

FY 2018 Gambia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



April 2019



Acknowledgements

The Gambia Country Opinion Survey is part of the County 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



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing The Gambia	8
V. Overall Attitudes toward the World Bank Group.....	12
VI. Sectoral Effectiveness.....	18
VII. How the World Bank Group Operates	21
VIII. World Bank Group’s Knowledge and Instruments	27
IX. The Future Role of the World Bank Group in The Gambia.....	31
X. Communication and Outreach	38
XI. Appendices.....	43

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).

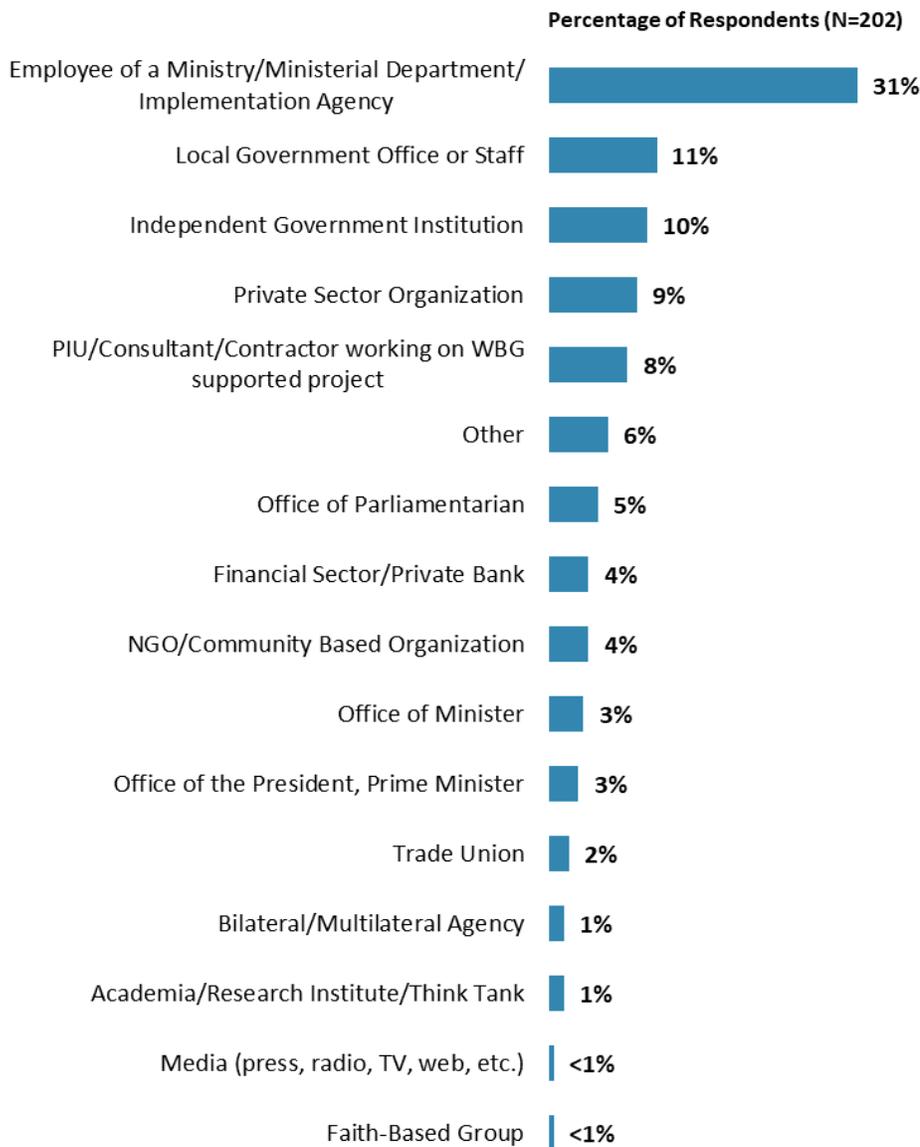
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



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.

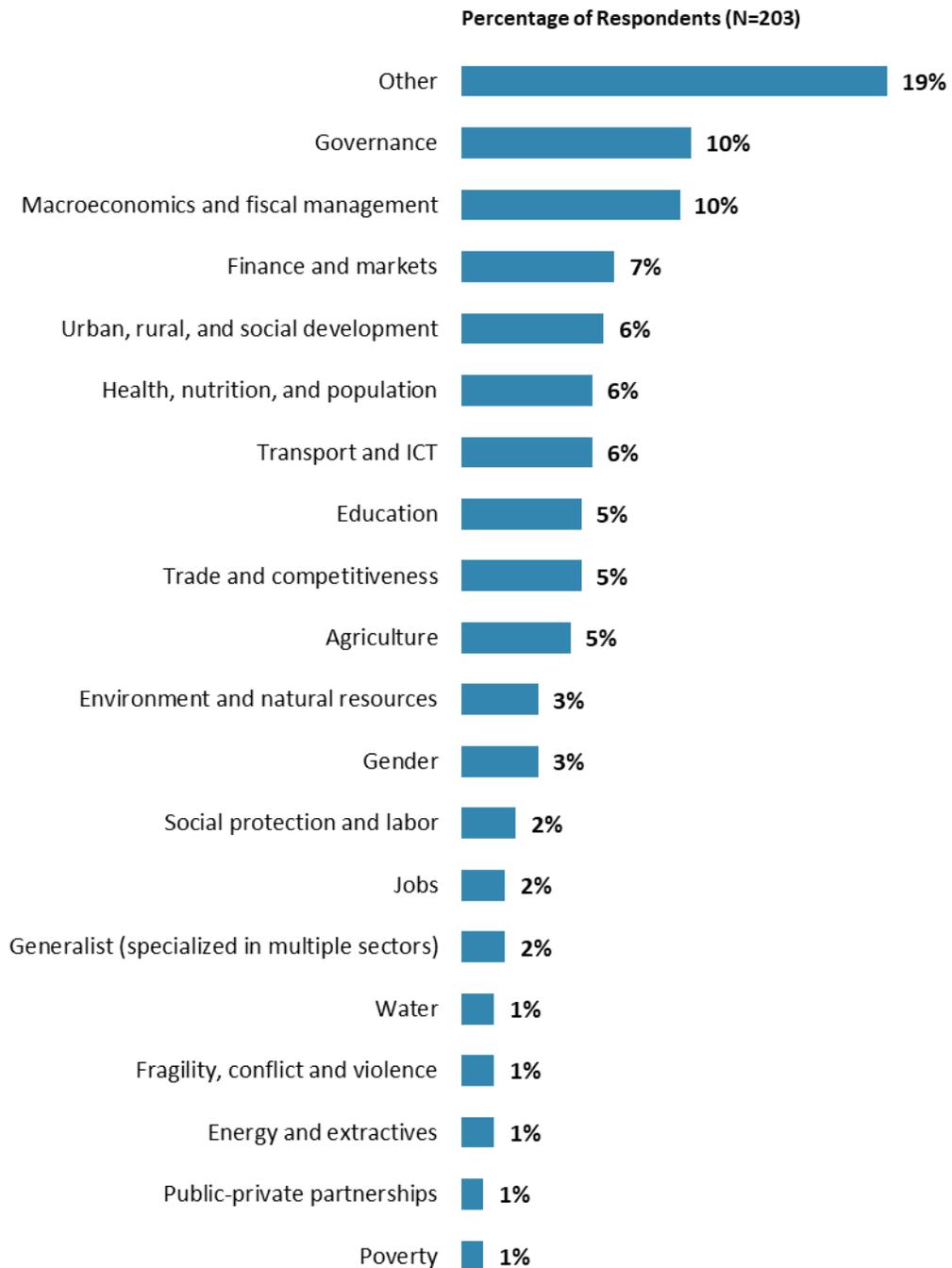


“Which of the following best describes your current position?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



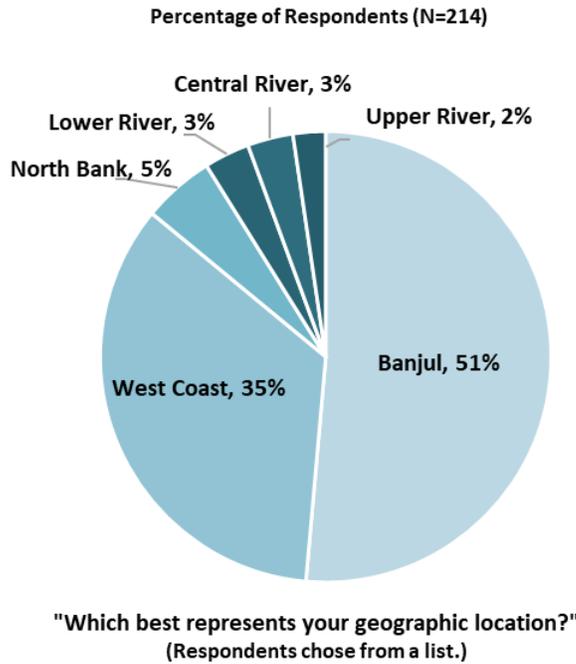
“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



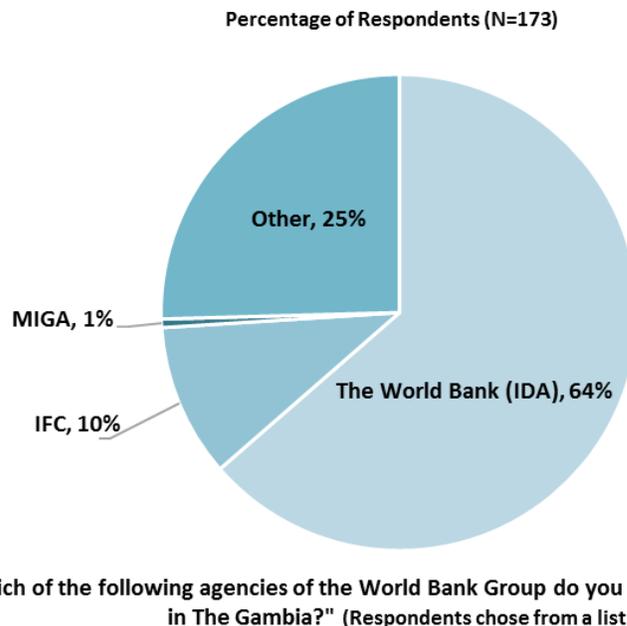
III. Demographics of the Sample (continued)

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

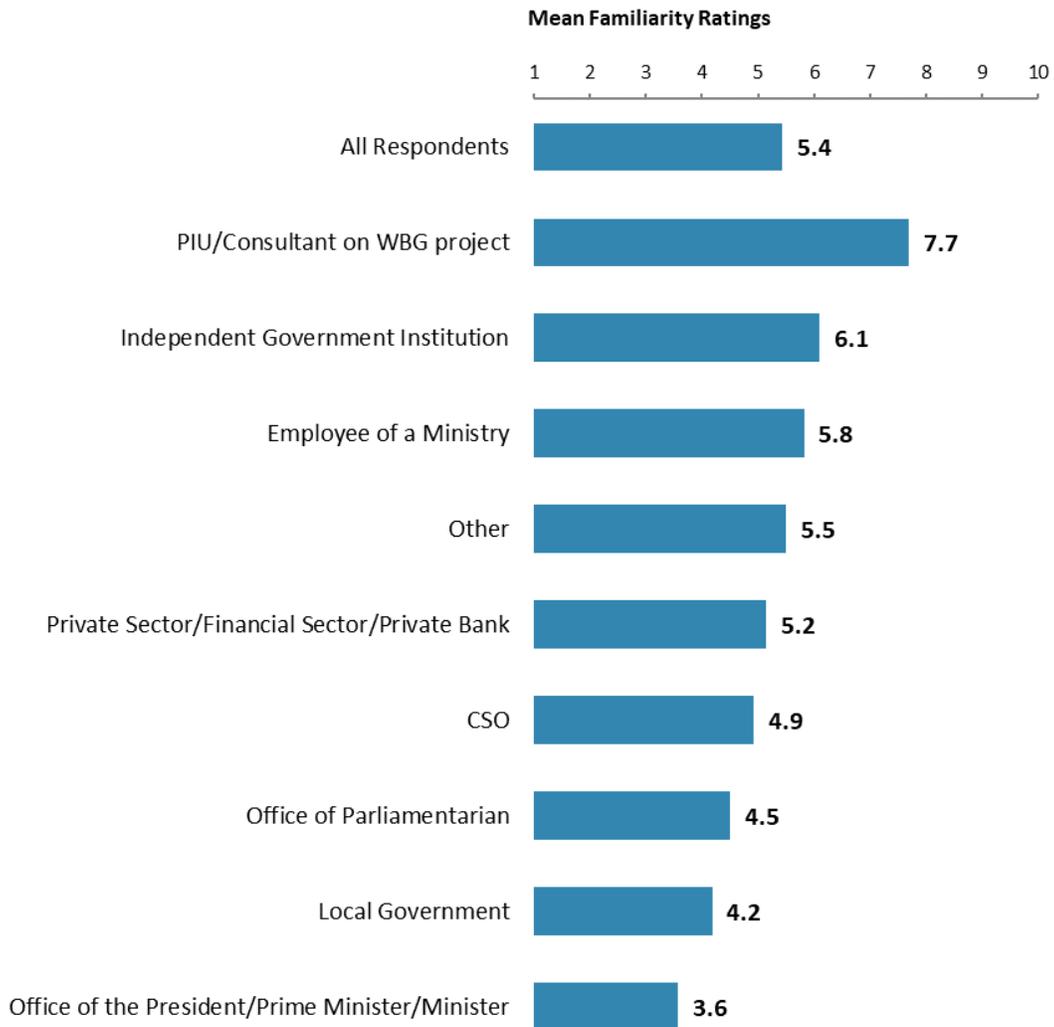




III. Demographics of the Sample (continued)

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")**

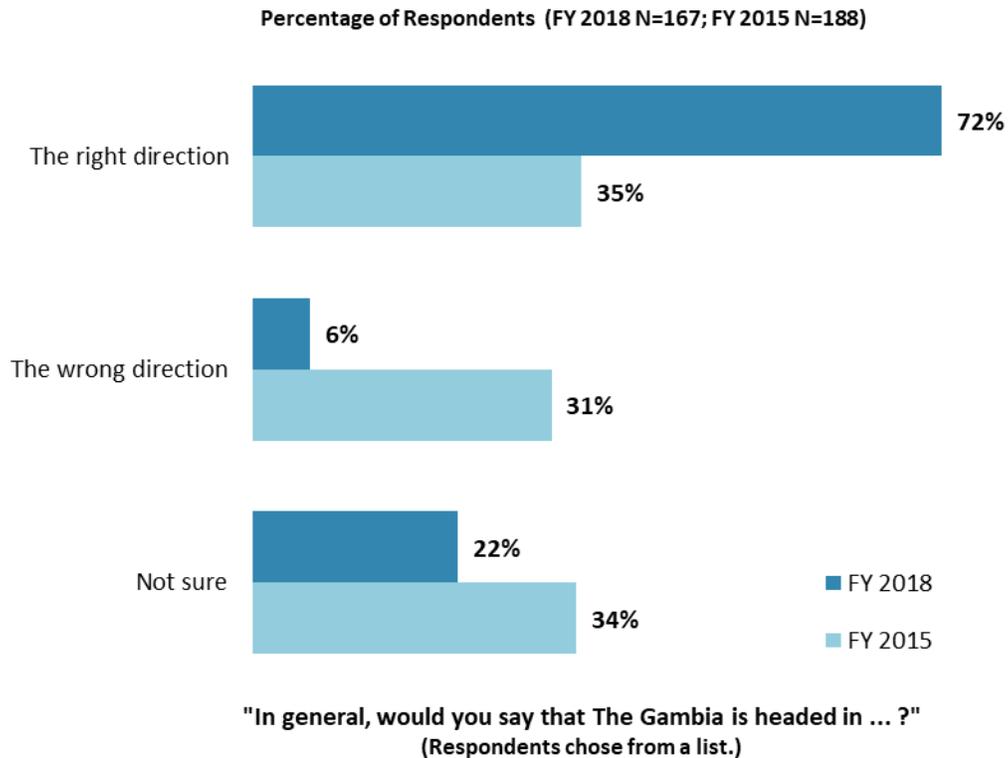
¹ Please refer to Appendix E (page 101) for more details on weighting. The means in the chart were calculated based on un-weighted data.



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.



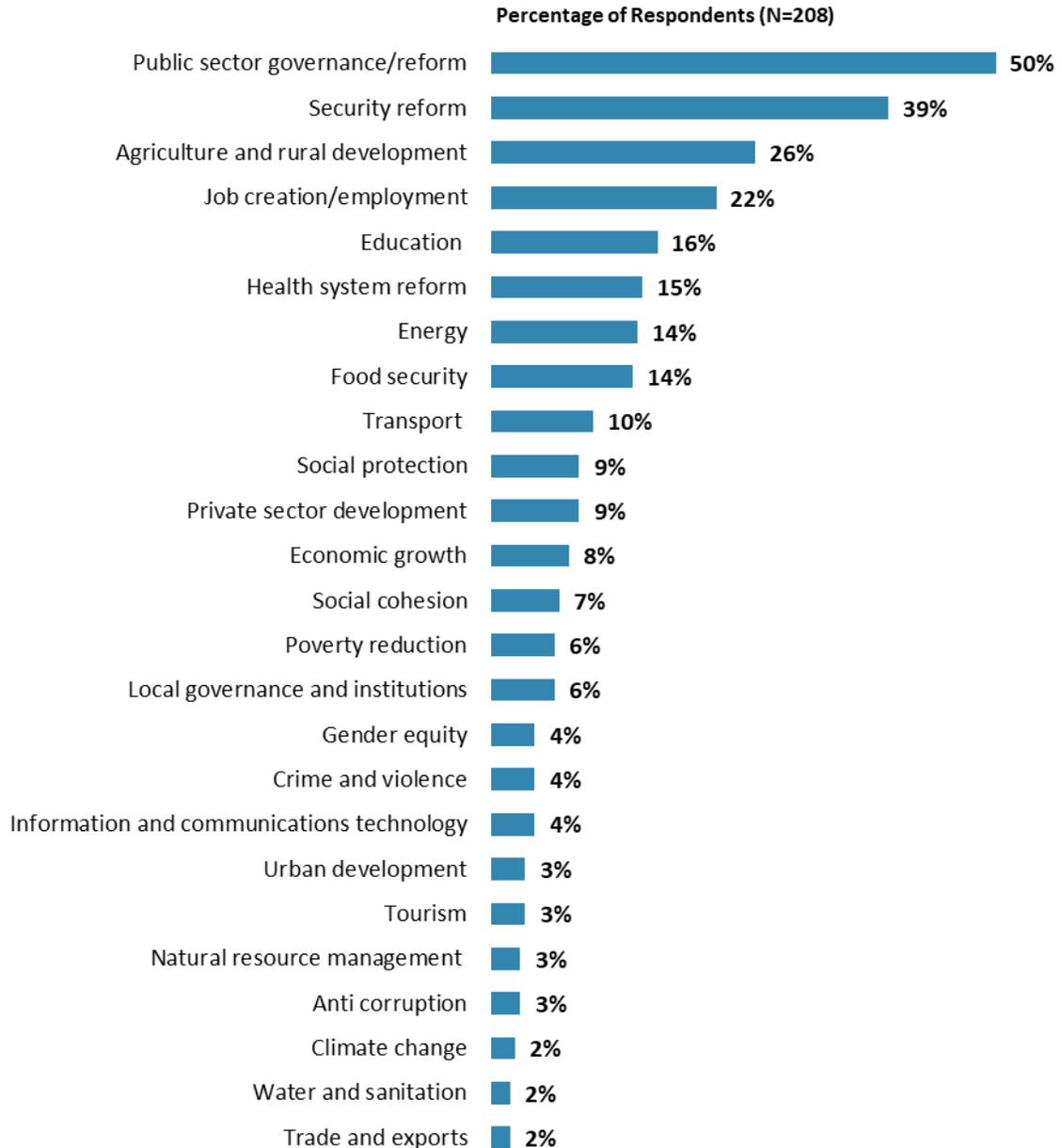
² Percentages presented in the chart were calculated based on weighted data from FY'15 and FY'18.



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%).



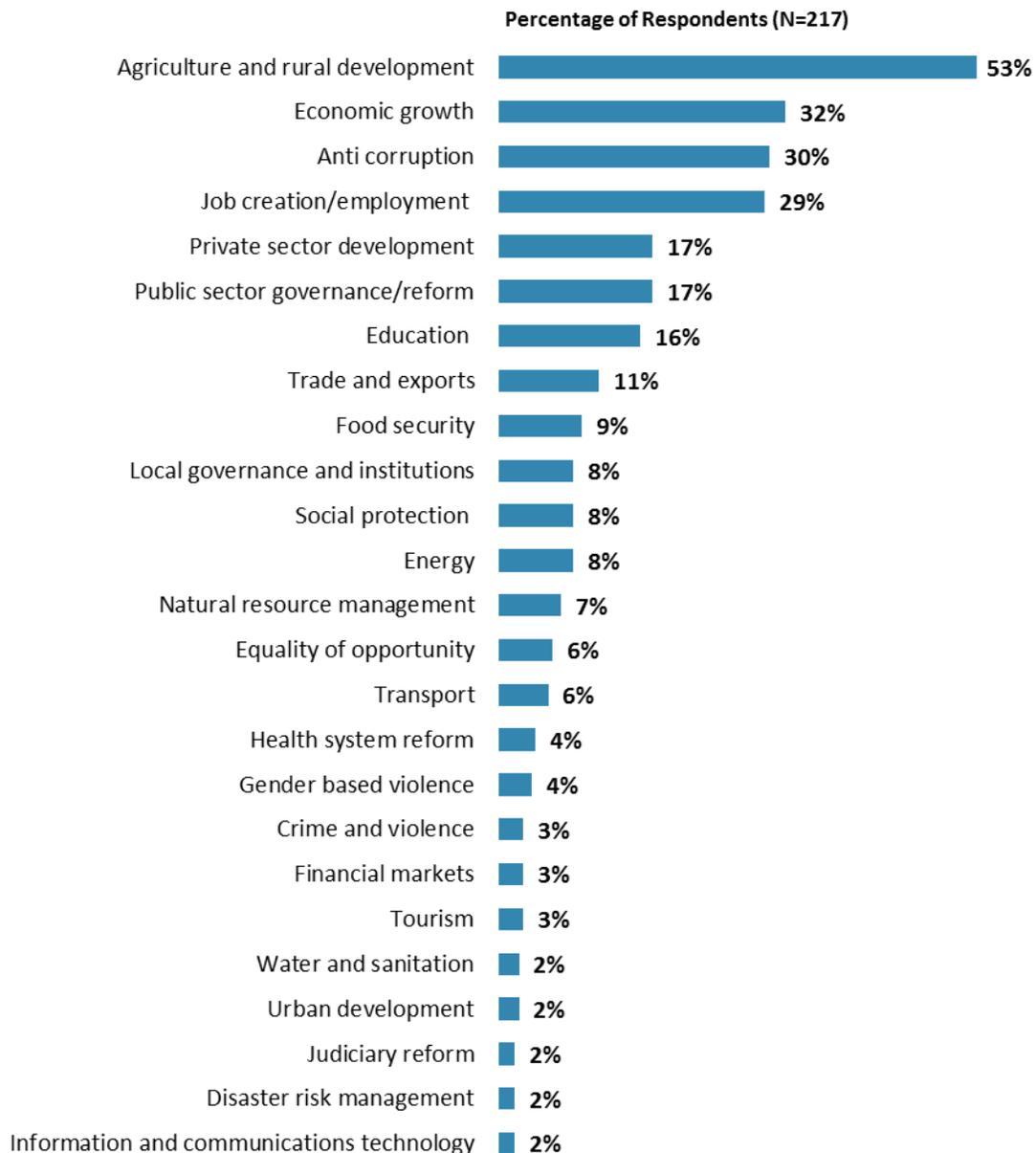
"Listed below are a number of development priorities in The Gambia. Please identify which of the following you consider the most important development priorities in The Gambia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 25 of 33 response options shown.)



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%).

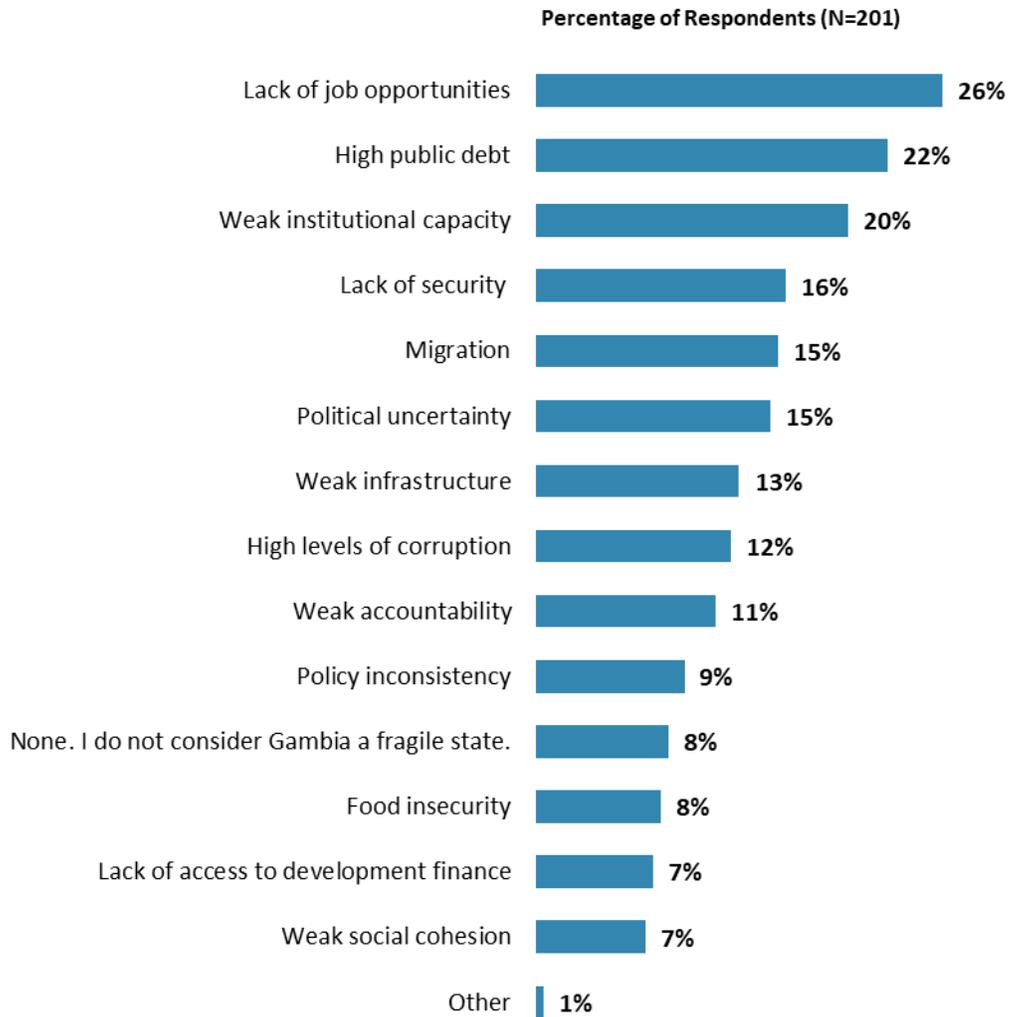


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in The Gambia? (Choose no more than THREE)"
 (Respondents chose from a list. Responses combined. Top 25 of 32 response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



IV. General Issues Facing The Gambia (continued)

The Gambia as a Fragile State



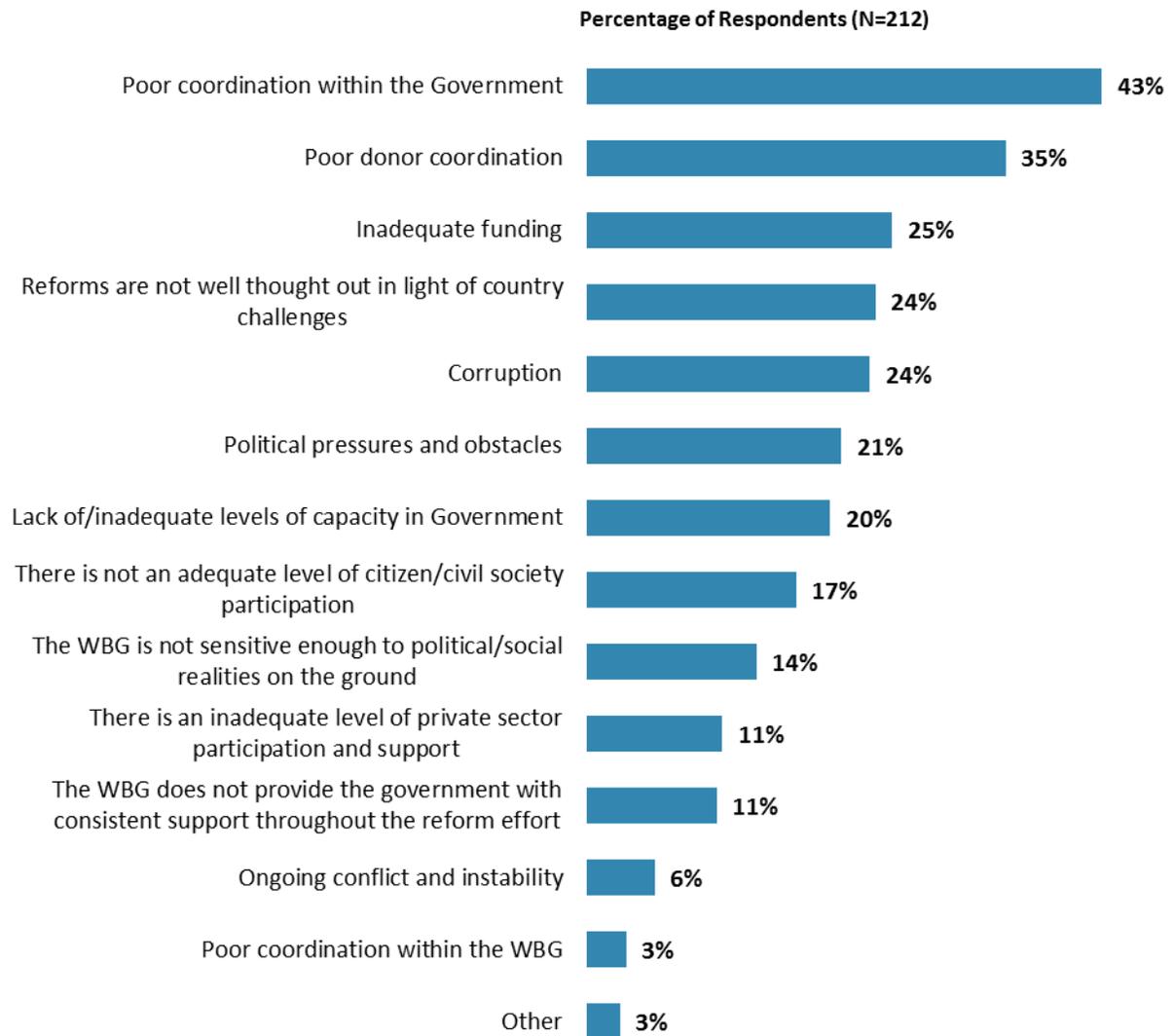
"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in The Gambia. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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%).

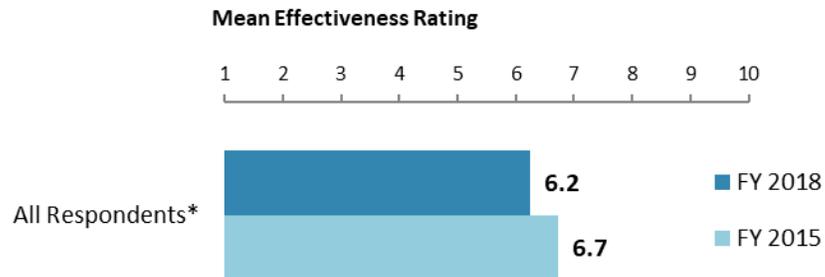


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



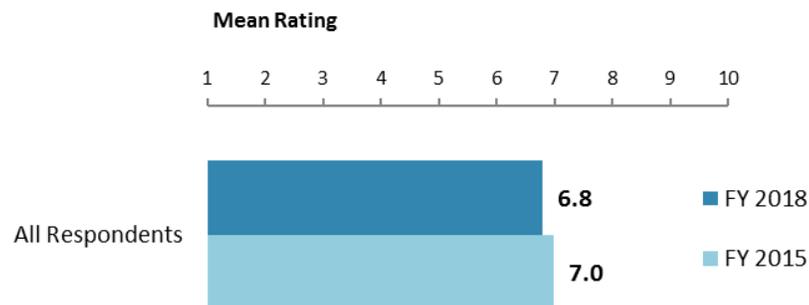
V. Overall Attitudes toward the World Bank Group (continued)

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

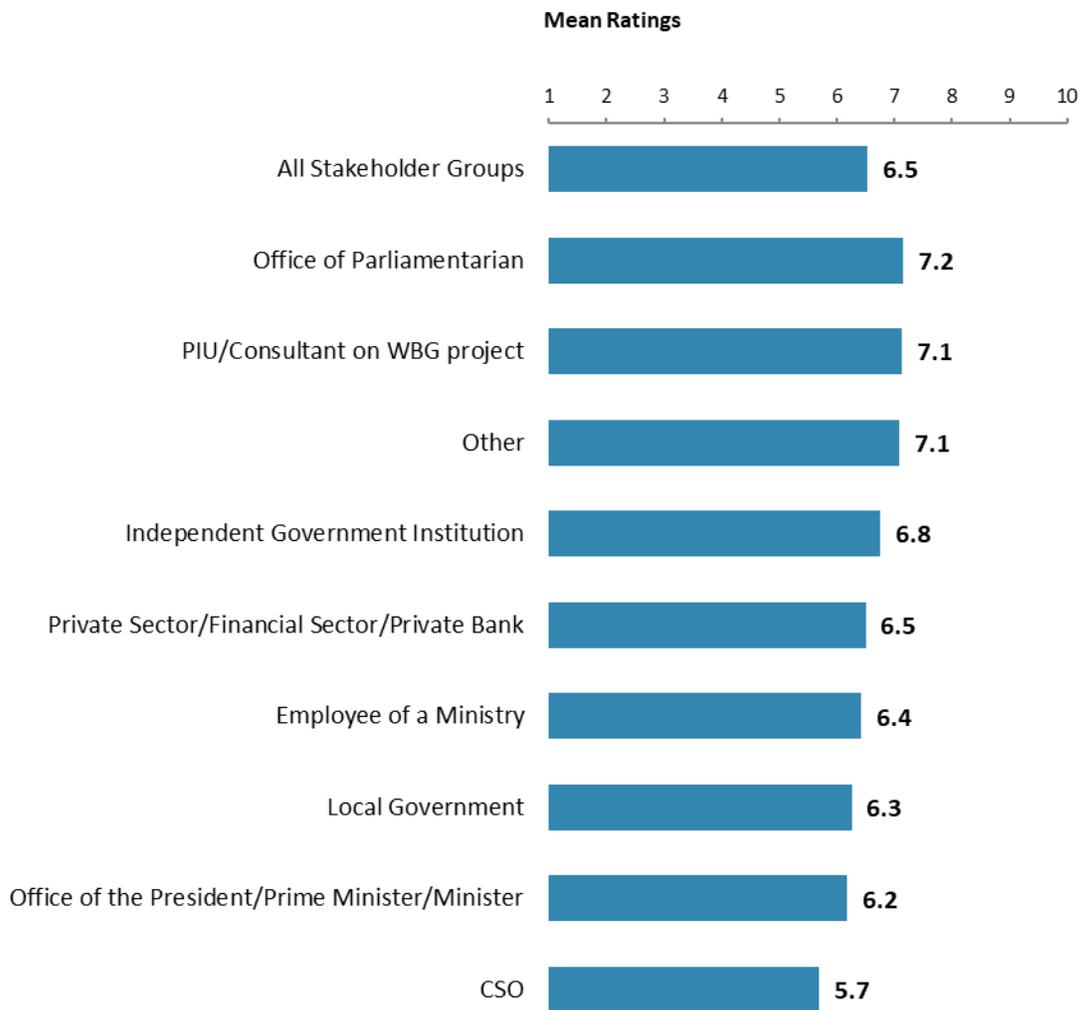


"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?"
(Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups



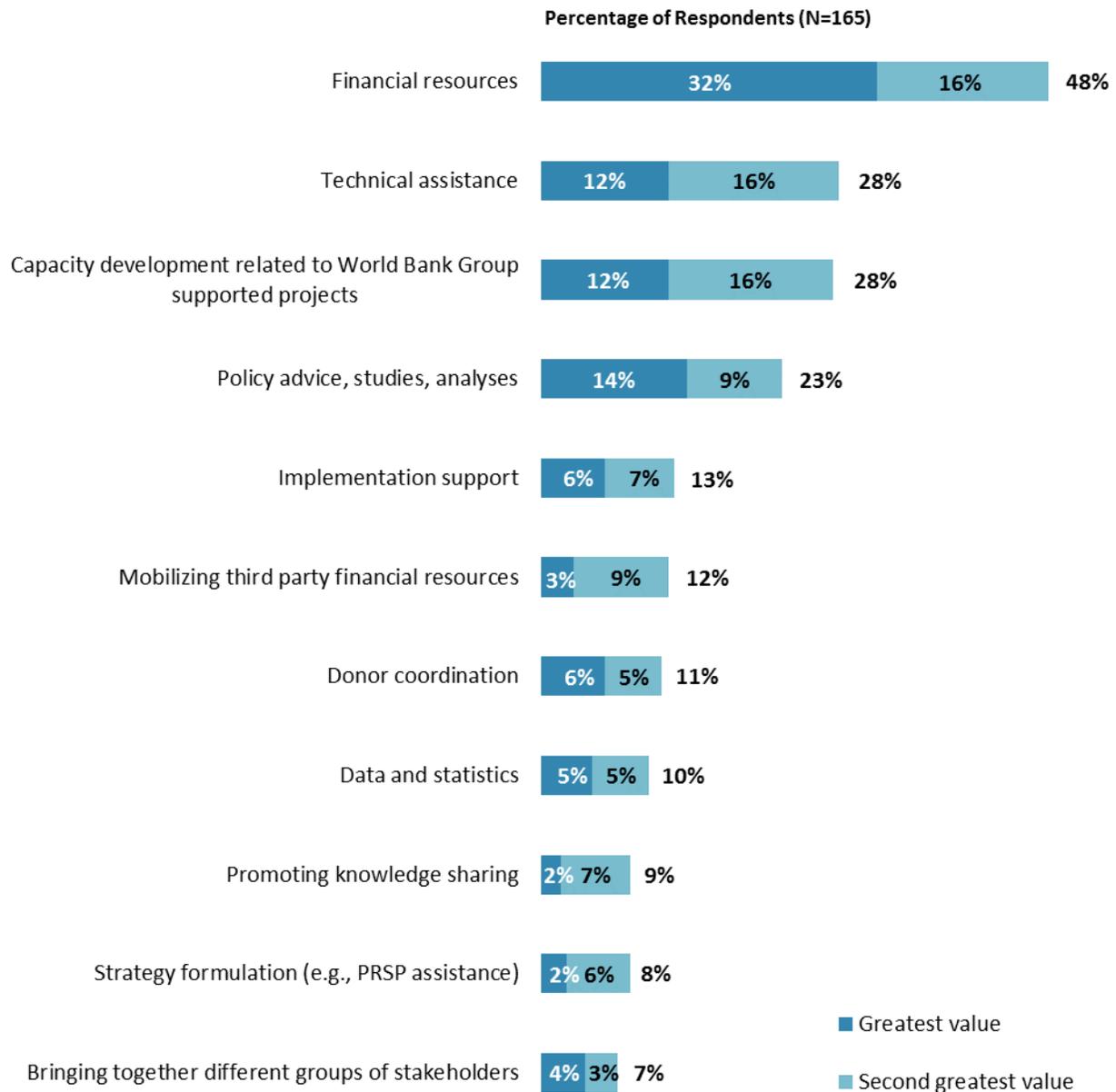
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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%).



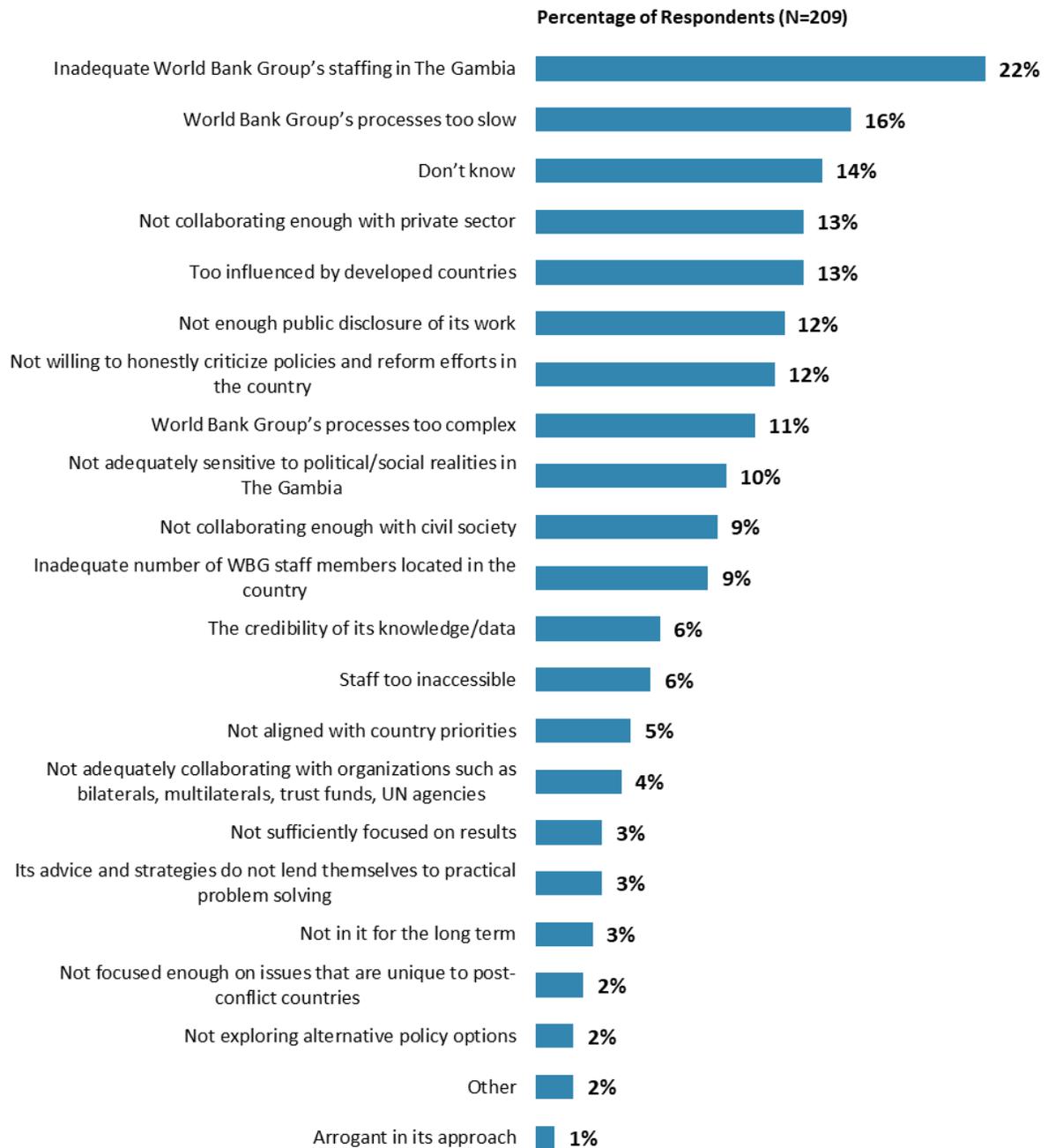
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?"
(Respondents chose from a list.)



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%).

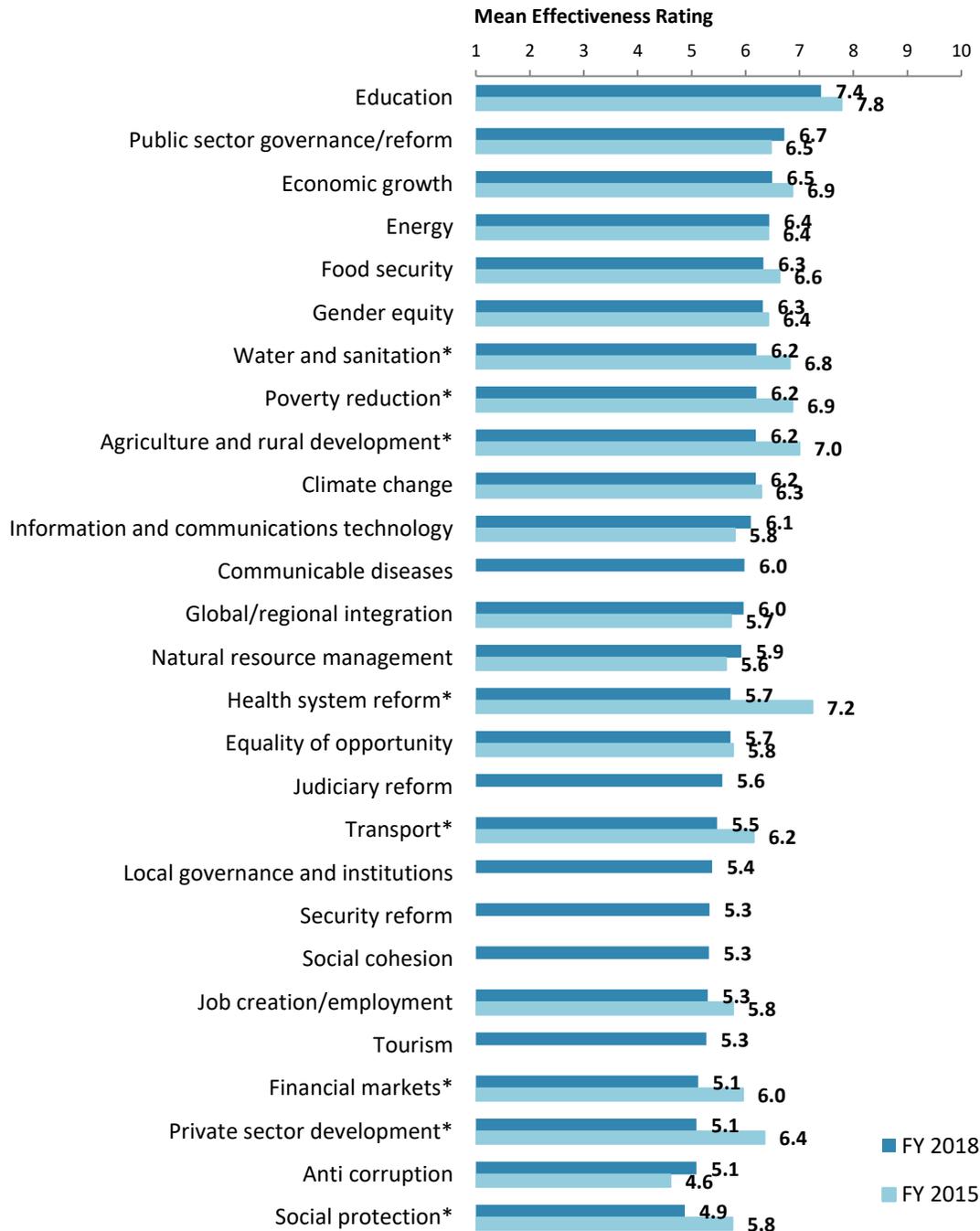


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



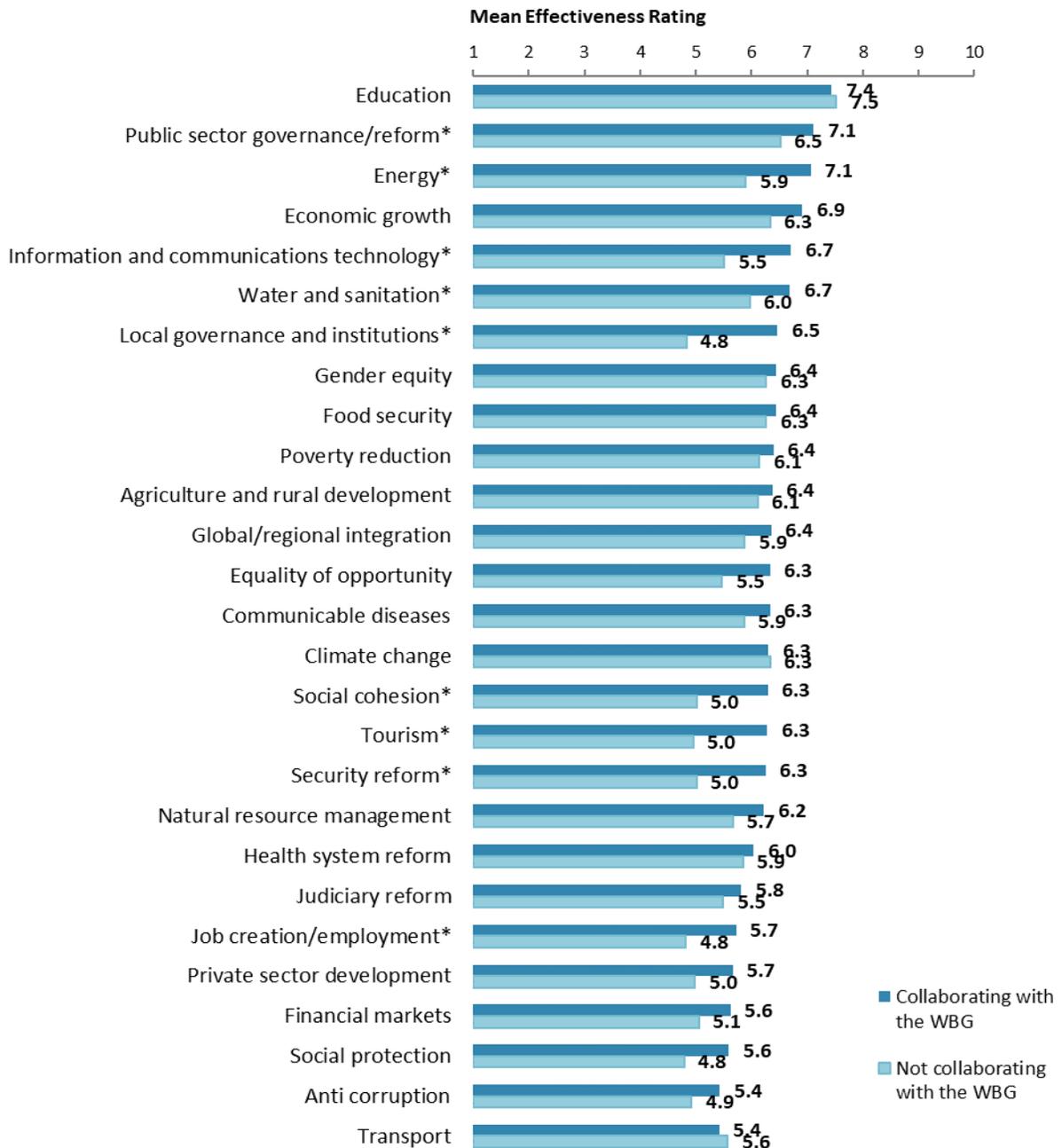
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2018 and FY 2015)*

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



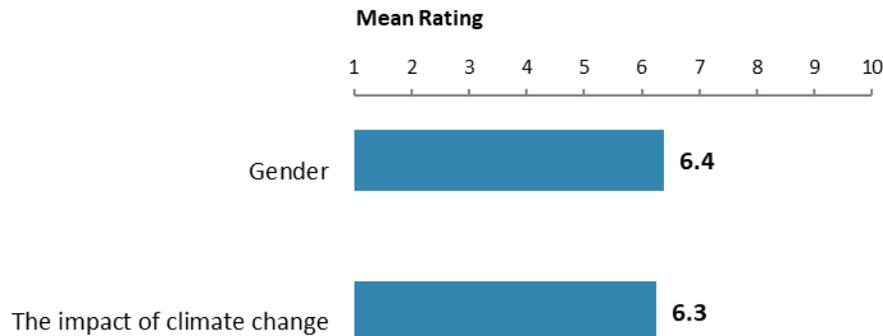
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

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.



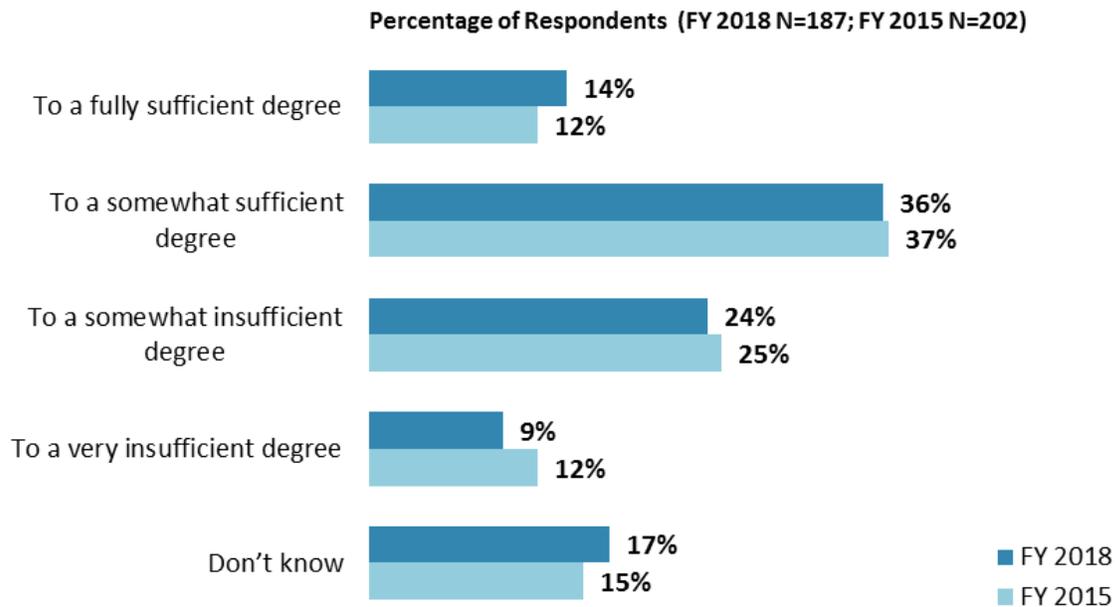
VI. Sectoral Effectiveness (continued)

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



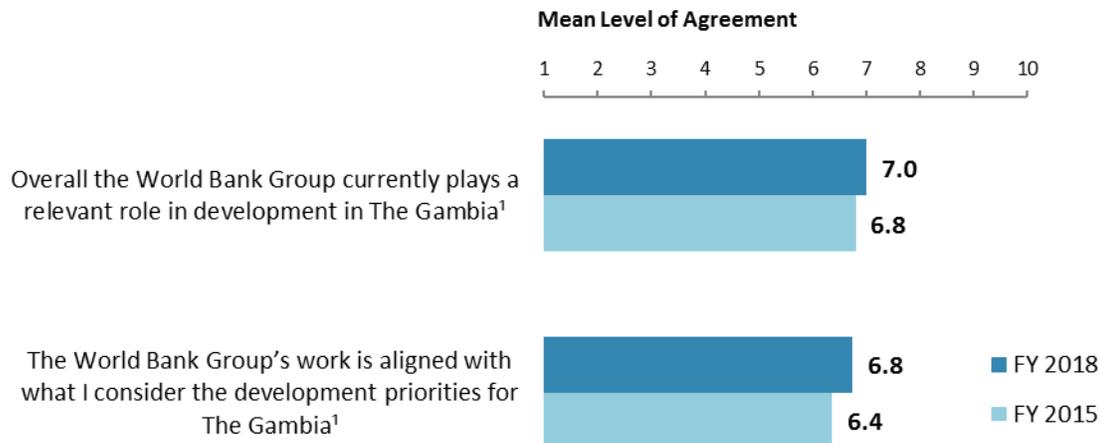
"To what extent do you believe that the World Bank Group's work and support help the poorest in The Gambia?" (Respondents chose from a list.)

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



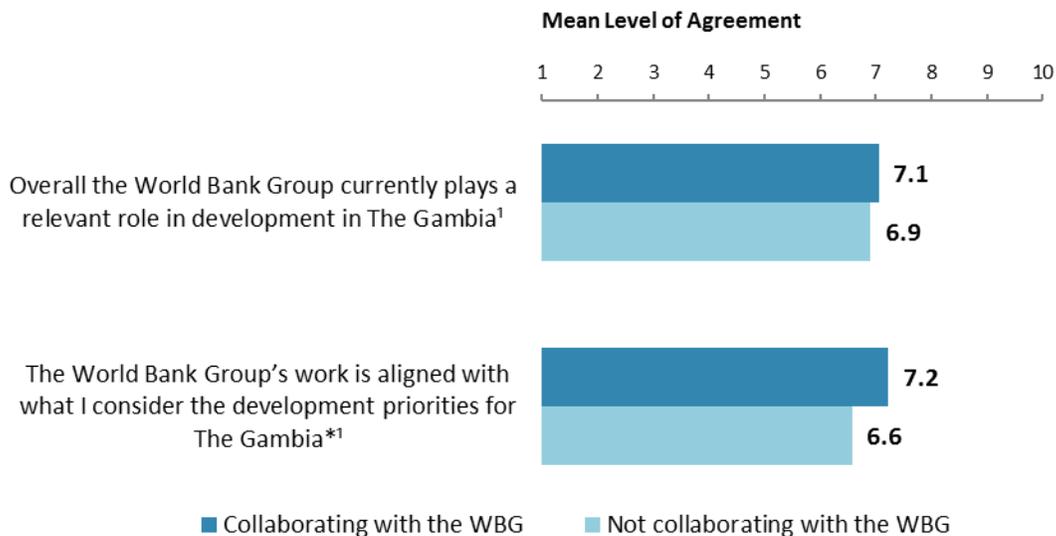
VII. How the World Bank Group Operates

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")
'Indicator Question

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



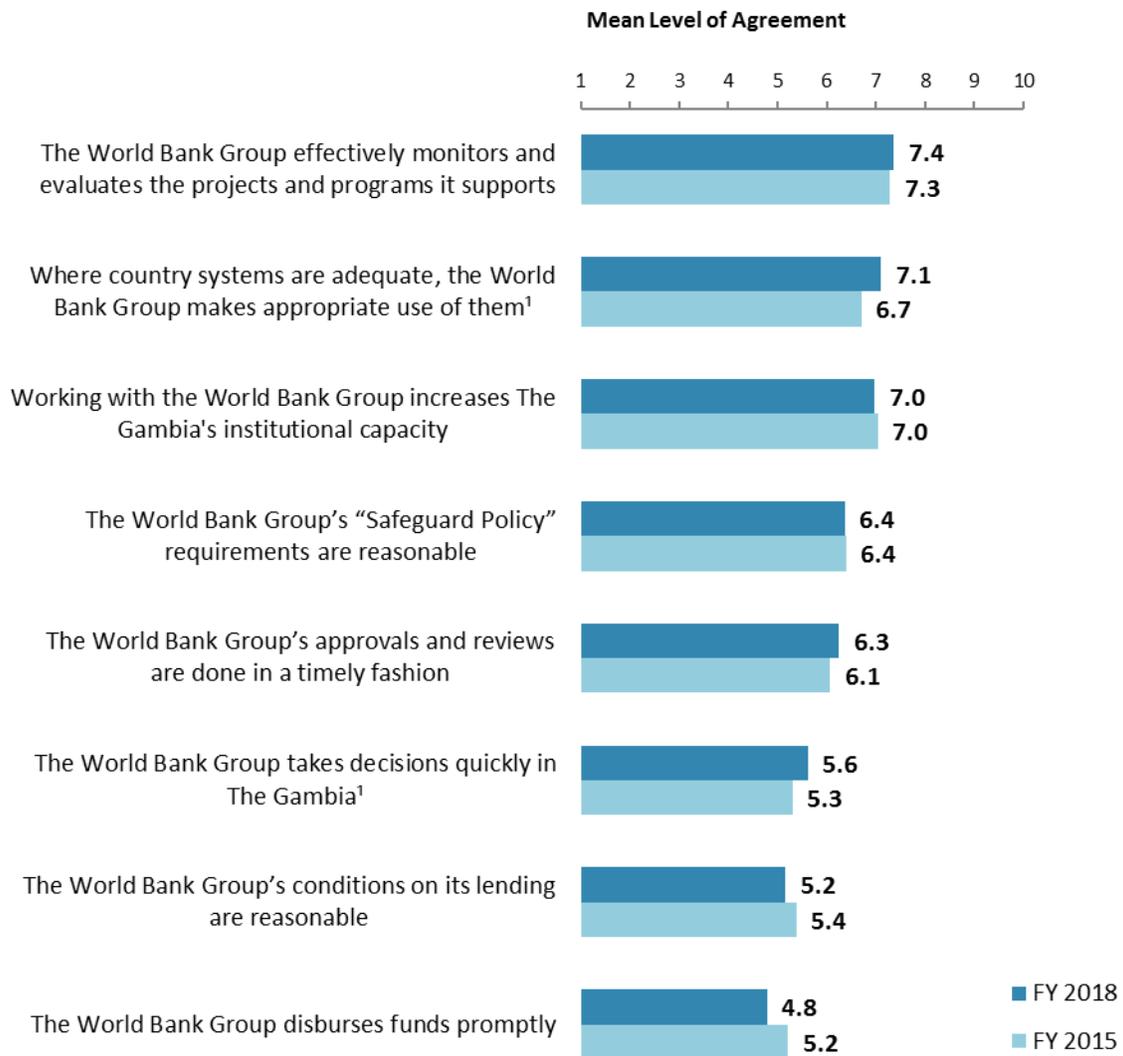
"To what extent do you agree with the following statements about the World Bank Group's work in The Gambia?" (1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between collaborators and non-collaborators)*
'Indicator Question

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")

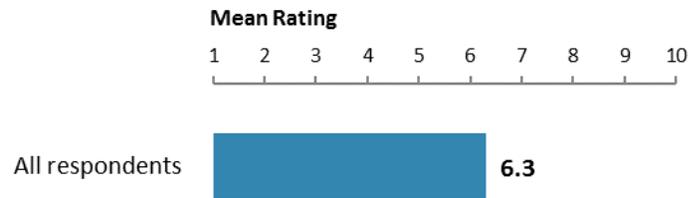
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



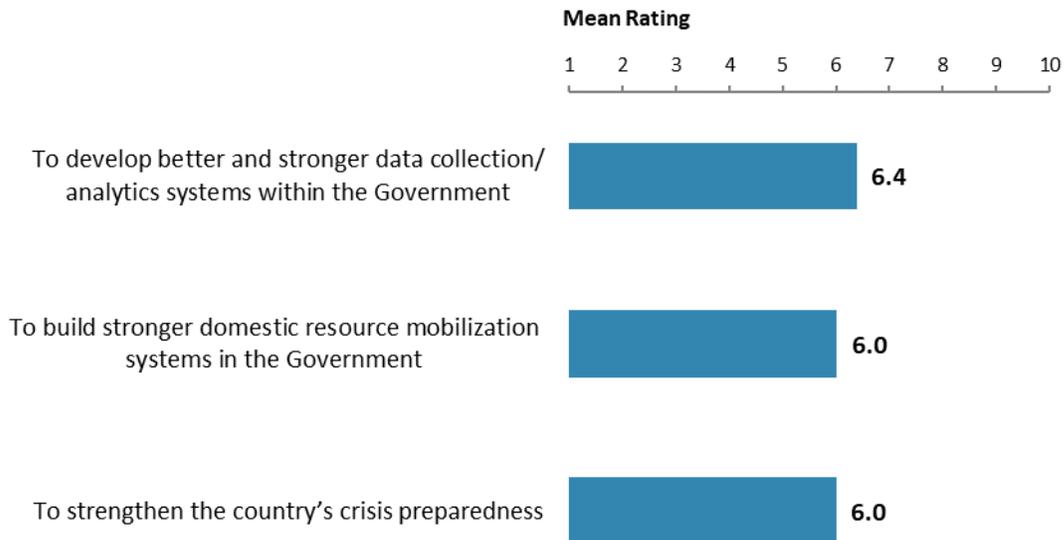
VII. How the World Bank Group Operates (continued)

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")

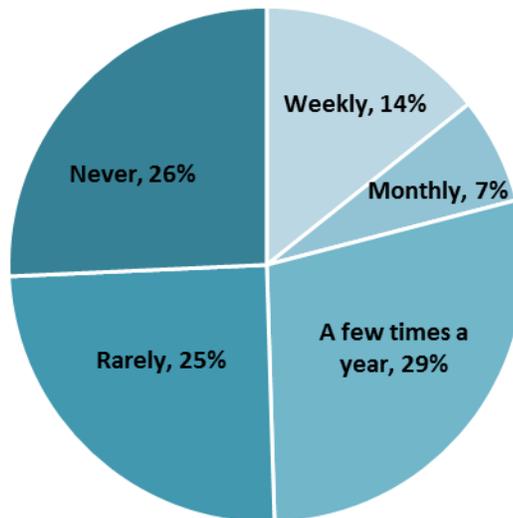


VIII. World Bank Group's Knowledge and Instruments

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)

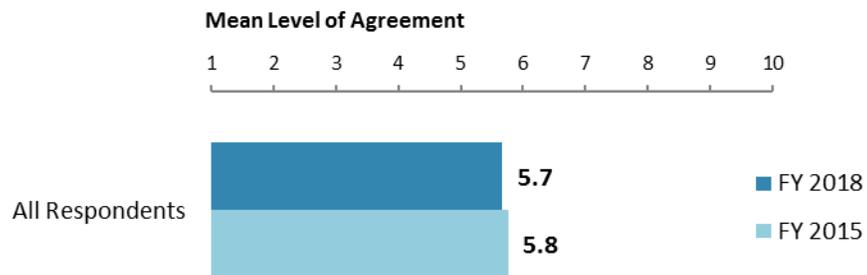


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



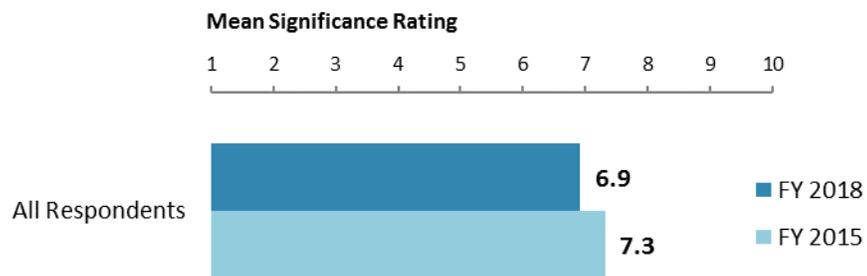
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting The Gambia's Knowledge Needs¹⁰ (Indicator Question)



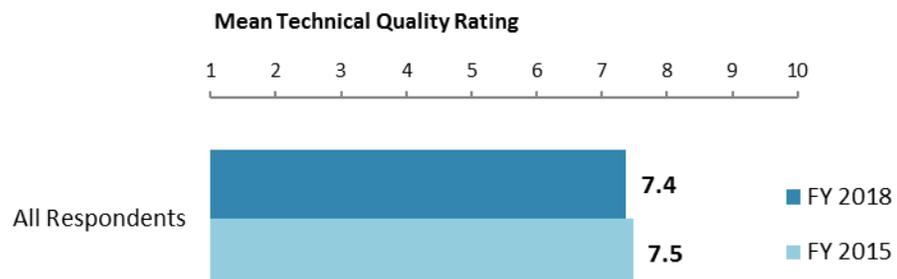
"The World Bank Group meets The Gambia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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)



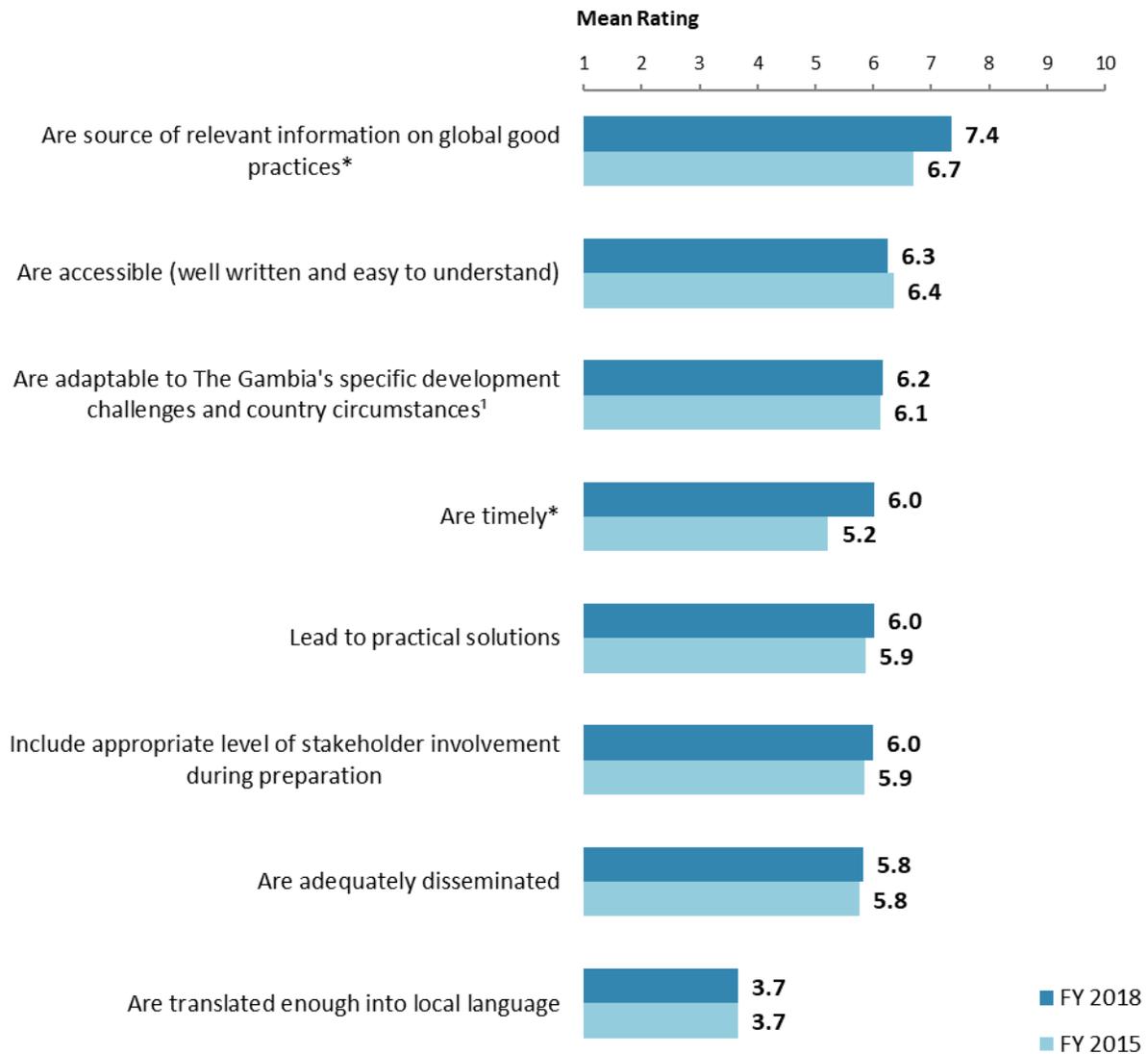
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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)

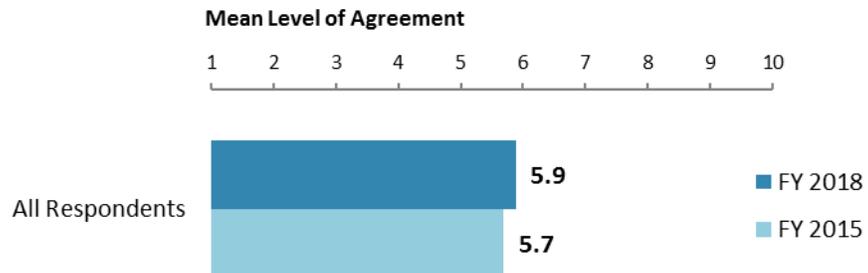
¹Indicator Question

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")

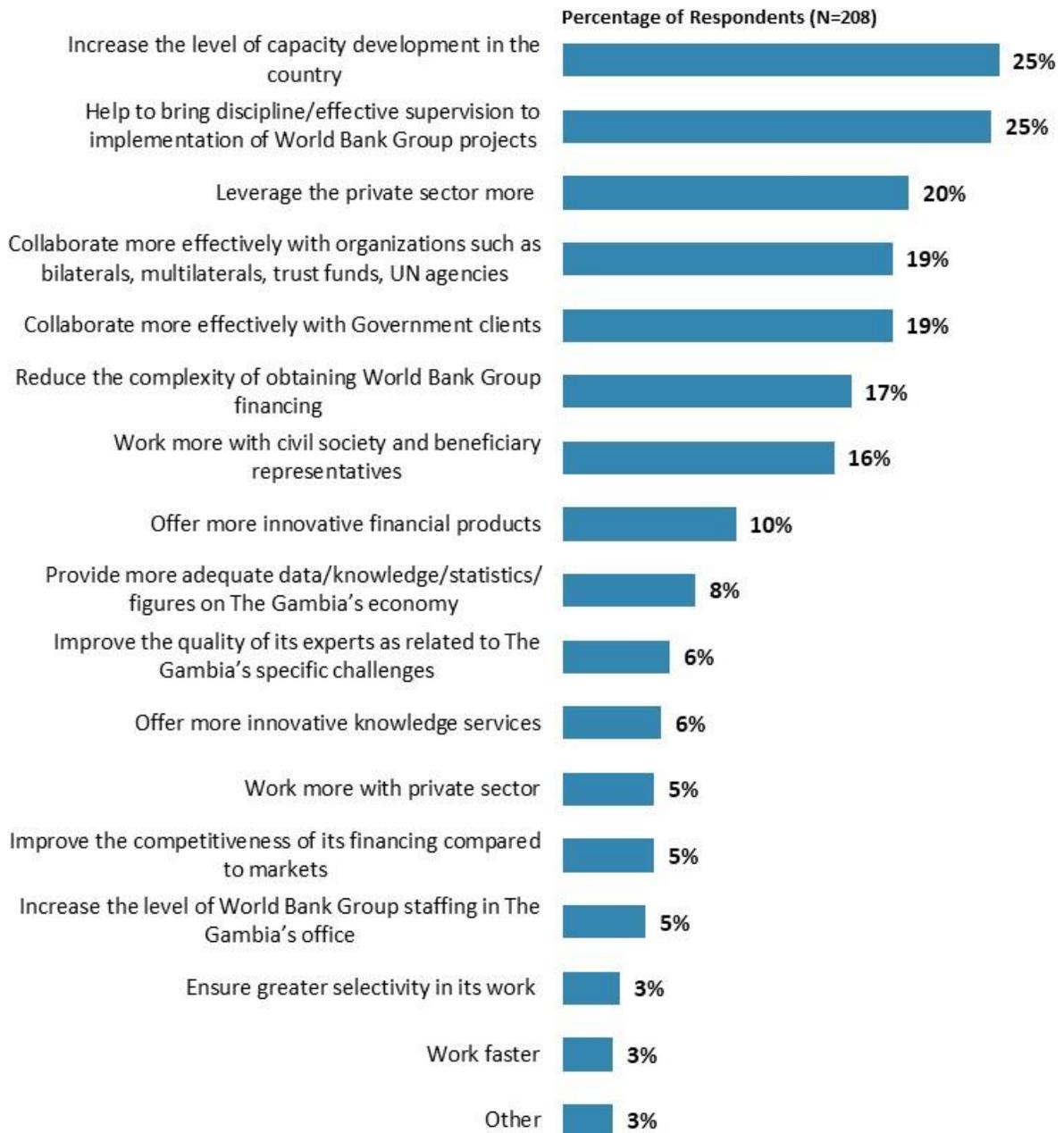
¹² Means in the chart were calculated based on weighted data.



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.



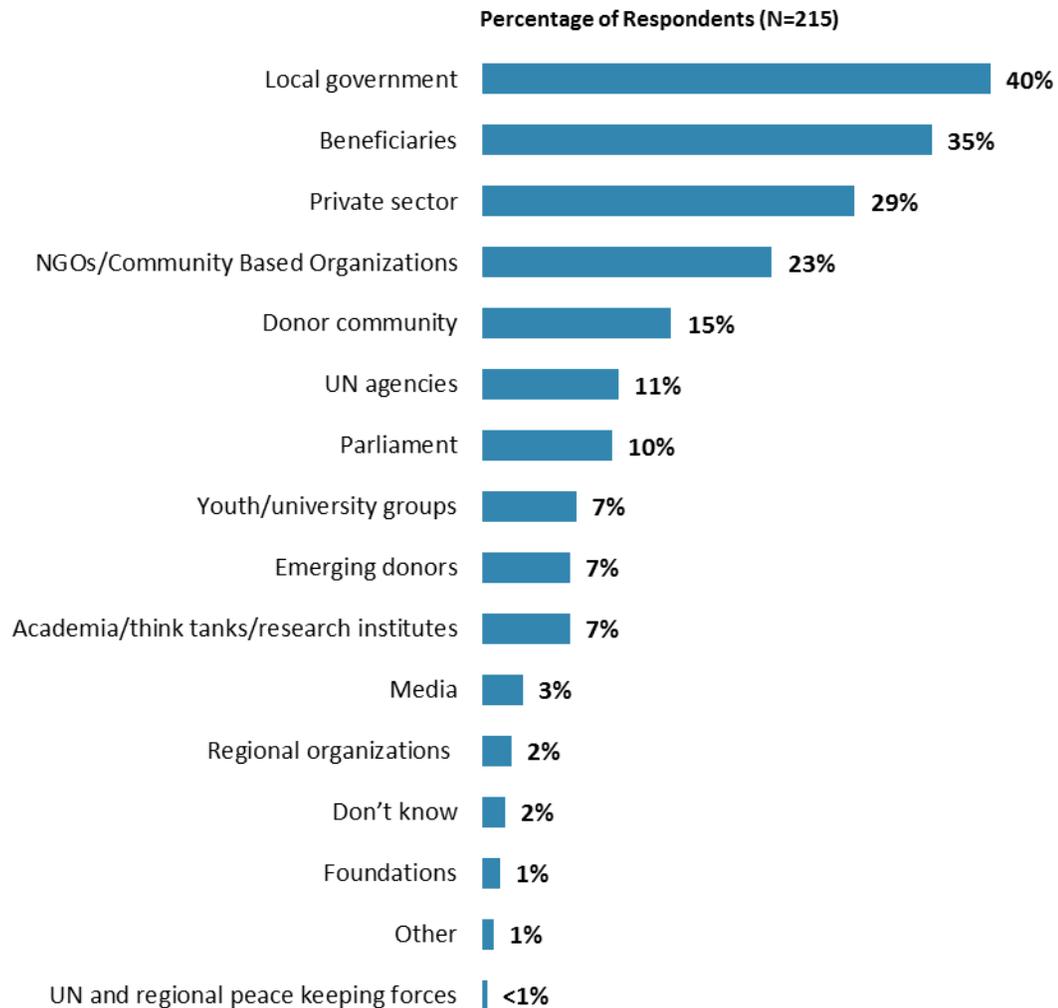
"Which of the following SHOULD the World Bank Group do to make itself of greater value in The Gambia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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.



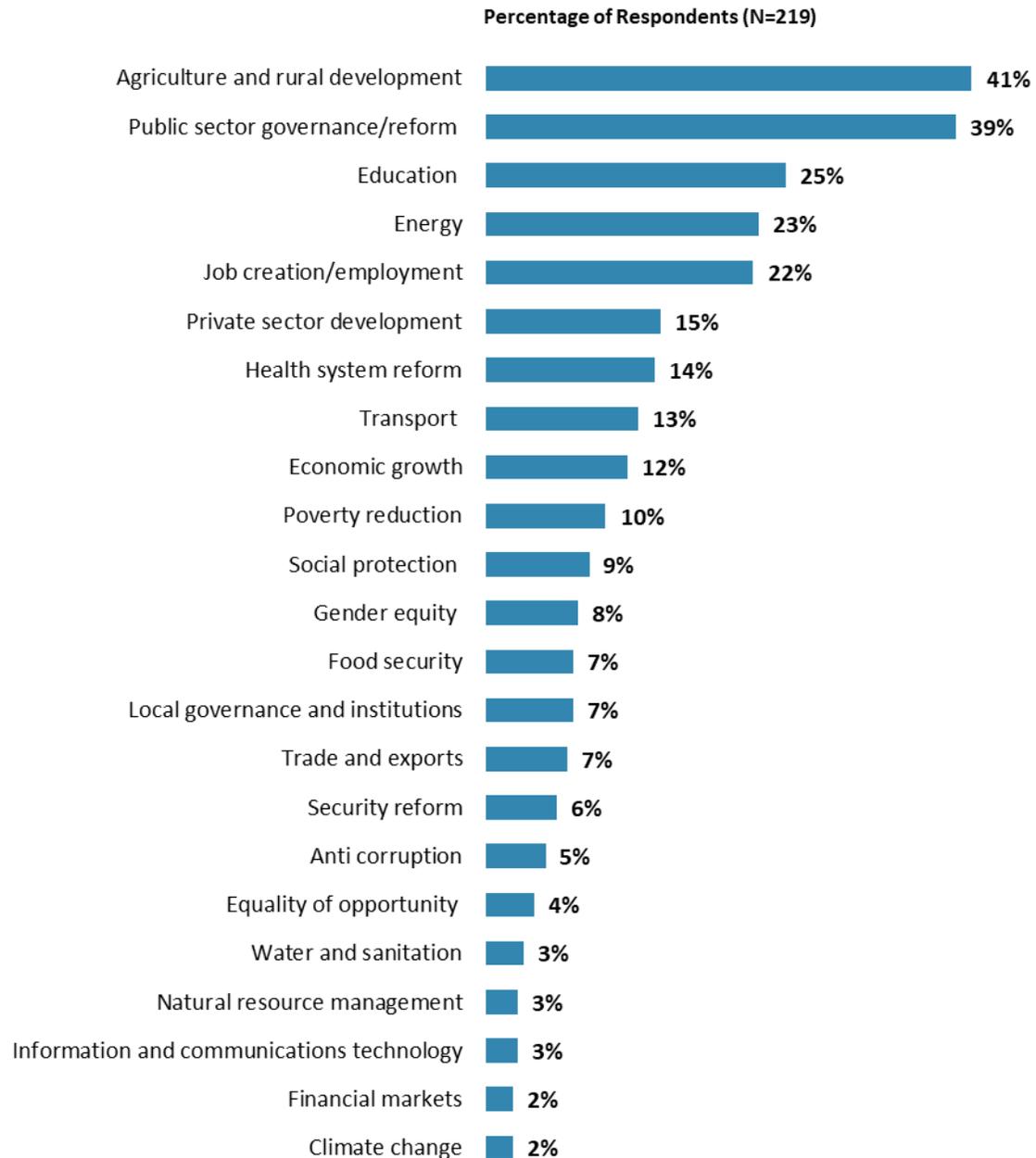
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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%).



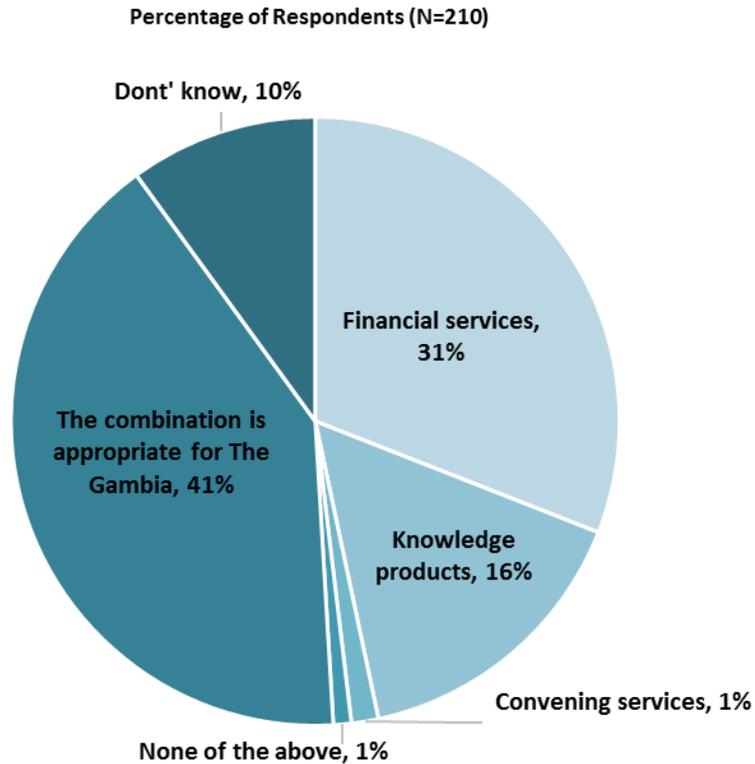
“When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectors do you believe the WBG should focus most of its resources (financial and knowledge services) in The Gambia? (Choose no more than THREE)”
 (Respondents chose from a list. Responses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

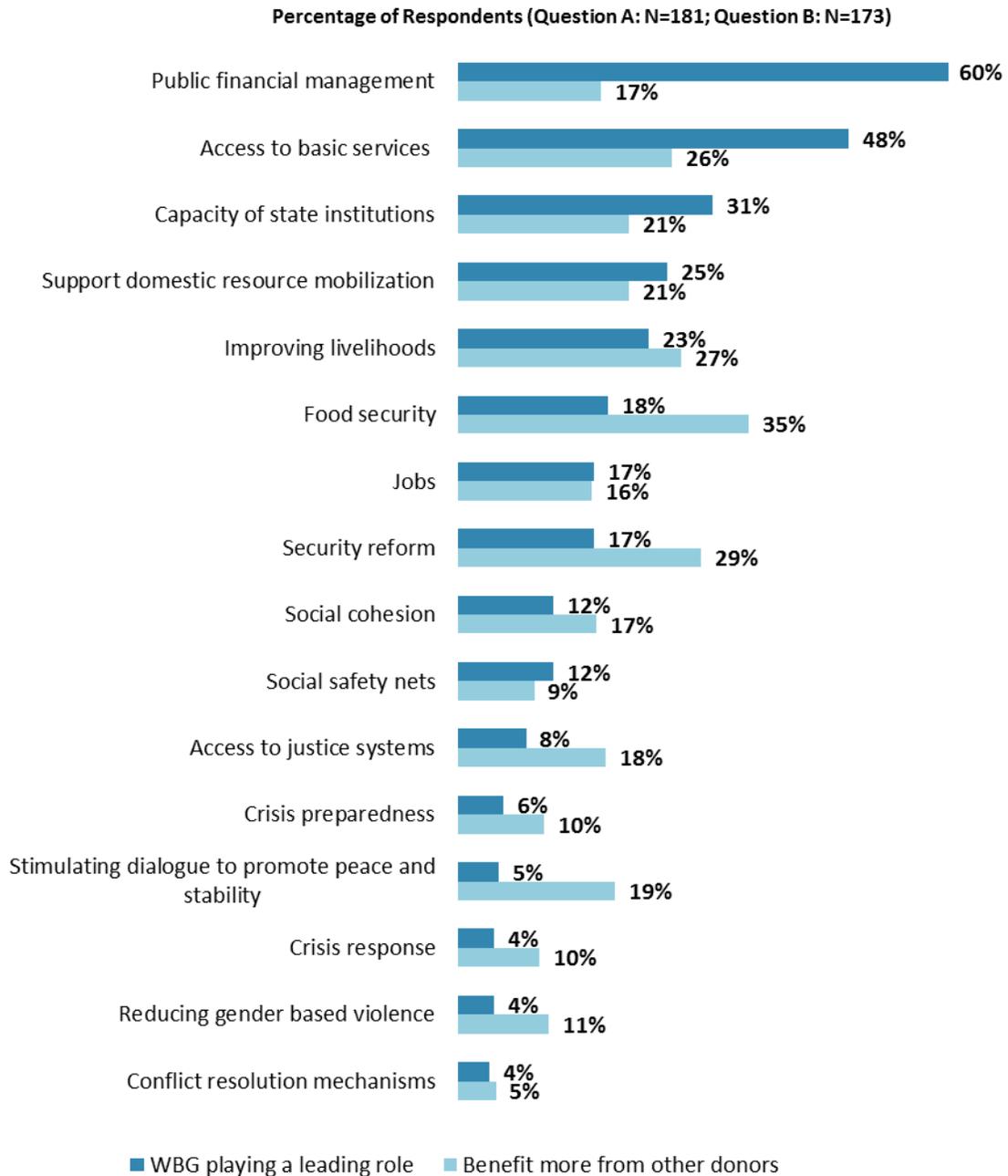


"When considering the combination of services that the World Bank Group offers in The Gambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in The Gambia?" (Respondents chose from a list.)



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?

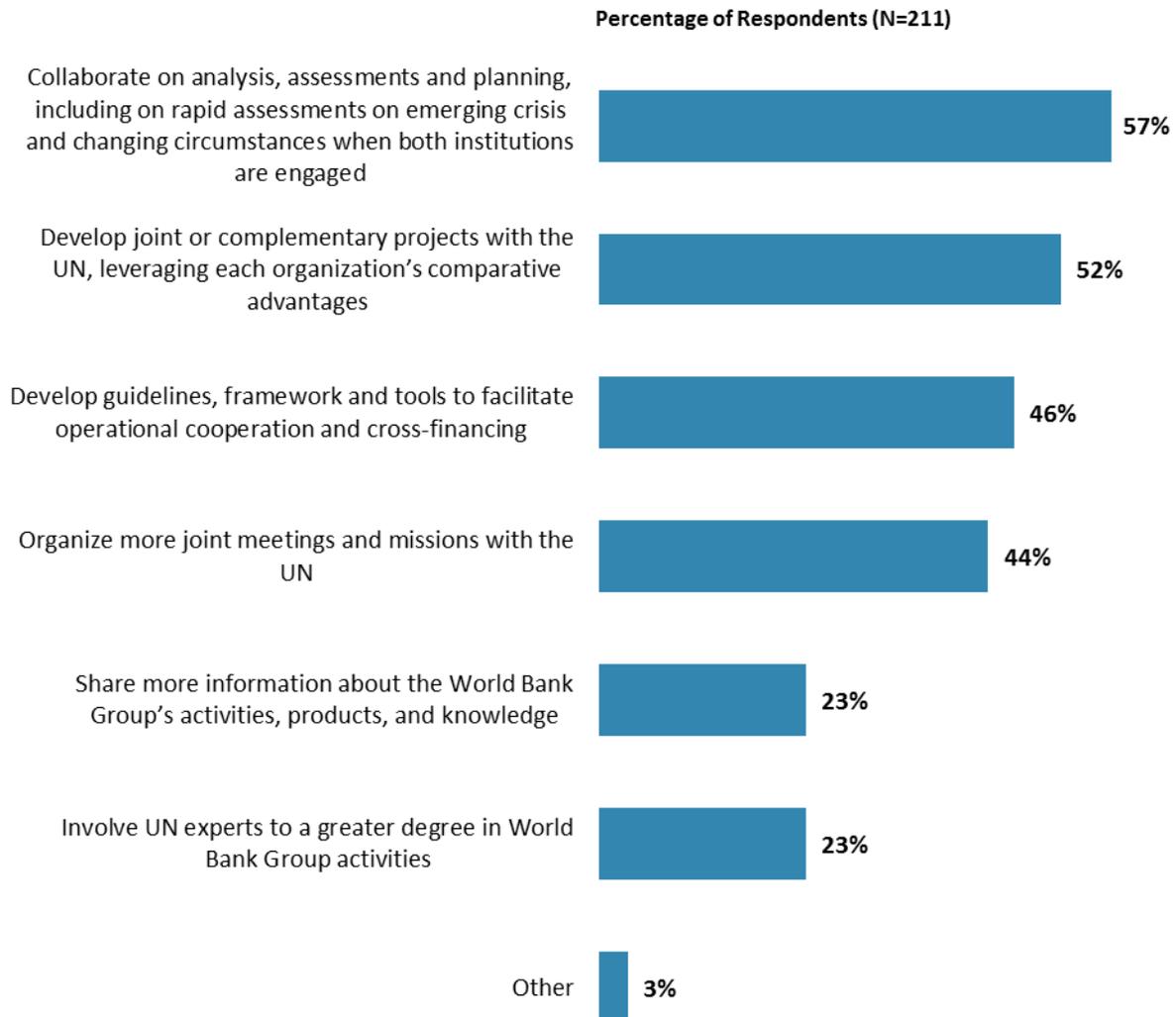
B. Which THREE areas below would benefit most from other donors in The Gambia?"

(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.)

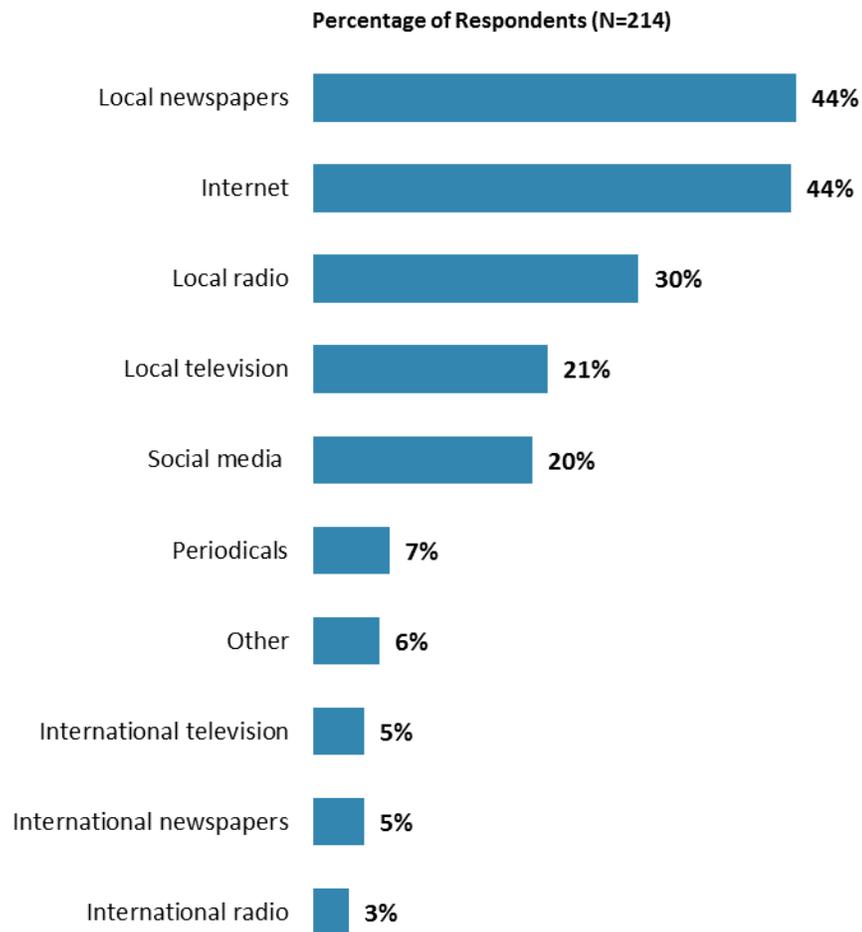


X. Communication and Outreach

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%).



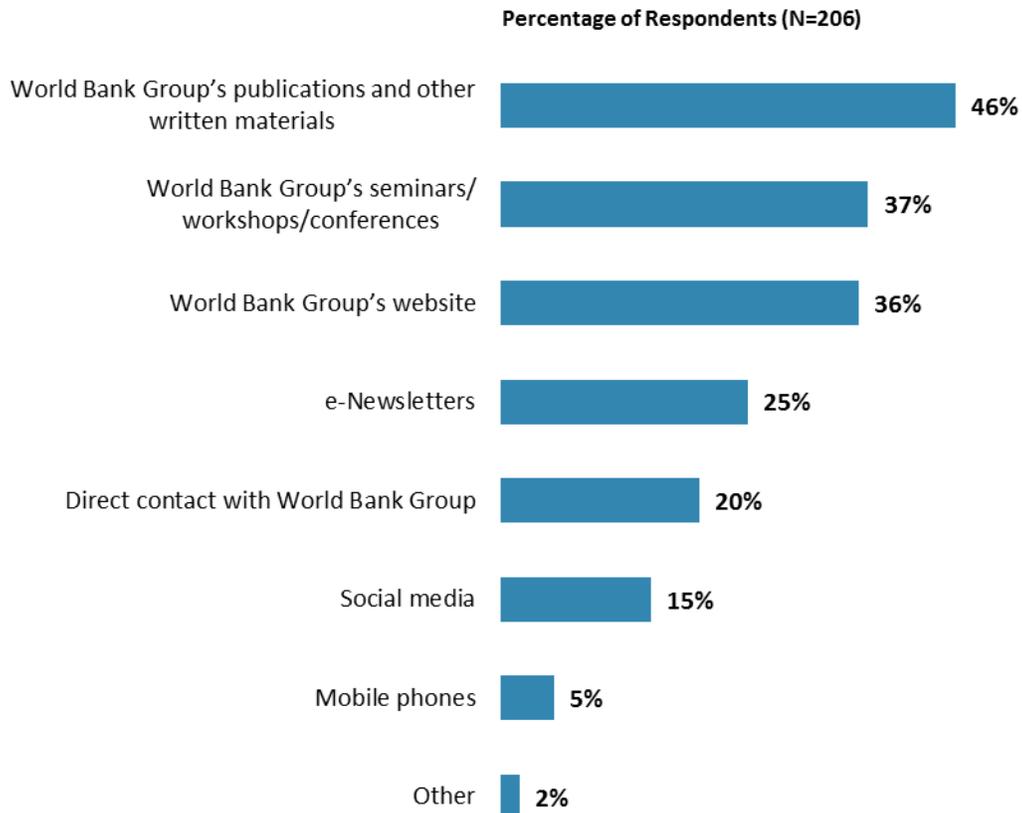
"How do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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%).

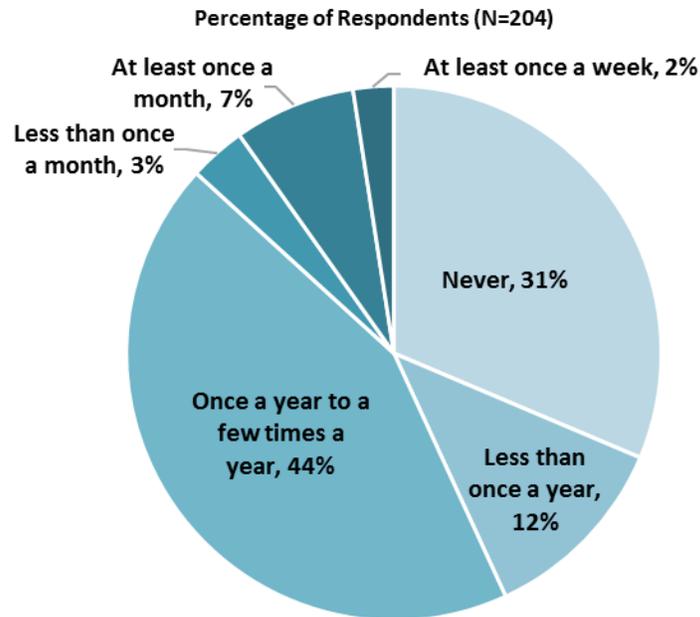


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



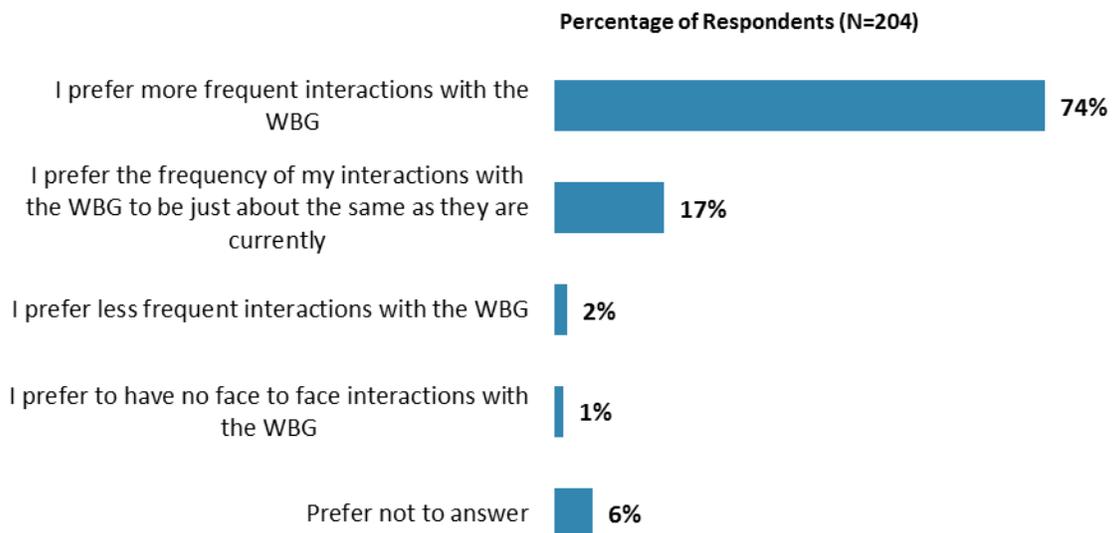
X. Communication and Outreach (continued)

Frequency of Interaction with the WBG



"How frequently do you interact with the World Bank Group now in The Gambia?"
(Respondents chose from a list.)

Face-to-Face Access to the WBG



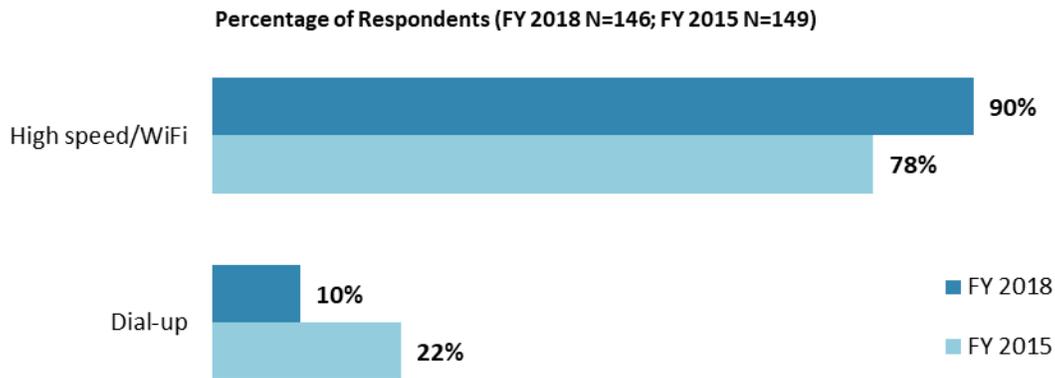
"How much face-to-face access would you like to have with the World Bank Group in The Gambia (i.e., discussions, meetings, conferences, workshops, training, etc.)?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

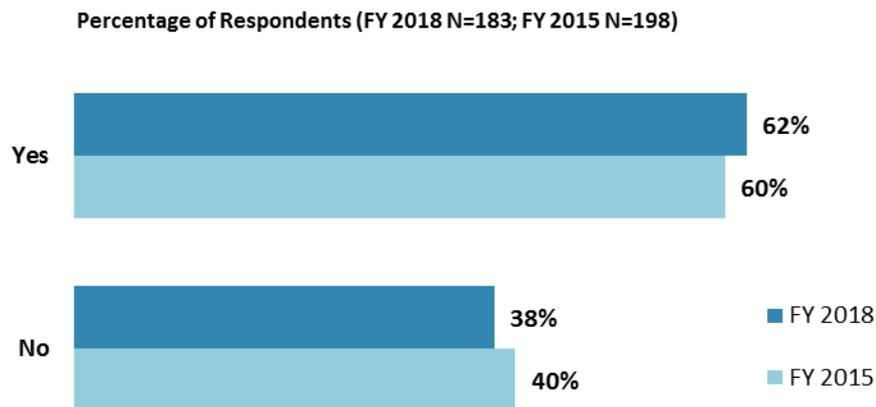
Access to the Internet¹³

- 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



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

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



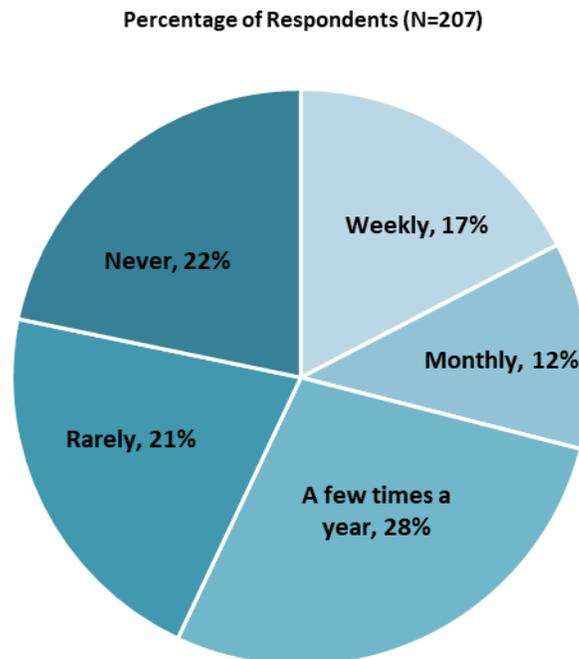
X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels



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

Frequency Visiting WBG Websites and Social Media



"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?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	44
B. Responses to All Questions by Stakeholder Groups.....	64
C. Responses to Indicator Questions by Geographic Location.....	91
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group.....	94
E. Responses to Selected Questions by Year.....	101
F. Indicator Questions as a Function of Exposure to the WBG.....	108
G. The Gambia FY 2018 COS Questionnaire	109

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: (1-To no degree at all, 10-To a very significant degree)	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?* (1-Not significant at all, 10-Very significant)	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?* (1-Very low technical quality, 10-Very high technical quality)	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 ... ? (Select only ONE response)	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? (1-Strongly disagree, 10-Strongly agree)	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? (1-To no degree at all, 10-To a very significant degree)	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		
	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
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 (1-Not effective at all, 10-Very effective)	99	6.26	2.17	28	6.14	2.40	67	6.43	2.12

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* ¹	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 ^{'''}				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 ^{''''}				76	5.98	1.98
Information and communications technology	119	5.80	2.54	83	6.10	2.07
Security reform ^{'''}				72	5.33	2.35
Tourism ^{'''}				72	5.27	2.11
Local governance and institutions ^{'''}				85	5.38	2.19
Social cohesion ^{'''}				76	5.32	2.25

*Significantly different between FY2015 and FY2018

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

^{''} 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.

^{'''} Only FY 2018 questionnaire had this response option.

^{''''} 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	2	3	4	5	6	7	8	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10	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	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	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	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	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	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	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	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	<input type="checkbox"/>
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Treating clients and stakeholders in Gambia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<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
		1	2	3	4	5	6	7	8	9	10		
C8	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)											<input type="checkbox"/>	
C9	To develop better and stronger data collection/analytics systems within the Government											<input type="checkbox"/>	
C10	To strengthen the country's crisis preparedness											<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		
		Not effectively at all										Very effectively	Don't know
												<input type="checkbox"/>	

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	<input type="checkbox"/>	
											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
		1	2	3	4	5	6	7	8	9	10		
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? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
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!