

FY17 Algeria  
Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



October 2017



## Acknowledgements

The Algeria 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). Jing Guo, Jessica Cameron, and Svetlana Markova oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Algeria country team and the local fielding agency BH Advisory Strategy & Management Consulting. In particular, PORG is grateful for the support from Donia Jemail (Communications Associate) who coordinated the survey related activities from Tunis, Tunisia.





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## ALGERIA





## I. Objectives

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

- *General Issues Facing Algeria*
- *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 Algeria*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to July 2017, 440 stakeholders of the WBG in Algeria 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 a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local/regional government office or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, chambers of commerce, academia/research institutes/think tanks, and the judiciary branch.

A total of 107 stakeholders participated in the survey (24% response rate). The vast majority of respondents received an invitation via email and completed the questionnaire online; however, a small number received the questionnaire via courier and returned it accordingly.

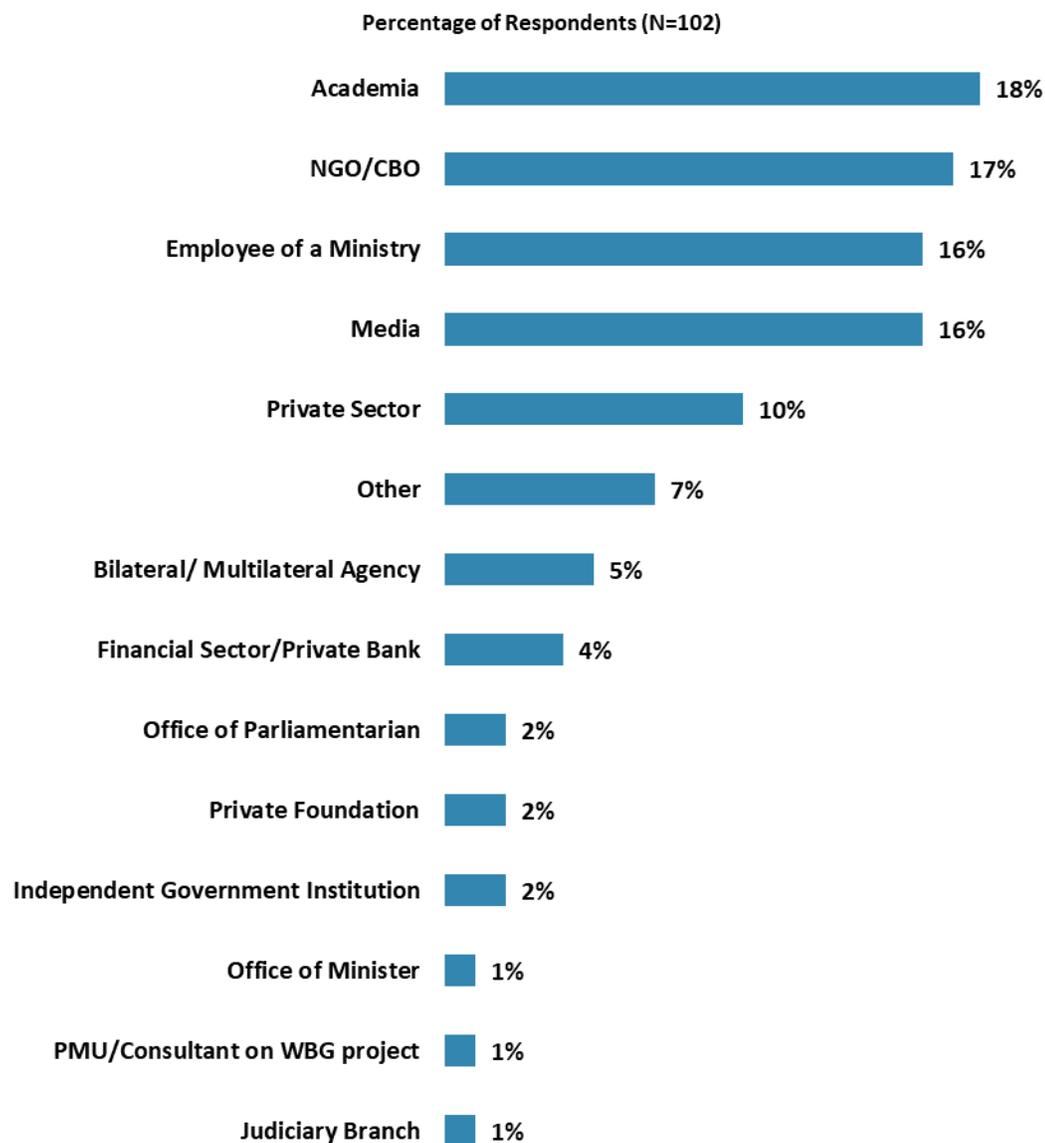
Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.



### III. Demographics of the Sample

#### Current Position

- For all further analyses, respondents from the office of a Minister, the office of a Parliamentarian, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary branch, and employees of ministries were grouped into one “Government” category. In addition, the small number of respondents from the financial sector/private banks were combined with those from the private sector, the small number of respondents from private foundations were combined with those from NGOs/CBOs, and the small number of respondents from bilateral/multilateral agencies were combined with those from other organizations.

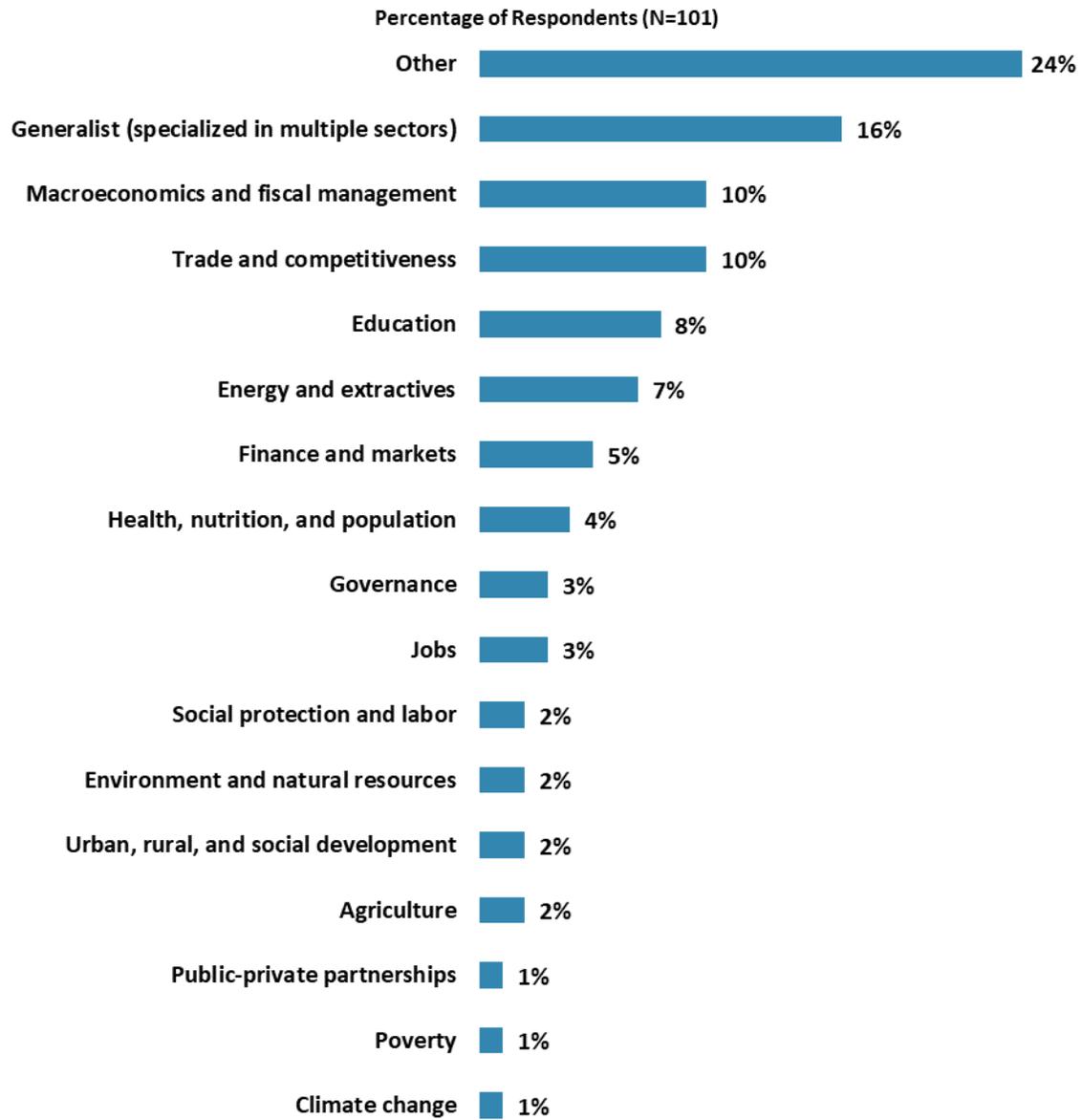


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization

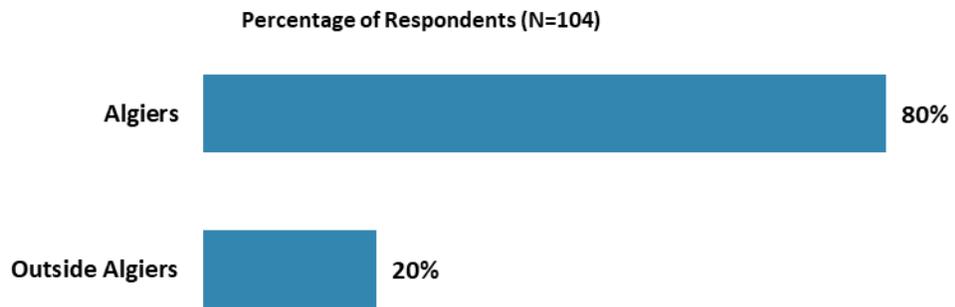


“Please identify the primary specialization of your work. (Select only ONE response)”  
(Respondents chose from a list.)



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

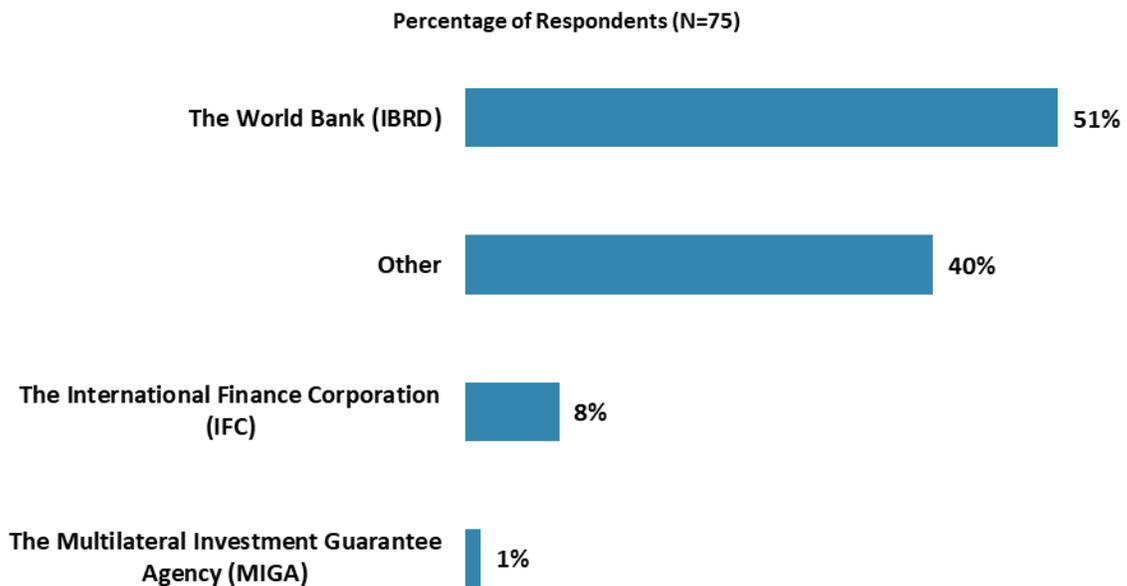
#### Geographic Locations



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

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



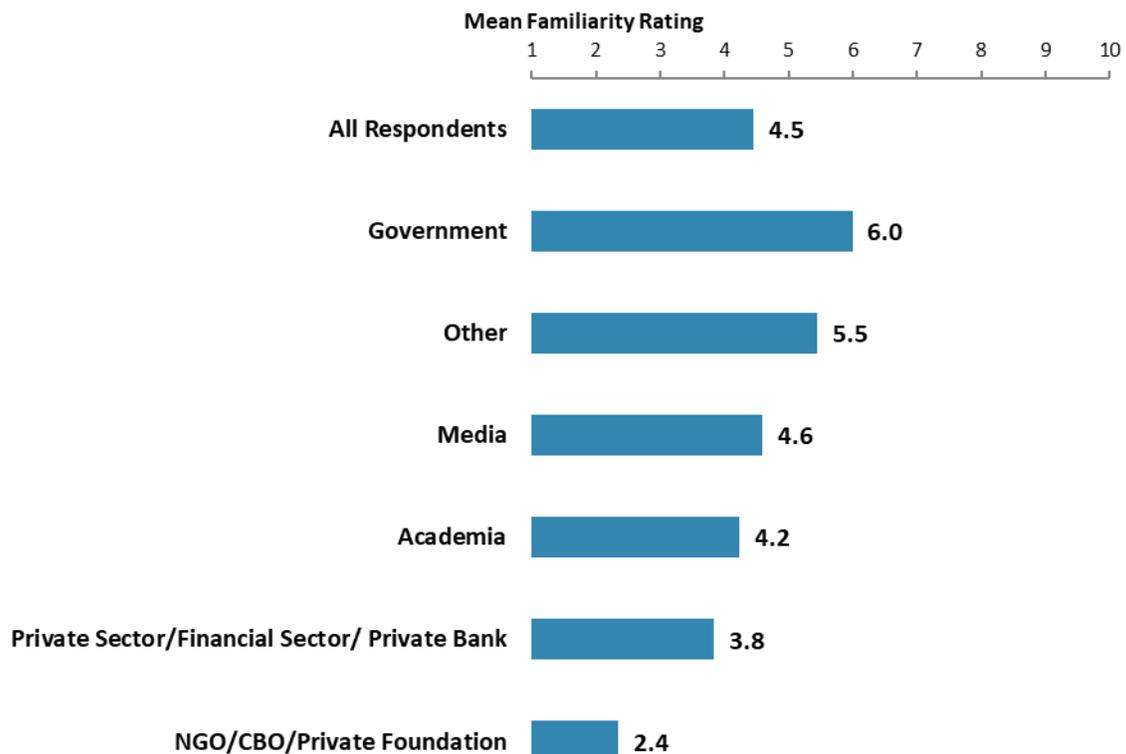
"Which of the following agencies of the World Bank Group do you primarily engage with in Algeria? (Select only ONE response)" (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Location:** Respondents from Algiers gave significantly higher ratings of familiarity with the WBG (mean rating = 4.8) than respondents from outside Algiers (mean rating = 3.2).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 6.8) than respondents who do not collaborate with the WBG (mean rating = 3.8).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in Algeria, the extent to which the WBG's work helps to achieve development results, and the extent to which the WBG plays a relevant role in development in Algeria.



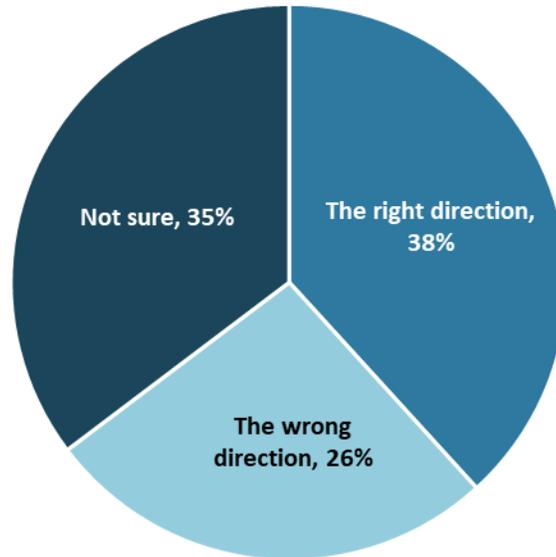
"How familiar are you with the work of the World Bank Group in Algeria?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")



## IV. General Issues Facing Algeria

### Headed in the Right Direction

Percentage of Respondents (N=102)

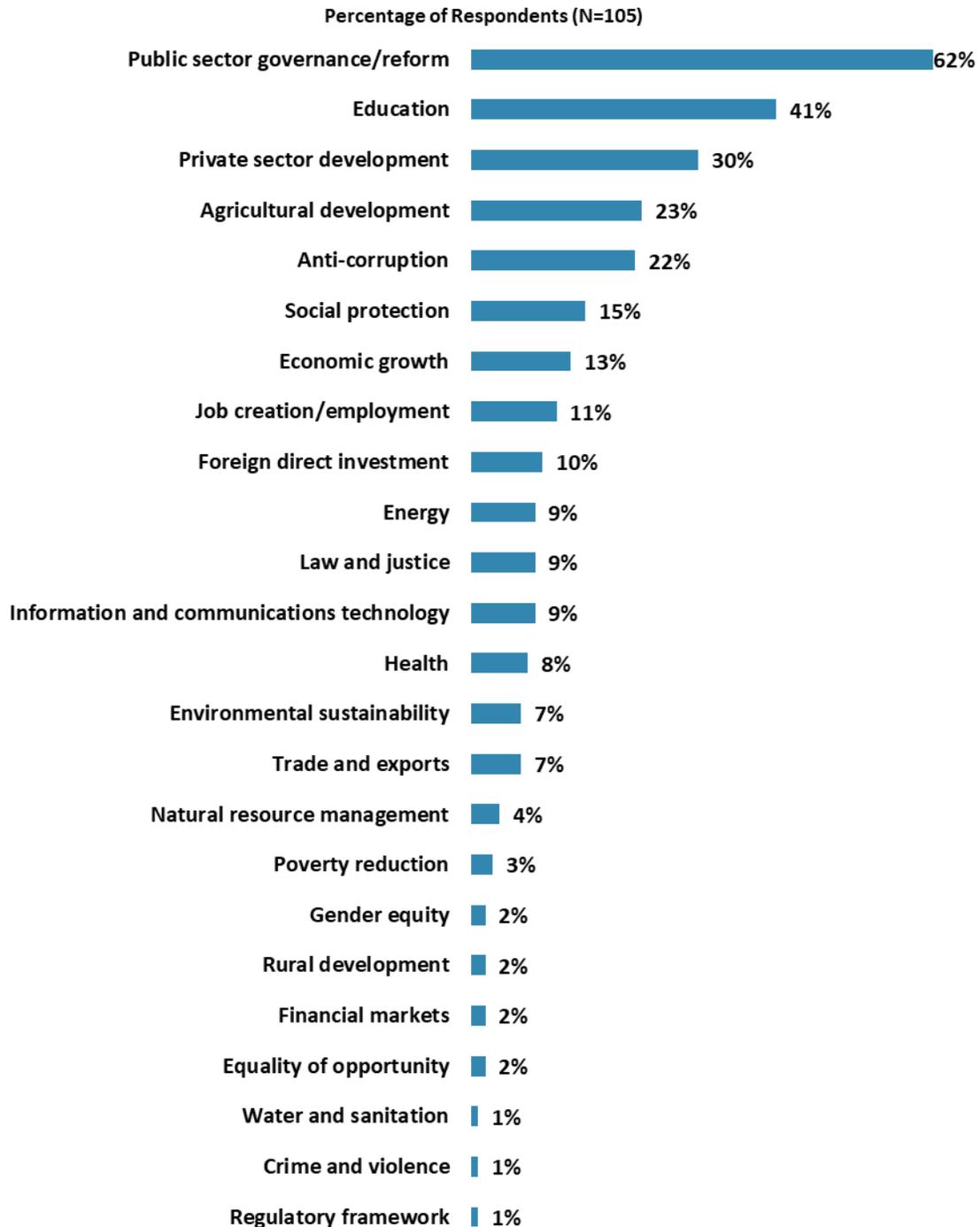


"In general, would you say that Algeria is headed in ...?"  
(Respondents chose from a list.)



## IV. General Issues Facing Algeria (continued)

### Development Priority

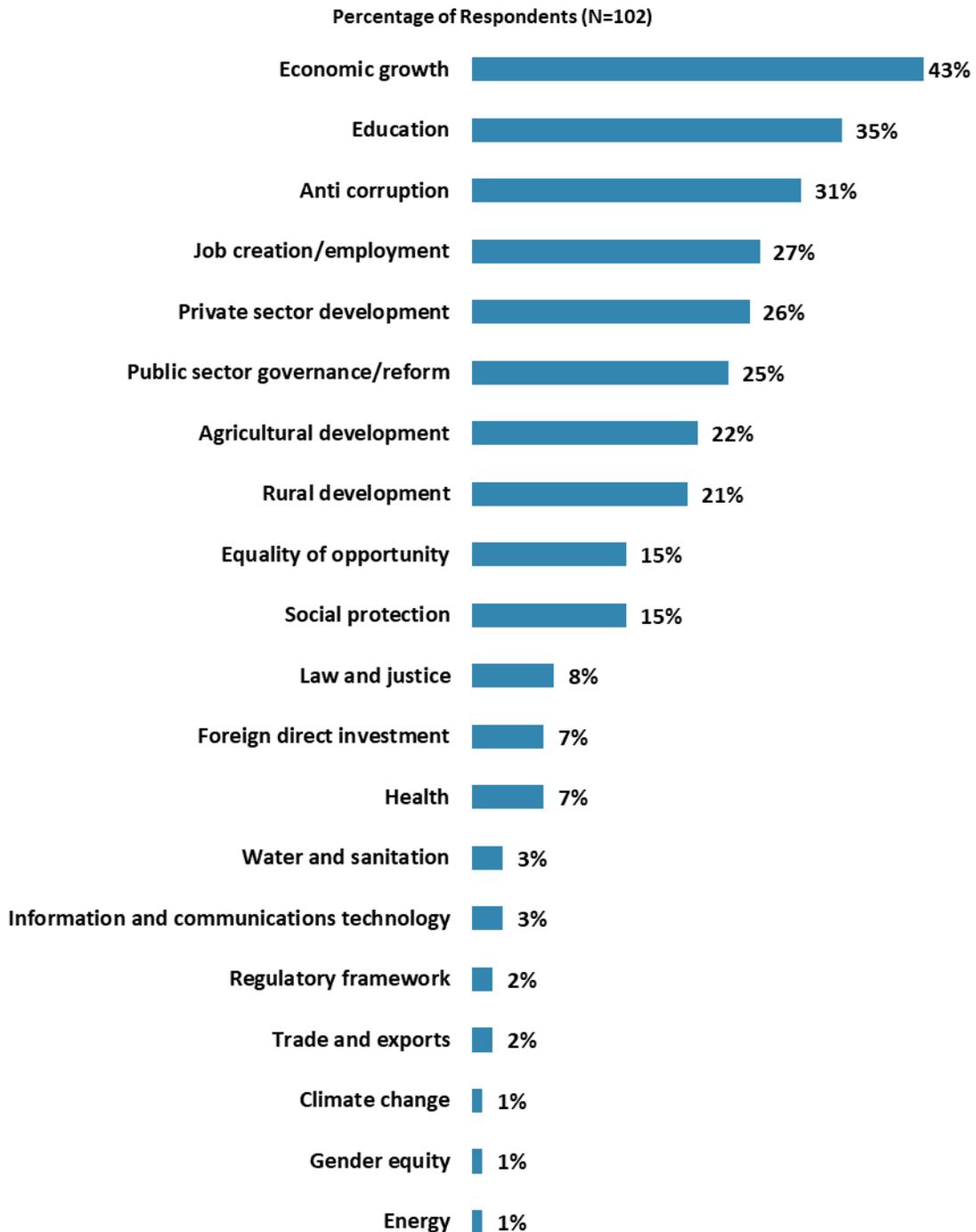


"Listed below are a number of development priorities in Algeria. Please identify which of the following you consider the most important development priorities in Algeria. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Algeria (continued)

### Factors Contributing to Poverty Reduction

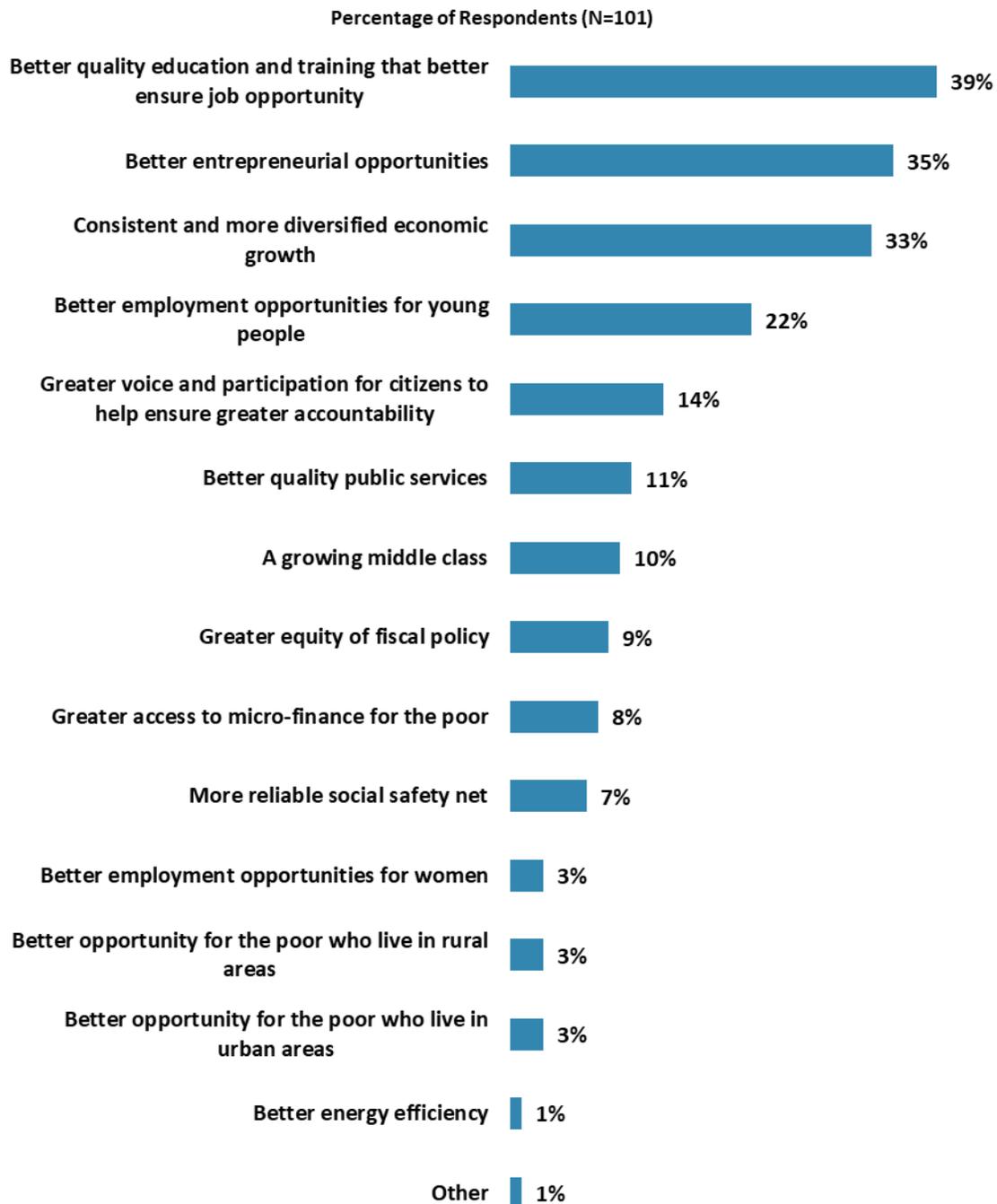


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Algeria?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Algeria (continued)

### Factors Contributing to “Shared Prosperity”

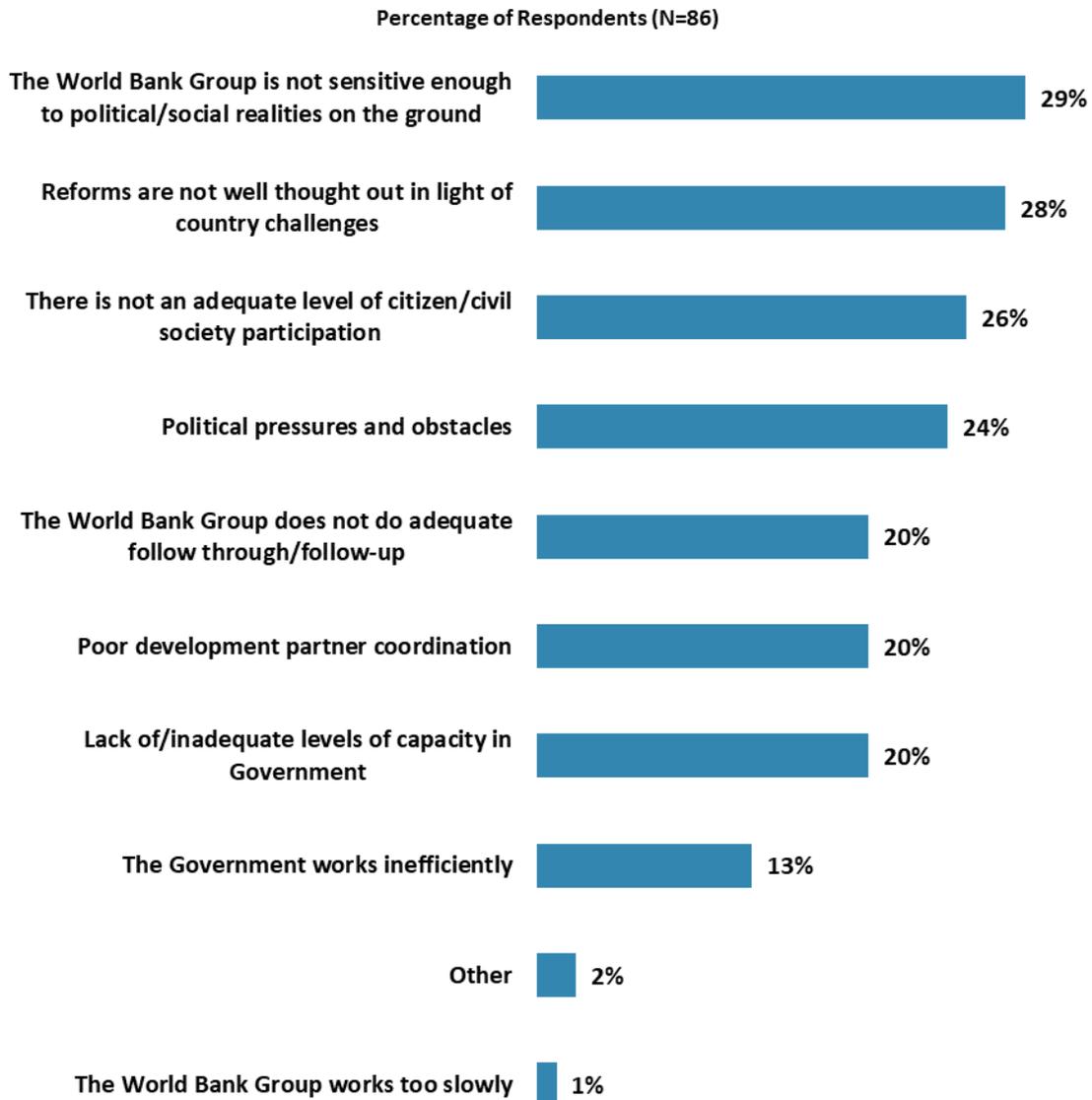


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Algeria? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts



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

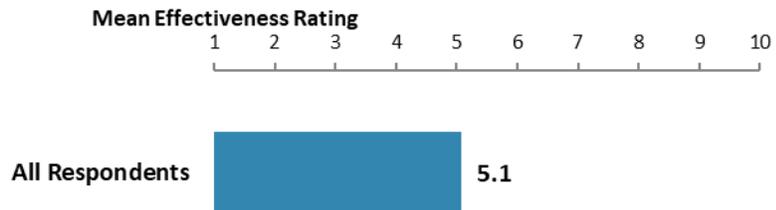


## V. Overall Attitudes toward the World Bank Group (continued)

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

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

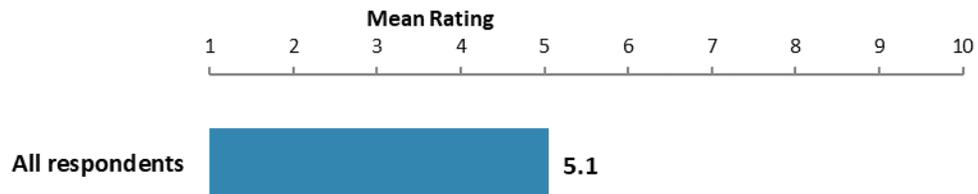
- **Location:** Respondents from Algiers gave significantly higher ratings for the WBG’s overall effectiveness in Algeria (mean rating = 5.4) than respondents from outside Algiers (mean rating = 3.6).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Algeria (mean rating = 6.7) than respondents who are not collaborating (mean rating = 4.5).



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

### Achieving Development Results (Indicator Question)

- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 6.3) compared to respondents who are not collaborating (mean rating = 4.6).



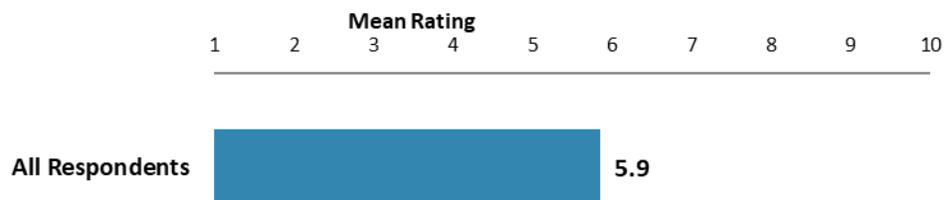
"To what extent does the World Bank Group’s work help to achieve development results in Algeria?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

### WBG Staff Preparedness

- **Stakeholders:** Respondents from Government and other organizations gave the highest ratings for the WBG's staff being well prepared whereas respondents from NGOs/CBOS/private foundations gave significantly lower ratings (see Appendix B, page 54, for a full breakdown).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.8) compared to respondents who are not collaborating (mean rating = 5.3).



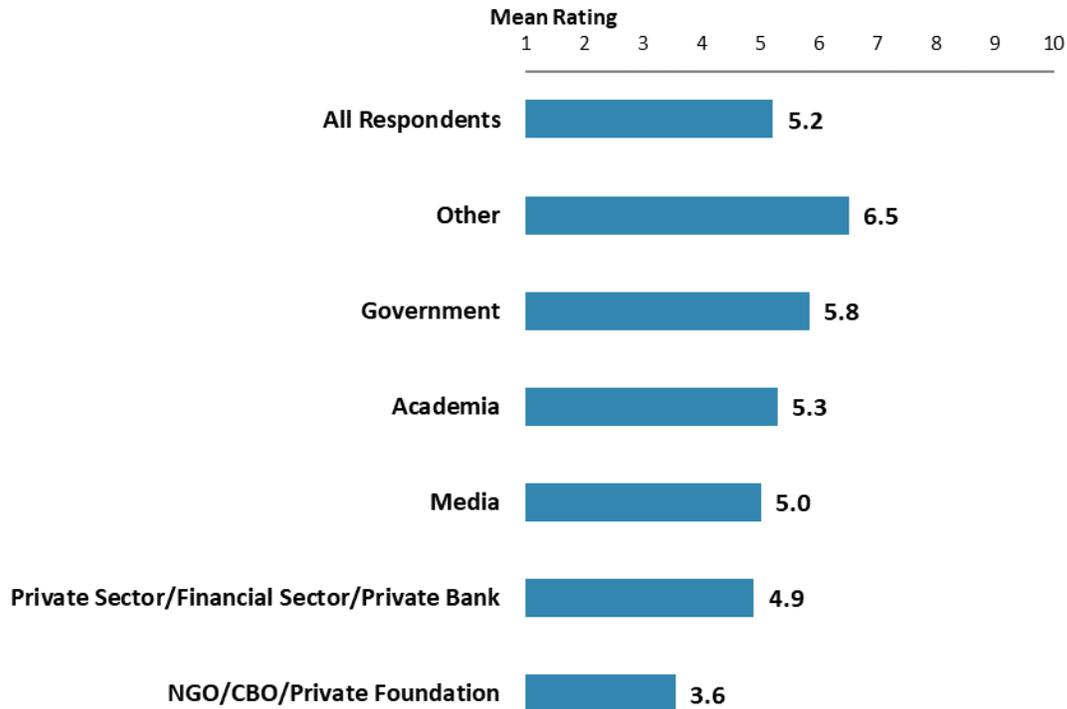
**"To what extent do you believe the World Bank Group's staff is well prepared to help Algeria solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from Government and other organizations had the highest mean ratings for the aggregated responses to the twenty-four COS indicator questions whereas respondents from the media, private sector/financial sector/private banks, and NGOs/CBOs/private foundations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 54).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-four COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 4.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 77).

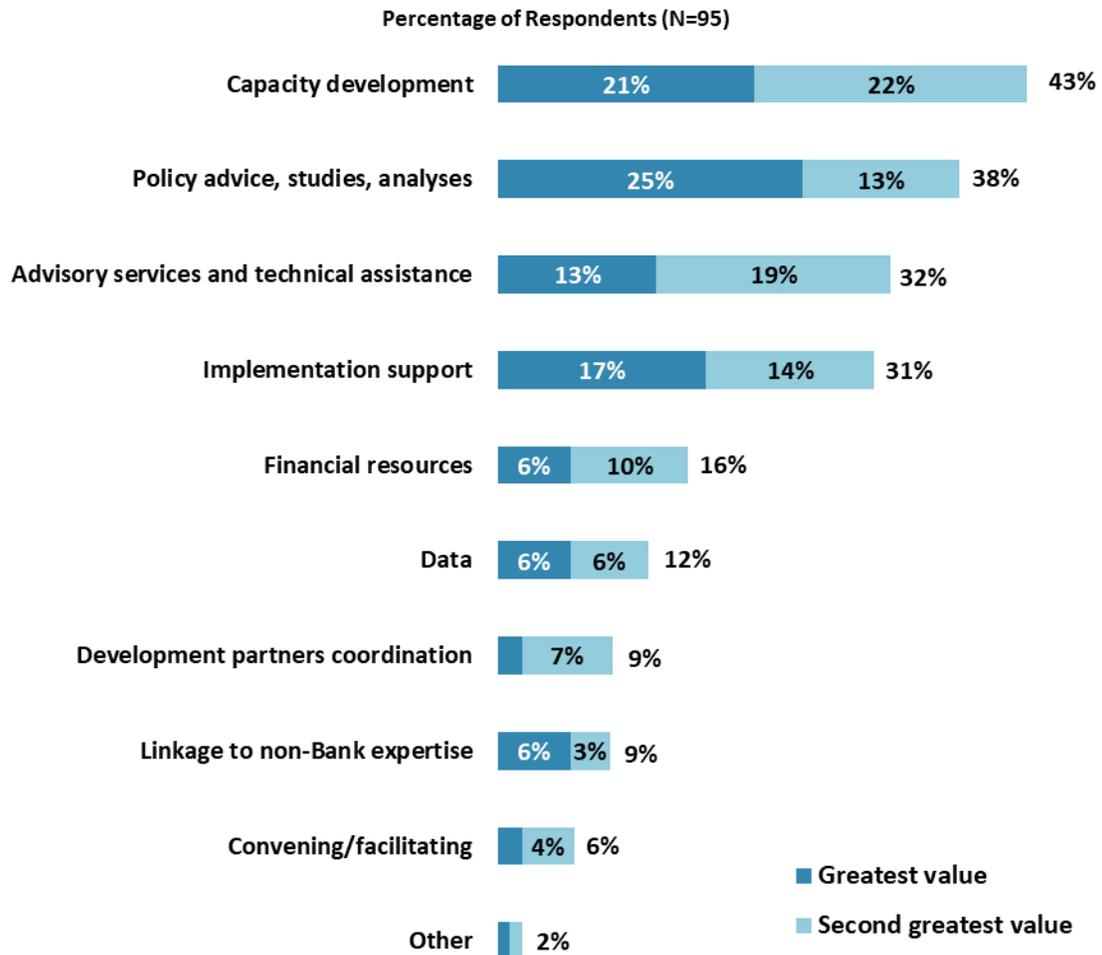


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

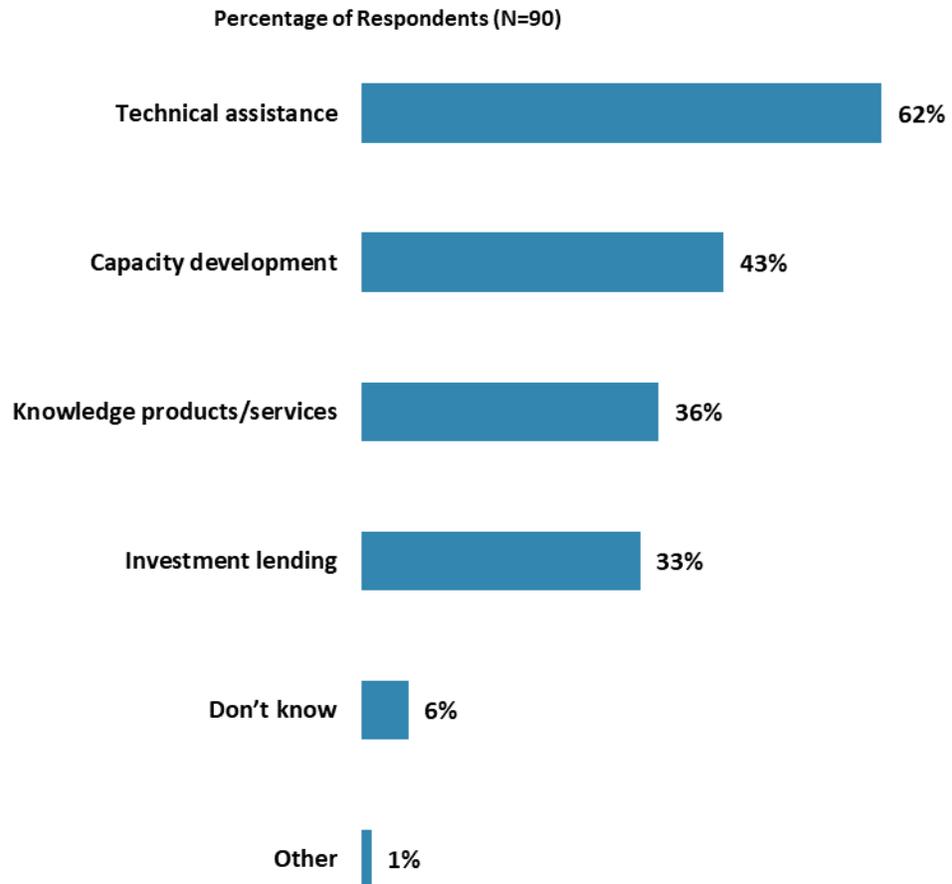


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Algeria?" (Respondents chose from a list.)



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

### Most Effective WBG Instruments in Reducing Poverty



**"Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in Algeria? (Choose not more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### The WBG's Capacity Building



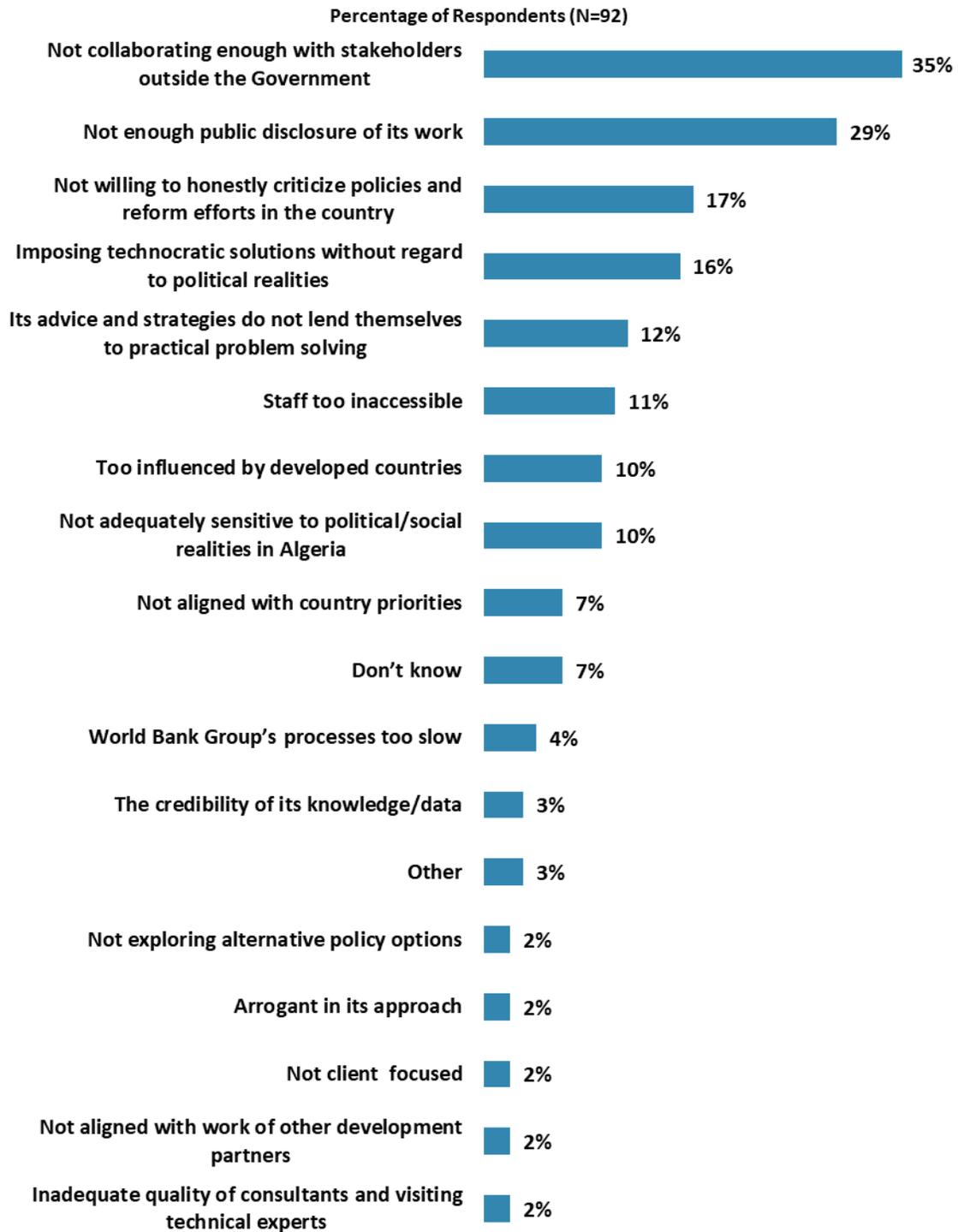
"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Algeria?" (1-"Not effective at all", 10-"Very effective")

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



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

### Greatest Weakness



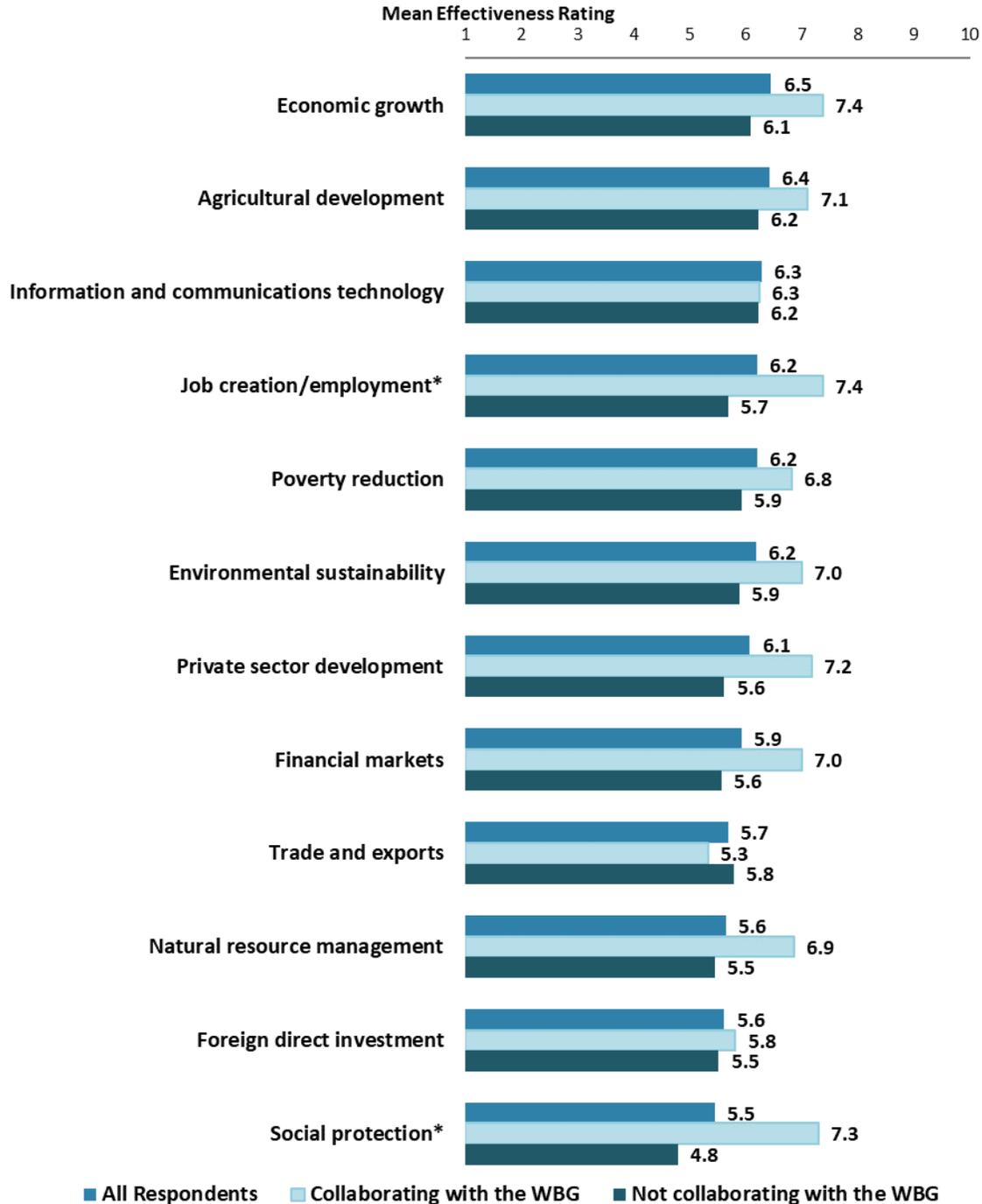
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Algeria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG’s Support in Sectoral Areas

- **Stakeholders:** Respondents from Government, academia, and other organizations gave the highest ratings for the WBG’s effectiveness in job creation/employment whereas respondents from the media gave significantly lower ratings (see Appendix B, page 52).

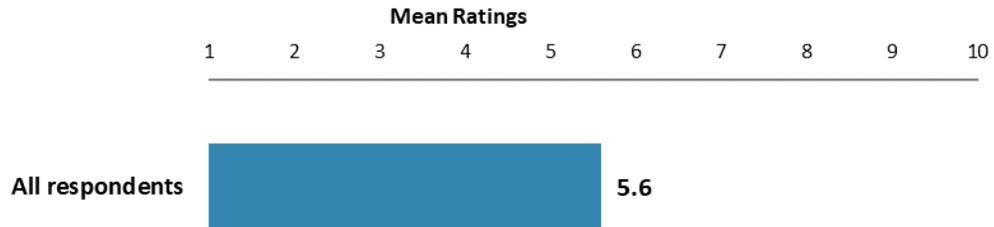


"How EFFECTIVE do you believe the World Bank Group is in term of the work it does in the following areas of development" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)



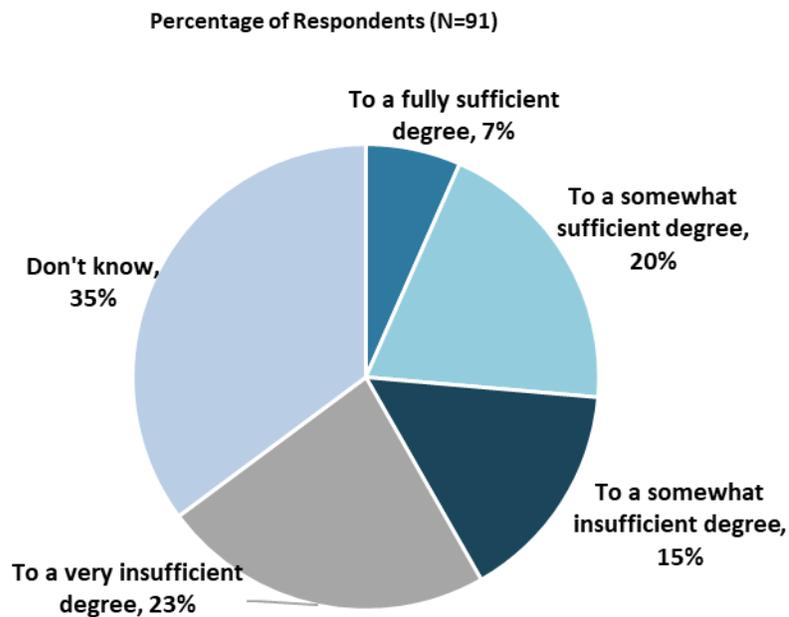
## VI. Sectoral Effectiveness (continued)

### 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 Algeria?"  
(1-"To no degree at all", 10-"To a very significant degree")

### Helping the Poorest



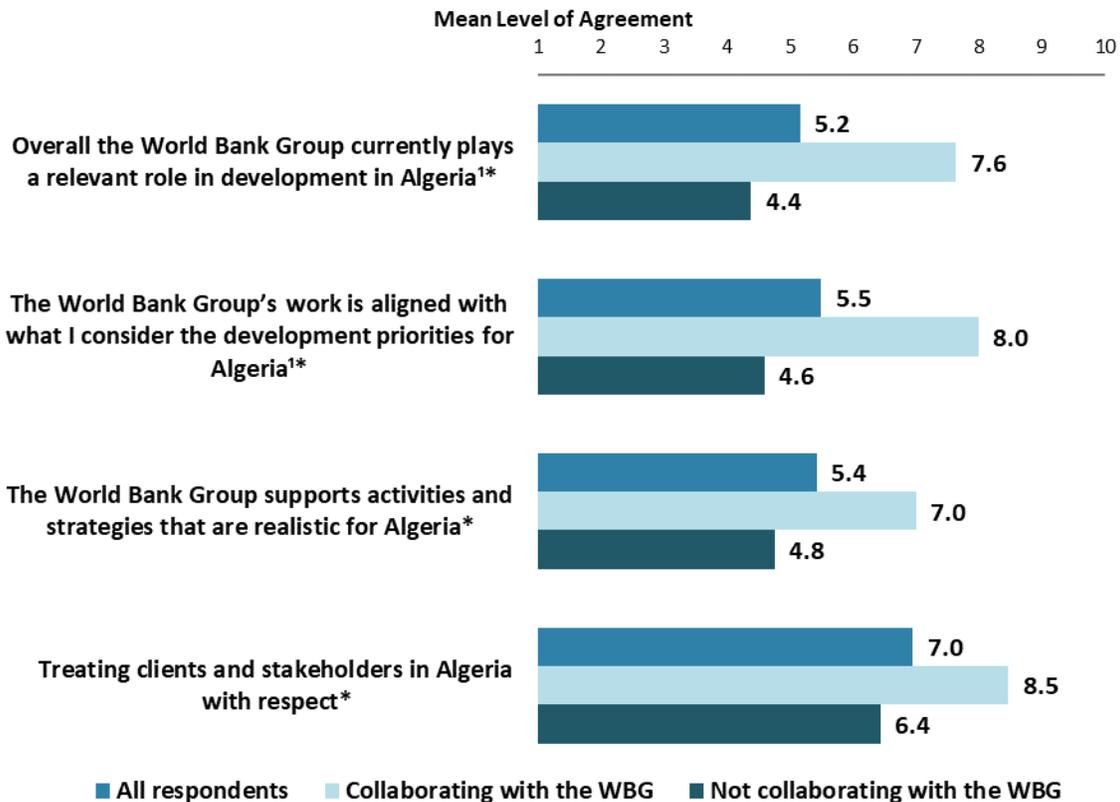
"To what extent do you believe that the World Bank Group's work and support help the poorest in Algeria? (Select only ONE response)" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Algeria

- **Stakeholders:** Respondents from Government and other organizations had significantly higher levels of agreement that the WBG's work is aligned with their development priorities and that the WBG supports realistic activities and strategies for Algeria compared to respondents from other stakeholder groups (see Appendix B, page 52).
- **Location:** Respondents from Algiers had significantly higher levels of agreement that the WBG plays a relevant role in development in Algeria (mean rating = 5.5) than respondents from outside Algiers (mean rating = 3.7).



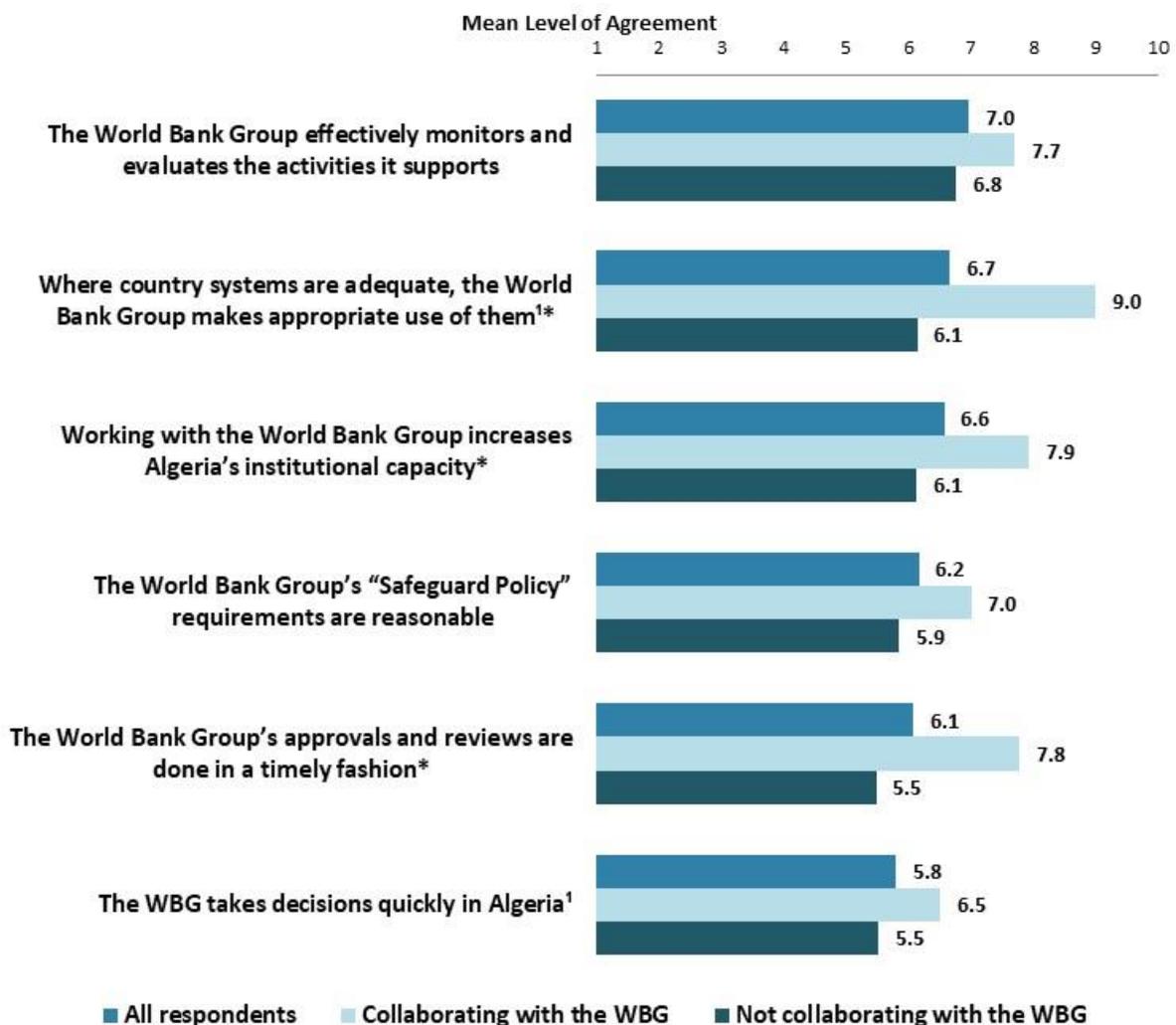
"To what extent do you agree with the following statements about the World Bank Group's work in Algeria?" (1-"Strongly disagree", 10-"Strongly agree")  
<sup>\*</sup>Significantly different between collaborators and non-collaborators <sup>1</sup>Indicator Question



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

### Overall Perceptions

- **Stakeholders:** Respondents from the media, academia, and other organizations had the highest levels of agreement that the WBG effectively monitors and evaluates its activities whereas respondents from the private sector/financial sector/private banks and NGOs/CBOs/private foundations had significantly lower levels of agreement. In addition, respondents from the media and other organizations had the highest higher levels of agreement that the WBG’s approvals and reviews are done in a timely fashion whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement (see Appendix B, page 52, for a complete breakdown).

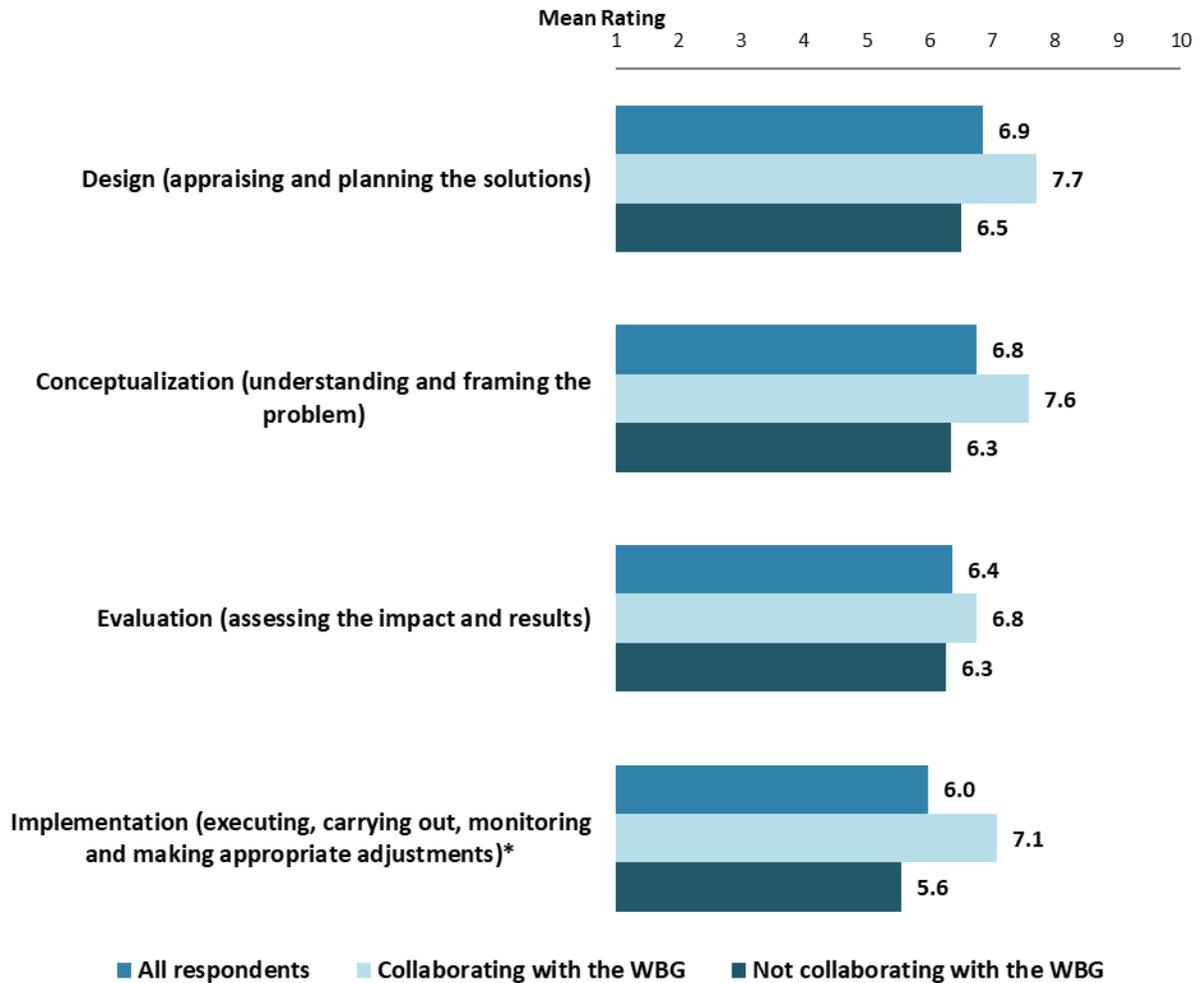


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
 (\*Significantly different between collaborators and non-collaborators)



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

### The WBG's Technical Assistance/Advisory Work



"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Algeria's development challenges?"

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

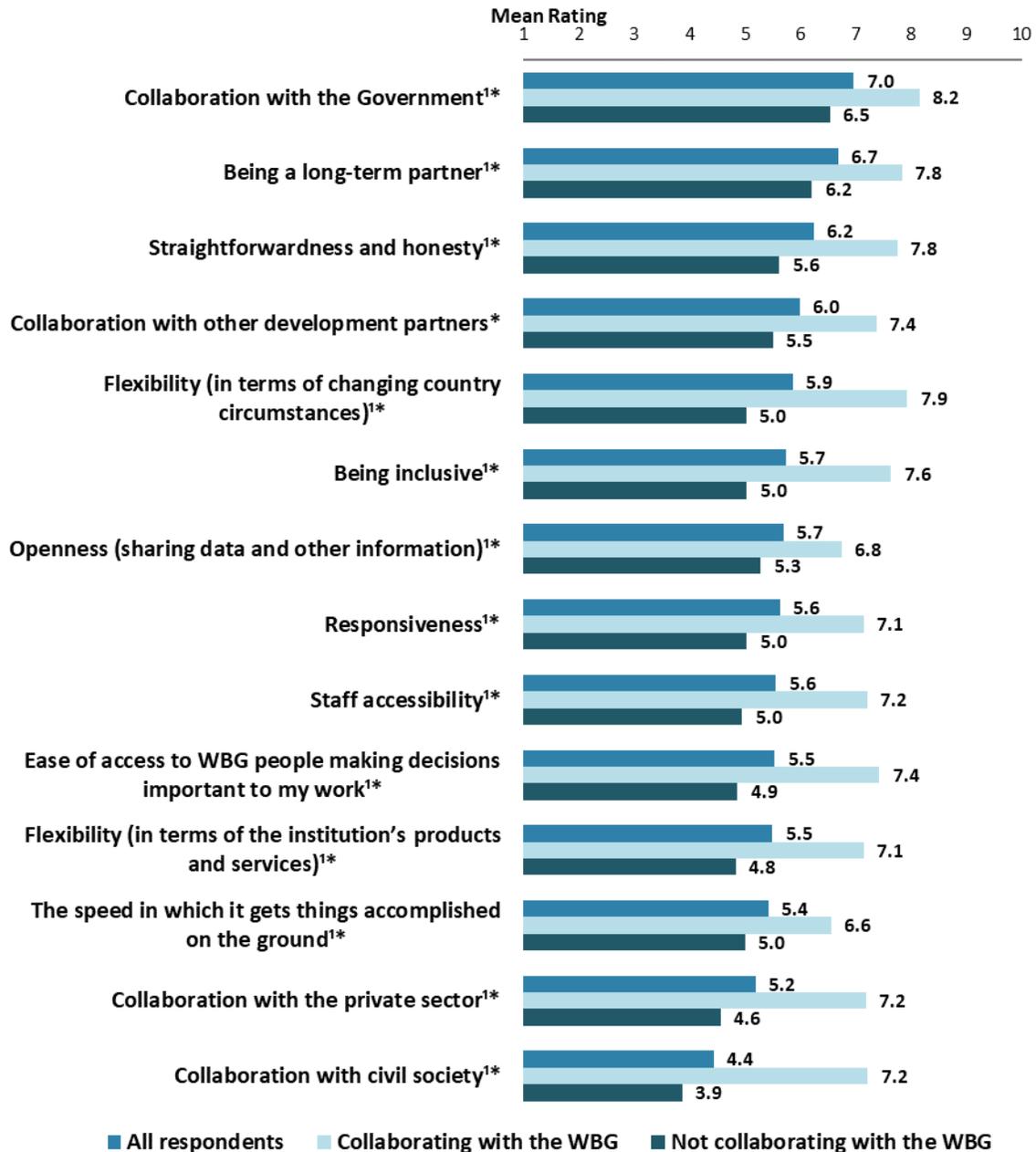
(\*Significantly different between collaborators and non-collaborators)



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

### The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences for half of these aspects of being an effective development partner. Respondents from Government and other organizations tended to give the highest ratings for these areas whereas respondents from NGOs/CBOs/private foundations tended to give significantly lower ratings (see Appendix B, page 52, for a full breakdown).



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

<sup>\*</sup>Significantly different between collaborators and non-collaborators <sup>1</sup>Indicator Question



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

### Internal Measuring and Monitoring

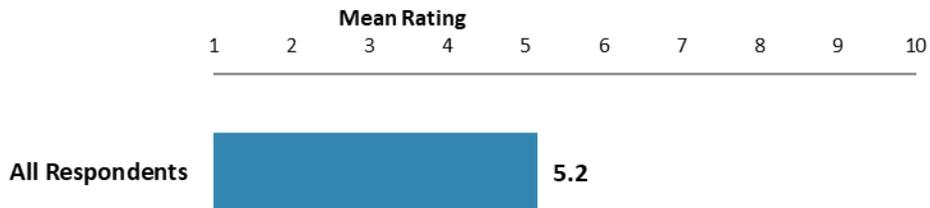
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG measure and corrects its work in real time in Algeria (mean rating = 7.3) compared to respondents who are not collaborating (mean rating = 4.9).



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

### Reimbursable Advisory Services (RAS)

- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for Algeria receiving value for money from the WBG's RAS (mean rating = 6.8) compared to respondents who are not collaborating (mean rating = 4.6).

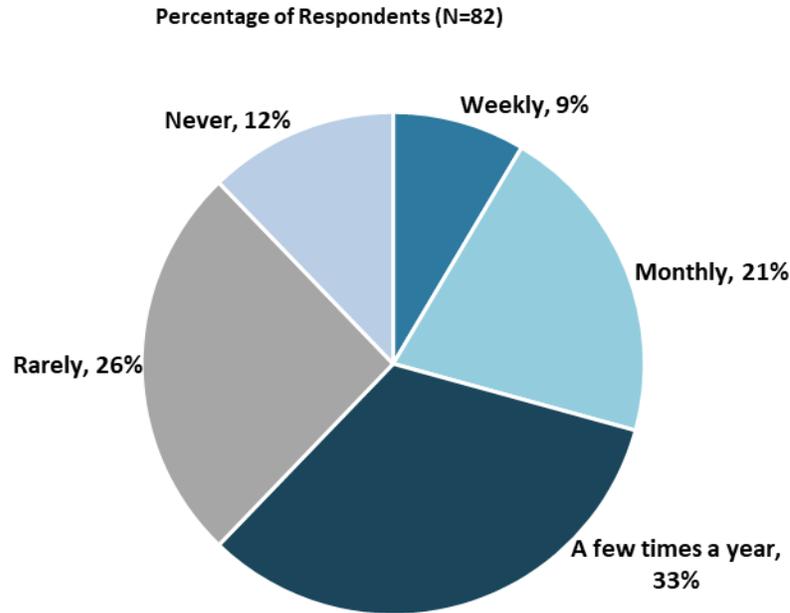


"To what extent do you believe that Algeria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Frequency of Consulting WBG Knowledge Work and Activities



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

### Meeting Algeria’s Knowledge Needs (*Indicator Question*)

- **Location:** Respondents from Algiers had significantly higher levels of agreement that the WBG meets Algeria’s needs for knowledge services (mean rating = 5.5) than respondents from outside Algiers (mean rating = 3.3).
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG meets Algeria’s needs for knowledge services (mean rating = 7.7) compared to respondents who are not collaborating (mean rating = 4.3).



"The World Bank Group meets Algeria’s needs for knowledge services."  
(1-"Strongly disagree", 10-"Strongly agree")



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

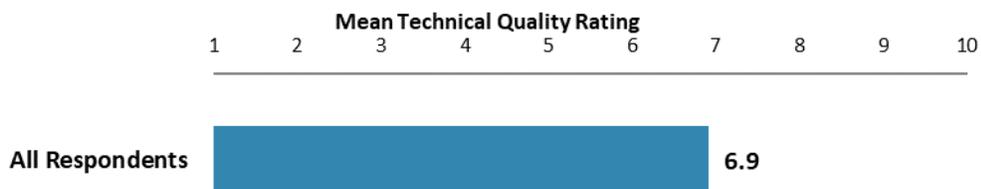
### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)



**"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*)

- **Stakeholders:** Respondents from Government, the media, and other organizations gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents from other stakeholder groups (see Appendix B, page 54, for a full breakdown).
- **Location:** Respondents from Algiers gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.2) than respondents from outside Algiers (mean rating = 5.9).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 8.1) than respondents who are not collaborating (mean rating = 6.5).

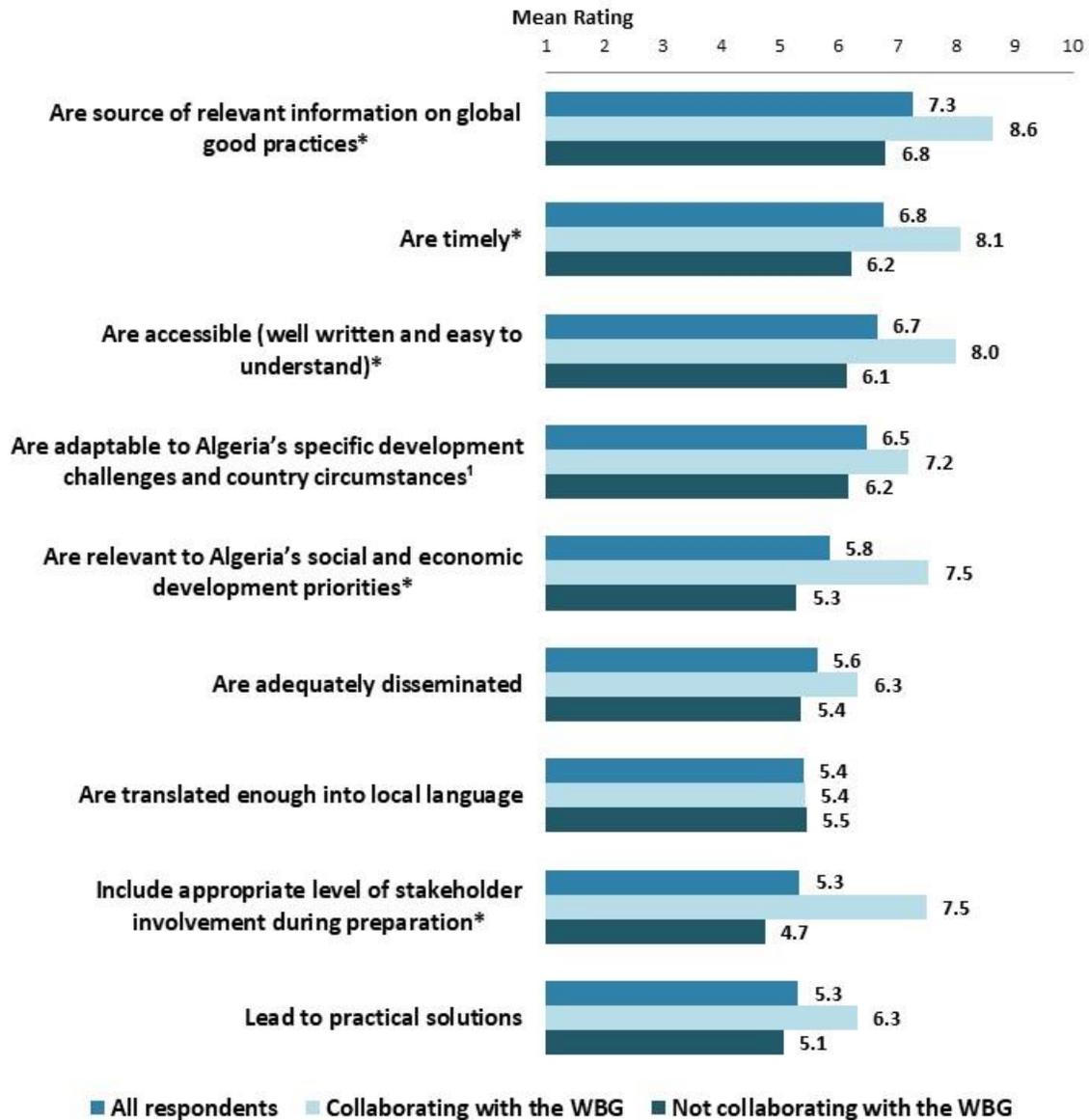


**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"** (1-"Very low technical quality", 10-"Very high technical quality")



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

### Qualities of the WBG's Knowledge Work and Activities



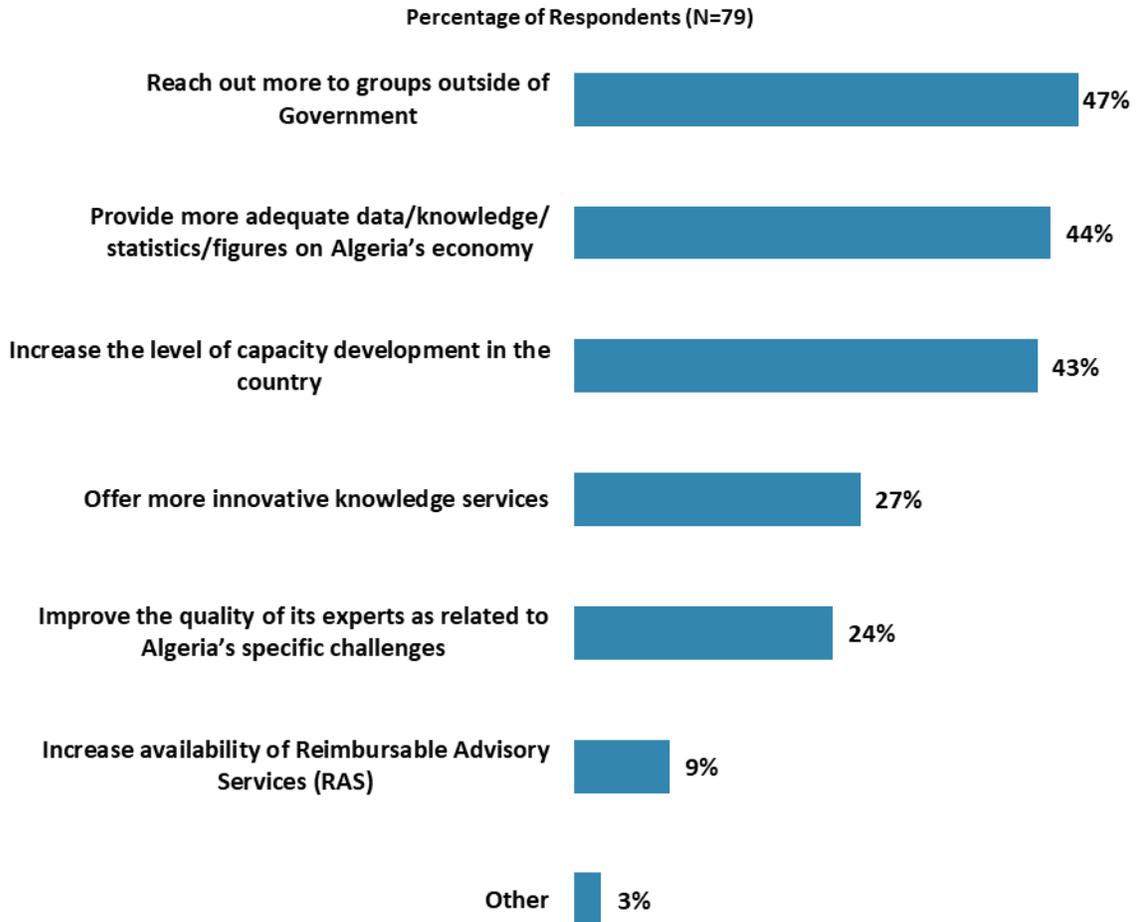
"In Algeria, to what extent do you believe that the World Bank Group's knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



## IX. The Future Role of the WBG in Algeria

### Making the World Bank Group of Greater Value

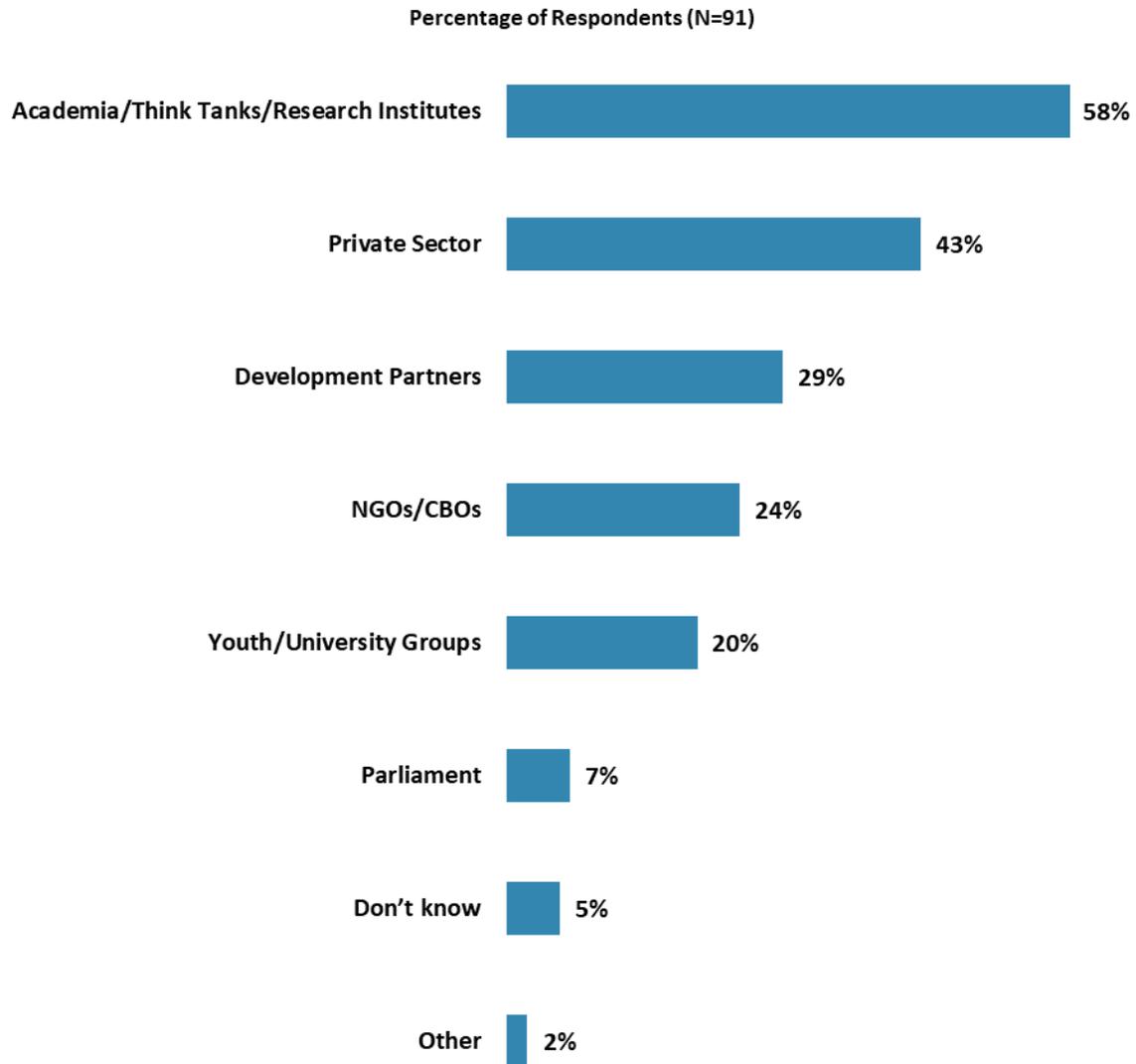


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Algeria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

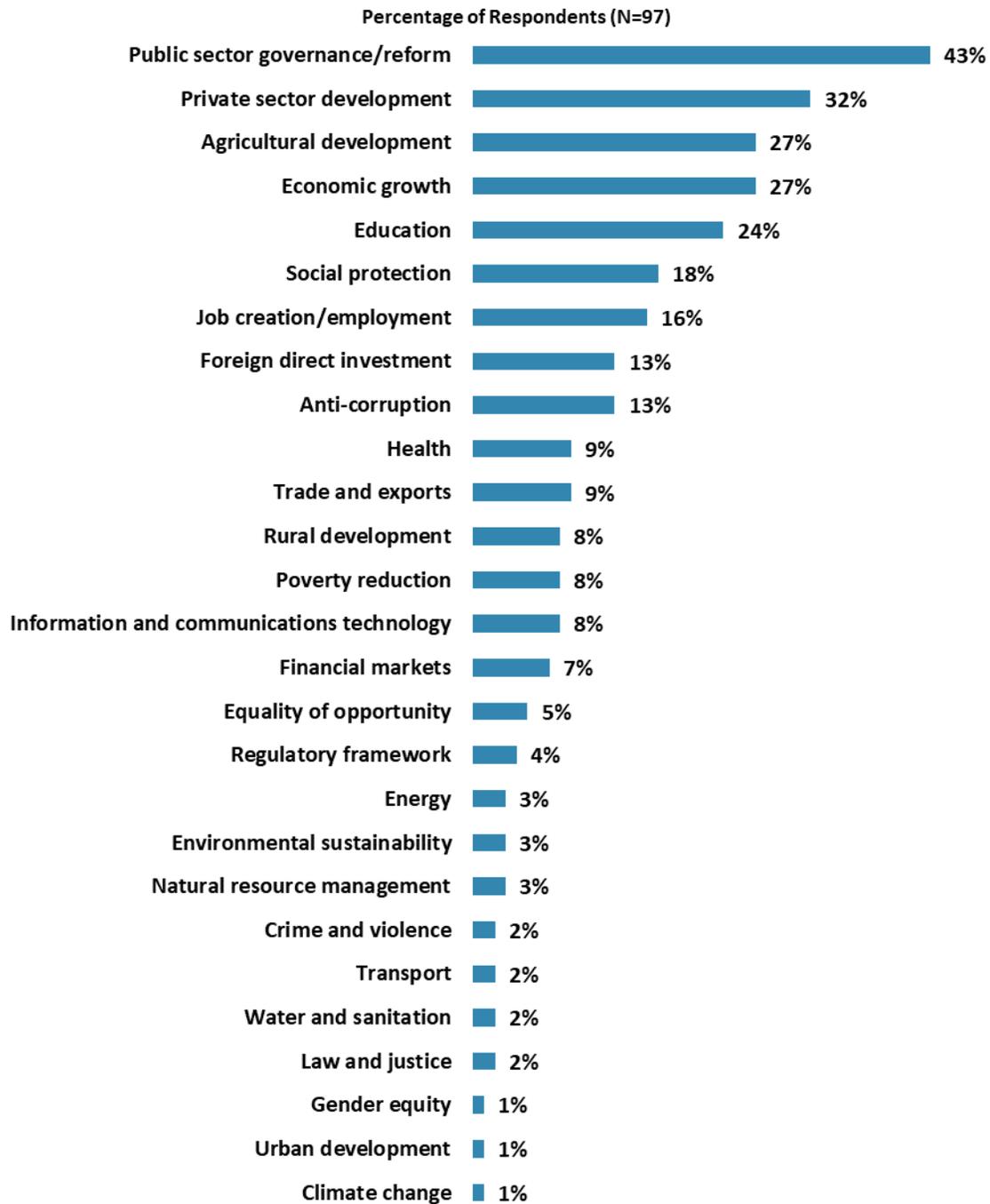


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

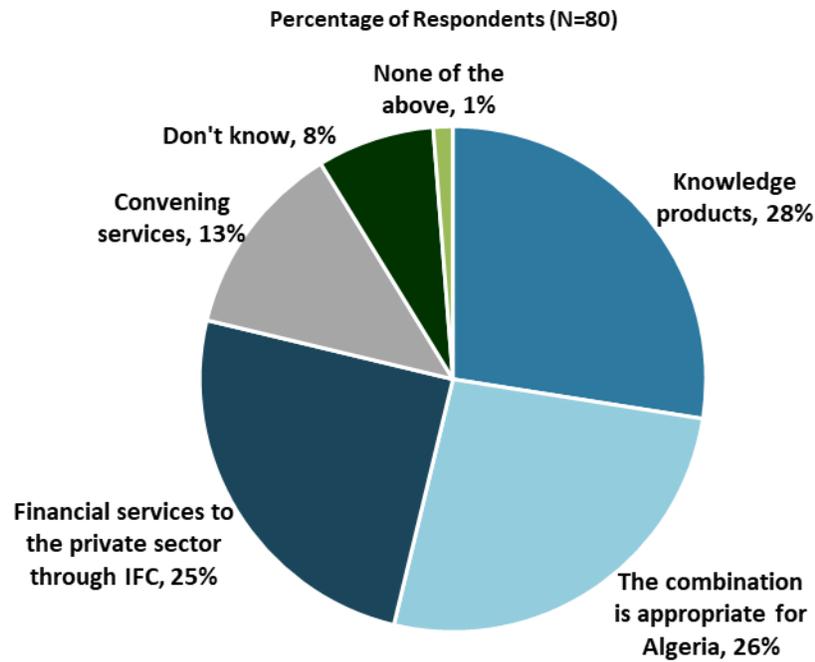


“When thinking about how the World Bank Group can have the most impact on development results in Algeria, in which sectoral areas do you believe the World Bank Group should focus most of its financial resources, technical assistance, and knowledge services in Algeria? (Choose no more than THREE)” (Respondents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



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

### Future Combination of the WBG services



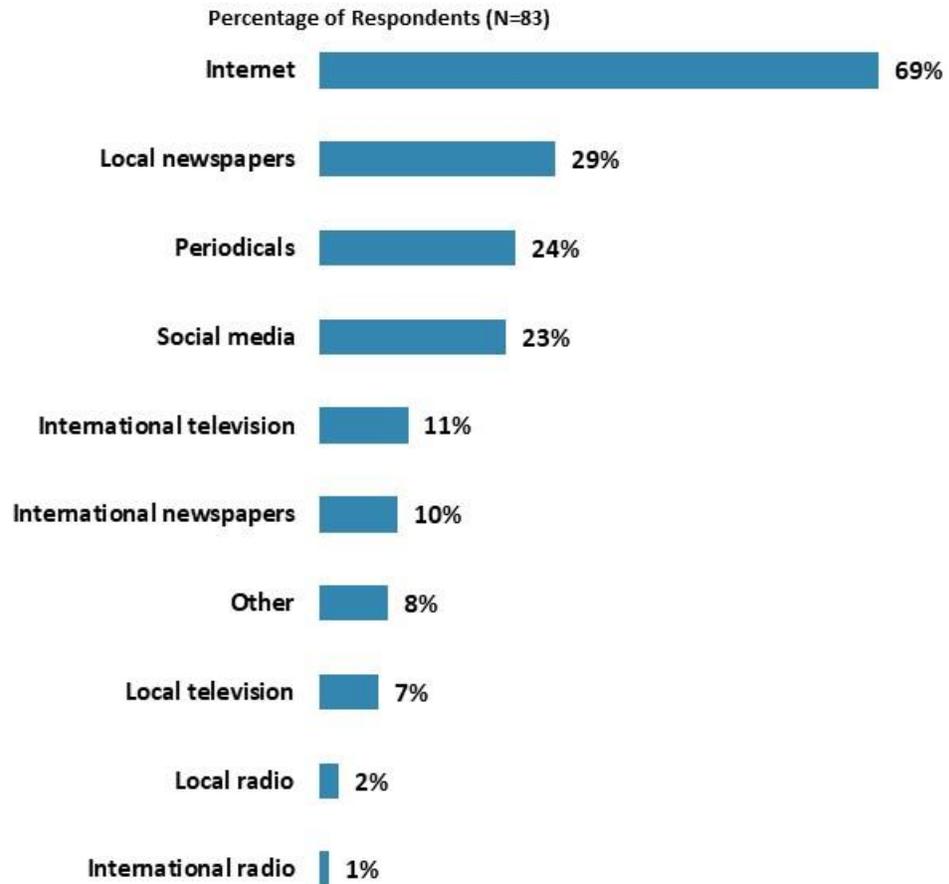
**"When considering the combination of services that the World Bank Group offers in Algeria, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Algeria?" (Respondents chose from a list.)**



## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 52) for all responses by stakeholder groups.*

### Information Sources

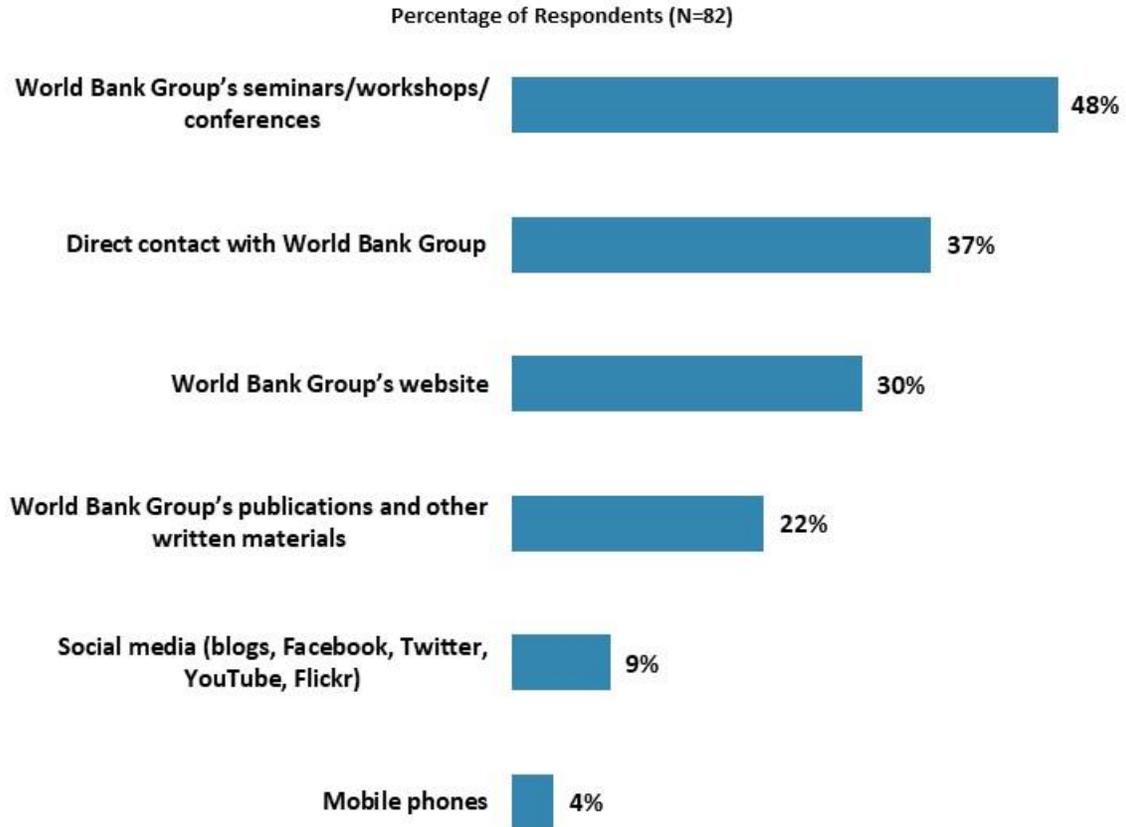


"How do you get most of your information about economic and social development issues in Algeria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

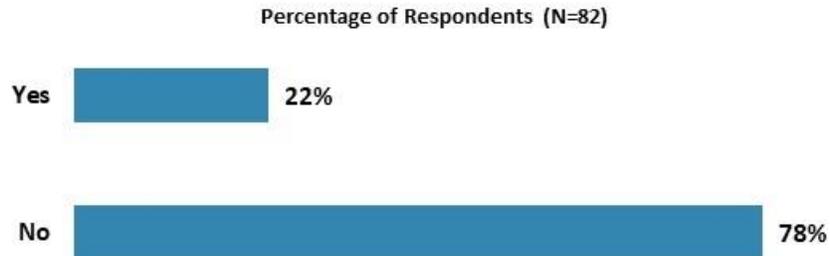


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

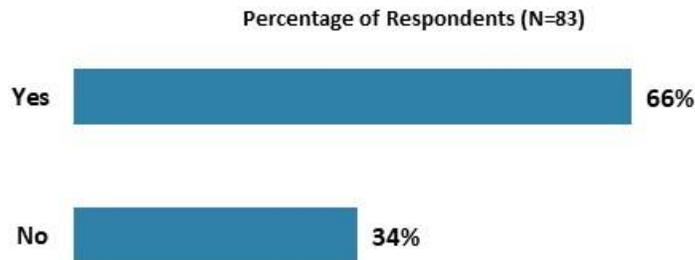
### Access to Information



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

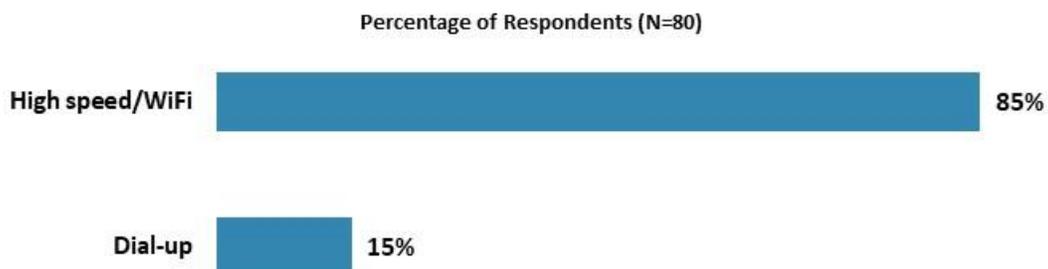
### WBG Website Usage

- All respondents (100%) indicated that they had access to the Internet.



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

### Internet Connection



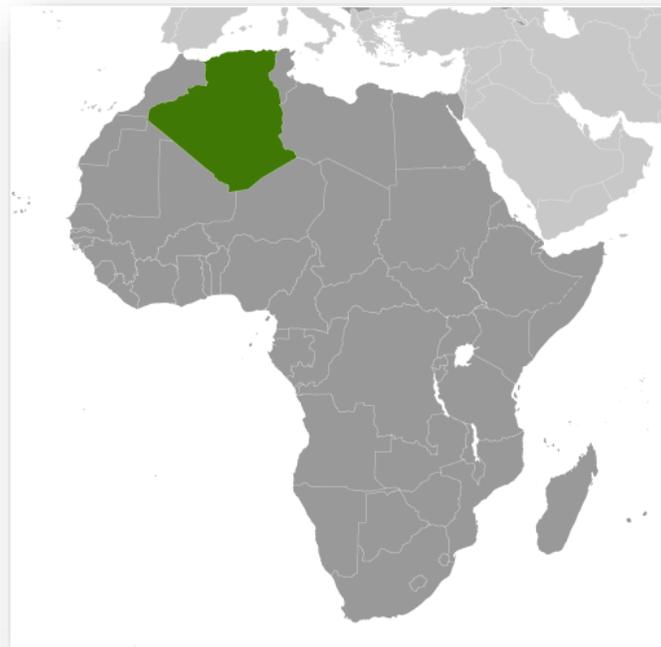
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)



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### ALGERIA





## Appendix A: Responses to All Questions across All Respondents (N=107)

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 Algeria

1. In general would you say that Algeria is headed in ...?	Percentage of Respondents (N=102)
The right direction	38.2%
The wrong direction	26.5%
Not sure	35.3%

2. Listed below are a number of development priorities in Algeria. Please identify which of the following you consider the most important development priorities in Algeria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=105)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	61.9%
Education	41.0%
Private sector development	30.5%
Agricultural development	22.9%
Anti-corruption	21.9%
Social protection (e.g., pensions, targeted social assistance)	15.2%
Economic growth	13.3%
Job creation/employment	11.4%
Foreign direct investment	9.5%
Energy	8.6%
Law and justice (e.g., judicial system)	8.6%
Information and communications technology	8.6%
Health	7.6%
Environmental sustainability	6.7%
Trade and exports	6.7%
Natural resource management (e.g., oil, gas, mining)	3.8%
Poverty reduction	2.9%
Gender equity	1.9%
Rural development	1.9%
Financial markets	1.9%
Equality of opportunity (i.e., equity)	1.9%
Water and sanitation	1.0%
Crime and violence	1.0%
Regulatory framework	1.0%
Urban development	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Algeria? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=102)</b>
Economic growth	43.1%
Education	35.3%
Anti-corruption	31.4%
Job creation/employment	27.5%
Private sector development	26.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.5%
Agricultural development	21.6%
Rural development	20.6%
Equality of opportunity (i.e., equity)	14.7%
Social protection (e.g., pensions, targeted social assistance)	14.7%
Law and justice (e.g., judicial system)	7.8%
Foreign direct investment	6.9%
Health	6.9%
Water and sanitation	2.9%
Information and communications technology	2.9%
Regulatory framework	2.0%
Trade and exports	2.0%
Climate change (e.g., mitigation, adaptation)	1.0%
Gender equity	1.0%
Energy	1.0%
Urban development	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Environmental sustainability	0.0%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing Algeria (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 Algeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=101)
Better quality education and training that better ensure job opportunity	38.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	34.7%
Consistent and more diversified economic growth	32.7%
Better employment opportunities for young people	21.8%
Greater voice and participation for citizens to help ensure greater accountability	13.9%
Better quality public services	10.9%
A growing middle class	9.9%
Greater equity of fiscal policy	8.9%
Greater access to micro-finance for the poor	7.9%
More reliable social safety net	6.9%
Better employment opportunities for women	3.0%
Better opportunity for the poor who live in rural areas	3.0%
Better opportunity for the poor who live in urban areas	3.0%
Better energy efficiency	1.0%
Other	1.0%

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

(1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Algeria?	97	0	4.45	2.61

(1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Algeria.*	76	20	5.07	2.36

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Algeria solve its most complicated development challenges?	74	21	5.85	2.38



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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Algeria, in which sectoral areas do you believe the World Bank Group should focus most of its financial resources, technical assistance, and knowledge services in Algeria? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=97)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	43.3%
Private sector development	32.0%
Agricultural development	26.8%
Economic growth	26.8%
Education	23.7%
Social protection (e.g., pensions, targeted social assistance)	17.5%
Job creation/employment	16.5%
Foreign direct investment	13.4%
Anti-corruption	13.4%
Health	9.3%
Trade and exports	9.3%
Rural development	8.2%
Poverty reduction	8.2%
Information and communications technology	8.2%
Financial markets	7.2%
Equality of opportunity (i.e., equity)	5.2%
Regulatory framework	4.1%
Energy	3.1%
Environmental sustainability	3.1%
Natural resource management (e.g., oil, gas, mining)	3.1%
Crime and violence	2.1%
Transport (e.g., roads, bridges, transportation)	2.1%
Water and sanitation	2.1%
Law and justice (e.g., judicial system)	2.1%
Gender equity	1.0%
Urban development	1.0%
Climate change (e.g., mitigation, adaptation)	1.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

<b>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 Algeria?</b>	<b>Percentage of Respondents (N=95)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Capacity development	21.0%	22.3%	43.3%
Policy advice, studies, analyses	25.0%	12.8%	37.8%
Advisory services and technical assistance	13.0%	19.1%	32.1%
Implementation support	17.0%	13.8%	30.8%
Financial resources	6.0%	9.6%	15.6%
Data	6.0%	6.4%	12.4%
Development partners coordination	2.0%	7.4%	9.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	6.0%	3.2%	9.2%
Convening/facilitating	2.0%	4.3%	6.3%
Other	1.0%	1.1%	2.1%

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Algeria? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Policy design (for clarity and better incentives to achieve socio-economic goals)	51	44	6.06	2.25
7. The private sector (related to institutional and policy change)	46	42	5.24	2.37

When thinking about how to improve capacity building in Algeria to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
8. Policy design (for clarity and better incentives to achieve socio-economic goals)	64	31	7.61	2.28
9. The private sector (related to institutional and policy change)	62	31	7.61	2.22

10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Algeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=92)
Not collaborating enough with stakeholders outside the Government	34.8%
Not enough public disclosure of its work	29.3%
Not willing to honestly criticize policies and reform efforts in the country	17.4%
Imposing technocratic solutions without regard to political realities	16.3%
Its advice and strategies do not lend themselves to practical problem solving	12.0%
Staff too inaccessible	10.9%
Too influenced by developed countries	9.8%
Not adequately sensitive to political/social realities in Algeria	9.8%
Not aligned with country priorities	6.5%
Don't know	6.5%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	4.3%
The credibility of its knowledge/data	3.3%
Other	3.3%
Not exploring alternative policy options	2.2%
Arrogant in its approach	2.2%
Not client-focused	2.2%
Not aligned with work of other development partners	2.2%
Inadequate quality of consultants and visiting technical experts	2.2%

11. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Algeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=90)
Technical assistance (advice, best practice, international experience, etc.)	62.2%
Capacity development	43.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	35.6%
Investment lending (financing specific private sector projects)	33.3%
Don't know	5.6%
Other	1.1%

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

<b>12. To what extent do you believe that the World Bank Group's work and support help the poorest in Algeria? (Select only ONE response)</b>	<b>Percentage of Respondents (N=91)</b>
To a fully sufficient degree	6.6%
To a somewhat sufficient degree	19.8%
To a somewhat insufficient degree	15.4%
To a very insufficient degree	23.1%
Don't know	35.2%

<b>13. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=91)</b>
Academia/Think Tanks/Research Institutes	58.2%
Private Sector	42.9%
Development Partners	28.6%
NGOs/Community-Based Organizations (CBOs)	24.2%
Youth/University Groups	19.8%
Parliament	6.6%
Don't know	5.5%
Other	2.2%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Algeria? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
14. Overall the World Bank Group currently plays a relevant role in development in Algeria*	70	21	5.16	2.75
15. The World Bank Group's work is aligned with what I consider the development priorities for Algeria*	67	21	5.49	2.46
16. The World Bank Group supports activities and strategies that are realistic for Algeria	62	26	5.42	2.50
17. Treating clients and stakeholders in Algeria with respect	62	26	6.95	2.44

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

To what extent is the World Bank Group an effective development partner in Algeria, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
18. Responsiveness*	55	29	5.64	2.30
19. Flexibility (in terms of the institution's products and services)*	57	31	5.49	2.30
20. Flexibility (in terms of changing country circumstances)*	58	29	5.86	2.46
21. Being inclusive*	48	38	5.73	2.78
22. Openness (sharing data and other information)*	65	23	5.69	2.26
23. Staff accessibility*	59	29	5.56	2.37
24. Straightforwardness and honesty*	60	29	6.23	2.45
25. Ease of access to the people at the World Bank Group who are making decisions important to my work*	60	29	5.53	2.64
26. Collaboration with civil society*	58	29	4.43	2.53
27. Collaboration with the Government*	59	26	6.97	2.45
28. Collaboration with other development partners*	60	27	5.98	2.51
29. Collaboration with the private sector*	57	30	5.19	2.63
30. The speed in which it gets things accomplished on the ground*	53	36	5.42	2.33
31. Being a long-term partner*	53	34	6.68	2.50

32. To be a more effective development partner in Algeria, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=90)
More local presence	77.8%
The current level of local presence is adequate	10.0%
Less local presence	1.1%
Don't know	11.1%

33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=86)
The World Bank Group is not sensitive enough to political/social realities on the ground	29.1%
Reforms are not well thought out in light of country challenges	27.9%
There is not an adequate level of citizen/civil society participation	25.6%
Political pressures and obstacles	24.4%
The World Bank Group does not do adequate follow through/follow-up	19.8%
Poor development partner coordination	19.8%
Lack of/inadequate levels of capacity in Government	19.8%
The Government works inefficiently	12.8%
Other	2.3%
The World Bank Group works too slowly	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 Algeria? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
Anti-corruption	74	12	7.51	2.75
Information and communications technology	76	8	7.91	2.26
Transport (e.g., roads, bridges, transportation)	77	6	6.86	2.21
Crime and violence	71	11	5.23	2.60
Law and justice (e.g., judicial system)	70	11	6.23	2.90
Urban development	76	6	7.22	2.03
Environmental sustainability	77	6	7.82	2.03
Regulatory framework	72	9	6.67	2.48
Communicable/non-communicable diseases	72	10	5.96	2.74
Poverty reduction	77	7	7.88	2.21
Gender equity	74	7	6.43	2.73
Private sector development	72	8	8.32	1.81
Foreign direct investment	71	9	7.99	2.04
Water and sanitation	77	5	6.99	2.43
Trade and exports	77	5	7.56	2.21
Economic growth	78	6	8.60	1.56
Energy	73	7	7.63	2.24
Disaster management	73	8	6.58	2.61
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	74	9	8.18	2.61
Job creation/employment	76	7	8.20	1.89
Financial markets	72	9	7.94	2.11
Equality of opportunity (i.e., equity)	75	8	7.08	2.59
Health	75	7	7.52	2.36
Rural development	75	8	7.99	2.06
Education	77	8	8.47	1.91
Social protection (e.g., pensions, targeted social assistance)	77	5	7.22	2.57
Climate change (e.g., mitigation, adaptation)	76	7	7.01	2.72
Agricultural development	77	6	8.29	2.03
Natural resource management (e.g., oil, gas, mining)	75	8	7.12	2.69

**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 Algeria? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	31	42	6.29	2.36
2. Environmental sustainability	33	41	6.18	2.38
3. Poverty reduction	40	37	6.20	2.44
4. Private sector development	41	32	6.07	2.49
5. Foreign direct investment	39	32	5.62	2.63
6. Trade and exports	38	34	5.68	2.61
7. Economic growth	46	28	6.46	2.34
8. Job creation/employment	43	31	6.21	2.52
9. Financial markets	38	35	5.92	2.54
10. Social protection (e.g., pensions, targeted social assistance)	40	34	5.45	2.86
11. Agricultural development	40	33	6.43	2.63
12. Natural resource management (e.g., oil, gas, mining)	39	35	5.64	2.70

3. Where are the World Bank Group's decisions made primarily that support the program in Algeria?	Percentage of Respondents (N=78)
At the Headquarters (in Washington D.C.)	35.9%
In the country	12.8%
Don't know	51.3%

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Algeria?*	58	22	5.05	2.25

To what extent do you agree with the following statements about the World Bank Group in Algeria? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group meets Algeria's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	64	17	5.17	2.55

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
6. To what extent do you believe that Algeria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	38	43	5.16	2.02

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Algeria?	39	42	5.44	2.02

**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=82)
Weekly	8.5%
Monthly	20.7%
A few times a year	32.9%
Rarely	25.6%
Never	12.2%

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

In Algeria, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	54	23	6.76	2.44
3. Include appropriate level of stakeholder involvement during preparation	57	22	5.33	2.52
4. Are relevant to Algeria's social and economic development priorities	61	19	5.84	2.37
5. Lead to practical solutions	55	25	5.31	2.24
6. Are accessible (well written and easy to understand)	55	22	6.65	2.40
7. Are source of relevant information on global good practices	58	21	7.26	2.17
8. Are adequately disseminated	64	15	5.63	2.56
9. Are translated enough into local language	54	23	5.39	2.90
10. Are adaptable to Algeria's specific development challenges and country circumstances	53	25	6.47	2.40

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?* <i>(1-Not significant at all, 10-Very significant)</i>	62	18	5.95	2.26
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	63	18	6.92	1.94

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Algeria's development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	54	27	6.76	2.44
2. Design (appraising and planning the solutions)	54	26	6.85	2.07
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	53	27	5.98	2.29
4. Evaluation (assessing the impact and results)	47	33	6.36	2.31

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group effectively monitors and evaluates the activities it supports	47	34	6.96	2.17
6. The World Bank Group's approvals and reviews are done in a timely fashion	38	42	6.08	2.33
7. The World Bank Group's "Safeguard Policy" requirements are reasonable	37	43	6.16	2.28
8. The World Bank Group takes decisions quickly in Algeria*	39	42	5.79	2.07
9. Working with the World Bank Group increases Algeria's institutional capacity	58	23	6.57	2.28
10. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	35	45	6.66	2.39

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Algeria?	42	37	5.60	2.29

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

12. Which of the following best describes the way the World Bank Group operates in Algeria?	Percentage of Respondents (N=81)
The World Bank Group does not take enough risk in Algeria	49.4%
The World Bank Group's approach to risk is appropriate	12.3%
Don't know	38.3%

13. Which of the following best describes the WBG's support in Algeria?	Percentage of Respondents (N=81)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Algeria	33.3%
The World Bank Group is not sufficiently selective in Algeria, and it is involved in too many areas of development	22.2%
Don't know	44.4%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Algeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=79)
Reach out more to groups outside of Government	46.8%
Provide more adequate data/knowledge/statistics/figures on Algeria's economy	44.3%
Increase the level of capacity development in the country	43.0%
Offer more innovative knowledge services	26.6%
Improve the quality of its experts as related to Algeria's specific challenges	24.1%
Increase availability of Reimbursable Advisory Services (RAS)	8.9%
Other	2.5%

2. When considering the combination of services that the World Bank Group offers in Algeria, 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 Algeria? (Select only ONE response)	Percentage of Respondents (N=80)
Knowledge products	27.5%
The combination is appropriate for Algeria	26.3%
Financial services to the private sector through IFC	25.0%
Convening services	12.5%
Don't know	7.5%
None of the above	1.3%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Algeria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=83)</b>
Internet	68.7%
Local newspapers	28.9%
Periodicals	24.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	22.9%
International television	10.8%
International newspapers	9.6%
Other	8.4%
Local television	7.2%
Local radio	2.4%
International radio	1.2%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=82)</b>
World Bank Group's seminars/workshops/ conferences	47.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	36.6%
World Bank Group's website	30.5%
World Bank Group's publications and other written materials	22.0%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	8.5%
Mobile phones	3.7%
Other	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=82)</b>
Yes	22.0%
No	78.0%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=82)</b>
Yes	17.1%
No	82.9%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=66)</b>
Yes	18.2%
No	81.8%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=83)</b>
Yes	100.0%
No	0.0%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=83)</b>
Yes	66.3%
No	33.7%

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

8. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=80)
High speed/WiFi	85.0%
Dial-up	15.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	56	22	7.20	2.16
10. I find the information on the World Bank Group's websites useful.	57	22	7.47	1.86
11. The World Bank Group's social media channels are valuable sources of information about the institution	39	38	6.08	2.86
12. When I need information from the World Bank Group I know how to find it	56	21	5.55	2.80
13. The World Bank Group is responsive to my information requests and inquiries	33	43	6.00	2.83

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=102)
Academia/Research Institute/Think Tank	17.6%
NGO/Community-Based Organization	16.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.7%
Media	15.7%
Private Sector Organization	9.8%
Other	6.9%
Bilateral/ Multilateral Agency	4.9%
Financial Sector/Private Bank	3.9%
Office of Parliamentarian	2.0%
Private Foundation	2.0%
Independent Government Institution	2.0%
Office of Minister	1.0%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	1.0%
Judiciary Branch	1.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=101)</b>
Other	23.8%
Generalist (specialized in multiple sectors)	15.8%
Macroeconomics and fiscal management	9.9%
Trade and competitiveness	9.9%
Education	7.9%
Energy and extractives	6.9%
Finance and markets	5.0%
Health, nutrition, and population	4.0%
Governance	3.0%
Jobs	3.0%
Social protection and labor	2.0%
Environment and natural resources	2.0%
Urban, rural, and social development	2.0%
Agriculture	2.0%
Public-private partnerships	1.0%
Poverty	1.0%
Climate change	1.0%

<b>3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=102)</b>
I currently collaborate with the World Bank Group	9.8%
I have previously collaborated with the World Bank Group	14.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	11.8%
I have never collaborated with the World Bank Group	63.7%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Algeria? (Select only ONE response)</b>	<b>Percentage of Respondents (N=75)</b>
The World Bank (IBRD)	50.7%
Other	40.0%
The International Finance Corporation (IFC)	8.0%
The Multilateral Investment Guarantee Agency (MIGA)	1.3%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Algeria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=92)</b>
Use World Bank Group reports/data	38.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	34.8%
Use World Bank Group website for information, data, research, etc.	33.7%
Collaborate as part of my professional duties	22.8%
Engage in World Bank Group related/sponsored events/activities	17.4%

<b>6. What's your gender?</b>	<b>Percentage of Respondents (N=104)</b>
Female	18.3%
Male	81.7%

<b>7. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=104)</b>
Algiers	79.8%
Outside Algiers	20.2%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>1</sup>

Government N=23 ● Private Sector/Financial Sector/Private Bank N=14 ● NGO/CBO/Private Foundation N=19 ● Media N=16 ● Academia N=18 ● Other N=12

### A. General Issues facing Algeria

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

Percentage of Respondents	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
The right direction	60.9%	35.7%	26.3%	25.0%	23.5%	54.5%
The wrong direction	17.4%	21.4%	15.8%	56.3%	35.3%	9.1%
Not sure	21.7%	42.9%	57.9%	18.8%	41.2%	36.4%

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	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 Algeria?*	22	6.00	2.49	13	3.85	2.27	17	2.35	1.46	15	4.60	2.56	17	4.24	2.51	11	5.45	2.81

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	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 Algeria.	16	5.88	1.82	9	3.89	2.37	11	4.27	2.53	14	4.29	1.86	13	5.23	1.88	11	6.27	2.90

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Algeria solve its most complicated development challenges?*	15	6.20	1.94	11	5.64	2.06	12	4.50	2.51	12	5.92	1.98	13	5.15	2.61	9	8.11	1.69

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

<sup>1</sup> Only 102 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder 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 Algeria, in which sectoral areas do you believe the World Bank Group should focus most of its financial resources, technical assistance, and knowledge services in Algeria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Social protection*	27.3%	7.7%	11.8%	20.0%	0.0%	45.5%
Crime and violence	4.5%	7.7%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	5.9%	6.7%	0.0%	0.0%
Agricultural development	22.7%	38.5%	29.4%	20.0%	29.4%	27.3%
Gender equity	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Public sector governance/reform	63.6%	30.8%	52.9%	46.7%	29.4%	27.3%
Health	0.0%	23.1%	0.0%	6.7%	17.6%	9.1%
Rural development	0.0%	15.4%	11.8%	13.3%	0.0%	9.1%
Foreign direct investment	18.2%	23.1%	0.0%	6.7%	11.8%	27.3%
Education	22.7%	7.7%	35.3%	13.3%	29.4%	27.3%
Energy	4.5%	0.0%	0.0%	0.0%	11.8%	0.0%
Job creation/employment	9.1%	7.7%	11.8%	20.0%	41.2%	9.1%
Financial markets	13.6%	7.7%	0.0%	0.0%	5.9%	18.2%
Urban development	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	11.8%	6.7%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	17.6%	0.0%	5.9%	0.0%
Private sector development*	40.9%	53.8%	5.9%	40.0%	17.6%	36.4%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Poverty reduction	13.6%	0.0%	11.8%	0.0%	17.6%	0.0%
Trade and exports	4.5%	30.8%	5.9%	6.7%	5.9%	9.1%
Economic growth	45.5%	30.8%	17.6%	26.7%	23.5%	9.1%
Law and justice	0.0%	0.0%	5.9%	0.0%	0.0%	9.1%
Regulatory framework	4.5%	0.0%	5.9%	6.7%	0.0%	9.1%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	11.8%	0.0%	5.9%	0.0%
Anti-corruption	0.0%	15.4%	17.6%	26.7%	17.6%	0.0%
Information and communications technology	0.0%	0.0%	17.6%	20.0%	11.8%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Convening/facilitating	4.5%	0.0%	0.0%	7.1%	0.0%	0.0%
Data	0.0%	16.7%	0.0%	14.3%	5.9%	0.0%
Policy advice, studies, analyses	22.7%	8.3%	12.5%	28.6%	35.3%	54.5%
Financial resources	4.5%	16.7%	6.3%	0.0%	5.9%	9.1%
Capacity development	13.6%	41.7%	37.5%	21.4%	5.9%	18.2%
Advisory services and technical assistance	27.3%	0.0%	0.0%	7.1%	11.8%	18.2%
Development partners coordination	4.5%	0.0%	6.3%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	16.7%	6.3%	0.0%	17.6%	0.0%
Implementation support	22.7%	0.0%	25.0%	21.4%	17.6%	0.0%
Other	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Convening/facilitating	0.0%	8.3%	6.3%	0.0%	5.9%	9.1%
Data	4.8%	8.3%	6.3%	14.3%	0.0%	9.1%
Policy advice, studies, analyses	19.0%	8.3%	6.3%	14.3%	17.6%	9.1%
Financial resources*	0.0%	16.7%	6.3%	28.6%	0.0%	9.1%
Capacity development	23.8%	16.7%	25.0%	7.1%	41.2%	18.2%
Advisory services and technical assistance	33.3%	0.0%	18.8%	21.4%	11.8%	27.3%
Development partners coordination	4.8%	16.7%	12.5%	7.1%	5.9%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	7.1%	5.9%	9.1%
Implementation support	14.3%	25.0%	18.7%	0.0%	11.8%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Algeria?**

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)*	13	6.31	1.97	5	4.20	1.30	7	4.57	1.90	9	5.67	2.60	10	6.20	1.87	5	8.80	1.30
The private sector (related to institutional and policy change)	9	5.33	2.12	7	4.57	1.62	8	3.63	2.20	7	4.71	2.36	8	6.62	2.07	5	6.00	3.24

*\*Significantly different between stakeholder groups*

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	17	7.12	2.76	7	6.71	2.36	10	7.40	2.91	10	8.00	1.83	10	7.80	1.55	8	8.50	1.60
The private sector (related to institutional and policy change)	13	7.15	2.67	9	6.33	2.06	10	7.30	2.83	10	7.80	1.69	10	8.80	1.40	8	7.88	1.73

**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 Algeria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Staff too inaccessible	5.0%	25.0%	26.7%	0.0%	0.0%	18.2%
Not exploring alternative policy options	0.0%	8.3%	0.0%	7.1%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	5.0%	66.7%	80.0%	35.7%	12.5%	27.3%
Its advice and strategies do not lend themselves to practical problem solving	25.0%	8.3%	6.7%	0.0%	12.5%	18.2%
Not enough public disclosure of its work	25.0%	50.0%	26.7%	21.4%	25.0%	27.3%
Arrogant in its approach*	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%
Not client focused	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	6.3%	18.2%
Not willing to honestly criticize policies and reform efforts in the country	30.0%	8.3%	6.7%	14.3%	31.3%	0.0%
Too influenced by developed countries	5.0%	0.0%	0.0%	21.4%	12.5%	27.3%
Imposing technocratic solutions without regard to political realities	20.0%	16.7%	13.3%	14.3%	18.8%	9.1%
World Bank Group's processes too slow	5.0%	0.0%	6.7%	7.1%	6.3%	0.0%
Not aligned with work of other development partners*	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%
Not aligned with country priorities	5.0%	0.0%	0.0%	14.3%	18.8%	0.0%
Not adequately sensitive to political/social realities in Algeria	15.0%	0.0%	13.3%	14.3%	12.5%	0.0%
Inadequate quality of consultants and visiting technical experts	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	7.1%	12.5%	0.0%
Don't know	10.0%	0.0%	0.0%	7.1%	6.3%	9.1%

\*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in Algeria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Knowledge products/services	33.3%	41.7%	13.3%	35.7%	43.8%	54.5%
Investment lending*	11.1%	66.7%	6.7%	57.1%	37.5%	36.4%
Technical assistance	77.8%	58.3%	33.3%	64.3%	62.5%	81.8%
Capacity development*	61.1%	25.0%	80.0%	14.3%	43.8%	18.2%
Other	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	20.0%	0.0%	6.3%	0.0%

*\*Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Academia/Think Tanks/Research Institutes *	47.4%	25.0%	40.0%	92.9%	93.7%	36.4%
Development Partners	15.8%	33.3%	33.3%	21.4%	31.3%	45.5%
Private Sector*	42.1%	83.3%	6.7%	42.9%	31.3%	63.6%
Parliament	10.5%	8.3%	0.0%	0.0%	6.3%	18.2%
NGOs/CBOs*	10.5%	0.0%	93.3%	7.1%	6.3%	18.2%
Youth/University Groups	15.8%	25.0%	20.0%	21.4%	31.3%	9.1%
Other	0.0%	8.3%	0.0%	7.1%	0.0%	0.0%
Don't know*	21.1%	8.3%	0.0%	0.0%	0.0%	0.0%

*\*Significantly different between stakeholder groups*

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

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	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 Algeria	13	6.38	2.79	9	3.89	1.69	8	3.88	2.85	13	4.62	2.76	13	4.69	2.29	11	6.27	3.10
The World Bank Group's work is aligned with what I consider the development priorities for Algeria*	12	7.25	2.01	9	5.11	2.03	8	4.38	1.30	13	4.31	2.43	13	4.62	2.18	9	6.78	2.68
The World Bank Group supports activities and strategies that are realistic for Algeria*	10	6.80	1.81	9	5.00	2.35	8	3.25	2.25	12	5.00	2.05	11	4.73	1.90	9	7.00	2.78
Treating clients and stakeholders in Algeria with respect	11	8.27	1.49	10	6.30	2.71	8	6.13	3.40	11	6.45	1.86	11	6.45	2.38	9	8.00	2.24

\*Significantly different between stakeholder groups

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	9	6.00	2.29	9	5.67	1.73	6	3.50	1.64	8	6.13	1.96	12	4.83	1.90	8	7.25	3.15
Flexibility (in terms of the institution's products and services)	9	5.67	2.24	9	5.00	1.66	9	3.67	2.24	9	6.00	1.80	12	5.50	2.11	7	7.00	2.83
Flexibility (in terms of changing country circumstances)*	13	6.62	2.60	7	5.00	2.24	8	3.38	1.41	9	5.78	2.22	12	6.08	2.35	6	7.83	1.60
Being inclusive	8	6.62	2.62	8	4.75	2.12	8	4.00	2.56	6	5.33	2.88	10	6.20	2.82	7	6.86	3.08
Openness (sharing data and other information)	13	6.15	1.86	9	5.11	2.03	9	4.33	1.94	8	6.75	2.66	13	5.69	2.69	10	5.80	2.39
Staff accessibility*	10	7.40	1.58	10	5.10	2.18	7	3.57	1.51	8	6.63	2.39	12	5.17	2.66	9	5.11	2.52
Straightforwardness and honesty	13	7.00	1.96	9	6.00	2.69	7	4.14	1.86	7	6.71	1.98	12	6.25	2.30	10	6.40	3.10
Ease of access to the people at the World Bank Group who are making decisions important to my work*	11	6.82	1.25	10	5.70	2.95	8	2.88	2.17	9	5.56	3.01	11	5.09	2.77	8	6.50	2.56
Collaboration with civil society*	8	5.25	3.06	10	5.40	2.46	13	2.23	1.48	6	5.33	3.14	11	4.18	2.23	7	5.71	2.06
Collaboration with the Government	11	7.73	1.74	9	6.11	2.62	6	5.50	2.07	9	6.78	2.39	13	6.69	3.04	8	8.25	1.98
Collaboration with other development partners	11	7.45	2.02	9	6.00	1.94	8	4.25	2.19	7	6.29	2.69	13	5.54	2.44	9	5.78	3.35
Collaboration with the private sector	8	5.38	3.07	10	4.70	2.63	9	4.22	2.39	8	5.88	2.95	11	4.55	1.92	8	6.25	3.20
The speed in which it gets things accomplished on the ground*	9	5.78	1.92	8	5.25	1.75	8	2.75	1.49	7	6.00	2.31	14	5.50	2.07	5	7.40	2.61
Being a long-term partner*	10	7.00	2.06	9	5.67	2.29	5	3.60	1.95	8	7.38	2.50	12	6.92	2.68	6	8.17	1.60

\*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)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	5.9%	25.0%	21.4%	28.6%	26.7%	10.0%
Poor development partner coordination	17.6%	25.0%	14.3%	21.4%	13.3%	30.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	58.8%	33.3%	28.6%	21.4%	20.0%	10.0%
Lack of/inadequate levels of capacity in Government	17.6%	8.3%	7.1%	35.7%	20.0%	40.0%
There is not an adequate level of citizen/civil society participation*	5.9%	25.0%	78.6%	21.4%	13.3%	10.0%
The World Bank Group works too slowly	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
The Government works inefficiently	17.6%	25.0%	7.1%	0.0%	13.3%	20.0%
Political pressures and obstacles	17.6%	16.7%	7.1%	28.6%	40.0%	40.0%
Reforms are not well thought out in light of country challenges	23.5%	41.7%	21.4%	28.6%	33.3%	20.0%
Other	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	7	5.71	1.25	7	5.86	3.29	3	5.00	4.36	4	7.00	2.16	6	6.67	1.75	3	7.67	1.53
Environmental sustainability	6	6.67	1.75	6	5.50	2.95	4	4.75	3.59	4	5.50	1.73	8	6.63	2.45	4	7.50	1.73
Poverty reduction	7	6.57	1.90	7	5.00	3.11	6	5.17	3.19	4	5.25	0.96	8	6.88	2.36	7	7.57	1.90
Private sector development	6	5.67	2.34	8	5.63	3.02	5	4.80	3.96	5	5.60	0.89	8	6.13	2.10	8	7.75	1.91
Foreign direct investment	6	3.67	1.51	8	5.75	2.92	4	5.75	3.86	5	4.20	0.84	8	5.63	2.72	7	8.00	1.83
Trade and exports	8	5.00	3.07	8	5.50	2.56	4	6.00	4.08	5	4.20	0.84	7	5.86	2.19	5	8.00	2.00
Economic growth	10	6.60	2.27	8	5.50	2.78	7	5.57	2.99	5	5.20	1.30	7	7.00	1.83	8	8.38	1.41
Job creation/employment*	10	6.60	1.78	8	5.00	2.78	5	5.20	3.49	5	4.60	1.34	8	6.75	2.77	6	8.67	1.03
Financial markets	6	5.83	2.32	8	5.88	2.80	4	7.00	3.56	5	4.20	0.84	8	5.50	2.98	6	7.33	2.07
Social protection	8	6.50	2.78	8	5.13	2.70	6	6.17	3.87	4	4.50	0.58	8	3.63	2.45	5	7.00	3.16
Agricultural development	5	7.60	1.95	8	6.00	2.62	5	5.80	3.35	5	5.00	2.35	10	6.60	3.17	6	7.50	2.07
Natural resource management	5	5.80	2.86	8	5.50	3.07	6	6.00	2.97	5	4.40	1.14	9	5.22	3.07	5	7.80	1.79

\*Significantly different between stakeholder groups

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Algeria?	13	5.23	2.09	8	4.38	2.45	7	3.00	1.29	9	4.89	2.03	11	5.82	2.09	8	5.88	2.75

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

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The WBG meets Algeria's needs for knowledge services	14	6.00	2.91	6	4.67	2.34	9	4.11	1.69	13	4.23	2.80	11	5.00	2.32	9	6.78	2.33



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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	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 Algeria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	9	5.67	1.50	5	4.80	2.28	4	3.50	1.29	6	4.50	0.84	8	5.13	1.96	5	7.00	3.24

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Algeria?	6	5.00	0.89	5	5.00	2.12	5	4.40	1.52	7	4.57	2.07	9	5.67	0.87	5	7.40	3.13

(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? (Select only ONE response)**

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Weekly	18.8%	9.1%	4.8%	9.8%	17.6%		5.9%	5.7%	4.7%	6.3%	9.1%		
Monthly	6.3%		7.9%	36.1%	5.9%	28.6%	11.8%	11.4%	20.9%	18.8%		36.4%	19.0%
A few times a year	37.5%	45.5%	28.6%	32.8%	23.5%	57.1%	35.3%	31.4%	39.5%	12.5%	81.8%	45.5%	47.6%
Rarely	31.3%	45.5%	39.7%	21.3%	41.2%	14.3%	23.5%	37.1%	23.3%	56.3%	9.1%	18.2%	14.3%
Never	6.3%		19.0%		11.8%		23.5%	14.3%	11.6%	6.3%			19.0%

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

In Algeria, 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)

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	9	6.78	1.92	7	5.00	2.38	7	6.71	2.69	10	7.80	1.93	9	6.11	2.52	10	7.30	2.87
Include appropriate level of stakeholder involvement during preparation	10	5.80	2.20	7	4.71	1.98	10	4.30	2.71	10	5.60	2.22	9	4.89	2.71	9	6.67	3.08
Are relevant to Algeria's social and economic development priorities	14	6.29	1.82	7	4.43	1.40	7	6.14	2.85	11	5.18	1.94	9	5.22	2.59	10	7.40	2.99
Lead to practical solutions	13	6.00	1.58	7	4.29	1.98	7	5.43	2.99	10	4.60	2.32	9	4.89	2.32	6	7.17	2.14
Are accessible (well written and easy to understand)	12	7.17	2.69	6	5.00	1.79	9	5.56	2.92	10	7.10	1.97	9	6.67	2.50	7	7.43	1.51
Are source of relevant information on global good practices	12	7.58	2.23	7	6.43	1.40	9	6.44	2.51	10	7.40	2.22	9	7.00	2.60	8	8.63	1.06
Are adequately disseminated	14	5.93	2.65	7	4.86	2.67	10	5.50	2.80	11	6.18	2.44	10	5.30	2.50	10	5.40	2.99
Are translated enough into local language	13	3.54	2.63	6	5.83	1.72	7	5.86	2.73	10	6.40	2.99	11	5.73	2.87	5	6.80	3.49
Are adaptable to Algeria's specific development challenges and country circumstances	14	6.21	1.85	5	5.60	3.05	7	6.14	2.61	10	6.20	2.20	8	7.00	2.78	7	7.71	2.43

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	13	5.77	1.96	8	5.75	2.32	6	5.83	2.71	10	5.70	3.23	13	5.69	1.70	10	7.10	2.23
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	13	6.92	1.75	9	5.67	1.73	5	6.00	2.00	11	7.18	1.72	12	6.33	2.15	10	8.70	1.06

(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 does each of the following aspects of the World Bank Group’s technical assistance/advisory work contribute to solving Algeria’s development challenges?

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	13	7.23	1.88	5	5.00	3.08	6	6.00	2.61	9	6.44	2.79	9	6.33	2.35	10	8.10	1.97
Design (appraising and planning the solutions)	12	7.25	1.77	5	5.80	2.86	6	7.00	2.28	8	7.00	1.77	11	6.82	2.48	10	7.00	2.06
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	10	6.90	1.97	5	5.00	2.92	7	5.14	2.55	9	6.11	2.15	11	5.45	2.30	9	6.78	2.44
Evaluation (assessing the impact and results)	10	6.80	2.20	5	5.80	3.03	7	5.57	2.64	8	7.00	2.27	10	5.70	2.41	5	7.80	1.30

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

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

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports*	10	6.80	2.15	5	4.80	2.17	6	5.50	2.43	8	9.00	1.20	11	7.09	1.87	5	7.80	0.84
The World Bank Group’s approvals and reviews are done in a timely fashion*	7	5.57	2.64	5	4.00	1.41	5	5.20	2.17	5	7.60	1.14	10	5.90	2.28	4	9.00	0.82
The World Bank Group’s “Safeguard Policy” requirements are reasonable	5	5.40	2.61	5	5.60	2.30	4	4.75	1.71	7	6.29	2.63	10	6.20	1.81	4	8.50	1.29
The World Bank Group takes decisions quickly in Algeria	9	5.44	2.07	5	4.40	1.14	4	4.75	1.71	5	7.60	2.07	10	5.80	2.04	4	7.00	2.71
Working with the World Bank Group increases Algeria’s institutional capacity	14	7.14	1.88	6	5.33	1.51	6	6.17	1.72	9	7.44	2.40	11	5.64	2.66	10	7.20	2.78
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	5.17	3.19	5	6.20	1.30	4	5.75	2.50	7	8.29	1.60	9	6.00	2.06	3	8.67	1.53

\*Significantly different between stakeholder groups

	Government			Private/Financial Sector/Banks			NGO/CBO/Private Foundation			Media			Academia			Other		
	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 WBG’s work helps to find solutions that promote private public partnerships in Algeria?	9	5.33	1.58	6	4.33	2.88	2	4.50	0.71	6	7.33	1.75	11	5.09	2.26	7	6.43	2.76

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



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

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

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Provide more adequate data/knowledge/statistics/figures on Algeria's economy	64.7%	44.4%	23.1%	42.9%	42.9%	44.4%
Reach out more to groups outside of Government	23.5%	55.6%	53.8%	57.1%	50.0%	44.4%
Improve the quality of its experts as related to Algeria's specific challenges	35.3%	33.3%	0.0%	21.4%	21.4%	22.2%
Offer more innovative knowledge services	23.5%	22.2%	23.1%	28.6%	50.0%	11.1%
Increase the level of capacity development in the country*	41.2%	11.1%	92.3%	42.9%	28.6%	33.3%
Increase availability of Reimbursable Advisory Services (RAS)	11.8%	22.2%	0.0%	7.1%	0.0%	22.2%
Other	0.0%	11.1%	0.0%	0.0%	0.0%	11.1%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Direct contact with World Bank Group	18.8%	60.0%	38.5%	28.6%	26.7%	63.6%
World Bank Group's seminars/workshops/ conferences	37.5%	70.0%	69.2%	35.7%	40.0%	45.5%
WBG's publications and other written materials*	50.0%	0.0%	7.7%	14.3%	26.7%	27.3%
World Bank Group's website	37.5%	20.0%	23.1%	21.4%	53.3%	9.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	0.0%	7.7%	28.6%	6.7%	9.1%
Mobile phones	6.3%	0.0%	0.0%	14.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Yes	18.8%	10.0%	7.7%	21.4%	33.3%	36.4%
No	81.3%	90.0%	92.3%	78.6%	66.7%	63.6%

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

Percentage of Respondents	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Yes	76.5%	50.0%	46.2%	57.1%	66.7%	90.9%
No	23.5%	50.0%	53.8%	42.9%	33.3%	9.1%

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

Percentage of Respondents	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
High Speed/WiFi	52.9%	90.0%	84.6%	100.0%	100.0%	90.9%
Dial-up	47.1%	10.0%	15.4%			9.1%

*\*Significantly different between stakeholder group*

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Government	Private Sector/ Financial Sector/ Private Banks	NGO/CBO/ Private Foundation	Media	Academia	Other
Observer	19.0%	46.2%	56.3%	40.0%	26.7%	30.0%
Use World Bank Group reports/data	33.3%	15.4%	37.5%	66.7%	33.3%	50.0%
Engage in WBG related/sponsored events/activities	19.0%	23.1%	6.3%	20.0%	6.7%	30.0%
Collaborate as part of my professional duties*	42.9%	23.1%	12.5%	0.0%	13.3%	50.0%
Use WBG website for information, data, research, etc.	28.6%	38.5%	18.8%	40.0%	60.0%	10.0%

*\*Significantly different between stakeholder groups*



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>2</sup>

Algiers N=83 ● Outside Algiers N=21

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Algeria?*	78	4.76	2.58	19	3.21	2.44

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Algeria.*	62	5.40	2.29	14	3.57	2.14

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Algeria solve its most complicated development challenges?	62	6.05	2.29	12	4.83	2.69

(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 Algeria?

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Algeria*	55	5.47	2.78	13	3.69	2.32
The WBG's work is aligned with what I consider the development priorities for Algeria	54	5.65	2.36	11	4.55	2.81

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations.

<sup>2</sup>Only 104 respondents provided the information about their geographic location. Thus, only these respondents were included in the analysis presented in this Appendix.

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

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
Responsiveness	44	5.86	2.29	9	4.67	2.50
Flexibility (in terms of the institution's products and services)	48	5.63	2.24	8	4.75	2.82
Flexibility (in terms of changing country circumstances)	46	6.09	2.33	10	5.00	3.13
Being inclusive	42	5.86	2.70	6	4.83	3.43
Openness (sharing data and other information)	54	5.81	2.12	9	4.89	3.18
Staff accessibility	48	5.69	2.41	9	5.00	2.50
Straightforwardness and honesty	49	6.37	2.39	10	5.80	2.82
Ease of access to the people at the World Bank Group who are making decisions important to my work	47	5.36	2.49	11	6.18	3.43
Collaboration with civil society	44	4.45	2.42	12	4.33	3.23
Collaboration with the Government	45	7.02	2.34	12	6.75	2.99
Collaboration with other development partners	44	6.00	2.51	14	5.93	2.76
Collaboration with the private sector	43	5.26	2.67	12	4.75	2.63
The speed in which it gets things accomplished on the ground	42	5.45	2.32	10	5.30	2.63
Being a long-term partner	42	6.74	2.44	9	6.33	3.00

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Algeria?	45	5.18	2.07	12	4.50	2.94

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

To what extent do you agree with the following statement about the World Bank Group in Algeria?

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
The World Bank Group meets Algeria's needs for knowledge services*	53	5.53	2.47	10	3.30	2.36

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations.

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

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
Are adaptable to Algeria's specific development challenges and country circumstances	46	6.67	2.35	7	5.14	2.48

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

	Algiers			Outside Algiers		
	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?	50	6.12	2.22	11	5.27	2.49
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	50	7.18	1.83	12	5.92	2.19

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

\*Significantly different between locations.

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

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

	Algiers			Outside Algiers		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Algeria	32	5.94	2.02	6	5.00	2.53
Where country systems are adequate, the World Bank Group makes appropriate use of them	30	6.87	2.40	5	5.40	2.07



## Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>3</sup>

Currently collaborating with the WBG N=22 ● Not collaborating with the WBG N=80

### 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 Algeria?*	21	6.76	2.36	74	3.80	2.30

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

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

	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 Algeria.*	17	6.71	2.37	57	4.54	2.05

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

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

	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 Algeria solve its most complicated development challenges?*	16	7.75	1.34	56	5.29	2.28

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

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

<sup>3</sup>Only 102 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus, only these respondents were included in the analysis presented in this Appendix. Respondents who indicated that they currently collaborate or currently collaborate and had previously collaborated were combined, and those who had previously collaborate (but not currently) and those who never collaborated were combined, for direct collaborating versus not collaborating comparisons.



**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 Algeria, in which sectoral areas do you believe the World Bank Group should focus most of its financial resources, technical assistance, and knowledge services in Algeria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Social protection*	33.3%	12.3%
Crime and violence	0.0%	1.4%
Transport	0.0%	2.7%
Agricultural development	14.3%	31.5%
Gender equity	0.0%	1.4%
Public sector governance/reform	57.1%	41.1%
Health	0.0%	11.0%
Rural development	9.5%	6.8%
Foreign direct investment*	28.6%	9.6%
Education	19.0%	24.7%
Energy	0.0%	4.1%
Job creation/employment	14.3%	17.8%
Financial markets	14.3%	5.5%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	4.1%
Equality of opportunity	0.0%	5.5%
Private sector development	42.9%	28.8%
Water and sanitation	0.0%	2.7%
Climate change	4.8%	0.0%
Poverty reduction	4.8%	9.6%
Trade and exports	9.5%	9.6%
Economic growth	28.6%	27.4%
Law and justice	0.0%	2.7%
Regulatory framework	9.5%	2.7%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	4.1%
Anti-corruption*	0.0%	16.4%
Information and communications technology	0.0%	11.0%
Disaster management	0.0%	0.0%

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)*	13	7.23	2.32	36	5.50	2.05
The private sector (related to institutional and policy change)	11	5.73	2.33	33	4.91	2.34

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	17	8.12	2.37	44	7.48	2.05
The private sector (related to institutional and policy change)	15	7.53	2.45	44	7.64	2.07

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

	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 Algeria*	14	7.64	2.76	52	4.38	2.31
The World Bank Group's work is aligned with what I consider the development priorities for Algeria*	15	8.00	1.60	49	4.59	2.02
The World Bank Group supports activities and strategies that are realistic for Algeria*	15	7.00	2.59	44	4.75	2.10
Treating clients and stakeholders in Algeria with respect*	15	8.47	2.20	45	6.44	2.29

(1-Strongly disagree, 10-Strongly agree)

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

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

To what extent is the World Bank Group an effective development partner in Algeria, 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*	14	7.14	2.54	38	5.03	1.98
Flexibility (in terms of the institution's products and services)*	14	7.14	2.03	41	4.83	2.04
Flexibility (in terms of changing country circumstances)*	15	7.93	1.67	40	5.02	2.22
Being inclusive*	11	7.64	2.01	36	5.03	2.66
Openness (sharing data and other information)*	16	6.75	1.39	46	5.28	2.45
Staff accessibility*	15	7.20	2.27	41	4.95	2.21
Straightforwardness and honesty*	16	7.75	2.11	42	5.62	2.28
Ease of access to the people at the World Bank Group who are making decisions important to my work*	14	7.43	1.65	43	4.86	2.68
Collaboration with civil society*	9	7.22	1.30	46	3.87	2.44
Collaboration with the Government*	13	8.15	1.68	43	6.53	2.54
Collaboration with other development partners*	13	7.38	2.33	44	5.50	2.45
Collaboration with the private sector*	11	7.18	2.23	43	4.56	2.49
The speed in which it gets things accomplished on the ground*	11	6.55	1.92	40	5.00	2.29
Being a long-term partner*	12	7.83	1.59	38	6.21	2.62

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



### C. World Bank Group's Sectoral Effectiveness and Results

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	13	5.62	3.23	57	7.91	2.49
Information and communications technology	17	8.24	1.64	55	7.76	2.48
Transport	15	7.53	1.77	58	6.57	2.30
Crime and violence*	14	3.64	2.10	53	5.57	2.63
Law and justice*	14	4.57	3.20	52	6.60	2.69
Urban development	16	7.94	1.24	56	7.04	2.13
Environmental sustainability	17	8.59	1.28	56	7.50	2.19
Regulatory framework	16	7.06	2.21	52	6.54	2.58
Communicable/non-communicable diseases	15	5.00	2.80	53	6.21	2.72
Poverty reduction	17	7.88	1.62	56	7.86	2.41
Gender equity*	16	7.69	1.96	54	5.94	2.86
Private sector development	17	8.94	1.14	51	8.10	1.96
Foreign direct investment	15	8.40	2.38	52	7.79	1.97
Water and sanitation	16	7.81	2.11	57	6.79	2.46
Trade and exports*	16	8.63	1.41	57	7.19	2.32
Economic growth	17	8.76	1.39	57	8.56	1.60
Energy*	14	8.86	1.23	55	7.27	2.34
Disaster management	15	5.87	2.67	54	6.72	2.66
Public sector governance/reform	15	7.73	3.47	55	8.27	2.42
Job creation/employment	17	8.88	1.54	55	8.07	1.87
Financial markets	15	8.53	1.77	53	7.70	2.22
Equality of opportunity	14	6.86	2.41	57	7.14	2.66
Health	16	6.94	2.59	55	7.64	2.34
Rural development	16	8.25	1.92	55	7.98	2.05
Education	15	8.27	1.83	58	8.48	1.99
Social protection*	17	8.65	1.54	56	6.79	2.68
Climate change*	16	8.19	1.52	56	6.64	2.89
Agricultural development	17	8.82	1.47	56	8.11	2.21
Natural resource management*	16	8.56	1.63	55	6.67	2.80

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Information and communications technology	8	6.25	1.17	22	6.23	2.71
Environmental sustainability	8	7.00	1.93	24	5.88	2.53
Poverty reduction	11	6.82	2.04	28	5.93	2.61
Private sector development	11	7.18	2.09	29	5.62	2.57
Foreign direct investment	11	5.82	2.71	27	5.52	2.69
Trade and exports	9	5.33	3.16	28	5.79	2.52
Economic growth	13	7.38	2.06	32	6.09	2.41
Job creation/employment*	13	7.38	1.81	29	5.69	2.69
Financial markets	9	7.00	2.12	28	5.57	2.65
Social protection*	10	7.30	2.21	29	4.79	2.85
Agricultural development	9	7.11	2.09	30	6.23	2.81
Natural resource management	7	6.86	2.19	31	5.45	2.77

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Algeria?*	12	6.25	1.55	44	4.64	2.30

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

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

To what extent do you agree with the following statement about the World Bank Group in Algeria?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG meets Algeria's needs for knowledge services*	15	7.73	1.94	47	4.34	2.21

(1-Strongly disagree, 10-Strongly agree)

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Algeria received value for money from the WBG's reimbursable advisory services (RAS)?*	10	6.80	1.93	27	4.59	1.76

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

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

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

	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 Algeria?*	7	7.29	1.80	30	4.87	1.68

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

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	14	8.07	1.98	38	6.21	2.43
Include appropriate level of stakeholder involvement during preparation*	12	7.50	2.11	43	4.74	2.32
Are relevant to Algeria's social and economic development priorities*	15	7.53	2.13	43	5.28	2.21
Lead to practical solutions	13	6.31	2.14	39	5.05	2.25
Are accessible (well written and easy to understand)*	13	8.00	1.35	40	6.13	2.49
Are source of relevant information on global good practices*	14	8.64	1.22	41	6.80	2.22
Are adequately disseminated	15	6.33	2.61	47	5.36	2.57
Are translated enough into local language	12	5.42	3.32	40	5.45	2.78
Are adaptable to Algeria's specific development challenges and country circumstances	15	7.20	2.18	36	6.17	2.37

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

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

	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?	14	6.79	2.26	46	5.72	2.27
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	15	8.07	1.67	45	6.49	1.88

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

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



### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Algeria's development challenges? (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
Conceptualization (understanding and framing the problem)	17	7.59	2.48	35	6.34	2.31
Design (appraising and planning the solutions)	17	7.71	1.83	35	6.51	2.12
Implementation (executing, carrying out, monitoring and making appropriate adjustments)*	15	7.07	2.31	36	5.56	2.22
Evaluation (assessing the impact and results)	12	6.75	2.26	33	6.27	2.40

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

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 effectively monitors and evaluates the activities it supports	10	7.70	1.89	35	6.77	2.25
The WBG's approvals and reviews are done in a timely fashion*	9	7.78	2.22	27	5.48	2.16
The WBG's "Safeguard Policy" requirements are reasonable	8	7.00	2.56	27	5.85	2.09
The World Bank Group takes decisions quickly in Algeria	10	6.50	2.07	27	5.52	2.12
Working with the WBG increases Algeria's institutional capacity*	15	7.93	1.75	41	6.12	2.32
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	9.00	1.23	29	6.14	2.25

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

	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 Algeria?	11	6.09	1.97	30	5.37	2.41

(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.	14	7.50	1.91	39	7.05	2.26
I find the information on the World Bank Group's websites useful.	16	8.00	1.63	38	7.18	1.94
The World Bank Group's social media channels are valuable sources of information about the institution	6	5.83	2.93	32	6.00	2.85
When I need information from the WBGp I know how to find it*	12	7.83	2.69	42	4.88	2.41
The WBG is responsive to my information requests and inquiries*	9	7.44	2.92	23	5.26	2.53

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



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank Group in Algeria? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	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 Algeria.	4.54	6.71	5.31	4.58	5.02	5.14	4.98	5.50	4.69	6.29	5.04	5.12
Overall the World Bank Group currently plays a relevant role in development in Algeria	4.38	7.64	5.64	4.32	4.77	5.69	5.19	5.17	4.84	6.33	5.16	5.24
The World Bank Group's work is aligned with what I consider the development priorities for Algeria	4.59	8.00	5.86	4.68	5.62	5.36	5.40	6.00	4.89	7.00	5.79	4.90
Responsiveness	5.03	7.14	5.81	5.54	5.76	5.70	5.50	6.78	5.44	6.40	5.97	5.29
Flexibility (in terms of the institution's products and services)	4.83	7.14	5.50	5.31	5.39	5.52	5.24	6.71	5.23	5.88	5.63	5.06
Flexibility (in terms of changing country circumstances)	5.02	7.93	6.03	5.56	5.83	5.95	5.65	7.13	5.69	6.33	5.97	5.71
Being inclusive	5.03	7.64	5.63	5.83	5.42	6.06	5.35	7.43	5.75	5.50	6.04	5.12
Openness (sharing data and other information)	5.28	6.75	6.05	5.00	5.76	5.68	5.46	7.22	5.51	6.22	5.63	5.90
Staff accessibility	4.95	7.20	6.03	5.25	5.62	6.11	5.81	5.67	5.35	6.61	6.00	5.31
Straightforwardness and honesty	5.62	7.75	6.65	5.71	6.47	6.32	6.15	7.87	6.06	7.05	6.67	5.89
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.86	7.43	5.79	5.56	5.69	5.77	5.40	7.00	5.26	6.81	6.14	4.82
Collaboration with civil society	3.87	7.22	4.82	4.11	4.76	4.22	4.25	6.38	4.23	5.62	4.74	4.28
Collaboration with the Government	6.53	8.15	7.46	6.25	7.34	6.79	6.67	8.73	6.78	7.81	6.94	7.41
Collaboration with other development partners	5.50	7.38	6.22	5.72	6.37	5.47	5.67	7.55	5.71	6.88	6.14	5.88
Collaboration with the private sector	4.56	7.18	5.38	4.94	5.39	5.00	5.05	6.00	4.82	6.46	5.70	4.39
The speed in which it gets things accomplished on the ground	5.00	6.55	5.71	4.79	5.53	5.28	5.03	7.22	5.31	5.83	5.47	5.39
Being a long-term partner	6.21	7.83	6.86	6.27	6.64	6.84	6.32	8.44	6.69	6.83	6.68	6.79
To what extent does the World Bank Group's work help to achieve development results in Algeria?	4.64	6.25	5.47	4.41	5.29	4.96	5.07	5.40	4.95	5.64	5.03	5.35
The WBG meets Algeria's needs for knowledge services	4.34	7.73	5.40	4.79	5.69	4.63	5.28	4.78	4.55	6.82	5.40	4.79
Are adaptable to Algeria's specific development challenges and country circumstances	6.17	7.20	6.47	6.71	6.79	6.23	6.36	7.50	6.74	6.07	6.42	6.76
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.72	6.79	6.24	5.35	6.52	5.37	5.91	6.27	5.77	6.60	5.69	6.58
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.49	8.07	7.07	6.78	6.91	7.07	6.90	7.40	6.71	7.65	6.97	7.00
The World Bank Group takes decisions quickly in Algeria	5.52	6.50	5.73	5.82	5.85	5.65	5.79	5.63	5.60	6.43	5.82	5.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.14	9.00	6.87	6.20	7.00	6.21	6.41	7.83	6.48	7.50	6.67	6.67

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Algeria FY17 Questionnaire



### **World Bank Group Country Survey FY17 – Algeria**

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

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 ALGERIA**

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

**SECTION A: GENERAL ISSUES**

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

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Algeria? (Choose no more than THREE)</b>			
1	Water and sanitation	15	Anti corruption
2	Equality of opportunity (i.e., equity)	16	Private sector development
3	Economic growth	17	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	18	Education
5	Gender equity	19	Energy
6	Rural development	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Urban development	21	Natural resource management (e.g., oil, gas, mining)
8	Regulatory framework	22	Environmental sustainability
9	Social protection (e.g., pensions, targeted social assistance)	23	Disaster management
10	Law and justice (e.g., judicial system)	24	Health
11	Transport (e.g., roads, bridges, transportation)	25	Agricultural development
12	Crime and violence	26	Job creation/employment
13	Communicable/non-communicable diseases	27	Financial markets
14	Information and communications technology	28	Trade and exports

**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 Algeria? (Choose no more than TWO)**

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

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

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

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

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

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



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

<b>B5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Algeria?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Advisory services and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Development partners coordination	<input type="checkbox"/>	<input type="checkbox"/>
8	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
9	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Algeria? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	The private sector (related to institutional and policy change)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in Algeria to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B8</b>	Policy design (for clarity and better incentives to achieve socio-economic goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>	The private sector (related to institutional and policy change)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Algeria? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
13	Not aligned with work of other development partners
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in Algeria
16	Inadequate quality of consultants and visiting technical experts
17	Other (please specify): _____
18	Don't know

**B11. Which World Bank Group's instruments do you believe are the MOST effective in supporting reform efforts in Algeria? (Choose no more than TWO)**

1	Knowledge products/services (analytical work, studies, surveys, etc.)
2	Investment lending (financing specific private sector projects)
3	Technical assistance (advice, best practice, international experience, etc.)
4	Capacity development
5	Other (please specify): _____
6	Don't know

**B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Algeria? (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

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

**B13. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?  
(Choose no more than TWO)**

1	Academia/think tanks/research institutes	5	NGOs/Community Based Organizations (CBOs)
2	Development partners	6	Youth/university groups
3	Private sector	7	Other (please specify): _____
4	Parliament	8	Don't know

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

		Strongly disagree										Strongly agree		Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in Algeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B15</b>	The World Bank Group's work is aligned with what I consider the development priorities for Algeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B16</b>	The World Bank Group supports activities and strategies that are realistic for Algeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B17</b>	The World Bank Group treats clients and stakeholders in Algeria with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

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

		To no degree at all										To a very significant degree		Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B19</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B25</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B26</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B27</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B28</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B29</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B30</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B31</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

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

**B32. To be a more effective development partner in Algeria, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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**B33. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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

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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Algeria?</b>												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Water and sanitation	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	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	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"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



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

**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 Algeria? (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	<input type="checkbox"/>
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
2	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
3	Poverty reduction	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
4	Private sector development	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
5	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
6	Trade and exports	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
7	Economic growth	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
9	Financial markets	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
10	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
11	Agricultural development	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
12	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>

**C3. Where are the World Bank Group’s decisions made primarily that support the program in Algeria? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don’t know

**C4. To what extent does the World Bank Group’s work help to achieve development results in Algeria?**

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 statement about the World Bank Group in Algeria?**

		Strongly disagree								Strongly agree	Don't know	
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Algeria’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 Algeria 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

**C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Algeria?**

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

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

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

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

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



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

To what extent does each of the following aspects of the World Bank Group’s technical assistance/ advisory work contribute to solving Algeria’s development challenges?												
		To no degree at all								To a very significant degree		Don't know
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Implementation (executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
<b>E5</b>	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group’s approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank Group’s “Safeguard Policy” requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank Group takes decisions quickly in Algeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Working with the World Bank Group increases Algeria’s institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E11. To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in Algeria?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all										To a very significant degree		Don't know

<b>E12. Which of the following best describes the way the World Bank Group operates in Algeria? (Select only ONE response)</b>	
1	The World Bank Group takes too much risk in Algeria
2	The World Bank Group does not take enough risk in Algeria
3	The World Bank Group’s approach to risk is appropriate
4	Don’t know

<b>E13. Which of the following best describes the WBG’s support in Algeria? (Select only ONE response)</b>	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Algeria
2	The World Bank Group is not sufficiently selective in Algeria, and it is involved in too many areas of development
3	Don’t know

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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Algeria? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Algeria's economy
2	Reach out more to groups outside of Government
3	Improve the quality of its experts as related to Algeria's specific challenges
4	Offer more innovative knowledge services
5	Increase the level of capacity development in the country
6	Increase availability of Reimbursable Advisory Services (RAS)
7	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Algeria, 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 Algeria? (Select only ONE response)</b>	
1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Algeria
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 Algeria? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
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	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group’s website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group’s seminars/workshops/conferences	7	Mobile phones
4	World Bank Group’s publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group’s websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G10</b>	I find the information on the World Bank Group’s websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	The World Bank Group’s social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

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

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Algeria? (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): _____                       |

**H5. Which of the following describes most of your exposure to the World Bank Group in Algeria? (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.        |

**H6. What's your gender?**

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

**H7. Which best represents your geographic location?**

- |   |                 |
|---|-----------------|
| 1 | Algiers         |
| 2 | Outside Algiers |

**Thank you for completing the survey!**