



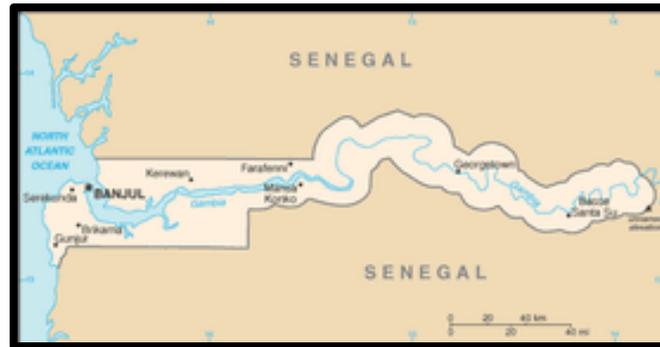
The Gambia

The World Bank
Country Survey FY 2012

Report of Findings
May 2012

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in The Gambia perceive the Bank;
- Obtain systematic feedback from stakeholders in The Gambia regarding:
 - Their views regarding the general environment in The Gambia;
 - Their perceived overall value of the World Bank in The Gambia;
 - Overall impressions of the World Bank as related to programs, poverty reduction, personal relationships, effectiveness, knowledge base, collaboration, and its day-to-day operation;
 - Perceptions of the World Bank's future role in The Gambia; and
 - Perceptions of the World Bank's communication and outreach in The Gambia.
- Use data to help inform The Gambia country team's strategy.

II. Methodology

In January thru March 2012, 250 stakeholders of the World Bank in The Gambia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President, Prime Minister, Minister, or Parliamentarian; employees of a ministry, ministerial department, or implementation agency; local government officials or staff; federal/central government; bilateral or multilateral agencies; private sector; NGOs (including CBOs); the media; independent government institutions; trade unions; faith-based groups; academia or research institutes; and the judiciary. A total of 150 stakeholders participated in the country survey (60%).

Respondents received the questionnaire via post and returned it accordingly. Respondents were asked to indicate: their overall attitudes toward the Bank; the importance of specific areas of the Bank's work and the Bank's effectiveness in those areas; and their level of agreement with a series of statements about the way the World Bank does business. Respondents were also asked about general issues facing The Gambia, the Bank's future role in The Gambia, and the Bank's communication and outreach efforts in The Gambia.

II. Methodology (continued)

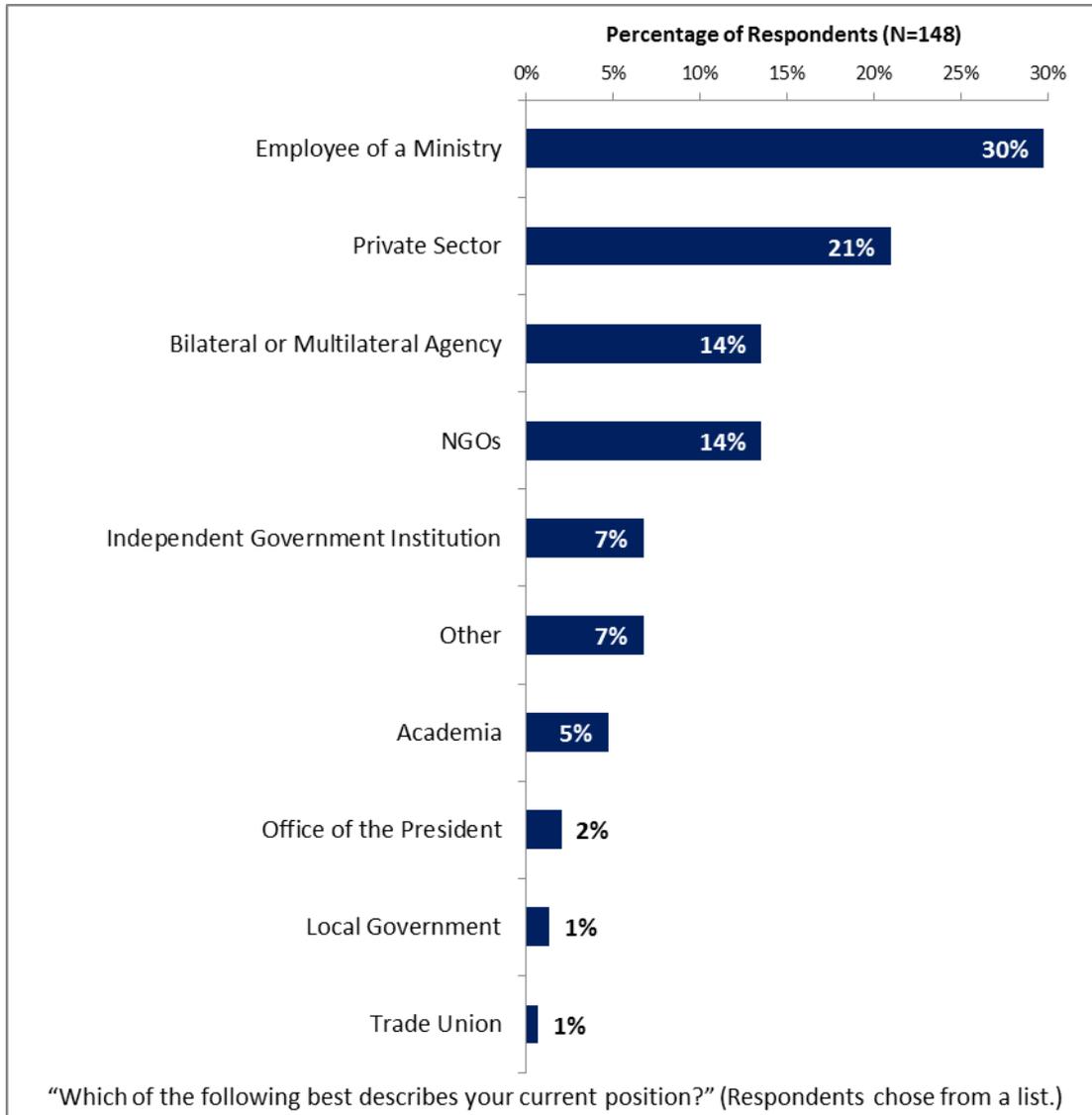
The questionnaire was broken into eight sections:

1. Background Information: The first section asked respondents for their current position, specialization, familiarity and involvement with the Bank, and geographic location.
2. General Issues facing The Gambia: Respondents were asked to indicate what they thought were the most important development priorities and which areas would contribute most to poverty reduction and economic growth in The Gambia, as well as rating their optimism for the next generation in The Gambia.
3. Overall Attitudes toward the World Bank: Respondents were asked to rate the Bank's overall effectiveness, the extent to which the Bank's financial instruments and knowledge services fulfilled The Gambia's needs, and their agreement with various statements regarding the Bank's programs, poverty mission, relationships, and collaborations in The Gambia. Respondents were also asked to indicate the areas they perceived as the Bank's priorities, the areas on which it would be most productive for the Bank to focus its resources and research, what the Bank's level of involvement should be, what they felt were the Bank's greatest values and greatest weaknesses in its work, and with which groups the Bank should work more in The Gambia.
4. The Work of the World Bank: Respondents were asked to rate their level of importance and the Bank's level of effectiveness across twenty-four areas in which the Bank was involved, such as helping to reduce poverty, helping to bring about macro-economic growth, and fighting against corruption.
5. The Way the World Bank does Business: Respondents were asked to rate the Bank's level of effectiveness in the way it does business, including the Bank's knowledge, personal relationships, collaborations, and poverty mission.
6. Project/Program Related Issues: Respondents were asked to rate their level of agreement with a series of statements regarding the Bank's programs, day-to-day operations, and collaborations in The Gambia.
7. The Future of the World Bank in The Gambia: Respondents were asked to rate the extent to which the Bank will play a significant role in The Gambia's development over the medium term. Respondents were also asked to indicate what the Bank could do to make itself of greater value in The Gambia and to what they attribute reform effort failures.
8. Communication and Outreach: Respondents were asked to indicate where they get information about development issues, the Bank's development activities in The Gambia, and their preferred mode to receive information from the Bank. Respondents were asked their awareness of the Bank's new Access to Information Policy and about their past information requests. Respondents were also asked to indicate their Internet access and usage of the Bank's website, and to evaluate the Bank's websites, Knowledge Space, and communication and outreach efforts.

III. Demographics of the Sample

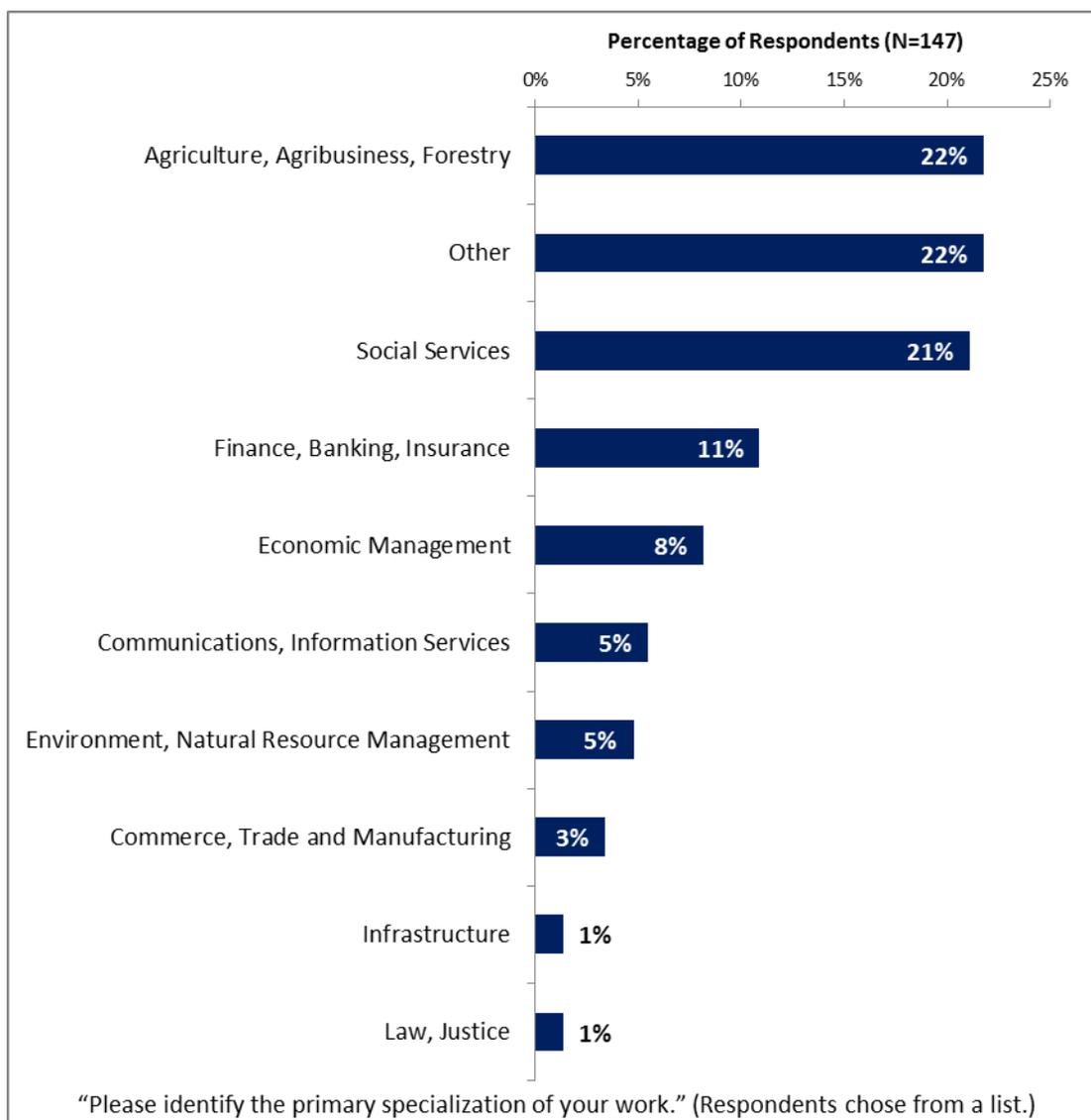
Current Position

- The majority of respondents was from ministries and private sector. Because of the small number of respondents from local government and trade unions, these respondents were included in the category “Other” for all further analyses.



III. Demographics of the Sample (continued)

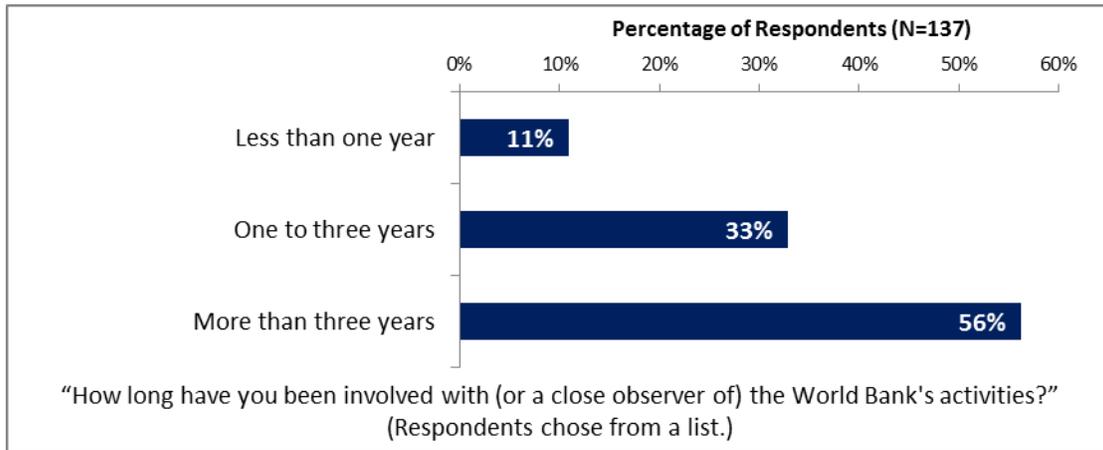
Area of Primary Specialization



III. Demographics of the Sample (continued)

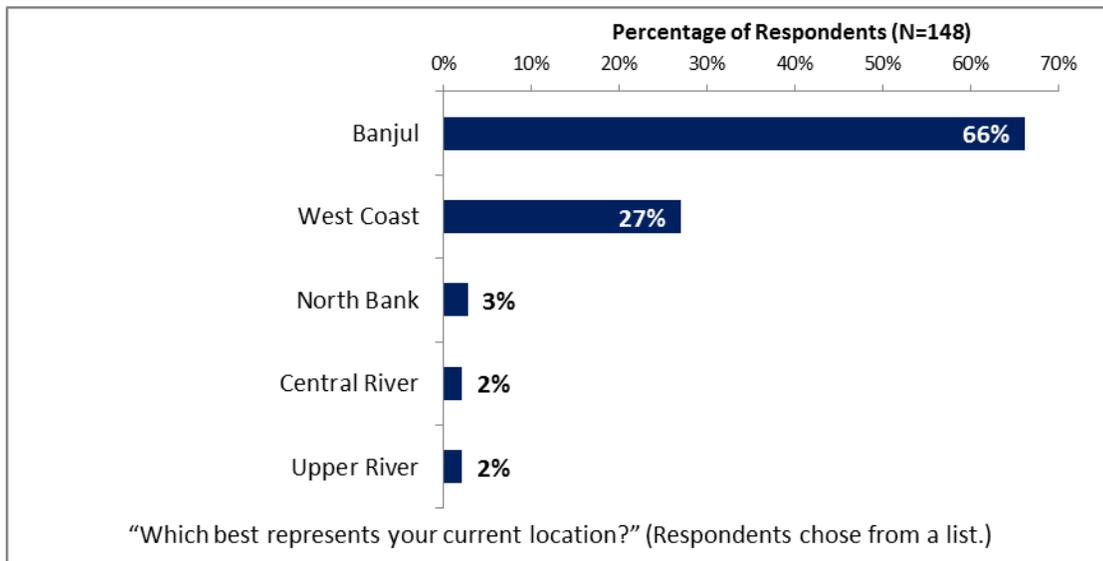
Involvement with the World Bank

- Over half of all respondents indicated that they have been involved with or a close observer of World Bank activities for more than three years.



Geographic Location

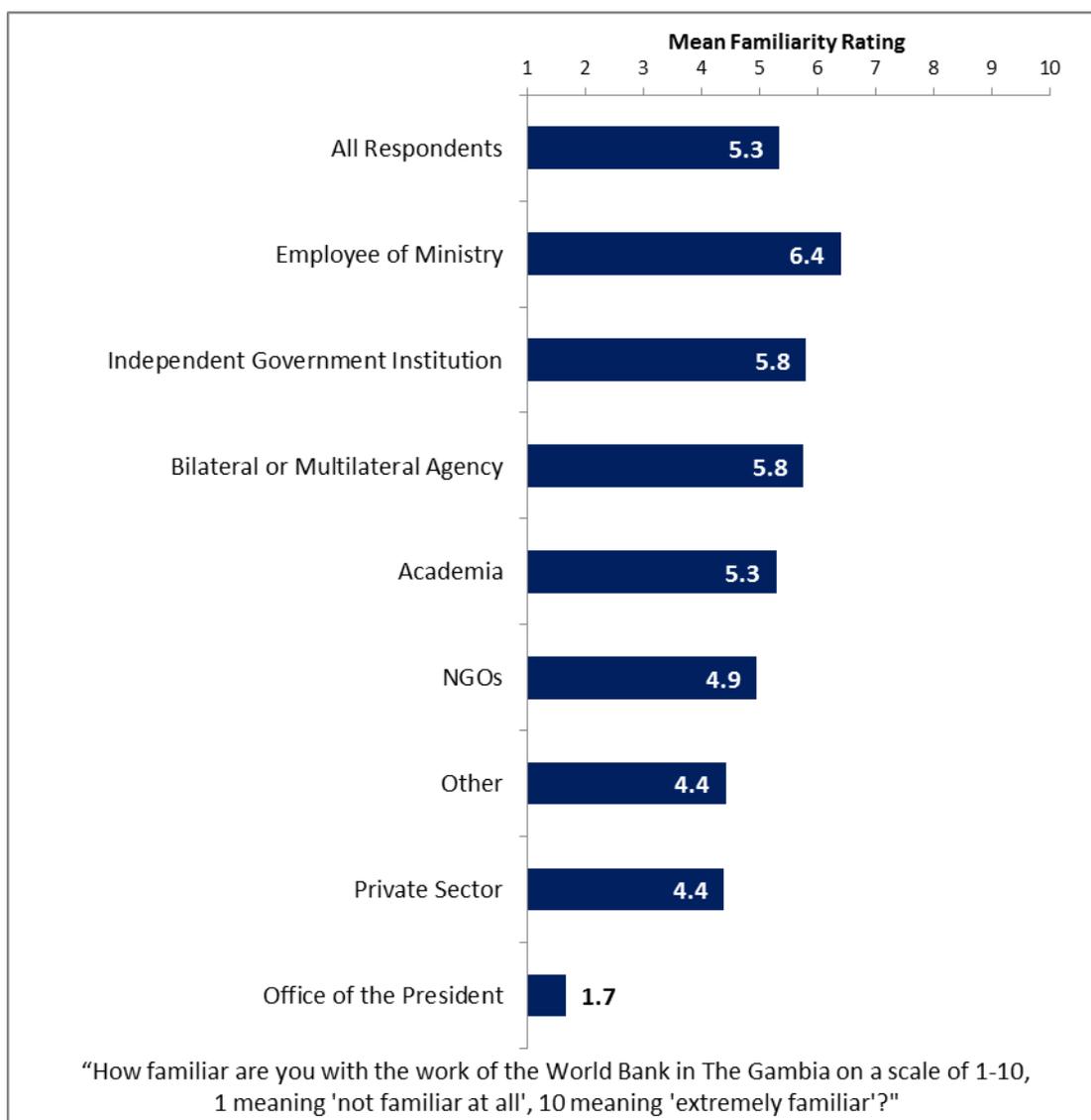
- Two-thirds of all respondents indicated that they were located in Banjul. Because of the small number of respondents from North Bank, Central River, and Upper River, these respondents were included in the category “Other” for all further analyses.



III. Demographics of the Sample (continued)

Familiarity with the World Bank

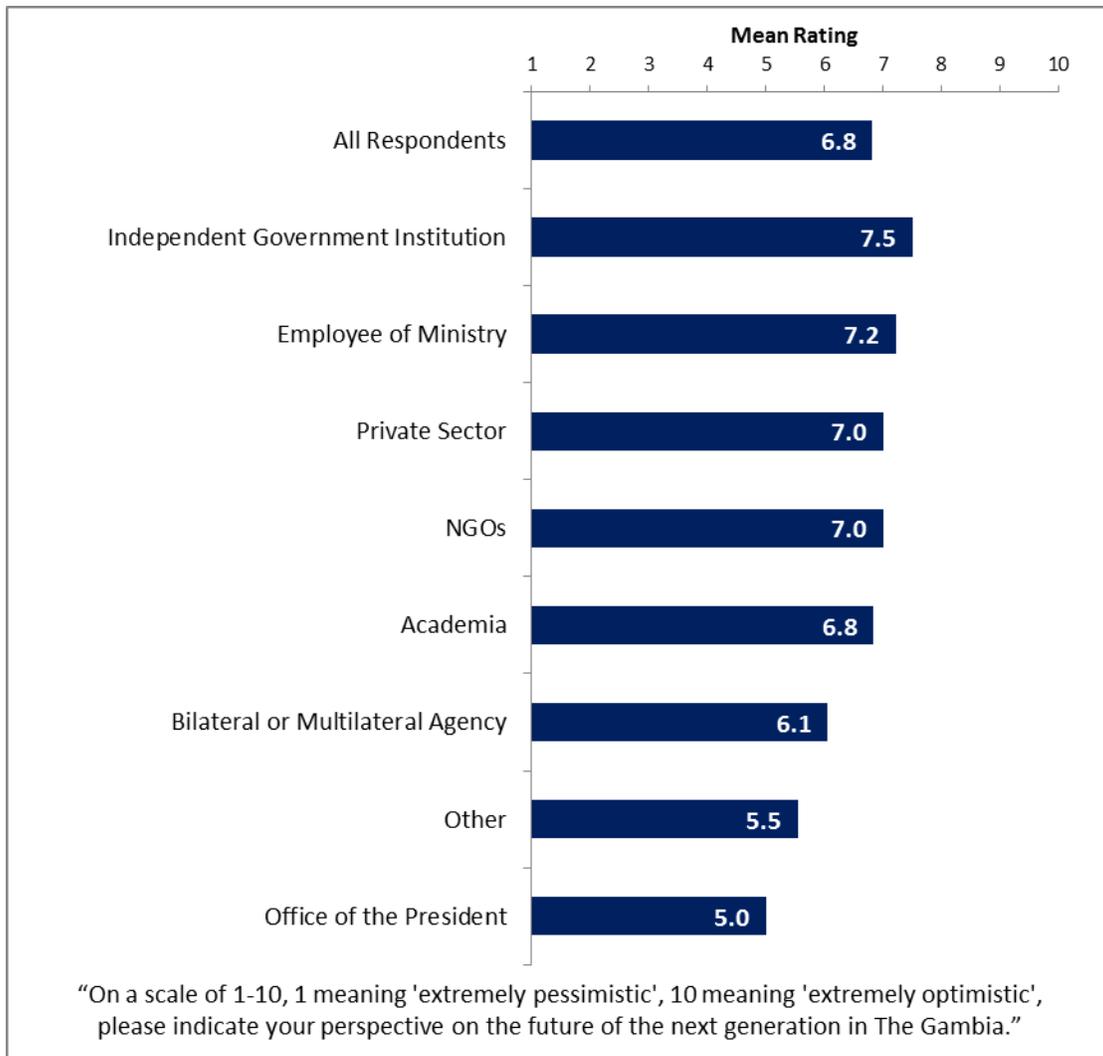
- Across all respondents, familiarity with the Bank received a mean rating of 5.3 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar.
 - Employees of ministries and respondents from independent government institutions and bilateral or multilateral agencies indicated the highest levels of familiarity with the Bank whereas respondents from private sector, other organizations, and the office of the President indicated significantly lower levels of familiarity.
 - Respondents from Banjul had significantly higher levels of familiarity with the work of the Bank in The Gambia compared to respondents from the West Coast and other areas.



IV. The General Environment in The Gambia

Optimism

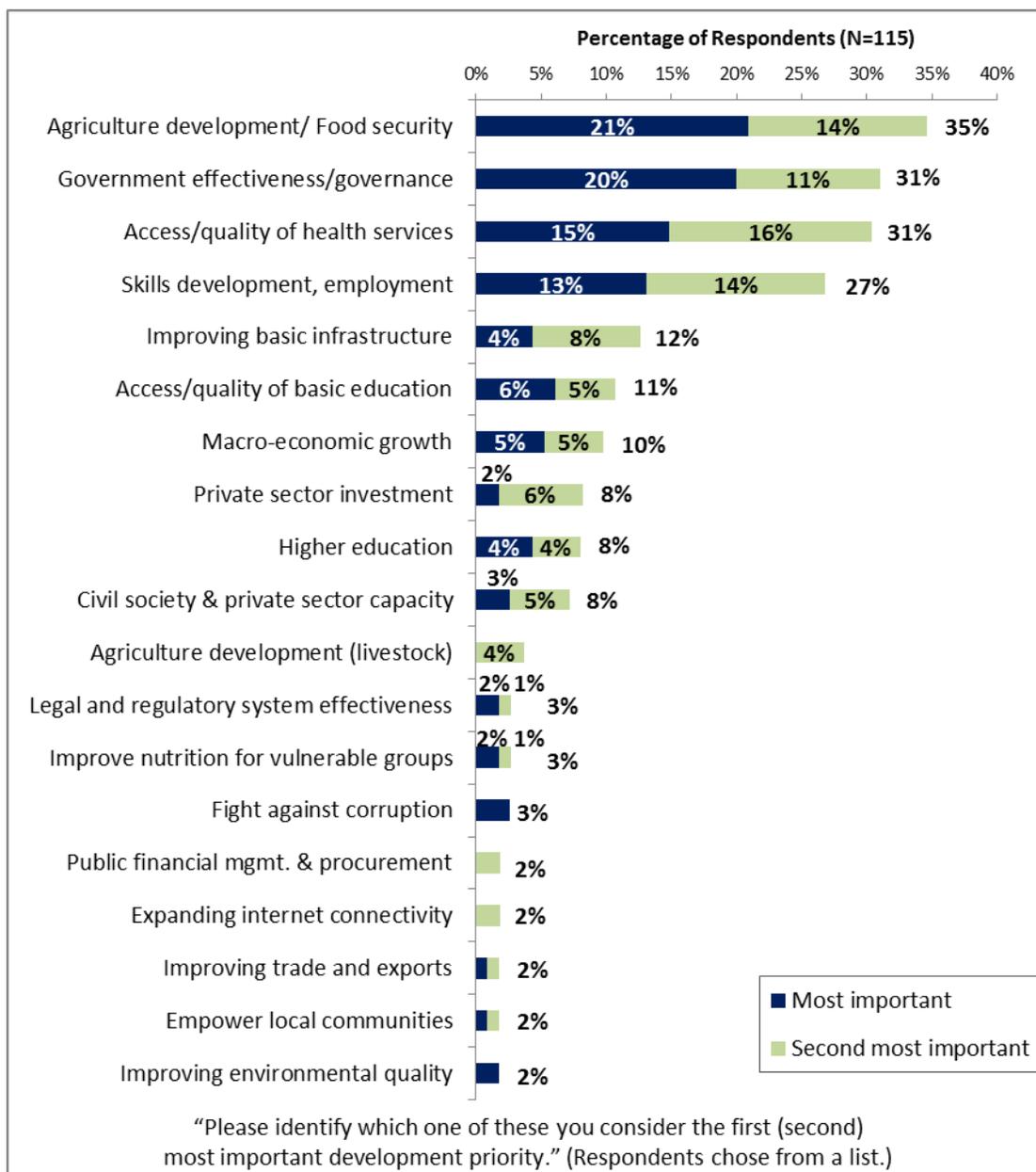
- When asked about perceptions of the future for the next generation in The Gambia, across all respondents, the overall mean rating was 6.8 on a 10-point scale of 1 being extremely pessimistic and 10 being extremely optimistic.
 - Although it was not a significant difference, respondents from independent government institutions had the highest ratings of optimism whereas respondents from the office of the President had the lowest ratings.
 - Respondents across all geographic locations had statistically similar ratings of optimism for the next generation in The Gambia.



IV. The General Environment in The Gambia (continued)

Development Priority

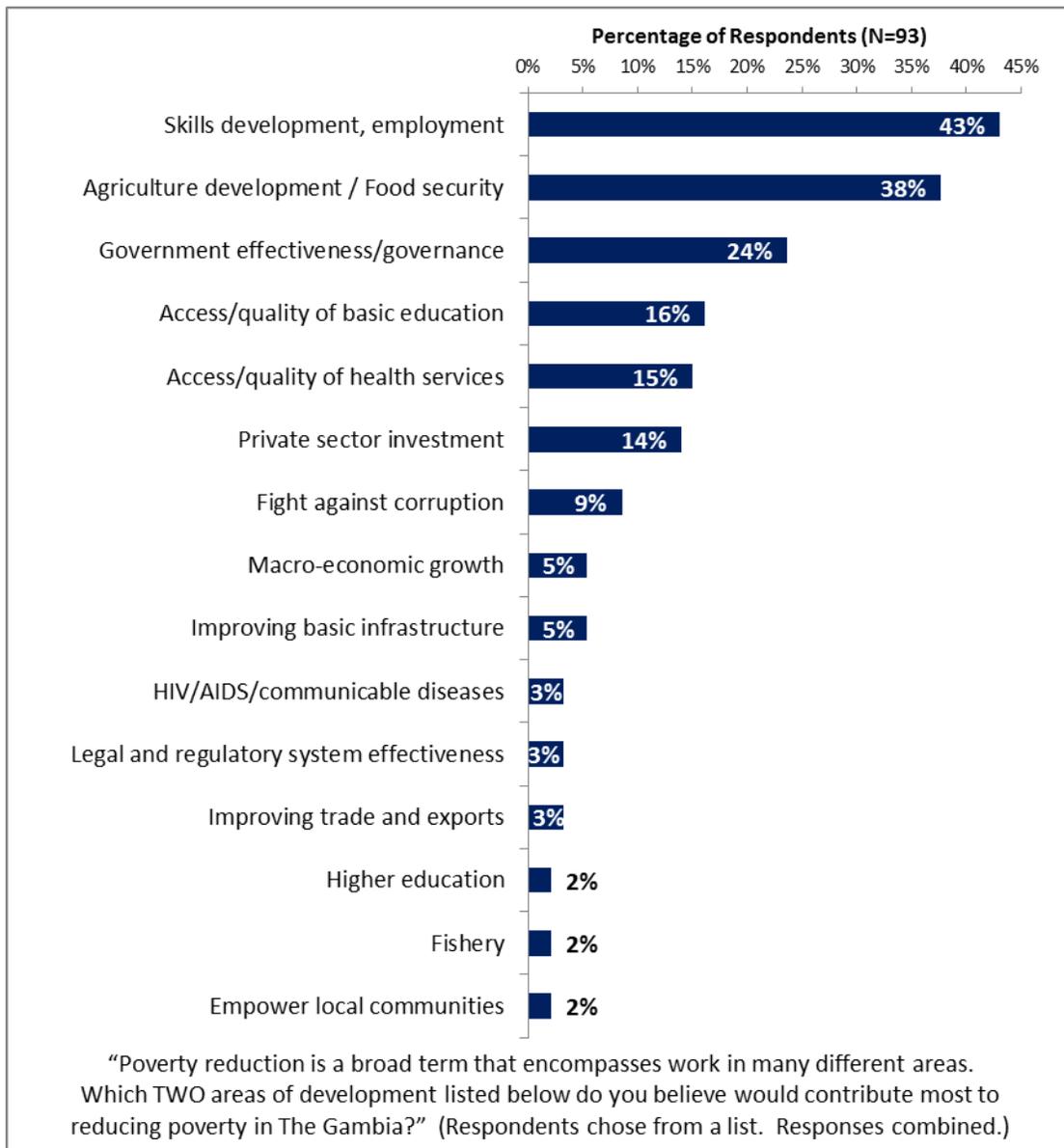
- Respondents indicated that the most important development priorities for The Gambia were agriculture development (crop production, processing) and food security; government effectiveness/governance; access to and quality of health services; and skills development, employment and income generating opportunities.



IV. The General Environment in The Gambia (continued)

Poverty Reduction

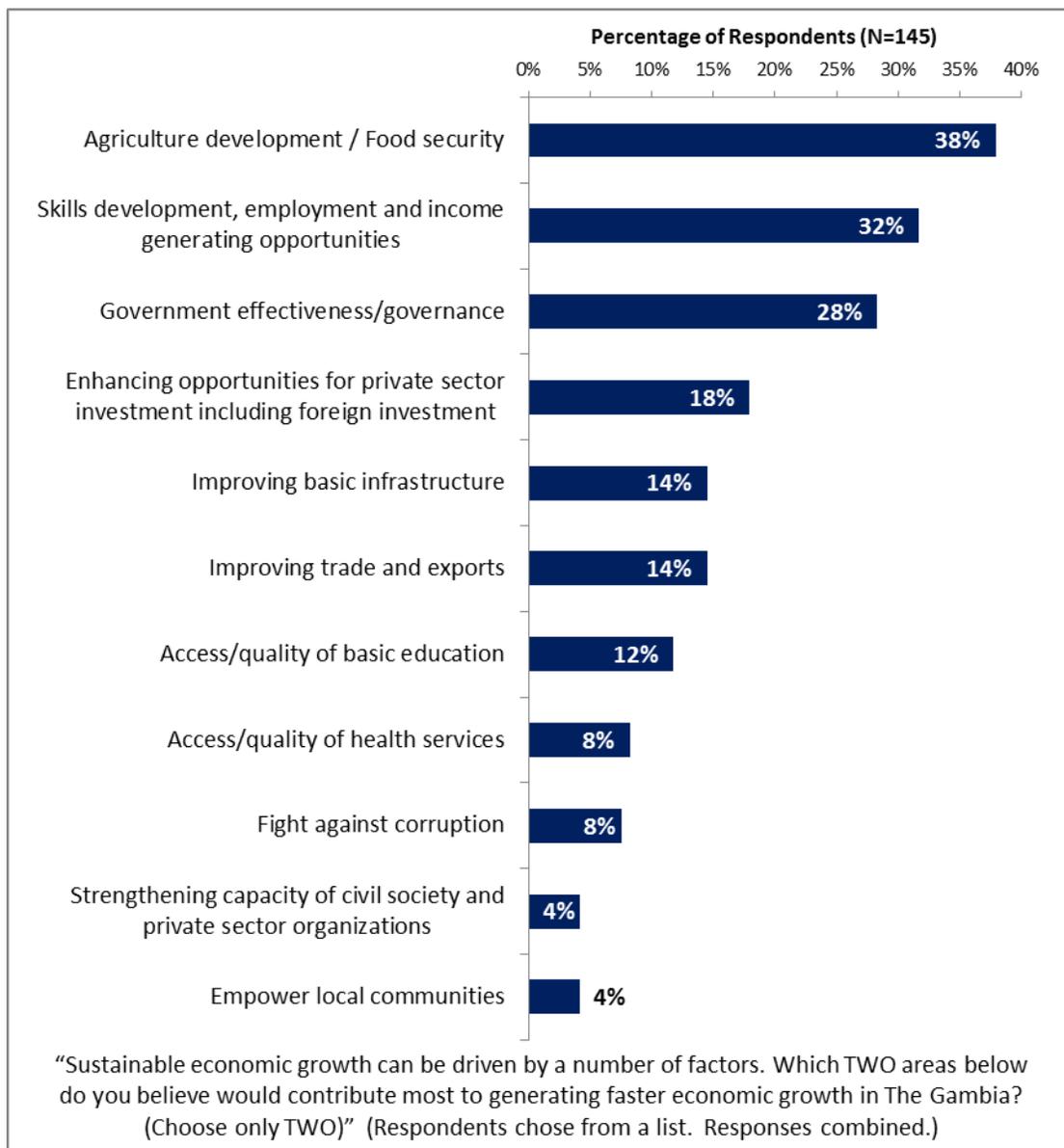
- Respondents indicated that skills development, employment and income generating opportunities, specifically for young people, agriculture development (crop production, processing) and food security, and government effectiveness/governance would contribute most to poverty reduction in The Gambia.



IV. The General Environment in The Gambia (continued)

Economic Growth

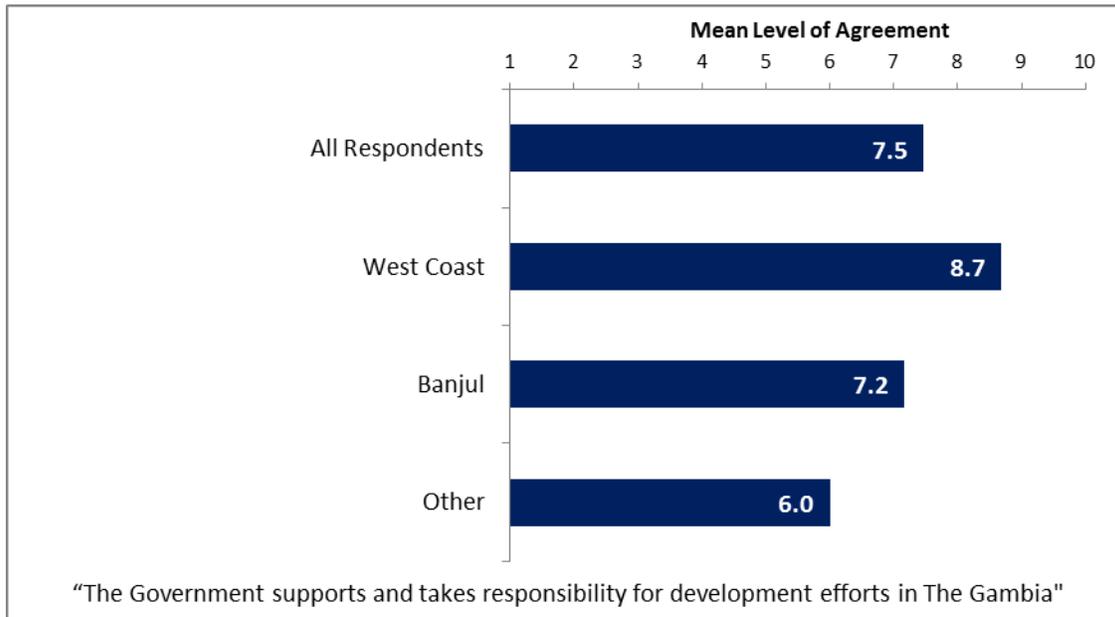
- Respondents indicated that agriculture development (crop production, processing) and food security, skills development, employment and income generating opportunities, specifically for young people, and government effectiveness/governance would contribute most to generating faster economic growth in The Gambia.



IV. The General Environment in The Gambia (continued)

The Government supports Development Efforts

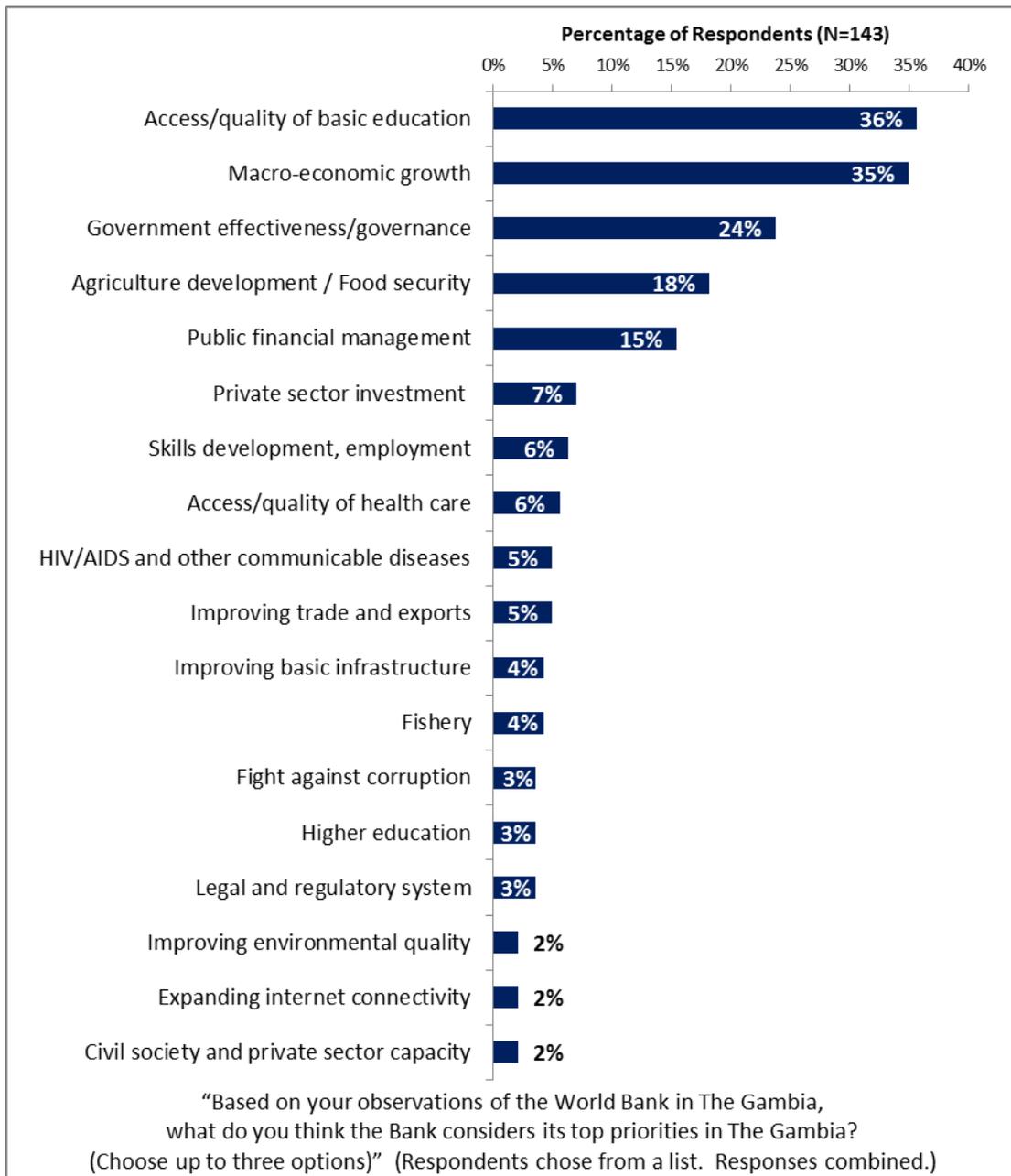
- Across all respondents, agreement that the government supports and takes responsibility for development efforts in The Gambia received a mean rating of 7.5 on a 10-point scale, with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from the West Coast had the highest levels of agreement that the government supports and takes responsibility for development efforts in The Gambia whereas respondents from other areas had significantly lower levels of agreement.
 - Respondents across all stakeholder groups had statistically similar levels of agreement that the government supports and takes responsibility for development efforts in The Gambia.



V. Perceived Overall Value of the World Bank

Perceived Bank Priorities

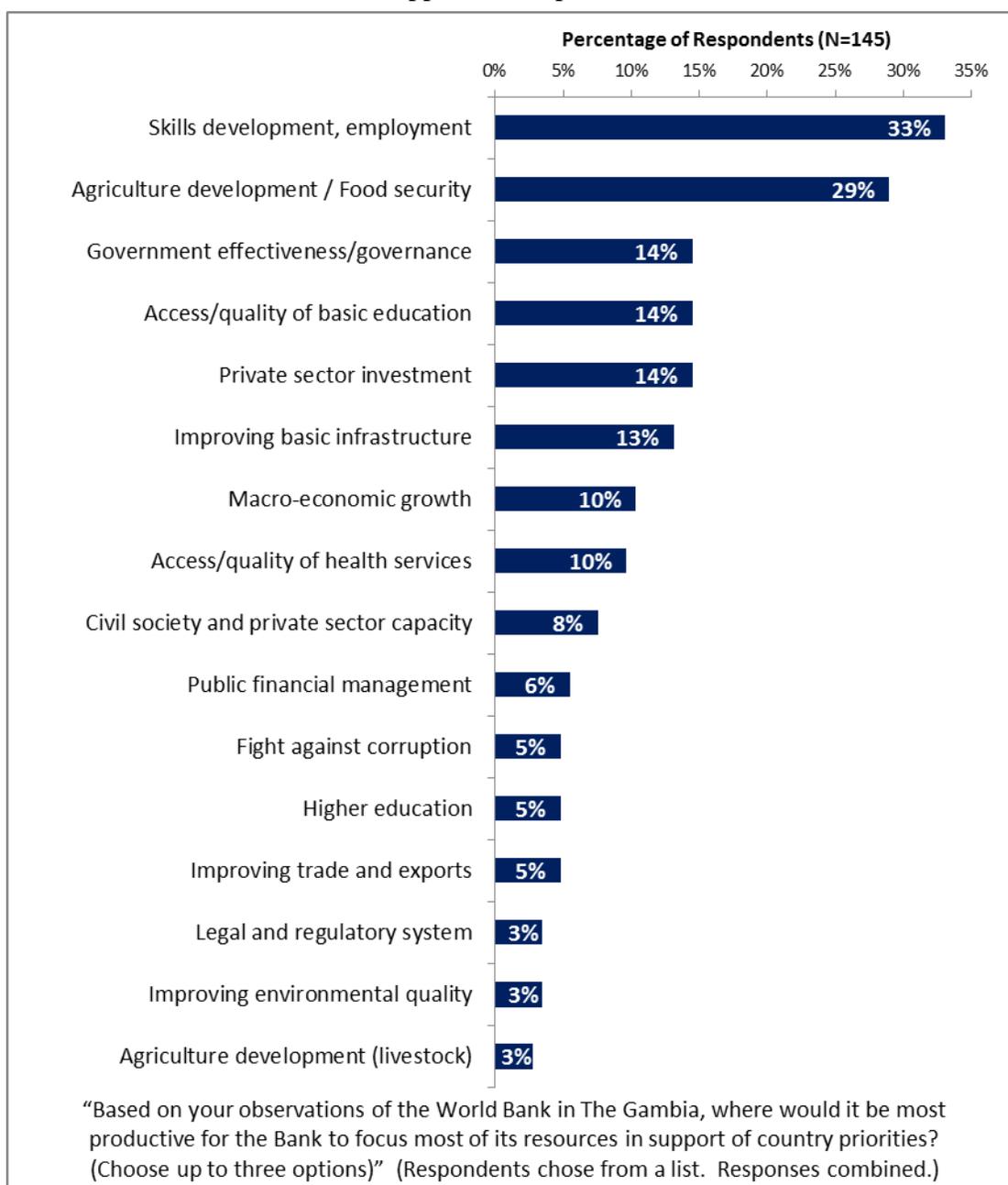
- Respondents indicated that they considered the Bank’s priorities to be access to and quality of basic education and macro-economic growth. Government effectiveness/governance, agriculture development (crop production, processing)/food security, and improving public financial management and procurement were also considered key Bank priorities.



V. Perceived Overall Value of the World Bank (continued)

Focusing Bank Resources

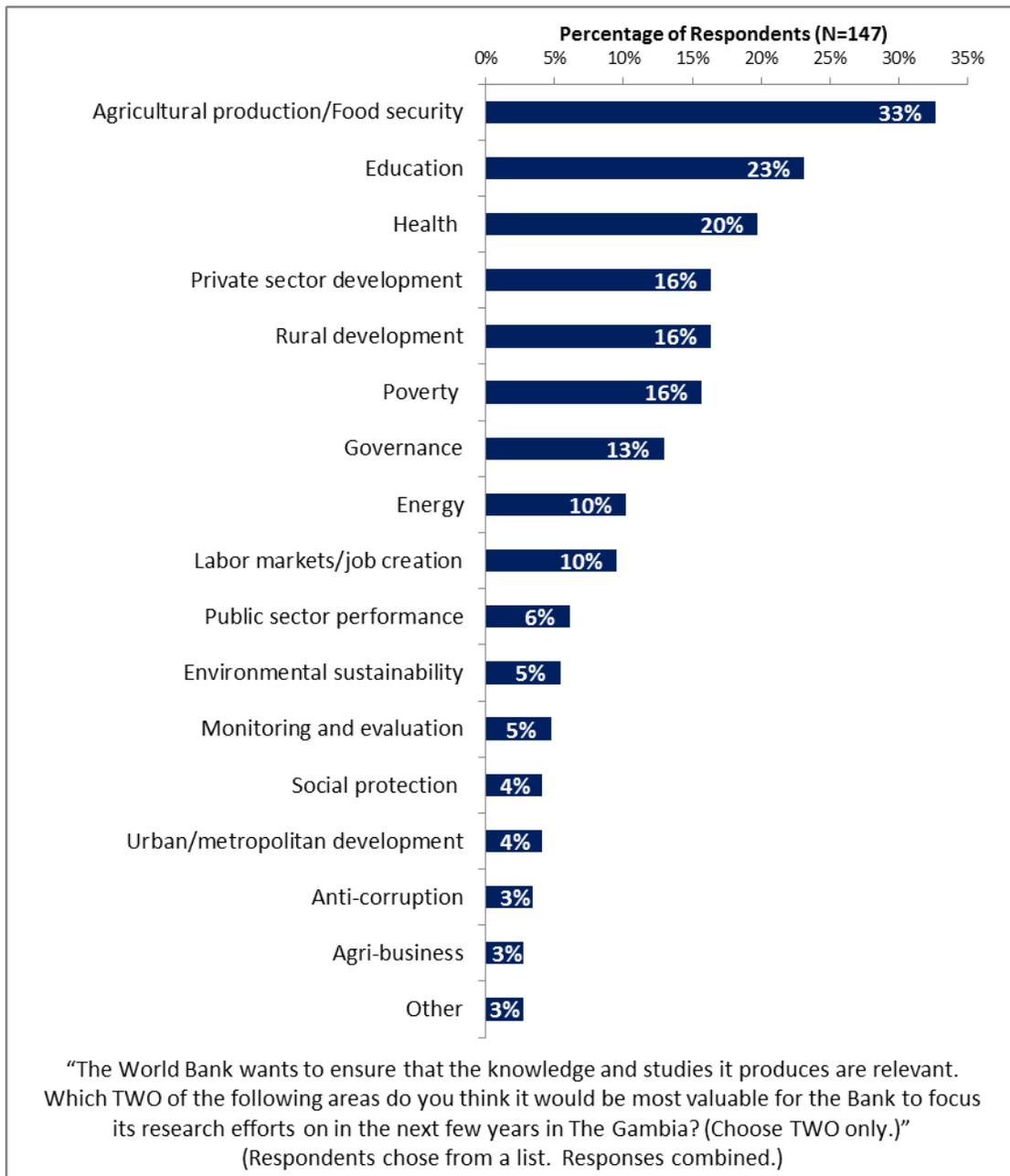
- Respondents indicated that it would be most productive for the Bank to focus most of its resources on skills development, employment, and income generating opportunities, specifically for young people, and agriculture development/ food security.
 - Respondents across most stakeholder groups and geographic locations indicated that the Bank should focus on skills development/employment and agriculture development, except respondents from bilateral or multilateral agencies who indicated that the Bank should focus on government effectiveness and respondents from private sector who indicated that the Bank should focus on basic education and opportunities private sector investment.



V. Perceived Overall Value of the World Bank (continued)

Focusing Bank Research

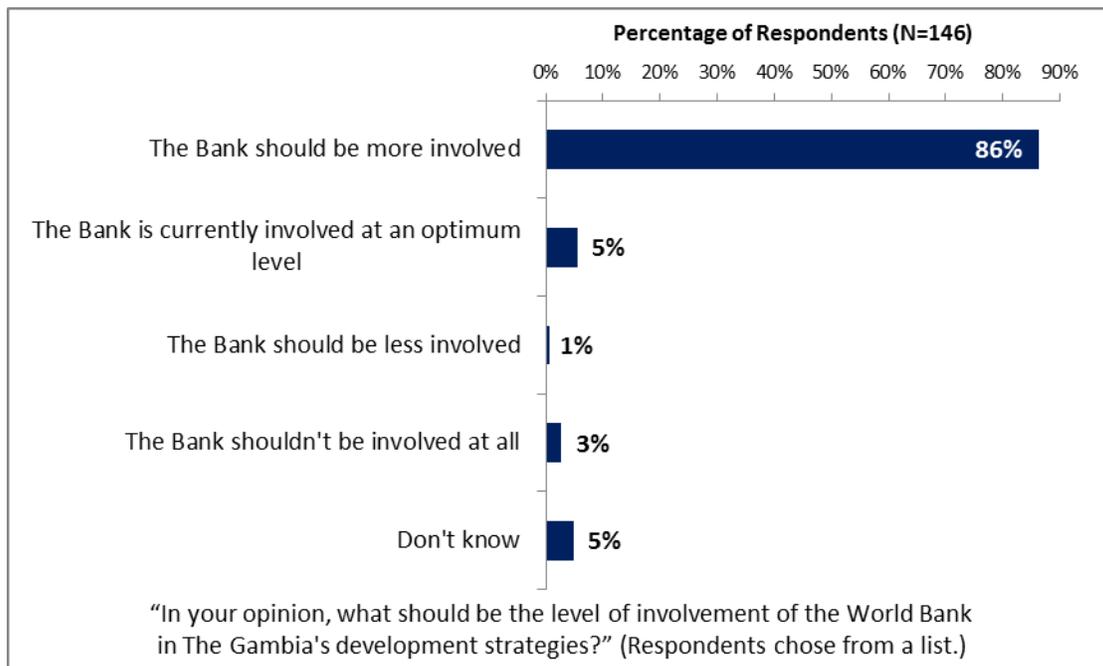
- Respondents indicated that it would be most valuable for the Bank to focus its research efforts on agricultural production/food security. Respondents also identified education and health as valuable research endeavors.
 - Respondents across most stakeholders groups and geographic locations indicated that the Bank should focus its research efforts on agricultural production/food security, education, and health, except for respondents from academia who indicated that the Bank should focus on private sector development.



V. Perceived Overall Value of the World Bank (continued)

Level of Bank Involvement

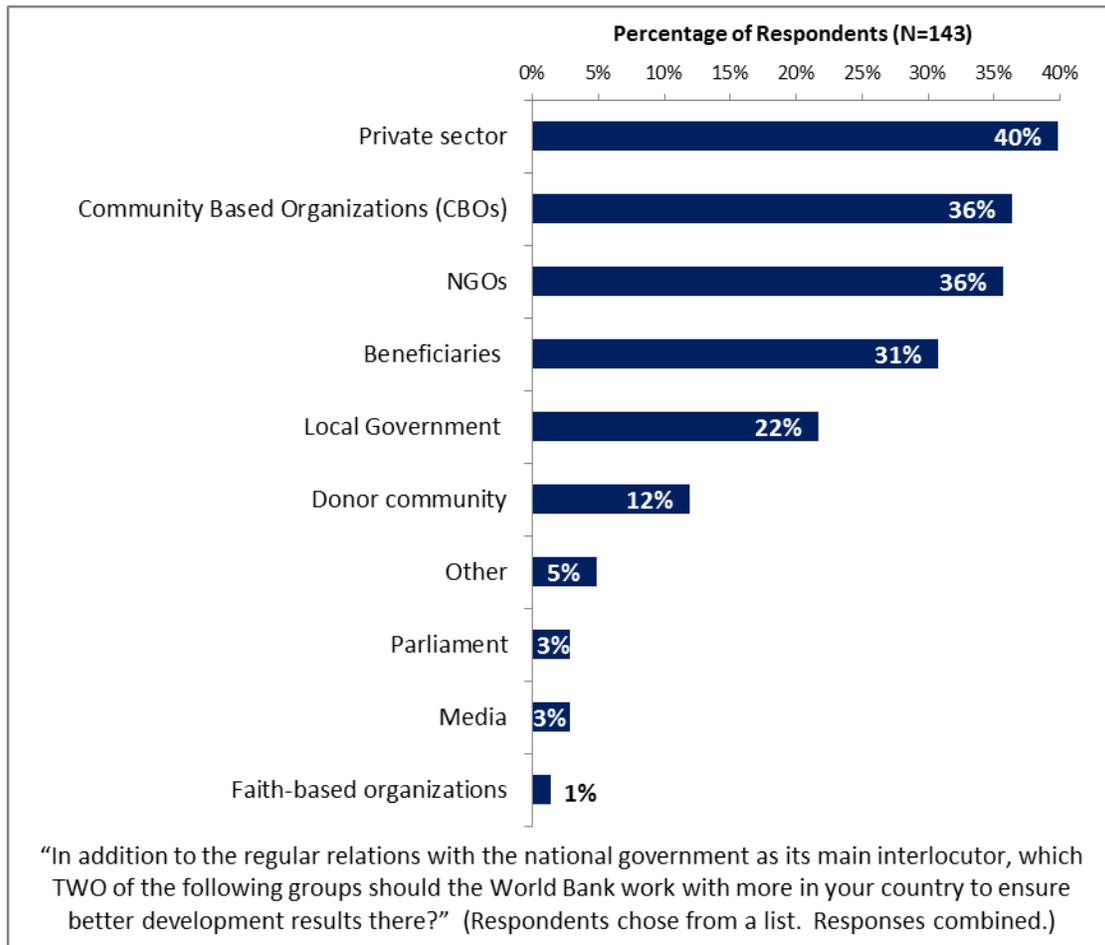
- The vast majority of respondents indicated that the Bank should be more involved in The Gambia's development strategies; just 5% indicated that the Bank is currently involved at an optimum level.
 - The majority of respondents across all stakeholder groups and geographic locations indicated that the Bank should be more involved in The Gambia's development strategies.



V. Perceived Overall Value of the World Bank (continued)

Collaborating in The Gambia

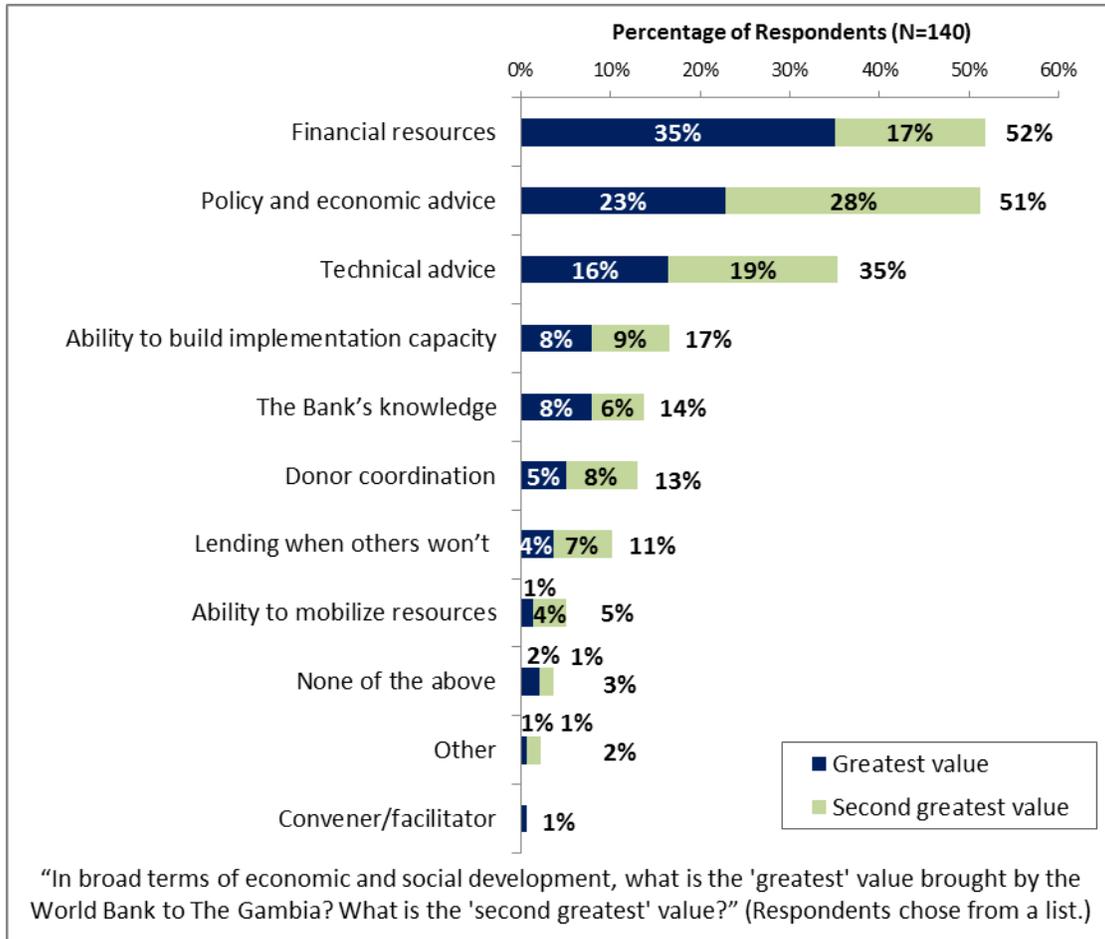
- Respondents indicated that the World Bank should work more closely with private sector, community-based organizations (CBOs), NGOs, and beneficiaries to ensure better development results in The Gambia. Respondents also indicated that it would be beneficial for the Bank to work more closely with local government and the development community in The Gambia.



V. Perceived Overall Value of the World Bank (continued)

Greatest Value

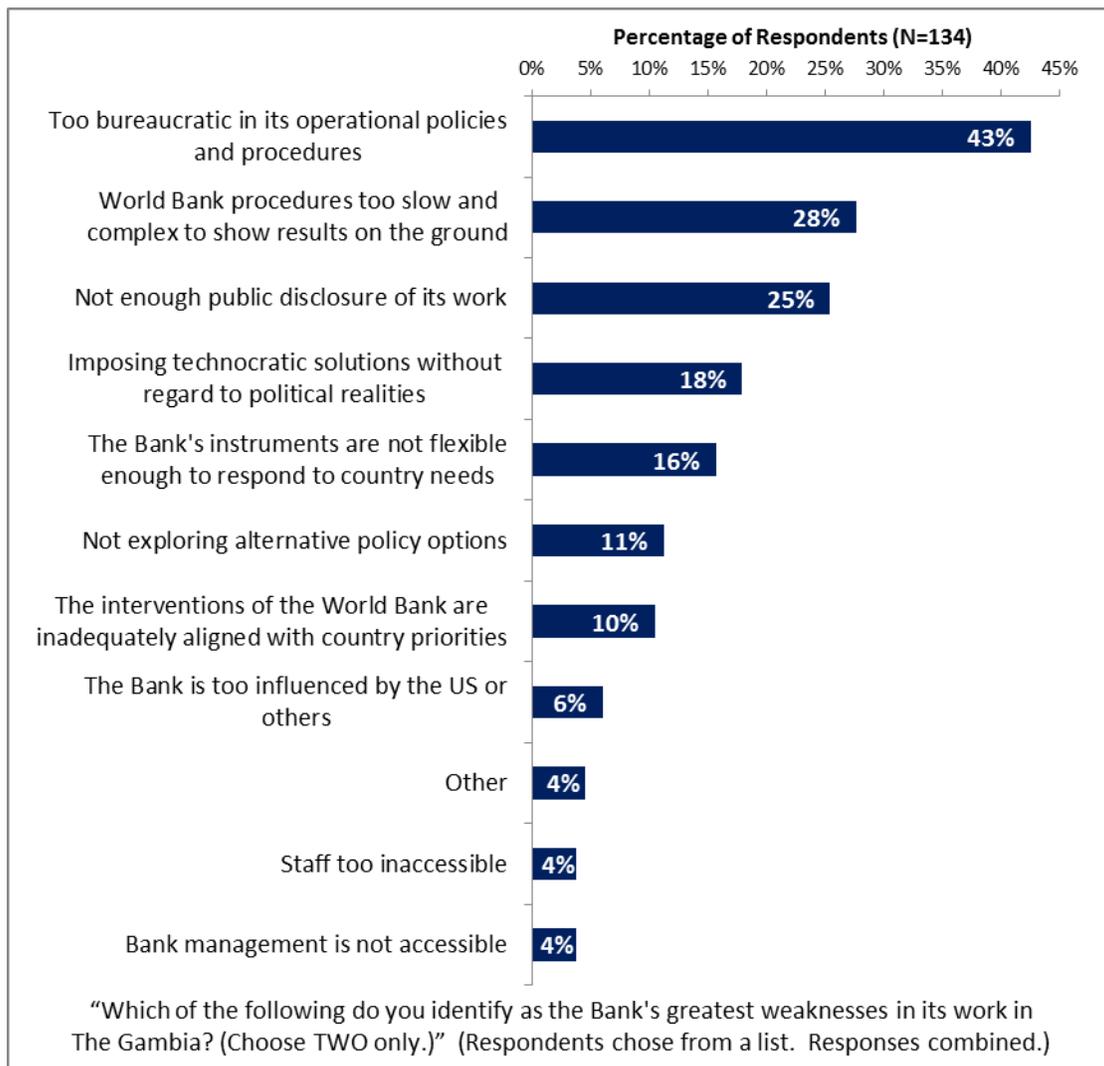
- Respondents indicated that the Bank’s greatest values to The Gambia were its financial resources and policy and economic advice. The Bank’s technical advice was also highly valued.



V. Perceived Overall Value of the World Bank (continued)

Greatest Weakness

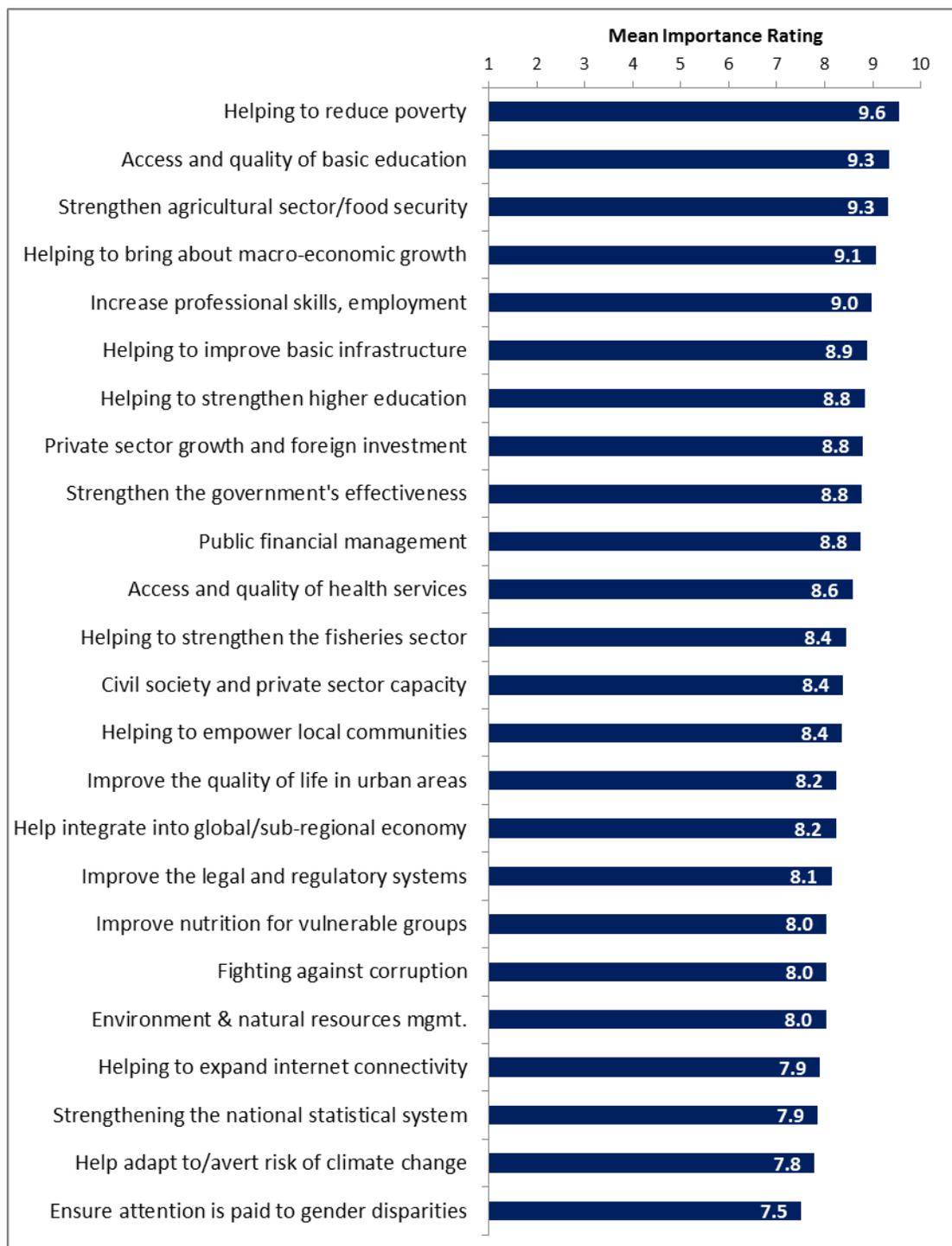
- Nearly half of all respondents indicated that the Bank's greatest weakness in its work in The Gambia was being too bureaucratic in its operational policies and procedures. The World Bank's procedures being too slow and complex to show results on the ground in a timely manner and not enough public disclosure of its work were also identified as key weaknesses.



V. Perceived Overall Value of the World Bank (continued)

Importance

- Respondents indicated that it was most important for the Bank to help reduce poverty, receiving a mean rating of 9.6 on a 10-point scale with 1 being not at all and 10 being very important.



V. Perceived Overall Value of the World Bank (continued)

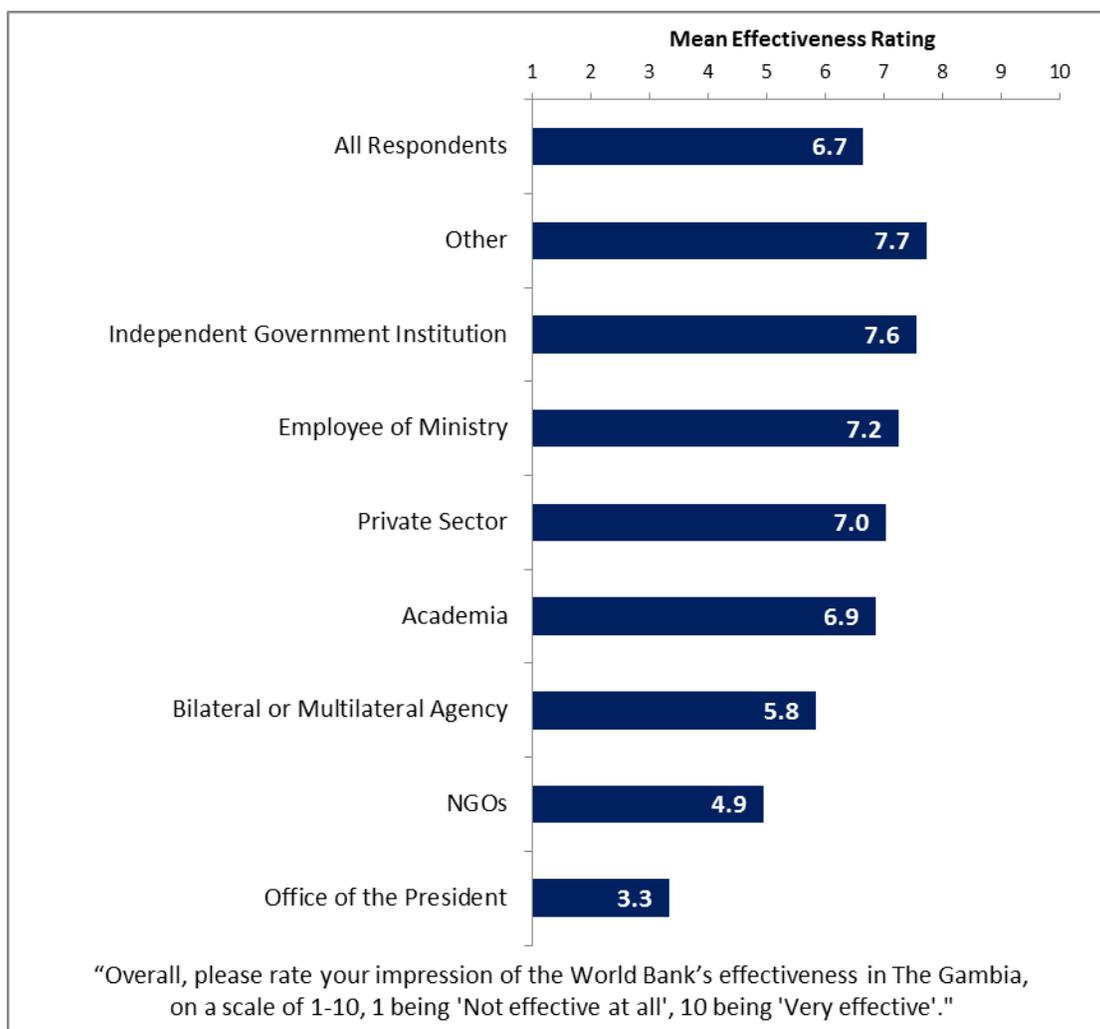
Importance (continued)

- There were two instances in which there were significant stakeholder differences in their ratings of importance across these twenty-four areas.
 - Employees of ministries and respondents from private sector, independent government institutions, and other organizations had the highest importance ratings for “Helping to strengthen the public financial management and procurement system” whereas respondents from the office of the President, bilateral or multilateral agencies, NGOs, and academia had significantly lower importance ratings; and
 - Respondents from the office of the President, bilateral or multilateral agencies, and NGOs had the highest importance ratings for “Helping to empower local communities” whereas respondents from private sector, independent government institutions, and academia had significantly lower importance ratings.
- There was just one significant difference between respondents from different geographic locations in their ratings of importance across these twenty-four areas. Respondents from Banjul had significantly lower importance ratings for “Helping to strengthen the capacity of civil society and private sector organizations” compared to respondents from the West Coast or Other areas.
- Ratings across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Overall Impressions of the World Bank

The Bank's Overall Effectiveness in The Gambia

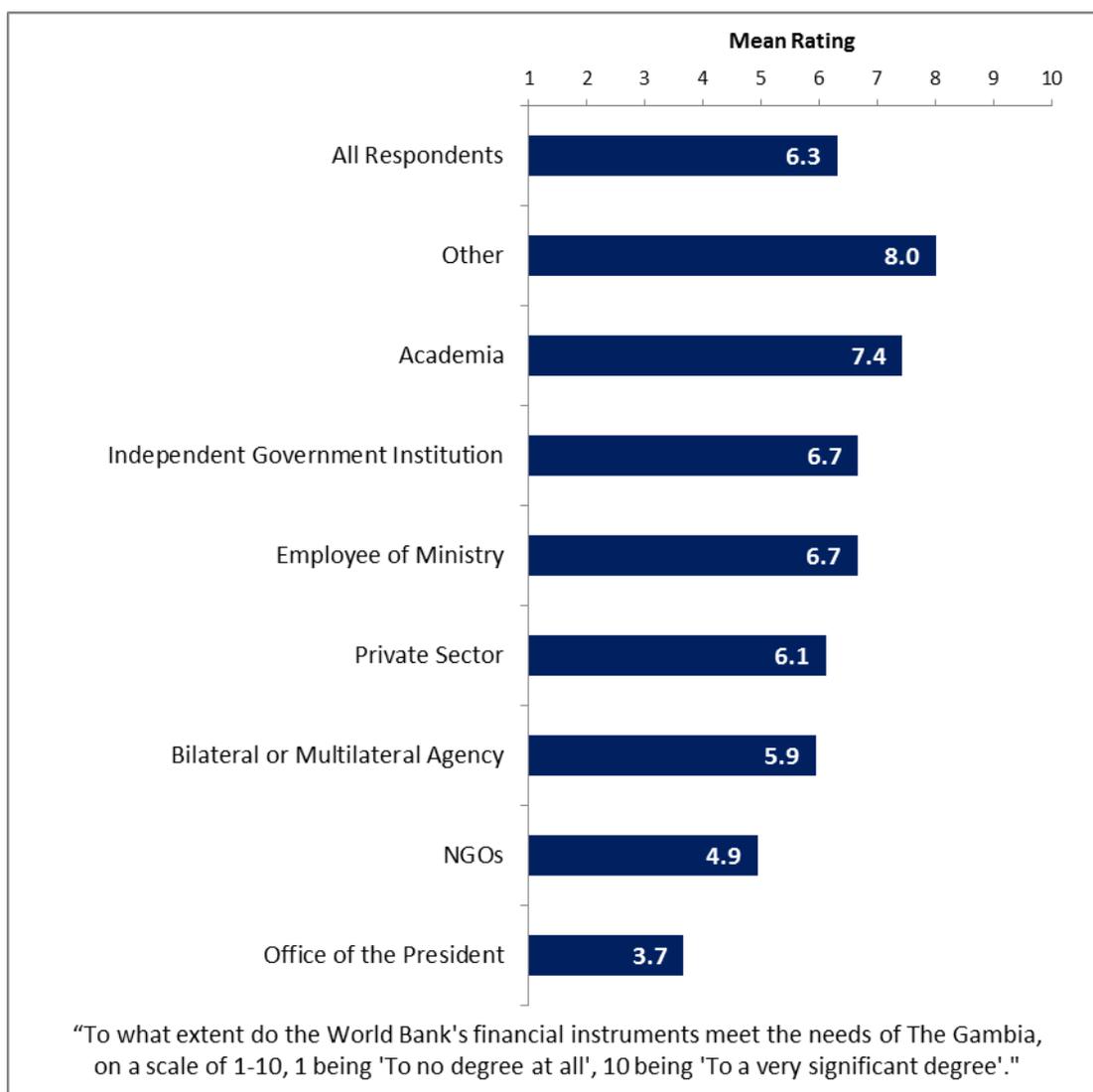
- Across all respondents, the Bank's overall effectiveness in The Gambia received a mean rating of 6.7 on a 10-point scale, with 1 being not effective at all and 10 being very effective.
 - Respondents from other organizations and independent government institutions had the highest ratings for the Bank's overall effectiveness whereas respondents from bilateral or multilateral agencies, NGOs, and the office of the President had significantly lower ratings for the Bank's overall effectiveness.
 - Respondents across all geographic locations had statistically similar ratings for the Bank's overall effectiveness in The Gambia.



VI. Overall Impressions of the World Bank (continued)

The Bank's Financial Instruments in The Gambia

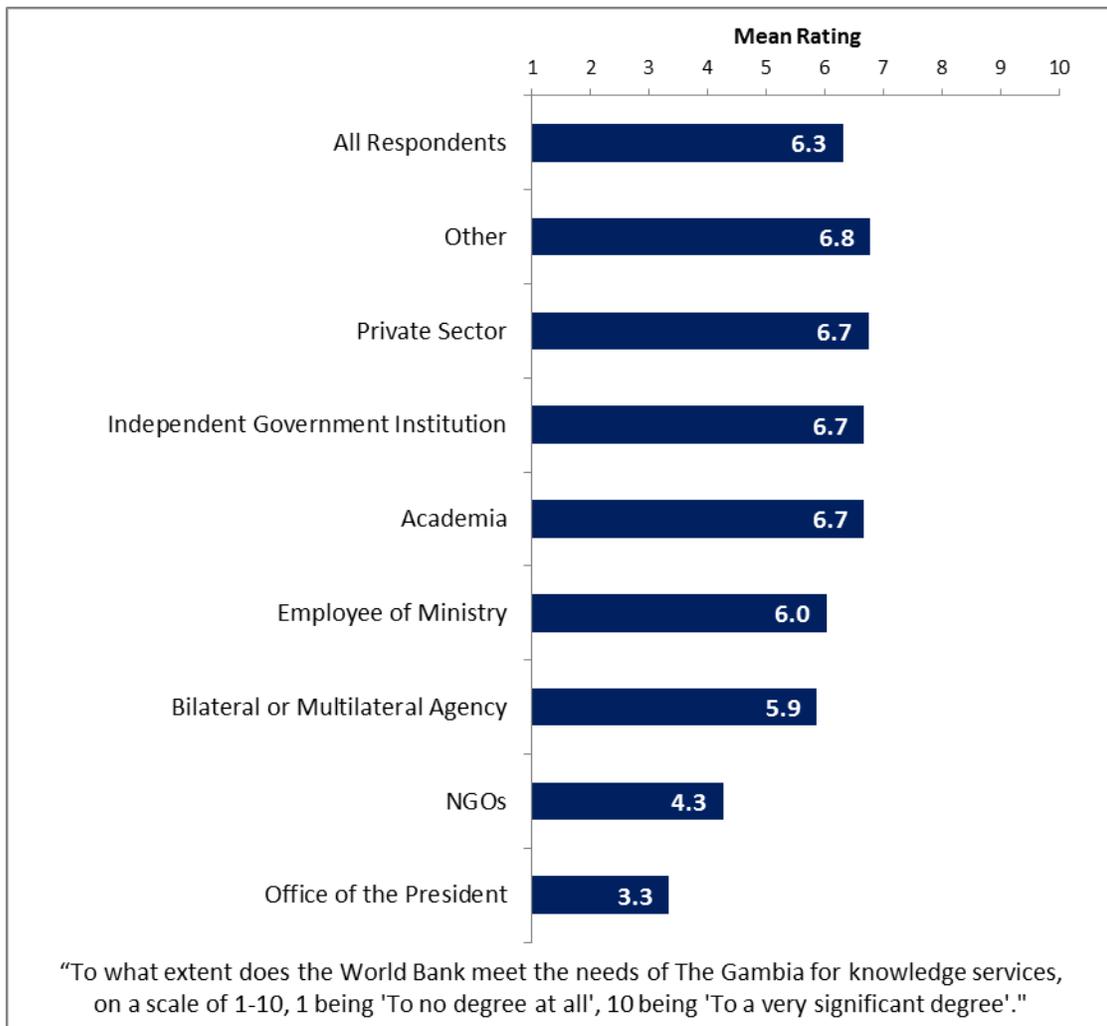
- Across all respondents, the extent to which the Bank's financial instruments meet the needs of The Gambia received a mean rating of 6.3 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from other organizations and academia had the highest ratings for the Bank's financial instruments meeting the needs of The Gambia whereas respondents from NGOs and the office of the President had significantly lower ratings.
 - Respondents across all geographic locations had statistically similar ratings for the Bank's financial instruments meeting the needs of The Gambia.



VI. Overall Impressions of the World Bank (continued)

The Bank's Knowledge Services in The Gambia

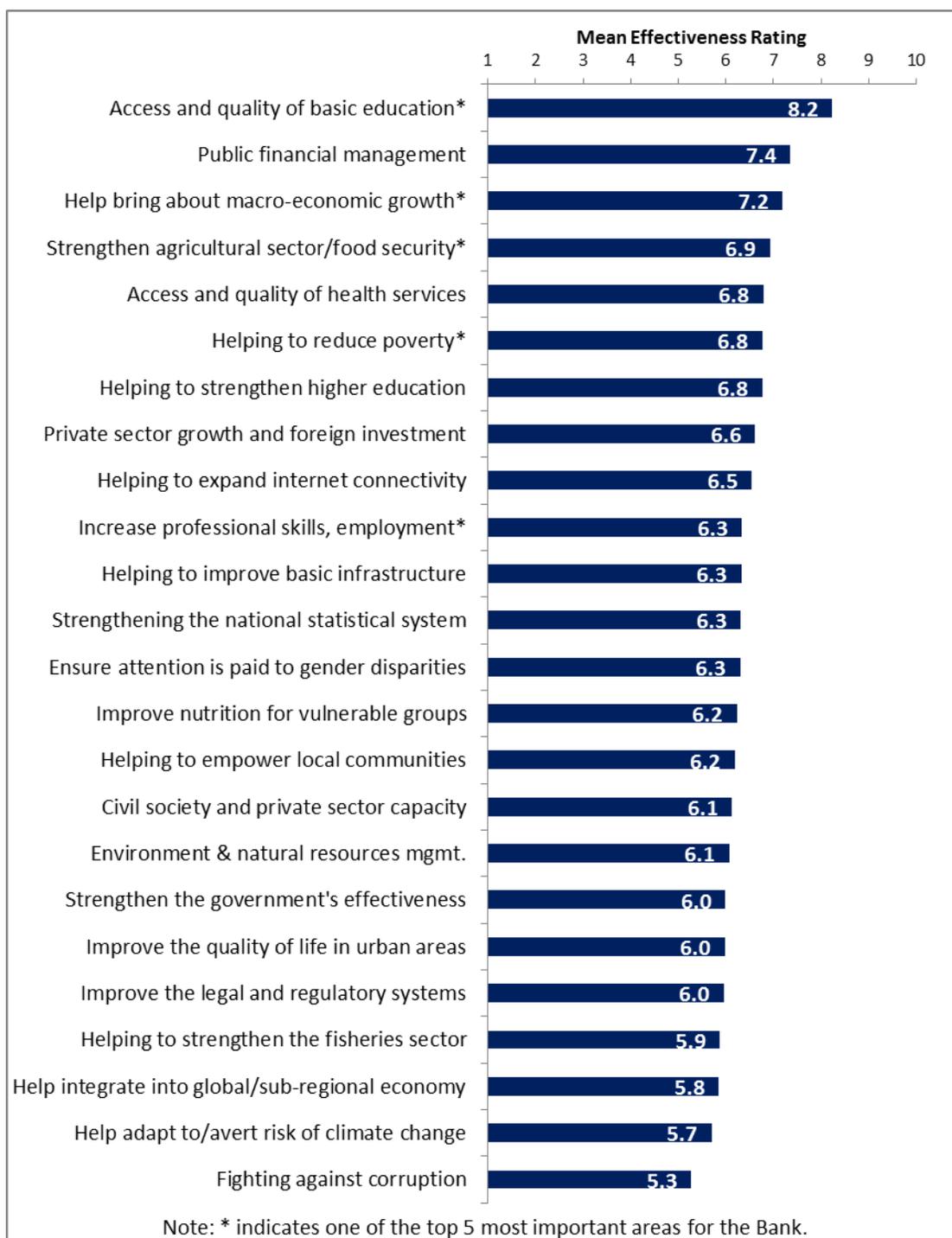
- Across all respondents, the extent to which the Bank's knowledge services meet the needs of The Gambia received a mean rating of 6.3 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from NGOs and the office of the President had significantly lower ratings for the Bank's knowledge services meeting the needs of The Gambia compared to respondents from other stakeholder groups.
 - Respondents across all geographic locations had statistically similar ratings for the Bank's knowledge services meeting the needs of The Gambia.



VI. Overall Impressions of the World Bank (continued)

Specific Areas of Effectiveness

- Respondents saw the Bank as most effective in helping to increase access and quality of basic education, receiving a mean rating of 8.2 on a 10-point scale with 1 being not effective at all and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Specific Areas of Effectiveness (continued)

- There was just one instance in which there was a significant stakeholder group difference in their ratings of the Bank's effectiveness across these twenty-four areas. Respondents from academia and other organizations had the highest ratings for the Bank's effectiveness at "Helping to improve the quality of life in urban areas" whereas respondents from the office of the President and NGOs had significantly lower ratings for the Bank's effectiveness.
- There were two instances in which there were significant differences between respondents from different geographic locations in their ratings of the Bank's effectiveness across these twenty-four areas. Respondents from Other areas gave significantly higher ratings for the Bank's effectiveness at "Helping to increase professional skills, employment and income generation, specifically for young people" and "Helping to strengthen environment and natural resources management" compared to respondents from Banjul or the West Coast.
- Ratings across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Overall Impressions of the World Bank (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness in The Gambia, bivariate correlational analyses were conducted on respondents' ratings of the Bank's overall effectiveness in The Gambia with respondents' ratings of the twenty-four specific areas of effectiveness.

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

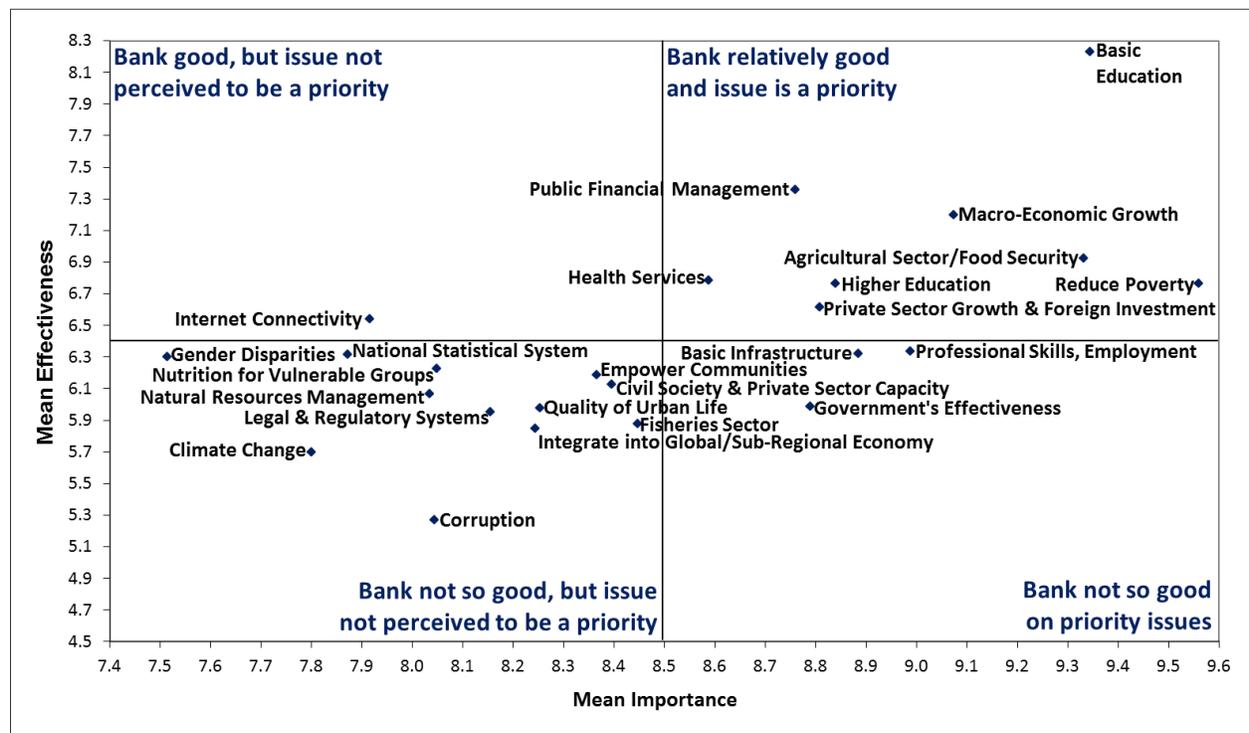
- Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at helping to reduce poverty and
 - The Bank's effectiveness at helping to strengthen the public financial management and procurement system.

VI. Overall Impressions of the World Bank (continued)

Importance versus Effectiveness – Sector Analysis

By plotting respondents’ ratings of importance versus effectiveness, one can assess where respondents perceived the Bank to be performing well on priority issues in The Gambia, as well as areas in which respondents perceived the Bank to not be performing so well on priority issues, areas in which respondents perceived the Bank was performing well, but on lower priority issues, and areas in which respondents perceived the Bank to not be performing so well on lower priority issues.

- **Bank relatively good and issue is a priority:** Areas in this quadrant are those that respondents indicated a high level of importance and gave the Bank a *relatively* high rating of effectiveness (although it should be noted that ratings of effectiveness were nearly two points lower than ratings of importance). It is important that the Bank continue to do well in these areas (in order of mean importance):
 - Helping to reduce poverty;
 - Helping to increase access and quality of basic education;
 - Helping to strengthen the agricultural sector/food security;
 - Helping to bring about macro-economic growth;
 - Helping to strengthen higher education;
 - Helping to improve the investment climate for private sector growth and attracting foreign investment;
 - Helping to strengthen the public financial management and procurement system; and
 - Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases.



VI. Overall Impressions of the World Bank (continued)

Importance versus Effectiveness – Sector Analysis (continued)

- **Bank not so good on priority issues:** Areas in this quadrant were those for which respondents indicated a high level of importance, but gave the Bank a relatively low rating of effectiveness. These were just three areas in this quadrant:
 - Helping to increase professional skills, employment and income generation, specifically for young people (although this is on the borderline of the Bank being good);
 - Helping to improve basic infrastructure (although this is on the borderline of the Bank being good); and
 - Helping to strengthen the government's effectiveness.

- **Bank not so good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents gave the Bank a relatively low rating of effectiveness and a moderate level of importance. These areas were (in order of mean importance):
 - Helping to strengthen the fisheries sector (although this is on the borderline of being more of a priority);
 - Helping to strengthen the capacity of civil society and private sector organizations;
 - Helping to empower local communities;
 - Helping to improve the quality of life in urban areas;
 - Helping to integrate The Gambia into the global and/or sub-regional economy;
 - Helping to improve the legal and regulatory systems;
 - Helping to improve nutrition for vulnerable groups;
 - Fighting against corruption;
 - Helping to strengthen environment and natural resources management;
 - Help strengthening the national statistical system (although this is on the borderline of the Bank being good);
 - Helping The Gambia adapt to/avert risk of climate change; and
 - Ensuring that attention is paid to gender disparities (although this is on the borderline of the Bank being good).

- **Bank good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents indicated a moderate level of importance, but gave the Bank a relatively high rating of effectiveness. There was just one area in this quadrant:
 - Helping to expand internet connectivity.

VI. Overall Impressions of the World Bank (continued)

Respondents were asked a variety of questions regarding the Bank's programs, poverty mission, personal relationships, collaborations/partnerships, knowledge, and day-to-day operations.

- There were several instances in which there were significant differences between stakeholder groups in their ratings of the Bank across these areas. For the most part, employees of ministries and respondents from independent government institutions, academia, and other organizations tended to have the highest ratings whereas respondents from the office of the President, bilateral or multilateral agencies, and NGOs tended to have the lowest ratings. Those areas for which there were significant stakeholder group differences were:
 - “Overall the Bank currently plays a relevant role in development in The Gambia”;
 - “The Bank’s work is aligned with what I consider the development priorities for this country”;
 - “The Bank’s work reflects its own mission of poverty reduction”;
 - “The World Bank collaborates with other donors here”;
 - “The World Bank is responsive”;
 - “The Bank is an effective catalyst for discussion on issues related to poverty”;
 - “In general, the strategies that the Bank recommends are sustainable over time”;
 - “The World Bank’s work promotes country ownership of development strategies”;
 - “Ability to adapt its knowledge to your country’s needs”;
 - “Ensuring its staff is accessible”;
 - “Providing sound policy and economic advice”;
 - “Straightforwardness in its dealings with you”;
 - “Maintaining consistent messages”;
 - “Promoting the inclusion of local communities in the development of strategies”;
 - “Promoting the inclusion of civil society in the development of strategies”;
 - “Promoting the inclusion of local project experts in the development of strategies”;
 - “Promoting the inclusion of private sector in the development of strategies”;
 - “The Bank disburses funds promptly”;
 - “The Bank helps to build capacity at the community level”; and
 - “The Bank helps to build capacity of government officials”.

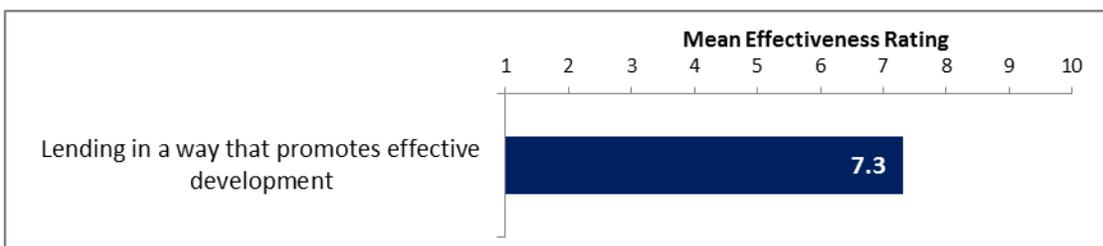
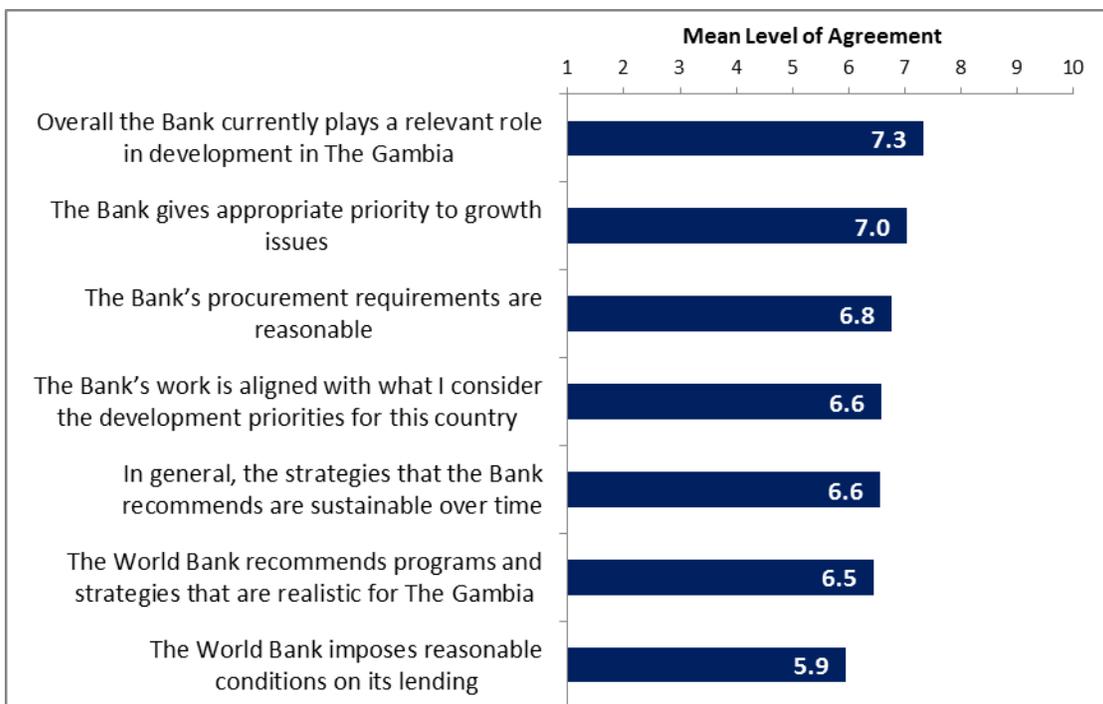
VI. Overall Impressions of the World Bank (continued)

- There were significant differences between geographic locations in their ratings of the Bank across four of these areas.
 - Respondents from the West Coast had the highest ratings for the Bank's effectiveness at "The Bank effectively monitors and evaluates the projects and programs it supports", "The Bank helps to strengthen institutional capacity", and "The Government supports and takes responsibility for development efforts in The Gambia" whereas respondents from Other areas had significantly lower ratings for the Bank's effectiveness; and
 - Respondents from the West Coast had significantly higher ratings for the Bank's effectiveness at "The Bank's procurement requirements are reasonable" compared to respondents from Banjul and Other areas.
- Ratings across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Overall Impressions of the World Bank (continued)

Bank Programs in The Gambia

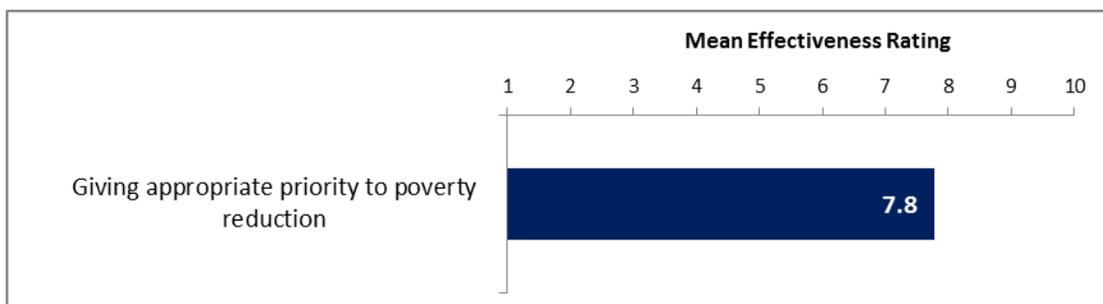
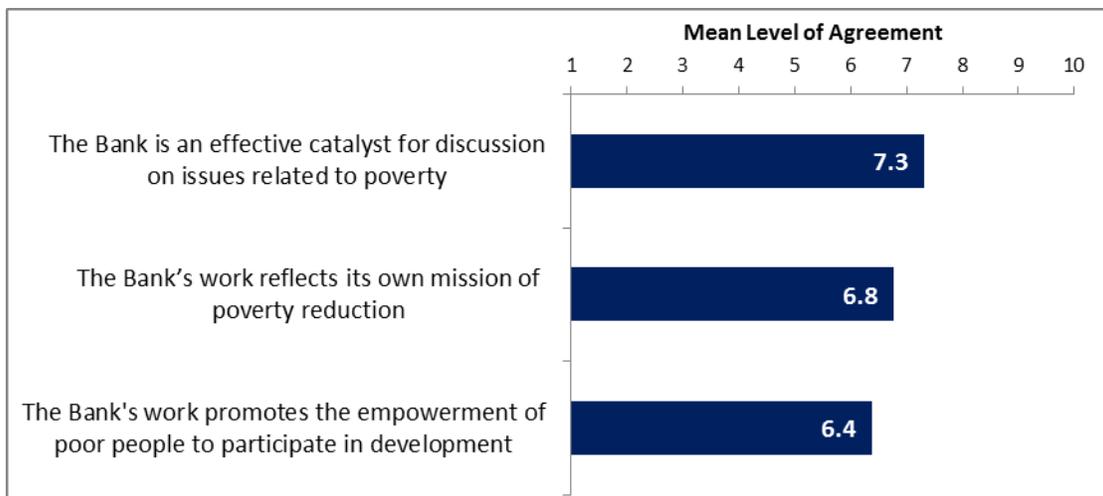
- In terms of the Bank’s programs in The Gambia, the Bank currently playing a relevant role in development in The Gambia received the highest mean level of agreement, 7.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank’s effectiveness at lending in a way that promotes effective development received a mean rating of 7.3 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Poverty Mission

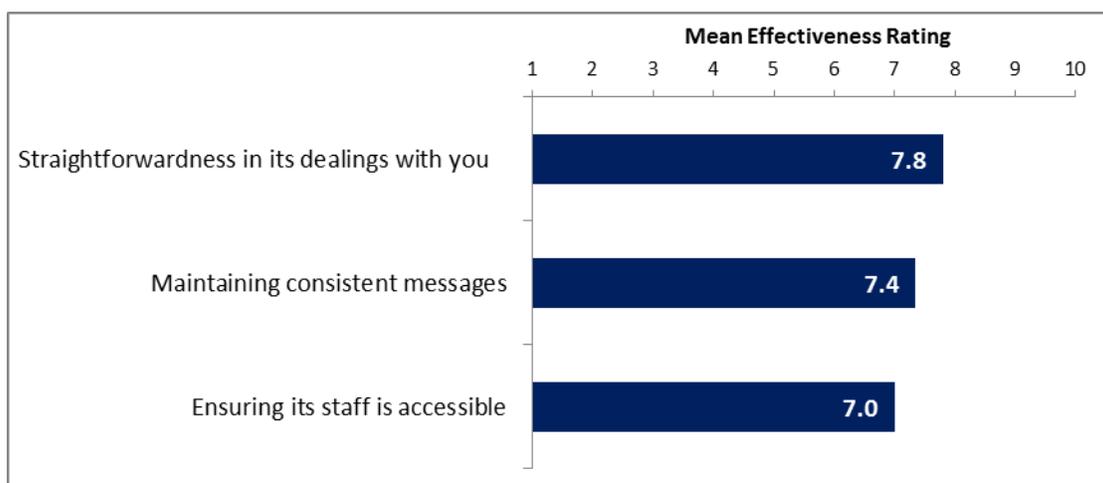
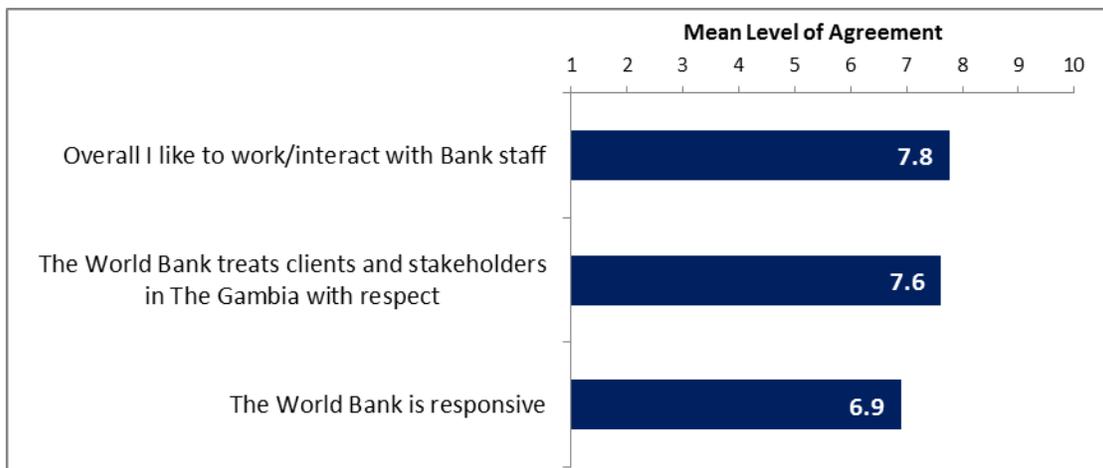
- In terms of the Bank's poverty mission in The Gambia, the Bank being an effective catalyst for discussion on issues related to poverty received the highest mean level of agreement, 7.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at giving appropriate priority to poverty reduction received a mean rating of 7.8 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Personal Relationships

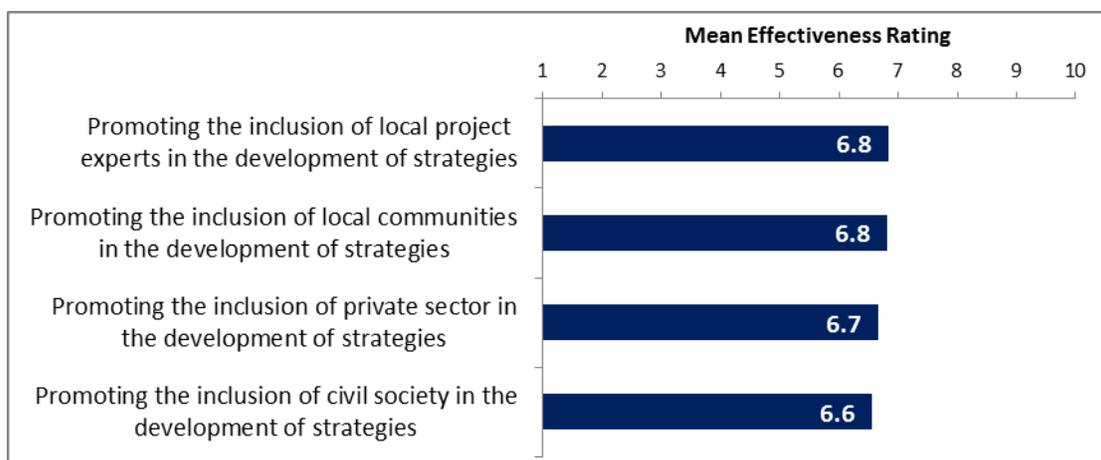
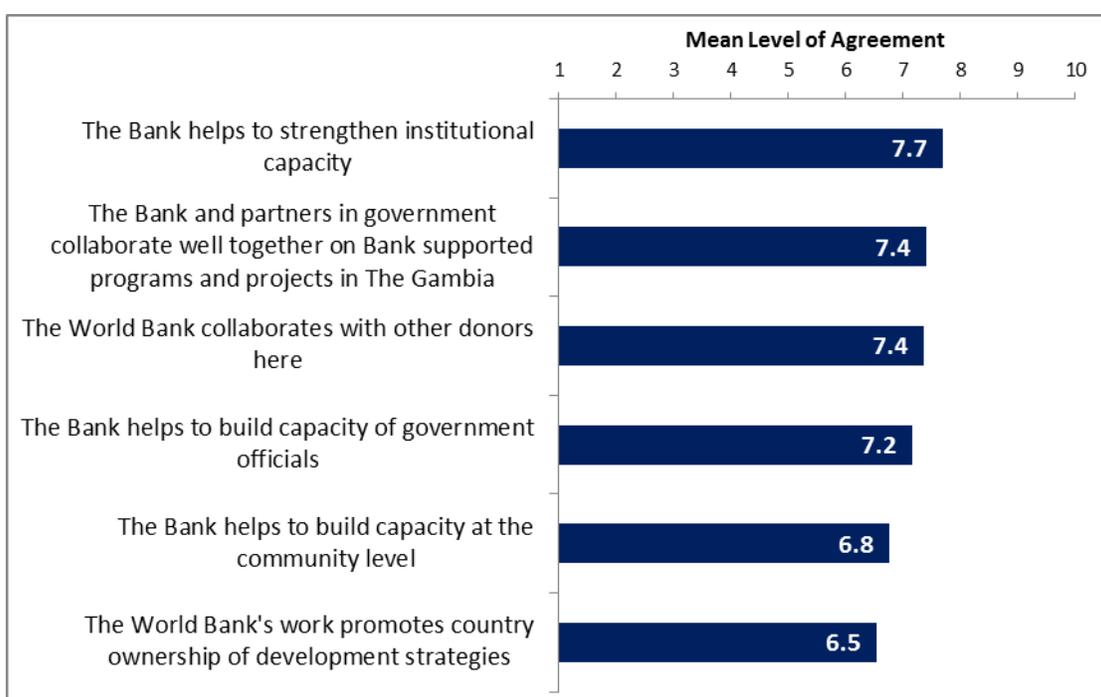
- In terms of the Bank's personal relationships in The Gambia, respondents liking to work/interact with Bank staff received the highest mean level of agreement, 7.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- In terms of maintaining relationships with clients and stakeholders in The Gambia, the Bank's effectiveness at being straightforward in its dealings received the highest mean rating, 7.8, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Collaboration/Partnerships

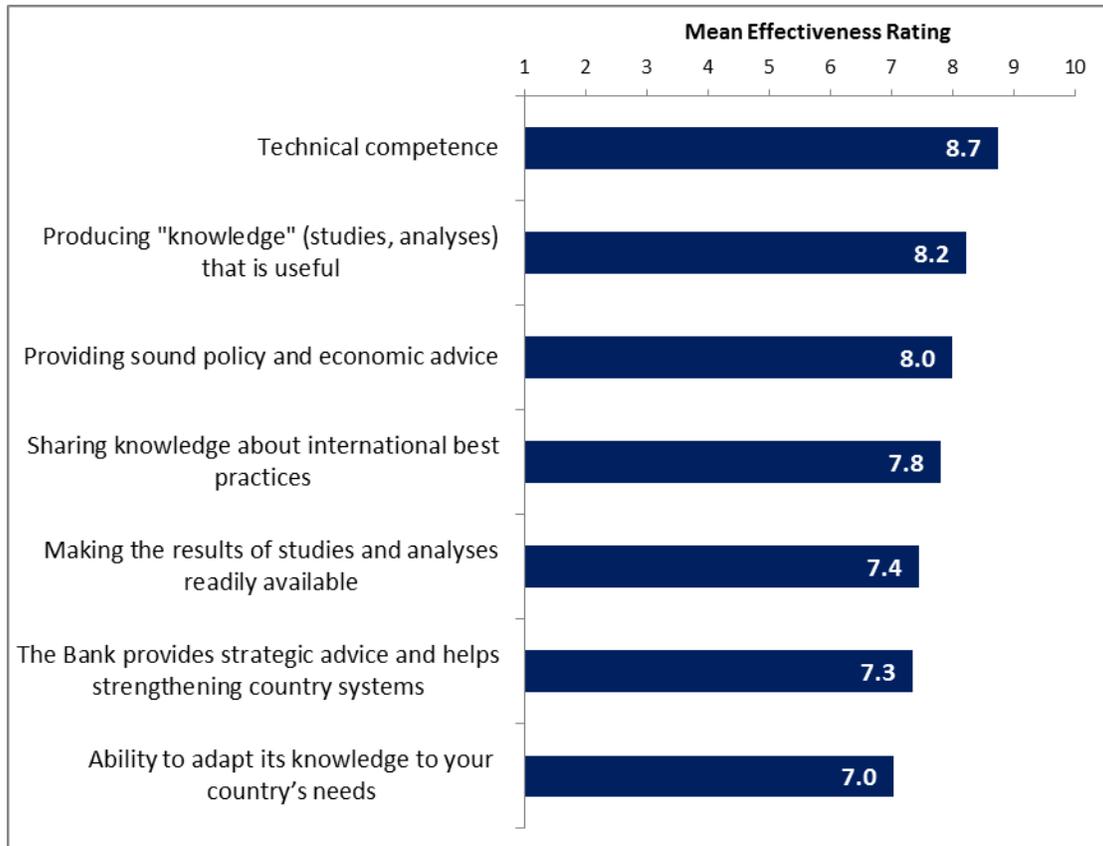
- In terms of the Bank's collaborations in The Gambia, the Bank helping to strengthen institutional capacity received the highest mean level of agreement, 7.7, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at promoting the inclusion of local project experts and local communities in the development of strategies both received the highest mean rating, 6.8, on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Knowledge

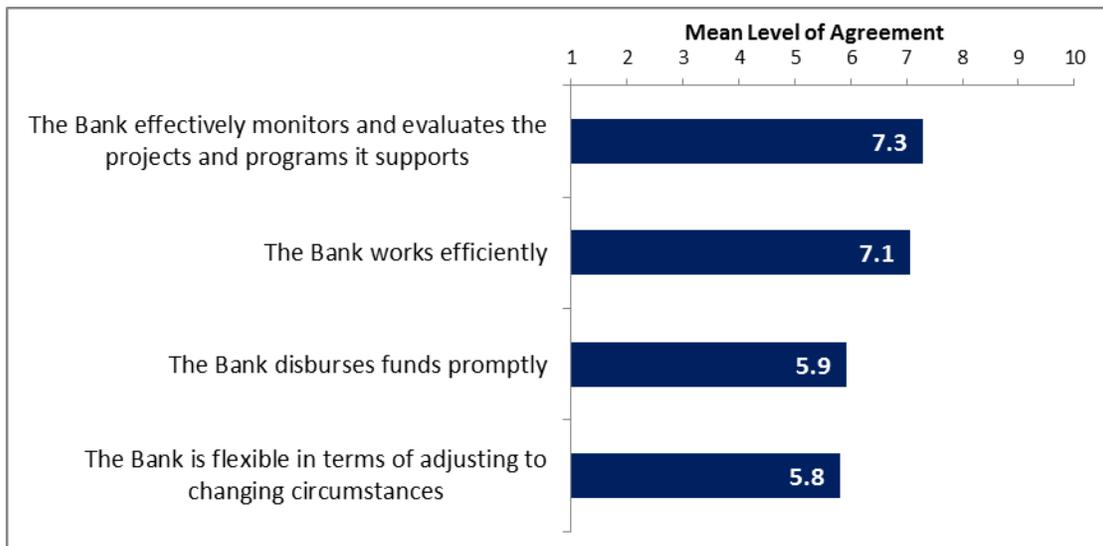
- In terms of the Bank's effectiveness at being a knowledge base in The Gambia, the Bank's technical competence received the highest mean rating, 8.7, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Day-to-Day Operations

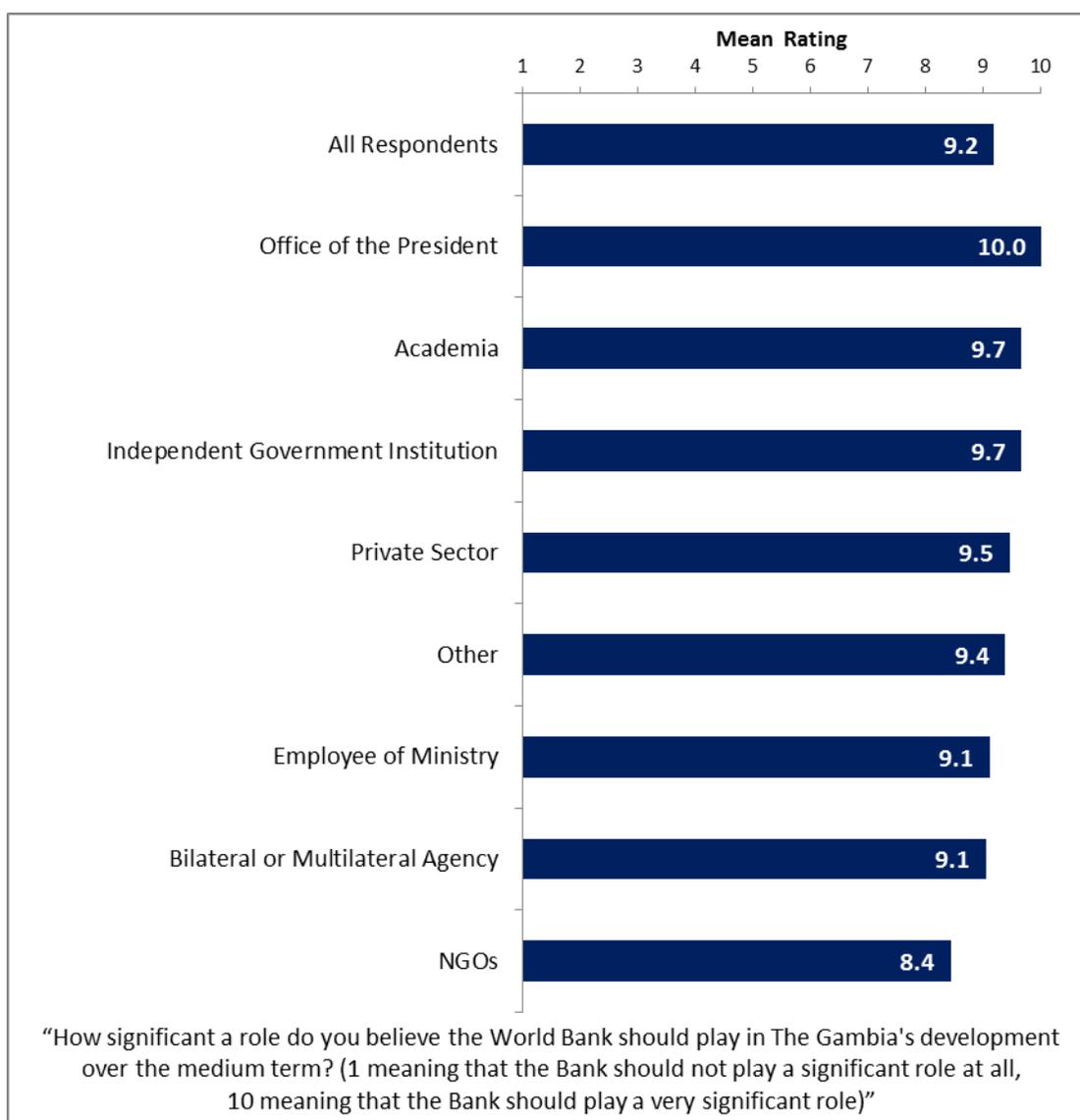
- In terms of the Bank's day-to-day operations in The Gambia, the Bank effectively monitoring and evaluating its projects and programs received the highest mean level of agreement, 7.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



VII. The Future Role of the World Bank in The Gambia

Role Significance

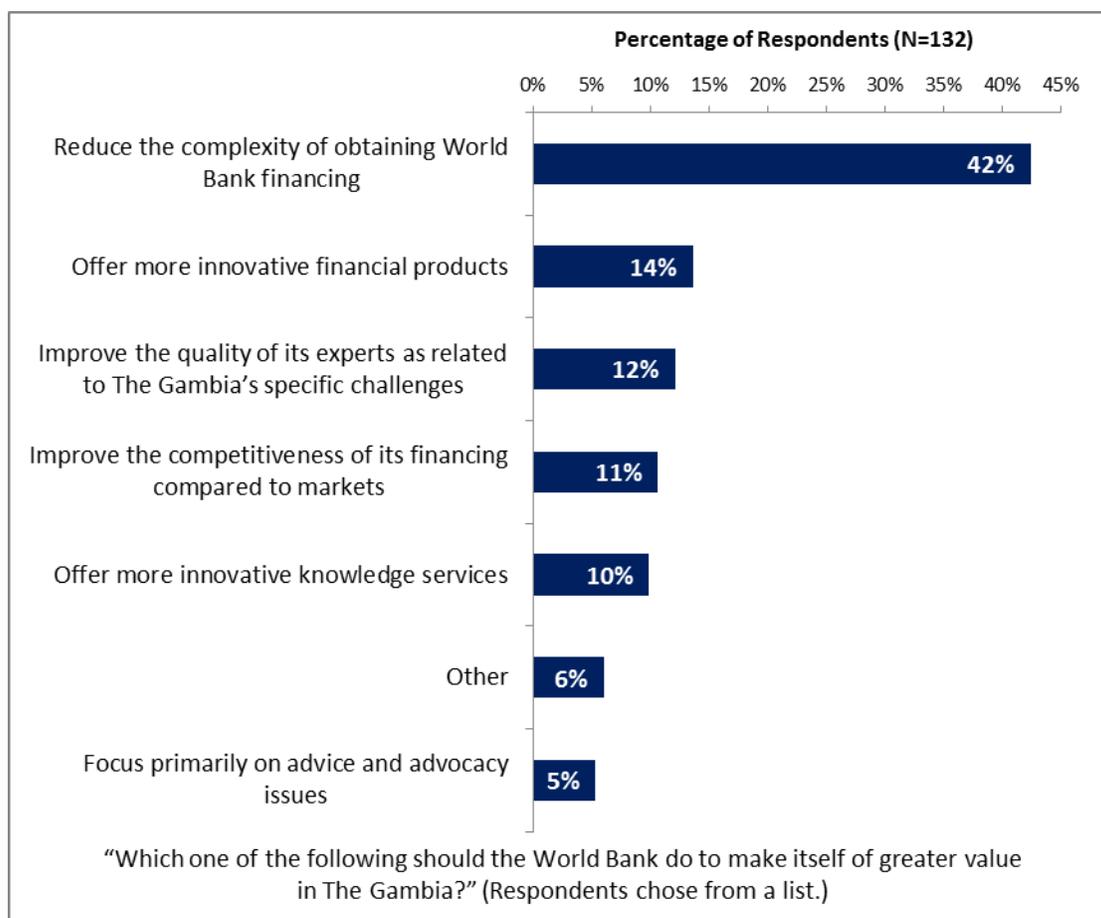
- The Bank was expected to play a very significant role in The Gambia's development over the medium term, receiving a mean rating of 9.2 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.
 - Although it was not a significant difference, respondents from the office of the President gave the highest ratings for the Bank's role significance whereas respondents from NGOs gave the lowest ratings.
 - Respondents across all geographic locations gave statistically similar ratings for the Bank's role significance in The Gambia.



VII. The Future Role of the World Bank in The Gambia (cont.)

Making the Bank of Greater Value

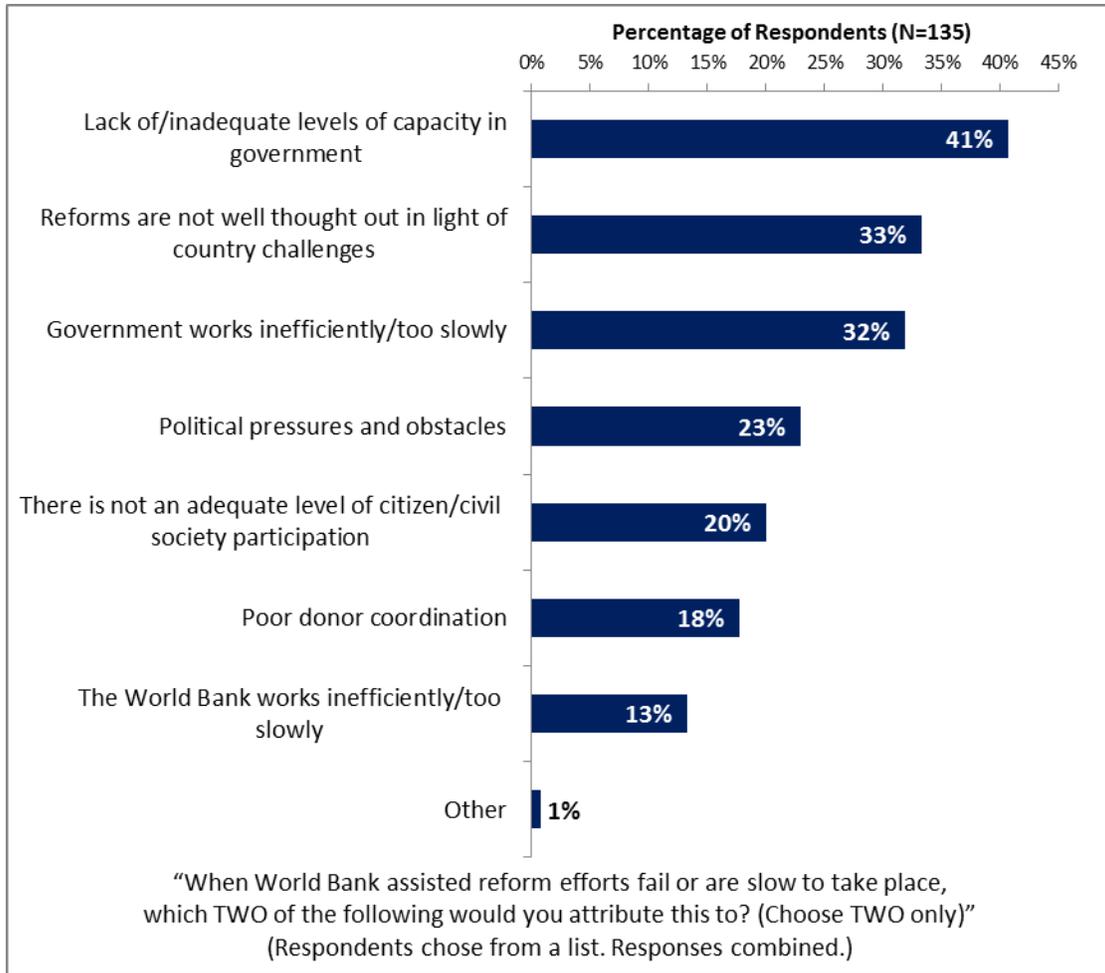
- Nearly half of all respondents indicated that the World Bank should reduce the complexity of obtaining Bank financing to make itself of greater value in The Gambia.



VII. The Future Role of the World Bank in The Gambia (cont.)

Attributing Reform Effort Failures

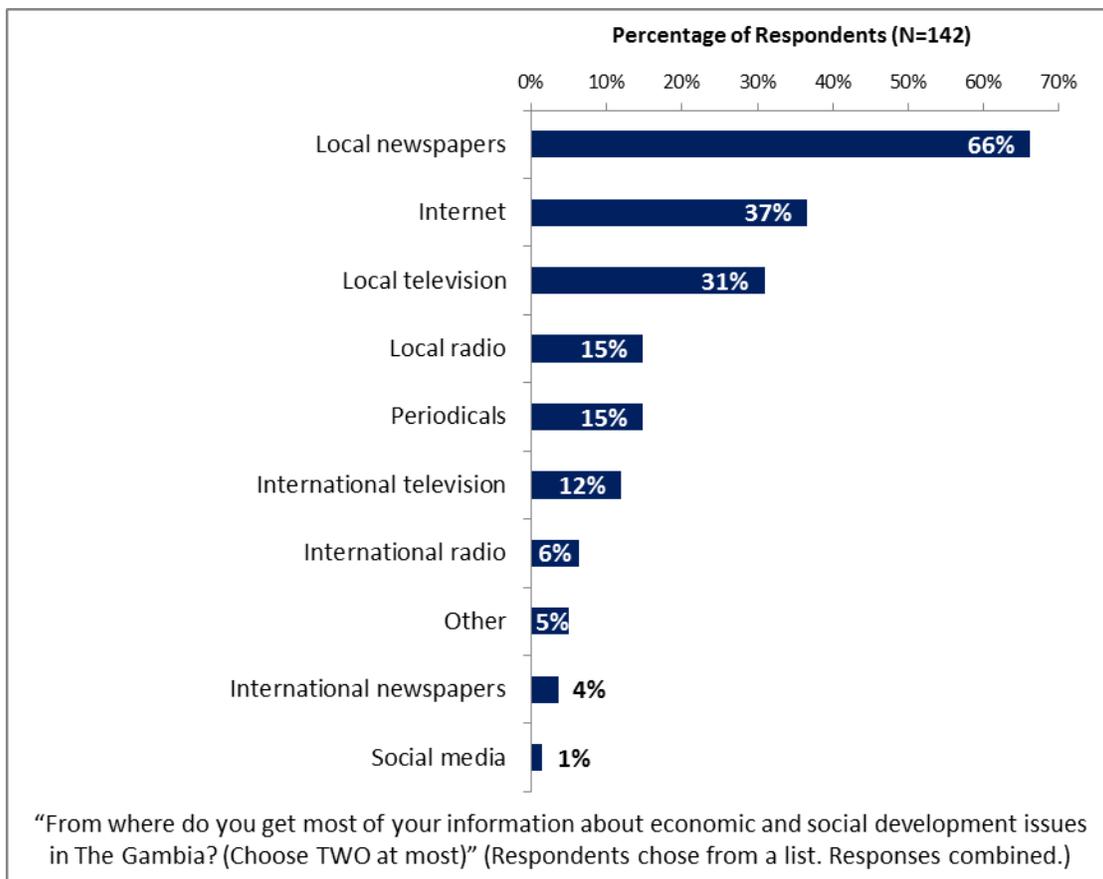
- Respondents indicated that they most often attributed failures of World Bank-assisted reform efforts to inadequate government capacity, reforms not being well thought out in light of challenges in The Gambia, and the government working inefficiently.



VIII. Communication and Outreach

Information Sources

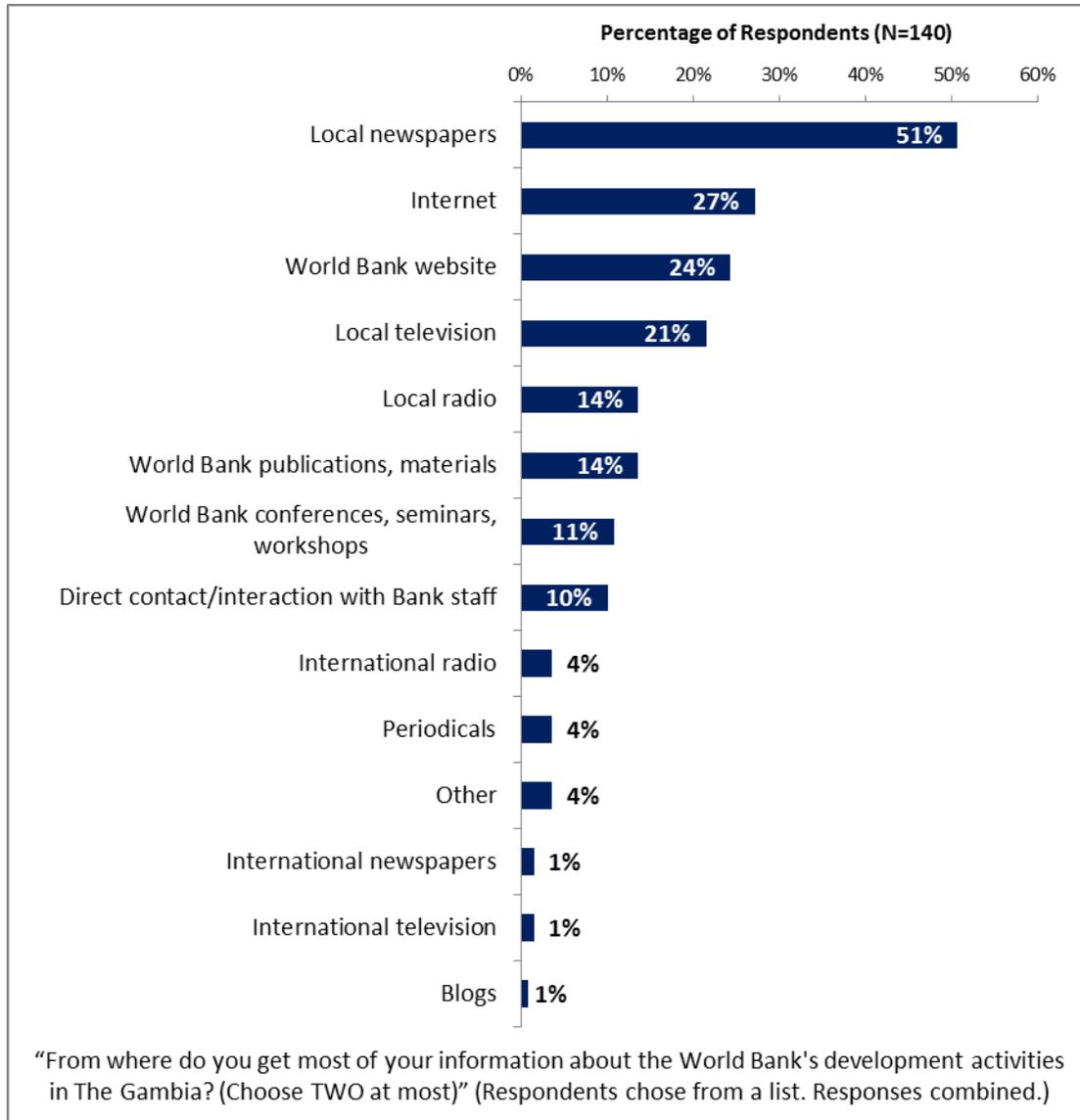
- Two-thirds of all respondents indicated that they got most of their information about economic and social development issues in The Gambia from local newspapers. The Internet and local television were also popular information sources.
 - The majority of respondents across all stakeholder groups and all geographic locations indicated that they got most of their information about economic and social development issues in The Gambia from local newspapers.



VIII. Communication and Outreach (continued)

Information Sources (continued)

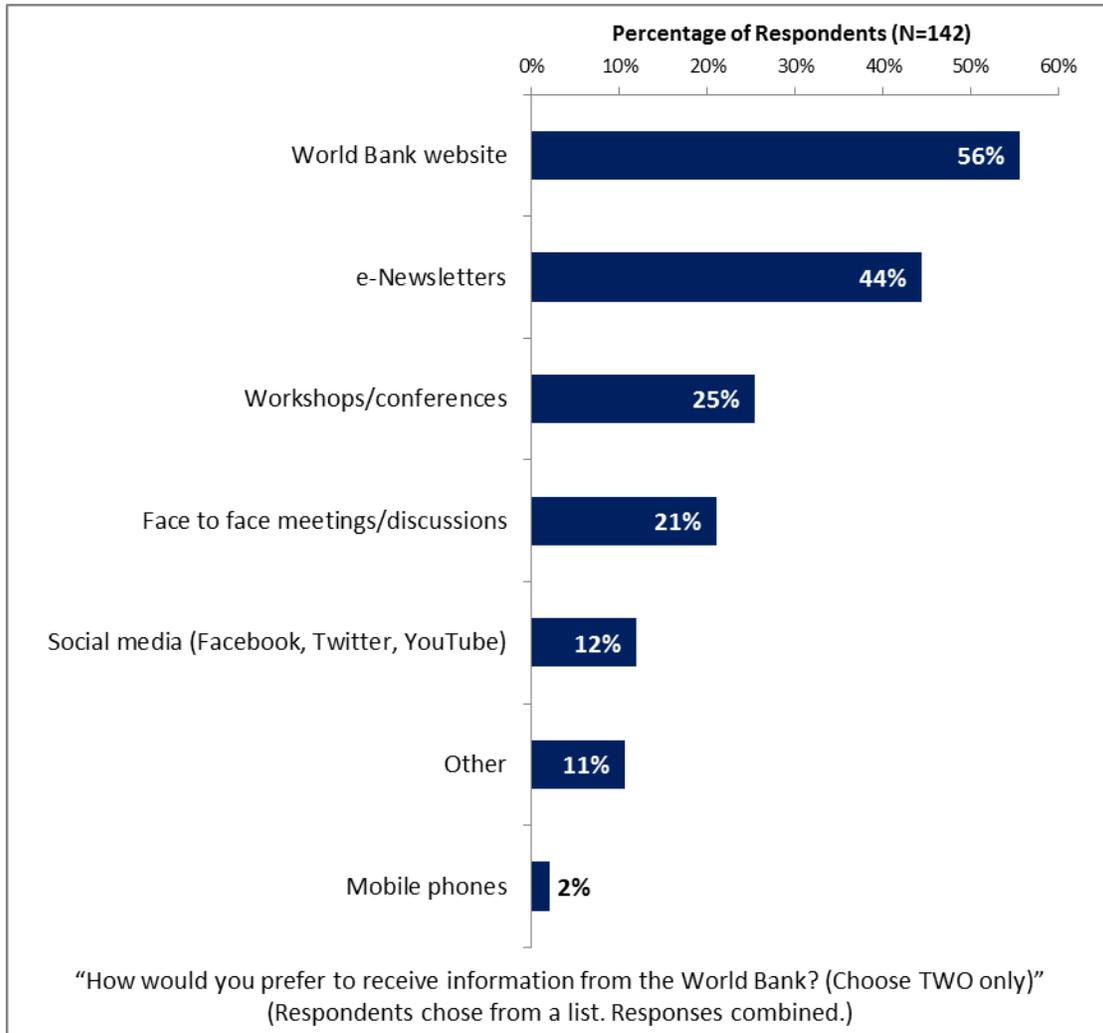
- The majority of respondents were again most likely to utilize local newspapers for information about the Bank's development activities in The Gambia. The Internet, Bank website, and local television were also popular information sources.



VIII. Communication and Outreach (continued)

Information Sources (continued)

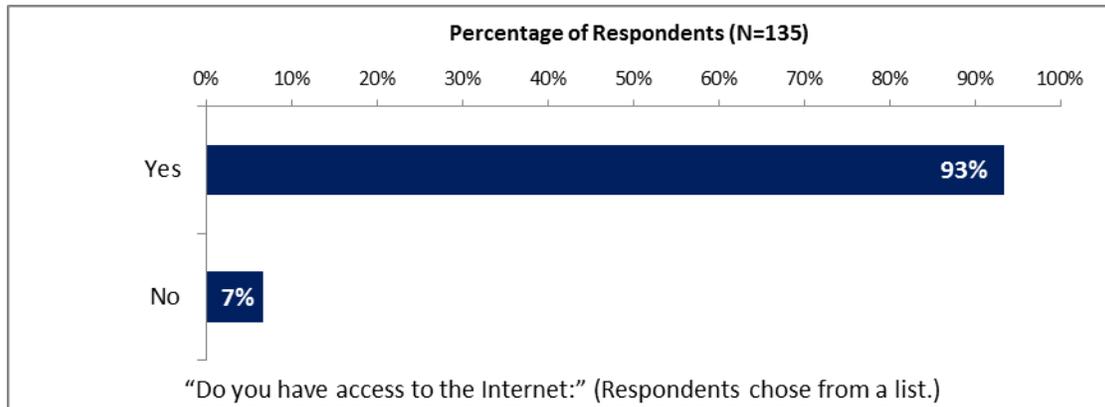
- Over half of all respondents indicated they would prefer to receive information from the World Bank through the World Bank website. E-newsletters, workshops/conferences, and face to face meetings were also popular preferred information sources.



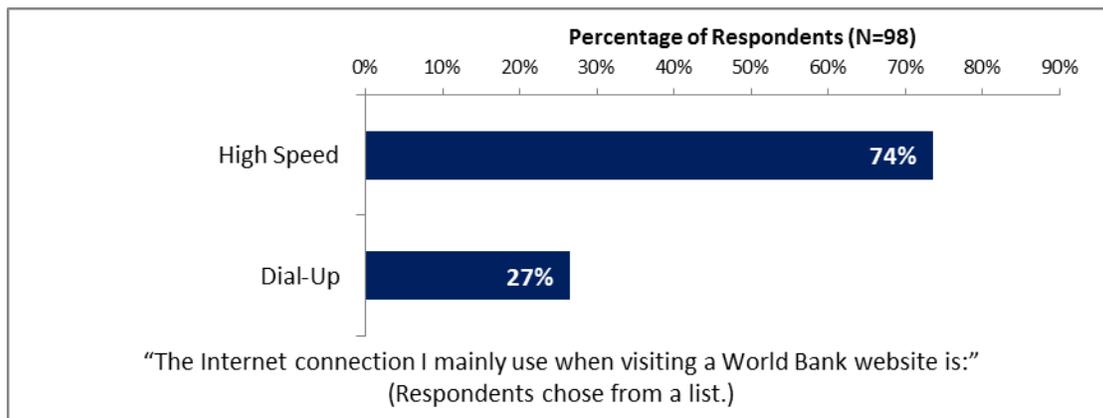
VIII. Communication and Outreach (continued)

Internet Access

- The vast majority of all respondents indicated that they had access to the Internet.
 - Respondents from Other areas were significantly *less* likely to have Internet access compared to respondents from the West Coast and Banjul.
 - Respondents across all stakeholder groups had statistically similar Internet access.



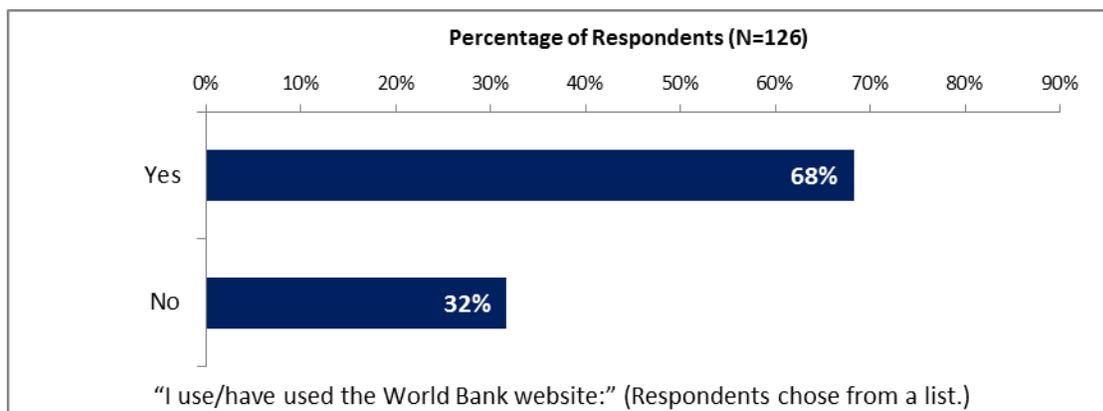
- Nearly three-quarters of all respondents indicated that when they access the Bank website, they utilized a high speed Internet connection.
 - Respondents across all stakeholder groups and geographic locations had statistically similar rates of usage of high speed and dial-up connections.



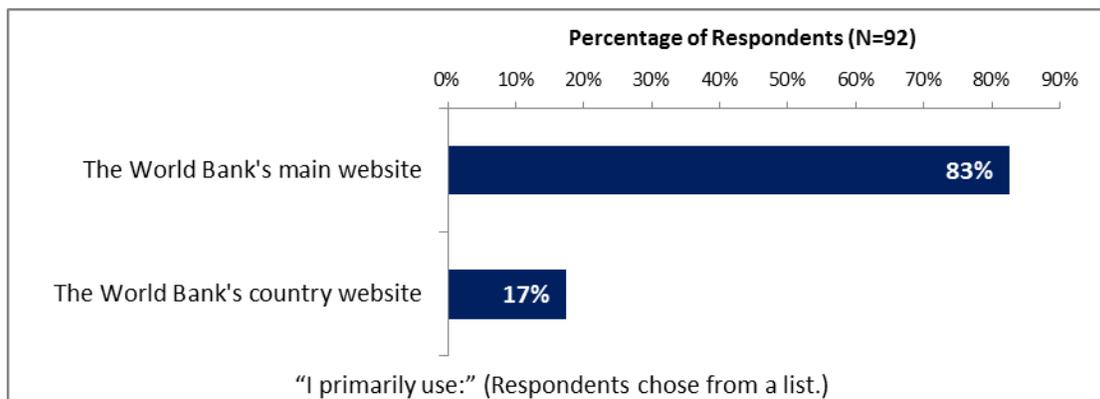
VIII. Communication and Outreach (continued)

Website Usage

- More than two-thirds of all respondents indicated that they had used the Bank's website.
 - Employees of ministries and respondents from bilateral or multilateral agencies were significantly more likely to have used the World Bank's website compared to respondents from other stakeholder groups.
 - Respondents from Other areas were significantly *less* likely to have used the World Bank's website compared to respondents from Banjul and the West Coast.



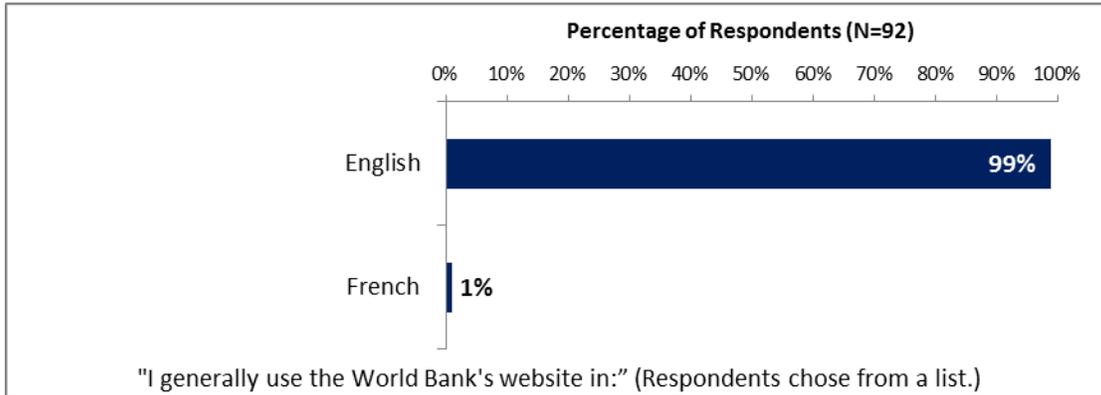
- Of those respondents who used the Bank's website, the vast majority indicated that they used the World Bank's main website.
 - Respondents from all stakeholder groups and across all geographic locations had statistically similar rates of usage for the Bank's main and country websites.



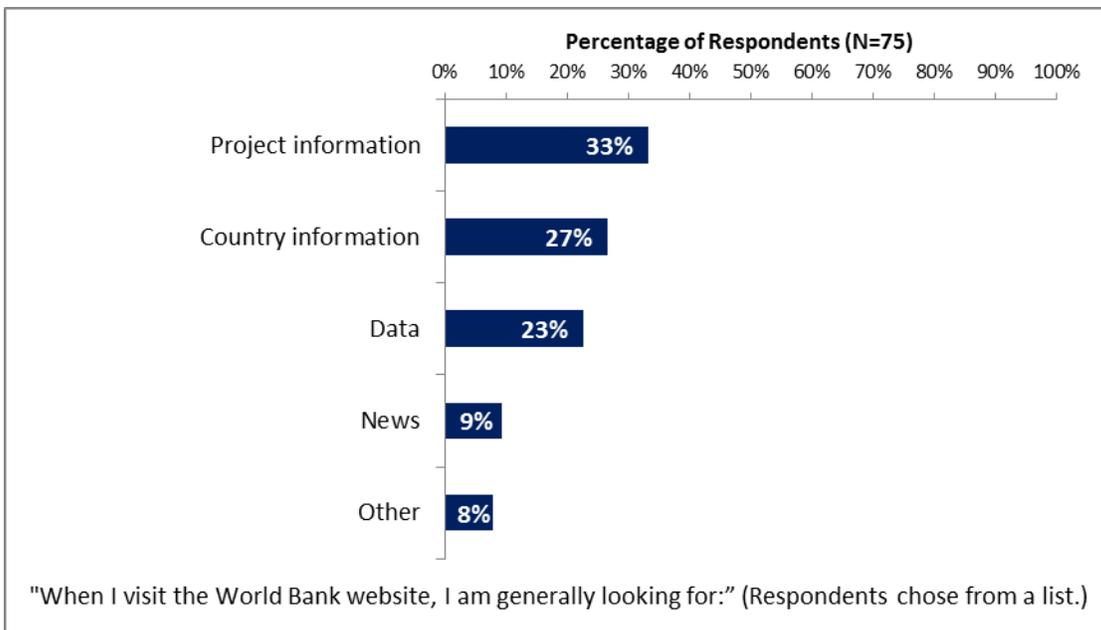
VIII. Communication and Outreach (continued)

Website Usage

- Nearly all respondents indicated that they used the Bank's website in English.



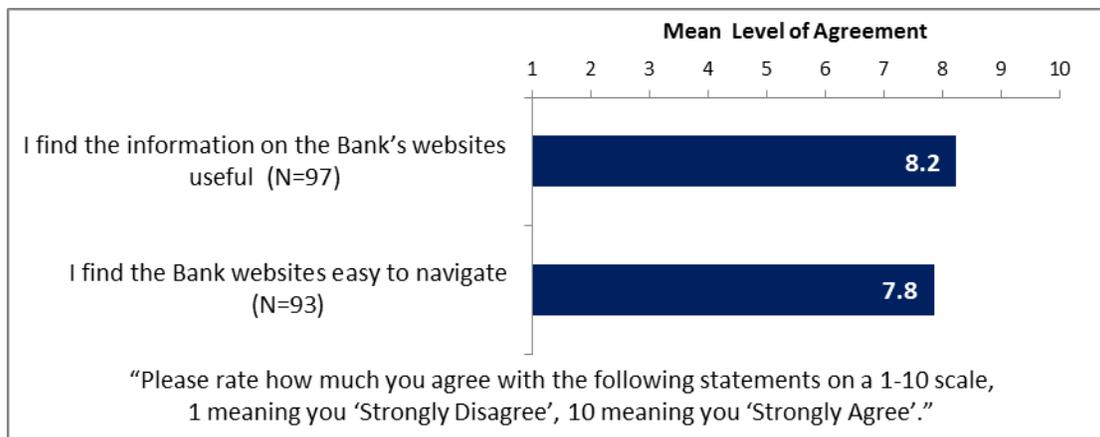
- Respondents who used the Bank's website indicated that they were looking for project information, country information, or data.



VIII. Communication and Outreach (continued)

Website Evaluation

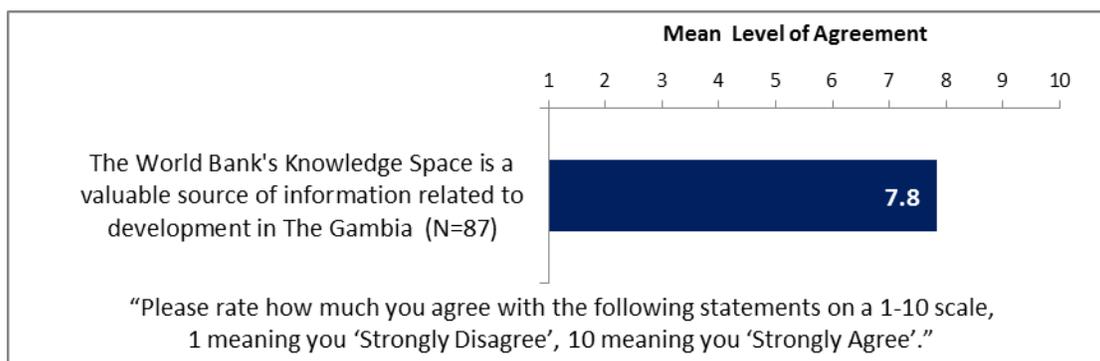
- Among those respondents who utilized the World Bank's websites, respondents finding the information on the Bank's websites useful received the highest mean level of agreement, 8.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from the office of the President and academia had significantly lower levels of agreement that they find the information on the Bank's websites useful compared to respondents from other stakeholder groups. Respondents across all stakeholder groups had statistically similar levels of agreement that they find the Bank websites easy to navigate.
 - Respondents across all geographic locations had statistically similar levels of agreement that they find the information on the Bank's websites useful and that they find the Bank websites easy to navigate.



VIII. Communication and Outreach (continued)

The World Bank's Knowledge Space

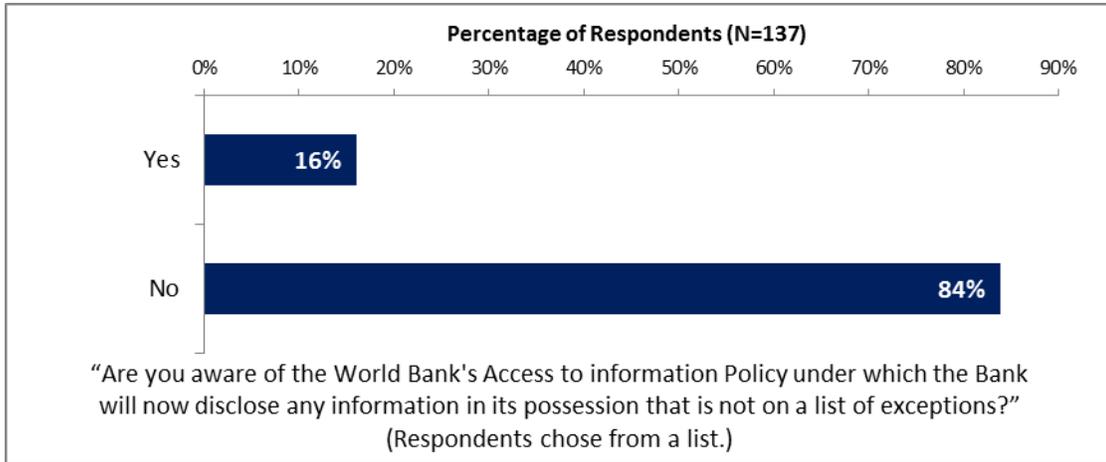
- The Bank's Knowledge Space being a valuable source of information related to development in The Gambia received a mean level of agreement of 7.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from the office of the President, academia, and other organizations had significantly lower levels of agreement regarding the value of the Bank's Knowledge Space compared to respondents from other stakeholder groups.
 - Respondents across all geographic locations had statistically similar levels of agreement regarding the value of the Bank's Knowledge Space.



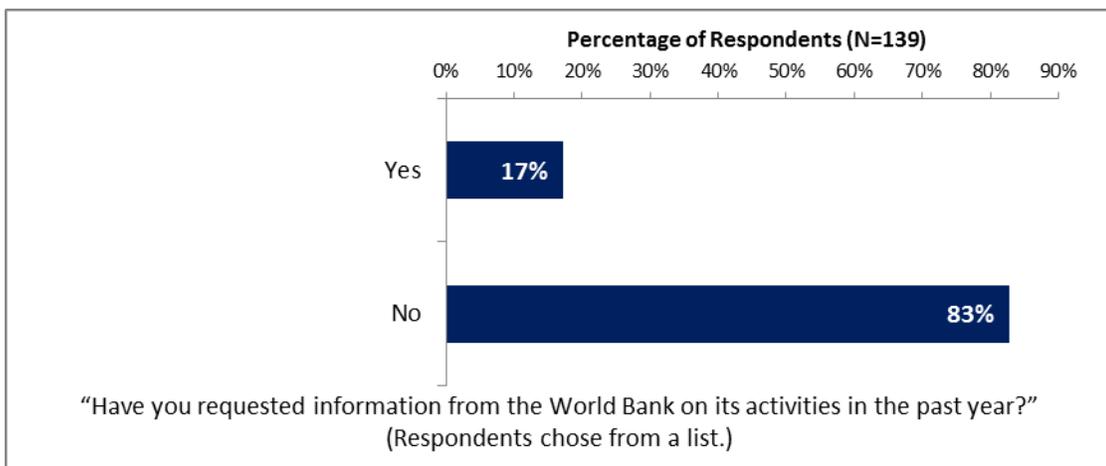
VIII. Communication and Outreach (continued)

Access to Information

- Most respondents indicated that they were not aware of the Bank’s Access to Information Policy.
 - Respondents across all stakeholder groups and geographic locations had statistically similar levels of awareness of the Bank’s Access to Information Policy.



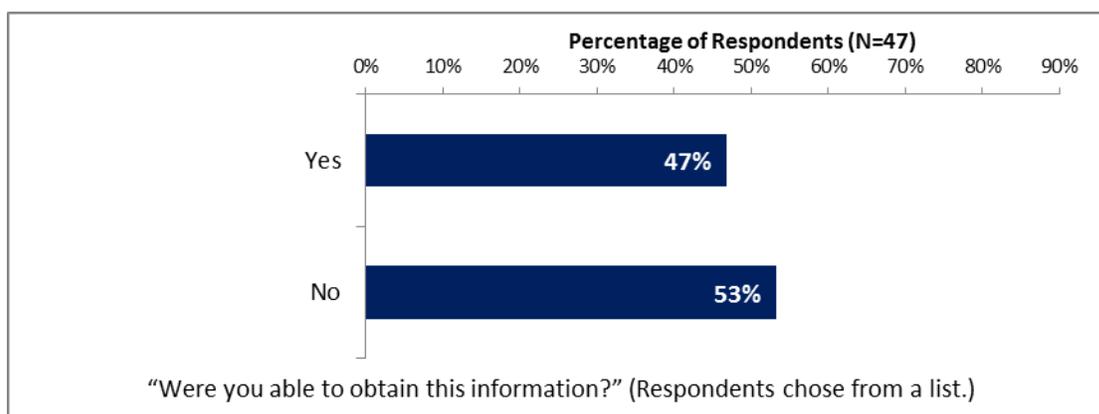
- Less than a quarter of all respondents indicated that they had requested information from the Bank in the past year.
 - Respondents across all stakeholder groups and geographic locations had statistically similar rates of requesting information from the Bank.



VIII. Communication and Outreach (continued)

Access to Information (continued)

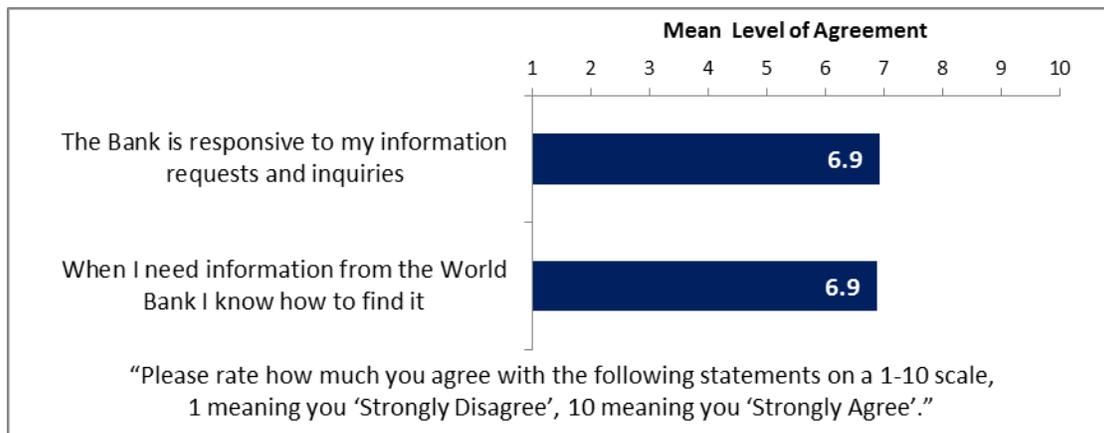
- Of those who had requested information from the Bank in the past year, nearly half indicated that they were able to obtain this information.
 - Respondents across all stakeholder groups and geographic locations had statistically similar rates of obtaining information from the Bank.



VIII. Communication and Outreach (continued)

Communication and Outreach Efforts

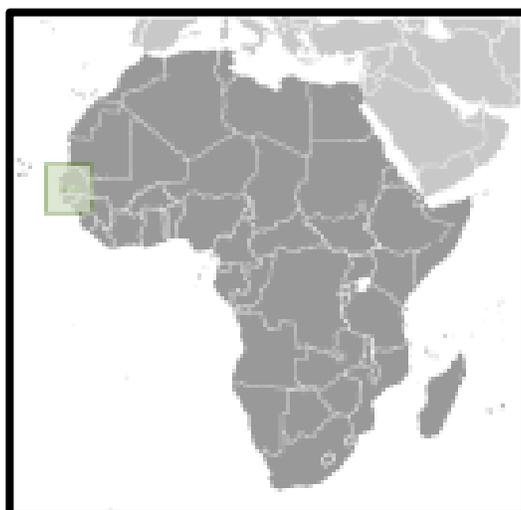
- In terms of the Bank’s communication and outreach efforts in The Gambia, respondents had the same levels of agreement that “When I need information from the World Bank I know how to find it” and that “The Bank is appropriately responsive to my information requests and inquiries”, both receiving a mean rating of 6.9, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from other organizations had the highest levels of agreement that “When I need information from the World Bank I know how to find it” whereas respondents from the office of the President and academia had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that “The Bank is appropriately responsive to my information requests and inquiries”.
 - Respondents from all geographic locations had statistically similar levels of agreement that “When I need information from the World Bank I know how to find it” and that “The Bank is appropriately responsive to my information requests and inquiries”.



IX. Appendices

A. Responses to All Questions across All Respondents	54
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THE GAMBIA IN AFRICA



Appendix A: Responses to All Questions across All Respondents

Total Response Number = 150

A. Background Information

1. Which of the following best describes your current position?	Percentage of Respondents
Employee of a Ministry, Ministerial Department or Implementation Agency	29.7%
Private Sector	20.9%
Bilateral or Multilateral Agency	13.5%
NGOs (including CBOs)	13.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank)	6.8%
Other	6.8%
Academia or Research Institute	4.7%
Office of the President, Prime Minister, Minister, Parliamentarian	2.0%
Local Government Office or Staff	1.4%
Trade Union	0.7%

2. Please identify the primary specialization of your work.	Percentage of Respondents
Agriculture, Agribusiness, Forestry	21.8%
Other	21.8%
Social Services (e.g., Education, Health)	21.1%
Finance, Banking, Insurance	10.9%
Economic Management	8.2%
Communications, Information Services	5.4%
Environment, Natural Resource Management	4.8%
Commerce, Trade and Manufacturing	3.4%
Infrastructure (e.g., Transport, Water, Energy, Telecommunications)	1.4%
Law, Justice	1.4%

3. Familiarity with the World Bank	N	Mean	SD
How familiar are you with the work of the World Bank in The Gambia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	143	5.34	2.74

4. How long have you been involved with (or a close observer of) the World Bank's activities?	Percentage of Respondents
Less than one year	10.9%
One to three years	32.8%
More than three years	56.2%

5. Which best represents your geographic location?	Percentage of Respondents
Banjul	66.2%
West Coast	27.0%
North Bank	2.7%
Central River	2.0%
Upper River	2.0%

B. General Issues Facing The Gambia

1. Perspective on the Next Generation	N	Mean	SD
On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in The Gambia.	133	6.81	2.15

2. Please identify which one of these you consider the <i>first (second)</i> most important development priority.	Percentage of Respondents		
	<i>Most Important</i>	<i>2nd Most Important</i>	<i>Combined</i>
Agriculture development (crop production, processing)/ Food security	20.9%	13.8%	34.6%
Government effectiveness/governance	20.0%	11.0%	31.0%
Access to health services, quality of health care	14.8%	15.6%	30.4%
Skills development, employment and income generating opportunities, specifically for young people	13.0%	13.8%	26.8%
Improving basic infrastructure (port, electricity, roads)	4.3%	8.3%	12.6%
Access to basic education, quality of basic education	6.1%	4.6%	10.7%
Macro-economic growth	5.2%	4.6%	9.8%
Enhancing opportunities for private sector investment including foreign investment	1.7%	6.4%	8.2%
Higher education	4.3%	3.7%	8.0%
Strengthening the capacity of civil society and private sector organizations	2.6%	4.6%	7.2%
Agriculture development (livestock)	0.0%	3.7%	3.7%
Improving the effectiveness of the legal and regulatory system	1.7%	0.9%	2.7%
Improve nutrition for vulnerable groups	1.7%	0.9%	2.7%
Fight against corruption	2.6%	0.0%	2.6%
Improving public financial management and procurement	0.0%	1.8%	1.8%
Expanding internet connectivity	0.0%	1.8%	1.8%
Improving trade and exports	0.9%	0.9%	1.8%
Empower local communities	0.9%	0.9%	1.8%
Improving environmental quality and protecting natural resources	1.7%	0.0%	1.7%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.9%	0.9%
Mitigate the effects of climate change	0.0%	0.9%	0.9%
Fishery	0.0%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

B. General Issues Facing The Gambia (continued)

3. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in The Gambia? (Choose only TWO)	Percentage of Respondents (Responses Combined)
Skills development, employment and income generating opportunities, specifically for young people	43.0%
Agriculture development (crop production, processing)/ Food security	37.6%
Government effectiveness/governance	23.7%
Access to basic education, quality of basic education	16.1%
Access to health services, quality of health care	15.1%
Enhancing opportunities for private sector investment including foreign investment	14.0%
Fight against corruption	8.6%
Macro-economic growth	5.4%
Improving basic infrastructure (port, electricity, roads)	5.4%
Fight against HIV/AIDS and other communicable diseases	3.2%
Improving the effectiveness of the legal and regulatory system	3.2%
Improving trade and exports	3.2%
Higher education	2.2%
Fishery	2.2%
Empower local communities	2.2%
Agriculture development (livestock)	1.1%
Improve nutrition for vulnerable groups	1.1%
Improving public financial management and procurement	1.1%
Improving the quality of life in urban areas	1.1%
Other	1.1%
Improving environmental quality and protecting natural resources	0.0%
Mitigate gender inequality	0.0%
Promote regional cooperation	0.0%
Mitigate the effects of climate change	0.0%
Strengthening the national statistical system	0.0%
Expanding internet connectivity	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%

B. General Issues Facing The Gambia (continued)

4. Which TWO areas below do you believe would contribute most to generating faster economic growth in The Gambia? (Choose only TWO)	Percentage of Respondents (Responses Combined)
Agriculture development (crop production, processing)/ Food security	37.9%
Skills development, employment and income generating opportunities, specifically for young people	31.7%
Government effectiveness/governance	28.3%
Enhancing opportunities for private sector investment including foreign investment	17.9%
Improving basic infrastructure (port, electricity, roads)	14.5%
Improving trade and exports	14.5%
Access to basic education, quality of basic education	11.7%
Access to health services, quality of health care	8.3%
Fight against corruption	7.6%
Strengthening the capacity of civil society and private sector organizations	4.1%
Empower local communities	4.1%
Higher education	3.4%
Improving public financial management and procurement	3.4%
Fight against HIV/AIDS and other communicable diseases	2.1%
Agriculture development (livestock)	2.1%
Improving the effectiveness of the legal and regulatory system	1.4%
Improve nutrition for vulnerable groups	1.4%
Improving the quality of life in urban areas	1.4%
Improving environmental quality and protecting natural resources	0.7%
Fishery	0.7%
Promote regional cooperation	0.7%
Other	0.7%
Mitigate gender inequality	0.0%
Mitigate the effects of climate change	0.0%
Strengthening the national statistical system	0.0%
Expanding internet connectivity	0.0%

C. Overall Attitudes toward the World Bank

Overall Effectiveness	N	Mean	SD
1. Overall, please rate your impression of the World Bank's effectiveness in The Gambia, on a scale of 1-10, 1 being "not effective at all", 10 being "very effective"?	139	6.65	2.15
2. To what extent do the World Bank's financial instruments meet the needs of The Gambia, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	131	6.31	2.19
3. To what extent does the World Bank meet the needs of The Gambia for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	127	5.98	2.44

4a. Based on your observations of the World Bank in The Gambia, what do you think the Bank considers its top priorities in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Access to basic education, quality of basic education	35.7%
Macro-economic growth	35.0%
Government effectiveness/governance	23.8%
Agriculture development (crop production, processing)/ Food security	18.2%
Improving public financial management and procurement	15.4%
Enhancing opportunities for private sector investment including foreign investment	7.0%
Skills development, employment and income generating opportunities, specifically for young people	6.3%
Access to health services, quality of health care	5.6%
Fight against HIV/AIDS and other communicable diseases	4.9%
Improving trade and exports	4.9%
Improving basic infrastructure (port, electricity, roads)	4.2%
Fishery	4.2%
Fight against corruption	3.5%
Higher education	3.5%
Improving the effectiveness of the legal and regulatory system	3.5%
Improving environmental quality and protecting natural resources	2.1%
Expanding internet connectivity	2.1%
Strengthening the capacity of civil society and private sector organizations	2.1%
Mitigate gender inequality	1.4%
Empower local communities	1.4%
Other	1.4%
Agriculture development (livestock)	0.7%
Strengthening the national statistical system	0.7%
Improve nutrition for vulnerable groups	0.0%
Promote regional cooperation	0.0%
Mitigate the effects of climate change	0.0%
Improving the quality of life in urban areas	0.0%

C. Overall Attitudes toward the World Bank (continued)

4b. Based on your observations of the World Bank in The Gambia, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Skills development, employment and income generating opportunities, specifically for young people	33.1%
Agriculture development (crop production, processing)/ Food security	29.0%
Government effectiveness/governance	14.5%
Access to basic education, quality of basic education	14.5%
Enhancing opportunities for private sector investment including foreign investment	14.5%
Improving basic infrastructure (port, electricity, roads)	13.1%
Macro-economic growth	10.3%
Access to health services, quality of health care	9.7%
Strengthening the capacity of civil society and private sector organizations	7.6%
Improving public financial management and procurement	5.5%
Fight against corruption	4.8%
Higher education	4.8%
Improving trade and exports	4.8%
Improving the effectiveness of the legal and regulatory system	3.4%
Improving environmental quality and protecting natural resources	3.4%
Agriculture development (livestock)	2.8%
Fishery	1.4%
Improve nutrition for vulnerable groups	1.4%
Promote regional cooperation	1.4%
Mitigate the effects of climate change	1.4%
Expanding internet connectivity	1.4%
Empower local communities	1.4%
Improving the quality of life in urban areas	1.4%
Fight against HIV/AIDS and other communicable diseases	0.0%
Mitigate gender inequality	0.0%
Strengthening the national statistical system	0.0%
Other	0.0%

5. In your opinion, what should be the level of involvement of the World Bank in The Gambia's development strategies?	Percentage of Respondents
The Bank should be more involved	86.3%
The Bank is currently involved at an optimum level	5.5%
The Bank should be less involved	0.7%
The Bank shouldn't be involved at all	2.7%
Don't know/refused	4.8%

C. Overall Attitudes toward the World Bank (continued)

6. In broad terms of economic and social development, what is the “greatest” value brought by the World Bank to The Gambia? What is the “second greatest” value?	Percentage of Respondents		
	<i>Greatest Value</i>	<i>2nd Greatest Value</i>	<i>Combined</i>
Financial resources	35.0%	16.8%	51.8%
Policy and economic advice	22.9%	28.5%	51.3%
Technical advice	16.4%	19.0%	35.4%
Ability to build implementation capacity	7.9%	8.8%	16.6%
The Bank’s knowledge	7.9%	5.8%	13.7%
Donor coordination	5.0%	8.0%	13.0%
Lending when others won’t	3.6%	6.6%	10.1%
Ability to mobilize resources	1.4%	3.6%	5.1%
None of the above	2.1%	1.5%	3.6%
Other	0.7%	1.5%	2.2%
Convener/facilitator	0.7%	0.0%	0.7%

7. Which of the following do you identify as the Bank’s greatest weaknesses in its work in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Too bureaucratic in its operational policies and procedures	42.5%
World Bank procedures too slow and complex to show results on the ground in reasonable time	27.6%
Not enough public disclosure of its work	25.4%
Imposing technocratic solutions without regard to political realities	17.9%
The Bank’s instruments are not flexible enough to respond to country needs	15.7%
Not exploring alternative policy options	11.2%
The interventions of the World Bank are inadequately aligned with country priorities	10.4%
The Bank is too influenced by the US or others	6.0%
Other	4.5%
Staff too inaccessible	3.7%
Bank management is not accessible	3.7%
Bank staff are arrogant in their approach	0.0%

C. Overall Attitudes toward the World Bank (continued)

8. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Agricultural production/Food security	32.7%
Education	23.1%
Health	19.7%
Enhanced business environment for private sector development	16.3%
Rural development	16.3%
Poverty	15.6%
Governance	12.9%
Energy	10.2%
Labor markets/job creation	9.5%
Public sector performance	6.1%
Environmental sustainability/natural resources management	5.4%
Monitoring and evaluation	4.8%
Social protection	4.1%
Urban/metropolitan development	4.1%
Anti-corruption	3.4%
Agri-business	2.7%
Other	2.7%
Transport	1.4%
Water and sanitation	1.4%
Public expenditure	1.4%
Improving equality of opportunity	1.4%
Climate change	1.4%
Service sector expansion	1.4%
Financial markets	0.0%

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Private sector	39.9%
Community Based Organizations (CBOs)	36.4%
NGOs	35.7%
Beneficiaries	30.8%
Local Government	21.7%
Donor community	11.9%
Other	4.9%
Parliament	2.8%
Media	2.8%
Faith-based organizations	1.4%

C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, with 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in The Gambia.	Level of Agreement		
	N	Mean	SD
10. Overall the Bank currently plays a relevant role in development in The Gambia	136	7.33	2.14
11. The Bank's work is aligned with what I consider the development priorities for this country	133	6.59	2.31
12. The Bank's work reflects its own mission of poverty reduction	117	6.77	2.50
13. The World Bank recommends programs and strategies that are realistic for The Gambia	124	6.45	2.29
14. The World Bank treats clients and stakeholders in The Gambia with respect	121	7.61	1.97
15. The World Bank collaborates with other donors here	109	7.37	2.21
16. The World Bank is responsive	125	6.90	2.30
17. Overall I like to work/interact with Bank staff	128	7.77	2.10
18. The Bank is an effective catalyst for discussion on issues related to poverty	118	7.32	2.34
19. In general, the strategies that the Bank recommends are sustainable over time	112	6.56	2.22
20. The World Bank's work promotes country ownership of development strategies	117	6.53	2.45
21. The Bank's work promotes the empowerment of poor people to participate in development	125	6.38	2.58
22. The World Bank imposes reasonable conditions on its lending	112	5.95	2.62
23. The Bank gives appropriate priority to growth issues	123	7.03	2.11

D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in The Gambia? How effective do you believe the World Bank is in terms of having a positive impact on that area of development in The Gambia? <i>(Asked on a 5-point importance/effectiveness scale, 1 being Not at all, 5 being Very; converted to a 10-point scale for analysis)</i>	Importance			Effectiveness		
	N	Mean	SD	N	Mean	SD
1. Helping to reduce poverty	135	9.55	1.31	121	6.76	2.38
2. Helping to strengthen the government's effectiveness	118	8.78	2.09	111	5.99	2.36
3. Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	125	8.58	2.28	112	6.79	2.33
4. Helping to bring about macro-economic growth	125	9.06	1.62	118	7.20	2.28
5. Fighting against corruption	119	8.03	2.37	108	5.27	2.52
6. Helping to increase access and quality of basic education	125	9.33	1.37	117	8.23	2.09
7. Helping to strengthen higher education	123	8.83	1.59	114	6.76	2.41
8. Helping to improve the legal and regulatory systems	114	8.14	2.10	99	5.95	2.43
9. Helping to increase professional skills, employment and income generation, specifically for young people	121	8.98	1.74	110	6.34	2.45
10. Helping to strengthen environment and natural resources management	115	8.02	2.07	103	6.07	2.13
11. Helping to improve basic infrastructure (port, electricity, roads)	122	8.88	1.92	112	6.32	2.53
12. Helping to improve the investment climate for private sector growth and attracting foreign investment	116	8.80	1.84	105	6.61	2.16
13. Helping to strengthen the agricultural sector/food security	126	9.32	1.54	112	6.93	2.28
14. Helping to strengthen the fisheries sector	118	8.44	1.92	107	5.88	2.28
15. Ensuring that attention is paid to gender disparities	119	7.50	2.38	104	6.30	2.39
16. Helping to integrate The Gambia into the global and/or sub-regional economy	121	8.23	1.91	103	5.85	2.22
17. Helping to improve nutrition for vulnerable groups	117	8.04	2.39	102	6.23	2.73
18. Helping The Gambia adapt to/avert risk of climate change	114	7.79	2.30	102	5.70	2.15
19. Helping to strengthen the public financial management and procurement system	45	8.75	2.12	40	7.36	2.64
20. Help strengthening the national statistical system	121	7.86	2.41	102	6.32	2.17
21. Helping to expand internet connectivity	116	7.91	2.65	95	6.54	2.58
22. Helping to strengthen the capacity of civil society and private sector organizations	124	8.39	2.04	104	6.13	2.54
23. Helping to empower local communities	119	8.36	2.30	105	6.19	2.70
24. Helping to improve the quality of life in urban areas	114	8.24	2.13	104	5.98	2.64

E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-5 scale, 1 meaning “not effective at all”, 5 meaning “very effective” (converted to a 10-point scale for analysis)	Level of Effectiveness		
	N	Mean	SD
1. Technical competence	123	8.74	1.89
2. Producing “knowledge” (studies, analyses) that is useful	117	8.21	2.10
3. Making the results of studies and analyses readily available	117	7.44	2.36
4. Sharing knowledge about international best practices	117	7.79	2.21
5. Ability to adapt its knowledge to your country’s needs	114	7.02	2.31
6. Ensuring its staff is accessible	115	7.01	2.49
7. Providing sound policy and economic advice	114	7.99	2.19
8. Straightforwardness in its dealings with you	112	7.81	2.29
9. Maintaining consistent messages	107	7.35	2.45
10. Promoting the inclusion of local communities in the development of strategies	110	6.81	2.72
11. Promoting the inclusion of civil society in the development of strategies	112	6.56	2.63
12. Promoting the inclusion of local project experts in the development of strategies	119	6.84	2.59
13. Promoting the inclusion of private sector in the development of strategies	120	6.66	2.22
14. Giving appropriate priority to poverty reduction	125	7.77	2.38
15. Lending in a way that promotes effective development	112	7.31	2.34

F. Project/Program Related Issues

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “strongly disagree”, 10 meaning you “strongly agree”.	Level of Agreement		
	N	Mean	SD
1. The Bank is flexible in terms of adjusting to changing circumstances	70	5.81	2.42
2. The Bank disburses funds promptly	72	5.93	3.14
3. The Bank works efficiently	75	7.07	2.46
4. The Bank effectively monitors and evaluates the projects and programs it supports	72	7.29	2.45
5. The Bank helps to build capacity at the community level	71	6.76	2.47
6. The Bank helps to build capacity of government officials	72	7.17	2.13
7. The Bank provides strategic advice and helps strengthening country systems	73	7.33	2.27
8. The Bank and partners in government collaborate well together on Bank supported programs and projects in The Gambia	73	7.41	2.25
9. The Bank helps to strengthen institutional capacity	76	7.68	1.99
10. The Government supports and takes responsibility for development efforts in The Gambia	77	7.47	2.14
11. The Bank’s procurement requirements are reasonable	69	6.77	2.34

G. The Future Role of the World Bank in The Gambia

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank should play in The Gambia's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)	132	9.19	1.38

2. Which of the following should the World Bank do to make itself of greater value in The Gambia? (Choose only ONE)	Percentage of Respondents
Reduce the complexity of obtaining World Bank financing	42.4%
Offer more innovative financial products	13.6%
Improve the quality of its experts as related to The Gambia's specific challenges	12.1%
Improve the competitiveness of its financing compared to markets	10.6%
Offer more innovative knowledge services	9.8%
Other	6.1%
Focus primarily on advice and advocacy issues	5.3%

3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only)	Percentage of Respondents (Combined Responses)
Lack of/inadequate levels of capacity in government	40.7%
Reforms are not well thought out in light of country challenges	33.3%
Government works inefficiently/too slowly	31.9%
Political pressures and obstacles	23.0%
There is not an adequate level of citizen/civil society participation	20.0%
Poor donor coordination	17.8%
The World Bank works inefficiently/too slowly	13.3%
Other	0.7%

H. Communication and Outreach

1. From where do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Local newspapers	66.2%
Internet	36.6%
Local television	31.0%
Local radio	14.8%
Periodicals	14.8%
International television	12.0%
International radio	6.3%
Other	4.9%
International newspapers	3.5%
Social media: Facebook, Twitter, Youtube	1.4%

2. From where do you get most of your information about the World Bank's development activities in The Gambia? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Local newspapers	50.7%
Internet	27.1%
World Bank website	24.3%
Local television	21.4%
Local radio	13.6%
World Bank publications, materials	13.6%
World Bank conferences, seminars, workshops	10.7%
Direct contact/interaction with World Bank staff	10.0%
International radio	3.6%
Periodicals	3.6%
Other	3.6%
International newspapers	1.4%
International television	1.4%
Blogs	0.7%

3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
World Bank website	55.6%
e-Newsletters	44.4%
Workshops/conferences	25.4%
Face to face meetings/discussions	21.1%
Social media (Facebook, Twitter, YouTube)	12.0%
Other	10.6%
Mobile phones	2.1%
Blogs	0.0%

4. Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents
Yes	16.1%
No	83.9%

H. Communication and Outreach (continued)

5. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents
Yes	17.3%
No	82.7%

6. Were you able to obtain this information?	Percentage of Respondents
Yes	46.8%
No	53.2%

7. Do you have access to the Internet?	Percentage of Respondents
Yes	93.3%
No	6.7%

8. I use/have used the World Bank website:	Percentage of Respondents
Yes	68.3%
No	31.7%

9. I primarily use:	Percentage of Respondents
The World Bank's country website	17.4%
The World Bank's main website	82.6%

10. The Internet connection, I mainly use when visiting a World Bank website:	Percentage of Respondents
High speed	73.5%
Dial-up	26.5%

11. When I visit the World Bank website, I am generally looking for:	Percentage of Respondents
Project information	33.3%
Country information	26.7%
Data	22.7%
News	9.3%
Other	8.0%

12. I generally use the World Bank's website in:	Percentage of Respondents
English	98.9%
French	1.1%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "strongly disagree", 10 meaning you "strongly agree".	Level of Agreement		
	N	Mean	SD
13. The World Bank's Knowledge Space is a valuable source of information related to development in The Gambia	87	7.83	2.19
14. I find the Bank websites easy to navigate	93	7.85	1.90
15. I find the information on the Bank's websites useful	97	8.24	1.84
16. When I need information from the World Bank I know how to find it	95	6.88	2.64
17. The Bank is responsive to my information requests and inquiries	80	6.91	2.56

Appendix B: Responses to All Questions by Stakeholder Groups

A. Background Information

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			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
How familiar are you with the work of the World Bank in The Gambia?	3	1.67	.58	41	6.39	2.55	20	5.75	2.63	29	4.38	2.86	19	4.95	2.76	10	5.80	2.78	7	5.29	2.29	12	4.42	2.54

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

B. General Issues facing The Gambia

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			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
Please indicate your perspective on the future of the next generation in The Gambia	3	5.00	3.61	37	7.22	1.80	18	6.06	1.59	26	7.00	2.21	20	7.00	2.36	10	7.50	2.32	6	6.83	2.56	11	5.55	2.34

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Government effectiveness/governance	0.0%	34.4%	18.8%	15.4%	31.3%	0.0%	0.0%	0.0%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Macro-economic growth	0.0%	6.3%	0.0%	3.8%	6.3%	0.0%	33.3%	0.0%
Fight against corruption	0.0%	0.0%	0.0%	11.5%	0.0%	0.0%	0.0%	0.0%
Access to basic education, quality of basic education	0.0%	3.1%	6.3%	11.5%	0.0%	0.0%	0.0%	22.2%
Higher education	0.0%	0.0%	6.3%	3.8%	6.3%	0.0%	0.0%	22.2%
Access to health services, quality of health care	0.0%	6.3%	31.3%	3.8%	25.0%	28.6%	0.0%	22.2%
Improving the effectiveness of the legal and regulatory system	0.0%	0.0%	6.3%	3.8%	0.0%	0.0%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	0.0%	18.8%	12.5%	3.8%	6.3%	14.3%	50.0%	11.1%
Improving environmental quality and protecting natural resources	0.0%	3.1%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	9.4%	6.3%	0.0%	0.0%	14.3%	0.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Agriculture development (crop production, processing)/ Food security	100.0%	18.8%	0.0%	30.8%	25.0%	28.6%	16.7%	11.1%
Agriculture development (livestock)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fishery	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving trade and exports	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	6.3%	3.8%	6.3%	0.0%	0.0%	0.0%
Empower local communities	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. General Issues facing The Gambia (continued)Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Government effectiveness/governance	0.0%	10.7%	20.0%	4.0%	12.5%	0.0%	33.3%	11.1%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Macro-economic growth	50.0%	3.6%	0.0%	0.0%	6.3%	0.0%	0.0%	22.2%
Fight against corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Access to basic education, quality of basic education	0.0%	7.1%	13.3%	4.0%	0.0%	0.0%	0.0%	0.0%
Higher education	0.0%	3.6%	0.0%	4.0%	12.5%	0.0%	0.0%	0.0%
Access to health services, quality of health care	0.0%	3.6%	6.7%	24.0%	25.0%	14.3%	0.0%	44.4%
Improving the effectiveness of the legal and regulatory system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	50.0%	25.0%	0.0%	12.0%	18.8%	0.0%	16.7%	0.0%
Improving environmental quality and protecting natural resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	3.6%	6.7%	16.0%	0.0%	28.6%	0.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	0.0%	10.7%	0.0%	8.0%	0.0%	14.3%	0.0%	11.1%
Agriculture development (crop production, processing)/ Food security	0.0%	21.4%	13.3%	8.0%	12.5%	14.3%	16.7%	11.1%
Agriculture development (livestock)	0.0%	0.0%	0.0%	16.0%	0.0%	0.0%	0.0%	0.0%
Fishery	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Improving public financial management and procurement	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	4.0%	6.3%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	20.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Empower local communities	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. General Issues facing The Gambia (continued)

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

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Government effectiveness/governance	0.0%	21.4%	37.5%	14.3%	23.1%	0.0%	50.0%	37.5%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	12.5%
Macro-economic growth	33.3%	7.1%	6.3%	7.1%	0.0%	0.0%	0.0%	0.0%
Fight against corruption	0.0%	7.1%	6.3%	14.3%	15.4%	0.0%	0.0%	12.5%
Access to basic education, quality of basic education	33.3%	14.3%	12.5%	14.3%	15.4%	16.7%	25.0%	25.0%
Higher education	0.0%	0.0%	0.0%	0.0%	7.7%	16.7%	0.0%	0.0%
Access to health services, quality of health care	0.0%	7.1%	12.5%	14.3%	7.7%	50.0%	0.0%	50.0%
Improving the effectiveness of the legal and regulatory system	0.0%	0.0%	6.3%	0.0%	7.7%	0.0%	25.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	33.3%	57.1%	43.8%	50.0%	23.1%	16.7%	25.0%	37.5%
Improving environmental quality and protecting natural resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	7.1%	0.0%	0.0%	15.4%	16.7%	0.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	0.0%	14.3%	12.5%	21.4%	15.4%	16.7%	0.0%	12.5%
Agriculture development (crop production, processing)/ Food security	66.7%	46.4%	12.5%	42.9%	38.5%	50.0%	75.0%	12.5%
Agriculture development (livestock)	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Fishery	0.0%	0.0%	6.3%	0.0%	7.7%	0.0%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	6.3%	0.0%	15.4%	0.0%	0.0%	0.0%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Empower local communities	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. General Issues facing The Gambia (continued)

Which TWO areas below do you believe would contribute most to generating faster economic growth in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Government effectiveness/governance	33.3%	25.0%	25.0%	22.6%	45.0%	30.0%	14.3%	41.7%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	10.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Fight against corruption	0.0%	5.0%	5.0%	9.7%	20.0%	0.0%	0.0%	8.3%
Access to basic education, quality of basic education	0.0%	10.0%	10.0%	12.9%	15.0%	0.0%	0.0%	33.3%
Higher education	0.0%	0.0%	0.0%	6.5%	10.0%	0.0%	0.0%	8.3%
Access to health services, quality of health care	0.0%	5.0%	20.0%	6.5%	0.0%	20.0%	0.0%	16.7%
Improving the effectiveness of the legal and regulatory system	0.0%	2.5%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	33.3%	47.5%	30.0%	19.4%	30.0%	30.0%	28.6%	25.0%
Improving environmental quality and protecting natural resources	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	15.0%	10.0%	12.9%	10.0%	20.0%	14.3%	16.7%
Enhancing opportunities for private sector investment including foreign investment	0.0%	20.0%	25.0%	19.4%	10.0%	20.0%	28.6%	8.3%
Agriculture development (crop production, processing)/ Food security	33.3%	40.0%	20.0%	58.1%	30.0%	40.0%	42.9%	25.0%
Agriculture development (livestock)	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	16.7%
Fishery	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving trade and exports	33.3%	7.5%	20.0%	12.9%	20.0%	20.0%	28.6%	0.0%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	7.5%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	2.5%	10.0%	3.2%	0.0%	0.0%	28.6%	0.0%
Empower local communities	0.0%	10.0%	5.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	14.3%	0.0%
Other	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank

Overall Effectiveness

Which of the following best describes your current position?

	Overall Effectiveness																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in The Gambia	3	3.33	3.21	42	7.24	1.64	18	5.83	2.07	30	7.03	1.77	17	4.94	2.49	9	7.56	2.24	7	6.86	1.77	11	7.73	1.90

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

World Bank's Financial Instruments

Which of the following best describes your current position?

	World Bank's Financial Instruments																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do the World Bank's financial instruments meet the needs of The Gambia?	3	3.67	3.79	41	6.66	1.54	16	5.94	1.84	26	6.12	2.39	16	4.94	2.24	9	6.67	2.83	7	7.43	1.40	11	8.00	2.28

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

C. Overall Attitudes toward the World Bank (continued)

World Bank's Knowledge Services																								
Which of the following best describes your current position?																								
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank meet the needs of The Gambia for knowledge services?	3	3.33	3.21	41	6.02	1.99	15	5.87	2.59	27	6.74	2.57	15	4.27	1.91	9	6.67	2.83	6	6.67	1.97	9	6.78	2.73

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

Based on your observations of the World Bank in The Gambia, what do you think the Bank considers its top priorities in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Government effectiveness/governance	0.0%	22.0%	36.8%	13.3%	22.2%	10.0%	57.1%	30.8%
Fight against HIV/AIDS and other communicable diseases	0.0%	7.3%	10.5%	3.3%	0.0%	0.0%	0.0%	0.0%
Macro-economic growth	33.3%	24.4%	31.6%	46.7%	38.9%	10.0%	42.9%	46.2%
Fight against corruption	0.0%	2.4%	0.0%	3.3%	11.1%	0.0%	0.0%	7.7%
Access to basic education, quality of basic education	66.7%	36.6%	26.3%	36.7%	22.2%	80.0%	14.3%	38.5%
Higher education	0.0%	0.0%	5.3%	3.3%	5.6%	10.0%	14.3%	0.0%
Access to health services, quality of health care	0.0%	4.9%	5.3%	6.7%	5.6%	0.0%	14.3%	7.7%
Improving the effectiveness of the legal and regulatory system	0.0%	9.8%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	0.0%	12.2%	5.3%	3.3%	0.0%	0.0%	0.0%	15.4%
Improving environmental quality and protecting natural resources	0.0%	4.9%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	2.4%	5.3%	6.7%	0.0%	10.0%	0.0%	7.7%
Enhancing opportunities for private sector investment including foreign investment	33.3%	9.8%	15.8%	3.3%	5.6%	0.0%	0.0%	0.0%
Agriculture development (crop production, processing)/ Food security	0.0%	22.0%	5.3%	20.0%	22.2%	20.0%	14.3%	23.1%
Agriculture development (livestock)	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Fishery	33.3%	0.0%	5.3%	10.0%	0.0%	0.0%	14.3%	0.0%
Improving trade and exports	0.0%	0.0%	5.3%	0.0%	22.2%	0.0%	0.0%	15.4%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	3.3%	5.6%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	24.4%	5.3%	13.3%	16.7%	30.0%	0.0%	7.7%
Strengthening the national statistical system	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	4.9%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	2.4%	5.3%	3.3%	0.0%	0.0%	0.0%	0.0%
Empower local communities	0.0%	2.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	5.3%	0.0%	5.6%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in The Gambia, where would it be most productive for the Bank to focus most of its resources in its support of country priorities?
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Government effectiveness/governance	0.0%	12.2%	33.3%	9.7%	15.0%	20.0%	0.0%	15.4%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Macro-economic growth	66.7%	7.3%	11.1%	9.7%	0.0%	0.0%	28.6%	23.1%
Fight against corruption	0.0%	0.0%	5.6%	6.5%	10.0%	10.0%	0.0%	7.7%
Access to basic education, quality of basic education	0.0%	9.8%	27.8%	25.8%	5.0%	10.0%	0.0%	15.4%
Higher education	0.0%	0.0%	11.1%	0.0%	15.0%	0.0%	0.0%	7.7%
Access to health services, quality of health care	0.0%	4.9%	11.1%	9.7%	20.0%	10.0%	0.0%	15.4%
Improving the effectiveness of the legal and regulatory system	0.0%	2.4%	0.0%	0.0%	10.0%	0.0%	14.3%	7.7%
Skills development, employment and income generating opportunities, specifically for young people	33.3%	41.5%	27.8%	22.6%	25.0%	30.0%	57.1%	38.5%
Improving environmental quality and protecting natural resources	0.0%	2.4%	0.0%	6.5%	0.0%	0.0%	14.3%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	7.3%	16.7%	9.7%	25.0%	10.0%	14.3%	23.1%
Enhancing opportunities for private sector investment including foreign investment	0.0%	12.2%	16.7%	25.8%	15.0%	0.0%	14.3%	7.7%
Agriculture development (crop production, processing)/ Food security	66.7%	51.2%	11.1%	19.4%	25.0%	30.0%	14.3%	15.4%
Agriculture development (livestock)	0.0%	0.0%	5.6%	3.2%	5.0%	10.0%	0.0%	0.0%
Fishery	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving trade and exports	0.0%	2.4%	11.1%	6.5%	0.0%	10.0%	0.0%	7.7%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	7.7%
Mitigate the effects of climate change	0.0%	2.4%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	12.2%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	14.3%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	9.8%	11.1%	3.2%	15.0%	0.0%	0.0%	7.7%
Empower local communities	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	3.2%	0.0%	10.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

In your opinion, what should be the level of involvement of the World Bank in The Gambia's development strategies?

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
The Bank should be more involved	100.0%	86.0%	75.0%	93.1%	73.7%	90.0%	100.0%	92.3%
The Bank is currently involved at an optimum level	0.0%	7.0%	5.0%	0.0%	10.5%	10.0%	0.0%	7.7%
The Bank should be less involved	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
The Bank shouldn't be involved at all	0.0%	2.3%	5.0%	3.4%	5.3%	0.0%	0.0%	0.0%
Don't know/refused	0.0%	4.7%	15.0%	3.4%	5.3%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

In broad terms of economic and social development, what is the “greatest” value brought by the World Bank to The Gambia?

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
The Bank's knowledge	0.0%	2.4%	11.1%	17.2%	5.6%	0.0%	14.3%	8.3%
Technical advice	0.0%	12.2%	16.7%	24.1%	11.1%	20.0%	14.3%	25.0%
Policy and economic advice	66.7%	14.6%	22.2%	34.5%	22.2%	0.0%	14.3%	25.0%
Lending when others won't	0.0%	2.4%	0.0%	0.0%	16.7%	10.0%	0.0%	0.0%
Convener/facilitator	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	2.4%	5.6%	3.4%	0.0%	10.0%	42.9%	0.0%
Ability to mobilize resources	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	14.3%	0.0%
Ability to build implementation capacity	0.0%	12.2%	5.6%	6.9%	0.0%	10.0%	0.0%	16.7%
Financial resources	0.0%	53.7%	33.3%	20.7%	38.9%	40.0%	14.3%	25.0%
Other	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	33.3%	0.0%	5.6%	0.0%	5.6%	0.0%	0.0%	0.0%

What is the “second greatest” value?

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
The Bank's knowledge	0.0%	2.4%	11.8%	3.7%	11.1%	10.0%	0.0%	8.3%
Technical advice	33.3%	14.6%	5.9%	14.8%	38.9%	30.0%	28.6%	8.3%
Policy and economic advice	0.0%	39.0%	23.5%	33.3%	16.7%	20.0%	0.0%	33.3%
Lending when others won't	0.0%	4.9%	0.0%	7.4%	11.1%	0.0%	28.6%	8.3%
Convener/facilitator	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	33.3%	7.3%	5.9%	7.4%	5.6%	0.0%	14.3%	16.7%
Ability to mobilize resources	0.0%	0.0%	11.8%	3.7%	5.6%	0.0%	0.0%	8.3%
Ability to build implementation capacity	0.0%	14.6%	23.5%	0.0%	5.6%	0.0%	0.0%	8.3%
Financial resources	0.0%	14.6%	11.8%	25.9%	0.0%	40.0%	42.9%	8.3%
Other	0.0%	2.4%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	33.3%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%

Which of the following do you identify as the Bank's greatest weaknesses in its work in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Imposing technocratic solutions without regard to political realities	0.0%	16.2%	15.0%	24.1%	35.3%	11.1%	0.0%	10.0%
Not exploring alternative policy options	0.0%	8.1%	0.0%	24.1%	11.8%	0.0%	28.6%	10.0%
Too bureaucratic in its operational policies and procedures	66.7%	59.5%	30.0%	37.9%	23.5%	77.8%	28.6%	30.0%
Staff too inaccessible	0.0%	0.0%	10.0%	6.9%	0.0%	0.0%	0.0%	10.0%
Bank management is not accessible	0.0%	0.0%	5.0%	13.8%	0.0%	0.0%	0.0%	0.0%
Bank staff are arrogant in their approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	0.0%	24.3%	30.0%	24.1%	35.3%	0.0%	42.9%	30.0%
The Bank is too influenced by the US or others	0.0%	5.4%	5.0%	6.9%	5.9%	0.0%	14.3%	10.0%
World Bank procedures too slow and complex to show results on the ground in reasonable time	33.3%	29.7%	25.0%	24.1%	29.4%	33.3%	28.6%	30.0%
The interventions of the World Bank are inadequately aligned with country priorities	33.3%	2.7%	15.0%	6.9%	11.8%	11.1%	14.3%	20.0%
The Bank's instruments are not flexible enough to respond to country needs	0.0%	24.3%	15.0%	3.4%	5.9%	22.2%	14.3%	30.0%
Other	0.0%	2.7%	15.0%	0.0%	0.0%	0.0%	0.0%	10.0%

C. Overall Attitudes toward the World Bank (continued)

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Education	33.3%	16.7%	25.0%	19.4%	15.8%	20.0%	42.9%	53.8%
Health	0.0%	14.3%	30.0%	19.4%	31.6%	20.0%	0.0%	23.1%
Social protection	0.0%	4.8%	10.0%	0.0%	5.3%	0.0%	14.3%	0.0%
Transport	0.0%	2.4%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Poverty	0.0%	16.7%	15.0%	12.9%	10.5%	30.0%	28.6%	7.7%
Governance	0.0%	11.9%	15.0%	9.7%	31.6%	10.0%	0.0%	7.7%
Anti-corruption	0.0%	0.0%	5.0%	6.5%	5.3%	0.0%	0.0%	7.7%
Enhanced business environment for private sector development	0.0%	11.9%	20.0%	16.1%	10.5%	0.0%	57.1%	30.8%
Energy	0.0%	9.5%	5.0%	22.6%	5.3%	0.0%	0.0%	7.7%
Agricultural production/Food security	100.0%	31.0%	25.0%	38.7%	21.1%	50.0%	28.6%	23.1%
Agri-business	0.0%	2.4%	0.0%	3.2%	10.5%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	3.2%	5.3%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	4.8%	5.0%	6.5%	5.3%	10.0%	0.0%	0.0%
Public expenditure	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%
Public sector performance	0.0%	9.5%	10.0%	0.0%	5.3%	0.0%	14.3%	7.7%
Labor markets/job creation	0.0%	9.5%	10.0%	3.2%	5.3%	40.0%	0.0%	15.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban/metropolitan development	0.0%	4.8%	5.0%	6.5%	0.0%	0.0%	14.3%	0.0%
Environmental sustainability/natural resources management	66.7%	11.9%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Improving equality of opportunity	0.0%	0.0%	5.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	26.2%	15.0%	19.4%	15.8%	15.0%	0.0%	7.7%
Climate change	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	7.7%
Service sector expansion	0.0%	0.0%	0.0%	0.0%	5.3%	10.0%	0.0%	0.0%
Other	0.0%	4.8%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
NGOs	0.0%	21.4%	38.9%	25.8%	78.9%	40.0%	28.6%	46.2%
Local Government	100.0%	28.6%	22.2%	9.7%	15.8%	20.0%	42.9%	23.1%
Beneficiaries	0.0%	47.6%	16.7%	22.6%	15.8%	50.0%	0.0%	30.8%
Private sector	0.0%	31.0%	33.3%	77.4%	5.3%	20.0%	85.7%	38.5%
Community Based Organizations (CBOs)	100.0%	38.1%	33.3%	29.0%	57.9%	30.0%	14.3%	23.1%
Donor community	0.0%	7.1%	22.2%	6.5%	10.5%	10.0%	28.6%	23.1%
Parliament	0.0%	2.4%	5.6%	3.2%	0.0%	0.0%	0.0%	7.7%
Media	0.0%	0.0%	5.6%	9.7%	0.0%	0.0%	0.0%	0.0%
Faith-based organizations	0.0%	0.0%	0.0%	3.2%	5.3%	0.0%	0.0%	0.0%
Other	0.0%	7.1%	16.7%	0.0%	5.3%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in The Gambia.

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in The Gambia	3	3.67	3.79	42	8.05	1.71	19	6.63	2.22	27	7.37	1.86	18	6.17	2.23	9	8.33	2.06	7	7.71	2.06	9	8.00	1.73
The Bank's work is aligned with what I consider the development priorities for this country	2	1.00	.00	40	7.48	1.75	18	6.11	2.37	26	6.65	1.87	18	4.83	2.31	9	6.89	2.37	7	7.57	2.23	11	7.45	2.07
The Bank's work reflects its own mission of poverty reduction	3	3.67	4.62	37	7.78	2.14	19	6.21	2.62	17	7.00	1.84	17	5.76	2.59	9	6.56	2.65	5	6.20	3.03	8	6.38	2.26
The World Bank recommends programs and strategies that are realistic for The Gambia	3	3.67	4.62	39	6.64	2.32	16	6.25	2.14	22	6.68	1.67	17	6.00	2.35	10	6.40	3.06	7	7.71	1.60	8	6.50	2.14
The World Bank treats clients and stakeholders in The Gambia with respect	3	7.67	2.08	41	7.93	1.71	16	7.00	2.37	21	7.95	1.12	15	6.13	2.39	8	8.13	2.64	7	8.43	1.90	9	7.89	1.90
The World Bank collaborates with other donors here	2	7.00	2.83	34	7.85	1.56	18	6.83	2.77	17	7.41	1.87	12	5.17	2.59	8	7.38	1.51	7	8.86	1.46	9	8.11	2.57
The World Bank is responsive	3	4.00	5.20	39	7.46	1.77	18	6.33	2.83	22	7.09	1.60	17	5.41	2.50	8	7.50	2.33	7	7.57	2.30	9	8.00	1.66
Overall I like to work/interact with Bank staff	3	7.33	2.31	40	7.95	1.91	17	6.65	2.60	24	7.96	1.55	16	7.19	2.71	10	9.00	1.25	5	7.20	3.11	11	8.64	1.63
The Bank is an effective catalyst for discussion on issues related to poverty	3	3.67	4.62	38	8.05	1.54	19	6.16	2.69	17	7.29	1.99	18	6.72	3.08	7	8.29	1.11	6	8.33	1.97	8	7.63	1.69
In general, the strategies that the Bank recommends are sustainable over time	3	3.67	4.62	36	7.31	1.69	14	6.07	2.13	18	6.61	1.54	17	5.24	2.84	9	7.11	2.37	6	7.33	1.37	7	7.00	2.16
The World Bank's work promotes country ownership of development strategies	3	3.33	4.04	39	7.46	1.92	14	5.50	2.44	17	6.71	1.76	19	5.37	2.87	10	6.50	2.80	5	7.00	2.24	8	7.25	2.49
The Bank's work promotes the empowerment of poor people to participate in development	2	6.50	3.54	41	7.10	2.29	15	6.20	2.86	21	6.10	2.62	18	4.67	2.72	10	7.30	3.20	7	7.14	1.86	9	5.89	1.54
The World Bank imposes reasonable conditions on its lending	2	6.00	2.83	37	6.00	2.35	15	6.07	3.01	20	6.45	2.82	16	4.50	2.63	8	6.25	3.37	5	7.00	1.58	7	6.14	1.21
The Bank gives appropriate priority to growth issues	3	6.33	2.52	38	7.13	1.63	15	7.40	1.64	22	7.14	2.38	18	5.78	2.67	9	7.33	2.60	7	8.00	1.53	9	7.33	2.29

D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in The Gambia?

(Asked on a 5-point importance scale, 1 being Not at all, 5 being Very; converted to a 10-point scale for analysis.)

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			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
Helping to reduce poverty	3	9.25	1.30	42	9.52	1.17	17	9.07	2.11	26	9.74	.97	18	9.75	1.06	9	9.25	2.25	7	9.68	.85	11	9.80	.68
Helping to strengthen the government's effectiveness	3	9.25	1.30	36	9.19	1.54	17	7.49	3.36	22	8.77	2.17	14	8.88	1.92	7	9.04	1.77	6	8.88	1.88	11	8.77	1.55
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	3	7.75	2.25	37	8.91	1.96	15	7.45	3.28	25	8.56	2.42	16	9.16	1.62	9	9.50	1.50	7	8.07	2.73	11	8.16	2.21
Helping to bring about macro-economic growth	3	7.00	1.30	40	9.38	1.02	15	8.65	2.22	23	9.02	2.02	16	9.02	1.64	9	8.50	1.95	6	9.63	.92	11	9.18	1.52
Fighting against corruption	3	6.25	1.30	37	8.30	2.15	15	7.00	3.26	21	7.64	2.30	16	8.59	2.31	9	7.50	2.63	6	8.88	1.88	10	8.88	1.91
Helping to increase access and quality of basic education	3	8.50	1.30	39	9.19	1.41	14	9.20	2.09	25	9.01	1.60	16	9.58	.91	9	10.00	.00	5	10.00	.00	12	9.81	.65
Helping to strengthen higher education	3	7.75	2.25	37	8.30	1.94	16	9.30	1.35	24	8.97	1.32	16	9.16	1.13	8	8.59	2.06	7	9.68	.85	10	9.10	1.16
Helping to improve the legal and regulatory systems	2	6.63	1.59	36	8.38	1.67	15	7.30	2.97	22	8.06	2.63	14	8.55	1.89	9	7.50	1.76	5	9.10	1.23	9	8.25	1.50
Helping to increase professional skills, employment and income generation, specifically for young people	3	10.00	.00	37	8.66	1.80	17	8.68	2.65	21	9.04	1.52	16	9.30	1.35	9	9.50	.99	6	9.25	1.84	10	9.33	1.52
Helping to strengthen environment and natural resources management	2	7.75	3.18	37	8.18	1.90	14	7.59	2.06	22	7.75	2.50	15	8.50	1.84	8	8.88	1.20	6	8.13	1.69	9	7.50	2.86
Helping to improve basic infrastructure (port, electricity, roads)	3	8.50	1.30	36	8.88	1.90	16	8.03	2.83	25	8.65	1.95	15	8.95	2.06	8	10.00	.00	6	9.25	1.16	11	9.59	.91
Helping to improve the investment climate for private sector growth and attracting foreign investment	3	7.00	1.30	36	8.88	1.37	16	8.45	2.43	23	9.12	1.63	16	9.02	2.01	5	6.85	2.01	6	8.88	2.76	9	9.25	1.59
Helping to strengthen the agricultural sector/food security	3	10.00	.00	37	9.33	1.39	16	9.02	2.32	25	9.19	1.70	17	9.34	1.32	8	10.00	.00	7	10.00	.00	11	8.77	1.85
Helping to strengthen the fisheries sector	3	8.50	1.30	36	8.50	1.86	16	8.31	2.53	22	8.16	1.79	16	8.45	2.28	8	9.44	1.04	6	8.13	1.69	9	8.50	1.95
Ensuring that attention is paid to gender disparities	3	7.75	2.25	37	7.93	1.94	16	7.05	2.81	23	7.46	2.65	15	7.60	2.32	9	6.75	2.28	5	7.30	2.46	9	8.00	2.37
Helping to integrate The Gambia into the global and/or sub-regional economy	3	8.50	1.30	36	8.31	1.89	15	8.20	2.28	23	7.75	2.04	17	8.15	1.99	9	8.75	1.63	7	8.39	2.14	9	8.50	1.59
Helping to improve nutrition for vulnerable groups	3	7.00	2.60	36	8.50	1.94	14	7.75	3.18	23	7.65	2.75	16	8.03	2.45	8	8.59	1.67	7	8.07	2.73	8	7.47	2.53
Helping The Gambia adapt to/avert risk of climate change	3	10.00	.00	38	7.69	2.19	15	7.60	2.75	20	7.41	2.45	15	7.90	2.32	7	8.39	2.50	6	8.13	2.21	8	7.75	2.41
Helping to strengthen the public financial management and procurement system	3	4.75	4.68	17	9.21	1.36	3	8.50	2.60	6	9.25	1.16	6	8.13	2.63	4	9.44	1.13	3	8.50	1.30	2	10.00	.00
Help strengthening the national statistical system	3	5.50	.00	37	8.18	2.24	15	7.60	3.34	22	7.65	2.35	16	8.73	1.64	9	8.25	1.88	7	5.82	3.03	10	7.98	2.48
Helping to expand internet connectivity	3	4.00	1.30	36	8.25	2.29	15	8.05	3.05	19	8.70	2.41	17	7.75	2.87	8	7.75	2.41	6	5.88	3.60	10	8.20	2.32
Helping to strengthen the capacity of civil society and private sector organizations	3	7.00	2.60	39	8.73	1.70	15	8.05	2.53	24	8.50	1.84	17	8.81	1.97	9	7.25	2.46	5	8.65	2.01	10	7.98	2.48
Helping to empower local communities	3	10.00	.00	36	8.81	1.66	15	9.10	1.66	23	7.26	3.03	16	9.02	2.01	9	7.50	3.07	6	7.00	1.16	9	8.25	2.70
Helping to improve the quality of life in urban areas	3	9.25	1.30	37	8.24	2.06	14	7.43	2.91	21	8.50	1.93	14	8.23	2.01	8	8.88	1.20	6	9.63	.92	9	8.00	1.76

D. The Work of the World Bank (continued)

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in The Gambia?

(Asked on a 5-point effectiveness scale, 1 being Not at all, 5 being Very; converted to a 10-point scale for analysis.)

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			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
Helping to reduce poverty	3	4.00	3.44	39	7.06	1.94	15	6.25	2.35	24	6.81	2.38	15	5.95	2.58	9	7.25	2.93	5	6.85	2.01	9	8.50	1.59
Helping to strengthen the government's effectiveness	3	4.00	3.44	36	6.25	1.94	14	5.66	2.24	21	6.04	2.84	14	4.86	2.41	7	6.46	2.20	5	6.40	2.01	9	7.50	2.37
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	3	4.00	3.44	35	7.30	1.95	13	6.37	2.68	22	6.32	2.56	13	6.54	2.85	9	7.00	1.59	5	8.20	2.93	10	6.85	1.57
Helping to bring about macro-economic growth	3	5.50	2.25	39	7.52	1.99	14	7.11	2.24	23	7.26	2.53	14	6.63	3.15	9	6.00	1.50	5	7.75	1.59	9	8.50	1.59
Fighting against corruption	3	4.75	3.44	37	6.11	2.23	12	5.31	3.10	19	4.32	1.89	15	4.15	2.79	7	4.86	1.70	5	5.05	1.88	8	6.91	2.93
Helping to increase access and quality of basic education	3	6.25	1.30	38	8.46	1.66	15	8.20	2.12	23	7.85	2.67	15	7.75	2.69	9	9.00	1.63	3	10.00	.00	9	8.75	1.19
Helping to strengthen higher education	3	6.25	1.30	37	6.29	2.26	13	7.23	2.28	23	6.77	2.43	14	6.30	3.13	9	7.50	2.37	5	8.20	1.88	8	8.03	1.44
Helping to improve the legal and regulatory systems	2	4.38	1.59	35	5.89	2.08	11	5.91	2.21	19	5.86	2.83	12	4.56	2.62	6	7.00	2.32	4	8.31	1.13	8	7.47	1.88
Helping to increase professional skills, employment and income generation, specifically for young people	3	4.75	3.44	37	6.05	1.94	13	5.85	2.57	20	6.29	2.66	13	5.85	3.29	8	7.19	2.33	5	8.20	1.88	9	8.00	1.76
Helping to strengthen environment and natural resources management	2	2.13	1.59	36	6.31	1.95	12	6.63	2.04	19	5.26	2.11	12	5.88	2.32	7	6.79	2.86	5	6.85	1.23	8	6.34	1.67
Helping to improve basic infrastructure (port, electricity, roads)	3	5.50	.00	37	6.17	2.70	15	6.25	2.20	22	6.01	2.50	12	7.00	2.60	7	6.46	2.86	4	7.75	1.84	10	6.85	2.64
Helping to improve the investment climate for private sector growth and attracting foreign investment	3	6.25	1.30	35	7.11	2.01	13	6.88	1.73	21	5.71	2.24	12	7.00	2.22	5	5.50	2.25	5	6.40	2.57	9	7.25	2.19
Helping to strengthen the agricultural sector/food security	3	6.25	3.44	38	6.80	2.20	12	7.38	2.11	21	6.79	2.42	13	6.37	2.52	8	7.75	2.08	5	8.20	1.88	10	7.30	1.77
Helping to strengthen the fisheries sector	3	4.75	1.30	35	5.89	2.41	12	5.88	2.69	20	5.39	2.13	13	5.67	1.94	8	6.34	2.67	5	5.50	2.25	9	7.50	1.76
Ensuring that attention is paid to gender disparities	3	6.25	1.30	36	6.63	2.44	13	5.85	2.73	19	6.21	2.13	12	5.13	2.32	7	6.14	3.11	4	6.06	2.83	9	7.50	1.76
Helping to integrate The Gambia into the global and/or sub-regional economy	3	4.75	1.30	35	6.21	2.30	9	5.25	2.09	19	5.38	1.91	14	5.82	2.47	8	6.34	1.67	5	6.40	2.01	8	6.06	2.88
Helping to improve nutrition for vulnerable groups	3	2.50	2.60	34	6.89	2.35	9	5.00	3.86	20	5.84	2.45	12	6.06	2.90	9	7.50	2.37	5	5.50	2.76	8	6.91	2.06
Helping The Gambia adapt to/avert risk of climate change	3	3.25	3.90	37	5.86	2.28	11	5.91	1.97	18	5.50	1.89	12	5.31	1.78	7	5.50	2.25	5	5.95	2.93	8	6.34	1.67
Helping to strengthen the public financial management and procurement system	3	5.50	2.25	17	8.15	1.64	3	7.00	2.60	5	7.75	2.76	4	7.19	4.26	3	7.75	2.25	2	3.25	.00	2	10.00	.00
Help strengthening the national statistical system	3	5.50	2.25	37	6.78	1.95	10	5.50	2.81	17	6.29	1.94	12	6.06	2.17	9	6.00	1.88	5	5.50	3.56	8	6.63	2.41
Helping to expand internet connectivity	1	5.50	.	34	6.36	2.60	10	7.53	2.69	18	6.75	2.70	11	6.32	2.89	7	5.82	2.41	4	6.06	2.15	9	7.00	2.76
Helping to strengthen the capacity of civil society and private sector organizations	2	5.50	3.18	36	6.00	2.64	11	6.11	2.86	21	6.36	2.30	12	6.44	2.95	8	5.50	2.41	4	4.94	2.15	9	7.00	2.52
Helping to empower local communities	3	3.25	3.90	36	6.38	2.48	9	6.50	3.58	19	5.26	2.48	13	5.67	3.11	9	7.00	2.76	4	6.06	1.13	10	7.75	2.12
Helping to improve the quality of life in urban areas	3	3.25	3.90	36	6.44	2.43	11	5.70	2.75	20	5.95	2.79	13	4.29	2.85	8	5.78	1.88	4	7.19	2.15	8	7.75	1.70

E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-5 scale, 1 meaning "Not effective at all", 5 meaning "Very effective".
(Asked on a 5-point scale; converted to a 10-point scale for analysis.)

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			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
Technical competence	3	7.00	2.60	39	9.13	1.22	13	8.10	2.57	24	8.97	1.62	15	8.35	1.99	10	9.10	2.85	7	8.07	2.41	10	8.65	1.90
Producing "knowledge" (studies, analyses) that is useful	3	6.25	1.30	35	8.59	2.19	14	7.11	2.41	23	8.34	1.94	16	7.89	2.25	9	8.50	1.95	6	8.13	2.21	9	9.00	1.19
Making the results of studies and analyses readily available	3	6.25	1.30	36	8.06	2.35	15	6.25	2.78	22	7.85	2.14	15	7.45	1.88	8	6.06	2.62	7	7.11	3.11	9	8.00	1.76
Sharing knowledge about international best practices	3	6.25	1.30	35	8.46	1.71	16	6.77	2.46	20	7.98	2.91	15	7.15	2.32	9	8.25	2.46	7	7.75	1.30	10	7.53	1.66
Ability to adapt its knowledge to your country's needs	3	3.25	3.90	36	6.88	1.72	14	6.30	2.43	22	7.55	2.49	12	6.06	2.17	9	7.75	2.76	7	8.39	1.10	9	8.00	2.09
Ensuring its staff is accessible	3	3.25	3.90	35	7.36	2.08	14	5.98	3.08	21	7.54	2.45	14	5.82	3.04	9	6.75	1.98	7	8.07	.85	10	8.20	1.42
Providing sound policy and economic advice	3	4.75	4.68	35	7.62	1.63	13	7.75	2.05	20	8.65	1.70	15	7.30	3.32	8	8.31	1.99	7	9.04	1.20	11	8.98	1.85
Straightforwardness in its dealings with you	3	4.00	3.44	38	8.34	2.00	12	6.81	2.62	18	8.00	1.71	16	6.91	2.83	8	8.59	2.06	6	8.88	1.88	10	7.75	1.50
Maintaining consistent messages	3	4.75	3.44	37	8.24	1.99	9	6.25	2.25	19	6.57	2.42	17	6.56	3.29	8	7.47	1.44	6	8.50	1.84	7	7.75	1.84
Promoting the inclusion of local communities in the development of strategies	3	3.25	3.90	36	7.88	2.15	12	5.31	2.44	20	6.85	1.99	15	4.75	3.37	8	7.47	2.80	6	7.75	2.01	8	8.03	1.88
Promoting the inclusion of civil society in the development of strategies	3	3.25	3.90	36	7.38	2.25	14	5.02	2.19	19	6.92	1.71	16	4.80	3.46	9	7.50	2.63	5	6.85	2.01	8	8.03	1.44
Promoting the inclusion of local project experts in the development of strategies	3	3.25	3.90	37	7.26	2.44	14	6.30	2.74	20	7.30	2.14	17	5.24	2.62	10	7.53	1.97	7	6.79	3.40	9	8.25	1.50
Promoting the inclusion of private sector in the development of strategies	3	6.25	1.30	36	7.44	1.95	14	6.30	2.09	24	6.25	2.17	17	5.50	2.10	9	6.75	2.54	7	5.82	3.03	8	8.03	1.88
Giving appropriate priority to poverty reduction	3	4.75	4.68	40	8.31	1.96	15	7.30	2.72	23	7.75	2.04	17	7.09	2.84	9	7.25	2.70	6	7.75	2.01	10	9.10	1.16
Lending in a way that promotes effective development	3	5.50	2.25	37	7.51	2.17	11	7.14	1.77	21	7.43	2.05	15	5.80	2.80	7	7.43	3.29	7	8.39	2.14	10	8.20	2.07

F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	1	8.00	.	27	6.07	2.11	7	6.14	3.24	15	5.40	1.84	5	3.40	3.71	7	6.00	2.52	2	6.00	1.41	5	6.80	3.03
The Bank disburses funds promptly	1	3.00	.	29	6.48	2.38	7	4.43	3.41	15	5.00	3.38	6	3.17	3.43	7	8.71	1.38	3	6.67	4.93	3	7.67	4.04
The Bank works efficiently	1	6.00	.	28	7.39	2.18	8	6.75	3.28	15	6.60	2.03	6	6.00	3.69	7	7.71	1.60	4	9.00	1.15	5	6.20	3.90
The Bank effectively monitors and evaluates the projects and programs it supports	1	7.00	.	31	7.77	1.93	8	7.00	3.12	14	6.00	2.83	5	6.40	3.51	6	7.50	2.59	2	9.00	1.41	4	8.75	1.50
The Bank helps to build capacity at the community level	1	9.00	.	28	7.00	1.98	7	6.57	2.51	15	6.27	2.76	6	3.83	2.14	7	7.57	3.15	3	8.67	.58	3	8.67	1.53
The Bank helps to build capacity of government officials	1	9.00	.	29	7.48	1.62	6	5.67	2.50	14	6.57	2.10	5	5.20	2.39	7	9.00	1.41	4	6.50	3.00	5	8.80	1.64
The Bank provides strategic advice and helps strengthening country systems				29	7.52	1.60	7	7.29	2.36	13	6.92	2.56	6	5.83	3.19	7	8.71	1.50	4	7.25	3.50	6	7.33	3.39
The Bank and partners in government collaborate well together on Bank supported programs and projects in The Gambia	1	7.00	.	30	8.07	1.82	8	6.75	2.43	13	6.08	2.29	6	6.83	2.93	6	8.50	1.76	3	5.67	3.51	5	8.80	1.64
The Bank helps to strengthen institutional capacity	1	8.00	.	30	7.87	1.55	8	7.25	1.98	15	6.93	2.31	6	6.50	3.73	7	8.71	.76	4	9.00	1.41	4	8.50	1.73
The Government supports and takes responsibility for development efforts in The Gambia	1	9.00	.	31	7.84	1.49	7	7.86	2.12	15	7.53	1.85	6	5.17	3.60	7	7.00	2.24	4	8.50	2.38	5	6.80	3.49
The Bank's procurement requirements are reasonable	1	8.00	.	30	7.03	2.11	7	6.43	3.10	12	6.58	2.43	6	4.67	3.14	6	6.50	1.22	3	7.67	2.52	3	8.33	1.53

G. The Future Role of the World Bank in The Gambia

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			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
How significant a role do you believe the World Bank should play in The Gambia's development over the medium term in the near future?	2	10.00	.00	33	9.12	1.29	19	9.05	1.22	30	9.47	.86	18	8.44	2.50	9	9.67	.71	6	9.67	.52	13	9.38	1.19

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

Which one of the following should the Bank do to make itself of greater value in The Gambia? (Choose only ONE)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Improve the quality of its experts as related to The Gambia's specific challenges	33.3%	5.6%	15.8%	14.3%	11.8%	20.0%	0.0%	16.7%
Reduce the complexity of obtaining World Bank financing	33.3%	55.6%	21.1%	35.7%	52.9%	60.0%	50.0%	25.0%
Focus primarily on advice and advocacy issues	0.0%	5.6%	10.5%	3.6%	0.0%	10.0%	0.0%	8.3%
Improve the competitiveness of its financing compared to markets	0.0%	13.9%	5.3%	17.9%	0.0%	10.0%	16.7%	8.3%
Offer more innovative financial products	33.3%	8.3%	21.1%	10.7%	23.5%	0.0%	16.7%	16.7%
Offer more innovative knowledge services	0.0%	11.1%	10.5%	14.3%	5.9%	0.0%	16.7%	8.3%
Other	0.0%	0.0%	15.8%	3.6%	5.9%	0.0%	0.0%	16.7%

G. The Future Role of the World Bank in The Gambia (continued)

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

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
The World Bank works inefficiently/too slowly	0.0%	7.7%	5.6%	22.2%	17.6%	20.0%	14.3%	16.7%
Government works inefficiently/too slowly	0.0%	20.5%	16.7%	59.3%	29.4%	10.0%	85.7%	33.3%
There is not an adequate level of citizen/civil society participation	33.3%	12.8%	38.9%	14.8%	47.1%	10.0%	0.0%	8.3%
Poor donor coordination	0.0%	23.1%	27.8%	11.1%	17.6%	20.0%	14.3%	8.3%
Lack of/inadequate levels of capacity in government	33.3%	43.6%	50.0%	40.7%	29.4%	50.0%	28.6%	25.0%
Political pressures and obstacles	33.3%	15.4%	27.8%	22.2%	5.9%	40.0%	28.6%	41.7%
Reforms are not well thought out in light of country challenges	66.7%	38.5%	22.2%	18.5%	47.1%	30.0%	14.3%	50.0%
Other	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%

H. Communication and Outreach

From where do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Local newspapers	100.0%	53.8%	63.2%	77.4%	55.6%	60.0%	100.0%	69.2%
International newspapers	0.0%	5.1%	10.5%	3.2%	0.0%	0.0%	0.0%	0.0%
Local radio	33.3%	12.8%	10.5%	16.1%	11.1%	20.0%	0.0%	30.8%
International radio	0.0%	7.7%	0.0%	6.5%	5.6%	10.0%	0.0%	15.4%
Local television	0.0%	33.3%	10.5%	41.9%	27.8%	60.0%	28.6%	23.1%
International television	0.0%	7.7%	26.3%	12.9%	11.1%	10.0%	14.3%	7.7%
Periodicals	0.0%	23.1%	15.8%	6.5%	11.1%	10.0%	14.3%	23.1%
Internet	33.3%	33.3%	63.2%	29.0%	38.9%	30.0%	28.6%	23.1%
Social media: Facebook, Twitter, YouTube	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%
Other	33.3%	2.6%	0.0%	3.2%	16.7%	0.0%	0.0%	7.7%

From where do you get most of your information about the World Bank's development activities in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Local newspapers	100.0%	33.3%	36.8%	76.7%	50.0%	55.6%	42.9%	53.8%
International newspapers	0.0%	0.0%	0.0%	0.0%	5.6%	11.1%	0.0%	0.0%
Local radio	33.3%	5.1%	15.8%	23.3%	5.6%	22.2%	0.0%	23.1%
International radio	0.0%	2.6%	5.3%	0.0%	5.6%	0.0%	14.3%	7.7%
Local television	0.0%	20.5%	5.3%	26.7%	27.8%	33.3%	14.3%	30.8%
International television	0.0%	0.0%	0.0%	0.0%	5.6%	11.1%	0.0%	0.0%
Periodicals	0.0%	5.1%	0.0%	0.0%	5.6%	11.1%	0.0%	7.7%
Blogs	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Internet	0.0%	28.2%	26.3%	26.7%	27.8%	22.2%	42.9%	23.1%
World Bank conferences, seminars, workshops	33.3%	23.1%	5.3%	3.3%	5.6%	0.0%	0.0%	7.7%
World Bank publications, materials	0.0%	15.4%	21.1%	13.3%	16.7%	0.0%	14.3%	7.7%
World Bank website	33.3%	41.0%	36.8%	13.3%	11.1%	22.2%	14.3%	0.0%
Direct contact/interaction with World Bank staff	0.0%	10.3%	31.6%	0.0%	0.0%	11.1%	14.3%	15.4%
Other	0.0%	5.1%	5.3%	3.3%	0.0%	0.0%	14.3%	0.0%

H. Communication and Outreach (continued)**How would you prefer to receive information from the World Bank? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
World Bank website	33.3%	70.0%	42.1%	56.7%	52.6%	55.6%	28.6%	46.2%
Face to face meetings/discussions	66.7%	15.0%	42.1%	3.3%	31.6%	33.3%	28.6%	15.4%
e-Newsletters	0.0%	57.5%	57.9%	30.0%	47.4%	22.2%	42.9%	38.5%
Workshops/conferences	66.7%	22.5%	26.3%	20.0%	31.6%	66.7%	14.3%	0.0%
Mobile phones	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	15.4%
Social media (Facebook, Twitter, YouTube)	0.0%	10.0%	5.3%	20.0%	15.8%	0.0%	28.6%	7.7%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	7.5%	10.5%	20.0%	0.0%	0.0%	28.6%	15.4%

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

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Yes	0.0%	29.7%	16.7%	6.5%	17.6%	22.2%	14.3%	0.0%
No	100.0%	70.3%	83.3%	93.5%	82.4%	77.8%	85.7%	100.0%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Yes	0.0%	17.9%	33.3%	16.1%	0.0%	11.1%	14.3%	33.3%
No	100.0%	82.1%	66.7%	83.9%	100.0%	88.9%	85.7%	66.7%

Were you able to obtain this information?

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Yes	0.0%	75.0%	62.5%	36.4%	0.0%	40.0%	33.3%	57.1%
No	100.0%	25.0%	37.5%	63.6%	100.0%	60.0%	66.7%	42.9%

Do you have access to the Internet?

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Yes	100.0%	100.0%	100.0%	86.7%	94.4%	88.9%	83.3%	83.3%
No	0.0%	0.0%	0.0%	13.3%	5.6%	11.1%	16.7%	16.7%

I use/have used the World Bank website:

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Yes	66.7%	87.9%	82.4%	64.3%	62.5%	55.6%	50.0%	25.0%
No	33.3%	12.1%	17.6%	35.7%	37.5%	44.4%	50.0%	75.0%

I primarily use:

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
The World Bank's country website	0.0%	11.1%	15.4%	25.0%	16.7%	33.3%	40.0%	0.0%
The World Bank's main website	100.0%	88.9%	84.6%	75.0%	83.3%	66.7%	60.0%	100.0%

H. Communication and Outreach (continued)

The Internet connection, I mainly use when visiting a World Bank website:

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
High speed	0.0%	75.9%	78.6%	73.7%	84.6%	57.1%	60.0%	85.7%
Dial-up	100.0%	24.1%	21.4%	26.3%	15.4%	42.9%	40.0%	14.3%

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
Project information	0.0%	55.6%	14.3%	35.7%	25.0%	40.0%	0.0%	0.0%
Country information	100.0%	14.8%	0.0%	35.7%	37.5%	40.0%	60.0%	20.0%
Data	0.0%	18.5%	42.9%	21.4%	37.5%	0.0%	40.0%	20.0%
News	0.0%	7.4%	28.6%	7.1%	0.0%	20.0%	0.0%	20.0%
Other	0.0%	3.7%	14.3%	0.0%	0.0%	0.0%	0.0%	40.0%

I generally use the World Bank's website in:

Percentage of Respondents	Office of the President, Prime Minister, Minister, Parliamentarian	Employee of Ministry, Ministerial Dep, Implementation Agency	Bilateral or Multilateral Agency	Private Sector	NGOs	Independent Government Institution	Academia, Research Institute	Other
English	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%
French	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Which of the following best describes your current position?																							
	Office of the President, Prime Minister, Minister, Parliamentarian			Employee of Ministry, Ministerial Dep, Implementation Agency			Bilateral or Multilateral Agency			Private Sector			NGOs			Independent Government Institution			Academia, Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's Knowledge Space is a valuable source of information related to development in The Gambia	3	3.67	3.06	28	8.25	2.08	12	8.33	1.92	16	8.50	1.32	11	7.00	2.61	6	7.67	2.25	6	8.00	.89	3	6.67	3.06
I find the Bank websites easy to navigate	2	6.50	.71	31	8.10	1.92	15	8.07	2.05	17	8.29	1.21	10	7.60	2.22	6	6.50	2.81	6	6.83	1.83	4	8.25	1.71
I find the information on the Bank's websites useful	2	3.00	2.83	31	8.42	1.98	15	8.60	1.40	19	8.47	1.22	11	7.82	2.09	6	8.67	1.21	6	7.17	1.83	5	9.00	1.00
When I need information from the World Bank I know how to find it	2	1.00	.00	30	6.90	2.72	15	6.60	2.72	18	7.33	2.03	11	6.36	2.87	5	7.60	1.52	5	5.60	3.44	7	8.86	1.21
The Bank is responsive to my information requests and inquiries				27	7.07	2.45	13	6.54	2.70	15	7.47	1.96	7	6.00	3.32	5	6.20	3.27	5	5.80	3.11	6	8.67	1.75

Appendix C: Responses to All Questions by Geographic Location

A. Background Information

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in The Gambia?	94	5.80	2.57	38	4.68	3.14	10	3.50	1.58

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

B. General Issues facing The Gambia

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in The Gambia.	89	6.70	2.16	33	6.91	2.04	10	7.40	2.63

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Banjul	West Coast	Other
Government effectiveness/governance	23.6%	15.6%	10.0%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%
Macro-economic growth	4.2%	9.4%	0.0%
Fight against corruption	0.0%	6.3%	10.0%
Access to basic education, quality of basic education	5.6%	9.4%	0.0%
Higher education	1.4%	3.1%	20.0%
Access to health services, quality of health care	16.7%	12.5%	10.0%
Improving the effectiveness of the legal and regulatory system	1.4%	3.1%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	18.1%	6.3%	0.0%
Improving environmental quality and protecting natural resources	1.4%	3.1%	0.0%
Improving basic infrastructure (port, electricity, roads)	6.9%	0.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	0.0%	6.3%	0.0%
Agriculture development (crop production, processing)/ Food security	16.7%	25.0%	40.0%
Agriculture development (livestock)	0.0%	0.0%	0.0%
Fishery	0.0%	0.0%	0.0%
Improving trade and exports	1.4%	0.0%	0.0%
Improve nutrition for vulnerable groups	2.8%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	1.4%	6.3%	0.0%
Empower local communities	1.4%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

B. General Issues facing The Gambia (continued)

Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Banjul	West Coast	Other
Government effectiveness/governance	11.6%	6.5%	22.2%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	11.1%
Macro-economic growth	5.8%	3.2%	0.0%
Fight against corruption	0.0%	0.0%	0.0%
Access to basic education, quality of basic education	7.2%	0.0%	0.0%
Higher education	2.9%	6.5%	0.0%
Access to health services, quality of health care	8.7%	25.8%	33.3%
Improving the effectiveness of the legal and regulatory system	1.4%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	11.6%	22.6%	0.0%
Improving environmental quality and protecting natural resources	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	8.7%	9.7%	0.0%
Enhancing opportunities for private sector investment including foreign investment	10.1%	0.0%	0.0%
Agriculture development (crop production, processing)/ Food security	14.5%	12.9%	11.1%
Agriculture development (livestock)	1.4%	3.2%	22.2%
Fishery	0.0%	0.0%	0.0%
Improving trade and exports	1.4%	0.0%	0.0%
Improve nutrition for vulnerable groups	1.4%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%
Mitigate the effects of climate change	1.4%	0.0%	0.0%
Improving public financial management and procurement	2.9%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%
Expanding internet connectivity	2.9%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	2.9%	9.7%	0.0%
Empower local communities	0.0%	3.2%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

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

Percentage of Respondents	Banjul	West Coast	Other
Government effectiveness/governance	25.4%	21.7%	0.0%
Fight against HIV/AIDS and other communicable diseases	1.5%	0.0%	100.0%
Macro-economic growth	7.5%	0.0%	0.0%
Fight against corruption	10.4%	4.3%	0.0%
Access to basic education, quality of basic education	16.4%	17.4%	0.0%
Higher education	1.5%	4.3%	0.0%
Access to health services, quality of health care	13.4%	17.4%	0.0%
Improving the effectiveness of the legal and regulatory system	4.5%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	41.8%	43.5%	100.0%
Improving environmental quality and protecting natural resources	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	3.0%	13.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	14.9%	13.0%	0.0%
Agriculture development (crop production, processing)/ Food security	41.8%	26.1%	0.0%
Agriculture development (livestock)	0.0%	4.3%	0.0%
Fishery	1.5%	4.3%	0.0%
Improving trade and exports	1.5%	8.7%	0.0%
Improve nutrition for vulnerable groups	1.5%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%
Improving public financial management and procurement	1.5%	0.0%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%
Empower local communities	1.5%	4.3%	0.0%
Improving the quality of life in urban areas	0.0%	4.3%	0.0%
Other	1.5%	0.0%	0.0%

B. General Issues facing The Gambia (continued)

Which TWO areas below do you believe would contribute most to generating faster economic growth in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
Government effectiveness/governance	30.9%	25.0%	22.2%
Fight against HIV/AIDS and other communicable diseases	2.1%	0.0%	11.1%
Fight against corruption	6.4%	10.0%	11.1%
Access to basic education, quality of basic education	9.6%	15.0%	11.1%
Higher education	1.1%	7.5%	11.1%
Access to health services, quality of health care	8.5%	10.0%	0.0%
Improving the effectiveness of the legal and regulatory system	2.1%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	39.4%	20.0%	11.1%
Improving environmental quality and protecting natural resources	1.1%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	16.0%	15.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	17.0%	20.0%	11.1%
Agriculture development (crop production, processing)/ Food security	33.0%	45.0%	66.7%
Agriculture development (livestock)	0.0%	0.0%	22.2%
Fishery	1.1%	0.0%	0.0%
Improving trade and exports	13.8%	15.0%	11.1%
Improve nutrition for vulnerable groups	2.1%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%
Promote regional cooperation	1.1%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%
Improving public financial management and procurement	4.3%	2.5%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	5.3%	2.5%	0.0%
Empower local communities	4.3%	5.0%	0.0%
Improving the quality of life in urban areas	0.0%	5.0%	0.0%
Other	0.0%	0.0%	11.1%

C. Overall Attitudes toward the World Bank

	Overall Effectiveness								
	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in The Gambia.	93	6.49	1.97	35	6.91	2.73	9	6.89	1.05

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

	World Bank's Financial Instruments								
	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do the World Bank's financial instruments meet the needs of The Gambia?	90	6.19	2.08	33	6.45	2.55	6	6.67	1.86

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

	World Bank's Knowledge Services								
	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank meet the needs of The Gambia for knowledge services?	89	5.71	2.26	31	6.58	2.90	5	6.60	1.52

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in The Gambia, what do you think the Bank considers its top priorities in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
Government effectiveness/governance	26.6%	16.2%	30.0%
Fight against HIV/AIDS and other communicable diseases	5.3%	2.7%	10.0%
Macro-economic growth	36.2%	32.4%	30.0%
Fight against corruption	3.2%	0.0%	10.0%
Access to basic education, quality of basic education	37.2%	35.1%	30.0%
Higher education	3.2%	5.4%	0.0%
Access to health services, quality of health care	2.1%	13.5%	10.0%
Improving the effectiveness of the legal and regulatory system	3.2%	5.4%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	5.3%	5.4%	20.0%
Improving environmental quality and protecting natural resources	0.0%	5.4%	10.0%
Improving basic infrastructure (port, electricity, roads)	5.3%	0.0%	0.0%
Enhancing opportunities for private sector investment including foreign investment	7.4%	8.1%	0.0%
Agriculture development (crop production, processing)/ Food security	18.1%	16.2%	30.0%
Agriculture development (livestock)	0.0%	2.7%	0.0%
Fishery	2.1%	10.8%	0.0%
Improving trade and exports	4.3%	5.4%	0.0%
Improve nutrition for vulnerable groups	0.0%	0.0%	0.0%
Mitigate gender inequality	1.1%	2.7%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%
Improving public financial management and procurement	21.3%	5.4%	0.0%
Strengthening the national statistical system	1.1%	0.0%	0.0%
Expanding internet connectivity	3.2%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	2.1%	2.7%	0.0%
Empower local communities	1.1%	2.7%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%
Other	0.0%	5.4%	0.0%

Based on your observations of the World Bank in The Gambia, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
Government effectiveness/governance	14.9%	15.4%	10.0%
Fight against HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%
Macro-economic growth	10.6%	12.8%	0.0%
Fight against corruption	5.3%	2.6%	10.0%
Access to basic education, quality of basic education	17.0%	5.1%	30.0%
Higher education	4.3%	5.1%	10.0%
Access to health services, quality of health care	8.5%	10.3%	10.0%
Improving the effectiveness of the legal and regulatory system	5.3%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	34.0%	33.3%	20.0%
Improving environmental quality and protecting natural resources	3.2%	5.1%	0.0%
Improving basic infrastructure (port, electricity, roads)	14.9%	7.7%	10.0%
Enhancing opportunities for private sector investment including foreign investment	11.7%	20.5%	20.0%
Agriculture development (crop production, processing)/ Food security	29.8%	25.6%	30.0%
Agriculture development (livestock)	1.1%	5.1%	10.0%
Fishery	1.1%	2.6%	0.0%
Improving trade and exports	3.2%	5.1%	20.0%
Improve nutrition for vulnerable groups	2.1%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%
Promote regional cooperation	2.1%	0.0%	0.0%
Mitigate the effects of climate change	1.1%	2.6%	0.0%
Improving public financial management and procurement	6.4%	5.1%	0.0%
Strengthening the national statistical system	0.0%	0.0%	0.0%
Expanding internet connectivity	1.1%	2.6%	0.0%
Strengthening the capacity of civil society and private sector organizations	7.4%	10.3%	0.0%
Empower local communities	1.1%	2.6%	0.0%
Improving the quality of life in urban areas	2.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

In your opinion, what should be the level of involvement of the World Bank in The Gambia's development strategies?

Percentage of Respondents	Banjul	West Coast	Other
The Bank should be more involved	86.5%	82.1%	100.0%
The Bank is currently involved at an optimum level	5.2%	7.7%	0.0%
The Bank should be less involved	0.0%	2.6%	0.0%
The Bank shouldn't be involved at all	2.1%	5.1%	0.0%
Don't know/refused	6.3%	2.6%	0.0%

In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to The Gambia?

Percentage of Respondents	Banjul	West Coast	Other
The Bank's knowledge	5.5%	7.9%	33.3%
Technical advice	15.4%	15.8%	33.3%
Policy and economic advice	18.7%	31.6%	22.2%
Lending when others won't	3.3%	5.3%	0.0%
Convener/facilitator	1.1%	0.0%	0.0%
Donor coordination	6.6%	2.6%	0.0%
Ability to mobilize resources	0.0%	5.3%	0.0%
Ability to build implementation capacity	7.7%	10.5%	0.0%
Financial resources	42.9%	21.1%	11.1%
Other	1.1%	0.0%	0.0%
None of the above	1.1%	5.3%	0.0%

What is the "second greatest" value?

Percentage of Respondents	Banjul	West Coast	Other
The Bank's knowledge	7.8%	0.0%	11.1%
Technical advice	15.6%	25.0%	33.3%
Policy and economic advice	31.1%	25.0%	11.1%
Lending when others won't	4.4%	11.1%	11.1%
Convener/facilitator	0.0%	0.0%	0.0%
Donor coordination	8.9%	5.6%	11.1%
Ability to mobilize resources	4.4%	2.8%	0.0%
Ability to build implementation capacity	7.8%	8.3%	11.1%
Financial resources	16.7%	19.4%	11.1%
Other	1.1%	2.8%	0.0%
None of the above	1.1%	2.8%	0.0%

**Which of the following do you identify as the Bank's greatest weaknesses in its work in The Gambia? (Choose no more than TWO)
(Combined Responses)**

Percentage of Respondents	Banjul	West Coast	Other
Imposing technocratic solutions without regard to political realities	17.2%	19.4%	11.1%
Not exploring alternative policy options	10.3%	16.7%	0.0%
Too bureaucratic in its operational policies and procedures	41.4%	38.9%	77.8%
Staff too inaccessible	2.3%	5.6%	0.0%
Bank management is not accessible	1.1%	11.1%	0.0%
Bank staff are arrogant in their approach	0.0%	0.0%	0.0%
Not enough public disclosure of its work	19.5%	36.1%	33.3%
The Bank is too influenced by the US or others	6.9%	5.6%	0.0%
World Bank procedures too slow and complex to show results on the ground in reasonable time	31.0%	13.9%	44.4%
The interventions of the World Bank are inadequately aligned with country priorities	11.5%	11.1%	0.0%
The Bank's instruments are not flexible enough to respond to country needs	18.4%	11.1%	11.1%
Other	5.7%	2.8%	0.0%

C. Overall Attitudes toward the World Bank (continued)

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
Education	21.9%	28.2%	10.0%
Health	17.7%	23.1%	30.0%
Social protection	6.3%	0.0%	0.0%
Transport	2.1%	0.0%	0.0%
Poverty	14.6%	23.1%	0.0%
Governance	15.6%	5.1%	20.0%
Anti-corruption	4.2%	2.6%	0.0%
Enhanced business environment for private sector development	14.6%	17.9%	30.0%
Energy	9.4%	12.8%	10.0%
Agricultural production/Food security	29.2%	38.5%	40.0%
Agri-business	3.1%	2.6%	0.0%
Water and sanitation	1.0%	2.6%	0.0%
Monitoring and evaluation	3.1%	5.1%	10.0%
Public expenditure	1.0%	2.6%	0.0%
Public sector performance	8.3%	0.0%	0.0%
Labor markets/job creation	13.5%	2.6%	0.0%
Financial markets	0.0%	0.0%	0.0%
Urban/metropolitan development	4.2%	5.1%	0.0%
Environmental sustainability/natural resources management	5.2%	5.1%	10.0%
Improving equality of opportunity	1.0%	2.6%	0.0%
Rural development	13.5%	20.5%	30.0%
Climate change	1.0%	0.0%	10.0%
Service sector expansion	2.1%	0.0%	0.0%
Other	4.2%	0.0%	0.0%

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the Bank work with more in your country to ensure better development results there? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
NGOs	32.6%	41.0%	30.0%
Local Government	23.9%	15.4%	30.0%
Beneficiaries	33.7%	23.1%	40.0%
Private sector	41.3%	43.6%	20.0%
Community Based Organizations (CBOs)	32.6%	38.5%	50.0%
Donor community	13.0%	12.8%	0.0%
Parliament	2.2%	2.6%	10.0%
Media	3.3%	2.6%	0.0%
Faith-based organizations	0.0%	5.1%	0.0%
Other	6.5%	2.6%	0.0%

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in The Gambia.

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in The Gambia	92	7.36	1.96	34	7.38	2.82	9	6.89	.60
The Bank's work is aligned with what I consider the development priorities for this country	88	6.44	2.15	34	6.88	2.78	9	6.44	1.88
The Bank's work reflects its own mission of poverty reduction	85	6.91	2.36	27	6.26	3.02	4	7.50	1.73
The World Bank recommends programs and strategies that are realistic for The Gambia	88	6.40	2.25	30	6.70	2.45	5	6.20	2.49
The World Bank treats clients and stakeholders in The Gambia with respect	80	7.63	1.93	30	7.73	2.20	10	7.40	1.71
The World Bank collaborates with other donors here	80	7.38	2.00	24	7.17	2.91	4	8.75	.96
The World Bank is responsive	86	6.86	2.30	29	7.10	2.51	9	6.67	1.94
Overall I like to work/interact with Bank staff	90	7.86	1.92	28	7.68	2.75	9	7.22	1.79
The Bank is an effective catalyst for discussion on issues related to poverty	86	7.36	2.19	28	7.32	2.84	3	6.33	2.52
In general, the strategies that the Bank recommends are sustainable over time	80	6.46	2.17	28	6.93	2.40	3	6.33	2.31
The World Bank's work promotes country ownership of development strategies	84	6.37	2.35	28	7.00	2.80	4	7.25	1.71
The Bank's work promotes the empowerment of poor people to participate in development	87	6.38	2.43	31	6.32	3.16	6	7.00	1.67
The World Bank imposes reasonable conditions on its lending	78	5.85	2.52	28	6.18	2.96	5	6.20	3.03
The Bank gives appropriate priority to growth issues	87	7.03	1.90	28	6.82	2.79	7	7.86	1.68

D. The Work of the World Bank**How important is it for the World Bank to be involved in that particular area of work in The Gambia?***(Asked on a 5-point effectiveness scale, 1 being Not at all, 5 being Very; converted to a 10-point scale for analysis.)*

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	93	9.49	1.41	31	9.78	.89	10	9.33	1.52
Helping to strengthen the government's effectiveness	83	8.67	2.25	27	9.33	1.50	7	8.39	1.70
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	82	8.68	2.03	32	8.10	2.98	10	9.10	1.57
Helping to bring about macro-economic growth	85	9.07	1.40	30	9.03	2.19	9	9.25	1.59
Fighting against corruption	84	7.94	2.35	27	8.50	2.57	7	7.43	2.02
Helping to increase access and quality of basic education	85	9.29	1.40	29	9.46	1.30	9	9.25	1.59
Helping to strengthen higher education	84	8.69	1.68	29	9.30	1.22	9	8.75	1.63
Helping to improve the legal and regulatory systems	80	8.06	2.02	25	8.47	2.49	8	8.31	1.59
Helping to increase professional skills, employment and income generation, specifically for young people	86	8.90	1.65	26	9.13	2.21	8	9.16	1.16
Helping to strengthen environment and natural resources management	81	7.94	2.02	27	8.17	2.42	6	8.50	1.16
Helping to improve basic infrastructure (port, electricity, roads)	83	8.92	1.80	29	8.60	2.44	9	9.25	1.13
Helping to improve the investment climate for private sector growth and attracting foreign investment	80	8.65	1.88	29	8.91	1.87	6	10.00	.00
Helping to strengthen the agricultural sector/food security	84	9.20	1.62	31	9.56	1.47	9	9.50	.99
Helping to strengthen the fisheries sector	83	8.29	1.94	26	8.79	1.93	8	8.59	1.67
Ensuring that attention is paid to gender disparities	83	7.70	2.28	27	7.08	2.85	8	7.19	1.59
Helping to integrate The Gambia into the global and/or sub-regional economy	85	8.25	1.78	30	8.35	2.28	5	7.75	1.59
Helping to improve nutrition for vulnerable groups	80	7.95	2.35	29	8.06	2.67	7	8.71	1.77
Helping The Gambia adapt to/avert risk of climate change	79	7.92	2.21	27	7.42	2.63	7	7.75	2.25
Helping to strengthen the public financial management and procurement system	34	8.68	2.22	10	9.33	1.52	1	5.50	.
Help strengthening the national statistical system	85	7.83	2.47	27	8.08	2.55	8	7.47	1.44
Helping to expand internet connectivity	82	7.80	2.50	27	8.00	3.20	6	9.25	1.84
Helping to strengthen the capacity of civil society and private sector organizations	84	8.07	2.16	31	8.91	1.73	8	9.72	.80
Helping to empower local communities	81	8.22	2.27	29	8.45	2.56	8	9.16	1.67
Helping to improve the quality of life in urban areas	79	8.18	2.13	29	8.53	2.27	5	7.75	1.59

D. The Work of the World Bank (continued)

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in The Gambia?
(Asked on a 5-point effectiveness scale, 1 being Not at all, 5 being Very; converted to a 10-point scale for analysis.)

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	83	6.58	2.37	28	7.19	2.64	9	7.00	1.59
Helping to strengthen the government's effectiveness	78	5.93	2.35	25	6.04	2.54	7	6.46	2.20
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	75	6.70	2.14	28	6.63	2.84	8	7.75	2.08
Helping to bring about macro-economic growth	81	7.14	2.11	29	7.13	2.75	7	7.75	2.25
Fighting against corruption	77	5.21	2.54	24	5.22	2.60	6	6.25	2.32
Helping to increase access and quality of basic education	80	8.20	1.80	27	8.08	2.77	8	8.59	2.39
Helping to strengthen higher education	78	6.51	2.34	27	7.08	2.71	8	8.31	1.59
Helping to improve the legal and regulatory systems	69	5.76	2.36	21	6.04	2.65	8	7.19	2.33
Helping to increase professional skills, employment and income generation, specifically for young people	78	6.08	2.33	24	6.34	2.72	7	9.04	1.20
Helping to strengthen environment and natural resources management	73	5.84	2.04	23	6.18	2.39	6	8.13	.92
Helping to improve basic infrastructure (port, electricity, roads)	78	6.13	2.43	25	6.22	2.81	8	8.03	1.88
Helping to improve the investment climate for private sector growth and attracting foreign investment	73	6.58	2.28	25	6.58	1.73	6	7.38	2.63
Helping to strengthen the agricultural sector/food security	77	6.73	2.24	25	7.30	2.52	9	7.75	1.95
Helping to strengthen the fisheries sector	75	5.62	2.15	24	6.53	2.57	7	6.14	2.50
Ensuring that attention is paid to gender disparities	72	6.59	2.42	23	5.50	2.35	8	6.06	1.99
Helping to integrate The Gambia into the global and/or sub-regional economy	75	5.74	2.14	24	6.16	2.44	3	6.25	3.44
Helping to improve nutrition for vulnerable groups	70	6.01	2.77	24	6.25	2.71	7	8.07	2.02
Helping The Gambia adapt to/avert risk of climate change	70	5.60	2.22	24	5.78	2.23	7	6.46	1.20
Helping to strengthen the public financial management and procurement system	31	7.10	2.80	8	8.59	1.67	1	5.50	.
Help strengthening the national statistical system	73	6.18	2.14	21	6.68	2.43	7	6.79	1.77
Helping to expand internet connectivity	67	6.44	2.48	22	6.63	2.84	5	7.75	3.18
Helping to strengthen the capacity of civil society and private sector organizations	72	5.91	2.51	25	6.40	2.60	6	7.38	2.63
Helping to empower local communities	71	5.79	2.55	26	6.88	3.06	6	7.38	2.63
Helping to improve the quality of life in urban areas	72	5.94	2.49	26	5.76	3.14	5	7.75	1.59

E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-5 scale, 1 meaning "Not effective at all", 5 meaning "Very effective".

(Asked on a 5-point scale; converted to a 10-point scale for analysis.)

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Technical competence	83	8.83	1.77	30	8.43	2.22	9	8.75	1.98
Producing "knowledge" (studies, analyses) that is useful	82	8.33	1.93	27	7.67	2.61	7	9.04	1.77
Making the results of studies and analyses readily available	80	7.38	2.36	30	7.45	2.56	6	8.13	1.69
Sharing knowledge about international best practices	82	7.80	2.12	27	7.75	2.65	6	7.75	2.01
Ability to adapt its knowledge to your country's needs	80	6.85	2.31	28	7.43	2.35	5	7.75	2.25
Ensuring its staff is accessible	80	6.96	2.56	26	6.97	2.54	8	7.75	1.70
Providing sound policy and economic advice	79	8.01	2.19	26	7.84	2.34	8	8.03	1.88
Straightforwardness in its dealings with you	78	7.75	2.38	27	8.17	2.25	6	7.38	.92
Maintaining consistent messages	75	7.45	2.32	27	7.33	2.93	4	5.50	.00
Promoting the inclusion of local communities in the development of strategies	74	6.81	2.66	29	6.66	3.04	6	7.38	2.21
Promoting the inclusion of civil society in the development of strategies	77	6.73	2.54	27	6.00	3.08	7	6.79	1.77
Promoting the inclusion of local project experts in the development of strategies	82	7.01	2.58	30	6.48	2.88	6	6.25	1.16
Promoting the inclusion of private sector in the development of strategies	82	6.73	2.18	29	6.35	2.44	8	6.91	2.06
Giving appropriate priority to poverty reduction	81	7.83	2.29	33	7.34	2.72	10	8.43	1.85
Lending in a way that promotes effective development	75	7.30	2.40	30	7.15	2.43	6	8.13	.92

F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	50	5.52	2.44	16	6.81	2.04	4	5.50	3.00
The Bank disburses funds promptly	49	5.71	2.85	18	7.06	3.46	5	4.00	3.94
The Bank works efficiently	52	6.69	2.33	19	8.05	2.72	4	7.25	1.89
The Bank effectively monitors and evaluates the projects and programs it supports	52	7.10	2.25	17	8.35	2.55	3	4.67	3.21
The Bank helps to build capacity at the community level	49	6.73	2.41	18	7.28	2.52	4	4.75	2.50
The Bank helps to build capacity of government officials	50	7.32	1.89	17	7.12	2.42	5	5.80	3.27
The Bank provides strategic advice and helps strengthening country systems	50	7.34	1.90	18	7.94	2.41	4	6.00	3.74
The Bank and partners in government collaborate well together on Bank supported programs and projects in The Gambia	51	7.43	1.96	18	7.78	2.53	4	5.50	3.87
The Bank helps to strengthen institutional capacity	53	7.62	1.89	18	8.44	1.69	5	5.60	2.70
The Government supports and takes responsibility for development efforts in The Gambia	53	7.17	2.04	19	8.68	1.73	5	6.00	3.00
The Bank's procurement requirements are reasonable	49	6.29	2.30	18	8.11	2.08	2	6.50	.71

G. The Future Role of the World Bank in The Gambia

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in The Gambia's development over the medium term in the near future?	85	9.08	1.24	36	9.28	1.80	9	9.89	.33

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

Which one of the following should the Bank do to make itself of greater value in The Gambia? (Choose only ONE)

Percentage of Respondents	Banjul	West Coast	Other
Improve the quality of its experts as related to The Gambia's specific challenges	11.9%	13.9%	10.0%
Reduce the complexity of obtaining World Bank financing	44.0%	38.9%	50.0%
Focus primarily on advice and advocacy issues	7.1%	0.0%	10.0%
Improve the competitiveness of its financing compared to markets	8.3%	19.4%	0.0%
Offer more innovative financial products	13.1%	8.3%	30.0%
Offer more innovative knowledge services	9.5%	11.1%	0.0%
Other	6.0%	8.3%	0.0%

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

Percentage of Respondents	Banjul	West Coast	Other
The World Bank works inefficiently/too slowly	11.1%	11.4%	50.0%
Government works inefficiently/too slowly	27.8%	37.1%	62.5%
There is not an adequate level of citizen/civil society participation	17.8%	25.7%	0.0%
Poor donor coordination	17.8%	20.0%	12.5%
Lack of/inadequate levels of capacity in government	43.3%	40.0%	12.5%
Political pressures and obstacles	25.6%	17.1%	25.0%
Reforms are not well thought out in light of country challenges	36.7%	31.4%	0.0%
Other	1.1%	0.0%	0.0%

H. Communication and Outreach

From where do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
Local newspapers	64.1%	73.7%	60.0%
International newspapers	3.3%	5.3%	0.0%
Local radio	8.7%	21.1%	40.0%
International radio	6.5%	5.3%	10.0%
Local television	29.3%	31.6%	50.0%
International television	13.0%	13.2%	0.0%
Periodicals	15.2%	13.2%	10.0%
Internet	42.4%	28.9%	20.0%
Social media: Facebook, Twitter, YouTube	1.1%	2.6%	0.0%
Other	5.4%	2.6%	0.0%

From where do you get most of your information about the World Bank's development activities in The Gambia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Banjul	West Coast	Other
Local newspapers	48.4%	55.3%	55.6%
International newspapers	1.1%	2.6%	0.0%
Local radio	5.5%	26.3%	33.3%
International radio	1.1%	5.3%	22.2%
Local television	20.9%	18.4%	44.4%
International television	1.1%	2.6%	0.0%
Periodicals	5.5%	0.0%	0.0%
Blogs	0.0%	2.6%	0.0%
Internet	29.7%	23.7%	22.2%
World Bank conferences, seminars, workshops	14.3%	5.3%	0.0%
World Bank publications, materials	14.3%	13.2%	0.0%
World Bank website	27.5%	21.1%	11.1%
Direct contact/interaction with World Bank staff	12.1%	7.9%	0.0%
Other	3.3%	5.3%	0.0%

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

Percentage of Respondents	Banjul	West Coast	Other
World Bank website	63.0%	44.7%	30.0%
Face to face meetings/discussions	21.7%	23.7%	10.0%
e-Newsletters	51.1%	34.2%	20.0%
Workshops/conferences	22.8%	36.8%	10.0%
Mobile phones	0.0%	5.3%	0.0%
Social media (Facebook, Twitter, YouTube)	7.6%	18.4%	30.0%
Blogs	0.0%	0.0%	0.0%
Other	6.5%	15.8%	30.0%

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

Percentage of Respondents	Banjul	West Coast	Other
Yes	18.4%	15.8%	0.0%
No	81.6%	84.2%	100.0%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Banjul	West Coast	Other
Yes	18.9%	18.4%	0.0%
No	81.1%	81.6%	100.0%

Were you able to obtain this information?

Percentage of Respondents	Banjul	West Coast	Other
Yes	51.9%	41.2%	50.0%
No	48.1%	58.8%	50.0%

Do you have access to the Internet?

Percentage of Respondents	Banjul	West Coast	Other
Yes	98.8%	86.8%	80.0%
No	1.2%	13.2%	20.0%

H. Communication and Outreach (continued)**I use/have used the World Bank website:**

Percentage of Respondents	Banjul	West Coast	Other
Yes	79.7%	56.8%	12.5%
No	20.3%	43.2%	87.5%

I primarily use:

Percentage of Respondents	Banjul	West Coast	Other
The World Bank's country website	14.3%	20.0%	33.3%
The World Bank's main website	85.7%	80.0%	66.7%

The Internet connection, I mainly use when visiting a World Bank website:

Percentage of Respondents	Banjul	West Coast	Other
High speed	71.0%	75.0%	100.0%
Dial-up	29.0%	25.0%	0.0%

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	Banjul	West Coast	Other
Project information	28.0%	45.5%	50.0%
Country information	26.0%	27.3%	50.0%
Data	24.0%	18.2%	0.0%
News	12.0%	4.5%	0.0%
Other	10.0%	4.5%	0.0%

I generally use the World Bank's website in:

Percentage of Respondents	Banjul	West Coast	Other
English	98.5%	100.0%	100.0%
French	1.5%	0.0%	0.0%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Which best represents your geographic location?								
	Banjul			West Coast			Other		
	Mean	N	SD	Mean	N	SD	Mean	N	SD
The World Bank's Knowledge Space is a valuable source of information related to development in The Gambia	7.76	66	2.31	8.22	18	1.63	7.50	2	3.54
I find the Bank websites easy to navigate	7.85	71	1.95	7.90	21	1.79			
I find the information on the Bank's websites useful	8.15	71	1.98	8.61	23	1.16	7.50	2	3.54
When I need information from the World Bank I know how to find it	6.78	73	2.64	7.43	21	2.54			
The Bank is responsive to my information requests and inquiries	6.97	58	2.52	6.95	19	2.59	7.00	2	4.24

Appendix D: World Bank Client Survey 2012



World Bank Client Survey FY12 -- THE GAMBIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in The Gambia or who observe activities related to social and economic development. The following survey is meant to give the Bank’s team that works in The Gambia, more in-depth insight into how the Bank’s work is perceived. This is one tool the Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in The Gambia.

The World Bank commissioned an independent consultant to oversee the logistics of this effort in The Gambia. This ensures anonymity and confidentiality. We hope you’ll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

Section A. BACKGROUND

A1. Which of the following best describes your current position? (Please mark only one response)

- 1. Office of the President, Prime Minister, Minister, Parliamentarian
- 2. Employee of a Ministry, Ministerial Department or Implementation Agency
- 3. Local Government Office or Staff
- 4. Federal/Central Government
- 5. Bilateral or Multilateral Agency
- 6. Private sector
- 7. NGOs (including CBOs)
- 8. Media (Press, Radio, TV, Web etc.)
- 9. Independent Government Institution (i.e., Regulatory Agency, Central Bank)
- 10. Trade Union
- 11. Faith based groups
- 12. Academia or Research Institute
- 13. Judiciary
- 14. Other (please specify): _____

A2. Please identify the primary specialization of your work. (Please mark only one response)

- 1. Agriculture, Agribusiness, Forestry
- 2. Commerce, Trade and Manufacturing
- 3. Communications, Information Services
- 4. Economic Management
- 5. Environment, Natural Resource Management
- 6. Finance, Banking, Insurance
- 7. Infrastructure (e.g., transport, Water, Energy, Telecommunications)
- 8. Law, Justice
- 9. Legislature, Politics
- 10. Social Services (e.g., Education, Health)
- 11. Other (please specify) : _____

A3. How familiar are you with the work of the World Bank in The Gambia on a scale of 1-10, 1 meaning “not familiar at all”, 10 meaning “extremely familiar”?

Not familiar at all										Extremely familiar
	1	2	3	4	5	6	7	8	9	10
	<input type="radio"/>									

A4. How long have you been involved with (or a close observer of) the World Bank’s activities?

- 1. Less than one year
- 2. One to three years
- 3. More than three years

A5. Which best represents your geographic location?

- 1. Banjul
- 2. Lower River
- 3. Central River
- 4. North Bank
- 5. Upper River
- 6. West Coast

Section B. GENERAL ISSUES FACING THE GAMBIA

B1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in The Gambia.

Extremely Pessimistic										Extremely Optimistic	Don't know
1	2	3	4	5	6	7	8	9	10		
<input type="radio"/>											

B2. Listed below are a number of development priorities in The Gambia. Please identify which **one** of these you consider the **first most important development priority**. Then identify which one you consider the **second most important development priority**.

	Most Important Development priority (Choose ONE)	Second Most Important Development priority (Choose ONE)
1. Government effectiveness/governance	<input type="radio"/>	<input type="radio"/>
3. Fight against HIV/AIDS and other communicable diseases	<input type="radio"/>	<input type="radio"/>
5. Macro-economic growth	<input type="radio"/>	<input type="radio"/>
7. Fight against Corruption	<input type="radio"/>	<input type="radio"/>
9. Access to basic education, quality of basic education	<input type="radio"/>	<input type="radio"/>
11. Higher education	<input type="radio"/>	<input type="radio"/>
13. Access to health services, quality of health care	<input type="radio"/>	<input type="radio"/>
15. Improving the effectiveness of the legal and regulatory system	<input type="radio"/>	<input type="radio"/>
17. Skills development, employment and income generating opportunities, specifically for young people	<input type="radio"/>	<input type="radio"/>
19. Improving environmental quality and protecting natural resources	<input type="radio"/>	<input type="radio"/>
21. Improving basic infrastructure (port, electricity, roads)	<input type="radio"/>	<input type="radio"/>
14. Enhancing opportunities for private sector investment including foreign investment	<input type="radio"/>	<input type="radio"/>
23. Agriculture development (crop production, processing) / Food security	<input type="radio"/>	<input type="radio"/>
25. Agriculture development (livestock)	<input type="radio"/>	<input type="radio"/>
27. Fishery	<input type="radio"/>	<input type="radio"/>
29. Improving trade and exports	<input type="radio"/>	<input type="radio"/>
31. Improve nutrition for vulnerable groups	<input type="radio"/>	<input type="radio"/>
33. Mitigate gender inequality	<input type="radio"/>	<input type="radio"/>
35. Promote regional cooperation	<input type="radio"/>	<input type="radio"/>
37. Mitigate the effects of climate change	<input type="radio"/>	<input type="radio"/>
39. Improving public financial management and procurement	<input type="radio"/>	<input type="radio"/>
41. Strengthening the national statistical system	<input type="radio"/>	<input type="radio"/>
43. Expanding internet connectivity	<input type="radio"/>	<input type="radio"/>
45. Strengthening the capacity of civil	<input type="radio"/>	<input type="radio"/>

B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in The Gambia. (Choose only TWO)

2. Government effectiveness/governance	<input type="radio"/>
4. Fight against HIV/AIDS and other communicable diseases	<input type="radio"/>
6. Macro-economic growth	<input type="radio"/>
8. Fight against Corruption	<input type="radio"/>
10. Access to education, quality of education	<input type="radio"/>
12. Higher education	<input type="radio"/>
14. Access to health services, quality of health care	<input type="radio"/>
16. Improving the effectiveness of the legal and regulatory system	<input type="radio"/>
18. Skills development, employment and income generating opportunities, specifically for young people	<input type="radio"/>
20. Improving environmental quality and protecting natural resources	<input type="radio"/>
22. Improving basic infrastructure (port, electricity, roads)	<input type="radio"/>
14. Enhancing opportunities for private sector investment including foreign investment	<input type="radio"/>
24. Agriculture development (crop production, processing) / Food security	<input type="radio"/>
26. Agriculture development (livestock)	<input type="radio"/>
28. Fishery	<input type="radio"/>
30. Improving trade and exports	<input type="radio"/>
32. Improve nutrition for vulnerable groups	<input type="radio"/>
34. Mitigate gender inequality	<input type="radio"/>
36. Promote regional cooperation	<input type="radio"/>
38. Mitigate the effects of climate change	<input type="radio"/>
40. Improving public financial management and procurement	<input type="radio"/>
42. Strengthening the national statistical system	<input type="radio"/>
44. Expanding internet connectivity	<input type="radio"/>
46. Strengthening the capacity of civil	<input type="radio"/>

- | | | | | | |
|-----|--|-----------------------|-----------------------|--|--|
| | society and private sector organizations | | | | society and private sector organizations |
| 47. | Empower local communities | | | | 48. Empower local communities |
| 49. | Improving the quality of life in urban areas | <input type="radio"/> | <input type="radio"/> | | 50. Improving the quality of life in urban areas |
| 51. | Other (please specify): _____ | <input type="radio"/> | <input type="radio"/> | | 52. Other (please specify): _____ |
| | _____ | | | | |

Section B. GENERAL ISSUES FACING THE GAMBIA (continued)

- B4.** Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in The Gambia (these should be tailored to reflect issues in country). **(Choose no more than TWO)**
1. Government effectiveness/governance
 2. Fight against HIV/AIDS and other communicable diseases
 3. Fight against Corruption
 4. Access to basic education, quality of basic education
 5. Higher education
 6. Access to health services, quality of health care
 7. Improving the effectiveness of the legal and regulatory system
 8. Skills development, employment/ income generating opportunities, specifically for young people
 9. Improving environmental quality and protecting natural resources
 10. Improving basic infrastructure (port, electricity, roads)
 11. Enhancing opportunities for private sector investment including foreign investment
 12. Agriculture development (crop production, processing) / Food security
 13. Agriculture development (livestock)
 14. Fishery
 15. Improving trade and exports
 16. Improving nutrition for vulnerable groups
 17. Mitigate gender inequality
 18. Promote regional cooperation
 19. Mitigate the effects of climate change
 20. Improving public financial management and procurement
 21. Strengthening the national statistical system
 22. Expanding internet connectivity
 23. Strengthening the capacity of civil society and private sector organizations
 24. Empowering local communities
 25. Improving the quality of life in urban areas
 26. Other (please specify): _____

Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. Overall, please rate your impression of the World Bank's effectiveness in The Gambia on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective."

Very Unfavorable									Very Favorable	Don't know
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>										

C2. To which extent do the World Bank's financial instruments meet the needs of The Gambia, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"

Very Unfavorable									Very Favorable	Don't know
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>										

C3. To which extent does the World Bank meet the needs of The Gambia for knowledge services (e.g. research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"

Very Unfavorable									Very Favorable	Don't know
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>										

Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

C4. Based on your observations of the World Bank in The Gambia,

1. What do you think the Bank considers its top priorities in The Gambia? **(Choose no more than TWO)**

2. Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? **(Choose no more than TWO)**

	What do you think the Bank considers its top priorities?	Where would it be most productive for the Bank to focus most of its resources?
	Choose TWO	CHOOSE TWO
1.	Government effectiveness/governance	<input type="radio"/>
2.	Fight against HIV/AIDS and other communicable diseases	<input type="radio"/>
3.	Macro-economic growth	<input type="radio"/>
4.	Fight against Corruption	<input type="radio"/>
5.	Access to basic education, quality of basic education	<input type="radio"/>
6.	Higher education	<input type="radio"/>
7.	Access to health services, quality of health care	<input type="radio"/>
8.	Improving the effectiveness of the legal and regulatory system	<input type="radio"/>
9.	Skills development, employment and income generating opportunities, specifically for young people	<input type="radio"/>
10.	Improving environmental quality and protecting natural resources	<input type="radio"/>
11.	Improving basic infrastructure (port, electricity, roads)	<input type="radio"/>
14.	Enhancing opportunities for private sector investment including foreign investment	<input type="radio"/>
12.	Agriculture development (crop production, processing) / Food security	<input type="radio"/>
13.	Agriculture development (livestock)	<input type="radio"/>
14.	Fishery	<input type="radio"/>
15.	Improving trade and exports	<input type="radio"/>
16.	Improving nutrition for vulnerable groups	<input type="radio"/>
17.	Mitigate gender inequality	<input type="radio"/>
18.	Promote regional cooperation	<input type="radio"/>
19.	Mitigate the effects of climate change	<input type="radio"/>
20.	Improving public financial management and procurement	<input type="radio"/>
21.	Strengthening the national statistical system	<input type="radio"/>
22.	Expanding internet connectivity	<input type="radio"/>
23.	Strengthening the capacity of civil society and private sector organizations	<input type="radio"/>
24.	Empowering local communities	<input type="radio"/>
25.	Improving the quality of life in urban areas	<input type="radio"/>
26.	Other (please specify): _____	<input type="radio"/>

C5. In your opinion, what should be the level of involvement of the World Bank in The Gambia's development strategies?

- 1. The Bank should be more involved
- 2. The Bank is currently involved at an optimum level
- 3. The Bank should be less involved
- 4. The Bank shouldn't be involved at all
- 5. Don't know/refused

Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

C6. In broad terms of economic and social development, what is the “greatest” *value* brought by the World Bank to The Gambia? What is the “second greatest” value?

	Greatest value (Choose only ONE)	Second Greatest value (Choose only ONE)
1. The Bank’s knowledge (studies and analyses)	<input type="radio"/>	<input type="radio"/>
2. Technical advice	<input type="radio"/>	<input type="radio"/>
3. Policy and economic advice	<input type="radio"/>	<input type="radio"/>
4. Lending when others won’t	<input type="radio"/>	<input type="radio"/>
5. Convener/facilitator	<input type="radio"/>	<input type="radio"/>
6. Donor coordination	<input type="radio"/>	<input type="radio"/>
7. Ability to mobilize resources (from private sector, government, etc.)	<input type="radio"/>	<input type="radio"/>
8. Ability to build implementation capacity	<input type="radio"/>	<input type="radio"/>
9. Financial resources	<input type="radio"/>	<input type="radio"/>
10. Other (please specify) :	<input type="radio"/>	<input type="radio"/>
11. None of the above – (The World Bank serves no useful purposes)	<input type="radio"/>	<input type="radio"/>

C7. Which of the following do you identify as the Bank’s greatest weaknesses in its work in The Gambia? (**choose no more than TWO**)

- 1. Imposing technocratic solutions without regard to political realities
- 2. Not exploring alternative policy options
- 3. Too bureaucratic in its operational policies and procedures
- 4. Staff too inaccessible
- 5. Bank management is not accessible
- 6. Bank staff are arrogant in their approach
- 7. Not enough public disclosure of its work
- 8. The Bank is too influenced by the US, or others (pls. specify _____)
- 9. World Bank procedures too slow and complex to show results on the ground in reasonable time
- 10. The interventions of the World Bank are inadequately aligned with country priorities
- 11. The Bank’s instruments are not flexible enough to respond to country needs
- 12. Other (please specify) : _____

Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

C8. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which **TWO** of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in The Gambia: **(choose no more than TWO)**

- | | | |
|---|---|---|
| <input type="radio"/> 1. Education | <input type="radio"/> 8. Energy | <input type="radio"/> 15. Financial markets |
| <input type="radio"/> 2. Health | <input type="radio"/> 9. Agricultural production /Food security | <input type="radio"/> 16. Urban/metropolitan development |
| <input type="radio"/> 3. Social protection | <input type="radio"/> 10. Agri-business | <input type="radio"/> 17. Environmental sustainability/natural resources management |
| <input type="radio"/> 4. Transport | <input type="radio"/> 11. Water and sanitation | <input type="radio"/> 18. Improving equality of opportunity |
| <input type="radio"/> 5. Poverty | <input type="radio"/> 12. Monitoring and Evaluation | <input type="radio"/> 19. Rural development |
| <input type="radio"/> 6. Governance | <input type="radio"/> 13. Public expenditure | <input type="radio"/> 20. Climate change |
| <input type="radio"/> 7. Anti-corruption | <input type="radio"/> 14. Public sector performance | <input type="radio"/> 21. Service sector expansion |
| <input type="radio"/> 8. Enhanced business environment for private sector development | <input type="radio"/> 15. Labor markets/job creation | <input type="radio"/> 22. Other (please specify): _____ |

C9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? **(Choose no more than TWO)**

- 27. NGOs
- 28. Local Government
- 29. Beneficiaries
- 30. Private Sector
- 31. Community Based Organizations (CBOs)
- 32. Donor community
- 33. Parliament
- 34. Media
- 35. Faith-based organizations
- 36. Other (please specify): _____

Section C. OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in The Gambia.

	Strongly Disagree					Strongly Agree					Don't Know
	1	2	3	4	5	6	7	8	9	10	
C10. Overall the Bank currently plays a relevant role in development in The Gambia	<input type="radio"/>										
C11. The Bank's work is aligned with what I consider the development priorities for this country.	<input type="radio"/>										
C12. The Bank's work reflects its own mission of poverty reduction	<input type="radio"/>										
C13. The World Bank recommends programs and strategies that are realistic for The Gambia	<input type="radio"/>										
C14. The World Bank treats clients and stakeholders in The Gambia with respect.	<input type="radio"/>										
C15. The World Bank collaborates with other donors here	<input type="radio"/>										
C16. The World Bank is responsive	<input type="radio"/>										
C17. Overall I like to work/interact with Bank staff	<input type="radio"/>										
C18. The Bank is an effective catalyst for discussion on issues related to poverty	<input type="radio"/>										
C19. In general, the strategies that the Bank recommends are sustainable over time	<input type="radio"/>										
C20. The World Bank's work promotes country ownership of development strategies	<input type="radio"/>										
C21. The Bank's work promotes the empowerment of poor people to participate in development	<input type="radio"/>										
C22. The World Bank imposes reasonable conditions on its lending	<input type="radio"/>										
C23. The Bank gives appropriate priority to growth issues	<input type="radio"/>										

Section D. THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, *importance*, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in The Gambia. Second, *effectiveness*, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in The Gambia.

	Level of IMPORTANCE						Level of EFFECTIVENESS					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
D1. Helping to reduce poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D2. Helping to strengthen the government's effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D3. Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D4. Helping to bring about macro-economic growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D5. Fighting against corruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D6. Helping to increase access and quality of basic education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D7. Helping to strengthen higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D8. Helping to improve the legal and regulatory systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D9. Helping to increase professional skills, employment and income generation, specifically for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D10. Helping to strengthen environment and natural resources management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D11. Helping to improve basic infrastructure (electricity, roads, port)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D12. Helping to improve the investment climate for private sector growth and attracting foreign investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D13. Helping to strengthen the agricultural sector / food security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D14. Helping to strengthen the fisheries sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D15. Ensuring that attention is paid to gender disparities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D16. Helping to integrate The Gambia into the global and/or sub-regional economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D17. Helping to improve nutrition for vulnerable groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D18. Helping The Gambia adapt to/avert risk of climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D19. Helping to strengthen the public financial management and procurement system												
D20. Help strengthening the national statistical system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D21. Helping to expand internet connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D22. Helping to strengthen the capacity of civil society and private sector organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D23. Helping to empower local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
D24. Helping to improve the quality of life in urban areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						

Section E. THE WAY THE WORLD BANK DOES BUSINESS

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below:

Level of World Bank Effectiveness

	Not Effective at all	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't know
E1. Technical competence	<input type="radio"/>					
E2. Producing "knowledge" (studies, analyses) that is useful	<input type="radio"/>					
E3. Making the results of studies and analyses readily available	<input type="radio"/>					
E4. Sharing knowledge about international best practices	<input type="radio"/>					
E5. Ability to adapt its knowledge to your country's needs	<input type="radio"/>					
E6. Ensuring its staff is accessible	<input type="radio"/>					
E7. Providing sound policy and economic advice	<input type="radio"/>					
E8. Straightforwardness in its dealings with you	<input type="radio"/>					
E9. Maintaining consistent messages	<input type="radio"/>					
E10. Promoting the inclusion of local communities (beneficiaries) in the development of strategies	<input type="radio"/>					
E11. Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	<input type="radio"/>					
E12. Promoting the inclusion of local project experts in the development of strategies	<input type="radio"/>					
E13. Promoting the inclusion of private sector in the development of strategies	<input type="radio"/>					
E14. Giving appropriate priority to poverty reduction	<input type="radio"/>					
E15. Lending in a way that promotes effective development	<input type="radio"/>					

Section F. PROJECT/PROGRAM RELATED ISSUES

The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Strongly Disagree										Strongly Agree	Don't Know
	1	2	3	4	5	6	7	8	9	10		
F1. The Bank is flexible in terms of adjusting to changing circumstances	<input type="radio"/>											
F2. The Bank disburses funds promptly	<input type="radio"/>											
F3. The Bank works efficiently	<input type="radio"/>											
F4. The Bank effectively monitors and evaluates the projects and programs it supports	<input type="radio"/>											
F5. The Bank helps to build capacity at the community level	<input type="radio"/>											
F6. The Bank helps to build capacity of government officials	<input type="radio"/>											
F7. The Bank provides strategic advice and helps strengthening country systems	<input type="radio"/>											
F8. The Bank and partners in government collaborate well together on Bank supported programs and projects in The Gambia	<input type="radio"/>											
F9. The Bank helps to strengthen institutional capacity.	<input type="radio"/>											
F10. The Government supports and takes responsibility for development efforts in The Gambia	<input type="radio"/>											
F11. The Bank's procurement requirements are reasonable	<input type="radio"/>											

SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN THE GAMBIA

G1. How significant a role do you believe the World Bank should play in XXXX's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

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

G2. Which one of the following should the World Bank do to make itself of greater value in XXXX? (Choose only ONE)

1	Improve the quality of its experts as related to XXXX's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advice and advocacy issues
4	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Other (please specify): _____

G3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only)

1	The World Bank works inefficiently/too slowly
2	Government works inefficiently/too slowly
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	Lack of/inadequate levels of capacity in government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Other

Section H. COMMUNICATION AND OUTREACH

H1. From where do you get most of your information about economic and social development issues in The Gambia? **(Choose no more than TWO)**

- | | |
|---|---|
| <input type="radio"/> 1. Local newspapers | <input type="radio"/> 6. International television |
| <input type="radio"/> 2. International newspapers | <input type="radio"/> 7. Periodicals (e.g., journals and magazines) |
| <input type="radio"/> 3. Local radio | <input type="radio"/> 8. Internet |
| <input type="radio"/> 4. International radio | <input type="radio"/> 9. Social media: facebook, twitter, youtube |
| <input type="radio"/> 5. Local television | <input type="radio"/> 10. Other (please specify): |

H2. From where do you get most of your information about the World Bank's development activities in The Gambia? **(Choose no more than TWO)**

- | | |
|---|--|
| <input type="radio"/> 1. Local newspapers | <input type="radio"/> 8. Blogs |
| <input type="radio"/> 2. International newspapers | <input type="radio"/> 9. Internet |
| <input type="radio"/> 3. Local radio | <input type="radio"/> 10. World Bank conferences, seminars, workshops |
| <input type="radio"/> 4. International radio | <input type="radio"/> 11. World Bank publications, materials |
| <input type="radio"/> 5. Local television | <input type="radio"/> 12. World Bank website |
| <input type="radio"/> 6. International television | <input type="radio"/> 13. Direct contact/interaction with World Bank staff |
| <input type="radio"/> 7. Periodicals (e.g., journals and magazines). Internet | <input type="radio"/> 14. Other (please specify): _____ |

H3. How you would prefer to receive information from the World Bank? **(Choose no more than TWO)**

1	World Bank website
2	Face to face meetings/discussions
3	e-newsletters
4	Workshops/conferences
5	Mobile phones
6	Social media (facebook, twitter, youtube)
7	Blogs
8	Others (please specify): _____

H4. Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of

1	Yes
2	No

H5. Have you requested information from the World Bank on its activities in the past year? (If yes please go to Question H6)

1	Yes
2	No

H6. Were you able to obtain this information?

1	Yes
2	No

H3. Do you have access to the internet: Yes No

H4. I use/have used the World Bank website: Yes No

H5a. I primarily use: The World Bank's country website [www.worldbank.org/The Gambia]

The World Bank's main website [www.worldbank.org]

H5b. The Internet connection I mainly use when visiting a World Bank website is:

High speed Dial-up

H5c. When I visit the World Bank website, I am generally looking for:

1. Project information 2. Country information 3. Data

4. News 5. Other (please specify): _____

H5d. I generally use the World Bank's website in: 1. English 2. French

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

		Strongly Disagree										Strongly Agree	Don't Know
		1	2	3	4	5	6	7	8	9	10		
H11.	The World Bank's Knowledge Space is a valuable source of information related to development in XXXX. <i>(Only answer if you have used)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H12.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H13.	I find the information on the Bank's websites useful. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H14.	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
H15.	The Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	