

FY 2017 Liberia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



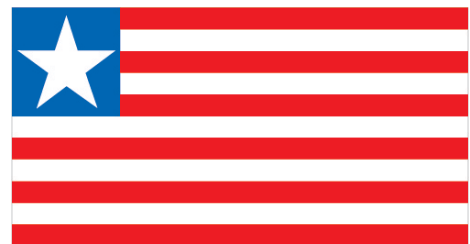
WORLD BANK GROUP

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.

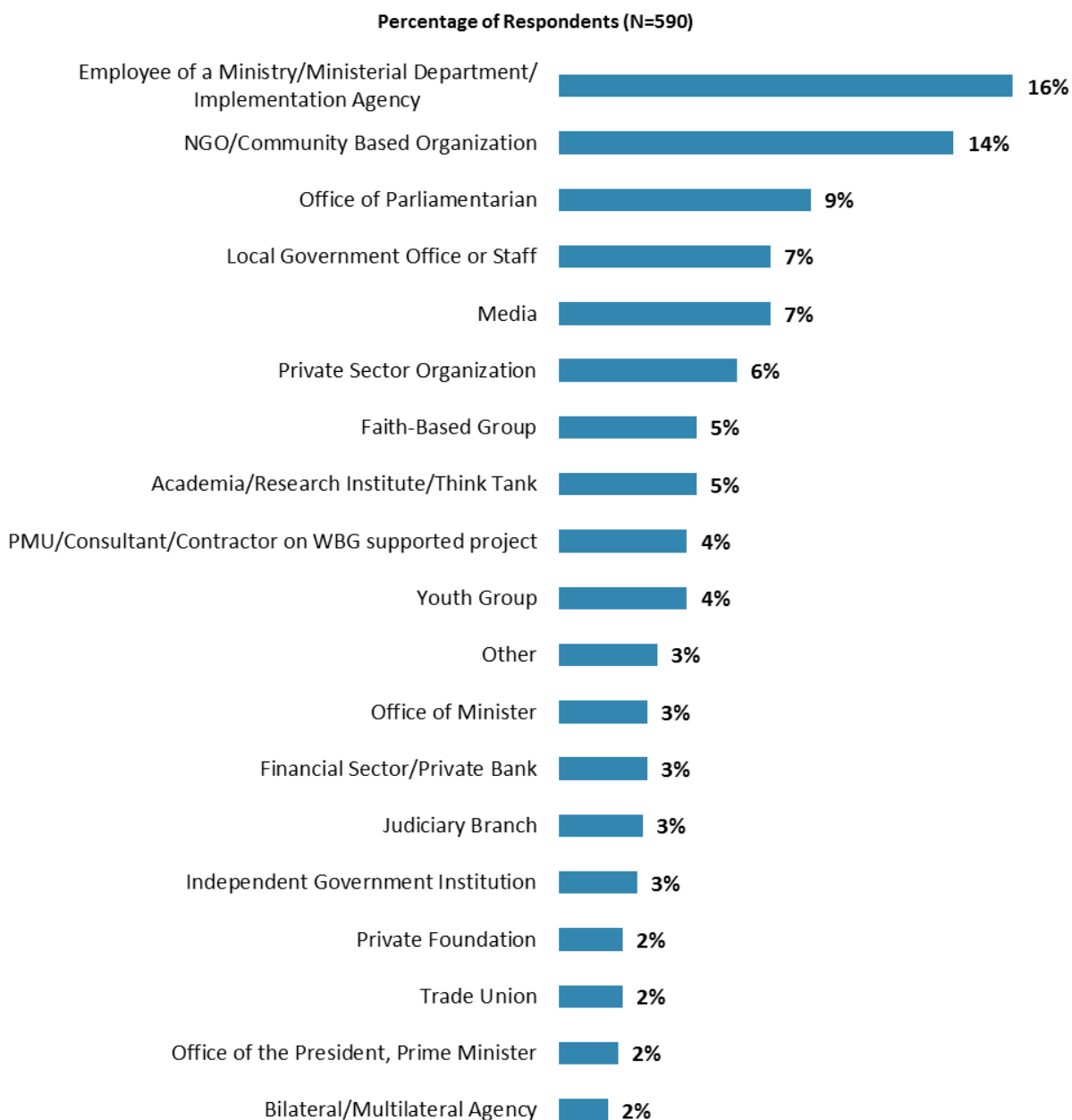
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 91%, N=639). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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.

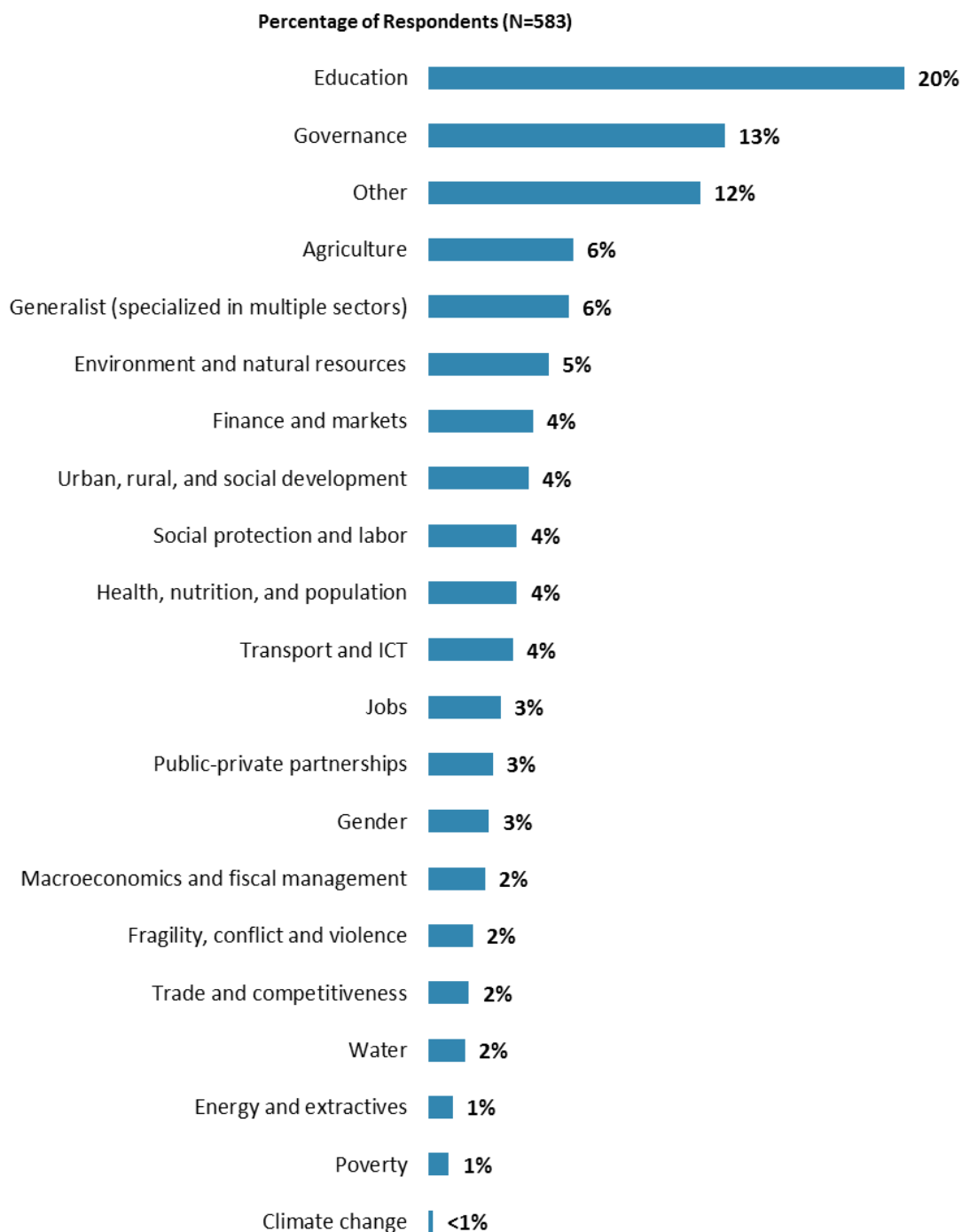


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

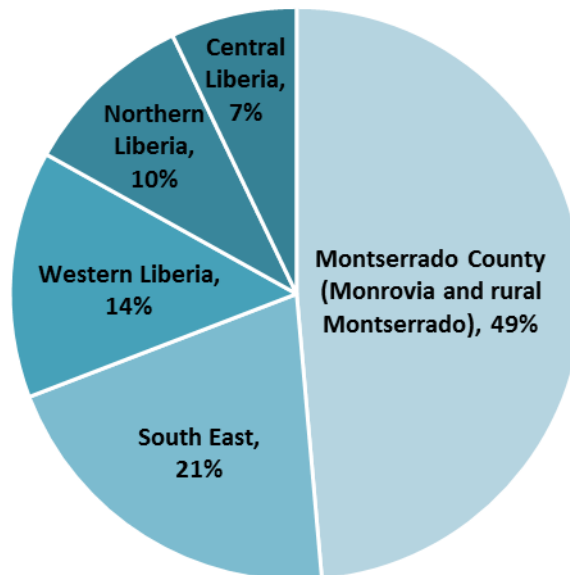


III. Demographics of the Sample (continued)

Geographic Locations

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

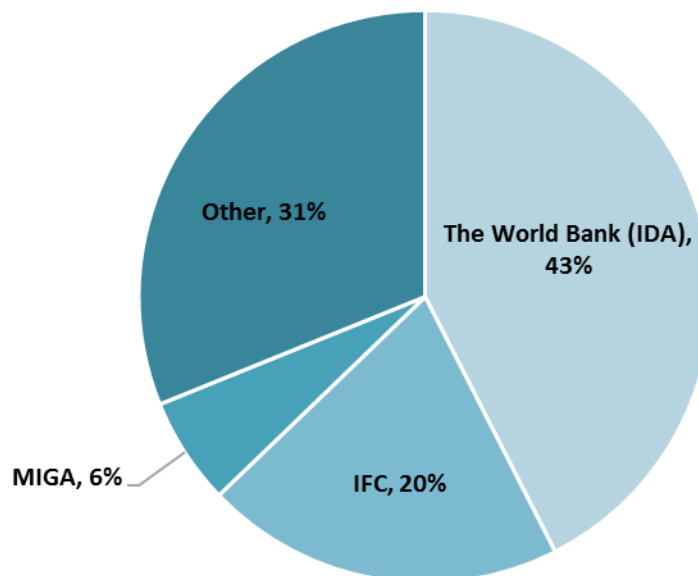
Percentage of Respondents (N=603)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=379)



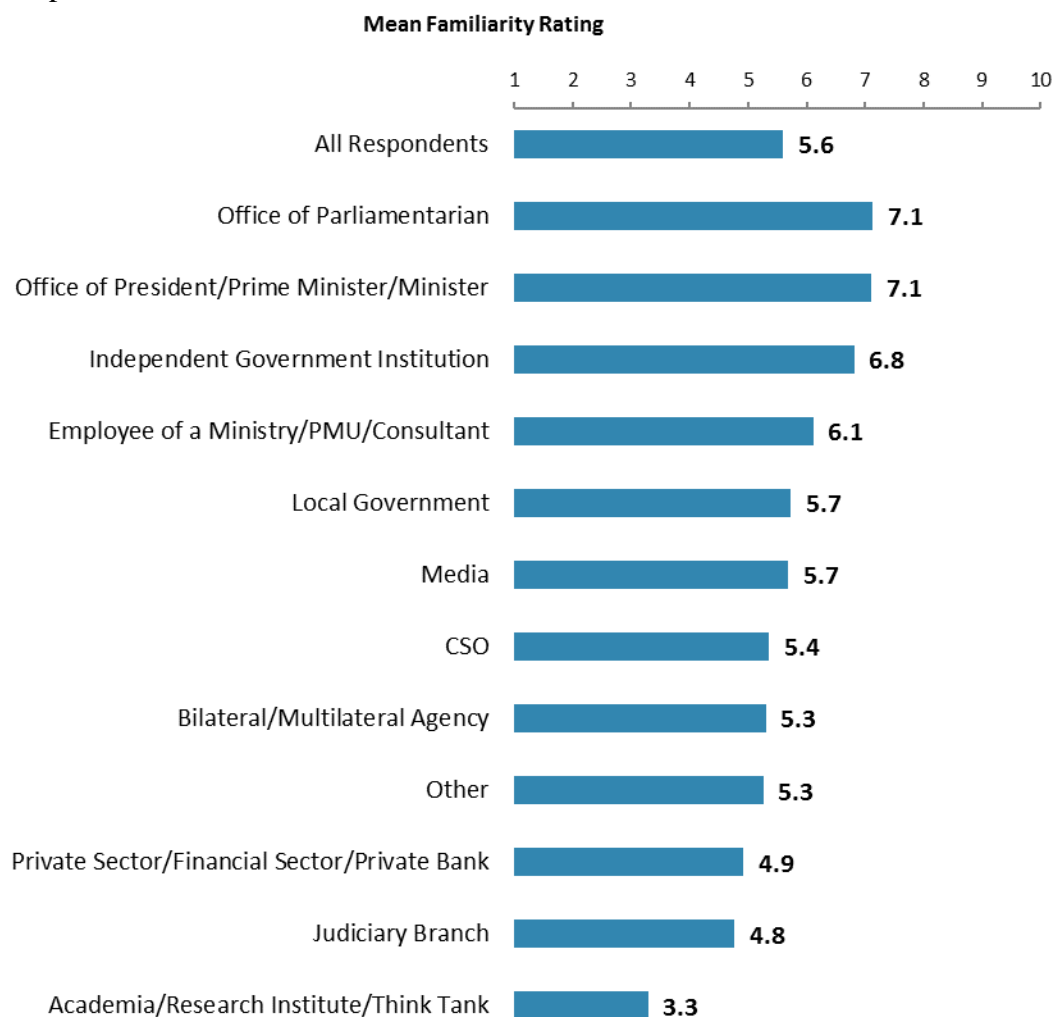
"Which of the following agencies of the World Bank Group do you primarily engage with in Liberia?"
(Respondents chose from a list.)



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)¹.
- 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")

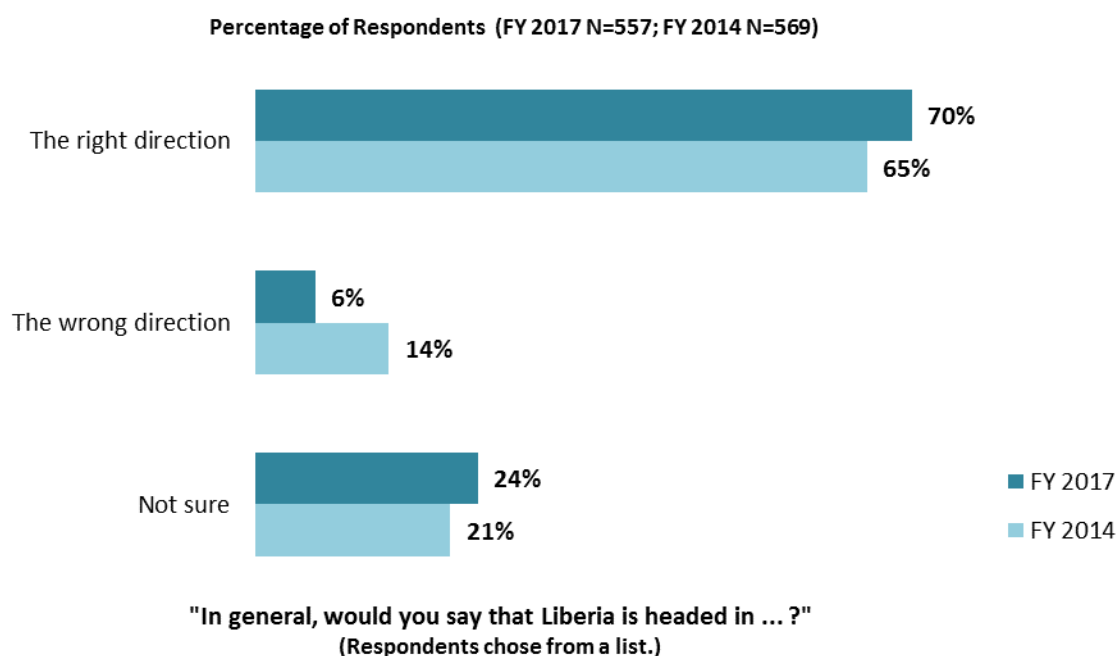
¹ Please refer to Appendix E (page 105) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Liberia

Headed in the Right Direction²

- **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.



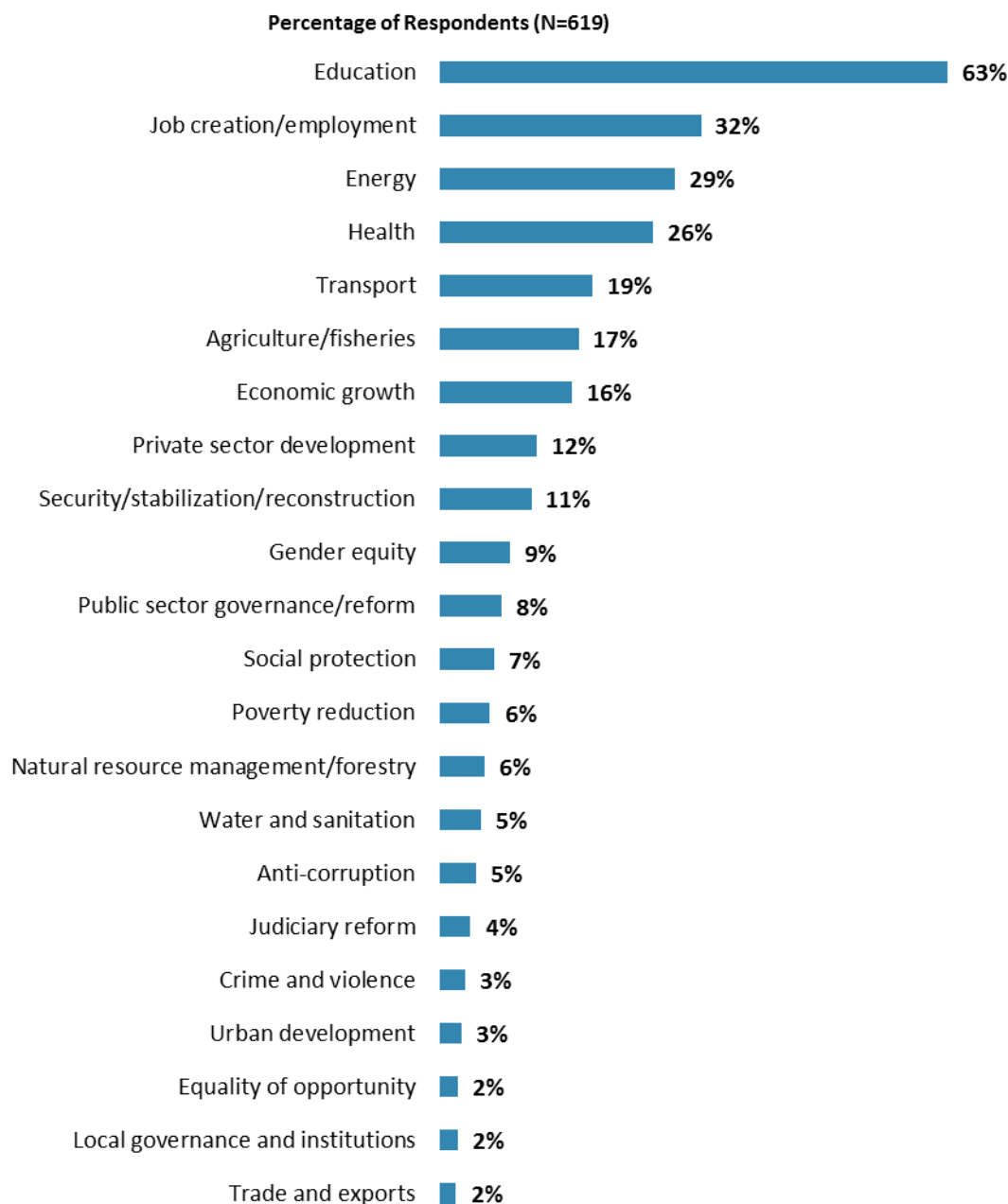
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



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%).



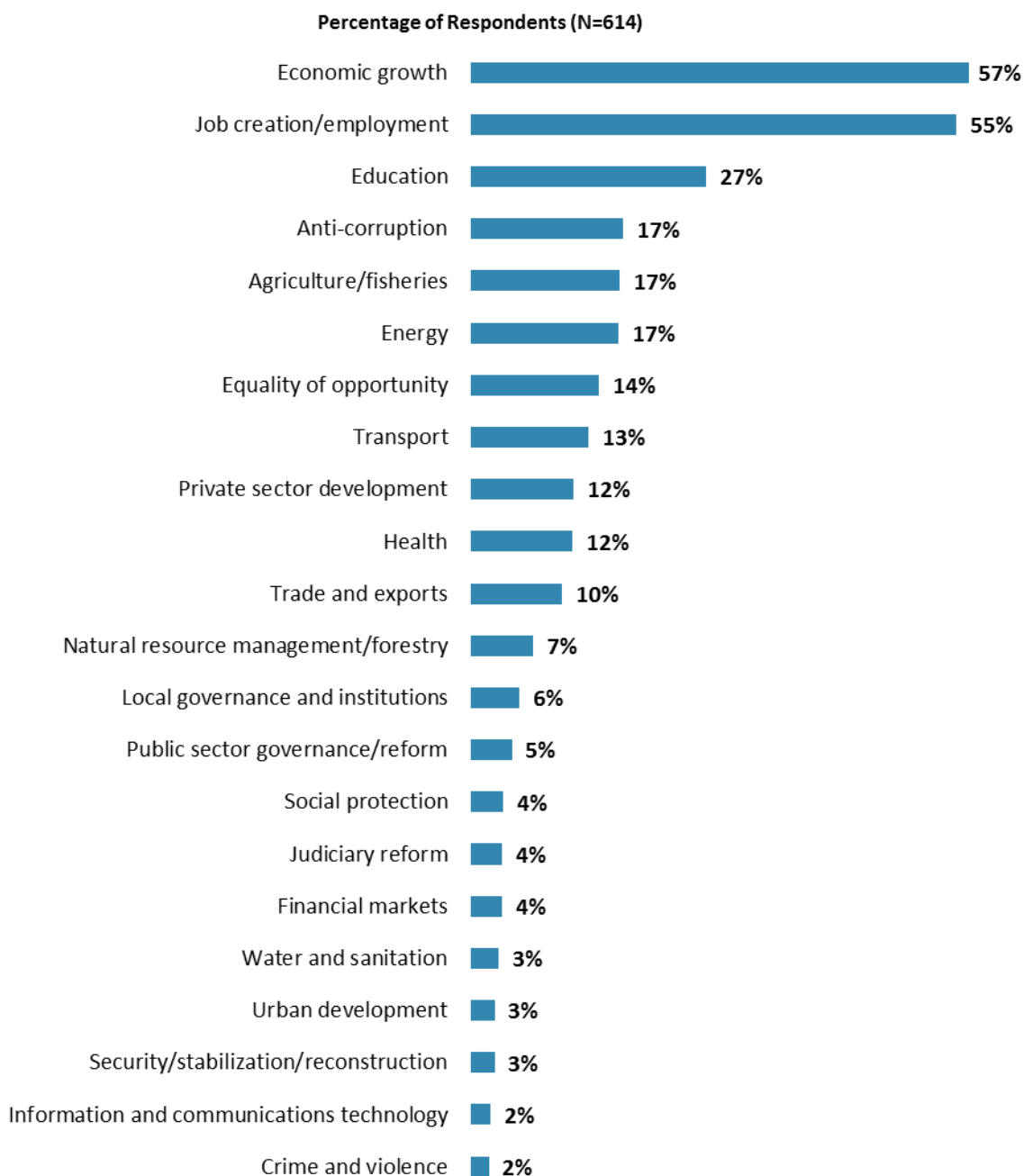
"Listed below are a number of development priorities in Liberia. Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 32 response options shown.)



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%).



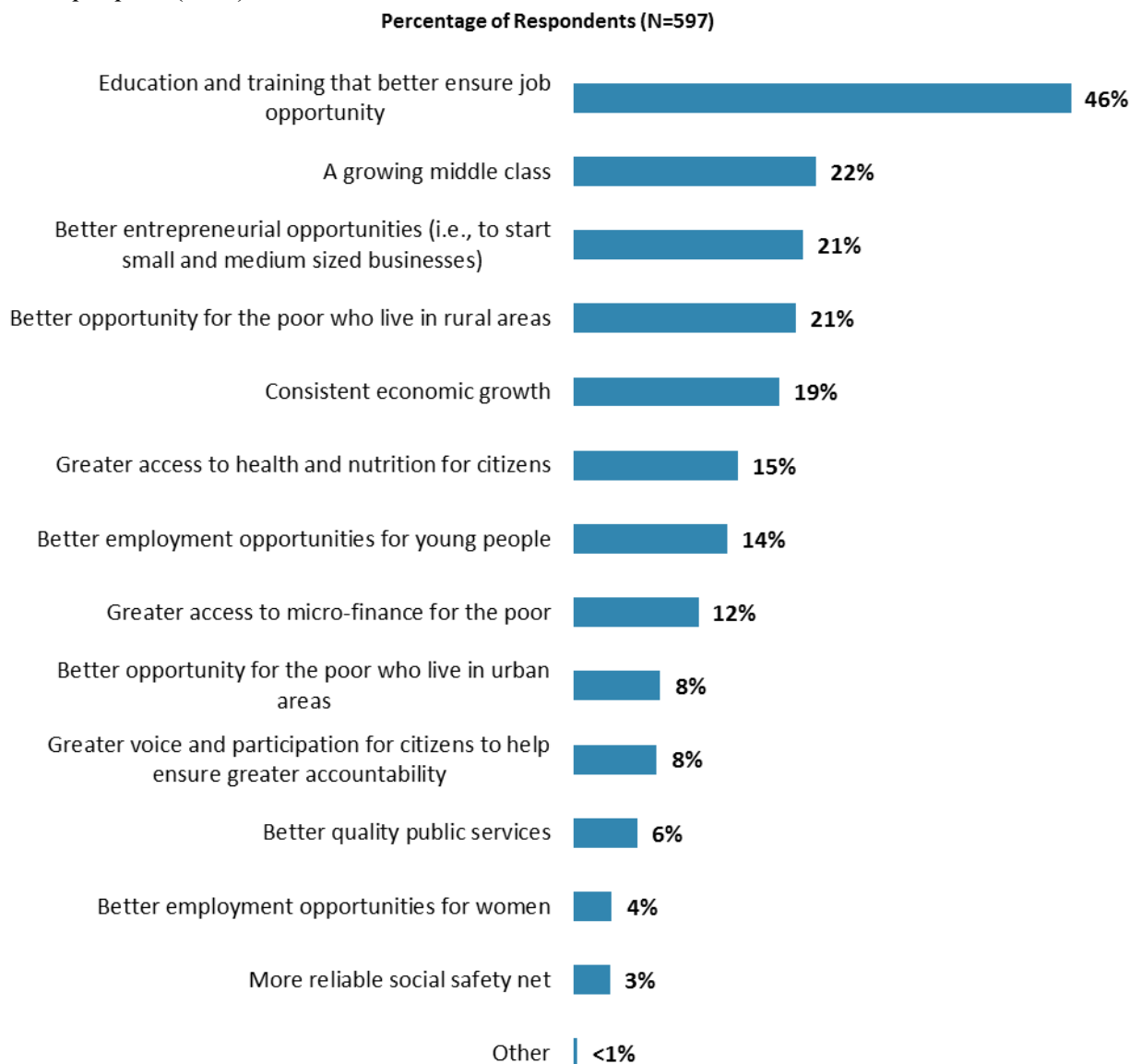
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Liberia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 31 response options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



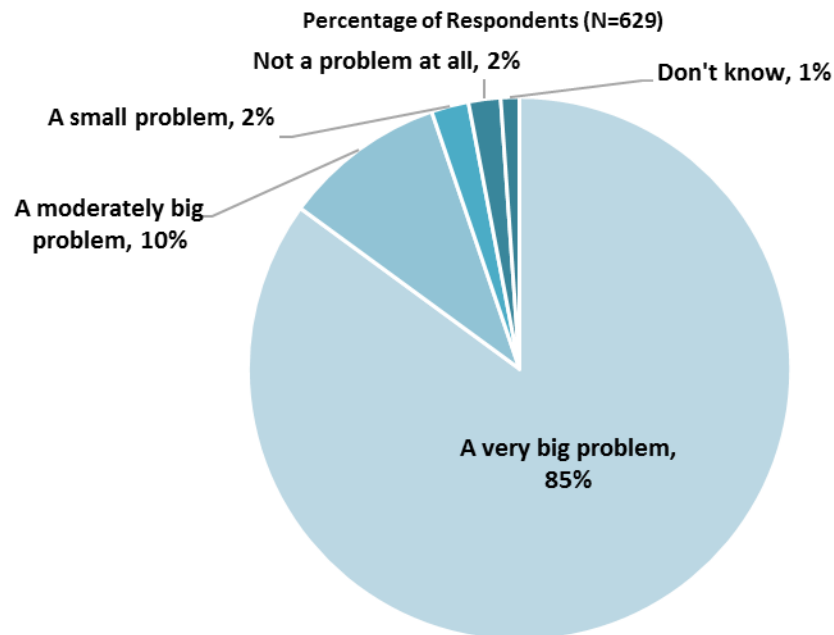
"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When 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.)



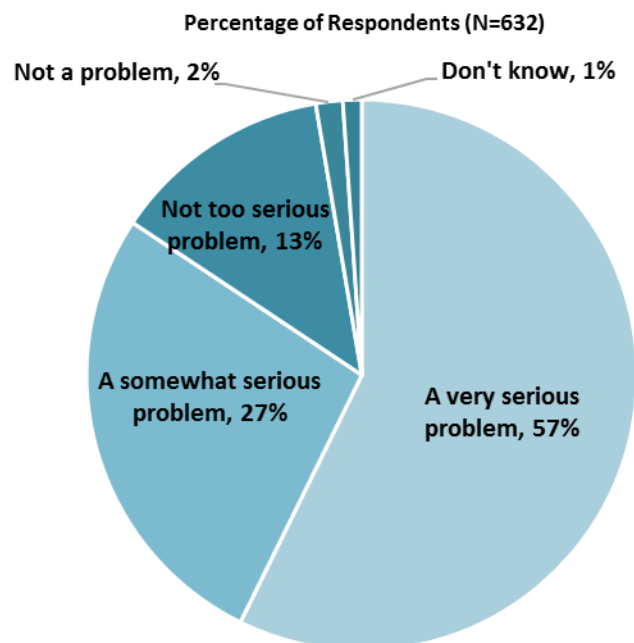
IV. General Issues Facing Liberia (continued)

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

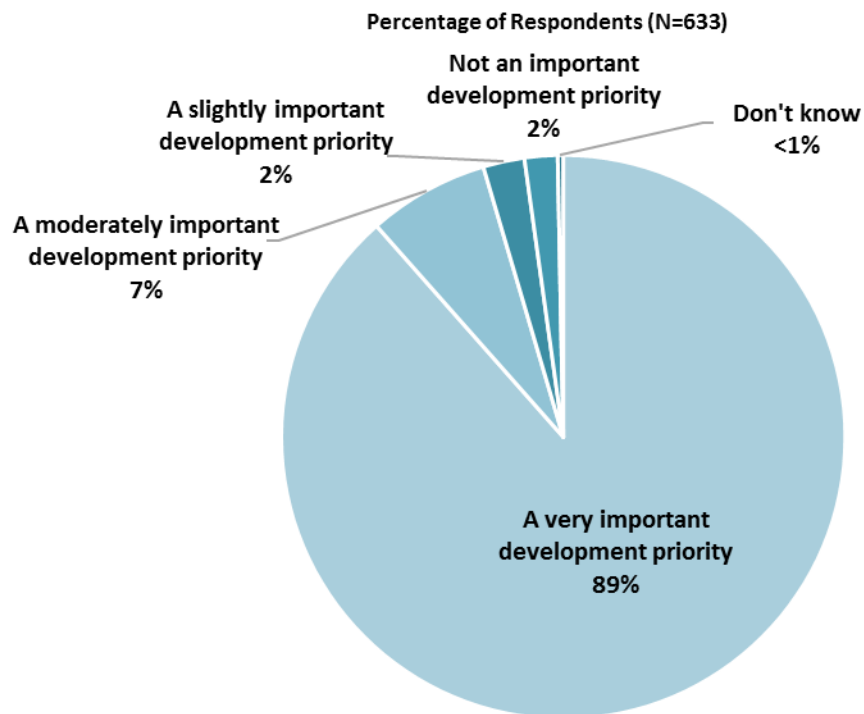


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing Liberia (continued)

Early Childhood Development



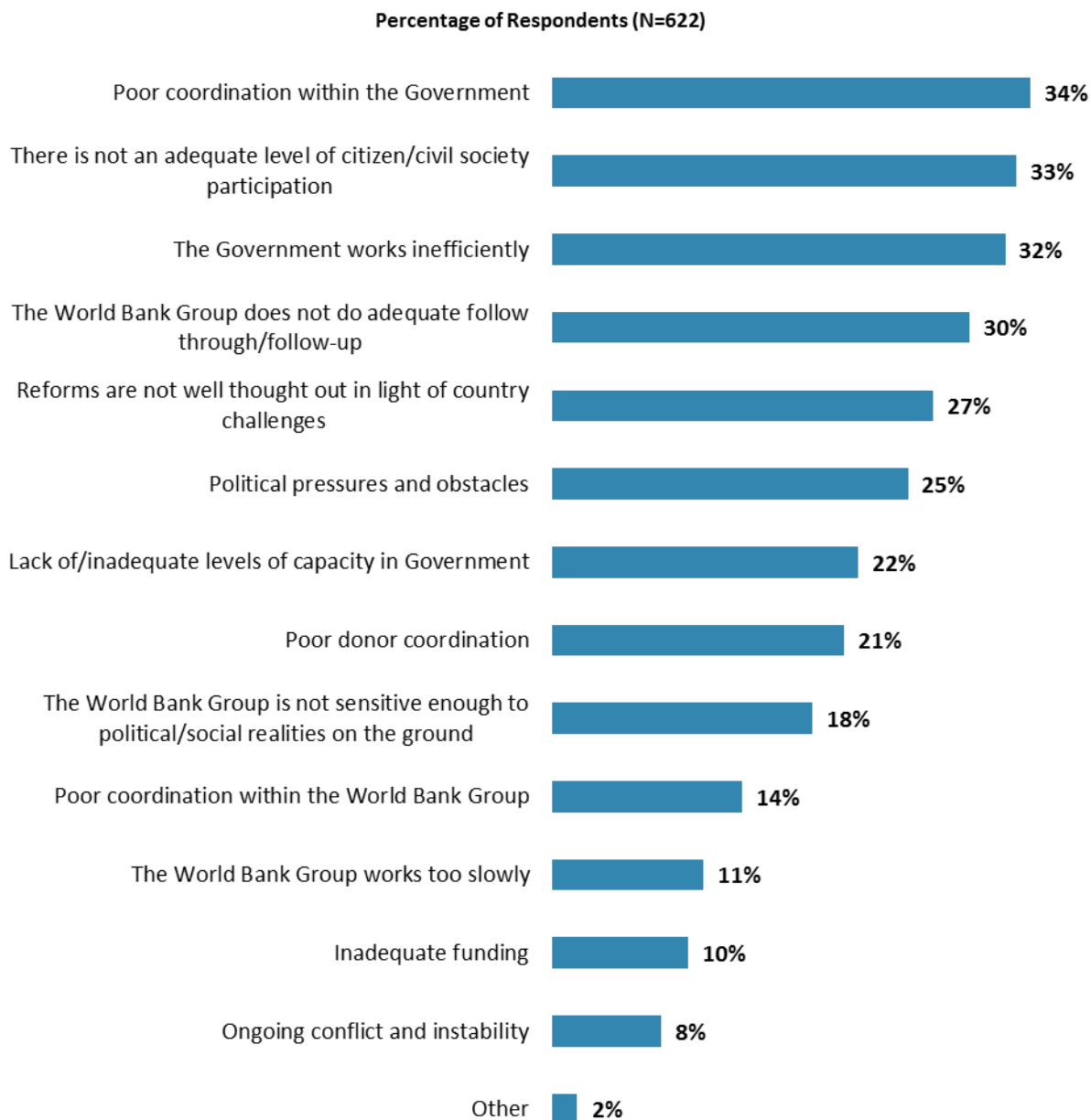
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Liberia?"
(Respondents chose from a list.)



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%).



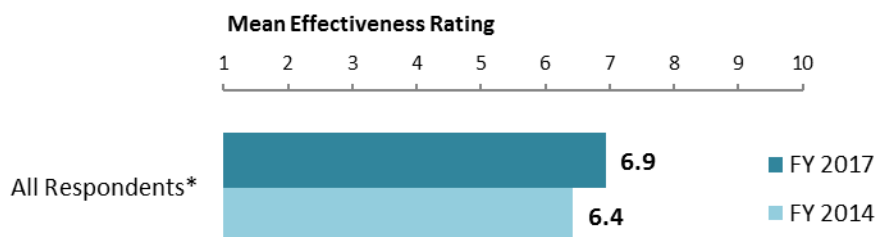
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

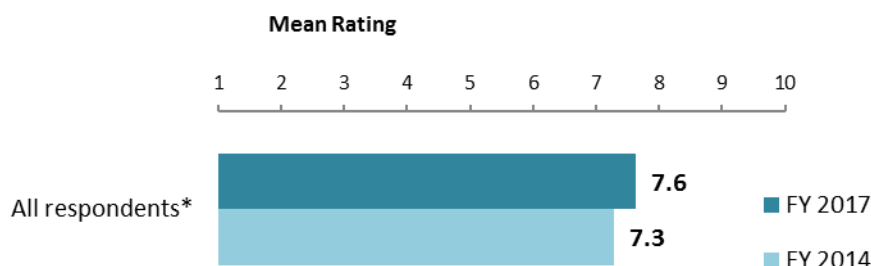
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



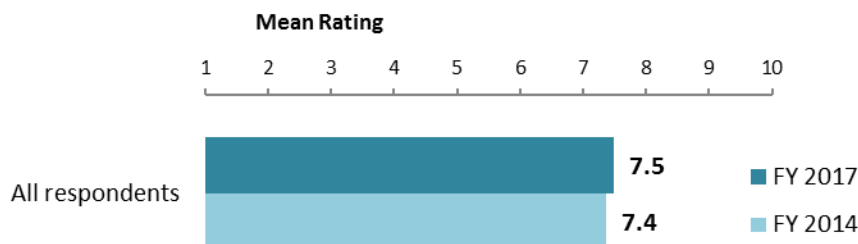
"Overall, please rate your impression of the World Bank Group's effectiveness in Liberia."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2017 and FY 2014)

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)



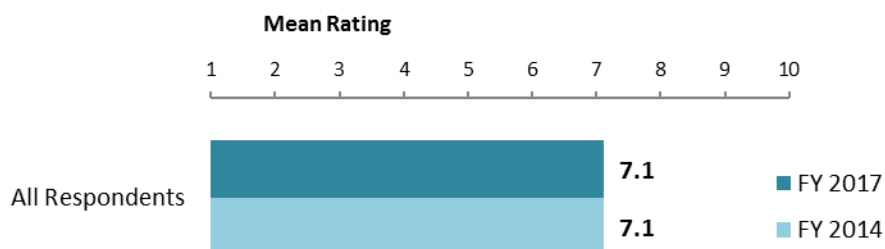
To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data.



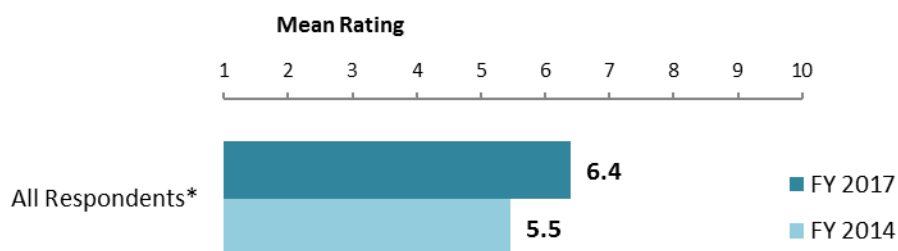
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staff Preparedness⁴



"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")

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)

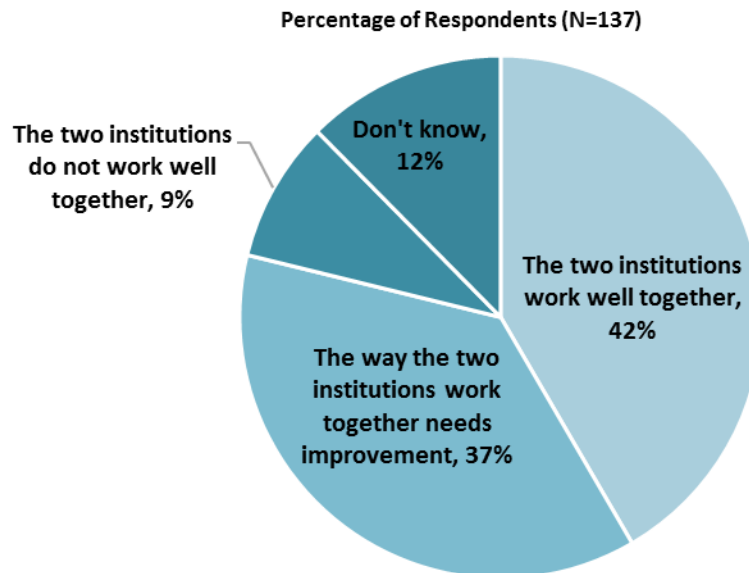
⁴ Means presented in the charts on this page were calculated based on weighted data.



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.



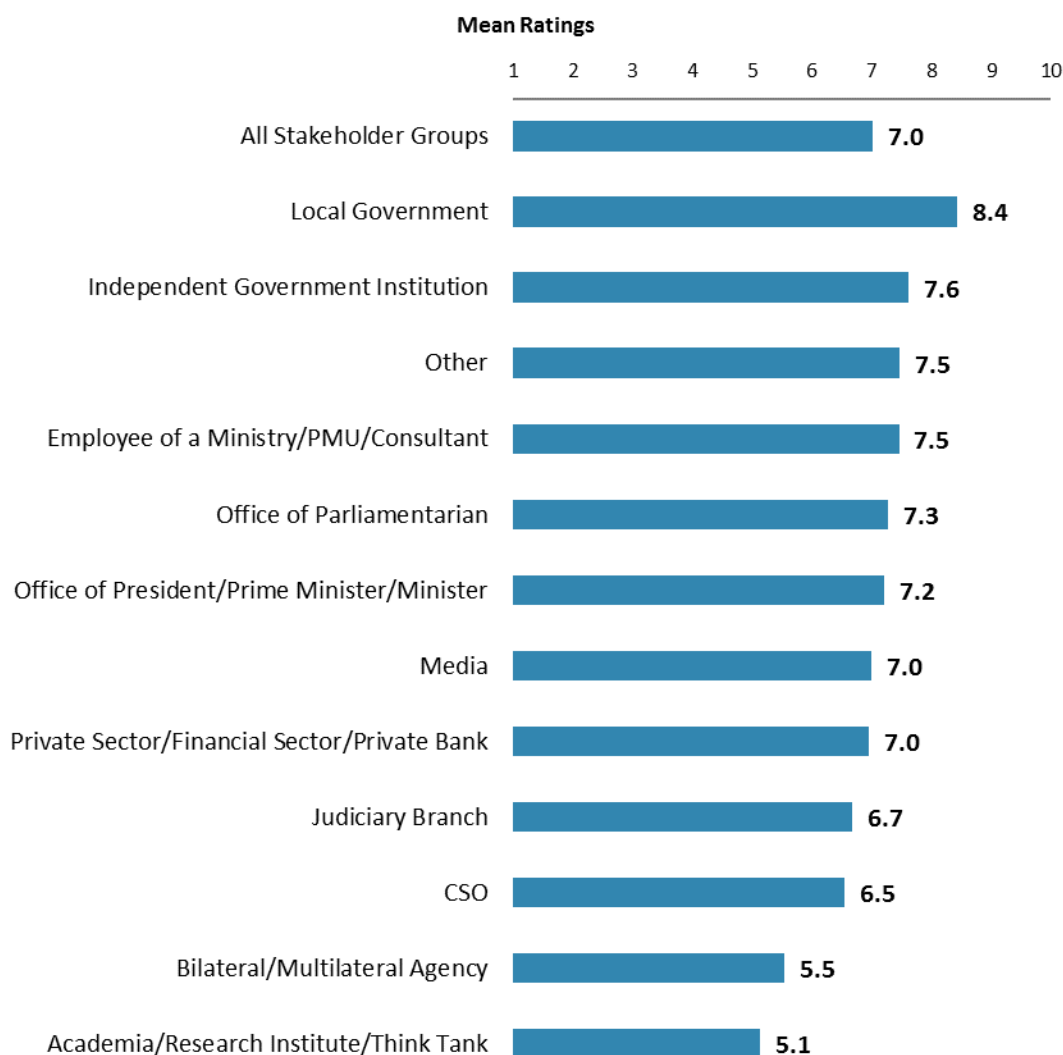
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Liberia?” (Respondents chose from a list.)



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).



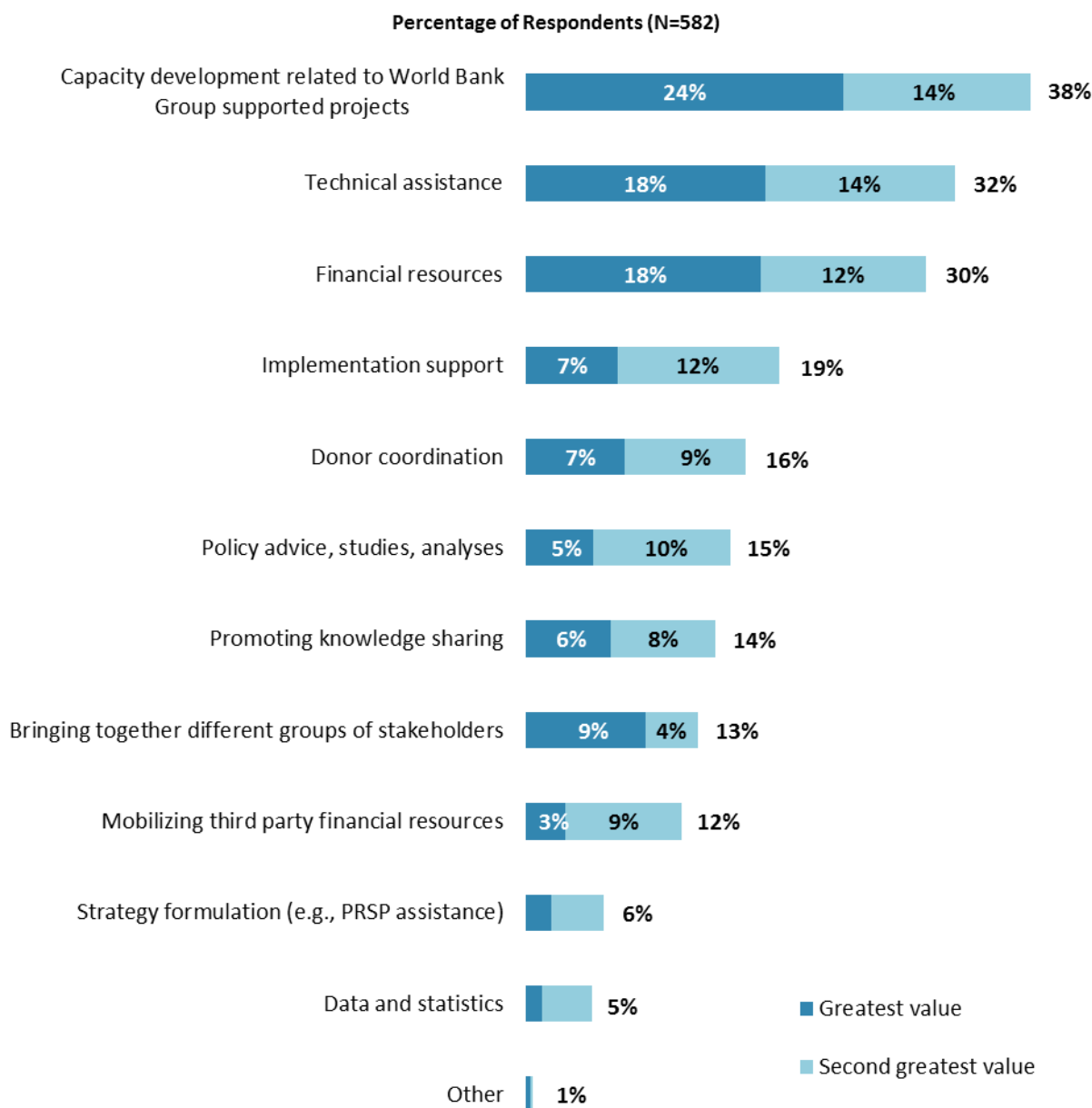
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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%).



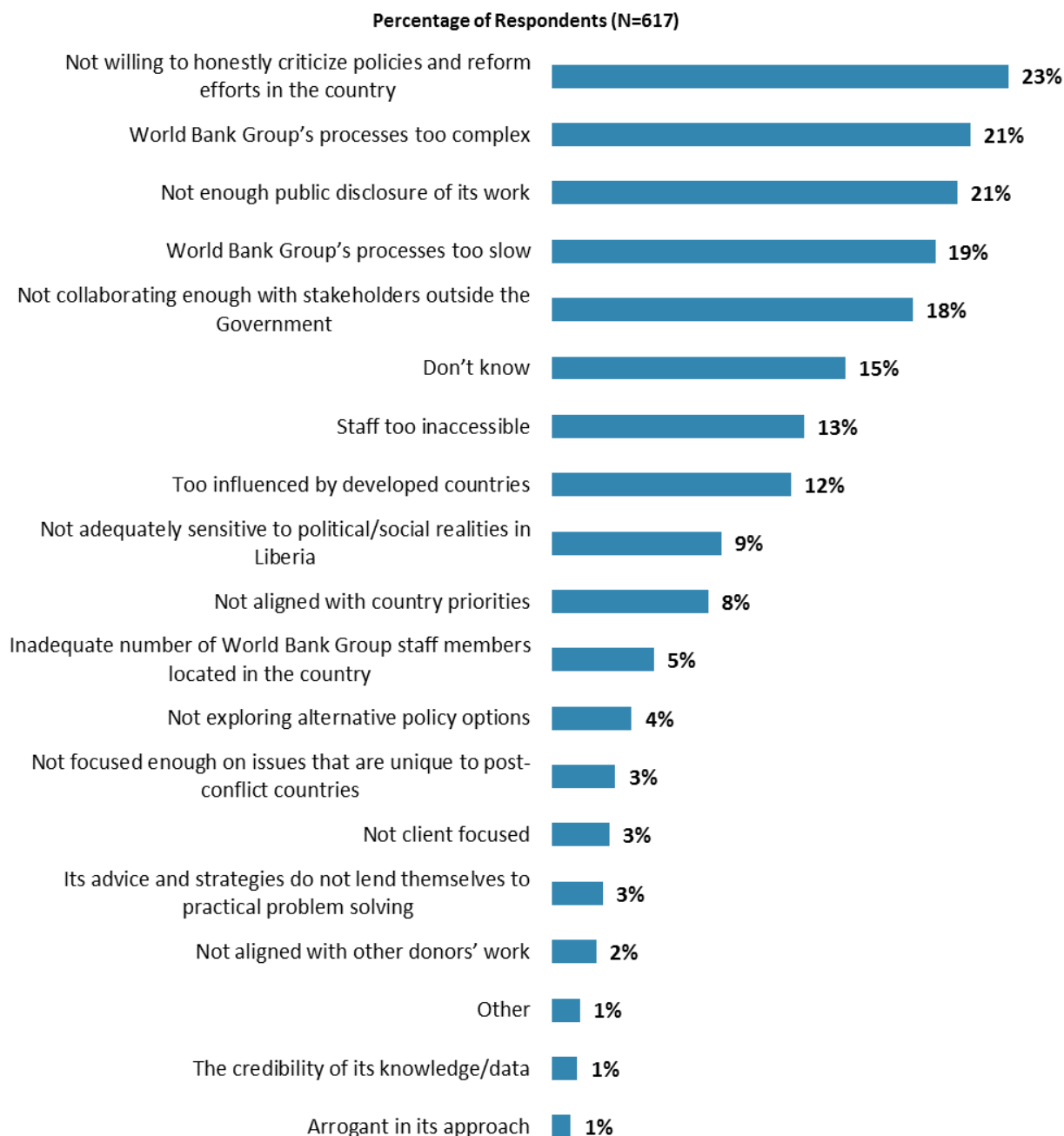
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Liberia?"
(Respondents chose from a list.)



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%).

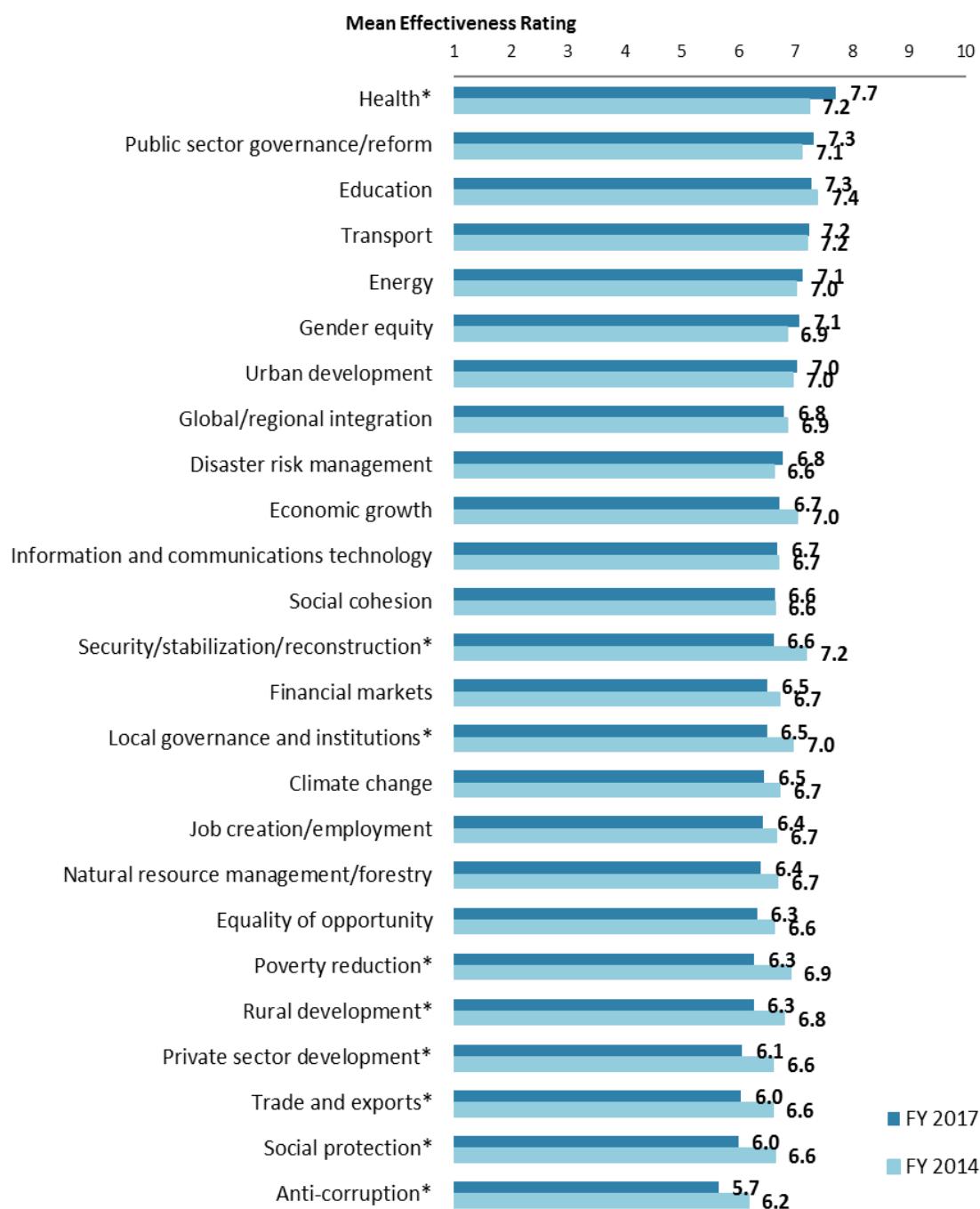


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



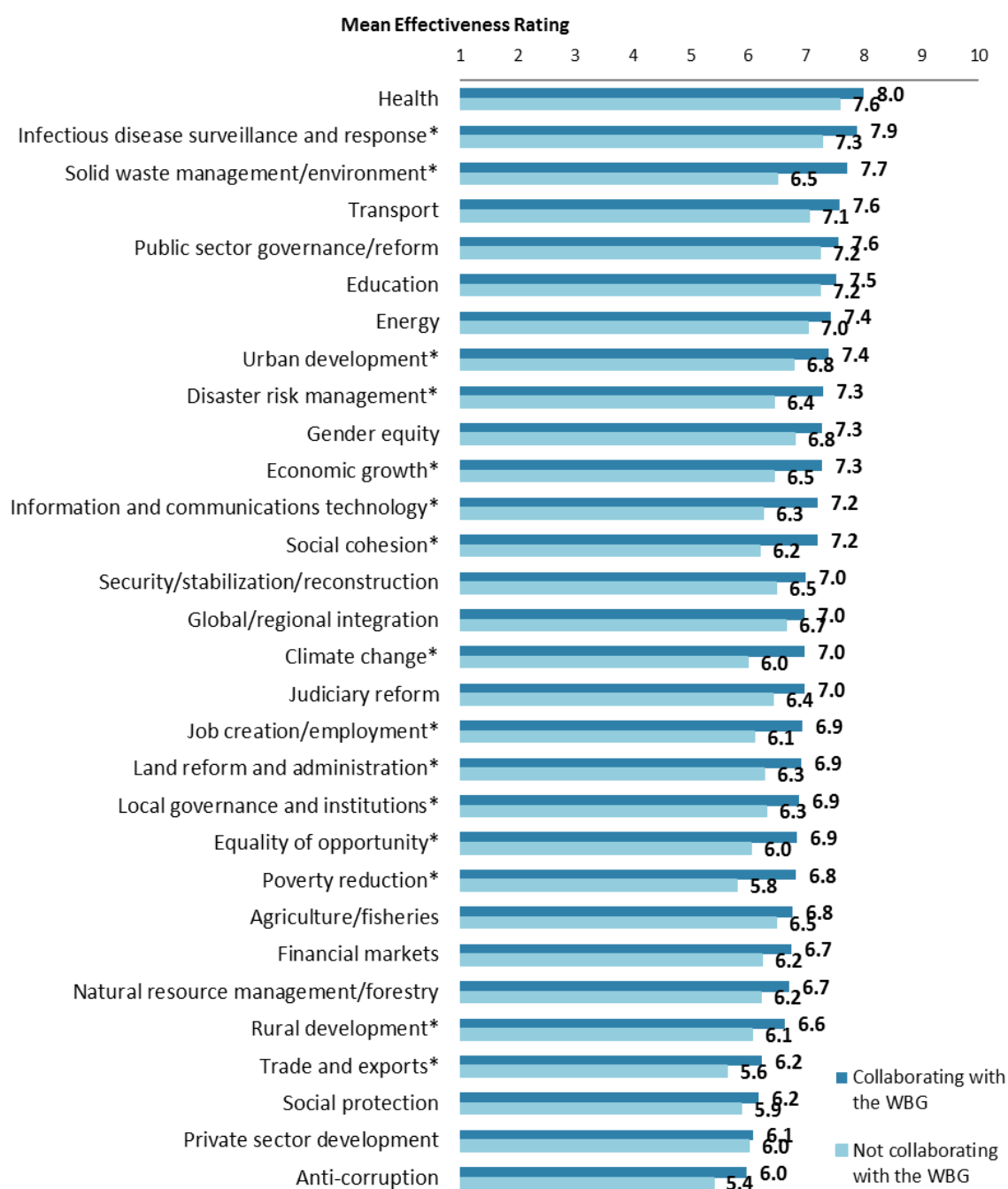
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Liberia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2014)

⁵ 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: Collaboration⁶



"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)

⁶ 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.



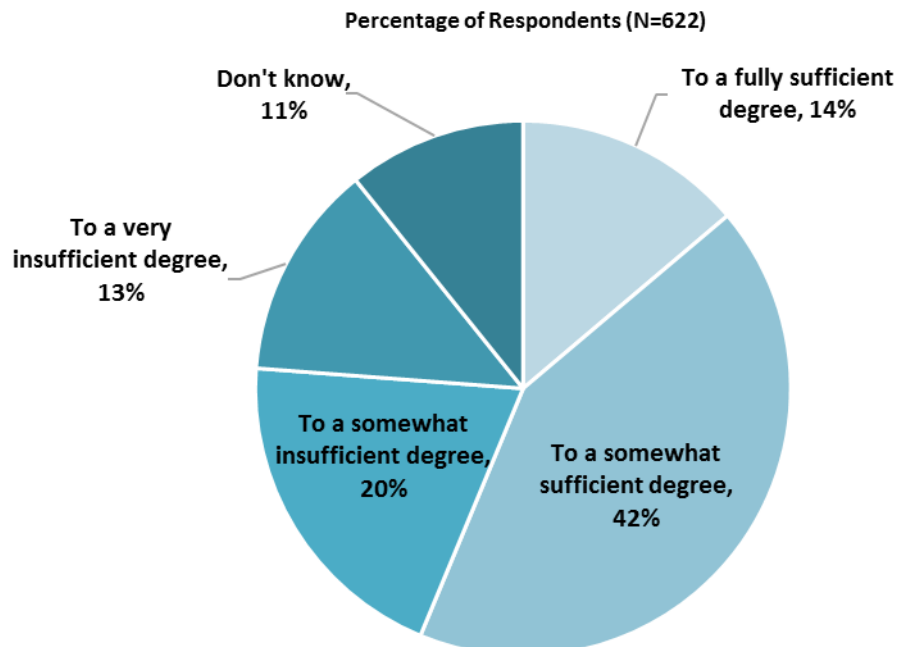
VI. Sectoral Effectiveness (continued)

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

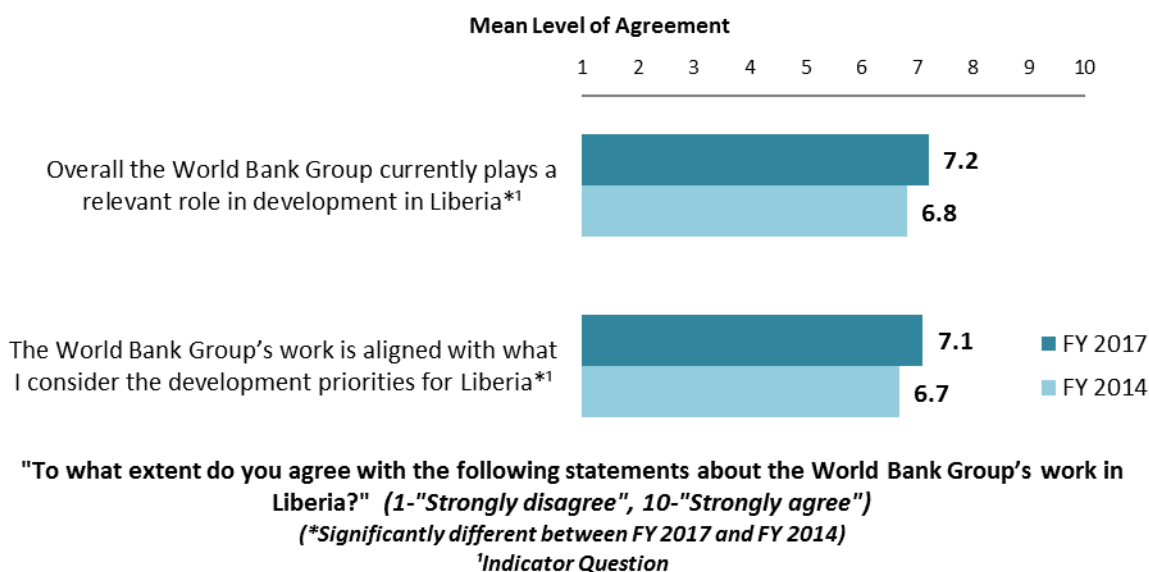


"To what extent do you believe that the World Bank Group's work and support help the poorest in Liberia?" (Respondents chose from a list.)

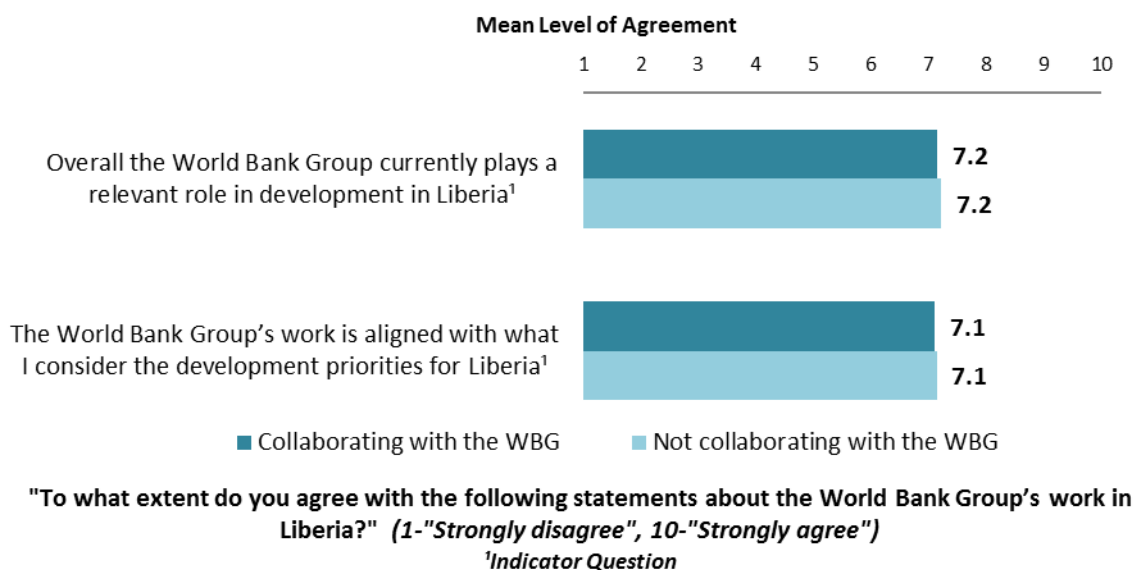


VII. How the World Bank Group Operates

The World Bank Group's Work in Liberia: Year Comparison⁷



The World Bank Group's Work in Liberia: Collaboration

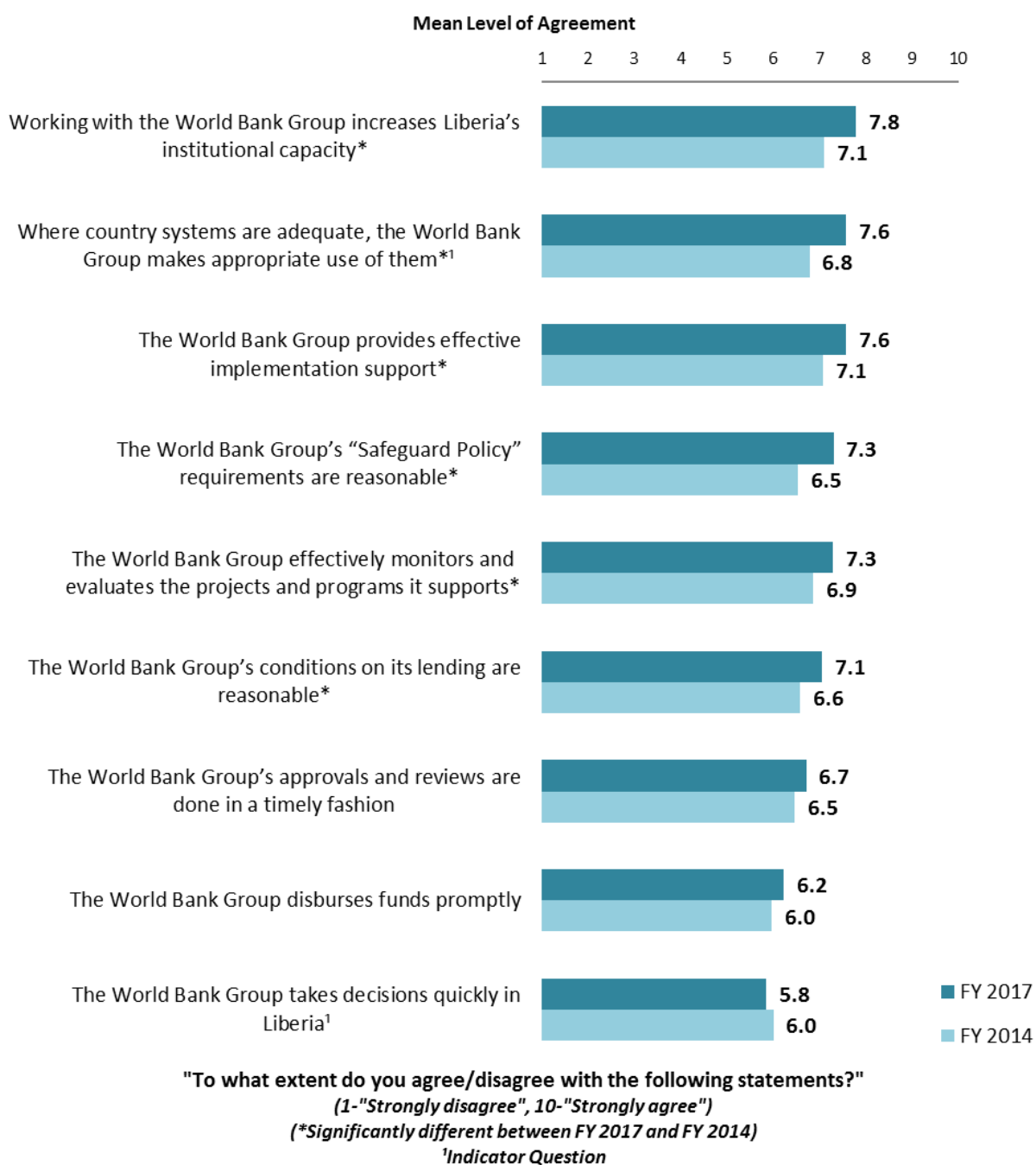


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸

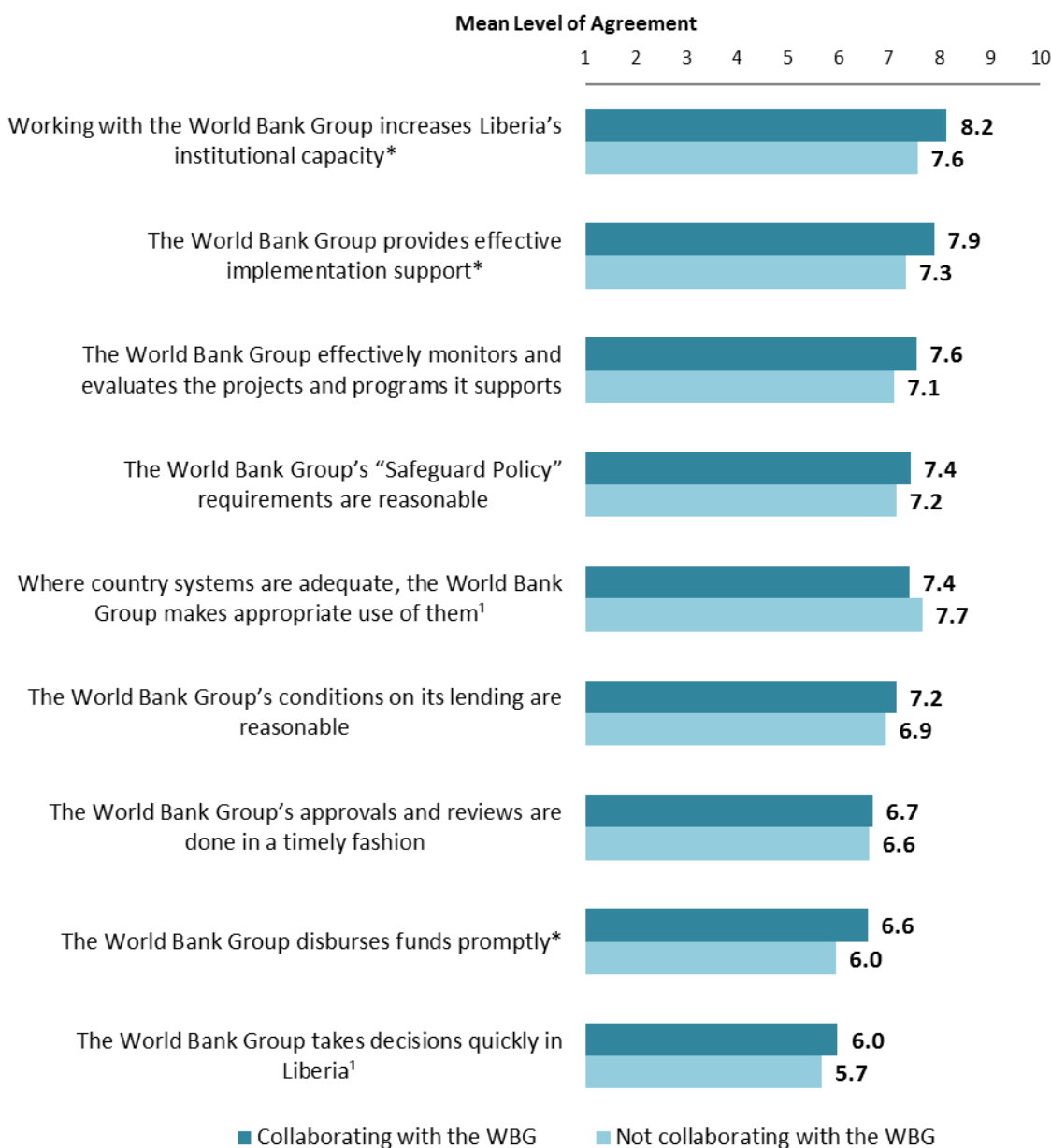


⁸ Means in the chart were calculated based on weighted data.



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")

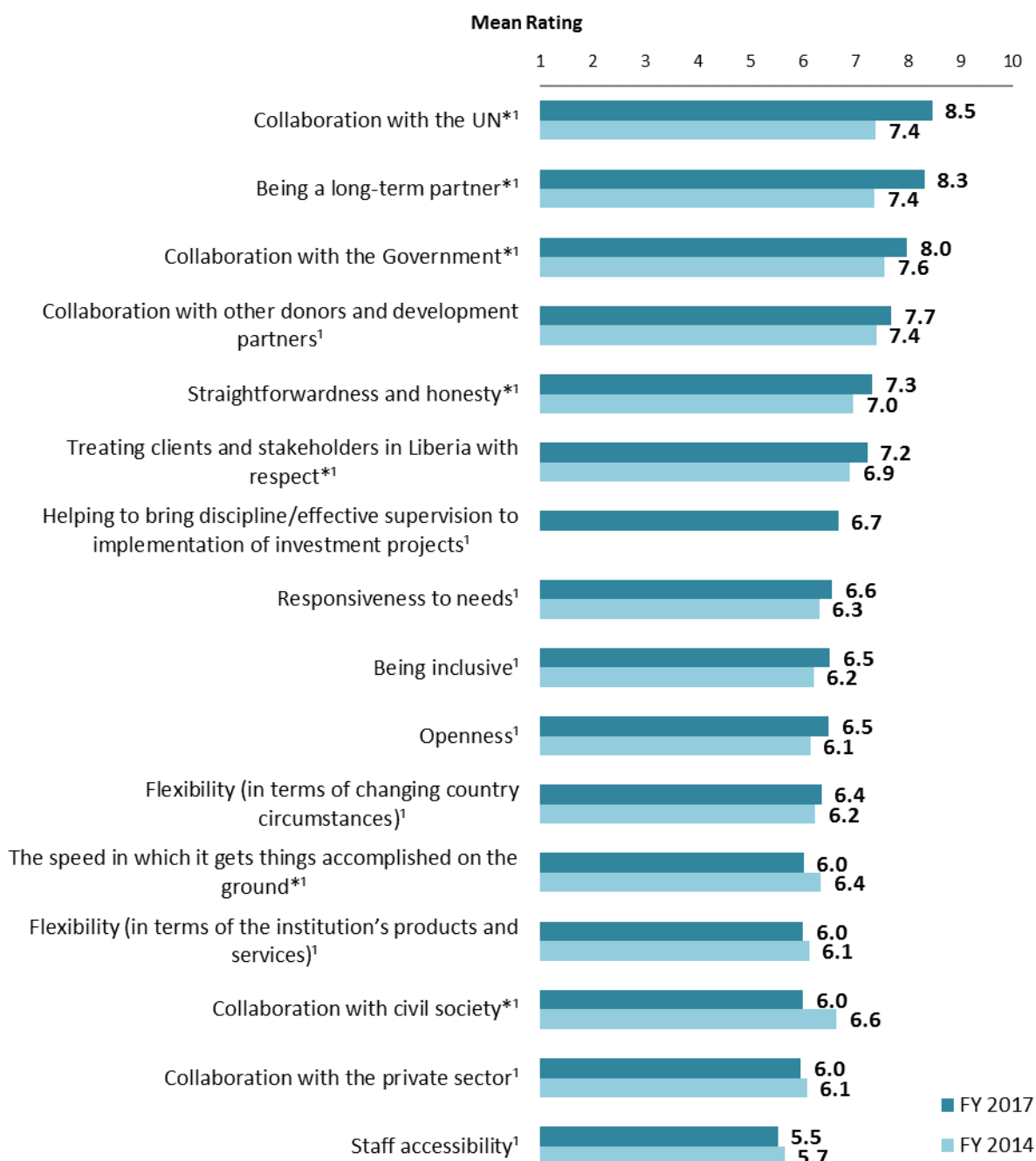
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



"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)

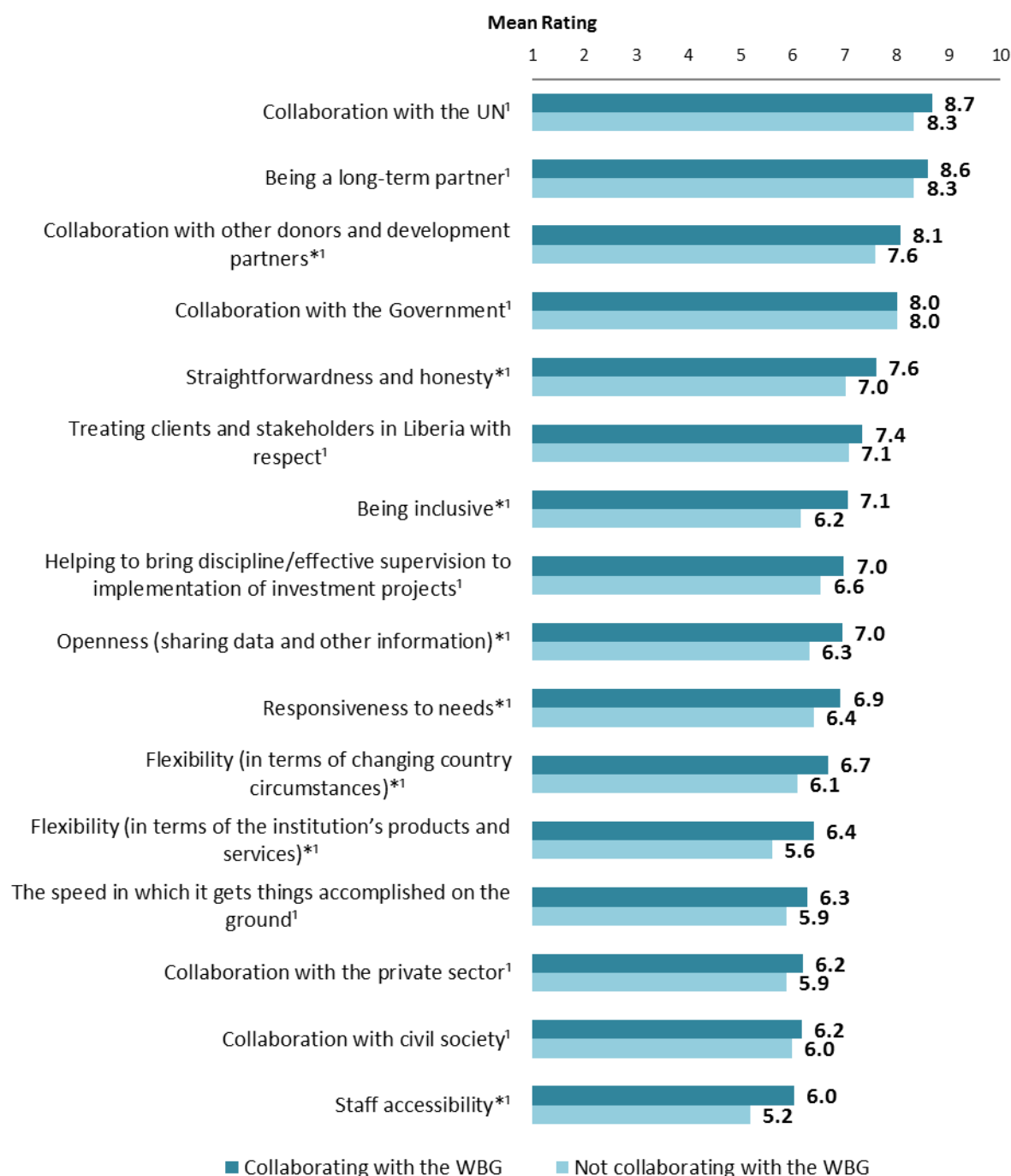
¹Indicator Question

⁹ 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")

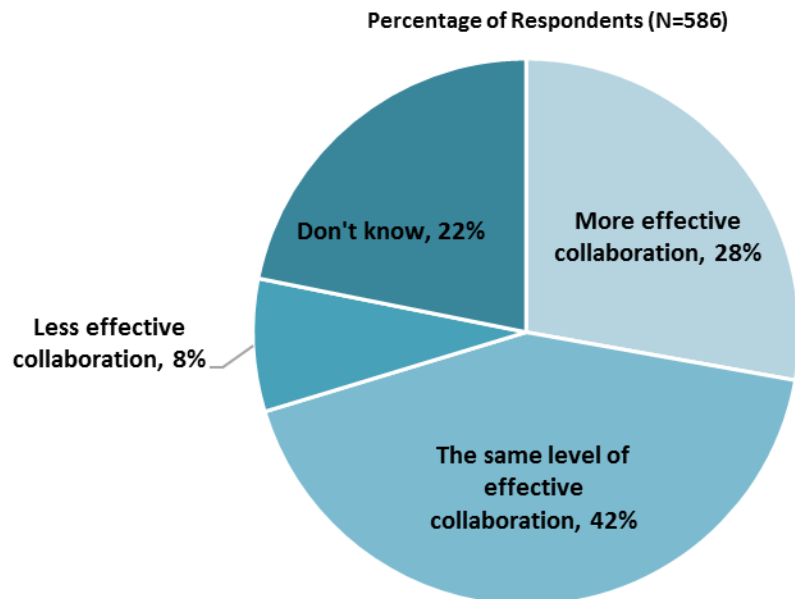
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



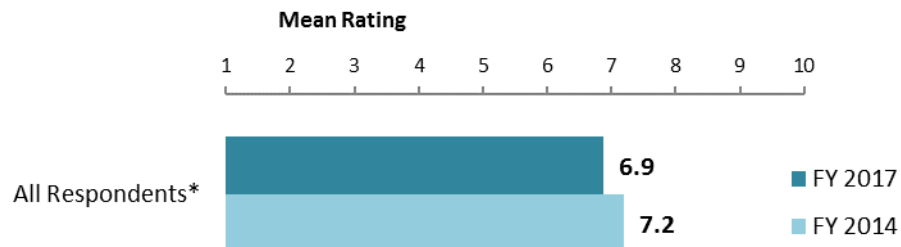
VII. How the World Bank Group Operates (continued)

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")

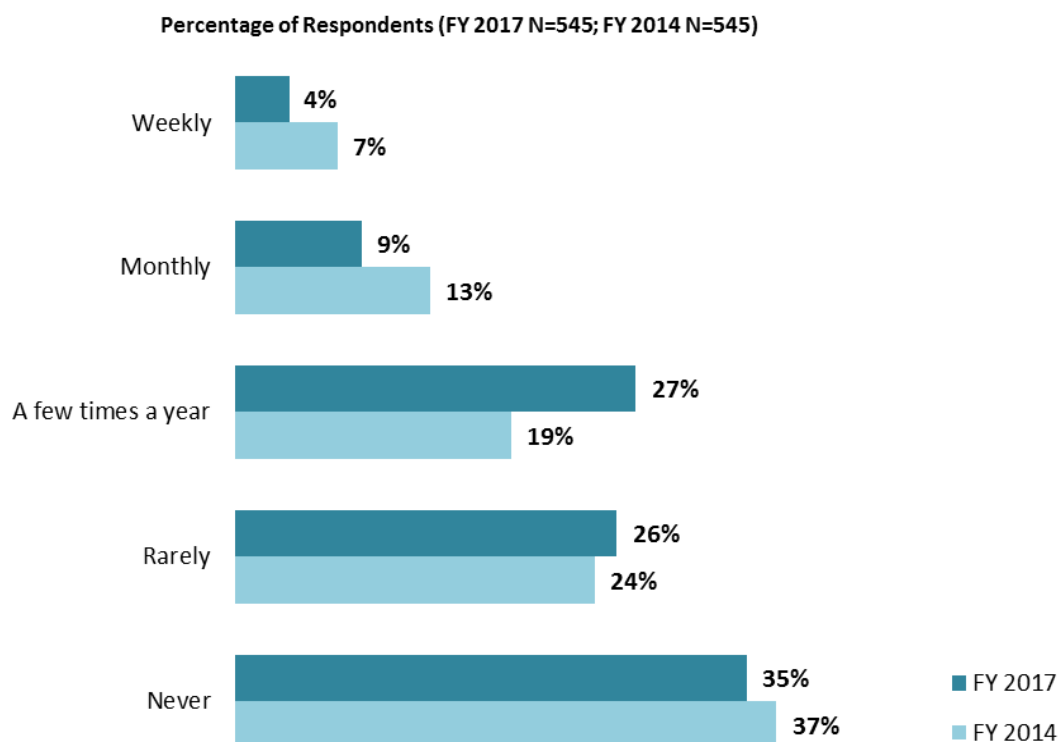
(*Significantly different between FY 2017 and FY 2014)



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.

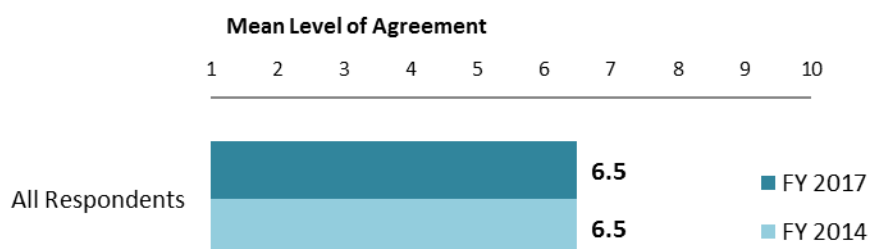


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



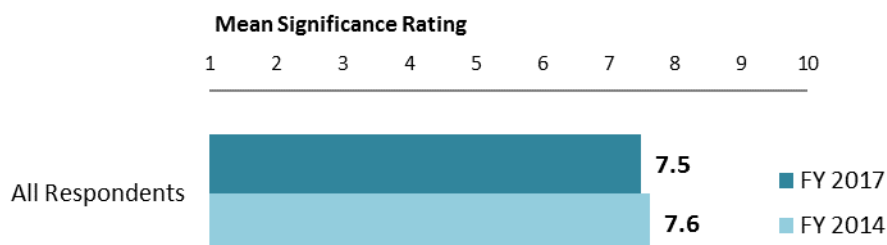
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Liberia's Knowledge Needs¹⁰ (Indicator Question)



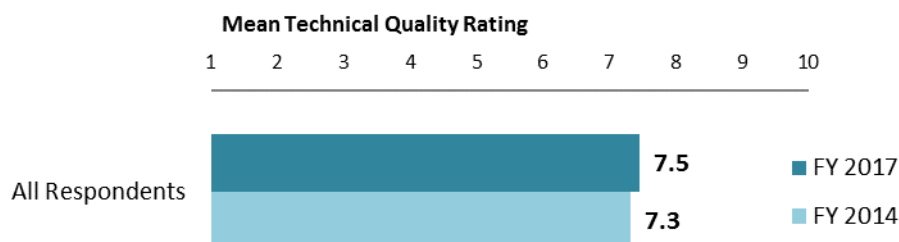
"The World Bank Group meets Liberia's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

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)



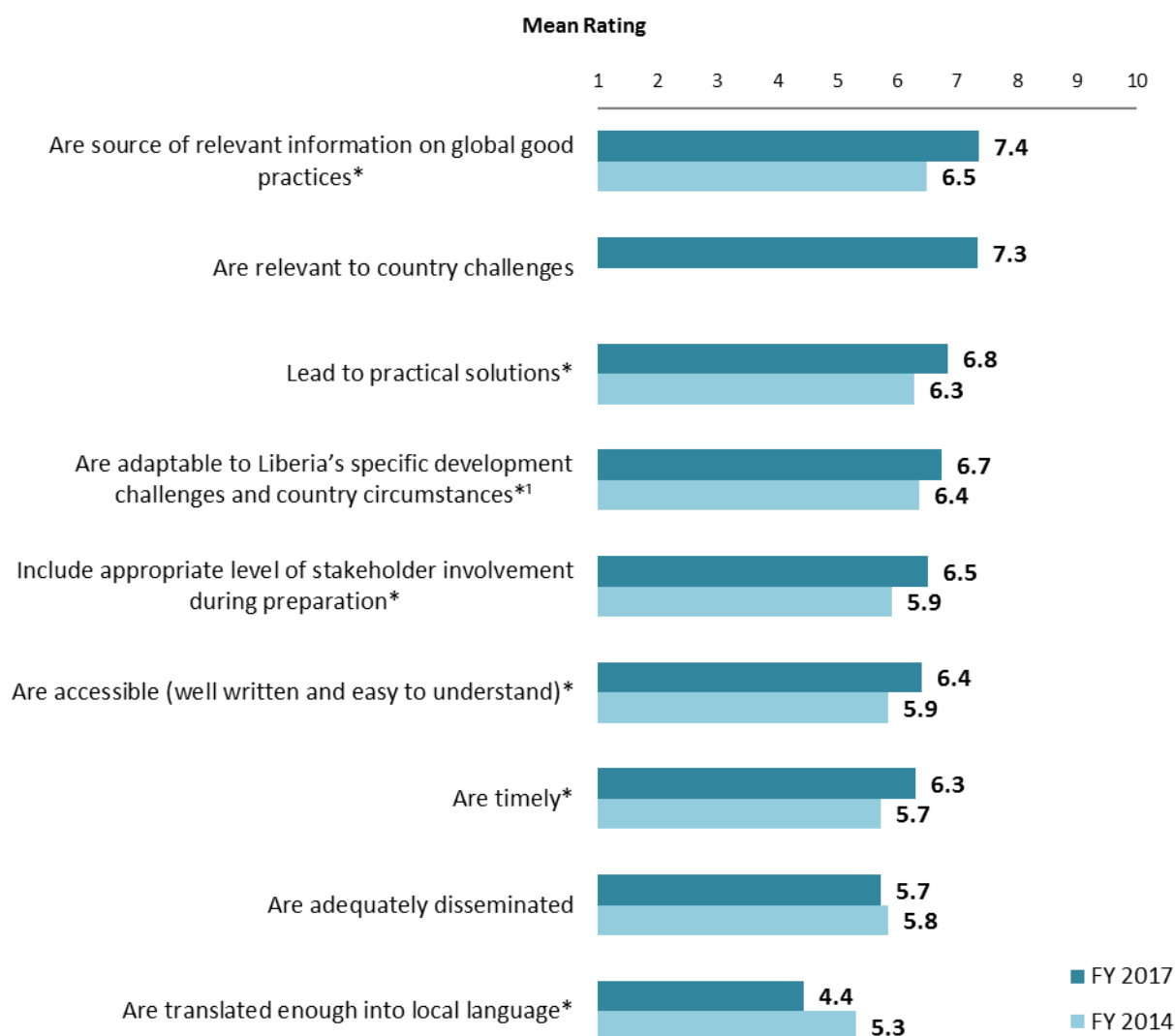
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ 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 Activities¹¹



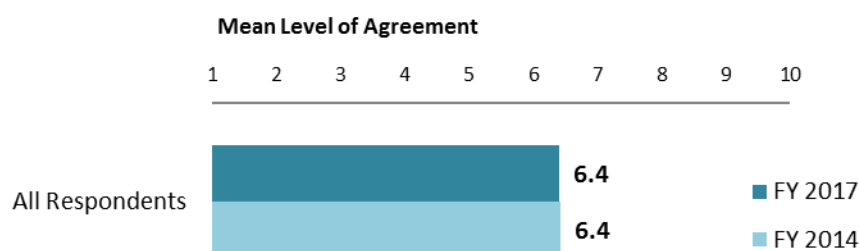
"In Liberia, to what extent do you believe that the World Bank Group's knowledge work and activities: ... "
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2017 and FY 2014)
Indicator Question

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



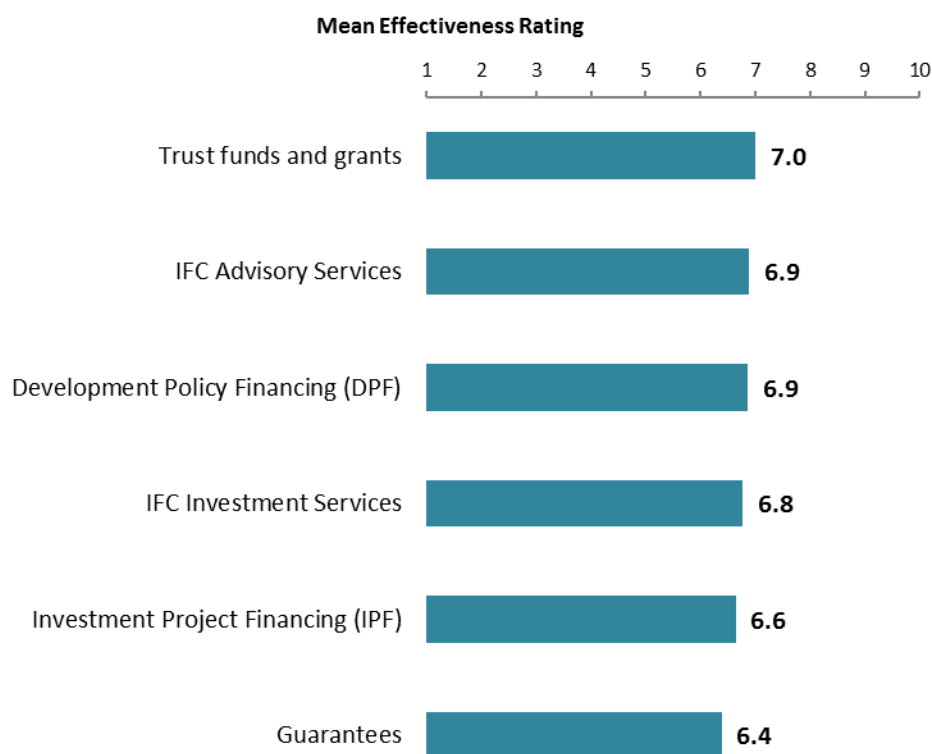
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Liberia's Needs for Financial Instruments¹² (*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



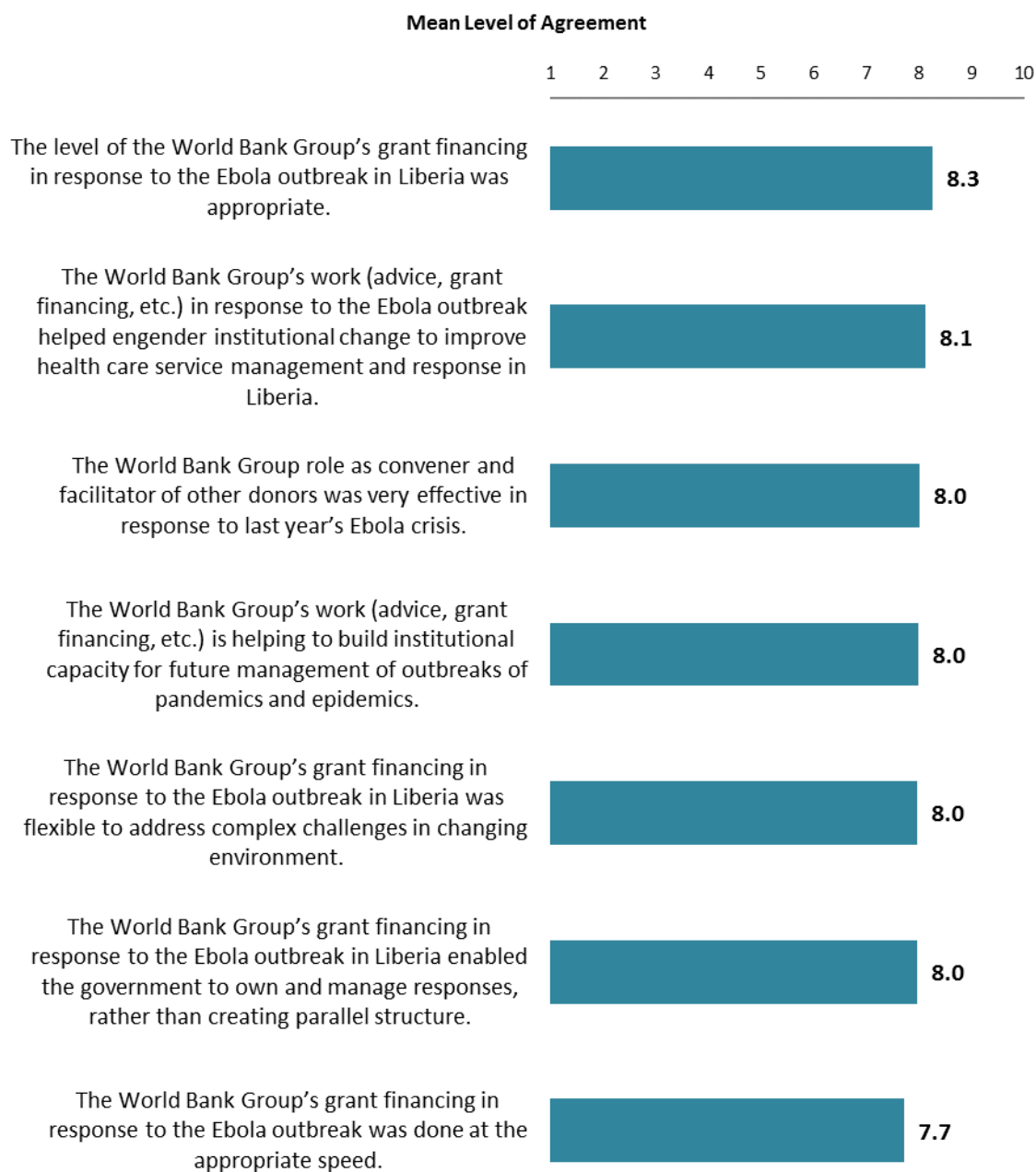
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Liberia Government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")

¹² 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

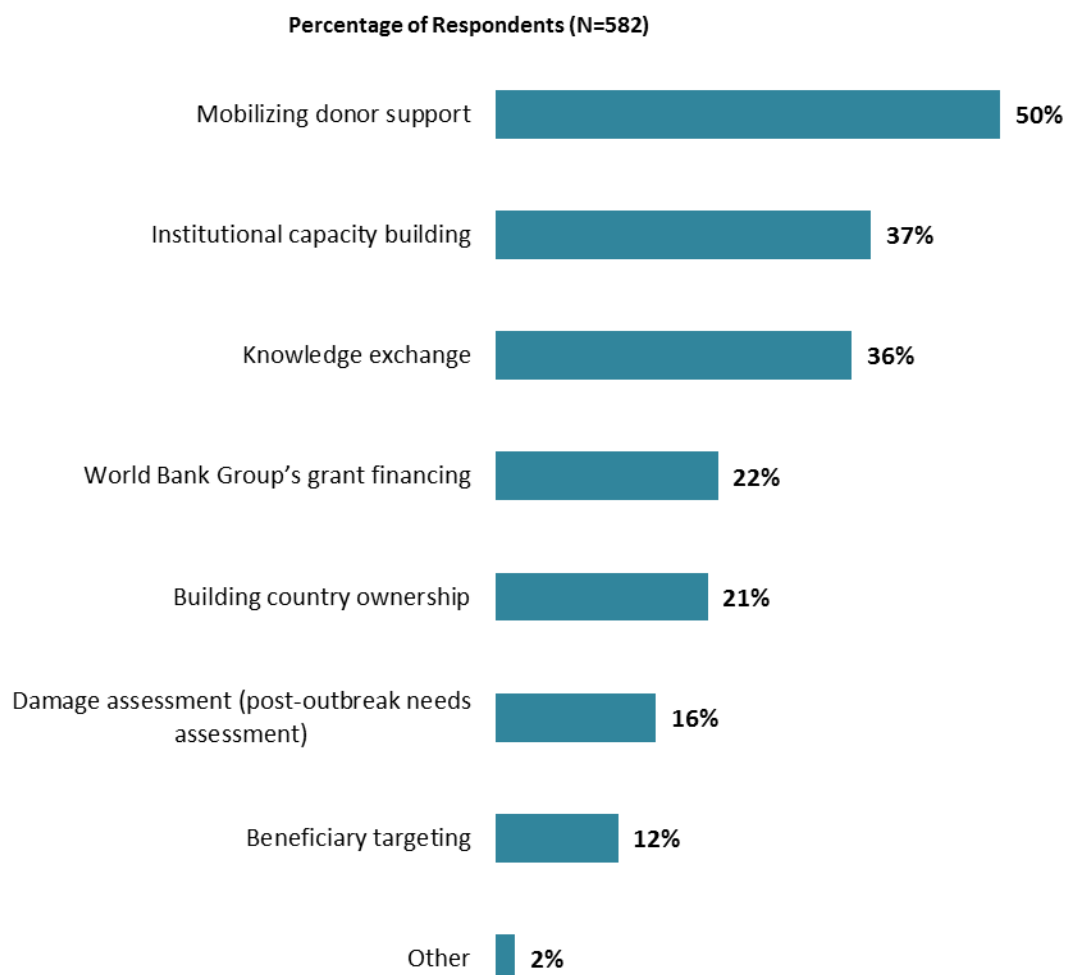


"To what extent do you agree with the following statements related to the World Bank Group's work in response to the Ebola outbreak in Liberia since March 2014?"
(1-"Strongly disagree", 10-"Strongly agree")



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

The WBG's Activities Related to the Ebola Crisis

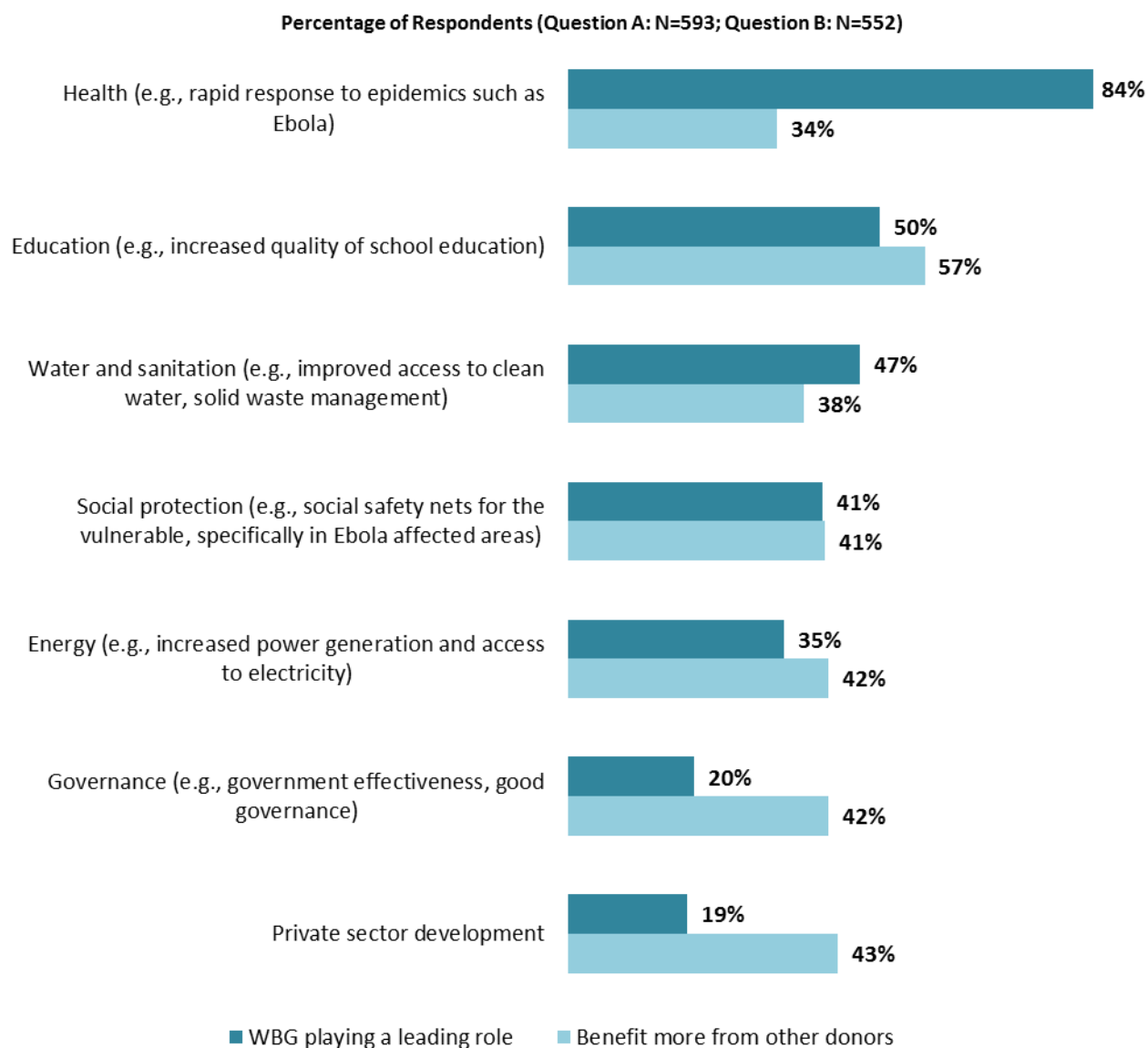


"When considering the World Bank Group's Ebola crisis related work in Liberia, which of the following activities were most useful? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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:

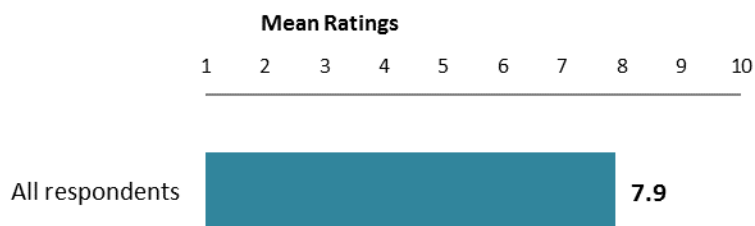
A. When considering post-Ebola recovery, which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia?

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



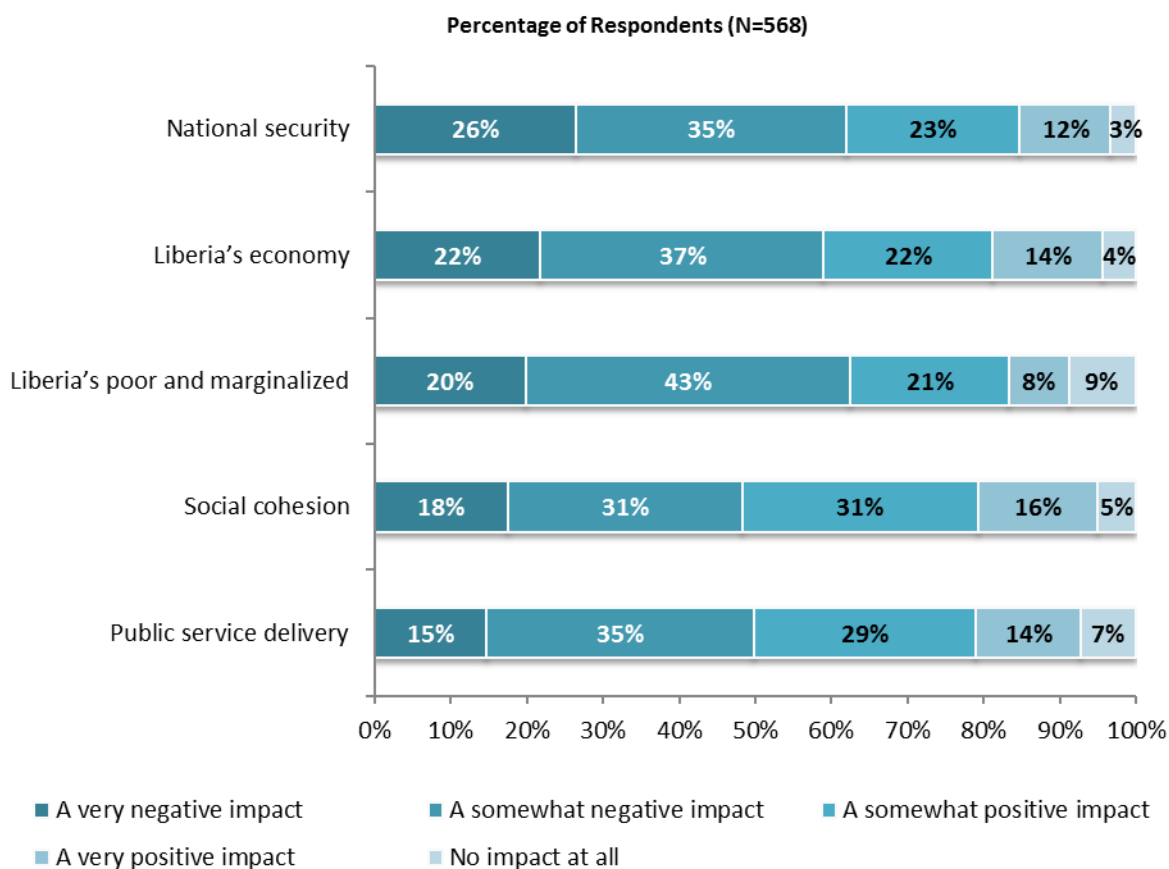
IX. WBG's Response to Ebola and Refugee Crisis (continued)

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

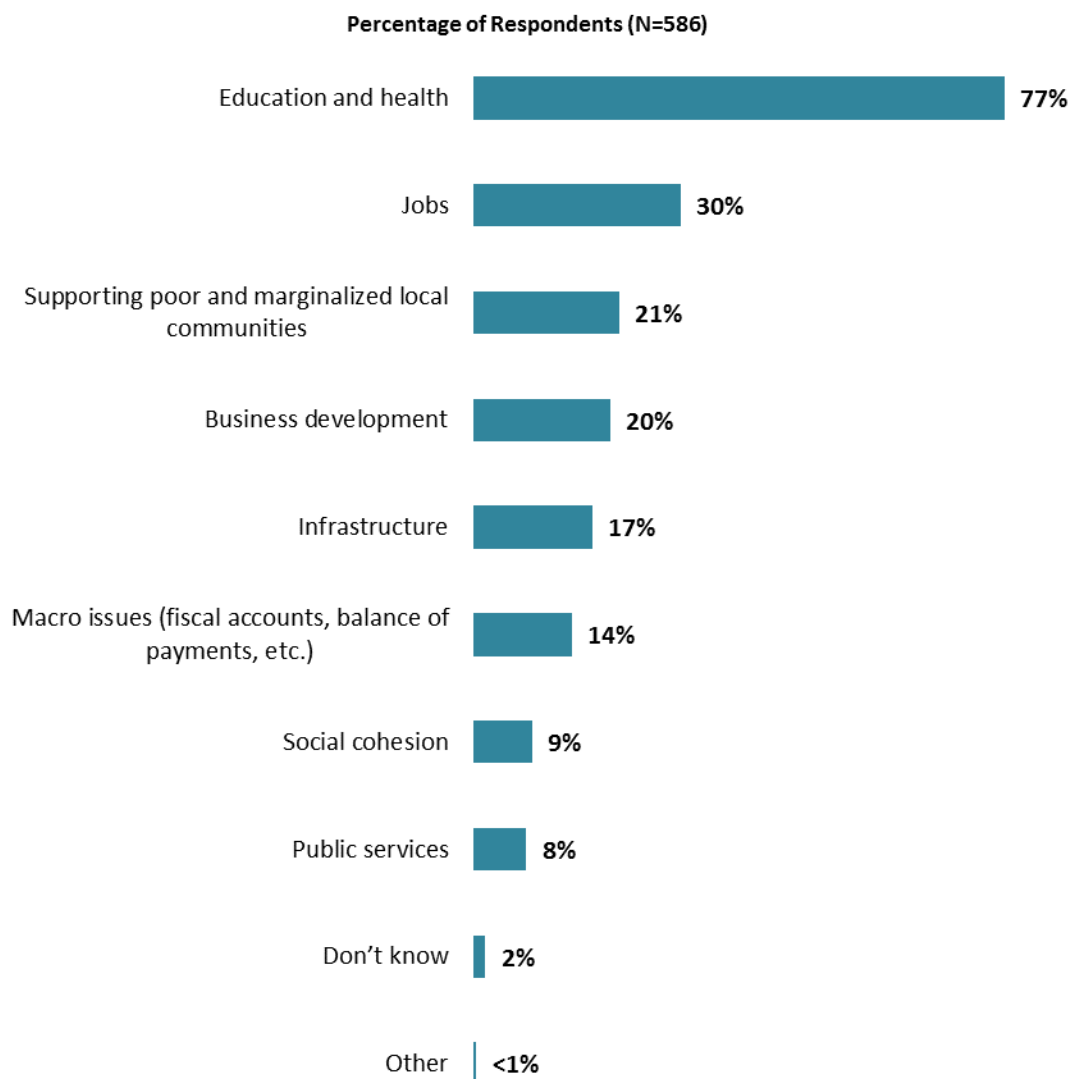


"Please rate how you feel when you think about the impact of the refugees in regards to ..."
(Respondents chose from a list.)



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

The WBG's Support to the Refugee Crisis in Liberia



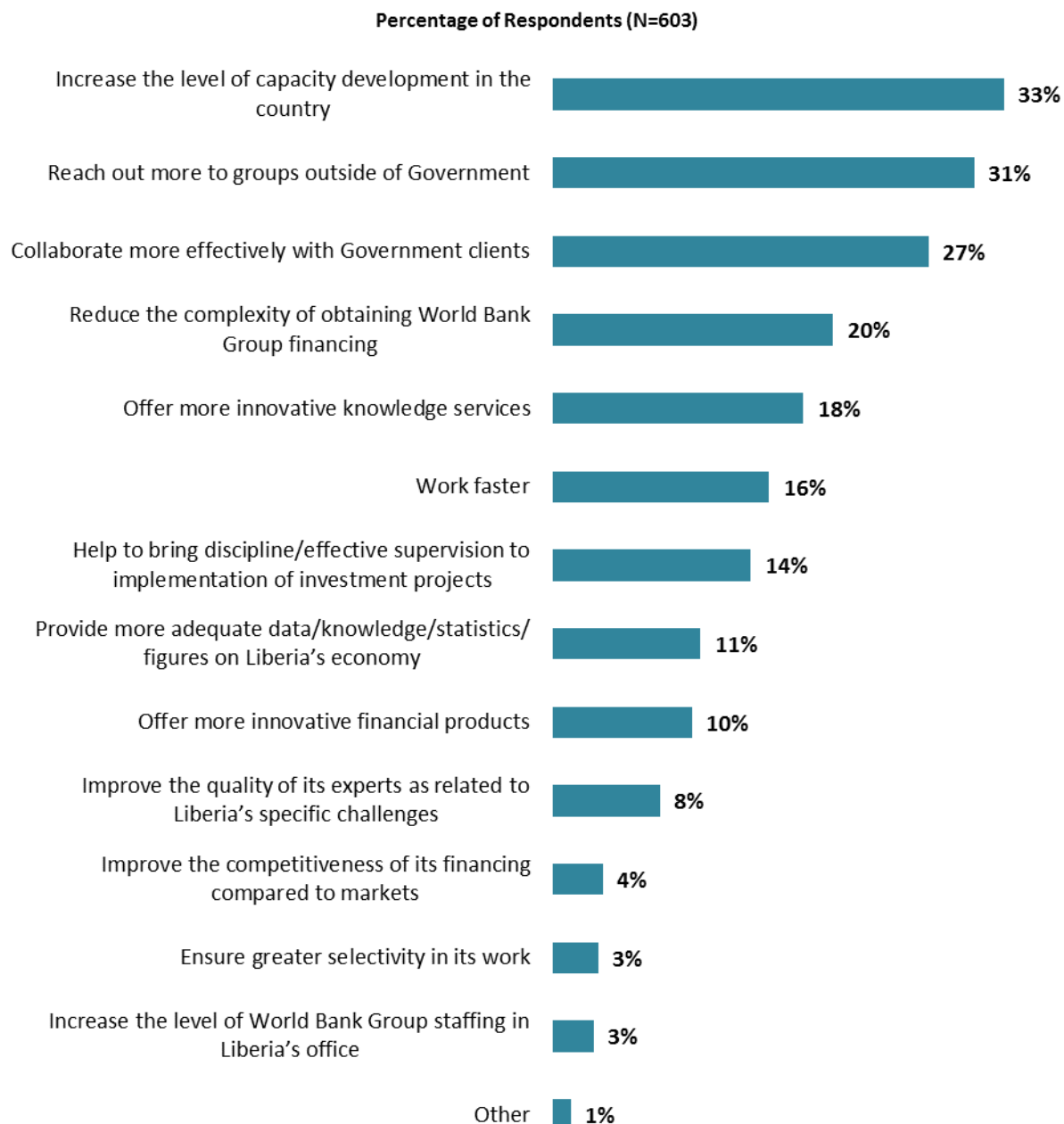
"In which of the following areas do you believe the World Bank Group should provide resources when it comes to supporting the refugee crisis in Liberia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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.



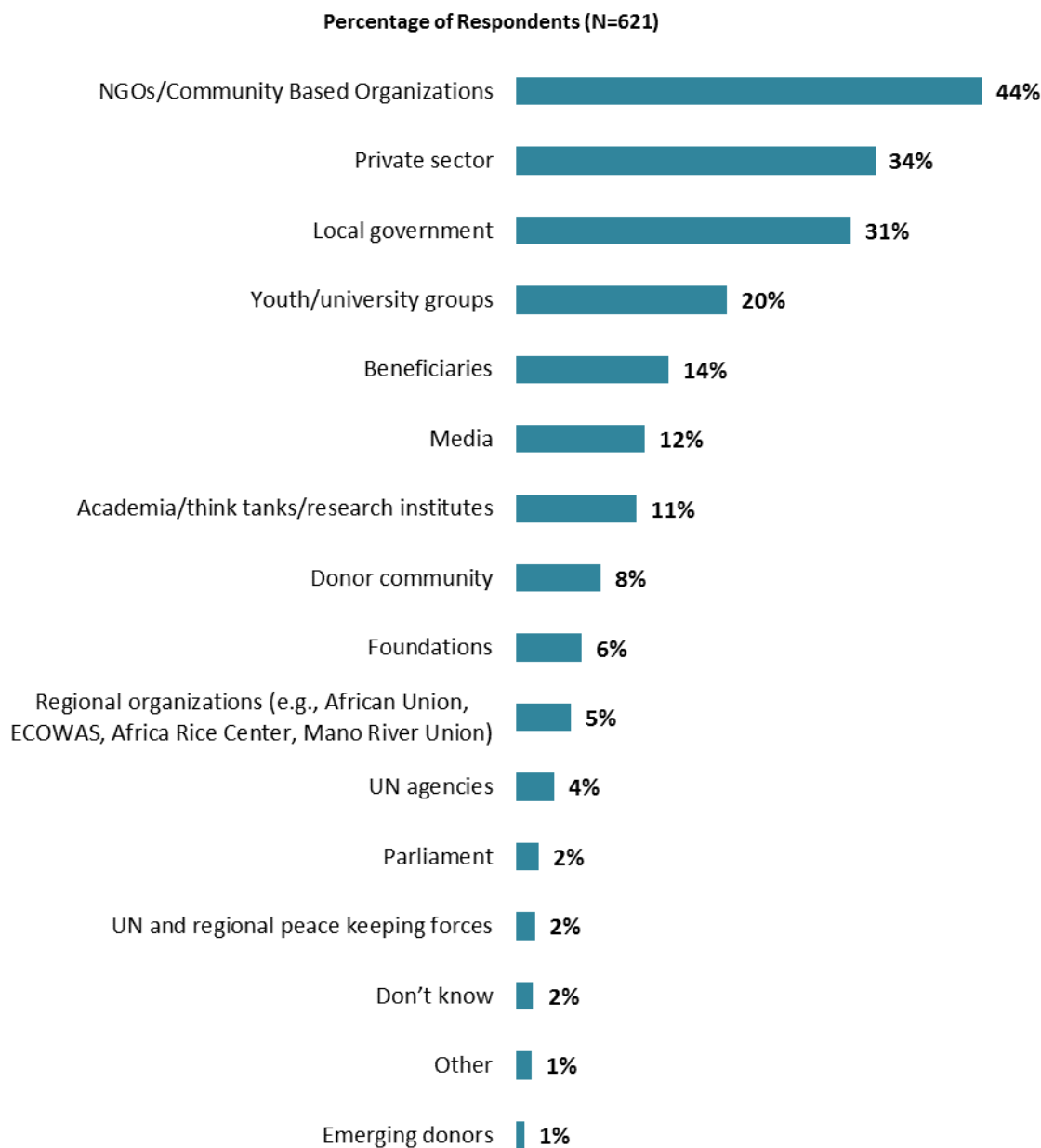
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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.



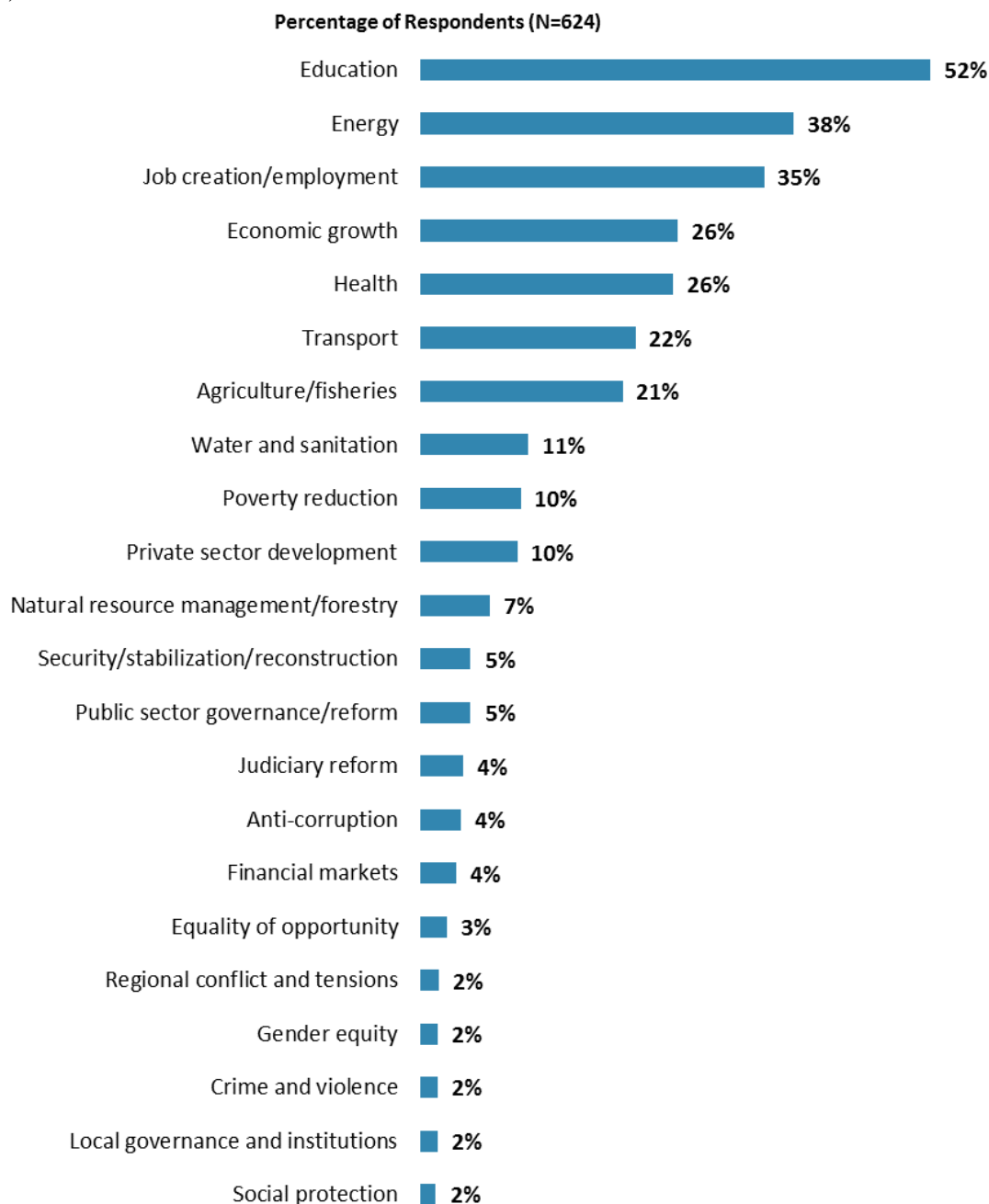
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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%).

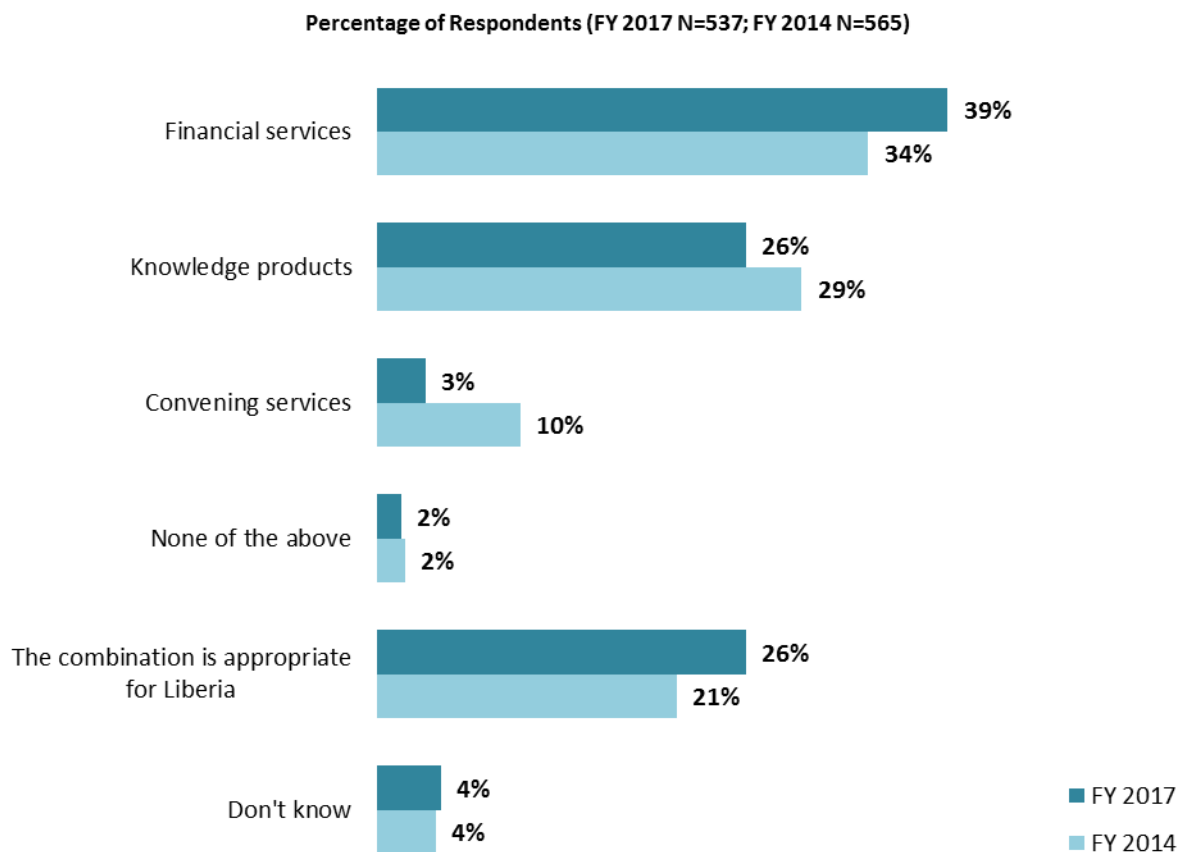


“When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectoral areas do you believe the WBG should focus most of its resources in Liberia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 22 of 32 response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

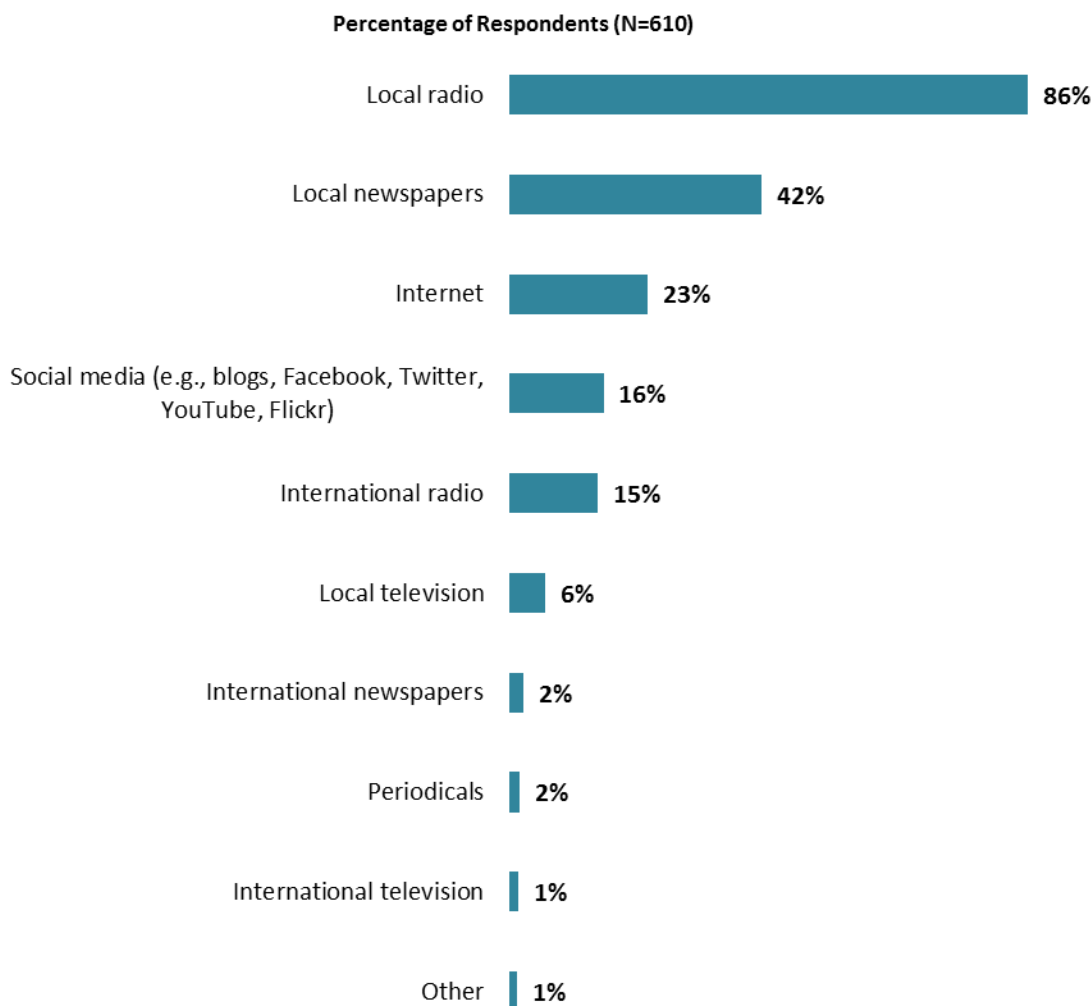


XI. Communication and Outreach

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%).



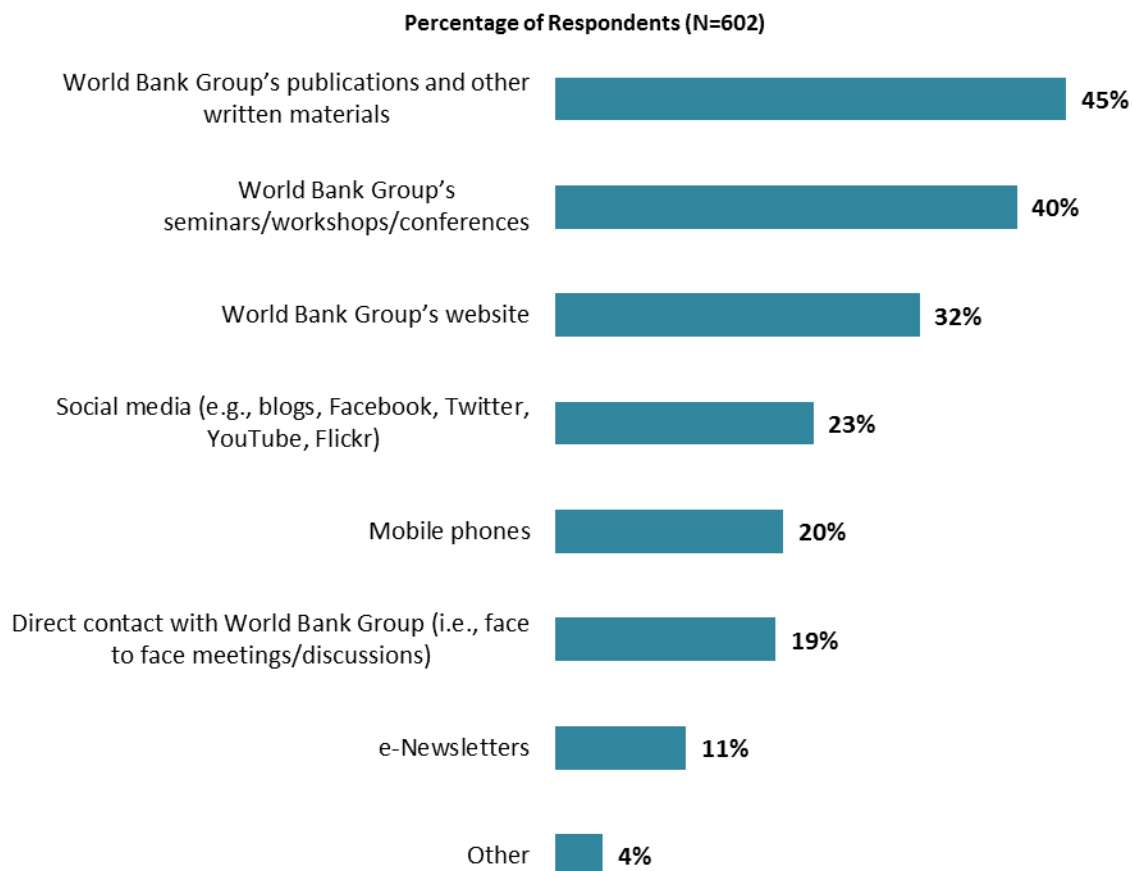
"How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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%).

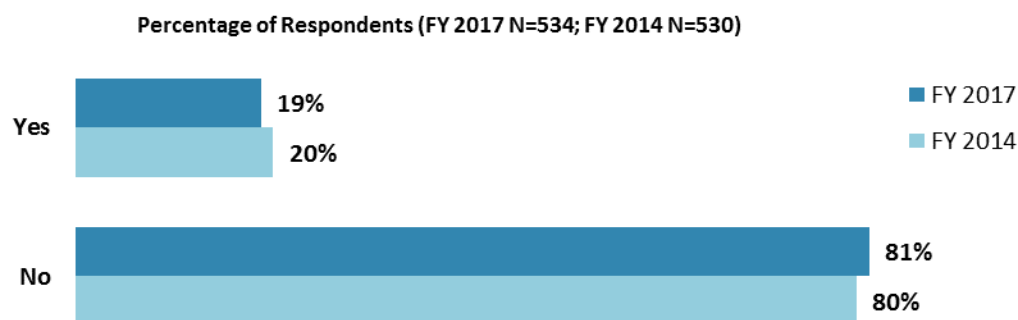


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XI. Communication and Outreach (continued)

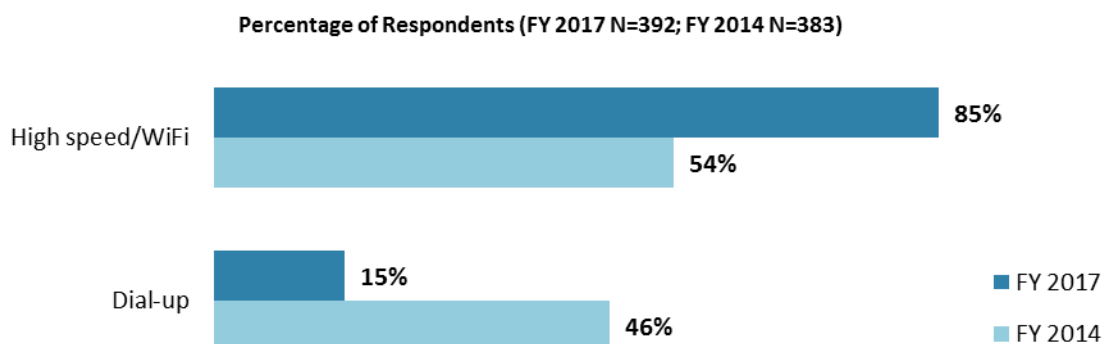
Access to Information¹³



"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.



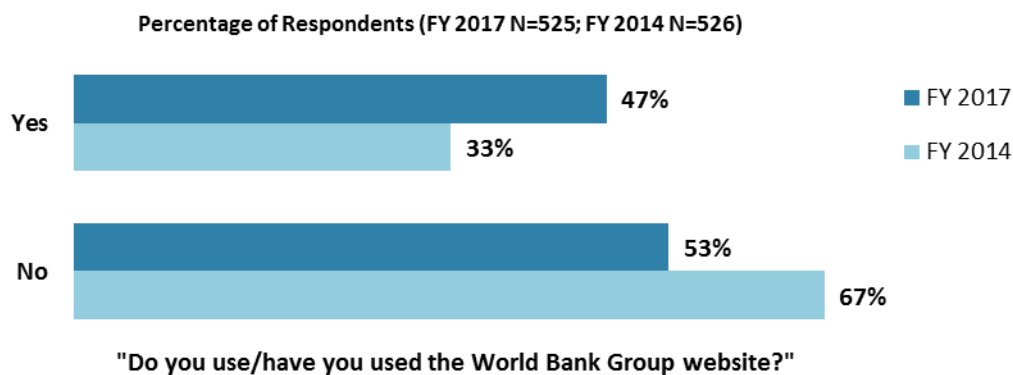
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

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

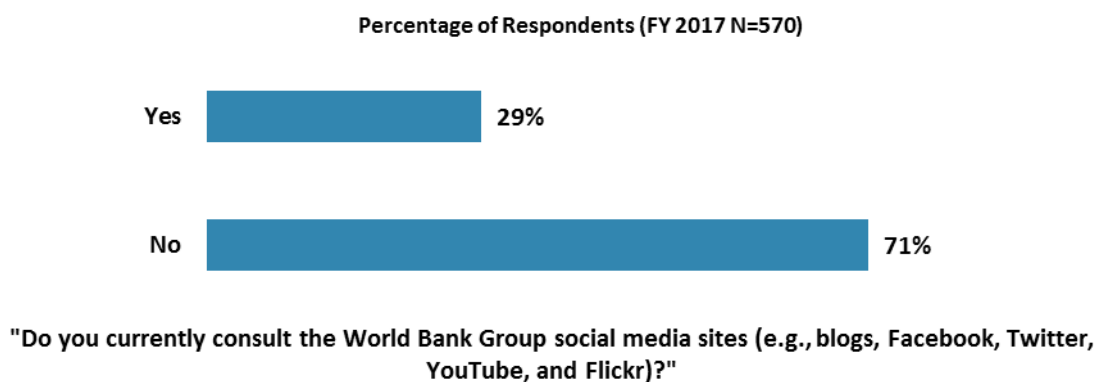


XI. Communication and Outreach (continued)

The WBG Website Usage¹⁴



Use of the WBG's Social Media Channels



¹⁴ 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)**

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)	Percentage of Respondents (Responses Combined; N=614)
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)**

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)	Percentage of Respondents (Responses Combined; N=597)
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%

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)	Percentage of Respondents (N=629)
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%

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)	Percentage of Respondents (N=632)
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%

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)	Percentage of Respondents (N=633)
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**

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

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

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

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)	Percentage of Respondents (Responses Combined; N=624)
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 nd 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? (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? (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)**

WBG Promoting PPP in Liberia	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Liberia? (1-To no degree at all, 10-To a very significant degree)	470	135	7.32	2.24

WBG Staffing in Liberia	N	DK	Mean	SD
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

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
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

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)	Level of Agreement			
	N	DK	Mean	SD
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

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)	Percentage of Respondents (Responses Combined; N=582)
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)**

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)	Percentage of Respondents (Responses Combined; N=593)
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%

21B. Which THREE areas below would benefit most from other donors in Liberia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=552)
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

Donors Supporting Government Efforts	N	DK	Mean	SD
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

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)	Percentage of Respondents (Responses Combined; N=586)
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**

1. 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; N=610)
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%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=602)
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%

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?	Percentage of Respondents (N=580)
Yes	19.0%
No	81.0%

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

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

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

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=424)
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. (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)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=583)
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%

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

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

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

6. If yes, what was your view of how the two institutions work together in Liberia? (Select only ONE response)	Percentage of Respondents (N=137)
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)**

7. Which of the following describes most of your exposure to the World Bank Group in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=491)
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%

8. What's your gender?	Percentage of Respondents (N=603)
Female	27.4%
Male	72.6%

9. Which best represents your geographic location?	Percentage of Respondents (N=603)
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 Groups¹⁵

- 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

¹⁵ 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 (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
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/ 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 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/ 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 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 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 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 (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
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 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 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/ 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/ 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/ 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
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, Liberia, 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
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 (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
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/ 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 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 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/ 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/ 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 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
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 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
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 (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
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	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	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 (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
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
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
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 (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
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 (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)	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 (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
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 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, 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 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
Liberia's economy												
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 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
Social cohesion*												
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
National security*												
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
Public service delivery												
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
Liberia's poor and marginalized*												
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 (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
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 (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
World Bank Group's publications 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 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 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 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	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 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	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 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	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	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 (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
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/ 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 related/sponsored events/ 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 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 for information, data, research, 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 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
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 Location¹⁶

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

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

¹⁶ 603 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 Group¹⁷

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)

¹⁷ 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 Year¹⁸

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)

¹⁸ 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

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Liberia.			
Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)			
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

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Liberia? (Choose no more than THREE)			
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**

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in 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)			
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**

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?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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"/>

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)	
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		
B10	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"/>
B11	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**

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

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

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)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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**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**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Liberia?													
		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****C3. To what extent does the World Bank Group's work help to achieve development results in Liberia?**

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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Liberia?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

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

		Strongly disagree										Strongly agree	Don't know
C5	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"/>	
C6	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)

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

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

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?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

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

**SECTION 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
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	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"/>	
E3	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"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Liberia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Liberia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	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"/>	
E9	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"/>	

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?												
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	

E11. To what extent do you believe the World Bank Group is adequately staffed in Liberia?												
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	

E12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia?												
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**

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?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E13	The level of the World Bank Group's grant financing in response to the Ebola outbreak in Liberia was appropriate.											<input type="checkbox"/>
E14	The World Bank Group's grant financing in response to the Ebola outbreak was done at the appropriate speed.											<input type="checkbox"/>
E15	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"/>
E16	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"/>
E17	The World Bank Group's work (advice, grant financing, etc.) in response to the Ebola outbreak helped engender institutional change to improve health Liberia's service management and response in Liberia.											<input type="checkbox"/>
E18	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"/>
E19	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"/>

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)	
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**

E21. Please answer the following questions:		(Choose no more than THREE for each column)	
		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?
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**

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?										
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

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)	
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): _____

E24. Please rate how you feel when you think about the impact of the refugees in regards to....						
		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**

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

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): _____

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)

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

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	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): _____

G3	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?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

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?

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		
G9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G10	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>											<input type="checkbox"/>	
G11	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
G12	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.)											<input type="checkbox"/>	
G13	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank 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		

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

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

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

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Liberia?**(Select only ONE response)**

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Liberia?**(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

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!