

FY 2018 Gambia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

April 2019



Acknowledgements

The Gambia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from The Gambia country team and independent consultant Gabriel Gomez. In particular, PORG is grateful for the support from Lydia Mesfin Asseres (Operations Officer) who coordinated the survey related activities from Banjul, The Gambia.



Country Opinion Surveys
THE WORLD BANK GROUP



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THE GAMBIA





I. Objectives

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

- *General Issues Facing The Gambia*
- *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 The Gambia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2018, 517 stakeholders of the WBG in The Gambia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Implementation Units (PIUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local government; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 222 stakeholders participated in the survey (43% response rate). Respondents received and completed the questionnaires via email or completed the questionnaire with the presence of an independent fielding consultant.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 42%, N=274). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 101).

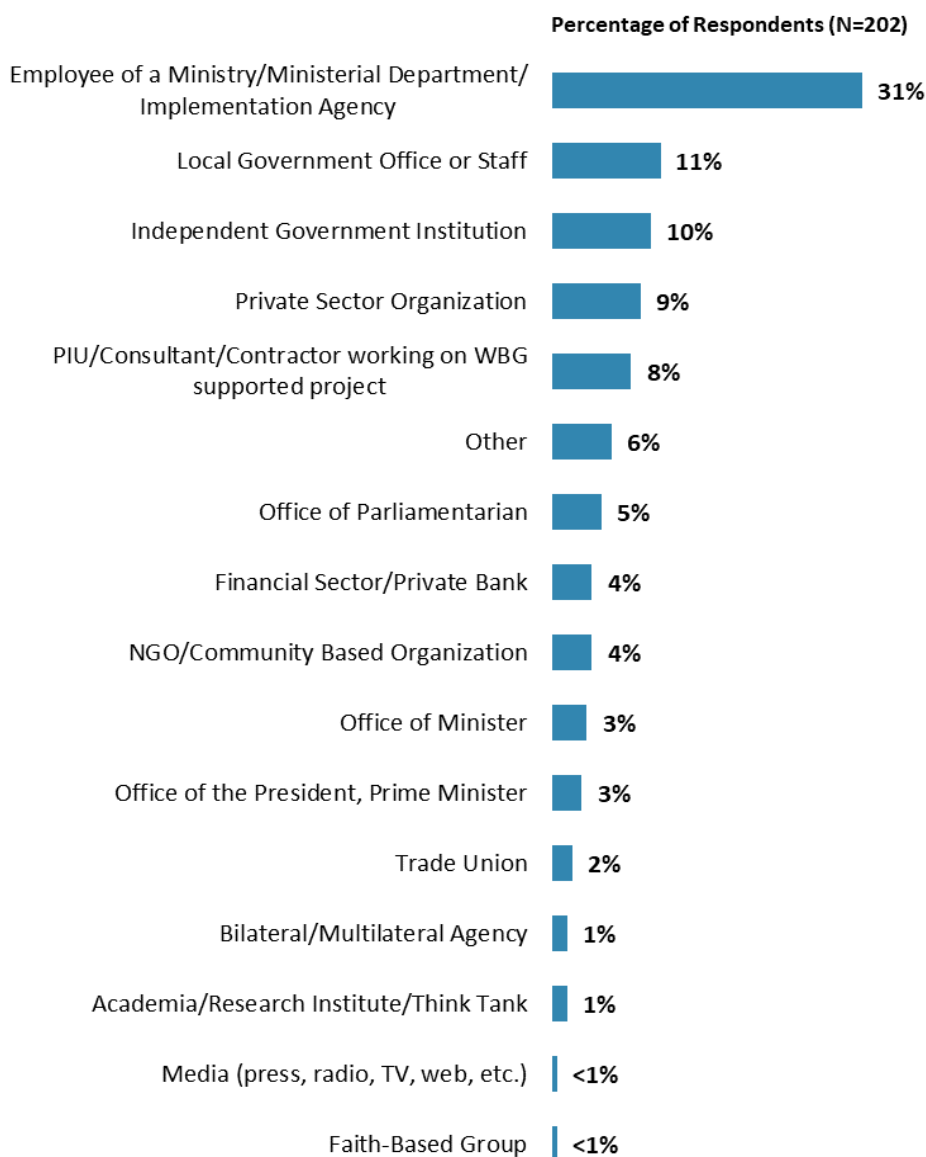
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations, trade unions, and faith-based groups were combined in the “CSO” category; and the small number of respondents from bilateral and multilateral agencies, the media, academia/research institutes/think tanks, and the judiciary branch were included in the “Other” category. There were no respondents from private foundations, youth groups, and the judiciary branch.

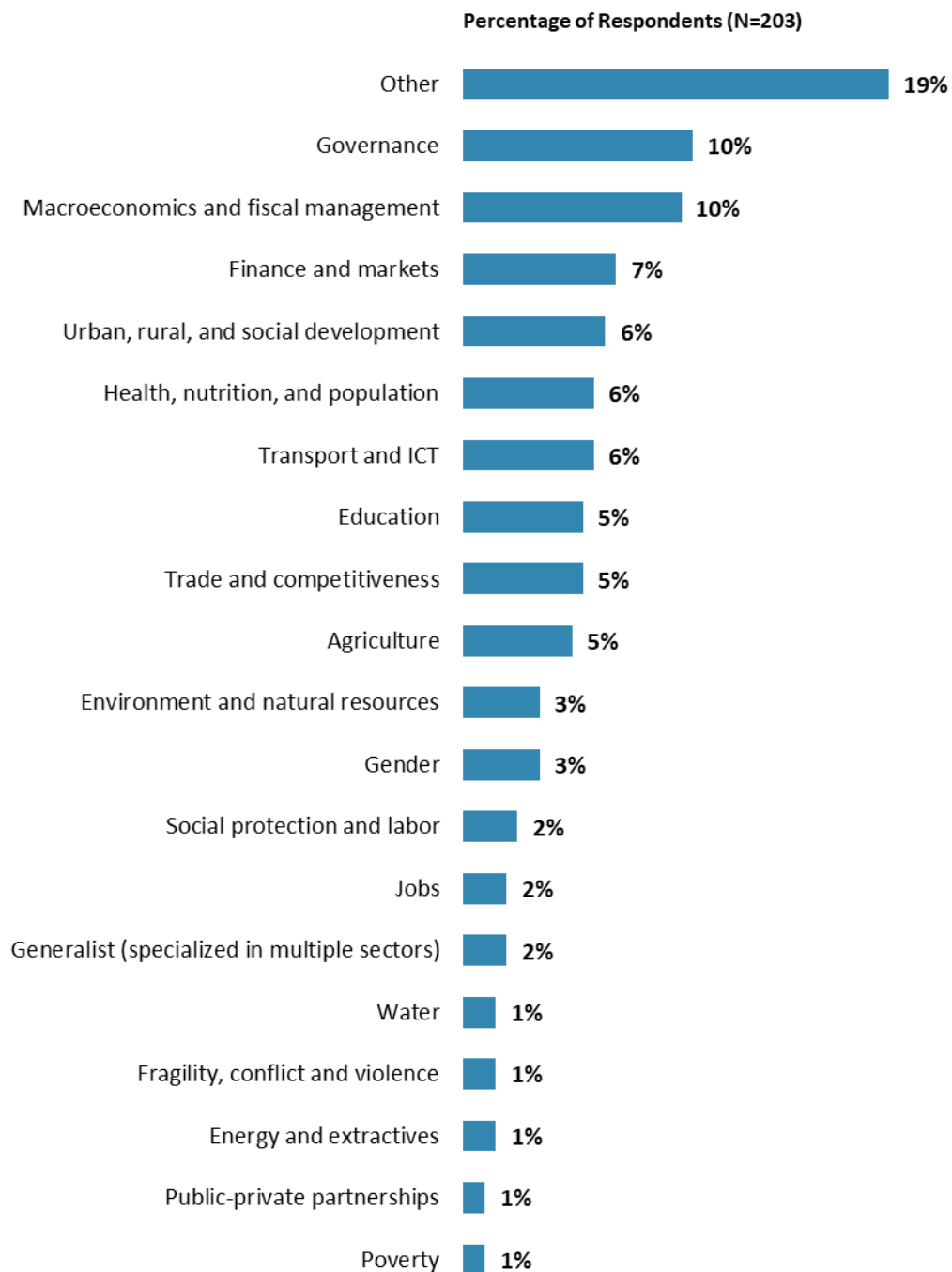


“Which of the following best describes your current position?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



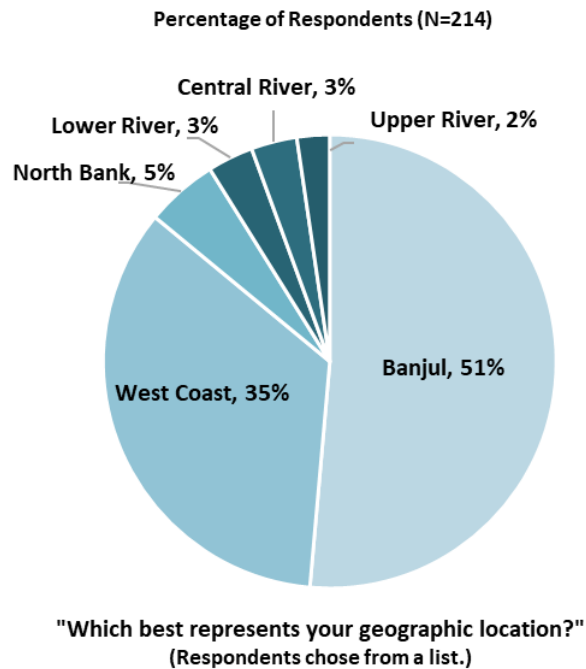
**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**



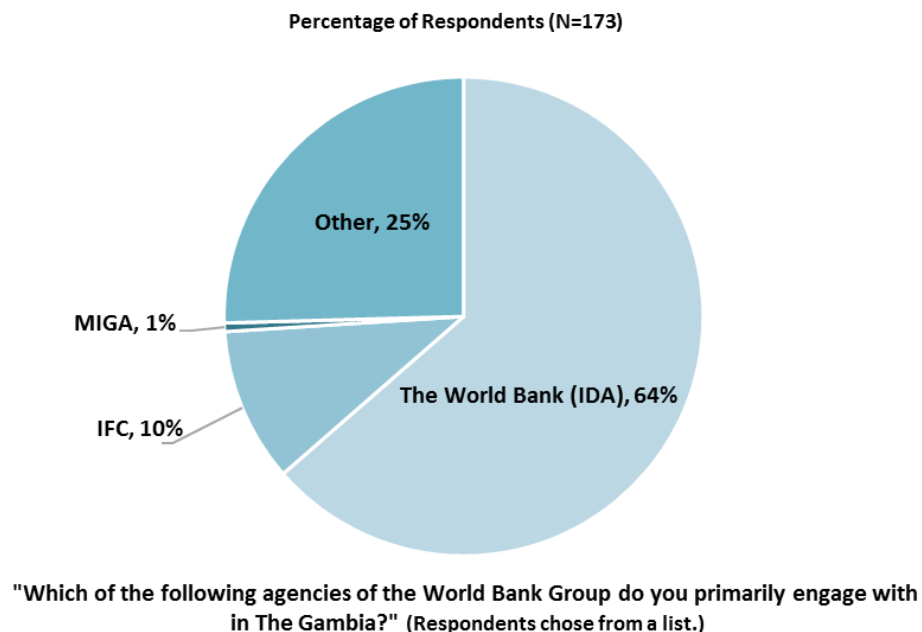
III. Demographics of the Sample (continued)

Geographic Locations

- Because of the small number of respondents from the Lower River, Central River, North Bank and Upper River regions, they were combined into a single category. Geographic location comparisons can be found in Appendix C (page 91).



Exposure to Agencies within the World Bank Group

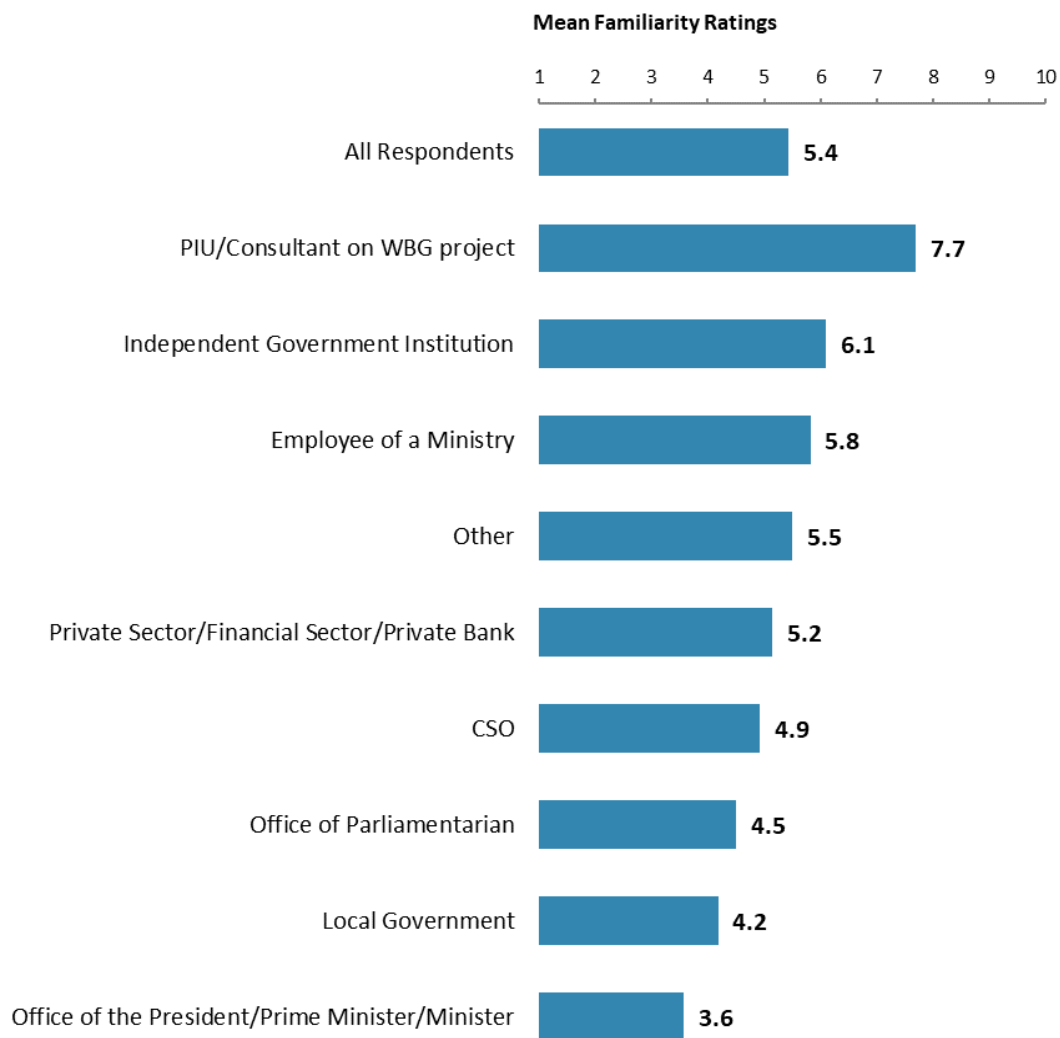




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 5.4; weighted mean in FY'15 = 5.5)¹.
- Respondents' levels of familiarity with the WBG were significantly correlated with their ratings of the WBG's overall effectiveness in The Gambia.



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

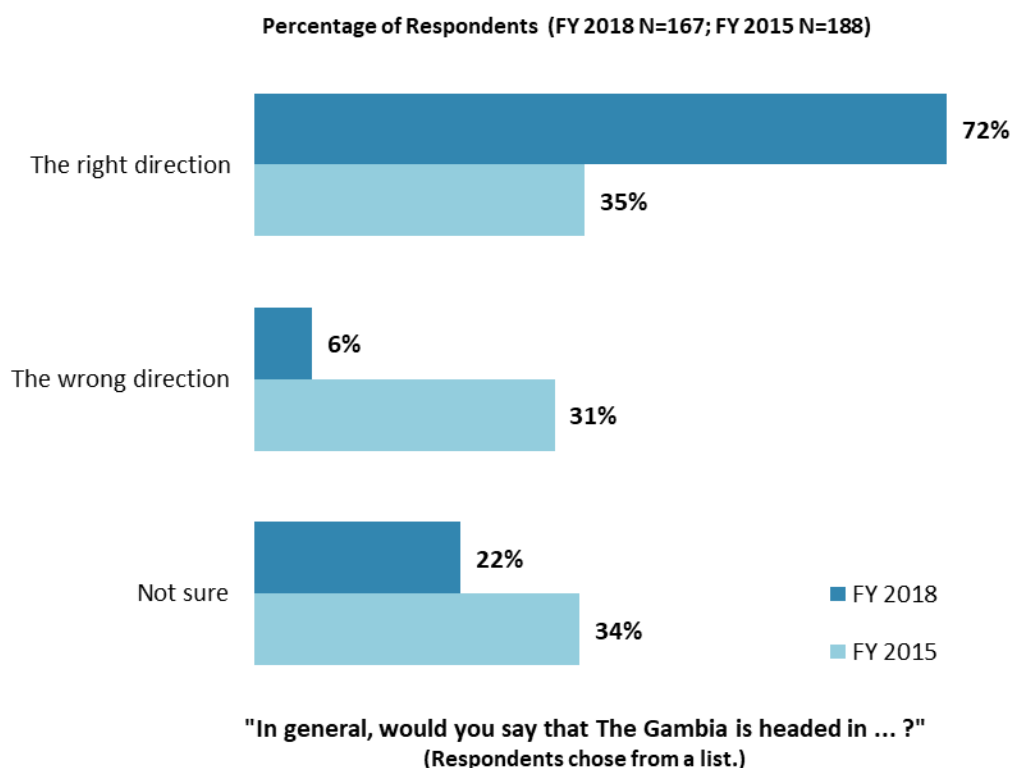
¹ Please refer to Appendix E (page 101) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing The Gambia

Headed in the Right Direction²

- **Year comparison:** Respondents in this year's Country Survey were significantly more positive about the prospects of The Gambia compared to respondents in the FY'15 Country Survey.



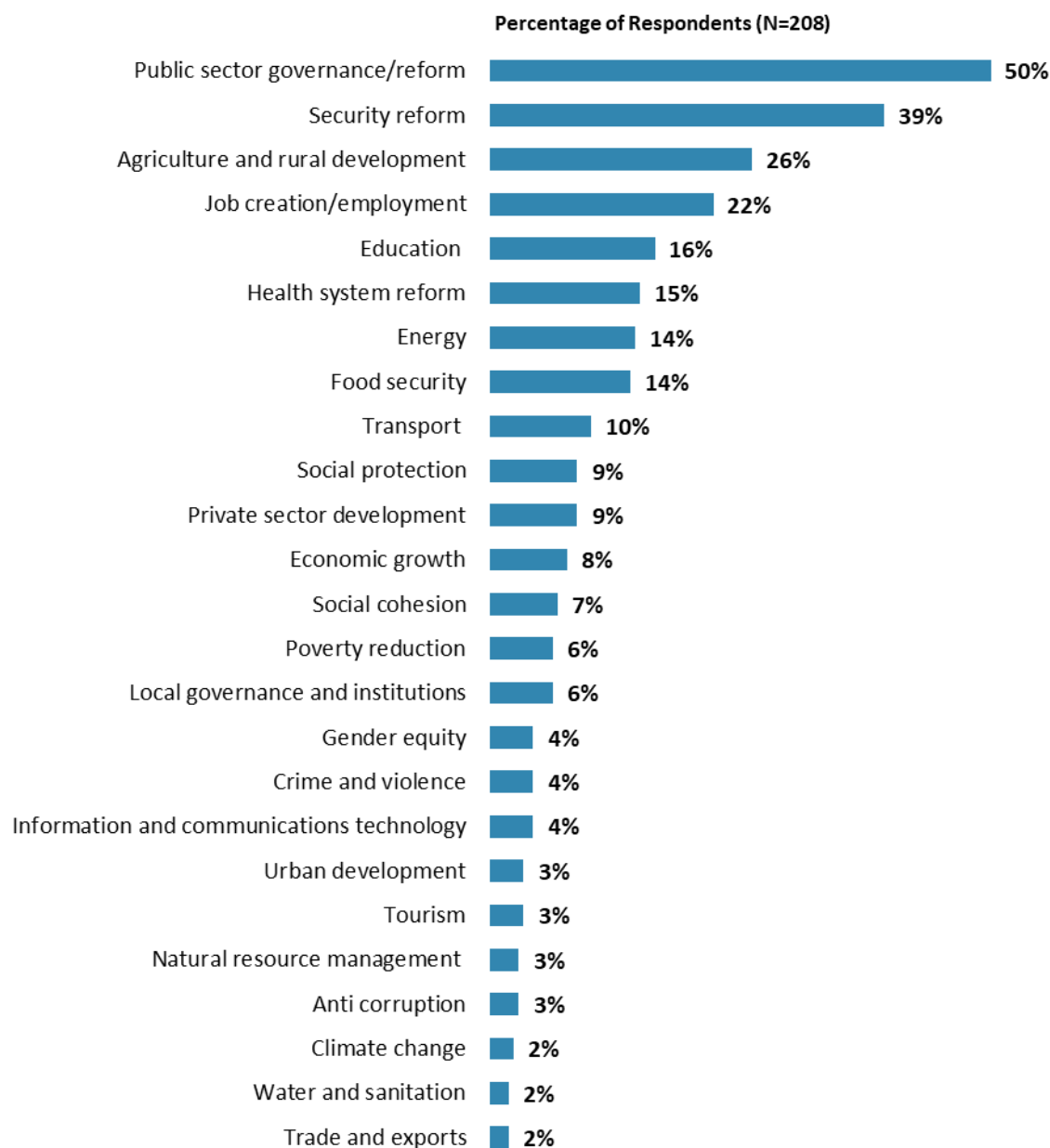
² Percentages presented in the chart were calculated based on weighted data from FY'15 and FY'18.



IV. General Issues Facing The Gambia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in The Gambia were “*agricultural development*” (30%), “*job creation/employment*” (25%), and “*food security*” (24%).



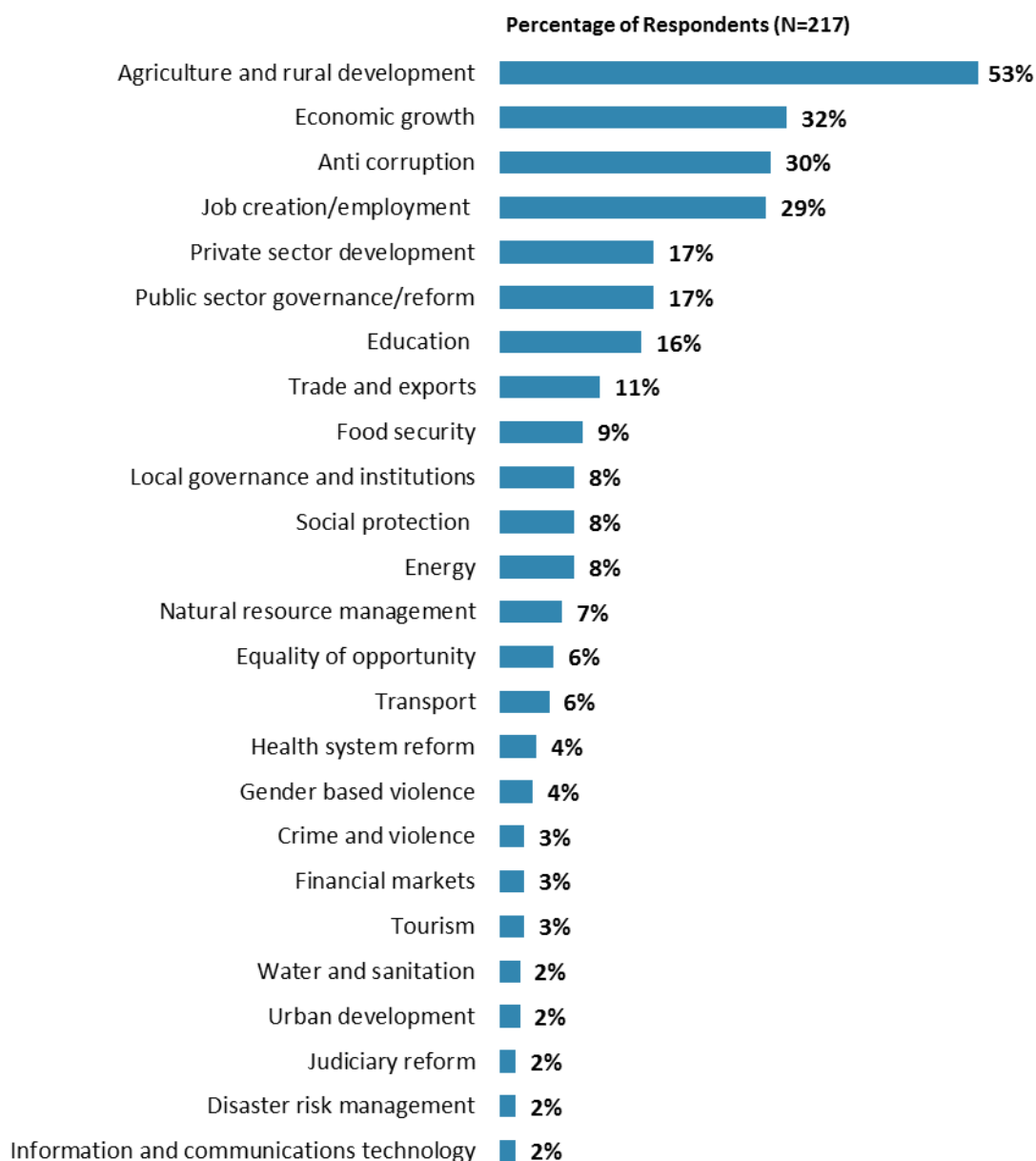
"Listed below are a number of development priorities in The Gambia. Please identify which of the following you consider the most important development priorities in The Gambia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 25 of 33 response options shown.)



IV. General Issues Facing The Gambia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in The Gambia were “*agricultural development*” (30%), “*rural development*” (29%), “*education*” (28%), “*job creation/employment*” (28%), and “*economic growth*” (27%).

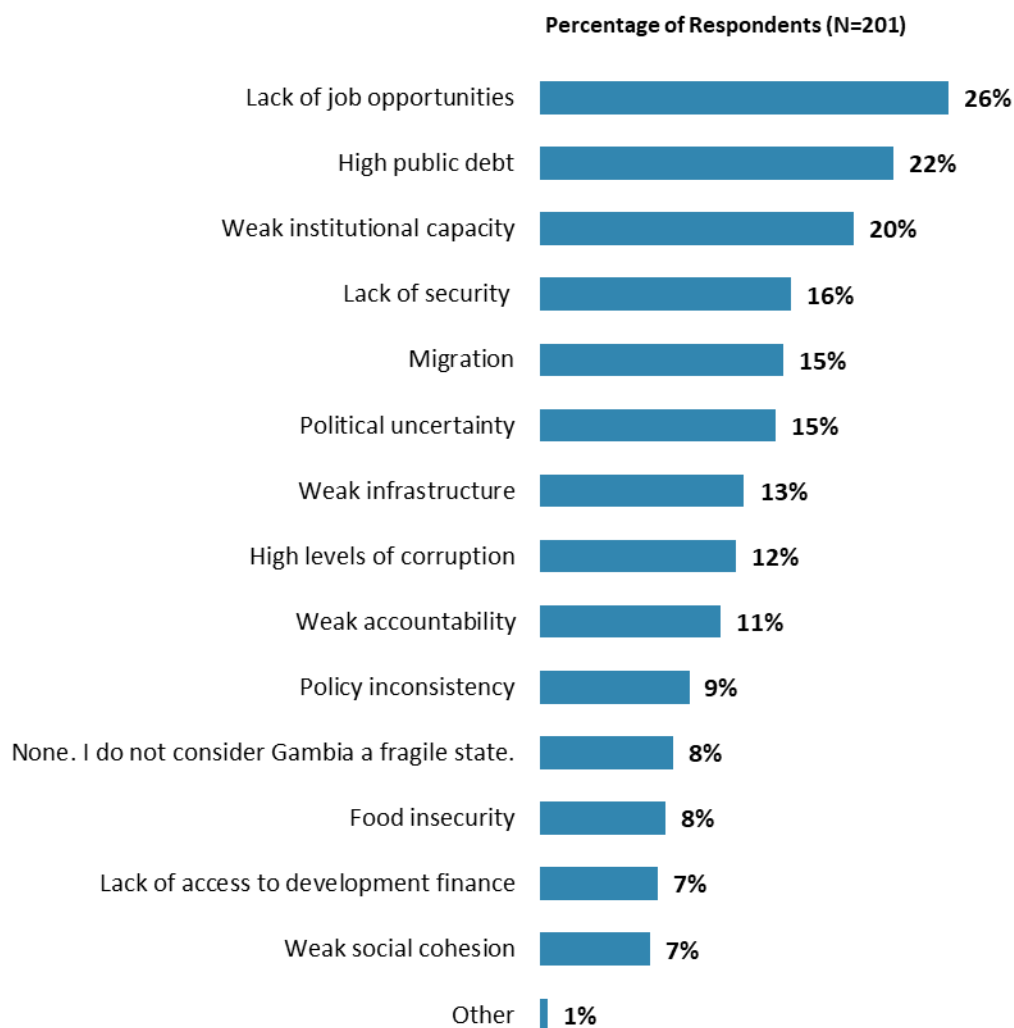


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in The Gambia? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 25 of 32 response options shown.)



IV. General Issues Facing The Gambia (continued)

The Gambia as a Fragile State



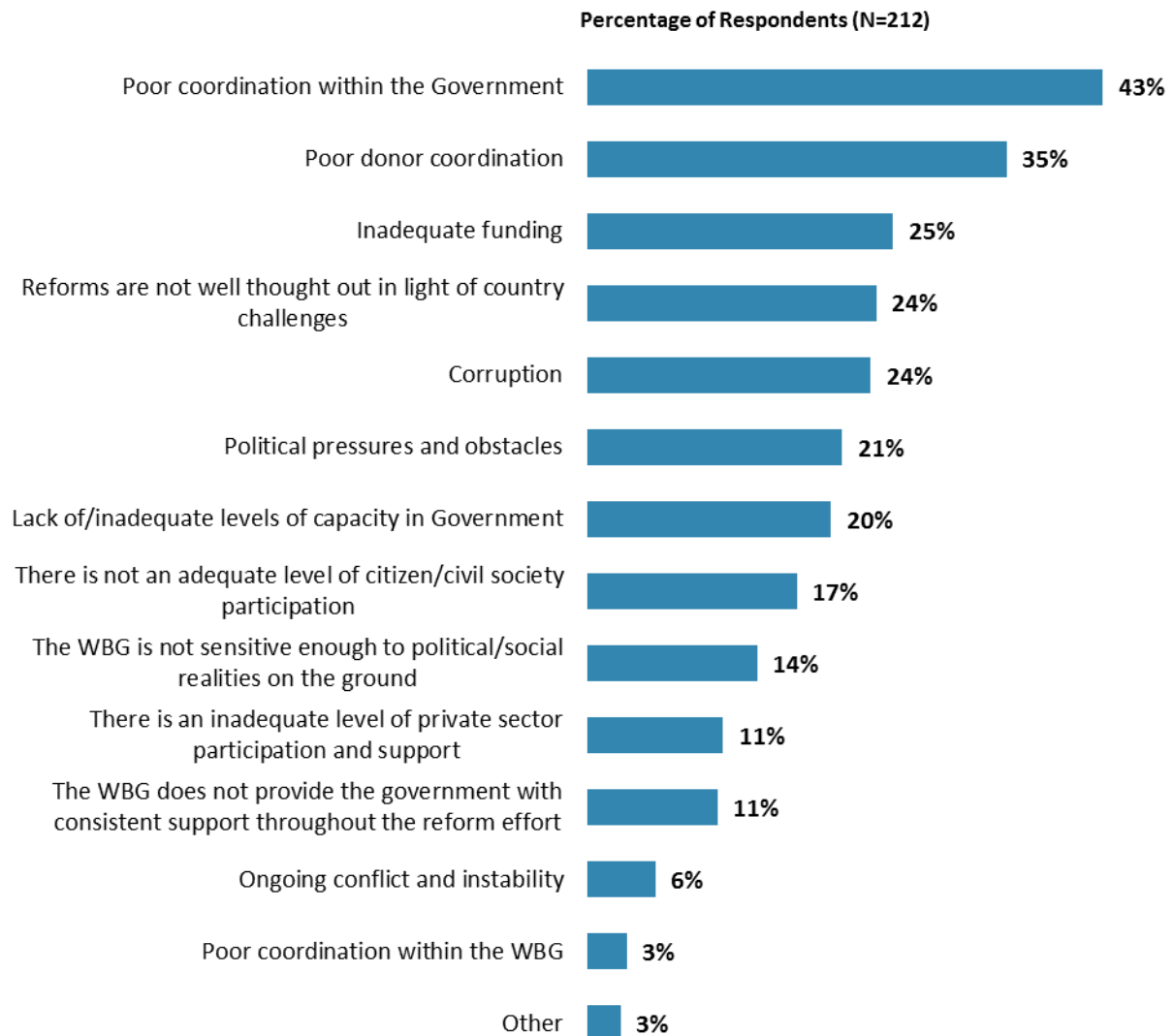
"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in The Gambia. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*lack of/inadequate levels of capacity in Government*” (35%), to that “*there is not an adequate level of citizen/civil society participation*” (31%), and to “*political pressures and obstacles*” (26%).

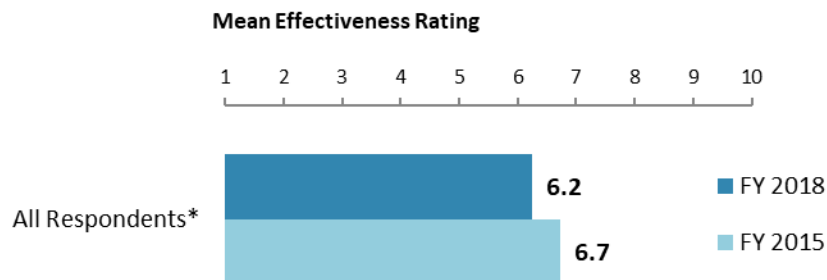


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



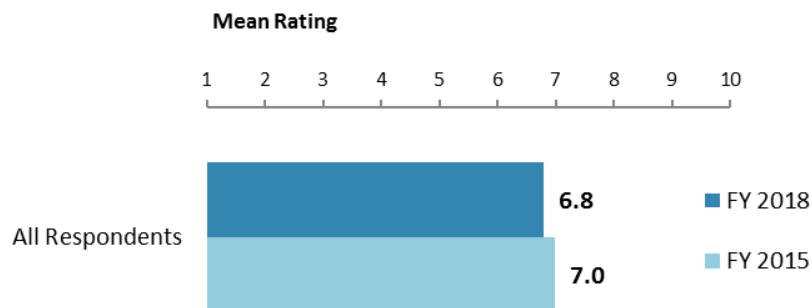
V. Overall Attitudes toward the World Bank Group (continued)

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



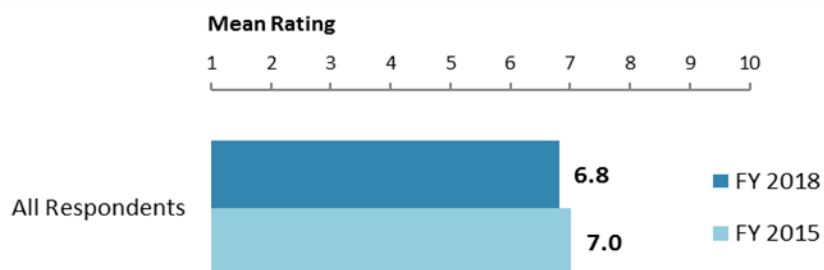
"Overall, please rate your impression of the World Bank Group's effectiveness in The Gambia." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2018 and FY 2015)

Achieving Development Results (Indicator Question)



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

WBG Staff Preparedness



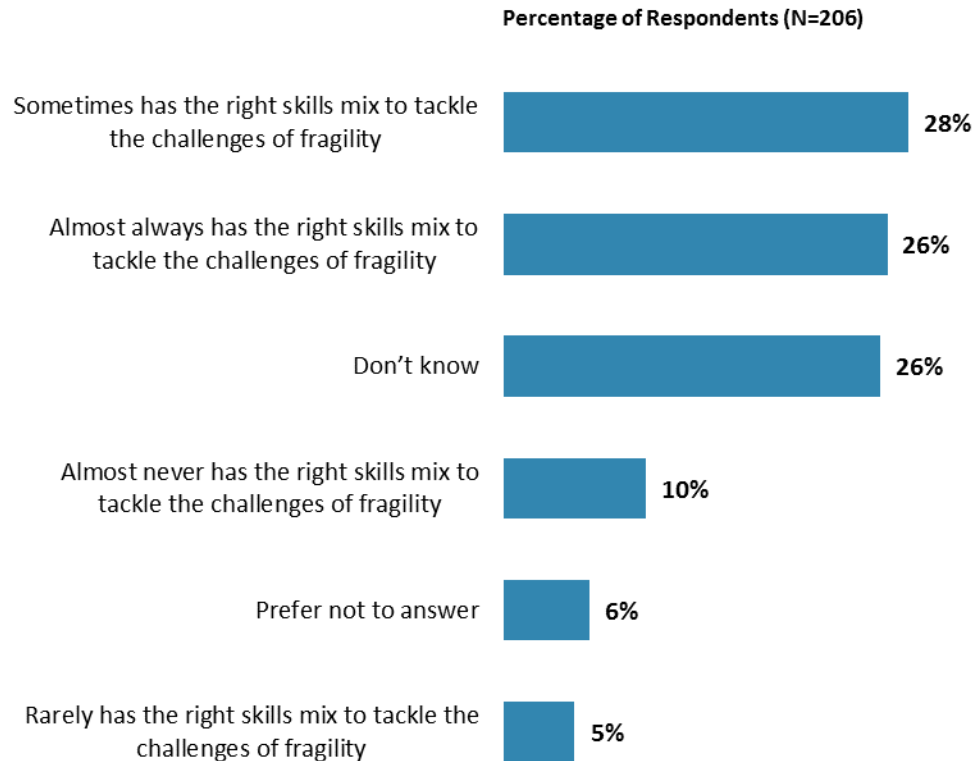
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help The Gambia solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

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



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

The World Bank Group Staff's Skills Mix to Tackle Fragility

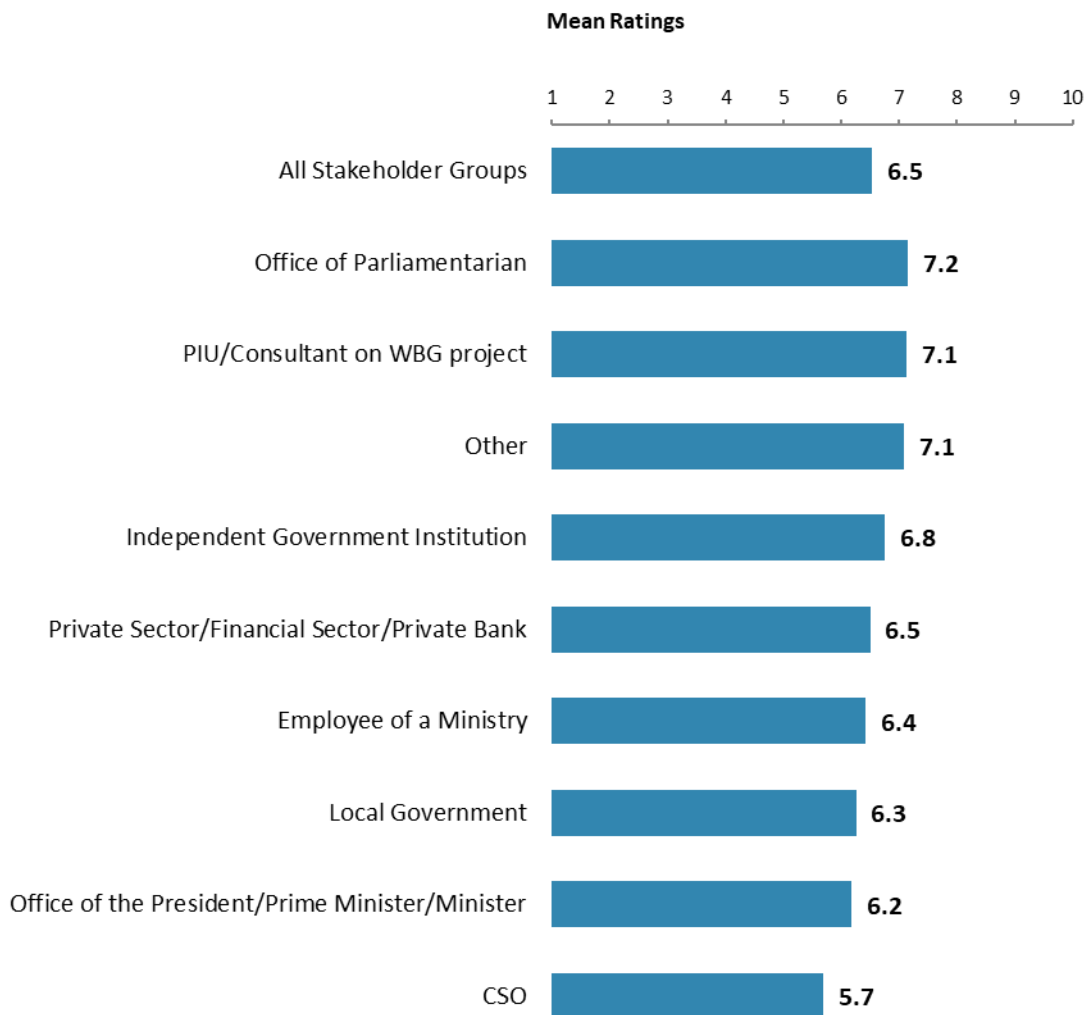


"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?"
(Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups



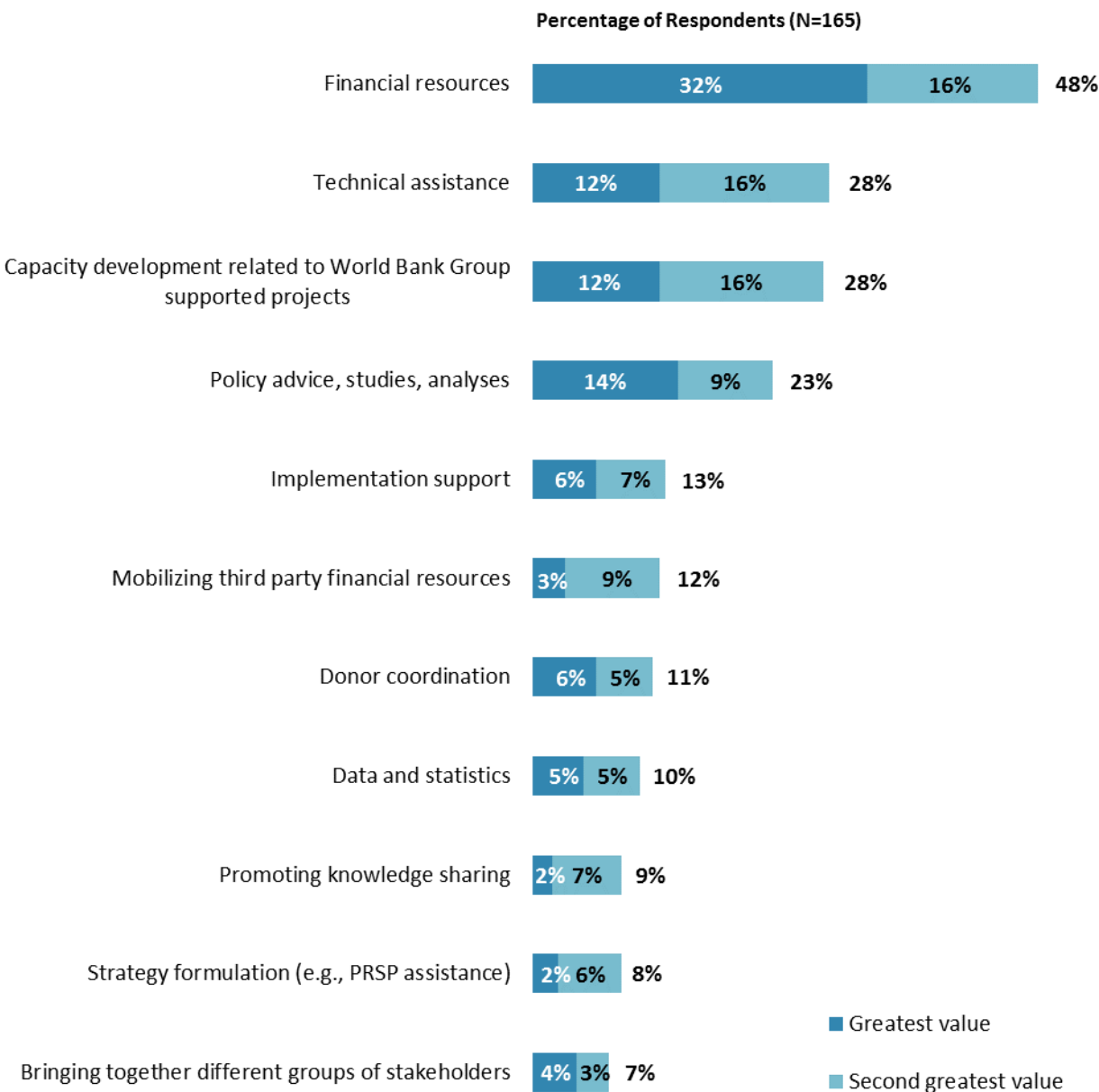
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to The Gambia were its "*financial resources*" (47%), "*capacity development*" (47%), "*technical assistance*" (32%), and "*policy advice, studies, analyses*" (32%).



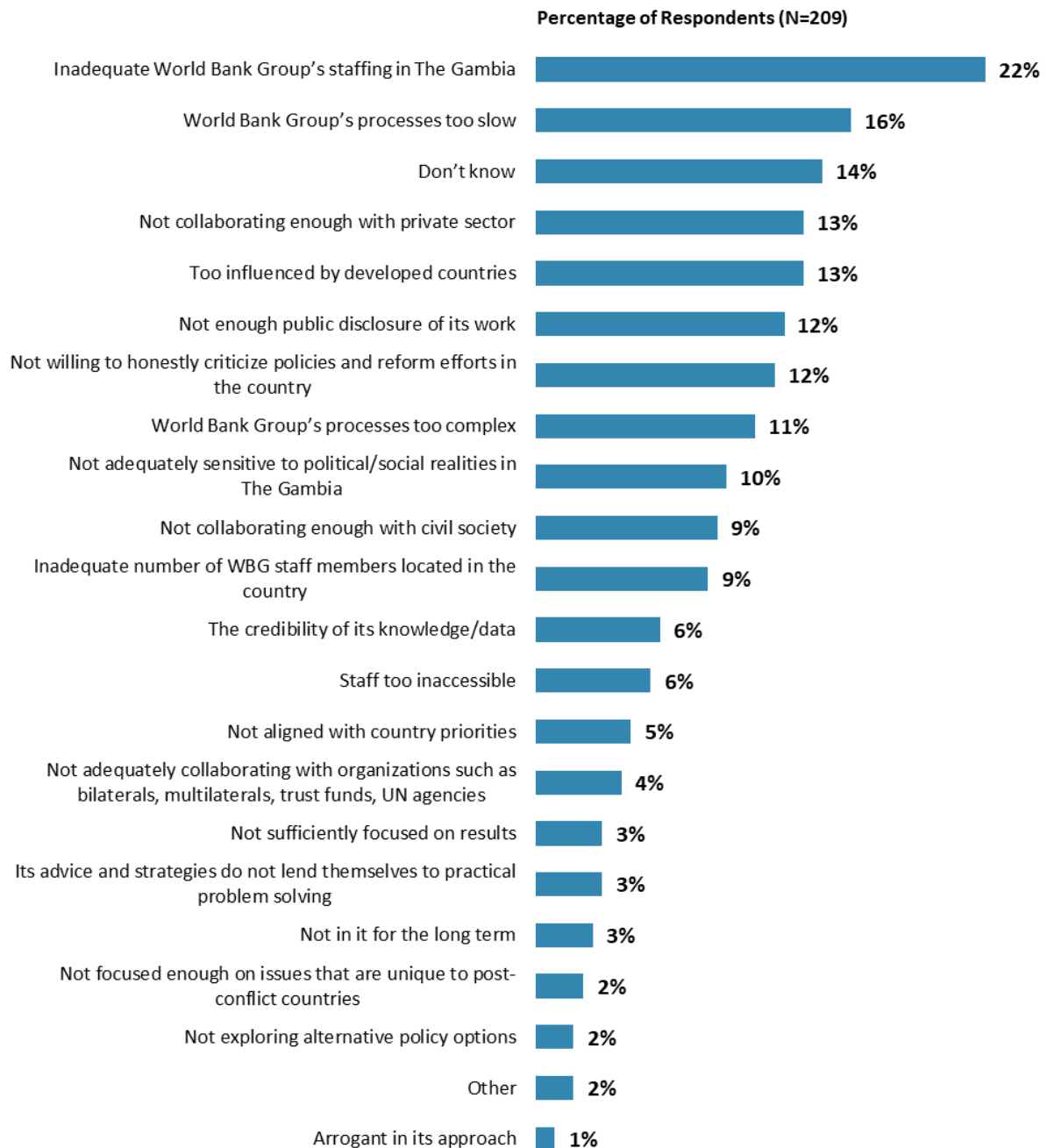
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in The Gambia were "*not collaborating enough with stakeholders outside the Government*" (20%), and "*not willing to honestly criticize policies and reform efforts in the country*" (17%).

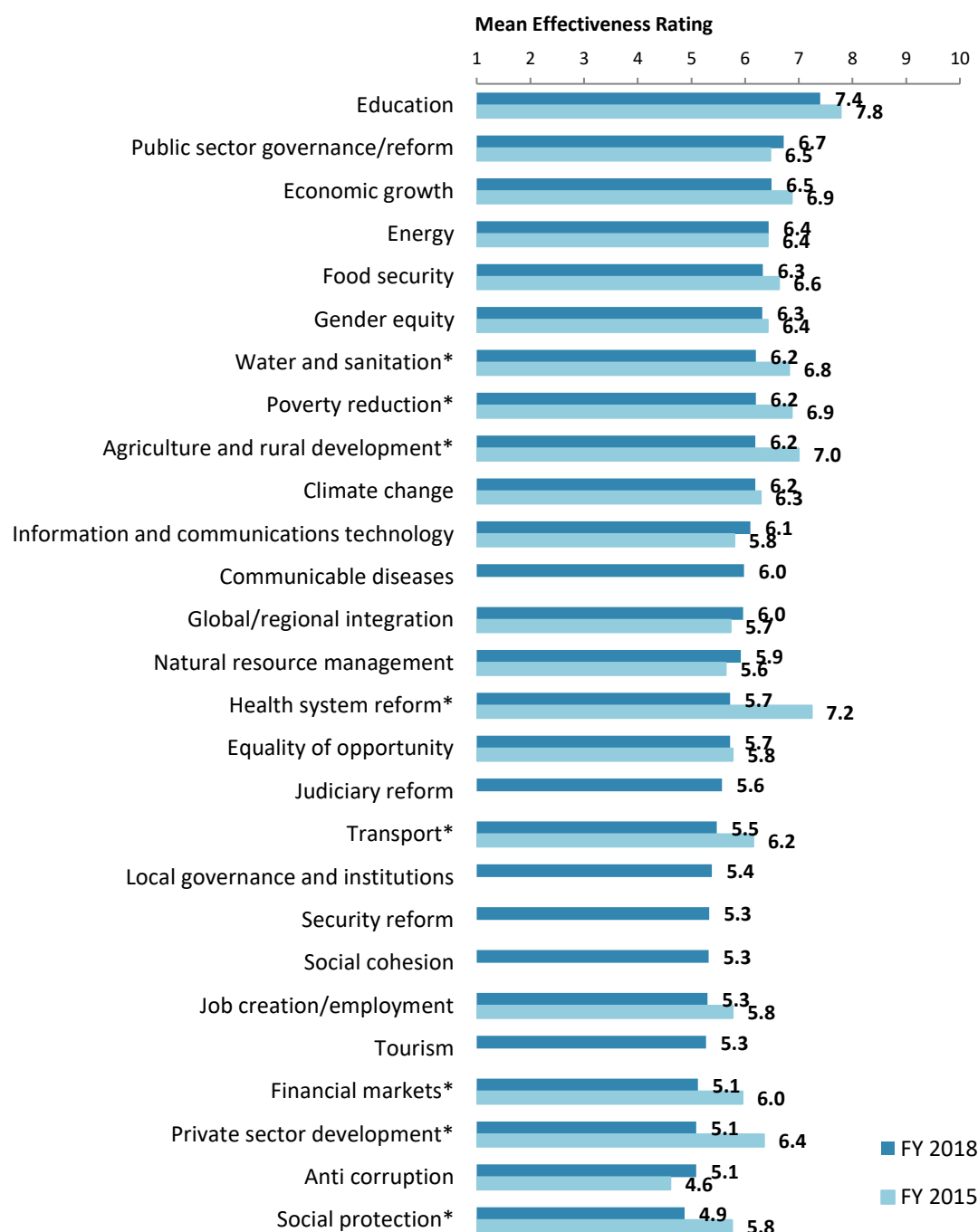


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



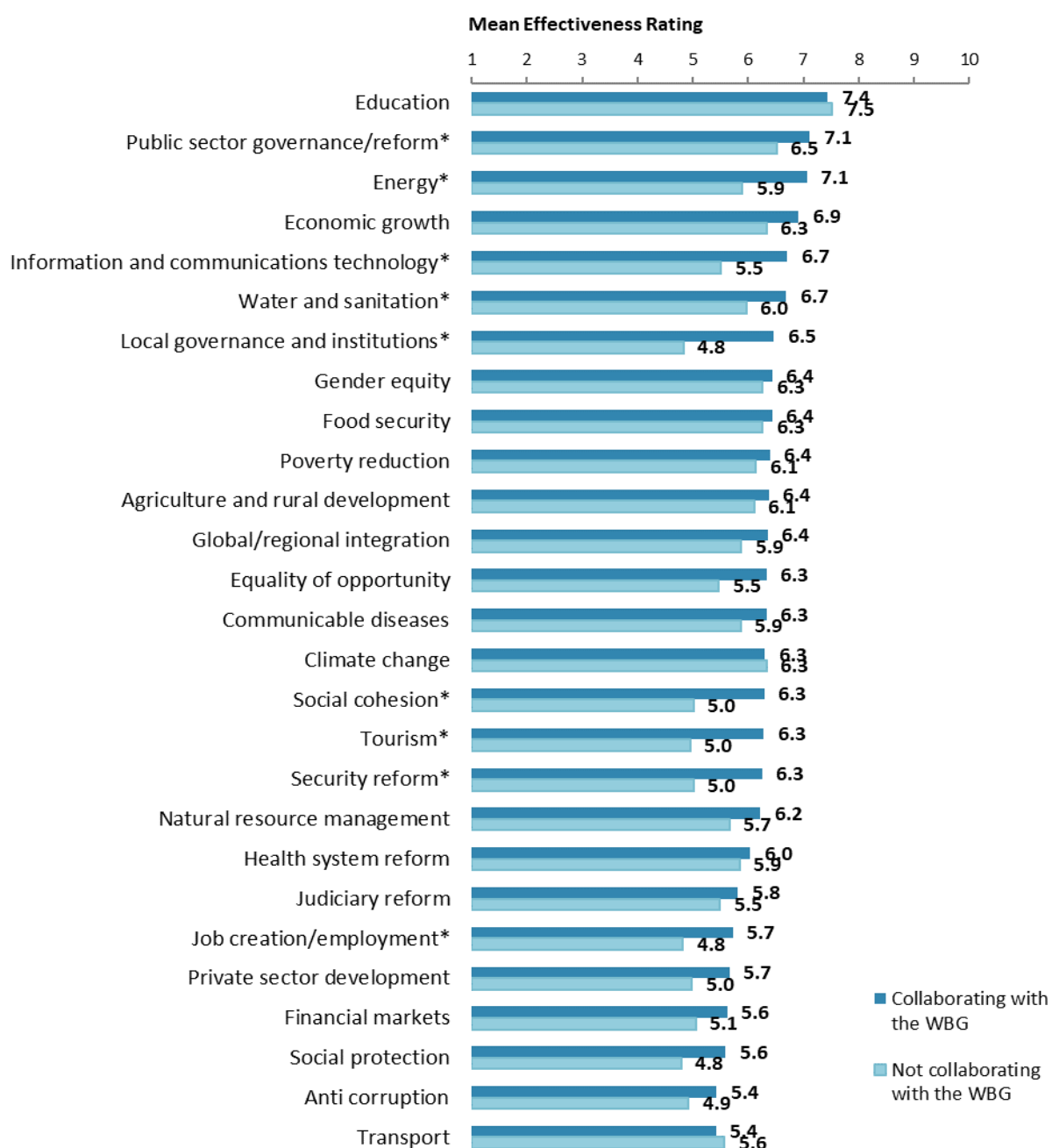
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2018 and FY 2015)

⁴ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



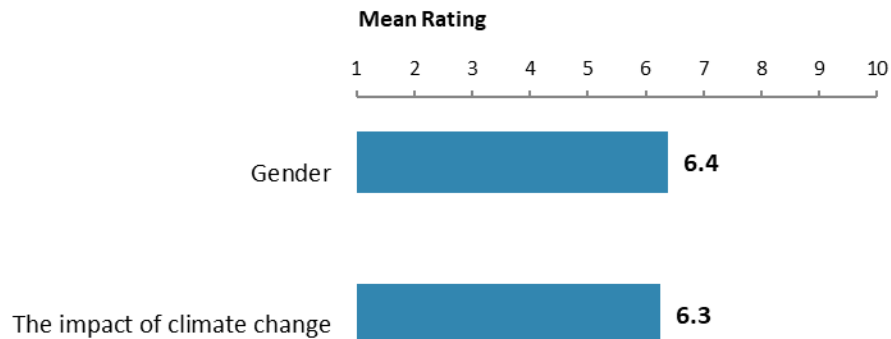
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators)

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



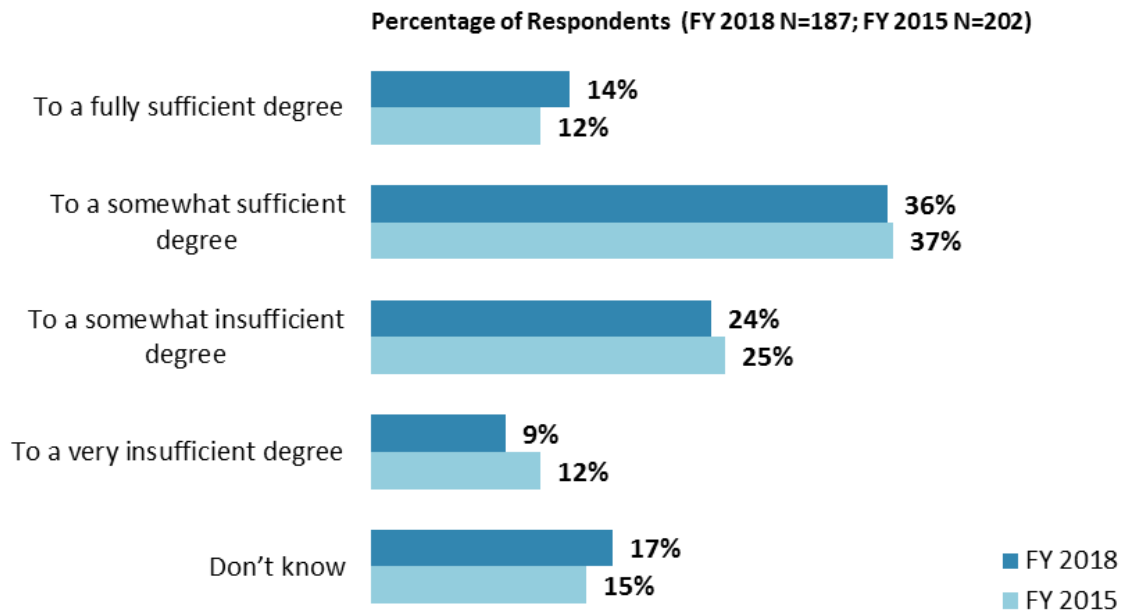
VI. Sectoral Effectiveness (continued)

WBG's Impact on Gender and Climate Change



"In The Gambia, to what extent do the World Bank Group's financial resources, advice and knowledge influence policy related to ... ?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest⁶



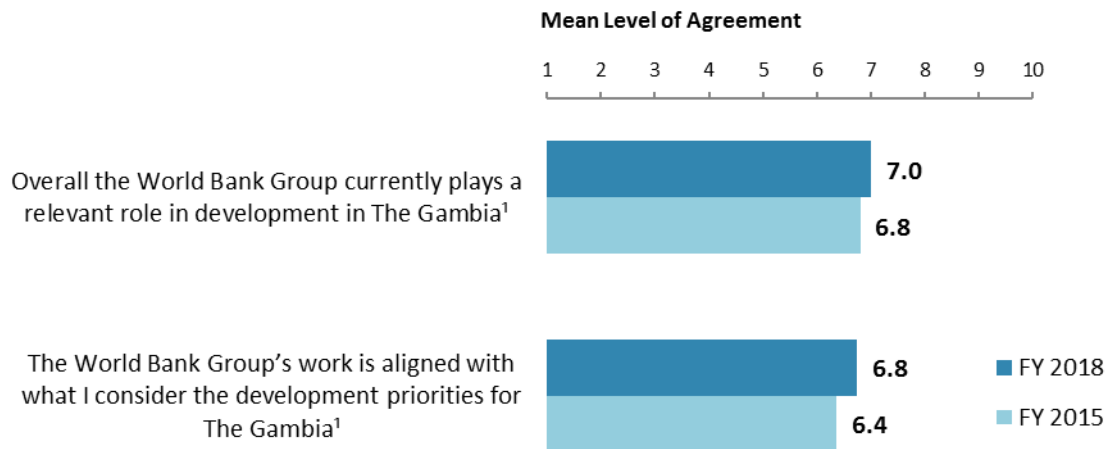
"To what extent do you believe that the World Bank Group's work and support help the poorest in The Gambia?" (Respondents chose from a list.)

⁶ Percentages presented in the chart were calculated based on weighted data.



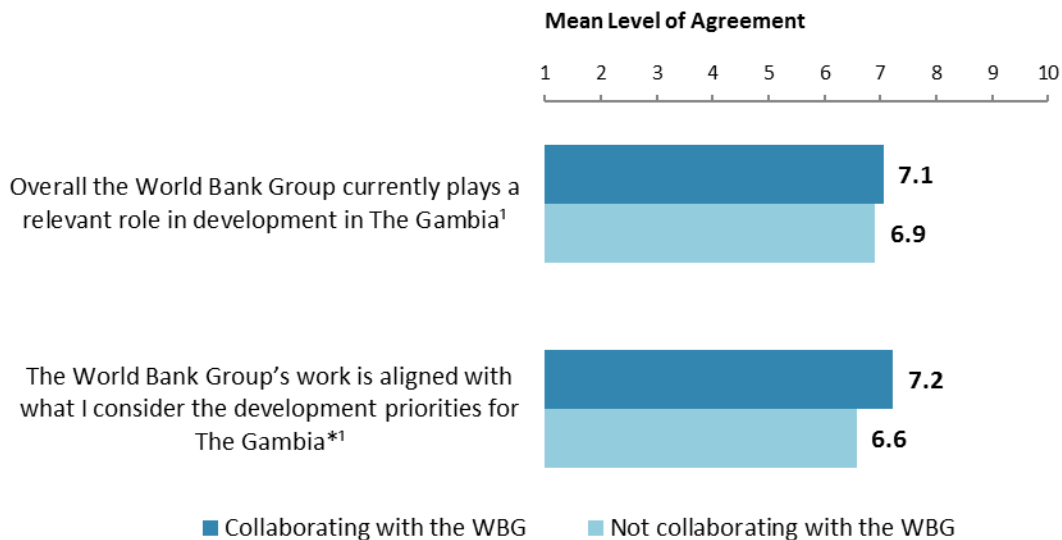
VII. How the World Bank Group Operates

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



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

The World Bank Group's Work in The Gambia: Collaboration



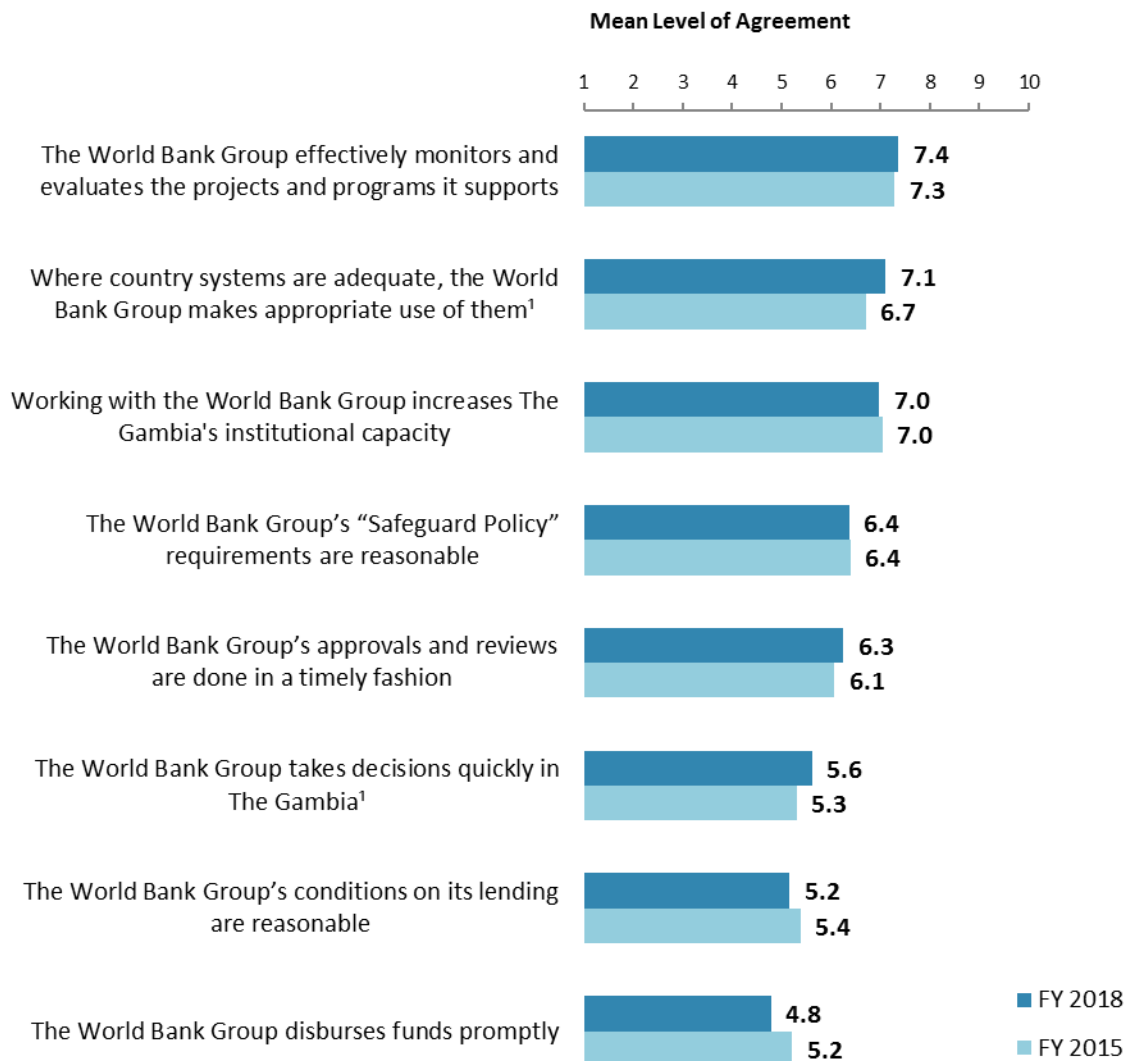
"To what extent do you agree with the following statements about the World Bank Group's work in The Gambia?" (1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between collaborators and non-collaborators)*
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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

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

(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2018 and FY 2015)

¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

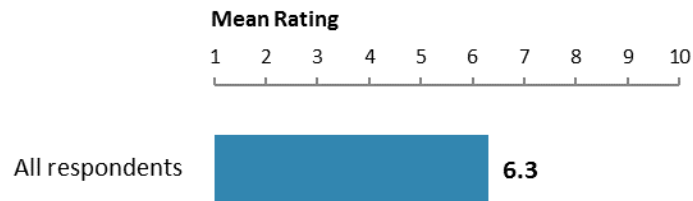
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



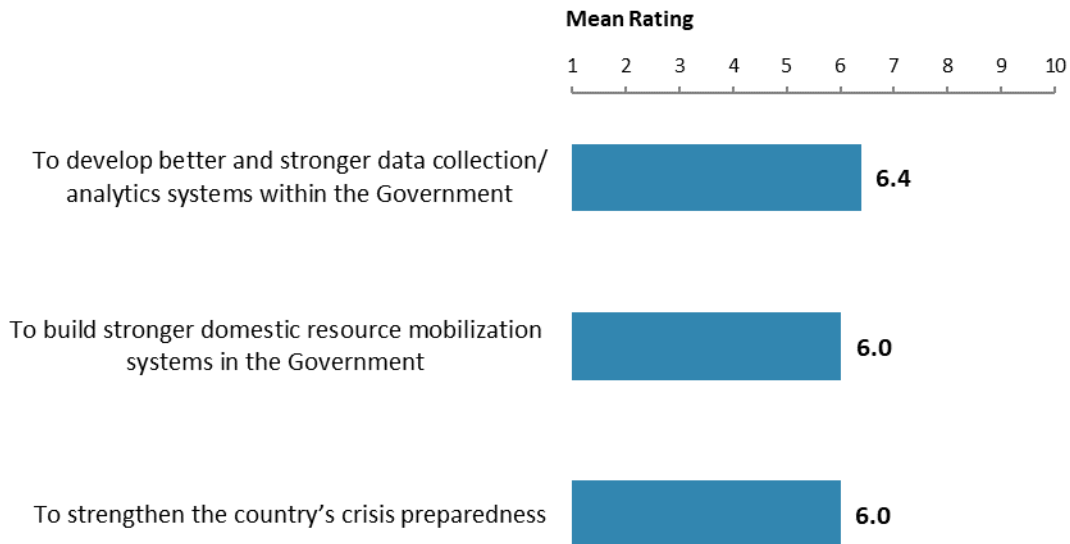
VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



"How effectively does the World Bank Group help The Gambia to mobilize finance for development from private sector sources?" (1- "Not effectively at all", 10- "Very effectively")

Effectiveness of WBG's Support



"How effectively does the World Bank Group support The Gambia's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")

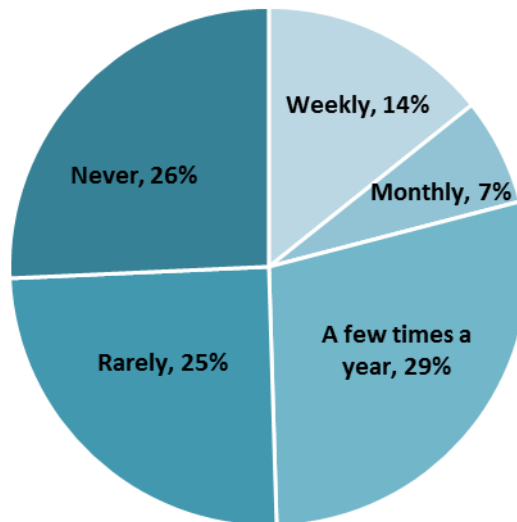


VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister and employees of PMUs/consultants/contractors working on WBG supported projects/programs indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

Percentage of Respondents (N=210)

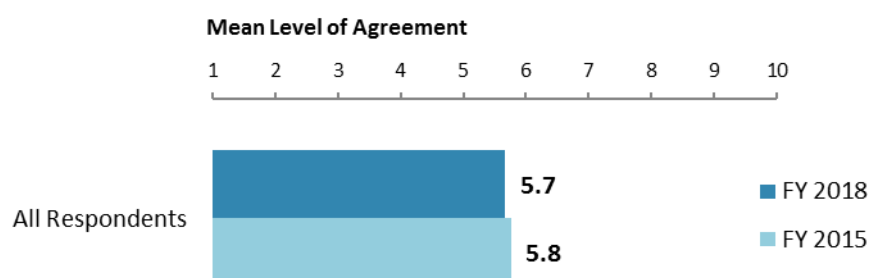


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



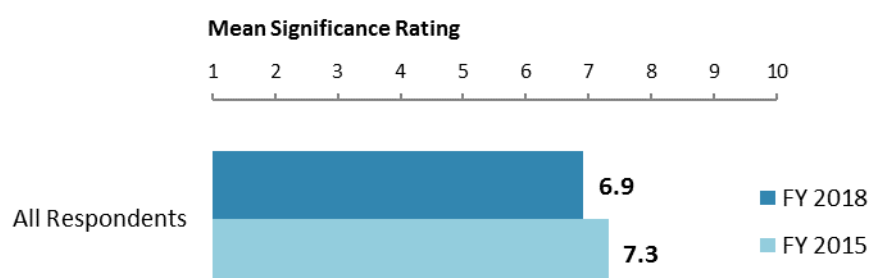
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting The Gambia's Knowledge Needs¹⁰ (*Indicator Question*)



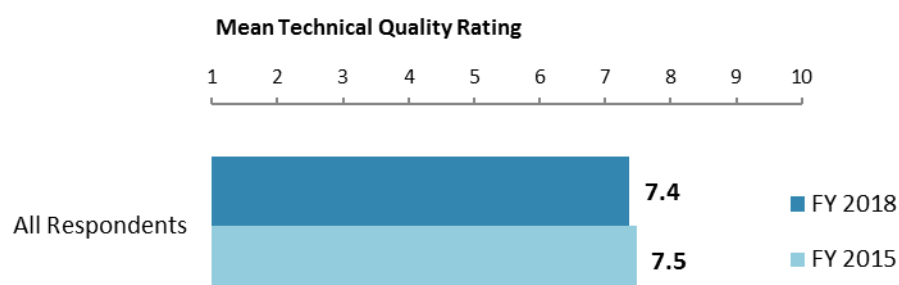
"The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



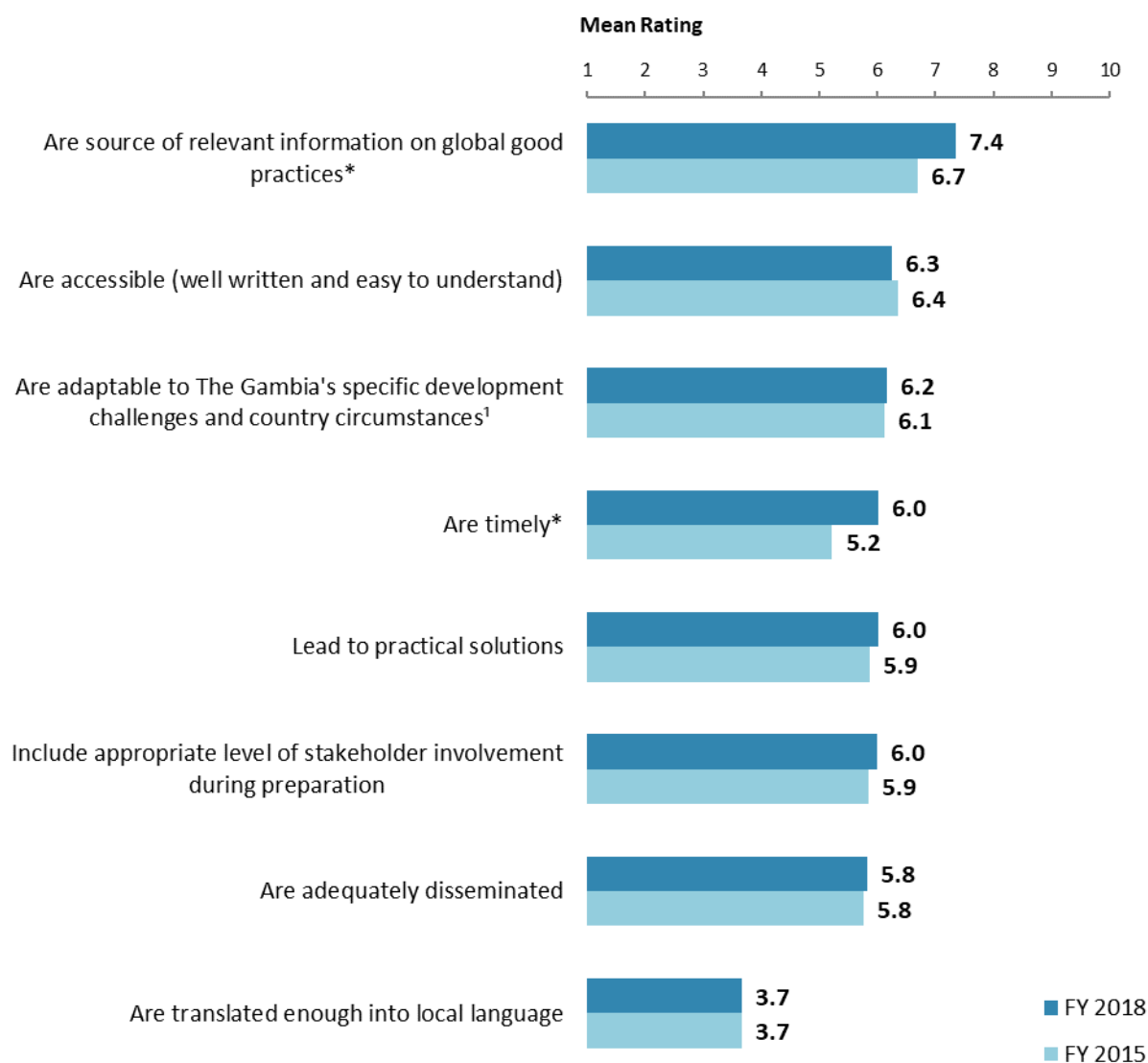
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹¹



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

(*Significantly different between FY 2018 and FY 2015)

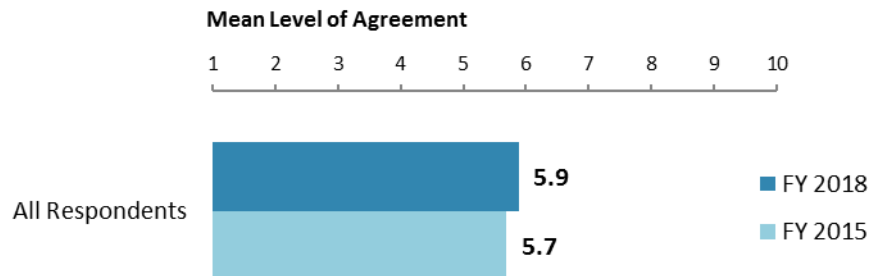
¹Indicator Question

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



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

Meeting The Gambia's Needs for Financial Instruments¹² (*Indicator Question*)



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

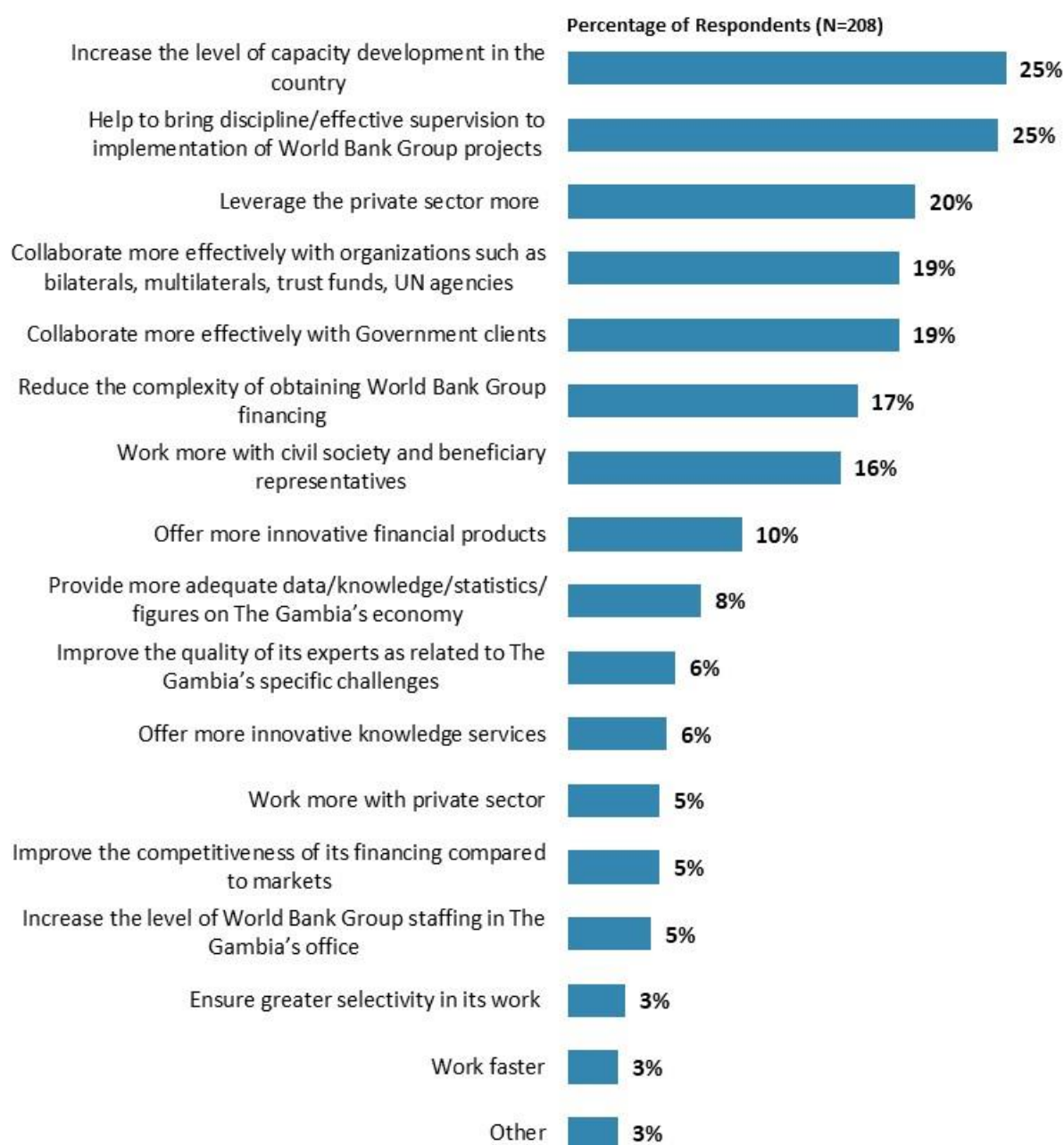
¹² Means in the chart were calculated based on weighted data.



IX. The Future Role of the WBG in The Gambia

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (39%) and “*increase the level of capacity development in the country*” (32%) to make itself of greater value in The Gambia.



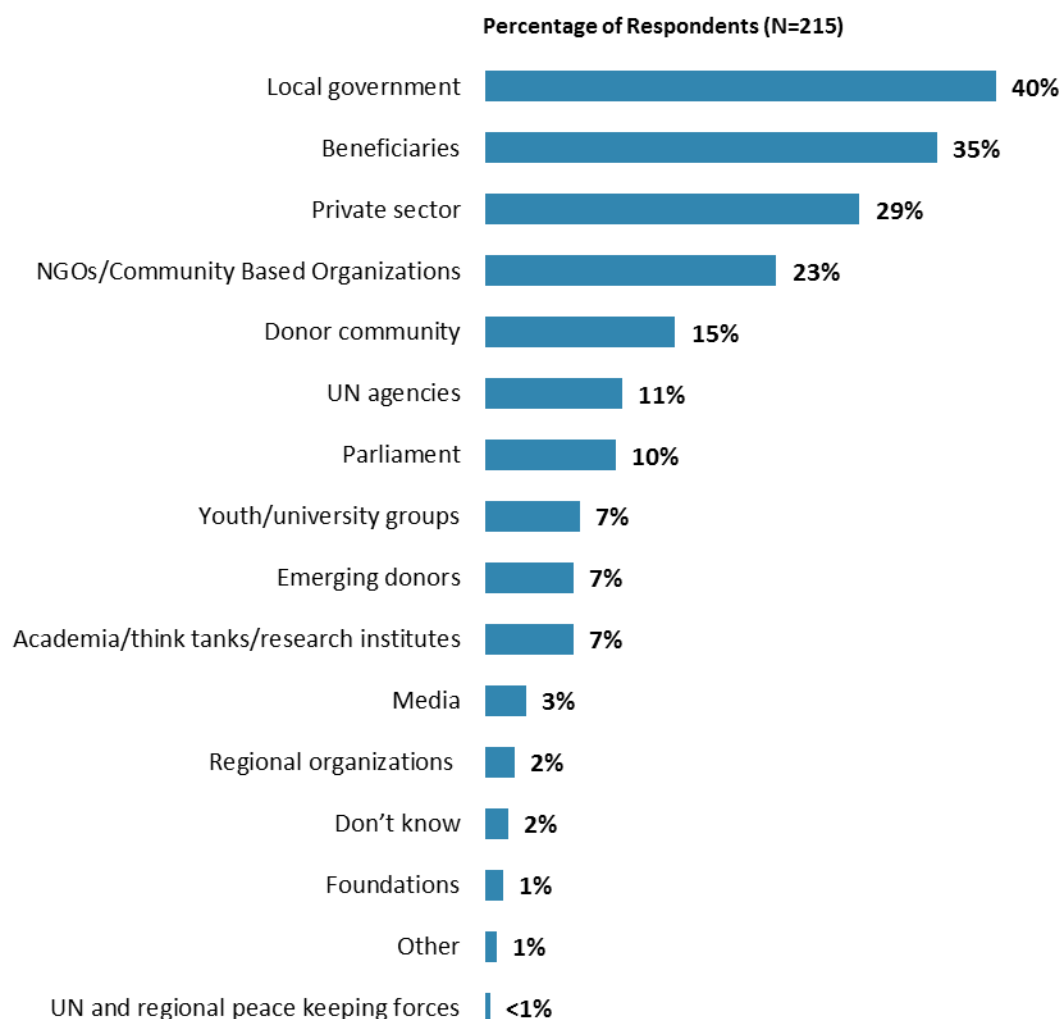
"Which of the following SHOULD the World Bank Group do to make itself of greater value in The Gambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*NGOs/community-based organizations*” (37%), “*beneficiaries*” (34%), and “*private sector*” (30%) to ensure better development results in The Gambia.



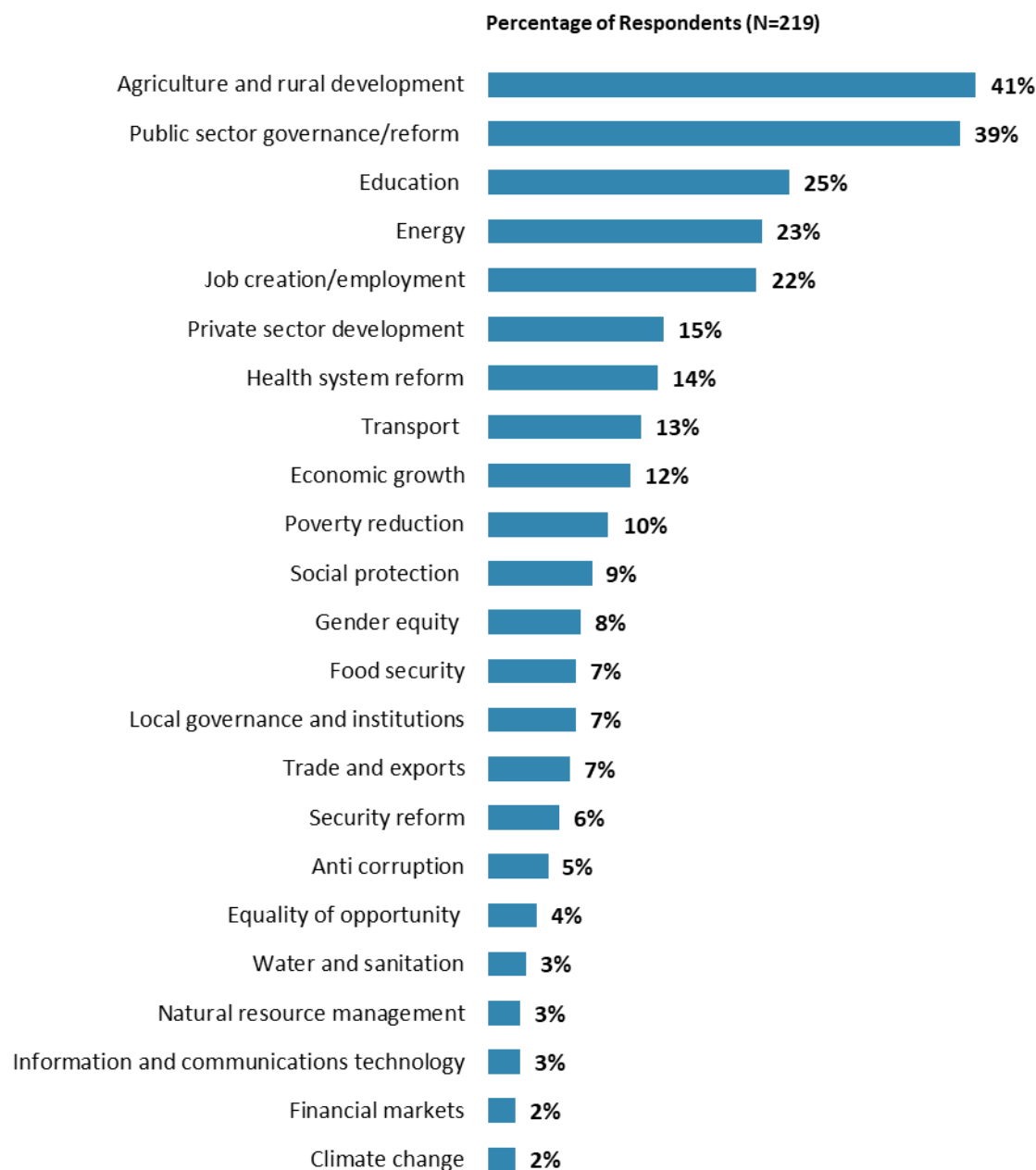
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*agricultural development*” (44%), “*education*” (25%), and “*public sector governance/reform*” (23%).



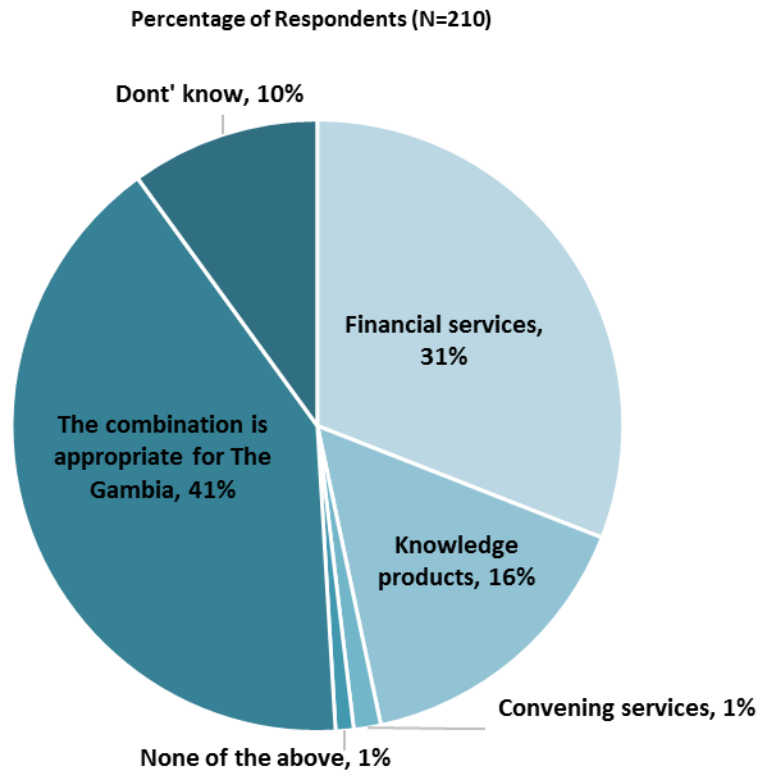
“When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectors do you believe the WBG should focus most of its resources (financial and knowledge services) in The Gambia? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 23 of 33 response options shown.)



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

Future Combination of the WBG Services

- **Year comparison:** Respondents in the previous FY'15 Country Survey were significantly more likely to indicate that the WBG should offer more "*financial services*". This year's respondents were significantly more likely to indicate that "*the combination is appropriate for The Gambia*".

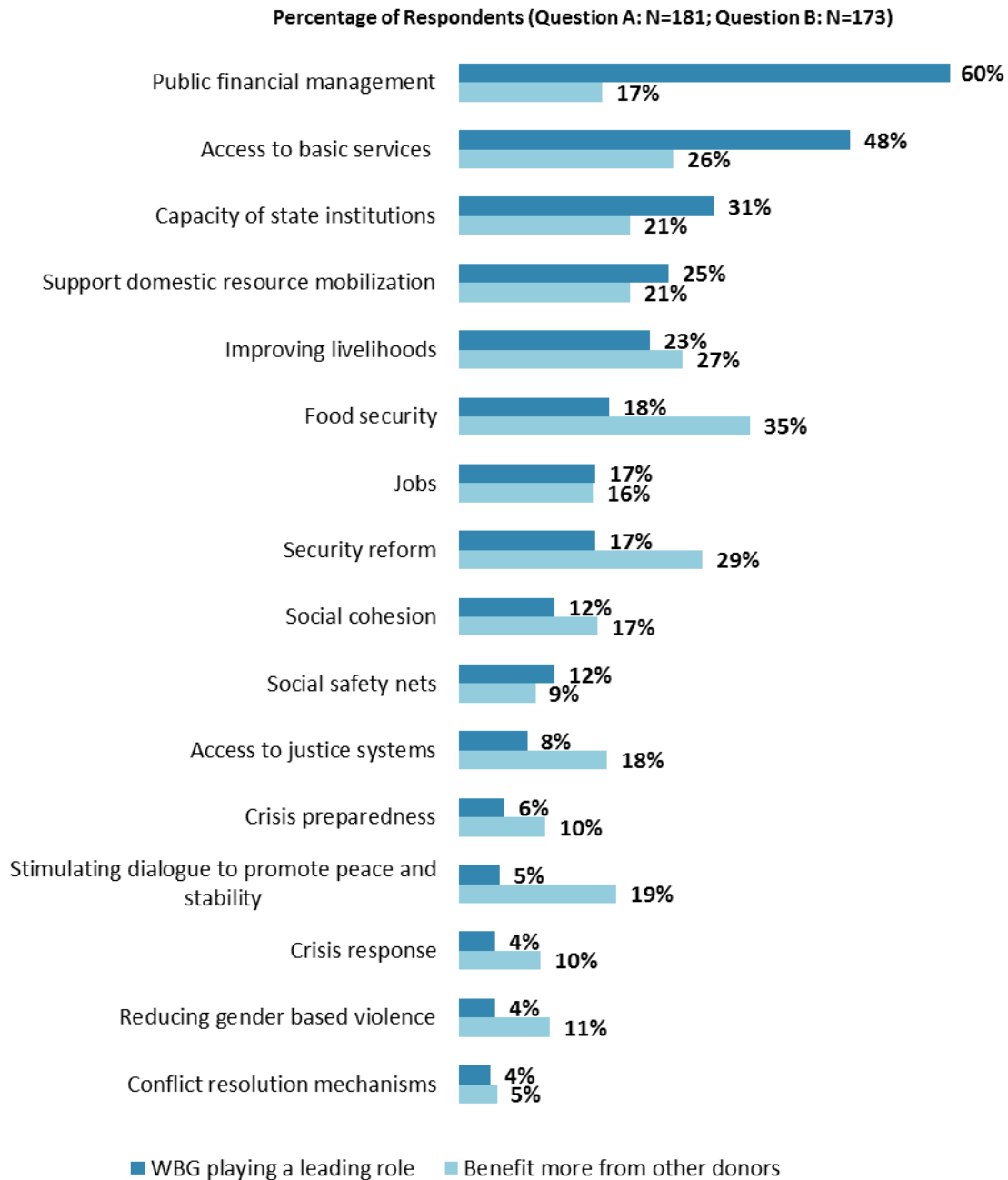


"When considering the combination of services that the World Bank Group offers in The Gambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in The Gambia?" (Respondents chose from a list.)



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in The Gambia?

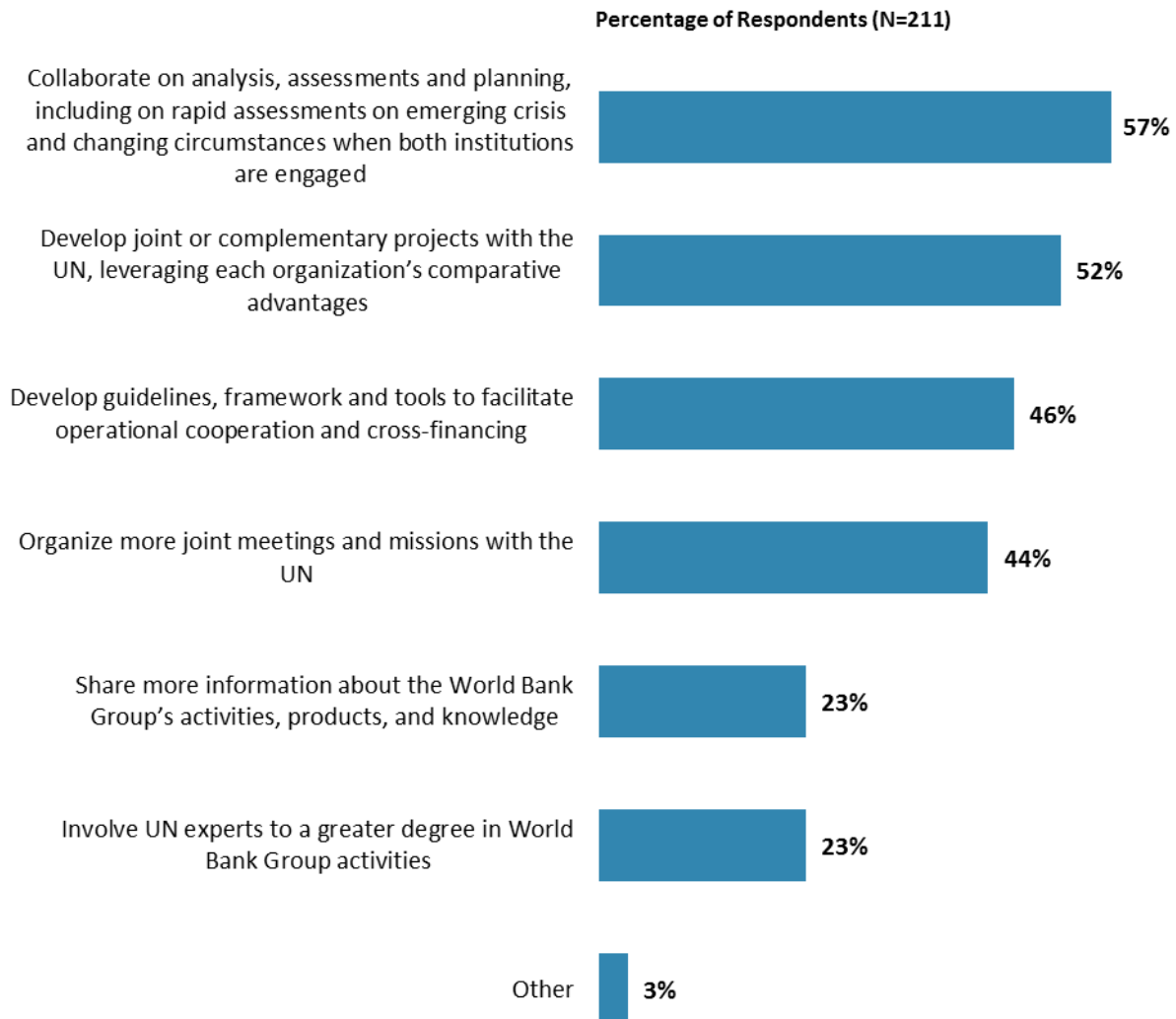
B. Which THREE areas below would benefit most from other donors in The Gambia?"

(Respondents chose from a list. Responses combined.)



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

The WBG Collaboration with the UN

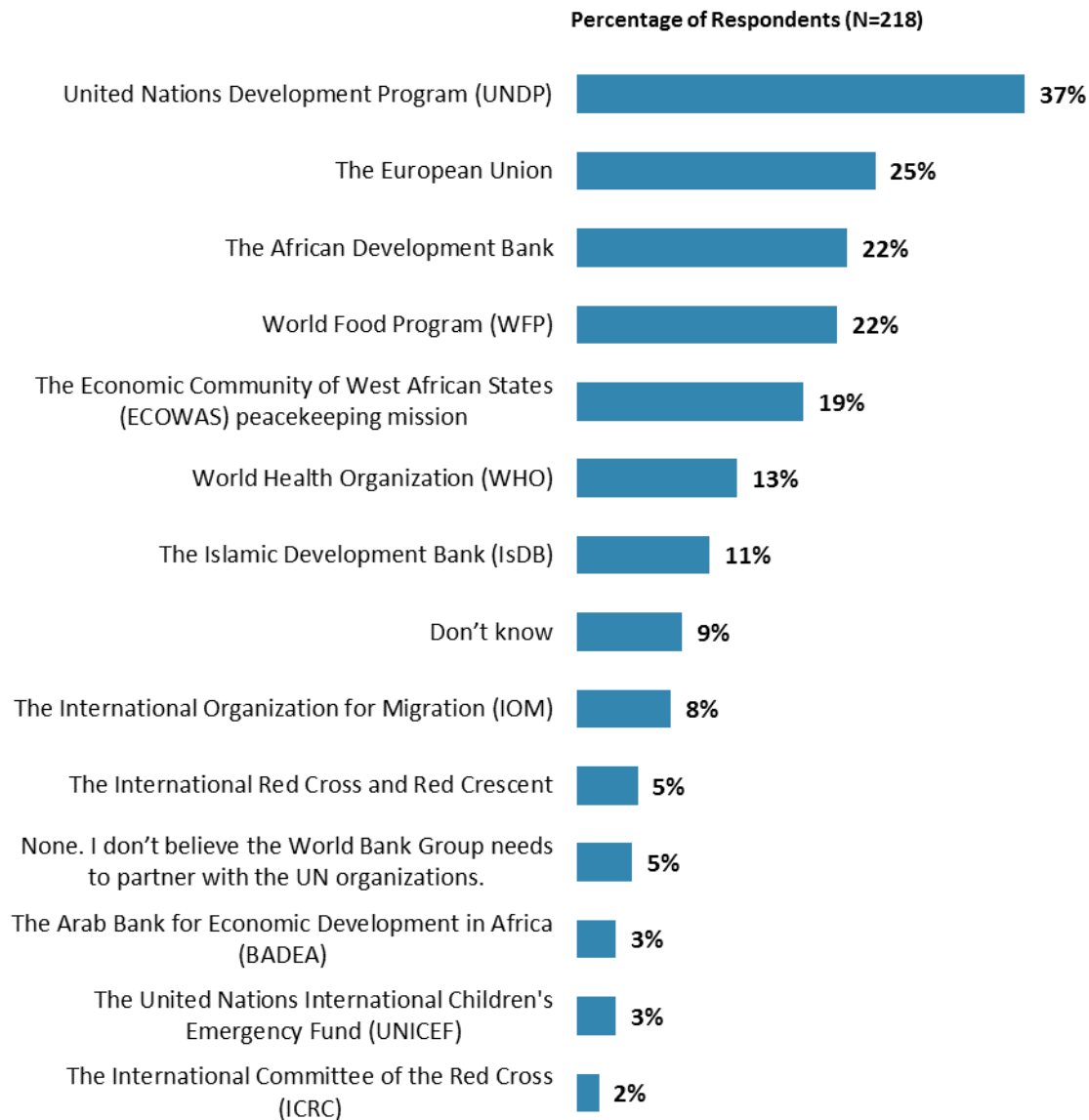


"What should the World Bank Group do to improve collaboration with the UN in the field?"
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



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

Partnering with UN and Other Organizations



"Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in The Gambia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

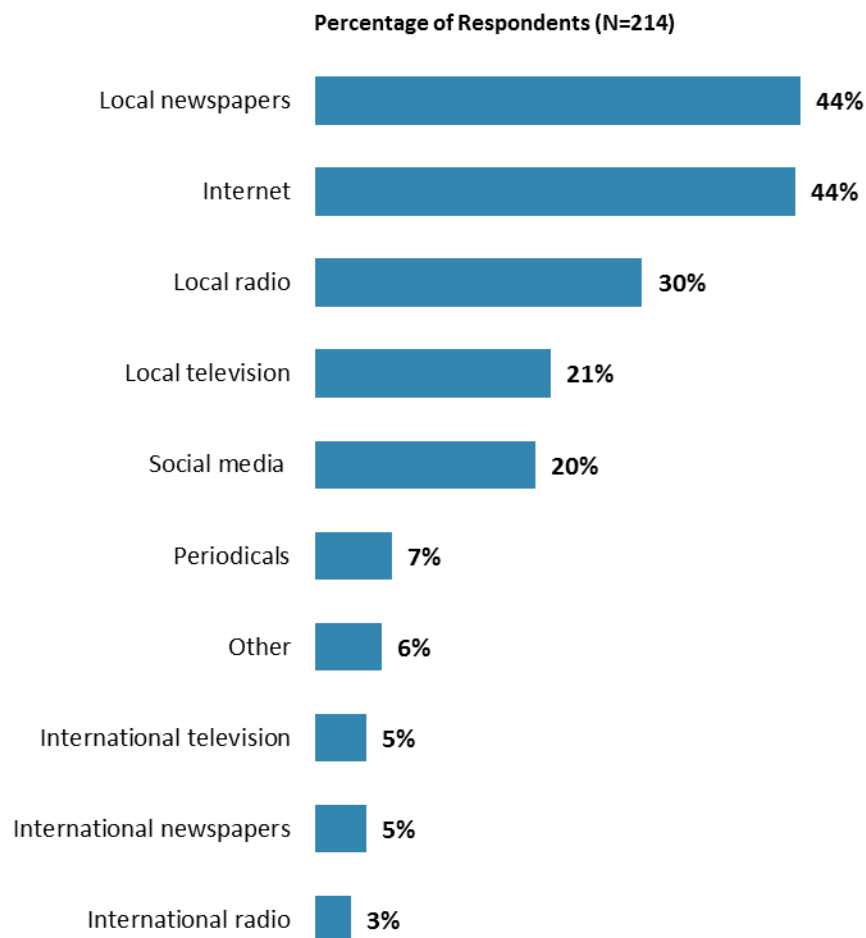


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 64) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in The Gambia from “local newspapers” (50%) and “Internet” (45%).



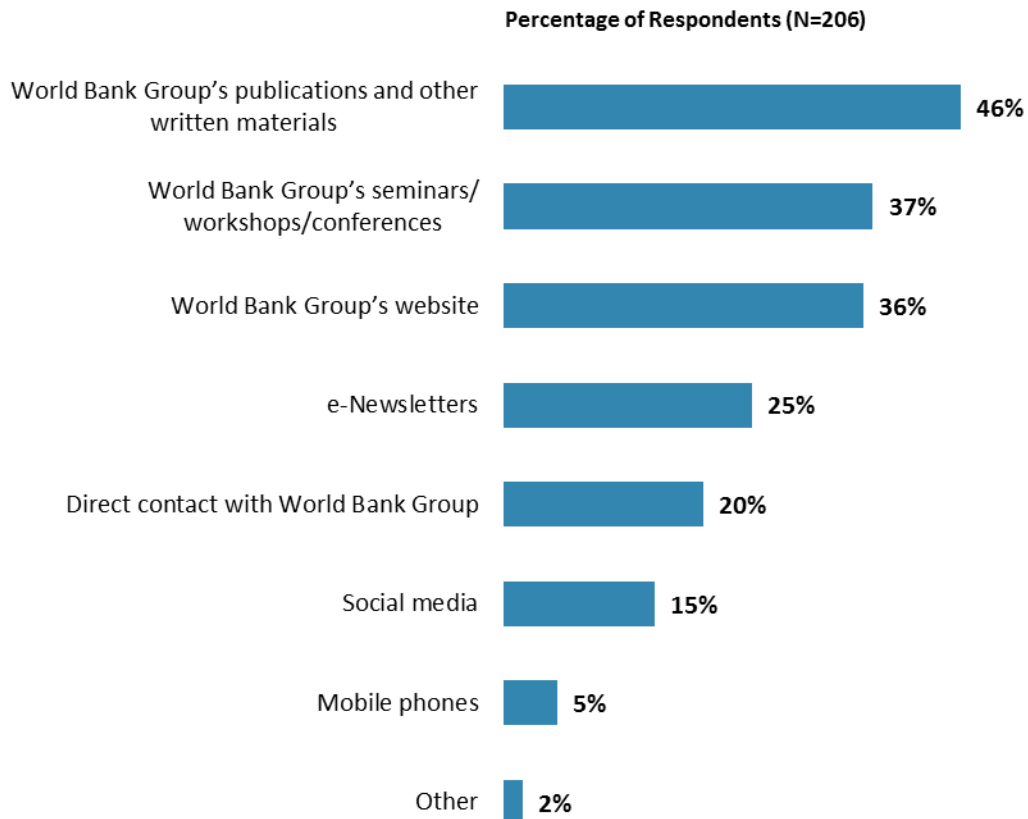
"How do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s website*” (47%), “*WBG’s publications and other written materials*” (39%), and “*WBG’s seminars/workshops/conferences*” (34%).

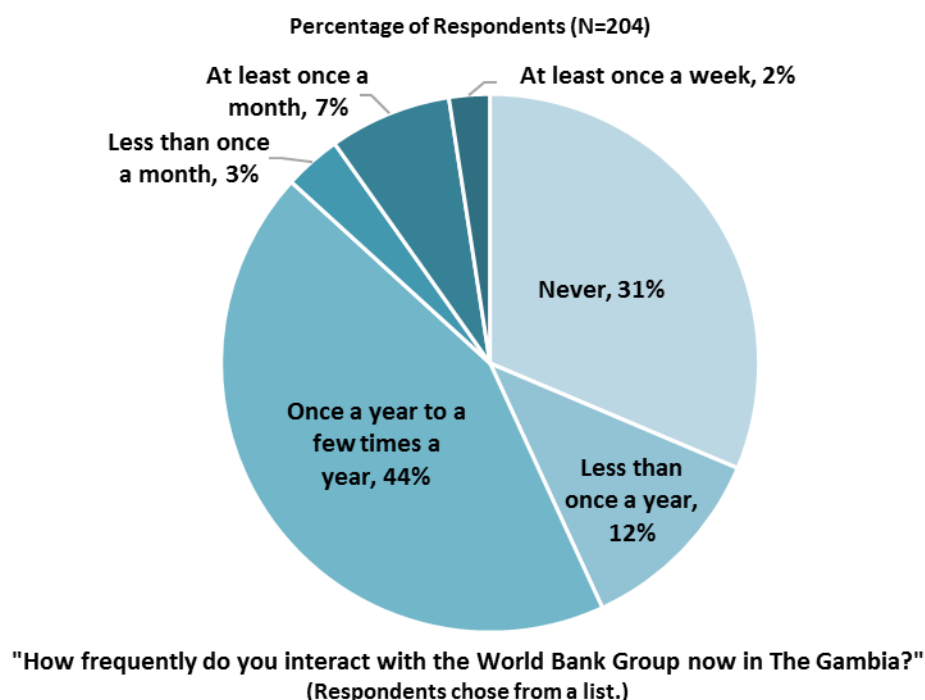


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**

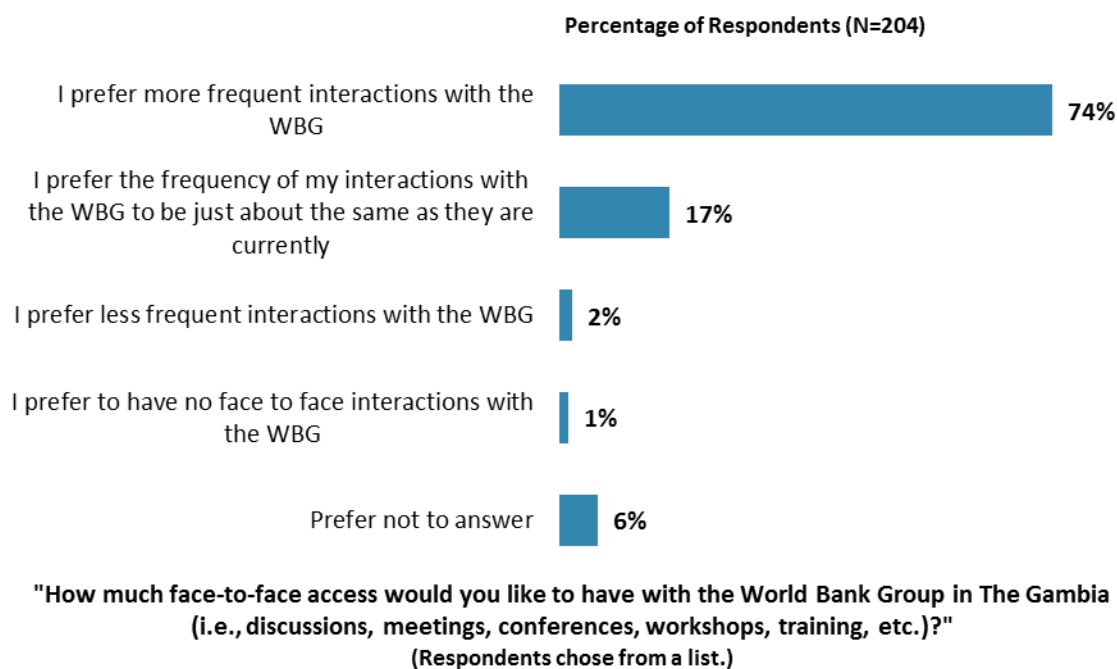


X. Communication and Outreach (continued)

Frequency of Interaction with the WBG



Face-to-Face Access to the WBG

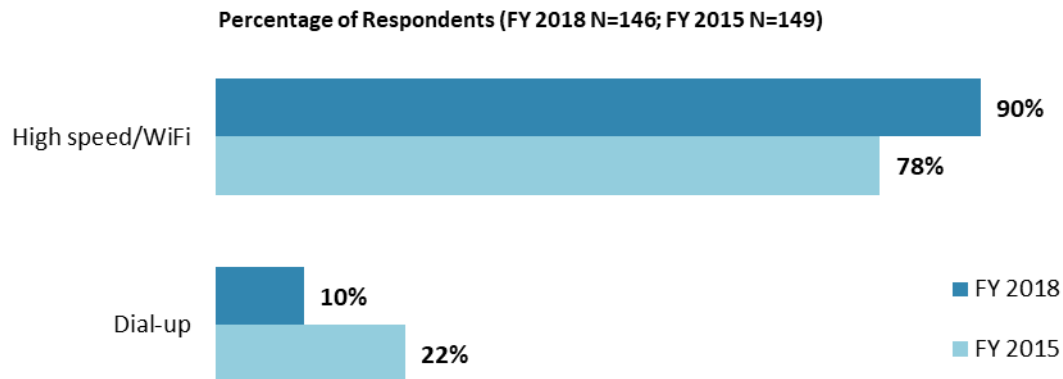




X. Communication and Outreach (continued)

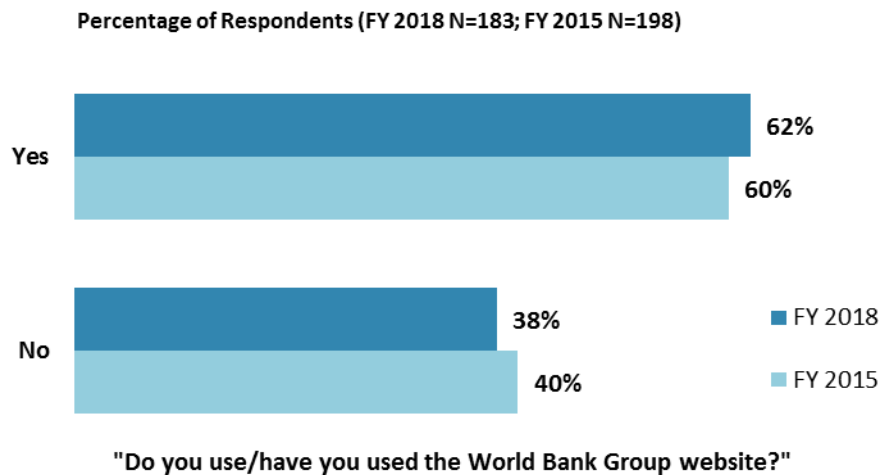
Access to the Internet¹³

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



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

The WBG Website Usage

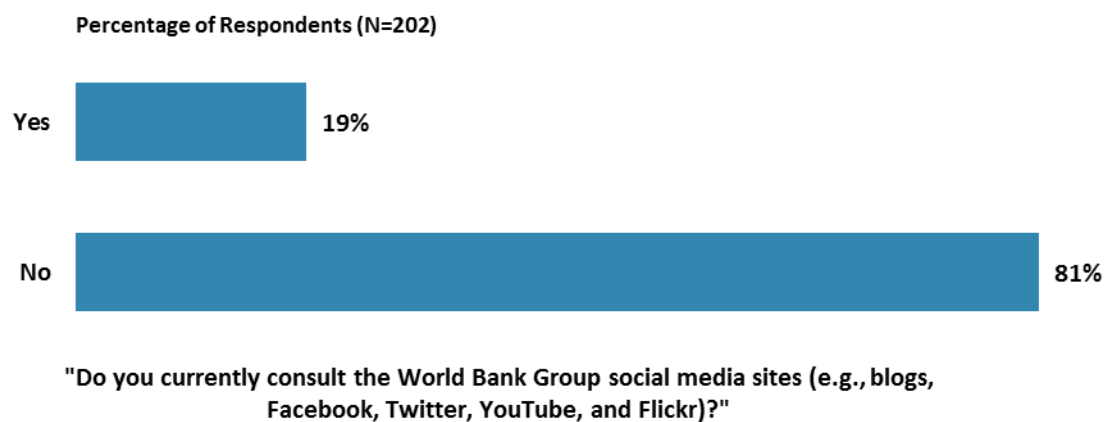


¹³ Percentages presented in the charts on this page were calculated based on weighted data.

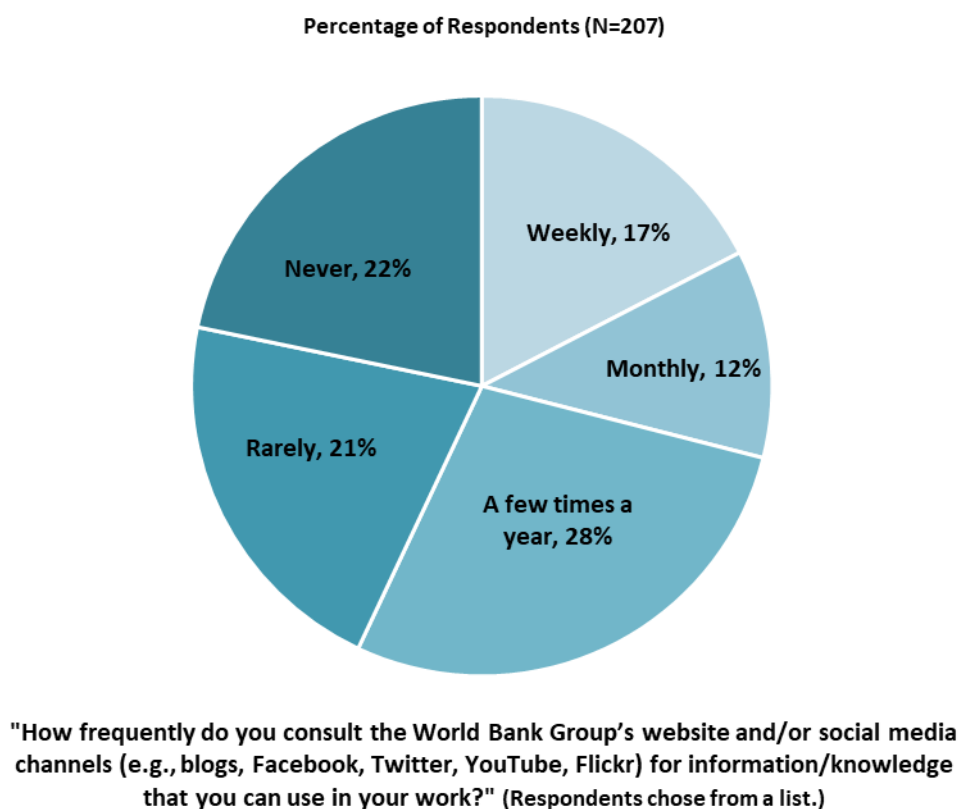


X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels



Frequency Visiting WBG Websites and Social Media





XI. Appendices

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THE GAMBIA





Appendix A: Responses to All Questions across All Respondents (N=222)

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 Gambia

| 1. In general, would you say that Gambia is headed in ... ? | Percentage of Respondents (N=195) |
|---|--------------------------------------|
| The right direction | 72.8% |
| The wrong direction | 7.7% |
| Not sure | 19.5% |

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

| 2. Listed below are a number of development priorities in Gambia. Please identify which of the following you consider the most important development priorities in Gambia. (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=208) |
|---|--|
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 49.5% |
| Security reform | 38.9% |
| Agriculture and rural development | 26.0% |
| Job creation/employment (e.g., youth, women, migrants) | 22.1% |
| Education (incl. primary, secondary, and higher) | 16.3% |
| Health system reform | 14.9% |
| Energy | 14.4% |
| Food security | 13.9% |
| Transport (e.g., roads, bridges, transportation) | 10.1% |
| Social protection (e.g., pensions, targeted social assistance) | 8.7% |
| Private sector development | 8.7% |
| Economic growth | 7.7% |
| Social cohesion | 6.7% |
| Poverty reduction | 6.3% |
| Local governance and institutions | 6.3% |
| Gender equity (closing the gap between women and men, and boys and girls) | 4.3% |
| Crime and violence | 4.3% |
| Information and communications technology | 4.3% |
| Urban development | 3.4% |
| Tourism | 3.4% |
| Natural resource management (e.g., fishery) | 2.9% |
| Anti corruption | 2.9% |
| Climate change (e.g., mitigation, adaptation) | 2.4% |
| Water and sanitation | 1.9% |
| Trade and exports | 1.9% |
| Global/regional integration | 1.0% |
| Pollution | 1.0% |
| Judiciary reform | 1.0% |
| Communicable diseases | 1.0% |
| Financial markets | 0.5% |
| Disaster risk management | 0.5% |
| Equality of opportunity (i.e., social inclusion) | 0.5% |
| Gender based violence | 0.0% |

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

| 3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Gambia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=217) |
|--|--|
| Agriculture and rural development | 53.0% |
| Economic growth | 31.8% |
| Anti corruption | 30.0% |
| Job creation/employment (e.g., youth, women, migrants) | 29.5% |
| Private sector development | 17.1% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 17.1% |
| Education (incl. primary, secondary, and higher) | 15.7% |
| Trade and exports | 11.1% |
| Food security | 9.2% |
| Local governance and institutions | 8.3% |
| Social protection (e.g., pensions, targeted social assistance) | 8.3% |
| Energy | 8.3% |
| Natural resource management (e.g., fishery) | 6.9% |
| Equality of opportunity (i.e., social inclusion) | 6.0% |
| Transport (e.g., roads, bridges, transportation) | 5.5% |
| Health system reform | 4.1% |
| Gender based violence | 3.7% |
| Crime and violence | 2.8% |
| Financial markets | 2.8% |
| Tourism | 2.8% |
| Water and sanitation | 2.3% |
| Urban development | 2.3% |
| Judiciary reform | 1.8% |
| Disaster risk management | 1.8% |
| Information and communications technology | 1.8% |
| Social cohesion | 1.4% |
| Pollution | 1.4% |
| Security reform | 1.4% |
| Communicable diseases | 0.9% |
| Climate change (e.g., mitigation, adaptation) | 0.9% |
| Gender equity (closing the gap between women and men, and boys and girls) | 0.9% |
| Global/regional integration | 0.5% |

**A. General Issues Facing Gambia (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 Gambia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=195) |
|--|--|
| More diversified economic growth (with focus on agriculture, tourism, fishery, trade) | 37.9% |
| Education and training that better ensure job opportunity | 33.8% |
| Greater access to micro-finance for the poor | 30.8% |
| Better quality public services (e.g., power and electricity) | 20.5% |
| More reliable social safety net | 15.9% |
| More diversified entrepreneurial opportunities (that take into consideration the existing small market) | 12.8% |
| Better opportunity for the poor who live in rural areas | 11.8% |
| Better employment opportunities for young people | 10.8% |
| Greater voice and participation for citizens to help ensure greater accountability | 8.7% |
| Greater access to health and nutrition for citizens | 8.2% |
| A growing middle class | 5.1% |
| Better employment opportunities for women | 1.0% |
| Better opportunity for the poor who live in urban areas | 0.0% |
| Other | 0.0% |

| 5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Gambia. (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=201) |
|--|--|
| Lack of job opportunities | 25.9% |
| High public debt | 22.4% |
| Weak institutional capacity | 19.9% |
| Lack of security (i.e., conflict and violence) | 15.9% |
| Migration | 15.4% |
| Political uncertainty | 14.9% |
| Weak infrastructure | 12.9% |
| High levels of corruption | 12.4% |
| Weak accountability | 11.4% |
| Policy inconsistency | 9.5% |
| None. I do not consider Gambia a fragile state. | 8.5% |
| Food insecurity | 8.0% |
| Lack of access to development finance | 7.5% |
| Weak social cohesion | 7.0% |
| Other | 0.5% |

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

| Familiarity | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank Group in Gambia? (1-Not familiar at all, 10-Extremely familiar) | 218 | n/a | 5.31 | 2.48 |

| Effectiveness* | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank Group's effectiveness in Gambia. (1-Not effective at all, 10-Very effective) | 198 | 20 | 6.36 | 2.20 |

| Staff Preparedness | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Gambia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 176 | 37 | 6.94 | 2.07 |

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

| 4. When thinking about how the World Bank Group can have the most impact on development results in Gambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gambia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=219) |
|---|--|
| Agriculture and rural development | 40.6% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 39.3% |
| Education (incl. primary, secondary, and higher) | 25.1% |
| Energy | 22.8% |
| Job creation/employment (e.g., youth, women, migrants) | 22.4% |
| Private sector development | 14.6% |
| Health system reform | 14.2% |
| Transport (e.g., roads, bridges, transportation) | 12.8% |
| Economic growth | 11.9% |
| Poverty reduction | 10.0% |
| Social protection (e.g., pensions, targeted social assistance) | 8.7% |
| Gender equity (closing the gap between women and men, and boys and girls) | 7.8% |
| Food security | 7.3% |
| Local governance and institutions | 7.3% |
| Trade and exports | 6.8% |
| Security reform | 5.9% |
| Anti corruption | 5.0% |
| Equality of opportunity (i.e., social inclusion) | 4.1% |
| Water and sanitation | 3.2% |
| Natural resource management (e.g., fishery) | 2.7% |
| Information and communications technology | 2.7% |
| Financial markets | 2.3% |
| Climate change (e.g., mitigation, adaptation) | 2.3% |
| Tourism | 1.8% |
| Urban development | 1.8% |
| Judiciary reform | 1.8% |
| Disaster risk management | 1.8% |
| Pollution | 1.4% |
| Crime and violence | 1.4% |
| Communicable diseases | 0.9% |
| Global/regional integration | 0.5% |
| Gender based violence | 0.0% |
| Social cohesion | 0.0% |

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

| 5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Gambia? | Percentage of Respondents (N=165) | | |
|--|-----------------------------------|-----------------------|----------|
| | Greatest Value | Second Greatest Value | Combined |
| Financial resources | 32.1% | 16.4% | 48.5% |
| Technical assistance | 12.1% | 16.4% | 28.5% |
| Capacity development related to World Bank Group supported projects | 12.1% | 15.8% | 27.9% |
| Policy advice, studies, analyses | 13.9% | 9.1% | 23.0% |
| Implementation support | 6.1% | 6.7% | 12.7% |
| Mobilizing third party financial resources | 3.0% | 9.1% | 12.1% |
| Donor coordination | 6.1% | 5.5% | 11.5% |
| Data and statistics | 4.8% | 5.5% | 10.3% |
| Strategy formulation (e.g., PRSP assistance) | 2.4% | 6.1% | 8.5% |
| Promoting knowledge sharing | 1.8% | 6.7% | 8.5% |
| Bringing together different groups of stakeholders | 4.2% | 3.0% | 7.3% |
| Other | 1.2% | 0.0% | 1.2% |

| 6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gambia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=209) |
|--|---|
| Inadequate World Bank Group's staffing in Gambia | 22.5% |
| World Bank Group's processes too slow | 15.8% |
| Don't know | 14.4% |
| Not collaborating enough with private sector | 13.4% |
| Too influenced by developed countries | 13.4% |
| Not enough public disclosure of its work | 12.4% |
| Not willing to honestly criticize policies and reform efforts in the country | 12.0% |
| World Bank Group's processes too complex | 11.0% |
| Not adequately sensitive to political/social realities in Gambia | 9.6% |
| Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives) | 9.1% |
| Inadequate number of World Bank Group staff members located in the country | 8.6% |
| The credibility of its knowledge/data | 6.2% |
| Staff too inaccessible | 5.7% |
| Not aligned with country priorities | 4.8% |
| Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 4.3% |
| Not sufficiently focused on results | 3.3% |
| Its advice and strategies do not lend themselves to practical problem solving | 3.3% |
| Not in it for the long term | 2.9% |
| Not focused enough on issues that are unique to post-conflict countries | 2.4% |
| Not exploring alternative policy options | 1.9% |
| Other | 1.9% |
| Arrogant in its approach | 1.0% |

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

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Gambia? (Select only ONE response) | Percentage of Respondents (N=215) |
|---|--|
| To a fully sufficient degree | 15.3% |
| To a somewhat sufficient degree | 37.7% |
| To a somewhat insufficient degree | 20.9% |
| To a very insufficient degree | 11.6% |
| Don't know | 14.4% |

| 8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Gambia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|----------------------|------------|-------------|-----------|
| | N | N/A | Mean | SD |
| 1. Investment Project Financing (IPF) | 111 | 84 | 6.25 | 2.19 |
| 2. Development Policy Financing (DPF) | 118 | 73 | 6.58 | 1.99 |
| 3. Program-for-Results Financing (PforR) | 94 | 89 | 6.96 | 2.04 |
| 4. Trust funds and grants | 119 | 73 | 6.45 | 2.11 |
| 5. MIGA Guarantees | 65 | 115 | 6.22 | 2.17 |
| 6. IFC Investment Services | 76 | 107 | 6.12 | 2.16 |
| 7. IFC Advisory Services | 76 | 106 | 6.28 | 2.47 |

| 9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=215) |
|---|--|
| Local government | 40.0% |
| Beneficiaries | 35.3% |
| Private sector | 29.3% |
| NGOs/Community Based Organizations | 22.8% |
| Donor community | 14.9% |
| UN agencies | 10.7% |
| Parliament | 10.2% |
| Youth/university groups | 7.4% |
| Emerging donors | 7.0% |
| Academia/think tanks/research institutes | 7.0% |
| Media | 3.3% |
| Regional organizations (e.g., the Economic Community of West African States [ECOWAS]) | 2.3% |
| Don't know | 1.9% |
| Foundations | 1.4% |
| Other | 0.9% |
| UN and regional peace keeping forces | 0.5% |

| To what extent do you agree with the following statements about the World Bank Group's work in Gambia? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|---------------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 10. Overall the World Bank Group currently plays a relevant role in development in Gambia* | 186 | 16 | 7.02 | 2.21 |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Gambia* | 185 | 18 | 6.90 | 2.03 |

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

| To what extent is the World Bank Group an effective development partner in Gambia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|----|------|------|
| | N | DK | Mean | SD |
| 12. Responsiveness to needs* | 179 | 23 | 6.20 | 1.94 |
| 13. Flexibility (in terms of the institution's products and services)* | 155 | 44 | 5.52 | 1.96 |
| 14. Flexibility (in terms of changing country circumstances)* | 154 | 44 | 5.99 | 2.01 |
| 15. Being inclusive* | 154 | 41 | 6.23 | 2.09 |
| 16. Openness (sharing data and other information)* | 158 | 31 | 6.85 | 2.22 |
| 17. Collaboration with the Government* | 178 | 20 | 7.78 | 1.75 |
| 18. The speed in which it gets things accomplished on the ground* | 161 | 40 | 5.90 | 2.20 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects* | 161 | 37 | 6.81 | 2.04 |
| 20. Collaboration with civil society* | 149 | 51 | 5.82 | 2.11 |
| 21. Staff accessibility* | 151 | 43 | 5.88 | 2.30 |
| 22. Collaboration with other donors and development partners* | 151 | 47 | 6.99 | 1.99 |
| 23. Collaboration with the private sector* | 138 | 61 | 5.96 | 2.05 |
| 24. Collaboration with the UN* | 125 | 66 | 7.69 | 1.73 |
| 25. Straightforwardness and honesty* | 144 | 53 | 7.58 | 1.87 |
| 26. Treating clients and stakeholders in Gambia with respect* | 157 | 44 | 7.57 | 2.04 |
| 27. Being a long-term partner* | 177 | 26 | 8.53 | 1.53 |

| 28. To what extent does the World Bank Group partner with the right people to support work on the ground in Gambia? (Select only ONE response) | Percentage of Respondents (N=207) |
|--|-----------------------------------|
| Nearly never | 9.7% |
| Rarely | 4.8% |
| Sometimes | 28.5% |
| Nearly always | 31.9% |
| Don't know | 19.8% |
| Prefer not to answer | 5.3% |

| 29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Gambia? (Select no more than TWO) | Percentage of Respondents (Responses Combined; N=218) |
|--|---|
| United Nations Development Program (UNDP) | 37.2% |
| The European Union | 24.8% |
| The African Development Bank | 22.5% |
| World Food Program (WFP) | 21.6% |
| The Economic Community of West African States (ECOWAS) peacekeeping mission | 18.8% |
| World Health Organization (WHO) | 13.3% |
| The Islamic Development Bank (IsDB) | 11.0% |
| Don't know | 8.7% |
| The International Organization for Migration (IOM) | 7.8% |
| The International Red Cross and Red Crescent | 5.0% |
| None. I don't believe the World Bank Group needs to partner with the UN organizations. | 4.6% |
| The Arab Bank for Economic Development in Africa (BADEA) | 3.2% |
| The United Nations International Children's Emergency Fund (UNICEF) | 3.2% |
| The International Committee of the Red Cross (ICRC) | 1.8% |

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

| 30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=212) |
|--|--|
| Poor coordination within the Government | 42.9% |
| Poor donor coordination | 34.9% |
| Inadequate funding | 25.5% |
| Reforms are not well thought out in light of country challenges | 24.1% |
| Corruption | 23.6% |
| Political pressures and obstacles | 21.2% |
| Lack of/inadequate levels of capacity in Government | 20.3% |
| There is not an adequate level of citizen/civil society participation | 17.5% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 14.2% |
| There is an inadequate level of private sector participation and support | 11.3% |
| The World Bank Group does not provide the government with consistent support throughout the reform effort | 10.8% |
| Ongoing conflict and instability | 5.7% |
| Poor coordination within the World Bank Group | 3.3% |
| Other | 2.8% |

C. World Bank Group's Effectiveness and Results

| 1. In Gambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree) | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. Gender (i.e., closing the gap between women and men, and boys and girls) | 144 | 61 | 6.38 | 2.02 |
| 2. The impact of climate change | 138 | 67 | 6.25 | 2.04 |

**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 Gambia? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 95 | 99 | 5.20 | 2.21 |
| 2. Gender equity (closing the gap between women and men, and boys and girls) | 124 | 67 | 6.37 | 2.03 |
| 3. Private sector development | 120 | 68 | 5.32 | 2.12 |
| 4. Education (incl. primary, secondary, and higher) | 154 | 38 | 7.47 | 1.87 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 147 | 47 | 6.81 | 1.74 |
| 6. Global/regional integration | 100 | 89 | 6.12 | 1.97 |
| 7. Food security | 132 | 57 | 6.36 | 1.94 |
| 8. Energy | 135 | 56 | 6.47 | 2.09 |
| 9. Water and sanitation | 125 | 64 | 6.30 | 1.98 |
| 10. Job creation/employment (e.g., youth, women, migrants) | 120 | 71 | 5.27 | 1.90 |
| 11. Health system reform | 117 | 74 | 5.93 | 2.06 |
| 12. Financial markets | 81 | 108 | 5.30 | 2.02 |
| 13. Transport (e.g., roads, bridges, transportation) | 111 | 73 | 5.51 | 2.22 |
| 14. Agriculture and rural development | 144 | 49 | 6.21 | 1.82 |
| 15. Natural resource management (e.g., fishery) | 103 | 87 | 5.95 | 2.12 |
| 16. Climate change (e.g., mitigation, adaptation) | 112 | 76 | 6.33 | 1.98 |
| 17. Poverty reduction | 147 | 49 | 6.24 | 1.96 |
| 18. Anti corruption | 105 | 88 | 5.17 | 2.32 |
| 19. Judiciary reform | 94 | 95 | 5.66 | 2.24 |
| 20. Economic growth | 133 | 57 | 6.58 | 1.93 |
| 21. Equality of opportunity (i.e., social inclusion) | 96 | 96 | 5.91 | 2.16 |
| 22. Communicable diseases | 88 | 98 | 6.06 | 2.04 |
| 23. Information and communications technology | 96 | 93 | 6.11 | 2.03 |
| 24. Security reform | 85 | 108 | 5.53 | 2.37 |
| 25. Tourism | 86 | 105 | 5.53 | 2.27 |
| 26. Local governance and institutions | 102 | 91 | 5.54 | 2.28 |
| 27. Social cohesion | 93 | 102 | 5.60 | 2.36 |

| Achieving Development Results* | N | DK | Mean | SD |
|--|-----|----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in Gambia? (1-To no degree at all, 10-To a very significant degree) | 180 | 35 | 6.91 | 1.76 |

| Building and Strengthening Country Systems* | N | DK | Mean | SD |
|---|-----|----|------|------|
| 4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Gambia? (1-To no degree at all, 10-To a very significant degree) | 172 | 44 | 7.12 | 1.90 |

| To what extent do you agree with the following statements about the World Bank Group in Gambia? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|---|-----|----|------|------|
| 5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Gambia* | 168 | 48 | 6.05 | 2.00 |
| 6. The World Bank Group meets Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 162 | 51 | 5.92 | 1.94 |

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

| Mobilizing Finance for Development | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 7. How effectively does the World Bank Group help Gambia to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively) | 120 | 95 | 6.30 | 2.39 |

| How effectively does the World Bank Group support Gambia's efforts ... ? (1-Not effectively at all, 10-Very effectively) | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 8. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 155 | 53 | 6.02 | 2.01 |
| 9. To develop better and stronger data collection/analytics systems within the Government | 155 | 51 | 6.39 | 1.96 |
| 10. To strengthen the country's crisis preparedness | 127 | 74 | 6.01 | 1.98 |

| Systematic Country Diagnosis and Country Partnership Framework Activities | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 11. How effectively does the World Bank Group's SCD and CPF activities support Gambia's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively) | 60 | 140 | 6.93 | 2.08 |

| 12. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only ONE response) | Percentage of Respondents (N=204) |
|---|--|
| The World Bank Group is providing less valuable support than in the past, to enhance the Gambia's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | 13.2% |
| The World Bank Group is providing more valuable support than in the past, to enhance the Gambia's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | 32.4% |
| The World Bank Group's approach and work related to systematically identifying and monitoring risks in Gambia has remained constant | 9.8% |
| Don't know | 44.6% |

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=210) |
|--|--|
| Weekly | 14.3% |
| Monthly | 6.7% |
| A few times a year | 28.6% |
| Rarely | 24.8% |
| Never | 25.7% |

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

| In Gambia, 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 | 152 | 53 | 6.14 | 1.97 |
| 3. Include appropriate level of stakeholder involvement during preparation | 150 | 54 | 6.38 | 2.05 |
| 4. Lead to practical solutions | 154 | 50 | 6.28 | 1.92 |
| 5. Are accessible (well written and easy to understand) | 156 | 48 | 6.40 | 1.95 |
| 6. Are source of relevant information on global good practices | 155 | 49 | 7.40 | 1.71 |
| 7. Are adequately disseminated | 150 | 54 | 6.06 | 2.19 |
| 8. Are translated enough into local language | 118 | 85 | 4.00 | 2.48 |
| 9. Are adaptable to Gambia's specific development challenges and country circumstances* | 156 | 54 | 6.33 | 2.15 |

| Overall Evaluations | N | DK | Mean | SD |
|--|-----|----|------|------|
| 10. 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> | 181 | 32 | 7.06 | 1.88 |
| 11. 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> | 175 | 40 | 7.49 | 1.73 |

E. Working with the World Bank Group

| 1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ? <i>(Select only ONE response)</i> | Percentage of Respondents (N=206) |
|--|-----------------------------------|
| Almost never has the right skills mix to tackle the challenges of fragility | 9.7% |
| Rarely has the right skills mix to tackle the challenges of fragility | 4.9% |
| Sometimes has the right skills mix to tackle the challenges of fragility | 27.7% |
| Almost always has the right skills mix to tackle the challenges of fragility | 26.2% |
| Don't know | 25.7% |
| Prefer not to answer | 5.8% |

| 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 |
| 2. The World Bank Group disburses funds promptly | 147 | 53 | 4.97 | 2.64 |
| 3. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 173 | 32 | 7.42 | 1.85 |
| 4. The World Bank Group's approvals and reviews are done in a timely fashion | 152 | 47 | 6.45 | 2.20 |
| 5. The World Bank Group's "Safeguard Policy" requirements are reasonable | 129 | 71 | 6.56 | 2.02 |
| 6. The World Bank Group's conditions on its lending are reasonable | 140 | 60 | 5.44 | 2.30 |
| 7. The World Bank Group takes decisions quickly in Gambia* | 128 | 67 | 5.79 | 2.29 |
| 8. Working with the World Bank Group increases Gambia's institutional capacity | 174 | 28 | 7.13 | 1.89 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 134 | 68 | 7.22 | 2.05 |

| WBG Staffing in Gambia | N | DK | Mean | SD |
|---|-----|-----|------|------|
| 10. To what extent do you believe the World Bank Group is adequately staffed in Gambia? <i>(1-To no degree at all, 10-To a very significant degree)</i> | 135 | 165 | 5.56 | 2.77 |

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

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gambia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=208) |
|--|--|
| Increase the level of capacity development in the country | 25.5% |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 25.0% |
| Leverage the private sector more (i.e., mobilize private sector development) | 20.2% |
| Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 19.2% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 19.2% |
| Reduce the complexity of obtaining World Bank Group financing | 16.8% |
| Work more with civil society and beneficiary representatives | 15.9% |
| Offer more innovative financial products | 10.1% |
| Provide more adequate data/knowledge/statistics/figures on Gambia's economy | 7.7% |
| Improve the quality of its experts as related to Gambia's specific challenges | 6.3% |
| Offer more innovative knowledge services (incl. knowledge exchange) | 5.8% |
| Work more with private sector | 5.3% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) | 5.3% |
| Increase the level of World Bank Group staffing in Gambia's office | 4.8% |
| Ensure greater selectivity in its work | 3.4% |
| Work faster | 2.9% |
| Other | 2.9% |

| 2. When considering the combination of services that the World Bank Group offers in Gambia, 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 Gambia? (Select only ONE response) | Percentage of Respondents (N=210) |
|--|--|
| Financial services | 31.0% |
| Knowledge products | 15.7% |
| Convening services | 1.4% |
| None of the above | 1.0% |
| The combination is appropriate for Gambia | 41.0% |
| Don't know | 10.0% |

| 3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=211) |
|--|--|
| Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged | 57.3% |
| Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages | 51.7% |
| Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing | 46.4% |
| Organize more joint meetings and missions with the UN | 43.6% |
| Share more information about the World Bank Group's activities, products, and knowledge | 23.2% |
| Involve UN experts to a greater degree in World Bank Group activities | 23.2% |
| Other | 3.3% |

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

| 4A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Gambia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=181) |
|--|--|
| Public financial management | 59.7% |
| Access to basic services (e.g., health, water, energy) | 47.5% |
| Capacity of state institutions | 30.9% |
| Support domestic resource mobilization | 25.4% |
| Improving livelihoods | 23.2% |
| Food security | 18.2% |
| Jobs | 16.6% |
| Security reform | 16.6% |
| Social cohesion | 11.6% |
| Social safety nets | 11.6% |
| Access to justice systems | 8.3% |
| Crisis preparedness | 5.5% |
| Stimulating dialogue to promote peace and stability | 5.0% |
| Crisis response | 4.4% |
| Reducing gender based violence | 4.4% |
| Conflict resolution mechanisms | 3.9% |

| 4B. Which THREE areas below would benefit most from other donors in Gambia (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=173) |
|---|--|
| Food security | 35.3% |
| Security reform | 29.5% |
| Improving livelihoods | 27.2% |
| Access to basic services (e.g., health, water, energy) | 26.0% |
| Capacity of state institutions | 20.8% |
| Support domestic resource mobilization | 20.8% |
| Stimulating dialogue to promote peace and stability | 19.1% |
| Access to justice systems | 17.9% |
| Public financial management | 17.3% |
| Social cohesion | 16.8% |
| Jobs | 16.2% |
| Reducing gender based violence | 11.0% |
| Crisis preparedness | 10.4% |
| Crisis response | 9.8% |
| Social safety nets | 9.2% |
| Conflict resolution mechanisms | 4.6% |

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

| 5. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree) | Degree | | | | |
|---|--------|----|----------------------|------|------|
| | N | DK | Prefer not to answer | Mean | SD |
| Social cohesion | 116 | 52 | 26 | 5.62 | 2.36 |
| Public financial management | 155 | 28 | 12 | 7.26 | 1.81 |
| Reducing gender based violence | 112 | 56 | 20 | 6.22 | 1.99 |
| Crisis preparedness | 111 | 59 | 19 | 6.40 | 2.03 |
| Crisis response | 112 | 57 | 21 | 6.28 | 2.18 |
| Access to justice systems | 106 | 60 | 24 | 5.99 | 2.18 |
| Security reform | 114 | 57 | 21 | 6.09 | 2.33 |
| Conflict resolution mechanisms | 110 | 57 | 23 | 6.01 | 2.31 |
| Support domestic resource mobilization | 143 | 36 | 14 | 6.37 | 2.23 |
| Access to basic services (e.g., health, water, energy) | 158 | 25 | 14 | 7.18 | 1.91 |
| Capacity of state institutions | 146 | 36 | 12 | 6.73 | 1.91 |
| Jobs | 131 | 40 | 15 | 5.68 | 2.36 |
| Improving livelihoods | 152 | 28 | 14 | 6.43 | 2.21 |
| Food security | 142 | 31 | 16 | 6.34 | 1.98 |
| Social safety nets | 124 | 52 | 18 | 5.88 | 2.16 |
| Stimulating dialogue to promote peace and stability | 122 | 52 | 18 | 5.99 | 2.49 |

G. Communication and Information Sharing

| 1. How frequently do you interact with the World Bank Group now in Gambia? | Percentage of Respondents (N=204) |
|--|-----------------------------------|
| Never | 31.4% |
| Less than once a year | 11.8% |
| Once a year to a few times a year | 43.6% |
| Less than once a month | 3.4% |
| At least once a month | 7.4% |
| At least once a week | 2.5% |

| 2. How much face-to-face access would you like to have with the World Bank Group in Gambia (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response) | Percentage of Respondents (N=204) |
|--|-----------------------------------|
| I prefer more frequent interactions with the World Bank Group | 74.0% |
| I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently | 16.7% |
| I prefer less frequent interactions with the World Bank Group | 2.0% |
| I prefer to have no face to face interactions with the World Bank Group | 1.5% |
| Prefer not to answer | 5.9% |

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

| 3. How do you get most of your information about economic and social development issues in Gambia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=214) |
|---|--|
| Local newspapers | 44.4% |
| Internet | 43.9% |
| Local radio | 29.9% |
| Local television | 21.5% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 20.1% |
| Periodicals | 7.0% |
| Other | 6.1% |
| International television | 4.7% |
| International newspapers | 4.7% |
| International radio | 3.3% |

| 4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=206) |
|--|--|
| World Bank Group's publications and other written materials | 45.6% |
| World Bank Group's seminars/workshops/conferences | 36.9% |
| World Bank Group's website | 35.9% |
| e-Newsletters | 24.8% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 19.9% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 15.0% |
| Mobile phones | 5.3% |
| Other | 1.9% |

| 5. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? | Percentage of Respondents (N=196) |
|--|--|
| Yes | 27.6% |
| No | 72.4% |

| 6. Do you have reliable access to the Internet? | Percentage of Respondents (N=206) |
|--|--|
| Yes | 76.7% |
| No | 23.3% |

| 7. Do you use/have you used the World Bank Group website? | Percentage of Respondents (N=204) |
|--|--|
| Yes | 61.3% |
| No | 38.7% |

| 8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Percentage of Respondents (N=202) |
|---|--|
| Yes | 19.3% |
| No | 80.7% |

| 9. Which Internet connection do you use primarily when visiting a World Bank Group website? | Percentage of Respondents (N=165) |
|--|--|
| High speed/WiFi | 89.7% |
| Dial-up | 10.3% |

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

| 9. Which Internet connection do you use primarily when visiting a World Bank Group website? | Percentage of Respondents (N=165) |
|---|-----------------------------------|
| High speed/WiFi | 89.7% |
| Dial-up | 10.3% |

| 10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work? | Percentage of Respondents (N=207) |
|--|-----------------------------------|
| Weekly | 17.4% |
| Monthly | 11.6% |
| A few times a year | 28.0% |
| Rarely | 21.3% |
| Never | 21.7% |

| Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|-----|------|------|
| | N | DK | Mean | SD |
| 11. I find the World Bank Group's websites easy to navigate. | 51 | 3 | 7.20 | 2.03 |
| 12. I find the information on the World Bank Group's websites useful. | 52 | 1 | 7.92 | 1.49 |
| 13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 85 | 110 | 7.66 | 2.14 |

H. Background Information

| 1. Which of the following best describes your current position? (Select only ONE response) | Percentage of Respondents (N=202) |
|--|-----------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 31.2% |
| Local Government Office or Staff | 10.9% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) | 9.9% |
| Private Sector Organization | 8.9% |
| PIU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 7.9% |
| Other | 5.9% |
| Office of Parliamentarian | 5.0% |
| Financial Sector/Private Bank | 4.0% |
| NGO/Community Based Organization | 4.0% |
| Office of Minister | 3.5% |
| Office of the President, Prime Minister | 3.0% |
| Trade Union | 2.0% |
| Bilateral/Multilateral Agency | 1.5% |
| Academia/Research Institute/Think Tank | 1.5% |
| Media (press, radio, TV, web, etc.) | 0.5% |
| Faith-Based Group | 0.5% |
| Private Foundation | 0.0% |
| Youth Group | 0.0% |
| Judiciary Branch | 0.0% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Select only ONE response) | Percentage of Respondents (N=203) |
|---|--|
| Other | 19.2% |
| Governance | 10.3% |
| Macroeconomics and fiscal management | 9.9% |
| Finance and markets | 6.9% |
| Urban, rural, and social development | 6.4% |
| Health, nutrition, and population | 5.9% |
| Transport and ICT | 5.9% |
| Education | 5.4% |
| Trade and competitiveness | 5.4% |
| Agriculture | 4.9% |
| Environment and natural resources | 3.4% |
| Gender | 3.4% |
| Social protection and labor | 2.5% |
| Jobs | 2.0% |
| Generalist (specialized in multiple sectors) | 2.0% |
| Water | 1.5% |
| Fragility, conflict and violence | 1.5% |
| Energy and extractives | 1.5% |
| Public-private partnerships | 1.0% |
| Poverty | 1.0% |
| Climate change | 0.0% |

| 3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? | Percentage of Respondents (N=207) |
|--|--|
| Yes | 43.0% |
| No | 57.0% |

| 4. Which of the following agencies of the World Bank Group do you primarily engage with in Gambia? (Select only ONE response) | Percentage of Respondents (N=173) |
|--|--|
| The World Bank (IDA) | 63.6% |
| The International Finance Corporation (IFC) | 10.4% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.6% |
| Other | 25.4% |

| 5. Do your projects involve both the World Bank and the IFC? | Percentage of Respondents (N=193) |
|---|--|
| Yes | 25.9% |
| No | 74.1% |

| 6. If yes, what was your view of how the two institutions work together in Gambia? (Select only ONE response) | Percentage of Respondents (N=48) |
|--|---|
| The two institutions work well together | 64.6% |
| The way the two institutions work together needs improvement | 27.1% |
| The two institutions do not work well together | 2.1% |
| Don't know | 6.3% |

**H. Background Information (continued)**

| 7. Which of the following describes most of your exposure to the World Bank Group in Gambia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=191) |
|---|--|
| Engage in World Bank Group related/sponsored events/activities | 41.4% |
| Collaborate as part of my professional duties | 39.3% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 25.1% |
| Use World Bank Group website for information, data, research, etc. | 24.6% |
| Use World Bank Group reports/data | 22.5% |

| 8. What's your gender? | Percentage of Respondents (N=214) |
|-------------------------------|--|
| Female | 20.6% |
| Male | 79.4% |

| 9. What's your age? | Percentage of Respondents (N=215) |
|----------------------------|--|
| 25 and under | 2.3% |
| 26-35 | 17.7% |
| 36-45 | 35.3% |
| 46-55 | 29.3% |
| 56 and above | 15.3% |

| 10. Which best represents your geographic location? | Percentage of Respondents (N=214) |
|--|--|
| Banjul | 51.4% |
| Lower River | 34.6% |
| Central River | 5.1% |
| North Bank | 3.3% |
| Upper River | 3.3% |
| West Coast | 2.3% |



Appendix B: Responses to All Questions by Stakeholder Groups¹⁴

- Office of the President/Prime Minister/Minister N=13
- PIU/Consultant on WBG project N=16
- CSO N=13
- Office of Parliamentarian N=10
- Local Government N=22
- Independent Government Institution N=20
- Employee of a Ministry N=63
- Private Sector/Financial Sector/Private Bank N=26
- Other N=19

A. General Issues facing Gambia

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/Financial Sector/Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| The right direction | 72.7% | 66.7% | 64.9% | 73.3% | 85.7% | 68.2% | 80.0% | 62.5% | 88.2% |
| The wrong direction | 0.0% | 11.1% | 7.0% | 13.3% | 4.8% | 9.1% | 0.0% | 12.5% | 5.9% |
| Not sure | 27.3% | 22.2% | 28.1% | 13.3% | 9.5% | 22.7% | 20.0% | 25.0% | 5.9% |

¹⁴ Only 202 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Security reform | 53.8% | 60.0% | 35.5% | 38.5% | 60.0% | 29.2% | 33.3% | 36.8% | 44.4% |
| Public sector governance/reform | 30.8% | 50.0% | 51.6% | 69.2% | 30.0% | 45.8% | 33.3% | 68.4% | 61.1% |
| Global/regional integration* | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social protection | 23.1% | 0.0% | 11.3% | 15.4% | 0.0% | 0.0% | 16.7% | 10.5% | 0.0% |
| Gender equity | 7.7% | 0.0% | 6.5% | 0.0% | 0.0% | 0.0% | 8.3% | 5.3% | 0.0% |
| Private sector development* | 30.8% | 10.0% | 3.2% | 0.0% | 0.0% | 12.5% | 16.7% | 10.5% | 16.7% |
| Education* | 7.7% | 0.0% | 14.5% | 7.7% | 10.0% | 33.3% | 8.3% | 10.5% | 44.4% |
| Food security | 0.0% | 20.0% | 12.9% | 0.0% | 10.0% | 12.5% | 25.0% | 21.1% | 5.6% |
| Urban development* | 0.0% | 20.0% | 0.0% | 15.4% | 0.0% | 8.3% | 0.0% | 5.3% | 0.0% |
| Pollution | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Job creation/employment | 15.4% | 30.0% | 27.4% | 15.4% | 25.0% | 33.3% | 25.0% | 15.8% | 16.7% |
| Energy | 15.4% | 0.0% | 11.3% | 23.1% | 15.0% | 16.7% | 16.7% | 21.1% | 22.2% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 4.2% | 0.0% | 0.0% | 0.0% |
| Tourism | 0.0% | 0.0% | 9.7% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% |
| Health system reform | 0.0% | 0.0% | 21.0% | 7.7% | 10.0% | 16.7% | 16.7% | 10.5% | 22.2% |
| Financial markets | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender based violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social cohesion | 15.4% | 0.0% | 3.2% | 0.0% | 5.0% | 12.5% | 8.3% | 5.3% | 0.0% |
| Natural resource management | 7.7% | 0.0% | 3.2% | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% |
| Climate change | 7.7% | 0.0% | 0.0% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 11.1% |
| Transport | 0.0% | 0.0% | 9.7% | 23.1% | 15.0% | 4.2% | 8.3% | 10.5% | 22.2% |
| Agriculture and rural development | 15.4% | 30.0% | 27.4% | 30.8% | 35.0% | 41.7% | 25.0% | 21.1% | 16.7% |
| Trade and exports | 0.0% | 0.0% | 4.8% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 20.0% | 3.2% | 0.0% | 0.0% | 8.3% | 16.7% | 5.3% | 0.0% |
| Poverty reduction | 0.0% | 10.0% | 6.5% | 0.0% | 15.0% | 4.2% | 0.0% | 15.8% | 5.6% |
| Anti corruption | 0.0% | 0.0% | 6.5% | 7.7% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disaster risk management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% |
| Equality of opportunity* | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Judiciary reform | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 15.4% | 10.0% | 11.3% | 7.7% | 10.0% | 8.3% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions* | 7.7% | 10.0% | 0.0% | 0.0% | 40.0% | 4.2% | 0.0% | 5.3% | 5.6% |
| Communicable diseases | 0.0% | 0.0% | 3.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 23.1% | 0.0% | 4.8% | 0.0% | 0.0% | 4.2% | 0.0% | 10.5% | 0.0% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Anti corruption | 33.3% | 20.0% | 33.3% | 26.7% | 14.3% | 36.0% | 46.2% | 42.1% | 21.1% |
| Judiciary reform* | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% |
| Trade and exports | 8.3% | 10.0% | 17.5% | 20.0% | 4.8% | 8.0% | 15.4% | 5.3% | 5.3% |
| Crime and violence | 8.3% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 15.4% | 0.0% | 5.3% |
| Economic growth | 0.0% | 40.0% | 34.9% | 33.3% | 47.6% | 32.0% | 23.1% | 42.1% | 21.1% |
| Disaster risk management* | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 20.0% | 11.1% | 6.7% | 0.0% | 4.0% | 0.0% | 0.0% | 5.3% |
| Communicable diseases | 0.0% | 0.0% | 1.6% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions* | 0.0% | 10.0% | 3.2% | 6.7% | 38.1% | 8.0% | 0.0% | 10.5% | 10.5% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 10.5% | 5.3% |
| Social protection | 0.0% | 10.0% | 7.9% | 0.0% | 4.8% | 8.0% | 7.7% | 15.8% | 10.5% |
| Agriculture and rural development | 41.7% | 70.0% | 52.4% | 53.3% | 61.9% | 68.0% | 23.1% | 57.9% | 52.6% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% |
| Transport | 0.0% | 0.0% | 3.2% | 13.3% | 4.8% | 8.0% | 7.7% | 5.3% | 15.8% |
| Social cohesion | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 0.0% | 0.0% | 5.3% | 0.0% |
| Energy | 0.0% | 10.0% | 7.9% | 6.7% | 4.8% | 4.0% | 7.7% | 10.5% | 26.3% |
| Natural resource management | 25.0% | 0.0% | 6.3% | 6.7% | 4.8% | 0.0% | 7.7% | 0.0% | 10.5% |
| Gender based violence* | 8.3% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 15.4% | 0.0% | 0.0% |
| Private sector development | 33.3% | 0.0% | 14.3% | 20.0% | 9.5% | 36.0% | 15.4% | 10.5% | 21.1% |
| Education | 8.3% | 10.0% | 12.7% | 40.0% | 14.3% | 32.0% | 0.0% | 10.5% | 15.8% |
| Water and sanitation | 8.3% | 0.0% | 1.6% | 0.0% | 4.8% | 0.0% | 0.0% | 0.0% | 0.0% |
| Pollution | 0.0% | 10.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Job creation/employment | 25.0% | 30.0% | 33.3% | 20.0% | 38.1% | 24.0% | 53.8% | 26.3% | 26.3% |
| Health system reform | 0.0% | 0.0% | 6.3% | 0.0% | 4.8% | 4.0% | 7.7% | 0.0% | 10.5% |
| Security reform | 8.3% | 0.0% | 1.6% | 0.0% | 4.8% | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial markets* | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% | 0.0% | 0.0% |
| Public sector governance/reform* | 0.0% | 50.0% | 22.2% | 0.0% | 14.3% | 16.0% | 7.7% | 42.1% | 10.5% |
| Gender equity | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Global/regional integration* | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 0.0% | 10.0% | 7.9% | 13.3% | 9.5% | 8.0% | 23.1% | 0.0% | 21.1% |
| Tourism | 0.0% | 0.0% | 6.3% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 3.2% | 6.7% | 4.8% | 0.0% | 7.7% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| More reliable social safety net | 30.8% | 20.0% | 20.4% | 0.0% | 15.0% | 0.0% | 23.1% | 22.2% | 0.0% |
| Greater access to micro-finance for the poor | 23.1% | 40.0% | 28.6% | 35.7% | 30.0% | 43.5% | 23.1% | 16.7% | 50.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 15.4% | 10.0% | 10.2% | 7.1% | 10.0% | 0.0% | 7.7% | 11.1% | 0.0% |
| Education and training that better ensure job opportunity* | 0.0% | 30.0% | 20.4% | 50.0% | 25.0% | 56.5% | 30.8% | 33.3% | 66.7% |
| Better quality public services | 15.4% | 10.0% | 18.4% | 14.3% | 25.0% | 8.7% | 15.4% | 50.0% | 22.2% |
| More diversified economic growth | 61.5% | 60.0% | 44.9% | 42.9% | 40.0% | 34.8% | 30.8% | 44.4% | 16.7% |
| Greater access to health and nutrition for citizens | 7.7% | 10.0% | 10.2% | 14.3% | 5.0% | 4.3% | 7.7% | 0.0% | 11.1% |
| More diversified entrepreneurial opportunities | 23.1% | 0.0% | 8.2% | 7.1% | 25.0% | 13.0% | 15.4% | 0.0% | 11.1% |
| A growing middle class | 15.4% | 10.0% | 2.0% | 7.1% | 0.0% | 4.3% | 15.4% | 11.1% | 0.0% |
| Better opportunity for the poor who live in rural areas | 0.0% | 0.0% | 16.3% | 7.1% | 15.0% | 21.7% | 15.4% | 0.0% | 11.1% |
| Better opportunity for the poor who live in urban areas | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Better employment opportunities for young people | 0.0% | 10.0% | 18.4% | 7.1% | 10.0% | 13.0% | 7.7% | 5.6% | 11.1% |
| Better employment opportunities for women | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% | 5.6% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups



A. General Issues facing Gambia (continued)

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Gambia. (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| None. I do not consider Gambia a fragile state. | 23.1% | 0.0% | 7.4% | 0.0% | 9.5% | 3.8% | 8.3% | 5.3% | 11.8% |
| Migration | 38.5% | 11.1% | 11.1% | 13.3% | 9.5% | 11.5% | 25.0% | 0.0% | 5.9% |
| Policy inconsistency* | 0.0% | 33.3% | 11.1% | 6.7% | 0.0% | 7.7% | 0.0% | 26.3% | 5.9% |
| Lack of job opportunities | 30.8% | 33.3% | 33.3% | 6.7% | 19.0% | 23.1% | 33.3% | 15.8% | 41.2% |
| Weak social cohesion | 0.0% | 0.0% | 1.9% | 13.3% | 14.3% | 11.5% | 25.0% | 5.3% | 0.0% |
| Weak institutional capacity | 23.1% | 22.2% | 14.8% | 13.3% | 9.5% | 30.8% | 33.3% | 26.3% | 23.5% |
| Weak infrastructure | 23.1% | 0.0% | 3.7% | 26.7% | 9.5% | 11.5% | 8.3% | 21.1% | 5.9% |
| Political uncertainty* | 7.7% | 22.2% | 24.1% | 13.3% | 33.3% | 3.8% | 0.0% | 5.3% | 11.8% |
| Lack of access to development finance | 0.0% | 11.1% | 7.4% | 6.7% | 4.8% | 3.8% | 16.7% | 10.5% | 17.6% |
| Food insecurity | 0.0% | 11.1% | 9.3% | 6.7% | 4.8% | 7.7% | 8.3% | 10.5% | 5.9% |
| High levels of corruption* | 0.0% | 11.1% | 9.3% | 13.3% | 14.3% | 38.5% | 8.3% | 0.0% | 17.6% |
| High public debt* | 15.4% | 11.1% | 24.1% | 46.7% | 9.5% | 23.1% | 0.0% | 42.1% | 23.5% |
| Weak accountability | 0.0% | 33.3% | 13.0% | 13.3% | 19.0% | 11.5% | 0.0% | 15.8% | 5.9% |
| Lack of security | 7.7% | 0.0% | 22.2% | 20.0% | 33.3% | 11.5% | 25.0% | 10.5% | 5.9% |
| Other | 0.0% | 0.0% | 1.9% | 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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|------------------------------|------|------|---------------------------|------|------|----------------------------------|------|------|---------------------|------|------|--|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in Gambia?* | 12 | 3.58 | 2.15 | 10 | 4.50 | 2.95 | 62 | 5.82 | 2.45 | 16 | 7.69 | 1.49 | 22 | 4.18 | 1.84 | 26 | 5.15 | 2.43 | 13 | 4.92 | 2.60 | 20 | 6.10 | 2.36 | 18 | 5.50 | 2.53 |

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|------------------------------|------|------|---------------------------|------|------|----------------------------------|------|------|---------------------|------|------|--|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Gambia | 9 | 5.44 | 3.21 | 10 | 6.90 | 2.81 | 59 | 6.20 | 2.09 | 16 | 7.50 | 1.75 | 21 | 5.67 | 1.98 | 22 | 6.05 | 2.17 | 10 | 6.50 | 2.59 | 17 | 6.59 | 1.84 | 17 | 6.59 | 2.09 |

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

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared to help Gambia solve its most complicated development challenges? | 11 | 6.36 | 3.23 | 8 | 7.75 | 2.92 | 53 | 6.72 | 1.77 | 14 | 7.79 | 1.05 | 14 | 6.64 | 2.62 | 23 | 6.35 | 2.12 | 10 | 7.50 | 1.90 | 14 | 6.86 | 1.99 | 15 | 7.13 | 1.77 |

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

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

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Social protection | 0.0% | 20.0% | 8.1% | 0.0% | 13.6% | 0.0% | 15.4% | 15.0% | 11.1% |
| Gender equity | 23.1% | 10.0% | 11.3% | 0.0% | 4.5% | 7.7% | 7.7% | 0.0% | 0.0% |
| Private sector development | 15.4% | 10.0% | 9.7% | 12.5% | 9.1% | 34.6% | 7.7% | 10.0% | 33.3% |
| Education | 15.4% | 20.0% | 16.1% | 31.3% | 13.6% | 38.5% | 38.5% | 30.0% | 44.4% |
| Public sector governance/reform | 23.1% | 30.0% | 43.5% | 50.0% | 40.9% | 46.2% | 23.1% | 50.0% | 27.8% |
| Energy | 7.7% | 20.0% | 21.0% | 31.3% | 9.1% | 26.9% | 38.5% | 25.0% | 50.0% |
| Water and sanitation | 0.0% | 10.0% | 1.6% | 0.0% | 4.5% | 0.0% | 7.7% | 0.0% | 0.0% |
| Pollution | 0.0% | 0.0% | 1.6% | 6.3% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% |
| Job creation/employment | 23.1% | 10.0% | 27.4% | 18.8% | 18.2% | 30.8% | 23.1% | 25.0% | 22.2% |
| Health system reform | 0.0% | 30.0% | 22.6% | 6.3% | 13.6% | 15.4% | 7.7% | 5.0% | 16.7% |
| Tourism | 0.0% | 0.0% | 6.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial markets | 0.0% | 0.0% | 1.6% | 6.3% | 0.0% | 3.8% | 0.0% | 0.0% | 0.0% |
| Security reform | 0.0% | 0.0% | 6.5% | 0.0% | 13.6% | 3.8% | 7.7% | 5.0% | 5.6% |
| Global/regional integration | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 0.0% | 0.0% | 6.5% | 12.5% | 13.6% | 0.0% | 7.7% | 10.0% | 5.6% |
| Urban development | 0.0% | 0.0% | 1.6% | 6.3% | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% |
| Gender based violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Transport* | 23.1% | 20.0% | 6.5% | 31.3% | 4.5% | 3.8% | 30.8% | 25.0% | 5.6% |
| Agriculture and rural development | 53.8% | 40.0% | 40.3% | 43.8% | 50.0% | 38.5% | 23.1% | 45.0% | 33.3% |
| Trade and exports | 7.7% | 0.0% | 6.5% | 6.3% | 0.0% | 7.7% | 7.7% | 5.0% | 5.6% |
| Crime and violence | 0.0% | 0.0% | 3.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 0.0% | 6.5% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% |
| Judiciary reform* | 15.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% |
| Economic growth | 23.1% | 10.0% | 9.7% | 12.5% | 9.1% | 11.5% | 7.7% | 25.0% | 16.7% |
| Disaster risk management* | 15.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 7.7% | 10.0% | 3.2% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Communicable diseases | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions* | 0.0% | 10.0% | 1.6% | 0.0% | 45.5% | 7.7% | 7.7% | 5.0% | 0.0% |
| Information and communications technology | 0.0% | 10.0% | 4.8% | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social cohesion | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 10.0% | 3.2% | 0.0% | 4.5% | 0.0% | 7.7% | 0.0% | 0.0% |
| Poverty reduction | 7.7% | 20.0% | 12.9% | 0.0% | 22.7% | 3.8% | 0.0% | 10.0% | 11.1% |
| Anti corruption | 0.0% | 10.0% | 6.5% | 6.3% | 9.1% | 3.8% | 0.0% | 5.0% | 5.6% |

*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 Gambia?

| Greatest Value Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Bringing together different groups of stakeholders | 20.0% | 14.3% | 1.9% | 13.3% | 5.9% | 4.5% | 0.0% | 0.0% | 0.0% |
| Capacity development related to World Bank Group supported projects | 0.0% | 14.3% | 11.1% | 13.3% | 17.6% | 22.7% | 14.3% | 0.0% | 5.6% |
| Technical assistance | 0.0% | 0.0% | 20.4% | 6.7% | 5.9% | 4.5% | 14.3% | 23.5% | 5.6% |
| Policy advice, studies, analyses | 20.0% | 0.0% | 16.7% | 20.0% | 5.9% | 9.1% | 0.0% | 11.8% | 27.8% |
| Financial resources | 40.0% | 28.6% | 29.6% | 40.0% | 41.2% | 27.3% | 28.6% | 29.4% | 38.9% |
| Data and statistics* | 0.0% | 14.3% | 1.9% | 0.0% | 5.9% | 4.5% | 0.0% | 23.5% | 0.0% |
| Promoting knowledge sharing | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% | 4.5% | 0.0% | 5.9% | 0.0% |
| Implementation support | 20.0% | 14.3% | 3.7% | 6.7% | 5.9% | 13.6% | 14.3% | 0.0% | 0.0% |
| Mobilizing third party financial resources | 0.0% | 14.3% | 3.7% | 0.0% | 0.0% | 4.5% | 14.3% | 0.0% | 0.0% |
| Donor coordination | 0.0% | 0.0% | 5.6% | 0.0% | 5.9% | 0.0% | 14.3% | 5.9% | 16.7% |
| Strategy formulation | 0.0% | 0.0% | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Other | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

| 2nd Greatest Value Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Bringing together different groups of stakeholders | 0.0% | 0.0% | 0.0% | 6.7% | 11.1% | 9.1% | 0.0% | 0.0% | 0.0% |
| Capacity development related to World Bank Group supported projects | 20.0% | 12.5% | 17.0% | 26.7% | 11.1% | 4.5% | 14.3% | 23.5% | 17.6% |
| Technical assistance | 0.0% | 12.5% | 20.8% | 0.0% | 33.3% | 4.5% | 14.3% | 11.8% | 17.6% |
| Policy advice, studies, analyses | 20.0% | 12.5% | 9.4% | 20.0% | 0.0% | 9.1% | 14.3% | 5.9% | 5.9% |
| Financial resources | 0.0% | 12.5% | 15.1% | 20.0% | 5.6% | 31.8% | 28.6% | 17.6% | 11.8% |
| Data and statistics | 0.0% | 0.0% | 5.7% | 13.3% | 5.6% | 4.5% | 0.0% | 5.9% | 5.9% |
| Promoting knowledge sharing | 20.0% | 25.0% | 3.8% | 6.7% | 5.6% | 0.0% | 14.3% | 5.9% | 5.9% |
| Implementation support* | 0.0% | 0.0% | 3.8% | 0.0% | 0.0% | 9.1% | 0.0% | 29.4% | 11.8% |
| Mobilizing third party financial resources | 40.0% | 0.0% | 13.2% | 0.0% | 11.1% | 9.1% | 0.0% | 0.0% | 11.8% |
| Donor coordination | 0.0% | 12.5% | 5.7% | 6.7% | 16.7% | 4.5% | 0.0% | 0.0% | 0.0% |
| Strategy formulation | 0.0% | 12.5% | 5.7% | 0.0% | 0.0% | 13.6% | 14.3% | 0.0% | 11.8% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Inadequate World Bank Group's staffing in Gambia | 30.8% | 0.0% | 19.7% | 46.7% | 9.5% | 23.1% | 8.3% | 26.3% | 27.8% |
| The credibility of its knowledge/data | 15.4% | 10.0% | 1.6% | 0.0% | 0.0% | 3.8% | 16.7% | 0.0% | 11.1% |
| Not focused enough on issues that are unique to post-conflict countries* | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 16.7% | 5.3% | 0.0% |
| Inadequate number of World Bank Group staff members located in the country | 15.4% | 10.0% | 11.5% | 6.7% | 0.0% | 3.8% | 0.0% | 15.8% | 11.1% |
| Not willing to honestly criticize policies and reform efforts in the country | 0.0% | 20.0% | 6.6% | 13.3% | 14.3% | 15.4% | 16.7% | 31.6% | 0.0% |
| Staff too inaccessible* | 23.1% | 10.0% | 0.0% | 0.0% | 14.3% | 0.0% | 8.3% | 0.0% | 5.6% |
| Not collaborating enough with private sector* | 7.7% | 0.0% | 8.2% | 0.0% | 19.0% | 38.5% | 16.7% | 10.5% | 16.7% |
| Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 15.4% | 0.0% | 1.6% | 0.0% | 9.5% | 0.0% | 8.3% | 0.0% | 5.6% |
| Not aligned with country priorities | 0.0% | 10.0% | 9.8% | 6.7% | 4.8% | 0.0% | 0.0% | 0.0% | 5.6% |
| Not adequately sensitive to political/social realities in Gambia | 0.0% | 30.0% | 9.8% | 13.3% | 9.5% | 11.5% | 8.3% | 10.5% | 0.0% |
| Too influenced by developed countries | 0.0% | 10.0% | 19.7% | 6.7% | 23.8% | 11.5% | 16.7% | 10.5% | 5.6% |
| World Bank Group's processes too slow | 23.1% | 20.0% | 13.1% | 13.3% | 28.6% | 7.7% | 8.3% | 15.8% | 27.8% |
| World Bank Group's processes too complex | 30.8% | 20.0% | 11.5% | 13.3% | 14.3% | 0.0% | 8.3% | 5.3% | 11.1% |
| Not exploring alternative policy options | 0.0% | 10.0% | 3.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Not sufficiently focused on results | 0.0% | 0.0% | 6.6% | 0.0% | 0.0% | 3.8% | 0.0% | 5.3% | 0.0% |
| Not in it for the long term | 0.0% | 10.0% | 3.3% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 11.1% |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0% | 10.0% | 4.9% | 6.7% | 0.0% | 3.8% | 0.0% | 0.0% | 0.0% |
| Not collaborating enough with civil society* | 0.0% | 10.0% | 3.3% | 20.0% | 19.0% | 11.5% | 33.3% | 0.0% | 11.1% |
| Not enough public disclosure of its work | 0.0% | 20.0% | 16.4% | 0.0% | 14.3% | 19.2% | 8.3% | 15.8% | 5.6% |
| Arrogant in its approach* | 0.0% | 0.0% | 0.0% | 0.0% | 9.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 4.9% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 7.7% | 0.0% | 18.0% | 13.3% | 4.8% | 19.2% | 8.3% | 26.3% | 16.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|-----------------------------------|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| To a fully sufficient degree | 54.5% | 40.0% | 6.3% | 6.3% | 4.8% | 11.5% | 23.1% | 0.0% | 0.0% |
| To a somewhat sufficient degree | 18.2% | 0.0% | 44.4% | 31.3% | 52.4% | 26.9% | 23.1% | 65.0% | 44.4% |
| To a somewhat insufficient degree | 0.0% | 40.0% | 23.8% | 50.0% | 19.0% | 26.9% | 38.5% | 0.0% | 11.1% |
| To a very insufficient degree | 27.3% | 10.0% | 14.3% | 6.3% | 14.3% | 11.5% | 7.7% | 15.0% | 5.6% |
| Don't know | 0.0% | 10.0% | 11.1% | 6.3% | 9.5% | 23.1% | 7.7% | 20.0% | 38.9% |

*Significantly different between stakeholder groups

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

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---------------------------------------|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Investment Project Financing (IPF) | 5 | 7.00 | 2.35 | 8 | 6.25 | 2.71 | 32 | 6.34 | 2.43 | 12 | 6.33 | 2.19 | 9 | 5.44 | 1.94 | 12 | 6.17 | 1.95 | 8 | 5.50 | 1.51 | 7 | 7.71 | 1.70 | 6 | 6.67 | 2.16 |
| Development Policy Financing (DPF) | 6 | 5.83 | 2.99 | 6 | 7.17 | 1.94 | 34 | 6.44 | 2.15 | 11 | 6.55 | 1.81 | 9 | 6.33 | 1.66 | 13 | 5.85 | 2.19 | 8 | 6.13 | 0.99 | 9 | 7.56 | 1.74 | 10 | 7.80 | 1.62 |
| Program-for-Results Financing (PforR) | 3 | 7.67 | 1.16 | 4 | 8.50 | 1.00 | 33 | 6.42 | 2.08 | 7 | 7.29 | 2.22 | 6 | 7.00 | 2.76 | 11 | 6.18 | 2.60 | 5 | 7.00 | 1.23 | 7 | 7.86 | 1.46 | 5 | 7.20 | 1.10 |
| Trust funds and grants* | 7 | 7.86 | 2.34 | 6 | 6.67 | 1.51 | 39 | 6.87 | 2.03 | 11 | 6.09 | 1.81 | 9 | 3.89 | 2.21 | 14 | 6.21 | 2.16 | 7 | 6.86 | 1.95 | 6 | 7.00 | 1.41 | 8 | 5.75 | 2.25 |
| MIGA Guarantees | 3 | 5.67 | 2.89 | 5 | 6.60 | 1.52 | 17 | 5.65 | 1.77 | 4 | 4.00 | 2.16 | 4 | 4.25 | 1.50 | 10 | 6.20 | 2.25 | 2 | 8.50 | 0.71 | 6 | 6.50 | 1.38 | 2 | 5.00 | 2.83 |
| IFC Investment Services | 5 | 6.60 | 1.14 | 5 | 6.20 | 1.92 | 19 | 5.42 | 1.92 | 6 | 3.67 | 2.42 | 4 | 5.75 | 2.06 | 13 | 6.15 | 2.08 | 2 | 9.00 | 0.00 | 6 | 6.67 | 2.25 | 3 | 6.33 | 0.58 |
| IFC Advisory Services* | 5 | 7.00 | 2.35 | 5 | 6.20 | 2.28 | 19 | 6.05 | 2.30 | 5 | 2.80 | 1.30 | 4 | 5.00 | 2.94 | 12 | 5.92 | 2.39 | 2 | 8.50 | 0.71 | 6 | 7.33 | 2.16 | 4 | 6.50 | 1.00 |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Local government* | 33.3% | 60.0% | 37.1% | 31.3% | 81.8% | 23.1% | 15.4% | 30.0% | 33.3% |
| Donor community | 33.3% | 0.0% | 12.9% | 25.0% | 4.5% | 7.7% | 15.4% | 15.0% | 33.3% |
| Beneficiaries | 25.0% | 30.0% | 46.8% | 37.5% | 40.9% | 30.8% | 30.8% | 45.0% | 11.1% |
| Youth/university groups | 0.0% | 10.0% | 9.7% | 0.0% | 0.0% | 11.5% | 0.0% | 5.0% | 11.1% |
| Private sector* | 16.7% | 0.0% | 32.3% | 43.8% | 22.7% | 65.4% | 15.4% | 30.0% | 22.2% |
| NGOs/Community Based Organizations* | 0.0% | 20.0% | 17.7% | 31.3% | 31.8% | 38.5% | 53.8% | 15.0% | 22.2% |
| Academia/think tanks/research institutes | 0.0% | 0.0% | 4.8% | 18.8% | 0.0% | 3.8% | 7.7% | 10.0% | 16.7% |
| Parliament* | 0.0% | 60.0% | 9.7% | 6.3% | 4.5% | 7.7% | 7.7% | 15.0% | 11.1% |
| Emerging donors* | 41.7% | 0.0% | 3.2% | 0.0% | 0.0% | 0.0% | 15.4% | 5.0% | 0.0% |
| UN agencies* | 25.0% | 10.0% | 8.1% | 0.0% | 4.5% | 0.0% | 30.8% | 10.0% | 11.1% |
| Foundations | 0.0% | 0.0% | 3.2% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Media | 8.3% | 10.0% | 3.2% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 5.6% |
| UN and regional peace keeping forces | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regional organizations | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 11.1% |
| Other | 0.0% | 0.0% | 1.6% | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 0.0% | 1.6% | 0.0% | 4.5% | 3.8% | 0.0% | 5.0% | 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 Gambia? (1-Strongly disagree, 10-Strongly agree)

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Gambia* | 9 | 7.33 | 2.55 | 9 | 8.11 | 2.26 | 53 | 7.30 | 2.02 | 16 | 7.69 | 1.78 | 18 | 6.22 | 2.65 | 23 | 6.78 | 1.93 | 10 | 5.70 | 2.58 | 18 | 6.67 | 2.28 | 16 | 8.13 | 1.71 |
| The World Bank Group's work is aligned with what I consider the development priorities for Gambia | 9 | 8.33 | 1.87 | 8 | 7.13 | 1.36 | 51 | 6.84 | 2.19 | 16 | 7.31 | 2.12 | 19 | 6.53 | 2.01 | 23 | 6.61 | 2.08 | 11 | 5.64 | 2.11 | 18 | 6.67 | 1.78 | 15 | 7.47 | 2.00 |

*Significantly different between stakeholder groups

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs | 8 | 5.75 | 2.49 | 9 | 6.89 | 1.83 | 56 | 6.27 | 2.00 | 16 | 6.38 | 1.71 | 16 | 5.63 | 1.89 | 22 | 5.82 | 2.06 | 10 | 5.80 | 1.48 | 15 | 6.27 | 1.98 | 16 | 7.13 | 1.96 |
| Flexibility (in terms of the institution's products and services) | 8 | 5.50 | 2.33 | 8 | 6.38 | 1.51 | 51 | 5.35 | 1.95 | 14 | 5.64 | 1.87 | 12 | 4.42 | 2.50 | 18 | 5.00 | 2.03 | 10 | 5.70 | 2.00 | 11 | 5.18 | 1.94 | 12 | 6.33 | 1.44 |
| Flexibility (in terms of changing country circumstances) | 8 | 6.63 | 1.51 | 8 | 6.25 | 1.39 | 47 | 5.66 | 2.12 | 10 | 6.20 | 2.04 | 12 | 5.08 | 2.02 | 20 | 5.75 | 2.07 | 9 | 6.11 | 1.45 | 15 | 5.20 | 1.82 | 14 | 7.21 | 1.97 |
| Being inclusive | 9 | 7.11 | 2.37 | 7 | 6.86 | 1.68 | 48 | 6.04 | 2.02 | 11 | 6.64 | 2.01 | 11 | 5.73 | 2.69 | 20 | 6.15 | 2.13 | 10 | 5.20 | 1.99 | 14 | 6.43 | 2.14 | 13 | 6.23 | 1.96 |
| Openness (sharing data and other information) | 6 | 8.67 | 1.51 | 7 | 7.43 | 2.23 | 52 | 6.67 | 2.41 | 15 | 7.80 | 1.82 | 15 | 5.87 | 2.10 | 19 | 6.32 | 2.47 | 9 | 6.11 | 1.45 | 16 | 7.38 | 1.78 | 12 | 6.75 | 2.45 |
| Collaboration with the Government | 6 | 8.50 | 2.35 | 8 | 7.87 | 1.46 | 56 | 7.93 | 1.88 | 14 | 7.71 | 1.38 | 18 | 7.67 | 1.97 | 21 | 7.81 | 1.37 | 10 | 7.60 | 1.78 | 19 | 7.63 | 1.64 | 15 | 8.13 | 1.77 |
| The speed in which it gets things accomplished on the ground | 8 | 6.50 | 2.51 | 8 | 6.75 | 1.58 | 53 | 5.79 | 2.21 | 15 | 6.40 | 2.44 | 14 | 4.29 | 2.09 | 19 | 5.95 | 1.93 | 8 | 5.63 | 2.00 | 13 | 4.85 | 1.99 | 13 | 6.00 | 1.68 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 7 | 7.29 | 2.14 | 8 | 8.37 | 1.30 | 52 | 6.92 | 2.03 | 14 | 7.93 | 1.82 | 14 | 5.79 | 1.85 | 21 | 6.52 | 2.32 | 9 | 5.67 | 1.87 | 13 | 5.92 | 1.55 | 14 | 7.07 | 1.98 |
| Collaboration with civil society | 6 | 5.67 | 1.37 | 8 | 7.00 | 1.69 | 46 | 5.65 | 2.14 | 13 | 6.31 | 1.84 | 14 | 5.21 | 1.93 | 17 | 5.29 | 2.31 | 9 | 4.11 | 2.76 | 14 | 6.07 | 2.17 | 12 | 6.25 | 1.29 |
| Staff accessibility* | 7 | 4.43 | 2.51 | 9 | 6.33 | 2.12 | 45 | 5.82 | 2.16 | 14 | 7.57 | 1.83 | 13 | 4.00 | 1.63 | 20 | 5.85 | 2.70 | 6 | 5.17 | 1.17 | 16 | 5.50 | 2.37 | 13 | 6.23 | 1.96 |
| Collaboration with other donors and development partners | 7 | 7.29 | 2.63 | 7 | 7.00 | 2.52 | 45 | 6.62 | 2.04 | 13 | 7.69 | 1.75 | 13 | 7.46 | 2.03 | 18 | 6.89 | 2.14 | 9 | 6.78 | 2.49 | 15 | 7.00 | 1.51 | 14 | 7.00 | 1.41 |
| Collaboration with the private sector | 7 | 5.57 | 1.40 | 7 | 6.86 | 2.04 | 43 | 5.53 | 1.78 | 12 | 6.08 | 1.98 | 10 | 6.30 | 2.00 | 20 | 5.20 | 2.40 | 7 | 5.14 | 2.04 | 10 | 6.30 | 1.95 | 12 | 6.58 | 1.98 |
| Collaboration with the UN | 7 | 8.29 | 2.22 | 6 | 7.83 | 1.72 | 40 | 7.32 | 1.70 | 9 | 8.44 | 1.13 | 9 | 8.56 | 1.94 | 17 | 7.47 | 1.97 | 7 | 6.71 | 1.50 | 11 | 7.91 | 1.38 | 12 | 7.92 | 1.68 |
| Straightforwardness and honesty | 7 | 6.14 | 1.86 | 8 | 8.63 | 1.06 | 45 | 7.22 | 1.94 | 13 | 7.69 | 1.60 | 11 | 7.45 | 2.12 | 21 | 7.90 | 1.92 | 6 | 6.33 | 1.21 | 12 | 8.08 | 1.88 | 11 | 7.91 | 1.64 |
| Treating clients and stakeholders in Gambia with respect | 7 | 7.57 | 1.62 | 8 | 8.25 | 2.25 | 50 | 7.56 | 2.03 | 14 | 7.57 | 1.70 | 11 | 7.00 | 2.65 | 23 | 7.83 | 2.13 | 7 | 7.00 | 1.83 | 15 | 7.00 | 2.27 | 12 | 7.83 | 1.85 |
| Being a long-term partner | 8 | 8.25 | 2.12 | 8 | 8.88 | 1.36 | 53 | 8.45 | 1.62 | 15 | 9.20 | 1.08 | 21 | 8.29 | 1.71 | 22 | 8.68 | 1.36 | 10 | 8.10 | 1.29 | 16 | 8.25 | 1.61 | 13 | 8.85 | 1.35 |

*Significantly different between stakeholder groups

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

To what extent does the World Bank Group partner with the right people to support work on the ground in Gambia?* (Select only ONE response)

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Nearly never | 38.5% | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% | 27.3% | 0.0% | 0.0% |
| Rarely | 7.7% | 0.0% | 9.8% | 6.3% | 0.0% | 8.0% | 0.0% | 0.0% | 0.0% |
| Sometimes | 7.7% | 33.3% | 36.1% | 18.8% | 45.5% | 32.0% | 45.5% | 15.8% | 16.7% |
| Nearly always | 23.1% | 55.6% | 32.8% | 62.5% | 22.7% | 16.0% | 9.1% | 31.6% | 61.1% |
| Don't know | 23.1% | 0.0% | 16.4% | 6.3% | 18.2% | 32.0% | 9.1% | 47.4% | 22.2% |
| Prefer not to answer | 0.0% | 11.1% | 4.9% | 6.3% | 13.6% | 4.0% | 9.1% | 5.3% | 0.0% |

*Significantly different between stakeholder groups

Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Gambia? (Select no more than TWO)

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| World Food Program (WFP)* | 61.5% | 30.0% | 9.7% | 25.0% | 18.2% | 15.4% | 38.5% | 15.0% | 10.5% |
| World Health Organization (WHO) | 15.4% | 30.0% | 9.7% | 12.5% | 13.6% | 19.2% | 7.7% | 10.0% | 15.8% |
| United Nations Development Program (UNDP) | 23.1% | 60.0% | 45.2% | 50.0% | 36.4% | 23.1% | 23.1% | 50.0% | 42.1% |
| The Economic Community of West African States (ECOWAS) peacekeeping mission | 0.0% | 20.0% | 25.8% | 12.5% | 9.1% | 23.1% | 30.8% | 20.0% | 15.8% |
| The Arab Bank for Economic Development in Africa (BADEA) | 7.7% | 0.0% | 4.8% | 0.0% | 0.0% | 7.7% | 0.0% | 5.0% | 0.0% |
| The Islamic Development Bank (IsDB) | 30.8% | 10.0% | 9.7% | 12.5% | 4.5% | 7.7% | 30.8% | 5.0% | 5.3% |
| The International Red Cross and Red Crescent* | 7.7% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% | 15.4% | 0.0% | 0.0% |
| The United Nations International Children's Emergency Fund (UNICEF) | 7.7% | 0.0% | 1.6% | 0.0% | 13.6% | 0.0% | 7.7% | 0.0% | 0.0% |
| The International Committee of the Red Cross (ICRC)* | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% |
| The African Development Bank | 7.7% | 20.0% | 19.4% | 37.5% | 40.9% | 19.2% | 7.7% | 15.0% | 36.8% |
| The International Organization for Migration (IOM) | 0.0% | 10.0% | 12.9% | 0.0% | 13.6% | 3.8% | 15.4% | 0.0% | 5.3% |
| The European Union | 7.7% | 10.0% | 32.3% | 31.3% | 22.7% | 26.9% | 0.0% | 35.0% | 42.1% |
| None. I don't believe the World Bank Group needs to partner with the UN organizations. | 7.7% | 0.0% | 6.5% | 0.0% | 4.5% | 7.7% | 0.0% | 10.0% | 0.0% |

*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Poor donor coordination | 53.8% | 40.0% | 36.7% | 20.0% | 30.0% | 33.3% | 46.2% | 10.0% | 26.3% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 7.7% | 40.0% | 11.7% | 13.3% | 5.0% | 4.2% | 30.8% | 20.0% | 21.1% |
| Ongoing conflict and instability* | 23.1% | 20.0% | 6.7% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% |
| Inadequate funding | 38.5% | 30.0% | 28.3% | 40.0% | 30.0% | 12.5% | 23.1% | 20.0% | 15.8% |
| The World Bank Group does not provide the government with consistent support throughout the reform effort | 15.4% | 0.0% | 13.3% | 6.7% | 15.0% | 8.3% | 7.7% | 10.0% | 5.3% |
| Political pressures and obstacles | 23.1% | 20.0% | 20.0% | 26.7% | 30.0% | 8.3% | 15.4% | 30.0% | 15.8% |
| Reforms are not well thought out in light of country challenges | 15.4% | 10.0% | 31.7% | 33.3% | 20.0% | 20.8% | 23.1% | 20.0% | 26.3% |
| Poor coordination within the Government | 30.8% | 60.0% | 46.7% | 33.3% | 65.0% | 37.5% | 30.8% | 55.0% | 36.8% |
| There is an inadequate level of private sector participation and support | 0.0% | 10.0% | 8.3% | 6.7% | 10.0% | 25.0% | 7.7% | 10.0% | 21.1% |
| Lack of/inadequate levels of capacity in Government | 15.4% | 20.0% | 21.7% | 46.7% | 10.0% | 16.7% | 7.7% | 20.0% | 31.6% |
| There is not an adequate level of citizen/civil society participation | 7.7% | 10.0% | 18.3% | 13.3% | 30.0% | 4.2% | 38.5% | 20.0% | 15.8% |
| Corruption | 0.0% | 10.0% | 26.7% | 20.0% | 15.0% | 41.7% | 30.8% | 20.0% | 21.1% |
| Poor coordination within the World Bank Group | 0.0% | 0.0% | 3.3% | 0.0% | 15.0% | 4.2% | 0.0% | 5.0% | 0.0% |
| Other | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 5.0% | 5.3% |

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In Gambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|------------------------------|---|------|------|------------------------------|------|------|---------------------------|------|------|----------------------------------|------|------|---------------------|------|------|--|------|------|-----|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Gender | 6 | 5.17 | 1.33 | 8 | 7.75 | 2.12 | 46 | 6.33 | 2.06 | 13 | 6.85 | 2.15 | 10 | 5.60 | 2.37 | 17 | 6.53 | 2.21 | 9 | 5.67 | 2.24 | 12 | 6.58 | 1.56 | 12 | 7.58 | 1.31 |
| The impact of climate change | 8 | 7.25 | 1.17 | 7 | 7.00 | 2.71 | 45 | 6.13 | 1.90 | 12 | 6.00 | 1.65 | 11 | 5.45 | 2.70 | 16 | 6.25 | 2.67 | 6 | 5.50 | 1.52 | 11 | 6.36 | 1.96 | 10 | 6.50 | 2.01 |

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

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Social protection | 3 | 6.00 | 2.00 | 4 | 6.75 | 2.63 | 29 | 4.90 | 1.74 | 11 | 4.55 | 2.62 | 10 | 4.20 | 1.55 | 13 | 4.31 | 2.29 | 4 | 5.75 | 2.06 | 8 | 5.25 | 2.38 | 5 | 6.20 | 2.49 |
| Gender equity | 5 | 7.60 | 0.89 | 6 | 6.67 | 1.37 | 36 | 6.06 | 1.85 | 13 | 6.92 | 2.40 | 12 | 5.75 | 1.82 | 18 | 6.22 | 2.34 | 9 | 6.33 | 1.41 | 8 | 6.25 | 2.71 | 10 | 7.30 | 2.11 |
| Private sector development* | 5 | 7.00 | 2.45 | 6 | 6.33 | 2.42 | 37 | 4.97 | 1.68 | 12 | 4.08 | 1.56 | 11 | 5.82 | 2.60 | 22 | 4.27 | 1.96 | 6 | 5.17 | 2.04 | 8 | 5.75 | 1.49 | 8 | 7.25 | 2.12 |
| Education | 8 | 8.00 | 1.51 | 7 | 8.00 | 1.29 | 47 | 7.30 | 1.88 | 15 | 8.13 | 1.25 | 16 | 7.94 | 1.69 | 21 | 6.29 | 2.45 | 8 | 8.00 | 1.51 | 14 | 7.86 | 1.96 | 12 | 7.75 | 1.49 |
| Public sector governance/reform | 8 | 8.25 | 1.49 | 7 | 6.57 | 1.27 | 47 | 6.68 | 1.77 | 13 | 6.54 | 1.85 | 12 | 6.42 | 1.51 | 18 | 6.56 | 2.18 | 8 | 6.25 | 1.39 | 16 | 7.00 | 1.86 | 12 | 7.33 | 1.37 |
| Global/regional integration | 6 | 6.67 | 1.63 | 4 | 5.75 | 2.06 | 32 | 6.09 | 1.91 | 9 | 6.22 | 2.22 | 8 | 5.25 | 1.98 | 15 | 5.47 | 2.00 | 6 | 6.33 | 1.86 | 10 | 6.50 | 2.27 | 5 | 6.80 | 2.39 |
| Food security | 7 | 8.57 | 1.27 | 7 | 6.71 | 2.81 | 37 | 6.24 | 1.72 | 12 | 6.00 | 1.41 | 12 | 5.42 | 1.73 | 21 | 6.00 | 2.26 | 9 | 6.44 | 1.42 | 11 | 6.82 | 2.09 | 9 | 6.00 | 2.00 |
| Energy | 7 | 6.57 | 1.90 | 6 | 6.67 | 2.16 | 41 | 6.66 | 1.91 | 14 | 7.14 | 1.56 | 9 | 5.33 | 1.94 | 21 | 5.95 | 2.38 | 9 | 6.78 | 1.72 | 12 | 6.75 | 2.80 | 10 | 6.00 | 2.49 |
| Water and sanitation | 6 | 7.67 | 2.16 | 6 | 7.50 | 1.87 | 38 | 6.47 | 2.09 | 12 | 6.67 | 1.37 | 10 | 5.40 | 1.96 | 18 | 5.39 | 1.91 | 8 | 6.50 | 1.41 | 12 | 6.17 | 2.29 | 8 | 5.63 | 1.85 |
| Job creation/employment* | 6 | 7.00 | 1.27 | 5 | 5.60 | 1.82 | 39 | 5.03 | 1.78 | 11 | 5.09 | 1.64 | 10 | 3.80 | 1.03 | 20 | 4.90 | 1.80 | 7 | 6.71 | 2.14 | 9 | 5.00 | 1.66 | 7 | 5.29 | 2.22 |
| Health system reform | 3 | 8.33 | 0.58 | 6 | 7.33 | 1.75 | 39 | 5.64 | 1.99 | 13 | 6.23 | 2.24 | 8 | 4.88 | 1.81 | 19 | 5.58 | 1.92 | 7 | 5.29 | 1.80 | 8 | 5.75 | 2.12 | 9 | 6.00 | 2.18 |
| Financial markets | 3 | 5.67 | 1.16 | 4 | 5.75 | 1.71 | 24 | 5.08 | 1.93 | 7 | 4.57 | 1.90 | 6 | 5.17 | 1.47 | 15 | 4.47 | 2.59 | 5 | 6.80 | 1.30 | 6 | 4.83 | 2.64 | 5 | 6.20 | 0.84 |
| Transport | 7 | 5.29 | 2.87 | 7 | 6.71 | 2.63 | 34 | 5.50 | 2.00 | 12 | 4.33 | 1.50 | 11 | 4.82 | 1.83 | 14 | 5.36 | 2.71 | 6 | 7.00 | 1.41 | 7 | 4.71 | 2.75 | 8 | 6.00 | 1.85 |
| Agriculture and rural development | 6 | 4.33 | 1.86 | 6 | 6.67 | 2.07 | 47 | 6.11 | 1.76 | 12 | 6.50 | 1.17 | 12 | 5.42 | 1.83 | 21 | 6.33 | 1.80 | 8 | 6.88 | 1.73 | 12 | 6.00 | 2.34 | 13 | 7.15 | 1.68 |
| Natural resource management | 4 | 5.50 | 2.89 | 5 | 7.60 | 2.51 | 30 | 5.90 | 1.94 | 10 | 5.70 | 2.31 | 9 | 5.78 | 1.72 | 17 | 5.71 | 2.14 | 7 | 6.86 | 1.68 | 8 | 5.00 | 2.78 | 6 | 6.00 | 2.45 |
| Climate change | 5 | 6.40 | 1.82 | 5 | 6.60 | 2.97 | 35 | 6.17 | 1.81 | 9 | 6.00 | 1.50 | 13 | 5.85 | 1.95 | 17 | 6.29 | 2.11 | 6 | 7.00 | 1.67 | 8 | 5.75 | 2.71 | 8 | 7.00 | 2.14 |
| Poverty reduction | 6 | 6.17 | 1.72 | 6 | 7.00 | 2.28 | 45 | 6.00 | 2.02 | 13 | 6.69 | 1.03 | 13 | 5.46 | 1.98 | 21 | 5.62 | 2.16 | 9 | 7.44 | 1.88 | 14 | 6.36 | 2.13 | 13 | 6.69 | 1.89 |
| Anti corruption | 1 | 6.00 | . | 7 | 6.71 | 2.69 | 35 | 4.69 | 1.97 | 8 | 5.13 | 1.96 | 8 | 4.38 | 2.13 | 17 | 4.76 | 2.39 | 6 | 6.33 | 2.25 | 9 | 3.89 | 2.57 | 7 | 6.00 | 2.16 |
| Judiciary reform* | 3 | 9.00 | 1.00 | 4 | 6.50 | 2.38 | 32 | 5.41 | 1.64 | 8 | 5.38 | 2.50 | 6 | 5.67 | 2.42 | 13 | 4.46 | 2.44 | 8 | 7.25 | 1.83 | 9 | 4.33 | 2.83 | 7 | 6.57 | 1.62 |
| Economic growth | 7 | 6.71 | 2.36 | 6 | 7.00 | 2.53 | 42 | 6.57 | 1.94 | 10 | 6.20 | 1.32 | 11 | 5.36 | 1.63 | 21 | 6.19 | 1.91 | 8 | 7.50 | 1.69 | 13 | 6.23 | 2.05 | 9 | 7.89 | 1.05 |
| Equality of opportunity* | 2 | 7.00 | 1.41 | 4 | 7.00 | 2.16 | 31 | 5.52 | 1.84 | 7 | 5.86 | 2.97 | 8 | 4.63 | 1.69 | 15 | 5.47 | 2.23 | 6 | 7.50 | 1.87 | 9 | 4.56 | 2.07 | 7 | 7.14 | 1.57 |
| Communicable diseases | 2 | 7.50 | 0.71 | 5 | 6.60 | 2.51 | 29 | 5.52 | 1.98 | 7 | 5.29 | 1.38 | 10 | 6.30 | 2.11 | 13 | 6.23 | 2.05 | 6 | 6.83 | 1.84 | 7 | 5.14 | 2.34 | 4 | 6.25 | 2.22 |
| Information and communications technology | 7 | 6.57 | 2.57 | 4 | 6.00 | 2.45 | 32 | 5.72 | 1.80 | 10 | 6.40 | 1.35 | 8 | 5.63 | 1.77 | 12 | 6.00 | 2.26 | 5 | 7.00 | 2.24 | 8 | 5.50 | 2.88 | 4 | 6.25 | 2.22 |
| Security reform* | 5 | 7.80 | 2.05 | 5 | 7.40 | 1.52 | 30 | 5.07 | 2.12 | 5 | 4.40 | 2.88 | 9 | 4.56 | 2.19 | 10 | 4.30 | 1.64 | 5 | 6.40 | 2.51 | 5 | 4.80 | 3.27 | 4 | 7.00 | 1.16 |
| Tourism* | 4 | 7.75 | 2.06 | 5 | 7.20 | 2.28 | 31 | 5.35 | 2.18 | 6 | 4.17 | 2.64 | 9 | 5.11 | 2.15 | 11 | 4.64 | 1.12 | 5 | 6.00 | 2.00 | 5 | 3.60 | 1.52 | 5 | 5.40 | 1.52 |
| Local governance and institutions | 6 | 6.83 | 2.48 | 7 | 6.86 | 2.61 | 30 | 5.37 | 1.96 | 7 | 4.57 | 2.37 | 12 | 3.92 | 1.98 | 13 | 5.46 | 1.76 | 6 | 5.83 | 2.64 | 7 | 5.14 | 2.61 | 7 | 5.57 | 2.15 |
| Social cohesion | 5 | 7.80 | 2.59 | 7 | 6.43 | 3.21 | 32 | 5.16 | 1.87 | 6 | 4.50 | 0.84 | 9 | 4.33 | 1.73 | 9 | 4.56 | 2.46 | 6 | 6.33 | 2.73 | 6 | 4.83 | 2.32 | 7 | 6.29 | 1.89 |

*Significantly different between stakeholder groups

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Gambia? | 9 | 7.00 | 2.55 | 9 | 7.00 | 2.50 | 56 | 6.64 | 1.71 | 16 | 7.06 | 1.61 | 15 | 6.80 | 1.78 | 20 | 6.75 | 1.92 | 9 | 6.00 | 1.00 | 16 | 7.19 | 1.64 | 16 | 7.69 | 1.35 |

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Gambia? | 9 | 7.44 | 2.30 | 9 | 7.22 | 2.77 | 54 | 7.00 | 1.84 | 16 | 6.69 | 1.45 | 13 | 6.54 | 2.18 | 19 | 7.26 | 2.05 | 9 | 6.78 | 1.86 | 16 | 6.81 | 1.87 | 14 | 7.79 | 1.72 |

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

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Gambia | 9 | 6.33 | 2.18 | 8 | 7.13 | 2.30 | 51 | 6.20 | 2.12 | 16 | 6.31 | 1.70 | 15 | 5.27 | 2.05 | 21 | 5.24 | 1.61 | 10 | 5.30 | 1.95 | 13 | 6.38 | 1.76 | 11 | 6.73 | 1.90 |
| The World Bank Group meets Gambia's needs for knowledge services | 9 | 6.56 | 1.33 | 8 | 6.63 | 2.83 | 48 | 5.62 | 1.88 | 14 | 5.86 | 1.35 | 14 | 5.86 | 2.45 | 22 | 5.32 | 1.96 | 9 | 5.44 | 1.51 | 14 | 5.86 | 2.11 | 10 | 6.10 | 0.99 |

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How effectively does the World Bank Group help Gambia to mobilize finance for development from private sector sources? | 5 | 9.00 | 0.00 | 6 | 6.33 | 3.39 | 37 | 6.16 | 2.08 | 8 | 5.25 | 2.38 | 9 | 6.33 | 2.00 | 15 | 4.87 | 2.72 | 7 | 6.29 | 2.43 | 10 | 6.30 | 2.26 | 11 | 5.64 | 1.86 |

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



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

How effectively does the World Bank Group support Gambia's efforts ... ? (1-Not effectively at all, 10-Very effectively)

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To build stronger domestic resource mobilization systems in the Government | 4 | 6.50 | 1.00 | 10 | 7.10 | 2.13 | 47 | 6.09 | 1.92 | 12 | 6.17 | 1.40 | 13 | 5.46 | 1.98 | 22 | 5.64 | 2.38 | 8 | 5.25 | 1.28 | 15 | 6.13 | 2.56 | 13 | 6.38 | 2.47 |
| To develop better and stronger data collection/analytics systems within the Government | 8 | 7.13 | 1.73 | 10 | 7.00 | 2.16 | 48 | 6.06 | 1.77 | 14 | 6.21 | 1.58 | 12 | 6.42 | 2.15 | 22 | 6.14 | 2.21 | 8 | 5.50 | 1.69 | 14 | 6.14 | 2.32 | 9 | 7.44 | 2.24 |
| To strengthen the country's crisis preparedness* | 3 | 8.33 | 0.58 | 8 | 7.13 | 2.17 | 40 | 5.75 | 1.72 | 10 | 5.20 | 1.14 | 13 | 5.31 | 1.89 | 21 | 5.19 | 2.14 | 4 | 5.75 | 1.71 | 11 | 6.00 | 2.19 | 7 | 7.29 | 1.11 |

*Significantly different between stakeholder groups

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|----|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How effectively does the World Bank Group's SCD and CPF activities support Gambia's efforts to manage crisis related risks? | 2 | 8.50 | 0.71 | 4 | 7.50 | 2.65 | 15 | 6.60 | 1.64 | 6 | 6.00 | 1.27 | 4 | 7.25 | 1.71 | 8 | 5.50 | 2.67 | 3 | 8.00 | 1.00 | 6 | 5.33 | 1.63 | 1 | 8.00 | . |

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

When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities?*(Select only one response)

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| The WBG is providing less valuable support than in the past | 36.4% | 40.0% | 9.8% | 0.0% | 0.0% | 8.3% | 16.7% | 0.0% | 0.0% |
| The WBG is providing more valuable support than in the past | 27.3% | 30.0% | 42.6% | 31.3% | 28.6% | 33.3% | 16.7% | 40.0% | 22.2% |
| The WBG's approach and work has remained constant | 9.1% | 10.0% | 8.2% | 6.3% | 4.8% | 8.3% | 8.3% | 20.0% | 16.7% |
| Don't know | 27.3% | 20.0% | 39.3% | 62.5% | 66.7% | 50.0% | 58.3% | 40.0% | 61.1% |

*Significantly different between stakeholder groups



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

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Weekly | 45.5% | 11.1% | 3.3% | 37.5% | 0.0% | 0.0% | 30.8% | 5.0% | 5.6% |
| Monthly | 18.2% | 11.1% | 5.0% | 25.0% | 0.0% | 3.8% | 0.0% | 5.0% | 11.1% |
| A few times a year | 27.3% | 11.1% | 43.3% | 25.0% | 19.0% | 30.8% | 7.7% | 50.0% | 11.1% |
| Rarely | 0.0% | 22.2% | 28.3% | 12.5% | 23.8% | 34.6% | 38.5% | 25.0% | 33.3% |
| Never | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are timely | 7 | 6.71 | 1.25 | 9 | 6.56 | 2.70 | 47 | 6.19 | 2.04 | 16 | 7.06 | 2.08 | 10 | 5.90 | 2.42 | 17 | 5.47 | 2.04 | 7 | 4.57 | 0.79 | 15 | 6.27 | 1.75 | 12 | 6.25 | 1.77 |
| Include appropriate level of stakeholder involvement during preparation* | 7 | 7.29 | 1.11 | 6 | 6.33 | 1.03 | 48 | 6.08 | 2.09 | 15 | 7.27 | 1.62 | 10 | 6.40 | 2.01 | 17 | 5.47 | 2.53 | 7 | 4.29 | 1.25 | 16 | 6.50 | 1.86 | 11 | 6.82 | 2.14 |
| Lead to practical solutions | 5 | 8.00 | 1.73 | 8 | 6.50 | 2.33 | 49 | 5.98 | 1.74 | 15 | 6.67 | 1.88 | 11 | 5.91 | 1.81 | 19 | 5.84 | 2.22 | 8 | 5.12 | 2.10 | 14 | 5.93 | 1.86 | 12 | 6.83 | 1.59 |
| Are accessible (well written and easy to understand) | 5 | 5.60 | 1.52 | 8 | 5.63 | 2.07 | 49 | 6.16 | 1.91 | 16 | 7.44 | 1.63 | 10 | 6.20 | 2.20 | 21 | 6.33 | 1.80 | 6 | 4.83 | 2.56 | 15 | 6.60 | 2.13 | 14 | 6.79 | 1.76 |
| Are source of relevant information on global good practices | 7 | 8.29 | 1.50 | 8 | 6.50 | 2.45 | 46 | 7.22 | 1.81 | 16 | 8.00 | 0.73 | 11 | 7.64 | 2.01 | 18 | 7.28 | 1.60 | 8 | 5.88 | 1.36 | 15 | 7.87 | 1.41 | 13 | 7.46 | 2.03 |
| Are adequately disseminated* | 5 | 6.40 | 1.52 | 7 | 7.14 | 2.55 | 47 | 5.85 | 2.13 | 15 | 7.67 | 1.18 | 9 | 6.00 | 2.55 | 18 | 5.33 | 1.94 | 7 | 4.29 | 2.50 | 16 | 5.25 | 2.62 | 14 | 6.29 | 1.94 |
| Are translated enough into local language* | 4 | 6.50 | 3.79 | 6 | 4.83 | 1.94 | 38 | 3.42 | 1.90 | 8 | 4.00 | 3.34 | 9 | 4.33 | 2.40 | 12 | 3.33 | 2.27 | 7 | 4.57 | 2.88 | 11 | 1.82 | 1.08 | 10 | 3.70 | 1.42 |
| Are adaptable to Gambia's specific development challenges and country circumstances* | 7 | 8.29 | 1.70 | 6 | 6.67 | 1.86 | 48 | 5.83 | 2.15 | 15 | 6.47 | 1.46 | 10 | 7.10 | 2.42 | 20 | 5.30 | 2.18 | 8 | 5.63 | 2.50 | 17 | 6.47 | 1.94 | 12 | 6.92 | 1.44 |

*Significantly different between stakeholder groups

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | 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? | 8 | 9.00 | 1.20 | 8 | 7.38 | 2.13 | 54 | 6.63 | 1.88 | 15 | 6.87 | 1.60 | 16 | 7.13 | 1.96 | 23 | 6.78 | 1.81 | 11 | 6.55 | 2.25 | 20 | 6.85 | 1.73 | 12 | 7.42 | 1.78 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 6 | 8.83 | 0.75 | 8 | 8.25 | 2.32 | 52 | 7.23 | 1.70 | 16 | 7.50 | 1.27 | 16 | 6.56 | 2.45 | 21 | 7.38 | 1.24 | 9 | 7.11 | 2.26 | 18 | 7.50 | 1.47 | 15 | 7.67 | 1.72 |

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



E. Working with the World Bank Group

When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?* (Select only ONE response)

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Almost never has the right skills mix to tackle the challenges of fragility | 60.0% | 10.0% | 4.9% | 0.0% | 0.0% | 0.0% | 30.8% | 0.0% | 0.0% |
| Rarely has the right skills mix to tackle the challenges of fragility | 0.0% | 20.0% | 4.9% | 0.0% | 4.5% | 8.0% | 7.7% | 0.0% | 0.0% |
| Sometimes has the right skills mix to tackle the challenges of fragility | 0.0% | 10.0% | 34.4% | 43.8% | 18.2% | 36.0% | 23.1% | 25.0% | 22.2% |
| Almost always has the right skills mix to tackle the challenges of fragility | 0.0% | 30.0% | 27.9% | 56.3% | 50.0% | 20.0% | 0.0% | 15.0% | 33.3% |
| Don't know | 20.0% | 20.0% | 19.7% | 0.0% | 18.2% | 32.0% | 38.5% | 55.0% | 44.4% |
| Prefer not to answer | 20.0% | 10.0% | 8.2% | 0.0% | 9.1% | 4.0% | 0.0% | 5.0% | 0.0% |

*Significantly different between stakeholder groups

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly* | 4 | 3.50 | 2.52 | 8 | 5.25 | 2.92 | 50 | 4.98 | 2.62 | 16 | 7.00 | 2.31 | 14 | 2.93 | 2.34 | 16 | 4.94 | 3.02 | 6 | 4.67 | 1.75 | 12 | 4.58 | 2.97 | 10 | 4.60 | 2.12 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 7 | 7.71 | 1.89 | 9 | 7.78 | 2.28 | 54 | 7.41 | 1.77 | 16 | 7.87 | 1.31 | 18 | 7.78 | 2.07 | 18 | 7.28 | 2.42 | 10 | 6.80 | 1.62 | 15 | 6.80 | 1.70 | 14 | 7.79 | 1.76 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 6 | 7.50 | 2.26 | 8 | 6.37 | 1.77 | 50 | 6.44 | 2.07 | 16 | 7.44 | 1.93 | 16 | 5.88 | 2.99 | 16 | 5.44 | 2.56 | 6 | 6.33 | 1.63 | 13 | 6.15 | 2.08 | 10 | 5.60 | 1.51 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 4 | 6.75 | 2.22 | 8 | 6.63 | 1.60 | 41 | 5.98 | 1.99 | 15 | 7.53 | 1.36 | 13 | 6.62 | 2.90 | 12 | 6.00 | 1.54 | 5 | 6.40 | 2.61 | 12 | 6.75 | 2.18 | 9 | 7.33 | 2.06 |
| The World Bank Group's conditions on its lending are reasonable | 5 | 4.60 | 3.36 | 8 | 5.88 | 2.17 | 45 | 5.29 | 2.27 | 10 | 6.00 | 2.11 | 13 | 4.77 | 2.39 | 14 | 5.29 | 1.14 | 9 | 4.44 | 2.46 | 14 | 4.86 | 2.57 | 13 | 6.15 | 2.38 |
| The World Bank Group takes decisions quickly in Gambia* | 4 | 9.50 | 0.58 | 8 | 6.25 | 2.38 | 45 | 5.33 | 2.25 | 11 | 6.55 | 2.16 | 12 | 5.42 | 3.00 | 11 | 4.45 | 1.29 | 4 | 6.50 | 2.38 | 13 | 5.46 | 2.07 | 11 | 5.82 | 1.66 |
| Working with the World Bank Group increases Gambia's institutional capacity | 5 | 7.40 | 2.70 | 8 | 7.00 | 2.56 | 54 | 7.20 | 1.75 | 16 | 7.50 | 1.21 | 18 | 7.11 | 2.45 | 20 | 6.80 | 2.14 | 11 | 6.09 | 1.97 | 15 | 7.27 | 1.87 | 15 | 7.33 | 1.50 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 6 | 8.83 | 0.98 | 8 | 6.63 | 2.07 | 44 | 7.39 | 2.00 | 10 | 7.90 | 1.79 | 10 | 5.70 | 2.83 | 15 | 6.60 | 1.92 | 7 | 6.71 | 2.43 | 11 | 7.00 | 2.45 | 12 | 7.42 | 1.56 |

*Significantly different between stakeholder groups

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

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group is adequately staffed in Gambia?* | 3 | 8.00 | 1.73 | 8 | 6.75 | 2.25 | 35 | 5.03 | 1.90 | 12 | 4.25 | 2.01 | 6 | 5.17 | 1.72 | 11 | 5.00 | 2.19 | 3 | 5.67 | 1.16 | 8 | 3.75 | 1.67 | 10 | 4.50 | 1.58 |

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

F. The Future Role of the World Bank Group in Gambia**Which of the following SHOULD the World Bank Group do to make itself of greater value in Gambia? (Choose no more than TWO)**

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Help to bring discipline/effective supervision to implementation of World Bank Group projects* | 50.0% | 50.0% | 25.0% | 13.3% | 9.1% | 15.4% | 18.2% | 47.4% | 15.8% |
| Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 30.0% | 40.0% | 18.3% | 13.3% | 27.3% | 3.8% | 27.3% | 5.3% | 26.3% |
| Offer more innovative financial products | 10.0% | 10.0% | 13.3% | 20.0% | 0.0% | 7.7% | 9.1% | 0.0% | 21.1% |
| Offer more innovative knowledge services | 0.0% | 0.0% | 1.7% | 13.3% | 0.0% | 0.0% | 9.1% | 10.5% | 5.3% |
| Collaborate more effectively with Government clients* | 10.0% | 0.0% | 21.7% | 20.0% | 50.0% | 11.5% | 9.1% | 21.1% | 10.5% |
| Work faster | 0.0% | 0.0% | 1.7% | 6.7% | 0.0% | 3.8% | 0.0% | 5.3% | 5.3% |
| Increase the level of capacity development in the country | 10.0% | 20.0% | 26.7% | 20.0% | 31.8% | 26.9% | 45.5% | 15.8% | 36.8% |
| Leverage the private sector more* | 40.0% | 0.0% | 15.0% | 33.3% | 0.0% | 46.2% | 27.3% | 21.1% | 15.8% |
| Reduce the complexity of obtaining World Bank Group financing | 30.0% | 20.0% | 23.3% | 13.3% | 4.5% | 3.8% | 9.1% | 15.8% | 15.8% |
| Ensure greater selectivity in its work* | 10.0% | 20.0% | 0.0% | 6.7% | 4.5% | 0.0% | 0.0% | 10.5% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on Gambia's economy | 0.0% | 10.0% | 8.3% | 6.7% | 4.5% | 7.7% | 9.1% | 15.8% | 10.5% |
| Improve the competitiveness of its financing compared to markets | 0.0% | 10.0% | 6.7% | 0.0% | 4.5% | 3.8% | 0.0% | 5.3% | 5.3% |
| Work more with civil society and beneficiary representatives | 0.0% | 10.0% | 13.3% | 6.7% | 31.8% | 26.9% | 36.4% | 5.3% | 10.5% |
| Improve the quality of its experts as related to Gambia's specific challenges | 0.0% | 0.0% | 8.3% | 6.7% | 13.6% | 7.7% | 0.0% | 10.5% | 0.0% |
| Work more with private sector* | 0.0% | 0.0% | 6.7% | 0.0% | 4.5% | 23.1% | 0.0% | 0.0% | 0.0% |
| Increase the level of World Bank Group staffing in Gambia's office | 0.0% | 10.0% | 3.3% | 6.7% | 4.5% | 3.8% | 0.0% | 10.5% | 5.3% |
| Other | 0.0% | 0.0% | 0.0% | 6.7% | 9.1% | 3.8% | 0.0% | 0.0% | 10.5% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Financial services | 60.0% | 60.0% | 31.7% | 6.3% | 18.2% | 24.0% | 30.8% | 15.0% | 36.8% |
| Knowledge products | 10.0% | 20.0% | 11.7% | 18.8% | 13.6% | 16.0% | 38.5% | 25.0% | 15.8% |
| Convening services | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| None of the above | 0.0% | 0.0% | 1.7% | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| The combination is appropriate for Gambia | 0.0% | 20.0% | 48.3% | 62.5% | 63.6% | 36.0% | 30.8% | 55.0% | 26.3% |
| Don't know | 30.0% | 0.0% | 6.7% | 6.3% | 4.5% | 24.0% | 0.0% | 5.0% | 21.1% |

*Significantly different between stakeholder groups

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Organize more joint meetings and missions with the UN* | 72.7% | 77.8% | 41.7% | 62.5% | 27.3% | 15.4% | 53.8% | 27.8% | 63.2% |
| Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged* | 36.4% | 66.7% | 63.3% | 37.5% | 68.2% | 57.7% | 15.4% | 83.3% | 57.9% |
| Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages | 45.5% | 55.6% | 55.0% | 62.5% | 36.4% | 50.0% | 69.2% | 50.0% | 52.6% |
| Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing | 27.3% | 55.6% | 45.0% | 50.0% | 63.6% | 42.3% | 46.2% | 50.0% | 47.4% |
| Share more information about the World Bank Group's activities, products, and knowledge | 36.4% | 22.2% | 18.3% | 12.5% | 31.8% | 15.4% | 23.1% | 27.8% | 36.8% |
| Involve UN experts to a greater degree in World Bank Group activities* | 36.4% | 0.0% | 26.7% | 6.3% | 50.0% | 23.1% | 15.4% | 11.1% | 15.8% |
| Other | 0.0% | 0.0% | 1.7% | 0.0% | 4.5% | 11.5% | 0.0% | 0.0% | 5.3% |

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Gambia? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Social cohesion | 37.5% | 14.3% | 7.0% | 18.8% | 15.8% | 8.7% | 10.0% | 0.0% | 15.8% |
| Public financial management | 50.0% | 85.7% | 56.1% | 75.0% | 47.4% | 56.5% | 70.0% | 68.4% | 57.9% |
| Reducing gender based violence | 0.0% | 0.0% | 7.0% | 0.0% | 5.3% | 4.3% | 0.0% | 5.3% | 5.3% |
| Crisis preparedness | 12.5% | 0.0% | 3.5% | 0.0% | 5.3% | 4.3% | 20.0% | 0.0% | 10.5% |
| Crisis response | 0.0% | 14.3% | 5.3% | 0.0% | 5.3% | 8.7% | 0.0% | 0.0% | 5.3% |
| Access to justice systems | 12.5% | 14.3% | 12.3% | 6.3% | 5.3% | 8.7% | 0.0% | 5.3% | 0.0% |
| Security reform | 0.0% | 14.3% | 15.8% | 12.5% | 36.8% | 8.7% | 10.0% | 15.8% | 26.3% |
| Conflict resolution mechanisms* | 37.5% | 0.0% | 3.5% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 5.3% |
| Support domestic resource mobilization | 37.5% | 14.3% | 19.3% | 18.8% | 15.8% | 43.5% | 20.0% | 42.1% | 21.1% |
| Access to basic services | 12.5% | 28.6% | 50.9% | 56.3% | 42.1% | 60.9% | 30.0% | 36.8% | 63.2% |
| Capacity of state institutions | 25.0% | 42.9% | 24.6% | 43.8% | 26.3% | 21.7% | 40.0% | 47.4% | 21.1% |
| Jobs | 0.0% | 14.3% | 22.8% | 31.3% | 5.3% | 17.4% | 0.0% | 21.1% | 10.5% |
| Improving livelihoods | 25.0% | 28.6% | 29.8% | 18.8% | 42.1% | 26.1% | 10.0% | 10.5% | 5.3% |
| Food security | 0.0% | 28.6% | 19.3% | 12.5% | 36.8% | 13.0% | 10.0% | 15.8% | 21.1% |
| Social safety nets | 25.0% | 0.0% | 12.3% | 6.3% | 5.3% | 4.3% | 10.0% | 26.3% | 15.8% |
| Stimulating dialogue to promote peace and stability | 0.0% | 0.0% | 7.0% | 0.0% | 5.3% | 4.3% | 10.0% | 0.0% | 10.5% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Social cohesion | 28.6% | 28.6% | 18.2% | 6.7% | 5.3% | 12.5% | 22.2% | 29.4% | 18.8% |
| Public financial management | 14.3% | 28.6% | 16.4% | 13.3% | 21.1% | 8.3% | 11.1% | 23.5% | 31.3% |
| Reducing gender based violence* | 42.9% | 0.0% | 14.5% | 0.0% | 15.8% | 8.3% | 11.1% | 0.0% | 0.0% |
| Crisis preparedness | 0.0% | 0.0% | 9.1% | 20.0% | 21.1% | 8.3% | 0.0% | 11.8% | 6.3% |
| Crisis response | 0.0% | 14.3% | 5.5% | 6.7% | 15.8% | 20.8% | 0.0% | 5.9% | 12.5% |
| Access to justice systems | 14.3% | 14.3% | 14.5% | 33.3% | 10.5% | 25.0% | 11.1% | 23.5% | 12.5% |
| Security reform | 14.3% | 28.6% | 25.5% | 46.7% | 31.6% | 16.7% | 44.4% | 41.2% | 37.5% |
| Conflict resolution mechanisms | 0.0% | 0.0% | 5.5% | 0.0% | 0.0% | 12.5% | 0.0% | 5.9% | 6.3% |
| Support domestic resource mobilization | 14.3% | 28.6% | 21.8% | 33.3% | 21.1% | 8.3% | 11.1% | 11.8% | 25.0% |
| Access to basic services | 14.3% | 14.3% | 18.2% | 13.3% | 31.6% | 45.8% | 44.4% | 41.2% | 18.8% |
| Capacity of state institutions | 0.0% | 14.3% | 25.5% | 26.7% | 26.3% | 25.0% | 22.2% | 11.8% | 12.5% |
| Jobs | 0.0% | 14.3% | 14.5% | 13.3% | 31.6% | 20.8% | 11.1% | 11.8% | 18.8% |
| Improving livelihoods | 42.9% | 42.9% | 29.1% | 26.7% | 15.8% | 16.7% | 44.4% | 17.6% | 31.3% |
| Food security | 42.9% | 42.9% | 38.2% | 33.3% | 15.8% | 29.2% | 33.3% | 35.3% | 56.3% |
| Social safety nets | 14.3% | 28.6% | 9.1% | 13.3% | 5.3% | 12.5% | 0.0% | 5.9% | 6.3% |
| Stimulating dialogue to promote peace and stability | 0.0% | 0.0% | 25.5% | 6.7% | 31.6% | 25.0% | 11.1% | 17.6% | 6.3% |

*Significantly different between stakeholder groups

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

To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree)

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|---|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Social cohesion | 7 | 4.43 | 2.82 | 8 | 5.75 | 2.44 | 33 | 5.48 | 1.89 | 11 | 6.18 | 1.83 | 9 | 5.22 | 3.56 | 8 | 4.50 | 3.16 | 7 | 5.29 | 2.14 | 7 | 5.71 | 1.60 | 11 | 5.73 | 1.95 |
| Public financial management | 7 | 8.43 | 1.51 | 8 | 6.75 | 1.91 | 50 | 7.02 | 1.77 | 14 | 6.79 | 1.63 | 10 | 6.90 | 2.42 | 17 | 7.53 | 2.04 | 9 | 6.89 | 1.54 | 14 | 7.29 | 1.86 | 14 | 7.64 | 1.65 |
| Reducing gender based violence | 7 | 7.71 | 0.76 | 7 | 6.43 | 1.99 | 41 | 5.56 | 1.70 | 8 | 6.13 | 1.46 | 11 | 5.73 | 1.79 | 9 | 7.11 | 2.57 | 5 | 6.40 | 2.88 | 8 | 6.50 | 1.85 | 9 | 5.44 | 1.74 |
| Crisis preparedness | 7 | 6.57 | 2.70 | 7 | 6.29 | 2.22 | 40 | 5.95 | 1.57 | 6 | 5.67 | 2.07 | 8 | 5.88 | 2.36 | 11 | 6.82 | 2.60 | 5 | 6.20 | 3.35 | 6 | 6.50 | 0.84 | 10 | 6.40 | 2.07 |
| Crisis response | 7 | 6.29 | 3.20 | 7 | 6.14 | 1.86 | 41 | 6.07 | 1.86 | 7 | 5.71 | 1.80 | 7 | 5.71 | 2.87 | 13 | 5.92 | 2.84 | 5 | 7.40 | 1.82 | 7 | 5.86 | 1.22 | 8 | 6.13 | 2.17 |
| Access to justice systems | 5 | 6.80 | 1.92 | 8 | 6.38 | 2.20 | 35 | 5.14 | 1.88 | 10 | 5.90 | 1.79 | 9 | 5.67 | 2.24 | 7 | 6.29 | 2.75 | 5 | 6.60 | 3.21 | 7 | 5.71 | 1.89 | 9 | 6.33 | 2.06 |
| Security reform | 5 | 8.20 | 1.48 | 7 | 6.71 | 2.14 | 40 | 5.28 | 2.14 | 9 | 5.78 | 2.22 | 11 | 5.64 | 2.62 | 8 | 6.25 | 2.82 | 5 | 6.80 | 2.78 | 7 | 6.57 | 2.37 | 11 | 5.82 | 2.04 |
| Conflict resolution mechanisms* | 5 | 8.40 | 1.14 | 7 | 6.86 | 2.19 | 39 | 5.33 | 1.77 | 9 | 5.22 | 1.92 | 10 | 4.70 | 2.54 | 9 | 6.44 | 3.32 | 5 | 6.80 | 2.78 | 7 | 5.71 | 1.80 | 10 | 5.60 | 1.96 |
| Support domestic resource mobilization* | 7 | 8.86 | 1.46 | 8 | 6.38 | 2.20 | 47 | 6.02 | 2.05 | 9 | 6.11 | 2.37 | 12 | 5.25 | 2.01 | 15 | 5.87 | 2.36 | 7 | 6.71 | 2.98 | 12 | 5.58 | 1.68 | 14 | 6.64 | 2.02 |
| Access to basic services* | 7 | 9.00 | 1.00 | 9 | 7.00 | 1.41 | 48 | 6.52 | 1.71 | 15 | 8.27 | 1.44 | 14 | 6.93 | 1.94 | 18 | 6.44 | 2.18 | 9 | 7.22 | 2.17 | 11 | 7.27 | 1.90 | 15 | 7.53 | 2.00 |
| Capacity of state institutions | 7 | 5.71 | 3.55 | 9 | 6.56 | 1.81 | 49 | 6.10 | 1.58 | 12 | 7.25 | 1.06 | 10 | 6.60 | 2.46 | 15 | 7.33 | 1.50 | 9 | 7.00 | 2.18 | 13 | 7.00 | 1.73 | 12 | 6.75 | 1.87 |
| Jobs | 6 | 4.83 | 3.06 | 7 | 6.14 | 2.97 | 44 | 5.64 | 2.20 | 11 | 6.00 | 2.10 | 10 | 4.30 | 1.64 | 14 | 5.07 | 2.20 | 7 | 4.86 | 3.02 | 10 | 5.60 | 1.96 | 12 | 5.75 | 2.14 |
| Improving livelihoods | 6 | 6.33 | 3.39 | 9 | 6.44 | 2.01 | 53 | 5.98 | 2.04 | 13 | 7.46 | 1.45 | 13 | 5.00 | 2.12 | 16 | 6.56 | 2.45 | 7 | 5.14 | 2.27 | 9 | 6.89 | 1.90 | 12 | 6.67 | 2.06 |
| Food security | 6 | 7.17 | 0.98 | 9 | 6.67 | 2.12 | 47 | 5.94 | 1.79 | 12 | 6.42 | 1.73 | 13 | 5.46 | 2.60 | 15 | 6.60 | 2.10 | 8 | 5.13 | 1.55 | 9 | 6.67 | 1.32 | 13 | 6.69 | 1.93 |
| Social safety nets | 7 | 7.29 | 1.89 | 7 | 6.14 | 2.41 | 44 | 5.45 | 1.81 | 10 | 5.80 | 2.53 | 9 | 4.67 | 2.24 | 11 | 4.91 | 2.07 | 4 | 5.00 | 1.83 | 8 | 6.13 | 1.73 | 11 | 5.91 | 2.12 |
| Stimulating dialogue to promote peace and stability | 7 | 7.14 | 3.67 | 8 | 7.25 | 2.44 | 44 | 5.32 | 1.93 | 10 | 5.70 | 1.95 | 10 | 4.70 | 2.21 | 11 | 5.64 | 3.04 | 5 | 3.80 | 1.92 | 7 | 6.57 | 1.81 | 10 | 6.50 | 2.42 |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Gambia?*

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|-----------------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| | | | | | | | | | |
| Never | 69.2% | 33.3% | 20.0% | 0.0% | 42.9% | 46.2% | 50.0% | 21.1% | 10.5% |
| Less than once a year | 7.7% | 11.1% | 11.7% | 0.0% | 23.8% | 7.7% | 16.7% | 10.5% | 21.1% |
| Once a year to a few times a year | 7.7% | 33.3% | 56.7% | 26.7% | 28.6% | 46.2% | 33.3% | 57.9% | 57.9% |
| Less than once a month | 0.0% | 11.1% | 1.7% | 13.3% | 4.8% | 0.0% | 0.0% | 10.5% | 0.0% |
| At least once a month | 15.4% | 11.1% | 8.3% | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% | 10.5% |
| At least once a week | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

How much face-to-face access would you like to have with the World Bank Group in Gambia (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| I prefer more frequent interactions with the WBG | 75.0% | 80.0% | 66.7% | 66.7% | 95.5% | 70.8% | 83.3% | 73.7% | 73.7% |
| I prefer the frequency of my interactions with the WBG to be just about the same as they are currently | 25.0% | 10.0% | 23.3% | 26.7% | 0.0% | 8.3% | 8.3% | 10.5% | 21.1% |
| I prefer less frequent interactions with the WBG | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% |
| I prefer to have no face to face interactions with the WBG | 0.0% | 0.0% | 1.7% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 5.3% |
| Prefer not to answer | 0.0% | 10.0% | 5.0% | 6.7% | 4.5% | 12.5% | 8.3% | 10.5% | 0.0% |

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Local radio* | 61.5% | 20.0% | 25.4% | 12.5% | 45.5% | 15.4% | 41.7% | 0.0% | 31.6% |
| International radio | 15.4% | 10.0% | 3.2% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% |
| Social media | 15.4% | 40.0% | 23.8% | 25.0% | 22.7% | 3.8% | 16.7% | 25.0% | 15.8% |
| International newspapers | 7.7% | 10.0% | 4.8% | 0.0% | 4.5% | 0.0% | 16.7% | 0.0% | 10.5% |
| Local television | 23.1% | 40.0% | 15.9% | 31.3% | 31.8% | 19.2% | 33.3% | 35.0% | 5.3% |
| Internet* | 30.8% | 10.0% | 46.0% | 62.5% | 9.1% | 73.1% | 33.3% | 40.0% | 42.1% |
| Periodicals | 15.4% | 0.0% | 6.3% | 6.3% | 4.5% | 3.8% | 8.3% | 10.0% | 10.5% |
| International television | 0.0% | 0.0% | 4.8% | 6.3% | 0.0% | 11.5% | 16.7% | 0.0% | 5.3% |
| Local newspapers* | 15.4% | 30.0% | 47.6% | 56.3% | 68.2% | 53.8% | 16.7% | 50.0% | 52.6% |
| Other | 0.0% | 20.0% | 7.9% | 0.0% | 9.1% | 0.0% | 0.0% | 5.0% | 15.8% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| World Bank Group's publications and other written materials | 69.2% | 50.0% | 44.8% | 50.0% | 33.3% | 36.0% | 33.3% | 55.0% | 42.1% |
| e-Newsletters* | 0.0% | 20.0% | 17.2% | 31.3% | 14.3% | 48.0% | 41.7% | 5.0% | 52.6% |
| World Bank Group's seminars/workshops/conferences* | 15.4% | 60.0% | 36.2% | 37.5% | 38.1% | 28.0% | 16.7% | 80.0% | 36.8% |
| Mobile phones | 0.0% | 10.0% | 8.6% | 0.0% | 14.3% | 8.0% | 0.0% | 0.0% | 0.0% |
| Direct contact with World Bank Group | 30.8% | 20.0% | 22.4% | 6.3% | 28.6% | 4.0% | 33.3% | 15.0% | 21.1% |
| World Bank Group's website | 53.8% | 10.0% | 41.4% | 50.0% | 38.1% | 36.0% | 33.3% | 20.0% | 26.3% |
| Social media | 15.4% | 30.0% | 20.7% | 6.3% | 19.0% | 12.0% | 16.7% | 5.0% | 5.3% |
| Other | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% | 8.0% | 0.0% | 0.0% | 5.3% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Yes | 23.1% | 40.0% | 26.8% | 46.2% | 0.0% | 16.0% | 18.2% | 30.0% | 29.4% |
| No | 76.9% | 60.0% | 73.2% | 53.8% | 100.0% | 84.0% | 81.8% | 70.0% | 70.6% |

Do you have reliable access to the Internet?*

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Yes | 30.8% | 70.0% | 83.3% | 80.0% | 45.5% | 100.0% | 83.3% | 80.0% | 83.3% |
| No | 69.2% | 30.0% | 16.7% | 20.0% | 54.5% | 0.0% | 16.7% | 20.0% | 16.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Yes | 61.5% | 60.0% | 67.8% | 100.0% | 9.1% | 80.0% | 33.3% | 75.0% | 38.9% |
| No | 38.5% | 40.0% | 32.2% | 0.0% | 90.9% | 20.0% | 66.7% | 25.0% | 61.1% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Yes | 23.1% | 20.0% | 15.5% | 26.7% | 4.8% | 16.0% | 16.7% | 20.0% | 16.7% |
| No | 76.9% | 80.0% | 84.5% | 73.3% | 95.2% | 84.0% | 83.3% | 80.0% | 83.3% |

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|--------|------------------------------------|-------|
| High speed/WiFi | 90.9% | 100.0% | 88.0% | 86.7% | 80.0% | 96.0% | 100.0% | 75.0% | 85.7% |
| Dial-up | 9.1% | 0.0% | 12.0% | 13.3% | 20.0% | 4.0% | 0.0% | 25.0% | 14.3% |

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

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?*

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Weekly | 54.5% | 20.0% | 8.6% | 25.0% | 4.5% | 3.8% | 27.3% | 5.3% | 10.5% |
| Monthly | 27.3% | 20.0% | 6.9% | 37.5% | 0.0% | 11.5% | 0.0% | 10.5% | 10.5% |
| A few times a year | 9.1% | 0.0% | 37.9% | 31.3% | 9.1% | 50.0% | 9.1% | 47.4% | 26.3% |
| Rarely | 0.0% | 30.0% | 29.3% | 6.3% | 27.3% | 19.2% | 18.2% | 15.8% | 26.3% |
| Never | 9.1% | 30.0% | 17.2% | 0.0% | 59.1% | 15.4% | 45.5% | 21.1% | 26.3% |

*Significantly different between stakeholder groups

Please rate how much you agree with the following statements.

| | Office of the President/Prime Minister/Minister | | | Office of Parliamentarian | | | Employee of a Ministry | | | PIU/Consultant on WBG Project | | | Local Government | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Independent Government Institution | | | Other | | |
|--|---|------|------|---------------------------|------|------|------------------------|------|------|-------------------------------|------|------|------------------|------|------|--|------|------|-----|------|------|------------------------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate.* | 3 | 4.67 | 2.08 | 4 | 7.00 | 3.16 | 14 | 8.14 | 1.17 | 6 | 7.67 | 1.37 | 0 | 0.00 | . | 4 | 6.25 | 2.22 | 1 | 4.00 | . | 5 | 8.20 | 1.64 | 4 | 8.75 | 1.89 |
| I find the information on the World Bank Group's websites useful.* | 3 | 6.67 | 1.53 | 3 | 6.33 | 2.08 | 14 | 8.43 | 1.09 | 6 | 9.17 | 0.98 | 0 | 0.00 | . | 4 | 7.00 | 1.16 | 1 | 8.00 | . | 6 | 8.50 | 1.52 | 5 | 8.40 | 1.82 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 5 | 8.40 | 1.52 | 4 | 8.00 | 0.82 | 28 | 7.00 | 2.18 | 4 | 8.75 | 1.50 | 8 | 7.63 | 3.66 | 10 | 8.30 | 1.64 | 3 | 8.67 | 1.53 | 6 | 7.00 | 2.97 | 5 | 8.20 | 1.30 |

*Significantly different between stakeholder groups

H. Background Information

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Yes | 83.3% | 30.0% | 41.9% | 75.0% | 10.0% | 28.0% | 38.5% | 33.3% | 36.8% |
| No | 16.7% | 70.0% | 58.1% | 25.0% | 90.0% | 72.0% | 61.5% | 66.7% | 63.2% |

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| The World Bank (IDA) | 100.0% | 50.0% | 64.0% | 93.3% | 33.3% | 36.4% | 70.0% | 78.6% | 35.3% |
| The International Finance Corporation (IFC) | 0.0% | 0.0% | 12.0% | 0.0% | 0.0% | 31.8% | 0.0% | 0.0% | 29.4% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% |
| Other | 0.0% | 50.0% | 24.0% | 6.7% | 66.7% | 31.8% | 30.0% | 21.4% | 29.4% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Yes | 66.7% | 30.0% | 20.0% | 0.0% | 17.6% | 8.3% | 36.4% | 26.7% | 11.8% |
| No | 33.3% | 70.0% | 80.0% | 100.0% | 82.4% | 91.7% | 63.6% | 73.3% | 88.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|--------|
| The two institutions work well together | 87.5% | 100.0% | 36.4% | 0.0% | 33.3% | 0.0% | 75.0% | 75.0% | 100.0% |
| The way the two institutions work together needs improvement | 0.0% | 0.0% | 63.6% | 0.0% | 33.3% | 0.0% | 25.0% | 25.0% | 0.0% |
| Don't know | 12.5% | 0.0% | 0.0% | 0.0% | 33.3% | 100.0% | 0.0% | 0.0% | 0.0% |
| The two institutions work well together | 87.5% | 100.0% | 36.4% | 0.0% | 33.3% | 0.0% | 75.0% | 75.0% | 100.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|--|---|---------------------------|------------------------|-------------------------------|------------------|--|-------|------------------------------------|-------|
| Observer* | 58.3% | 22.2% | 15.8% | 6.3% | 25.0% | 23.8% | 41.7% | 15.8% | 27.8% |
| Use World Bank Group reports/data | 16.7% | 22.2% | 26.3% | 6.3% | 16.7% | 14.3% | 25.0% | 36.8% | 16.7% |
| Engage in World Bank Group related/sponsored events/activities | 16.7% | 44.4% | 45.6% | 56.3% | 41.7% | 33.3% | 41.7% | 26.3% | 50.0% |
| Collaborate as part of my professional duties | 41.7% | 44.4% | 38.6% | 68.8% | 33.3% | 42.9% | 25.0% | 36.8% | 38.9% |
| Use World Bank Group website for information, data, research, etc. | 41.7% | 11.1% | 29.8% | 31.3% | 8.3% | 33.3% | 16.7% | 26.3% | 11.1% |

*Significantly different between stakeholder groups

**H. Background Information (continued)**

Which best represents your geographic location?*

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PIU/Consultant on WBG project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Independent Government Institution | Other |
|---------------------------|---|------------------------------|---------------------------|----------------------------------|---------------------|--|-------|--|-------|
| Banjul | 69.2% | 30.0% | 40.3% | 56.3% | 18.2% | 64.0% | 83.3% | 42.1% | 70.6% |
| Lower River | 0.0% | 20.0% | 0.0% | 0.0% | 13.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Central River | 7.7% | 10.0% | 1.6% | 0.0% | 13.6% | 0.0% | 0.0% | 0.0% | 5.9% |
| North Bank | 7.7% | 10.0% | 4.8% | 0.0% | 18.2% | 4.0% | 0.0% | 5.3% | 0.0% |
| Upper River | 0.0% | 10.0% | 4.8% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| West Coast | 15.4% | 20.0% | 48.4% | 43.8% | 31.8% | 32.0% | 16.7% | 52.6% | 23.5% |

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁵

● Banjul N=110 ● North Bank/Lower River/Central River/Upper River N=30 ● West Coast N=74

B. Overall Attitudes toward the World Bank Group

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|--|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Gambia | 99 | 6.26 | 2.17 | 28 | 6.14 | 2.40 | 67 | 6.43 | 2.12 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|---|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Gambia | 91 | 6.77 | 2.25 | 26 | 6.88 | 2.52 | 65 | 7.29 | 2.00 |
| The World Bank Group's work is aligned with what I consider the development priorities for Gambia | 91 | 6.92 | 2.05 | 25 | 6.64 | 1.85 | 65 | 6.91 | 2.13 |

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

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

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|--|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs | 87 | 6.18 | 1.81 | 26 | 5.58 | 1.72 | 61 | 6.36 | 2.14 |
| Flexibility (in terms of the institution's products and services) | 79 | 5.67 | 1.64 | 24 | 4.87 | 1.94 | 49 | 5.45 | 2.34 |
| Flexibility (in terms of changing country circumstances) | 77 | 6.12 | 2.01 | 23 | 5.43 | 1.59 | 50 | 5.92 | 2.12 |
| Being inclusive | 80 | 6.39 | 1.87 | 20 | 5.15 | 2.01 | 49 | 6.29 | 2.30 |
| Openness (sharing data and other information) | 74 | 7.00 | 1.99 | 23 | 6.35 | 2.10 | 57 | 6.75 | 2.56 |
| Collaboration with the Government | 86 | 7.64 | 1.80 | 25 | 7.60 | 1.68 | 62 | 7.92 | 1.72 |
| The speed in which it gets things accomplished on the ground | 77 | 6.10 | 1.94 | 24 | 5.00 | 2.06 | 56 | 5.96 | 2.49 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 79 | 6.59 | 1.85 | 23 | 6.48 | 2.02 | 55 | 7.20 | 2.26 |
| Collaboration with civil society | 67 | 5.82 | 2.00 | 23 | 5.87 | 1.96 | 55 | 5.69 | 2.27 |
| Staff accessibility | 74 | 5.96 | 2.16 | 22 | 4.91 | 1.93 | 51 | 6.12 | 2.52 |
| Collaboration with other donors and development partners | 72 | 7.17 | 1.90 | 20 | 6.60 | 2.19 | 55 | 6.82 | 2.04 |
| Collaboration with the private sector | 69 | 6.16 | 2.06 | 20 | 5.75 | 1.59 | 46 | 5.65 | 2.17 |
| Collaboration with the UN | 60 | 7.75 | 1.78 | 19 | 7.68 | 1.70 | 41 | 7.54 | 1.73 |
| Straightforwardness and honesty | 71 | 7.27 | 1.90 | 20 | 7.95 | 1.73 | 50 | 7.84 | 1.85 |
| Treating clients and stakeholders in Gambia with respect | 79 | 7.51 | 1.88 | 20 | 7.55 | 2.11 | 54 | 7.61 | 2.29 |
| Being a long-term partner | 84 | 8.49 | 1.49 | 28 | 8.25 | 1.53 | 60 | 8.65 | 1.60 |

¹⁵ 214 respondents provided information about their geographic location (question H10 in the questionnaire).

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

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|--|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Gambia? | 89 | 6.84 | 1.71 | 23 | 6.87 | 1.87 | 63 | 6.92 | 1.82 |

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

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|---|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Gambia? | 86 | 7.29 | 1.89 | 21 | 7.10 | 2.07 | 59 | 6.85 | 1.87 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|---|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Gambia | 82 | 5.96 | 1.88 | 23 | 6.48 | 2.13 | 57 | 5.96 | 2.15 |
| The World Bank Group meets Gambia's needs for knowledge services | 81 | 5.86 | 1.93 | 24 | 6.54 | 2.15 | 53 | 5.64 | 1.87 |

D. The World Bank Group's Knowledge Work and Activities**In Gambia, 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)

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|---|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are adaptable to Gambia's specific development challenges and country circumstances | 83 | 6.52 | 2.17 | 16 | 6.31 | 1.85 | 54 | 6.00 | 2.20 |

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|--|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 92 | 7.13 | 1.84 | 24 | 6.92 | 2.17 | 60 | 6.95 | 1.83 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 85 | 7.64 | 1.57 | 24 | 7.38 | 2.39 | 60 | 7.30 | 1.71 |

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements?** *(1-Strongly disagree, 10-Strongly agree)*

| | Banjul | | | North Bank/Lower River/Central River/Upper River | | | West Coast | | |
|--|--------|------|------|--|------|------|------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank Group takes decisions quickly in Gambia | 60 | 6.17 | 2.29 | 16 | 5.38 | 2.13 | 49 | 5.43 | 2.37 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 70 | 7.51 | 1.68 | 16 | 6.50 | 2.39 | 44 | 6.89 | 2.42 |



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY18 Gambia COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Gambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gambia?”

- Collaborating with the WBG N=89 ● Not collaborating with the WBG N=118

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 Gambia?* | 89 | 6.02 | 2.45 | 116 | 4.89 | 2.39 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Gambia* | 88 | 6.69 | 2.13 | 100 | 6.03 | 2.17 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared to help Gambia solve its most complicated development challenges? | 81 | 7.05 | 2.10 | 88 | 6.77 | 2.04 |

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

¹⁶ Only 207 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not collaborating with the WBG |
|---|-------------------------------|-----------------------------------|
| Social protection | 7.0% | 10.0% |
| Gender equity | 7.0% | 8.0% |
| Private sector development | 13.0% | 17.0% |
| Education | 21.0% | 28.0% |
| Public sector governance/reform | 38.0% | 39.0% |
| Energy | 28.0% | 21.0% |
| Water and sanitation | 1.0% | 3.0% |
| Pollution | 2.0% | 1.0% |
| Job creation/employment | 19.0% | 27.0% |
| Health system reform | 10.0% | 18.0% |
| Tourism | 3.0% | 1.0% |
| Financial markets | 3.0% | 2.0% |
| Security reform* | 1.0% | 9.0% |
| Global/regional integration | 0.0% | 1.0% |
| Food security | 6.0% | 8.0% |
| Urban development | 0.0% | 3.0% |
| Gender based violence | 0.0% | 0.0% |
| Transport | 17.0% | 10.0% |
| Agriculture and rural development | 39.0% | 39.0% |
| Trade and exports | 9.0% | 6.0% |
| Crime and violence | 1.0% | 1.0% |
| Natural resource management | 3.0% | 2.0% |
| Judiciary reform* | 4.0% | 0.0% |
| Economic growth | 12.0% | 13.0% |
| Disaster risk management* | 4.0% | 0.0% |
| Equality of opportunity* | 8.0% | 1.0% |
| Communicable diseases | 1.0% | 1.0% |
| Local governance and institutions | 3.0% | 10.0% |
| Information and communications technology | 3.0% | 2.0% |
| Social cohesion | 0.0% | 0.0% |
| Climate change | 2.0% | 3.0% |
| Poverty reduction | 8.0% | 10.0% |
| Anti corruption | 7.0% | 4.0% |

*Significantly different between collaborators and non-collaborators

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---------------------------------------|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Investment Project Financing (IPF) | 52 | 6.21 | 2.30 | 54 | 6.26 | 2.06 |
| Development Policy Financing (DPF) | 52 | 6.90 | 1.94 | 61 | 6.38 | 1.95 |
| Program-for-Results Financing (PforR) | 45 | 6.98 | 1.89 | 44 | 6.86 | 2.17 |
| Trust funds and grants* | 59 | 6.95 | 1.87 | 54 | 6.02 | 2.27 |
| MIGA Guarantees | 33 | 6.64 | 2.25 | 28 | 5.86 | 1.98 |
| IFC Investment Services | 40 | 6.28 | 2.26 | 30 | 6.10 | 2.07 |
| IFC Advisory Services | 41 | 6.83 | 2.46 | 29 | 5.90 | 2.32 |

*Significantly different between collaborators and non-collaborators

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

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Gambia | 81 | 7.06 | 2.09 | 95 | 6.91 | 2.33 |
| The World Bank Group's work is aligned with what I consider the development priorities for Gambia* | 78 | 7.23 | 1.77 | 96 | 6.57 | 2.15 |

*Significantly different between collaborators and non-collaborators

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs | 79 | 6.34 | 1.99 | 94 | 6.04 | 1.83 |
| Flexibility (in terms of the institution's products and services)* | 71 | 6.03 | 1.82 | 78 | 5.08 | 1.98 |
| Flexibility (in terms of changing country circumstances)* | 70 | 6.59 | 2.05 | 78 | 5.54 | 1.82 |
| Being inclusive* | 74 | 6.57 | 1.76 | 73 | 5.81 | 2.18 |
| Openness (sharing data and other information)* | 68 | 7.44 | 2.08 | 83 | 6.46 | 2.18 |
| Collaboration with the Government | 74 | 7.85 | 1.73 | 97 | 7.71 | 1.70 |
| The speed in which it gets things accomplished on the ground* | 74 | 6.53 | 2.13 | 81 | 5.44 | 2.06 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 70 | 6.87 | 1.89 | 85 | 6.75 | 2.12 |
| Collaboration with civil society | 62 | 6.15 | 2.08 | 80 | 5.53 | 2.12 |
| Staff accessibility* | 68 | 6.88 | 2.02 | 77 | 5.16 | 2.20 |
| Collaboration with other donors and development partners | 68 | 7.07 | 1.96 | 76 | 6.95 | 2.08 |
| Collaboration with the private sector | 65 | 6.18 | 1.99 | 68 | 5.72 | 2.12 |
| Collaboration with the UN | 55 | 7.67 | 1.86 | 64 | 7.73 | 1.61 |
| Straightforwardness and honesty | 67 | 7.64 | 1.73 | 73 | 7.45 | 1.95 |
| Treating clients and stakeholders in Gambia with respect* | 73 | 7.89 | 1.74 | 80 | 7.21 | 2.23 |
| Being a long-term partner | 76 | 8.71 | 1.36 | 95 | 8.36 | 1.63 |

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In Gambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (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 |
| Gender | 65 | 6.32 | 1.98 | 73 | 6.41 | 2.11 |
| The impact of climate change | 60 | 6.33 | 1.72 | 72 | 6.14 | 2.25 |

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

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection | 49 | 5.59 | 2.27 | 43 | 4.79 | 2.12 |
| Gender equity | 55 | 6.44 | 2.08 | 65 | 6.26 | 2.02 |
| Private sector development | 56 | 5.66 | 2.03 | 61 | 4.98 | 2.19 |
| Education | 64 | 7.44 | 1.71 | 83 | 7.52 | 2.00 |
| Public sector governance/reform* | 66 | 7.12 | 1.52 | 75 | 6.52 | 1.88 |
| Global/regional integration | 46 | 6.35 | 2.08 | 49 | 5.88 | 1.88 |
| Food security | 59 | 6.44 | 1.86 | 68 | 6.26 | 2.06 |
| Energy* | 61 | 7.07 | 1.80 | 68 | 5.90 | 2.17 |
| Water and sanitation* | 55 | 6.69 | 1.68 | 65 | 5.97 | 2.17 |
| Job creation/employment* | 56 | 5.73 | 2.07 | 60 | 4.82 | 1.66 |
| Health system reform | 53 | 6.04 | 2.19 | 60 | 5.85 | 1.98 |
| Financial markets | 39 | 5.62 | 2.03 | 38 | 5.05 | 2.08 |
| Transport | 50 | 5.42 | 2.38 | 58 | 5.57 | 2.11 |
| Agriculture and rural development | 59 | 6.37 | 1.64 | 80 | 6.11 | 1.97 |
| Natural resource management | 49 | 6.22 | 2.12 | 50 | 5.66 | 2.15 |
| Climate change | 50 | 6.30 | 1.94 | 58 | 6.34 | 2.03 |
| Poverty reduction | 67 | 6.40 | 1.77 | 76 | 6.14 | 2.14 |
| Anti corruption | 49 | 5.43 | 2.36 | 53 | 4.92 | 2.25 |
| Judiciary reform | 45 | 5.82 | 2.33 | 47 | 5.49 | 2.12 |
| Economic growth | 64 | 6.91 | 1.62 | 65 | 6.34 | 2.15 |
| Equality of opportunity | 50 | 6.34 | 2.18 | 43 | 5.47 | 2.11 |
| Communicable diseases | 38 | 6.34 | 2.11 | 47 | 5.87 | 2.04 |
| Information and communications technology* | 48 | 6.71 | 2.11 | 45 | 5.51 | 1.78 |
| Security reform* | 36 | 6.25 | 2.73 | 46 | 5.02 | 1.97 |
| Tourism* | 39 | 6.28 | 2.59 | 44 | 4.95 | 1.83 |
| Local governance and institutions* | 45 | 6.47 | 2.35 | 53 | 4.83 | 2.01 |
| Social cohesion* | 45 | 6.29 | 2.57 | 45 | 5.02 | 1.98 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Gambia? | 80 | 6.90 | 1.70 | 91 | 6.84 | 1.75 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Gambia? | 78 | 7.10 | 1.95 | 86 | 7.12 | 1.84 |

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Gambia?**

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Gambia | 75 | 6.07 | 1.90 | 83 | 5.94 | 2.04 |
| The World Bank Group meets Gambia's needs for knowledge services | 77 | 6.06 | 1.79 | 76 | 5.59 | 1.95 |

(1- Strongly disagree, 10- Strongly agree)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How effectively does the World Bank Group help Gambia to mobilize finance for development from private sector sources? | 51 | 6.63 | 2.53 | 64 | 6.00 | 2.29 |

*(1-Not effectively at all, 10-Very effectively)***How effectively does the World Bank Group support Gambia's efforts ... ?** *(1-Not effectively at all, 10-Very effectively)*

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To build stronger domestic resource mobilization systems in the Government* | 69 | 6.45 | 1.82 | 81 | 5.68 | 2.15 |
| To develop better and stronger data collection/analytics systems within the Government | 72 | 6.60 | 1.93 | 77 | 6.13 | 2.00 |
| To strengthen the country's crisis preparedness* | 60 | 6.52 | 2.00 | 63 | 5.54 | 1.87 |

**Significantly different between collaborators and non-collaborators*

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How effectively does the World Bank Group's SCD and CPF activities support Gambia's efforts to manage crisis related risks?* | 32 | 7.66 | 1.83 | 25 | 6.20 | 2.18 |

*(1-Not effectively at all, 10-Very effectively) *Significantly different between collaborators and non-collaborators***D. The World Bank Group's Knowledge Work and Activities****In Gambia, to what extent do you believe that the World Bank Group's knowledge work and activities:** *(1- To no degree at all, 10- To a very significant degree)*

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely | 77 | 6.39 | 1.73 | 69 | 5.88 | 2.15 |
| Include appropriate level of stakeholder involvement during preparation | 75 | 6.60 | 1.76 | 67 | 6.03 | 2.20 |
| Lead to practical solutions* | 76 | 6.67 | 1.69 | 71 | 5.80 | 2.03 |
| Are accessible (well written and easy to understand)* | 77 | 6.83 | 1.77 | 72 | 6.00 | 2.00 |
| Are source of relevant information on global good practices | 76 | 7.53 | 1.44 | 73 | 7.26 | 1.95 |
| Are adequately disseminated | 76 | 6.38 | 1.89 | 67 | 5.76 | 2.44 |
| Are translated enough into local language* | 54 | 4.96 | 2.70 | 57 | 3.19 | 2.02 |
| Are adaptable to Gambia's specific development challenges and country circumstances | 73 | 6.44 | 2.06 | 76 | 6.28 | 2.21 |

**Significantly different between collaborators and non-collaborators*

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

| | 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? | 79 | 7.20 | 1.76 | 93 | 6.84 | 1.96 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 80 | 7.75 | 1.46 | 86 | 7.15 | 1.93 |

(1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements?** (1-Strongly disagree, 10-Strongly agree)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly* | 68 | 5.60 | 2.44 | 74 | 4.55 | 2.72 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 75 | 7.33 | 1.59 | 91 | 7.48 | 2.04 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 67 | 6.76 | 1.92 | 78 | 6.24 | 2.33 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 64 | 6.58 | 1.84 | 57 | 6.61 | 2.20 |
| The World Bank Group's conditions on its lending are reasonable* | 61 | 6.30 | 2.12 | 73 | 4.81 | 2.20 |
| The World Bank Group takes decisions quickly in Gambia* | 64 | 6.48 | 2.08 | 59 | 5.20 | 2.32 |
| Working with the World Bank Group increases Gambia's institutional capacity | 74 | 7.34 | 1.67 | 92 | 6.93 | 2.07 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 61 | 7.34 | 1.90 | 66 | 7.17 | 2.12 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group is adequately staffed in Gambia? | 61 | 5.46 | 2.23 | 40 | 5.10 | 2.05 |

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



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

To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (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 |
| Social cohesion* | 55 | 6.22 | 1.94 | 53 | 5.13 | 2.52 |
| Public financial management | 70 | 7.51 | 1.53 | 79 | 7.00 | 1.94 |
| Reducing gender based violence | 49 | 6.65 | 1.90 | 59 | 6.02 | 2.00 |
| Crisis preparedness* | 54 | 6.87 | 1.82 | 53 | 6.00 | 2.10 |
| Crisis response* | 54 | 6.81 | 1.84 | 52 | 5.87 | 2.41 |
| Access to justice systems* | 51 | 6.41 | 2.13 | 51 | 5.55 | 2.17 |
| Security reform* | 52 | 6.65 | 2.03 | 58 | 5.59 | 2.53 |
| Conflict resolution mechanisms* | 49 | 6.61 | 2.11 | 57 | 5.47 | 2.35 |
| Support domestic resource mobilization* | 68 | 6.94 | 1.92 | 69 | 5.88 | 2.40 |
| Access to basic services* | 71 | 7.56 | 1.50 | 80 | 6.82 | 2.10 |
| Capacity of state institutions* | 63 | 7.19 | 1.72 | 77 | 6.36 | 1.97 |
| Jobs* | 64 | 6.56 | 2.03 | 63 | 4.75 | 2.34 |
| Improving livelihoods* | 66 | 7.12 | 1.84 | 79 | 5.84 | 2.28 |
| Food security* | 66 | 6.79 | 1.83 | 71 | 5.85 | 2.02 |
| Social safety nets* | 62 | 6.61 | 1.98 | 55 | 5.02 | 2.11 |
| Stimulating dialogue to promote peace and stability* | 56 | 6.55 | 2.46 | 61 | 5.39 | 2.42 |

*Significantly different between collaborators and non-collaborators

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. | 37 | 6.95 | 2.20 | 13 | 7.92 | 1.38 |
| I find the information on the World Bank Group's websites useful. | 36 | 7.97 | 1.59 | 15 | 7.80 | 1.32 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 43 | 7.56 | 2.11 | 38 | 7.63 | 2.24 |



Appendix E: Responses to Selected Questions by Year¹⁷

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents = 208
- FY 2018 Number of comparable respondents = 190

By weighting, the FY 2015 and FY 2018 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

| Percentage of Respondents | FY 2015 | FY 2018 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 7% | 7% |
| Office of Parliamentarian | 2% | 2% |
| Government Institutions | 44% | 44% |
| Local Government | 10% | 10% |
| Bilateral/Multilateral Agencies | 3.5% | 3.5% |
| Civil Society | 12% | 12% |
| Private Sector | 17% | 17% |
| Academia | 3% | 3% |
| Media | 1.5% | 1.5% |

A. General Issues facing Gambia

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| The right direction | 34.6% | 72.5% |
| The wrong direction | 31.4% | 6.0% |
| Not sure | 34.0% | 21.6% |

**Significantly different between FY2015 and FY2018*

B. Overall Attitudes toward the World Bank Group

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in Gambia? | 206 | 5.53 | 2.57 | 188 | 5.35 | 2.45 |

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Gambia* | 175 | 6.72 | 2.23 | 169 | 6.24 | 2.21 |

*(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2018*

¹⁷ Only those questions that were asked in the FY 2015 and FY 2018 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared to help Gambia solve its most complicated development challenges? | 155 | 7.02 | 2.22 | 154 | 6.82 | 2.08 |

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

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|-----------------------------------|---------|---------|
| To a fully sufficient degree | 13.9% | 11.8% |
| To a somewhat sufficient degree | 36.1% | 36.6% |
| To a somewhat insufficient degree | 23.8% | 24.7% |
| To a very insufficient degree | 9.4% | 11.8% |
| Don't know | 16.8% | 15.1% |

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

(1-Strongly disagree, 10-Strongly agree)

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Gambia | 185 | 6.80 | 2.56 | 163 | 7.01 | 2.22 |
| The World Bank Group's work is aligned with what I consider the development priorities for Gambia | 176 | 6.37 | 2.42 | 159 | 6.75 | 2.12 |

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

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs ¹ | 163 | 5.88 | 2.27 | 157 | 6.12 | 1.94 |
| Flexibility (in terms of the institution's products and services) | 157 | 5.26 | 2.20 | 134 | 5.39 | 2.01 |
| Flexibility (in terms of changing country circumstances) | 155 | 5.41 | 2.24 | 134 | 5.81 | 1.93 |
| Being inclusive | 150 | 5.74 | 2.37 | 136 | 6.07 | 2.11 |
| Openness (sharing data and other information) | 154 | 6.59 | 2.51 | 142 | 6.82 | 2.18 |
| Collaboration with the Government* | 173 | 7.33 | 2.35 | 154 | 7.81 | 1.73 |
| The speed in which it gets things accomplished on the ground | 159 | 5.81 | 2.28 | 140 | 5.79 | 2.14 |
| Helping to bring discipline/effective supervision to implementation of investment projects" | | | | 140 | 6.68 | 2.06 |
| Collaboration with civil society* | 164 | 6.16 | 2.27 | 129 | 5.51 | 2.14 |
| Staff accessibility | 155 | 6.15 | 2.40 | 131 | 5.78 | 2.31 |
| Collaboration with other donors and development partners | 156 | 7.02 | 2.34 | 132 | 6.89 | 2.05 |
| Collaboration with the private sector | 152 | 5.97 | 2.49 | 119 | 5.70 | 2.05 |
| Collaboration with the UN" | | | | 110 | 7.62 | 1.78 |
| Straightforwardness and honesty* | 148 | 6.59 | 2.56 | 121 | 7.42 | 1.89 |
| Treating clients and stakeholders in Gambia with respect*** | 164 | 6.95 | 2.34 | 133 | 7.47 | 2.05 |
| Being a long-term partner* | 181 | 7.77 | 2.34 | 153 | 8.48 | 1.53 |

*Significantly different between FY2015 and FY2018

¹ In FY 2015, the category was "Responsiveness."

" Only FY 2018 questionnaire had this response option.

*** In FY 2015, the category was "The World Bank Group treats clients and stakeholders in Gambia with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



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

| | FY 2015 | | | FY 2018 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection* | 103 | 5.76 | 2.80 | 79 | 4.87 | 2.05 |
| Gender equity | 121 | 6.42 | 2.17 | 108 | 6.32 | 1.94 |
| Private sector development* | 126 | 6.35 | 2.36 | 109 | 5.09 | 2.02 |
| Education | 152 | 7.78 | 2.24 | 137 | 7.40 | 1.90 |
| Public sector governance/reform | 140 | 6.47 | 2.52 | 128 | 6.72 | 1.80 |
| Global/regional integration | 108 | 5.73 | 2.48 | 89 | 5.96 | 1.95 |
| Food security | 128 | 6.63 | 2.31 | 119 | 6.33 | 1.90 |
| Energy | 123 | 6.42 | 2.46 | 122 | 6.44 | 2.05 |
| Water and sanitation* | 126 | 6.82 | 2.39 | 112 | 6.20 | 1.98 |
| Job creation/employment | 128 | 5.77 | 2.36 | 108 | 5.30 | 1.91 |
| Health system reform* ⁱ | 136 | 7.24 | 2.10 | 103 | 5.72 | 1.97 |
| Financial markets* | 99 | 5.95 | 2.40 | 68 | 5.12 | 2.11 |
| Transport* | 127 | 6.15 | 2.60 | 96 | 5.47 | 2.22 |
| Agriculture and rural development** | 153 | 7.00 | 2.20 | 127 | 6.19 | 1.83 |
| Natural resource management | 101 | 5.64 | 2.88 | 92 | 5.92 | 2.09 |
| Climate change | 120 | 6.29 | 2.24 | 96 | 6.19 | 1.93 |
| Poverty reduction* | 147 | 6.87 | 2.35 | 130 | 6.20 | 1.98 |
| Anti corruption | 103 | 4.61 | 2.63 | 90 | 5.09 | 2.31 |
| Judiciary reform ⁱⁱⁱ | | | | 83 | 5.57 | 2.31 |
| Economic growth | 139 | 6.87 | 2.12 | 118 | 6.49 | 1.89 |
| Equality of opportunity | 108 | 5.77 | 2.27 | 81 | 5.72 | 2.13 |
| Communicable diseases ^{iv} | | | | 76 | 5.98 | 1.98 |
| Information and communications technology | 119 | 5.80 | 2.54 | 83 | 6.10 | 2.07 |
| Security reform ⁱⁱⁱ | | | | 72 | 5.33 | 2.35 |
| Tourism ⁱⁱⁱ | | | | 72 | 5.27 | 2.11 |
| Local governance and institutions ⁱⁱⁱ | | | | 85 | 5.38 | 2.19 |
| Social cohesion ⁱⁱⁱ | | | | 76 | 5.32 | 2.25 |

*Significantly different between FY2015 and FY2018

ⁱ In FY 2015, the category was "Health."

ⁱⁱ In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture and rural development" category.

ⁱⁱⁱ Only FY 2018 questionnaire had this response option.

^{iv} This FY 2018 response option could not be compared to FY 2015 "Communicable/non-communicable diseases" response option.

| | FY 2015 | | | FY 2018 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Gambia? | 172 | 6.99 | 2.18 | 153 | 6.79 | 1.73 |

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

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

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Gambia | 164 | 5.69 | 2.29 | 142 | 5.89 | 1.94 |
| The World Bank Group meets Gambia's needs for knowledge services | 163 | 5.76 | 2.29 | 135 | 5.67 | 1.86 |

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

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Weekly | 8.4% | 12.0% |
| Monthly | 14.3% | 7.1% |
| A few times a year | 25.6% | 30.1% |
| Rarely | 25.6% | 26.8% |
| Never | 26.1% | 24.0% |

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 140 | 5.22 | 2.33 | 127 | 6.02 | 2.02 |
| Include appropriate level of stakeholder involvement during preparation | 147 | 5.85 | 2.32 | 127 | 6.00 | 2.07 |
| Lead to practical solutions | 146 | 5.86 | 2.32 | 129 | 6.02 | 1.94 |
| Are accessible (well written and easy to understand) | 144 | 6.36 | 2.38 | 132 | 6.25 | 1.98 |
| Are source of relevant information on global good practices* | 145 | 6.69 | 2.48 | 132 | 7.35 | 1.77 |
| Are adequately disseminated | 141 | 5.76 | 2.30 | 127 | 5.83 | 2.29 |
| Are translated enough into local language | 127 | 3.67 | 2.59 | 94 | 3.67 | 2.41 |
| Are adaptable to Gambia's specific development challenges and country circumstances | 146 | 6.12 | 2.28 | 135 | 6.17 | 2.17 |

*Significantly different between FY2015 and FY2018

| | FY 2015 | | | FY 2018 | | |
|--|---------|------|------|---------|------|------|
| | 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? | 163 | 7.32 | 2.11 | 159 | 6.92 | 1.89 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 160 | 7.48 | 1.80 | 149 | 7.37 | 1.76 |

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

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

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly | 151 | 5.22 | 2.67 | 123 | 4.79 | 2.73 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 165 | 7.28 | 2.26 | 146 | 7.36 | 1.83 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 147 | 6.07 | 2.26 | 128 | 6.25 | 2.26 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 130 | 6.39 | 2.25 | 103 | 6.37 | 2.05 |
| The World Bank Group's conditions on its lending are reasonable | 138 | 5.38 | 2.21 | 121 | 5.16 | 2.23 |
| The World Bank Group takes decisions quickly in Gambia | 137 | 5.30 | 2.42 | 102 | 5.61 | 2.33 |
| Working with the World Bank Group increases Gambia's institutional capacity | 160 | 7.04 | 2.31 | 150 | 6.98 | 1.95 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 136 | 6.70 | 2.17 | 114 | 7.11 | 2.11 |

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

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---|---------|---------|
| Financial services | 40.8% | 28.8% |
| Knowledge products | 11.7% | 17.9% |
| Convening services | 2.0% | 0.0% |
| None of the above | 1.5% | 1.1% |
| The combination is appropriate for Gambia | 36.7% | 41.8% |
| Don't know | 7.1% | 10.3% |

*Significantly different between FY2015 and FY2018

G. Communication and Information Sharing

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 34.9% | 22.9% |
| No | 65.1% | 77.1% |

*Significantly different between FY2015 and FY2018

Do you have reliable access to the Internet?*

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 86.7% | 78.1% |
| No | 13.3% | 21.9% |

*Significantly different between FY2015 and FY2018

' In FY 2015, the question was "Do you have access to the Internet?"

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 59.6% | 61.5% |
| No | 40.4% | 38.5% |

**G. Communication and Information Sharing (continued)****Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?**

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 17.7% | 17.7% |
| No | 82.3% | 82.3% |

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| High speed/WiFi | 77.9% | 89.7% |
| Dial-up | 22.1% | 10.3% |

*Significantly different between FY2015 and FY2018

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate. | 136 | 6.59 | 2.56 | 37 | 7.25 | 2.03 |
| I find the information on the World Bank Group's websites useful.* | 130 | 7.21 | 2.34 | 37 | 8.11 | 1.43 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 80 | 6.56 | 2.74 | 68 | 7.76 | 2.16 |

*Significantly different between FY2015 and FY2018



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

| Indicator Question | Currently, do you professionally collaborate/work with the World Bank Group in your country? | | Which of the following describes most of your exposure to the World Bank Group in Gambia? (Choose no more than TWO) | | | | | | | | | |
|--|--|----------------------------|--|----------|----------------------|----------|--------------------------|----------|-------------|----------|-----------------|----------|
| | Not collaborating with the WBG | Collaborating with the WBG | Observer | | Use WBG reports/data | | Engage in WBG activities | | Collaborate | | Use WBG website | |
| | | | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean |
| Overall, please rate your impression of the World Bank Group's effectiveness in Gambia | 6.03 | 6.69 | 6.45 | 5.93 | 6.36 | 6.23 | 6.35 | 6.31 | 6.35 | 6.30 | 6.12 | 6.96 |
| Overall the World Bank Group currently plays a relevant role in development in Gambia | 6.91 | 7.06 | 7.11 | 6.66 | 7.18 | 6.39 | 6.96 | 7.07 | 6.82 | 7.29 | 6.79 | 7.55 |
| The World Bank Group's work is aligned with what I consider the development priorities for Gambia | 6.57 | 7.23 | 6.88 | 6.92 | 7.05 | 6.29 | 6.92 | 6.85 | 6.66 | 7.25 | 6.67 | 7.43 |
| Responsiveness to needs | 6.04 | 6.34 | 6.35 | 5.63 | 6.31 | 5.82 | 6.09 | 6.33 | 5.96 | 6.54 | 6.09 | 6.47 |
| Flexibility (in terms of the institution's products and services) | 5.08 | 6.03 | 5.40 | 5.91 | 5.57 | 5.31 | 5.59 | 5.40 | 5.47 | 5.57 | 5.44 | 5.70 |
| Flexibility (in terms of changing country circumstances) | 5.54 | 6.59 | 6.00 | 5.97 | 6.01 | 5.94 | 5.96 | 6.04 | 5.87 | 6.18 | 5.88 | 6.27 |
| Being inclusive | 5.81 | 6.57 | 6.10 | 6.37 | 6.24 | 5.92 | 6.06 | 6.29 | 6.03 | 6.34 | 6.02 | 6.50 |
| Openness (sharing data and other information) | 6.46 | 7.44 | 6.77 | 7.08 | 6.87 | 6.69 | 6.73 | 6.97 | 6.85 | 6.79 | 6.65 | 7.27 |
| Collaboration with the Government | 7.71 | 7.85 | 7.84 | 7.31 | 7.81 | 7.45 | 7.62 | 7.87 | 7.64 | 7.85 | 7.66 | 7.91 |
| The speed in which it gets things accomplished on the ground | 5.44 | 6.53 | 5.93 | 6.35 | 6.03 | 5.97 | 6.10 | 5.90 | 5.90 | 6.19 | 5.93 | 6.27 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 6.75 | 6.87 | 6.82 | 6.59 | 6.90 | 6.32 | 6.60 | 7.02 | 6.64 | 6.98 | 6.63 | 7.09 |
| Collaboration with civil society | 5.53 | 6.15 | 5.77 | 5.86 | 5.90 | 5.44 | 5.62 | 6.06 | 5.86 | 5.69 | 5.74 | 5.94 |
| Staff accessibility | 5.16 | 6.88 | 5.97 | 6.00 | 5.94 | 6.13 | 5.89 | 6.11 | 6.07 | 5.84 | 5.86 | 6.28 |
| Collaboration with other donors and development partners | 6.95 | 7.07 | 6.81 | 7.29 | 7.07 | 6.42 | 6.88 | 6.98 | 6.86 | 7.00 | 6.87 | 7.06 |
| Collaboration with the private sector | 5.72 | 6.18 | 5.72 | 6.71 | 6.08 | 5.50 | 5.96 | 5.91 | 6.10 | 5.67 | 5.96 | 5.89 |
| Collaboration with the UN | 7.73 | 7.67 | 7.54 | 8.10 | 7.79 | 7.21 | 7.82 | 7.43 | 7.49 | 7.90 | 7.62 | 7.71 |
| Straightforwardness and honesty | 7.45 | 7.64 | 7.53 | 7.48 | 7.61 | 7.24 | 7.60 | 7.40 | 7.44 | 7.64 | 7.53 | 7.51 |
| Treating clients and stakeholders in Gambia with respect | 7.21 | 7.89 | 7.36 | 7.97 | 7.54 | 7.38 | 7.40 | 7.66 | 7.74 | 7.16 | 7.28 | 8.02 |
| Being a long-term partner | 8.36 | 8.71 | 8.49 | 8.53 | 8.66 | 7.97 | 8.46 | 8.55 | 8.34 | 8.72 | 8.45 | 8.61 |
| To what extent does the World Bank Group's work help to achieve development results in Gambia? | 6.84 | 6.90 | 6.83 | 7.00 | 7.08 | 6.14 | 6.87 | 6.86 | 6.63 | 7.23 | 6.85 | 6.90 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Gambia? | 7.12 | 7.10 | 7.00 | 7.35 | 7.31 | 6.28 | 7.25 | 6.86 | 6.84 | 7.44 | 7.09 | 7.05 |
| The World Bank Group's financial instruments meet the needs of Gambia | 5.94 | 6.07 | 5.93 | 6.11 | 6.15 | 5.37 | 5.99 | 5.95 | 5.78 | 6.26 | 5.93 | 6.10 |
| The World Bank Group meets Gambia's needs for knowledge services | 5.59 | 6.06 | 5.77 | 6.34 | 6.05 | 5.49 | 5.81 | 6.03 | 5.68 | 6.27 | 5.95 | 5.77 |
| The World Bank Group's knowledge work and activities are adaptable to Gambia's specific development challenges and country circumstances | 6.28 | 6.44 | 5.96 | 7.32 | 6.43 | 5.91 | 6.37 | 6.22 | 6.38 | 6.19 | 6.35 | 6.20 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 6.84 | 7.20 | 6.81 | 7.38 | 7.10 | 6.45 | 6.99 | 6.88 | 6.82 | 7.14 | 6.93 | 7.00 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 7.15 | 7.75 | 7.44 | 7.69 | 7.58 | 7.25 | 7.48 | 7.52 | 7.36 | 7.71 | 7.48 | 7.54 |
| The World Bank Group takes decisions quickly in Gambia | 5.20 | 6.48 | 5.49 | 6.73 | 5.78 | 5.74 | 6.08 | 5.36 | 5.67 | 5.90 | 5.65 | 6.14 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 7.17 | 7.34 | 7.16 | 7.34 | 7.35 | 6.70 | 7.26 | 7.11 | 6.88 | 7.62 | 7.22 | 7.16 |

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: The Gambia FY18 COS Questionnaire



World Bank Group Country Survey FY 2018 – Gambia

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

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 GAMBIA

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

| A2. Listed below are a number of development priorities in Gambia. | | | |
|--|---|----|--|
| Please identify which of the following you consider the most important development priorities in Gambia. (Choose no more than THREE) | | | |
| 1 | Security reform | 18 | Social cohesion |
| 2 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 19 | Natural resource management (e.g., fishery) |
| 3 | Global/regional integration | 20 | Climate change (e.g., mitigation, adaptation) |
| 4 | Social protection (e.g., pensions, targeted social assistance) | 21 | Transport (e.g., roads, bridges, transportation) |
| 5 | Gender equity (closing the gap between women and men, and boys and girls) | 22 | Agriculture and rural development |
| 6 | Private sector development | 23 | Trade and exports |
| 7 | Education (incl. primary, secondary, and higher) | 24 | Crime and violence |
| 8 | Food security | 25 | Poverty reduction |
| 9 | Urban development | 26 | Anti corruption |
| 10 | Pollution | 27 | Disaster risk management |
| 11 | Job creation/employment (e.g., youth, women, migrants) | 28 | Equality of opportunity (i.e., social inclusion) |
| 12 | Energy | 29 | Judiciary reform |
| 13 | Water and sanitation | 30 | Economic growth |
| 14 | Tourism | 31 | Local governance and institutions |
| 15 | Health system reform | 32 | Communicable diseases |
| 16 | Financial markets | 33 | Information and communications technology |
| 17 | Gender based violence | | |

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Gambia? (Choose no more than THREE)

| | | | |
|----|--|----|---|
| 1 | Anti corruption | 17 | Natural resource management (e.g., fishery) |
| 2 | Judiciary reform | 18 | Gender based violence |
| 3 | Trade and exports | 19 | Private sector development |
| 4 | Crime and violence | 20 | Education (incl. primary, secondary, and higher) |
| 5 | Economic growth | 21 | Water and sanitation |
| 6 | Disaster risk management | 22 | Pollution |
| 7 | Equality of opportunity (i.e., social inclusion) | 23 | Job creation/employment (e.g., youth, women, migrants) |
| 8 | Communicable diseases | 24 | Health system reform |
| 9 | Local governance and institutions | 25 | Security reform |
| 10 | Information and communications technology | 26 | Financial markets |
| 11 | Social protection (e.g., pensions, targeted social assistance) | 27 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 12 | Agriculture and rural development | 28 | Gender equity (closing the gap between women and men, and boys and girls) |
| 13 | Climate change (e.g., mitigation, adaptation) | 29 | Global/regional integration |
| 14 | Transport (e.g., roads, bridges, transportation) | 30 | Food security |
| 15 | Social cohesion | 31 | Tourism |
| 16 | Energy | 32 | Urban development |

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 Gambia? (Choose no more than TWO)

| | |
|----|---|
| 1 | More reliable social safety net |
| 2 | Greater access to micro-finance for the poor |
| 3 | Greater voice and participation for citizens to help ensure greater accountability |
| 4 | Education and training that better ensure job opportunity |
| 5 | Better quality public services (e.g., power and electricity) |
| 6 | More diversified economic growth (with focus on agriculture, tourism, fishery, trade) |
| 7 | Greater access to health and nutrition for citizens |
| 8 | More diversified entrepreneurial opportunities (that take into consideration the existing small market) |
| 9 | A growing middle class |
| 10 | Better opportunity for the poor who live in rural areas |
| 11 | Better opportunity for the poor who live in urban areas |
| 12 | Better employment opportunities for young people |
| 13 | Better employment opportunities for women |
| 14 | Other (please specify): _____ |

SECTION A: GENERAL ISSUES

| A5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Gambia. (Choose no more than TWO) | |
|--|---|
| 1 | None. I do not consider Gambia a fragile state. |
| 2 | Migration |
| 3 | Policy inconsistency |
| 4 | Lack of job opportunities |
| 5 | Weak social cohesion |
| 6 | Weak institutional capacity |
| 7 | Weak infrastructure |
| 8 | Political uncertainty |
| 9 | Lack of access to development finance |
| 10 | Food insecurity |
| 11 | High levels of corruption |
| 12 | High public debt |
| 13 | Weak accountability |
| 14 | Lack of security (i.e., conflict and violence) |
| 15 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

| | | | |
|--|---|----|--|
| B4. When thinking about how the World Bank Group can have the most impact on development results in Gambia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gambia? (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 18 | Transport (e.g., roads, bridges, transportation) |
| 2 | Gender equity (closing the gap between women and men, and boys and girls) | 19 | Agriculture and rural development |
| 3 | Private sector development | 20 | Trade and exports |
| 4 | Education (incl. primary, secondary, and higher) | 21 | Crime and violence |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 22 | Natural resource management (e.g., fishery) |
| 6 | Energy | 23 | Judiciary reform |
| 7 | Water and sanitation | 24 | Economic growth |
| 8 | Pollution | 25 | Disaster risk management |
| 9 | Job creation/employment (e.g., youth, women, migrants) | 26 | Equality of opportunity (i.e., social inclusion) |
| 10 | Health system reform | 27 | Communicable diseases |
| 11 | Tourism | 28 | Local governance and institutions |
| 12 | Financial markets | 29 | Information and communications technology |
| 13 | Security reform | 30 | Social cohesion |
| 14 | Global/regional integration | 31 | Climate change (e.g., mitigation, adaptation) |
| 15 | Food security | 32 | Poverty reduction |
| 16 | Urban development | 33 | Anti corruption |
| 17 | Gender based violence | | |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

| B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gambia? (Choose no more than TWO) | |
|--|---|
| 1 | Inadequate World Bank Group's staffing in Gambia |
| 2 | The credibility of its knowledge/data |
| 3 | Not focused enough on issues that are unique to post-conflict countries |
| 4 | Inadequate number of World Bank Group staff members located in the country |
| 5 | Not willing to honestly criticize policies and reform efforts in the country |
| 6 | Staff too inaccessible |
| 7 | Not collaborating enough with private sector |
| 8 | Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies |
| 9 | Not aligned with country priorities |
| 10 | Not adequately sensitive to political/social realities in Gambia |
| 11 | Too influenced by developed countries |
| 12 | World Bank Group's processes too slow |
| 13 | World Bank Group's processes too complex |
| 14 | Not exploring alternative policy options |
| 15 | Not sufficiently focused on results |
| 16 | Not in it for the long term |
| 17 | Its advice and strategies do not lend themselves to practical problem solving |
| 18 | Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives) |
| 19 | Not enough public disclosure of its work |
| 20 | Arrogant in its approach |
| 21 | Other (please specify): _____ |
| 22 | Don't know |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

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

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

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

B28. To what extent does the World Bank Group partner with the right people to support work on the ground in Gambia? (Select only ONE response)

| | |
|---|----------------------|
| 1 | Nearly never |
| 2 | Rarely |
| 3 | Sometimes |
| 4 | Nearly always |
| 5 | Don't know |
| 6 | Prefer not to answer |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

| B29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Gambia? (Select no more than TWO) | |
|--|--|
| 1 | World Food Program (WFP) |
| 2 | World Health Organization (WHO) |
| 3 | United Nations Development Program (UNDP) |
| 4 | The Economic Community of West African States (ECOWAS) peacekeeping mission |
| 5 | The Arab Bank for Economic Development in Africa (BADEA) |
| 6 | The Islamic Development Bank (IsDB) |
| 7 | The International Red Cross and Red Crescent |
| 8 | The United Nations International Children's Emergency Fund (UNICEF) |
| 9 | The International Committee of the Red Cross (ICRC) |
| 10 | The African Development Bank |
| 11 | The International Organization for Migration (IOM) |
| 12 | The European Union |
| 13 | None. I don't believe the World Bank Group needs to partner with the UN organizations. |
| 14 | Don't know |

| B30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE) | |
|---|---|
| 1 | Poor donor coordination |
| 2 | The World Bank Group is not sensitive enough to political/social realities on the ground |
| 3 | Ongoing conflict and instability |
| 4 | Inadequate funding |
| 5 | The World Bank Group does not provide the government with consistent support throughout the reform effort |
| 6 | Political pressures and obstacles |
| 7 | Reforms are not well thought out in light of country challenges |
| 8 | Poor coordination within the Government |
| 9 | There is an inadequate level of private sector participation and support |
| 10 | Lack of/inadequate levels of capacity in Government |
| 11 | There is not an adequate level of citizen/civil society participation |
| 12 | Corruption |
| 13 | Poor coordination within the World Bank Group |
| 14 | Other (please specify): _____ |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| C1. In Gambia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | Gender (i.e., closing the gap between women and men, and boys and girls) | | | | | | | | | | | <input type="checkbox"/> |
| 2 | The impact of climate change | | | | | | | | | | | <input type="checkbox"/> |

| 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 Gambia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know") | | | | | | | | | | | | | |
|---|---|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Not effective at all | | | | | | | | | | Very effective | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | | | | | | | | | | | <input type="checkbox"/> | |
| 2 | Gender equity (closing the gap between women and men, and boys and girls) | | | | | | | | | | | <input type="checkbox"/> | |
| 3 | Private sector development | | | | | | | | | | | <input type="checkbox"/> | |
| 4 | Education (incl. primary, secondary, and higher) | | | | | | | | | | | <input type="checkbox"/> | |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | | | | | | | | | | | <input type="checkbox"/> | |
| 6 | Global/regional integration | | | | | | | | | | | <input type="checkbox"/> | |
| 7 | Food security | | | | | | | | | | | <input type="checkbox"/> | |
| 8 | Energy | | | | | | | | | | | <input type="checkbox"/> | |
| 9 | Water and sanitation | | | | | | | | | | | <input type="checkbox"/> | |
| 10 | Job creation/employment (e.g., youth, women, migrants) | | | | | | | | | | | <input type="checkbox"/> | |
| 11 | Health system reform | | | | | | | | | | | <input type="checkbox"/> | |
| 12 | Financial markets | | | | | | | | | | | <input type="checkbox"/> | |
| 13 | Transport (e.g., roads, bridges, transportation) | | | | | | | | | | | <input type="checkbox"/> | |
| 14 | Agriculture and rural development | | | | | | | | | | | <input type="checkbox"/> | |
| 15 | Natural resource management (e.g., fishery) | | | | | | | | | | | <input type="checkbox"/> | |
| 16 | Climate change (e.g., mitigation, adaptation) | | | | | | | | | | | <input type="checkbox"/> | |
| 17 | Poverty reduction | | | | | | | | | | | <input type="checkbox"/> | |
| 18 | Anti corruption | | | | | | | | | | | <input type="checkbox"/> | |
| 19 | Judiciary reform | | | | | | | | | | | <input type="checkbox"/> | |
| 20 | Economic growth | | | | | | | | | | | <input type="checkbox"/> | |
| 21 | Equality of opportunity (i.e., social inclusion) | | | | | | | | | | | <input type="checkbox"/> | |
| 22 | Communicable diseases | | | | | | | | | | | <input type="checkbox"/> | |
| 23 | Information and communications technology | | | | | | | | | | | <input type="checkbox"/> | |
| 24 | Security reform | | | | | | | | | | | <input type="checkbox"/> | |
| 25 | Tourism | | | | | | | | | | | <input type="checkbox"/> | |
| 26 | Local governance and institutions | | | | | | | | | | | <input type="checkbox"/> | |
| 27 | Social cohesion | | | | | | | | | | | <input type="checkbox"/> | |

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Gambia?

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

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

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

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

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|----|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| C5 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C6 | The World Bank Group meets Gambia'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"/> | |

C7. How effectively does the World Bank Group help Gambia to mobilize finance for development from private sector sources?

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| How effectively does the World Bank Group support Gambia’s efforts ... ? | | | | | | | | | | | | | |
|--|---|------------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Not effectively at all | | | | | | | | | | Very effectively | Don't know |
| C8 | To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C9 | To develop better and stronger data collection/analytics systems within the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C10 | To strengthen the country’s crisis preparedness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------|--|------------|--------------------------|
| C11. How effectively does the World Bank Group's SCD and CPF activities support Gambia's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)] | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| Not effectively at all | | | | | | | | | Very effectively | | Don't know | |

| | | | | | | | | | | | | |
|--|---|--|--|--|--|--|--|--|--|--|--|--|
| C12. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only one response) | | | | | | | | | | | | |
| 1 | The World Bank Group is providing less valuable support than in the past, to enhance the Gambia's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | | | | | | | | | | | |
| 2 | The World Bank Group is providing more valuable support than in the past, to enhance the Gambia's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | | | | | | | | | | | |
| 3 | The World Bank Group's approach and work related to systematically identifying and monitoring risks in Gambia has remained constant | | | | | | | | | | | |
| 4 | Don't know | | | | | | | | | | | |

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

| | |
|---|--------------------|
| 1 | Weekly |
| 2 | Monthly |
| 3 | A few times a year |
| 4 | Rarely |
| 5 | Never |

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

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

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

| | | | | | | | | | | |
|----------------------------|---|---|---|---|---|---|---|---|-----------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Very low technical quality | | | | | | | | | Very high technical quality | Don't know |

SECTION E: WORKING WITH THE WORLD BANK GROUP

| E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ? (Select only ONE response) | |
|---|--|
| 1 | Almost never has the right skills mix to tackle the challenges of fragility |
| 2 | Rarely has the right skills mix to tackle the challenges of fragility |
| 3 | Sometimes has the right skills mix to tackle the challenges of fragility |
| 4 | Almost always has the right skills mix to tackle the challenges of fragility |
| 5 | Don't know |
| 6 | Prefer not to answer |

| To what extent do you agree/disagree with the following statements? | | | | | | | | | | | | | |
|--|--|--------------------------|---|---|---|---|---|---|---|---|----|--------------------------|-------------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| E2 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E3 | The World Bank Group effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E4 | 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"/> | |
| E5 | The World Bank Group's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E7 | The World Bank Group takes decisions quickly in Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E8 | Working with the World Bank Group increases Gambia's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E9 | 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"/> | |

| E10. To what extent do you believe the World Bank Group is adequately staffed in Gambia? | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|------------|--|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| To no degree at all | | | | | | | | | To a very significant degree | Don't know | | |

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GAMBIA

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

| | |
|----|---|
| 1 | Help to bring discipline/effective supervision to implementation of World Bank Group projects |
| 2 | Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies |
| 3 | Offer more innovative financial products |
| 4 | Offer more innovative knowledge services (incl. knowledge exchange) |
| 5 | Collaborate more effectively with Government clients (e.g., national, state, local) |
| 6 | Work faster |
| 7 | Increase the level of capacity development in the country |
| 8 | Leverage the private sector more (i.e., mobilize private sector development) |
| 9 | Reduce the complexity of obtaining World Bank Group financing |
| 10 | Ensure greater selectivity in its work |
| 11 | Provide more adequate data/knowledge/statistics/figures on Gambia's economy |
| 12 | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) |
| 13 | Work more with civil society and beneficiary representatives |
| 14 | Improve the quality of its experts as related to Gambia's specific challenges |
| 15 | Work more with private sector |
| 16 | Increase the level of World Bank Group staffing in Gambia's office |
| 17 | Other (please specify): _____ |

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

| | |
|---|---|
| 1 | Financial services |
| 2 | Knowledge products |
| 3 | Convening services |
| 4 | None of the above |
| 5 | The combination is appropriate for Gambia |
| 6 | Don't know |

F3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

| | |
|---|--|
| 1 | Organize more joint meetings and missions with the UN |
| 2 | Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged |
| 3 | Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages |
| 4 | Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing |
| 5 | Share more information about the World Bank Group's activities, products, and knowledge |
| 6 | Involve UN experts to a greater degree in World Bank Group activities |
| 7 | Other (please specify): _____ |

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GAMBIA

| F4. Please answer the following questions: (Choose no more than THREE for each column) | | | |
|--|--|--|--|
| | | A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Gambia? | B. Which THREE areas below would benefit most from other donors in Gambia? |
| 1 | Social cohesion | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Public financial management | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Reducing gender based violence | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Crisis preparedness | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Crisis response | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Access to justice systems | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Security reform | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Conflict resolution mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Support domestic resource mobilization | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Access to basic services (e.g., health, water, energy) | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Capacity of state institutions | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Jobs | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Improving livelihoods | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Food security | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Social safety nets | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Stimulating dialogue to promote peace and stability | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GAMBIA

| F5. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? | | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know | Prefer not to answer |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Social cohesion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Public financial management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Reducing gender based violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Crisis preparedness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Crisis response | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Access to justice systems | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Security reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Conflict resolution mechanisms | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Support domestic resource mobilization | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Access to basic services (e.g., health, water, energy) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Capacity of state institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Jobs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Improving livelihoods | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Social safety nets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Stimulating dialogue to promote peace and stability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G1. How frequently do you interact with the World Bank Group now in Gambia? | |
|--|-----------------------------------|
| 1 | Never |
| 2 | Less than once a year |
| 3 | Once a year to a few times a year |
| 4 | Less than once a month |
| 5 | At least once a month |
| 6 | At least once a week |

| G2. How much face-to-face access would you like to have with the World Bank Group in Gambia (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response) | |
|--|---|
| 1 | I prefer more frequent interactions with the World Bank Group |
| 2 | I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently |
| 3 | I prefer less frequent interactions with the World Bank Group |
| 4 | I prefer to have no face to face interactions with the World Bank Group |
| 5 | Prefer not to answer |

| G3. How do you get most of your information about economic and social development issues in Gambia? (Choose no more than TWO) | | | |
|--|--|----|-------------------------------|
| 1 | Local radio | 6 | Internet |
| 2 | International radio | 7 | Periodicals |
| 3 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 8 | International television |
| 4 | International newspapers | 9 | Local newspapers |
| 5 | Local television | 10 | Other (please specify): _____ |

| G4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO) | | | |
|---|---|---|--|
| 1 | World Bank Group's publications and other written materials | 5 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) |
| 2 | e-Newsletters | 6 | World Bank Group's website |
| 3 | World Bank Group's seminars/workshops/conferences | 7 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) |
| 4 | Mobile phones | 8 | Other (please specify): _____ |

| | | | |
|-----------|--|------------|-----------|
| G5 | Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? | Yes | No |
| G6 | Do you have reliable access to the Internet? | Yes | No |
| G7 | Do you use/have you used the World Bank Group website? | Yes | No |
| G8 | Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Yes | No |

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G9. Which Internet connection do you use primarily when visiting a World Bank Group website? | |
|--|-----------------|
| 1 | High speed/WiFi |
| 2 | Dial-up |

| G10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work? | |
|---|--------------------|
| 1 | Weekly |
| 2 | Monthly |
| 3 | A few times a year |
| 4 | Rarely |
| 5 | Never |

| Please rate how much you agree with the following statements. | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| G11 | I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| G12 | I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| G13 | 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"/> |

SECTION H: BACKGROUND INFORMATION

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

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

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

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

SECTION H: BACKGROUND INFORMATION

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

| | |
|---|--|
| H6. If yes, what was your view of how the two institutions work together in Gambia? (Select only ONE response) | |
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

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

| | |
|--------------------------------|--------|
| H8. What's your gender? | |
| 1 | Female |
| 2 | Male |

| | |
|-----------------------------|--------------|
| H9. What's your age? | |
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

| | |
|---|---------------|
| H10. Which best represents your geographic location? | |
| 1 | Banjul |
| 2 | Lower River |
| 3 | Central River |
| 4 | North Bank |
| 5 | Upper River |
| 6 | West Coast |

Thank you for completing the survey!