

FY 2017 Gabon Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2017



Acknowledgements

The Gabon Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Gabon country team and the independent local consultant Levy Gael Bouassa based in Libreville, Gabon. In particular, PORG is grateful for the support from Odilia Renata Hebga (Communications Officer) who coordinated the survey related activities from Yaounde, Cameroon.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

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

II. Methodology

From April to June 2017, 613 stakeholders of the WBG in Gabon were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 360 stakeholders participated in the survey (59% response rate). Respondents completed the questionnaires with the presence of an independent fielding consultant, or received and returned the questionnaires via courier or email.

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

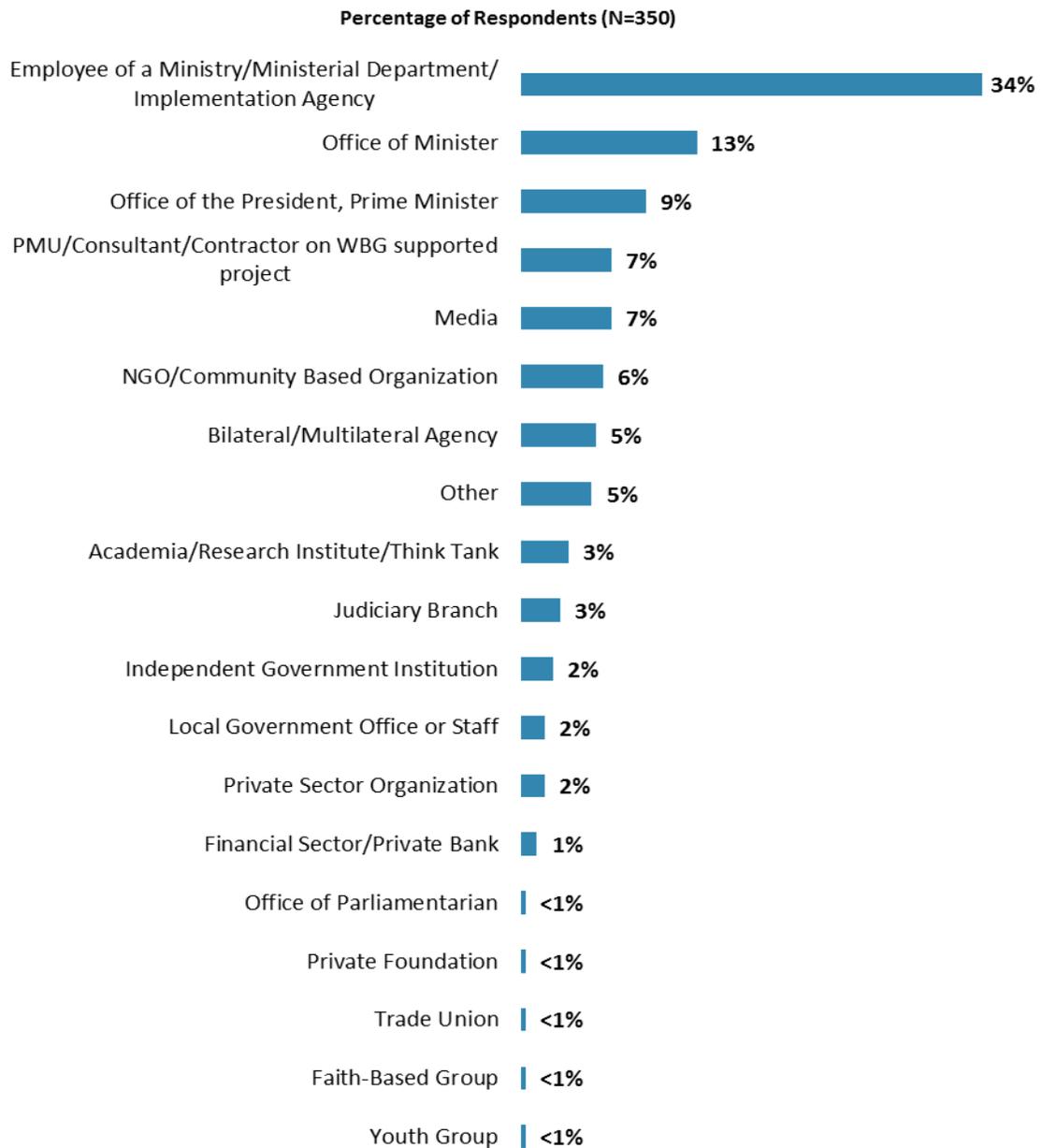
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 89%, N=222). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 86).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category; and the small number of respondents from the office of a parliamentarian, local government, and independent government institutions were included in the “Other” category.

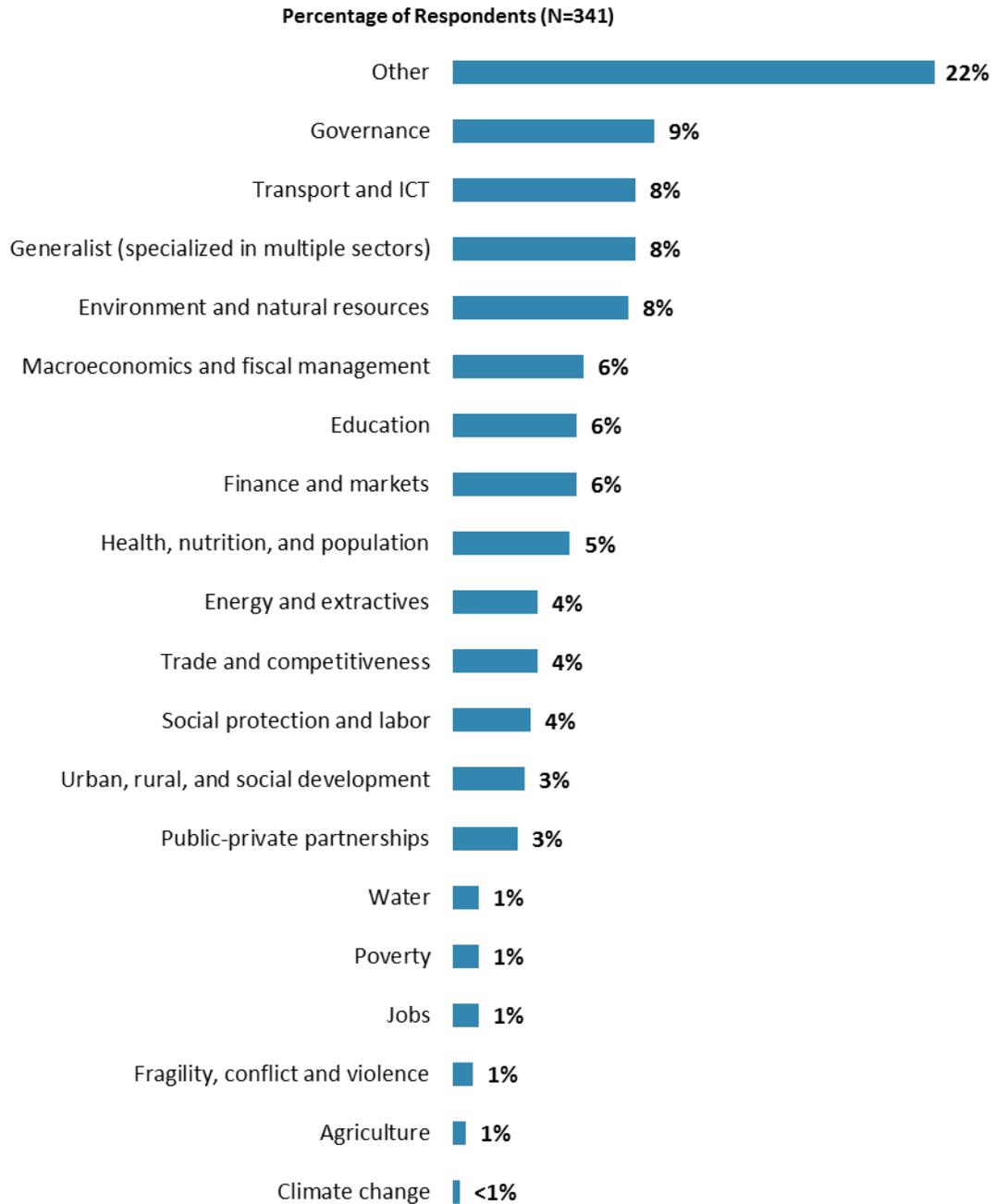


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



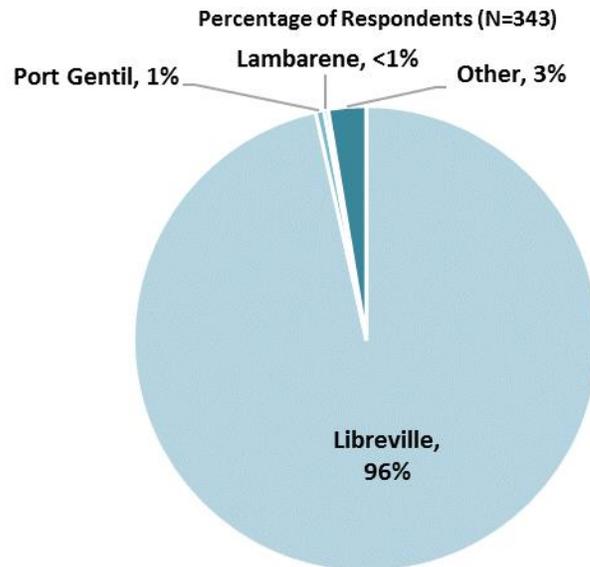
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

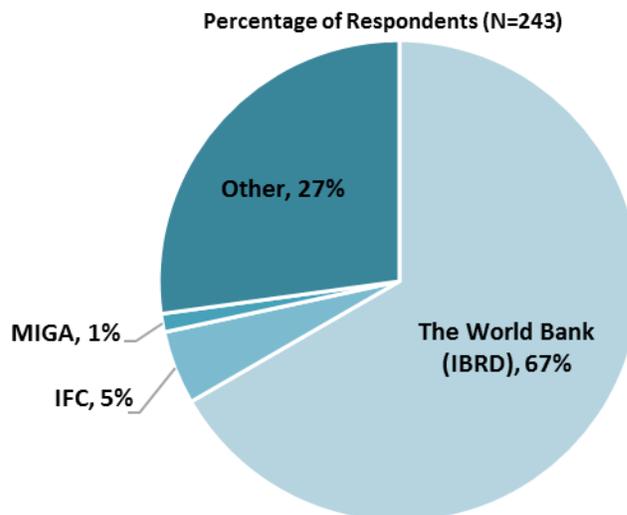
Geographic Locations

- Because of the small number of respondents from outside Libreville, comparisons of geographic locations could not be conducted.



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

Exposure to Agencies within the World Bank Group



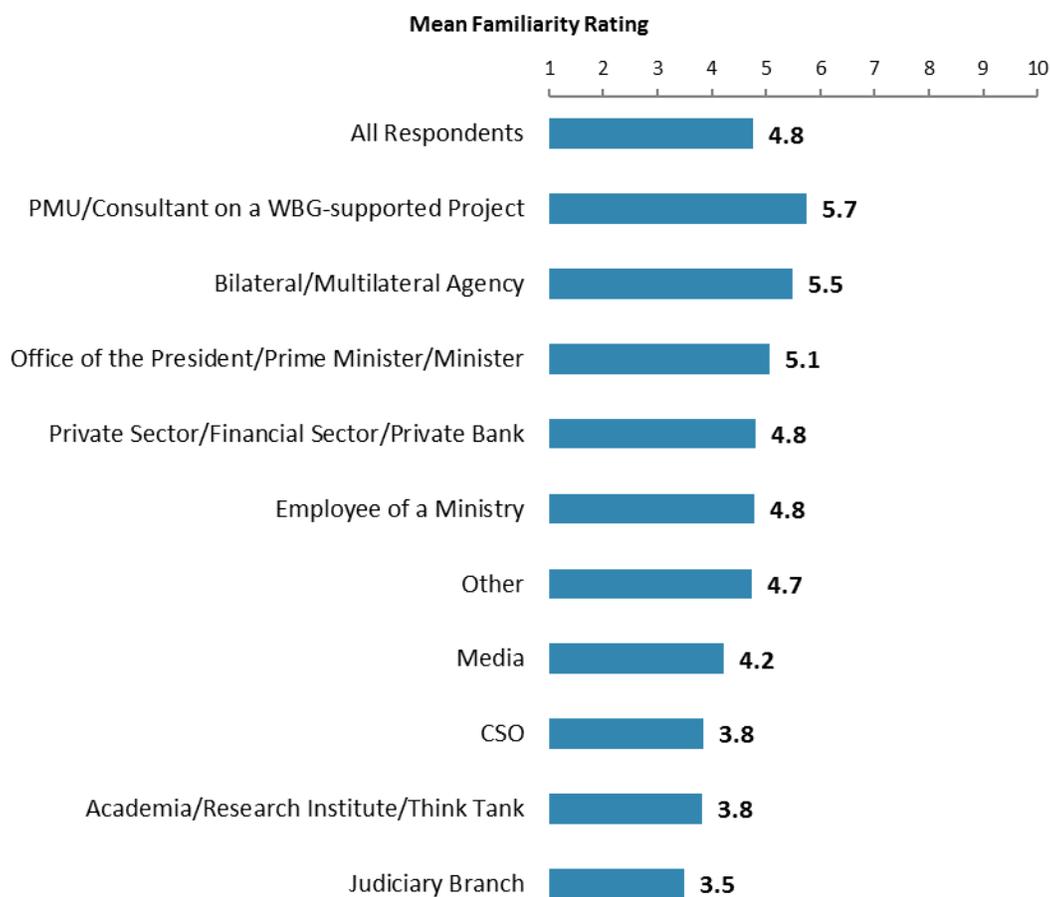
"Which of the following agencies of the World Bank Group do you primarily engage with in Gabon?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'14 Country Survey (weighted mean in FY'17 = 4.6; weighted mean in FY'14 = 5.5)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Gabon, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in Gabon, and the extent to which the WBG contributes to the country's development results.



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

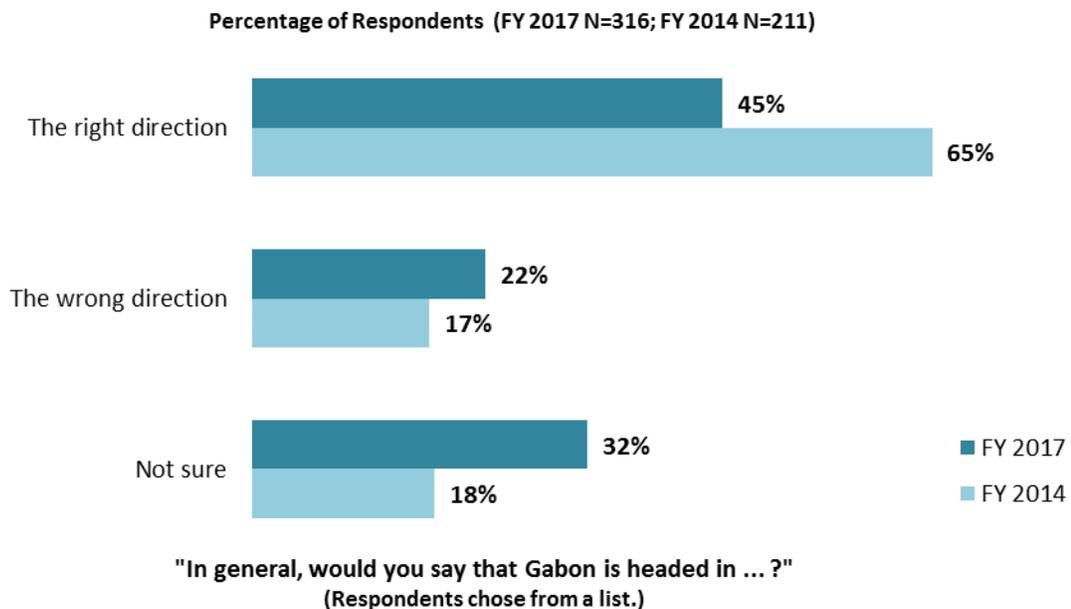
¹ Please refer to Appendix D (page 86) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Gabon

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Gabon is headed in the right direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and the judiciary branch were significantly more likely to indicate that Gabon is headed in the right direction, while respondents from CSOs and academia/research institutes/think tanks were significantly less positive about the prospect of Gabon.



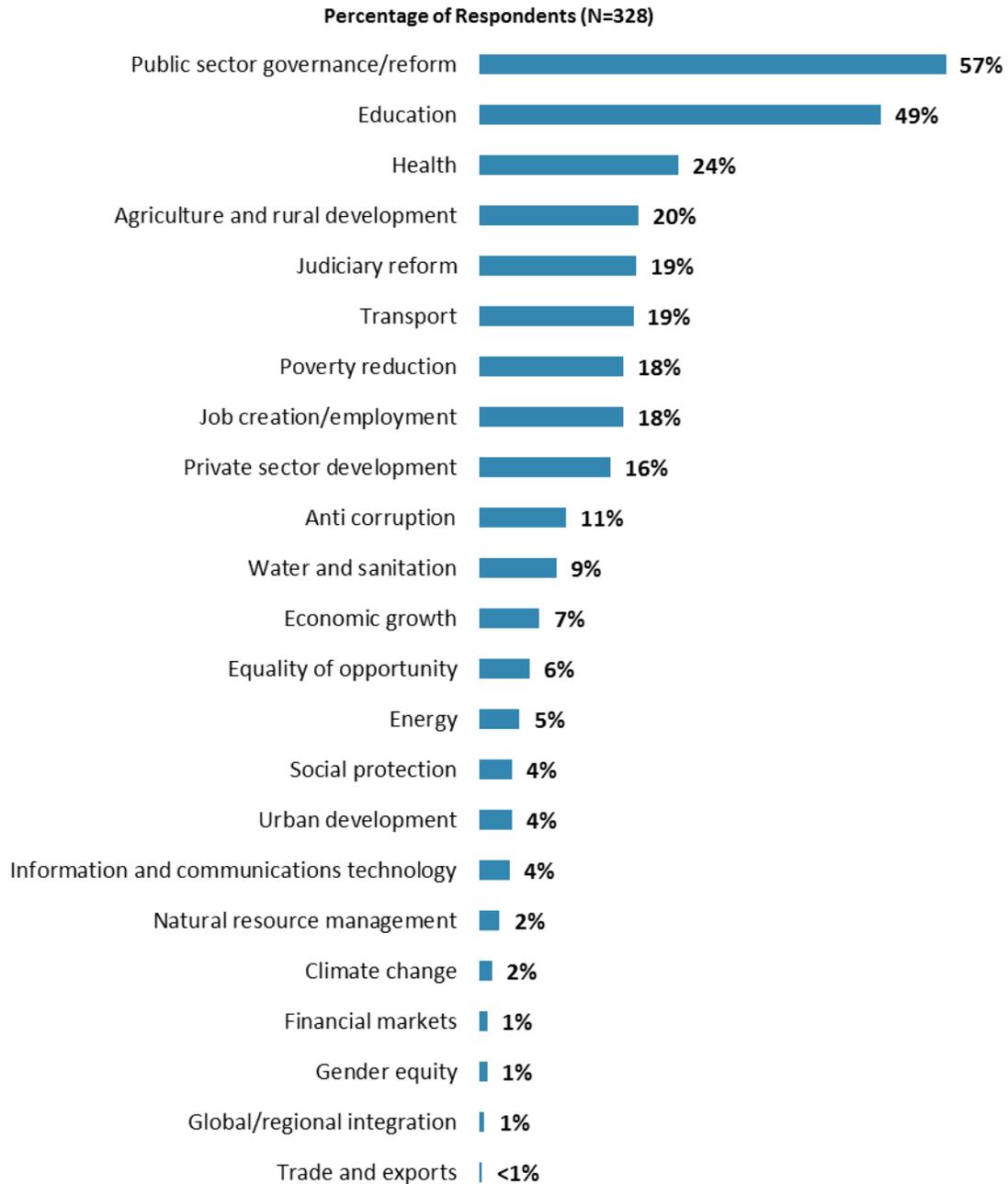
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Gabon (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Gabon were “*education*” (40%) and “*public sector governance/reform*” (35%).



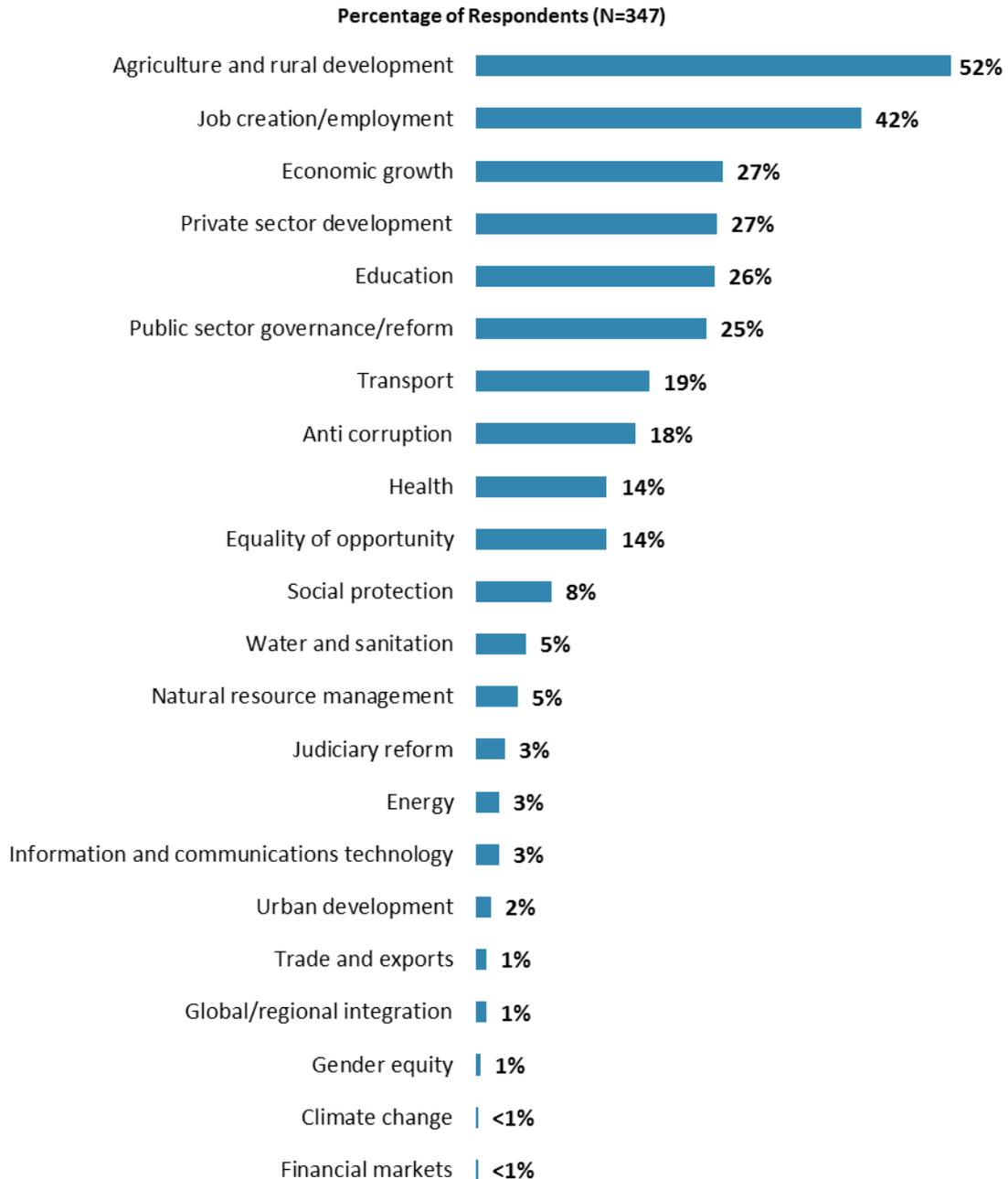
"Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Gabon (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Gabon were “*education*” (45%), “*job creation/employment*” (33%), “*health*” (27%), and “*economic growth*” (26%).



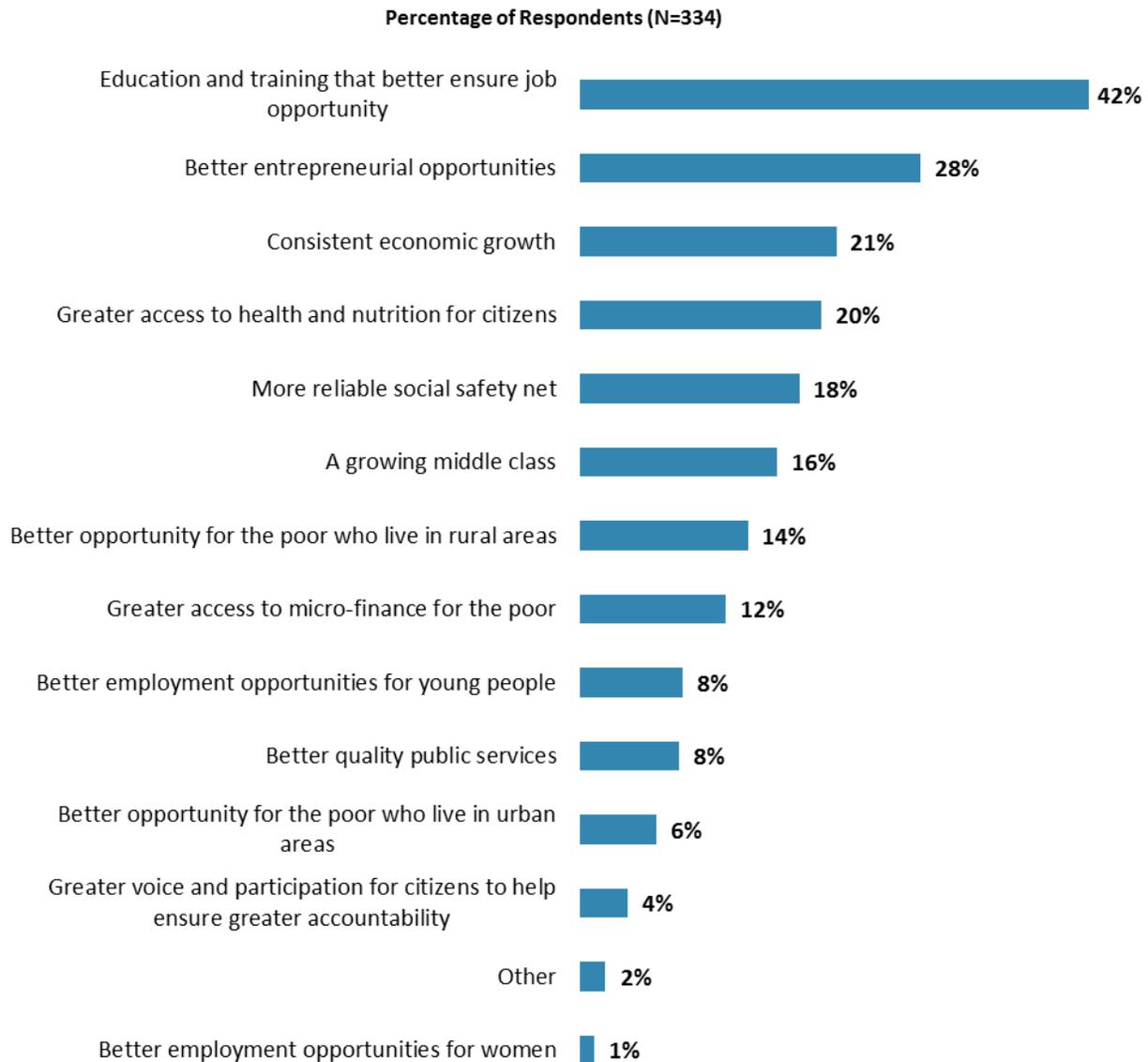
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Gabon? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Gabon (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Gabon can be best achieved through “*better employment opportunities for young people*” (29%), “*education and training that better ensure job opportunity*” (28%), and “*greater access to health and nutrition for citizens*” (26%).



"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.

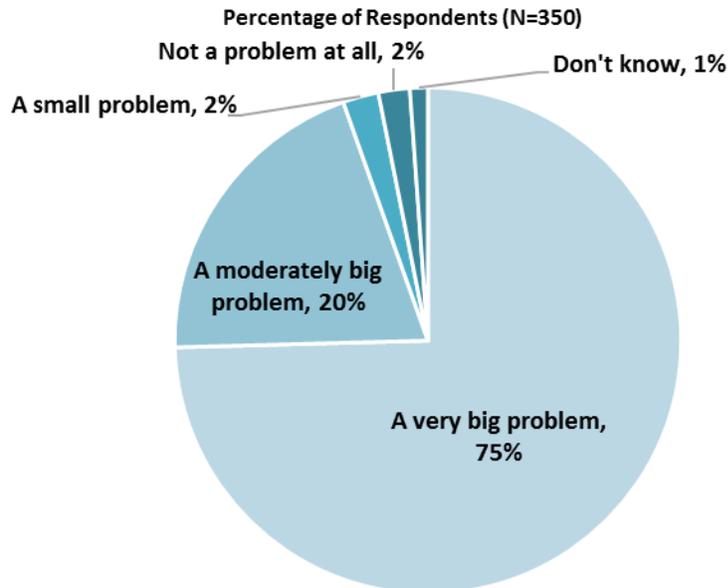
When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Gabon? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



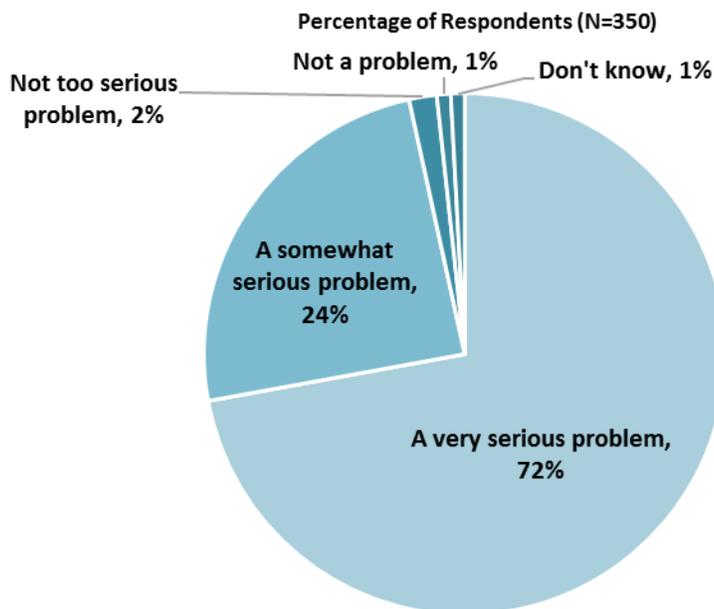
IV. General Issues Facing Gabon (continued)

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 Gabon?" (Respondents chose from a list.)

Global Climate Change

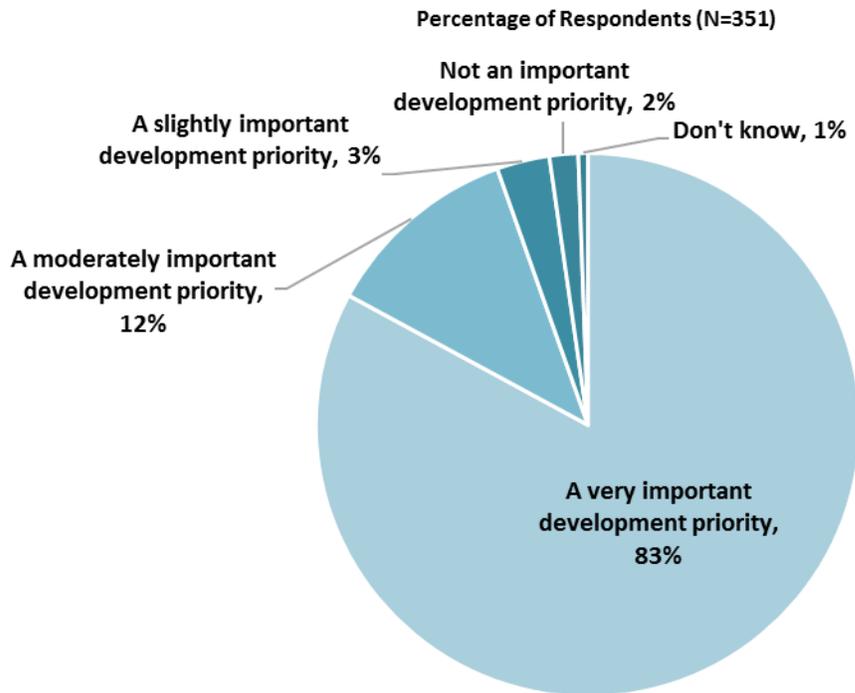


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing Gabon (continued)

Early Childhood Development



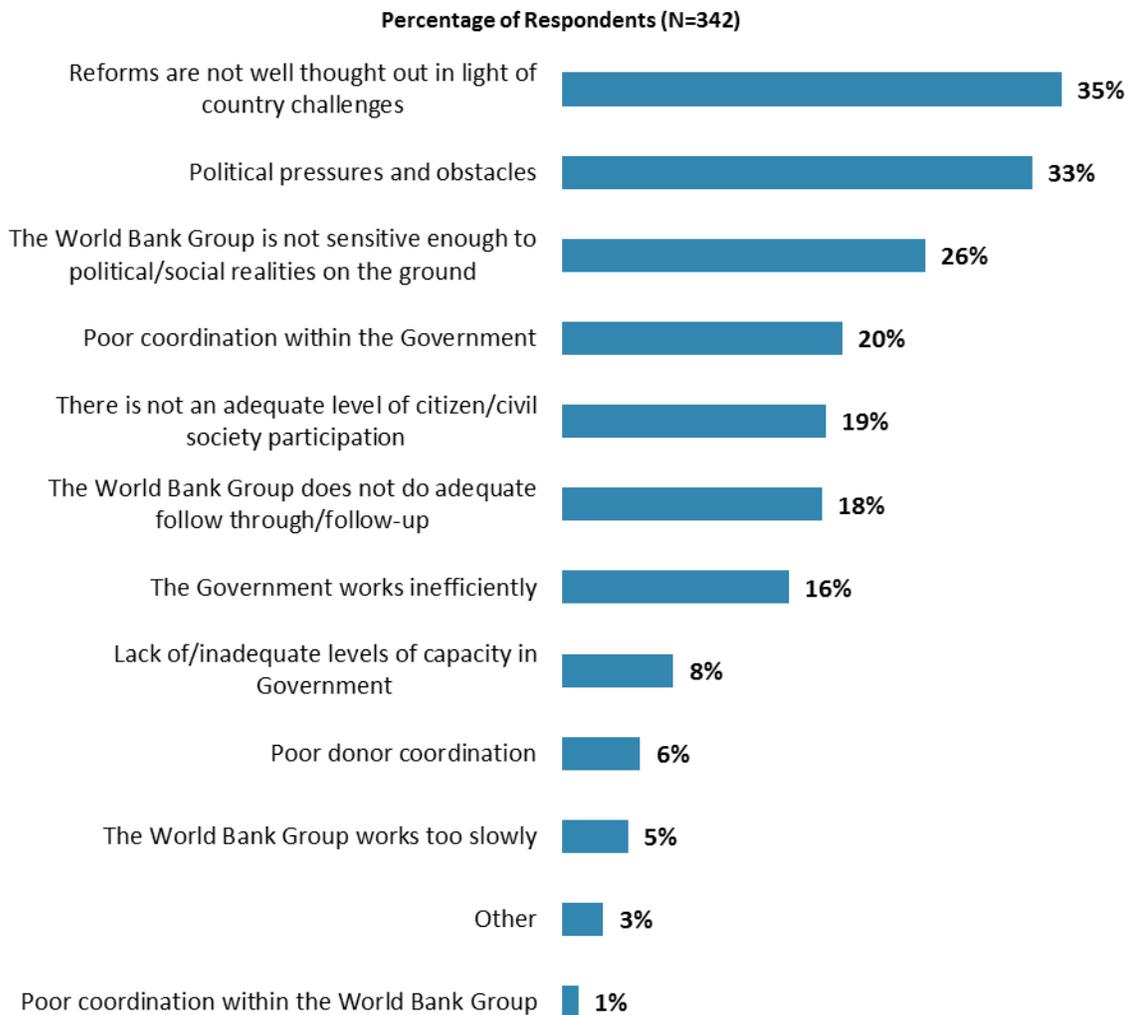
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Gabon?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (39%) and *“the WBG does not do adequate follow through/follow-up”* (34%).



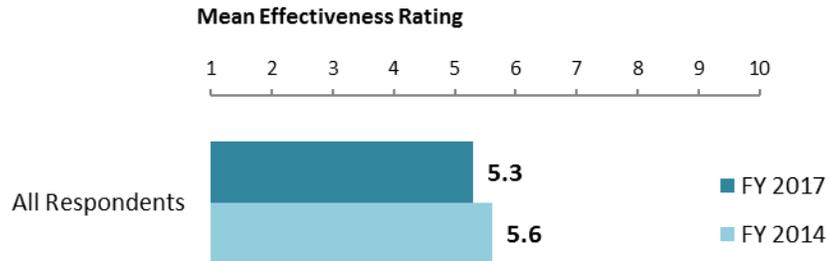
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

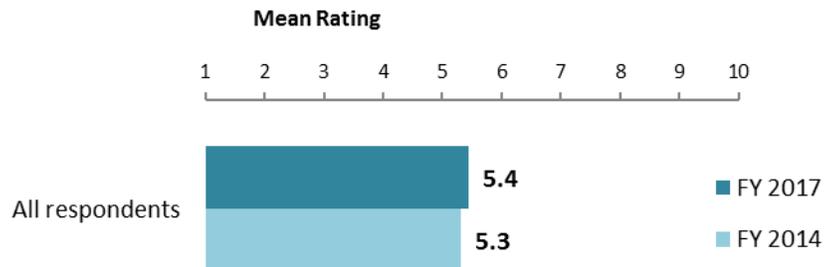
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



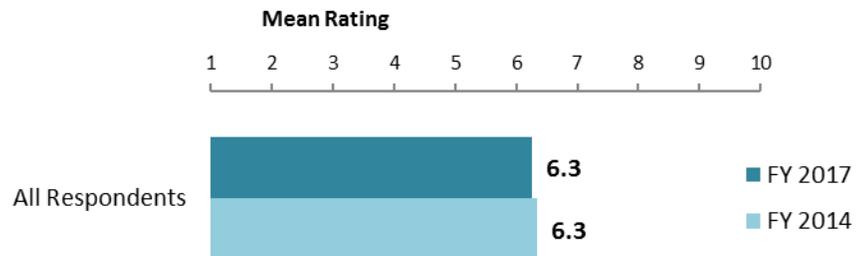
"To what extent does the World Bank Group’s work help to achieve development results in Gabon?" (1-"To no degree at all", 10-"To a very significant degree")

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



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

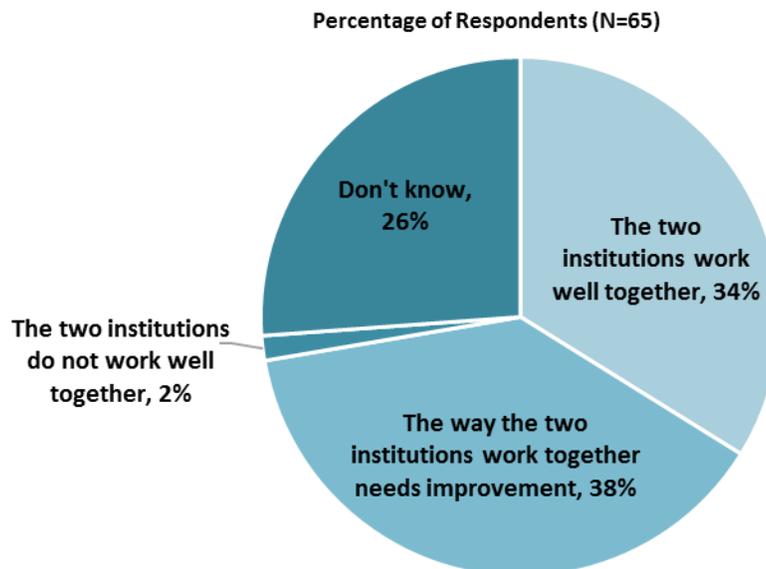
WBG Staff Preparedness⁴



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

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 Gabon?" (Respondents chose from a list.)

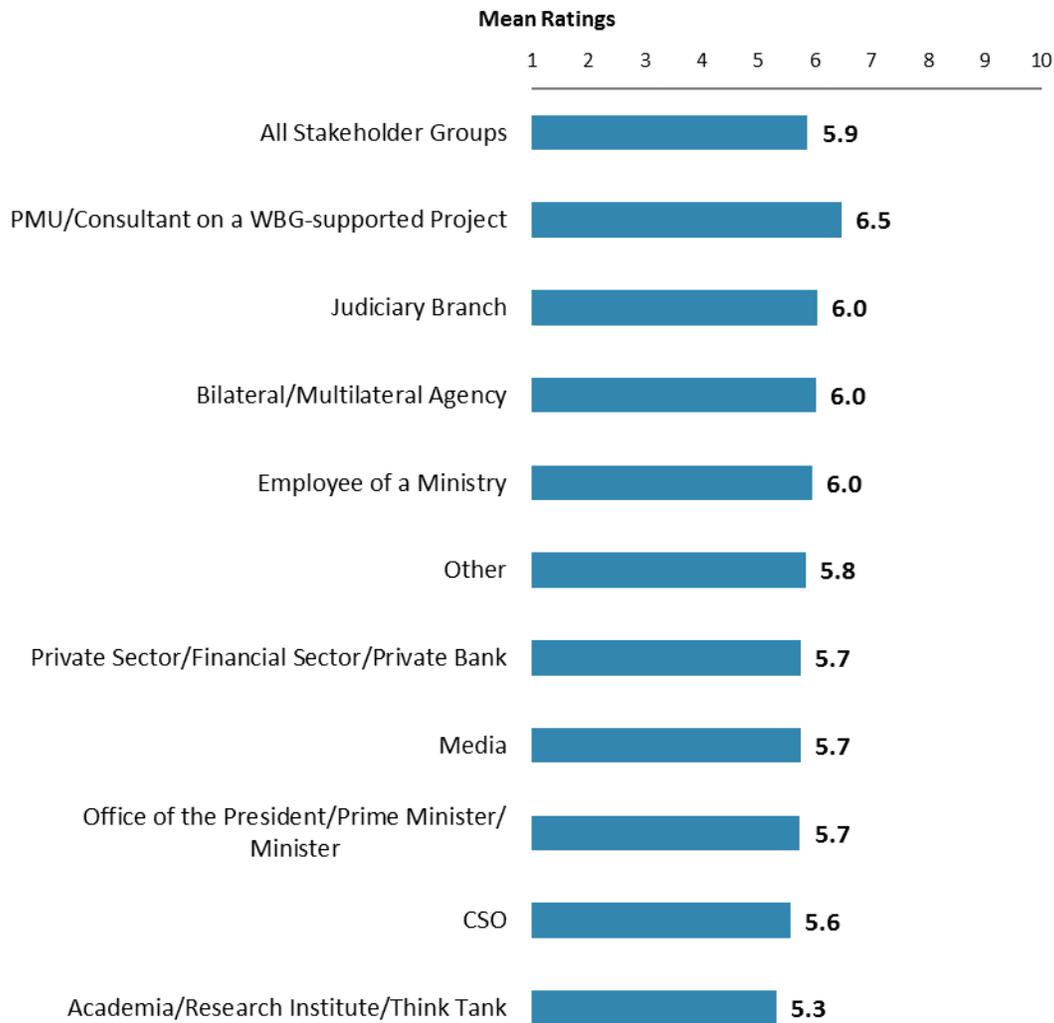
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.2) compared to respondents who do not collaborate with the WBG (mean rating = 5.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 91).



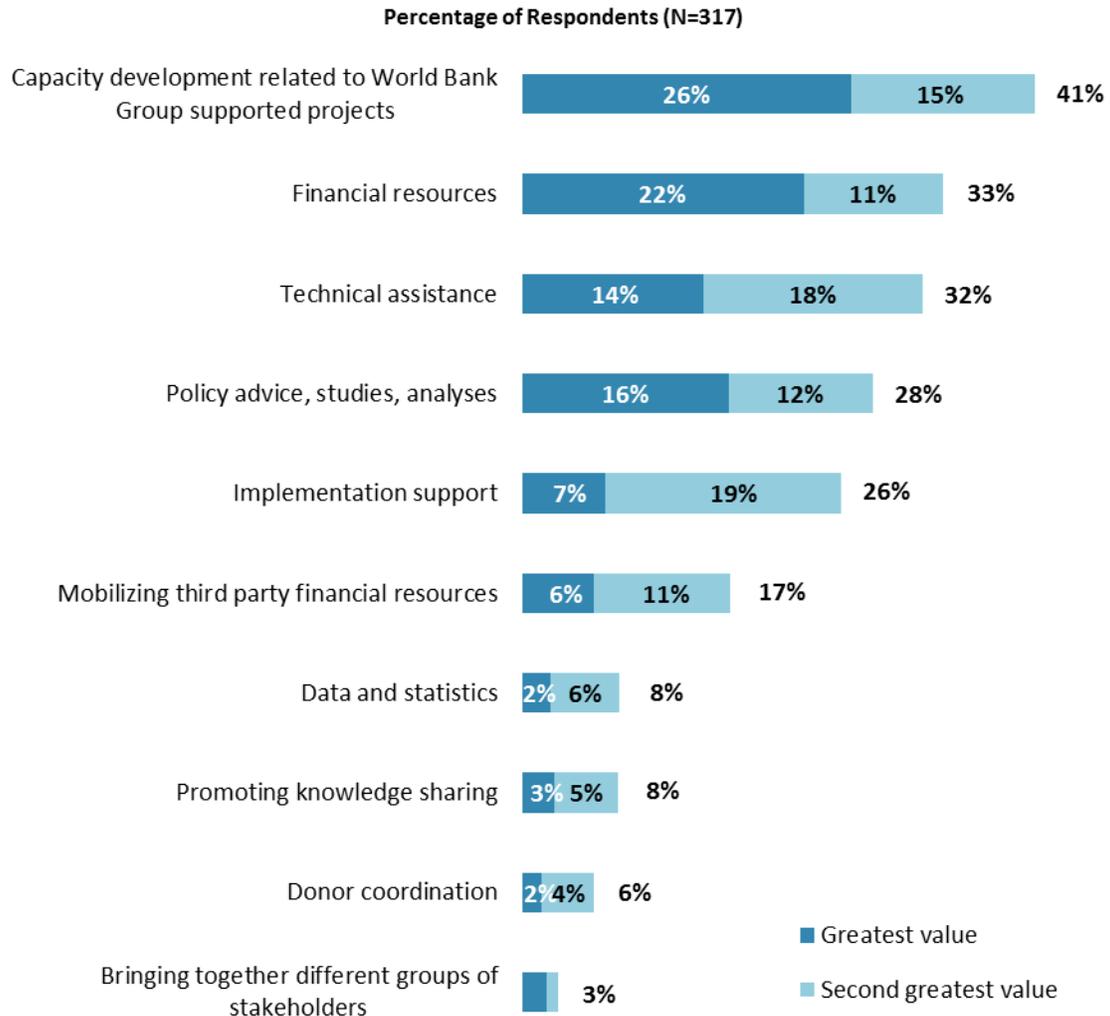
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Gabon were "*policy advice, studies, analyses*" (44%), "*financial resources*" (39%), and "*capacity development*" (37%).



"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 Gabon?"

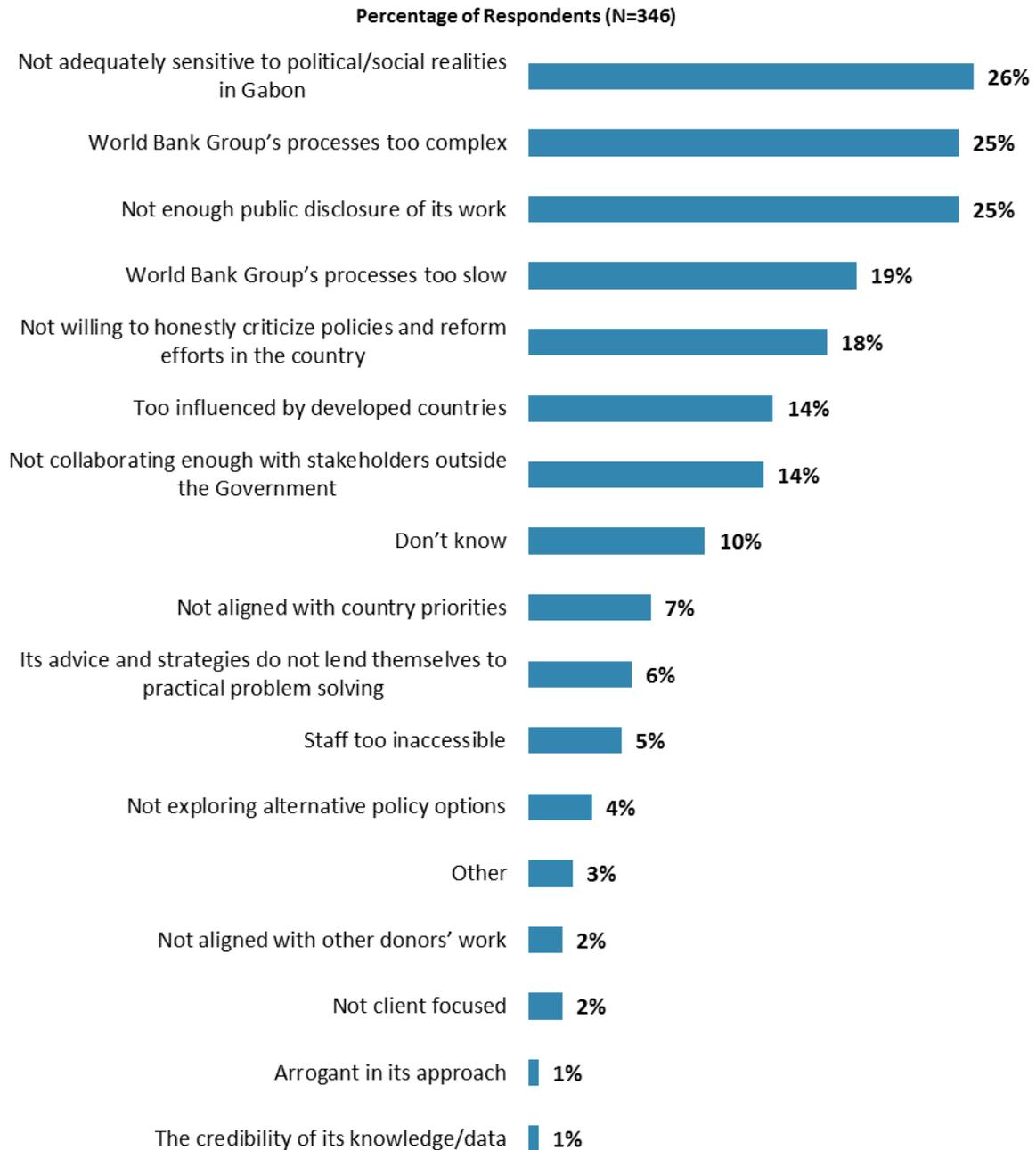
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Gabon was "*not enough public disclosure of its work*" (33%).

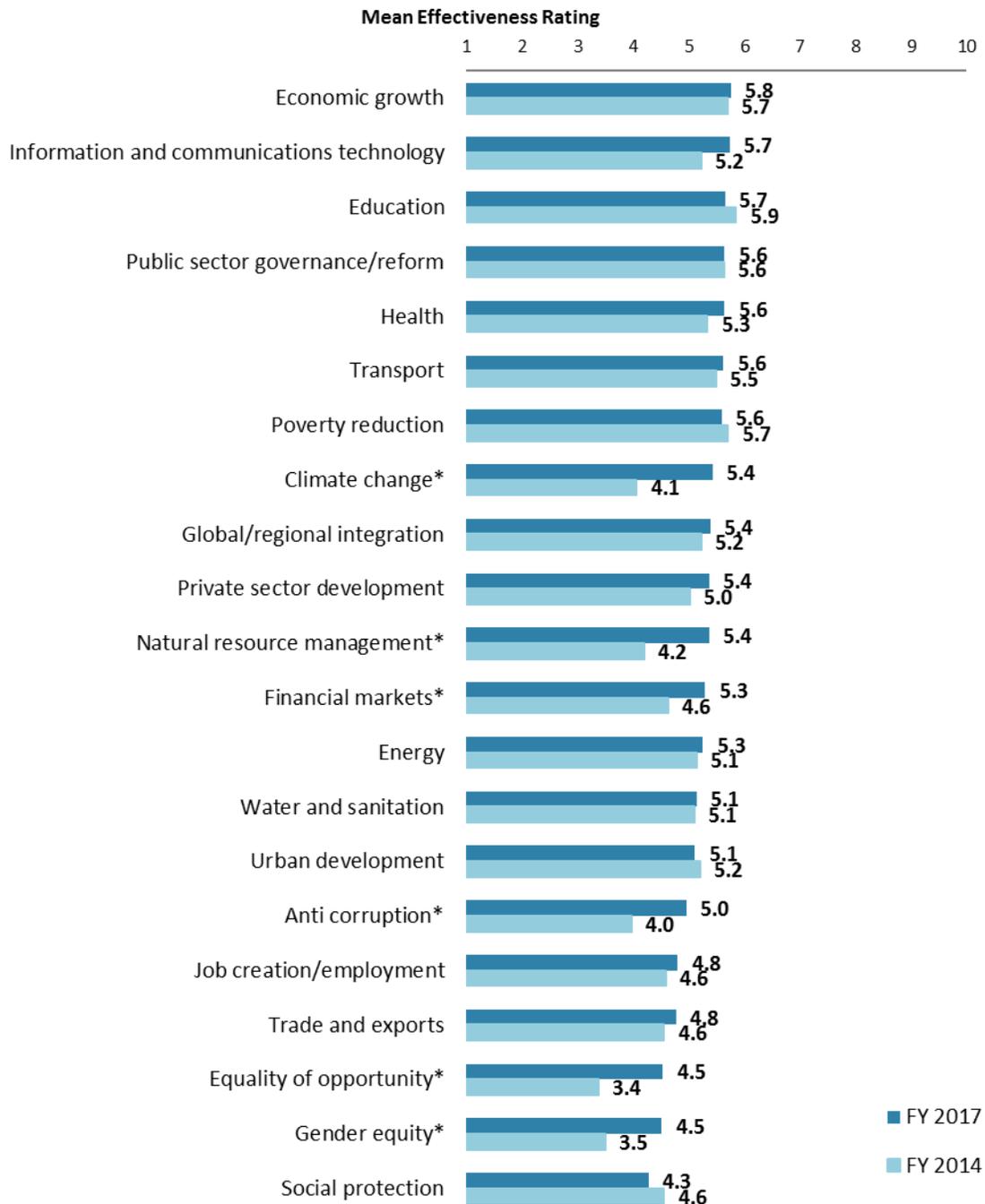


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



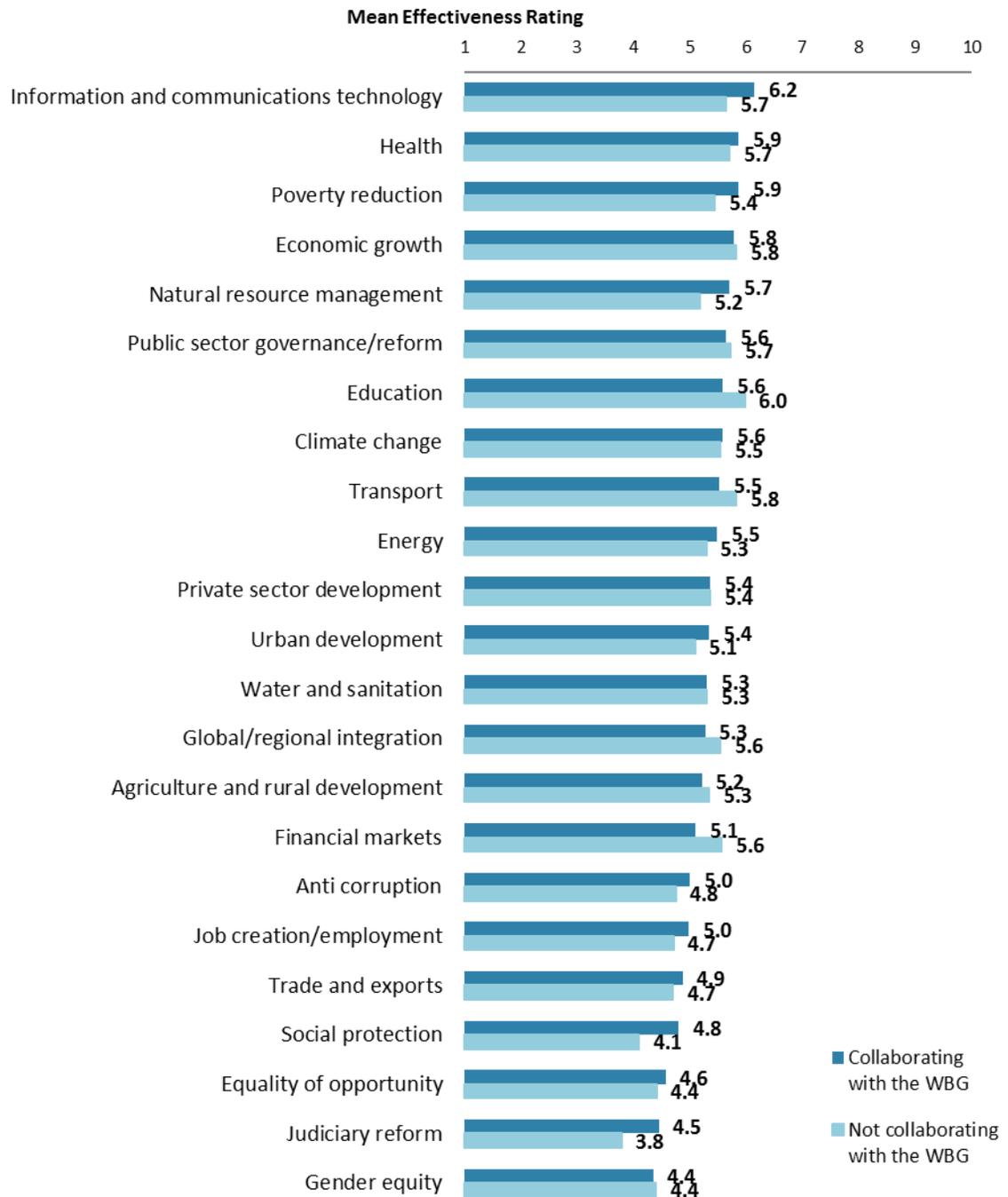
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2017 and FY 2014)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

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

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Gabon. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at social protection; and
 - The WBG's effectiveness at energy.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Gabon, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at energy; and
 - The WBG's effectiveness at judiciary reform.



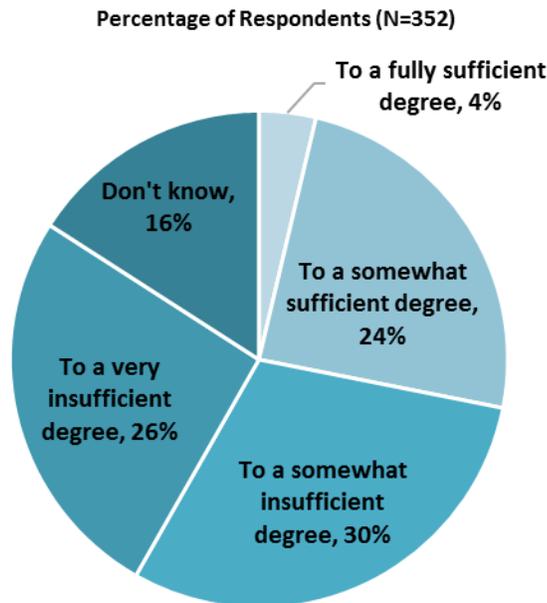
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest

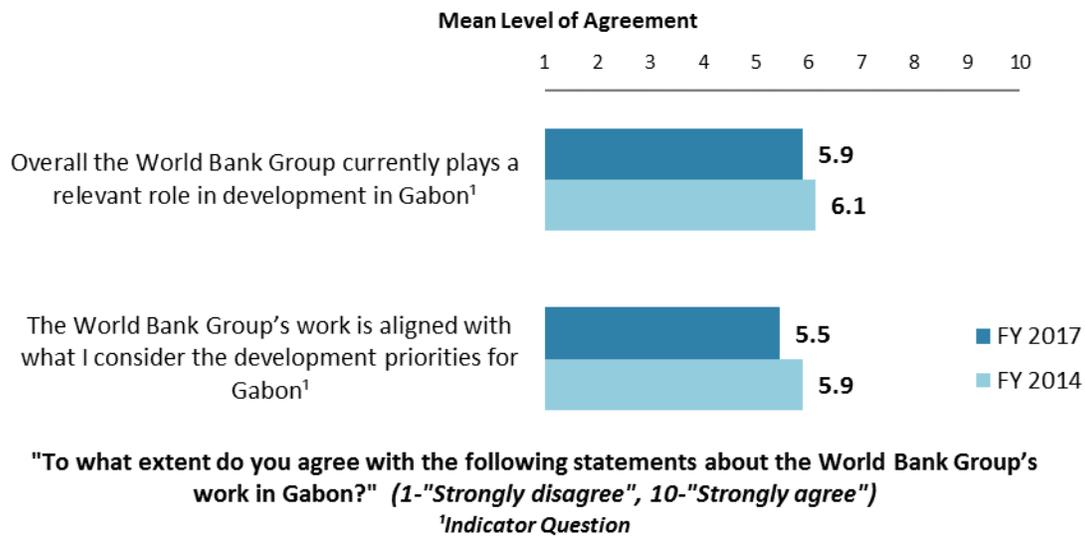


“To what extent do you believe that the World Bank Group's work and support help the poorest in Gabon?” (Respondents chose from a list.)

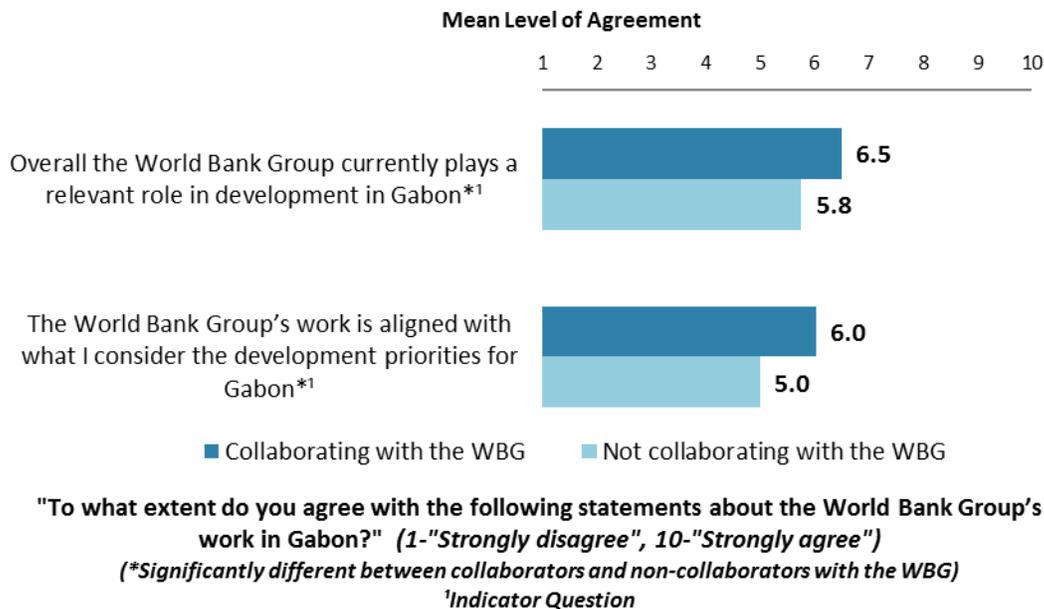


VII. How the World Bank Group Operates

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



The World Bank Group's Work in Gabon: Collaboration

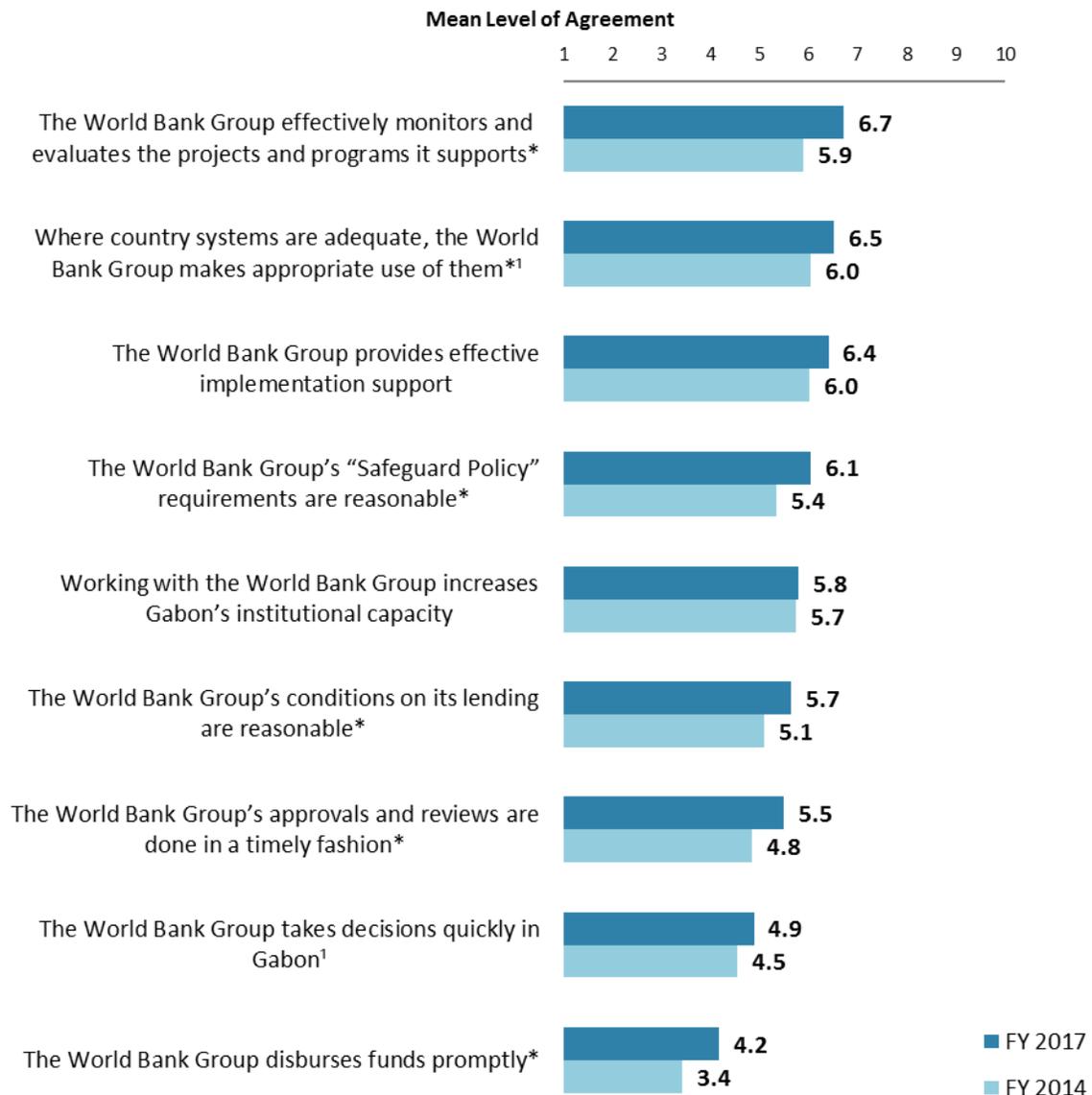


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

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

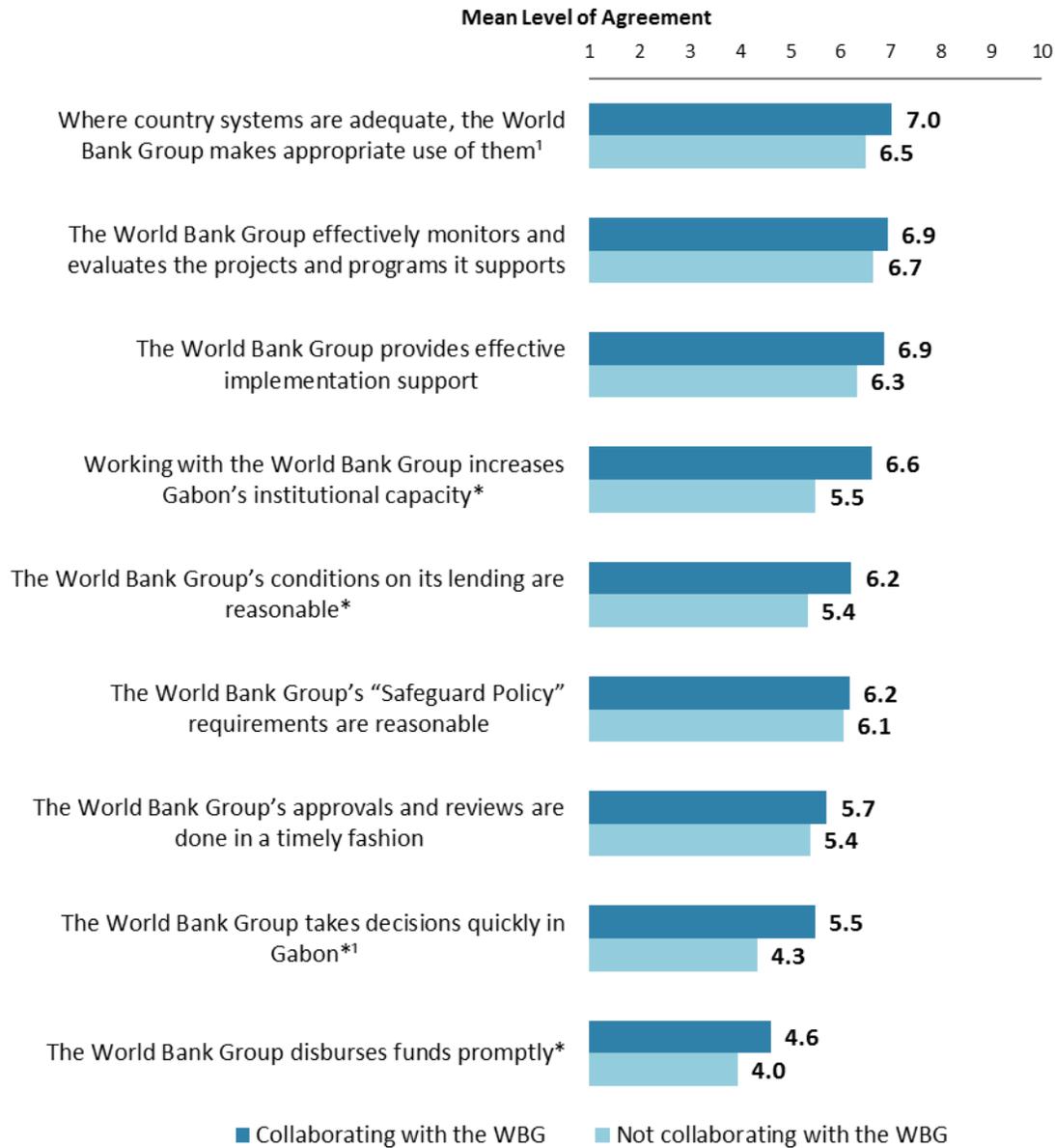
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

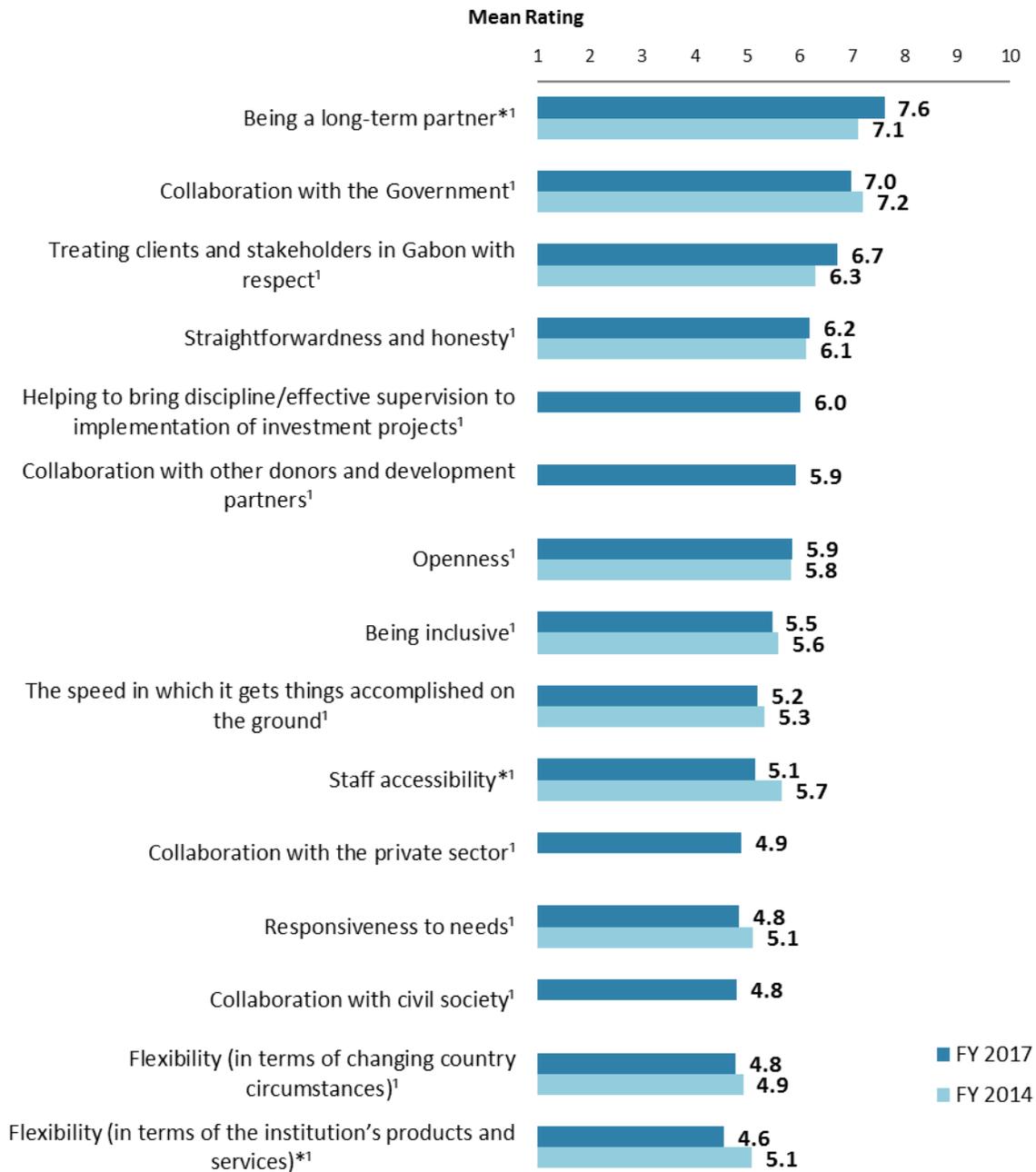


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between collaborators and non-collaborators with the WBG)*
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2017 and FY 2014)

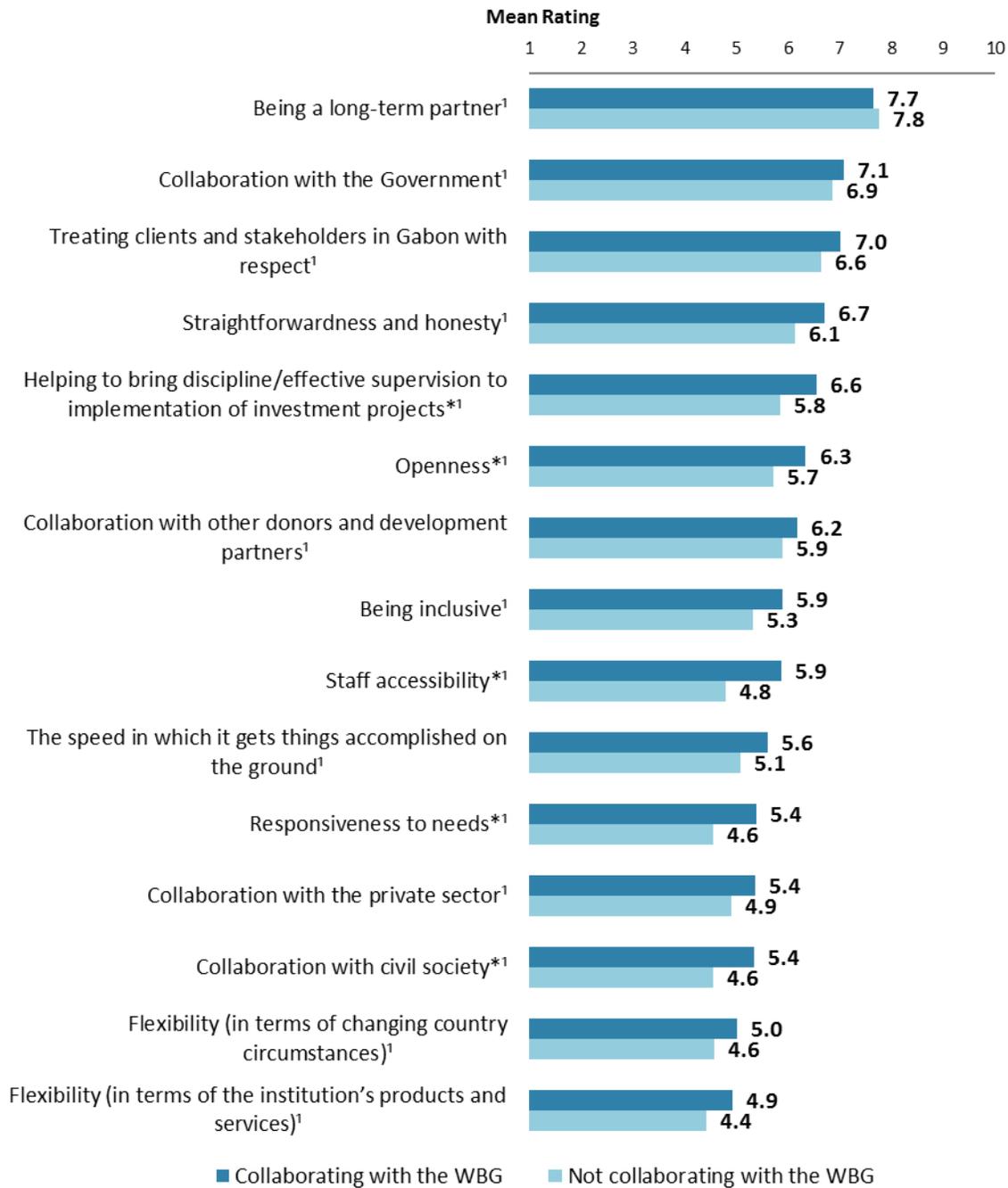
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

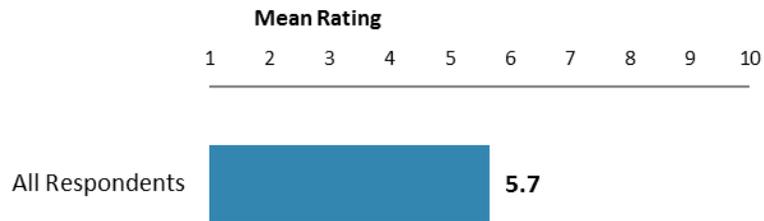
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



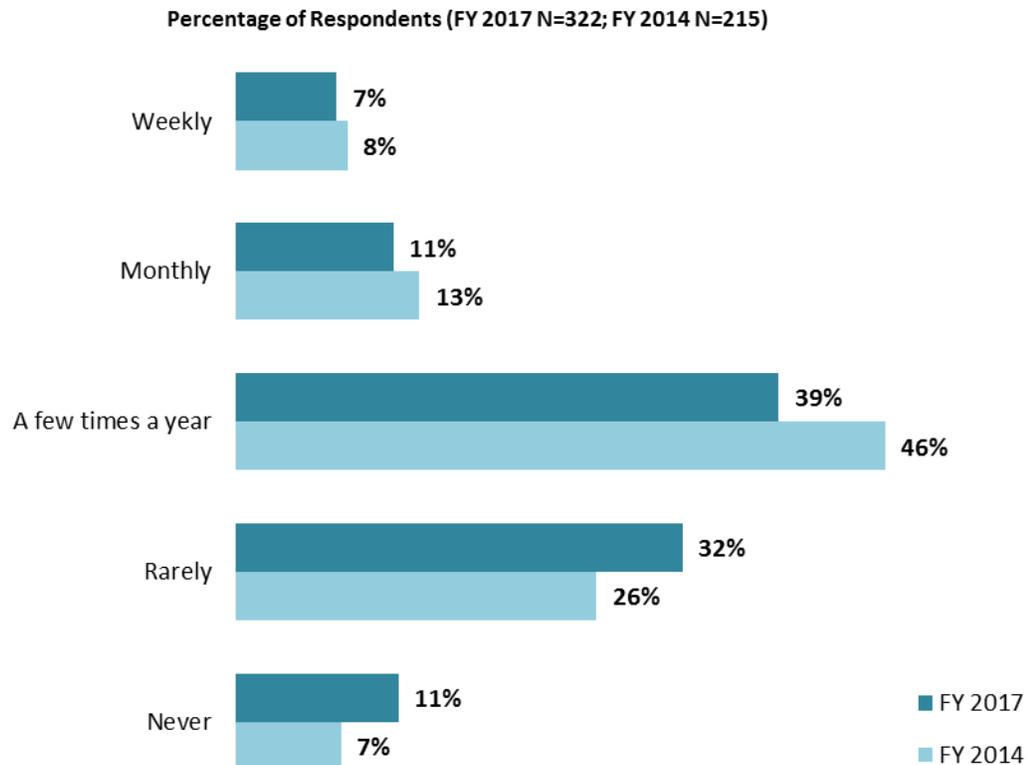
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Gabon?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects and bilateral/multilateral agencies indicated the most frequent usage (“*weekly/monthly*”) of the WBG’s knowledge work and activities compared to respondents from other stakeholder groups.



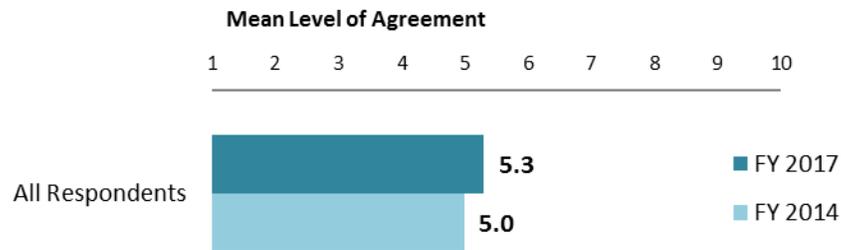
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages presented in this chart were calculated based on weighted data.



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

Meeting Gabon's Knowledge Needs¹¹ (Indicator Question)



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

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



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

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



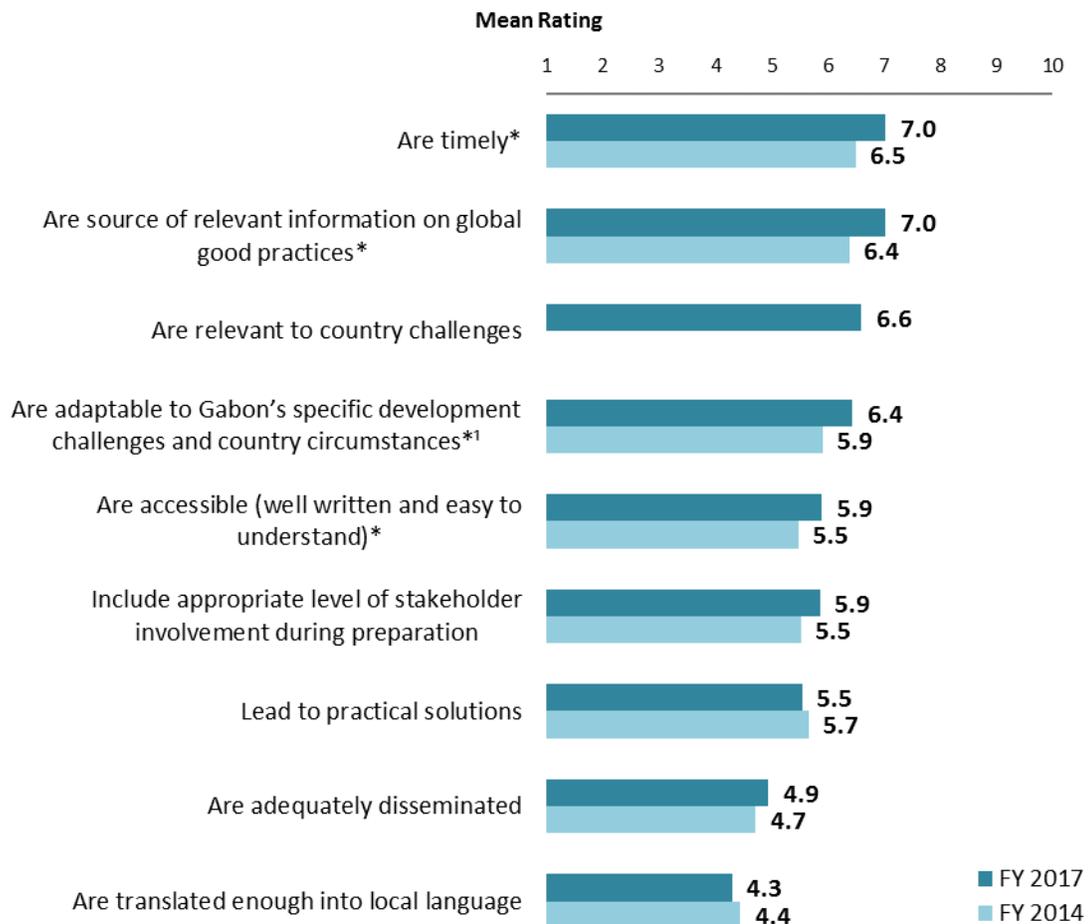
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2017 and FY 2014)

¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²

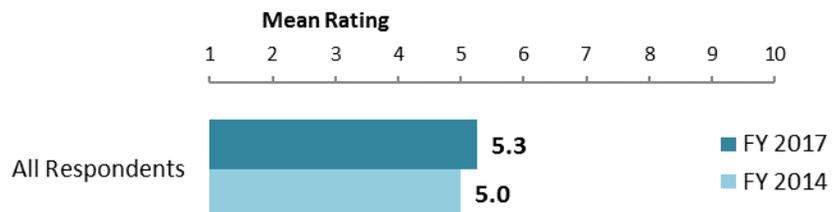


"In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities: ..." (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2017 and FY 2014)

¹Indicator Question

WBG's Reimbursable Advisory Services (RAS)



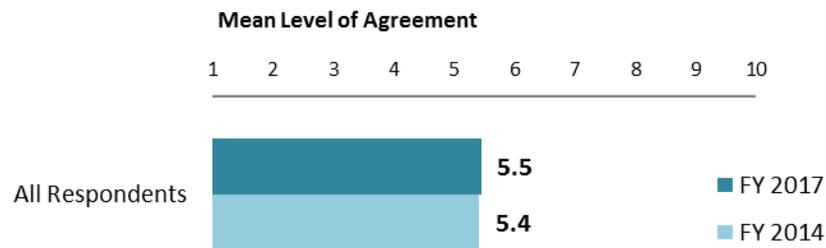
"To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services?" (1-"To no degree at all", 10-"To a very significant degree")

¹² Means in the charts on this page were calculated based on weighted data.



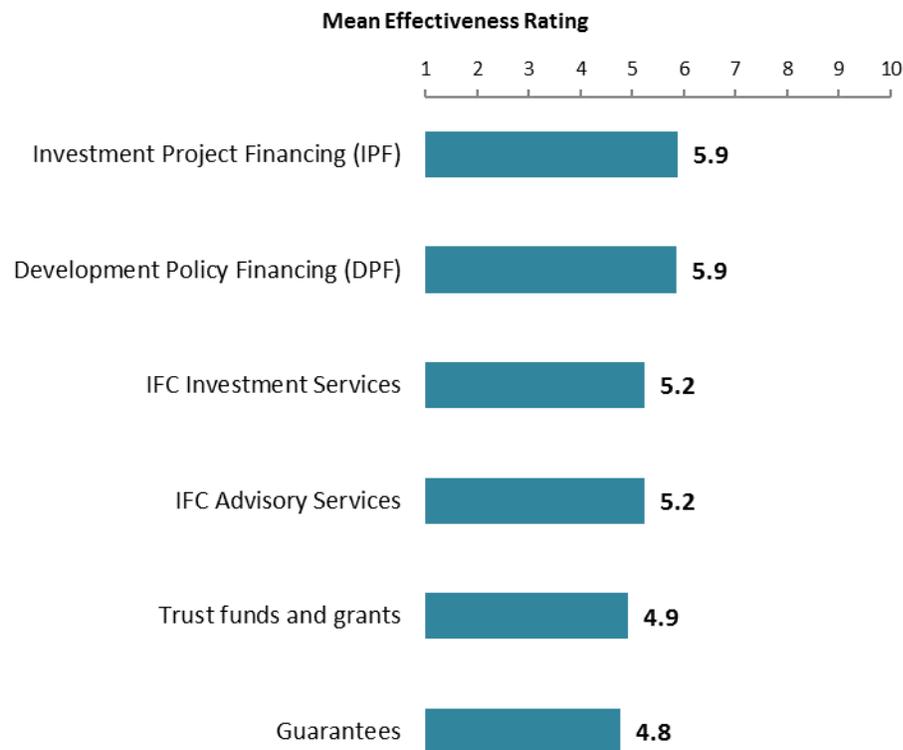
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Gabon's Needs for Financial Instruments¹³ (Indicator Question)



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

Effectiveness of WBG's Instruments



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

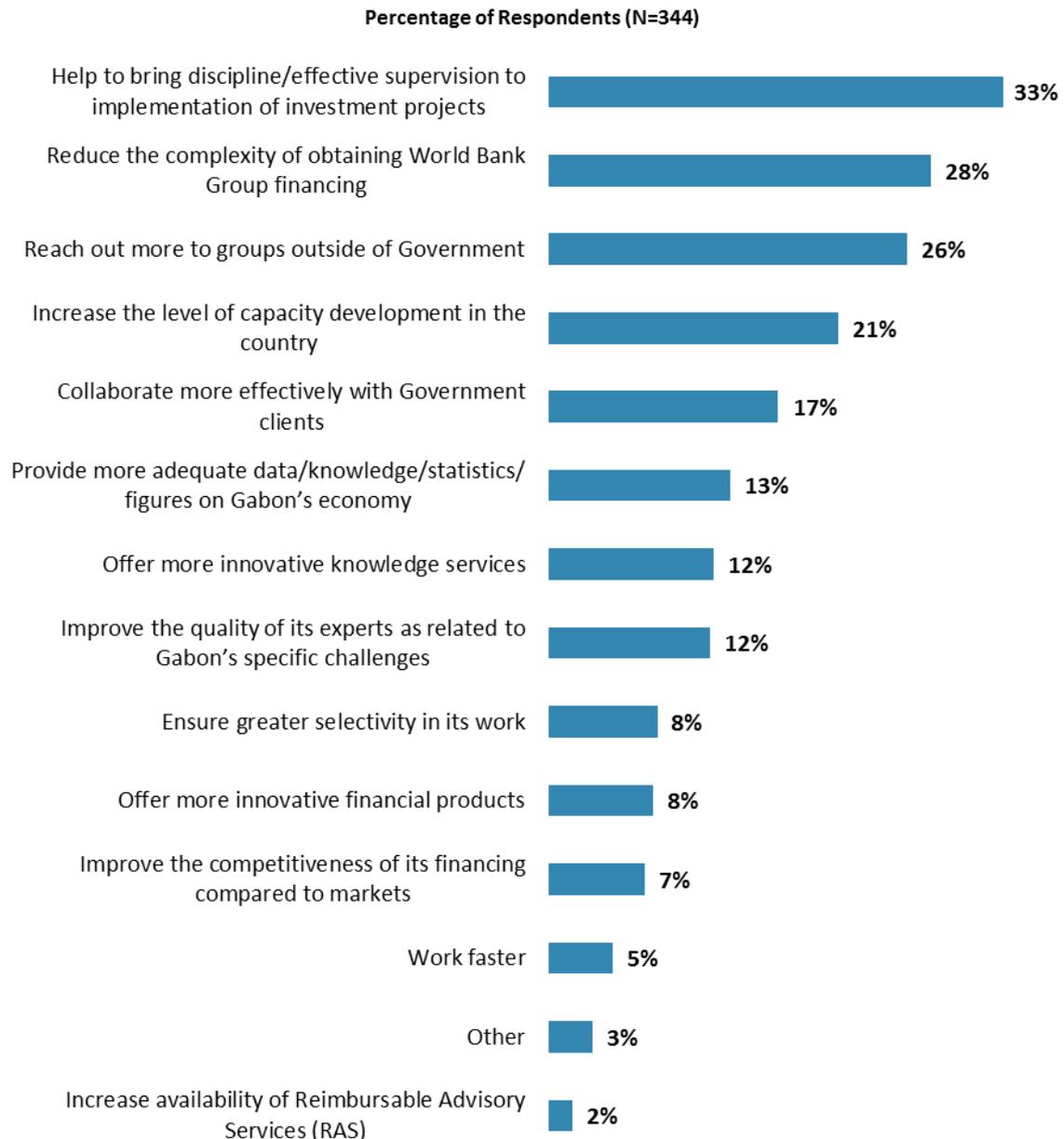
¹³ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (43%) and “*provide more adequate data/knowledge/statistics/figures on Gabon’s economy*” (38%) to make itself of greater value in Gabon.



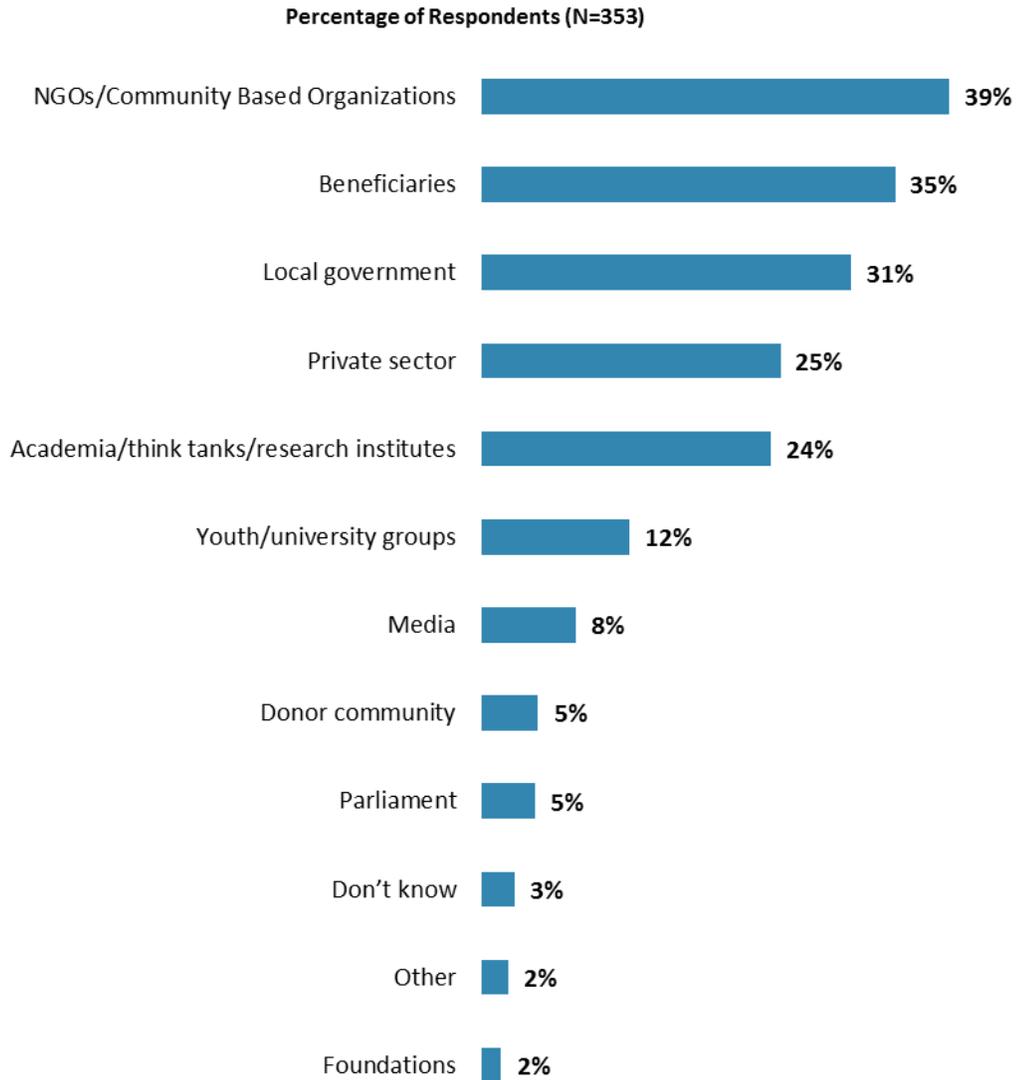
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*academia/think tanks/research institutes*” (32%), “*CBOs*” (31%), and “*NGOs*” (29%) to ensure better development results in Gabon.



"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"

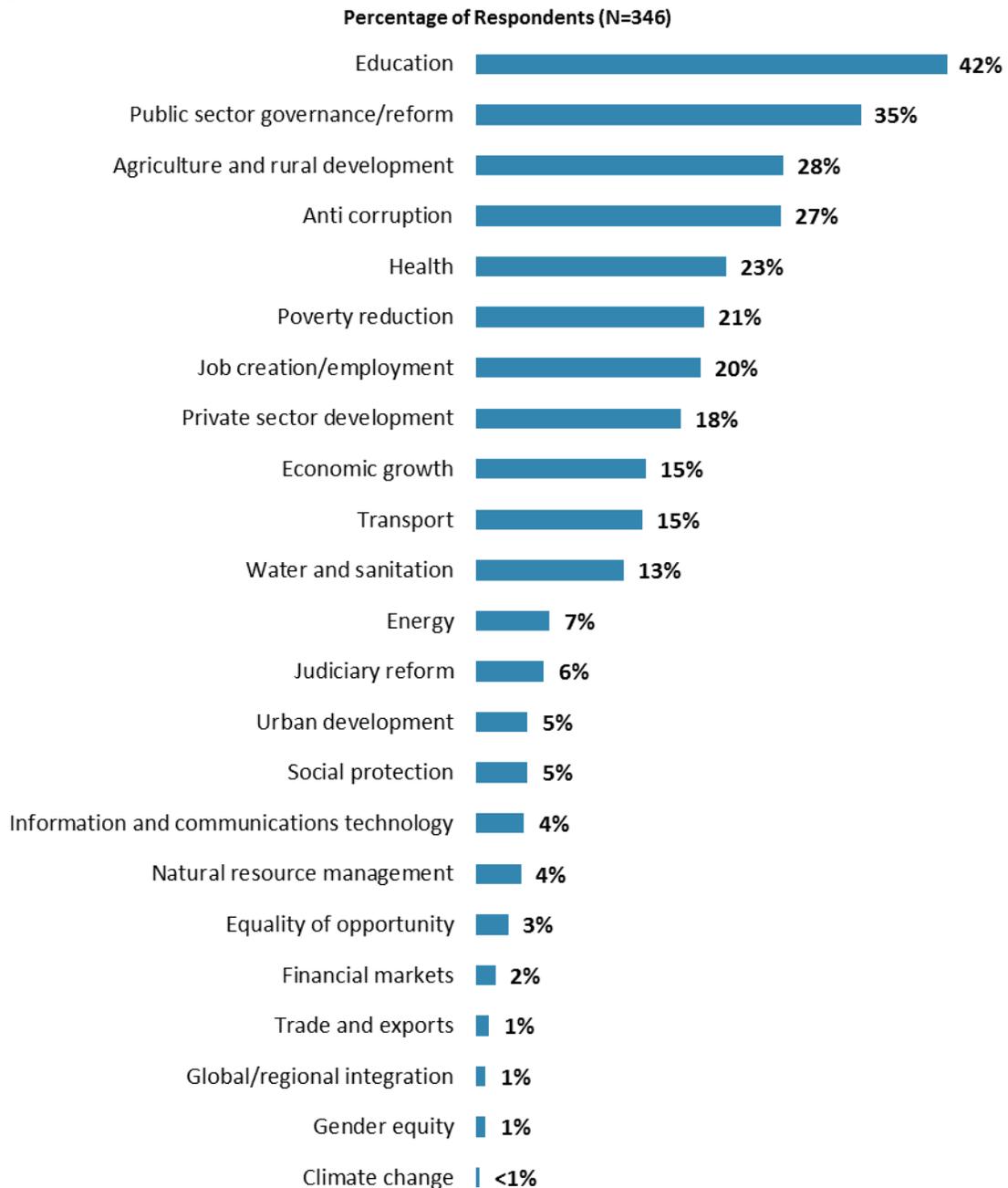
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*education*” (48%) and “*public sector governance/reform*” (38%).

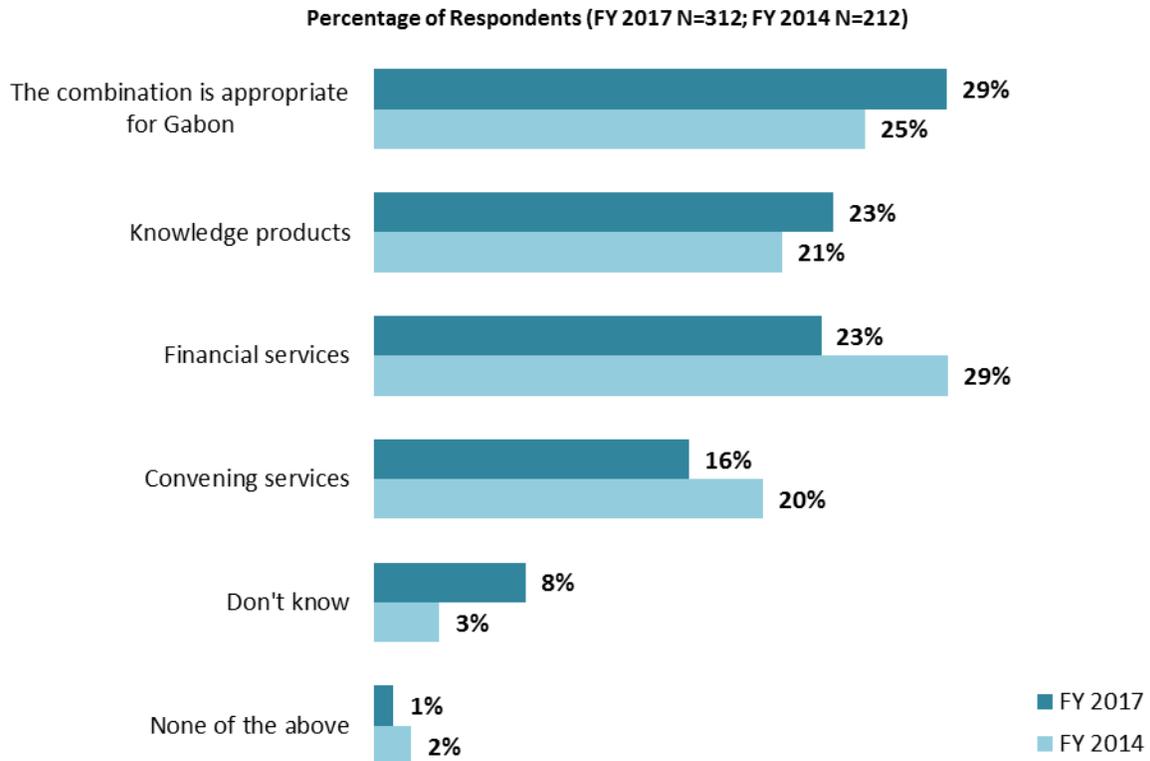


“When thinking about how the World Bank Group can have the most impact on development results in Gabon, in which sectors do you believe the WBG should focus most of its resources in Gabon? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG Services¹⁴



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

¹⁴ Percentages presented in this chart were calculated based on weighted data.

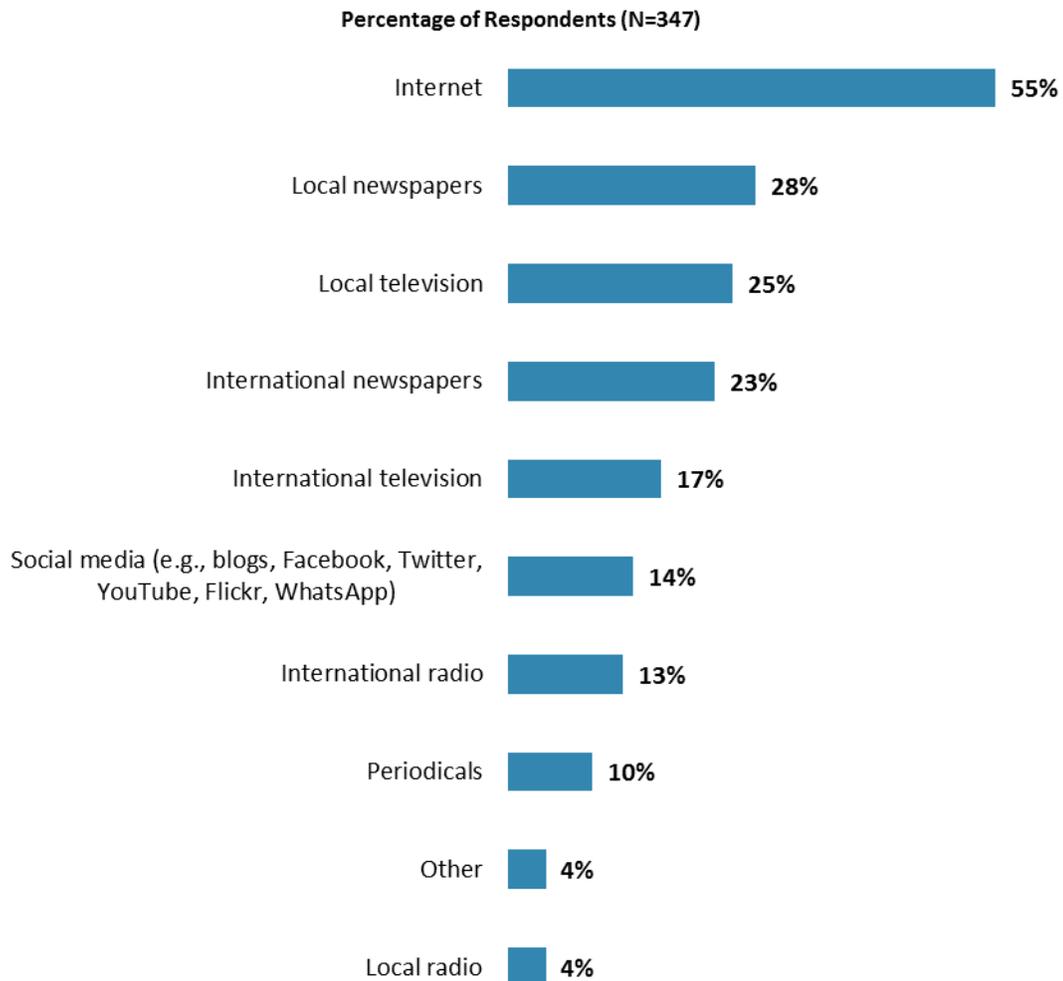


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Gabon from “*local newspapers*” (50%) and “*Internet*” (48%).



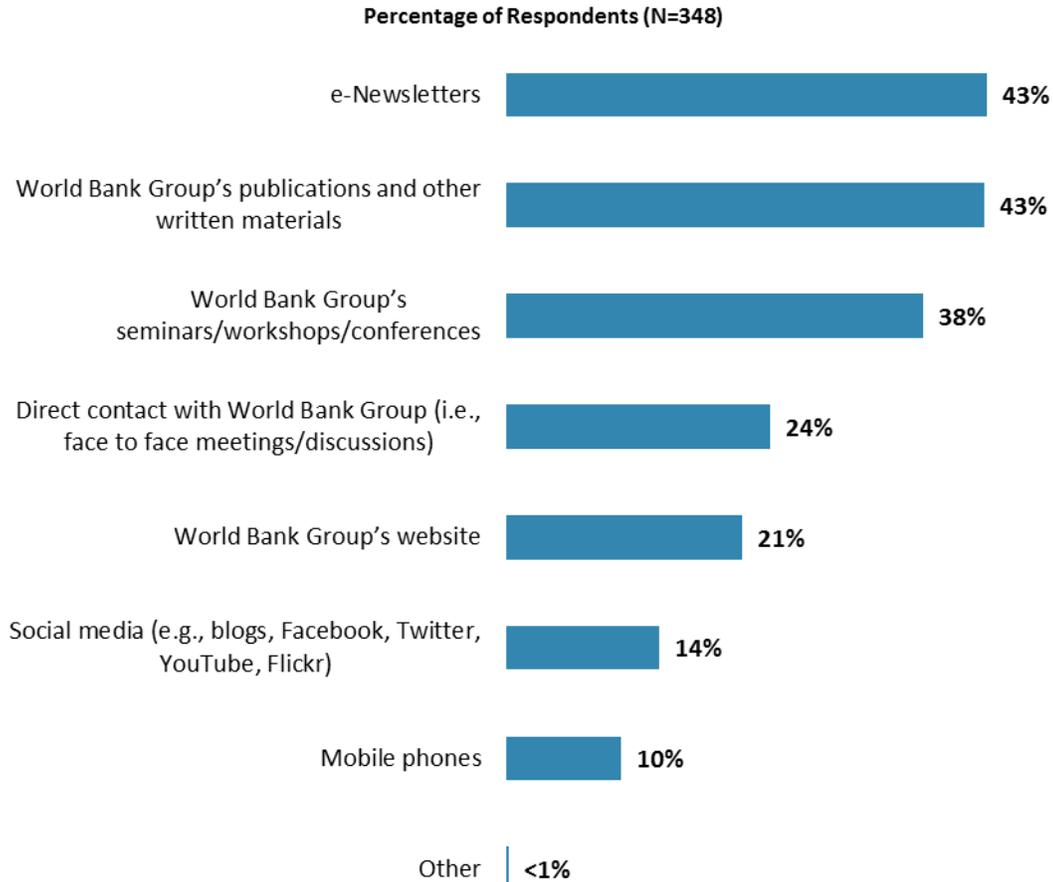
"How do you get most of your information about economic and social development issues in Gabon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (43%) and “*publications and other written materials*” (40%).

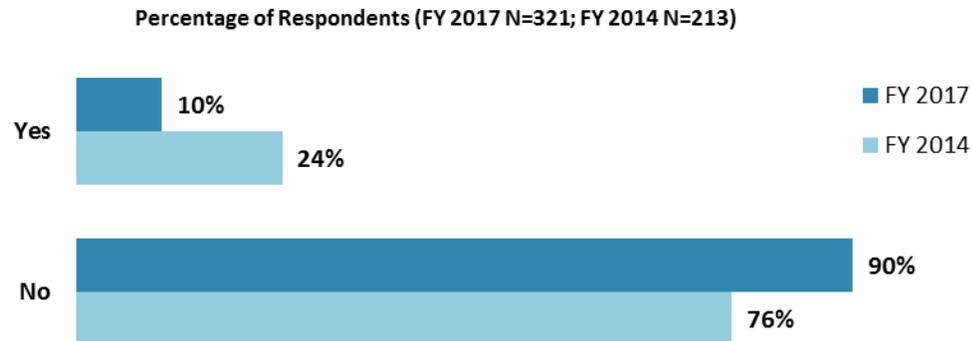


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



X. Communication and Outreach (continued)

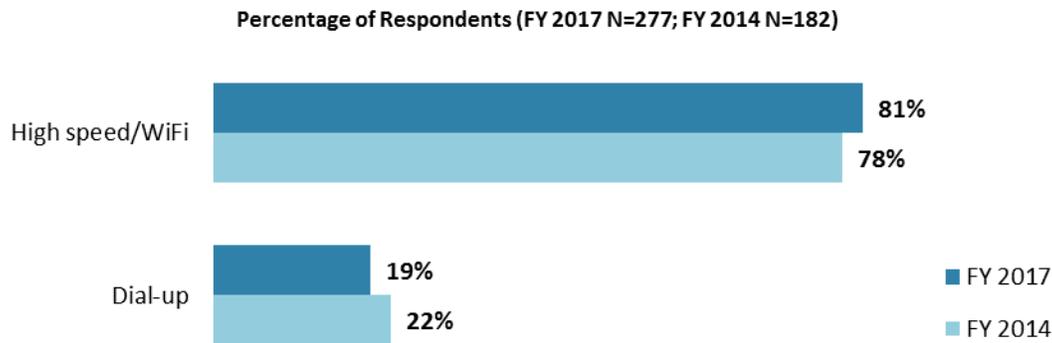
Access to Information¹⁵



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

Access to the Internet

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



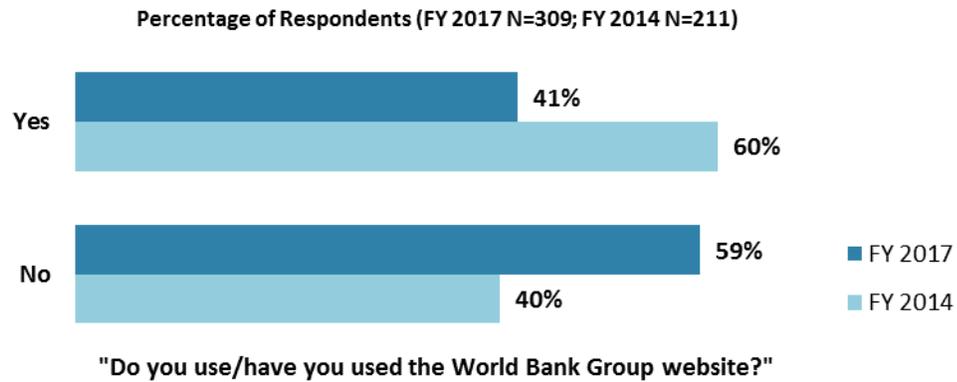
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹⁵ Percentages presented in the charts on this page were calculated based on weighted data.

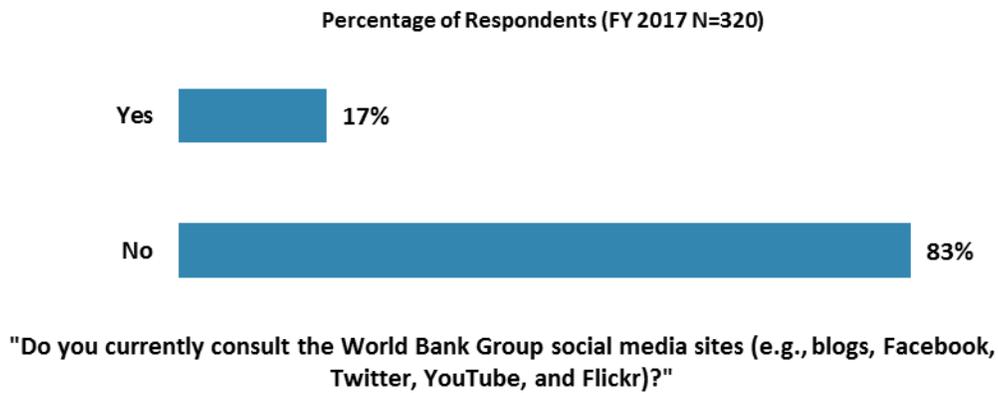


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels



¹⁶ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Gabon





Appendix A: Responses to All Questions across All Respondents (N=359)

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

A. General Issues Facing Gabon

1. In general would you say that Gabon is headed in ... ?	Percentage of Respondents (N=341)
The right direction	48.1%
The wrong direction	18.8%
Not sure	33.1%

2. Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=328)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	57.3%
Education	49.4%
Health	24.4%
Agriculture and rural development	19.5%
Judiciary reform	19.2%
Transport (e.g., roads, bridges, transportation)	18.9%
Poverty reduction	17.7%
Job creation/employment	17.7%
Private sector development	16.2%
Anti corruption	10.7%
Water and sanitation	9.5%
Economic growth	7.3%
Equality of opportunity (i.e., social inclusion)	6.1%
Energy	4.9%
Social protection (e.g., pensions, targeted social assistance)	4.0%
Urban development	4.0%
Information and communications technology	3.7%
Natural resource management	2.4%
Climate change (e.g., mitigation, adaptation)	1.5%
Financial markets	0.9%
Gender equity	0.9%
Global/regional integration	0.6%
Trade and exports	0.3%

**A. General Issues Facing Gabon (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 Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=347)
Agriculture and rural development	52.2%
Job creation/employment	42.4%
Economic growth	27.1%
Private sector development	26.5%
Education	26.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.4%
Transport (e.g., roads, bridges, transportation)	19.0%
Anti corruption	17.6%
Health	14.4%
Equality of opportunity (i.e., social inclusion)	14.4%
Social protection (e.g., pensions, targeted social assistance)	8.4%
Water and sanitation	5.5%
Natural resource management	4.6%
Judiciary reform	3.2%
Energy	2.6%
Information and communications technology	2.6%
Urban development	1.7%
Trade and exports	1.2%
Global/regional integration	1.2%
Gender equity	0.6%
Climate change (e.g., mitigation, adaptation)	0.3%
Financial markets	0.3%

**A. General Issues Facing Gabon (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 Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=334)
Education and training that better ensure job opportunity	41.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	27.8%
Consistent economic growth	21.0%
Greater access to health and nutrition for citizens	19.8%
More reliable social safety net	18.0%
A growing middle class	16.2%
Better opportunity for the poor who live in rural areas	13.8%
Greater access to micro-finance for the poor	12.0%
Better employment opportunities for young people	8.4%
Better quality public services	8.1%
Better opportunity for the poor who live in urban areas	6.3%
Greater voice and participation for citizens to help ensure greater accountability	3.9%
Other	2.1%
Better employment opportunities for women	1.2%

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 Gabon? (Select only ONE response)	Percentage of Respondents (N=350)
A very big problem	74.6%
A moderately big problem	20.0%
A small problem	2.3%
Not a problem at all	2.0%
Don’t know	1.1%

6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=350)
A very serious problem	72.0%
A somewhat serious problem	24.6%
Not too serious problem	1.7%
Not a problem	0.9%
Don’t know	0.9%

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 Gabon? (Select only ONE response)	Percentage of Respondents (N=351)
A very important development priority	82.9%
A moderately important development priority	11.7%
A slightly important development priority	3.1%
Not an important development priority	1.7%
Don’t know	0.6%



B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Gabon? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	351	0	4.77	2.20

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Gabon. <i>(1-Not effective at all, 10-Very effective)</i>	270	81	5.40	1.93

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Gabon solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	267	82	6.30	2.23

4. When thinking about how the World Bank Group can have the most impact on development results in Gabon, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=346)
Education	42.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.7%
Agriculture and rural development	27.7%
Anti corruption	27.5%
Health	22.5%
Poverty reduction	20.5%
Job creation/employment	20.2%
Private sector development	18.5%
Economic growth	15.3%
Transport (e.g., roads, bridges, transportation)	15.0%
Water and sanitation	13.3%
Energy	6.6%
Judiciary reform	6.1%
Urban development	4.6%
Social protection (e.g., pensions, targeted social assistance)	4.6%
Information and communications technology	4.3%
Natural resource management	4.0%
Equality of opportunity (i.e., social inclusion)	2.9%
Financial markets	1.7%
Trade and exports	1.2%
Global/regional integration	0.9%
Gender equity	0.9%
Climate change (e.g., mitigation, adaptation)	0.3%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Gabon?	Percentage of Respondents (N=317)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development related to World Bank Group supported projects	26.2%	14.6%	40.8%
Financial resources	22.4%	11.1%	33.5%
Technical assistance	14.5%	17.5%	32.0%
Policy advice, studies, analyses	16.4%	11.5%	27.9%
Implementation support	6.6%	18.8%	25.4%
Mobilizing third party financial resources	5.7%	10.8%	16.5%
Data and statistics	2.2%	5.4%	7.6%
Promoting knowledge sharing	2.5%	5.1%	7.6%
Donor coordination	1.6%	4.1%	5.7%
Bringing together different groups of stakeholders	1.9%	1.0%	2.8%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=346)
Not adequately sensitive to political/social realities in Gabon	26.3%
World Bank Group's processes too complex	25.4%
Not enough public disclosure of its work	25.4%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	19.4%
Not willing to honestly criticize policies and reform efforts in the country	17.6%
Too influenced by developed countries	14.5%
Not collaborating enough with stakeholders outside the Government	13.9%
Don't know	10.4%
Not aligned with country priorities	7.2%
Its advice and strategies do not lend themselves to practical problem solving	6.1%
Staff too inaccessible	5.5%
Not exploring alternative policy options	3.8%
Other	2.6%
Not aligned with other donors' work	2.0%
Not client focused	2.0%
Arrogant in its approach	0.6%
The credibility of its knowledge/data	0.6%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Gabon? (Select only ONE response)	Percentage of Respondents (N=352)
To a fully sufficient degree	3.7%
To a somewhat sufficient degree	24.4%
To a somewhat insufficient degree	30.1%
To a very insufficient degree	25.9%
Don't know	15.9%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Gabon 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)	196	133	5.88	2.01
2. Development Policy Financing (DPF)	192	126	5.86	1.89
3. Trust funds and grants	118	181	4.92	2.01
4. Guarantees	88	203	4.76	1.92
5. IFC Investment Services	97	197	5.24	1.76
6. IFC Advisory Services	100	197	5.24	1.79

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=353)
NGOs/Community Based Organizations	39.4%
Beneficiaries	34.8%
Local government	31.2%
Private sector	25.2%
Academia/think tanks/research institutes	24.4%
Youth/university groups	12.5%
Media	7.9%
Donor community	4.8%
Parliament	4.5%
Don't know	2.8%
Other	2.3%
Foundations	1.7%

To what extent do you agree with the following statements about the World Bank Group's work in Gabon? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Gabon*	286	59	6.07	2.33
11. The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	254	66	5.46	2.17

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

To what extent is the World Bank Group an effective development partner in Gabon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	217	95	4.96	2.01
13. Flexibility (in terms of the institution's products and services)*	194	112	4.68	1.90
14. Flexibility (in terms of changing country circumstances)*	196	110	4.79	1.92
15. Being inclusive*	149	144	5.54	2.17
16. Openness (sharing data and other information)*	222	82	6.00	2.12
17. Collaboration with the Government*	264	60	6.95	1.77
18. The speed in which it gets things accomplished on the ground*	227	78	5.31	1.98
19. Helping to bring discipline/effective supervision to implementation of investment projects*	247	70	6.14	2.18
20. Collaboration with civil society*	207	104	4.90	2.26
21. Staff accessibility*	209	91	5.22	2.20
22. Collaboration with other donors and development partners*	186	120	5.99	2.07
23. Collaboration with the private sector*	172	131	5.13	2.08
24. Straightforwardness and honesty*	199	109	6.40	2.29
25. Treating clients and stakeholders in Gabon with respect*	209	98	6.81	2.01
26. Being a long-term partner*	245	67	7.71	1.81
27. 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; N=342)			
Reforms are not well thought out in light of country challenges	35.4%			
Political pressures and obstacles	33.3%			
The World Bank Group is not sensitive enough to political/social realities on the ground	25.7%			
Poor coordination within the Government	19.9%			
There is not an adequate level of citizen/civil society participation	18.7%			
The World Bank Group does not do adequate follow through/follow-up	18.4%			
The Government works inefficiently	16.1%			
Lack of/inadequate levels of capacity in Government	7.9%			
Poor donor coordination	5.6%			
The World Bank Group works too slowly	4.7%			
Other	2.9%			
Poor coordination within the World Bank Group	1.2%			

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Gabon? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	264	32	6.77	2.31
2. Gender equity	237	50	5.63	2.08
3. Private sector development	280	20	7.51	2.05
4. Education	309	7	8.90	1.36
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	303	16	8.42	1.77
6. Global/regional integration	263	27	6.61	2.08
7. Urban development	275	22	7.26	1.99
8. Energy	282	18	7.88	1.99
9. Water and sanitation	282	14	8.17	1.89
10. Job creation/employment	281	16	7.95	2.03
11. Health	287	15	8.61	1.69
12. Financial markets	242	38	6.79	2.01
13. Transport (e.g., roads, bridges, transportation)	286	13	8.21	1.89
14. Agriculture and rural development	285	15	8.31	1.81
15. Trade and exports	257	37	6.66	1.89
16. Natural resource management	263	35	7.26	2.18
17. Climate change (e.g., mitigation, adaptation)	273	26	7.06	2.15
18. Poverty reduction	291	15	8.37	1.85
19. Anti corruption	287	20	8.36	1.89
20. Judiciary reform	278	30	7.68	2.15
21. Economic growth	286	17	8.10	1.87
22. Equality of opportunity (i.e., social inclusion)	265	40	7.15	2.31
23. Information and communications technology	278	28	7.45	1.97

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	126	177	4.48	2.22
2. Gender equity	111	185	4.40	2.17
3. Private sector development	167	136	5.43	2.20
4. Education	201	101	5.81	2.27
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	218	89	5.73	2.30
6. Global/regional integration	160	137	5.44	2.10
7. Urban development	158	131	5.22	2.16
8. Energy	169	124	5.35	2.28
9. Water and sanitation	183	118	5.31	2.21
10. Job creation/employment	167	128	4.83	2.20
11. Health	184	116	5.76	2.27
12. Financial markets	132	162	5.37	2.30
13. Transport (e.g., roads, bridges, transportation)	174	129	5.70	2.43
14. Agriculture and rural development	180	119	5.32	2.36
15. Trade and exports	134	160	4.80	2.07
16. Natural resource management	148	150	5.44	2.26
17. Climate change (e.g., mitigation, adaptation)	148	150	5.57	2.31
18. Poverty reduction	204	102	5.63	2.28
19. Anti corruption	177	130	4.87	2.29
20. Judiciary reform	146	150	4.13	2.25
21. Economic growth	176	123	5.85	2.14
22. Equality of opportunity (i.e., social inclusion)	134	165	4.54	2.33
23. Information and communications technology	161	144	5.86	2.31

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Gabon? (1-To no degree at all, 10-To a very significant degree)	253	93	5.59	1.88

To what extent do you agree with the following statements about the World Bank Group in Gabon? (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, etc.) meet the needs of Gabon*	273	68	5.63	2.16
5. The World Bank Group meets Gabon's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	254	81	5.39	2.08

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	141	204	5.30	1.90

**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=345)
Weekly	8.7%
Monthly	11.9%
A few times a year	37.7%
Rarely	30.7%
Never	11.0%

In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	255	61	7.10	1.91
3. Include appropriate level of stakeholder involvement during preparation	225	87	5.97	2.03
4. Lead to practical solutions	234	72	5.71	2.09
5. Are accessible (well written and easy to understand)	226	70	6.00	2.10
6. Are source of relevant information on global good practices	245	71	7.13	1.91
7. Are relevant to country challenges	238	67	6.71	2.04
8. Are adequately disseminated	244	63	5.12	2.22
9. Are translated enough into local language	230	75	4.27	2.67
10. Are adaptable to Gabon's specific development challenges and country circumstances*	246	66	6.54	2.02

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	264	80	6.38	2.02
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	264	82	6.93	1.78

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	221	115	4.23	2.28
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	275	63	6.80	2.16
3. The World Bank Group's approvals and reviews are done in a timely fashion	225	102	5.57	2.06
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	194	131	6.16	1.87
5. The World Bank Group's conditions on its lending are reasonable	224	105	5.73	2.21
6. The World Bank Group takes decisions quickly in Gabon*	206	120	4.88	2.04
7. Working with the World Bank Group increases Gabon's institutional capacity	262	69	5.95	2.31
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	212	115	6.73	2.08
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	257	74	6.57	2.17

WBG Promoting PPP in Gabon	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 Gabon? (1-To no degree at all, 10-To a very significant degree)	236	114	5.93	2.15

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

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Gabon? (1-To no degree at all, 10-To a very significant degree)	197	152	5.67	2.04

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=344)
Help to bring discipline/effective supervision to implementation of investment projects	32.8%
Reduce the complexity of obtaining World Bank Group financing	27.6%
Reach out more to groups outside of Government	25.9%
Increase the level of capacity development in the country	20.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.6%
Provide more adequate data/knowledge/statistics/figures on Gabon's economy	13.1%
Offer more innovative knowledge services	11.9%
Improve the quality of its experts as related to Gabon's specific challenges	11.6%
Ensure greater selectivity in its work	7.8%
Offer more innovative financial products	7.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.0%
Work faster	4.7%
Other	3.2%
Increase availability of Reimbursable Advisory Services (RAS)	1.7%

2. When considering the combination of services that the World Bank Group offers in Gabon, 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 Gabon? (Select only ONE response)	Percentage of Respondents (N=334)
The combination is appropriate for Gabon	31.4%
Financial services	24.6%
Knowledge products	18.9%
Convening services	15.6%
Don't know	8.1%
None of the above	1.5%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=347)
Internet	55.0%
Local newspapers	28.0%
Local television	25.4%
International newspapers	23.3%
International television	17.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr, WhatsApp)	14.1%
International radio	13.0%
Periodicals	9.5%
Other	4.3%
Local radio	4.3%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=348)
e-Newsletters	43.4%
World Bank Group's publications and other written materials	43.1%
World Bank Group's seminars/workshops/conferences	37.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.9%
World Bank Group's website	21.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	13.8%
Mobile phones	10.3%
Other	0.3%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=340)
Yes	10.6%
No	89.4%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=336)
Yes	80.1%
No	19.9%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=327)
Yes	42.2%
No	57.8%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=320)
Yes	16.9%
No	83.1%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=289)
High speed/WiFi	81.0%
Dial-up	19.0%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=344)
Weekly	16.3%
Monthly	14.5%
A few times a year	23.8%
Rarely	24.4%
Never	20.9%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	155	157	6.33	2.28
10. I find the information on the World Bank Group's websites useful	156	153	7.21	1.74
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	128	183	7.05	2.04
12. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	195	125	5.56	2.85
13. The World Bank Group is responsive to my information requests and inquiries	128	186	5.73	2.77

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=350)
Employee of a Ministry, Ministerial Department or Implementation Agency	33.7%
Office of Minister	12.9%
Office of the President, Prime Minister	9.1%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	6.6%
Media (press, radio, TV, web, etc.)	6.6%
NGO/Community Based Organization	6.0%
Bilateral/Multilateral Agency	5.4%
Other	5.1%
Academia/Research Institute/Think Tank	3.4%
Judiciary Branch	2.9%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.3%
Local Government Office or Staff	1.7%
Private Sector Organization	1.7%
Financial Sector/Private Bank	1.1%
Office of Parliamentarian	0.3%
Private Foundation	0.3%
Trade Union	0.3%
Faith-Based Group	0.3%
Youth Group	0.3%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=341)
Other	21.7%
Governance	9.1%
Transport and ICT	8.2%
Generalist (specialized in multiple sectors)	8.2%
Environment and natural resources	7.9%
Macroeconomics and fiscal management	5.9%
Education	5.6%
Finance and markets	5.6%
Health, nutrition, and population	5.3%
Energy and extractives	3.8%
Trade and competitiveness	3.8%
Social protection and labor	3.5%
Urban, rural, and social development	3.2%
Public-private partnerships	2.9%
Water	1.2%
Poverty	1.2%
Jobs	1.2%
Fragility, conflict and violence	0.9%
Agriculture	0.6%
Climate Change	0.3%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?	Percentage of Respondents (N=341)
Yes	34.9%
No	65.1%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Gabon? (Select only ONE response)	Percentage of Respondents (N=243)
The World Bank (IBRD)	66.7%
The International Finance Corporation (IFC)	4.9%
The Multilateral Investment Guarantee Agency (MIGA)	1.2%
Other	27.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=288)
Yes	24.0%
No	76.0%

6. If yes, what was your view of how the two institutions work together in Gabon? (Select only ONE response)	Percentage of Respondents (N=65)
The two institutions work well together	33.8%
The way the two institutions work together needs improvement	38.5%
The two institutions do not work well together	1.5%
Don't know	26.2%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=311)
Collaborate as part of my professional duties	45.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	37.6%
Use World Bank Group reports/data	26.0%
Use World Bank Group website for information, data, research, etc.	21.5%
Engage in World Bank Group related/sponsored events/activities	17.4%

8. What's your gender?	Percentage of Respondents (N=345)
Female	32.8%
Male	67.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=343)
Libreville	96.5%
Port Gentil	0.6%
Lambarene	0.3%
Other	2.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of the President/Prime Minister/Minister N=77
- Employee of a Ministry N=118
- PMU/Consultant on a WBG-supported Project N=23
- Bilateral/Multilateral Agency N=19
- Private Sector/Financial Sector/Private Bank N=10
- CSO N=25
- Media N=23
- Academia/Research Institute/Think Tank N=12
- Judiciary Branch N=10
- Other N=33

A. General Issues facing Gabon

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
The right direction	64.0%	44.1%	52.2%	38.9%	40.0%	26.1%	23.8%	36.4%	60.0%	56.3%
The wrong direction	12.0%	20.7%	13.0%	5.6%	20.0%	47.8%	28.6%	45.5%	0.0%	9.4%
Not sure	24.0%	35.1%	34.8%	55.6%	40.0%	26.1%	47.6%	18.2%	40.0%	34.4%

*Significantly different between stakeholder groups

¹⁷ Only 350 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
Judiciary reform*	16.9%	15.5%	23.8%	18.8%	33.3%	20.8%	35.0%	20.0%	60.0%	9.4%
Gender equity	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	14.1%	16.4%	23.8%	12.5%	22.2%	20.8%	10.0%	10.0%	10.0%	18.8%
Education	50.7%	49.1%	33.3%	25.0%	44.4%	50.0%	65.0%	70.0%	60.0%	50.0%
Public sector governance/reform*	70.4%	56.4%	33.3%	81.3%	77.8%	41.7%	50.0%	30.0%	40.0%	62.5%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	3.1%
Urban development	2.8%	2.7%	9.5%	0.0%	11.1%	16.7%	0.0%	0.0%	0.0%	3.1%
Energy	2.8%	5.5%	19.0%	0.0%	11.1%	0.0%	5.0%	10.0%	0.0%	3.1%
Water and sanitation	5.6%	10.0%	28.6%	6.3%	0.0%	8.3%	5.0%	10.0%	10.0%	9.4%
Job creation/employment*	14.1%	10.9%	9.5%	18.8%	11.1%	29.2%	40.0%	10.0%	20.0%	31.3%
Health	26.8%	30.9%	19.0%	12.5%	0.0%	20.8%	15.0%	40.0%	20.0%	18.8%
Financial markets*	0.0%	0.9%	0.0%	6.3%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	16.9%	20.0%	38.1%	18.8%	22.2%	4.2%	10.0%	10.0%	20.0%	25.0%
Agriculture and rural development	18.3%	26.4%	23.8%	6.3%	11.1%	12.5%	10.0%	30.0%	20.0%	12.5%
Trade and exports	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	2.8%	2.7%	4.8%	6.3%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Climate change	1.4%	0.9%	0.0%	6.3%	0.0%	4.2%	5.0%	0.0%	0.0%	0.0%
Poverty reduction	21.1%	14.5%	9.5%	25.0%	22.2%	20.8%	20.0%	20.0%	20.0%	15.6%
Anti corruption	15.5%	5.5%	4.8%	12.5%	0.0%	12.5%	20.0%	20.0%	10.0%	15.6%
Social protection	4.2%	5.5%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	3.1%
Economic growth	5.6%	8.2%	4.8%	12.5%	11.1%	4.2%	5.0%	10.0%	10.0%	9.4%
Equality of opportunity	1.4%	10.9%	0.0%	12.5%	0.0%	8.3%	0.0%	0.0%	0.0%	9.4%
Information and communications technology	2.8%	4.5%	4.8%	0.0%	11.1%	4.2%	5.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
Economic growth	28.9%	26.3%	31.8%	22.2%	33.3%	4.0%	47.6%	16.7%	20.0%	34.4%
Equality of opportunity	15.8%	17.5%	4.5%	11.1%	0.0%	16.0%	14.3%	16.7%	30.0%	9.4%
Information and communications technology	1.3%	2.6%	4.5%	0.0%	0.0%	4.0%	4.8%	0.0%	0.0%	6.3%
Private sector development	18.4%	29.8%	36.4%	16.7%	22.2%	36.0%	33.3%	8.3%	30.0%	28.1%
Agriculture and rural development	57.9%	52.6%	40.9%	38.9%	55.6%	52.0%	42.9%	41.7%	50.0%	62.5%
Trade and exports	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	3.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Transport	26.3%	19.3%	27.3%	11.1%	11.1%	12.0%	4.8%	16.7%	40.0%	9.4%
Energy*	1.3%	0.9%	22.7%	5.6%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Anti corruption	21.1%	9.6%	4.5%	16.7%	22.2%	24.0%	33.3%	33.3%	30.0%	18.8%
Judiciary reform	1.3%	3.5%	9.1%	0.0%	11.1%	8.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	2.6%	5.3%	9.1%	11.1%	11.1%	4.0%	9.5%	0.0%	0.0%	6.3%
Job creation/employment	39.5%	39.5%	31.8%	61.1%	22.2%	44.0%	42.9%	50.0%	60.0%	56.3%
Health	15.8%	14.0%	18.2%	22.2%	0.0%	12.0%	14.3%	25.0%	0.0%	9.4%
Financial markets*	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	22.4%	33.3%	13.6%	33.3%	44.4%	28.0%	9.5%	25.0%	0.0%	18.8%
Gender equity	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	7.9%	12.3%	4.5%	5.6%	0.0%	0.0%	4.8%	8.3%	10.0%	9.4%
Education	32.9%	22.8%	31.8%	22.2%	44.4%	36.0%	14.3%	25.0%	20.0%	18.8%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	6.3%
Urban development	2.6%	0.9%	9.1%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	2.6%	4.4%	0.0%	0.0%	11.1%	8.0%	9.5%	16.7%	10.0%	3.1%

*Significantly different between stakeholder groups



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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
A growing middle class	24.0%	16.5%	30.0%	5.9%	22.2%	0.0%	14.3%	8.3%	10.0%	14.3%
Better entrepreneurial opportunities	24.0%	26.6%	40.0%	29.4%	33.3%	40.0%	14.3%	16.7%	30.0%	32.1%
Greater access to health and nutrition for citizens*	16.0%	25.7%	30.0%	23.5%	0.0%	8.0%	19.0%	50.0%	10.0%	7.1%
Better opportunity for the poor who live in rural areas	12.0%	11.0%	20.0%	11.8%	22.2%	16.0%	19.0%	8.3%	10.0%	17.9%
Better opportunity for the poor who live in urban areas	4.0%	2.8%	5.0%	11.8%	22.2%	8.0%	14.3%	8.3%	20.0%	3.6%
Consistent economic growth	24.0%	22.0%	20.0%	11.8%	44.4%	8.0%	19.0%	8.3%	20.0%	21.4%
More reliable social safety net	17.3%	22.9%	5.0%	23.5%	0.0%	20.0%	23.8%	16.7%	0.0%	17.9%
Greater access to micro-finance for the poor*	12.0%	9.2%	5.0%	5.9%	0.0%	32.0%	19.0%	0.0%	20.0%	17.9%
Greater voice and participation for citizens to help ensure greater accountability	5.3%	1.8%	0.0%	5.9%	0.0%	12.0%	4.8%	0.0%	0.0%	7.1%
Education and training that better ensure job opportunity	45.3%	42.2%	25.0%	47.1%	44.4%	36.0%	28.6%	50.0%	50.0%	39.3%
Better quality public services	6.7%	9.2%	5.0%	11.8%	0.0%	12.0%	9.5%	8.3%	0.0%	10.7%
Better employment opportunities for young people	6.7%	7.3%	5.0%	11.8%	11.1%	8.0%	14.3%	8.3%	20.0%	7.1%
Better employment opportunities for women	1.3%	0.9%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Other	1.3%	2.8%	5.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	3.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
A very big problem	69.7%	83.3%	69.6%	82.4%	80.0%	56.0%	87.0%	83.3%	50.0%	62.5%
A moderately big problem	25.0%	14.0%	17.4%	17.6%	20.0%	40.0%	8.7%	16.7%	20.0%	25.0%
A small problem	0.0%	1.8%	8.7%	0.0%	0.0%	4.0%	4.3%	0.0%	10.0%	3.1%
Not a problem at all	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	6.3%
Don't know	0.0%	0.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	3.1%

*Significantly different between stakeholder groups



A. General Issues facing Gabon (continued)

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

Percentage of Respondents	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
A very serious problem	77.6%			72.8%			73.9%			58.8%			50.0%			60.0%			73.9%			66.7%			90.0%			71.9%		
A somewhat serious problem	22.4%			25.4%			21.7%			41.2%			40.0%			20.0%			21.7%			33.3%			0.0%			25.0%		
Not too serious problem	0.0%			0.9%			4.3%			0.0%			10.0%			8.0%			0.0%			0.0%			0.0%			3.1%		
Not a problem	0.0%			0.9%			0.0%			0.0%			0.0%			0.0%			4.3%			0.0%			10.0%			0.0%		
Don't know	0.0%			0.0%			0.0%			0.0%			0.0%			12.0%			0.0%			0.0%			0.0%			0.0%		

*Significantly different between stakeholder groups

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 Gabon? (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
A very important development priority	78.9%			85.2%			78.3%			70.6%			80.0%			72.0%			95.7%			100.0%			90.0%			87.5%		
A moderately important development priority	13.2%			9.6%			21.7%			29.4%			20.0%			12.0%			4.3%			0.0%			0.0%			9.4%		
A slightly important development priority	5.3%			1.7%			0.0%			0.0%			0.0%			8.0%			0.0%			0.0%			10.0%			3.1%		
Not an important development priority	2.6%			2.6%			0.0%			0.0%			0.0%			4.0%			0.0%			0.0%			0.0%			0.0%		
Don't know	0.0%			0.9%			0.0%			0.0%			0.0%			4.0%			0.0%			0.0%			0.0%			0.0%		

B. Overall Attitudes toward the World Bank Group

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?*	75	5.07	2.10	116	4.79	2.02	23	5.74	1.96	18	5.50	1.92	10	4.80	1.48	25	3.84	2.62	23	4.22	2.49	12	3.83	2.25	10	3.50	2.22	33	4.73	2.38

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	66	4.95	1.80	89	5.44	2.02	21	6.14	1.82	11	6.73	1.27	9	5.67	1.22	16	4.81	2.43	17	5.41	2.00	7	5.00	1.53	5	4.80	1.30	26	5.42	1.86

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



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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?	63	5.92	1.93	87	6.36	2.33	22	6.64	2.04	13	6.77	2.05	9	6.22	2.49	15	7.33	2.82	16	6.06	1.95	7	6.43	2.88	5	7.20	2.39	27	5.70	2.30		

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Anti corruption*	21.9%	23.7%	13.6%	26.3%	40.0%	24.0%	52.4%	66.7%	30.0%	28.1%
Water and sanitation	8.2%	16.7%	27.3%	10.5%	0.0%	12.0%	14.3%	8.3%	0.0%	12.5%
Job creation/employment	23.3%	13.2%	9.1%	21.1%	30.0%	32.0%	38.1%	16.7%	20.0%	25.0%
Health	27.4%	26.3%	27.3%	10.5%	0.0%	24.0%	19.0%	16.7%	10.0%	12.5%
Financial markets	2.7%	0.0%	0.0%	5.3%	10.0%	4.0%	0.0%	0.0%	0.0%	3.1%
Social protection	2.7%	5.3%	0.0%	5.3%	0.0%	8.0%	9.5%	8.3%	0.0%	6.3%
Gender equity	1.4%	0.9%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	17.8%	19.3%	27.3%	10.5%	50.0%	12.0%	19.0%	25.0%	20.0%	9.4%
Education	50.7%	43.9%	27.3%	21.1%	60.0%	56.0%	38.1%	33.3%	40.0%	25.0%
Public sector governance/reform	37.0%	36.0%	31.8%	42.1%	30.0%	20.0%	14.3%	41.7%	40.0%	46.9%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	3.1%
Urban development*	2.7%	3.5%	18.2%	15.8%	0.0%	0.0%	0.0%	8.3%	20.0%	0.0%
Judiciary reform	8.2%	3.5%	9.1%	5.3%	10.0%	0.0%	0.0%	16.7%	20.0%	6.3%
Economic growth	20.5%	15.8%	4.5%	15.8%	0.0%	4.0%	23.8%	25.0%	20.0%	12.5%
Equality of opportunity	0.0%	4.4%	0.0%	0.0%	0.0%	4.0%	4.8%	0.0%	10.0%	6.3%
Information and communications technology	1.4%	7.0%	9.1%	5.3%	0.0%	4.0%	4.8%	0.0%	0.0%	3.1%
Transport*	9.6%	14.9%	18.2%	21.1%	10.0%	0.0%	19.0%	0.0%	40.0%	31.3%
Agriculture and rural development	21.9%	32.5%	27.3%	26.3%	40.0%	48.0%	9.5%	8.3%	30.0%	25.0%
Trade and exports	0.0%	0.9%	0.0%	5.3%	10.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Natural resource management	5.5%	2.6%	9.1%	0.0%	10.0%	12.0%	4.8%	0.0%	0.0%	0.0%
Climate change	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	24.7%	20.2%	18.2%	21.1%	0.0%	20.0%	19.0%	25.0%	0.0%	28.1%
Energy	4.1%	7.0%	18.2%	10.5%	0.0%	8.0%	4.8%	0.0%	0.0%	9.4%

*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 Gabon?

Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
Bringing together different groups of stakeholders	1.4%	1.9%	0.0%	0.0%	0.0%	0.0%	5.0%	8.3%	0.0%	3.8%
Capacity development related to World Bank Group supported projects	25.7%	24.3%	47.6%	17.6%	0.0%	36.4%	35.0%	25.0%	30.0%	19.2%
Technical assistance	14.3%	15.5%	14.3%	11.8%	30.0%	9.1%	10.0%	33.3%	0.0%	15.4%
Policy advice, studies, analyses	12.9%	19.4%	9.5%	11.8%	50.0%	18.2%	10.0%	0.0%	20.0%	15.4%
Financial resources	27.1%	22.3%	19.0%	29.4%	0.0%	18.2%	20.0%	8.3%	40.0%	19.2%
Data and statistics*	1.4%	1.9%	0.0%	11.8%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	2.9%	3.9%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Implementation support	8.6%	3.9%	0.0%	5.9%	0.0%	13.6%	5.0%	16.7%	10.0%	11.5%
Mobilizing third party financial resources	4.3%	5.8%	4.8%	5.9%	0.0%	4.5%	5.0%	8.3%	0.0%	11.5%
Donor coordination	1.4%	1.0%	0.0%	5.9%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
Bringing together different groups of stakeholders	0.0%	1.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.6%
Capacity development related to World Bank Group supported projects	17.6%	15.4%	9.5%	18.8%	0.0%	9.1%	5.6%	16.7%	20.0%	7.1%
Technical assistance	20.6%	15.4%	19.0%	12.5%	22.2%	18.2%	27.8%	0.0%	50.0%	10.7%
Policy advice, studies, analyses	7.4%	12.5%	14.3%	37.5%	11.1%	4.5%	5.6%	8.3%	0.0%	17.9%
Financial resources	14.7%	11.5%	4.8%	0.0%	11.1%	9.1%	11.1%	8.3%	20.0%	14.3%
Data and statistics	4.4%	4.8%	4.8%	6.3%	11.1%	0.0%	11.1%	16.7%	0.0%	7.1%
Promoting knowledge sharing	2.9%	1.9%	19.0%	6.3%	0.0%	9.1%	11.1%	0.0%	0.0%	10.7%
Implementation support	13.2%	24.0%	19.0%	18.8%	33.3%	22.7%	5.6%	33.3%	0.0%	10.7%
Mobilizing third party financial resources	14.7%	9.6%	9.5%	0.0%	11.1%	18.2%	16.7%	0.0%	0.0%	14.3%
Donor coordination	4.4%	3.8%	0.0%	0.0%	0.0%	4.5%	5.6%	16.7%	10.0%	3.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
World Bank Group's processes too complex	31.5%	29.8%	30.4%	10.5%	20.0%	20.0%	22.7%	8.3%	10.0%	16.7%
Not client focused	1.4%	1.8%	4.3%	5.3%	0.0%	4.0%	0.0%	0.0%	0.0%	3.3%
Staff too inaccessible*	1.4%	3.5%	4.3%	0.0%	10.0%	20.0%	13.6%	8.3%	10.0%	6.7%
World Bank Group's processes too slow*	17.8%	18.4%	47.8%	10.5%	20.0%	16.0%	18.2%	0.0%	20.0%	26.7%
Not aligned with other donors' work*	0.0%	0.9%	13.0%	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	9.6%	6.1%	0.0%	0.0%	10.0%	4.0%	9.1%	8.3%	0.0%	13.3%
Not adequately sensitive to political/social realities in Gabon	28.8%	26.3%	34.8%	15.8%	20.0%	24.0%	31.8%	25.0%	30.0%	23.3%
Too influenced by developed countries	20.5%	15.8%	8.7%	15.8%	0.0%	4.0%	4.5%	25.0%	40.0%	10.0%
Not exploring alternative policy options	2.7%	4.4%	8.7%	0.0%	0.0%	0.0%	4.5%	8.3%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	12.3%	8.8%	4.3%	21.1%	20.0%	40.0%	22.7%	16.7%	10.0%	13.3%
Its advice and strategies do not lend themselves to practical problem solving	12.3%	4.4%	0.0%	0.0%	10.0%	4.0%	9.1%	8.3%	10.0%	3.3%
Not enough public disclosure of its work	23.3%	30.7%	17.4%	26.3%	20.0%	16.0%	4.5%	25.0%	30.0%	33.3%
Arrogant in its approach	0.0%	0.9%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	19.2%	22.8%	17.4%	5.3%	20.0%	8.0%	22.7%	16.7%	20.0%	10.0%
The credibility of its knowledge/data*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Other	2.7%	0.9%	0.0%	10.5%	10.0%	8.0%	0.0%	8.3%	0.0%	0.0%
Don't know	6.8%	10.5%	0.0%	26.3%	10.0%	12.0%	13.6%	16.7%	10.0%	6.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
To a fully sufficient degree	3.9%	3.5%	4.3%	0.0%	0.0%	4.0%	9.1%	0.0%	0.0%	6.1%
To a somewhat sufficient degree	23.4%	23.7%	39.1%	42.1%	22.2%	12.0%	27.3%	8.3%	20.0%	24.2%
To a somewhat insufficient degree	32.5%	33.3%	26.1%	15.8%	33.3%	32.0%	31.8%	25.0%	10.0%	27.3%
To a very insufficient degree	27.3%	23.7%	17.4%	21.1%	33.3%	40.0%	22.7%	16.7%	30.0%	30.3%
Don't know	13.0%	15.8%	13.0%	21.1%	11.1%	12.0%	9.1%	50.0%	40.0%	12.1%



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 Gabon Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing	45	5.49	1.98	57	5.84	2.13	21	6.90	1.55	10	6.50	2.01	5	5.80	1.30	16	5.44	2.19	14	5.93	2.06	5	5.00	2.24	6	6.17	2.23	17	6.00	1.90
Development Policy Financing	43	5.28	1.87	64	5.84	2.09	18	6.56	1.15	10	6.40	1.35	5	5.40	0.89	14	5.93	1.98	14	6.14	1.66	4	5.50	2.52	4	6.75	2.87	15	5.93	1.87
Trust funds and grants	26	4.00	1.50	36	5.00	2.07	17	5.71	2.08	5	5.00	2.35	4	6.00	1.15	9	5.22	1.39	10	5.20	2.35	1	3.00	-	2	6.50	0.71	7	3.57	1.72
Guarantees	22	4.09	1.74	28	4.75	2.08	10	4.30	1.83	5	5.40	1.67	4	6.75	1.26	6	4.67	1.37	5	5.80	1.79	1	3.00	-	2	6.50	0.71	5	5.20	2.49
IFC Investment Services	25	5.32	1.91	33	5.21	1.80	8	4.50	1.60	8	5.88	1.73	3	5.00	2.00	7	5.14	1.68	5	6.00	2.00	1	3.00	-	2	6.00	0.00	5	4.80	1.48
IFC Advisory Services	25	5.04	1.81	32	5.31	1.84	8	4.63	1.30	8	5.75	2.19	3	5.67	1.15	7	5.00	2.00	5	6.20	2.05	2	4.50	0.71	2	6.00	0.00	8	5.13	2.03

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Beneficiaries	35.1%	42.2%	50.0%	36.8%	10.0%	28.0%	22.7%	33.3%	30.0%	24.2%
Youth/university groups	10.4%	12.9%	18.2%	10.5%	20.0%	12.0%	9.1%	25.0%	30.0%	3.0%
Private sector*	20.8%	22.4%	22.7%	26.3%	80.0%	28.0%	36.4%	0.0%	10.0%	36.4%
Local government	36.4%	33.6%	40.9%	31.6%	0.0%	28.0%	22.7%	8.3%	30.0%	33.3%
Donor community*	6.5%	1.7%	0.0%	26.3%	0.0%	4.0%	4.5%	0.0%	20.0%	0.0%
NGOs/Community Based Organizations*	37.7%	38.8%	36.4%	21.1%	30.0%	80.0%	31.8%	41.7%	30.0%	33.3%
Academia/think tanks/research institutes*	26.0%	24.1%	18.2%	10.5%	30.0%	4.0%	22.7%	75.0%	30.0%	27.3%
Parliament	5.2%	5.2%	0.0%	0.0%	10.0%	8.0%	0.0%	0.0%	0.0%	9.1%
Foundations	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	8.3%	10.0%	0.0%
Media*	6.5%	5.2%	0.0%	0.0%	10.0%	8.0%	45.5%	0.0%	10.0%	6.1%
Other	3.9%	2.6%	4.5%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	1.3%	3.4%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon	66	5.77	2.18	93	6.15	2.38	21	7.10	1.64	16	6.44	2.34	9	5.22	1.39	21	5.57	3.06	17	5.88	2.39	6	5.00	1.79	7	6.86	2.34	27	6.15	2.57
The World Bank Group's work is aligned with what I consider the development priorities for Gabon	60	5.35	2.02	84	5.21	2.32	21	6.76	1.67	16	6.06	1.95	7	5.43	0.79	13	6.15	2.58	17	5.53	2.03	7	4.71	2.43	5	5.40	1.82	22	4.68	2.21

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	56	4.71	1.89	72	5.11	2.11	19	5.74	1.10	11	4.82	2.09	6	5.50	1.05	12	4.42	2.50	13	4.77	2.35	6	3.83	1.47	4	6.00	2.16	16	4.44	2.10
Flexibility (in terms of the institution's products and services)	54	4.70	1.63	60	4.77	2.02	18	5.11	1.28	9	4.33	2.12	6	5.00	2.00	11	3.64	1.57	8	4.00	1.69	5	4.80	2.86	3	5.00	2.00	17	4.35	2.37
Flexibility (in terms of changing country circumstances)	50	4.76	1.77	62	4.69	1.99	18	5.67	1.37	10	4.40	2.01	6	5.17	1.60	15	3.87	1.60	11	5.09	2.07	4	5.75	2.87	3	4.67	2.31	15	4.53	2.53
Being inclusive	35	5.34	1.98	45	5.87	2.47	15	6.00	1.46	8	6.25	1.83	5	6.00	1.22	9	4.22	2.49	12	5.50	2.78	4	4.75	3.59	3	5.67	0.58	12	5.00	1.41
Openness (sharing data and other information)	55	5.93	1.83	70	6.16	2.36	20	6.35	1.63	15	6.13	2.23	6	6.00	1.41	14	5.93	2.62	13	4.77	2.05	5	3.80	1.48	4	6.75	2.50	18	6.17	1.98
Collaboration with the Government	59	6.71	1.70	90	6.91	1.78	20	7.20	1.32	15	7.27	1.79	8	6.50	1.41	16	7.81	1.76	18	6.56	1.92	7	7.00	2.16	5	6.40	1.67	22	7.14	2.05
The speed in which it gets things accomplished on the ground	51	5.47	1.89	76	5.45	2.21	21	5.95	1.28	13	4.62	2.22	6	4.67	0.52	15	4.87	2.47	16	4.25	1.61	3	3.00	1.00	4	5.50	1.29	18	5.67	1.75
Helping to bring discipline/effective supervision to implementation of investment projects*	63	6.19	2.03	81	6.02	2.36	21	6.81	1.66	13	5.54	2.40	8	5.38	1.60	12	6.00	2.92	16	5.19	2.01	5	4.40	1.14	4	6.75	1.26	20	7.35	1.69
Collaboration with civil society	48	4.92	2.15	64	4.70	2.21	18	5.56	1.58	13	4.69	2.46	8	6.00	1.41	16	4.13	3.01	14	5.29	2.40	4	2.25	0.96	4	5.00	2.16	15	5.27	2.31
Staff accessibility	51	5.18	1.76	68	5.21	2.47	19	6.42	1.39	12	5.58	2.47	5	6.40	1.95	18	4.11	2.61	12	4.50	1.83	3	5.00	0.00	3	5.00	3.00	14	5.21	2.12
Collaboration with other donors and development partners	48	6.08	1.85	53	5.91	2.26	16	6.13	1.67	15	5.27	2.22	5	6.20	2.05	15	6.53	2.50	13	6.31	1.93	3	4.00	2.00	3	7.67	2.08	12	5.25	1.29
Collaboration with the private sector	45	5.33	1.94	44	4.75	2.00	18	5.72	1.71	9	5.22	2.28	8	4.50	1.60	12	5.00	2.73	12	4.67	2.23	3	3.00	2.00	4	5.75	2.50	14	5.43	2.21
Straightforwardness and honesty	51	6.22	2.30	63	6.65	2.38	19	6.58	1.77	9	7.56	1.01	5	6.00	2.65	10	5.20	3.58	15	6.00	2.17	5	4.60	2.30	3	6.67	1.53	16	6.44	1.90
Treating clients and stakeholders in Gabon with respect	51	6.61	1.90	68	7.01	2.07	18	7.11	1.37	10	7.40	0.70	5	6.00	2.65	15	6.27	2.63	13	6.46	2.33	6	6.50	2.26	2	7.50	0.71	17	6.71	2.23
Being a long-term partner	58	7.40	1.76	77	7.58	1.94	20	7.85	1.46	12	8.58	1.08	8	7.38	1.41	15	7.40	2.69	17	8.35	1.87	7	7.43	2.15	5	9.00	1.00	23	7.78	1.38

*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	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Judiciary Branch	Other
Poor donor coordination	6.9%	4.4%	4.3%	5.6%	0.0%	4.2%	4.3%	0.0%	10.0%	12.9%
Political pressures and obstacles*	26.4%	32.7%	47.8%	27.8%	50.0%	37.5%	56.5%	54.5%	20.0%	16.1%
Reforms are not well thought out in light of country challenges*	40.3%	40.7%	26.1%	33.3%	10.0%	16.7%	17.4%	9.1%	40.0%	54.8%
Poor coordination within the Government	25.0%	18.6%	8.7%	27.8%	20.0%	12.5%	17.4%	27.3%	30.0%	16.1%
The Government works inefficiently	12.5%	15.0%	17.4%	27.8%	30.0%	12.5%	26.1%	18.2%	10.0%	12.9%
The World Bank Group does not do adequate follow through/follow-up*	11.1%	21.2%	0.0%	11.1%	20.0%	20.8%	21.7%	9.1%	40.0%	32.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.4%	23.0%	43.5%	11.1%	40.0%	20.8%	34.8%	27.3%	20.0%	25.8%
Lack of/inadequate levels of capacity in Government*	9.7%	6.2%	26.1%	16.7%	0.0%	4.2%	0.0%	18.2%	0.0%	0.0%
There is not an adequate level of citizen/civil society participation	20.8%	18.6%	8.7%	16.7%	20.0%	37.5%	17.4%	18.2%	0.0%	16.1%
The World Bank Group works too slowly	6.9%	4.4%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	20.0%	9.7%
Poor coordination within the World Bank Group	2.8%	0.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	1.4%	2.7%	0.0%	11.1%	0.0%	12.5%	0.0%	9.1%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	60	6.75	2.33	89	7.04	2.41	18	6.22	1.86	18	6.44	2.31	7	5.43	1.81	16	6.94	2.35	18	6.78	1.99	8	6.12	3.56	5	5.60	1.95	21	7.24	2.10
Gender equity	57	5.51	2.30	72	5.54	1.96	19	5.53	1.78	16	6.25	2.82	7	4.71	1.70	14	5.21	2.64	16	5.56	1.50	8	5.50	2.33	6	6.50	2.07	19	6.16	1.26
Private sector development	57	7.35	1.91	94	7.62	1.90	20	6.65	2.46	16	7.25	2.05	9	7.33	2.55	20	7.65	2.21	17	8.00	1.84	9	6.22	3.38	8	7.88	2.10	25	8.24	1.81
Education	68	8.90	1.33	103	8.93	1.40	22	8.45	1.57	17	8.82	0.95	7	8.00	1.53	21	9.05	1.28	19	8.63	1.80	10	8.80	1.62	9	9.33	1.00	27	9.26	1.02
Public sector governance/reform	66	8.48	1.41	103	8.49	1.80	20	8.20	1.61	17	8.53	1.55	8	7.63	1.92	21	7.38	2.22	18	8.00	2.54	9	8.56	2.01	8	9.50	1.07	28	8.86	1.60
Global/regional integration	60	6.60	2.07	84	6.26	2.15	18	6.11	1.71	14	6.71	2.02	7	7.71	1.25	18	6.72	2.24	16	6.25	1.57	8	6.88	2.42	7	8.57	1.27	26	7.08	2.17
Urban development*	60	7.60	1.84	93	6.83	2.18	18	7.50	1.69	16	7.75	1.84	7	6.14	1.46	19	7.32	1.89	17	6.47	1.62	8	7.25	1.91	7	8.57	1.99	26	7.77	2.05
Energy	63	8.11	1.70	93	7.52	2.28	21	8.29	1.35	15	8.47	1.60	7	7.43	1.62	19	7.37	2.17	18	7.39	2.03	8	7.13	2.30	7	8.14	2.27	26	8.62	1.68
Water and sanitation	62	8.52	1.50	97	7.95	2.17	19	8.21	1.40	16	8.56	1.46	7	7.29	1.80	21	7.67	2.29	16	7.44	2.19	7	7.57	1.90	7	8.14	2.27	25	8.92	1.26
Job creation/employment	61	8.11	1.88	92	7.54	2.26	18	8.00	1.46	16	8.31	1.45	7	6.86	2.27	21	7.81	2.38	19	8.00	2.19	9	8.22	2.17	7	7.86	1.95	26	8.96	1.40
Health	66	8.61	1.64	93	8.85	1.58	18	8.78	1.44	17	8.53	1.37	7	7.71	1.38	19	8.00	2.11	18	7.83	2.15	9	7.67	3.00	8	9.38	0.74	27	8.93	1.17
Financial markets	55	6.80	2.12	80	6.83	1.98	17	5.88	1.27	14	6.86	1.99	7	7.43	2.15	16	6.50	2.00	16	6.62	1.75	8	6.25	2.60	4	7.25	2.06	23	7.65	1.90
Transport	62	8.18	1.70	98	8.13	2.09	19	8.11	1.88	15	8.73	1.83	7	7.14	1.95	18	7.78	1.70	18	8.11	1.78	9	7.67	2.18	7	8.86	1.77	27	8.63	1.78
Agriculture and rural development	63	8.27	1.80	96	8.34	1.76	19	8.16	1.74	16	8.44	1.86	7	7.86	1.46	18	8.56	1.69	18	7.72	1.78	8	7.88	2.64	6	9.17	1.17	28	8.46	2.15
Trade and exports*	62	7.02	1.76	79	6.42	1.96	19	6.05	1.65	14	6.57	2.10	6	6.17	1.47	17	5.71	1.86	18	6.39	1.20	8	6.75	2.96	5	7.40	1.14	25	7.80	1.66
Natural resource management	60	7.25	2.14	85	6.92	2.38	20	7.40	1.88	14	7.43	1.74	7	5.43	1.72	18	7.94	2.26	18	6.94	1.59	8	7.00	2.93	6	8.33	1.63	24	8.21	1.84
Climate change	61	7.08	2.38	90	7.01	2.15	20	7.15	1.84	14	7.43	1.91	7	5.57	1.81	18	7.17	2.18	19	6.68	1.97	9	6.78	2.68	7	8.43	1.90	23	7.30	1.89
Poverty reduction	66	8.47	1.72	94	8.28	1.92	19	7.95	1.39	16	8.50	2.22	7	7.43	1.13	21	8.38	1.94	21	8.19	1.99	8	8.50	2.33	7	8.57	2.15	28	8.75	1.88
Anti corruption	62	8.55	1.44	91	8.33	1.99	20	7.80	1.54	18	8.00	2.38	8	7.63	1.41	20	7.65	2.98	20	8.20	2.07	10	8.70	1.77	7	9.57	0.79	26	8.88	1.31
Judiciary reform	64	7.61	1.83	91	7.70	2.26	19	8.11	1.66	15	8.07	2.49	7	6.71	1.70	19	7.11	3.16	17	7.35	2.15	9	7.67	2.60	8	8.50	1.93	24	8.00	1.82
Economic growth	63	8.32	1.55	92	7.90	2.18	19	7.26	1.63	17	8.18	1.51	7	7.86	1.21	20	7.95	2.16	20	7.95	2.09	10	8.40	1.58	7	8.71	1.50	27	8.74	1.68
Equality of opportunity	59	7.24	2.09	86	7.12	2.50	19	6.21	2.57	16	7.25	2.21	6	5.17	1.17	19	7.05	2.39	18	6.94	2.18	7	8.00	2.00	7	7.57	2.23	23	7.96	2.18
Information and communications technology	63	7.37	1.87	89	7.53	2.10	19	7.32	1.77	16	7.56	1.90	8	7.00	1.85	20	7.40	1.88	19	6.58	2.22	9	8.11	1.76	6	6.83	1.83	24	8.08	1.95

*Significantly different between stakeholder groups



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	34	4.65	1.74	38	4.97	2.70	14	4.00	1.62	5	4.00	2.35	4	4.50	1.29	7	3.57	1.72	7	4.14	1.86	4	3.00	1.83	2	3.00	2.83	10	4.20	2.66
Gender equity	33	4.33	2.13	29	4.48	2.37	11	4.45	1.92	4	2.75	0.96	5	5.00	3.08	8	4.38	1.85	7	4.00	1.41	4	5.00	2.45	3	5.33	3.06	7	4.43	2.82
Private sector development	43	5.37	2.02	48	5.35	2.19	16	5.38	1.82	7	3.57	2.07	8	6.00	1.69	13	5.15	2.79	12	5.75	1.86	4	5.25	1.71	3	5.00	2.00	10	6.20	3.12
Education	51	5.78	2.31	65	6.22	2.30	17	5.29	1.69	7	3.86	2.48	7	6.14	1.86	16	4.94	2.43	12	6.58	2.11	4	4.25	1.26	4	4.75	1.26	16	6.19	2.32
Public sector governance/reform	54	5.59	2.10	71	5.82	2.43	18	5.28	1.71	10	5.50	2.59	7	4.57	1.72	16	6.13	2.68	13	5.15	1.91	4	6.00	2.58	5	5.80	2.59	17	6.41	2.67
Global/regional integration	39	5.44	2.14	50	5.52	2.10	15	5.07	1.22	8	4.63	1.77	7	6.00	2.83	9	5.67	2.55	10	5.80	1.55	3	3.67	0.58	4	4.25	1.50	13	5.77	2.89
Urban development	42	4.95	1.72	49	4.96	2.19	15	5.67	1.45	5	5.80	3.27	6	5.33	2.50	9	5.89	2.57	10	5.60	2.01	3	3.67	0.58	3	4.00	1.00	13	5.46	3.13
Energy	45	5.18	2.10	51	5.63	2.44	17	5.71	1.26	8	4.00	2.78	6	6.50	1.87	11	4.82	2.32	8	5.63	2.33	4	4.25	1.26	2	4.00	1.41	14	5.07	3.02
Water and sanitation	45	4.98	2.07	59	5.68	2.31	18	5.44	1.58	5	5.00	2.74	7	5.29	2.21	14	5.21	1.81	11	5.27	2.20	4	3.50	1.29	2	4.00	1.41	15	5.00	2.90
Job creation/employment	43	4.77	2.15	48	4.52	2.34	13	5.69	1.44	6	4.17	2.14	7	5.29	1.70	12	4.83	2.44	12	5.08	2.27	4	4.25	2.06	3	4.33	3.06	17	5.06	2.51
Health	46	5.50	2.18	63	6.14	2.26	16	5.56	2.03	10	5.20	2.62	4	6.50	1.73	9	5.89	2.47	12	6.17	1.70	5	4.00	1.22	4	4.75	1.26	14	5.50	3.13
Financial markets	30	5.57	1.94	43	5.58	2.43	12	5.08	2.07	5	2.40	1.14	7	6.14	1.77	10	5.30	2.67	8	6.00	2.07	3	4.00	1.00	2	4.00	2.83	10	5.30	2.95
Transport	41	5.78	2.55	60	5.85	2.42	15	5.20	1.37	7	4.57	2.57	5	6.40	1.52	11	5.45	2.50	13	6.46	2.47	3	5.67	2.08	3	6.00	3.61	15	4.87	2.92
Agriculture and rural development*	44	5.36	2.25	59	5.69	2.25	16	5.13	1.82	7	3.29	1.89	7	6.29	2.75	11	5.27	2.45	10	5.40	2.22	4	2.75	1.50	3	2.67	2.08	17	5.12	2.85
Trade and exports	33	4.76	1.64	43	4.70	2.02	11	4.82	2.04	6	3.83	1.33	6	5.50	1.87	7	4.86	2.27	8	5.88	1.96	3	5.00	2.00	3	2.33	2.31	11	4.73	3.35
Natural resource management	36	5.39	2.11	47	5.49	2.23	16	6.13	1.96	6	4.00	1.26	5	6.40	1.67	10	5.50	2.32	9	5.56	2.51	3	3.67	0.58	3	4.33	1.15	11	4.55	3.11
Climate change	38	5.42	2.00	48	5.65	2.26	15	6.00	2.14	4	4.25	2.22	4	5.25	2.75	10	5.40	2.55	7	5.71	2.75	4	5.25	2.50	3	5.67	0.58	12	5.17	3.27
Poverty reduction	52	5.54	2.20	65	5.68	2.35	18	5.94	1.80	8	6.50	1.77	8	6.38	1.85	15	5.53	2.50	13	5.69	2.56	4	4.00	1.15	4	5.00	3.56	15	4.87	2.70
Anti corruption	47	4.87	2.28	50	4.64	2.25	16	5.38	2.50	5	4.60	1.82	8	6.00	2.00	14	5.21	2.58	11	4.27	1.85	5	4.80	2.39	4	4.75	1.26	15	4.60	2.97
Judiciary reform	38	4.05	2.00	45	4.04	2.25	12	4.50	2.43	4	2.75	1.71	5	5.20	2.68	12	3.92	2.11	9	3.56	1.88	3	3.67	1.53	3	4.33	2.08	12	4.33	3.20
Economic growth	43	5.98	2.09	55	5.87	1.95	13	5.31	1.70	7	5.86	1.77	6	5.33	1.37	13	5.92	2.63	11	6.00	2.65	4	6.50	2.38	4	4.50	1.29	17	5.47	2.79
Equality of opportunity	34	4.35	1.82	41	4.29	2.43	12	4.50	1.98	5	4.20	1.30	5	5.60	1.95	8	5.50	2.45	8	5.25	3.37	3	3.33	1.53	3	2.67	2.08	12	4.67	3.08
Information and communications technology	36	5.33	2.08	48	5.83	2.38	18	7.00	1.81	7	5.86	2.12	5	6.40	2.07	13	5.69	2.59	11	6.55	1.92	3	4.00	1.00	4	4.25	2.06	15	5.87	3.02

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Gabon?	62	5.42	1.80	76	5.68	1.93	21	6.57	1.21	12	5.17	2.17	9	5.22	0.83	17	4.88	2.47	19	5.53	1.78	8	5.25	1.75	6	6.17	2.48	19	5.42	1.57

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



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Gabon	64	5.39	1.92	96	5.62	2.31	21	6.95	1.36	13	5.77	2.17	8	5.13	1.13	17	5.18	2.56	15	5.40	2.13	5	4.60	2.07	6	5.50	2.59	24	5.67	2.26
The World Bank Group meets Gabon's needs for knowledge services	61	5.13	1.81	85	5.51	2.21	20	5.65	1.95	13	6.31	1.89	9	5.00	1.66	15	6.27	2.43	15	4.73	1.79	6	4.33	1.37	6	4.33	2.50	23	5.43	2.46

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services?	34	4.71	1.43	39	5.36	2.11	16	5.88	1.41	9	5.00	2.12	6	5.67	1.03	11	5.64	2.94	9	6.22	2.22	4	4.50	1.29	2	4.50	2.12	11	5.55	1.81

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

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Weekly	5.3%	5.4%	34.8%	11.1%	0.0%	4.0%	13.0%	0.0%	10.0%	12.5%
Monthly	13.3%	8.9%	8.7%	33.3%	0.0%	12.0%	21.7%	8.3%	10.0%	6.3%
A few times a year	38.7%	38.4%	43.5%	44.4%	50.0%	48.0%	39.1%	25.0%	20.0%	25.0%
Rarely	33.3%	36.6%	13.0%	5.6%	50.0%	32.0%	17.4%	41.7%	10.0%	37.5%
Never	9.3%	10.7%	0.0%	5.6%	0.0%	4.0%	8.7%	25.0%	50.0%	18.8%

*Significantly different between stakeholder groups



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Are timely	65	7.14	1.98	85	7.05	1.89	18	7.17	1.92	13	7.15	1.91	8	6.38	1.06	16	7.00	1.93	18	6.78	2.10	6	6.83	2.32	4	8.00	1.41	20	7.80	1.94		
Include appropriate level of stakeholder involvement during preparation	59	5.54	1.85	74	6.19	2.05	17	6.47	1.66	9	5.89	2.09	7	6.43	1.27	16	5.94	3.00	11	5.18	1.94	5	5.20	1.92	5	6.80	1.30	18	5.78	1.99		
Lead to practical solutions*	60	5.22	1.87	76	6.34	2.12	18	6.28	1.32	13	4.85	1.86	7	5.29	1.38	13	6.15	2.67	14	5.14	2.18	5	3.40	1.52	4	5.50	1.29	21	5.29	2.22		
Are accessible (well written and easy to understand)	55	5.69	1.99	73	6.10	2.27	17	6.76	1.48	13	6.46	2.03	7	6.29	1.38	15	6.07	2.15	14	5.43	2.28	5	5.00	2.74	5	6.00	0.71	19	5.74	2.33		
Are source of relevant information on global good practices	60	6.97	1.93	77	7.27	1.95	18	7.17	1.04	13	7.15	2.19	9	6.67	1.22	15	7.27	1.49	16	7.31	1.58	6	6.00	2.53	5	6.80	3.49	22	7.27	2.31		
Are relevant to country challenges	60	6.40	1.98	79	6.99	2.00	16	7.00	1.10	12	6.83	2.08	6	5.83	1.72	17	6.88	2.34	16	6.44	1.90	4	5.50	3.11	5	6.00	3.24	20	6.65	2.32		
Are adequately disseminated	60	4.87	1.94	81	5.11	2.37	16	6.00	1.55	15	5.60	2.26	7	5.14	1.77	14	4.00	2.22	14	5.86	2.03	5	3.80	1.92	5	4.80	2.39	23	5.13	2.65		
Are translated enough into local language*	58	3.97	2.42	75	4.88	2.81	18	4.72	1.84	11	4.64	2.91	7	6.29	2.36	16	3.19	2.56	15	2.93	2.28	5	4.00	3.00	6	1.67	1.63	16	4.56	3.16		
Are adaptable to Gabon's specific development challenges and country circumstances*	60	5.93	2.05	80	6.91	1.96	17	7.18	1.07	12	5.83	2.37	9	5.78	1.72	17	6.82	2.10	15	6.93	2.02	6	6.00	2.10	6	5.00	2.28	21	6.81	1.89		

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	65	5.75	1.89	89	6.57	2.00	19	6.79	1.18	14	6.36	2.37	10	6.20	1.75	17	6.71	2.37	15	5.73	2.52	5	5.20	2.17	6	7.00	2.53	19	7.37	1.54		
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	63	6.52	1.87	88	7.05	1.77	20	7.10	1.41	11	6.82	1.66	10	6.90	1.20	20	7.00	2.22	15	6.93	1.87	6	6.00	1.10	5	7.80	1.64	21	7.29	1.62		

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

*Significantly different between stakeholder groups



E. Working with the World Bank Group

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	48	4.25	2.05	77	3.88	2.10	22	6.05	2.15	10	4.60	2.12	6	3.00	2.45	16	4.63	3.01	17	3.59	1.84	3	3.00	1.00	5	4.40	2.07	15	3.80	2.68
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	65	6.02	2.04	91	7.21	2.20	23	7.74	1.39	13	6.92	1.12	8	7.13	1.64	18	7.00	2.70	19	6.21	2.25	6	4.67	2.58	7	6.29	1.25	21	6.90	2.19
The World Bank Group's approvals and reviews are done in a timely fashion	52	5.35	2.03	76	5.66	2.19	22	6.14	1.55	8	4.75	2.19	7	4.86	1.57	13	6.54	2.22	17	5.00	1.73	6	4.50	1.05	6	6.00	1.79	15	5.33	2.35
The World Bank Group's "Safeguard Policy" requirements are reasonable	42	5.95	1.71	64	6.16	1.91	22	6.27	1.28	6	5.67	2.50	7	6.14	1.21	12	6.00	2.52	13	6.54	1.94	4	5.50	1.29	3	7.33	1.53	18	6.11	2.37
The World Bank Group's conditions on its lending are reasonable	55	5.27	2.13	70	5.96	2.25	20	6.70	1.63	12	5.33	2.23	9	6.00	1.22	12	5.25	2.70	15	5.87	1.96	4	4.75	1.71	6	5.83	2.32	18	5.11	2.61
The World Bank Group takes decisions quickly in Gabon	52	4.56	2.09	66	4.97	1.75	20	5.85	1.57	10	5.00	1.89	7	5.71	1.70	10	4.50	2.92	16	3.94	2.29	4	4.75	2.22	5	5.20	1.48	14	4.57	2.68
Working with the World Bank Group increases Gabon's institutional capacity*	62	5.79	2.19	83	6.19	2.34	21	6.90	1.48	15	6.60	1.30	9	6.22	1.09	15	5.73	3.28	16	4.56	1.79	7	4.14	1.57	6	6.33	2.88	24	5.33	2.87
Where country systems are adequate, the World Bank Group makes appropriate use of them*	55	6.49	1.98	69	7.28	1.97	21	6.95	1.47	10	6.00	1.76	8	6.38	1.41	10	6.00	3.13	12	5.67	1.72	3	4.00	1.00	4	8.00	1.41	16	6.38	2.73
The World Bank Group provides effective implementation support*	63	6.03	1.93	81	6.95	2.31	22	7.55	1.44	13	6.69	1.70	8	6.50	1.69	15	5.93	3.03	16	5.69	1.58	5	3.80	1.30	7	6.57	2.37	23	6.91	2.13

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Gabon?	55	5.56	1.81	73	6.30	2.01	20	6.50	1.76	9	4.56	2.07	8	6.25	2.05	18	5.39	3.11	17	6.06	2.22	6	4.33	1.75	4	5.75	0.50	22	5.86	2.59

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



E. Working with the World Bank Group (continued)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
To what extent do you believe the World Bank Group measures and corrects its work in real time in Gabon?*	49	5.10	1.49	59	6.17	2.02	17	6.82	1.38	8	5.00	1.93	8	5.63	1.06	16	5.63	3.18	14	5.14	2.44	4	4.75	1.71	5	5.60	0.89	14	4.79	2.19		

(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 Gabon

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Offer more innovative knowledge services	11.7%	8.9%	8.7%	5.3%	22.2%	16.7%	13.6%	33.3%	0.0%	12.5%
Collaborate more effectively with Government clients	16.9%	21.4%	13.0%	21.1%	0.0%	0.0%	18.2%	16.7%	12.5%	12.5%
Ensure greater selectivity in its work	9.1%	11.6%	0.0%	0.0%	11.1%	4.2%	9.1%	0.0%	12.5%	6.3%
Reduce the complexity of obtaining World Bank Group financing	36.4%	23.2%	47.8%	26.3%	33.3%	25.0%	13.6%	16.7%	12.5%	28.1%
Increase availability of Reimbursable Advisory Services	1.3%	1.8%	0.0%	0.0%	0.0%	4.2%	0.0%	8.3%	0.0%	3.1%
Help to bring discipline/effective supervision to implementation of investment projects	35.1%	33.0%	26.1%	31.6%	33.3%	29.2%	31.8%	8.3%	62.5%	34.4%
Offer more innovative financial products	9.1%	6.3%	4.3%	5.3%	0.0%	8.3%	13.6%	0.0%	12.5%	9.4%
Work faster	5.2%	3.6%	4.3%	0.0%	0.0%	4.2%	4.5%	16.7%	12.5%	6.3%
Provide more adequate data/knowledge/statistics/figures on Gabon's economy	14.3%	14.3%	4.3%	15.8%	22.2%	4.2%	18.2%	8.3%	0.0%	18.8%
Improve the competitiveness of its financing compared to markets	6.5%	6.3%	13.0%	10.5%	11.1%	0.0%	9.1%	0.0%	12.5%	9.4%
Reach out more to groups outside of Government*	15.6%	23.2%	30.4%	21.1%	33.3%	58.3%	27.3%	50.0%	37.5%	21.9%
Increase the level of capacity development in the country	20.8%	25.0%	34.8%	10.5%	11.1%	25.0%	22.7%	0.0%	12.5%	15.6%
Improve the quality of its experts as related to Gabon's specific challenges	10.4%	13.4%	8.7%	15.8%	0.0%	12.5%	18.2%	8.3%	0.0%	9.4%
Other*	2.6%	0.9%	0.0%	15.8%	11.1%	4.2%	0.0%	16.7%	12.5%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Financial services	25.7%	22.2%	30.4%	15.8%	11.1%	25.0%	33.3%	8.3%	33.3%	26.7%
Knowledge products	21.6%	17.6%	8.7%	15.8%	44.4%	29.2%	19.0%	50.0%	11.1%	3.3%
Convening services	16.2%	11.1%	21.7%	10.5%	22.2%	12.5%	14.3%	16.7%	33.3%	23.3%
None of the above	1.4%	0.9%	4.3%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
The combination is appropriate for Gabon	31.1%	40.7%	34.8%	31.6%	22.2%	25.0%	14.3%	16.7%	11.1%	30.0%
Don't know	4.1%	7.4%	0.0%	21.1%	0.0%	8.3%	19.0%	8.3%	11.1%	13.3%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Local radio	6.5%	4.3%	8.7%	0.0%	0.0%	8.0%	0.0%	0.0%	10.0%	0.0%
International radio*	11.7%	14.8%	4.3%	0.0%	20.0%	0.0%	23.8%	36.4%	10.0%	16.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr, WhatsApp)*	11.7%	7.8%	21.7%	21.1%	20.0%	28.0%	23.8%	9.1%	40.0%	9.7%
International newspapers	32.5%	20.9%	13.0%	26.3%	10.0%	16.0%	19.0%	9.1%	10.0%	35.5%
Local television	27.3%	24.3%	13.0%	5.3%	10.0%	40.0%	28.6%	27.3%	30.0%	32.3%
Internet*	41.6%	54.8%	60.9%	89.5%	90.0%	72.0%	47.6%	54.5%	20.0%	51.6%
Periodicals	13.0%	7.8%	4.3%	21.1%	0.0%	4.0%	14.3%	9.1%	20.0%	6.5%
International television	15.6%	22.6%	8.7%	10.5%	10.0%	20.0%	14.3%	9.1%	20.0%	16.1%
Local newspapers	27.3%	30.4%	39.1%	21.1%	40.0%	12.0%	19.0%	36.4%	40.0%	29.0%
Other	7.8%	5.2%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%

*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	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
World Bank Group's publications and other written materials	42.9%	50.0%	50.0%	26.3%	40.0%	20.0%	38.1%	50.0%	60.0%	39.4%
e-Newsletters	48.1%	38.6%	50.0%	68.4%	30.0%	44.0%	42.9%	66.7%	10.0%	39.4%
World Bank Group's seminars/workshops/conferences	42.9%	41.2%	31.8%	10.5%	20.0%	48.0%	42.9%	33.3%	50.0%	21.2%
Mobile phones	7.8%	8.8%	13.6%	0.0%	0.0%	12.0%	23.8%	0.0%	0.0%	21.2%
Direct contact with World Bank Group	19.5%	19.3%	22.7%	42.1%	30.0%	36.0%	28.6%	25.0%	30.0%	27.3%
World Bank Group's website	19.5%	24.6%	9.1%	36.8%	30.0%	4.0%	9.5%	25.0%	20.0%	27.3%
Social media	13.0%	14.0%	18.2%	5.3%	30.0%	24.0%	4.8%	0.0%	30.0%	12.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Yes	7.9%	8.0%	31.8%	15.8%	22.2%	4.0%	19.0%	8.3%	0.0%	9.7%
No	92.1%	92.0%	68.2%	84.2%	77.8%	96.0%	81.0%	91.7%	100.0%	90.3%

*Significantly different between stakeholder groups

Do you have reliable access to the Internet?*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Yes	87.8%	77.9%	86.4%	100.0%	87.5%	60.0%	78.9%	58.3%	60.0%	83.9%
No	12.2%	22.1%	13.6%	0.0%	12.5%	40.0%	21.1%	41.7%	40.0%	16.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Yes	38.9%	38.0%	71.4%	89.5%	50.0%	40.0%	42.9%	18.2%	10.0%	37.9%
No	61.1%	62.0%	28.6%	10.5%	50.0%	60.0%	57.1%	81.8%	90.0%	62.1%

*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	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Yes	16.4%	12.0%	23.8%	26.3%	37.5%	17.4%	25.0%	9.1%	0.0%	20.0%
No	83.6%	88.0%	76.2%	73.7%	62.5%	82.6%	75.0%	90.9%	100.0%	80.0%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
High speed/WiFi	77.8%	81.9%	90.5%	100.0%	88.9%	62.5%	68.4%	75.0%	100.0%	84.6%
Dial-up	22.2%	18.1%	9.5%	0.0%	11.1%	37.5%	31.6%	25.0%	0.0%	15.4%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Weekly	17.1%	14.2%	17.4%	26.3%	0.0%	8.0%	27.3%	8.3%	10.0%	16.1%
Monthly	13.2%	10.6%	34.8%	31.6%	11.1%	16.0%	22.7%	0.0%	0.0%	12.9%
A few times a year	22.4%	23.0%	26.1%	31.6%	22.2%	40.0%	27.3%	8.3%	20.0%	19.4%
Rarely	25.0%	29.2%	21.7%	10.5%	33.3%	20.0%	4.5%	41.7%	30.0%	25.8%
Never	22.4%	23.0%	0.0%	0.0%	33.3%	16.0%	18.2%	41.7%	40.0%	25.8%



G. Communication and Information Sharing (continued)

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	30	7.53	2.06	48	5.69	2.37	19	6.00	1.53	16	7.50	1.63	5	6.80	2.68	12	5.50	3.09	10	5.50	2.17	2	6.50	2.12	2	5.00	0.00	11	6.36	2.06
I find the information on the World Bank Group's websites useful	34	7.85	1.54	45	6.84	1.81	19	7.21	1.40	16	7.75	1.44	5	7.00	1.00	10	7.10	2.18	10	6.80	1.69	2	7.00	1.41	1	5.00	-	12	6.33	2.10
The World Bank Group's social media channels are valuable sources of information about the institution	32	7.19	2.05	31	7.06	1.91	13	6.62	1.71	6	7.33	2.34	3	7.67	1.53	13	7.00	2.27	11	7.27	1.62	4	6.75	2.36	4	6.25	2.50	10	6.80	2.94
When I need information from the World Bank Group I know how to find it	43	5.09	2.80	59	5.24	2.78	19	6.68	2.52	17	6.41	3.00	7	5.29	2.63	17	5.88	2.89	11	5.82	2.68	6	6.50	3.15	3	3.00	2.65	12	5.17	3.35
The World Bank Group is responsive to my information requests and inquiries	29	5.59	2.71	35	5.46	3.00	14	6.79	2.49	9	7.33	2.40	6	5.83	2.32	14	5.00	2.96	9	5.78	2.54	2	7.00	1.41	2	4.50	3.54	8	5.00	3.12

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Yes	25.7%	36.5%	100.0%	52.6%	55.6%	12.5%	8.7%	16.7%	20.0%	36.7%
No	74.3%	63.5%	0.0%	47.4%	44.4%	87.5%	91.3%	83.3%	80.0%	63.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
The World Bank (IBRD)	75.5%	72.9%	87.0%	66.7%	66.7%	44.4%	30.8%	16.7%	40.0%	55.6%
The International Finance Corporation	3.8%	4.7%	0.0%	13.3%	16.7%	0.0%	15.4%	0.0%	0.0%	5.6%
The Multilateral Investment Guarantee Agency	0.0%	1.2%	4.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	20.8%	21.2%	8.7%	20.0%	0.0%	55.6%	53.8%	83.3%	60.0%	38.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Yes	26.5%	23.3%	27.8%	21.1%	55.6%	9.1%	10.0%	0.0%	16.7%	35.7%
No	73.5%	76.7%	72.2%	78.9%	44.4%	90.9%	90.0%	100.0%	83.3%	64.3%

**H. Background Information (continued)**

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
The two institutions work well together	37.5%	40.0%	20.0%	50.0%	60.0%	0.0%	0.0%	0.0%	0.0%	10.0%
The way the two institutions work together needs improvement	18.8%	45.0%	20.0%	50.0%	20.0%	100.0%	100.0%	0.0%	100.0%	50.0%
The two institutions do not work well together	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	43.8%	15.0%	40.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	40.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Observer*	44.6%	30.1%	0.0%	26.3%	25.0%	50.0%	54.5%	60.0%	88.9%	26.9%
Use World Bank Group reports/data*	24.3%	21.4%	13.3%	42.1%	12.5%	22.7%	50.0%	30.0%	0.0%	42.3%
Engage in World Bank Group related/sponsored events/activities	9.5%	22.3%	20.0%	10.5%	25.0%	27.3%	27.3%	0.0%	11.1%	15.4%
Collaborate as part of my professional duties*	43.2%	57.3%	93.3%	42.1%	50.0%	27.3%	0.0%	30.0%	22.2%	46.2%
Use World Bank Group website for information, data, research, etc.*	24.3%	17.5%	6.7%	47.4%	37.5%	31.8%	4.5%	20.0%	11.1%	23.1%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Judiciary Branch	Other
Female	32.5%	37.7%	15.8%	31.6%	30.0%	25.0%	26.1%	25.0%	30.0%	45.5%
Male	67.5%	62.3%	84.2%	68.4%	70.0%	75.0%	73.9%	75.0%	70.0%	54.5%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

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

- Collaborating with the WBG N=119
- Not collaborating with the WBG N=222

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?*	119	5.59	1.93	218	4.29	2.17

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.*	108	5.81	1.80	151	5.05	1.93

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?	104	6.51	2.07	153	6.16	2.31

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

¹⁸ Only 341 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Anti corruption	23.3%	29.9%
Water and sanitation	13.8%	13.1%
Job creation/employment	19.0%	21.5%
Health	20.7%	24.3%
Financial markets	3.4%	0.9%
Social protection	5.2%	4.2%
Gender equity	0.9%	0.9%
Private sector development*	23.3%	14.5%
Education	38.8%	44.4%
Public sector governance/reform	32.8%	35.5%
Global/regional integration	0.9%	0.9%
Urban development	6.9%	3.7%
Judiciary reform	6.9%	5.1%
Economic growth	14.7%	15.9%
Equality of opportunity	1.7%	3.3%
Information and communications technology	5.2%	3.3%
Transport	14.7%	16.4%
Agriculture and rural development	27.6%	28.5%
Trade and exports	1.7%	0.9%
Natural resource management	5.2%	3.7%
Climate change	0.0%	0.5%
Poverty reduction	20.7%	18.7%
Energy	8.6%	5.6%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing*	84	6.32	1.94	109	5.53	2.02
Development Policy Financing	83	6.12	1.66	104	5.62	2.05
Trust funds and grants	57	4.95	2.09	58	4.72	1.82
Guarantees	42	4.76	1.83	44	4.64	1.97
IFC Investment Services	47	5.28	1.65	48	5.19	1.84
IFC Advisory Services	46	5.35	1.70	51	5.10	1.88

*Significantly different between collaborators and non-collaborators

**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 Gabon?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon*	104	6.50	2.05	171	5.76	2.48
The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	102	6.03	2.07	142	5.00	2.14

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	90	5.38	1.75	119	4.56	2.10
Flexibility (in terms of the institution's products and services)	84	4.92	1.78	102	4.41	1.92
Flexibility (in terms of changing country circumstances)	82	5.02	1.69	106	4.58	2.10
Being inclusive	64	5.89	1.83	80	5.31	2.43
Openness (sharing data and other information)*	90	6.34	1.91	122	5.71	2.27
Collaboration with the Government	102	7.07	1.71	150	6.85	1.83
The speed in which it gets things accomplished on the ground	94	5.60	1.75	123	5.07	2.18
Helping to bring discipline/effective supervision to implementation of investment projects*	96	6.55	1.86	142	5.84	2.34
Collaboration with civil society*	82	5.35	2.04	117	4.55	2.36
Staff accessibility*	85	5.87	2.05	114	4.80	2.25
Collaboration with other donors and development partners	71	6.17	1.90	109	5.89	2.17
Collaboration with the private sector	67	5.36	1.96	96	4.90	2.17
Straightforwardness and honesty	82	6.71	2.22	108	6.14	2.38
Treating clients and stakeholders in Gabon with respect	84	7.02	1.80	114	6.64	2.19
Being a long-term partner	94	7.65	1.78	141	7.75	1.88

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	91	6.55	2.37	162	6.88	2.31
Gender equity	84	5.42	2.00	142	5.73	2.15
Private sector development*	98	7.12	2.16	170	7.72	2.01
Education*	101	8.57	1.53	196	9.05	1.26
Public sector governance/reform	103	8.45	1.46	188	8.41	1.93
Global/regional integration	91	6.49	1.93	160	6.65	2.19
Urban development	93	7.03	2.08	171	7.39	1.97
Energy	95	7.78	2.04	175	7.90	1.98
Water and sanitation	96	7.89	2.00	175	8.29	1.84
Job creation/employment	95	7.65	1.85	174	8.10	2.12
Health	93	8.42	1.67	182	8.74	1.67
Financial markets	83	6.58	1.92	153	6.93	2.02
Transport*	98	7.64	2.07	176	8.48	1.75
Agriculture and rural development*	97	7.80	1.97	176	8.60	1.69
Trade and exports	90	6.50	1.86	156	6.75	1.92
Natural resource management*	91	6.88	2.12	162	7.50	2.20
Climate change	93	6.77	2.00	168	7.26	2.23
Poverty reduction*	96	7.96	1.83	184	8.56	1.85
Anti corruption	98	8.10	1.73	180	8.48	1.97
Judiciary reform	95	7.56	1.97	171	7.77	2.27
Economic growth*	97	7.75	1.92	178	8.27	1.85
Equality of opportunity*	91	6.46	2.46	163	7.54	2.16
Information and communications technology	95	7.20	1.88	171	7.61	2.01

*Significantly different between collaborators and non-collaborators



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	54	4.80	2.44	68	4.10	1.85
Gender equity	43	4.35	2.01	65	4.40	2.25
Private sector development	65	5.37	2.06	94	5.37	2.28
Education	73	5.59	2.13	121	5.98	2.40
Public sector governance/reform	80	5.64	2.12	129	5.72	2.42
Global/regional integration	64	5.27	1.98	91	5.55	2.22
Urban development	62	5.35	2.10	90	5.09	2.20
Energy	62	5.48	2.22	100	5.29	2.36
Water and sanitation	67	5.31	2.12	108	5.31	2.29
Job creation/employment	60	4.98	2.12	101	4.71	2.29
Health	69	5.86	2.19	113	5.71	2.33
Financial markets	49	5.10	2.16	80	5.56	2.40
Transport	68	5.53	2.27	103	5.83	2.56
Agriculture and rural development	67	5.21	2.36	107	5.34	2.37
Trade and exports	52	4.87	2.00	76	4.70	2.18
Natural resource management	61	5.70	2.09	83	5.18	2.36
Climate change	59	5.59	2.15	82	5.54	2.44
Poverty reduction	79	5.86	2.21	117	5.44	2.37
Anti corruption	61	5.00	2.18	108	4.75	2.41
Judiciary reform	58	4.45	2.17	80	3.79	2.24
Economic growth	74	5.78	1.99	94	5.82	2.20
Equality of opportunity	54	4.57	2.04	74	4.41	2.51
Information and communications technology	72	6.15	1.98	86	5.65	2.55

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Gabon?*	94	5.85	1.51	149	5.35	2.04

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group’s financial instruments meet the needs of Gabon*	99	6.00	2.08	162	5.35	2.19
The World Bank Group meets Gabon’s needs for knowledge services	97	5.65	2.00	148	5.20	2.17

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Gabon received value for money from the World Bank Group’s Reimbursable Advisory Services?	56	5.46	1.67	80	5.16	2.05

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



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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	92	7.03	1.84	154	7.18	1.98
Include appropriate level of stakeholder involvement during preparation	85	6.27	1.91	128	5.74	2.07
Lead to practical solutions	92	5.92	1.88	131	5.51	2.23
Are accessible (well written and easy to understand)	88	6.14	2.02	128	5.92	2.18
Are source of relevant information on global good practices	90	7.11	1.70	143	7.13	2.05
Are relevant to country challenges	85	6.89	1.77	142	6.56	2.17
Are adequately disseminated	88	5.35	1.98	144	4.92	2.35
Are translated enough into local language*	80	4.84	2.40	138	4.01	2.82
Are adaptable to Gabon's specific development challenges and country circumstances	85	6.53	1.62	150	6.51	2.21

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	96	6.51	1.77	157	6.26	2.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	97	6.96	1.51	155	6.88	1.95

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	92	4.61	2.15	123	3.95	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports	102	6.94	1.92	161	6.65	2.30
The World Bank Group's approvals and reviews are done in a timely fashion	87	5.72	1.70	130	5.40	2.24
The World Bank Group's "Safeguard Policy" requirements are reasonable	85	6.18	1.73	101	6.06	1.99
The World Bank Group's conditions on its lending are reasonable*	87	6.21	2.08	129	5.35	2.21
The World Bank Group takes decisions quickly in Gabon*	83	5.49	1.76	116	4.34	2.05
Working with the World Bank Group increases Gabon's institutional capacity*	98	6.62	1.98	155	5.50	2.44
Where country systems are adequate, the World Bank Group makes appropriate use of them	83	7.02	1.67	119	6.49	2.32
The World Bank Group provides effective implementation support	100	6.86	2.06	146	6.32	2.24

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Gabon?	85	6.14	1.80	140	5.71	2.32

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Gabon?	73	6.01	1.63	117	5.44	2.20

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	71	6.41	1.90	81	6.26	2.59
I find the information on the World Bank Group's websites useful	70	7.11	1.64	82	7.27	1.83
The World Bank Group's social media channels are valuable sources of information about the institution	47	6.74	1.75	79	7.16	2.16
When I need information from the World Bank Group I know how to find it*	89	6.09	2.53	101	5.11	3.02
The World Bank Group is responsive to my information requests and inquiries*	59	6.71	2.33	67	4.93	2.88

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁹

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

- FY 2014 Number of comparable respondents = 215
- FY 2017 Number of comparable respondents = 332

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

Percentage of Respondents	FY 2014	FY 2017
Office of the President/Prime Minister/Minister	17%	17%
Office of Parliamentarian	1%	1%
Government Institutions	39%	39%
Local Government	3%	3%
Bilateral/Multilateral Agencies	5%	5%
Civil Society	13%	13%
Private Sector	8%	8%
Academia	9%	9%
Media	5%	5%

A. General Issues facing Gabon

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

Percentage of Respondents	FY 2014	FY 2017
The right direction	65.4%	45.3%
The wrong direction	17.1%	22.5%
Not sure	17.5%	32.3%

*Significantly different between FY 2014 and FY 2017

B. Overall Attitudes toward the World Bank Group

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?*	215	5.50	2.27	328	4.63	2.23

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY 2014 and FY 2017

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	185	5.61	1.90	246	5.30	1.90

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

¹⁹ Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?	173	6.34	2.14	246	6.26	2.34

(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 Gabon?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon	187	6.14	2.28	266	5.89	2.35
The World Bank Group's work is aligned with what I consider the development priorities for Gabon	174	5.89	2.28	234	5.46	2.18

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	153	5.10	2.02	200	4.84	1.98
Flexibility (in terms of the institution's products and services)*	156	5.09	1.78	177	4.56	1.98
Flexibility (in terms of changing country circumstances)	155	4.92	1.86	183	4.77	2.00
Being inclusive	127	5.59	2.03	140	5.47	2.23
Openness (sharing data and other information)	173	5.83	2.03	205	5.85	2.12
Collaboration with the Government	179	7.20	1.92	244	6.97	1.78
The speed in which it gets things accomplished on the ground	147	5.33	1.93	206	5.19	2.01
Helping to bring discipline/effective supervision to implementation of investment projects				224	6.01	2.18
Collaboration with civil society				196	4.79	2.27
Staff accessibility*	170	5.65	2.36	192	5.14	2.19
Collaboration with other donors and development partners				171	5.93	2.11
Collaboration with the private sector				162	4.89	2.05
Straightforwardness and honesty	165	6.12	2.30	181	6.19	2.38
Treating clients and stakeholders in Gabon with respect	147	6.29	2.31	195	6.71	2.06
Being a long-term partner*	156	7.11	2.22	227	7.61	1.86

*Significantly different between FY 2014 and FY 2017



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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection	125	4.55	2.21	118	4.27	2.07
Gender equity*	121	3.49	2.31	111	4.51	2.27
Private sector development	146	5.02	1.99	161	5.36	2.13
Education	148	5.85	2.23	187	5.65	2.25
Public sector governance/reform	163	5.63	2.18	201	5.64	2.30
Global/regional integration	127	5.22	1.96	149	5.38	2.18
Urban development	145	5.20	2.17	145	5.11	2.15
Energy	131	5.14	2.13	157	5.25	2.26
Water and sanitation	144	5.10	2.15	171	5.14	2.16
Job creation/employment	141	4.59	2.10	157	4.80	2.17
Health	151	5.33	2.21	165	5.64	2.25
Financial markets*	106	4.62	2.16	128	5.29	2.26
Transport	163	5.49	2.29	159	5.62	2.36
Trade and exports	112	4.55	1.97	124	4.77	2.06
Natural resource management*	131	4.19	2.70	138	5.36	2.22
Climate change*	125	4.06	2.37	136	5.43	2.33
Poverty reduction	156	5.70	2.22	191	5.59	2.29
Anti corruption*	138	3.97	2.32	171	4.96	2.32
Economic growth	141	5.69	1.96	163	5.76	2.16
Equality of opportunity*	106	3.37	2.30	123	4.53	2.32
Information and communications technology	139	5.22	2.02	148	5.73	2.34

*Significantly different between FY 2014 and FY 2017

	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 Gabon?	175	5.31	1.73	237	5.44	1.84

(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 Gabon?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Gabon	189	5.42	2.26	245	5.46	2.11
The World Bank Group meets Gabon's needs for knowledge services	185	4.99	2.11	237	5.30	2.06

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services?	157	4.99	1.73	136	5.25	1.92

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



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

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

Percentage of Respondents	FY 2014	FY 2017
Weekly	7.9%	7.1%
Monthly	13.0%	11.2%
A few times a year	46.0%	38.5%
Rarely	25.6%	31.7%
Never	7.4%	11.5%

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely*	180	6.50	1.90	234	7.03	1.88
Include appropriate level of stakeholder involvement during preparation	174	5.52	1.92	210	5.86	2.07
Lead to practical solutions	184	5.66	2.14	214	5.54	2.08
Are accessible (well written and easy to understand)*	179	5.48	1.95	210	5.89	2.06
Are source of relevant information on global good practices *	179	6.38	2.15	227	7.03	1.88
Are relevant to country challenges				218	6.60	2.08
Are adequately disseminated	186	4.72	2.17	220	4.94	2.19
Are translated enough into local language	174	4.44	2.42	214	4.29	2.71
Are adaptable to Gabon's specific development challenges and country circumstances*	189	5.90	2.10	232	6.44	2.00

*Significantly different between FY 2014 and FY 2017

	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?	182	6.14	1.98	244	6.30	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	191	6.21	1.93	248	6.81	1.74

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

*Significantly different between FY 2014 and FY 2017

E. Working with the World Bank Group

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	168	3.43	2.27	204	4.17	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	190	5.89	2.41	254	6.72	2.23
The World Bank Group's approvals and reviews are done in a timely fashion*	171	4.84	2.01	210	5.48	2.05
The World Bank Group's "Safeguard Policy" requirements are reasonable*	141	5.35	2.02	179	6.05	1.87
The World Bank Group's conditions on its lending are reasonable*	158	5.09	2.15	207	5.65	2.18
The World Bank Group takes decisions quickly in Gabon	150	4.54	2.32	190	4.88	2.11
Working with the World Bank Group increases Gabon's institutional capacity	186	5.74	2.27	240	5.78	2.34
Where country systems are adequate, the World Bank Group makes appropriate use of them*	150	6.03	2.35	190	6.51	2.12
The World Bank Group provides effective implementation support	172	6.02	2.32	233	6.40	2.24

*Significantly different between FY 2014 and FY 2017



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

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

Percentage of Respondents	FY 2014	FY 2017
Financial services	29.2%	22.8%
Knowledge products	20.8%	23.4%
Convening services	19.8%	16.0%
None of the above	1.9%	1.0%
The combination is appropriate for Gabon	25.0%	29.2%
Don't know	3.3%	7.7%

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2014	FY 2017
Yes	23.9%	10.0%
No	76.1%	90.0%

*Significantly different between FY 2014 and FY 2017

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2014	FY 2017
Yes	98.1%	77.5%
No	1.9%	22.5%

*Significantly different between FY 2014 and FY 2017

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

Percentage of Respondents	FY 2014	FY 2017
Yes	60.2%	41.4%
No	39.8%	58.6%

*Significantly different between FY 2014 and FY 2017

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

Percentage of Respondents	FY 2014	FY 2017
High speed/WiFi	78.0%	80.5%
Dial-up	22.0%	19.5%

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	138	6.17	2.22	147	6.25	2.33
I find the information on the World Bank Group's websites useful*	143	6.65	2.10	144	7.12	1.71
The World Bank Group's social media channels are valuable sources of information about the institution*	113	5.85	2.50	125	6.97	2.07
When I need information from the World Bank Group I know how to find it	164	5.83	2.63	191	5.62	2.83
The World Bank Group is responsive to my information requests and inquiries	140	5.72	2.51	130	5.68	2.76

*Significantly different between FY 2014 and FY 2017



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Gabon? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	5.05	5.81	5.58	4.99	5.37	5.42	5.24	6.07	5.29	5.47	5.33	5.59
Overall the World Bank Group currently plays a relevant role in development in Gabon	5.76	6.50	6.12	5.92	6.07	5.97	5.88	6.77	6.07	6.02	6.05	6.04
The World Bank Group's work is aligned with what I consider the development priorities for Gabon	5.00	6.03	5.50	5.14	5.36	5.40	5.25	5.97	5.36	5.38	5.37	5.38
Responsiveness to needs	4.56	5.38	5.06	4.51	4.97	4.48	4.74	5.35	4.70	5.00	4.82	4.98
Flexibility (in terms of the institution's products and services)	4.41	4.92	4.59	4.49	4.56	4.55	4.58	4.43	4.46	4.64	4.55	4.58
Flexibility (in terms of changing country circumstances)	4.58	5.02	4.79	4.63	4.75	4.68	4.64	5.15	4.64	4.81	4.83	4.36
Being inclusive	5.31	5.89	5.80	5.10	5.59	5.34	5.41	6.14	5.41	5.64	5.53	5.52
Openness (sharing data and other information)	5.71	6.34	6.01	5.84	6.04	5.67	5.96	5.87	5.64	6.23	5.91	6.07
Collaboration with the Government	6.85	7.07	6.99	6.77	6.95	6.80	6.83	7.26	6.92	6.90	6.88	7.04
The speed in which it gets things accomplished on the ground	5.07	5.60	5.54	4.85	5.35	5.16	5.25	5.50	5.21	5.38	5.15	5.86
Helping to bring discipline/effective supervision to implementation of investment projects	5.84	6.55	6.36	5.77	6.29	5.71	6.03	6.64	6.05	6.24	6.13	6.22
Collaboration with civil society	4.55	5.35	5.15	4.38	4.97	4.57	4.81	5.14	4.59	5.15	4.82	5.05
Staff accessibility	4.80	5.87	5.49	4.61	5.25	4.91	5.12	5.39	4.94	5.37	5.10	5.46
Collaboration with other donors and development partners	5.89	6.17	6.22	5.70	6.16	5.62	5.83	6.75	6.18	5.85	6.09	5.78
Collaboration with the private sector	4.90	5.36	5.36	4.67	5.15	5.00	5.06	5.41	5.09	5.14	5.05	5.34
Straightforwardness and honesty	6.14	6.71	6.60	5.96	6.39	6.26	6.28	6.68	6.19	6.52	6.31	6.58
Treating clients and stakeholders in Gabon with respect	6.64	7.02	6.93	6.51	6.77	6.78	6.76	6.84	6.73	6.81	6.74	6.91
Being a long-term partner	7.75	7.65	7.60	7.85	7.68	7.73	7.62	8.03	7.88	7.48	7.68	7.72
To what extent does the World Bank Group's work help to achieve development results in Gabon?	5.35	5.85	5.57	5.42	5.55	5.44	5.44	5.86	5.39	5.67	5.62	5.16
The World Bank Group's financial instruments meet the needs of Gabon	5.35	6.00	5.60	5.57	5.67	5.38	5.41	6.39	5.69	5.49	5.61	5.51
The World Bank Group meets Gabon's needs for knowledge services	5.20	5.65	5.57	4.92	5.32	5.39	5.22	5.86	5.25	5.44	5.29	5.53
The World Bank Group's knowledge work and activities are adaptable to Gabon's specific development challenges and country circumstances	6.51	6.53	6.56	6.35	6.44	6.60	6.46	6.57	6.53	6.44	6.43	6.69
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.26	6.51	6.42	6.19	6.31	6.41	6.20	6.85	6.39	6.28	6.32	6.39
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.88	6.96	7.02	6.68	6.86	7.00	6.79	7.30	6.97	6.83	6.90	6.88
The World Bank Group takes decisions quickly in Gabon	4.34	5.49	5.02	4.43	4.93	4.51	4.83	4.78	4.34	5.27	4.82	4.83
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.49	7.02	6.72	6.65	6.94	6.00	6.55	7.33	6.43	6.97	6.85	6.10

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Gabon FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Gabon

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING GABON

A1. In general would you say that Gabon 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 Gabon.			
Please identify which of the following you consider the most important development priorities in Gabon. (Choose no more than THREE)			
1	Judiciary reform	13	Transport (e.g., roads, bridges, transportation)
2	Gender equity	14	Agriculture and rural development
3	Private sector development	15	Trade and exports
4	Education	16	Natural resource management
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Climate change (e.g., mitigation, adaptation)
6	Global/regional integration	18	Poverty reduction
7	Urban development	19	Anti corruption
8	Energy	20	Social protection (e.g., pensions, targeted social assistance)
9	Water and sanitation	21	Economic growth
10	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
11	Health	23	Information and communications technology
12	Financial markets		

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

**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 Gabon? (Choose no more than TWO)

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

**SECTION A: GENERAL ISSUES**

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

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

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Gabon, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)			
1	Anti corruption	13	Judiciary reform
2	Water and sanitation	14	Economic growth
3	Job creation/employment	15	Equality of opportunity (i.e., social inclusion)
4	Health	16	Information and communications technology
5	Financial markets	17	Transport (e.g., roads, bridges, transportation)
6	Social protection (e.g., pensions, targeted social assistance)	18	Agriculture and rural development
7	Gender equity	19	Trade and exports
8	Private sector development	20	Natural resource management
9	Education	21	Climate change (e.g., mitigation, adaptation)
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Poverty reduction
11	Global/regional integration	23	Energy
12	Urban development		

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

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

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (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 Gabon
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**

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

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Gabon 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	2	3	4	5	6	7	8	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Guarantees	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

1	Beneficiaries	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 Gabon?

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

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

B27. 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	Poor donor coordination
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	The World Bank Group does not do adequate follow through/follow-up
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	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 Gabon?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Climate change (e.g., mitigation, adaptation)	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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**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 Gabon? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	10	
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Climate change (e.g., mitigation, adaptation)	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	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent do you agree with the following statements about the World Bank Group in Gabon?																					
											Strongly disagree		Strongly agree		Don't know						
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Gabon										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Gabon's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. To what extent do you believe that Gabon received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

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

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

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

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

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

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

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Gabon?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all										To a very significant degree		Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GABON****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)**

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Ensure greater selectivity in its work
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	Work faster
9	Provide more adequate data/knowledge/statistics/figures on Gabon'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 Gabon's specific challenges
14	Other (please specify): _____

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

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Gabon
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 Gabon? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr, WhatsApp)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

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

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	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	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, 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 Gabon? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

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

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Gabon?**(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 Gabon?**(Choose no more than TWO)**

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

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|-------------|
| 1 | Libreville |
| 2 | Port Gentil |
| 3 | Lambarene |
| 4 | Other |

Thank you for completing the survey!