-Very important)

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |       |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |       |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |       |      | Other |      |      |
|--|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|-------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|-------|------|--|------|------|------------------|-------|------|-------|------|------|
|  | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean  | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean  | SD   | N                                      | Mean | SD   | N                | Mean  | SD   | N     | Mean | SD   |
| Social protection*                           | 26  | 8.04 | 2.03 | 39                        | 7.92 | 2.19 | 106                                   | 8.15 | 2.31 | 30               | 8.83 | 2.00 | 9                             | 5.56  | 3.43 | 42   | 8.05 | 2.21 | 133 | 8.59 | 2.24 | 33    | 8.61 | 1.27 | 11                                 | 7.36  | 3.72 | 23                                     | 7.39 | 2.39 | 15               | 8.40  | 1.88 | 18    | 5.44 | 3.63 |
| Gender equity*                               | 26  | 8.00 | 2.21 | 36                        | 7.64 | 2.31 | 99                                    | 7.96 | 2.39 | 29               | 8.90 | 1.70 | 9                             | 6.44  | 3.78 | 41   | 7.54 | 2.55 | 134 | 8.16 | 2.55 | 34    | 7.56 | 2.39 | 13                                 | 8.62  | 2.50 | 23                                     | 6.52 | 2.86 | 15               | 8.40  | 1.68 | 19    | 5.47 | 3.88 |
| Private sector development*                  | 26  | 8.54 | 2.04 | 40                        | 9.08 | 1.31 | 106                                   | 8.82 | 1.96 | 31               | 9.42 | 1.46 | 9                             | 9.56  | 1.01 | 43   | 8.70 | 2.11 | 126 | 8.80 | 2.12 | 34    | 8.62 | 1.67 | 13                                 | 9.92  | 0.28 | 26                                     | 8.73 | 1.95 | 17               | 9.94  | 0.24 | 17    | 6.29 | 3.50 |
| Education                                    | 27  | 9.00 | 2.40 | 43                        | 9.30 | 1.64 | 111                                   | 9.53 | 1.44 | 34               | 9.82 | 0.87 | 9                             | 9.56  | 1.33 | 44   | 9.66 | 0.91 | 138 | 9.51 | 1.42 | 35    | 9.06 | 1.94 | 16                                 | 10.00 | 0.00 | 20                                     | 9.10 | 1.94 | 17               | 10.00 | 0.00 | 19    | 9.42 | 1.64 |
| Public sector governance/reform              | 26  | 8.42 | 1.96 | 39                        | 9.31 | 0.98 | 107                                   | 9.20 | 1.59 | 30               | 9.60 | 1.40 | 9                             | 8.67  | 1.80 | 41   | 9.02 | 1.54 | 134 | 9.18 | 1.58 | 35    | 8.86 | 1.17 | 14                                 | 9.29  | 1.38 | 26                                     | 8.85 | 1.78 | 16               | 9.88  | 0.34 | 18    | 8.89 | 2.17 |
| Global/regional integration*                 | 26  | 8.00 | 2.00 | 34                        | 8.12 | 1.95 | 100                                   | 8.01 | 2.39 | 28               | 9.32 | 1.09 | 9                             | 8.00  | 2.87 | 40   | 8.23 | 1.99 | 130 | 8.61 | 1.88 | 34    | 7.06 | 2.73 | 14                                 | 8.86  | 1.61 | 25                                     | 6.68 | 2.56 | 16               | 8.00  | 1.63 | 18    | 7.50 | 2.33 |
| Agriculture/fisheries*                       | 25  | 9.16 | 1.55 | 41                        | 9.49 | 1.00 | 107                                   | 9.26 | 1.55 | 30               | 9.60 | 0.86 | 9                             | 9.33  | 1.12 | 45   | 9.16 | 1.45 | 137 | 9.31 | 1.58 | 35    | 9.00 | 1.86 | 14                                 | 9.79  | 0.58 | 26                                     | 8.19 | 1.79 | 17               | 9.59  | 1.00 | 18    | 8.83 | 2.01 |
| Urban development                            | 26  | 8.73 | 2.20 | 37                        | 8.81 | 2.01 | 105                                   | 8.91 | 1.69 | 29               | 9.31 | 1.11 | 9                             | 8.33  | 2.92 | 40   | 9.00 | 1.55 | 131 | 8.90 | 1.83 | 34    | 8.68 | 1.87 | 14                                 | 9.50  | 1.34 | 25                                     | 7.76 | 2.13 | 17               | 9.76  | 0.56 | 18    | 8.83 | 1.92 |
| Energy*                                      | 26  | 9.15 | 1.93 | 40                        | 9.33 | 1.59 | 107                                   | 9.63 | 1.14 | 32               | 9.56 | 0.76 | 9                             | 9.67  | 0.71 | 41   | 9.46 | 1.21 | 130 | 9.39 | 1.61 | 33    | 9.00 | 1.82 | 15                                 | 9.93  | 0.26 | 26                                     | 8.23 | 1.97 | 17               | 9.88  | 0.49 | 17    | 9.35 | 1.50 |
| Water and sanitation                         | 26  | 8.88 | 1.90 | 39                        | 9.26 | 1.33 | 107                                   | 9.24 | 1.55 | 29               | 9.76 | 0.64 | 9                             | 9.44  | 1.33 | 41   | 9.37 | 1.13 | 137 | 9.25 | 1.55 | 34    | 9.09 | 1.48 | 14                                 | 10.00 | 0.00 | 27                                     | 9.04 | 1.65 | 17               | 9.88  | 0.33 | 18    | 9.06 | 1.55 |
| Pollution                                    | 26  | 8.19 | 1.86 | 38                        | 8.58 | 1.55 | 104                                   | 8.70 | 2.18 | 30               | 9.40 | 0.89 | 9                             | 7.56  | 3.57 | 39   | 8.85 | 1.98 | 131 | 8.98 | 1.80 | 32    | 8.16 | 1.89 | 13                                 | 8.69  | 2.72 | 25                                     | 8.32 | 1.99 | 17               | 8.94  | 1.56 | 16    | 8.06 | 2.77 |
| Job creation/employment                      | 27  | 9.04 | 1.63 | 37                        | 9.30 | 1.39 | 106                                   | 9.38 | 1.53 | 30               | 9.83 | 0.46 | 9                             | 9.78  | 0.67 | 41   | 9.51 | 1.00 | 135 | 9.32 | 1.56 | 32    | 8.91 | 2.22 | 13                                 | 9.85  | 0.55 | 26                                     | 9.46 | 0.99 | 17               | 9.65  | 1.00 | 17    | 9.71 | 0.47 |
| Health*                                      | 27  | 9.00 | 2.35 | 36                        | 9.47 | 1.16 | 107                                   | 9.50 | 1.23 | 31               | 9.77 | 0.80 | 9                             | 9.67  | 1.00 | 41   | 9.63 | 0.83 | 139 | 9.52 | 1.34 | 35    | 9.17 | 1.50 | 15                                 | 9.73  | 1.03 | 26                                     | 8.62 | 2.02 | 17               | 10.00 | 0.00 | 17    | 8.94 | 1.95 |
| Financial markets                            | 26  | 8.19 | 1.67 | 35                        | 8.60 | 1.67 | 108                                   | 8.87 | 1.65 | 30               | 9.13 | 1.36 | 9                             | 8.33  | 2.69 | 44   | 9.02 | 1.58 | 134 | 8.93 | 1.87 | 32    | 8.56 | 1.70 | 13                                 | 7.92  | 2.84 | 25                                     | 7.84 | 1.72 | 17               | 8.76  | 1.99 | 18    | 8.61 | 1.91 |
| Transport                                    | 27  | 8.67 | 2.22 | 38                        | 9.21 | 1.17 | 111                                   | 9.19 | 1.76 | 31               | 9.84 | 0.58 | 9                             | 9.22  | 2.33 | 42   | 8.95 | 2.14 | 135 | 9.25 | 1.73 | 36    | 8.67 | 1.62 | 14                                 | 9.57  | 1.34 | 27                                     | 8.74 | 2.19 | 17               | 9.88  | 0.49 | 18    | 9.06 | 1.80 |
| Solid waste management/environment           | 25  | 8.20 | 2.31 | 37                        | 8.38 | 1.85 | 104                                   | 8.76 | 1.79 | 29               | 9.48 | 1.12 | 9                             | 7.22  | 3.35 | 40   | 8.43 | 2.04 | 132 | 8.69 | 2.25 | 31    | 8.19 | 2.12 | 13                                 | 9.31  | 1.32 | 27                                     | 8.22 | 1.55 | 17               | 8.94  | 1.25 | 18    | 7.94 | 2.15 |
| Trade and exports*                           | 26  | 8.12 | 1.93 | 35                        | 8.06 | 2.01 | 106                                   | 7.77 | 2.31 | 30               | 8.97 | 1.52 | 9                             | 7.67  | 2.83 | 41   | 8.02 | 2.66 | 133 | 8.66 | 2.22 | 32    | 7.59 | 2.54 | 12                                 | 8.58  | 2.61 | 27                                     | 7.48 | 2.17 | 17               | 8.71  | 1.49 | 17    | 7.82 | 2.30 |
| Crime and violence*                          | 25  | 7.88 | 2.22 | 36                        | 8.36 | 1.69 | 103                                   | 8.39 | 2.06 | 29               | 9.24 | 1.50 | 9                             | 7.11  | 3.41 | 41   | 7.78 | 2.56 | 133 | 8.94 | 1.81 | 33    | 8.09 | 2.23 | 12                                 | 8.08  | 2.91 | 27                                     | 7.37 | 2.27 | 17               | 9.41  | 1.06 | 17    | 8.82 | 1.51 |
| Natural resource management/forestry         | 26  | 8.65 | 1.77 | 36                        | 8.64 | 1.50 | 106                                   | 8.89 | 1.60 | 31               | 9.35 | 1.14 | 9                             | 8.56  | 2.13 | 41   | 8.76 | 1.68 | 127 | 9.10 | 1.74 | 33    | 8.91 | 1.53 | 14                                 | 9.79  | 0.58 | 26                                     | 8.69 | 1.41 | 17               | 9.76  | 0.56 | 15    | 8.67 | 1.84 |
| Climate change*                              | 26  | 8.23 | 1.73 | 36                        | 8.31 | 2.04 | 106                                   | 8.73 | 2.01 | 30               | 9.53 | 0.97 | 9                             | 7.78  | 2.49 | 40   | 8.47 | 2.08 | 130 | 8.86 | 1.90 | 34    | 8.35 | 2.21 | 14                                 | 9.79  | 0.58 | 25                                     | 7.80 | 2.18 | 17               | 8.76  | 2.08 | 17    | 8.94 | 1.68 |
| Poverty reduction*                           | 26  | 8.69 | 2.04 | 38                        | 9.18 | 1.63 | 109                                   | 9.26 | 1.64 | 31               | 9.74 | 0.58 | 9                             | 10.00 | 0.00 | 42   | 9.71 | 0.64 | 132 | 9.30 | 1.46 | 35    | 9.03 | 1.29 | 14                                 | 10.00 | 0.00 | 27                                     | 8.63 | 1.67 | 17               | 9.53  | 1.12 | 19    | 9.58 | 1.17 |
| Anti-corruption                              | 26  | 8.50 | 2.18 | 37                        | 9.00 | 1.63 | 106                                   | 8.68 | 2.04 | 29               | 9.69 | 1.07 | 9                             | 8.67  | 1.73 | 43   | 9.09 | 1.91 | 132 | 9.08 | 1.71 | 36    | 8.97 | 2.08 | 14                                 | 9.71  | 0.61 | 26                                     | 8.58 | 1.58 | 17               | 9.18  | 1.70 | 18    | 8.94 | 2.07 |
| Judiciary reform                             | 26  | 8.27 | 2.11 | 40                        | 8.85 | 1.89 | 106                                   | 9.09 | 1.68 | 31               | 9.55 | 1.34 | 9                             | 9.11  | 1.36 | 40   | 9.30 | 1.54 | 133 | 8.97 | 1.88 | 33    | 8.61 | 2.18 | 13                                 | 9.62  | 0.77 | 26                                     | 8.23 | 1.97 | 17               | 9.35  | 1.50 | 18    | 8.72 | 2.24 |
| Economic growth                              | 28  | 8.57 | 2.33 | 38                        | 9.39 | 0.86 | 107                                   | 9.12 | 1.66 | 30               | 9.80 | 0.48 | 9                             | 9.44  | 1.01 | 43   | 9.37 | 1.53 | 131 | 9.36 | 1.31 | 34    | 9.32 | 0.91 | 12                                 | 9.58  | 0.67 | 26                                     | 8.92 | 1.06 | 17               | 9.65  | 1.06 | 18    | 8.94 | 1.83 |
| Disaster risk management*                    | 26  | 8.19 | 2.21 | 37                        | 8.54 | 1.89 | 104                                   | 8.63 | 2.01 | 29               | 9.41 | 1.12 | 9                             | 7.33  | 3.50 | 39   | 8.64 | 2.03 | 130 | 8.91 | 1.98 | 32    | 7.56 | 2.35 | 13                                 | 9.62  | 0.96 | 25                                     | 7.60 | 2.25 | 17               | 8.71  | 2.31 | 17    | 7.88 | 2.96 |
| Equality of opportunity*                     | 26  | 8.35 | 1.94 | 36                        | 8.86 | 1.82 | 105                                   | 8.90 | 1.72 | 31               | 9.45 | 1.12 | 9                             | 8.44  | 2.92 | 40   | 8.75 | 1.86 | 131 | 9.06 | 1.69 | 30    | 8.40 | 1.50 | 12                                 | 9.67  | 0.65 | 27                                     | 8.22 | 1.72 | 17               | 9.18  | 1.59 | 18    | 7.61 | 2.59 |
| Infectious disease surveillance and response | 25  | 8.56 | 2.29 | 34                        | 8.76 | 1.63 | 99                                    | 8.89 | 1.85 | 31               | 9.65 | 1.05 | 9                             | 8.11  | 2.93 | 40   | 8.88 | 1.86 | 128 | 8.99 | 1.84 | 34    | 8.53 | 1.42 | 13                                 | 9.62  | 0.77 | 27                                     | 8.56 | 1.53 | 17               | 9.18  | 1.19 | 16    | 8.44 | 2.00 |
| Information and communications technology*   | 26  | 8.12 | 2.32 | 32                        | 8.66 | 1.31 | 105                                   | 8.10 | 2.03 | 29               | 9.31 | 1.20 | 9                             | 8.00  | 2.24 | 42   | 7.88 | 2.61 | 131 | 8.77 | 1.86 | 34    | 7.85 | 2.08 | 13                                 | 8.77  | 1.64 | 27                                     | 7.56 | 2.19 | 16               | 9.06  | 1.34 | 17    | 8.12 | 1.93 |
| Security/stabilization/reconstruction*       | 25  | 8.48 | 1.92 | 36                        | 9.03 | 1.52 | 107                                   | 8.50 | 1.78 | 29               | 9.69 | 1.00 | 9                             | 8.11  | 3.06 | 40   | 8.42 | 2.22 | 129 | 9.09 | 1.67 | 33    | 8.67 | 1.47 | 13                                 | 9.69  | 0.63 | 27                                     | 8.52 | 1.60 | 17               | 9.24  | 1.35 | 18    | 8.39 | 1.75 |
| Regional conflict and tensions*              | 26  | 8.31 | 2.09 | 35                        | 8.66 | 1.71 | 102                                   | 8.04 | 2.02 | 29               | 9.28 | 1.60 | 9                             | 7.22  | 3.11 | 40   | 7.85 | 2.48 | 128 | 8.74 | 1.98 | 35    | 8.11 | 2.10 | 13                                 | 7.92  | 2.87 | 26                                     | 7.81 | 2.15 | 17               | 8.53  | 1.66 | 17    | 7.59 | 2.48 |
| Local governance and institutions*           | 25  | 8.28 | 2.76 | 38                        | 8.82 | 1.71 | 106                                   | 8.60 | 1.69 | 31               | 9.32 | 1.33 | 9                             | 7.44  | 2.92 | 41   | 8.07 | 2.25 | 130 | 8.84 | 2.08 | 33    | 7.85 | 2.00 | 15                                 | 8.80  | 2.31 | 26                                     | 8.88 | 1.66 | 17               | 8.76  | 1.75 | 16    | 7.44 | 3.08 |
| Social cohesion*                             | 26  | 7.62 | 2.52 | 34                        | 8.21 | 1.75 | 106                                   | 8.37 | 1.88 | 27               | 9.00 | 1.54 | 9                             | 7.89  | 2.98 | 39   | 8.13 | 2.12 | 129 | 8.57 | 2.11 | 34    | 7.12 | 2.68 | 13                                 | 8.31  | 2.72 | 27                                     | 8.19 | 1.57 | 17               | 8.59  | 1.97 | 17    | 7.53 | 2.40 |

\*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 Liberia? (1-Not effective at all, 10-Very effective)**

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| Social protection                             | 15  | 7.20 | 1.97 | 26                        | 6.42 | 3.02 | 78                                    | 6.38 | 2.50 | 17               | 7.59 | 2.48 | 5                             | 4.00 | 2.45 | 29   | 5.86 | 2.55 | 83  | 5.61 | 2.66 | 26    | 5.38 | 2.59 | 8                                  | 5.63 | 3.74 | 10                                     | 5.60 | 2.91 | 11               | 6.91 | 1.76 | 11    | 5.73 | 2.90 |
| Gender equity                                 | 16  | 7.50 | 2.28 | 28                        | 7.00 | 2.37 | 91                                    | 7.14 | 2.29 | 27               | 8.15 | 2.16 | 5                             | 5.60 | 1.14 | 35   | 7.17 | 2.19 | 102 | 7.19 | 2.40 | 27    | 6.59 | 2.34 | 9                                  | 6.33 | 3.77 | 23                                     | 5.96 | 2.25 | 15               | 7.67 | 1.63 | 11    | 6.27 | 2.61 |
| Private sector development                    | 15  | 6.33 | 2.13 | 26                        | 6.15 | 2.84 | 80                                    | 6.34 | 2.30 | 23               | 7.74 | 2.72 | 5                             | 4.60 | 2.88 | 32   | 5.88 | 2.81 | 88  | 5.94 | 2.73 | 28    | 5.32 | 2.74 | 11                                 | 6.36 | 3.41 | 19                                     | 5.53 | 1.98 | 13               | 6.00 | 3.03 | 11    | 6.91 | 2.51 |
| Education*                                    | 19  | 7.42 | 2.43 | 35                        | 7.20 | 2.23 | 93                                    | 7.91 | 1.97 | 32               | 8.31 | 2.26 | 5                             | 5.20 | 1.79 | 38   | 7.47 | 2.31 | 108 | 7.04 | 2.70 | 29    | 6.45 | 2.53 | 14                                 | 7.43 | 2.95 | 18                                     | 6.33 | 2.22 | 16               | 7.19 | 1.91 | 14    | 8.21 | 2.33 |
| Public sector governance/reform*              | 20  | 7.45 | 1.99 | 37                        | 7.32 | 2.56 | 96                                    | 7.88 | 2.10 | 27               | 8.78 | 2.03 | 6                             | 6.83 | 2.48 | 38   | 7.13 | 1.92 | 96  | 6.53 | 2.67 | 27    | 7.41 | 2.02 | 12                                 | 8.08 | 1.56 | 17                                     | 6.94 | 1.95 | 14               | 8.07 | 1.82 | 12    | 7.42 | 1.51 |
| Global/regional integration                   | 15  | 6.80 | 2.04 | 28                        | 7.11 | 2.17 | 78                                    | 7.12 | 2.35 | 23               | 7.83 | 2.21 | 6                             | 5.00 | 1.90 | 31   | 7.10 | 2.18 | 85  | 6.46 | 2.61 | 27    | 6.44 | 2.01 | 11                                 | 7.45 | 2.21 | 15                                     | 6.67 | 2.47 | 13               | 6.85 | 2.48 | 11    | 6.18 | 2.40 |
| Agriculture/fisheries                         | 17  | 7.29 | 2.05 | 29                        | 6.28 | 2.99 | 84                                    | 7.07 | 2.35 | 22               | 8.18 | 2.30 | 5                             | 4.80 | 1.48 | 31   | 6.45 | 2.55 | 94  | 6.39 | 2.93 | 29    | 6.21 | 2.54 | 11                                 | 7.00 | 3.49 | 20                                     | 6.20 | 2.40 | 13               | 6.54 | 3.10 | 13    | 6.00 | 2.55 |
| Urban development*                            | 20  | 7.70 | 1.95 | 30                        | 7.03 | 2.59 | 87                                    | 7.79 | 2.02 | 25               | 8.12 | 2.20 | 6                             | 5.50 | 2.66 | 34   | 6.97 | 2.29 | 97  | 6.60 | 2.49 | 28    | 6.79 | 1.99 | 12                                 | 7.58 | 2.64 | 22                                     | 6.32 | 2.10 | 14               | 6.71 | 3.10 | 13    | 6.69 | 2.25 |
| Energy  | 17  | 7.59 | 2.21 | 30                        | 7.53 | 2.79 | 84                                    | 7.61 | 2.25 | 28               | 8.11 | 2.79 | 4                             | 5.50 | 2.08 | 31   | 7.23 | 2.72 | 94  | 6.76 | 2.91 | 29    | 6.55 | 2.64 | 11                                 | 7.09 | 3.39 | 21                                     | 6.90 | 1.92 | 14               | 6.64 | 3.15 | 12    | 8.58 | 1.56 |
| Job creation/employment*                      | 20  | 6.95 | 2.19 | 33                        | 5.70 | 3.09 | 93                                    | 7.05 | 2.41 | 23               | 8.35 | 2.21 | 6                             | 4.00 | 1.10 | 32   | 5.87 | 2.38 | 98  | 6.40 | 2.94 | 32    | 5.38 | 2.94 | 11                                 | 7.45 | 2.34 | 20                                     | 6.15 | 2.76 | 15               | 6.47 | 2.47 | 12    | 6.58 | 2.54 |
| Health  | 20  | 7.65 | 2.68 | 32                        | 7.63 | 2.32 | 98                                    | 8.13 | 1.95 | 29               | 8.66 | 1.78 | 6                             | 6.83 | 2.56 | 39   | 7.77 | 2.10 | 105 | 7.59 | 2.53 | 32    | 6.91 | 2.86 | 14                                 | 8.29 | 2.49 | 23                                     | 7.00 | 2.32 | 14               | 7.57 | 2.34 | 13    | 8.46 | 1.51 |
| Financial markets*                            | 17  | 6.82 | 2.40 | 25                        | 5.92 | 2.89 | 74                                    | 6.85 | 2.35 | 21               | 8.38 | 1.56 | 4                             | 3.50 | 1.73 | 34   | 6.59 | 2.58 | 88  | 6.49 | 2.88 | 27    | 5.96 | 2.43 | 8                                  | 7.00 | 2.93 | 14                                     | 5.79 | 2.58 | 13               | 6.00 | 3.42 | 12    | 5.75 | 2.30 |
| Transport*                                    | 18  | 6.83 | 3.07 | 31                        | 7.16 | 2.53 | 81                                    | 7.91 | 2.30 | 26               | 9.12 | 1.37 | 4                             | 5.50 | 3.87 | 35   | 7.14 | 2.65 | 92  | 6.95 | 2.82 | 31    | 7.16 | 2.71 | 12                                 | 7.58 | 2.75 | 20                                     | 5.75 | 2.47 | 14               | 6.93 | 2.81 | 13    | 7.54 | 2.44 |
| Rural development                             | 19  | 6.32 | 2.11 | 31                        | 6.29 | 3.02 | 85                                    | 6.74 | 2.36 | 29               | 7.41 | 2.50 | 5                             | 4.80 | 1.10 | 34   | 6.35 | 2.36 | 101 | 6.05 | 2.75 | 29    | 6.24 | 2.31 | 9                                  | 6.00 | 3.00 | 24                                     | 5.25 | 2.21 | 15               | 6.40 | 3.04 | 13    | 6.46 | 2.26 |
| Trade and exports                             | 17  | 5.59 | 2.87 | 26                        | 5.54 | 2.87 | 72                                    | 6.61 | 2.49 | 19               | 7.47 | 2.50 | 3                             | 5.33 | 0.58 | 28   | 6.25 | 2.34 | 83  | 5.76 | 2.82 | 27    | 5.19 | 2.18 | 6                                  | 5.67 | 3.50 | 12                                     | 5.58 | 2.75 | 10               | 5.80 | 3.12 | 12    | 5.50 | 2.32 |
| Solid waste management/environment*           | 19  | 7.00 | 2.49 | 32                        | 6.84 | 2.55 | 92                                    | 8.04 | 2.21 | 24               | 7.58 | 2.50 | 5                             | 5.80 | 2.95 | 32   | 7.25 | 2.41 | 98  | 6.63 | 2.73 | 23    | 5.57 | 2.63 | 10                                 | 7.00 | 2.58 | 17                                     | 7.06 | 2.28 | 15               | 6.60 | 3.29 | 12    | 6.33 | 2.10 |
| Natural resource management/forestry*         | 17  | 6.12 | 2.32 | 28                        | 6.64 | 2.63 | 70                                    | 7.13 | 2.23 | 20               | 7.80 | 2.57 | 4                             | 4.00 | 2.00 | 32   | 6.13 | 2.59 | 88  | 6.28 | 2.77 | 23    | 6.61 | 2.15 | 9                                  | 6.00 | 2.92 | 22                                     | 5.86 | 1.91 | 15               | 5.60 | 2.85 | 11    | 5.91 | 2.34 |
| Climate change*                               | 18  | 6.39 | 2.20 | 29                        | 6.34 | 2.58 | 81                                    | 7.05 | 2.59 | 22               | 7.45 | 3.00 | 3                             | 3.00 | 1.73 | 30   | 6.60 | 2.49 | 93  | 6.26 | 2.66 | 20    | 6.50 | 2.65 | 7                                  | 7.71 | 2.21 | 21                                     | 5.76 | 2.14 | 14               | 5.36 | 2.95 | 11    | 4.55 | 2.62 |
| Poverty reduction                             | 20  | 6.60 | 2.50 | 35                        | 6.31 | 2.72 | 83                                    | 6.63 | 2.67 | 27               | 7.41 | 2.74 | 5                             | 4.20 | 2.28 | 31   | 6.58 | 2.72 | 102 | 6.10 | 2.92 | 26    | 6.23 | 2.41 | 10                                 | 6.80 | 3.22 | 22                                     | 5.14 | 2.64 | 14               | 6.07 | 1.77 | 13    | 5.08 | 2.81 |
| Anti-corruption*                              | 15  | 5.93 | 2.15 | 27                        | 5.48 | 2.93 | 71                                    | 6.38 | 2.76 | 20               | 7.70 | 2.74 | 4                             | 4.00 | 2.45 | 30   | 4.97 | 2.89 | 90  | 5.44 | 2.99 | 28    | 6.00 | 2.33 | 9                                  | 5.11 | 3.52 | 22                                     | 5.05 | 2.57 | 11               | 4.45 | 3.11 | 13    | 5.31 | 2.66 |
| Judiciary reform*                             | 15  | 7.60 | 2.32 | 27                        | 6.56 | 2.67 | 76                                    | 7.64 | 2.32 | 24               | 7.92 | 2.72 | 4                             | 5.75 | 2.22 | 32   | 5.59 | 2.78 | 92  | 5.91 | 3.02 | 27    | 6.52 | 2.06 | 7                                  | 6.57 | 3.64 | 17                                     | 6.59 | 2.27 | 10               | 6.40 | 2.17 | 12    | 6.92 | 2.81 |
| Economic growth*                              | 18  | 6.11 | 2.54 | 32                        | 6.72 | 2.69 | 83                                    | 7.59 | 2.39 | 27               | 8.48 | 1.76 | 6                             | 4.67 | 2.34 | 37   | 6.78 | 2.31 | 104 | 6.38 | 2.66 | 27    | 6.22 | 2.24 | 13                                 | 7.54 | 2.47 | 24                                     | 5.67 | 2.48 | 16               | 6.94 | 1.69 | 14    | 6.71 | 2.23 |
| Disaster risk management*                     | 16  | 7.44 | 2.45 | 24                        | 6.00 | 2.70 | 77                                    | 7.78 | 2.06 | 21               | 7.81 | 2.82 | 3                             | 5.67 | 3.21 | 30   | 6.53 | 2.33 | 87  | 6.48 | 2.90 | 21    | 6.05 | 2.77 | 8                                  | 6.75 | 3.45 | 14                                     | 6.14 | 2.32 | 12               | 4.83 | 3.19 | 9     | 6.56 | 2.60 |
| Equality of opportunity*                      | 17  | 7.18 | 2.01 | 25                        | 6.20 | 2.66 | 80                                    | 7.30 | 2.28 | 25               | 6.92 | 2.66 | 6                             | 5.17 | 2.71 | 35   | 6.11 | 2.39 | 98  | 5.87 | 2.88 | 29    | 6.00 | 2.52 | 9                                  | 7.22 | 2.49 | 23                                     | 5.78 | 2.19 | 15               | 6.13 | 2.13 | 12    | 6.08 | 2.23 |
| Infectious disease surveillance and response* | 17  | 7.88 | 2.62 | 29                        | 6.97 | 2.54 | 85                                    | 8.16 | 2.05 | 25               | 8.12 | 2.28 | 5                             | 7.40 | 1.52 | 37   | 7.46 | 1.98 | 97  | 7.06 | 2.47 | 28    | 6.86 | 2.24 | 9                                  | 8.78 | 1.09 | 17                                     | 7.06 | 1.82 | 14               | 8.21 | 1.19 | 11    | 7.64 | 1.86 |
| Information and communications technology     | 18  | 6.89 | 2.08 | 26                        | 6.19 | 2.97 | 79                                    | 7.11 | 2.20 | 23               | 7.30 | 2.46 | 5                             | 5.80 | 2.95 | 31   | 7.03 | 2.34 | 91  | 6.16 | 2.60 | 20    | 6.75 | 2.51 | 9                                  | 7.44 | 2.65 | 15                                     | 6.40 | 2.38 | 14               | 6.79 | 2.67 | 11    | 6.73 | 1.79 |
| Security/stabilization/reconstruction*        | 19  | 6.79 | 2.12 | 31                        | 7.55 | 2.26 | 76                                    | 7.24 | 2.26 | 22               | 8.73 | 1.91 | 5                             | 4.80 | 0.45 | 34   | 6.53 | 2.09 | 96  | 6.05 | 2.68 | 22    | 6.64 | 2.01 | 11                                 | 6.64 | 2.73 | 22                                     | 5.68 | 2.82 | 14               | 6.93 | 1.49 | 12    | 7.33 | 1.67 |
| Land reform and administration*               | 17  | 6.47 | 2.10 | 32                        | 6.91 | 2.44 | 72                                    | 7.10 | 2.70 | 22               | 8.09 | 2.35 | 4                             | 4.25 | 3.59 | 29   | 6.31 | 2.54 | 86  | 5.79 | 3.05 | 27    | 6.59 | 2.55 | 6                                  | 7.00 | 3.58 | 21                                     | 5.90 | 2.00 | 11               | 6.27 | 2.28 | 12    | 6.83 | 2.17 |
| Local governance and institutions*            | 18  | 7.17 | 1.89 | 32                        | 6.91 | 2.31 | 79                                    | 7.03 | 2.65 | 25               | 8.16 | 2.17 | 5                             | 4.40 | 2.79 | 35   | 6.54 | 2.31 | 99  | 6.02 | 2.93 | 26    | 6.58 | 2.47 | 10                                 | 6.80 | 2.90 | 23                                     | 5.70 | 2.14 | 12               | 6.25 | 2.38 | 12    | 6.92 | 1.93 |
| Social cohesion                               | 16  | 6.81 | 2.32 | 29                        | 6.59 | 2.63 | 75                                    | 7.11 | 2.43 | 21               | 8.14 | 1.80 | 5                             | 6.20 | 2.17 | 35   | 6.54 | 2.32 | 95  | 6.09 | 2.68 | 24    | 6.33 | 2.24 | 9                                  | 7.22 | 2.28 | 14                                     | 6.43 | 2.44 | 14               | 7.07 | 1.64 | 9     | 6.00 | 2.06 |

\*Significantly different between stakeholder groups



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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|--|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|  | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Liberia?* | 28  | 7.89 | 1.29 | 46                        | 7.78 | 2.02 | 109                                   | 8.00 | 2.11 | 41               | 8.68 | 2.02 | 7                             | 6.14 | 2.12 | 47   | 7.72 | 2.18 | 134 | 7.40 | 2.21 | 39    | 8.03 | 1.87 | 12                                 | 7.58 | 1.98 | 23                                     | 6.35 | 1.67 | 16               | 6.56 | 1.97 | 16    | 8.88 | 1.63 |

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?* | 28  | 7.61 | 1.81 | 44                        | 7.80 | 2.10 | 107                                   | 7.68 | 2.42 | 38               | 8.55 | 1.72 | 6                             | 6.50 | 1.38 | 41   | 7.61 | 2.07 | 127 | 7.27 | 2.20 | 36    | 7.53 | 2.41 | 12                                 | 7.67 | 2.31 | 22                                     | 6.73 | 2.05 | 16               | 6.19 | 1.64 | 12    | 8.50 | 1.57 |

(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 Liberia? (1-Strongly disagree, 10-Strongly agree)**

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Liberia* | 25  | 5.92 | 2.81 | 46                        | 7.20 | 2.54 | 110                                   | 7.09 | 2.54 | 38               | 7.79 | 2.86 | 8                             | 4.13 | 2.23 | 43   | 6.58 | 2.67 | 124 | 6.08 | 2.86 | 41    | 6.54 | 2.92 | 13                                 | 8.00 | 2.04 | 27                                     | 4.78 | 2.36 | 16               | 5.06 | 2.02 | 11    | 7.64 | 2.20 |
| The World Bank Group meets Liberia's needs for knowledge services*      | 24  | 6.13 | 2.17 | 39                        | 7.15 | 2.31 | 103                                   | 7.05 | 2.43 | 35               | 8.20 | 2.29 | 7                             | 4.86 | 1.21 | 36   | 6.14 | 2.70 | 108 | 6.13 | 2.63 | 31    | 6.58 | 2.43 | 12                                 | 7.67 | 1.83 | 25                                     | 5.04 | 2.26 | 16               | 6.13 | 1.86 | 10    | 7.80 | 2.30 |

\*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Weekly                    | 10.3%                                       | 4.2%                      | 4.3%                                  | 0.0%       | 0.0%                          | 3.8%   | 2.7%  | 9.8%  | 6.3%                               | 0.0%                                   | 5.9%             | 5.0%  |
| Monthly                   | 27.6%                                       | 14.6%                     | 8.6%                                  | 10.5%      | 0.0%                          | 7.7%   | 8.7%  | 12.2% | 0.0%                               | 0.0%                                   | 0.0%             | 5.0%  |
| A few times a year        | 31.0%                                       | 35.4%                     | 27.6%                                 | 39.5%      | 40.0%                         | 23.1%  | 24.0% | 12.2% | 43.8%                              | 14.3%                                  | 41.2%            | 15.0% |
| Rarely                    | 17.2%                                       | 29.2%                     | 21.6%                                 | 26.3%      | 40.0%                         | 30.8%  | 23.3% | 22.0% | 31.3%                              | 32.1%                                  | 29.4%            | 5.0%  |
| Never                     | 13.8%                                       | 16.7%                     | 37.9%                                 | 23.7%      | 20.0%                         | 34.6%  | 41.3% | 43.9% | 18.8%                              | 53.6%                                  | 23.5%            | 70.0% |

\*Significantly different between stakeholder groups



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

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| Are timely*   | 19  | 5.95 | 2.17 | 37                        | 6.49 | 2.39 | 94                                    | 6.41 | 2.43 | 26               | 7.69 | 2.33 | 4                             | 4.75 | 3.10 | 33   | 6.42 | 2.46 | 94  | 6.26 | 2.59 | 23    | 6.09 | 2.43 | 11                                 | 7.36 | 1.91 | 15                                     | 4.73 | 2.43 | 15               | 5.87 | 2.17 | 7     | 7.00 | 2.65 |
| Include appropriate level of stakeholder involvement during preparation*              | 22  | 7.09 | 1.41 | 33                        | 6.67 | 2.20 | 95                                    | 6.82 | 2.31 | 24               | 7.96 | 2.33 | 6                             | 5.17 | 2.79 | 31   | 6.26 | 2.35 | 99  | 6.34 | 2.67 | 20    | 7.30 | 1.30 | 11                                 | 7.45 | 2.30 | 20                                     | 5.35 | 2.25 | 13               | 4.77 | 1.92 | 9     | 6.78 | 2.59 |
| Lead to practical solutions*  | 21  | 6.76 | 1.76 | 34                        | 7.00 | 1.91 | 99                                    | 7.35 | 2.34 | 27               | 8.22 | 2.08 | 6                             | 5.67 | 1.97 | 37   | 6.95 | 2.07 | 107 | 6.58 | 2.40 | 23    | 6.52 | 2.09 | 10                                 | 6.90 | 1.85 | 20                                     | 5.90 | 2.22 | 14               | 5.86 | 2.03 | 9     | 7.33 | 2.00 |
| Are accessible (well written and easy to understand)*                                 | 20  | 7.50 | 1.40 | 36                        | 6.67 | 2.23 | 98                                    | 6.69 | 2.96 | 23               | 7.78 | 2.88 | 5                             | 6.60 | 1.67 | 37   | 6.32 | 2.84 | 105 | 6.01 | 2.61 | 21    | 6.76 | 1.84 | 11                                 | 6.64 | 2.84 | 16                                     | 4.81 | 2.26 | 16               | 5.06 | 2.52 | 9     | 6.89 | 2.57 |
| Are source of relevant information on global good practices*                          | 22  | 7.23 | 1.54 | 35                        | 7.86 | 1.73 | 98                                    | 7.42 | 2.53 | 26               | 8.65 | 1.87 | 7                             | 6.57 | 2.37 | 41   | 7.66 | 2.15 | 105 | 7.29 | 2.36 | 23    | 7.52 | 2.31 | 12                                 | 7.42 | 2.15 | 18                                     | 5.28 | 2.47 | 15               | 7.47 | 2.00 | 10    | 8.30 | 1.77 |
| Are relevant to country challenges*   | 22  | 7.18 | 1.82 | 37                        | 7.03 | 2.49 | 105                                   | 7.65 | 2.48 | 28               | 8.68 | 1.93 | 7                             | 6.71 | 2.69 | 41   | 7.32 | 2.11 | 112 | 7.23 | 2.48 | 26    | 7.27 | 2.05 | 14                                 | 7.50 | 2.31 | 19                                     | 5.74 | 2.31 | 16               | 7.56 | 1.90 | 11    | 8.64 | 1.36 |
| Are adequately disseminated*  | 21  | 6.57 | 1.36 | 34                        | 5.79 | 2.29 | 96                                    | 6.04 | 2.78 | 25               | 7.32 | 2.98 | 6                             | 4.17 | 3.06 | 35   | 6.06 | 2.92 | 104 | 5.68 | 2.88 | 23    | 5.26 | 3.00 | 11                                 | 5.45 | 3.36 | 18                                     | 3.78 | 2.21 | 16               | 4.69 | 2.41 | 8     | 6.75 | 2.55 |
| Are translated enough into local language*  | 21  | 4.57 | 2.50 | 34                        | 4.50 | 3.01 | 86                                    | 4.71 | 2.74 | 26               | 6.35 | 3.38 | 5                             | 3.00 | 2.12 | 34   | 4.94 | 3.22 | 98  | 4.28 | 2.89 | 22    | 3.64 | 2.46 | 10                                 | 4.60 | 3.24 | 19                                     | 2.58 | 1.64 | 15               | 3.73 | 1.98 | 8     | 7.00 | 2.39 |
| Are adaptable to Liberia's specific development challenges and country circumstances* | 22  | 7.05 | 1.96 | 34                        | 6.32 | 2.48 | 101                                   | 7.40 | 2.53 | 24               | 8.21 | 2.00 | 5                             | 5.00 | 2.00 | 38   | 7.05 | 2.35 | 109 | 6.38 | 2.43 | 22    | 6.14 | 2.70 | 14                                 | 7.57 | 2.03 | 19                                     | 5.00 | 2.21 | 16               | 6.38 | 1.71 | 10    | 7.70 | 2.00 |

\*Significantly different between stakeholder groups

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* | 26  | 7.69 | 1.54 | 39                        | 7.67 | 1.95 | 110                                   | 7.85 | 2.38 | 33               | 8.39 | 1.80 | 7                             | 6.43 | 1.40 | 47   | 7.51 | 2.33 | 127 | 7.33 | 2.26 | 36    | 7.56 | 1.58 | 14                                 | 8.50 | 1.83 | 18                                     | 5.83 | 2.50 | 16               | 6.56 | 1.63 | 16    | 8.62 | 1.75 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?  | 24  | 7.42 | 1.38 | 44                        | 7.91 | 1.96 | 111                                   | 7.41 | 2.66 | 36               | 8.19 | 1.88 | 7                             | 7.00 | 2.00 | 42   | 7.62 | 2.20 | 119 | 7.33 | 2.11 | 34    | 7.53 | 1.93 | 15                                 | 7.87 | 2.70 | 16                                     | 6.44 | 2.22 | 16               | 7.13 | 1.31 | 13    | 8.54 | 1.66 |

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

\*Significantly different between stakeholder groups



### E. Working with the World Bank Group

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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|--|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|  | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| The World Bank Group disburses funds promptly*   | 21  | 6.81 | 2.14 | 36                        | 5.86 | 2.96 | 77                                    | 6.95 | 2.81 | 19               | 8.89 | 1.33 | 4                             | 4.00 | 2.58 | 34   | 6.47 | 2.43 | 90  | 5.87 | 2.84 | 28    | 4.61 | 3.18 | 11                                 | 5.64 | 3.26 | 16                                     | 4.50 | 2.42 | 10               | 8.40 | 1.58 | 8     | 6.25 | 3.01 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports* | 25  | 7.80 | 1.73 | 35                        | 6.74 | 2.44 | 106                                   | 7.81 | 2.24 | 33               | 8.73 | 1.91 | 6                             | 6.17 | 2.40 | 42   | 7.21 | 2.75 | 122 | 7.30 | 2.42 | 33    | 6.52 | 2.56 | 16                                 | 6.88 | 3.03 | 24                                     | 5.46 | 2.48 | 14               | 7.36 | 2.59 | 16    | 8.44 | 2.16 |
| The World Bank Group's approvals and reviews are done in a timely fashion*                     | 20  | 6.50 | 2.04 | 31                        | 5.90 | 2.72 | 83                                    | 7.36 | 2.30 | 24               | 8.37 | 2.34 | 4                             | 6.00 | 1.41 | 30   | 6.83 | 2.34 | 90  | 6.36 | 2.59 | 26    | 6.42 | 2.23 | 10                                 | 6.80 | 3.05 | 18                                     | 5.11 | 2.63 | 11               | 7.27 | 1.95 | 9     | 7.22 | 1.92 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                          | 18  | 7.33 | 1.78 | 35                        | 6.86 | 2.32 | 88                                    | 7.47 | 2.27 | 24               | 8.75 | 1.48 | 4                             | 6.75 | 2.75 | 31   | 7.00 | 2.27 | 95  | 7.20 | 2.54 | 21    | 7.38 | 1.80 | 7                                  | 8.29 | 2.06 | 16                                     | 6.06 | 2.77 | 10               | 7.80 | 1.93 | 8     | 7.75 | 1.98 |
| The World Bank Group's conditions on its lending are reasonable*                               | 21  | 7.05 | 1.66 | 32                        | 6.41 | 2.54 | 80                                    | 7.16 | 2.20 | 23               | 9.09 | 1.12 | 4                             | 6.50 | 2.52 | 31   | 6.90 | 2.27 | 85  | 7.05 | 2.65 | 16    | 7.63 | 1.75 | 9                                  | 6.78 | 2.99 | 16                                     | 4.88 | 2.31 | 12               | 7.50 | 2.07 | 8     | 7.62 | 2.07 |
| The World Bank Group takes decisions quickly in Liberia*                                       | 23  | 6.61 | 2.10 | 33                        | 5.18 | 2.60 | 92                                    | 5.92 | 2.72 | 27               | 7.52 | 2.61 | 6                             | 4.17 | 1.17 | 42   | 6.17 | 2.69 | 107 | 5.83 | 2.62 | 28    | 5.18 | 2.96 | 11                                 | 7.18 | 2.40 | 21                                     | 3.86 | 2.99 | 13               | 6.31 | 1.49 | 9     | 6.67 | 3.24 |
| Working with the World Bank Group increases Liberia's institutional capacity*                  | 24  | 7.79 | 1.61 | 42                        | 7.60 | 2.22 | 104                                   | 8.16 | 2.06 | 31               | 8.58 | 2.03 | 7                             | 7.43 | 1.90 | 44   | 8.23 | 2.03 | 117 | 7.45 | 2.22 | 33    | 7.70 | 1.61 | 14                                 | 8.64 | 1.34 | 25                                     | 6.44 | 2.79 | 16               | 7.44 | 1.97 | 15    | 8.93 | 1.58 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them*        | 23  | 7.35 | 1.77 | 31                        | 7.68 | 1.87 | 88                                    | 7.76 | 2.06 | 27               | 8.96 | 1.43 | 6                             | 7.00 | 1.79 | 32   | 7.38 | 2.28 | 92  | 7.30 | 2.46 | 21    | 8.24 | 1.45 | 10                                 | 8.40 | 2.46 | 21                                     | 6.71 | 2.41 | 14               | 7.21 | 2.22 | 13    | 7.77 | 2.39 |
| The World Bank Group provides effective implementation support*                                | 25  | 7.64 | 1.63 | 37                        | 7.05 | 2.33 | 101                                   | 8.03 | 2.07 | 32               | 8.75 | 1.78 | 8                             | 7.63 | 1.92 | 42   | 6.98 | 2.61 | 111 | 7.54 | 2.12 | 32    | 7.44 | 2.14 | 15                                 | 8.73 | 1.79 | 24                                     | 6.00 | 2.48 | 16               | 7.44 | 2.00 | 16    | 8.44 | 2.22 |

\*Significantly different between stakeholder groups

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |   |      |
|--|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|---|------|
|  | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   | N | Mean |
| To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Liberia?* | 27  | 7.59 | 1.47 | 41                        | 6.90 | 2.22 | 102                                   | 7.43 | 2.42 | 32               | 7.94 | 2.27 | 6                             | 5.17 | 1.72 | 41   | 7.46 | 2.09 | 118 | 7.27 | 2.18 | 25    | 7.40 | 1.55 | 13                                 | 8.08 | 2.33 | 16                                     | 5.81 | 2.40 | 15               | 6.27 | 1.83 | 13    | 8.15 | 2.82 |   |      |

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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |   |      |
|--|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|---|------|
|  | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   | N | Mean |
| To what extent do you believe the World Bank Group is adequately staffed in Liberia? | 20  | 7.10 | 1.74 | 32                        | 6.66 | 2.35 | 85                                    | 6.55 | 2.69 | 22               | 7.05 | 2.70 | 5                             | 4.20 | 2.17 | 28   | 6.36 | 2.83 | 96  | 6.63 | 2.67 | 26    | 6.00 | 1.98 | 7                                  | 6.57 | 3.60 | 13                                     | 5.00 | 3.24 | 11               | 5.64 | 2.46 | 12    | 7.92 | 2.81 |   |      |

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



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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia?* | 25  | 6.76 | 1.56 | 31                        | 6.68 | 2.43 | 92                                    | 7.22 | 2.31 | 25               | 7.84 | 2.48 | 6                             | 5.50 | 2.17 | 34   | 7.03 | 2.19 | 100 | 6.94 | 2.07 | 22    | 6.91 | 1.77 | 7                                  | 7.86 | 2.85 | 16                                     | 5.06 | 2.67 | 13               | 5.92 | 1.61 | 11    | 8.09 | 2.51 |

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

**Ebola Response**

To what extent do you agree with the following statements related to the World Bank Group's work in response to the Ebola outbreak in Liberia since March 2014? (1-Strongly disagree, 10-Strongly agree)

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|--|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|  | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| The level of the World Bank Group's grant financing in response to the Ebola outbreak in Liberia was appropriate.*   | 24  | 8.25 | 2.11 | 46                        | 8.70 | 2.31 | 100                                   | 8.02 | 2.30 | 34               | 9.24 | 1.54 | 6                             | 7.50 | 1.76 | 46   | 7.96 | 2.28 | 130 | 8.11 | 2.31 | 34    | 8.62 | 1.63 | 11                                 | 9.09 | 1.81 | 27                                     | 7.33 | 2.92 | 14               | 8.14 | 2.32 | 18    | 8.83 | 1.79 |
| The World Bank Group's grant financing in response to the Ebola outbreak was done at the appropriate speed.*   | 22  | 8.23 | 1.82 | 39                        | 8.13 | 2.34 | 99                                    | 7.65 | 2.23 | 29               | 8.45 | 2.71 | 6                             | 6.50 | 1.64 | 50   | 7.56 | 2.48 | 120 | 7.66 | 2.56 | 32    | 8.00 | 1.93 | 12                                 | 8.08 | 2.84 | 26                                     | 5.92 | 2.46 | 15               | 7.73 | 2.58 | 12    | 8.25 | 2.01 |
| The World Bank Group's grant financing in response to the Ebola outbreak in Liberia was flexible to address complex challenges in changing environment.*                         | 21  | 7.95 | 2.09 | 36                        | 8.50 | 1.66 | 100                                   | 8.01 | 2.25 | 28               | 8.96 | 1.69 | 5                             | 6.80 | 2.59 | 41   | 7.88 | 2.15 | 116 | 7.97 | 2.28 | 32    | 7.25 | 2.34 | 10                                 | 8.40 | 2.37 | 25                                     | 6.24 | 2.26 | 14               | 8.00 | 2.54 | 12    | 8.17 | 2.08 |
| The World Bank Group's grant financing in response to the Ebola outbreak in Liberia enabled the government to own and manage responses, rather than creating parallel structure. | 20  | 8.45 | 1.50 | 37                        | 7.86 | 2.14 | 99                                    | 7.99 | 2.26 | 30               | 8.93 | 2.12 | 6                             | 7.67 | 1.75 | 43   | 7.77 | 2.13 | 118 | 8.00 | 2.32 | 32    | 7.78 | 1.84 | 9                                  | 8.22 | 2.49 | 24                                     | 6.54 | 2.45 | 15               | 7.87 | 2.29 | 13    | 8.69 | 1.89 |
| The World Bank Group's work in response to the Ebola outbreak helped engender institutional change to improve health care service management and response in Liberia.            | 21  | 8.43 | 1.80 | 39                        | 8.41 | 1.82 | 99                                    | 8.14 | 2.03 | 31               | 8.74 | 2.39 | 6                             | 7.33 | 2.16 | 47   | 7.83 | 2.15 | 121 | 8.16 | 2.18 | 32    | 8.09 | 2.28 | 11                                 | 8.64 | 2.25 | 26                                     | 7.35 | 2.59 | 15               | 7.47 | 2.56 | 12    | 8.58 | 1.83 |
| The World Bank Group's work is helping to build institutional capacity for future management of outbreaks of pandemics and epidemics.  | 20  | 8.20 | 1.82 | 38                        | 8.00 | 2.16 | 99                                    | 7.87 | 2.14 | 31               | 9.00 | 1.86 | 6                             | 7.17 | 1.83 | 42   | 7.81 | 1.99 | 118 | 7.86 | 2.24 | 32    | 7.72 | 2.16 | 11                                 | 8.64 | 2.16 | 26                                     | 7.46 | 2.55 | 15               | 7.67 | 2.29 | 13    | 8.46 | 1.85 |
| The World Bank Group role as convener and facilitator of other donors was very effective in response to last year's Ebola crisis.*   | 20  | 8.70 | 1.45 | 40                        | 8.55 | 1.40 | 102                                   | 7.81 | 2.23 | 31               | 9.19 | 1.66 | 6                             | 6.67 | 2.25 | 41   | 7.93 | 2.22 | 119 | 7.93 | 2.36 | 31    | 8.00 | 1.53 | 12                                 | 8.50 | 2.35 | 25                                     | 5.28 | 2.65 | 14               | 8.00 | 2.29 | 12    | 8.25 | 2.05 |

\*Significantly different between stakeholder groups

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

When considering the World Bank Group's Ebola crisis related work in Liberia, which of the following activities were most useful? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)  | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|--|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Damage assessment (post-outbreak needs assessment) | 17.9%   | 13.0%                        | 10.7%  | 20.0%         | 12.5%                                | 9.6%   | 22.3% | 15.8% | 0.0%                                     | 32.1%  | 5.9%                | 10.0% |
| Knowledge exchange                                 | 42.9%   | 34.8%                        | 33.9%  | 27.5%         | 75.0%                                | 34.6%  | 41.2% | 21.1% | 30.8%                                    | 50.0%  | 35.3%               | 15.0% |
| Mobilizing donor support*                          | 60.7%   | 58.7%                        | 42.0%  | 50.0%         | 50.0%                                | 42.3%  | 53.4% | 65.8% | 53.8%                                    | 17.9%  | 52.9%               | 65.0% |
| World Bank Group's grant financing                 | 25.0%   | 26.1%                        | 24.1%  | 20.0%         | 0.0%                                 | 30.8%  | 18.2% | 28.9% | 7.7%                                     | 25.0%  | 11.8%               | 25.0% |
| Institutional capacity building                    | 17.9%   | 41.3%                        | 47.3%  | 40.0%         | 37.5%                                | 30.8%  | 35.1% | 34.2% | 30.8%                                    | 42.9%  | 41.2%               | 45.0% |
| Beneficiary targeting                              | 14.3%   | 2.2%                         | 14.3%  | 7.5%          | 0.0%                                 | 17.3%  | 8.8%  | 10.5% | 30.8%                                    | 10.7%  | 23.5%               | 15.0% |
| Building country ownership                         | 17.9%   | 19.6%                        | 24.1%  | 17.5%         | 25.0%                                | 34.6%  | 20.9% | 7.9%  | 23.1%                                    | 21.4%  | 17.6%               | 5.0%  |
| Other  | 3.6%  | 0.0%                         | 1.8%   | 2.5%          | 0.0%                                 | 0.0%   | 0.0%  | 5.3%  | 7.7%                                     | 0.0%   | 5.9%                | 5.0%  |

\*Significantly different between stakeholder groups

When considering post-Ebola recovery, which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined)  | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|--|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Health (e.g., rapid response to epidemics such as Ebola)   | 88.9%   | 81.3%                        | 80.7%  | 83.3%         | 100.0%                               | 90.4%  | 82.5% | 94.9% | 85.7%                                    | 85.7%  | 82.4%               | 78.9% |
| Education (e.g., increased quality of school education)  | 59.3%   | 43.8%                        | 45.6%  | 42.9%         | 57.1%                                | 34.6%  | 55.2% | 66.7% | 21.4%                                    | 53.6%  | 47.1%               | 47.4% |
| Social protection (e.g., social safety nets for the vulnerable, specifically in Ebola affected areas)* | 25.9%   | 41.7%                        | 46.5%  | 45.2%         | 0.0%                                 | 44.2%  | 43.5% | 28.2% | 64.3%                                    | 25.0%  | 35.3%               | 52.6% |
| Private sector development*  | 7.4%  | 18.8%                        | 16.7%  | 14.3%         | 57.1%                                | 15.4%  | 16.9% | 30.8% | 14.3%                                    | 25.0%  | 29.4%               | 36.8% |
| Water and sanitation (e.g., improved access to clean water, solid waste management)                    | 51.9%   | 50.0%                        | 44.7%  | 64.3%         | 42.9%                                | 53.8%  | 46.1% | 23.1% | 35.7%                                    | 53.6%  | 52.9%               | 42.1% |
| Energy (e.g., increased power generation and access to electricity)                                    | 29.6%   | 31.3%                        | 37.7%  | 31.0%         | 42.9%                                | 36.5%  | 33.1% | 28.2% | 42.9%                                    | 57.1%  | 35.3%               | 31.6% |
| Governance (e.g., government effectiveness, good governance)*  | 25.9%   | 29.2%                        | 26.3%  | 14.3%         | 0.0%                                 | 23.1%  | 16.9% | 17.9% | 35.7%                                    | 0.0%   | 17.6%               | 10.5% |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses combined)  | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Health (e.g., rapid response to epidemics such as Ebola)  | 26.9%                                       | 45.0%                     | 42.1%                                 | 27.0%      | 16.7%                         | 34.0%  | 28.6% | 32.5% | 28.6%                              | 32.1%                                  | 29.4%            | 47.4% |
| Education (e.g., increased quality of school education)   | 53.8%                                       | 65.0%                     | 61.7%                                 | 59.5%      | 33.3%                         | 72.0%  | 48.6% | 47.5% | 78.6%                              | 57.1%                                  | 58.8%            | 63.2% |
| Social protection (e.g., social safety nets for the vulnerable, specifically in Ebola affected areas) | 46.2%                                       | 32.5%                     | 45.8%                                 | 43.2%      | 66.7%                         | 30.0%  | 40.7% | 42.5% | 14.3%                              | 46.4%                                  | 41.2%            | 47.4% |
| Private sector development*   | 65.4%                                       | 32.5%                     | 38.3%                                 | 32.4%      | 33.3%                         | 44.0%  | 54.3% | 47.5% | 28.6%                              | 28.6%                                  | 47.1%            | 36.8% |
| Water and sanitation (e.g., improved access to clean water, solid waste management)                   | 11.5%                                       | 47.5%                     | 31.8%                                 | 37.8%      | 50.0%                         | 40.0%  | 40.7% | 40.0% | 42.9%                              | 53.6%                                  | 29.4%            | 26.3% |
| Energy (e.g., increased power generation and access to electricity)*                                  | 69.2%                                       | 35.0%                     | 41.1%                                 | 32.4%      | 33.3%                         | 30.0%  | 49.3% | 40.0% | 50.0%                              | 32.1%                                  | 58.8%            | 21.1% |
| Governance (e.g., government effectiveness, good governance)*   | 23.1%                                       | 35.0%                     | 37.4%                                 | 62.2%      | 66.7%                         | 46.0%  | 32.1% | 45.0% | 57.1%                              | 50.0%                                  | 35.3%            | 52.6% |

\*Significantly different between stakeholder groups

**Refugee Crisis**

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   | N     | Mean | SD   |
| To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in Liberia?* | 23  | 7.70 | 1.36 | 36                        | 7.78 | 2.11 | 94                                    | 8.03 | 2.16 | 29               | 8.90 | 1.78 | 8                             | 7.50 | 1.41 | 43   | 8.05 | 2.31 | 111 | 7.79 | 2.13 | 35    | 7.77 | 1.50 | 14                                 | 8.21 | 2.46 | 23                                     | 5.83 | 2.37 | 15               | 7.27 | 1.71 | 15    | 8.73 | 1.67 |

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



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

In which of the following areas do you believe the World Bank Group should provide resources when it comes to supporting the refugee crisis in Liberia? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)             | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Education and health  | 70.4%   | 88.6%                        | 67.0%  | 85.7%         | 77.8%                                | 79.6%  | 76.7% | 88.1% | 78.6%                                    | 85.2%  | 75.0%               | 84.2% |
| Supporting poor and marginalized<br>local communities         | 22.2%   | 29.5%                        | 22.6%  | 21.4%         | 11.1%                                | 9.3%   | 26.0% | 19.0% | 28.6%                                    | 7.4%   | 31.3%               | 10.5% |
| Jobs*   | 40.7%   | 25.0%                        | 21.7%  | 26.2%         | 44.4%                                | 37.0%  | 37.7% | 28.6% | 21.4%                                    | 18.5%  | 0.0%                | 42.1% |
| Business development  | 37.0%   | 13.6%                        | 27.8%  | 11.9%         | 11.1%                                | 24.1%  | 14.4% | 19.0% | 21.4%                                    | 22.2%  | 37.5%               | 21.1% |
| Infrastructure  | 7.4%  | 22.7%                        | 20.0%  | 26.2%         | 11.1%                                | 20.4%  | 15.8% | 4.8%  | 21.4%                                    | 14.8%  | 18.8%               | 15.8% |
| Social cohesion   | 0.0%  | 4.5%                         | 6.1%   | 11.9%         | 22.2%                                | 5.6%   | 8.9%  | 14.3% | 14.3%                                    | 11.1%  | 12.5%               | 5.3%  |
| Public services*  | 7.4%  | 9.1%                         | 1.7%   | 7.1%          | 22.2%                                | 3.7%   | 8.2%  | 19.0% | 0.0%                                     | 0.0%   | 0.0%                | 10.5% |
| Macro issues (fiscal accounts,<br>balance of payments, etc.)* | 14.8%   | 6.8%                         | 24.3%  | 9.5%          | 0.0%                                 | 18.5%  | 13.0% | 2.4%  | 0.0%                                     | 33.3%  | 25.0%               | 5.3%  |
| Don't know  | 3.7%  | 0.0%                         | 4.3%   | 0.0%          | 0.0%                                 | 0.0%   | 0.7%  | 2.4%  | 0.0%                                     | 3.7%   | 0.0%                | 0.0%  |
| Other*  | 0.0%  | 0.0%                         | 0.0%   | 0.0%          | 0.0%                                 | 0.0%   | 0.0%  | 2.4%  | 7.1%                                     | 0.0%   | 0.0%                | 0.0%  |

\*Significantly different between stakeholder groups

Please rate how you feel when you think about the impact of the refugees in regards to....

| Percentage of Respondents  | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|----------------------------|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| <b>Liberia's economy</b>   |   |                              |  |               |                                      |  |       |       |  |  |                     |       |
| A very negative impact     | 23.3%   | 18.2%                        | 20.0%  | 18.4%         | 30.0%                                | 20.0%  | 25.5% | 21.1% | 7.1%                                     | 35.7%  | 17.6%               | 21.1% |
| A somewhat negative impact | 36.7%   | 36.4%                        | 39.1%  | 39.5%         | 50.0%                                | 30.0%  | 40.7% | 47.4% | 42.9%                                    | 35.7%  | 41.2%               | 15.8% |
| A somewhat positive impact | 13.3%   | 29.5%                        | 17.3%  | 28.9%         | 10.0%                                | 32.0%  | 12.4% | 21.1% | 21.4%                                    | 25.0%  | 29.4%               | 36.8% |
| A very positive impact     | 23.3%   | 13.6%                        | 19.1%  | 13.2%         | 10.0%                                | 10.0%  | 14.5% | 10.5% | 21.4%                                    | 3.6%   | 11.8%               | 15.8% |
| No impact at all           | 3.3%  | 2.3%                         | 4.5%   | 0.0%          | 0.0%                                 | 8.0%   | 6.9%  | 0.0%  | 7.1%                                     | 0.0%   | 0.0%                | 0.0%  |

| Percentage of Respondents  | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|----------------------------|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| <b>Social cohesion*</b>    |   |                              |  |               |                                      |  |       |       |  |  |                     |       |
| A very negative impact     | 29.2%   | 7.3%                         | 17.3%  | 16.7%         | 33.3%                                | 21.3%  | 21.1% | 8.3%  | 0.0%                                     | 30.8%  | 11.8%               | 5.6%  |
| A somewhat negative impact | 25.0%   | 34.1%                        | 21.2%  | 26.7%         | 11.1%                                | 14.9%  | 39.1% | 30.6% | 25.0%                                    | 57.7%  | 52.9%               | 27.8% |
| A somewhat positive impact | 25.0%   | 48.8%                        | 35.6%  | 40.0%         | 22.2%                                | 34.0%  | 21.1% | 50.0% | 41.7%                                    | 11.5%  | 23.5%               | 16.7% |
| A very positive impact     | 20.8%   | 7.3%                         | 22.1%  | 13.3%         | 11.1%                                | 19.1%  | 11.7% | 5.6%  | 33.3%                                    | 0.0%   | 11.8%               | 44.4% |
| No impact at all           | 0.0%  | 2.4%                         | 3.8%   | 3.3%          | 22.2%                                | 10.6%  | 7.0%  | 5.6%  | 0.0%                                     | 0.0%   | 0.0%                | 5.6%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents  | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|----------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| <b>National security*</b>  |   |                           |                                       |            |                               |  |       |       |                                    |  |                  |       |
| A very negative impact     | 44.0%                                       | 27.3%                     | 22.0%                                 | 30.6%      | 40.0%                         | 25.5%  | 31.4% | 24.3% | 15.4%                              | 25.0%                                  | 29.4%            | 5.9%  |
| A somewhat negative impact | 20.0%                                       | 36.4%                     | 40.0%                                 | 25.0%      | 50.0%                         | 36.2%  | 32.9% | 18.9% | 53.8%                              | 64.3%                                  | 52.9%            | 29.4% |
| A somewhat positive impact | 24.0%                                       | 29.5%                     | 20.0%                                 | 19.4%      | 10.0%                         | 19.1%  | 18.6% | 48.6% | 23.1%                              | 10.7%                                  | 5.9%             | 35.3% |
| A very positive impact     | 8.0%  | 4.5%                      | 14.0%                                 | 25.0%      | 0.0%                          | 14.9%  | 11.4% | 8.1%  | 7.7%                               | 0.0%                                   | 11.8%            | 23.5% |
| No impact at all           | 4.0%  | 2.3%                      | 4.0%                                  | 0.0%       | 0.0%                          | 4.3%   | 5.7%  | 0.0%  | 0.0%                               | 0.0%                                   | 0.0%             | 5.9%  |

\*Significantly different between stakeholder groups

| Percentage of Respondents      | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|--------------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| <b>Public service delivery</b> |   |                           |                                       |            |                               |  |       |       |                                    |  |                  |       |
| A very negative impact         | 37.5%                                       | 11.6%                     | 10.9%                                 | 13.3%      | 30.0%                         | 6.4%   | 19.8% | 17.6% | 7.1%                               | 17.9%                                  | 5.9%             | 0.0%  |
| A somewhat negative impact     | 29.2%                                       | 34.9%                     | 39.6%                                 | 40.0%      | 30.0%                         | 27.7%  | 32.1% | 38.2% | 21.4%                              | 57.1%                                  | 41.2%            | 47.1% |
| A somewhat positive impact     | 20.8%                                       | 32.6%                     | 26.7%                                 | 23.3%      | 10.0%                         | 31.9%  | 31.3% | 29.4% | 35.7%                              | 14.3%                                  | 41.2%            | 29.4% |
| A very positive impact         | 8.3%  | 9.3%                      | 14.9%                                 | 16.7%      | 20.0%                         | 23.4%  | 8.4%  | 11.8% | 21.4%                              | 10.7%                                  | 11.8%            | 17.6% |
| No impact at all               | 4.2%  | 11.6%                     | 7.9%                                  | 6.7%       | 10.0%                         | 10.6%  | 8.4%  | 2.9%  | 14.3%                              | 0.0%                                   | 0.0%             | 5.9%  |

| Percentage of Respondents               | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| <b>Liberia's poor and marginalized*</b> |   |                           |                                       |            |                               |  |       |       |                                    |  |                  |       |
| A very negative impact                  | 24.0%                                       | 17.8%                     | 15.0%                                 | 15.2%      | 30.0%                         | 18.8%  | 24.8% | 37.8% | 8.3%                               | 28.6%                                  | 0.0%             | 11.1% |
| A somewhat negative impact              | 44.0%                                       | 37.8%                     | 41.1%                                 | 42.4%      | 50.0%                         | 45.8%  | 42.3% | 24.3% | 58.3%                              | 53.6%                                  | 47.1%            | 61.1% |
| A somewhat positive impact              | 16.0%                                       | 26.7%                     | 20.6%                                 | 24.2%      | 10.0%                         | 22.9%  | 14.6% | 21.6% | 25.0%                              | 14.3%                                  | 52.9%            | 5.6%  |
| A very positive impact                  | 12.0%                                       | 2.2%                      | 15.0%                                 | 9.1%       | 0.0%                          | 4.2%   | 6.6%  | 10.8% | 8.3%                               | 0.0%                                   | 0.0%             | 11.1% |
| No impact at all                        | 4.0%  | 15.6%                     | 8.4%                                  | 9.1%       | 10.0%                         | 8.3%   | 11.7% | 5.4%  | 0.0%                               | 3.6%                                   | 0.0%             | 11.1% |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents<br>(Responses combined)                                       | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Offer more innovative knowledge services  | 35.7%   | 17.0%                        | 13.8%  | 9.5%          | 0.0%                                 | 16.7%  | 21.6% | 23.8% | 12.5%                                    | 11.1%  | 17.6%               | 20.0% |
| Collaborate more effectively with Government clients                                    | 28.6%   | 27.7%                        | 35.3%  | 21.4%         | 10.0%                                | 25.9%  | 30.1% | 16.7% | 31.3%                                    | 22.2%  | 29.4%               | 15.0% |
| Work faster*  | 25.0%   | 6.4%                         | 5.2%   | 19.0%         | 30.0%                                | 18.5%  | 20.9% | 14.3% | 6.3%                                     | 14.8%  | 0.0%                | 20.0% |
| Reduce the complexity of obtaining World Bank Group financing*                          | 25.0%   | 27.7%                        | 12.1%  | 14.3%         | 30.0%                                | 16.7%  | 19.6% | 28.6% | 18.8%                                    | 51.9%  | 41.2%               | 5.0%  |
| Help to bring discipline/effective supervision to implementation of investment projects | 14.3%   | 17.0%                        | 15.5%  | 26.2%         | 20.0%                                | 16.7%  | 9.8%  | 19.0% | 12.5%                                    | 0.0%   | 11.8%               | 15.0% |
| Offer more innovative financial products  | 0.0%  | 8.5%                         | 9.5%   | 7.1%          | 0.0%                                 | 16.7%  | 7.8%  | 14.3% | 25.0%                                    | 3.7%   | 5.9%                | 20.0% |
| Ensure greater selectivity in its work  | 0.0%  | 4.3%                         | 3.4%   | 4.8%          | 0.0%                                 | 1.9%   | 4.6%  | 2.4%  | 6.3%                                     | 0.0%   | 0.0%                | 5.0%  |
| Provide more adequate data/knowledge/statistics/figures on Liberia's economy*           | 10.7%   | 10.6%                        | 23.3%  | 9.5%          | 10.0%                                | 11.1%  | 7.2%  | 7.1%  | 6.3%                                     | 3.7%   | 0.0%                | 10.0% |
| Improve the competitiveness of its financing compared to markets                        | 0.0%  | 4.3%                         | 6.0%   | 0.0%          | 10.0%                                | 3.7%   | 5.2%  | 2.4%  | 0.0%                                     | 0.0%   | 5.9%                | 0.0%  |
| Reach out more to groups outside of Government  | 10.7%   | 23.4%                        | 32.8%  | 31.0%         | 30.0%                                | 33.3%  | 27.5% | 40.5% | 43.8%                                    | 48.1%  | 52.9%               | 35.0% |
| Increase the level of capacity development in the country                               | 25.0%   | 40.4%                        | 35.3%  | 40.5%         | 50.0%                                | 24.1%  | 33.3% | 19.0% | 37.5%                                    | 33.3%  | 23.5%               | 30.0% |
| Improve the quality of its experts as related to Liberia's specific challenges          | 21.4%   | 10.6%                        | 4.3%   | 14.3%         | 10.0%                                | 9.3%   | 6.5%  | 4.8%  | 6.3%                                     | 7.4%   | 5.9%                | 5.0%  |
| Increase the level of World Bank Group staffing in Liberia's office*                    | 3.6%  | 2.1%                         | 2.6%   | 2.4%          | 0.0%                                 | 1.9%   | 2.6%  | 4.8%  | 0.0%                                     | 0.0%   | 0.0%                | 20.0% |
| Other   | 0.0%  | 0.0%                         | 0.9%   | 0.0%          | 0.0%                                 | 1.9%   | 3.3%  | 0.0%  | 0.0%                                     | 0.0%   | 5.9%                | 0.0%  |

\*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Liberia, 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 Liberia?\* (Select only ONE response)

| Percentage of Respondents                  | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|--|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Financial services                         | 60.0%                                       | 37.5%                     | 24.1%                                 | 33.3%      | 30.0%                         | 44.0%  | 43.2% | 38.1% | 40.0%                              | 59.3%                                  | 35.3%            | 25.0% |
| Knowledge products                         | 23.3%                                       | 27.1%                     | 31.5%                                 | 26.2%      | 20.0%                         | 18.0%  | 27.0% | 33.3% | 26.7%                              | 14.8%                                  | 23.5%            | 20.0% |
| Convening services                         | 3.3%  | 8.3%                      | 3.7%                                  | 2.4%       | 0.0%                          | 2.0%   | 3.4%  | 0.0%  | 13.3%                              | 7.4%                                   | 0.0%             | 5.0%  |
| None of the above                          | 0.0%  | 0.0%                      | 0.0%                                  | 0.0%       | 0.0%                          | 0.0%   | 4.1%  | 4.8%  | 0.0%                               | 3.7%                                   | 0.0%             | 0.0%  |
| The combination is appropriate for Liberia | 6.7%  | 18.8%                     | 39.8%                                 | 31.0%      | 30.0%                         | 36.0%  | 15.5% | 23.8% | 20.0%                              | 14.8%                                  | 41.2%            | 45.0% |
| Don't know                                 | 6.7%  | 8.3%                      | 0.9%                                  | 7.1%       | 20.0%                         | 0.0%   | 6.8%  | 0.0%  | 0.0%                               | 0.0%                                   | 0.0%             | 5.0%  |

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|--|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Local radio*                                   | 70.0%                                       | 82.0%                     | 83.8%                                 | 78.6%      | 90.0%                         | 86.5%  | 92.4% | 78.6% | 86.7%                              | 89.3%                                  | 100.0%           | 78.9% |
| International radio                            | 13.3%                                       | 4.0%                      | 15.4%                                 | 26.2%      | 10.0%                         | 7.7%   | 14.0% | 19.0% | 6.7%                               | 7.1%                                   | 5.9%             | 21.1% |
| Social media*                                  | 16.7%                                       | 20.0%                     | 13.7%                                 | 14.3%      | 10.0%                         | 13.5%  | 15.9% | 14.3% | 20.0%                              | 46.4%                                  | 5.9%             | 5.3%  |
| International newspapers                       | 3.3%  | 2.0%                      | 4.3%                                  | 2.4%       | 0.0%                          | 5.8%   | 1.9%  | 2.4%  | 0.0%                               | 0.0%                                   | 0.0%             | 0.0%  |
| Local television                               | 3.3%  | 12.0%                     | 6.8%                                  | 4.8%       | 10.0%                         | 5.8%   | 3.8%  | 11.9% | 0.0%                               | 3.6%                                   | 11.8%            | 10.5% |
| Internet                                       | 23.3%                                       | 22.0%                     | 26.5%                                 | 14.3%      | 40.0%                         | 30.8%  | 21.0% | 28.6% | 20.0%                              | 10.7%                                  | 23.5%            | 47.4% |
| Periodicals*                                   | 6.7%  | 0.0%                      | 0.0%                                  | 0.0%       | 0.0%                          | 3.8%   | 1.3%  | 4.8%  | 0.0%                               | 0.0%                                   | 17.6%            | 0.0%  |
| International television                       | 6.7%  | 0.0%                      | 1.7%                                  | 0.0%       | 0.0%                          | 0.0%   | 1.9%  | 0.0%  | 6.7%                               | 0.0%                                   | 0.0%             | 5.3%  |
| Local newspapers                               | 50.0%                                       | 52.0%                     | 44.4%                                 | 42.9%      | 40.0%                         | 38.5%  | 40.8% | 38.1% | 53.3%                              | 39.3%                                  | 35.3%            | 21.1% |
| Other  | 3.3%  | 2.0%                      | 0.0%                                  | 2.4%       | 0.0%                          | 0.0%   | 2.5%  | 0.0%  | 0.0%                               | 0.0%                                   | 0.0%             | 0.0%  |

\*Significantly different between stakeholder groups

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

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

| Percentage of Respondents<br>(Responses combined)               | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| World Bank Group's publications<br>and other written materials* | 50.0%   | 62.0%                        | 44.3%  | 26.8%         | 40.0%                                | 56.9%  | 50.6% | 39.5% | 53.3%                                    | 28.6%  | 41.2%               | 15.8% |
| e-Newsletters   | 10.0%   | 14.0%                        | 5.2%   | 12.2%         | 0.0%                                 | 9.8%   | 13.6% | 20.9% | 13.3%                                    | 21.4%  | 0.0%                | 10.5% |
| World Bank Group's<br>seminars/workshops/conferences            | 36.7%   | 36.0%                        | 40.0%  | 51.2%         | 50.0%                                | 37.3%  | 35.1% | 48.8% | 33.3%                                    | 42.9%  | 58.8%               | 52.6% |
| Mobile phones*  | 6.7%  | 8.0%                         | 23.5%  | 26.8%         | 10.0%                                | 9.8%   | 26.6% | 18.6% | 6.7%                                     | 21.4%  | 5.9%                | 15.8% |
| Direct contact with World Bank<br>Group                         | 10.0%   | 28.0%                        | 20.9%  | 14.6%         | 20.0%                                | 13.7%  | 20.8% | 23.3% | 26.7%                                    | 10.7%  | 23.5%               | 10.5% |
| World Bank Group's website*                                     | 23.3%   | 26.0%                        | 40.0%  | 39.0%         | 40.0%                                | 41.2%  | 23.4% | 16.3% | 40.0%                                    | 50.0%  | 52.9%               | 26.3% |
| Social media*   | 46.7%   | 16.0%                        | 17.4%  | 24.4%         | 20.0%                                | 19.6%  | 20.8% | 27.9% | 20.0%                                    | 25.0%  | 5.9%                | 47.4% |
| Other   | 3.3%  | 4.0%                         | 2.6%   | 2.4%          | 10.0%                                | 5.9%   | 5.2%  | 2.3%  | 0.0%                                     | 0.0%   | 5.9%                | 10.5% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---------------------------|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Yes                       | 21.4%   | 23.9%                        | 15.3%  | 19.5%         | 20.0%                                | 16.3%  | 24.3% | 24.4% | 6.7%                                     | 7.1%   | 6.3%                | 5.3%  |
| No                        | 78.6%   | 76.1%                        | 84.7%  | 80.5%         | 80.0%                                | 83.7%  | 75.7% | 75.6% | 93.3%                                    | 92.9%  | 93.8%               | 94.7% |

Do you have reliable access to the Internet?\*

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---------------------------|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Yes                       | 88.9%   | 72.9%                        | 73.0%  | 55.0%         | 100.0%                               | 90.2%  | 78.8% | 86.5% | 68.8%                                    | 92.9%  | 82.4%               | 77.8% |
| No                        | 11.1%   | 27.1%                        | 27.0%  | 45.0%         | 0.0%                                 | 9.8%   | 21.2% | 13.5% | 31.3%                                    | 7.1%   | 17.6%               | 22.2% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---------------------------|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Yes                       | 50.0%   | 45.7%                        | 65.1%  | 32.5%         | 50.0%                                | 40.4%  | 47.3% | 33.3% | 53.3%                                    | 28.6%  | 64.7%               | 31.6% |
| No                        | 50.0%   | 54.3%                        | 34.9%  | 67.5%         | 50.0%                                | 59.6%  | 52.7% | 66.7% | 46.7%                                    | 71.4%  | 35.3%               | 68.4% |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Yes                       | 29.6%                                       | 25.5%                     | 53.7%                                 | 17.5%      | 30.0%                         | 20.8%  | 21.2% | 21.6% | 20.0%                              | 25.0%                                  | 17.6%            | 10.5% |
| No                        | 70.4%                                       | 74.5%                     | 46.3%                                 | 82.5%      | 70.0%                         | 79.2%  | 78.8% | 78.4% | 80.0%                              | 75.0%                                  | 82.4%            | 89.5% |

\*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/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| High speed/WiFi           | 100.0%                                      | 70.0%                     | 79.1%                                 | 87.0%      | 100.0%                        | 80.0%  | 88.2% | 80.6% | 90.9%                              | 83.3%                                  | 85.7%            | 92.3% |
| Dial-up                   | 0.0%  | 30.0%                     | 20.9%                                 | 13.0%      | 0.0%                          | 20.0%  | 11.8% | 19.4% | 9.1%                               | 16.7%                                  | 14.3%            | 7.7%  |

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Weekly                    | 20.0%                                       | 12.8%                     | 19.8%                                 | 13.5%      | 0.0%                          | 14.0%  | 11.4% | 14.3% | 6.7%                               | 3.7%                                   | 5.9%             | 31.6% |
| Monthly                   | 13.3%                                       | 19.1%                     | 8.5%                                  | 10.8%      | 11.1%                         | 12.0%  | 8.1%  | 14.3% | 13.3%                              | 3.7%                                   | 5.9%             | 0.0%  |
| A few times a year        | 13.3%                                       | 17.0%                     | 37.7%                                 | 16.2%      | 33.3%                         | 20.0%  | 18.8% | 4.8%  | 26.7%                              | 25.9%                                  | 41.2%            | 10.5% |
| Rarely                    | 13.3%                                       | 29.8%                     | 8.5%                                  | 16.2%      | 11.1%                         | 32.0%  | 24.2% | 16.7% | 26.7%                              | 22.2%                                  | 17.6%            | 5.3%  |
| Never                     | 40.0%                                       | 21.3%                     | 25.5%                                 | 43.2%      | 44.4%                         | 22.0%  | 37.6% | 50.0% | 26.7%                              | 44.4%                                  | 29.4%            | 52.6% |

\*Significantly different between stakeholder groups

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/PMU/Consultant |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia/Research Institute/Think Tank |      |      | Judiciary Branch |      |      | Other |      |      |
|---|---|------|------|---------------------------|------|------|---------------------------------------|------|------|------------------|------|------|-------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|------------------|------|------|-------|------|------|
|   | N   | Mean | SD   | N                         | Mean | SD   | N                                     | Mean | SD   | N                | Mean | SD   | N                             | Mean | SD   | N  | Mean | SD   | N   | Mean | SD   | N     | Mean | SD   | N                                  | Mean | SD   | N                                      | Mean | SD   | N                | Mean | SD   |       |      |      |
| I find the World Bank Group's websites easy to navigate   | 18  | 7.94 | 1.73 | 28                        | 7.07 | 2.67 | 80                                    | 7.86 | 2.04 | 17               | 8.41 | 2.43 | 5                             | 7.60 | 2.07 | 26   | 6.81 | 2.48 | 82  | 7.24 | 2.62 | 18    | 8.00 | 1.14 | 8                                  | 6.75 | 2.92 | 14                                     | 5.86 | 2.63 | 11               | 7.45 | 1.92 | 10    | 7.10 | 1.97 |
| I find the information on the World Bank Group's websites useful  | 17  | 8.76 | 1.30 | 28                        | 7.32 | 2.98 | 81                                    | 8.14 | 1.88 | 18               | 9.28 | 0.96 | 5                             | 8.40 | 1.52 | 32   | 8.03 | 2.67 | 77  | 7.94 | 2.35 | 18    | 8.06 | 1.76 | 9                                  | 7.56 | 2.96 | 12                                     | 6.33 | 2.71 | 11               | 7.64 | 1.21 | 11    | 7.91 | 1.76 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 15  | 8.53 | 1.68 | 27                        | 7.81 | 2.80 | 68                                    | 8.32 | 2.00 | 16               | 8.69 | 2.47 | 2                             | 7.50 | 3.54 | 28   | 7.93 | 2.21 | 75  | 7.52 | 2.42 | 16    | 7.87 | 1.67 | 6                                  | 7.50 | 3.21 | 13                                     | 6.15 | 2.38 | 4                | 9.00 | 0.82 | 8     | 9.63 | 0.74 |
| When I need information from the World Bank Group I know how to find it                                 | 18  | 7.61 | 2.20 | 28                        | 6.79 | 2.51 | 79                                    | 8.18 | 2.14 | 23               | 8.04 | 2.72 | 6                             | 7.83 | 1.17 | 34   | 7.38 | 2.69 | 87  | 7.29 | 2.73 | 17    | 7.88 | 1.32 | 9                                  | 7.11 | 2.80 | 17                                     | 6.82 | 2.58 | 11               | 7.27 | 2.41 | 6     | 8.50 | 1.38 |
| The World Bank Group is responsive to my information requests and inquiries                             | 12  | 7.92 | 1.73 | 26                        | 6.54 | 2.97 | 49                                    | 7.10 | 2.65 | 20               | 7.50 | 3.47 | 2                             | 8.50 | 0.71 | 26   | 6.50 | 3.17 | 55  | 7.91 | 2.49 | 14    | 7.93 | 1.33 | 6                                  | 6.33 | 3.93 | 10                                     | 5.10 | 3.21 | 5                | 8.00 | 3.39 | 9     | 8.67 | 2.06 |

**H. Background Information**

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| Yes                       | 62.1%                                       | 30.0%                     | 57.0%                                 | 29.7%      | 50.0%                         | 32.0%  | 17.7% | 22.5% | 40.0%                              | 18.5%                                  | 29.4%            | 5.3%  |
| No                        | 37.9%                                       | 70.0%                     | 43.0%                                 | 70.3%      | 50.0%                         | 68.0%  | 82.3% | 77.5% | 60.0%                              | 81.5%                                  | 70.6%            | 94.7% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents                    | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|--|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| The World Bank (IDA)                         | 47.6%                                       | 47.6%                     | 61.5%                                 | 45.8%      | 57.1%                         | 20.6%  | 35.4% | 25.9% | 27.3%                              | 41.7%                                  | 30.8%            | 30.0% |
| The International Finance Corporation        | 33.3%                                       | 21.4%                     | 23.1%                                 | 25.0%      | 14.3%                         | 41.2%  | 13.4% | 11.1% | 27.3%                              | 8.3%                                   | 7.7%             | 0.0%  |
| The Multilateral Investment Guarantee Agency | 9.5%  | 0.0%                      | 3.3%                                  | 0.0%       | 0.0%                          | 2.9%   | 14.6% | 7.4%  | 9.1%                               | 0.0%                                   | 7.7%             | 0.0%  |
| Other  | 9.5%  | 31.0%                     | 12.1%                                 | 29.2%      | 28.6%                         | 35.3%  | 36.6% | 55.6% | 36.4%                              | 50.0%                                  | 53.8%            | 70.0% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other  |
|---------------------------|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|--------|
| Yes                       | 40.0%                                       | 24.4%                     | 49.5%                                 | 44.1%      | 12.5%                         | 29.2%  | 11.6% | 18.2% | 23.1%                              | 7.7%                                   | 26.7%            | 0.0%   |
| No                        | 60.0%                                       | 75.6%                     | 50.5%                                 | 55.9%      | 87.5%                         | 70.8%  | 88.4% | 81.8% | 76.9%                              | 92.3%                                  | 73.3%            | 100.0% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents                                    | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Govt | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia/Research Institute/Think Tank | Judiciary Branch | Other |
|--|---|---------------------------|---------------------------------------|------------|-------------------------------|--|-------|-------|------------------------------------|--|------------------|-------|
| The two institutions work well together                      | 33.3%                                       | 40.0%                     | 42.3%                                 | 46.7%      | 100.0%                        | 28.6%  | 53.3% | 50.0% | 0.0%                               | 100.0%                                 | 25.0%            | 0.0%  |
| The way the two institutions work together needs improvement | 16.7%                                       | 50.0%                     | 38.5%                                 | 40.0%      | 0.0%                          | 57.1%  | 20.0% | 33.3% | 66.7%                              | 0.0%                                   | 75.0%            | 0.0%  |
| The two institutions do not work well together               | 25.0%                                       | 10.0%                     | 9.6%                                  | 0.0%       | 0.0%                          | 0.0%   | 13.3% | 16.7% | 0.0%                               | 0.0%                                   | 0.0%             | 0.0%  |
| Don't know   | 25.0%                                       | 0.0%                      | 9.6%                                  | 13.3%      | 0.0%                          | 14.3%  | 13.3% | 0.0%  | 33.3%                              | 0.0%                                   | 0.0%             | 0.0%  |

**H. Background Information (continued)**

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

| Percentage of Respondents<br>(Responses combined)                        | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|--|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Observer   | 32.1%   | 50.0%                        | 42.3%  | 46.9%         | 28.6%                                | 58.1%  | 58.7% | 48.6% | 40.0%                                    | 37.5%  | 53.3%               | 72.7% |
| Use World Bank Group reports/<br>data*                                   | 25.0%   | 29.5%                        | 19.2%  | 28.1%         | 85.7%                                | 18.6%  | 29.4% | 27.0% | 53.3%                                    | 50.0%  | 20.0%               | 9.1%  |
| Engage in World Bank Group<br>related/sponsored events/<br>activities*   | 17.9%   | 15.9%                        | 51.0%  | 34.4%         | 14.3%                                | 34.9%  | 12.7% | 37.8% | 26.7%                                    | 12.5%  | 26.7%               | 9.1%  |
| Collaborate as part of my<br>professional duties*                        | 60.7%   | 29.5%                        | 35.6%  | 25.0%         | 28.6%                                | 20.9%  | 25.4% | 16.2% | 20.0%                                    | 25.0%  | 26.7%               | 9.1%  |
| Use World Bank Group website<br>for information, data, research,<br>etc. | 28.6%   | 34.1%                        | 31.7%  | 37.5%         | 28.6%                                | 25.6%  | 38.1% | 16.2% | 33.3%                                    | 50.0%  | 46.7%               | 54.5% |

\*Significantly different between stakeholder groups

What's your gender?\*

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a<br>Ministry/PMU/<br>Consultant | Local<br>Govt | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia/<br>Research Institute/<br>Think Tank | Judiciary<br>Branch | Other |
|---------------------------|---|------------------------------|--|---------------|--------------------------------------|--|-------|-------|--|--|---------------------|-------|
| Female                    | 33.3%   | 12.2%                        | 30.7%  | 34.9%         | 50.0%                                | 25.9%  | 28.8% | 18.6% | 21.4%                                    | 21.4%  | 11.8%               | 52.6% |
| Male                      | 66.7%   | 87.8%                        | 69.3%  | 65.1%         | 50.0%                                | 74.1%  | 71.2% | 81.4% | 78.6%                                    | 78.6%  | 88.2%               | 47.4% |

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>16</sup>

- Western Liberia N=84
- Northern Liberia N=59
- Montserrado County (Monrovia and rural Montserrado) N=293
- Central Liberia N=43
- South East N=124

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

|  | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|--|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|  | 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 Liberia. | 58              | 7.22 | 3.39 | 242                | 6.75 | 2.42 | 105        | 7.03 | 2.68 | 48               | 7.04 | 2.88 | 36              | 7.28 | 3.16 |

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

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

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | 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 Liberia*             | 59              | 8.27 | 2.45 | 249                | 6.70 | 2.74 | 112        | 7.20 | 2.58 | 44               | 8.52 | 2.24 | 32              | 8.28 | 2.53 |
| The World Bank Group's work is aligned with what I consider the development priorities for Liberia* | 50              | 8.04 | 2.56 | 232                | 6.77 | 2.50 | 103        | 7.63 | 2.33 | 35               | 7.77 | 2.49 | 21              | 7.48 | 2.54 |

\*Significantly different between geographic locations

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

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

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | N               | Mean | SD   | N                  | Mean | SD   | N          | Mean | SD   | N                | Mean | SD   | N               | Mean | SD   |
| Responsiveness to needs*  | 46              | 8.22 | 1.94 | 231                | 6.12 | 2.25 | 97         | 7.26 | 2.39 | 38               | 6.53 | 2.90 | 29              | 7.52 | 2.35 |
| Flexibility (in terms of the institution's products and services)*                          | 44              | 7.70 | 2.50 | 202                | 5.54 | 2.17 | 79         | 6.51 | 2.59 | 29               | 5.55 | 2.60 | 18              | 6.78 | 2.10 |
| Flexibility (in terms of changing country circumstances)*                                   | 43              | 8.00 | 2.52 | 230                | 5.99 | 2.35 | 96         | 6.78 | 2.22 | 31               | 5.97 | 2.61 | 20              | 7.45 | 2.04 |
| Being inclusive*  | 45              | 7.87 | 2.46 | 232                | 6.31 | 2.41 | 94         | 6.80 | 2.30 | 28               | 6.43 | 2.60 | 22              | 6.64 | 2.75 |
| Openness (sharing data and other information)*  | 43              | 7.67 | 2.90 | 231                | 6.19 | 2.39 | 87         | 7.33 | 2.85 | 29               | 7.34 | 2.64 | 21              | 6.33 | 2.71 |
| Collaboration with the Government*  | 55              | 9.11 | 1.33 | 243                | 7.71 | 2.24 | 99         | 8.40 | 1.93 | 36               | 8.03 | 2.42 | 27              | 7.96 | 2.36 |
| The speed in which it gets things accomplished on the ground*                               | 47              | 7.38 | 2.79 | 220                | 5.74 | 2.17 | 92         | 6.53 | 2.58 | 32               | 6.06 | 2.87 | 19              | 6.63 | 2.73 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 46              | 8.35 | 2.17 | 223                | 6.39 | 2.31 | 104        | 7.25 | 2.36 | 33               | 5.91 | 2.87 | 20              | 7.00 | 2.66 |
| Collaboration with civil society*   | 50              | 7.84 | 2.24 | 228                | 5.61 | 2.44 | 89         | 6.45 | 2.51 | 35               | 6.40 | 3.09 | 23              | 6.91 | 2.89 |
| Staff accessibility*  | 41              | 6.93 | 3.06 | 218                | 5.20 | 2.60 | 88         | 6.50 | 2.90 | 33               | 5.39 | 2.99 | 20              | 5.50 | 2.96 |
| Collaboration with other donors and development partners*                                   | 53              | 8.51 | 2.21 | 232                | 7.46 | 2.19 | 92         | 8.37 | 1.87 | 29               | 8.03 | 2.38 | 21              | 7.62 | 2.20 |
| Collaboration with the private sector*  | 42              | 7.33 | 2.70 | 211                | 5.55 | 2.47 | 74         | 6.95 | 2.28 | 27               | 6.15 | 2.76 | 18              | 6.67 | 2.77 |
| Collaboration with the UN*  | 48              | 9.04 | 2.08 | 216                | 8.23 | 2.18 | 94         | 8.73 | 1.67 | 28               | 9.04 | 1.57 | 21              | 8.14 | 2.33 |
| Straightforwardness and honesty*  | 43              | 8.70 | 2.10 | 213                | 6.77 | 2.35 | 79         | 7.84 | 2.31 | 29               | 8.41 | 1.90 | 19              | 7.21 | 2.86 |
| Treating clients and stakeholders in Liberia with respect*                                  | 44              | 9.09 | 1.33 | 224                | 6.80 | 2.34 | 97         | 7.43 | 2.17 | 28               | 8.25 | 1.78 | 19              | 7.11 | 2.58 |
| Being a long-term partner*  | 51              | 9.29 | 1.65 | 248                | 8.28 | 2.06 | 106        | 8.44 | 2.13 | 35               | 9.09 | 1.34 | 22              | 8.50 | 2.18 |

\*Significantly different between geographic locations

<sup>16</sup> 603 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

|  | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|--|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|  | 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 Liberia?* | 67              | 8.63 | 1.88 | 258                | 7.44 | 2.06 | 117        | 7.79 | 1.95 | 48               | 8.17 | 2.12 | 38              | 8.03 | 2.59 |

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

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | 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 Liberia?* | 59              | 8.53 | 1.93 | 247                | 7.24 | 2.12 | 115        | 7.63 | 2.01 | 43               | 7.65 | 2.48 | 35              | 8.03 | 2.47 |

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

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

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | 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 Liberia* | 64              | 8.62 | 1.96 | 250                | 6.13 | 2.57 | 114        | 6.89 | 2.25 | 51               | 5.67 | 3.82 | 36              | 7.06 | 3.07 |
| The World Bank Group meets Liberia's needs for knowledge services*      | 56              | 8.34 | 2.09 | 243                | 6.02 | 2.43 | 106        | 6.94 | 2.44 | 29               | 7.41 | 2.53 | 25              | 6.40 | 2.87 |

\*Significantly different between geographic locations

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

**In Liberia, 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)

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | N               | Mean | SD   | N                  | Mean | SD   | N          | Mean | SD   | N                | Mean | SD   | N               | Mean | SD   |
| Are adaptable to Liberia's specific development challenges and country circumstances* | 49              | 8.04 | 2.48 | 234                | 6.47 | 2.30 | 94         | 7.17 | 2.09 | 26               | 7.04 | 3.08 | 23              | 7.09 | 3.01 |

\*Significantly different between geographic locations

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | 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?* | 59              | 8.39 | 1.98 | 261                | 7.25 | 2.17 | 104        | 7.93 | 1.83 | 38               | 7.97 | 2.24 | 33              | 8.12 | 2.52 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*   | 56              | 8.79 | 1.84 | 256                | 7.09 | 2.23 | 104        | 7.90 | 1.59 | 36               | 7.92 | 2.09 | 34              | 7.44 | 2.93 |

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

\*Significantly different between geographic locations

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

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

|   | Western Liberia |      |      | Montserrado County |      |      | South East |      |      | Northern Liberia |      |      | Central Liberia |      |      |
|---|-----------------|------|------|--------------------|------|------|------------|------|------|------------------|------|------|-----------------|------|------|
|   | N               | Mean | SD   | N                  | Mean | SD   | N          | Mean | SD   | N                | Mean | SD   | N               | Mean | SD   |
| The World Bank Group takes decisions quickly in Liberia*                                | 48              | 7.83 | 2.75 | 224                | 5.77 | 2.46 | 99         | 5.76 | 2.67 | 33               | 4.70 | 2.93 | 20              | 5.70 | 3.26 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 40              | 9.08 | 1.64 | 209                | 7.17 | 2.25 | 92         | 8.20 | 1.48 | 31               | 7.32 | 2.57 | 20              | 8.30 | 2.08 |

\*Significantly different between geographic locations



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 Liberia COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectors do you believe the World Bank Group should focus most of its resources in Liberia?"*

- Collaborating with the WBG N=182
- Not collaborating with the WBG N=379

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| How familiar are you with the work of the World Bank Group in Liberia?* | 180                        | 6.34 | 2.91 | 362                            | 5.44 | 3.12 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Liberia. | 170                        | 7.31 | 2.36 | 296                            | 6.97 | 2.70 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Liberia solve its most complicated development challenges? | 155                        | 7.48 | 2.34 | 262                            | 7.21 | 2.64 |

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

<sup>17</sup> Only 561 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not collaborating with the WBG |
|--|----------------------------|--------------------------------|
| Energy   | 42.5%                      | 36.6%                          |
| Water and sanitation                           | 11.2%                      | 11.5%                          |
| Pollution                                      | 0.0%                       | 0.0%                           |
| Job creation/employment                        | 33.5%                      | 35.0%                          |
| Health*  | 16.8%                      | 27.3%                          |
| Regional conflict and tensions                 | 3.4%                       | 1.6%                           |
| Financial markets                              | 5.6%                       | 2.7%                           |
| Social protection                              | 0.6%                       | 1.9%                           |
| Gender equity                                  | 2.2%                       | 1.3%                           |
| Private sector development*                    | 16.2%                      | 8.6%                           |
| Education                                      | 49.2%                      | 53.5%                          |
| Public sector governance/reform                | 4.5%                       | 4.8%                           |
| Security/stabilization/reconstruction          | 4.5%                       | 6.1%                           |
| Global/regional integration                    | 0.6%                       | 0.5%                           |
| Agriculture/fisheries                          | 16.8%                      | 22.5%                          |
| Urban development                              | 0.6%                       | 0.5%                           |
| Judiciary reform                               | 2.8%                       | 5.3%                           |
| Economic growth                                | 28.5%                      | 23.5%                          |
| Disaster risk management                       | 0.0%                       | 1.1%                           |
| Equality of opportunity                        | 3.9%                       | 2.4%                           |
| Infectious disease surveillance and response   | 0.0%                       | 0.3%                           |
| Local governance and institutions              | 2.2%                       | 1.3%                           |
| Information and communications technology*     | 1.7%                       | 0.0%                           |
| Transport                                      | 19.0%                      | 25.4%                          |
| Solid waste management/environment             | 0.6%                       | 1.3%                           |
| Trade and exports                              | 0.6%                       | 1.1%                           |
| Crime and violence                             | 0.6%                       | 2.7%                           |
| Natural resource management/forestry           | 8.9%                       | 6.4%                           |
| Social cohesion                                | 0.0%                       | 0.5%                           |
| Climate change                                 | 0.6%                       | 0.8%                           |
| Poverty reduction*                             | 17.3%                      | 8.0%                           |
| Anti-corruption                                | 3.4%                       | 4.0%                           |

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Liberia Government’s efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

|                              | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|------------------------------|----------------------------|------|------|--------------------------------|------|------|
|                              | N                          | Mean | SD   | N                              | Mean | SD   |
| Investment Project Financing | 116                        | 6.50 | 2.36 | 175                            | 6.58 | 2.53 |
| Development Policy Financing | 109                        | 7.00 | 2.42 | 177                            | 6.66 | 2.45 |
| Trust funds and grants       | 122                        | 6.90 | 2.41 | 194                            | 6.96 | 2.42 |
| Guarantees                   | 102                        | 6.38 | 2.20 | 144                            | 6.26 | 2.42 |
| IFC Investment Services      | 78                         | 6.90 | 2.20 | 120                            | 6.53 | 2.21 |
| IFC Advisory Services        | 76                         | 6.72 | 2.18 | 118                            | 6.77 | 2.23 |

**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 Liberia? (1-Strongly disagree, 10-Strongly agree)

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Liberia             | 166                        | 7.15 | 2.48 | 303                            | 7.21 | 2.79 |
| The World Bank Group's work is aligned with what I consider the development priorities for Liberia | 159                        | 7.11 | 2.40 | 258                            | 7.14 | 2.59 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Responsiveness to needs*   | 151                        | 6.93 | 2.36 | 261                            | 6.42 | 2.38 |
| Flexibility (in terms of the institution's products and services)*                         | 125                        | 6.41 | 2.35 | 222                            | 5.61 | 2.33 |
| Flexibility (in terms of changing country circumstances)*                                  | 144                        | 6.69 | 2.34 | 250                            | 6.10 | 2.40 |
| Being inclusive*   | 154                        | 7.06 | 2.29 | 242                            | 6.17 | 2.46 |
| Openness (sharing data and other information)*   | 140                        | 6.96 | 2.45 | 247                            | 6.33 | 2.70 |
| Collaboration with the Government  | 158                        | 8.01 | 2.24 | 277                            | 8.02 | 2.15 |
| The speed in which it gets things accomplished on the ground                               | 147                        | 6.28 | 2.36 | 238                            | 5.89 | 2.44 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 150                        | 6.99 | 2.21 | 249                            | 6.55 | 2.53 |
| Collaboration with civil society   | 142                        | 6.18 | 2.53 | 257                            | 5.99 | 2.58 |
| Staff accessibility*   | 143                        | 6.03 | 2.89 | 231                            | 5.20 | 2.61 |
| Collaboration with other donors and development partners*                                  | 154                        | 8.07 | 2.00 | 247                            | 7.59 | 2.28 |
| Collaboration with the private sector  | 139                        | 6.21 | 2.56 | 209                            | 5.88 | 2.46 |
| Collaboration with the UN  | 142                        | 8.68 | 1.86 | 242                            | 8.34 | 2.13 |
| Straightforwardness and honesty*   | 144                        | 7.62 | 2.34 | 213                            | 7.02 | 2.41 |
| Treating clients and stakeholders in Liberia with respect                                  | 153                        | 7.35 | 2.22 | 234                            | 7.09 | 2.31 |
| Being a long-term partner  | 161                        | 8.61 | 1.71 | 275                            | 8.34 | 2.21 |

\*Significantly different between collaborators and non-collaborators

**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 Liberia? (1-Not important at all, 10-Very important)

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Social protection                            | 158                        | 8.18 | 2.24 | 306                            | 7.97 | 2.51 |
| Gender equity                                | 152                        | 7.95 | 2.42 | 305                            | 7.65 | 2.66 |
| Private sector development                   | 163                        | 8.89 | 1.81 | 304                            | 8.71 | 2.14 |
| Education                                    | 164                        | 9.50 | 1.45 | 326                            | 9.42 | 1.59 |
| Public sector governance/reform              | 161                        | 9.02 | 1.58 | 313                            | 9.14 | 1.56 |
| Global/regional integration                  | 150                        | 8.13 | 2.05 | 304                            | 8.06 | 2.27 |
| Agriculture/fisheries                        | 161                        | 9.26 | 1.37 | 323                            | 9.12 | 1.69 |
| Urban development                            | 159                        | 8.82 | 1.89 | 307                            | 8.80 | 1.86 |
| Energy                                       | 159                        | 9.54 | 1.19 | 313                            | 9.27 | 1.61 |
| Water and sanitation                         | 162                        | 9.25 | 1.43 | 315                            | 9.24 | 1.50 |
| Pollution                                    | 158                        | 8.53 | 2.16 | 301                            | 8.74 | 1.87 |
| Job creation/employment                      | 161                        | 9.43 | 1.38 | 309                            | 9.31 | 1.51 |
| Health                                       | 162                        | 9.44 | 1.42 | 317                            | 9.40 | 1.41 |
| Financial markets                            | 160                        | 8.60 | 1.78 | 312                            | 8.72 | 1.85 |
| Transport                                    | 166                        | 9.11 | 1.68 | 320                            | 9.13 | 1.80 |
| Solid waste management/environment           | 158                        | 8.75 | 1.83 | 307                            | 8.45 | 2.07 |
| Trade and exports                            | 159                        | 8.10 | 2.14 | 305                            | 8.10 | 2.33 |
| Crime and violence                           | 156                        | 8.24 | 2.12 | 307                            | 8.53 | 2.01 |
| Natural resource management/forestry         | 159                        | 8.94 | 1.52 | 301                            | 8.92 | 1.64 |
| Climate change                               | 160                        | 8.53 | 1.93 | 304                            | 8.64 | 2.00 |
| Poverty reduction                            | 162                        | 9.23 | 1.57 | 316                            | 9.31 | 1.39 |
| Anti-corruption                              | 159                        | 8.87 | 1.76 | 313                            | 8.96 | 1.89 |
| Judiciary reform                             | 161                        | 8.92 | 1.81 | 310                            | 8.91 | 1.91 |
| Economic growth                              | 159                        | 9.21 | 1.47 | 313                            | 9.23 | 1.42 |
| Disaster risk management                     | 159                        | 8.69 | 2.01 | 300                            | 8.49 | 2.12 |
| Equality of opportunity                      | 157                        | 8.92 | 1.72 | 305                            | 8.75 | 1.75 |
| Infectious disease surveillance and response | 149                        | 8.93 | 1.66 | 303                            | 8.88 | 1.76 |
| Information and communications technology    | 160                        | 8.28 | 2.05 | 301                            | 8.32 | 1.97 |
| Security/stabilization/reconstruction        | 157                        | 8.62 | 1.77 | 305                            | 8.90 | 1.64 |
| Regional conflict and tensions               | 151                        | 8.26 | 2.00 | 306                            | 8.30 | 2.11 |
| Local governance and institutions            | 159                        | 8.50 | 2.11 | 307                            | 8.52 | 2.07 |
| Social cohesion                              | 157                        | 8.48 | 1.83 | 302                            | 8.08 | 2.20 |



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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Social protection                             | 125                        | 6.18 | 2.57 | 190                            | 5.87 | 2.60 |
| Gender equity                                 | 139                        | 7.28 | 2.23 | 242                            | 6.81 | 2.43 |
| Private sector development                    | 131                        | 6.08 | 2.48 | 212                            | 6.01 | 2.68 |
| Education                                     | 154                        | 7.52 | 1.99 | 256                            | 7.24 | 2.60 |
| Public sector governance/reform               | 150                        | 7.57 | 1.98 | 245                            | 7.24 | 2.42 |
| Global/regional integration                   | 128                        | 6.98 | 2.10 | 207                            | 6.65 | 2.41 |
| Agriculture/fisheries                         | 129                        | 6.76 | 2.44 | 228                            | 6.49 | 2.74 |
| Urban development*                            | 146                        | 7.40 | 2.18 | 235                            | 6.79 | 2.45 |
| Energy  | 134                        | 7.43 | 2.43 | 234                            | 7.04 | 2.73 |
| Job creation/employment*                      | 149                        | 6.93 | 2.52 | 236                            | 6.10 | 2.77 |
| Health  | 152                        | 7.99 | 2.04 | 261                            | 7.58 | 2.42 |
| Financial markets                             | 123                        | 6.74 | 2.47 | 205                            | 6.24 | 2.67 |
| Transport                                     | 132                        | 7.59 | 2.31 | 237                            | 7.05 | 2.80 |
| Rural development*                            | 145                        | 6.63 | 2.29 | 242                            | 6.07 | 2.64 |
| Trade and exports*                            | 120                        | 6.24 | 2.45 | 188                            | 5.63 | 2.65 |
| Solid waste management/environment*           | 145                        | 7.72 | 2.23 | 226                            | 6.50 | 2.65 |
| Natural resource management/forestry          | 119                        | 6.70 | 2.46 | 209                            | 6.21 | 2.50 |
| Climate change*                               | 126                        | 6.97 | 2.29 | 214                            | 5.98 | 2.71 |
| Poverty reduction*                            | 137                        | 6.82 | 2.51 | 242                            | 5.79 | 2.82 |
| Anti-corruption                               | 115                        | 5.96 | 2.74 | 216                            | 5.39 | 2.83 |
| Judiciary reform                              | 119                        | 6.97 | 2.59 | 212                            | 6.43 | 2.73 |
| Economic growth*                              | 146                        | 7.27 | 2.21 | 246                            | 6.45 | 2.57 |
| Disaster risk management*                     | 116                        | 7.30 | 2.39 | 196                            | 6.44 | 2.74 |
| Equality of opportunity*                      | 138                        | 6.85 | 2.36 | 227                            | 6.04 | 2.53 |
| Infectious disease surveillance and response* | 142                        | 7.89 | 1.86 | 222                            | 7.27 | 2.37 |
| Information and communications technology*    | 129                        | 7.21 | 2.08 | 204                            | 6.25 | 2.54 |
| Security/stabilization/reconstruction         | 126                        | 6.99 | 2.21 | 228                            | 6.49 | 2.47 |
| Land reform and administration*               | 118                        | 6.92 | 2.50 | 212                            | 6.27 | 2.75 |
| Local governance and institutions*            | 136                        | 6.88 | 2.50 | 230                            | 6.31 | 2.62 |
| Social cohesion*                              | 134                        | 7.20 | 2.22 | 203                            | 6.19 | 2.44 |

\*Significantly different between collaborators and non-collaborators

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent does the World Bank Group’s work help to achieve development results in Liberia? | 172                        | 7.73 | 1.93 | 328                            | 7.72 | 2.19 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia? | 168                        | 7.67 | 2.07 | 305                            | 7.48 | 2.22 |

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| The World Bank Group’s financial instruments meet the needs of Liberia* | 171                        | 6.89 | 2.27 | 314                            | 6.39 | 2.91 |
| The World Bank Group meets Liberia’s needs for knowledge services       | 165                        | 6.75 | 2.15 | 272                            | 6.48 | 2.71 |

\*Significantly different between collaborators and non-collaborators

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Are timely  | 149                        | 6.37 | 2.28 | 218                            | 6.21 | 2.53 |
| Include appropriate level of stakeholder involvement during preparation               | 151                        | 6.70 | 2.15 | 220                            | 6.27 | 2.50 |
| Lead to practical solutions*  | 157                        | 7.10 | 2.03 | 237                            | 6.63 | 2.32 |
| Are accessible (well written and easy to understand)                                  | 156                        | 6.61 | 2.66 | 228                            | 6.09 | 2.62 |
| Are source of relevant information on global good practices                           | 161                        | 7.45 | 2.15 | 237                            | 7.27 | 2.36 |
| Are relevant to country challenges*   | 164                        | 7.68 | 2.12 | 260                            | 7.11 | 2.47 |
| Are adequately disseminated   | 151                        | 5.88 | 2.73 | 233                            | 5.47 | 2.74 |
| Are translated enough into local language   | 144                        | 4.51 | 2.66 | 222                            | 4.17 | 2.81 |
| Are adaptable to Liberia’s specific development challenges and country circumstances* | 161                        | 7.03 | 2.30 | 241                            | 6.51 | 2.47 |

\*Significantly different between collaborators and non-collaborators

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country? | 170                        | 7.79 | 1.98 | 301                            | 7.44 | 2.26 |
| Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?*  | 170                        | 7.93 | 1.72 | 292                            | 7.20 | 2.39 |

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

\*Significantly different between collaborators and non-collaborators

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| The World Bank Group disburses funds promptly*  | 128                        | 6.59 | 2.84 | 214                            | 5.95 | 2.82 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 163                        | 7.56 | 2.33 | 295                            | 7.10 | 2.55 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 134                        | 6.69 | 2.43 | 210                            | 6.62 | 2.48 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 127                        | 7.43 | 2.03 | 217                            | 7.16 | 2.41 |
| The World Bank Group's conditions on its lending are reasonable                               | 121                        | 7.15 | 2.11 | 203                            | 6.94 | 2.48 |
| The World Bank Group takes decisions quickly in Liberia                                       | 152                        | 5.99 | 2.51 | 245                            | 5.68 | 2.72 |
| Working with the World Bank Group increases Liberia's institutional capacity*                 | 166                        | 8.15 | 1.88 | 289                            | 7.58 | 2.20 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 148                        | 7.41 | 2.20 | 218                            | 7.67 | 2.13 |
| The World Bank Group provides effective implementation support*                               | 163                        | 7.91 | 2.00 | 281                            | 7.33 | 2.35 |

\*Significantly different between collaborators and non-collaborators

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Liberia?* | 164                        | 7.55 | 1.97 | 267                            | 7.09 | 2.31 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe the World Bank Group is adequately staffed in Liberia? | 133                        | 6.61 | 2.44 | 211                            | 6.26 | 2.73 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia? | 157                        | 6.96 | 2.12 | 213                            | 6.78 | 2.31 |

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

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

To what extent do you agree with the following statements related to the World Bank Group's work in response to the Ebola outbreak in Liberia since March 2014? (1-Strongly disagree, 10-Strongly agree)

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| The level of the World Bank Group's grant financing in response to the Ebola outbreak in Liberia was appropriate.*   | 157                        | 7.93 | 2.32 | 316                            | 8.37 | 2.22 |
| The World Bank Group's grant financing in response to the Ebola outbreak was done at the appropriate speed.  | 155                        | 7.53 | 2.22 | 288                            | 7.69 | 2.54 |
| The World Bank Group's grant financing in response to the Ebola outbreak in Liberia was flexible to address complex challenges in changing environment.                          | 145                        | 7.86 | 2.27 | 275                            | 7.93 | 2.23 |
| The World Bank Group's grant financing in response to the Ebola outbreak in Liberia enabled the government to own and manage responses, rather than creating parallel structure. | 151                        | 8.03 | 2.03 | 276                            | 7.88 | 2.33 |
| The World Bank Group's work in response to the Ebola outbreak helped engender institutional change to improve health care service management and response in Liberia.            | 152                        | 8.06 | 2.01 | 288                            | 8.09 | 2.28 |
| The World Bank Group's work is helping to build institutional capacity for future management of outbreaks of pandemics and epidemics.  | 154                        | 7.73 | 2.08 | 276                            | 8.02 | 2.20 |
| The World Bank Group role as convener and facilitator of other donors was very effective in response to last year's Ebola crisis.  | 150                        | 7.88 | 2.09 | 281                            | 7.91 | 2.34 |

\*Significantly different between collaborators and non-collaborators

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in Liberia? | 143                        | 7.85 | 2.09 | 285                            | 7.83 | 2.10 |

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

**G. Communication and Information Sharing**

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| I find the World Bank Group's websites easy to navigate*   | 145                        | 7.71 | 2.18 | 165                            | 6.99 | 2.42 |
| I find the information on the World Bank Group's websites useful                                       | 145                        | 8.17 | 1.85 | 166                            | 7.71 | 2.43 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 114                        | 8.01 | 2.13 | 155                            | 7.77 | 2.40 |
| When I need information from the World Bank Group I know how to find it*                               | 149                        | 7.99 | 2.02 | 178                            | 7.05 | 2.71 |
| The World Bank Group is responsive to my information requests and inquiries                            | 93                         | 7.49 | 2.47 | 135                            | 7.01 | 2.99 |

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>18</sup>

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

- FY 2014 Number of comparable respondents = 582
- FY 2017 Number of comparable respondents = 570

By weighting, the FY 2014 and FY 2017 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

| Percentage of Respondents                       | FY 2014 | FY 2017 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 5%      | 5%      |
| Office of Parliamentarian                       | 5%      | 5%      |
| Government Institutions                         | 23%     | 23%     |
| Local Government                                | 8%      | 8%      |
| Bilateral/Multilateral Agencies                 | 5%      | 5%      |
| Civil Society                                   | 29%     | 29%     |
| Private Sector                                  | 13%     | 13%     |
| Academia  | 6%      | 6%      |
| Media   | 6%      | 6%      |

### A. General Issues facing Liberia

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| The right direction       | 65.0%   | 69.8%   |
| The wrong direction       | 14.2%   | 6.5%    |
| Not sure                  | 20.7%   | 23.7%   |

\*Significantly different between FY2014 and FY2017

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

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| How familiar are you with the work of the World Bank Group in Liberia?* | 559     | 5.19 | 2.71 | 552     | 5.55 | 3.06 |

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2014 and FY2017

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Liberia.* | 478     | 6.43 | 2.42 | 469     | 6.94 | 2.64 |

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2014 and FY2017

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Liberia solve its most complicated development challenges? | 452     | 7.12 | 2.48 | 420     | 7.11 | 2.63 |

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

<sup>18</sup> Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Liberia*             | 517     | 6.81 | 2.53 | 467     | 7.20 | 2.67 |
| The World Bank Group's work is aligned with what I consider the development priorities for Liberia* | 479     | 6.67 | 2.24 | 411     | 7.10 | 2.51 |

\*Significantly different between FY2014 and FY2017

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

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Responsiveness to needs  | 428     | 6.31 | 2.30 | 413     | 6.56 | 2.38 |
| Flexibility (in terms of the institution's products and services)                          | 382     | 6.12 | 2.19 | 348     | 6.00 | 2.37 |
| Flexibility (in terms of changing country circumstances)                                   | 394     | 6.24 | 2.25 | 394     | 6.36 | 2.40 |
| Being inclusive  | 379     | 6.21 | 2.33 | 395     | 6.52 | 2.46 |
| Openness (sharing data and other information)  | 428     | 6.14 | 2.47 | 391     | 6.49 | 2.69 |
| Collaboration with the Government*   | 423     | 7.56 | 2.16 | 437     | 7.98 | 2.21 |
| The speed in which it gets things accomplished on the ground*                              | 389     | 6.35 | 2.18 | 382     | 6.01 | 2.52 |
| Helping to bring discipline/effective supervision to implementation of investment projects |         |      |      | 400     | 6.67 | 2.51 |
| Collaboration with civil society*  | 379     | 6.64 | 2.19 | 400     | 6.00 | 2.65 |
| Staff accessibility  | 410     | 5.65 | 2.47 | 377     | 5.52 | 2.85 |
| Collaboration with other donors and development partners                                   | 391     | 7.40 | 2.10 | 398     | 7.69 | 2.23 |
| Collaboration with the private sector  | 377     | 6.08 | 2.21 | 353     | 5.96 | 2.63 |
| Collaboration with the UN*   | 359     | 7.39 | 2.29 | 379     | 8.46 | 2.04 |
| Straightforwardness and honesty*   | 379     | 6.96 | 2.12 | 356     | 7.32 | 2.40 |
| Treating clients and stakeholders in Liberia with respect*                                 | 429     | 6.90 | 2.27 | 391     | 7.23 | 2.32 |
| Being a long-term partner*   | 418     | 7.37 | 2.25 | 437     | 8.32 | 2.14 |

\*Significantly different between FY2014 and FY2017

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                 | FY 2014 | FY 2017 |
|---|---------|---------|
| More effective collaboration              | 30.1%   | 27.4%   |
| The same level of effective collaboration | 29.9%   | 43.2%   |
| Less effective collaboration              | 15.7%   | 8.6%    |
| Don't know                                | 24.3%   | 20.9%   |

\*Significantly different between FY2014 and FY2017



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

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Social protection*                        | 369     | 6.64 | 2.66 | 304     | 6.00 | 2.65 |
| Gender equity                             | 380     | 6.85 | 2.39 | 376     | 7.07 | 2.33 |
| Private sector development*               | 373     | 6.61 | 2.49 | 338     | 6.06 | 2.66 |
| Education                                 | 410     | 7.39 | 2.42 | 401     | 7.28 | 2.42 |
| Public sector governance/reform           | 392     | 7.12 | 2.40 | 385     | 7.33 | 2.31 |
| Global/regional integration               | 359     | 6.86 | 2.47 | 330     | 6.80 | 2.37 |
| Urban development                         | 410     | 6.95 | 2.43 | 373     | 7.04 | 2.37 |
| Energy                                    | 402     | 7.02 | 2.54 | 357     | 7.13 | 2.65 |
| Job creation/employment                   | 391     | 6.67 | 2.59 | 377     | 6.43 | 2.71 |
| Health*                                   | 402     | 7.24 | 2.42 | 410     | 7.72 | 2.33 |
| Financial markets                         | 367     | 6.73 | 2.51 | 322     | 6.51 | 2.67 |
| Transport                                 | 429     | 7.20 | 2.39 | 358     | 7.24 | 2.69 |
| Rural development*                        | 387     | 6.80 | 2.51 | 378     | 6.27 | 2.53 |
| Trade and exports*                        | 362     | 6.60 | 2.55 | 296     | 6.04 | 2.64 |
| Natural resource management/forestry      | 380     | 6.69 | 2.84 | 326     | 6.40 | 2.56 |
| Climate change                            | 367     | 6.73 | 2.59 | 332     | 6.45 | 2.64 |
| Poverty reduction*                        | 429     | 6.91 | 2.46 | 370     | 6.28 | 2.75 |
| Anti-corruption*                          | 386     | 6.17 | 2.83 | 324     | 5.65 | 2.87 |
| Economic growth                           | 423     | 7.03 | 2.43 | 387     | 6.73 | 2.53 |
| Disaster risk management                  | 353     | 6.62 | 2.49 | 308     | 6.78 | 2.68 |
| Equality of opportunity                   | 369     | 6.63 | 2.61 | 364     | 6.33 | 2.58 |
| Information and communications technology | 374     | 6.70 | 2.47 | 330     | 6.68 | 2.48 |
| Security/stabilization/reconstruction*    | 388     | 7.19 | 2.46 | 351     | 6.62 | 2.44 |
| Local governance and institutions*        | 389     | 6.96 | 2.30 | 362     | 6.50 | 2.64 |
| Social cohesion                           | 346     | 6.64 | 2.58 | 335     | 6.64 | 2.44 |

\*Significantly different between FY2014 and FY2017

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Liberia?* | 475     | 7.28 | 2.14 | 497     | 7.63 | 2.12 |

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2014 and FY2017

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia? | 434     | 7.37 | 2.13 | 469     | 7.48 | 2.17 |

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

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

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Liberia | 460     | 6.42 | 2.38 | 486     | 6.40 | 2.80 |
| The World Bank Group meets Liberia's needs for knowledge services      | 434     | 6.48 | 2.22 | 431     | 6.48 | 2.52 |

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\***

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Weekly                    | 7.0%    | 3.7%    |
| Monthly                   | 13.2%   | 8.6%    |
| A few times a year        | 18.7%   | 27.2%   |
| Rarely                    | 24.4%   | 25.9%   |
| Never                     | 36.7%   | 34.7%   |

\*Significantly different between FY2014 and FY2017

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

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Are timely*   | 406     | 5.73 | 2.16 | 361     | 6.30 | 2.50 |
| Include appropriate level of stakeholder involvement during preparation*              | 412     | 5.90 | 2.00 | 370     | 6.51 | 2.43 |
| Lead to practical solutions*  | 395     | 6.28 | 2.08 | 395     | 6.84 | 2.26 |
| Are accessible (well written and easy to understand)*                                 | 421     | 5.85 | 2.23 | 382     | 6.40 | 2.66 |
| Are source of relevant information on global good practices*                          | 407     | 6.49 | 2.09 | 401     | 7.36 | 2.32 |
| Are relevant to country challenges  |         |      |      | 424     | 7.34 | 2.37 |
| Are adequately disseminated   | 380     | 5.84 | 2.12 | 385     | 5.73 | 2.83 |
| Are translated enough into local language*  | 376     | 5.30 | 2.45 | 366     | 4.43 | 2.89 |
| Are adaptable to Liberia's specific development challenges and country circumstances* | 416     | 6.36 | 2.19 | 399     | 6.73 | 2.45 |

\*Significantly different between FY2014 and FY2017

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 448     | 7.62 | 2.08 | 469     | 7.49 | 2.19 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 422     | 7.32 | 2.15 | 456     | 7.46 | 2.19 |

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



### E. Working with the World Bank Group

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

|  | FY 2014 |      |      | FY 2017 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank Group disburses funds promptly  | 415     | 5.97 | 2.40 | 338     | 6.23 | 2.85 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports* | 467     | 6.87 | 2.32 | 453     | 7.29 | 2.49 |
| The World Bank Group's approvals and reviews are done in a timely fashion                      | 418     | 6.46 | 2.22 | 340     | 6.71 | 2.49 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable*                         | 403     | 6.53 | 2.13 | 342     | 7.30 | 2.33 |
| The World Bank Group's conditions on its lending are reasonable*                               | 401     | 6.58 | 2.07 | 324     | 7.05 | 2.39 |
| The World Bank Group takes decisions quickly in Liberia  | 408     | 6.00 | 2.32 | 403     | 5.84 | 2.70 |
| Working with the World Bank Group increases Liberia's institutional capacity*                  | 427     | 7.10 | 2.07 | 453     | 7.78 | 2.14 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them*        | 412     | 6.78 | 2.19 | 363     | 7.57 | 2.18 |
| The World Bank Group provides effective implementation support*                                | 443     | 7.07 | 2.17 | 443     | 7.57 | 2.22 |

\*Significantly different between FY2014 and FY2017

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| To what extent do you believe the World Bank Group is adequately staffed in Liberia?* | 358     | 5.46 | 2.73 | 338     | 6.39 | 2.66 |

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2014 and FY2017

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia?* | 351     | 7.20 | 1.95 | 369     | 6.87 | 2.25 |

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2014 and FY2017

### F. The Future Role of the World Bank Group in Liberia

When considering the combination of services that the World Bank Group offers in Liberia, 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 Liberia?\*(Select only ONE response)

| Percentage of Respondents                  | FY 2014 | FY 2017 |
|--|---------|---------|
| Financial services                         | 34.0%   | 39.5%   |
| Knowledge products                         | 29.4%   | 25.5%   |
| Convening services                         | 9.9%    | 3.4%    |
| None of the above                          | 1.9%    | 1.7%    |
| The combination is appropriate for Liberia | 20.7%   | 25.5%   |
| Don't know                                 | 4.1%    | 4.5%    |

\*Significantly different between FY2014 and FY2017

### G. Communication and Information Sharing

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes                       | 20.2%   | 18.9%   |
| No                        | 79.8%   | 81.1%   |

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes                       | 78.2%   | 79.9%   |
| No                        | 21.8%   | 20.1%   |

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes                       | 33.5%   | 47.2%   |
| No                        | 66.5%   | 52.8%   |

\*Significantly different between FY2014 and FY2017

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| High speed/WiFi           | 53.8%   | 84.7%   |
| Dial-up                   | 46.2%   | 15.3%   |

\*Significantly different between FY2014 and FY2017

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

|   | FY 2014 |      |      | FY 2017 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| I find the World Bank Group's websites easy to navigate*  | 305     | 5.99 | 2.57 | 303     | 7.40 | 2.37 |
| I find the information on the World Bank Group's websites useful*                                       | 299     | 6.66 | 2.55 | 305     | 8.02 | 2.22 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 333     | 6.19 | 2.58 | 264     | 7.86 | 2.30 |
| When I need information from the World Bank Group I know how to find it*                                | 366     | 5.85 | 2.82 | 331     | 7.55 | 2.45 |
| The World Bank Group is responsive to my information requests and inquiries*                            | 365     | 5.73 | 2.89 | 221     | 7.22 | 2.83 |

\*Significantly different between FY2014 and FY2017



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

| Indicator Question   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |                            | Which of the following describes most of your exposure to the World Bank Group in Liberia? (Choose no more than TWO) |          |                      |          |                          |          |             |          |                 |          |
|--|--|----------------------------|--|----------|----------------------|----------|--------------------------|----------|-------------|----------|-----------------|----------|
|  | Not collaborating with the WBG   | Collaborating with the WBG | Observer   |          | Use WBG reports/data |          | Engage in WBG activities |          | Collaborate |          | Use WBG website |          |
|  |  |                            | No Mean  | Yes Mean | No Mean              | Yes Mean | No Mean                  | Yes Mean | No Mean     | Yes Mean | No Mean         | Yes Mean |
| Overall, please rate your impression of the World Bank Group's effectiveness in Liberia.   | 6.97   | 7.31                       | 7.04   | 7.11     | 7.27                 | 6.60     | 6.85                     | 7.65     | 7.04        | 7.17     | 7.22            | 6.80     |
| Overall the World Bank Group currently plays a relevant role in development in Liberia   | 7.21   | 7.15                       | 7.16   | 7.19     | 7.36                 | 6.68     | 6.93                     | 7.79     | 7.18        | 7.16     | 7.43            | 6.72     |
| The World Bank Group's work is aligned with what I consider the development priorities for Liberia   | 7.14   | 7.11                       | 6.98   | 7.19     | 7.27                 | 6.62     | 6.88                     | 7.57     | 7.14        | 6.93     | 7.29            | 6.72     |
| Responsiveness to needs  | 6.42   | 6.93                       | 6.69   | 6.47     | 6.60                 | 6.54     | 6.33                     | 7.21     | 6.60        | 6.52     | 6.83            | 6.14     |
| Flexibility (in terms of the institution's products and services)  | 5.61   | 6.41                       | 5.95   | 5.99     | 6.01                 | 5.86     | 5.85                     | 6.28     | 5.95        | 6.00     | 6.11            | 5.73     |
| Flexibility (in terms of changing country circumstances)   | 6.10   | 6.69                       | 6.54   | 6.26     | 6.38                 | 6.47     | 6.39                     | 6.44     | 6.34        | 6.56     | 6.62            | 6.02     |
| Being inclusive  | 6.17   | 7.06                       | 6.56   | 6.58     | 6.65                 | 6.39     | 6.34                     | 7.16     | 6.59        | 6.53     | 6.72            | 6.32     |
| Openness (sharing data and other information)  | 6.33   | 6.96                       | 6.77   | 6.44     | 6.73                 | 6.35     | 6.34                     | 7.30     | 6.65        | 6.51     | 6.77            | 6.36     |
| Collaboration with the Government  | 8.02   | 8.01                       | 8.11   | 7.84     | 8.06                 | 7.78     | 7.74                     | 8.61     | 8.05        | 7.82     | 8.05            | 7.86     |
| The speed in which it gets things accomplished on the ground   | 5.89   | 6.28                       | 5.95   | 6.18     | 6.13                 | 5.90     | 5.89                     | 6.49     | 6.12        | 5.93     | 6.17            | 5.86     |
| Helping to bring discipline/effective supervision to implementation of investment projects   | 6.55   | 6.99                       | 6.93   | 6.72     | 6.86                 | 6.76     | 6.67                     | 7.22     | 6.79        | 6.93     | 7.06            | 6.40     |
| Collaboration with civil society   | 5.99   | 6.18                       | 6.20   | 5.88     | 6.09                 | 5.96     | 5.91                     | 6.42     | 5.96        | 6.28     | 6.21            | 5.77     |
| Staff accessibility  | 5.20   | 6.03                       | 5.67   | 5.42     | 5.60                 | 5.41     | 5.32                     | 6.08     | 5.53        | 5.59     | 5.78            | 5.11     |
| Collaboration with other donors and development partners   | 7.59   | 8.07                       | 7.85   | 7.70     | 7.81                 | 7.70     | 7.60                     | 8.20     | 7.86        | 7.56     | 7.86            | 7.64     |
| Collaboration with the private sector  | 5.88   | 6.21                       | 5.92   | 6.06     | 6.14                 | 5.61     | 5.78                     | 6.52     | 6.12        | 5.68     | 6.05            | 5.88     |
| Collaboration with the UN  | 8.34   | 8.68                       | 8.56   | 8.45     | 8.58                 | 8.35     | 8.26                     | 9.15     | 8.64        | 8.14     | 8.54            | 8.45     |
| Straightforwardness and honesty  | 7.02   | 7.62                       | 6.96   | 7.61     | 7.42                 | 6.96     | 7.15                     | 7.61     | 7.42        | 6.96     | 7.44            | 6.98     |
| Treating clients and stakeholders in Liberia with respect  | 7.09   | 7.35                       | 7.13   | 7.33     | 7.30                 | 7.05     | 7.18                     | 7.34     | 7.31        | 7.02     | 7.36            | 6.97     |
| Being a long-term partner  | 8.34   | 8.61                       | 8.45   | 8.49     | 8.56                 | 8.25     | 8.32                     | 8.86     | 8.56        | 8.23     | 8.46            | 8.49     |
| To what extent does the World Bank Group's work help to achieve development results in Liberia?  | 7.72   | 7.73                       | 7.66   | 7.73     | 7.74                 | 7.56     | 7.63                     | 7.85     | 7.75        | 7.53     | 7.69            | 7.70     |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?   | 7.48   | 7.67                       | 7.34   | 7.61     | 7.53                 | 7.30     | 7.37                     | 7.74     | 7.42        | 7.60     | 7.53            | 7.36     |
| The World Bank Group's financial instruments meet the needs of Liberia   | 6.39   | 6.89                       | 6.68   | 6.57     | 6.70                 | 6.44     | 6.42                     | 7.17     | 6.79        | 6.18     | 6.68            | 6.53     |
| The World Bank Group meets Liberia's needs for knowledge services  | 6.48   | 6.75                       | 6.55   | 6.58     | 6.62                 | 6.43     | 6.33                     | 7.11     | 6.68        | 6.25     | 6.66            | 6.39     |
| The World Bank Group's knowledge work and activities are adaptable to Liberia's specific development challenges and country circumstances                | 6.51   | 7.03                       | 6.59   | 7.00     | 6.88                 | 6.56     | 6.58                     | 7.28     | 6.93        | 6.42     | 6.85            | 6.66     |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 7.44   | 7.79                       | 7.43   | 7.66     | 7.66                 | 7.21     | 7.42                     | 7.83     | 7.60        | 7.39     | 7.59            | 7.44     |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 7.20   | 7.93                       | 7.44   | 7.47     | 7.50                 | 7.36     | 7.33                     | 7.78     | 7.51        | 7.32     | 7.56            | 7.28     |
| The World Bank Group takes decisions quickly in Liberia  | 5.68   | 5.99                       | 5.97   | 5.82     | 5.98                 | 5.72     | 5.91                     | 5.87     | 5.88        | 5.96     | 5.80            | 6.09     |
| Where country systems are adequate, the World Bank Group makes appropriate use of them   | 7.67   | 7.41                       | 7.63   | 7.37     | 7.51                 | 7.49     | 7.28                     | 8.05     | 7.60        | 7.29     | 7.62            | 7.31     |

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Liberia FY 2017 Questionnaire



### **World Bank Group Country Survey FY 2017 – Liberia**

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

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 LIBERIA**

| <b>A1. In general would you say that Liberia is headed in ... ?</b> |                     |
|---|---------------------|
| 1   | The right direction |
| 2   | The wrong direction |
| 3   | Not sure            |

**SECTION A: GENERAL ISSUES**

| <b>A2. Listed below are a number of development priorities in Liberia.</b>   |   |    |  |
|--|---|----|--|
| <b>Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)</b> |   |    |  |
| 1  | Social protection (e.g., pensions, targeted social assistance)  | 17 | Transport (e.g., roads, bridges, transportation) |
| 2  | Gender equity   | 18 | Solid waste management/environment               |
| 3  | Private sector development  | 19 | Trade and exports                                |
| 4  | Education   | 20 | Crime and violence                               |
| 5  | Security/stabilization/reconstruction   | 21 | Social cohesion                                  |
| 6  | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 22 | Natural resource management/forestry             |
| 7  | Global/regional integration   | 23 | Climate change (e.g., mitigation, adaptation)    |
| 8  | Agriculture/fisheries   | 24 | Poverty reduction                                |
| 9  | Urban development   | 25 | Anti-corruption                                  |
| 10   | Energy  | 26 | Judiciary reform                                 |
| 11   | Water and sanitation  | 27 | Economic growth                                  |
| 12   | Regional conflict and tensions  | 28 | Local governance and institutions                |
| 13   | Pollution   | 29 | Disaster risk management                         |
| 14   | Job creation/employment   | 30 | Equality of opportunity (i.e., social inclusion) |
| 15   | Health  | 31 | Infectious disease surveillance and response     |
| 16   | Financial markets   | 32 | Information and communications technology        |

| <b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>   |  |    |   |
|---|--|----|---|
| <b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Liberia? (Choose no more than THREE)</b> |  |    |   |
| 1   | Economic growth  | 17 | Water and sanitation  |
| 2   | Disaster risk management                                       | 18 | Pollution   |
| 3   | Equality of opportunity (i.e., social inclusion)               | 19 | Job creation/employment   |
| 4   | Infectious disease surveillance and response                   | 20 | Health  |
| 5   | Local governance and institutions                              | 21 | Security/stabilization/reconstruction   |
| 6   | Information and communications technology                      | 22 | Financial markets   |
| 7   | Social protection (e.g., pensions, targeted social assistance) | 23 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 8   | Solid waste management/environment                             | 24 | Gender equity   |
| 9   | Trade and exports  | 25 | Private sector development  |
| 10  | Crime and violence   | 26 | Education   |
| 11  | Climate change (e.g., mitigation, adaptation)                  | 27 | Global/regional integration   |
| 12  | Transport (e.g., roads, bridges, transportation)               | 28 | Agriculture/fisheries   |
| 13  | Social cohesion  | 29 | Regional conflict and tensions  |
| 14  | Energy   | 30 | Urban development   |
| 15  | Anti-corruption  | 31 | Natural resource management/forestry  |
| 16  | Judiciary reform   |    |   |

**SECTION A: GENERAL ISSUES**

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

|    |   |
|----|---|
| 1  | Greater access to health and nutrition for citizens                                     |
| 2  | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 3  | A growing middle class  |
| 4  | Better opportunity for the poor who live in rural areas                                 |
| 5  | Better opportunity for the poor who live in urban areas                                 |
| 6  | Consistent economic growth  |
| 7  | More reliable social safety net   |
| 8  | Greater access to micro-finance for the poor  |
| 9  | Greater voice and participation for citizens to help ensure greater accountability      |
| 10 | Education and training that better ensure job opportunity                               |
| 11 | Better quality public services  |
| 12 | Better employment opportunities for young people  |
| 13 | Better employment opportunities for women   |
| 14 | Other (please specify): _____   |

**SECTION A: GENERAL ISSUES**

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Liberia? (Select only ONE response)**

- |   |                          |
|---|--------------------------|
| 1 | A very big problem       |
| 2 | A moderately big problem |
| 3 | A small problem          |
| 4 | Not a problem at all     |
| 5 | Don't know               |

**A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)**

- |   |                            |
|---|----------------------------|
| 1 | A very serious problem     |
| 2 | A somewhat serious problem |
| 3 | Not too serious problem    |
| 4 | Not a problem              |
| 5 | Don't know                 |

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

- |   |   |
|---|---|
| 1 | A very important development priority       |
| 2 | A moderately important development priority |
| 3 | A slightly important development priority   |
| 4 | Not an important development priority       |
| 5 | Don't know                                  |

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

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

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

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

|  |   |    |  |
|--|---|----|--|
| <b>B4. When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)</b> |   |    |  |
| 1  | Energy  | 17 | Judiciary reform                                 |
| 2  | Water and sanitation  | 18 | Economic growth                                  |
| 3  | Pollution   | 19 | Disaster risk management                         |
| 4  | Job creation/employment   | 20 | Equality of opportunity (i.e., social inclusion) |
| 5  | Health  | 21 | Infectious disease surveillance and response     |
| 6  | Regional conflict and tensions  | 22 | Local governance and institutions                |
| 7  | Financial markets   | 23 | Information and communications technology        |
| 8  | Social protection (e.g., pensions, targeted social assistance)  | 24 | Transport (e.g., roads, bridges, transportation) |
| 9  | Gender equity   | 25 | Solid waste management/environment               |
| 10   | Private sector development  | 26 | Trade and exports                                |
| 11   | Education   | 27 | Crime and violence                               |
| 12   | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 28 | Natural resource management/forestry             |
| 13   | Security/stabilization/reconstruction   | 29 | Social cohesion                                  |
| 14   | Global/regional integration   | 30 | Climate change (e.g., mitigation, adaptation)    |
| 15   | Agriculture/fisheries   | 31 | Poverty reduction                                |
| 16   | Urban development   | 32 | Anti-corruption                                  |

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

| <b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Liberia?</b> |   |   |  |
|---|---|---|--|
|   |   | <b>Greatest Value<br/>(Choose only ONE)</b> | <b>Second Greatest Value<br/>(Choose only ONE)</b> |
| 1   | Bringing together different groups of stakeholders                  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 2   | Capacity development related to World Bank Group supported projects | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 3   | Technical assistance  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 4   | Policy advice, studies, analyses                                    | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 5   | Financial resources   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 6   | Data and statistics   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 7   | Promoting knowledge sharing   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 8   | Implementation support  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 9   | Mobilizing third party financial resources                          | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 10  | Donor coordination  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 11  | Strategy formulation (e.g., PRSP assistance)                        | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 12  | Other (please specify): _____                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                           |

| <b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)</b> |   |
|---|---|
| 1   | World Bank Group's processes too complex  |
| 2   | Not willing to honestly criticize policies and reform efforts in the country                              |
| 3   | Staff too inaccessible  |
| 4   | World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures) |
| 5   | Not aligned with other donors' work   |
| 6   | Not aligned with country priorities   |
| 7   | Not adequately sensitive to political/social realities in Liberia   |
| 8   | Too influenced by developed countries   |
| 9   | Not exploring alternative policy options  |
| 10  | Not collaborating enough with stakeholders outside the Government   |
| 11  | Its advice and strategies do not lend themselves to practical problem solving                             |
| 12  | Not enough public disclosure of its work  |
| 13  | Arrogant in its approach  |
| 14  | Not client focused  |
| 15  | The credibility of its knowledge/data   |
| 16  | Not focused enough on issues that are unique to post-conflict countries                                   |
| 17  | Inadequate number of World Bank Group staff members located in the country                                |
| 18  | Other (please specify): _____   |
| 19  | Don't know  |

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

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

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

**B8. How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Liberia Government’s efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select “N/A”)**

|   |                                    | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective |  | N/A                      |
|---|------------------------------------|----------------------|---|---|---|---|---|---|---|---|----|----------------|--|--------------------------|
|   |                                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  |                          |
| 1 | Investment Project Financing (IPF) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| 2 | Development Policy Financing (DPF) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| 3 | Trust funds and grants             | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| 4 | Guarantees                         | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| 5 | IFC Investment Services            | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| 6 | IFC Advisory Services              | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |

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

|   |  |    |  |
|---|--|----|--|
| 1 | Beneficiaries                            | 9  | Foundations  |
| 2 | Youth/university groups                  | 10 | Media  |
| 3 | Private sector                           | 11 | UN and regional peace keeping forces   |
| 4 | Local government                         | 12 | Emerging donors  |
| 5 | Donor community                          | 13 | UN agencies  |
| 6 | NGOs/Community Based Organizations       | 14 | Regional organizations (e.g., African Union, ECOWAS, Africa Rice Center, Mano River Union) |
| 7 | Academia/think tanks/research institutes | 15 | Other (please specify): _____  |
| 8 | Parliament                               | 16 | Don’t know   |

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

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

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

| <b>To what extent is the World Bank Group an effective development partner in Liberia, in terms of each of the following?</b> |  | <b>To no degree at all</b> |   |   |   |   | <b>To a very significant degree</b> |   |   |   |    | <b>Don't know</b>        |
|---|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|
|   |  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B12</b>  | Responsiveness to needs  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B13</b>  | Flexibility (in terms of the institution's products and services)                          | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B14</b>  | Flexibility (in terms of changing country circumstances)                                   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B15</b>  | Being inclusive  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B16</b>  | Openness (sharing data and other information)  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B17</b>  | Collaboration with the Government  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B18</b>  | The speed in which it gets things accomplished on the ground                               | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B19</b>  | Helping to bring discipline/effective supervision to implementation of investment projects | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B20</b>  | Collaboration with civil society   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B21</b>  | Staff accessibility  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B22</b>  | Collaboration with other donors and development partners                                   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B23</b>  | Collaboration with the private sector  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B24</b>  | Collaboration with the UN  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B25</b>  | Straightforwardness and honesty  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B26</b>  | Treating clients and stakeholders in Liberia with respect                                  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B27</b>  | Being a long-term partner  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

|   |  |   |                                     |
|---|--|---|-------------------------------------|
| <b>B28. 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)</b> |  |   |                                     |
| <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 |

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

**B29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)**

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

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

| <b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Liberia?</b> |   |                      |   |   |   |   |   |   |   |   |    |                |                          |
|---|---|----------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
|   |   | Not important at all |   |   |   |   |   |   |   |   |    | Very important | Don't know               |
|   |   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |                          |
| 1   | Social protection (e.g., pensions, targeted social assistance)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 2   | Gender equity   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 3   | Private sector development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 4   | Education   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 5   | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 6   | Global/regional integration   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 7   | Agriculture/fisheries   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 8   | Urban development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 9   | Energy  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 10  | Water and sanitation  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 11  | Pollution   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 12  | Job creation/employment   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 13  | Health  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 14  | Financial markets   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 15  | Transport (e.g., roads, bridges, transportation)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 16  | Solid waste management/environment  | 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  | Crime and violence  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 19  | Natural resource management/forestry  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 20  | Climate change (e.g., mitigation, adaptation)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 21  | Poverty reduction   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 22  | Anti-corruption   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 23  | Judiciary reform  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 24  | Economic growth   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 25  | Disaster risk management  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 26  | Equality of opportunity (i.e., social inclusion)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 27  | Infectious disease surveillance and response  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 28  | Information and communications technology   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 29  | Security/stabilization/reconstruction   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 30  | Regional conflict and tensions  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 31  | Local governance and institutions   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 32  | Social cohesion   | 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 Liberia?** (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

|    |   | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           | Don't know |
|----|---|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|    |   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |            |
| 1  | Social protection (e.g., pensions, targeted social assistance)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2  | Gender equity   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3  | Private sector development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 4  | Education   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 5  | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 6  | Global/regional integration   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 7  | Agriculture/fisheries   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 8  | Urban development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 9  | Energy  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 10 | Job creation/employment   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 11 | Health  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 12 | Financial markets   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 13 | Transport (e.g., roads, bridges, transportation)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 14 | Rural development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 15 | Trade and exports   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 16 | Solid waste management/environment  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 17 | Natural resource management/forestry  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 18 | Climate change (e.g., mitigation, adaptation)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 19 | Poverty reduction   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 20 | Anti-corruption   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 21 | Judiciary reform  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 22 | Economic growth   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 23 | Disaster risk management  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 24 | Equality of opportunity (i.e., social inclusion)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 25 | Infectious disease surveillance and response  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 26 | Information and communications technology   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 27 | Security/stabilization/reconstruction   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 28 | Land reform and administration  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 29 | Local governance and institutions   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 30 | Social cohesion   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

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

| <b>C3. To what extent does the World Bank Group's work help to achieve development results in Liberia?</b> |   |   |   |   |   |   |   |   |                              |                          |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           | <input type="checkbox"/> |            |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree |                          | Don't know |

| <b>C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Liberia?</b> |   |   |   |   |   |   |   |   |                              |                          |            |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           | <input type="checkbox"/> |            |
| To no degree at all   |   |   |   |   |   |   |   |   | To a very significant degree |                          | Don't know |

| <b>To what extent do you agree with the following statements about the World Bank Group in Liberia?</b> |   |                   |   |   |   |   |   |   |   |   |    |                          |            |
|---|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|   |   | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know |
| <b>C5</b>   | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Liberia | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>C6</b>   | The World Bank Group meets Liberia's needs for knowledge services (e.g., research, analysis, data, technical assistance)                      | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

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



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

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

|   |  |                            |   |   |   |   |                                     |   |   |   |    |                          |
|---|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|
| <b>In Liberia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b> |  |                            |   |   |   |   |                                     |   |   |   |    |                          |
|   |  | <b>To no degree at all</b> |   |   |   |   | <b>To a very significant degree</b> |   |   |   |    | <b>Don't know</b>        |
| <b>D2</b>   | Are timely   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D3</b>   | Include appropriate level of stakeholder involvement during preparation              | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D4</b>   | Lead to practical solutions  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D5</b>   | Are accessible (well written and easy to understand)                                 | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D6</b>   | Are source of relevant information on global good practices                          | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D7</b>   | Are relevant to country challenges   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D8</b>   | Are adequately disseminated  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D9</b>   | Are translated enough into local language  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D10</b>  | Are adaptable to Liberia's specific development challenges and country circumstances | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

|  |   |   |   |   |   |   |   |   |                         |                          |                   |  |
|--|---|---|---|---|---|---|---|---|-------------------------|--------------------------|-------------------|--|
| <b>D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b> |   |   |   |   |   |   |   |   |                         |                          |                   |  |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                      | <input type="checkbox"/> |                   |  |
| <b>Not significant at all</b>  |   |   |   |   |   |   |   |   | <b>Very significant</b> |                          | <b>Don't know</b> |  |

|  |   |   |   |   |   |   |   |   |                                    |                          |                   |  |
|--|---|---|---|---|---|---|---|---|------------------------------------|--------------------------|-------------------|--|
| <b>D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b> |   |   |   |   |   |   |   |   |                                    |                          |                   |  |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                                 | <input type="checkbox"/> |                   |  |
| <b>Very low technical quality</b>  |   |   |   |   |   |   |   |   | <b>Very high technical quality</b> |                          | <b>Don't know</b> |  |

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

| To what extent do you agree/disagree with the following statements? |  |                   |   |   |   |   |   |   |   |                |    |                          |
|---|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
|   |  | Strongly disagree |   |   |   |   |   |   |   | Strongly agree |    | Don't know               |
| <b>E1</b>   | The World Bank Group disburses funds promptly  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E2</b>   | The World Bank Group effectively monitors and evaluates the projects and programs it supports  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E3</b>   | The World Bank Group's approvals and reviews are done in a timely fashion  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E4</b>   | The World Bank Group's "Safeguard Policy" requirements are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E5</b>   | The World Bank Group's conditions on its lending are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E6</b>   | The World Bank Group takes decisions quickly in Liberia  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E7</b>   | Working with the World Bank Group increases Liberia's institutional capacity   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E8</b>   | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E9</b>   | The World Bank Group provides effective implementation support (i.e., supervision of projects)   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |

| <b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Liberia?</b> |  |   |   |   |   |   |   |   |   |                              |    |                          |
|---|--|---|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
|   |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| To no degree at all   |  |   |   |   |   |   |   |   |   | To a very significant degree |    | Don't know               |

| <b>E11. To what extent do you believe the World Bank Group is adequately staffed in Liberia?</b> |  |   |   |   |   |   |   |   |   |                              |    |                          |
|--|--|---|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
|  |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| To no degree at all  |  |   |   |   |   |   |   |   |   | To a very significant degree |    | Don't know               |

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

**SECTION E: WORKING WITH THE WORLD BANK GROUP ON EBOLA RESPONSE**

| <b>To what extent do you agree with the following statements related to the World Bank Group's work in response to the Ebola outbreak in Liberia since March 2014?</b> |  | <b>Strongly disagree</b> |   |   |   |   |   |   |   |   |    | <b>Strongly agree</b>    | <b>Don't know</b> |
|--|--|--------------------------|---|---|---|---|---|---|---|---|----|--------------------------|-------------------|
|  |  | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |                   |
| <b>E13</b>   | The level of the World Bank Group's grant financing in response to the Ebola outbreak in Liberia was appropriate.  |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |
| <b>E14</b>   | The World Bank Group's grant financing in response to the Ebola outbreak was done at the appropriate speed.  |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |
| <b>E15</b>   | The World Bank Group's grant financing in response to the Ebola outbreak in Liberia was flexible to address complex challenges in changing environment.  |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |
| <b>E16</b>   | The World Bank Group's grant financing in response to the Ebola outbreak in Liberia enabled the government to own and manage responses, rather than creating parallel structure.                         |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |
| <b>E17</b>   | The World Bank Group's work (advice, grant financing, etc.) in response to the Ebola outbreak helped engender institutional change to improve health Liberia service management and response in Liberia. |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |
| <b>E18</b>   | The World Bank Group's work (advice, grant financing, etc.) is helping to build institutional capacity for future management of outbreaks of pandemics and epidemics.                                    |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |
| <b>E19</b>   | The World Bank Group role as convener and facilitator of other donors was very effective in response to last year's Ebola crisis.  |                          |   |   |   |   |   |   |   |   |    | <input type="checkbox"/> |                   |

| <b>E20. When considering the World Bank Group's Ebola crisis related work in Liberia, which of the following activities were most useful? (Choose no more than TWO)</b> |  |
|---|--|
| 1   | Damage assessment (post-outbreak needs assessment) |
| 2   | Knowledge exchange                                 |
| 3   | Mobilizing donor support                           |
| 4   | World Bank Group's grant financing                 |
| 5   | Institutional capacity building                    |
| 6   | Beneficiary targeting                              |
| 7   | Building country ownership                         |
| 8   | Other (please specify): _____                      |

**SECTION E: WORKING WITH THE WORLD BANK GROUP ON EBOLA RESPONSE**

| <b>E21. Please answer the following questions:</b> |   | <b>(Choose no more than THREE for each column)</b>   |  |
|--|---|--|--|
|  |   | <b>A. When considering post-Ebola recovery, which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia?</b> | <b>B. Which THREE areas below would benefit most from other donors in Liberia?</b> |
| 1  | Health (e.g., rapid response to epidemics such as Ebola)  | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 2  | Education (e.g., increased quality of school education)   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 3  | Social protection (e.g., social safety nets for the vulnerable, specifically in Ebola affected areas) | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 4  | Private sector development  | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 5  | Water and sanitation (e.g., improved access to clean water, solid waste management)                   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 6  | Energy (e.g., increased power generation and access to electricity)                                   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 7  | Governance (e.g., government effectiveness, good governance)  | <input type="checkbox"/>   | <input type="checkbox"/>   |

**SECTION E: WORKING WITH THE WORLD BANK GROUP ON REFUGEE CRISIS**

|  |   |   |   |   |   |   |   |   |                              |                          |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| <b>E22. To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in Liberia?</b> |   |   |   |   |   |   |   |   |                              |                          |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           | <input type="checkbox"/> |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree | Don't know               |

|   |   |
|---|---|
| <b>E23. In which of the following areas do you believe the World Bank Group should provide resources when it comes to supporting the refugee crisis in Liberia? (Choose no more than TWO)</b> |   |
| 1   | Education and health                                      |
| 2   | Supporting poor and marginalized local communities        |
| 3   | Jobs  |
| 4   | Business development                                      |
| 5   | Infrastructure  |
| 6   | Social cohesion   |
| 7   | Public services   |
| 8   | Macro issues (fiscal accounts, balance of payments, etc.) |
| 9   | Don't know  |
| 10  | Other (please specify): _____                             |

|  |                                 |                          |                            |                            |                          |                          |
|--|---------------------------------|--------------------------|----------------------------|----------------------------|--------------------------|--------------------------|
| <b>E24. Please rate how you feel when you think about the impact of the refugees in regards to....</b> |                                 |                          |                            |                            |                          |                          |
|  |                                 | A very negative impact   | A somewhat negative impact | A somewhat positive impact | A very positive impact   | No impact at all         |
| 1  | Liberia's economy               | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 2  | Social cohesion                 | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3  | National security               | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4  | Public service delivery         | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5  | Liberia's poor and marginalized | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

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

| <b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)</b> |  |
|--|--|
| 1  | Offer more innovative knowledge services   |
| 2  | Collaborate more effectively with Government clients (e.g., national, state, local)                    |
| 3  | Work faster  |
| 4  | Reduce the complexity of obtaining World Bank Group financing  |
| 5  | Help to bring discipline/effective supervision to implementation of investment projects                |
| 6  | Offer more innovative financial products   |
| 7  | Ensure greater selectivity in its work   |
| 8  | Provide more adequate data/knowledge/statistics/figures on Liberia's economy                           |
| 9  | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) |
| 10   | Reach out more to groups outside of Government   |
| 11   | Increase the level of capacity development in the country  |
| 12   | Improve the quality of its experts as related to Liberia's specific challenges                         |
| 13   | Increase the level of World Bank Group staffing in Liberia's office                                    |
| 14   | Other (please specify): _____  |

| <b>F2. When considering the combination of services that the World Bank Group offers in Liberia, 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 Liberia? (Select only ONE response)</b> |  |
|---|--|
| 1   | Financial services                         |
| 2   | Knowledge products                         |
| 3   | Convening services                         |
| 4   | None of the above                          |
| 5   | The combination is appropriate for Liberia |
| 6   | Don't know                                 |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| <b>G1. How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)</b> |  |    |                               |
|---|--|----|-------------------------------|
| 1   | Local radio  | 6  | Internet                      |
| 2   | International radio  | 7  | Periodicals                   |
| 3   | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 8  | International television      |
| 4   | International newspapers                                       | 9  | Local newspapers              |
| 5   | Local television   | 10 | Other (please specify): _____ |

| <b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b> |   |   |  |
|---|---|---|--|
| 1   | World Bank Group's publications and other written materials | 5 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) |
| 2   | e-Newsletters   | 6 | World Bank Group's website   |
| 3   | World Bank Group's seminars/workshops/conferences           | 7 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)                 |
| 4   | Mobile phones   | 8 | Other (please specify): _____  |

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

| <b>G7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b> |                 |
|---|-----------------|
| 1   | High speed/WiFi |
| 2   | Dial-up         |

| <b>G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b> |                    |
|---|--------------------|
| 1   | Weekly             |
| 2   | Monthly            |
| 3   | A few times a year |
| 4   | Rarely             |
| 5   | Never              |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| 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 |                |                          |
| <b>G9</b>   | I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>                                | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>G10</b>  | I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>                       | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>G11</b>  | The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>G12</b>  | When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)                                  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>G13</b>  | The World Bank Group is responsive to my information requests and inquiries  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

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

|  |  |
|--|--|
| <b>H6. If yes, what was your view of how the two institutions work together in Liberia?</b><br><b>(Select only ONE response)</b> |  |
| 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   |

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

|                                |        |
|--------------------------------|--------|
| <b>H8. What's your gender?</b> |        |
| 1                              | Female |
| 2                              | Male   |

|  |   |
|--|---|
| <b>H9. Which best represents your geographic location?</b> |   |
| 1  | Western Liberia                                     |
| 2  | Montserrado County (Monrovia and rural Montserrado) |
| 3  | South East  |
| 4  | Northern Liberia                                    |
| 5  | Central Liberia                                     |

**Thank you for completing the survey!**