

FY17 Country Opinion Survey Report
for Member Countries of the Organisation of Eastern Caribbean States

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The OECS Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Svetlana Markova, 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 Caribbean Countries CMU and the local fielding agency Market Research Services Ltd. In particular, PORG is grateful for the support from Juan Diego Alonso (Senior Country Officer), who coordinated the survey related activities.



Organisation of
Eastern Caribbean States



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in six OECS states (Antigua and Barbuda, Dominica, Grenada, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines) perceive the Bank;
- Obtain systematic feedback from stakeholders in these countries regarding:
 - Their views regarding the general environment in XXXX¹;
 - Their overall attitudes toward the World Bank Group in XXXX;
 - Overall impressions of the World Bank Group's effectiveness and results, knowledge work, and communication and information sharing in XXXX;
 - Perceptions of the recent trends and the World Bank Group's future role in XXXX.
- Use data to help inform XXXX's country strategy.

II. Methodology

From April to May 2017, 423 stakeholders of the World Bank Group in four OECS countries were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. In each country, participants were drawn from the office of the President, Prime Minister/Minister, office of a parliamentarian, ministries, ministerial departments, or implementation agencies; consultants/ contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local governments; bilateral and 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; academia/research institutes/think tanks; youth groups, the judiciary branch; and other organizations. A total of 231² stakeholders participated in the survey (55% response rate).

Questionnaires were hand delivered to respondents by representatives from the independent fielding agency and were later collected by the same firm. Respondents were asked about: general issues facing XXXX; their overall attitudes toward the Bank; the World Bank Group's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank Group; the current trends and the Bank's future role in XXXX; and the Bank's communication and information sharing in XXXX.

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

¹ XXXX refers to one of the six countries (Antigua and Barbuda, Dominica, Grenada, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines) in which respondents were located when responding to the questionnaire.

² Among the 231 respondents, Antigua and Barbuda N=50; Dominica N=35; Saint Kitts and Nevis N=44; Saint Vincent and the Grenadines N=47; Grenada N=29; Saint Lucia N=36



II. Methodology (continued)

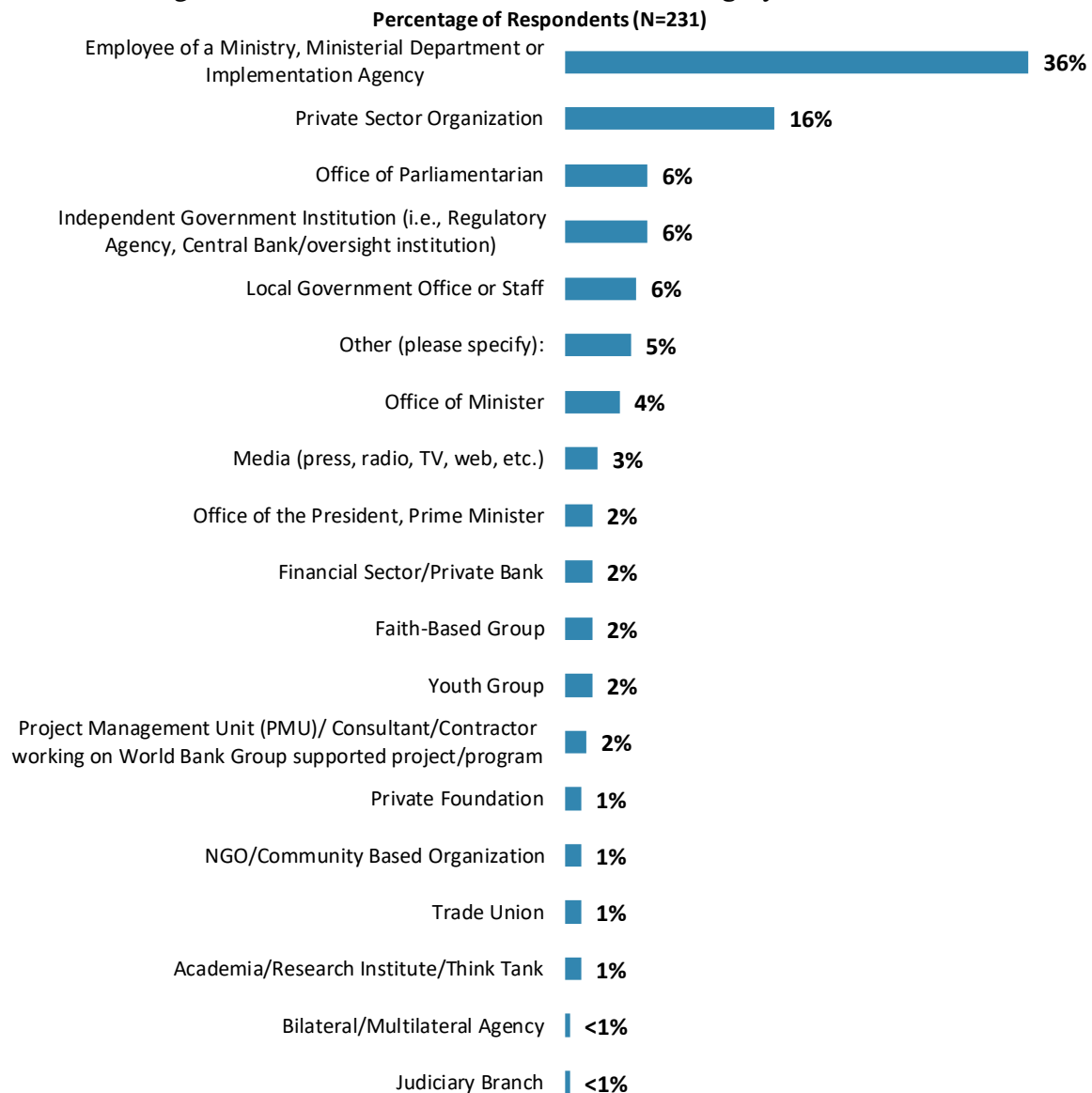
The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '14 (response rate was 79%, N = 119). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from bilateral agencies, the judiciary branch, or private foundations in FY '14 to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 112).



III. Demographics of the Sample

Current Position

- For all further analyses, the small number of respondents from the office of the President were combined with those from the office of a Minister and the small number of respondents from the financial sector/private banks were combined with those from the private sector. Respondents from ministries, PMUs, and consultants working on WBG projects were combined. Respondents from private foundations, NGOs/CBOs, trade unions, faith-based groups, and youth groups were combined into “CSO.” The few respondents from bilateral/multilateral agencies, media, academia, the judiciary branch and other organizations were included in the “Other” category

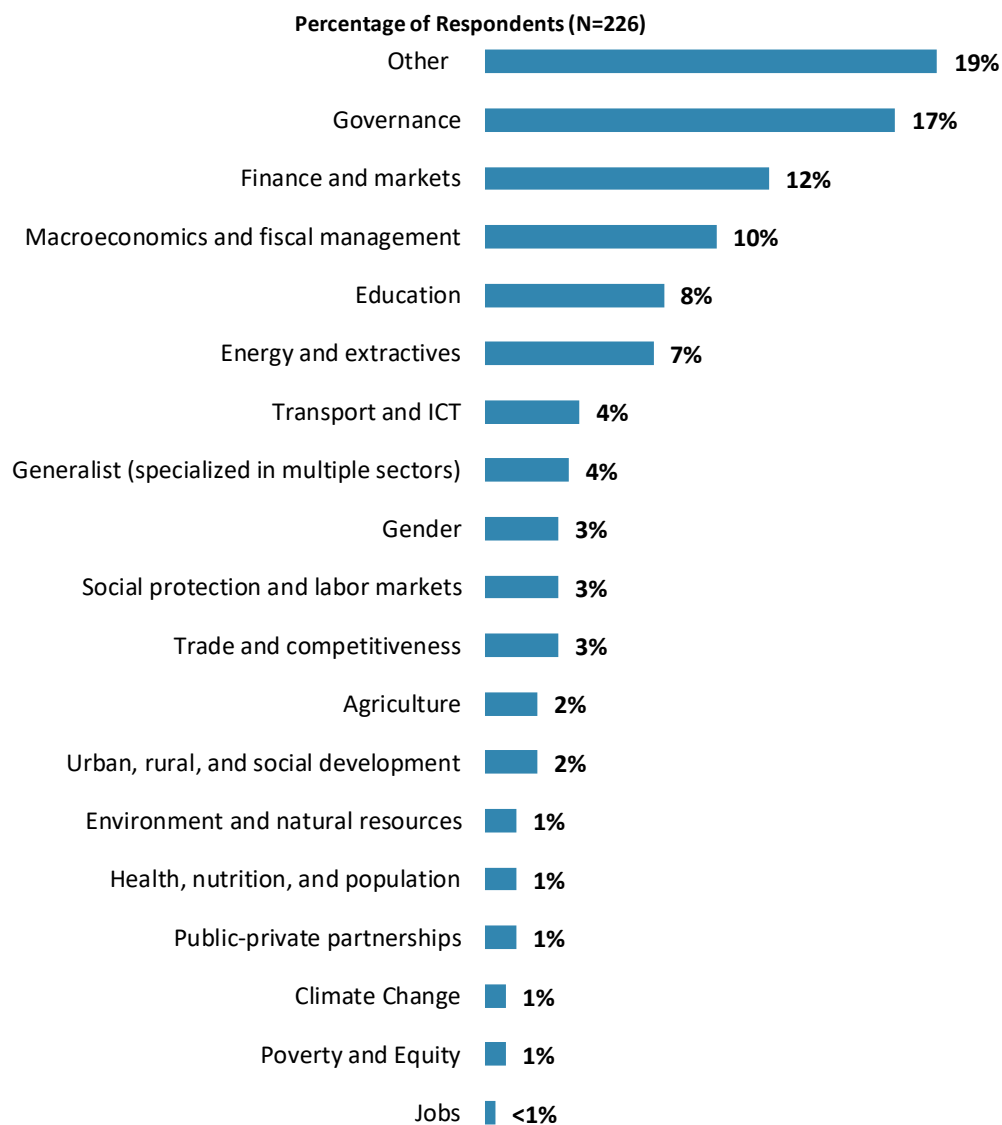


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



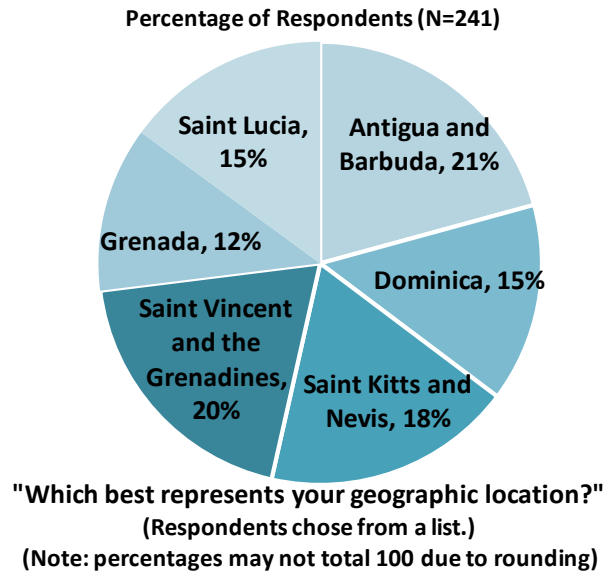
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



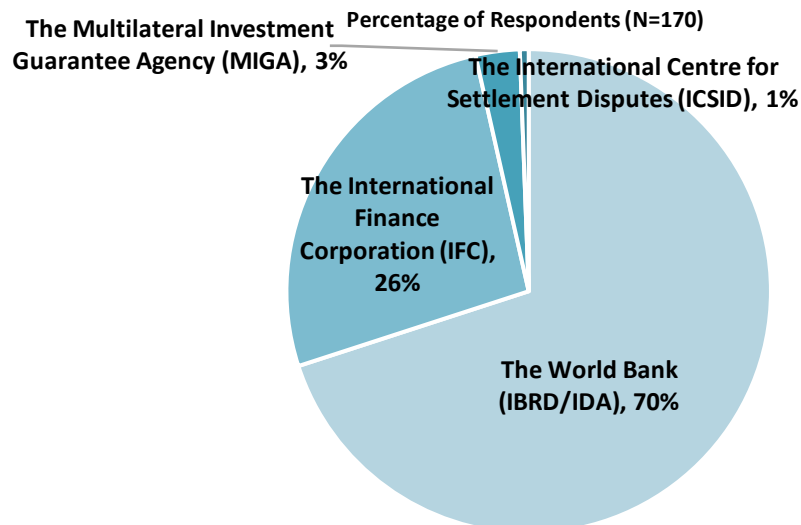
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in appendix C (page 87).



Exposure to Agencies within the World Bank Group



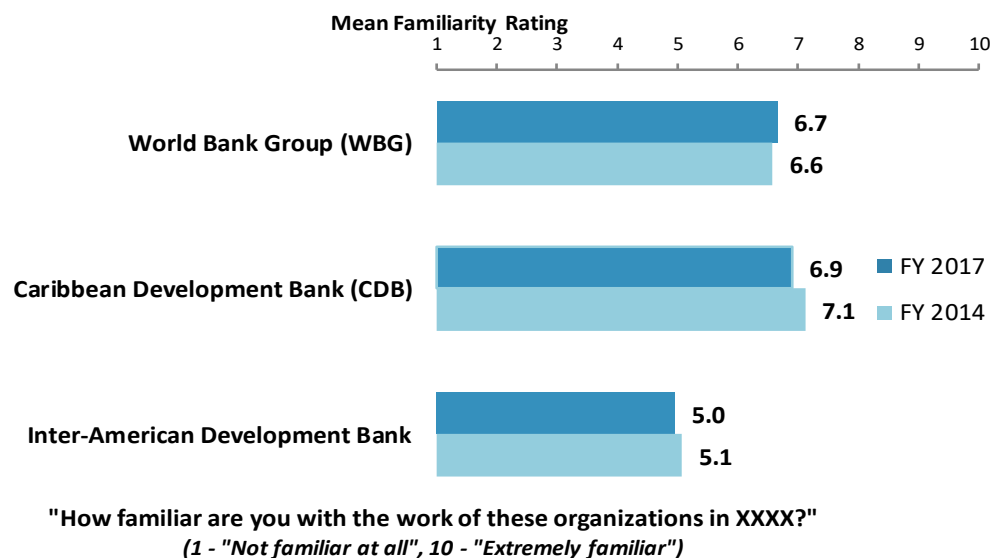
"Which of the following agencies of the World Bank Group do you primarily engage with in XXXX?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group³

- **Organization comparison:** Respondents indicated that they are significantly more familiar with the Caribbean Development Bank (CDB) than the WBG, but significantly more familiar with the WBG than with the Inter-American Development Bank (IDB).
- **Year comparison:** Respondents in this year's Country Survey and the previous FY14 Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean in FY17 = 6.6; weighted mean in FY14 = 6.6), and statistically similar levels of familiarity with the IDB/BID (weighted mean in FY17 = 5.0; weighted mean in FY14 = 5.1) and CDB (weighted mean in FY17 = 6.9; weighted mean in FY14 = 7.1).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in OECS countries, and moderately, significantly correlated with their ratings of the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in OECS countries.
- **Stakeholder differences:** Respondents from the office of a parliamentarian and private sector/financial sector/private banks were significantly less familiar with the WBG than respondents from other stakeholder groups.
- **Country differences:** Respondents from St. Vincent and the Grenadines were significantly less familiar with the WBG compared to respondents from other countries (especially those from St. Lucia who were the most familiar with the WBG among all).



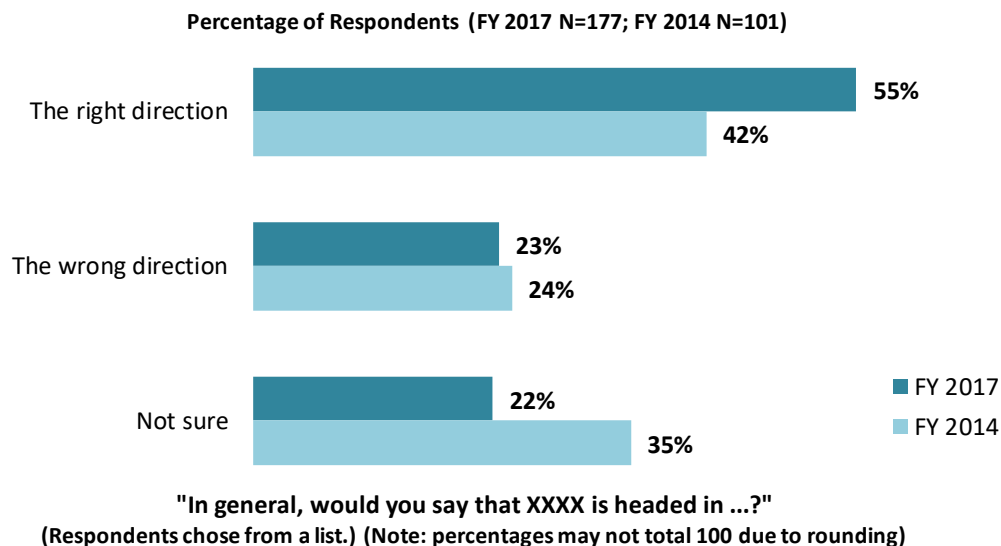
³Please refer to Appendix E (page 112) for more details on weighting. The means in the chart were calculated based on weighted data.



IV. General Issues Facing OECS Countries

Headed in the Right Direction⁴

- **Year comparison:** Respondents in this year's Country Survey are significantly more optimistic about the direction in which their country is headed than respondents in the FY14 Country Survey.
- **Country differences:** Respondents from Grenada and Antigua and Barbuda are significantly more optimistic about the direction in which their countries are headed than respondents from other countries. Respondents from St. Lucia were the least optimistic about the prospect of their country.



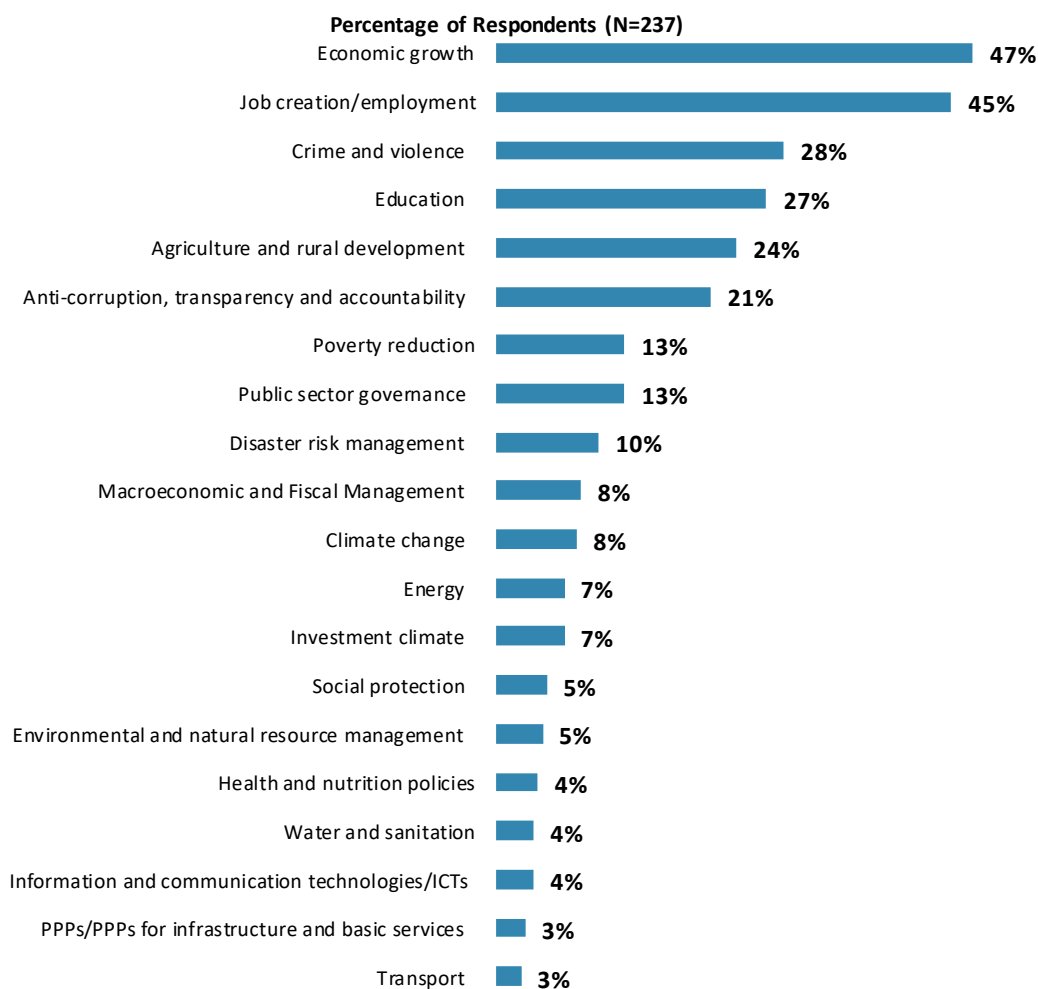
⁴Please refer to Appendix E (page 112) for more details on weighting. The percentages shown in the chart were calculated based on weighted data.



IV. General Issues Facing OECS Countries (continued)

Development Priority

- **Year comparison:** Respondents in the FY14 Country Survey indicated that the most important development priorities in OECS countries were “*job creation*” (58%), “*education*” (38%), and “*economic growth*” (30%).
- **Country differences:** It is important to point out that a majority of respondents (81%) in St. Kitts and Nevis considered “*crime and violence*” a top priority and that nearly half of the respondents (48%) in Grenada saw “*agriculture and rural development*” as the most important development priority.



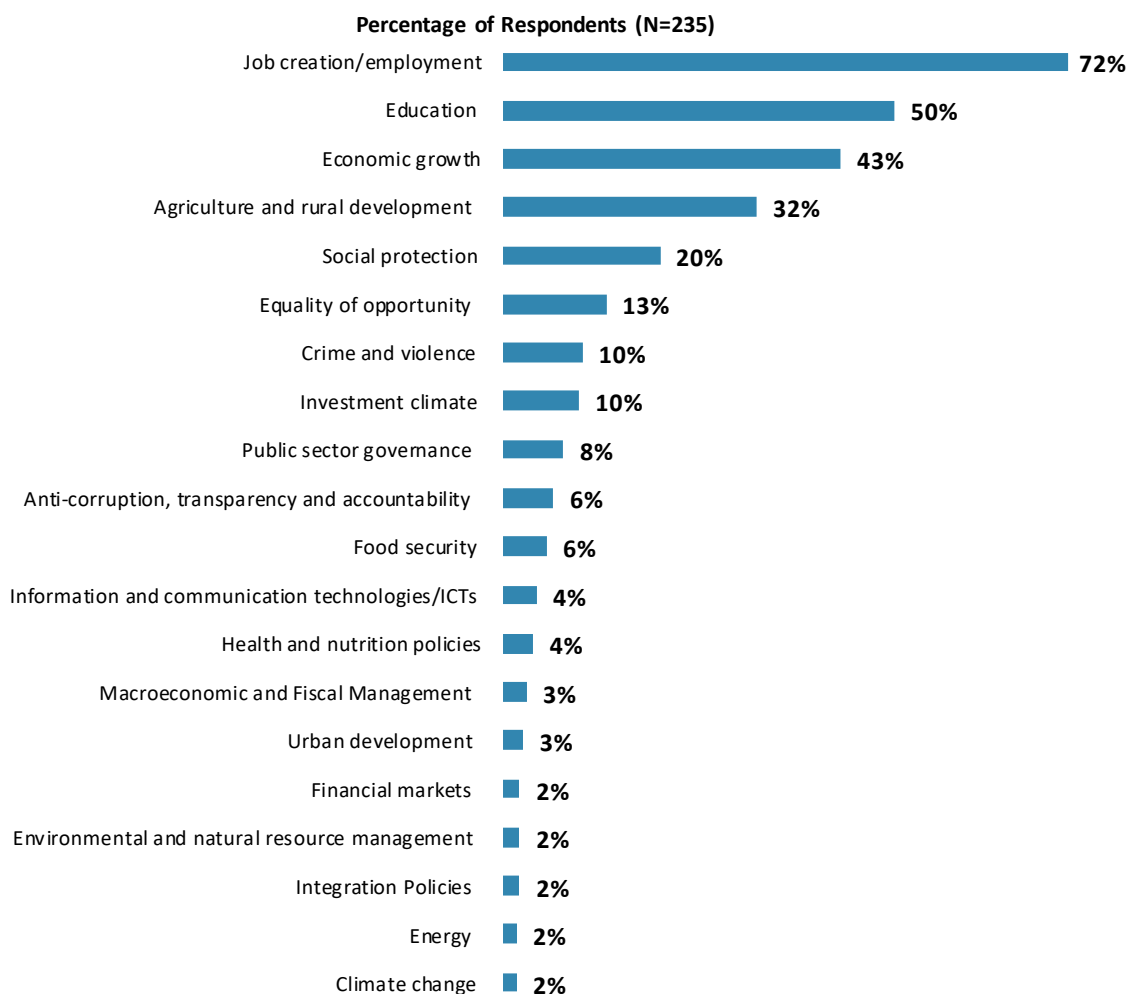
"Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



IV. General Issues Facing OECS Countries (continued)

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY14 Country Survey indicated that “*job creation*” (66%), “*economic growth*” (53%), and “*education*” (44%) are the great contributors to poverty reduction in OECS countries.
- **Country differences:** While “*jobs*,” “*education*,” and “*economic growth*” were considered as the greatest contributors to poverty reduction by respondents across OECS countries, it is worth pointing out that 74% of respondents in Dominica and 56% of respondents in Grenada considered “*agriculture and rural development*” as the most important contributor to poverty reduction.



"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 XXXX? (Choose no more than THREE)"

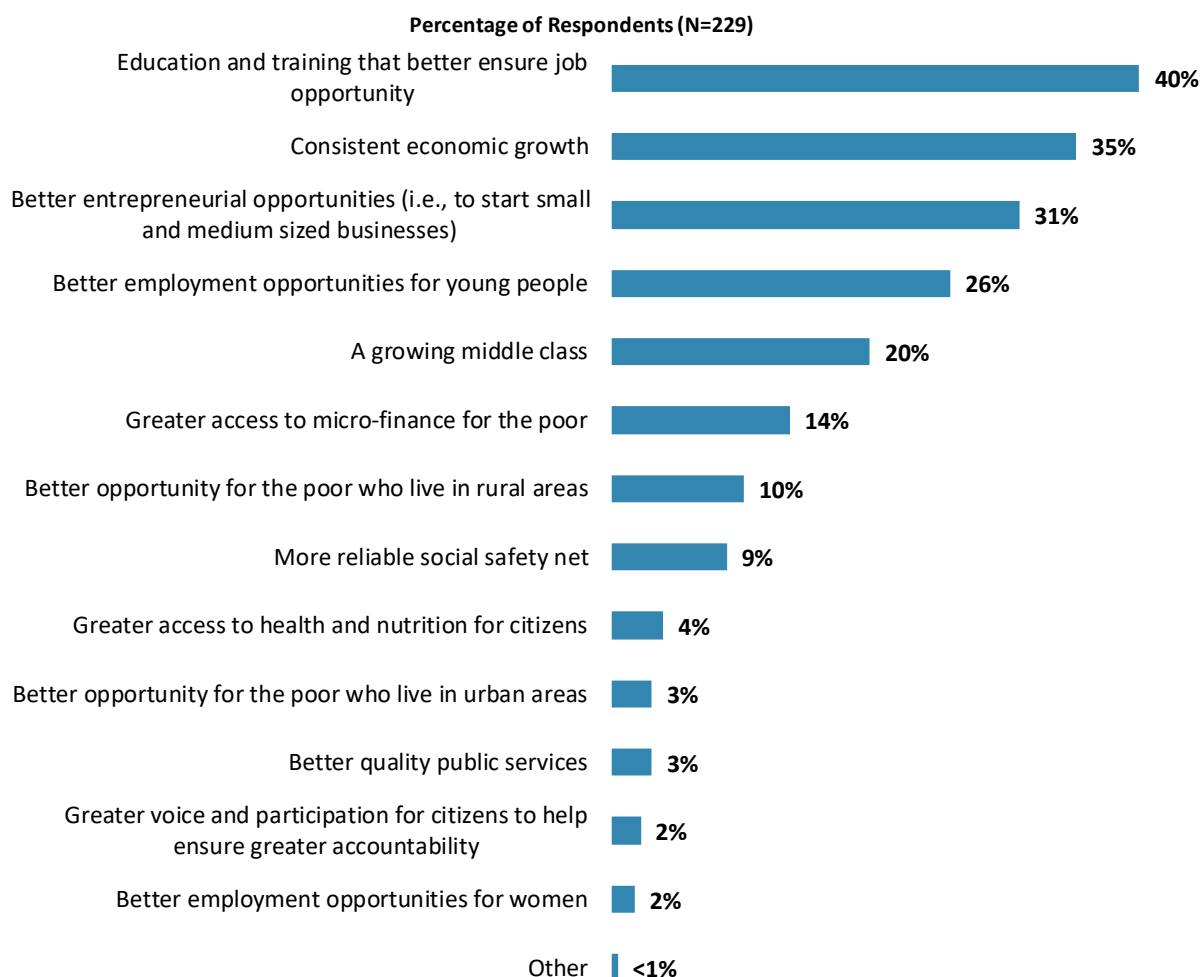
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



IV. General Issues Facing OECS Countries (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the previous FY14 Country Survey indicated that shared prosperity could be best achieved in OECS countries with “*education and training that better ensure job opportunity*” (41%), “*better employment opportunities for young people*” (37%), and “*consistent economic growth*” (28%).
- **Country differences:** Respondents in St. Vincent and the Grenadines were significantly more likely than respondents from other countries to indicate that shared prosperity could be best achieved in their country with “*a growing middle class*” (36%).



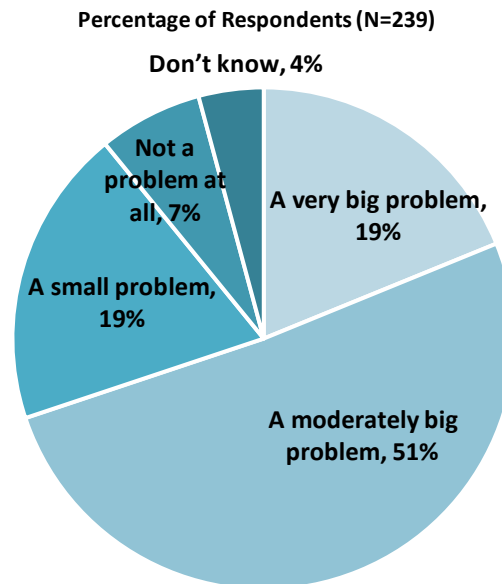
"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



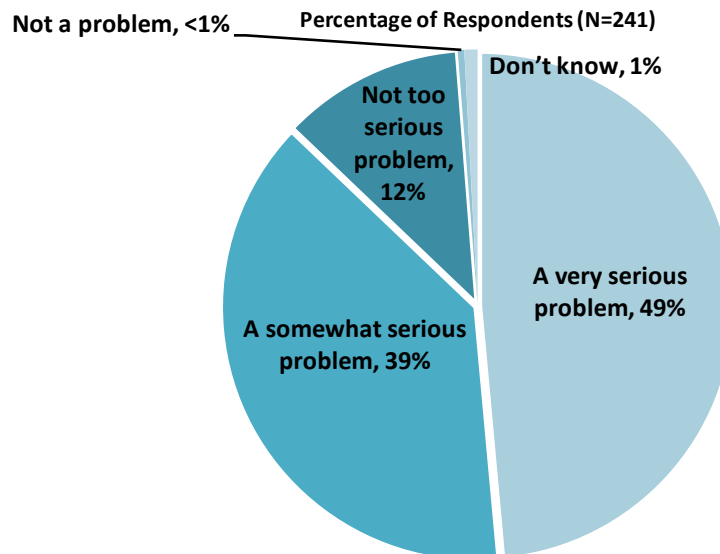
IV. General Issues Facing OECS Countries (continued)

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 XXXX?" (Respondents chose from a list.)

Global Climate Change

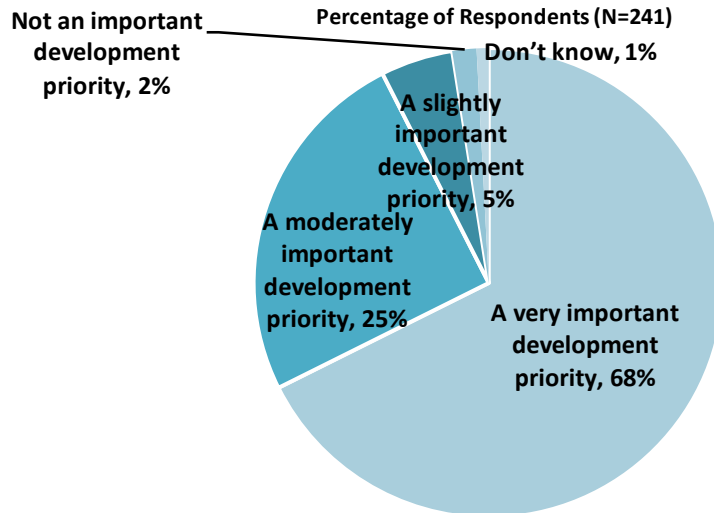


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Percentages may not total 100 due to rounding)
(Respondents chose from a list.)



IV. General Issues Facing OECS Countries (continued)

Childhood Development is a Priority



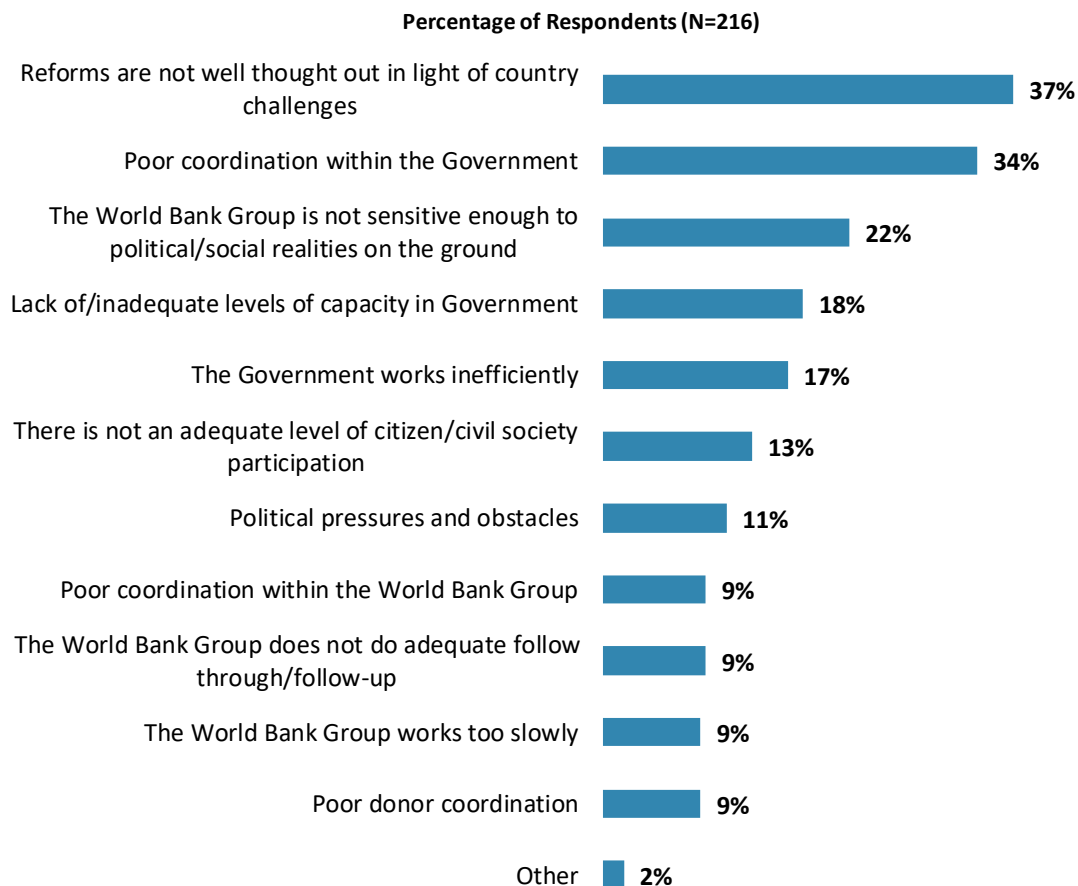
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in XXXX?" (Percentages may not total 100 due rounding)
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY14 Country Survey attributed failed or slow reform in OECS countries to “*inadequate level of citizen/civil society participation*” (52%), “*the government working inefficiently*” (29%), and “*not being sensitive enough to social/political realities on the ground*” (28%).
- **Country differences:** When comparing data across countries, respondents from Grenada were significantly more likely than others to attribute failed or slow reform in their country to “*an inadequate levels of civil society participation*” (24%). Respondents from St. Lucia were significantly more likely than other respondents to attribute to “*poor coordination within the Government*” (51%).



"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 TWO)"
(Respondents chose from a list. Responses combined.)

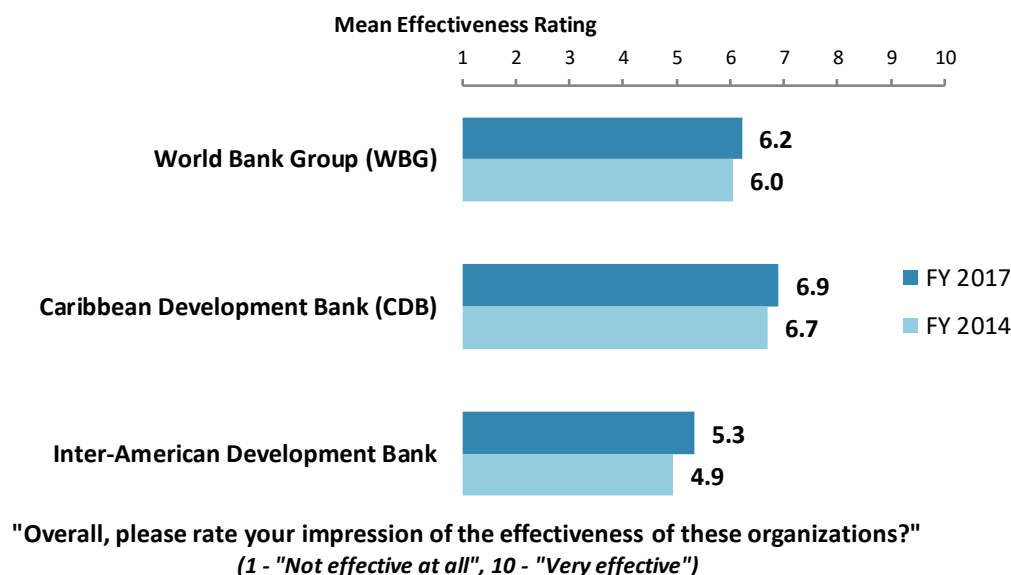


V. Overall Attitudes toward the World Bank Group (continued)

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

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

- **Organization comparison:** Respondents gave significantly higher ratings of effectiveness for the CDB compared to the WBG. Yet they gave significantly higher effectiveness ratings for the WBG than the IDB.
- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings of effectiveness for the WBG, the IDB/BID, and the CDB, compared to respondents from the FY ‘14 Country Survey⁵.
- **Country differences:** Respondents from Grenada gave significantly higher ratings of effectiveness for the WBG than respondents from other OECS countries.

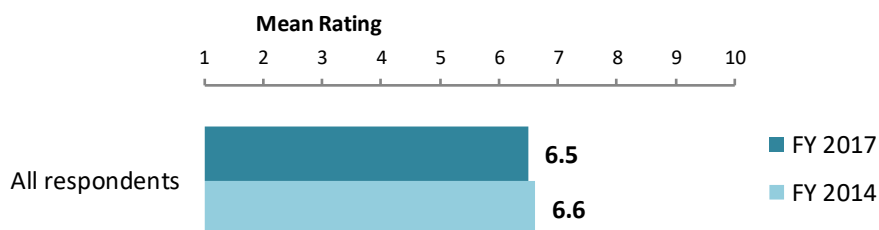


⁵Please refer to Appendix E (page 112) for more details on weighting or year comparisons. The means in the chart were calculated based on weighted data.



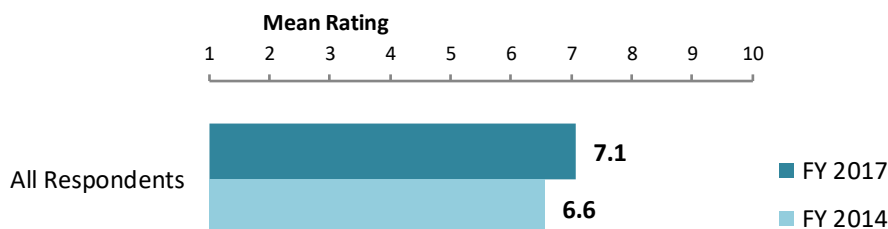
V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results (*Indicator Question*)⁶



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

WBG Staff Preparedness



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

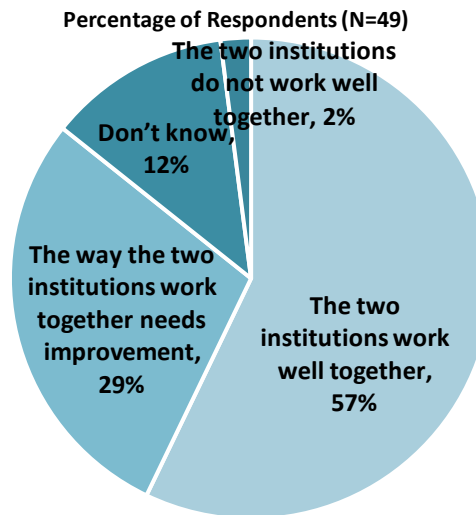
⁶Please refer to Appendix E (page 112) for more details on weighting for year comparisons. The means in the charts were calculated based on weighted data.



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.



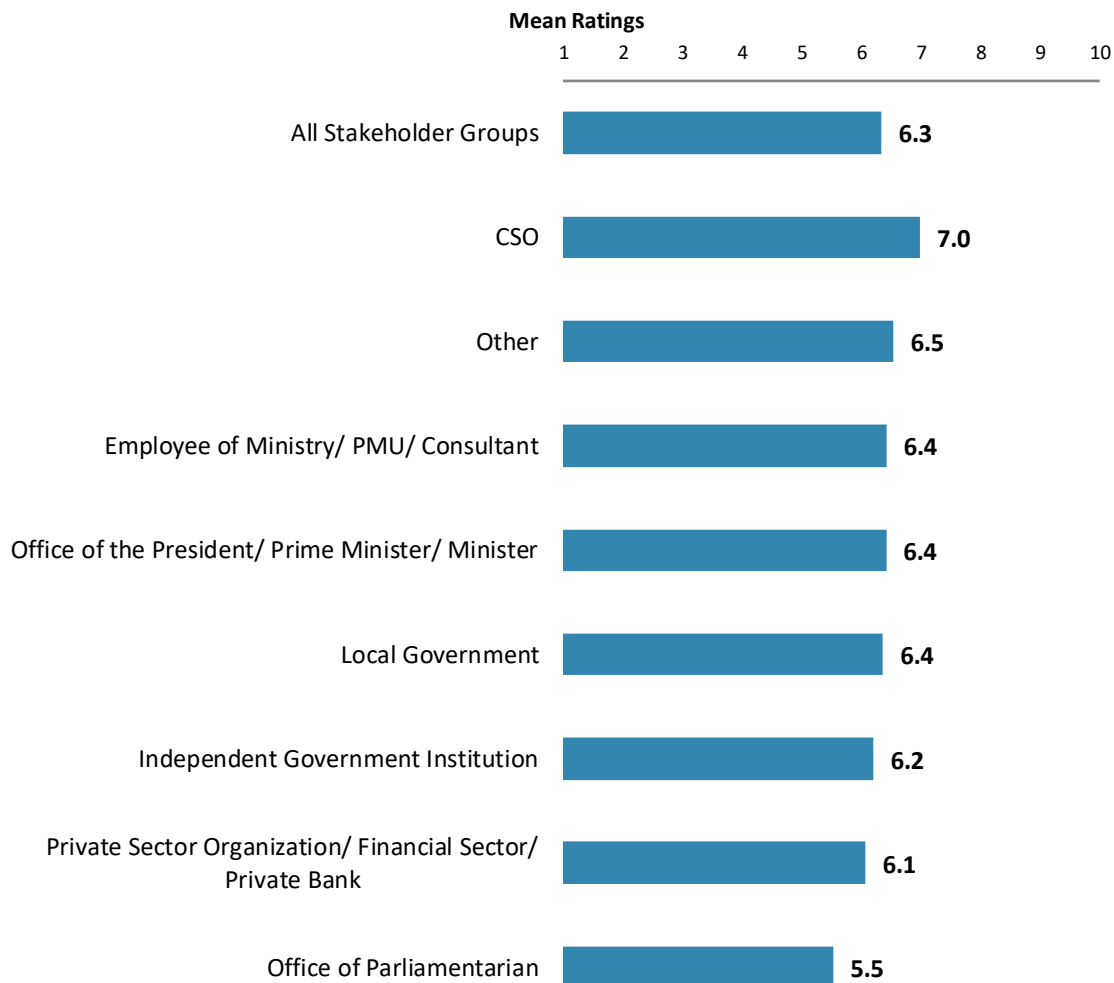
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in XXXX?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had the statistically similar mean ratings for the aggregated responses to the twenty-six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 66).
- **Collaboration:** Respondents who collaborated with the WBG had significantly higher mean ratings (6.8) for the aggregated responses to the twenty-six COS indicator questions, compared to respondents who do not work with the WBG (5.9).



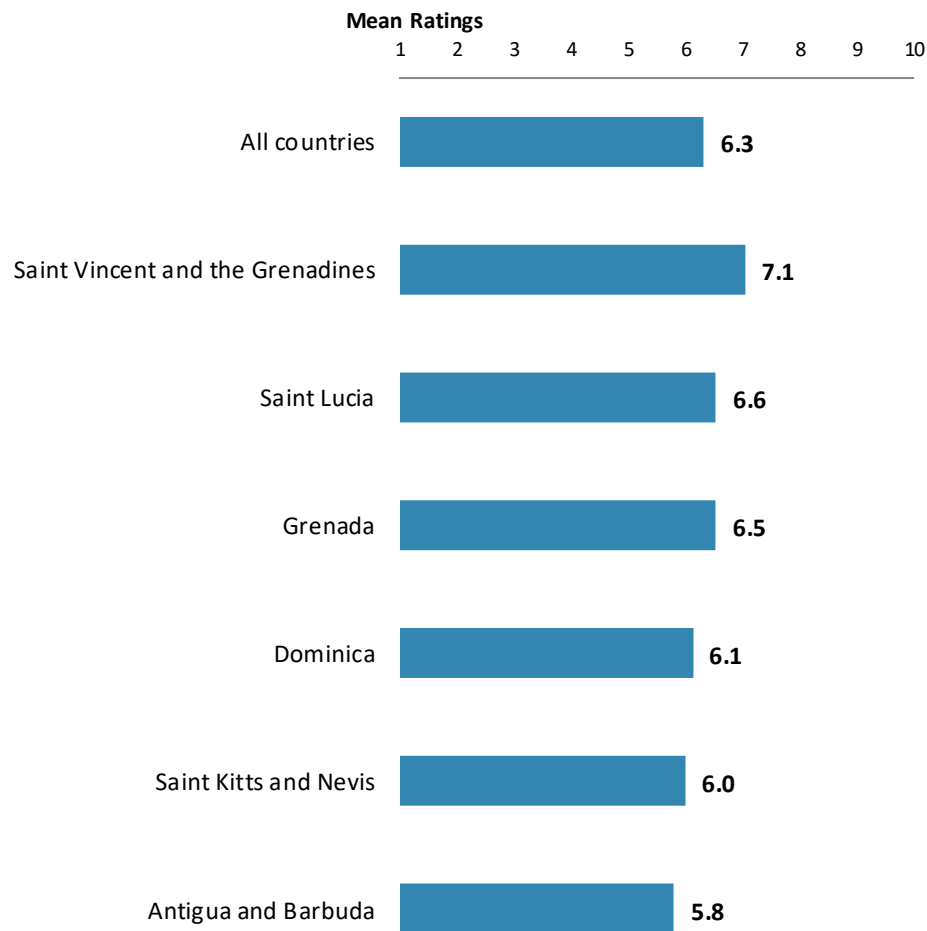
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Overall Ratings for Indicator Questions by Countries

- **Country differences:** Respondents from St. Vincent and the Grenadines gave significantly higher overall mean ratings for the aggregated responses to the twenty-six COS indicator questions than respondents from other countries. Responses for individual indicator questions by countries can be found in Appendix C (see page 87).



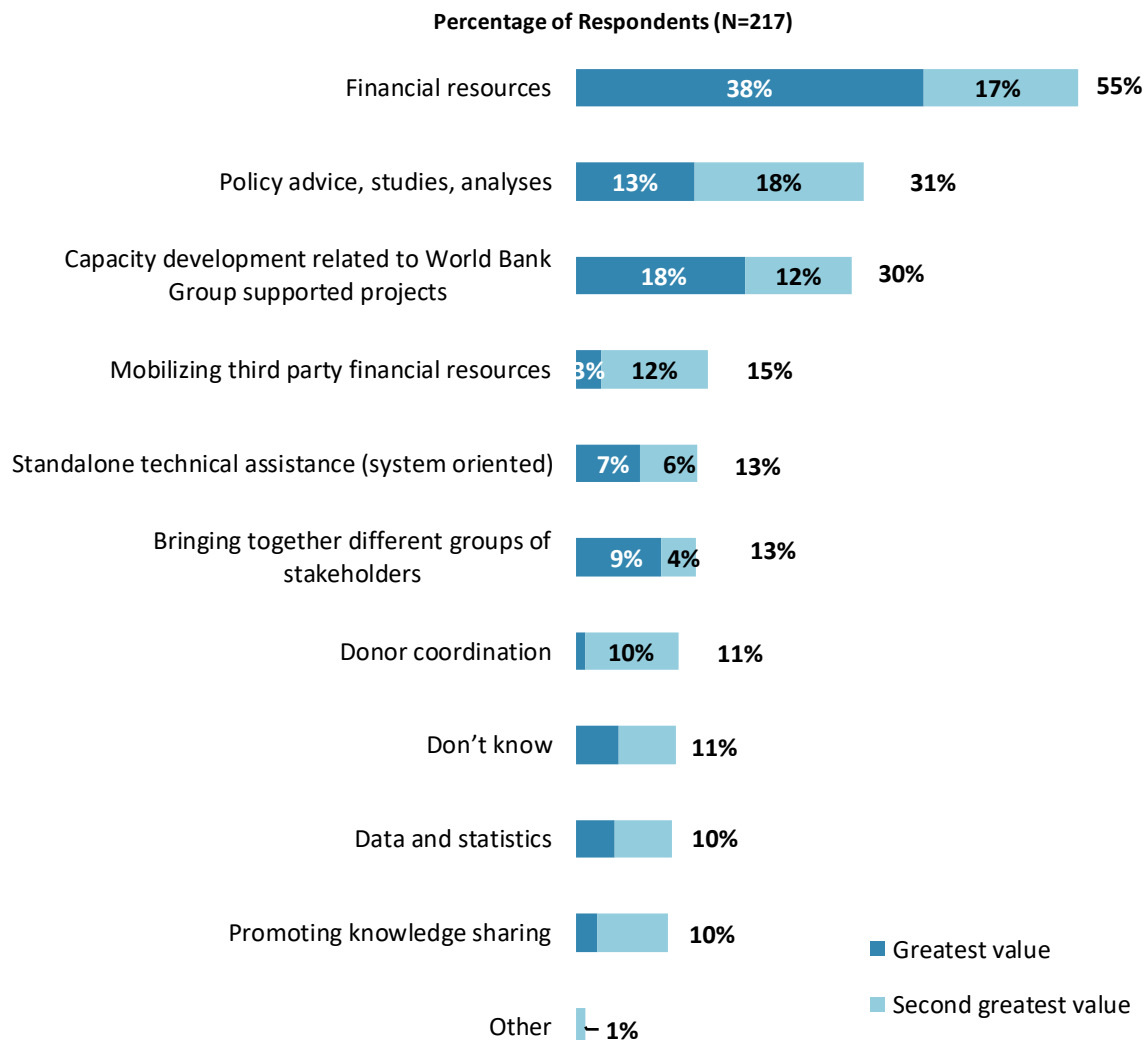
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest values to OECS countries were its "*financial resources*" (65%), "*technical assistance*" (36%), and "*capacity development*" (36%).
- **Country differences:** A plurality of respondents (32%) in St. Vincent and the Grenadines indicated that the WBG's greatest values to their country is "*bring together different groups of stakeholders*" (equal to "*financial resources*" which also received 32% in the country).

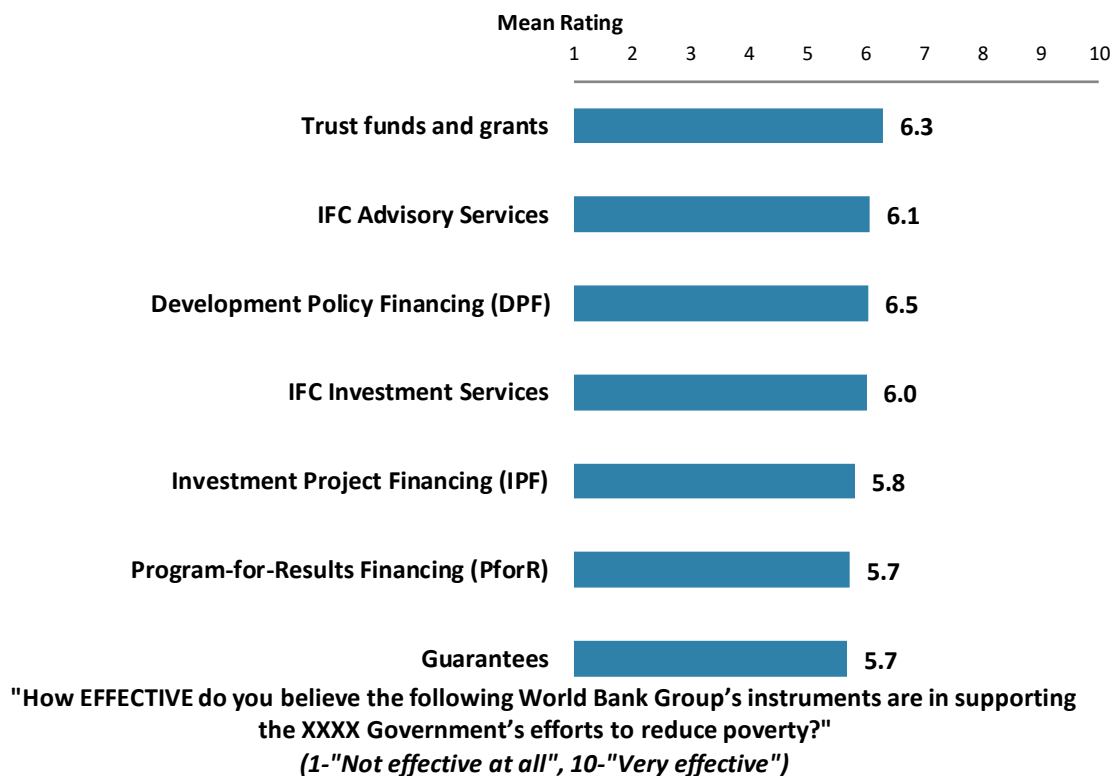


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?"
(Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty

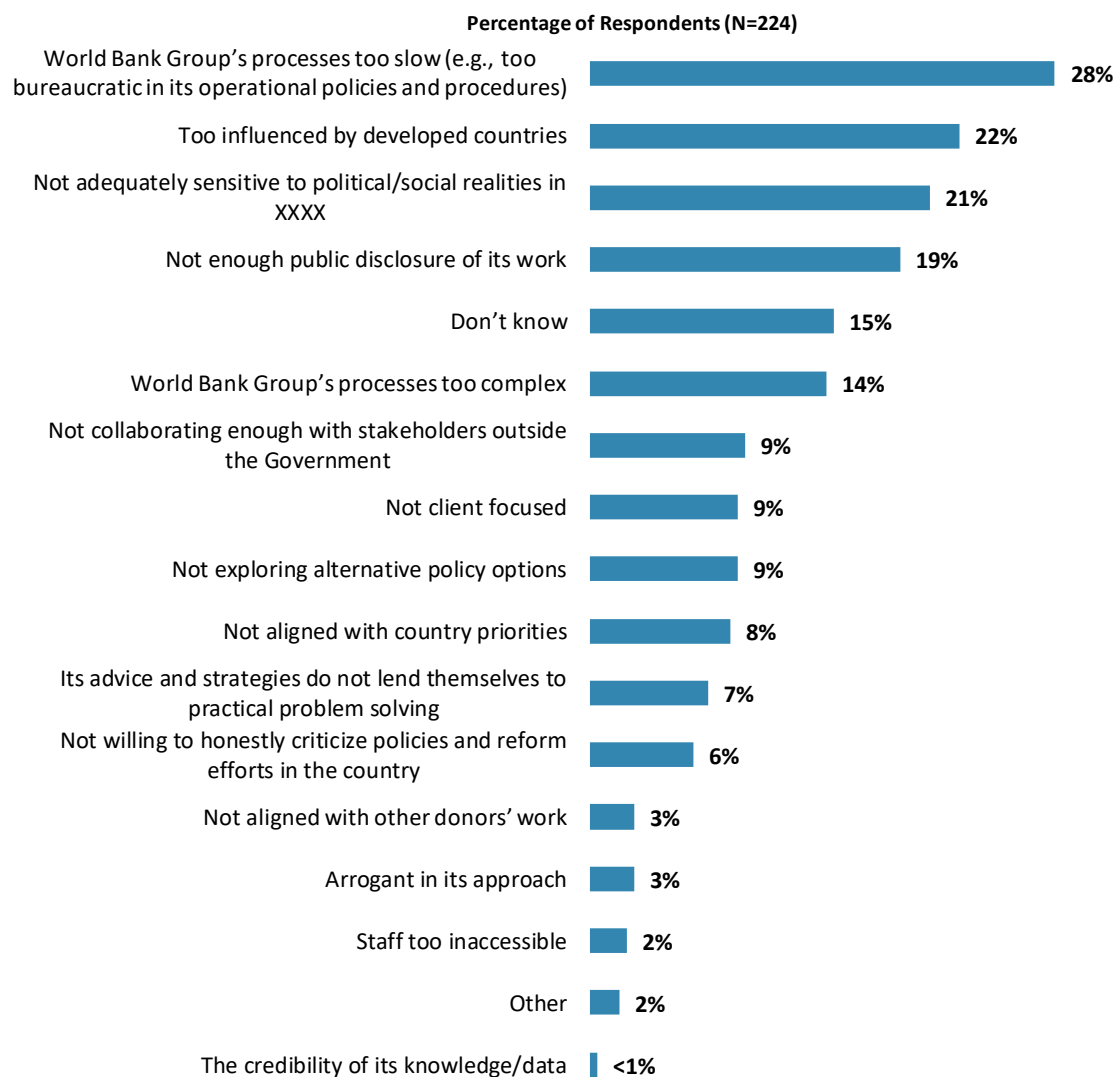




V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the previous FY14 Country Survey indicated that the WBG's greatest weaknesses in its work in XXXX were not "*enough public disclosure of its work*" (38%), "*not being adequately sensitive to political/social realities in XXXX*" (20%), and "*not collaborating enough with non-state actors*" (19%).
- **Country differences:** Respondents from Dominica and St. Lucia were significantly more likely to indicate that the WBG's greatest weakness in its work in their countries was "*not enough public disclosure of its work*" (27% and 29% respectively). Respondents from Antigua and Barbuda were the significantly more likely than other respondents to say that the WBG's greatest weakness was "*not exploring alternative policy options*" (24%).

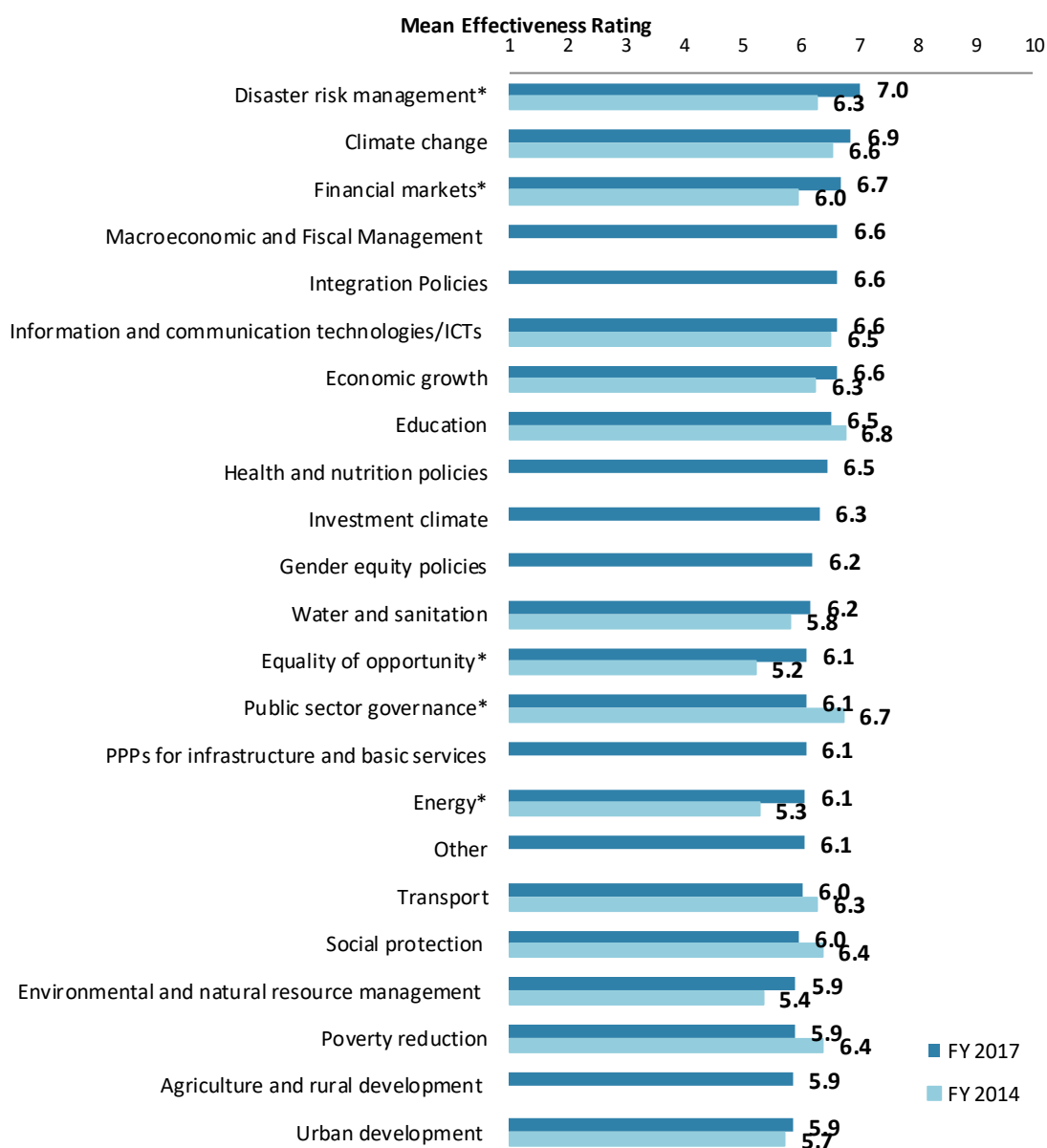


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas (Year Comparison)⁷



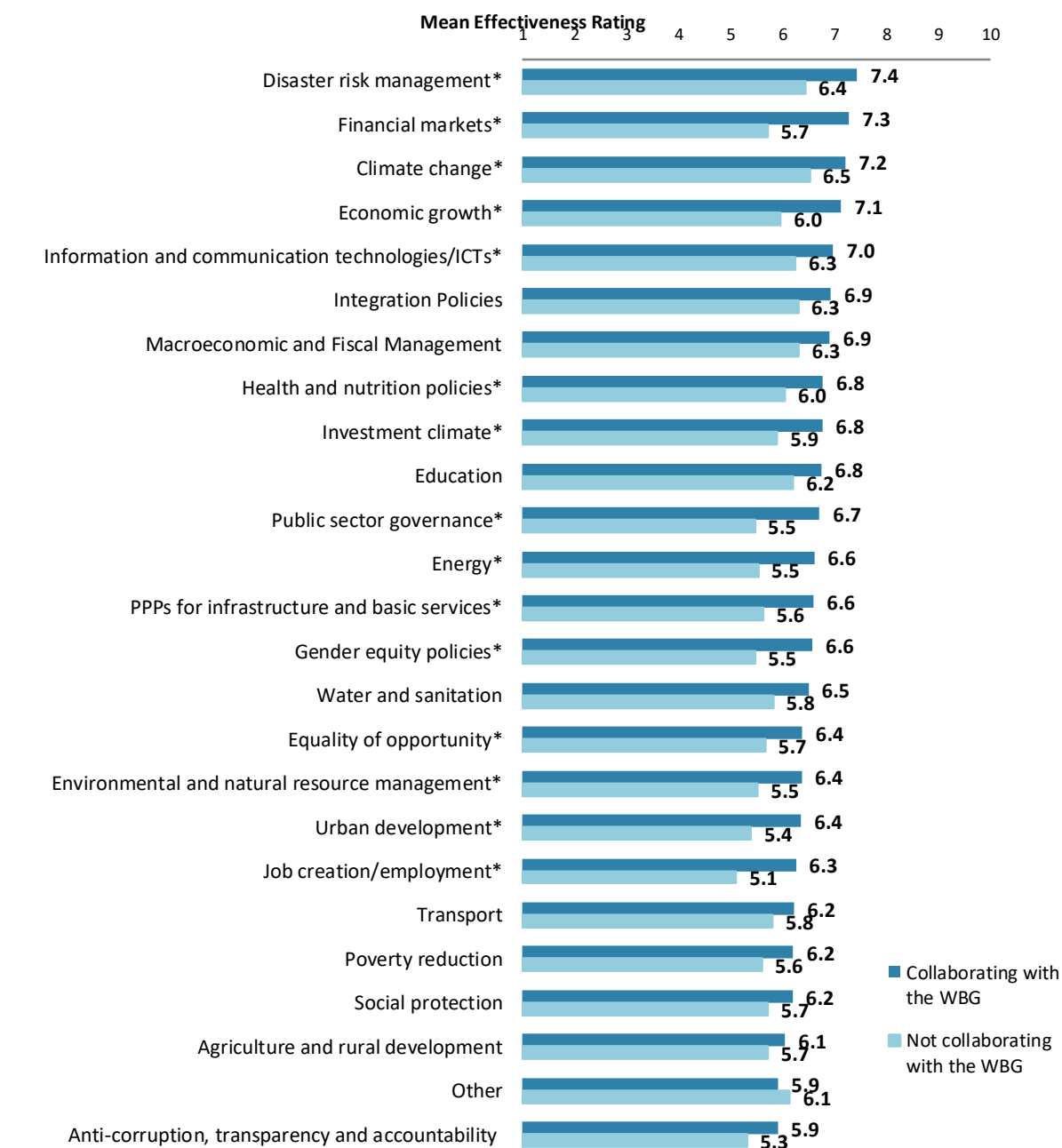
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2014)

⁷Please refer to Appendix E (page 112) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas (Collaboration)



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

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



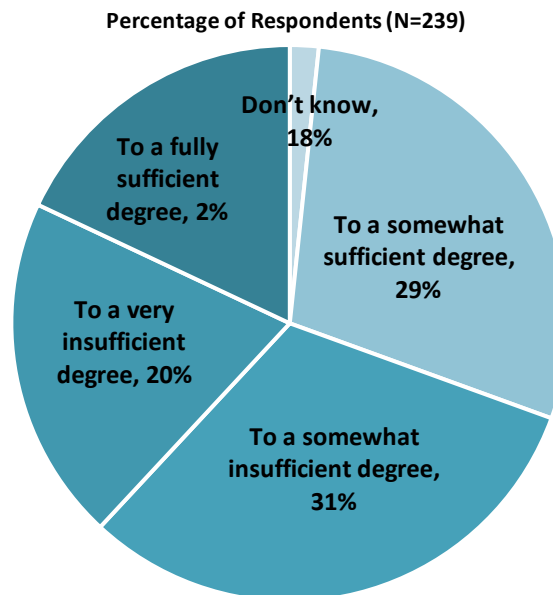
VI. Sectoral Effectiveness (continued)

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 public private partnerships in XXXX?"
(1- "To no degree at all", 10- "To a very significant degree")

Helping the Poorest

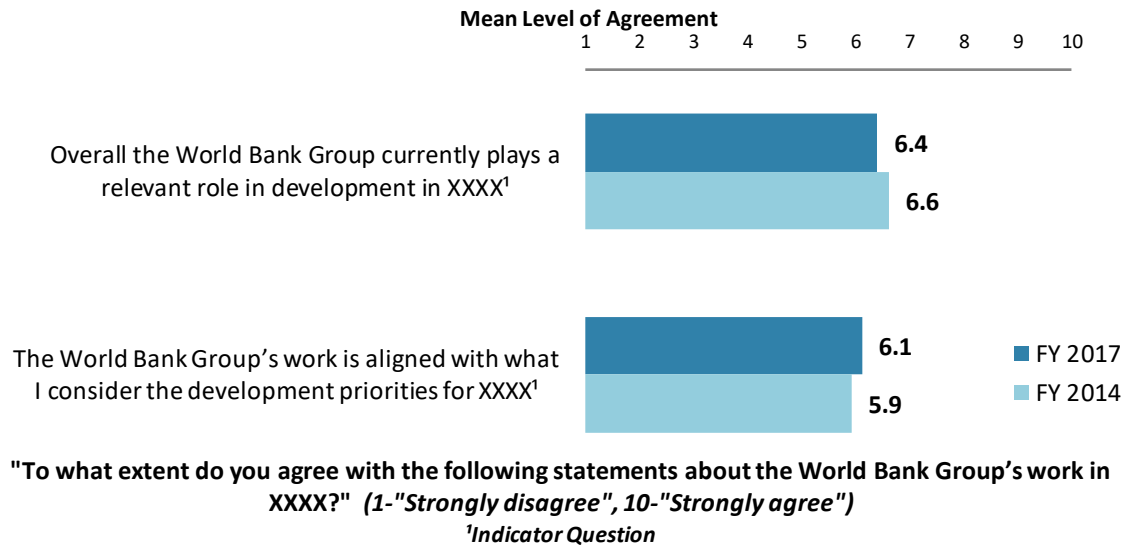


"To what extent do you believe that the World Bank Group's work and support help the poorest in XXXX?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding.)



VII. How the World Bank Group Operates

The World Bank Group's Work in OECS Countries (Year Comparison)⁸

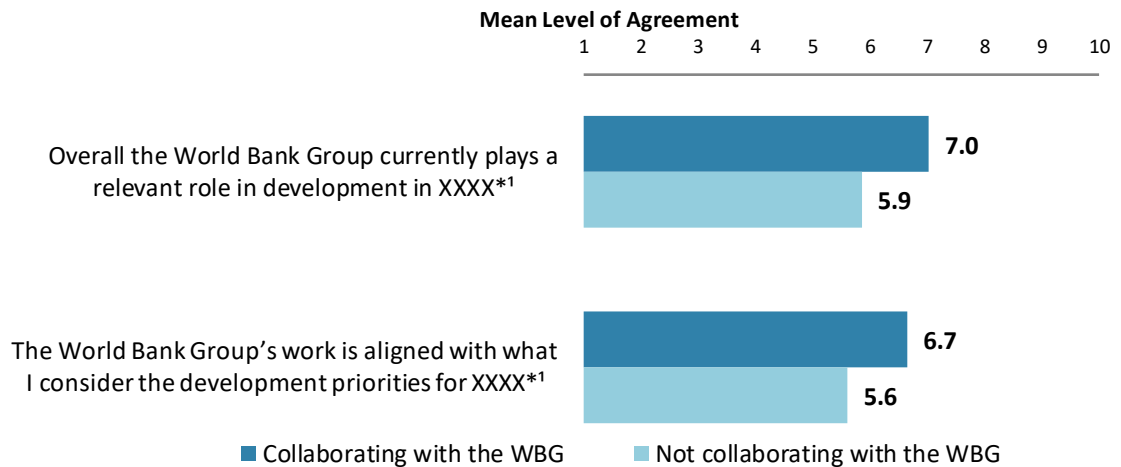


⁸ Please refer to Appendix E (page 112) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates

The World Bank Group's Work in OECS Countries (Collaboration)



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

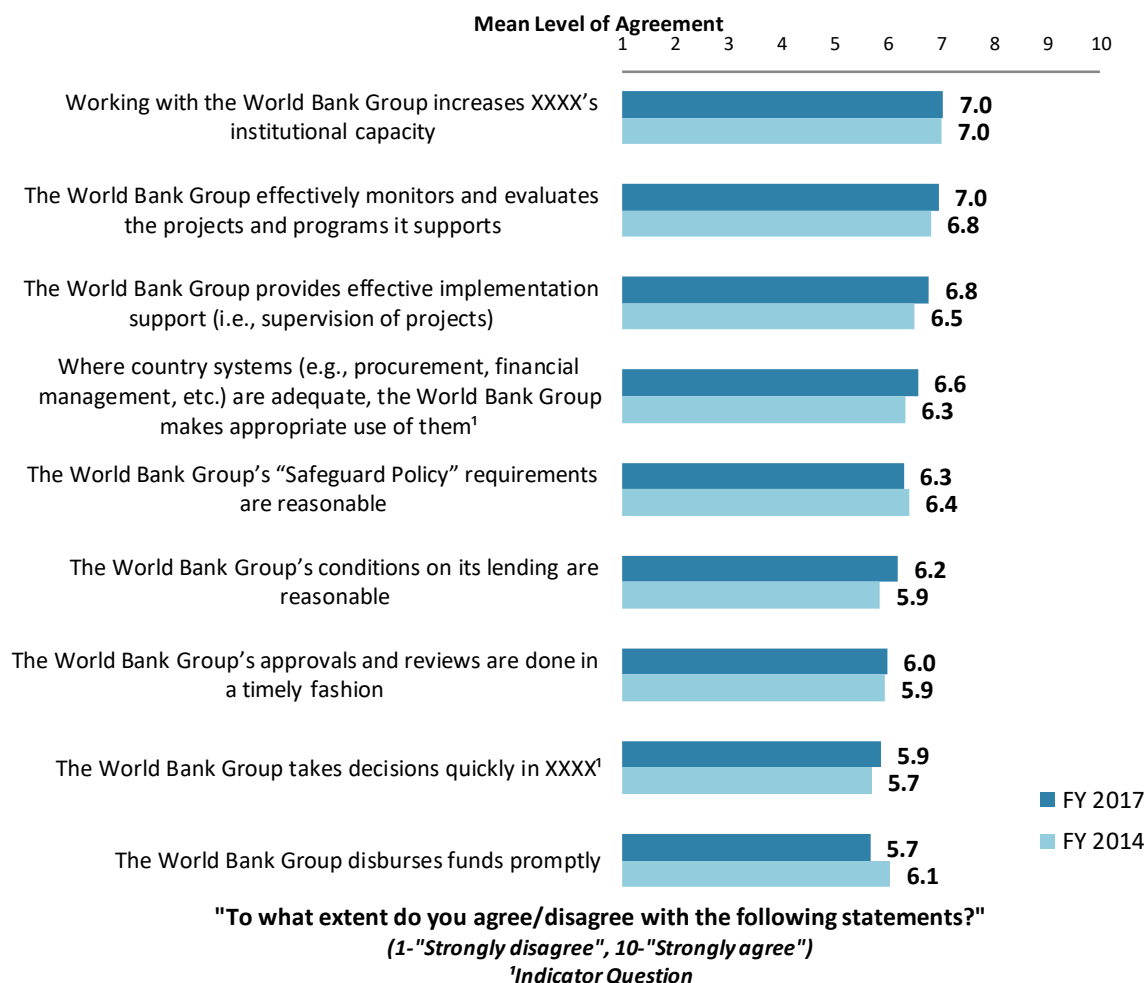
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions (Year Comparison)⁹

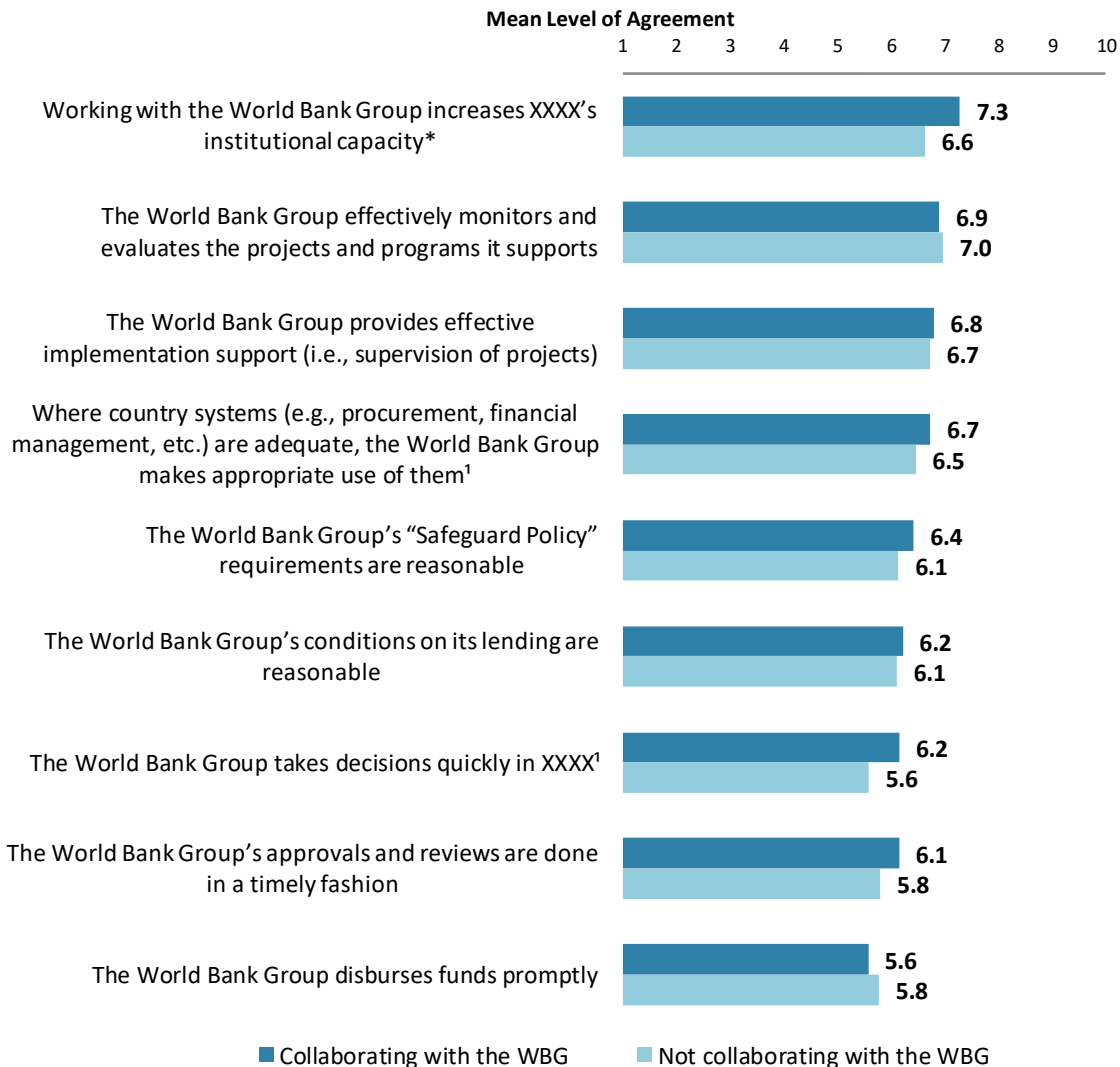


⁹All means presented in this chart are calculated based on weighted data. See Appendix E (page 112) for details.



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 Comparison)¹⁰



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

(*Significantly different between FY2017 and FY2014)

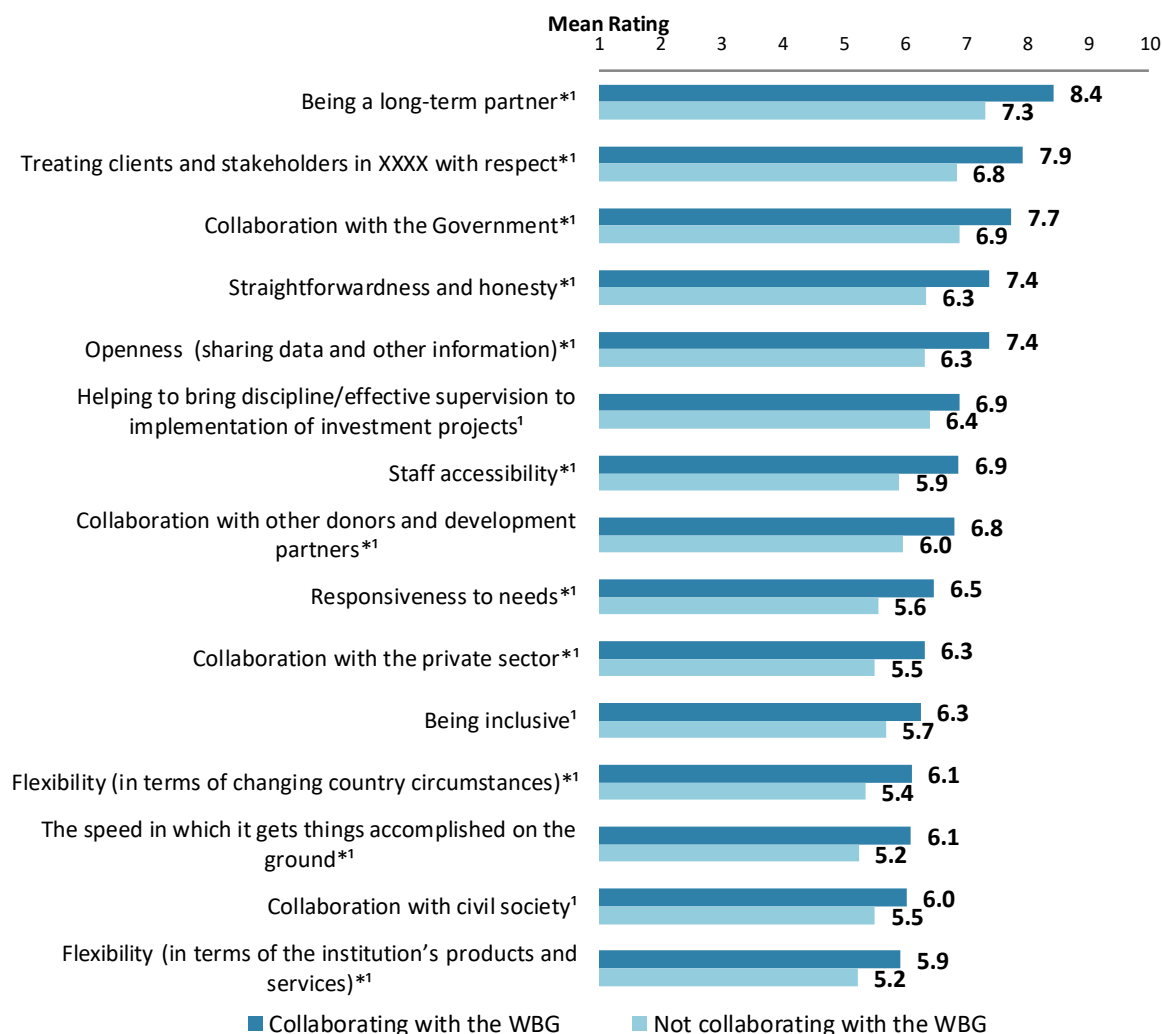
¹Indicator Question

¹⁰All means presented in this chart are calculated based on weighted data. See Appendix E (page 112) for details.



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 XXXX, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

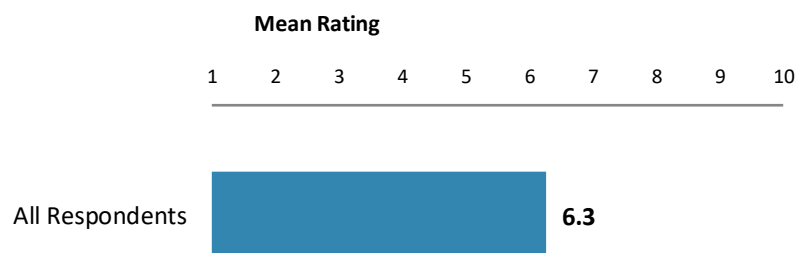
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



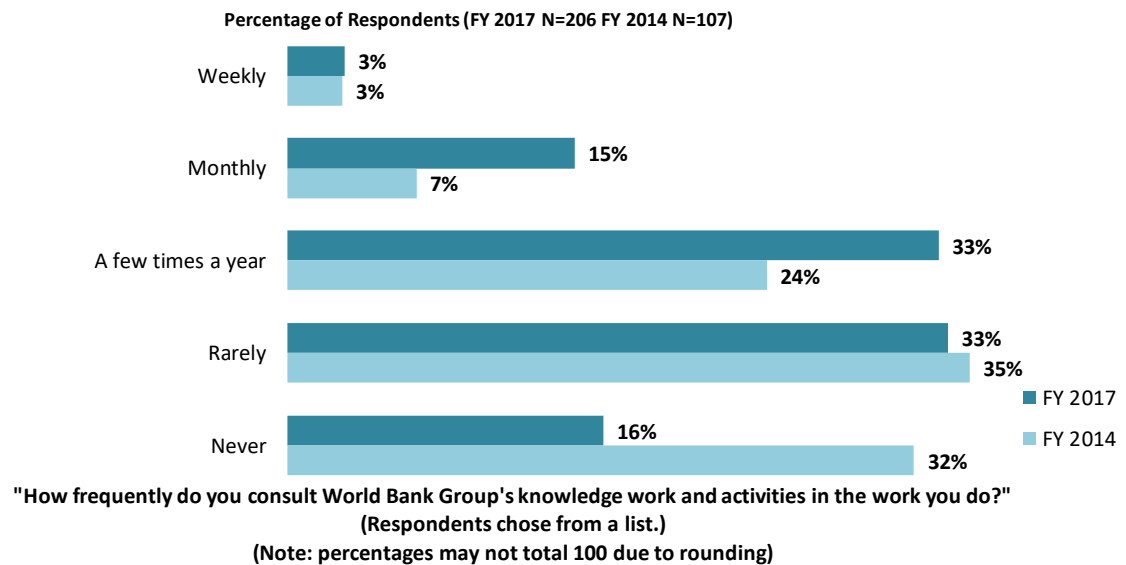
**"To what extent do you believe the World Bank Group measures and corrects its work in real time in
XXXX?" (1-"To no degree at all", 10-"To a very significant degree")**



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹¹

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities compared to respondents in the FY14 Country Survey.

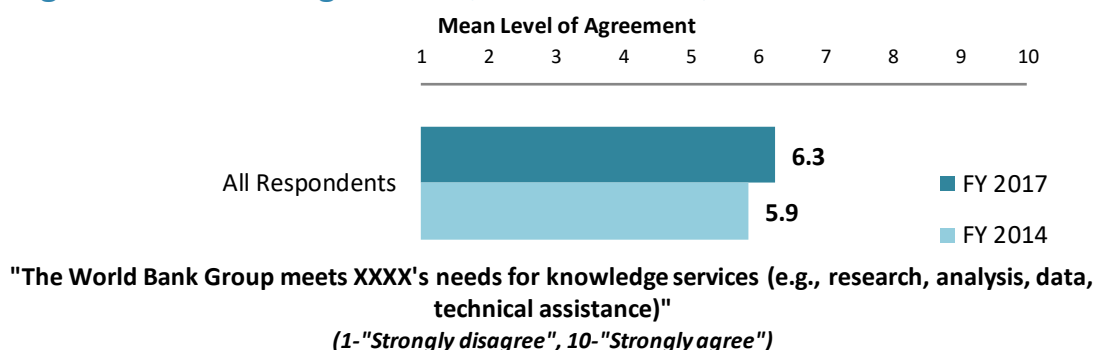


¹¹All percentages presented in this chart are calculated based on weighted data. See Appendix E (page 112) for details.

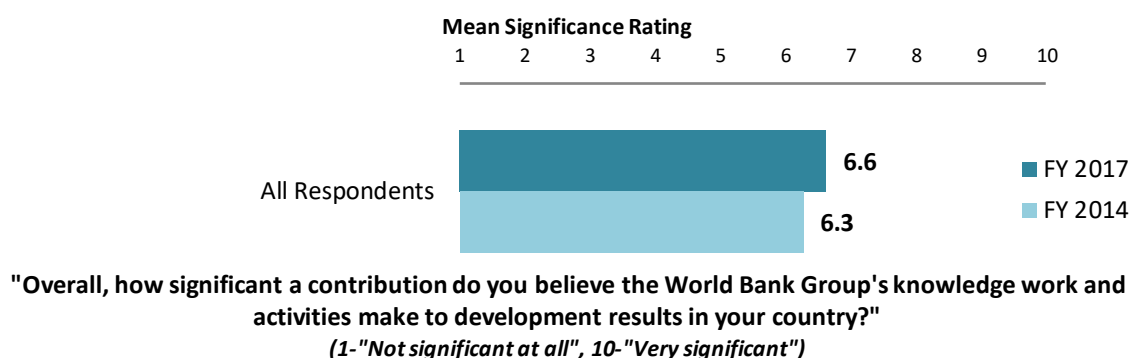


VIII. World Bank Group's Knowledge and Instruments (continued)

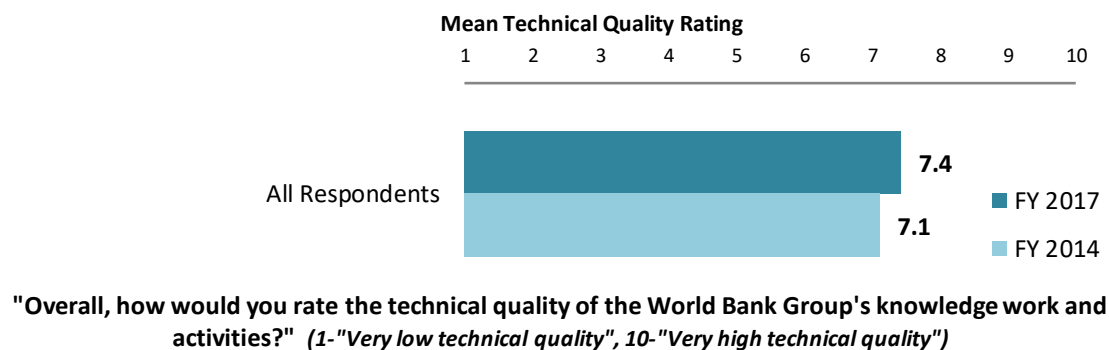
Meeting XXXX's Knowledge Needs (*Indicator Question*)¹²



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



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

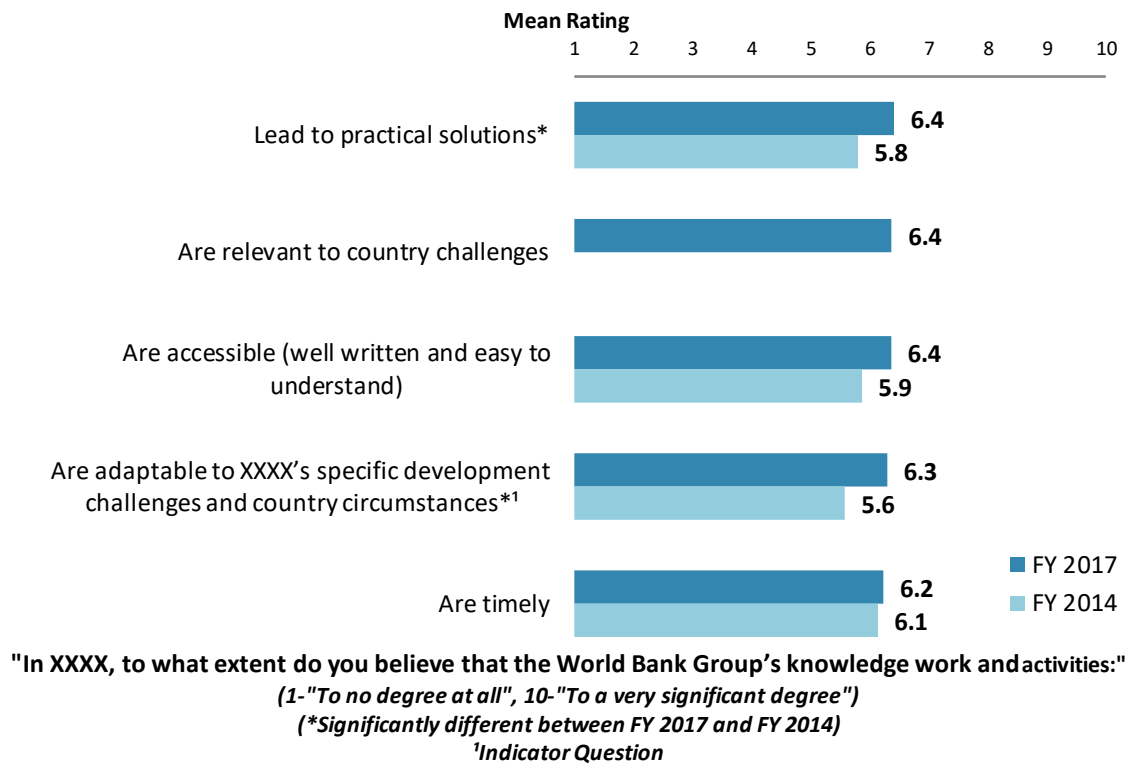


¹²All means presented in the charts on this page are calculated based on weighted data. See Appendix E (page 112) for details.



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

Qualities of the WBG's Knowledge Work and Activities¹³

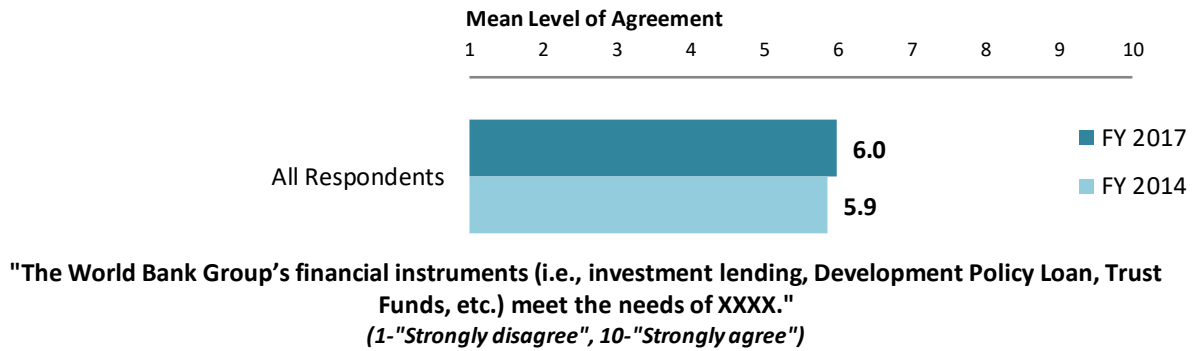


¹³All means presented in this chart are calculated based on weighted data. See Appendix E (page 112) for details.



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

Meeting XXXX's Needs for Financial Instruments (*Indicator Question*)¹⁴



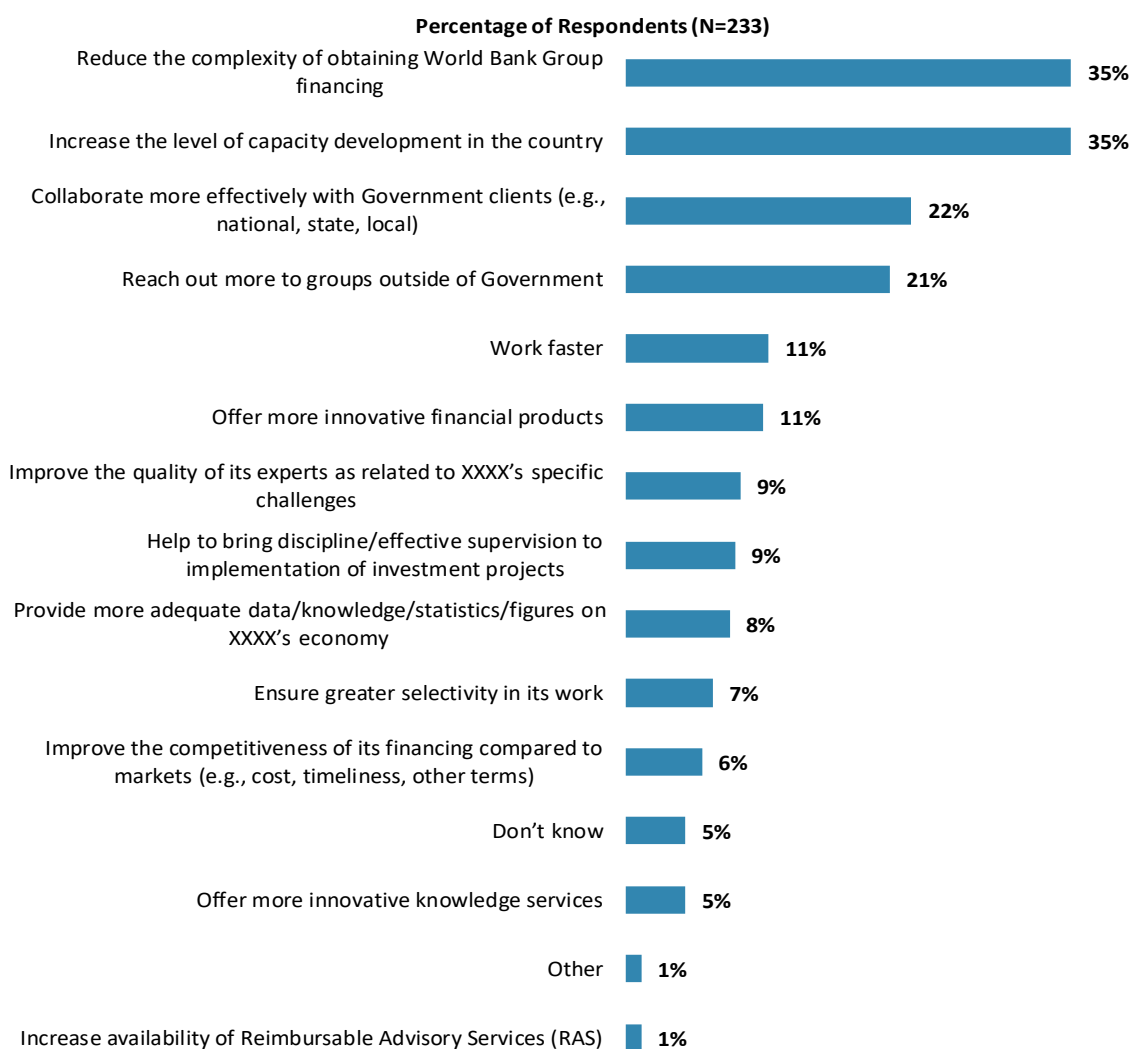
¹⁴All means presented in this chart are calculated based on weighted data. See Appendix E (page 112) for details.



IX. The Future Role of the WBG in OECS Countries

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY14 Country Survey indicated that, to make itself of greater value, the WBG should increase “*reach out more to groups outside of Government*” (53%), followed by “*increasing the level of capacity development in OECS countries*” (36%) and “*reducing the complexity of obtaining WBG financing*” (22%).
- **Country differences:** Respondents from St. Vincent and the Grenadines were significantly more likely than respondents from other countries to indicate that the WBG should “*work faster*” (23%) and “*offer more innovative knowledge services*” (17%). Respondents from Grenada were significantly more likely to indicate that the WBG should “*increase the level of capacity development in the country*” (50%).

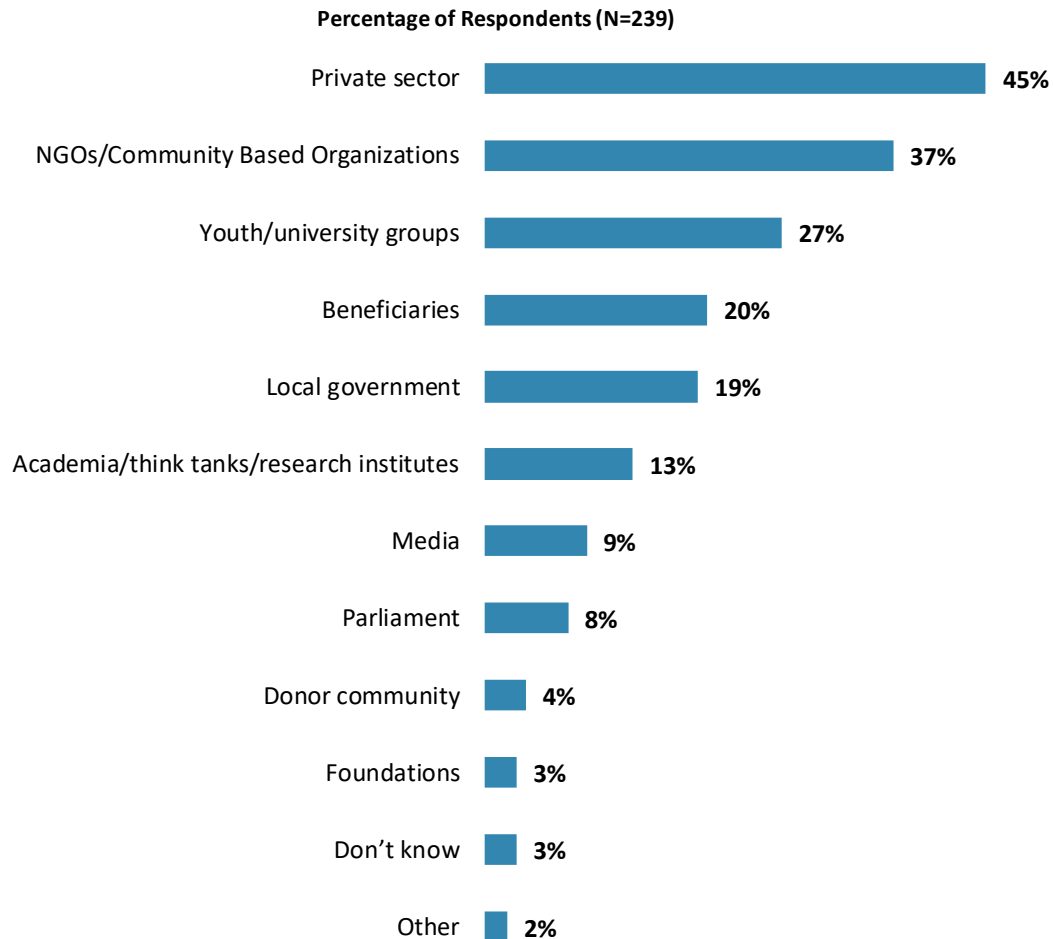


"Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Should Collaborate More with...



"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?"

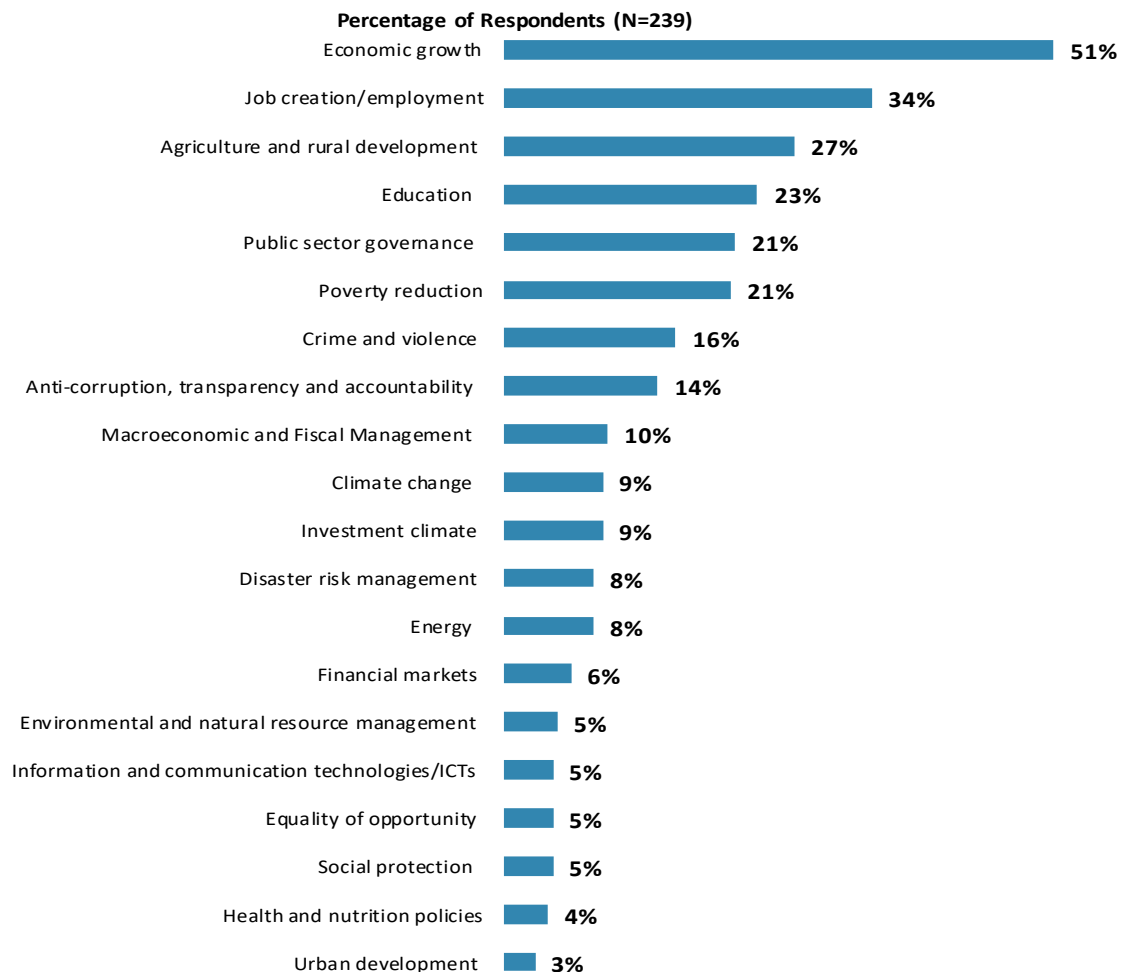
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY14 Country Survey indicated that the WBG should focus its resources in “*agricultural development*” (33%), followed by “*job creation/employment*” (32%), “*public sector governance/reform*” (32%), and “*education*” (30%).
- **Country differences:** While respondents across OECS countries believe that the WBG should focus on “*economic growth*” and “*job creation/employment*”, respondents from Antigua and Barbuda were significantly more likely than others to believe that the WBG should focus on “*public sector governance*” (44%). Respondents from St. Lucia and Grenada were most likely to see the WBG focus on “*education*” (40% and 35% respectively). Respondents from St. Kitts and Nevis were significantly more likely to see the WBG focus on “*crime and violence*” (47%).



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

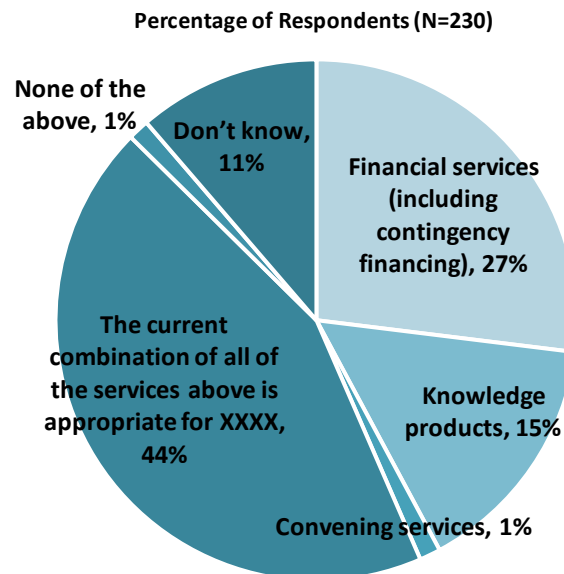
(Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

Top 20 of 29 response options shown.)



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

Future Combination of the WBG services



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

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

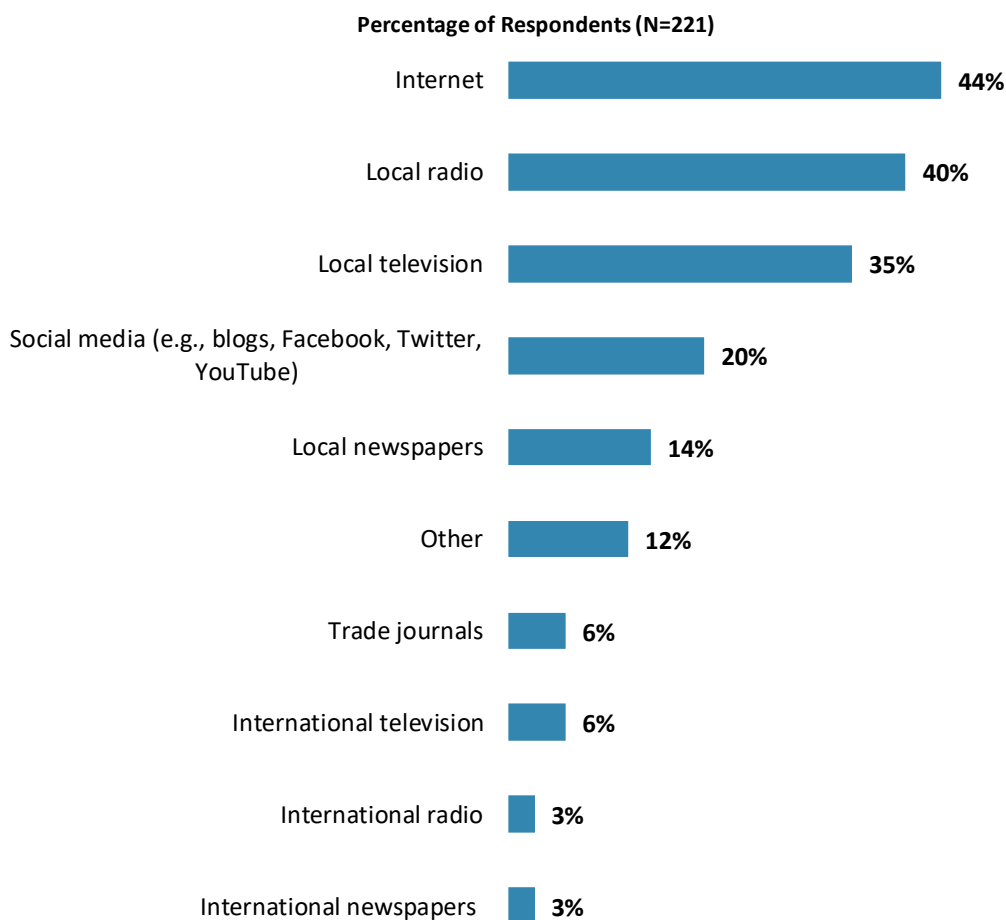


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 68) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY14 Country Survey indicated they got most of the information about economic and social development from “*local newspapers*” (63%), followed by “*local radio*” (47%), and “*the Internet*” (30%).



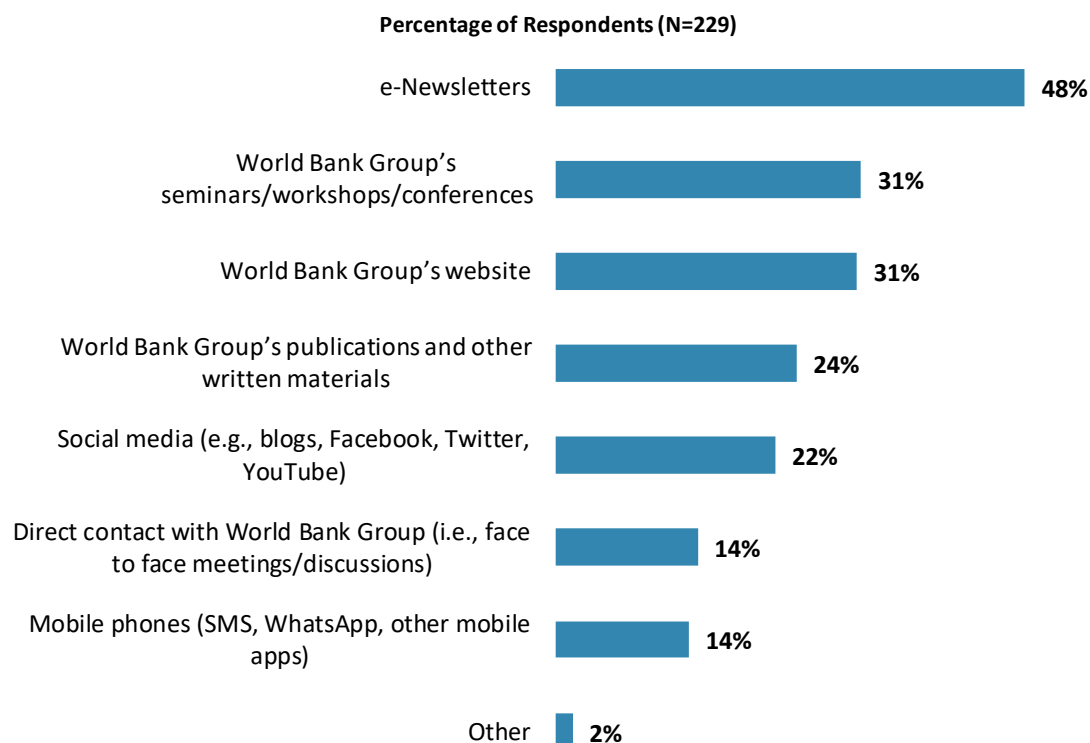
"How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY14 Country Survey indicated they preferred to receive information from the WBG via “*e-newsletters*” (51%), followed by “*World Bank Group’s publications and other written materials*” (42%), and “*World Bank Group’s seminars/workshops/conferences*” (39%).

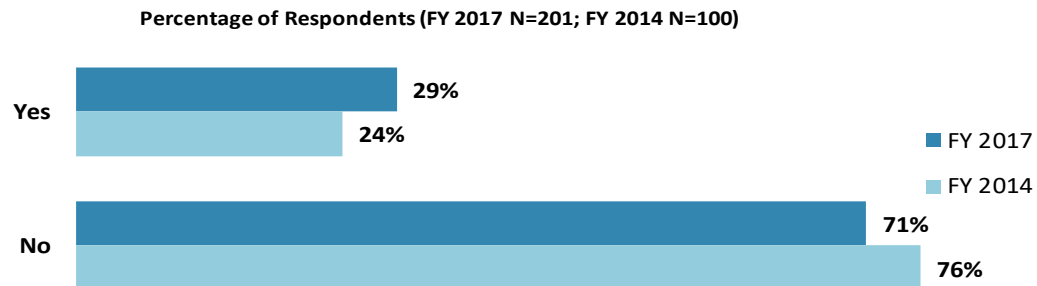


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



X. Communication and Outreach (continued)

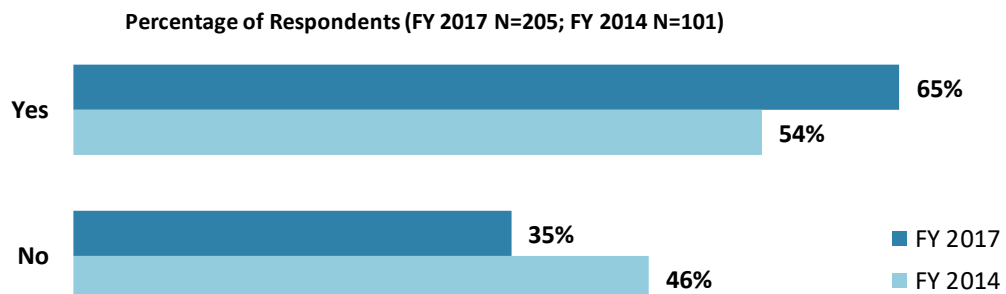
Access to Information¹⁵



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

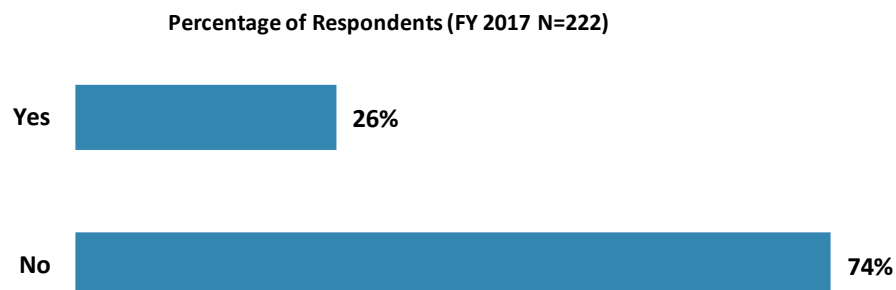
WBG Website Usage

- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to use/have used the WBG website than respondents in the FY14 Country Survey.



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

WBG Social Media Usage



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

¹⁵All percentages presented in the first two charts are calculated based on weighted data. See Appendix E (page 112) for details.



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (6 Countries Combined) (N=241)

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 ().*

Country	Percentage of Respondents (N=241)
Antigua and Barbuda	50
Dominica	35
Saint Kitts and Nevis	44
Saint Vincent and the Grenadines	47
Grenada	29
Saint Lucia	36

A. General Issues Facing XXXX

1. In general would you say that XXXX is headed in ...?	Percentage of Respondents (N=196)
The right direction	54.1%
The wrong direction	22.4%
Not sure	23.5%

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

2. Listed below are a number of development priorities in XXXX. Please identify which of the following you consider the most important development priorities in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=237)
Economic growth	46.8%
Job creation/employment	44.7%
Crime and violence (e.g. violence and conflict prevention policies)	28.3%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	26.6%
Agriculture and rural development (e.g. smart agriculture for increased productivity)	23.6%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	21.1%
Poverty reduction	12.7%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	12.7%
Disaster risk management (e.g. infrastructure resilience)	10.1%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	8.4%
Climate change (e.g., mitigation, adaptation)	8.0%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	6.8%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	6.8%
Social protection (e.g., pensions, targeted social assistance)	5.1%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	4.6%
Health and nutrition policies	4.2%
Water and sanitation	3.8%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	3.8%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	3.0%
Transport (e.g., roads, bridges, transportation)	2.5%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	2.1%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	2.1%
Food security (e.g. training programs for smallholder farmers)	1.7%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	1.7%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	1.3%
Pandemics control (e.g. zika, other tropical diseases)	0.8%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	0.8%
Gender equity policies	0.4%
Other	0.4%

**A. General Issues Facing XXXX (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 XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=235)
Job creation/employment	71.9%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	49.8%
Economic growth	43.0%
Agriculture and rural development (e.g. smart agriculture for increased productivity)	32.3%
Social protection (e.g., pensions, targeted social assistance)	20.0%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	13.2%
Crime and violence (e.g. violence and conflict prevention policies)	10.2%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	9.8%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	7.7%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	6.4%
Food security (e.g. training programs for smallholder farmers)	5.5%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	4.3%
Health and nutrition policies	3.8%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	3.0%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	2.6%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	2.1%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	2.1%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	2.1%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	1.7%
Climate change (e.g., mitigation, adaptation)	1.7%
Disaster risk management (e.g. infrastructure resilience)	1.7%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	1.3%
Transport (e.g., roads, bridges, transportation)	0.4%
Other	0.4%
Gender equity policies	0.4%
Pandemics control (e.g. zika, other tropical diseases)	0.0%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	0.0%
Water and sanitation	0.0%

**A. General Issues Facing XXXX (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 XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=229)
Education and training that better ensure job opportunity	40.2%
Consistent economic growth	35.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	31.0%
Better employment opportunities for young people	25.8%
A growing middle class	19.7%
Greater access to micro-finance for the poor	13.5%
Better opportunity for the poor who live in rural areas	10.0%
More reliable social safety net	8.7%
Greater access to health and nutrition for citizens	3.9%
Better opportunity for the poor who live in urban areas	3.1%
Better quality public services	3.1%
Greater voice and participation for citizens to help ensure greater accountability	2.2%
Better employment opportunities for women	1.7%
Other	0.4%

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

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 XXXX? (Select only ONE response)	Percentage of Respondents (N=239)
A very big problem	18.8%
A moderately big problem	51.0%
A small problem	19.2%
Not a problem at all	6.7%
Don't know	4.2%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=241)
A very serious problem	48.5%
A somewhat serious problem	38.6%
Not too serious problem	11.6%
Not a problem	.4%
Don't know	.8%

7. 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 XXXX? (Select only ONE response)	Percentage of Respondents (N=241)
A very important development priority	67.6%
A moderately important development priority	24.9%
A slightly important development priority	5.0%
Not an important development priority	1.7%
Don't know	.8%

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

How familiar are you with the work of these organizations in XXXX? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	Mean	SD
1. World Bank Group (WBG)	238	6.60	2.29
2. Caribbean Development Bank (CDB)	234	6.91	2.17
3. Inter-American Development Bank	231	5.00	2.55

Overall, please rate your impression of the effectiveness of these organizations in XXXX. (1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
4. World Bank Group (WBG)	222	14	6.22	1.89
5. Inter-American Development Bank (IDB/BID)	215	13	6.87	1.76
6. Latin American Development Bank (CAF)	172	50	5.34	2.26

Staff Preparedness	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	193	43	7.07	1.72

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

8. When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=239)
Economic growth	50.6%
Job creation/employment	33.9%
Agriculture and rural development (e.g. smart agriculture for increased productivity)	26.8%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	23.4%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	21.3%
Poverty reduction	20.9%
Crime and violence (e.g. violence and conflict prevention policies)	15.9%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	14.2%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	9.6%
Climate change (e.g., mitigation, adaptation)	9.2%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	9.2%
Disaster risk management (e.g. infrastructure resilience)	8.4%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	8.4%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	6.3%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	5.0%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	4.6%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	4.6%
Social protection (e.g., pensions, targeted social assistance)	4.6%
Health and nutrition policies	4.2%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	2.9%
Food security (e.g. training programs for smallholder farmers)	2.9%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	2.5%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	2.5%
Transport (e.g., roads, bridges, transportation)	2.5%
Other	1.3%
Gender equity policies	0.8%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.8%
Water and sanitation	0.4%
Pandemics control (e.g. zika, other tropical diseases)	0.0%

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

9. 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 XXXX?	Percentage of Respondents (N=187)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	37.8%	16.9%	54.7%
Policy advice, studies, analyses	12.9%	18.4%	31.3%
Capacity development related to World Bank Group supported projects	18.4%	11.6%	30.0%
Mobilizing third party financial resources	2.8%	11.6%	14.4%
Standalone technical assistance (system oriented)	6.9%	6.3%	13.2%
Bringing together different groups of stakeholders	9.2%	3.9%	13.1%
Donor coordination	0.9%	10.1%	11.1%
Don't know	4.6%	6.3%	10.9%
Data and statistics	4.1%	6.3%	10.4%
Promoting knowledge sharing	2.3%	7.7%	10.0%
Other	0.0%	1.0%	1.0%

10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=224)
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	28.1%
Too influenced by developed countries	22.3%
Not adequately sensitive to political/social realities in XXXX	20.5%
Not enough public disclosure of its work	18.8%
Don't know	14.7%
World Bank Group's processes too complex	14.3%
Not collaborating enough with stakeholders outside the Government	9.4%
Not client focused	8.9%
Not exploring alternative policy options	8.9%
Not aligned with country priorities	8.5%
Its advice and strategies do not lend themselves to practical problem solving	7.1%
Not willing to honestly criticize policies and reform efforts in the country	6.3%
Not aligned with other donors' work	2.7%
Arrogant in its approach	2.7%
Staff too inaccessible	2.2%
Other	1.8%
The credibility of its knowledge/data	0.4%

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

11. To what extent do you believe that the World Bank Group's work and support help the poorest in XXXX? (Select only ONE response)	Percentage of Respondents (N=239)
To a fully sufficient degree	1.7%
To a somewhat sufficient degree	28.9%
To a somewhat insufficient degree	31.4%
To a very insufficient degree	20.1%
Don't know	18.0%

12. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the XXXX 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)	105	105	5.82	1.97
2. Development Policy Financing (DPF)	106	105	6.05	2.10
3. Program-for-Results Financing (PforR)	87	122	5.74	1.97
4. Trust funds and grants	113	101	6.31	2.10
5. Guarantees	87	121	5.69	2.10
6. IFC Investment Services	93	112	6.02	2.02
7. IFC Advisory Services	103	107	6.08	2.02

13. 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=239)
Private sector	45.2%
NGOs/Community Based Organizations	36.8%
Youth/university groups	26.8%
Beneficiaries	20.1%
Local government	19.2%
Academia/think tanks/research institutes	13.4%
Media	9.2%
Parliament	7.5%
Donor community	3.8%
Foundations	2.9%
Don't know	2.9%
Other	2.1%

**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 XXXX? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
14. Overall the World Bank Group currently plays a relevant role in development in XXXX*	212	25	6.42	1.85
15. The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	203	31	6.12	1.79

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
16. Responsiveness to needs*	181	43	6.03	1.97
17. Flexibility (in terms of the institution's products and services)*	179	45	5.62	1.97
18. Flexibility (in terms of changing country circumstances)*	176	44	5.72	1.98
19. Being inclusive*	177	43	6.03	1.86
20. Openness (sharing data and other information)*	182	38	6.86	1.85
21. Collaboration with the Government*	194	31	7.34	1.70
22. The speed in which it gets things accomplished on the ground*	181	46	5.67	2.09
23. Helping to bring discipline/effective supervision to implementation of investment projects*	171	53	6.62	1.91
24. Collaboration with civil society*	158	65	5.73	2.06
25. Staff accessibility*	176	50	6.40	2.07
26. Collaboration with other donors and development partners*	166	60	6.45	1.90
27. Collaboration with the private sector*	157	68	5.92	2.06
28. Straightforwardness and honesty*	177	48	6.88	1.97
29. Treating clients and stakeholders in XXXX with respect*	184	43	7.42	1.89
30. Being a long-term partner*	191	38	7.88	1.81

31. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=216)
Reforms are not well thought out in light of country challenges	37.0%
Poor coordination within the Government	33.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.2%
Lack of/inadequate levels of capacity in Government	18.1%
The Government works inefficiently	16.7%
There is not an adequate level of citizen/civil society participation	13.4%
Political pressures and obstacles	11.1%
Poor coordination within the World Bank Group	9.3%
The World Bank Group does not do adequate follow through/follow-up	9.3%
The World Bank Group works too slowly	8.8%
Poor donor coordination	8.8%
Other	1.9%

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

1. In your opinion, how IMPORTANT is it for the WBG to be involved in the following areas of development in XXXX? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Agriculture and rural development (e.g. smart agriculture for increased productivity)	219	15	7.81	2.12
2. Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	216	15	7.54	2.24
3. Climate change (e.g., mitigation, adaptation)	223	12	7.73	2.03
4. Crime and violence (e.g. violence and conflict prevention policies)	206	19	7.00	2.27
5. Disaster risk management (e.g. infrastructure resilience)	216	15	7.86	1.87
6. Economic growth	224	8	8.76	1.49
7. Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	222	11	8.19	1.88
8. Energy (e.g. universal access to reliable modern energy, energy efficiency)	219	14	7.66	1.87
9. Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	219	15	7.39	1.87
10. Equality of opportunity (i.e., social inclusion, reduction in income inequality)	213	16	7.44	1.82
11. Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	213	17	7.66	2.00
12. Food security (e.g. training programs for smallholder farmers)	214	18	7.36	1.94
13. Gender equity policies	212	19	6.71	2.21
14. Health and nutrition policies	213	16	7.02	2.05
15. Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	212	18	7.47	1.93
16. Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	207	21	6.99	2.05
17. Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	212	16	8.01	1.72
18. Job creation/employment	221	12	8.20	2.02
19. Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	214	18	6.58	2.17
20. Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	218	18	7.99	1.87
21. Pandemics control (e.g. zika, other tropical diseases)	208	20	7.04	2.26
22. Poverty reduction	220	11	8.25	1.87
23. Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	217	13	7.92	1.88
24. Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	216	13	7.62	1.73
25. Social protection (e.g., pensions, targeted social assistance)	214	15	7.44	1.83
26. Transport (e.g., roads, bridges, transportation)	208	16	7.20	2.05
27. Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	216	15	7.43	1.82
28. Water and sanitation	211	18	7.17	2.05
29. Other	39	27	8.46	1.71

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

How EFFECTIVE do you believe the WBG is in terms of the work it does in the following areas of development in XXXX? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. Agriculture and rural development (e.g. smart agriculture for increased productivity)	85	131	5.84	1.87
2. Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	89	126	5.61	2.06
3. Climate change (e.g., mitigation, adaptation)	108	110	6.81	1.75
4. Disaster risk management (e.g. infrastructure resilience)	98	117	6.91	1.88
5. Economic growth	133	78	6.56	1.75
6. Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	118	98	6.50	1.83
7. Energy (e.g. universal access to reliable modern energy, energy efficiency)	93	123	6.04	1.89
8. Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	96	119	5.88	1.85
9. Equality of opportunity (i.e., social inclusion, reduction in income inequality)	90	126	6.01	1.64
10. Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	103	116	6.59	1.97
11. Gender equity policies	84	130	6.05	1.95
12. Health and nutrition policies	87	126	6.31	1.71
13. Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	95	122	6.56	1.84
14. Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	95	122	6.57	1.77
15. Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	126	91	6.29	1.88
16. Job creation/employment	112	104	5.60	2.02
17. Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	121	95	6.54	1.98
18. Poverty reduction	130	88	5.87	1.98
19. Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	132	85	6.05	1.97
20. Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	110	105	6.05	1.88
21. Social protection (e.g., pensions, targeted social assistance)	105	109	5.90	2.03
22. Transport (e.g., roads, bridges, transportation)	92	120	5.97	2.04
23. Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	85	131	5.85	1.97
24. Water and sanitation	84	134	6.11	2.12
25. Other	20	81	5.80	2.07

Development Results	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in XXXX? <i>(1-To no degree at all, 10-To a very significant degree)</i>	192	37	6.54	1.68

**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 XXXX? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX*	169	64	6.09	1.72
5. The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	186	45	6.29	1.70

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=227)
Weekly	2.6%
Monthly	14.5%
A few times a year	31.7%
Rarely	34.8%
Never	16.3%

In XXXX, 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	168	57	6.25	1.76
3. Lead to practical solutions	170	54	6.46	1.85
4. Are accessible (well written and easy to understand)	170	52	6.38	1.79
5. Are relevant to country challenges	178	46	6.43	1.80
6. Are adaptable to XXXX's specific development challenges and country circumstances	175	51	6.34	1.77

Overall Evaluations	N	DK	Mean	SD
7. 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)	194	38	6.65	1.87
8. 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)	190	43	7.41	1.52

**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	145	84	5.75	2.06
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	185	48	6.96	1.56
3. The World Bank Group's approvals and reviews are done in a timely fashion	156	76	6.03	1.90
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	126	102	6.37	1.74
5. The World Bank Group's conditions on its lending are reasonable	143	87	6.24	1.81
6. The World Bank Group takes decisions quickly in XXXX*	146	84	5.92	1.72
7. Working with the World Bank Group increases XXXX's institutional capacity	184	46	7.04	1.60
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	140	88	6.61	1.56
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	180	50	6.79	1.57

PPP	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 XXXX? (1-To no degree at all, 10-To a very significant degree)	159	70	6.05	1.83

Monitoring	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in XXXX? (1-To no degree at all, 10-To a very significant degree)	144	85	6.26	1.71

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=233)
Reduce the complexity of obtaining World Bank Group financing	34.8%
Increase the level of capacity development in the country	34.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.3%
Reach out more to groups outside of Government	20.6%
Work faster	11.2%
Offer more innovative financial products	10.7%
Improve the quality of its experts as related to XXXX's specific challenges	9.0%
Help to bring discipline/effective supervision to implementation of investment projects	8.6%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	8.2%
Ensure greater selectivity in its work	6.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.0%
Don't know	4.7%
Offer more innovative knowledge services	4.7%
Other	1.3%
Increase availability of Reimbursable Advisory Services (RAS)	1.3%

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

2. When considering the combination of services that the World Bank Group offers in XXXX, 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 XXXX? (Select only ONE response)	Percentage of Respondents (N=230)
The current combination of all of the services above is appropriate for XXXX	43.9%
Financial services (including contingency financing)	27.0%
Knowledge products	15.2%
Don't know	11.3%
Convening services	1.3%
None of the above	1.3%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=221)
Internet	43.9%
Local radio	40.3%
Local television	34.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	19.9%
Local newspapers	14.5%
Other	12.2%
Trade journals	5.9%
International television	5.9%
International radio	2.7%
International newspapers please specify	2.7%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=229)
e-Newsletters	47.6%
World Bank Group's seminars/workshops/conferences	31.0%
World Bank Group's website	30.6%
World Bank Group's publications and other written materials	24.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	22.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	14.4%
Mobile phones (SMS, WhatsApp, other mobile apps)	13.5%
Other	1.7%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=219)
Yes	30.6%
No	69.4%

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

4. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=223)
Yes	64.1%
No	35.9%

5. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=222)
Yes	25.7%
No	74.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. 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.)	195	31	6.29	2.48
7. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution	126	98	6.84	2.16
8. The World Bank Group is responsive to my information requests and inquiries	122	96	6.78	2.17

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=231)
Employee of a Ministry, Ministerial Department or Implementation Agency	36.4%
Private Sector Organization	16.5%
Office of Parliamentarian	6.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	6.5%
Local Government Office or Staff	5.6%
Other (please specify):	5.2%
Office of Minister	4.3%
Media (press, radio, TV, web, etc.)	2.6%
Office of the President, Prime Minister	2.2%
Financial Sector/Private Bank	2.2%
Faith-Based Group	2.2%
Youth Group	2.2%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	1.7%
Private Foundation	1.3%
NGO/Community Based Organization	1.3%
Trade Union	1.3%
Academia/Research Institute/Think Tank	1.3%
Bilateral/Multilateral Agency	0.4%
Judiciary Branch	0.4%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=226)
Other	19.0%
Governance	17.3%
Finance and markets	11.9%
Macroeconomics and fiscal management	9.7%
Education	7.5%
Energy and extractives	7.1%
Transport and ICT	4.0%
Generalist (specialized in multiple sectors)	3.5%
Gender	3.1%
Social protection and labor markets	3.1%
Trade and competitiveness	3.1%
Agriculture	2.2%
Urban, rural, and social development	2.2%
Environment and natural resources	1.3%
Health, nutrition, and population	1.3%
Public-private partnerships	1.3%
Climate Change	.9%
Poverty and Equity	.9%
Jobs	.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=224)
Yes	43.8%
No	56.3%

4. Which of the following agencies of the World Bank Group do you primarily engage with in XXXX? (Select only ONE response)	Percentage of Respondents (N=170)
The World Bank (IBRD/IDA)	70.0%
The International Finance Corporation (IFC)	26.5%
The Multilateral Investment Guarantee Agency (MIGA)	2.9%
The International Centre for Settlement Disputes (ICSID)	.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=202)
Yes	24.3%
No	75.7%

6. If yes, what was your view of how the two institutions work together in XXXX? (Choose no more than TWO)	Percentage of Respondents (N=49)
The two institutions work well together	57.1%
The way the two institutions work together needs improvement	28.6%
Don't know	12.2%
The two institutions do not work well together	2.0%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=157)
Collaborate as part of my professional duties	49.5%
Engage in World Bank Group related/sponsored events/activities	31.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	28.4%
Use World Bank Group reports/data	23.6%
Use World Bank Group website for information, data, research, etc.	18.3%

8. What's your gender?	Percentage of Respondents (N=222)
Female	47.3%
Male	52.7%

9. Which best represents your geographic location (Antigua and Barbuda)?	Percentage of Respondents (N=47)
St. John Rural North	25.5%
St. John City East	14.9%
St. John City West	6.4%
St. John City South	6.4%
St. John Rural West	6.4%
All Saints West	6.4%
St. John Rural South	4.3%
St. Mary South	4.3%
All Saints E & St. Luke	4.3%
St. George	4.3%
St. Peter	4.3%
St. Paul	4.3%
St. John Rural East	2.1%
St. Mary North	2.1%
St. Phillip North	2.1%
St. Phillip South	2.1%

**H. Background Information (continued)**

9. Which best represents your geographic location (Dominica)?	Percentage of Respondents (N=31)
Roseau Central	29.0%
Roseau South	16.1%
Mahaut	12.9%
Roseau North	12.9%
Grand Bay	6.5%
Salisbury	6.5%
Castle Bruce	3.2%
La Plaine	3.2%
Moane Juane Riviere Cynique	3.2%
Portsmouth	3.2%
Roseau Valley	3.2%

9. Which best represents your geographic location (Saint Kitts and Nevis)?	Percentage of Respondents (N=37)
St. Christopher #1	29.7%
St. Christopher #8	16.2%
St. Christopher # 3	13.5%
St. Christopher # 2	8.1%
St. Christopher # 6	8.1%
St. Christopher # 5	5.4%
St. Christopher # 7	5.4%
Nevis # 9	5.4%
St. Christopher # 4	2.7%
Nevis # 10	2.7%
Nevis # 11	2.7%

9. Which best represents your geographic location (Saint Vincent and the Grenadines)?	Percentage of Respondents (N=44)
West St. George	15.9%
Marriaquo	13.6%
East St. George	9.1%
Central Kingstown	9.1%
Central Leeward	9.1%
North Windward	6.8%
East Kingstown	6.8%
West Kingstown	6.8%
South Leeward	6.8%
South Central Windward	4.5%
South Windward	4.5%
North Central Windward	2.3%
North Leeward	2.3%
North Grenadines	2.3%

**H. Background Information (continued)**

9. Which best represents your geographic location (Grenada)?	Percentage of Respondents (N=27)
St. George South	33.3%
Town of St. George	18.5%
St. David	11.1%
St. George North West	11.1%
St. George North East	7.4%
St. Patrick East	3.7%
St. George South East	3.7%
St. Andrew South West	3.7%
St. Andrew North East	3.7%
St. Patrick West	3.7%

9. Which best represents your geographic location (Saint Lucia)?	Percentage of Respondents (N=34)
Gros Islet	26.5%
Castries South	17.6%
Castries North	14.7%
Castries Central	8.8%
Vieux Fort South	5.9%
Castries South East	5.9%
Babonneau	2.9%
Castries East	2.9%
Soufriere	2.9%
Micoud South	2.9%
Micoud North	2.9%
Dennery South	2.9%
Dennery North	2.9%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

Office of the President/Prime Minister/Minister N=15 ● Office of Parliamentarian N=15 ● Employee of Ministry/PMU/Consultant on WBG-supported project N=88
 ● Local Government N=13 ● Private Sector Organization/Financial Sector/Private Bank N=43 ● CSO N=19 ●
 Independent Government Institution N=15 ● Other N=23

A. General Issues facing XXXX

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The right direction	77.8%	41.7%	62.0%	60.0%	50.0%	29.4%	53.3%	47.6%
The wrong direction	0.0%	50.0%	12.7%	10.0%	36.1%	41.2%	13.3%	23.8%
Not sure	22.2%	8.3%	25.4%	30.0%	13.9%	29.4%	33.3%	28.6%

*Significantly different between stakeholder groups

¹⁶ Only 231 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this Appendix.

A. General Issues facing XXXX (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Agriculture and rural development (e.g. smart agriculture for increased productivity)	20.0%	26.7%	26.1%	33.3%	26.8%	5.3%	6.7%	30.4%
Anti-corruption, transparency and accountability	6.7%	46.7%	22.7%	8.3%	19.5%	10.5%	33.3%	21.7%
Climate change (e.g., mitigation, adaptation)	13.3%	0.0%	10.2%	8.3%	4.9%	10.5%	6.7%	4.3%
Crime and violence (e.g. violence and conflict prevention policies)	20.0%	26.7%	26.1%	58.3%	22.0%	42.1%	33.3%	30.4%
Disaster risk management (e.g. infrastructure resilience)	0.0%	0.0%	14.8%	0.0%	7.3%	15.8%	13.3%	13.0%
Economic growth*	86.7%	73.3%	39.8%	41.7%	41.5%	42.1%	46.7%	34.8%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	26.7%	20.0%	27.3%	33.3%	31.7%	15.8%	6.7%	30.4%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	0.0%	0.0%	10.2%	8.3%	7.3%	10.5%	6.7%	0.0%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	0.0%	0.0%	1.1%	8.3%	7.3%	10.5%	6.7%	8.7%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)*	0.0%	6.7%	0.0%	8.3%	0.0%	0.0%	13.3%	4.3%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)*	0.0%	0.0%	0.0%	16.7%	0.0%	10.5%	0.0%	0.0%
Food security (e.g. training programs for smallholder farmers)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	8.7%
Gender equity policies	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Health and nutrition policies	6.7%	0.0%	3.4%	16.7%	4.9%	5.3%	6.7%	0.0%
Information and communication technologies/ICTs	0.0%	0.0%	6.8%	0.0%	2.4%	5.3%	0.0%	4.3%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	0.0%	0.0%	1.1%	0.0%	2.4%	0.0%	0.0%	4.3%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	0.0%	0.0%	5.7%	8.3%	12.2%	10.5%	0.0%	8.7%
Job creation/employment*	73.3%	73.3%	40.9%	41.7%	51.2%	21.1%	40.0%	30.4%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	8.7%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	13.3%	0.0%	14.8%	0.0%	2.4%	10.5%	13.3%	0.0%
Pandemics control (e.g. zika, other tropical diseases)*	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	14.8%	0.0%	14.6%	26.3%	13.3%	13.0%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	0.0%	6.7%	19.3%	0.0%	9.8%	5.3%	20.0%	17.4%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	0.0%	6.7%	4.5%	0.0%	0.0%	0.0%	13.3%	0.0%
Social protection (e.g., pensions, targeted social assistance)	6.7%	6.7%	4.5%	0.0%	4.9%	21.1%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%	0.0%	0.0%	7.3%	5.3%	0.0%	8.7%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	4.3%
Water and sanitation*	20.0%	6.7%	3.4%	8.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Agriculture and rural development (e.g. smart agriculture for increased productivity)	21.4%	33.3%	30.2%	41.7%	39.5%	21.1%	26.7%	34.8%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	14.3%	6.7%	8.1%	0.0%	0.0%	0.0%	20.0%	8.7%
Climate change (e.g., mitigation, adaptation)*	0.0%	0.0%	0.0%	8.3%	0.0%	10.5%	0.0%	0.0%
Crime and violence (e.g. violence and conflict prevention policies)	7.1%	6.7%	12.8%	25.0%	7.0%	15.8%	0.0%	8.7%
Disaster risk management (e.g. infrastructure resilience)*	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	4.3%
Economic growth	64.3%	60.0%	37.2%	25.0%	53.5%	47.4%	46.7%	34.8%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	28.6%	40.0%	54.7%	66.7%	46.5%	42.1%	40.0%	52.2%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	0.0%	0.0%	2.3%	0.0%	2.3%	0.0%	0.0%	0.0%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	0.0%	0.0%	2.3%	0.0%	2.3%	5.3%	0.0%	4.3%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	7.1%	13.3%	14.0%	16.7%	9.3%	15.8%	26.7%	13.0%
Financial markets	0.0%	0.0%	1.2%	8.3%	7.0%	0.0%	0.0%	0.0%
Food security (e.g. training programs for smallholder farmers)	0.0%	0.0%	4.7%	0.0%	11.6%	10.5%	6.7%	0.0%
Gender equity policies	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Health and nutrition policies	7.1%	0.0%	2.3%	8.3%	2.3%	5.3%	6.7%	8.7%
Information and communication technologies/ICTs	0.0%	6.7%	2.3%	8.3%	4.7%	0.0%	6.7%	13.0%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	0.0%	0.0%	1.2%	0.0%	2.3%	10.5%	0.0%	4.3%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)*	14.3%	20.0%	9.3%	8.3%	2.3%	5.3%	33.3%	8.7%
Job creation/employment	78.6%	80.0%	75.6%	58.3%	79.1%	68.4%	53.3%	56.5%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.0%	0.0%	0.0%	8.3%	2.3%	0.0%	0.0%	4.3%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	0.0%	0.0%	2.3%	8.3%	2.3%	5.3%	6.7%	4.3%
Pandemics control (e.g. Zika, other tropical diseases)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	0.0%	6.7%	9.3%	0.0%	2.3%	0.0%	13.3%	17.4%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection (e.g., pensions, targeted social assistance)*	57.1%	26.7%	23.3%	0.0%	20.9%	15.8%	13.3%	4.3%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	0.0%	0.0%	1.2%	8.3%	2.3%	10.5%	0.0%	4.3%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing XXXX (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 XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.4%	33.3%	24.4%	36.4%	34.9%	42.1%	26.7%	36.4%
A growing middle class	7.1%	20.0%	22.0%	18.2%	23.3%	21.1%	26.7%	9.1%
Better opportunity for the poor who live in rural areas	0.0%	20.0%	11.0%	0.0%	9.3%	21.1%	0.0%	13.6%
Better opportunity for the poor who live in urban areas	0.0%	6.7%	1.2%	0.0%	7.0%	5.3%	0.0%	4.5%
Consistent economic growth	50.0%	33.3%	31.7%	18.2%	39.5%	36.8%	53.3%	31.8%
More reliable social safety net*	0.0%	0.0%	8.5%	18.2%	0.0%	15.8%	13.3%	27.3%
Greater access to health and nutrition for citizens	0.0%	0.0%	6.1%	9.1%	2.3%	5.3%	0.0%	4.5%
Greater access to micro-finance for the poor*	35.7%	20.0%	15.9%	27.3%	14.0%	5.3%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	2.4%	0.0%	2.3%	0.0%	0.0%	9.1%
Education and training that better ensure job opportunity*	42.9%	33.3%	47.6%	27.3%	39.5%	10.5%	66.7%	31.8%
Better quality public services	0.0%	0.0%	2.4%	9.1%	2.3%	5.3%	0.0%	0.0%
Better employment opportunities for young people	42.9%	26.7%	23.2%	36.4%	18.6%	31.6%	13.3%	27.3%
Better employment opportunities for women	0.0%	0.0%	2.4%	0.0%	2.3%	0.0%	0.0%	4.5%
Other	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing XXXX (continued)

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 XXXX?*(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
A very big problem	14.3%	20.0%	20.5%	23.1%	11.6%	10.5%	6.7%	40.9%
A moderately big problem	78.6%	73.3%	52.3%	15.4%	53.5%	36.8%	53.3%	31.8%
A small problem	7.1%	6.7%	15.9%	30.8%	32.6%	31.6%	20.0%	9.1%
Not a problem at all	0.0%	0.0%	6.8%	23.1%	2.3%	15.8%	6.7%	9.1%
Don't know	0.0%	0.0%	4.5%	7.7%	0.0%	5.3%	13.3%	9.1%

*Significantly different between stakeholder groups

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 the President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
A very serious problem	60.0%	40.0%	50.0%	53.8%	32.6%	47.4%	53.3%	69.6%
A somewhat serious problem	33.3%	53.3%	38.6%	38.5%	51.2%	42.1%	33.3%	8.7%
Not too serious problem	6.7%	6.7%	9.1%	7.7%	16.3%	10.5%	13.3%	17.4%
Not a problem	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	4.3%

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 XXXX? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Minister Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
A very important development priority	53.3%	66.7%	62.5%	84.6%	62.8%	100.0%	66.7%	69.6%
A moderately important development priority	40.0%	26.7%	27.3%	15.4%	30.2%	0.0%	20.0%	26.1%
A slightly important development priority	6.7%	6.7%	6.8%	0.0%	4.7%	0.0%	6.7%	0.0%
Not an important development priority	0.0%	0.0%	3.4%	0.0%	2.3%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	4.3%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in XXXX?

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
World Bank Group (WBG)*	15	7.67	1.95	15	5.53	2.56	88	7.36	2.05	13	6.69	2.39	43	5.51	2.18	18	5.83	2.09	15	7.33	2.13	22	5.41	2.20
Caribbean Development Bank (CDB)*	14	8.14	1.79	15	6.67	1.80	87	7.18	2.21	12	7.17	2.44	42	6.52	2.21	19	5.74	1.94	15	6.87	1.81	21	6.33	2.24
Inter-American Development Bank	14	6.07	1.90	14	4.21	2.36	85	5.16	2.87	12	4.08	2.81	42	4.40	2.21	19	5.11	2.26	15	5.60	2.35	21	4.76	2.30

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

Overall, please rate your impression of the effectiveness of these organizations in XXXX.

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
World Bank Group (WBG)*	15	5.87	1.46	14	4.86	1.79	84	6.64	1.83	12	6.25	1.76	38	5.87	2.06	17	6.53	1.81	15	6.33	1.88	19	6.11	1.63
Caribbean Development Bank (CDB)	14	7.43	.76	14	6.29	2.13	79	7.29	1.55	11	6.36	1.80	38	6.74	1.69	17	6.47	2.03	14	6.57	2.03	19	6.79	1.78
Inter-American Development Bank	11	4.91	2.55	14	3.71	2.92	61	5.64	2.16	8	5.00	2.33	28	5.18	2.16	17	5.88	2.12	10	6.30	2.06	14	5.43	1.74

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges?	12	6.75	1.36	11	6.36	1.63	75	7.57	1.60	12	6.92	1.62	30	6.83	1.60	14	6.36	2.21	14	6.71	2.16	16	6.88	1.75

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Agriculture and rural development (e.g. smart agriculture for increased productivity)	20.0%	20.0%	25.0%	41.7%	39.5%	5.3%	13.3%	40.9%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	0.0%	13.3%	15.9%	8.3%	16.3%	15.8%	26.7%	9.1%
Climate change (e.g., mitigation, adaptation)	6.7%	0.0%	12.5%	8.3%	4.7%	15.8%	6.7%	4.5%
Crime and violence (e.g. violence and conflict prevention policies)	13.3%	13.3%	11.4%	33.3%	14.0%	36.8%	20.0%	18.2%
Disaster risk management (e.g. infrastructure resilience)	6.7%	0.0%	8.0%	0.0%	9.3%	5.3%	0.0%	22.7%
Economic growth*	66.7%	80.0%	42.0%	33.3%	62.8%	57.9%	53.3%	27.3%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	13.3%	13.3%	27.3%	8.3%	20.9%	21.1%	13.3%	27.3%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	20.0%	0.0%	11.4%	0.0%	4.7%	10.5%	13.3%	4.5%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	0.0%	0.0%	4.5%	8.3%	4.7%	0.0%	20.0%	9.1%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	0.0%	13.3%	6.8%	0.0%	0.0%	0.0%	13.3%	0.0%
Financial markets	0.0%	0.0%	6.8%	16.7%	2.3%	10.5%	6.7%	13.6%
Food security (e.g. training programs for smallholder farmers)	0.0%	0.0%	2.3%	8.3%	2.3%	0.0%	6.7%	4.5%
Gender equity policies	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Health and nutrition policies	0.0%	0.0%	3.4%	16.7%	4.7%	5.3%	0.0%	9.1%
Information and communication technologies/ICTs	0.0%	0.0%	6.8%	0.0%	7.0%	5.3%	0.0%	0.0%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	0.0%	0.0%	1.1%	8.3%	2.3%	0.0%	6.7%	9.1%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	0.0%	13.3%	13.6%	8.3%	4.7%	5.3%	0.0%	18.2%
Job creation/employment	46.7%	60.0%	27.3%	41.7%	23.3%	52.6%	46.7%	31.8%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	4.5%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)*	33.3%	13.3%	8.0%	8.3%	16.3%	0.0%	6.7%	0.0%
Pandemics control (e.g. Zika, other tropical diseases)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	26.7%	33.3%	22.7%	16.7%	14.0%	36.8%	13.3%	13.6%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	40.0%	20.0%	20.5%	16.7%	30.2%	5.3%	26.7%	13.6%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	0.0%	6.7%	3.4%	0.0%	0.0%	5.3%	0.0%	4.5%
Social protection (e.g., pensions, targeted social assistance)	0.0%	0.0%	8.0%	0.0%	4.7%	5.3%	0.0%	4.5%
Transport (e.g., roads, bridges, transportation)	6.7%	0.0%	1.1%	0.0%	4.7%	0.0%	0.0%	4.5%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	0.0%	0.0%	3.4%	0.0%	4.7%	0.0%	6.7%	4.5%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.1%	8.3%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Bringing together different groups of stakeholders*	14.3%	21.4%	4.5%	10.0%	7.7%	38.5%	0.0%	10.5%
Capacity development related to World Bank Group supported projects	28.6%	7.1%	19.3%	10.0%	25.6%	7.7%	15.4%	15.8%
Standalone technical assistance (system oriented)	0.0%	7.1%	4.5%	10.0%	5.1%	7.7%	30.8%	10.5%
Policy advice, studies, analyses	0.0%	7.1%	17.0%	20.0%	12.8%	7.7%	0.0%	21.1%
Financial resources	50.0%	57.1%	35.2%	40.0%	33.3%	38.5%	38.5%	21.1%
Data and statistics	0.0%	0.0%	6.8%	0.0%	5.1%	0.0%	0.0%	5.3%
Promoting knowledge sharing	0.0%	0.0%	2.3%	10.0%	2.6%	0.0%	0.0%	5.3%
Mobilizing third party financial resources	7.1%	0.0%	3.4%	0.0%	0.0%	0.0%	7.7%	0.0%
Donor coordination	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	4.5%	0.0%	7.7%	0.0%	7.7%	10.5%

*Significantly different between stakeholder groups

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 XXXX?

2 nd Greatest Value Percentage of respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Bringing together different groups of stakeholders*	0.0%	0.0%	0.0%	10.0%	2.9%	30.8%	0.0%	11.1%
Capacity development related to World Bank Group supported projects	0.0%	7.1%	14.5%	10.0%	14.3%	0.0%	7.7%	5.6%
Standalone technical assistance (system oriented)	0.0%	7.1%	8.4%	0.0%	0.0%	0.0%	15.4%	16.7%
Policy advice, studies, analyses	21.4%	21.4%	24.1%	20.0%	14.3%	0.0%	23.1%	0.0%
Financial resources	0.0%	0.0%	16.9%	40.0%	17.1%	38.5%	23.1%	16.7%
Data and statistics	0.0%	7.1%	10.8%	10.0%	0.0%	0.0%	7.7%	5.6%
Promoting knowledge sharing	0.0%	7.1%	7.2%	0.0%	5.7%	23.1%	15.4%	11.1%
Mobilizing third party financial resources*	42.9%	42.9%	3.6%	0.0%	11.4%	7.7%	0.0%	11.1%
Donor coordination*	35.7%	7.1%	7.2%	10.0%	20.0%	0.0%	0.0%	5.6%
Other	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	5.6%
Don't know	0.0%	0.0%	6.0%	0.0%	14.3%	0.0%	7.7%	11.1%

*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 XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
World Bank Group's processes too complex	30.8%	0.0%	19.0%	9.1%	5.0%	15.8%	14.3%	13.6%
Not client focused	7.7%	30.8%	7.1%	9.1%	7.5%	0.0%	7.1%	18.2%
Staff too inaccessible*	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	4.5%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	38.5%	23.1%	33.3%	18.2%	30.0%	26.3%	21.4%	22.7%
Not aligned with other donors' work	0.0%	0.0%	2.4%	9.1%	0.0%	5.3%	7.1%	0.0%
Not aligned with country priorities	15.4%	0.0%	9.5%	0.0%	7.5%	15.8%	21.4%	0.0%
Not adequately sensitive to political/social realities in XXXX	7.7%	38.5%	26.2%	9.1%	10.0%	5.3%	28.6%	22.7%
Too influenced by developed countries	30.8%	7.7%	27.4%	18.2%	15.0%	31.6%	28.6%	4.5%
Not exploring alternative policy options	23.1%	0.0%	10.7%	0.0%	12.5%	0.0%	0.0%	13.6%
Not collaborating enough with stakeholders outside the Government	7.7%	30.8%	7.1%	18.2%	15.0%	10.5%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving*	30.8%	0.0%	2.4%	18.2%	2.5%	5.3%	21.4%	0.0%
Not enough public disclosure of its work	7.7%	7.7%	11.9%	27.3%	30.0%	21.1%	35.7%	27.3%
Arrogant in its approach	0.0%	0.0%	3.6%	0.0%	2.5%	0.0%	7.1%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	23.1%	4.8%	9.1%	7.5%	5.3%	0.0%	9.1%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Other	0.0%	0.0%	1.2%	0.0%	0.0%	5.3%	7.1%	4.5%
Don't know	0.0%	15.4%	11.9%	18.2%	20.0%	21.1%	0.0%	22.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
To a fully sufficient degree	0.0%	0.0%	1.1%	0.0%	2.3%	0.0%	0.0%	8.7%
To a somewhat sufficient degree	35.7%	13.3%	39.8%	30.8%	14.0%	27.8%	20.0%	26.1%
To a somewhat insufficient degree	21.4%	33.3%	34.1%	30.8%	30.2%	44.4%	26.7%	21.7%
To a very insufficient degree	35.7%	33.3%	14.8%	23.1%	25.6%	5.6%	20.0%	21.7%
Don't know	7.1%	20.0%	10.2%	15.4%	27.9%	22.2%	33.3%	21.7%

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the XXXX Government's efforts to reduce poverty?

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
Investment Project Financing (IPF)	9	5.67	1.12	5	3.60	2.07	37	5.81	2.12	8	5.88	2.47	16	5.69	1.74	11	6.00	.77	2	5.50	4.95	11	6.55	2.11
Development Policy Financing (DPF)	9	6.44	1.81	5	4.60	2.51	39	6.33	2.19	6	4.83	2.14	18	5.94	1.83	10	6.50	1.35	3	6.00	3.61	8	6.38	2.56
Program-for-Results Financing (PforR)	7	6.43	.79	5	4.80	2.49	30	5.97	2.03	8	5.38	2.13	13	5.69	1.89	10	6.30	1.57	1	2.00		9	5.89	2.47
Trust funds and grants*	9	6.67	1.50	7	4.57	1.90	40	6.33	1.98	8	5.25	2.60	17	6.12	2.00	11	7.36	1.43	4	5.25	2.22	11	7.45	2.70
Guarantees	9	5.44	1.42	7	4.86	1.21	27	5.70	1.90	8	4.75	2.25	12	5.67	2.06	10	6.70	1.95	2	3.50	2.12	8	7.50	3.12
IFC Investment Services	8	6.75	2.05	6	4.83	2.64	32	5.69	1.73	6	5.50	1.97	14	6.29	2.09	10	6.90	1.60	3	5.33	3.06	9	6.56	2.79
IFC Advisory Services	10	6.00	1.94	5	4.20	2.28	39	5.87	1.85	5	5.20	.84	13	6.15	1.91	10	7.00	1.70	4	6.25	3.10	11	7.00	2.61

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Beneficiaries*	0.0%	6.7%	31.0%	15.4%	4.7%	10.5%	33.3%	30.4%
Youth/university groups*	28.6%	26.7%	18.4%	46.2%	25.6%	63.2%	20.0%	17.4%
Private sector	35.7%	33.3%	52.9%	30.8%	60.5%	36.8%	46.7%	26.1%
Local government	21.4%	13.3%	13.8%	30.8%	20.9%	31.6%	6.7%	21.7%
Donor community	0.0%	0.0%	4.6%	15.4%	2.3%	5.3%	0.0%	0.0%
NGOs/Community Based Organizations	28.6%	53.3%	41.4%	23.1%	41.9%	21.1%	40.0%	21.7%
Academia/think tanks/research institutes	7.1%	6.7%	17.2%	23.1%	0.0%	10.5%	13.3%	26.1%
Parliament	14.3%	26.7%	4.6%	7.7%	7.0%	10.5%	13.3%	0.0%
Foundations*	14.3%	0.0%	0.0%	7.7%	4.7%	0.0%	0.0%	8.7%
Media*	28.6%	20.0%	5.7%	0.0%	4.7%	5.3%	13.3%	17.4%
Other	0.0%	6.7%	2.3%	0.0%	2.3%	0.0%	6.7%	0.0%
Don't know	0.0%	0.0%	1.1%	0.0%	7.0%	0.0%	0.0%	13.0%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	14	6.79	1.42	12	5.50	1.09	83	6.73	1.77	12	6.08	1.44	36	6.39	2.07	16	6.44	2.00	13	5.85	2.19	17	6.06	1.85
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	14	6.21	.97	12	5.33	1.15	79	6.33	1.74	12	5.83	1.70	35	6.14	1.90	15	6.13	1.60	10	5.40	2.59	17	6.24	2.17

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	13	5.54	1.85	12	4.67	1.23	70	6.16	2.04	9	6.44	2.24	30	6.03	1.94	15	6.93	1.71	10	5.70	2.06	15	6.13	1.92
Flexibility (in terms of the institution's products and services)	12	5.42	1.16	11	4.45	1.29	68	5.56	2.05	9	6.33	1.94	29	5.86	2.15	15	6.73	1.98	11	5.00	1.55	16	5.56	2.00
Flexibility (in terms of changing country circumstances)	12	5.42	1.08	10	4.60	1.58	69	5.81	1.88	9	6.56	2.19	30	5.90	2.28	15	6.73	2.22	9	4.67	1.80	15	5.73	1.75
Being inclusive*	13	5.23	1.64	11	4.55	1.29	68	6.10	1.92	7	6.43	1.99	30	6.10	1.95	15	7.20	1.97	10	5.60	1.58	17	6.24	1.48
Openness (sharing data and other information)	13	6.69	1.11	11	6.36	1.63	70	6.94	1.99	9	7.89	1.69	31	6.39	1.96	13	7.92	1.75	11	6.27	1.68	17	6.71	1.79
Collaboration with the Government	14	6.79	1.63	11	7.27	1.10	77	7.68	1.64	9	7.33	1.80	32	7.13	1.77	15	7.60	1.96	11	6.27	1.62	17	7.18	1.59
The speed in which it gets things accomplished on the ground*	13	5.38	1.04	11	4.55	1.44	73	5.63	2.09	8	6.50	1.85	28	5.82	2.50	14	7.50	2.24	10	4.70	1.34	17	5.35	1.80
Helping to bring discipline/effective supervision to implementation of investment projects	13	5.46	1.66	12	6.58	1.56	70	6.54	1.97	7	7.14	2.12	29	6.72	2.00	13	7.38	2.33	5	6.60	1.14	17	6.94	1.39
Collaboration with civil society	14	4.71	1.64	11	5.18	1.40	57	5.65	2.18	5	6.20	1.79	27	5.93	2.32	14	6.79	2.75	7	6.00	.82	17	6.12	1.62
Staff accessibility	14	6.14	1.66	10	5.20	1.32	70	6.60	2.10	7	6.71	1.98	26	6.50	2.39	14	6.93	2.50	12	6.08	1.56	16	6.44	2.13
Collaboration with other donors and development partners	13	5.69	1.18	11	5.45	.69	64	6.58	2.20	8	6.88	1.81	25	6.36	2.02	15	7.13	2.17	8	6.50	1.20	15	6.53	1.41
Collaboration with the private sector	13	5.77	1.64	11	5.09	.94	58	5.76	2.14	4	6.00	2.16	29	6.00	2.54	14	7.14	2.28	8	6.00	1.69	14	5.79	1.58
Straightforwardness and honesty	14	7.07	1.38	11	6.82	1.66	65	6.85	1.99	7	5.86	1.77	29	7.03	2.29	14	7.50	2.47	14	7.00	1.57	16	6.63	1.86
Treating clients and stakeholders in XXXX with respect	14	8.00	1.11	12	6.67	1.87	68	7.46	1.82	9	7.22	1.64	29	7.48	2.03	14	7.86	2.11	14	7.00	2.22	16	7.31	2.12
Being a long-term partner*	13	8.54	1.45	12	6.75	2.60	74	8.07	1.60	10	7.20	1.55	29	8.07	1.73	15	8.13	1.77	13	6.85	1.86	17	8.29	1.99

*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 TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
The World Bank Group does not do adequate follow through/follow-up*	0.0%	0.0%	7.7%	7.7%	5.1%	21.1%	33.3%	14.3%
Poor coordination within the World Bank Group	8.3%	0.0%	9.0%	7.7%	5.1%	15.8%	25.0%	9.5%
Reforms are not well thought out in light of country challenges	50.0%	28.6%	39.7%	30.8%	38.5%	42.1%	50.0%	23.8%
Poor coordination within the Government	50.0%	50.0%	26.9%	38.5%	41.0%	42.1%	8.3%	23.8%
The Government works inefficiently	8.3%	21.4%	12.8%	15.4%	30.8%	10.5%	0.0%	23.8%
Poor donor coordination*	0.0%	0.0%	6.4%	7.7%	5.1%	31.6%	8.3%	9.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.0%	21.4%	24.4%	23.1%	12.8%	5.3%	33.3%	33.3%
Lack of/inadequate levels of capacity in Government*	41.7%	7.1%	26.9%	23.1%	10.3%	5.3%	8.3%	9.5%
There is not an adequate level of citizen/civil society participation	0.0%	28.6%	14.1%	0.0%	17.9%	5.3%	16.7%	19.0%
The World Bank Group works too slowly	8.3%	21.4%	11.5%	7.7%	7.7%	0.0%	0.0%	9.5%
Political pressures and obstacles	8.3%	14.3%	10.3%	7.7%	10.3%	15.8%	8.3%	9.5%
Other	0.0%	0.0%	1.3%	7.7%	2.6%	0.0%	0.0%	4.8%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

How IMPORTANT is it for the WBG to be involved in the following areas of development in XXXX? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
Agriculture and rural development (e.g. smart agriculture for increased productivity)	14	6.71	2.46	15	7.93	1.71	79	7.89	2.18	11	8.82	1.54	41	7.66	2.27	17	8.65	1.27	14	8.00	1.24	18	7.44	2.31
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	14	6.14	2.18	14	8.21	1.81	78	7.45	2.52	10	8.10	1.66	41	7.78	1.97	17	8.12	1.83	12	7.92	1.38	20	7.50	2.24
Climate change (e.g., mitigation, adaptation)	14	8.00	2.11	15	7.87	2.42	83	7.65	1.97	10	8.70	1.06	40	7.73	1.93	17	8.29	1.69	14	8.07	2.09	20	7.30	2.18
Crime and violence (e.g. violence and conflict prevention policies)*	13	6.69	1.55	14	7.29	1.59	71	6.62	2.50	12	8.33	1.72	39	6.87	2.03	16	8.69	1.40	14	7.64	2.31	19	6.58	2.63
Disaster risk management (e.g. infrastructure resilience)	14	7.79	2.04	14	7.79	1.67	80	7.94	1.93	11	8.27	1.42	41	7.39	1.83	16	9.06	1.00	13	8.54	1.33	18	7.44	2.15
Economic growth	14	9.14	1.10	15	9.40	.83	83	8.65	1.53	12	8.67	1.50	39	8.62	1.53	18	9.28	1.18	13	9.08	1.26	20	8.15	1.87
Education(e.g. universal access to education and learning, skills development, early childhood development, quality of education)	14	8.43	1.40	15	8.33	1.76	81	8.04	1.98	12	8.58	1.31	40	8.30	1.77	18	9.17	1.29	13	8.08	2.22	20	7.85	2.16
Energy (e.g. universal access to reliable modern energy, energy efficiency)*	13	8.46	.97	15	8.13	1.60	78	7.45	2.02	11	8.00	1.26	41	7.68	1.71	17	8.24	1.44	14	8.50	1.34	20	6.55	2.54
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)*	13	7.15	.80	15	7.73	1.44	82	7.12	1.94	11	7.73	2.65	40	7.48	1.55	17	8.76	1.15	13	8.15	1.46	19	6.63	2.54
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	12	7.33	1.23	14	8.14	1.23	80	7.15	1.94	10	8.30	1.34	40	7.28	1.87	17	8.53	1.18	12	7.08	2.02	19	7.47	2.12
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)*	13	7.62	1.33	14	8.14	2.07	77	7.01	2.19	12	8.50	1.24	39	8.00	1.72	16	8.88	1.15	13	7.92	2.43	19	7.58	1.92
Food security (e.g. training programs for smallholder farmers)*	13	7.08	1.50	15	7.53	2.10	77	7.06	1.91	11	8.45	1.75	40	7.68	1.64	15	8.47	1.64	13	7.54	2.26	20	6.50	2.19
Gender equity policies	14	6.71	2.49	14	7.57	2.17	76	6.18	2.35	10	7.70	2.26	40	6.80	2.03	16	8.00	1.59	13	7.08	1.66	19	6.68	2.40
Health and nutrition policies	13	7.62	1.85	15	7.60	1.99	74	6.65	2.10	12	7.75	1.60	41	7.29	1.79	16	7.88	1.67	13	7.31	2.29	19	6.16	2.43
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	12	7.58	1.68	14	8.00	1.66	79	7.33	1.98	10	8.30	1.83	40	7.85	1.55	18	8.28	1.67	12	7.08	2.27	19	6.53	2.44
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)*	13	6.38	1.98	15	7.47	1.41	75	6.51	2.18	9	7.78	1.92	39	7.26	1.70	17	8.65	1.22	12	7.08	2.02	20	6.40	2.41
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	13	8.62	1.45	15	8.53	1.46	76	7.86	1.73	10	8.30	1.06	40	8.10	1.45	18	8.61	1.50	13	8.00	1.73	19	7.00	2.54
Job creation/employment	14	7.86	2.41	15	9.20	1.61	82	7.96	1.98	11	8.82	1.47	40	8.20	2.00	17	8.82	1.67	12	8.33	1.92	20	7.70	2.58
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	13	6.38	1.61	15	6.87	1.73	79	6.25	2.24	10	7.00	2.05	41	6.76	2.05	16	8.00	2.00	12	6.58	2.39	19	6.42	2.83
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	13	7.23	2.05	15	8.47	1.51	82	7.93	1.84	10	8.20	1.23	41	8.22	1.72	17	8.71	1.36	13	7.77	1.74	18	7.17	2.87
Pandemics control (e.g. Zika, other tropical diseases)*	12	8.08	1.78	15	6.60	2.38	76	6.45	2.48	9	8.89	1.17	38	6.87	2.02	17	8.00	1.58	12	7.92	1.73	20	6.85	2.56
Poverty reduction	12	8.08	1.78	15	8.47	1.30	81	7.98	2.22	11	9.09	1.04	40	8.30	1.70	18	8.89	1.57	14	8.93	1.07	20	7.90	1.94
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	12	7.83	1.34	15	8.53	.99	82	7.73	2.07	9	7.78	1.56	40	8.30	1.29	17	8.53	1.66	13	7.62	2.72	20	7.55	2.42
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	13	8.23	.60	15	7.87	1.13	79	7.34	1.93	10	8.50	1.27	40	7.68	1.47	17	8.06	1.34	12	8.33	1.30	21	7.10	2.51
Social protection (e.g., pensions, targeted social assistance)*	13	8.00	1.58	15	7.73	1.33	79	7.03	1.88	10	8.20	1.32	41	7.54	1.67	17	8.76	.97	12	7.75	1.86	19	6.79	2.39
Transport (e.g., roads, bridges, transportation)	13	7.15	1.14	15	7.27	1.49	77	6.83	2.36	9	7.44	1.94	40	7.10	2.02	14	8.36	1.45	12	7.17	1.75	20	7.50	1.93
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	13	7.85	1.46	15	7.47	1.64	81	7.17	1.92	9	8.22	1.64	41	7.34	1.67	17	8.24	1.39	12	7.67	1.30	20	7.15	2.50
Water and sanitation	12	7.42	1.73	15	7.33	1.91	78	6.87	2.29	9	8.89	1.45	40	7.13	1.88	17	8.18	1.24	12	6.92	1.78	20	7.05	2.26
Other	1	10.00		3	9.33	1.15	12	7.75	1.86	2	10.00	0.00	9	8.56	1.59	7	9.00	1.00				4	8.75	1.50

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
Agriculture and rural development (e.g. smart agriculture for increased productivity)	7	4.14	1.68	7	4.71	2.43	26	5.88	2.12	6	6.00	2.68	16	6.19	1.28	10	6.40	1.17	2	6.50	.71	7	6.57	1.51
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)*	6	3.67	1.63	7	5.14	2.41	34	6.15	2.08	6	5.50	2.88	13	5.00	1.96	9	6.44	.88	2	3.00	1.41	8	6.38	1.30
Climate change (e.g., mitigation, adaptation)	7	6.86	1.46	8	5.88	1.73	40	7.05	1.93	6	5.83	2.14	17	6.71	1.26	10	7.50	1.18	6	7.67	2.16	9	6.44	1.01
Disaster risk management (e.g. infrastructure resilience)	7	7.14	1.46	8	6.25	1.67	37	7.38	2.09	4	6.00	2.94	14	6.93	1.59	9	6.78	1.39	5	7.20	2.17	9	6.22	1.09
Economic growth	10	6.10	.99	9	6.22	1.39	51	6.84	1.84	9	6.78	2.59	22	6.14	1.67	10	6.20	1.32	5	8.20	1.48	10	6.50	1.51
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	7	6.57	1.27	9	5.89	1.54	42	6.62	2.14	9	7.11	1.90	19	6.26	1.79	11	6.73	1.10	5	5.20	2.28	12	6.75	1.71
Energy (e.g. universal access to reliable modern energy, energy efficiency)	7	6.00	.58	7	5.57	1.72	31	6.65	1.94	5	4.80	3.11	16	5.56	1.75	9	7.11	.78	5	4.60	2.79	8	5.75	1.49
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	7	5.86	.38	8	5.75	1.16	32	6.00	2.29	8	5.25	3.01	14	5.93	1.44	12	6.17	1.27	3	7.33	1.53	8	5.63	1.30
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	7	5.86	.69	7	5.86	1.57	34	6.47	1.96	6	5.83	1.72	11	6.00	1.34	11	5.55	1.04	1	6.00		9	5.89	1.69
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	7	7.14	1.21	7	5.71	2.50	40	7.08	1.83	7	5.86	3.24	11	6.27	1.35	12	6.08	.90	6	8.00	2.10	8	6.00	1.93
Gender equity policies	7	6.71	1.70	5	5.60	2.88	31	6.26	2.31	6	6.67	1.51	12	5.58	1.68	10	6.00	1.15	1	8.00		8	5.75	1.58
Health and nutrition policies	7	7.00	1.41	6	6.33	1.97	29	6.66	1.91	6	6.17	2.79	15	6.27	1.44	11	5.82	.87	1	8.00		8	5.75	1.04
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	7	6.43	1.40	7	5.86	1.21	35	6.91	2.08	6	6.33	3.08	16	6.56	1.50	11	6.55	1.21	1	8.00		8	6.00	1.20
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	8	7.38	2.00	8	6.25	1.83	30	6.87	1.61	6	5.17	2.71	13	6.46	1.51	11	6.55	1.29	6	7.17	1.94	9	6.22	1.48
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)*	11	5.73	.90	8	5.50	1.41	45	7.04	1.89	9	5.22	3.15	22	6.05	1.56	9	5.78	.83	7	6.86	2.19	9	6.11	1.05
Job creation/employment	11	5.36	.67	8	5.88	2.42	37	5.62	2.50	9	5.56	2.79	18	5.50	1.38	11	5.64	1.36	2	6.50	.71	11	5.64	1.69
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	11	7.18	1.17	9	6.56	1.33	49	6.82	2.16	7	5.86	2.48	20	6.15	1.93	10	6.20	1.69	3	7.67	1.53	8	6.75	1.98
Poverty reduction	11	5.55	.82	9	5.78	1.92	48	6.06	2.36	6	5.83	3.31	23	5.57	1.70	12	6.00	1.13	6	7.17	2.32	11	5.82	1.25
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	12	6.00	1.86	9	5.67	1.94	54	6.85	1.99	7	6.00	2.77	20	5.05	1.64	11	5.55	1.21	3	5.33	2.08	11	5.55	1.29
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	11	6.27	1.42	7	5.86	1.77	40	6.45	2.05	8	5.00	2.88	19	5.89	1.85	11	6.09	1.04	1	8.00		9	5.78	1.20
Social protection (e.g., pensions, targeted social assistance)	11	7.09	1.45	8	6.00	1.69	35	5.57	2.64	5	4.20	1.92	20	6.30	1.72	12	5.83	1.11	2	7.00	1.41	8	6.13	.99
Transport (e.g., roads, bridges, transportation)	8	6.13	1.46	5	4.60	2.51	30	6.53	2.26	6	4.00	2.61	19	6.37	1.61	10	6.00	1.41	2	5.00	1.41	7	5.43	1.72
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	7	5.86	1.68	6	5.00	2.45	27	6.63	1.98	7	4.00	2.58	14	5.71	1.59	12	6.08	1.24	1	6.00		7	5.43	1.72
Water and sanitation	7	6.86	1.46	5	5.40	2.88	27	6.59	2.29	6	4.00	3.35	14	6.29	1.73	11	6.18	1.17	2	6.50	.71	7	5.57	1.62
Other	1	4.00		1	6.00		6	5.50	1.97				5	6.60	2.61	4	7.00	1.41				1	5.00	

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	13	7.23	.73	12	5.42	1.44	73	6.59	1.70	9	5.56	2.30	31	6.58	1.63	16	7.31	1.45	13	6.31	1.70	16	6.25	1.88

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX	9	6.22	.44	10	5.30	1.42	67	6.30	1.70	9	5.56	2.55	25	5.68	1.18	15	6.60	1.50	13	5.38	1.80	14	6.14	2.25
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	13	7.15	.69	12	5.83	1.47	70	6.17	1.82	8	6.50	1.93	31	6.39	1.56	16	6.56	1.46	13	5.85	1.86	16	6.19	1.97

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?* (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Weekly	7.1%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	28.6%	7.1%	13.8%	16.7%	7.5%	11.1%	28.6%	13.6%
A few times a year	42.9%	35.7%	40.2%	25.0%	22.5%	27.8%	7.1%	36.4%
Rarely	14.3%	35.7%	31.0%	25.0%	52.5%	16.7%	50.0%	36.4%
Never	7.1%	21.4%	9.2%	33.3%	17.5%	44.4%	14.3%	13.6%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	13	5.77	1.36	11	5.82	1.47	66	6.41	1.79	7	6.00	1.41	27	6.26	1.48	14	6.07	1.69	11	5.91	2.17	13	6.77	2.31
Lead to practical solutions	13	5.69	1.38	12	5.75	1.06	68	6.74	1.78	7	6.14	1.95	25	6.68	1.52	14	6.71	1.59	11	5.73	2.49	14	6.00	2.75
Are accessible (well written and easy to understand)	13	6.54	.78	12	6.00	1.65	65	6.38	1.81	8	6.50	1.77	27	6.22	1.76	15	6.20	1.93	12	5.83	2.17	14	7.50	1.91
Are relevant to country challenges	13	5.92	1.12	12	6.17	1.27	70	6.49	1.78	7	6.86	1.77	27	6.41	1.67	14	6.50	1.87	13	5.69	2.43	16	6.81	2.26
Are adaptable to XXXX's specific development challenges and country circumstances	13	5.92	1.12	12	5.92	1.31	67	6.42	1.84	7	6.43	1.81	28	6.39	1.71	15	6.20	1.82	13	5.85	2.54	15	7.00	1.73

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	13	6.23	1.09	13	5.38	1.39	75	6.80	1.91	9	7.33	1.58	32	6.72	1.92	16	7.31	1.45	13	6.23	2.35	17	6.29	2.02
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	14	8.07	1.54	13	7.00	1.68	76	7.38	1.62	8	8.13	.99	28	7.25	1.43	16	7.00	1.10	13	7.38	1.26	16	7.56	1.59

(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)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	13	4.77	2.13	7	5.00	1.91	55	6.18	2.29	8	5.63	.92	27	5.44	1.50	13	5.31	1.65	5	6.40	3.05	11	5.82	1.89
The World Bank Group effectively monitors and evaluates the projects and programs it supports	13	6.54	1.61	9	6.67	1.50	77	7.22	1.59	9	7.11	1.05	33	6.76	1.54	14	6.43	1.16	11	6.45	2.07	13	7.54	1.33
The World Bank Group's approvals and reviews are done in a timely fashion	13	5.85	1.34	9	4.22	1.48	58	6.26	2.08	8	6.00	2.45	30	6.23	1.41	13	5.77	1.09	9	6.11	2.37	10	5.80	2.35
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	5.13	1.89	8	5.88	1.64	45	6.38	1.84	7	6.57	1.72	25	6.32	1.68	14	6.71	1.07	6	6.67	2.16	8	6.88	2.17
The World Bank Group's conditions on its lending are reasonable	13	5.08	2.25	10	5.90	1.97	48	6.35	1.79	6	5.50	.55	30	6.43	1.57	14	6.50	1.22	6	6.17	2.71	11	6.64	2.20
The World Bank Group takes decisions quickly in XXXX*	13	5.69	1.80	11	4.36	1.57	55	6.07	1.75	6	5.50	1.22	27	5.74	1.61	14	6.43	1.28	6	7.00	1.26	8	5.63	1.77
Working with the World Bank Group increases XXXX's institutional capacity	13	6.77	.60	12	7.33	1.07	77	7.27	1.71	8	6.50	2.20	33	6.73	1.64	15	6.60	1.06	10	6.70	1.83	10	7.30	1.49
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	13	6.08	1.04	10	6.50	1.27	54	6.63	1.89	6	6.50	1.38	24	6.46	1.44	13	6.77	1.01	7	6.71	1.98	8	7.00	1.07
The World Bank Group provides effective implementation support (i.e., supervision of projects)	13	6.00	1.53	11	6.00	1.18	76	6.91	1.63	9	6.89	1.54	32	7.09	1.38	14	6.71	1.27	9	6.22	1.92	10	7.10	1.60

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in XXXX?*	9	5.22	1.30	10	4.60	1.35	64	6.23	1.77	9	6.00	2.55	25	6.08	1.91	13	7.00	1.08	11	5.18	1.99	12	6.33	1.83
To what extent do you believe the World Bank Group measures and corrects its work in real time in XXXX?	9	5.78	1.48	10	5.50	1.43	54	6.50	1.70	10	6.00	2.67	22	6.55	1.37	13	6.85	1.21	10	5.60	2.01	11	6.00	2.10

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Ensure greater selectivity in its work*	0.0%	0.0%	4.7%	0.0%	7.0%	26.3%	6.7%	13.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	40.0%	40.0%	17.4%	25.0%	23.3%	21.1%	6.7%	13.6%
Work faster	13.3%	6.7%	12.8%	8.3%	11.6%	21.1%	6.7%	4.5%
Reduce the complexity of obtaining World Bank Group financing	40.0%	40.0%	37.2%	41.7%	27.9%	21.1%	40.0%	36.4%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	6.7%	6.7%	5.8%	0.0%	7.0%	15.8%	6.7%	18.2%
Offer more innovative financial products	26.7%	20.0%	8.1%	8.3%	11.6%	15.8%	13.3%	0.0%
Offer more innovative knowledge services	0.0%	0.0%	3.5%	0.0%	7.0%	15.8%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	0.0%	6.7%	7.0%	16.7%	7.0%	5.3%	13.3%	13.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.7%	0.0%	8.1%	0.0%	2.3%	0.0%	6.7%	18.2%
Reach out more to groups outside of Government*	0.0%	46.7%	11.6%	16.7%	39.5%	31.6%	13.3%	18.2%
Increase the level of capacity development in the country*	40.0%	13.3%	46.5%	41.7%	32.6%	5.3%	40.0%	27.3%
Improve the quality of its experts as related to XXXX's specific challenges	13.3%	6.7%	5.8%	8.3%	7.0%	5.3%	33.3%	13.6%
Other	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.5%	16.7%	7.0%	5.3%	0.0%	9.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Financial services (including contingency financing)	21.4%	46.7%	21.4%	46.2%	21.4%	42.1%	6.7%	27.3%
Knowledge products	7.1%	6.7%	14.3%	0.0%	19.0%	15.8%	26.7%	22.7%
Convening services	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	4.5%
The current combination of all of the services above is appropriate for XXXX	64.3%	46.7%	52.4%	46.2%	45.2%	26.3%	40.0%	18.2%
None of the above	0.0%	0.0%	1.2%	0.0%	2.4%	0.0%	0.0%	4.5%
Don't know	7.1%	0.0%	8.3%	7.7%	11.9%	15.8%	26.7%	22.7%



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Local radio*	46.2%	75.0%	43.4%	41.7%	47.5%	38.9%	13.3%	22.7%
International radio	0.0%	16.7%	1.2%	8.3%	2.5%	5.6%	0.0%	0.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube)*	7.7%	16.7%	12.0%	25.0%	27.5%	44.4%	13.3%	27.3%
International newspapers please specify	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	9.1%
Local television	38.5%	25.0%	39.8%	41.7%	32.5%	27.8%	33.3%	31.8%
Internet	53.8%	33.3%	48.2%	58.3%	30.0%	33.3%	66.7%	50.0%
Trade journals	7.7%	8.3%	2.4%	0.0%	10.0%	5.6%	13.3%	9.1%
International television*	7.7%	0.0%	6.0%	0.0%	2.5%	22.2%	0.0%	0.0%
Local newspapers	0.0%	8.3%	19.3%	0.0%	22.5%	16.7%	6.7%	4.5%
Other	0.0%	0.0%	10.8%	8.3%	15.0%	0.0%	26.7%	22.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
World Bank Group's publications and other written materials	35.7%	35.7%	24.4%	30.8%	14.3%	23.5%	26.7%	28.6%
e-Newsletters	71.4%	50.0%	40.7%	46.2%	64.3%	58.8%	46.7%	28.6%
World Bank Group's seminars/workshops/conferences	14.3%	0.0%	40.7%	30.8%	31.0%	29.4%	26.7%	23.8%
Mobile phones (SMS, WhatsApp, other mobile apps)	14.3%	21.4%	8.1%	23.1%	11.9%	23.5%	20.0%	14.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	7.1%	7.1%	19.8%	0.0%	19.0%	0.0%	26.7%	0.0%
World Bank Group's website	14.3%	50.0%	38.4%	23.1%	21.4%	23.5%	13.3%	47.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	35.7%	28.6%	16.3%	23.1%	26.2%	29.4%	13.3%	23.8%
Other	0.0%	0.0%	1.2%	7.7%	0.0%	0.0%	0.0%	9.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	38.5%	25.0%	26.5%	23.1%	24.4%	50.0%	28.6%	42.9%
No	61.5%	75.0%	73.5%	76.9%	75.6%	50.0%	71.4%	57.1%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	69.2%	66.7%	79.5%	76.9%	34.1%	33.3%	66.7%	76.2%
No	30.8%	33.3%	20.5%	23.1%	65.9%	66.7%	33.3%	23.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Yes	76.9%	33.3%	10.5%	30.8%	36.6%	33.3%	14.3%	33.3%
No	23.1%	66.7%	89.5%	69.2%	63.4%	66.7%	85.7%	66.7%

*Significantly different between stakeholder groups

Please rate how much you agree with the following statements.

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Local Government			Private Sector Organization/ Financial Sector/ Private Bank			CSO			Independent Government Institution			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
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.)	14	7.07	2.76	9	6.78	2.44	76	5.97	2.70	11	6.27	1.85	32	6.47	1.87	15	5.67	2.26	15	5.87	2.97	17	7.24	2.33
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution*	10	8.80	1.40	8	6.88	1.96	42	5.74	2.21	7	7.86	1.57	21	7.48	1.50	11	6.36	2.25	11	7.18	1.83	12	7.58	2.31
The World Bank Group is responsive to my information requests and inquiries	13	7.77	2.17	6	6.33	2.73	48	6.52	2.11	6	6.83	1.17	19	7.47	1.22	10	5.30	2.63	8	5.88	3.23	9	7.67	1.58

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	15.4%	53.8%	13.4%	22.2%	45.9%	62.5%	0.0%	42.1%
Use World Bank Group reports/data*	38.5%	46.2%	12.2%	44.4%	29.7%	25.0%	14.3%	31.6%
Engage in World Bank Group related/sponsored events/activities*	7.7%	7.7%	50.0%	55.6%	16.2%	18.8%	28.6%	26.3%
Collaborate as part of my professional duties*	53.8%	23.1%	64.6%	33.3%	27.0%	18.8%	85.7%	42.1%
Use World Bank Group website for information, data, research, etc.	0.0%	30.8%	22.0%	22.2%	18.9%	25.0%	7.1%	10.5%

*Significantly different between stakeholder groups



Appendix C: Responses to All Questions by Countries

Antigua and Barbuda N=50 ● Dominica N=35 ● Saint Kitts and Nevis N=44
● Saint Vincent and the Grenadines N=47 ● Grenada N=29 ● Saint Lucia N=36

A. General Issues facing XXXX¹⁷

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

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
The right direction	72.2%	52.0%	62.2%	46.3%	74.1%	16.7%
The wrong direction	5.6%	20.0%	16.2%	39.0%	11.1%	40.0%
Not sure	22.2%	28.0%	21.6%	14.6%	14.8%	43.3%

*Significantly different between countries

¹⁷ XXXX refers to one of the six countries in which respondents were located when responding to the questionnaire.

**A. General Issues facing XXXX**

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Agriculture and rural development (e.g. smart agriculture for increased productivity)*	10.2%	47.1%	16.3%	12.8%	48.3%	22.9%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	26.5%	20.6%	25.6%	14.9%	17.2%	20.0%
Climate change (e.g., mitigation, adaptation)	2.0%	14.7%	7.0%	8.5%	10.3%	8.6%
Crime and violence (e.g. violence and conflict prevention policies)*	2.0%	0.0%	81.4%	42.6%	0.0%	31.4%
Disaster risk management (e.g. infrastructure resilience)*	2.0%	17.6%	4.7%	19.1%	6.9%	11.4%
Economic growth*	71.4%	52.9%	32.6%	42.6%	34.5%	40.0%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)*	49.0%	8.8%	11.6%	27.7%	27.6%	28.6%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	4.1%	8.8%	9.3%	6.4%	3.4%	8.6%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)*	0.0%	5.9%	4.7%	2.1%	17.2%	2.9%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	4.1%	0.0%	2.3%	2.1%	0.0%	2.9%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	0.0%	2.9%	2.3%	6.4%	0.0%	0.0%
Food security (e.g. training programs for smallholder farmers)	0.0%	0.0%	4.7%	2.1%	0.0%	2.9%
Gender equity policies	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%
Health and nutrition policies	0.0%	0.0%	4.7%	8.5%	6.9%	5.7%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	6.1%	5.9%	2.3%	0.0%	0.0%	8.6%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	0.0%	0.0%	0.0%	4.3%	0.0%	2.9%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	4.1%	2.9%	4.7%	12.8%	3.4%	11.4%
Job creation/employment*	61.2%	58.8%	39.5%	19.1%	55.2%	40.0%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.0%	0.0%	2.3%	2.1%	6.9%	0.0%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	8.2%	5.9%	16.3%	4.3%	10.3%	5.7%
Pandemics control (e.g. zika, other tropical diseases)	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Poverty reduction*	4.1%	11.8%	7.0%	27.7%	10.3%	14.3%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	22.4%	11.8%	14.0%	4.3%	20.7%	2.9%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	2.0%	5.9%	2.3%	0.0%	3.4%	5.7%
Social protection (e.g., pensions, targeted social assistance)	4.1%	2.9%	0.0%	12.8%	6.9%	2.9%
Transport (e.g., roads, bridges, transportation)	0.0%	2.9%	0.0%	6.4%	0.0%	5.7%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	2.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	10.2%	2.9%	2.3%	0.0%	3.4%	2.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%

*Significantly different between countries



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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Agriculture and rural development (e.g. smart agriculture for increased productivity)*	12.5%	73.5%	32.6%	19.1%	55.6%	19.4%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	10.4%	5.9%	7.0%	2.1%	3.7%	8.3%
Climate change (e.g., mitigation, adaptation)	2.1%	0.0%	0.0%	6.4%	0.0%	0.0%
Crime and violence (e.g. violence and conflict prevention policies)	12.5%	0.0%	14.0%	17.0%	0.0%	11.1%
Disaster risk management (e.g. infrastructure resilience)	0.0%	0.0%	0.0%	4.3%	3.7%	2.8%
Economic growth	60.4%	35.3%	39.5%	48.9%	33.3%	30.6%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	41.7%	41.2%	53.5%	57.4%	55.6%	50.0%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	0.0%	5.9%	2.3%	0.0%	3.7%	0.0%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	0.0%	2.9%	2.3%	6.4%	0.0%	0.0%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	16.7%	2.9%	16.3%	10.6%	7.4%	22.2%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	0.0%	2.9%	2.3%	4.3%	0.0%	2.8%
Food security (e.g. training programs for smallholder farmers)	2.1%	5.9%	0.0%	8.5%	11.1%	8.3%
Gender equity policies	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%
Health and nutrition policies	0.0%	2.9%	7.0%	6.4%	3.7%	2.8%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	0.0%	2.9%	7.0%	4.3%	7.4%	5.6%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)*	0.0%	0.0%	0.0%	10.6%	0.0%	0.0%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	12.5%	11.8%	9.3%	6.4%	11.1%	8.3%
Job creation/employment	79.2%	73.5%	65.1%	63.8%	77.8%	75.0%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.0%	0.0%	2.3%	0.0%	7.4%	0.0%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	2.1%	5.9%	2.3%	2.1%	0.0%	5.6%
Pandemics control (e.g. zika, other tropical diseases)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	0.0%	14.7%	16.3%	0.0%	0.0%	16.7%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection (e.g., pensions, targeted social assistance)*	43.8%	11.8%	14.0%	12.8%	11.1%	19.4%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	0.0%	0.0%	2.3%	8.5%	0.0%	2.8%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%

*Significantly different between countries

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

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	27.1%	20.6%	43.6%	40.4%	28.6%	21.2%
A growing middle class*	14.6%	23.5%	10.3%	36.2%	7.1%	21.2%
Better opportunity for the poor who live in rural areas*	2.1%	20.6%	2.6%	19.1%	10.7%	6.1%
Better opportunity for the poor who live in urban areas	8.3%	0.0%	0.0%	4.3%	0.0%	3.0%
Consistent economic growth	31.3%	44.1%	33.3%	29.8%	46.4%	33.3%
More reliable social safety net	4.2%	5.9%	10.3%	10.6%	7.1%	15.2%
Greater access to health and nutrition for citizens*	0.0%	2.9%	2.6%	4.3%	0.0%	15.2%
Greater access to micro-finance for the poor*	33.3%	14.7%	7.7%	10.6%	7.1%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	0.0%	7.7%	0.0%	0.0%	6.1%
Education and training that better ensure job opportunity*	54.2%	26.5%	48.7%	14.9%	50.0%	51.5%
Better quality public services	0.0%	2.9%	2.6%	4.3%	10.7%	0.0%
Better employment opportunities for young people	20.8%	32.4%	30.8%	23.4%	28.6%	21.2%
Better employment opportunities for women	2.1%	2.9%	0.0%	2.1%	3.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%

*Significantly different between countries

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 XXXX? (Select only ONE response)

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
A very big problem	14.3%	17.1%	20.5%	21.3%	17.9%	22.2%
A moderately big problem	75.5%	31.4%	52.3%	29.8%	42.9%	69.4%
A small problem	6.1%	34.3%	20.5%	29.8%	21.4%	5.6%
Not a problem at all	4.1%	5.7%	0.0%	19.1%	10.7%	0.0%
Don't know	0.0%	11.4%	6.8%	0.0%	7.1%	2.8%

*Significantly different between countries

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	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
A very serious problem	34.0%	77.1%	47.7%	38.3%	51.7%	52.8%
A somewhat serious problem	60.0%	20.0%	38.6%	31.9%	41.4%	33.3%
Not too serious problem	4.0%	0.0%	13.6%	29.8%	6.9%	11.1%
Not a problem	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.9%	0.0%	0.0%	0.0%	2.8%

*Significantly different between countries

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 XXXX? (Select only ONE response)

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
A very important development priority	48.0%	71.4%	68.2%	80.9%	75.9%	66.7%
A moderately important development priority	44.0%	25.7%	22.7%	12.8%	17.2%	22.2%
A slightly important development priority	8.0%	2.9%	4.5%	4.3%	6.9%	2.8%
Not an important development priority	0.0%	0.0%	4.5%	2.1%	0.0%	2.8%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%

*Significantly different between countries

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

How familiar are you with the work of these organizations in XXXX? (1-Not familiar at all, 10-Extremely familiar)

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	50	6.76	2.33	34	6.38	2.27	44	6.80	2.10	46	5.65	1.95	29	6.97	2.57	35	7.29	2.40
Caribbean Development Bank (CDB)*	50	7.50	1.64	34	6.62	1.94	43	7.02	2.27	44	5.80	2.02	28	7.43	2.17	35	7.17	2.65
Inter-American Development Bank	48	5.29	2.14	33	4.67	2.42	43	4.07	2.87	44	5.20	2.08	28	5.64	2.93	35	5.29	2.77

*Significantly different between countries

Overall, please rate your impression of the effectiveness of these organizations in XXXX. (1-Not effective at all, 10-Extremely effective)

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	47	5.47	1.43	31	5.81	2.17	41	6.20	1.76	42	6.50	1.85	26	7.15	1.95	35	6.60	1.99
Caribbean Development Bank (CDB)	49	6.92	1.08	31	6.61	2.12	38	6.95	1.69	39	6.26	2.00	27	7.63	1.57	31	7.06	2.00
Inter-American Development Bank	36	4.81	2.32	25	4.72	2.13	27	4.93	2.50	39	6.00	2.08	21	6.05	2.04	24	5.58	2.22

*Significantly different between countries

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges?	42	7.17	1.75	23	7.00	1.54	37	6.84	1.74	38	6.84	1.73	24	7.42	1.74	29	7.31	1.79

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



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

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Agriculture and rural development (e.g. smart agriculture for increased productivity)*	4.0%	51.4%	30.2%	14.9%	55.2%	22.9%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	10.0%	22.9%	11.6%	19.1%	6.9%	14.3%
Climate change (e.g., mitigation, adaptation)*	2.0%	22.9%	4.7%	10.6%	6.9%	11.4%
Crime and violence (e.g. violence and conflict prevention policies)*	0.0%	2.9%	46.5%	29.8%	0.0%	8.6%
Disaster risk management (e.g. infrastructure resilience)*	2.0%	22.9%	2.3%	6.4%	10.3%	11.4%
Economic growth*	80.0%	51.4%	27.9%	59.6%	27.6%	42.9%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)*	16.0%	0.0%	20.9%	31.9%	34.5%	40.0%
Energy (e.g. universal access to reliable modern energy, energy efficiency)	2.0%	17.1%	14.0%	2.1%	10.3%	8.6%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	8.0%	8.6%	4.7%	0.0%	0.0%	8.6%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	2.0%	0.0%	4.7%	6.4%	3.4%	11.4%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	10.0%	0.0%	7.0%	12.8%	0.0%	2.9%
Food security (e.g. training programs for smallholder farmers)	0.0%	0.0%	7.0%	2.1%	6.9%	2.9%
Gender equity policies	2.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Health and nutrition policies	2.0%	0.0%	4.7%	6.4%	6.9%	5.7%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	2.0%	0.0%	9.3%	2.1%	6.9%	8.6%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	0.0%	0.0%	4.7%	6.4%	3.4%	0.0%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	8.0%	8.6%	4.7%	8.5%	20.7%	8.6%
Job creation/employment	38.0%	28.6%	37.2%	25.5%	31.0%	42.9%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	0.0%	0.0%	2.3%	0.0%	3.4%	0.0%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)*	28.0%	8.6%	7.0%	2.1%	3.4%	2.9%
Pandemics control (e.g. Zika, other tropical diseases)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	20.0%	20.0%	14.0%	25.5%	20.7%	25.7%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	44.0%	17.1%	18.6%	4.3%	20.7%	20.0%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)*	0.0%	0.0%	9.3%	2.1%	3.4%	0.0%
Social protection (e.g., pensions, targeted social assistance)	8.0%	0.0%	0.0%	10.6%	6.9%	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%	2.9%	2.3%	4.3%	6.9%	0.0%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	4.0%	2.9%	0.0%	6.4%	3.4%	0.0%
Water and sanitation	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.7%	2.3%	0.0%	0.0%	0.0%

*Significantly different between countries

**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 XXXX?

Greatest Value Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Bringing together different groups of stakeholders*	0.0%	6.3%	7.9%	32.4%	0.0%	8.8%
Capacity development related to World Bank Group supported projects*	28.6%	12.5%	18.4%	2.7%	29.6%	17.6%
Standalone technical assistance (system oriented)	12.2%	0.0%	5.3%	13.5%	0.0%	5.9%
Policy advice, studies, analyses	18.4%	15.6%	13.2%	2.7%	18.5%	8.8%
Financial resources	36.7%	37.5%	39.5%	32.4%	40.7%	41.2%
Data and statistics	2.0%	3.1%	2.6%	13.5%	3.7%	0.0%
Promoting knowledge sharing	0.0%	3.1%	7.9%	0.0%	0.0%	2.9%
Mobilizing third party financial resources*	2.0%	3.1%	0.0%	0.0%	0.0%	11.8%
Donor coordination	0.0%	0.0%	2.6%	0.0%	0.0%	2.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	18.8%	2.6%	2.7%	7.4%	0.0%

*Significantly different between countries

2nd Greatest Value Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Bringing together different groups of stakeholders*	0.0%	0.0%	7.9%	12.9%	3.8%	0.0%
Capacity development related to World Bank Group supported projects	4.1%	24.1%	13.2%	6.5%	11.5%	14.7%
Standalone technical assistance (system oriented)	4.1%	6.9%	13.2%	3.2%	7.7%	2.9%
Policy advice, studies, analyses*	12.2%	13.8%	34.2%	0.0%	19.2%	29.4%
Financial resources	20.4%	13.8%	10.5%	25.8%	19.2%	11.8%
Data and statistics	8.2%	3.4%	5.3%	6.5%	3.8%	8.8%
Promoting knowledge sharing	4.1%	10.3%	5.3%	9.7%	7.7%	11.8%
Mobilizing third party financial resources*	26.5%	3.4%	2.6%	16.1%	7.7%	5.9%
Donor coordination	18.4%	6.9%	2.6%	9.7%	3.8%	14.7%
Other	2.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Don't know*	0.0%	17.2%	2.6%	9.7%	15.4%	0.0%

*Significantly different between countries



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 XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
World Bank Group's processes too complex	4.8%	15.2%	14.6%	12.8%	11.5%	28.6%
Not client focused	14.3%	3.0%	4.9%	10.6%	15.4%	5.7%
Staff too inaccessible	0.0%	6.1%	0.0%	6.4%	0.0%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	31.0%	24.2%	14.6%	34.0%	23.1%	40.0%
Not aligned with other donors' work	2.4%	0.0%	4.9%	6.4%	0.0%	0.0%
Not aligned with country priorities	4.8%	3.0%	12.2%	17.0%	0.0%	8.6%
Not adequately sensitive to political/social realities in XXXX	26.2%	15.2%	19.5%	10.6%	38.5%	20.0%
Too influenced by developed countries	35.7%	12.1%	24.4%	17.0%	19.2%	22.9%
Not exploring alternative policy options*	23.8%	9.1%	7.3%	4.3%	7.7%	0.0%
Not collaborating enough with stakeholders outside the Government	9.5%	6.1%	9.8%	8.5%	15.4%	8.6%
Its advice and strategies do not lend themselves to practical problem solving	16.7%	3.0%	7.3%	4.3%	3.8%	5.7%
Not enough public disclosure of its work*	4.8%	27.3%	24.4%	10.6%	23.1%	28.6%
Arrogant in its approach	0.0%	9.1%	2.4%	4.3%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	2.4%	9.1%	2.4%	8.5%	7.7%	8.6%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%
Other	0.0%	0.0%	2.4%	2.1%	3.8%	2.9%
Don't know	9.5%	27.3%	19.5%	17.0%	11.5%	2.9%

*Significantly different between countries

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

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
To a fully sufficient degree	0.0%	0.0%	0.0%	6.5%	3.4%	0.0%
To a somewhat sufficient degree	28.6%	28.6%	34.1%	26.1%	27.6%	27.8%
To a somewhat insufficient degree	24.5%	31.4%	22.7%	45.7%	27.6%	36.1%
To a very insufficient degree	40.8%	14.3%	18.2%	10.9%	10.3%	19.4%
Don't know	6.1%	25.7%	25.0%	10.9%	31.0%	16.7%

*Significantly different between countries

How effective do the World Bank Group's activities below support XXXX's efforts to achieve development results?

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	20	3.55	1.57	9	5.89	1.45	16	5.75	2.44	33	6.18	1.26	11	7.45	1.44	16	6.81	1.33
Development Policy Financing (DPF)*	21	5.19	1.99	9	5.00	1.66	17	5.76	2.54	32	6.22	1.75	15	7.53	1.73	12	6.42	2.35
Program-for-Results Financing (PforR)*	20	4.90	1.71	4	4.00	1.41	11	5.00	2.24	31	6.16	1.79	12	6.67	2.02	9	6.56	1.88
Trust funds and grants*	22	4.64	1.65	10	6.30	2.06	19	5.42	2.22	34	7.15	1.81	13	7.46	1.66	15	7.00	1.73
Guarantees*	20	4.35	1.09	6	4.33	1.21	12	4.83	2.37	31	6.84	2.15	9	6.44	1.59	9	6.00	1.87
IFC Investment Services*	20	5.00	2.25	10	5.50	1.65	13	5.62	2.02	31	6.87	2.03	7	6.43	1.51	12	6.17	1.34
IFC Advisory Services*	20	4.50	1.47	12	6.33	2.10	19	6.05	1.90	30	6.90	1.99	8	6.25	1.49	14	6.29	2.16

*Significantly different between countries



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)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Beneficiaries	14.6%	28.6%	18.2%	8.5%	34.5%	25.0%
Youth/university groups*	31.3%	5.7%	29.5%	51.1%	13.8%	16.7%
Private sector*	39.6%	51.4%	56.8%	34.0%	65.5%	30.6%
Local government*	6.3%	22.9%	15.9%	51.1%	0.0%	11.1%
Donor community*	0.0%	0.0%	0.0%	6.4%	3.4%	13.9%
NGOs/Community Based Organizations*	33.3%	40.0%	34.1%	17.0%	48.3%	58.3%
Academia/think tanks/research institutes	18.8%	5.7%	15.9%	6.4%	17.2%	16.7%
Parliament	12.5%	14.3%	4.5%	4.3%	3.4%	5.6%
Foundations	6.3%	0.0%	4.5%	4.3%	0.0%	0.0%
Media	18.8%	11.4%	11.4%	6.4%	3.4%	0.0%
Other	2.1%	5.7%	2.3%	0.0%	0.0%	2.8%
Don't know	2.1%	2.9%	2.3%	2.1%	3.4%	5.6%

*Significantly different between countries

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

(1-Strongly disagree, 10-Strongly agree)

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	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 XXXX*	44	6.00	1.46	29	6.28	1.93	37	5.97	1.62	44	6.48	1.93	25	7.16	1.77	33	6.97	2.23
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	43	5.84	1.49	27	5.85	1.79	35	5.86	1.83	42	6.29	1.66	26	6.85	1.87	30	6.20	2.12

*Significantly different between countries

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	41	4.95	1.58	22	6.32	1.96	28	5.50	1.90	38	7.13	1.76	24	6.42	1.86	28	6.11	2.11
Flexibility (in terms of the institution's products and services)*	42	4.76	1.57	22	5.27	2.12	28	5.18	1.52	39	7.05	1.86	21	5.90	1.89	27	5.41	2.00
Flexibility (in terms of changing country circumstances)*	40	4.75	1.46	22	5.68	2.28	27	5.22	1.67	41	7.07	2.04	24	6.00	1.79	22	5.32	1.62
Being inclusive*	37	5.11	1.51	22	5.82	2.11	28	5.64	1.59	43	7.09	1.81	23	6.30	1.99	24	5.96	1.57
Openness (sharing data and other information)*	41	6.12	1.29	21	6.76	2.23	28	6.46	1.93	39	7.51	1.60	24	7.33	1.83	29	7.07	2.14
Collaboration with the Government*	43	6.88	1.50	23	7.39	1.90	32	6.78	1.66	40	7.50	1.75	26	7.77	1.61	30	7.97	1.63
The speed in which it gets things accomplished on the ground*	40	4.73	1.58	22	5.36	2.04	26	5.19	1.67	40	7.25	2.17	23	5.74	1.96	30	5.40	2.01
Helping to bring discipline/effective supervision to implementation of investment projects*	36	5.81	1.83	20	6.25	1.83	27	6.04	1.81	42	7.31	1.85	20	7.30	1.42	26	7.00	2.04
Collaboration with civil society*	33	4.97	1.63	19	5.42	1.95	25	4.64	1.73	41	7.07	2.11	19	6.00	1.76	21	5.62	1.96
Staff accessibility*	40	5.40	1.46	24	6.13	2.56	27	5.85	1.96	42	7.10	2.03	17	7.24	1.64	26	7.12	2.05
Collaboration with other donors and development partners*	36	5.28	1.52	20	6.55	1.90	27	6.11	1.72	42	7.10	1.91	17	7.41	1.77	24	6.71	1.85
Collaboration with the private sector*	34	5.29	1.59	19	5.68	2.36	26	5.04	1.66	39	7.31	1.89	18	5.72	2.08	21	5.81	2.09
Straightforwardness and honesty*	40	6.48	1.52	23	6.43	2.29	30	6.33	2.22	40	7.58	1.97	18	7.11	1.81	26	7.31	1.78
Treating clients and stakeholders in XXXX with respect*	42	6.71	1.85	24	7.33	2.22	32	6.97	1.91	39	7.77	1.71	21	7.76	1.76	26	8.38	1.47
Being a long-term partner*	42	7.21	1.98	24	7.46	1.86	31	7.42	1.88	40	8.40	1.71	23	8.35	1.37	31	8.55	1.43

*Significantly different between countries

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

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to?

Percentage of Respondents (Responses Combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
The World Bank Group does not do adequate follow through/follow-up	4.9%	6.9%	10.3%	17.0%	8.0%	5.7%
Poor coordination within the World Bank Group*	2.4%	10.3%	10.3%	17.0%	4.0%	8.6%
Reforms are not well thought out in light of country challenges	43.9%	27.6%	30.8%	34.0%	56.0%	34.3%
Poor coordination within the Government*	39.0%	17.2%	20.5%	48.9%	12.0%	51.4%
The Government works inefficiently	19.5%	20.7%	10.3%	21.3%	20.0%	8.6%
Poor donor coordination	2.4%	3.4%	7.7%	27.7%	0.0%	2.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.3%	17.2%	33.3%	10.6%	32.0%	14.3%
Lack of/inadequate levels of capacity in Government	19.5%	31.0%	12.8%	10.6%	16.0%	22.9%
There is not an adequate level of citizen/civil society participation*	12.2%	17.2%	23.1%	0.0%	24.0%	11.4%
The World Bank Group works too slowly	12.2%	10.3%	10.3%	4.3%	4.0%	11.4%
Political pressures and obstacles	2.4%	17.2%	7.7%	8.5%	20.0%	17.1%
Other	0.0%	3.4%	5.1%	0.0%	0.0%	2.9%

*Significantly different between countries



C. World Bank Group 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 XXXX?
(1-Not important at all, 10-Very important)

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Agriculture and rural development (e.g. smart agriculture for increased productivity)*	45	6.24	2.22	33	8.27	2.25	38	8.21	1.74	42	7.88	1.86	29	9.00	1.13	32	7.88	2.20
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	47	7.26	2.23	31	6.71	2.93	35	8.09	1.88	43	7.63	2.02	29	7.79	1.90	31	7.84	2.27
Climate change (e.g., mitigation, adaptation)	49	7.76	1.94	33	7.94	2.03	39	7.46	2.06	43	7.63	2.07	27	8.07	1.73	32	7.63	2.38
Crime and violence (e.g. violence and conflict prevention policies)*	39	6.10	1.79	28	5.36	2.63	40	8.65	1.64	41	8.20	1.66	27	5.78	1.58	31	7.00	2.28
Disaster risk management (e.g. infrastructure resilience)*	44	7.00	2.09	32	8.22	1.79	39	7.62	1.66	41	8.32	1.63	29	8.14	1.77	31	8.13	1.91
Economic growth	47	8.57	1.75	33	8.88	1.29	40	8.45	1.57	42	9.12	1.21	29	8.79	1.24	33	8.79	1.65
Education(e.g. universal access to education and learning, skills development, early childhood development, quality of education)*	48	7.71	1.91	30	7.13	2.24	39	8.15	1.81	44	9.09	1.22	28	8.29	1.70	33	8.64	1.87
Energy (e.g. universal access to reliable modern energy, energy efficiency)	48	7.17	1.93	30	7.80	2.04	38	7.92	1.76	42	7.90	1.78	29	7.66	1.80	32	7.66	1.89
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)*	47	6.81	1.74	32	7.25	1.90	39	7.21	1.98	42	8.24	1.64	28	7.75	1.80	31	7.16	1.93
Equality of opportunity (i.e., social inclusion, reduction in income inequality)*	47	6.91	2.00	31	7.16	1.79	37	7.38	1.71	43	8.58	1.33	28	6.86	1.76	27	7.52	1.72
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)*	48	7.69	1.88	28	6.32	2.51	41	7.54	1.63	42	8.95	1.08	26	7.12	2.05	28	7.71	2.14
Food security (e.g. training programs for smallholder farmers)	48	6.88	1.79	31	7.03	2.34	37	7.59	1.66	41	7.80	1.81	28	7.61	1.81	29	7.31	2.25
Gender equity policies*	47	6.57	2.11	30	5.83	2.41	35	6.77	1.82	43	8.07	1.71	28	6.50	2.05	29	5.97	2.60
Health and nutrition policies*	46	6.98	2.20	28	6.00	2.36	38	7.42	1.59	42	7.79	1.82	27	6.96	1.85	32	6.53	2.09
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)*	43	7.21	2.01	31	6.87	2.09	37	7.78	1.67	41	8.07	1.69	29	7.79	1.72	31	6.97	2.21
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)*	45	6.44	1.88	28	6.00	2.58	36	7.42	1.66	43	8.19	1.50	28	6.89	1.81	27	6.52	2.26
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	45	8.04	1.85	31	7.61	1.71	40	7.83	1.80	43	8.23	1.60	27	8.33	1.36	26	8.00	1.92
Job creation/employment	49	8.00	2.09	31	8.13	2.01	38	7.71	2.30	43	8.74	1.81	28	8.68	1.33	32	8.00	2.20
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)*	48	5.94	1.72	30	6.30	2.22	36	6.42	2.66	41	7.76	1.68	29	6.76	2.05	30	6.33	2.38
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	48	7.56	2.02	32	7.56	2.02	39	8.08	1.77	40	8.40	1.68	28	8.29	1.46	31	8.16	2.08
Pandemics control (e.g. Zika, other tropical diseases)*	48	6.06	2.64	29	6.41	2.34	34	7.44	1.67	42	7.93	1.77	26	7.92	1.57	29	6.72	2.53
Poverty reduction*	49	7.24	2.34	31	7.84	1.95	39	8.56	1.41	42	8.98	1.42	28	8.82	1.19	31	8.35	1.84
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	49	7.53	1.72	31	7.39	2.35	37	8.43	1.44	44	8.30	1.46	28	8.29	1.30	28	7.57	2.77
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)*	49	6.98	1.75	28	6.82	1.63	38	8.37	1.28	44	7.95	1.55	27	7.96	1.56	30	7.67	2.09
Social protection (e.g., pensions, targeted social assistance)*	48	6.81	1.63	29	7.17	1.79	37	7.35	1.75	44	8.80	1.02	26	7.35	1.57	30	6.90	2.43
Transport (e.g., roads, bridges, transportation)*	48	6.10	1.99	30	6.90	2.11	36	7.19	2.05	40	8.25	1.61	25	7.72	1.77	29	7.41	2.03
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)*	48	6.67	1.83	29	7.10	1.70	37	7.22	1.83	44	8.14	1.58	28	7.89	1.47	30	7.73	2.08
Water and sanitation*	48	6.27	2.08	30	6.37	2.31	36	7.22	2.11	43	8.14	1.32	27	7.85	1.61	27	7.37	2.13
Other*	2	6.00	2.83	5	6.60	2.30	6	9.83	.41	19	8.79	1.18	4	8.00	1.41	3	9.00	1.73

*Significantly different between countries



C. World Bank Group 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 XXXX? (1-Not effective at all, 10-Very effective)

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Agriculture and rural development (e.g. smart agriculture for increased productivity)*	18	4.61	2.17	5	4.60	2.19	13	5.08	1.66	30	6.60	1.45	11	6.18	1.25	8	7.25	1.04
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)*	20	5.25	1.89	7	4.43	3.36	12	4.25	2.18	28	6.39	1.03	14	6.14	2.38	8	5.88	2.03
Climate change (e.g., mitigation, adaptation)*	16	6.50	2.48	7	5.43	1.90	19	5.95	1.68	28	6.93	1.15	19	7.16	1.42	19	7.89	1.45
Disaster risk management (e.g. infrastructure resilience)*	16	6.63	2.55	7	5.86	2.04	17	6.12	2.09	26	6.77	1.24	15	7.73	1.39	17	7.88	1.58
Economic growth*	31	6.19	1.74	6	4.83	1.17	26	6.46	2.12	30	6.63	1.30	20	7.30	1.89	20	6.90	1.45
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)*	25	5.88	1.90	5	5.20	1.48	22	6.36	1.89	32	6.84	1.14	17	7.59	1.94	17	6.24	2.19
Energy (e.g. universal access to reliable modern energy, energy efficiency)*	17	5.47	2.43	6	4.50	1.87	12	4.83	2.25	27	6.63	.93	16	6.31	1.78	15	6.93	1.53
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)*	15	5.93	2.15	5	4.80	2.17	17	4.76	1.92	30	6.17	1.18	17	6.24	2.05	12	6.58	1.88
Equality of opportunity (i.e., social inclusion, reduction in income inequality)*	19	5.95	1.65	4	3.75	1.26	13	5.38	1.61	32	6.53	1.34	12	6.42	1.62	10	5.70	1.89
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)*	22	7.50	1.97	5	4.20	3.11	21	6.81	2.32	30	6.10	1.18	13	6.77	1.83	12	6.58	1.68
Gender equity policies*	12	6.58	2.39	4	3.25	2.06	11	5.09	1.64	32	6.44	1.29	14	5.93	1.94	11	6.45	2.46
Health and nutrition policies*	12	6.83	2.33	4	3.75	1.50	17	6.47	1.81	33	6.61	1.00	12	6.08	1.73	9	5.67	2.00
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	13	5.92	2.10	6	5.50	2.59	14	5.93	2.23	33	6.94	1.14	15	6.40	2.03	14	7.50	1.56
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)*	17	7.00	2.21	5	4.60	2.19	18	5.78	1.83	32	6.81	1.15	12	6.75	1.96	11	7.18	1.33
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)*	37	6.27	1.73	8	5.50	2.62	20	5.20	2.35	29	6.41	1.12	18	6.89	1.88	14	7.36	1.60
Job creation/employment	31	5.84	1.90	5	3.80	2.17	15	4.53	2.29	34	5.97	1.66	15	6.07	2.28	12	5.42	1.98
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)*	35	6.77	1.86	6	4.83	1.72	22	6.73	2.19	29	5.83	1.54	18	7.50	1.54	11	6.64	2.77
Poverty reduction	35	5.94	1.55	5	4.00	1.87	22	5.59	2.46	35	5.83	1.64	18	6.33	2.54	15	6.27	2.02
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	41	5.83	2.02	6	4.17	2.23	22	6.32	2.10	32	5.72	1.37	20	6.90	1.97	11	6.82	2.18
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)*	32	6.38	1.60	5	4.00	1.58	14	4.86	2.51	32	6.06	1.44	16	6.50	2.22	11	6.82	1.47
Social protection (e.g., pensions, targeted social assistance)*	26	6.62	1.70	4	3.50	1.29	15	5.00	2.17	36	6.22	1.33	13	6.15	2.94	11	5.00	2.37
Transport (e.g., roads, bridges, transportation)*	15	5.93	1.87	4	2.75	1.71	14	4.21	1.89	28	6.18	1.42	16	6.38	1.75	15	7.67	1.72
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)*	15	5.60	1.92	4	2.75	1.71	11	4.00	1.73	31	6.45	1.41	14	6.14	1.61	10	7.20	1.93
Water and sanitation*	16	5.94	2.52	4	3.00	1.83	13	4.54	2.30	26	6.58	1.33	13	7.31	1.49	12	6.75	1.71
Other*	5	4.20	1.64	2	3.50	2.12	2	4.50	.71	9	6.89	1.05	2	8.50	2.12			

*Significantly different between countries

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	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 XXXX?*	43	6.14	1.52	23	6.61	1.67	32	5.81	1.91	44	7.30	1.34	21	6.67	1.68	29	6.66	1.76

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

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	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 (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX*	30	5.70	1.90	20	5.70	1.75	31	5.55	1.61	42	6.33	1.30	23	6.61	1.78	23	6.70	1.94
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	40	6.40	1.61	24	6.25	1.94	29	5.97	1.78	42	6.45	1.09	22	6.09	2.00	29	6.41	2.08

*Significantly different between countries

D. The World Bank Group's Knowledge

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

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Weekly	0.0%	6.7%	0.0%	0.0%	8.0%	5.9%
Monthly	14.6%	6.7%	18.2%	13.0%	16.0%	17.6%
A few times a year	33.3%	40.0%	25.0%	26.1%	36.0%	35.3%
Rarely	47.9%	30.0%	34.1%	37.0%	24.0%	26.5%
Never	4.2%	16.7%	22.7%	23.9%	16.0%	14.7%

In XXXX, 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)

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	40	5.95	1.63	19	6.63	2.03	26	6.50	2.04	40	6.25	1.53	17	6.24	1.95	26	6.19	1.74
Lead to practical solutions	39	6.03	1.88	21	6.76	2.00	26	6.15	1.89	37	6.86	1.48	19	6.47	1.81	28	6.57	2.10
Are accessible (well written and easy to understand)	38	6.00	1.45	20	6.35	2.06	28	6.54	2.13	38	6.47	1.56	19	6.53	1.65	27	6.56	2.12
Are relevant to country challenges	40	6.00	1.71	23	6.39	2.19	29	6.45	1.82	37	6.78	1.67	20	6.40	1.79	29	6.62	1.74
Are adaptable to XXXX's specific development challenges and country circumstances	38	5.82	1.75	20	6.50	2.01	29	6.31	1.65	39	6.62	1.65	20	6.55	1.79	29	6.45	1.90

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	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?*	43	5.98	1.73	25	6.80	1.78	33	6.12	1.73	40	7.60	1.71	23	6.87	1.96	30	6.63	1.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	45	7.44	1.49	23	7.52	1.75	32	7.06	1.87	39	7.10	1.14	20	7.60	1.73	31	7.87	1.18

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

*Significantly different between countries

E. Working with the World Bank Group

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	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	27	5.41	2.32	16	5.63	2.70	22	5.95	2.24	37	5.49	1.30	18	6.44	1.98	25	5.92	2.14
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	41	6.73	1.28	26	7.35	1.67	31	7.58	1.43	36	5.92	1.20	22	7.64	1.40	29	7.03	1.82
The World Bank Group's approvals and reviews are done in a timely fashion	30	5.73	1.72	18	6.28	2.49	27	6.33	2.00	37	5.95	.88	20	6.25	2.45	24	5.83	2.24
The World Bank Group's "Safeguard Policy" requirements are reasonable*	20	5.25	1.74	14	6.21	2.52	20	6.40	1.76	39	6.69	1.03	13	7.08	1.89	20	6.50	1.76
The World Bank Group's conditions on its lending are reasonable*	30	5.07	1.57	14	6.36	2.71	23	6.35	1.97	39	6.59	1.27	17	6.88	1.65	20	6.60	1.67
The World Bank Group takes decisions quickly in XXXX	30	5.50	1.55	17	5.41	2.55	23	6.13	1.58	37	6.46	1.14	15	5.40	1.50	24	6.08	2.04
Working with the World Bank Group increases XXXX's institutional capacity	43	6.84	1.46	27	7.41	2.10	25	7.12	1.81	38	6.68	1.12	23	7.09	1.68	28	7.36	1.52
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	33	6.06	1.46	14	7.00	2.15	18	6.00	1.97	39	6.69	1.00	14	7.21	1.42	22	7.14	1.55
The World Bank Group provides effective implementation support (i.e., supervision of projects)	41	6.29	1.38	23	6.91	2.13	28	7.00	1.68	39	6.67	1.08	22	7.14	1.36	27	7.15	1.83

*Significantly different between countries

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	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 public private partnerships in XXXX?*	31	4.90	1.66	23	5.91	1.81	26	5.96	2.09	39	6.74	1.31	22	6.86	1.78	18	5.83	1.86
To what extent do you believe the World Bank Group measures and corrects its work in real time in XXXX?*	25	5.36	1.35	20	6.15	2.01	24	5.71	1.97	39	7.00	1.21	17	6.65	1.90	19	6.37	1.57

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



F. Recent Trends and the Future Role Of the World Bank Group In XXXX

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Ensure greater selectivity in its work*	4.2%	0.0%	7.1%	19.1%	3.6%	2.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	33.3%	15.2%	19.0%	25.5%	10.7%	22.9%
Work faster*	10.4%	12.1%	2.4%	23.4%	3.6%	11.4%
Reduce the complexity of obtaining World Bank Group financing	29.2%	48.5%	35.7%	23.4%	35.7%	42.9%
Increase availability of Reimbursable Advisory Services (RAS)	2.1%	0.0%	0.0%	2.1%	3.6%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	8.3%	6.1%	0.0%	8.5%	14.3%	17.1%
Offer more innovative financial products	18.8%	6.1%	11.9%	10.6%	7.1%	5.7%
Offer more innovative knowledge services*	2.1%	0.0%	2.4%	17.0%	0.0%	2.9%
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	2.1%	6.1%	14.3%	8.5%	7.1%	11.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.3%	0.0%	4.8%	6.4%	14.3%	5.7%
Reach out more to groups outside of Government	10.4%	21.2%	28.6%	19.1%	32.1%	17.1%
Increase the level of capacity development in the country*	45.8%	39.4%	45.2%	10.6%	50.0%	22.9%
Improve the quality of its experts as related to XXXX's specific challenges	6.3%	12.1%	9.5%	8.5%	10.7%	8.6%
Other	2.1%	3.0%	2.4%	0.0%	0.0%	0.0%
Don't know	0.0%	3.0%	4.8%	8.5%	0.0%	11.4%

*Significantly different between countries

When considering the combination of services that the World Bank Group offers in XXXX, 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 XXXX?* (Please mark only ONE response)

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Financial services (including contingency financing)	13.3%	15.2%	25.6%	42.6%	25.9%	37.1%
Knowledge products	8.9%	12.1%	18.6%	25.5%	14.8%	8.6%
Convening services	2.2%	0.0%	2.3%	0.0%	0.0%	2.9%
The current combination of all of the services above is appropriate for XXXX	73.3%	57.6%	34.9%	14.9%	48.1%	40.0%
None of the above	2.2%	0.0%	0.0%	4.3%	0.0%	0.0%
Don't know	0.0%	15.2%	18.6%	12.8%	11.1%	11.4%

*Significantly different between countries

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Local radio*	50.0%	52.9%	57.1%	34.1%	22.2%	17.6%
International radio*	5.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube)*	5.0%	17.6%	14.3%	40.9%	11.1%	26.5%
International newspapers please specify	2.5%	5.9%	0.0%	6.8%	0.0%	0.0%
Local television*	45.0%	17.6%	19.0%	22.7%	70.4%	47.1%
Internet*	27.5%	38.2%	64.3%	36.4%	40.7%	55.9%
Trade journals	5.0%	0.0%	4.8%	13.6%	3.7%	5.9%
International television*	0.0%	5.9%	4.8%	15.9%	3.7%	2.9%
Local newspapers*	32.5%	11.8%	2.4%	9.1%	25.9%	8.8%
Other*	2.5%	20.6%	16.7%	2.3%	14.8%	20.6%

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
World Bank Group's publications and other written materials	29.2%	30.3%	22.7%	21.4%	28.6%	14.7%
e-Newsletters	54.2%	42.4%	45.5%	52.4%	50.0%	38.2%
World Bank Group's seminars/workshops/conferences*	14.6%	24.2%	31.8%	45.2%	39.3%	35.3%
Mobile phones (SMS, WhatsApp, other mobile apps)*	8.3%	12.1%	9.1%	33.3%	7.1%	8.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.0%	15.2%	13.6%	2.4%	17.9%	11.8%
World Bank Group's website*	25.0%	45.5%	36.4%	11.9%	28.6%	41.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	29.2%	18.2%	20.5%	21.4%	14.3%	26.5%
Other	2.1%	0.0%	4.5%	0.0%	0.0%	2.9%

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

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Yes	17.1%	15.6%	27.3%	64.4%	30.8%	19.4%
No	82.9%	84.4%	72.7%	35.6%	69.2%	80.6%

Significantly different between countries*Do you use/have used the World Bank Group website?***

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Yes	46.3%	67.6%	81.8%	42.2%	66.7%	87.5%
No	53.7%	32.4%	18.2%	57.8%	33.3%	12.5%

Significantly different between countries*Do you currently consult the World Bank Group social media sites?***

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Yes	40.5%	8.8%	20.9%	53.3%	7.4%	6.5%
No	59.5%	91.2%	79.1%	46.7%	92.6%	93.5%

**Significantly different between countries*

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

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

	country																	
	Antigua and Barbuda			Dominica			Saint Kitts and Nevis			Saint Vincent and the Grenadines			Grenada			Saint Lucia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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.)	39	6.49	2.23	30	5.97	3.00	38	5.66	2.75	38	6.32	1.60	18	6.61	2.70	32	6.91	2.61
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution	31	7.23	2.53	12	6.75	1.48	23	6.52	2.50	36	6.61	1.66	13	6.46	2.33	11	7.73	2.15
The World Bank Group is responsive to my information requests and inquiries	29	7.07	2.17	16	6.44	2.73	17	6.18	2.38	32	6.31	1.84	12	7.00	2.45	16	8.00	1.21

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Yes	39.1%	38.7%	48.8%	40.0%	50.0%	48.5%
No	60.9%	61.3%	51.2%	60.0%	50.0%	51.5%

Which of the following agencies of the World Bank Group do you work with in XXXX?

Percentage of Respondents	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
The World Bank (IBRD/IDA)	70.7%	69.2%	70.0%	56.7%	80.0%	78.3%
The International Finance Corporation (IFC)	22.0%	30.8%	30.0%	33.3%	20.0%	21.7%
The Multilateral Investment Guarantee Agency (MIGA)	4.9%	0.0%	0.0%	10.0%	0.0%	0.0%
The International Centre for Settlement Disputes (ICSID)	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Antigua and Barbuda	Dominica	Saint Kitts and Nevis	Saint Vincent and the Grenadines	Grenada	Saint Lucia
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	15.6%	34.5%	22.5%	61.1%	29.2%	11.8%
Use World Bank Group reports/data	15.6%	13.8%	32.5%	36.1%	20.8%	20.6%
Engage in World Bank Group related/sponsored events/activities	17.8%	34.5%	40.0%	33.3%	29.2%	38.2%
Collaborate as part of my professional duties*	75.6%	44.8%	42.5%	22.2%	50.0%	55.9%
Use World Bank Group website for information, data, research, etc.	13.3%	24.1%	17.5%	13.9%	20.8%	23.5%

*Significantly different between countries



Appendix D: Responses to Select Questions by Collaboration with the WBG¹⁸

Currently collaborating with the WBG N=98 ● Not collaborating with the WBG N=126

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in XXXX?

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	98	7.62	2.05	125	5.70	2.16
Caribbean Development Bank (CDB)*	95	7.41	2.15	124	6.39	2.13
Inter-American Development Bank*	94	5.96	2.50	122	4.14	2.32

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

*Significantly different between those who collaborate with the WBG and those who do not.

Overall, please rate your impression of the effectiveness of these organizations in XXXX.

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	97	6.73	1.72	112	5.76	1.86
Caribbean Development Bank (CDB)*	91	7.25	1.59	109	6.59	1.78
Inter-American Development Bank*	77	5.68	2.14	81	4.88	2.25

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

*Significantly different between those who collaborate with the WBG and those who do not.

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges?*	92	7.33	1.66	87	6.72	1.77

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

*Significantly different between those who collaborate with the WBG and those who do not.

¹⁸Only 224 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus, 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 XXXX, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Agriculture and rural development (e.g. smart agriculture for increased productivity)	26.5%	26.2%
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	16.3%	11.9%
Climate change (e.g., mitigation, adaptation)	10.2%	8.7%
Crime and violence (e.g. violence and conflict prevention policies)	20.4%	14.3%
Disaster risk management (e.g. infrastructure resilience)	11.2%	6.3%
Economic growth	46.9%	52.4%
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	23.5%	23.0%
Energy (e.g. universal access to reliable modern energy, energy efficiency)*	14.3%	3.2%
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	6.1%	4.8%
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	5.1%	4.8%
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	7.1%	5.6%
Food security (e.g. training programs for smallholder farmers)	4.1%	1.6%
Gender equity policies	1.0%	0.8%
Health and nutrition policies	2.0%	6.3%
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)*	9.2%	1.6%
Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)	4.1%	1.6%
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	10.2%	7.1%
Job creation/employment*	26.5%	40.5%
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	2.0%	0.0%
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)*	5.1%	13.5%
Pandemics control (e.g. Zika, other tropical diseases)	0.0%	0.0%
Poverty reduction	22.4%	21.4%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	18.4%	23.0%
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	1.0%	3.2%
Social protection (e.g., pensions, targeted social assistance)	3.1%	5.6%
Transport (e.g., roads, bridges, transportation)	1.0%	3.2%
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	1.0%	4.8%
Water and sanitation	1.0%	0.0%
Other	0.0%	1.6%

*Significantly different between those who collaborate with the WBG and those who do not.

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the XXXX Government's efforts to reduce poverty?

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	49	6.14	1.86	48	5.50	1.91
Development Policy Financing (DPF)*	47	6.70	1.82	48	5.46	2.11
Program-for-Results Financing (PforR)*	40	6.43	1.72	41	5.27	1.95
Trust funds and grants	53	6.49	1.80	52	6.12	2.26
Guarantees	39	5.92	1.91	41	5.66	2.17
IFC Investment Services	45	6.38	2.03	43	5.70	2.08
IFC Advisory Services	54	6.33	1.90	44	5.68	2.14

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX*	93	7.03	1.73	104	5.86	1.76
The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	89	6.65	1.69	100	5.61	1.71

(1-Strongly disagree, 10-Strongly agree)

*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	84	6.48	2.06	84	5.56	1.80
Flexibility (in terms of the institution's products and services)*	86	5.93	2.12	80	5.23	1.74
Flexibility (in terms of changing country circumstances)*	82	6.11	2.07	82	5.35	1.87
Being inclusive	82	6.26	1.97	84	5.69	1.73
Openness (sharing data and other information)*	82	7.39	1.68	88	6.32	1.92
Collaboration with the Government*	89	7.74	1.55	92	6.89	1.72
The speed in which it gets things accomplished on the ground*	87	6.10	2.09	82	5.24	2.03
Helping to bring discipline/effective supervision to implementation of investment projects	79	6.89	1.94	84	6.40	1.88
Collaboration with civil society	75	6.03	2.25	72	5.51	1.90
Staff accessibility*	84	6.88	2.04	79	5.91	2.00
Collaboration with other donors and development partners*	79	6.81	2.09	75	5.97	1.54
Collaboration with the private sector*	78	6.32	2.17	69	5.51	1.91
Straightforwardness and honesty*	82	7.39	1.75	83	6.35	2.03
Treating clients and stakeholders in XXXX with respect*	88	7.93	1.55	83	6.84	2.07
Being a long-term partner*	89	8.44	1.48	88	7.32	1.97

*Significantly different between those who collaborate with the WBG and those who do not.



C. World Bank Group's Sectoral 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 XXXX? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Agriculture and rural development (e.g. smart agriculture for increased productivity)*	90	8.18	1.79	114	7.52	2.27
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	90	7.34	2.37	111	7.74	2.05
Climate change (e.g., mitigation, adaptation)	92	8.09	1.91	115	7.62	2.04
Crime and violence (e.g. violence and conflict prevention policies)	84	7.12	2.19	108	7.12	2.23
Disaster risk management (e.g. infrastructure resilience)*	89	8.22	1.81	111	7.59	1.86
Economic growth	90	8.91	1.35	119	8.63	1.64
Education(e.g. universal access to education and learning, skills development, early childhood development, quality of education)	90	8.42	1.63	116	8.17	1.89
Energy (e.g. universal access to reliable modern energy, energy efficiency)*	92	7.98	1.89	111	7.47	1.78
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	89	7.65	1.73	114	7.25	1.91
Equality of opportunity (i.e., social inclusion, reduction in income inequality)	87	7.46	1.68	110	7.45	1.91
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	87	7.68	1.76	110	7.73	2.02
Food security (e.g. training programs for smallholder farmers)	88	7.34	1.79	110	7.40	2.01
Gender equity policies	87	6.97	2.19	109	6.64	2.21
Health and nutrition policies	87	7.41	1.83	110	6.94	2.10
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)*	89	7.85	1.72	109	7.24	1.99
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	82	7.33	1.96	111	6.85	2.01
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)*	83	8.28	1.54	114	7.75	1.88
Job creation/employment	90	8.07	2.08	116	8.24	2.04
Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	90	6.69	2.24	109	6.54	2.13
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	90	7.88	1.72	112	7.98	2.07
Pandemics control (e.g. zika, other tropical diseases)	84	7.23	2.33	110	6.92	2.19
Poverty reduction	90	8.21	1.99	115	8.29	1.77
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	88	8.06	1.94	114	7.89	1.82
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	89	7.79	1.62	113	7.55	1.81
Social protection (e.g., pensions, targeted social assistance)	88	7.57	1.96	113	7.35	1.76
Transport (e.g., roads, bridges, transportation)	85	7.16	2.17	109	7.17	1.96
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)*	89	7.70	1.82	113	7.19	1.83
Water and sanitation	83	7.45	2.13	114	7.09	1.92
Other	17	8.71	1.57	22	8.27	1.83

*Significantly different between those who collaborate with the WBG and those who do not.



C. World Bank Group's Sectoral 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 XXXX? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Agriculture and rural development (e.g. smart agriculture for increased productivity)	38	6.05	1.97	42	5.71	1.71
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	45	5.91	2.11	38	5.32	1.79
Climate change (e.g., mitigation, adaptation)*	56	7.21	1.52	46	6.52	1.82
Disaster risk management (e.g. infrastructure resilience)*	50	7.44	1.67	43	6.44	1.83
Economic growth*	66	7.14	1.53	59	5.97	1.77
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	53	6.75	1.66	59	6.20	1.95
Energy (e.g. universal access to reliable modern energy, energy efficiency)*	44	6.61	1.62	43	5.53	1.96
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)*	46	6.37	1.73	44	5.52	1.81
Equality of opportunity (i.e., social inclusion, reduction in income inequality)*	47	6.38	1.50	36	5.67	1.74
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)*	56	7.29	1.70	42	5.71	1.80
Gender equity policies*	45	6.58	1.84	34	5.47	1.94
Health and nutrition policies*	41	6.78	1.54	41	6.05	1.56
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)*	49	6.98	1.73	40	6.25	1.60
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	46	6.93	1.77	43	6.30	1.44
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)*	57	6.77	1.89	59	5.90	1.60
Job creation/employment*	50	6.26	1.99	55	5.11	1.81
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	57	6.91	2.00	57	6.32	1.68
Poverty reduction	62	6.21	2.12	60	5.60	1.70
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)*	64	6.72	1.87	60	5.47	1.69
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)*	50	6.60	1.92	51	5.63	1.62
Social protection (e.g., pensions, targeted social assistance)	46	6.20	2.07	53	5.72	1.81
Transport (e.g., roads, bridges, transportation)	45	6.22	2.01	41	5.80	1.93
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)*	42	6.36	1.87	38	5.39	1.78
Water and sanitation	40	6.50	1.92	39	5.82	2.10
Other	12	5.92	1.62	7	6.14	2.48

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	86	6.93	1.52	92	6.16	1.68

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX	76	6.28	1.52	82	5.83	1.74
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	84	6.57	1.72	91	5.98	1.66

(1-Strongly disagree, 10-Strongly agree)

*Significantly different between those who collaborate with the WBG and those who do not.

D. The World Bank Group's Knowledge Work and Activities**In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	84	6.40	1.78	77	5.99	1.67
Lead to practical solutions*	83	6.72	1.71	80	6.04	1.92
Are accessible (well written and easy to understand)*	80	6.76	1.58	83	5.99	1.93
Are relevant to country challenges	86	6.59	1.66	84	6.17	1.95
Are adaptable to XXXX's specific development challenges and country circumstances	85	6.54	1.71	82	6.04	1.84

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

*Significantly different between those who collaborate with the WBG and those who do not.

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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?*	89	7.16	1.80	96	6.10	1.81
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	89	7.16	1.80	96	6.10	1.81

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

*Significantly different between those who collaborate with the WBG and those who do not.



E. Working with the World Bank Group

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	68	5.57	2.27	68	5.78	1.72
The World Bank Group effectively monitors and evaluates the projects and programs it supports	88	6.90	1.71	86	6.97	1.41
The World Bank Group's approvals and reviews are done in a timely fashion	74	6.15	2.01	72	5.81	1.76
The World Bank Group's "Safeguard Policy" requirements are reasonable	64	6.42	1.63	56	6.14	1.80
The World Bank Group's conditions on its lending are reasonable	64	6.22	1.96	71	6.11	1.65
The World Bank Group takes decisions quickly in XXXX	72	6.15	1.71	66	5.59	1.71
Working with the World Bank Group increases XXXX's institutional capacity*	89	7.28	1.54	84	6.63	1.57
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	68	6.74	1.52	65	6.46	1.63
The World Bank Group provides effective implementation support (i.e., supervision of projects)	88	6.80	1.66	81	6.73	1.47

*Significantly different between those who collaborate with the WBG and those who do not.

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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 public private partnerships in XXXX?*	80	6.35	1.68	70	5.73	1.86

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

*Significantly different between those who collaborate with the WBG and those who do not.

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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 XXXX?	73	6.53	1.67	61	6.00	1.64

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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.)	93	6.60	2.78	91	6.07	2.09
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution	62	6.69	2.16	54	7.06	2.10
The World Bank Group is responsive to my information requests and inquiries	75	7.04	2.21	44	6.25	2.02



Appendix E: Responses to Select Questions by Year¹⁹

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from both FY14 and FY17 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY14	FY17
Office of the President/Prime Minister/Minister	2.7%	7.0%
Office of Parliamentarian	3.6%	7.0%
Government institutions	31.8%	47.9%
Local Government	4.5%	6.0%
Bilateral/multilateral agencies	1.8%	0.5%
Civil society	15.5%	7.4%
Private sector	32.7%	20.0%
Academia	6.4%	1.4%
Media	0.9%	2.8%

(Note, there were no respondents from bilateral agencies, private foundations, and the judiciary branch in FY14 to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY14	FY17
Office of the President/Prime Minister/Minister	7.0%	7.0%
Office of Parliamentarian	7.0%	7.0%
Government institutions	47.9%	47.9%
Local Government	6.0%	6.0%
Bilateral/multilateral agencies	0.5%	0.5%
Civil society	7.4%	7.4%
Private sector	20.0%	20.0%
Academia	1.4%	1.4%
Media	2.8%	2.8%
Total Number of Respondents (Weighted)	110	215

All data presented in this Appendix are weighted. As a result, means of the FY17 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY14 respondents and the total number of respondents indicated may differ from those reported in the FY14 COS report.

A. General Issues facing XXXX

In general would you say that XXXX is headed in?*

Percentage of Respondents	FY14	FY17
The right direction	41.6%	55.4%
The wrong direction	23.8%	22.6%
Not sure	34.7%	22.0%

**Significantly different between FY17 and FY14 respondents*

¹⁹ Only those questions that were asked in the FY '14 and FY '17 country opinion surveys, with similar response scales/options, are presented.

**B. Overall Attitudes toward the World Bank Group****How familiar are you with the work of these organizations in XXXX?**

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	107	6.58	2.51	214	6.65	2.27
Caribbean Development Bank (CDB)	106	7.12	2.07	211	6.91	2.16
Inter-American Development Bank	107	5.08	2.81	208	4.96	2.58

*(1-Not familiar at all, 10-Extremely familiar)***Overall, please rate your impression of the effectiveness of these organizations in XXXX.**

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	92	6.05	1.68	202	6.21	1.88
Caribbean Development Bank (CDB)	101	6.70	1.82	194	6.90	1.70
Inter-American Development Bank	69	4.94	1.77	153	5.33	2.29

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

	year					
	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 (e.g., skills and knowledge) to help XXXX solve its most complicated development challenges?	68	6.58	2.02	174	7.09	1.73

*(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's work in XXXX?**

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	87	6.62	1.97	192	6.41	1.80
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	80	5.93	2.09	185	6.12	1.73

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

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

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	74	6.40	2.13	164	6.00	1.96
Flexibility (in terms of the institution's products and services)	72	5.64	1.93	161	5.59	1.94
Flexibility (in terms of changing country circumstances)	79	5.74	2.04	159	5.77	1.95
Being inclusive	71	5.76	2.06	160	5.97	1.86
Openness (sharing data and other information)	72	6.62	1.99	164	6.85	1.88
Collaboration with the Government*	82	7.85	1.43	175	7.34	1.70
The speed in which it gets things accomplished on the ground	71	5.72	2.07	163	5.63	2.10
Helping to bring discipline/effective supervision to implementation of investment projects				155	6.61	1.92
Collaboration with civil society				141	5.74	2.04
Staff accessibility	65	5.79	2.38	158	6.40	2.06
Collaboration with other donors and development partners*	58	7.33	1.48	148	6.43	1.92
Collaboration with the private sector				140	5.86	2.09
Straightforwardness and honesty	74	6.96	2.05	160	6.92	1.95
Treating clients and stakeholders in XXXX with respect*	73	6.44	2.20	166	7.43	1.85
Being a long-term partner	82	7.84	1.64	172	7.92	1.78

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.



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 XXXX?

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Agriculture and rural development (e.g. smart agriculture for increased productivity)				75	5.87	1.98
Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)				80	5.60	2.10
Climate change (e.g., mitigation, adaptation)	45	6.55	2.01	96	6.88	1.73
Disaster risk management (e.g. infrastructure resilience)*	50	6.29	2.22	87	7.03	1.86
Economic growth	59	6.26	1.85	119	6.63	1.75
Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	53	6.77	2.02	106	6.53	1.88
Energy (e.g. universal access to reliable modern energy, energy efficiency)*	43	5.30	2.16	82	6.09	1.93
Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	34	5.36	2.27	86	5.92	1.89
Equality of opportunity (i.e., social inclusion, reduction in income inequality)*	36	5.23	1.87	80	6.11	1.65
Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)*	49	5.97	1.94	90	6.69	1.92
Gender equity policies				73	6.22	1.97
Health and nutrition policies				76	6.46	1.71
Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	52	6.53	1.87	84	6.63	1.84
Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)				84	6.64	1.76
Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)				113	6.33	1.89
Job creation/employment	60	5.84	1.94	99	5.66	2.01
Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)				110	6.65	1.95
Poverty reduction	58	6.40	2.36	118	5.91	2.03
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	63	6.74	2.01	118	6.10	2.01
Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)*				98	6.09	1.92
Social protection (e.g., pensions, targeted social assistance)	44	6.38	1.61	94	5.97	2.09
Transport (e.g., roads, bridges, transportation)	43	6.30	1.99	81	6.04	2.07
Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	46	5.74	1.83	74	5.86	2.00
Water and sanitation	45	5.83	2.25	72	6.18	2.20
Other				15	6.07	2.12

(1-Not effective at all, 10-Very effective) *Significantly different between FY17 and FY14 respondents.

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

	year					
	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 XXXX?	79	6.62	1.86	174	6.50	1.67

(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 XXXX?

The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX	71	5.86	1.91	154	5.98	1.67
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	73	5.86	2.07	170	6.26	1.69

(1-Strongly disagree, 10-Strongly agree)

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	FY14	FY17
Weekly	2.8%	2.9%
Monthly	6.5%	14.6%
A few times a year	24.3%	33.0%
Rarely	34.6%	33.5%
Never	31.8%	16.0%

*Significantly different between FY17 and FY14 respondents.

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	66	6.14	1.80	153	6.24	1.71
Lead to practical solutions*	72	5.80	1.85	156	6.42	1.82
Are accessible (well written and easy to understand)	74	5.87	2.09	157	6.37	1.76
Are relevant to country challenges				162	6.38	1.77
Are adaptable to XXXX's specific development challenges and country circumstances*	77	5.58	2.03	160	6.30	1.75

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.

	year					
	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?	82	6.27	2.03	177	6.62	1.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	78	7.12	1.94	173	7.44	1.51

(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?**

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	62	6.05	2.39	130	5.67	2.07
The World Bank Group effectively monitors and evaluates the projects and programs it supports	81	6.81	1.80	170	6.95	1.56
The World Bank Group's approvals and reviews are done in a timely fashion	68	5.95	1.81	142	5.99	1.90
The World Bank Group's "Safeguard Policy" requirements are reasonable	61	6.40	1.97	114	6.30	1.76
The World Bank Group's conditions on its lending are reasonable	73	5.86	1.90	129	6.19	1.81
The World Bank Group takes decisions quickly in XXXX	59	5.69	1.94	133	5.87	1.71
Working with the World Bank Group increases XXXX's institutional capacity	83	7.01	1.59	171	7.05	1.59
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	48	6.33	1.78	129	6.57	1.57
The World Bank Group provides effective implementation support (i.e., supervision of projects)	64	6.51	1.87	167	6.78	1.55

(1-Strongly disagree, 10-Strongly agree)



G. Communication and Information Sharing

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

Percentage of Respondents	FY14	FY17
Yes	24.0%	28.9%
No	76.0%	71.1%

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

Percentage of Respondents	FY14	FY17
Yes	54.5%	65.4%
No	45.5%	34.6%

*Significantly different between FY17 and FY14 respondents.

Please rate how much you agree with the following statements.

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
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.)*	95	5.49	2.65	178	6.28	2.48
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution*	56	6.05	2.43	116	6.84	2.13
The World Bank Group is responsive to my information requests and inquiries	48	6.11	2.39	113	6.73	2.14

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY14 respondents.

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 XXXX? (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 (WBG)'s effectiveness in XXXX	5.76	6.73	6.57	5.50	6.30	6.25	5.97	6.94	5.96	6.60	6.33	6.11
Overall the World Bank Group currently plays a relevant role in development in XXXX	5.86	7.03	6.76	5.76	6.48	6.52	6.28	6.89	6.03	6.96	6.61	5.97
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	5.61	6.65	6.45	5.38	6.13	6.23	5.94	6.56	5.68	6.63	6.21	5.89
Responsiveness to needs	5.56	6.48	6.25	5.62	6.14	5.95	5.84	6.56	5.88	6.29	6.06	6.21
Flexibility (in terms of the institution's products and services)	5.22	5.93	5.68	5.54	5.62	5.73	5.40	6.11	5.58	5.70	5.57	5.97
Flexibility (in terms of changing country circumstances)	5.35	6.11	5.78	5.80	5.71	6.03	5.49	6.35	5.87	5.71	5.74	6.00
Being inclusive	5.69	6.26	6.16	5.79	6.06	6.08	5.75	6.64	6.04	6.09	5.98	6.42
Openness (sharing data and other information)	6.32	7.39	6.95	6.63	6.87	6.85	6.59	7.40	6.71	7.01	6.83	7.00
Collaboration with the Government	6.89	7.74	7.61	6.91	7.35	7.66	7.14	7.95	7.35	7.48	7.37	7.63
The speed in which it gets things accomplished on the ground	5.24	6.10	5.72	5.63	5.60	6.03	5.39	6.30	5.70	5.70	5.63	6.00
Helping to bring discipline/effective supervision to implementation of investment projects	6.40	6.89	6.72	6.59	6.65	6.78	6.46	7.11	6.59	6.78	6.54	7.31
Collaboration with civil society	5.51	6.03	5.81	5.67	5.74	5.85	5.45	6.40	5.75	5.79	5.65	6.31
Staff accessibility	5.91	6.88	6.58	6.00	6.44	6.43	6.03	7.20	6.41	6.46	6.33	6.90
Collaboration with other donors and development partners	5.97	6.81	6.57	6.18	6.51	6.36	6.12	7.07	6.37	6.56	6.40	6.77
Collaboration with the private sector	5.51	6.32	5.93	5.87	5.92	5.89	5.75	6.22	5.87	5.96	5.85	6.25
Straightforwardness and honesty	6.35	7.39	7.06	6.67	6.95	7.00	6.86	7.17	6.82	7.08	6.89	7.32
Treating clients and stakeholders in XXXX with respect	6.84	7.93	7.62	7.00	7.47	7.47	7.34	7.71	7.35	7.57	7.39	7.83
Being a long-term partner	7.32	8.44	8.10	7.23	7.87	7.95	7.64	8.37	7.74	8.02	7.86	8.03
To what extent does the World Bank Group's work help to achieve development results in XXXX?	6.16	6.93	6.73	6.27	6.60	6.60	6.45	6.91	6.47	6.73	6.68	6.25
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX	5.83	6.28	6.30	5.85	6.11	6.31	5.99	6.50	6.08	6.26	6.33	5.45
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.98	6.57	6.51	5.86	6.28	6.47	6.19	6.59	6.31	6.34	6.45	5.74
World Bank Group's knowledge work and activities are adaptable to XXXX's specific development challenges and country circumstances	6.04	6.54	6.52	5.95	6.32	6.52	6.13	6.87	6.37	6.37	6.36	6.40
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.10	7.16	6.81	6.38	6.64	6.89	6.54	7.02	6.55	6.84	6.77	6.40
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.99	7.76	7.67	6.81	7.33	7.88	7.39	7.59	7.40	7.52	7.42	7.62
The World Bank Group takes decisions quickly in XXXX	5.59	6.15	6.04	5.61	6.09	5.53	5.80	6.23	5.63	6.23	5.89	6.11
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.46	6.74	6.56	6.83	6.68	6.44	6.48	6.93	6.61	6.63	6.63	6.59

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: XXXX FY17 Questionnaire



World Bank Group Country Survey FY 2017 – XXXX

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

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 WBG's work. The WBG consists of 5 different institutions: the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the WBG 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 XXXX

A1. In general would you say that XXXX 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 XXXX.		
Please identify which of the following you consider the most important development priorities in XXXX. (Choose no more than THREE)		
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	16 Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	17 Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)
3	Climate change (e.g., mitigation, adaptation)	18 Job creation/employment
4	Crime and violence (e.g. violence and conflict prevention policies)	19 Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)
5	Disaster risk management (e.g. infrastructure resilience)	20 Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)
6	Economic growth	21 Pandemics control (e.g. zika, other tropical diseases)
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	22 Poverty reduction
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	23 Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	24 Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	25 Social protection (e.g., pensions, targeted social assistance)
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	26 Transport (e.g., roads, bridges, transportation)
12	Food security (e.g. training programs for smallholder farmers)	27 Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)
13	Gender equity policies	28 Water and sanitation
14	Health and nutrition policies	29 Other (please specify): _____
15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in XXXX? (Choose no more than THREE)			
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	16	Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)
3	Climate change (e.g., mitigation, adaptation)	17	Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)
4	Crime and violence (e.g. violence and conflict prevention policies)	18	Job creation/employment
5	Disaster risk management (e.g. infrastructure resilience)	19	Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)
6	Economic growth	20	Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	21	Pandemics control (e.g. zika, other tropical diseases)
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	22	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	23	Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	24	Social protection (e.g., pensions, targeted social assistance)
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	25	Transport (e.g., roads, bridges, transportation)
12	Food security (e.g. training programs for smallholder farmers)	26	Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)
13	Gender equity policies	27	Water and sanitation
14	Health and nutrition policies	28	Other (please specify): _____

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 XXXX? (Choose no more than TWO)

1	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
2	A growing middle class
3	Better opportunity for the poor who live in rural areas
4	Better opportunity for the poor who live in urban areas
5	Consistent economic growth
6	More reliable social safety net
7	Greater access to health and nutrition for citizens
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 XXXX? (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, care, and education) a very important, moderately important, slightly important, or not an important development priority in xxxx? (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

How familiar are you with the work of these organizations in XXXX?											
		Not familiar at all								Extremely familiar	
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10
B3	Inter-American Development Bank	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in XXXX.												
		Not effective at all								Extremely effective		Don't know
B4	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Inter-American Development Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help XXXX 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	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in XXXX? (Choose no more than THREE)		
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	16 Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	17 Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)
3	Climate change (e.g., mitigation, adaptation)	18 Job creation/employment
4	Crime and violence (e.g. violence and conflict prevention policies)	19 Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)
5	Disaster risk management (e.g. infrastructure resilience)	20 Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)
6	Economic growth	21 Pandemics control (e.g. zika, other tropical diseases)
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	22 Poverty reduction
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	23 Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	24 Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	25 Social protection (e.g., pensions, targeted social assistance)
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	26 Transport (e.g., roads, bridges, transportation)
12	Food security (e.g. training programs for smallholder farmers)	27 Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)
13	Gender equity policies	28 Water and sanitation
14	Health and nutrition policies	29 Other (please specify): _____
15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B9. 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 XXXX?

		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	Standalone technical assistance (system oriented)	<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	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
11	Don't know	<input type="checkbox"/>	<input type="checkbox"/>

B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)

1	World Bank Group's processes too complex
2	Not client focused
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 XXXX
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 willing to honestly criticize policies and reform efforts in the country
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B11. To what extent do you believe that the World Bank Group's work and support help the poorest in XXXX? (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

B12. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the XXXX 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	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B13. 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	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	Overall the World Bank Group currently plays a relevant role in development in XXXX	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B15	The World Bank Group's work is aligned with what I consider the development priorities for XXXX	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 XXXX, 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	
B16	Responsiveness to needs											<input type="checkbox"/>
B17	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B18	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B19	Being inclusive											<input type="checkbox"/>
B20	Openness (sharing data and other information)											<input type="checkbox"/>
B21	Collaboration with the Government											<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B23	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B24	Collaboration with civil society											<input type="checkbox"/>
B25	Staff accessibility											<input type="checkbox"/>
B26	Collaboration with other donors and development partners											<input type="checkbox"/>
B27	Collaboration with the private sector											<input type="checkbox"/>
B28	Straightforwardness and honesty											<input type="checkbox"/>
B29	Treating clients and stakeholders in XXXX with respect											<input type="checkbox"/>
B30	Being a long-term partner											<input type="checkbox"/>

B31. 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 TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor coordination within the World Bank Group
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	Political pressures and obstacles
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX?

		Not important at all										Very important	Don't know
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence (e.g. violence and conflict prevention policies)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Disaster risk management (e.g. infrastructure resilience)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Food security (e.g. training programs for smallholder farmers)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Gender equity policies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Health and nutrition policies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

CONTINUE ON THE NEXT PAGE...

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1 CONTINUED...

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in XXXX?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
21	Pandemics control (e.g. zika, other tropical diseases)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Other (please specify): _____	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 XXXX? (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	Agriculture and rural development (e.g. smart agriculture for increased productivity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Disaster risk management (e.g. infrastructure resilience)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Energy (e.g. universal access to reliable modern energy, energy efficiency)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Gender equity policies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health and nutrition policies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Other (please specify): _____	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 XXXX?											
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 XXXX?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of XXXX											<input type="checkbox"/>
C5	The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

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 XXXX, 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	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adaptable to XXXX's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D7. 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		

D8. 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 XXXX	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases XXXX'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 public private partnerships in XXXX?												
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 measures and corrects its work in real time in XXXX?												
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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN XXXX

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

1	Ensure greater selectivity in its work
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	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Provide more adequate data/knowledge/statistics/figures on XXXX's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to XXXX's specific challenges
14	Other (please specify): _____
15	Don't know

F2. When considering the combination of services that the World Bank Group offers in XXXX, 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 XXXX? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	The current combination of all of the services above is appropriate for XXXX
5	None of the above
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 XXXX?
(Choose no more than TWO)**

1	Local radio (please specify: _____)	6	Internet
2	International radio (please specify: _____)	7	Trade journals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube) (please specify: _____)	8	International television
4	International newspapers (please specify: _____)	9	Local newspapers (please specify: _____)
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)
4	Mobile phones (SMS, WhatsApp, other mobile apps)	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 use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube)?	Yes	No

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G6	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G7	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G8	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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	Consultant/Contractor working on Project Management Unit (PMU) overseeing implementation of 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	Agriculture	12	Jobs
2	Climate Change	13	Macroeconomics and fiscal management
3	Education	14	Poverty and Equity
4	Energy and extractives	15	Public-private partnerships
5	Environment and natural resources	16	Social protection and labor markets
6	Finance and markets	17	Trade and competitiveness
7	Fragility, conflict and violence	18	Transport and ICT
8	Gender	19	Urban, rural, and social development
9	Generalist (specialized in multiple sectors)	20	Water
10	Governance	21	Other (please specify): _____
11	Health, nutrition, and population		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/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 XXXX? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	The International Centre for Settlement Disputes (ICSID)

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 XXXX?

(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 XXXX?

(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	St. John City West
2	St. John City East
3	St. John City South
4	St. John Rural West
5	St. John Rural South
6	St. John Rural East
7	St. John Rural North
8	St. Mary South
9	St. Mary North
10	All Saints E & St. Luke
11	All Saints West
12	St. George
13	St. Peter
14	St. Phillip North
15	St. Phillip South
16	St. Paul
17	Barbuda

Antigua and
Barbuda

**H9. Which best represents your geographic location?**

1	Castle Bruce	Dominica
2	Colihaut	
3	Cottage	
4	Grand Bay	
5	La Plaine	
6	Mahaut	
7	Marigot	
8	Moane Juane Riviere Cynique	
9	Paix Bouche	
10	Petite Savanne	
11	Portsmouth	
12	Roseau Central	
13	Roseau North	
14	Roseau South	
15	Roseau Valley	
16	Salisbury	
17	Salybia	
18	St. Joseph	
19	Soufriere	
20	Vielle Care	
21	Wesley	

H9. Which best represents your geographic location?

1	Carriacou & Petit Martinique	Grenada
2	St. Patrick East	
3	Town of St. George	
4	St. George North East	
5	St. George South	
6	St. George South East	
7	St. Andrew South West	
8	St. Andrew North West	
9	St. David	
10	St. Andrew North East	
11	St. George North West	
12	St. Patrick West	
13	St. John	
14	St. Mark	
15	St. Andrew South East	

**H9. Which best represents your geographic location?**

1	St. Christopher #1	St. Kitts and Nevis
2	St. Christopher # 2	
3	St. Christopher # 3	
4	St. Christopher # 4	
5	St. Christopher # 5	
6	St. Christopher # 6	
7	St. Christopher # 7	
8	St. Christopher #8	
9	Nevis # 9	
10	Nevis # 10	
11	Nevis # 11	

H9. Which best represents your geographic location?

1	Gros Islet	Saint Lucia
2	Babonneau	
3	Castries North	
4	Castries East	
5	Castries Central	
6	Castries South	
7	AnseLa Raye/Canaries	
8	Soufriere	
9	Choiseul	
10	Laborie	
11	Vieux Fort South	
12	Vieux Fort North	
13	Micoud South	
14	Micoud North	
15	Dennery South	
16	Dennery North	
17	Castries South East	



H9. Which best represents your geographic location?	
1	North Windward
2	North Central Windward
3	South Central Windward
4	South Windward
5	Marriaquo
6	West St. George
7	East St. George
8	East Kingstown
9	Central Kingstown
10	West Kingstown
11	South Leeward
12	Central Leeward
13	North Leeward
14	North Grenadines
15	South Grenadines

Saint Vincent
and the
Grenadines

Thank you for completing the survey!