

FY15 Ethiopia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2015



Acknowledgements

The Ethiopia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Ethiopia country team and the local fielding agency Eureka Services. In particular, PORG is grateful for the support from Gelila Woodenah (Communications Officer) in Addis Ababa, Ethiopia.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

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

II. Methodology

From April to May 2015, 290 stakeholders of the WBG in Ethiopia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, the Office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments or implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 146 stakeholders participated in the survey (50% response rate).

Some respondents filled out the questionnaire with a representative of the fielding agency in person, and others received and returned the questionnaires via post or email. Respondents were asked about: general issues facing Ethiopia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Ethiopia; and the WBG's communication and information sharing.

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

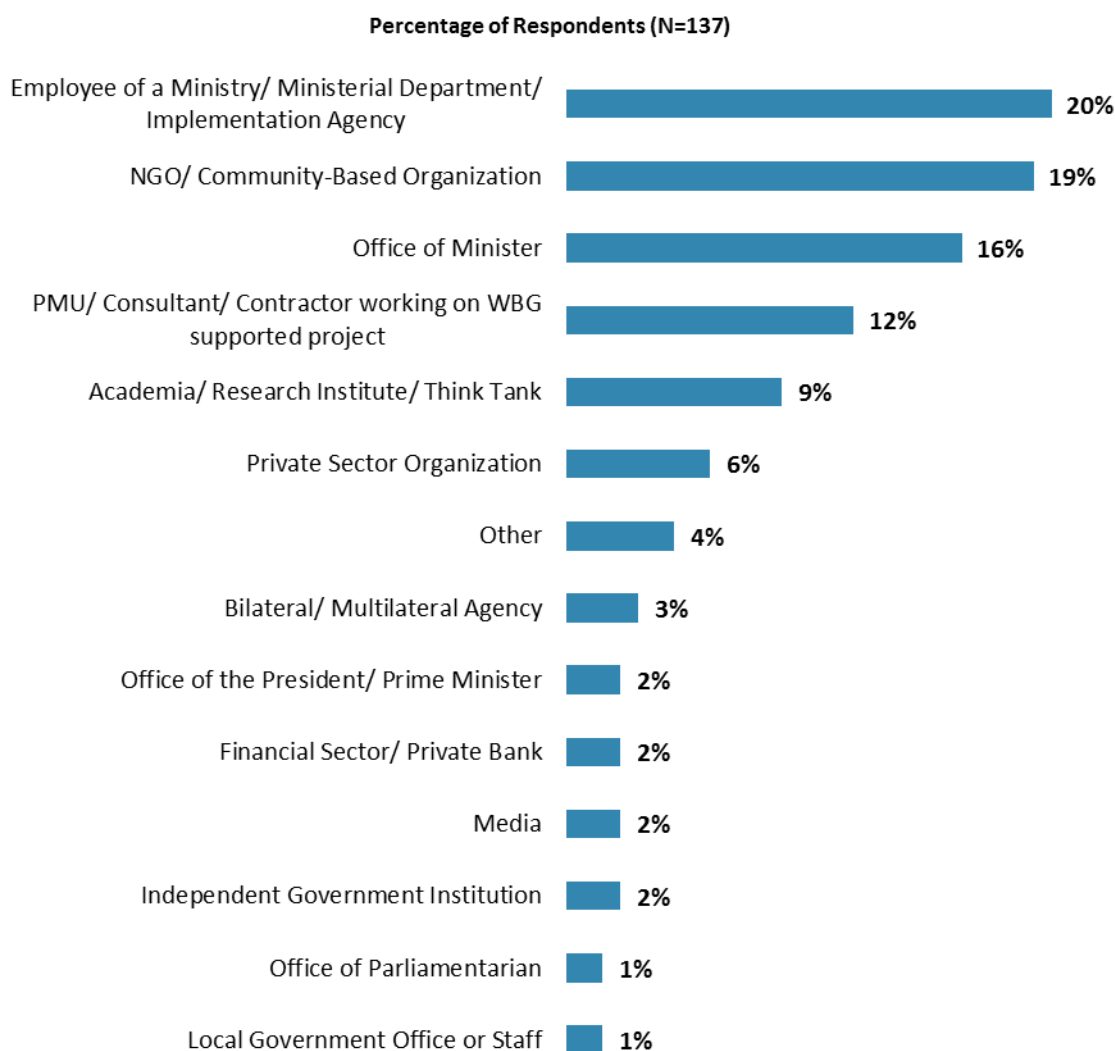
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate was 53%, N=326). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please see appendix D (page 101).



III. Demographics of the Sample

Current Position

- For further analyses, the small number of respondents from the Office of the President/ Prime Minister were combined with those from the Office of Minister; respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG supported projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations. Few respondents from local governments, independent government institutions, office of parliamentarian, bilateral/multilateral agencies, and the media were included in the “Other” category. Note that there were no respondents from private foundations, trade unions, faith-based groups, youth groups, and the judiciary branch.

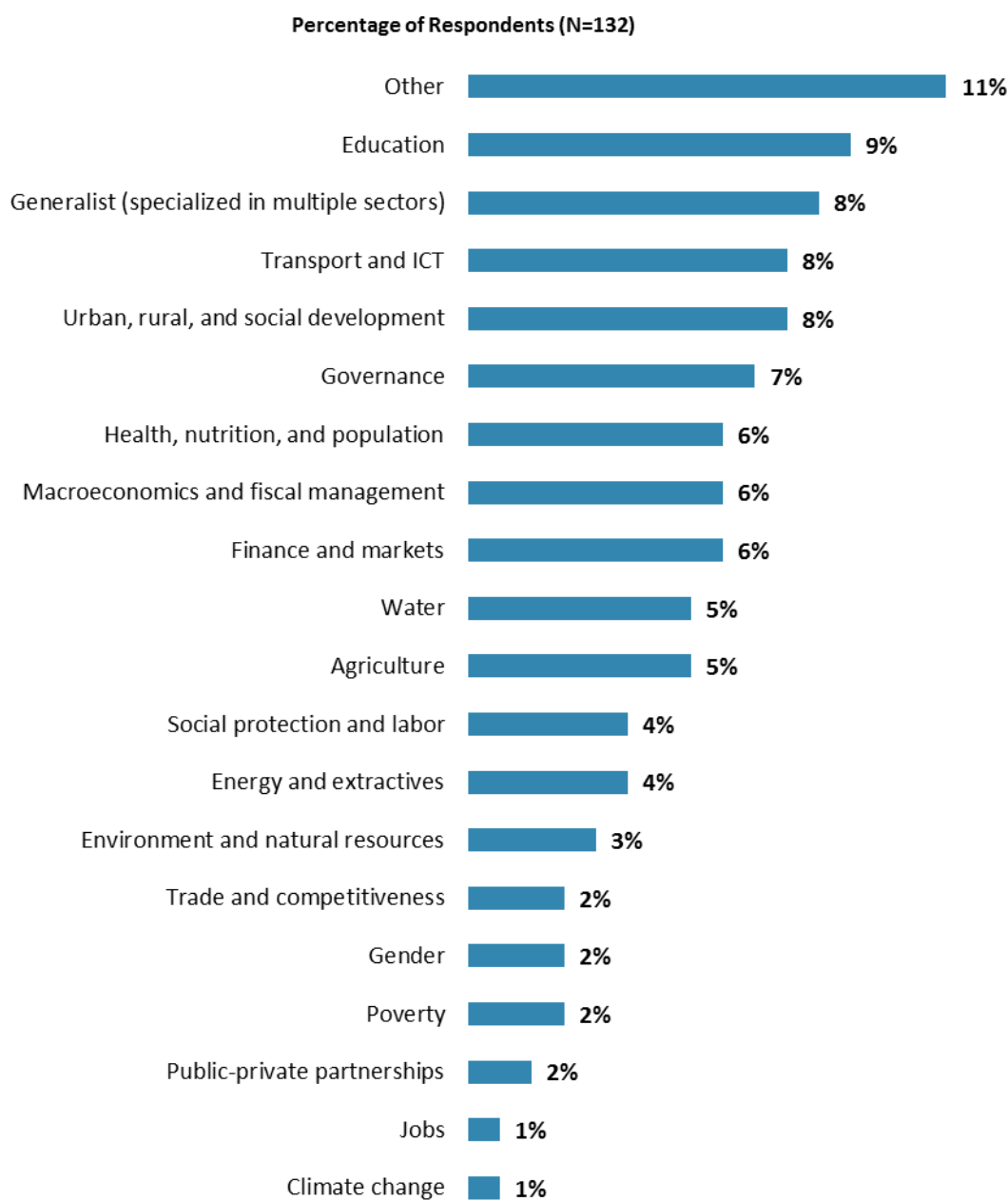


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



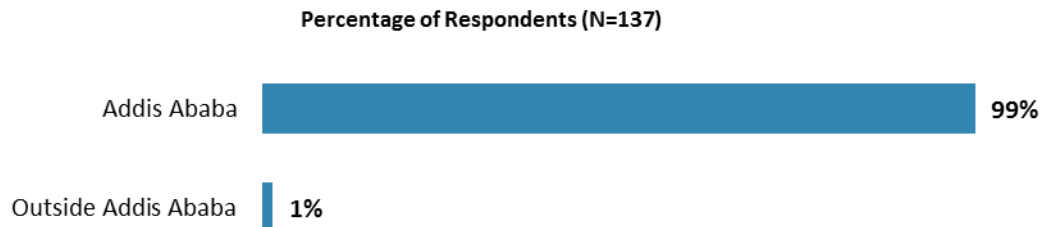
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

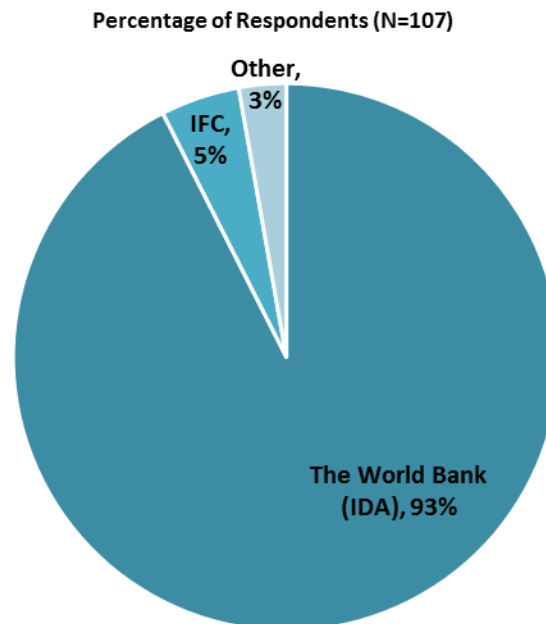
Geographic Location

- Due to the small number of respondents from areas other than Addis Ababa, the geographic location comparisons will not be discussed in the report.



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

Exposure to Agencies within the World Bank Group



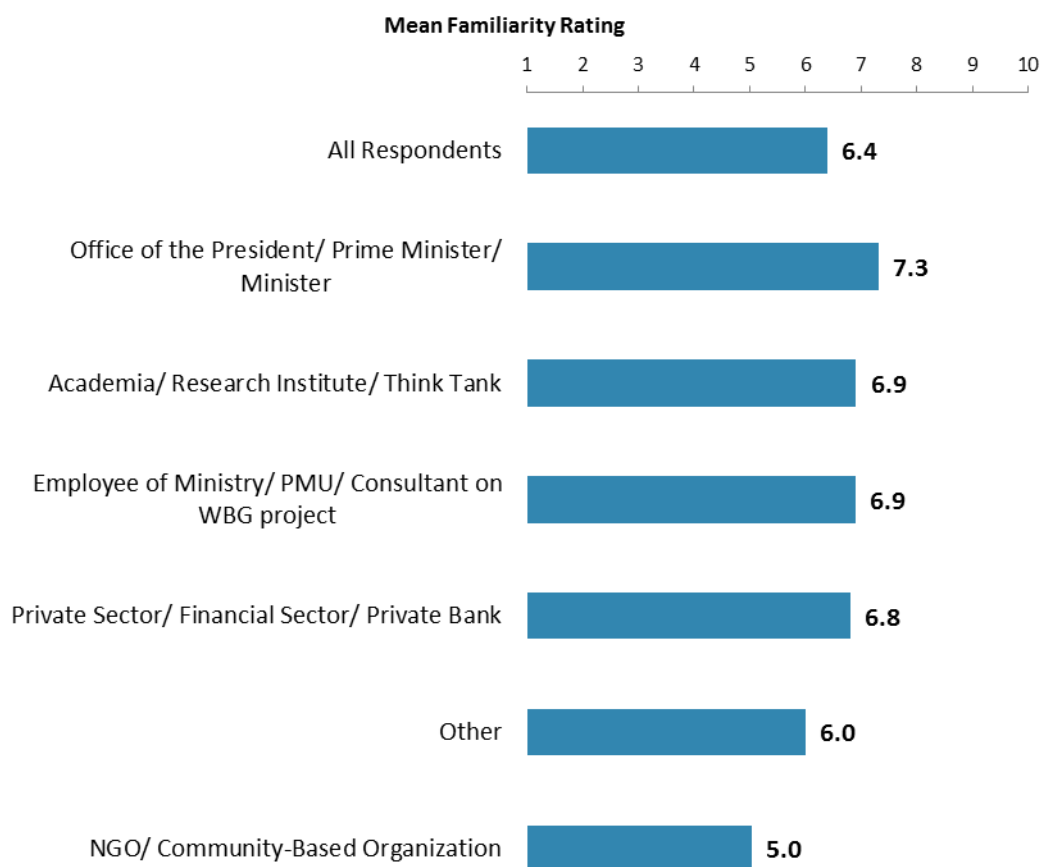
"Which of the following agencies of the World Bank Group do you primarily engage with in Ethiopia?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey had significantly lower ratings of familiarity with the WBG (mean familiarity = 6.2) compared to respondents from the FY '12 country survey (mean familiarity = 6.8)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Ethiopia, the extent to which the WBG achieves development results in Ethiopia, and the extent to which the WBG plays a relevant role in development in Ethiopia.



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

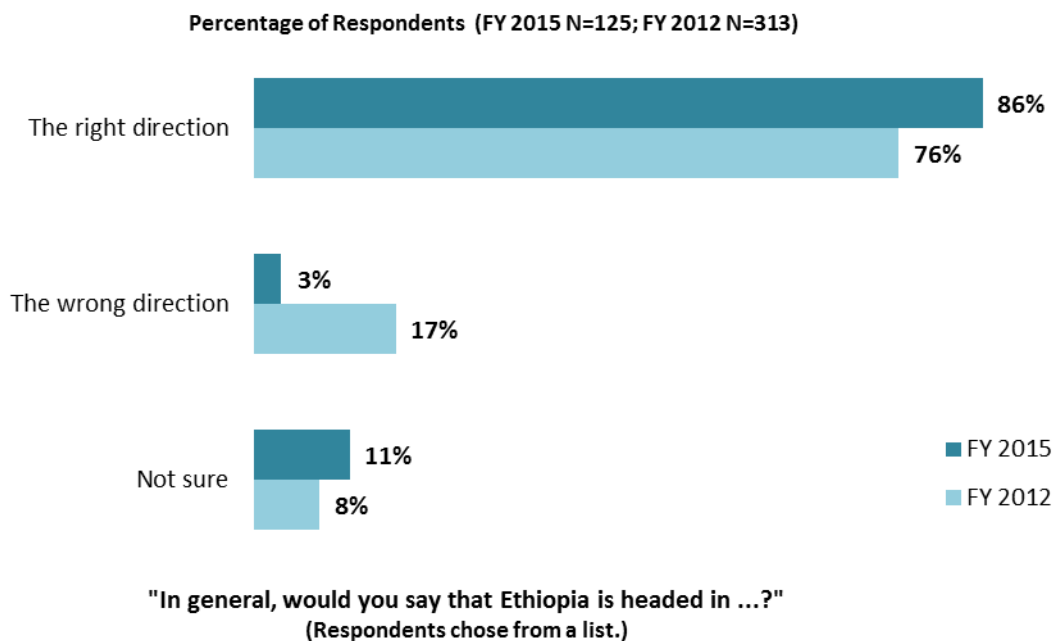
¹ Please refer to Appendix D (page 101) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Ethiopia

Headed in the Right Direction²

- **Stakeholder groups:** Among this year's respondents, a majority of respondents from all stakeholder groups tended to indicate that Ethiopia is headed in the right direction.

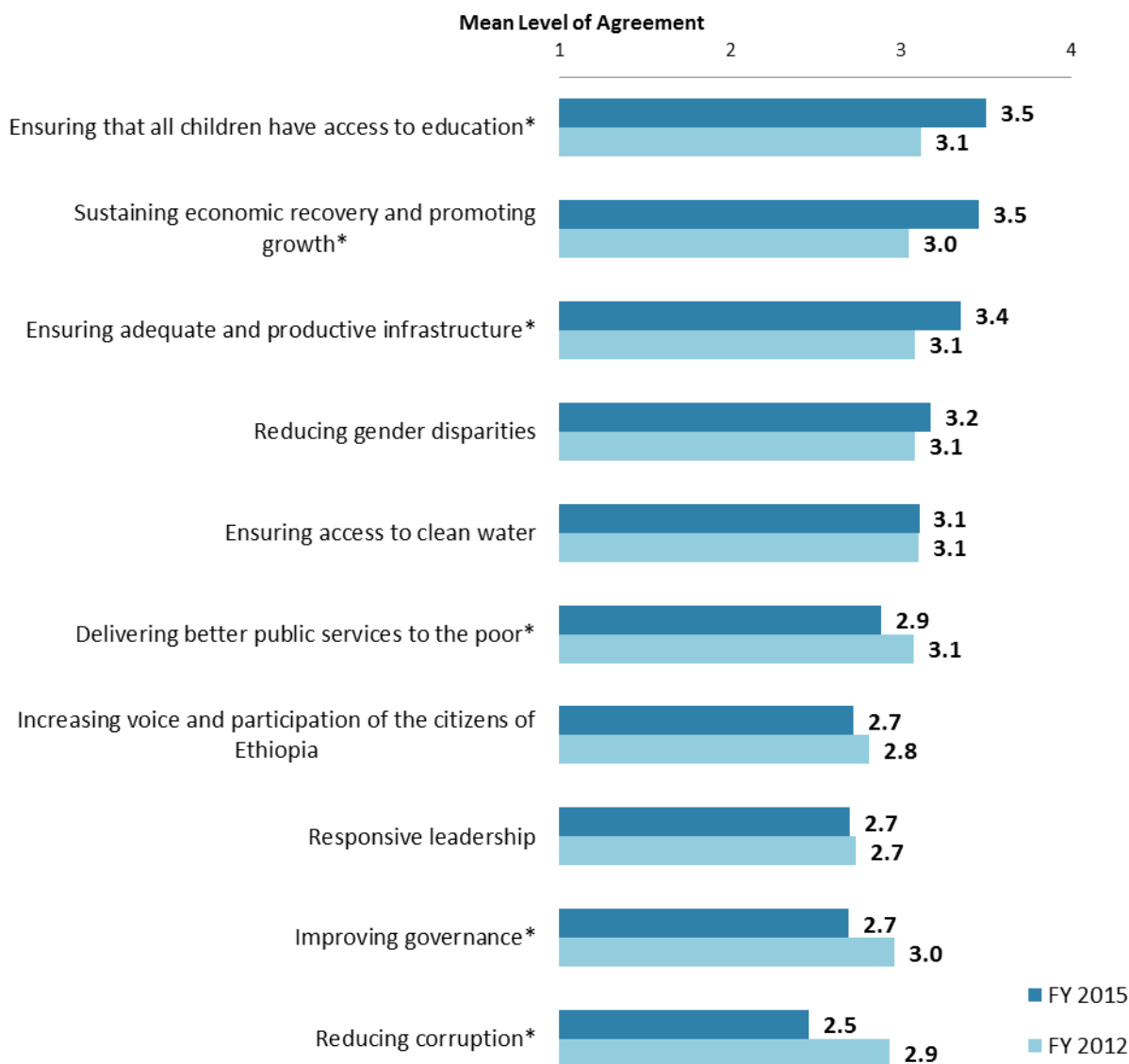


²All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix D for more details on weighting.



IV. General Issues Facing Ethiopia

Headed in the Right Direction (continued)³



"In general, Ethiopia is headed in the right direction in terms of ... "
(1-"Strongly disagree", 4-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

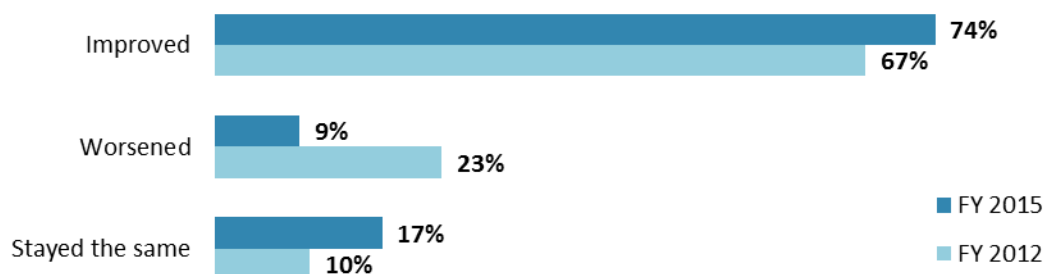
³All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix D for more details on weighting.



IV. General Issues Facing Ethiopia

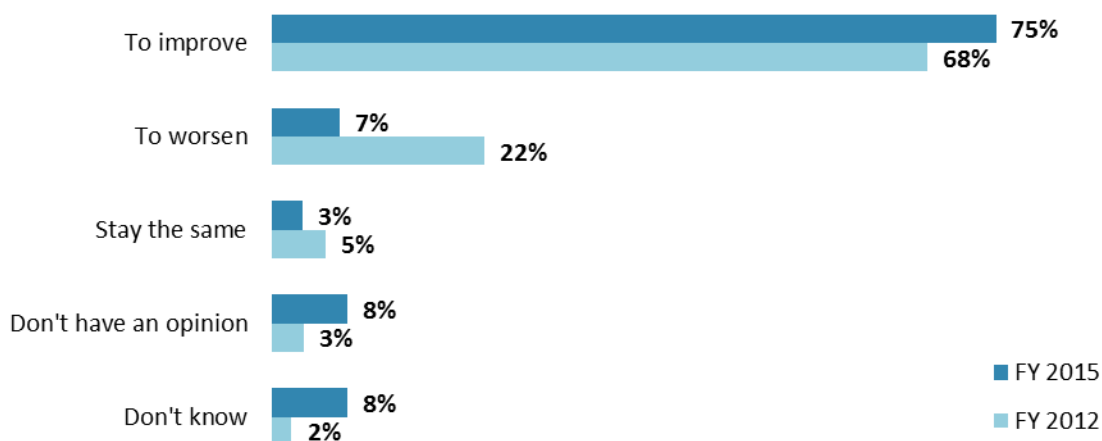
Standard of Living in Ethiopia⁴

Percentage of Respondents (FY 2015 N=128; FY 2012 N=309)



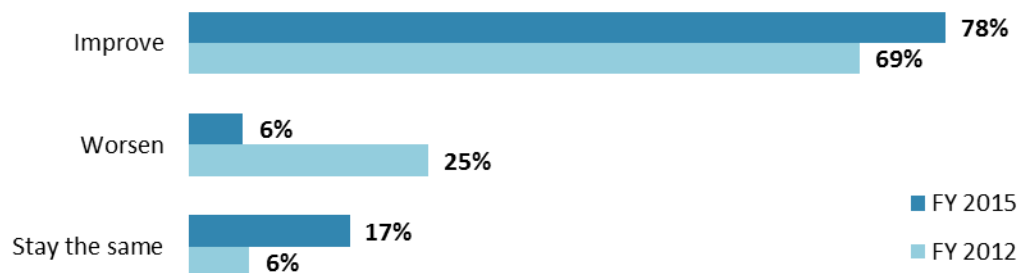
"In general, over the past five years would you say that your economic status/standard of living has ... ?" (Respondents chose from a list.)

Percentage of Respondents (FY 2015 N=130; FY 2012 N=311)



"In general, over the next five years do you expect the standard of living in Ethiopia ... ?" (Respondents chose from a list.)

Percentage of Respondents (FY 2015 N=127; FY 2012 N=308)



"Over the next five years do you expect your own economic status/standard of living to ... ?" (Respondents chose from a list.)

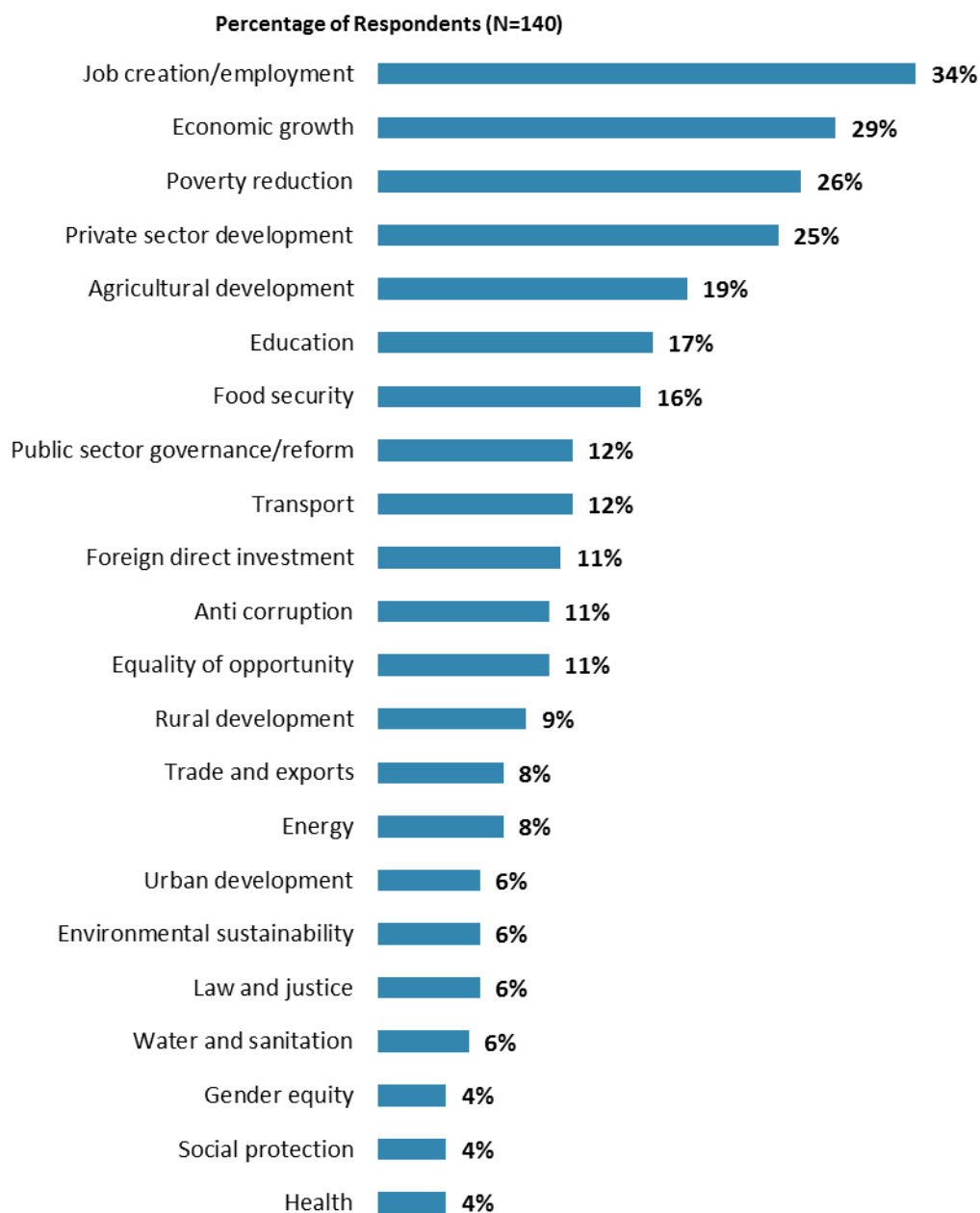
⁴All percentages presented in the charts were calculated based on weighted data from the FY'15 and FY'12 surveys.



IV. General Issues Facing Ethiopia (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Ethiopia were “*government effectiveness*” (27%), “*reducing poverty*” (24%), and “*economic growth*” (23%).



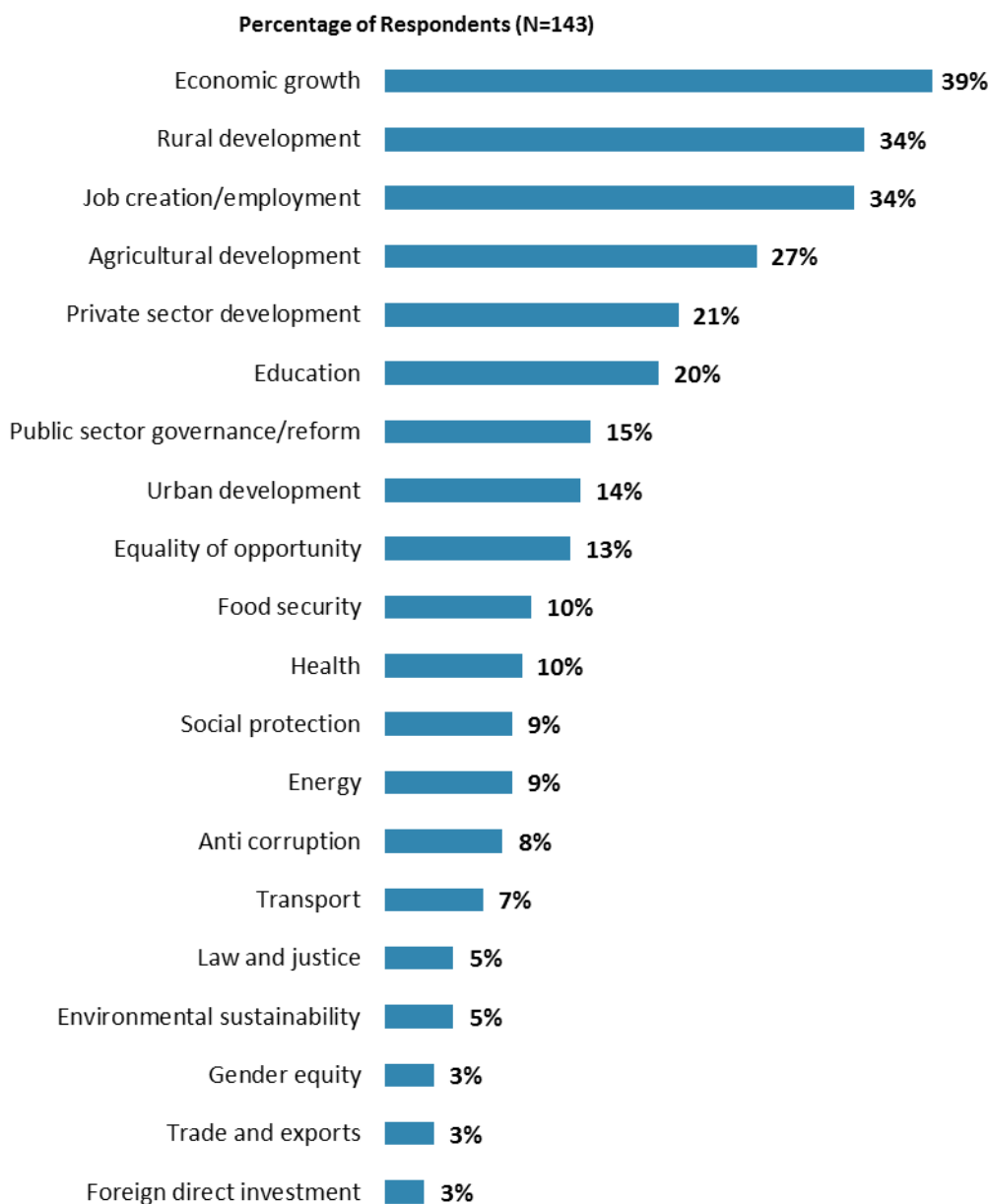
"Listed below are a number of development priorities in Ethiopia. Please identify which of the following you consider the most important development priorities in Ethiopia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 22 of 29 response options shown.)



IV. General Issues Facing Ethiopia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Ethiopia were “*economic growth*” (30%) and “*agriculture development*” (22%).

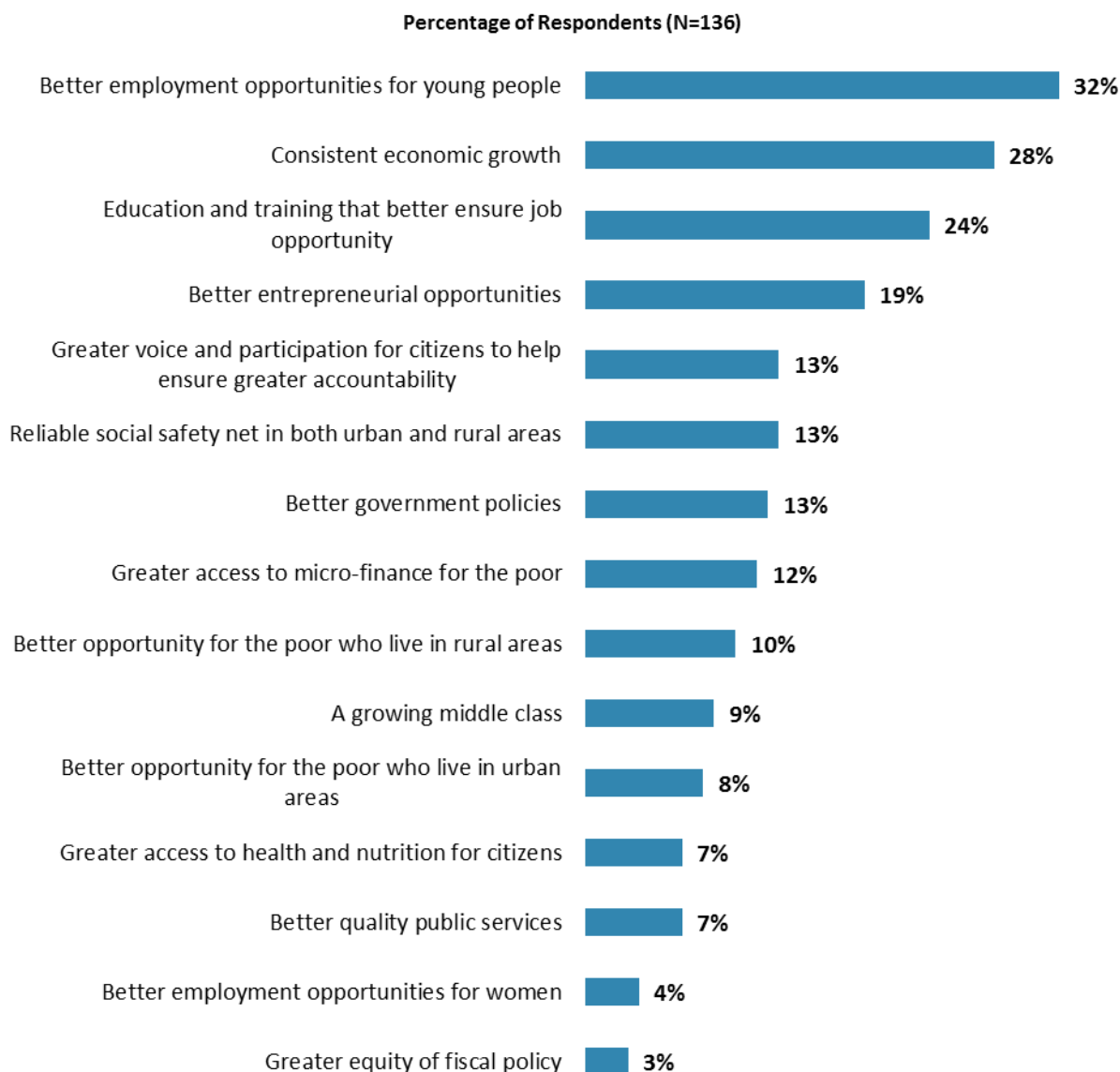


"The WBG has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia?" (Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



IV. General Issues Facing Ethiopia (continued)

Factors Contributing to “Shared Prosperity”



"The WBG's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.

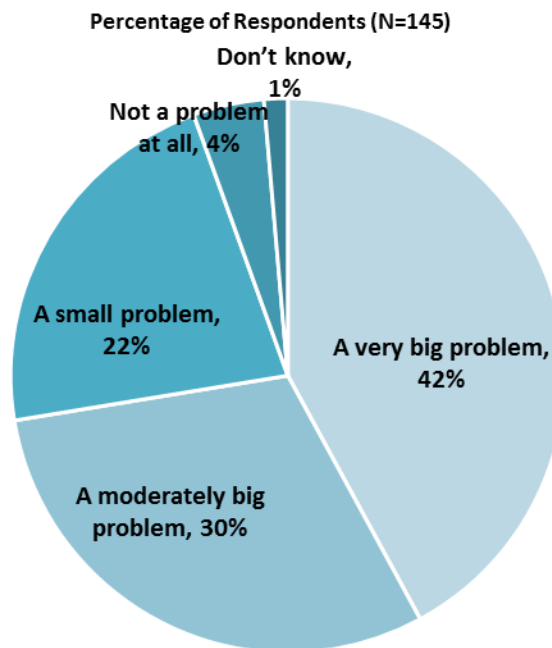
When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Ethiopia? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



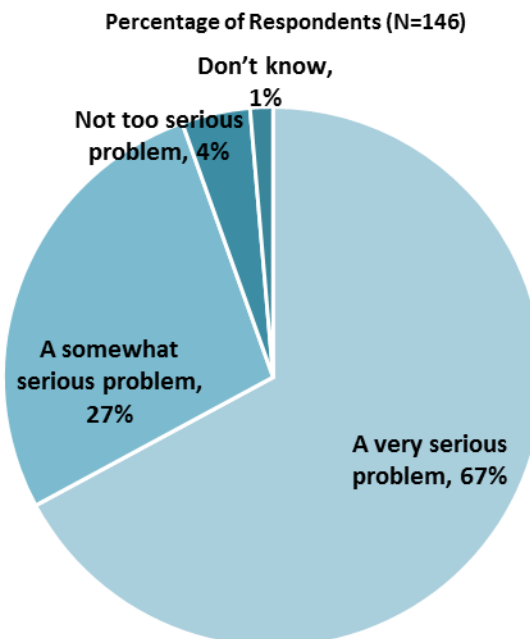
IV. General Issues Facing Ethiopia (continued)

Assessing the Gap between the Rich and the Poor in Ethiopia



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ethiopia?" (Respondents chose from a list.)

Assessing the Global Climate Change



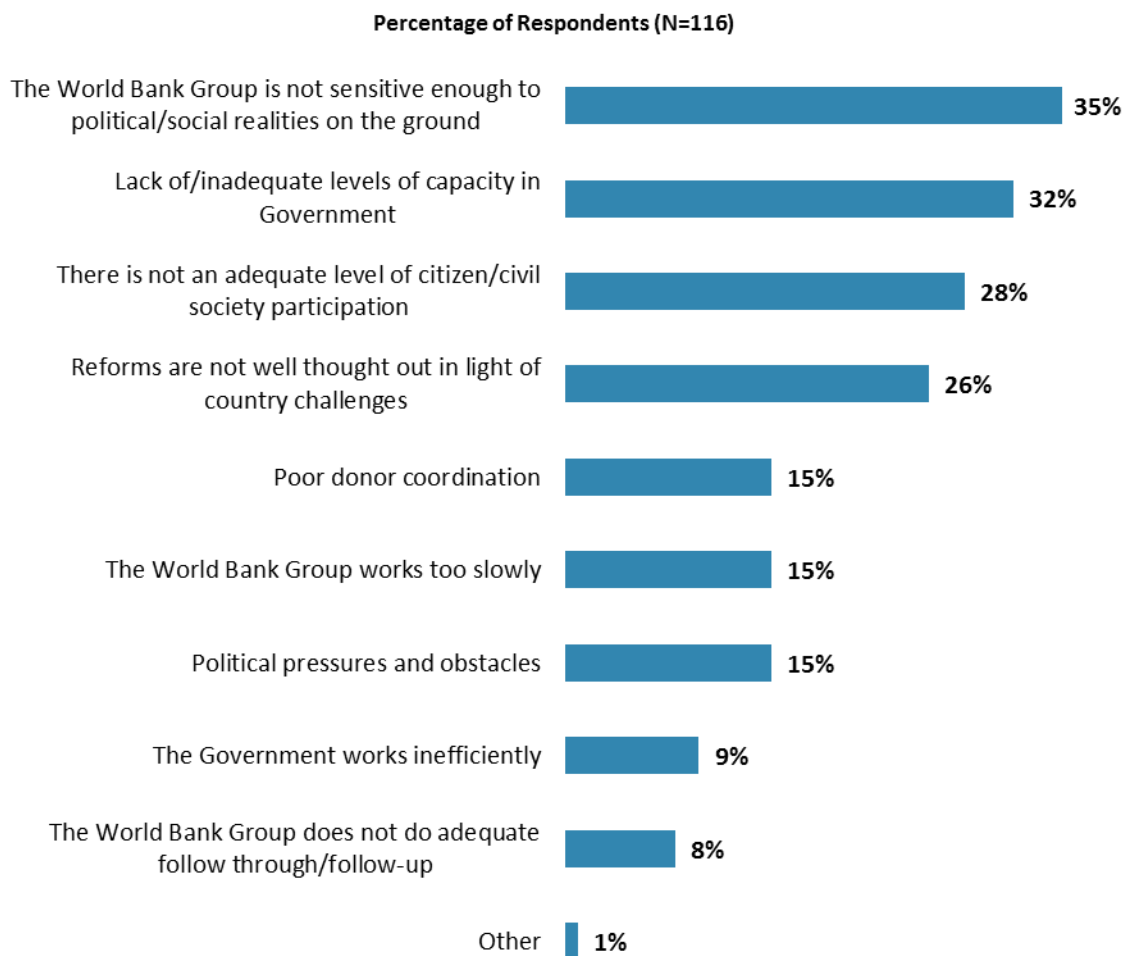
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to “*poor donor coordination*” (27%) and “*lack of/inadequate levels of capacity in Government*” (20%).



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

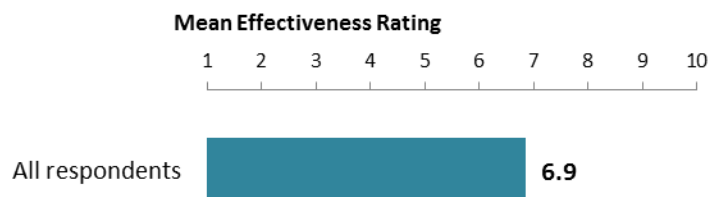


V. Overall Attitudes toward the World Bank Group (continued)

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

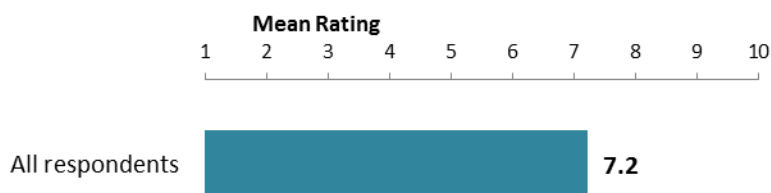
The World Bank Group’s Overall Effectiveness⁵ (Indicator Question)

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for all three indicator questions below compared to respondents who do not collaborate with the WBG.



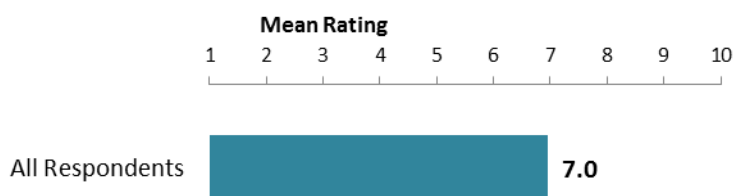
"Overall, please rate your impression of the World Bank Group's effectiveness in Ethiopia."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



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

WBG Staff Preparedness



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

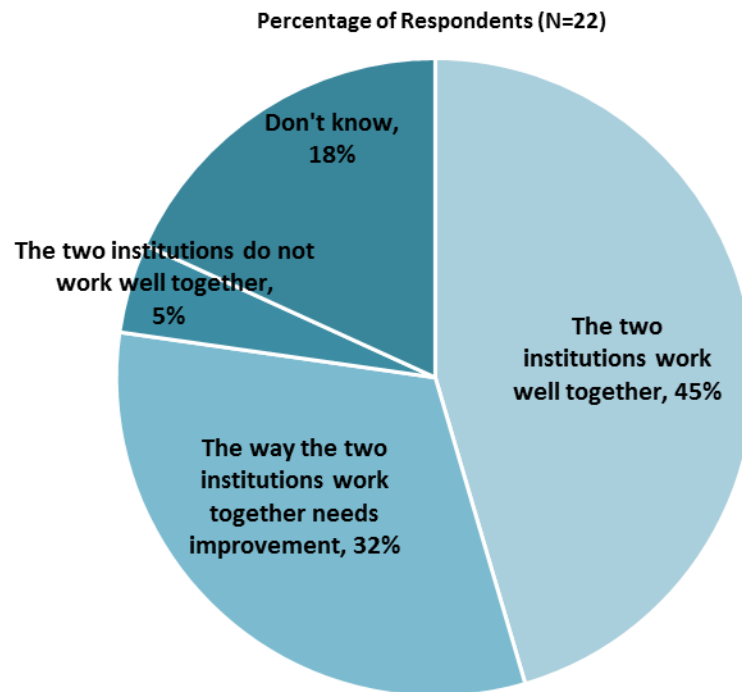
⁵All means presented in the charts on this page were calculated based on weighted data from FY’15 and FY’12.



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



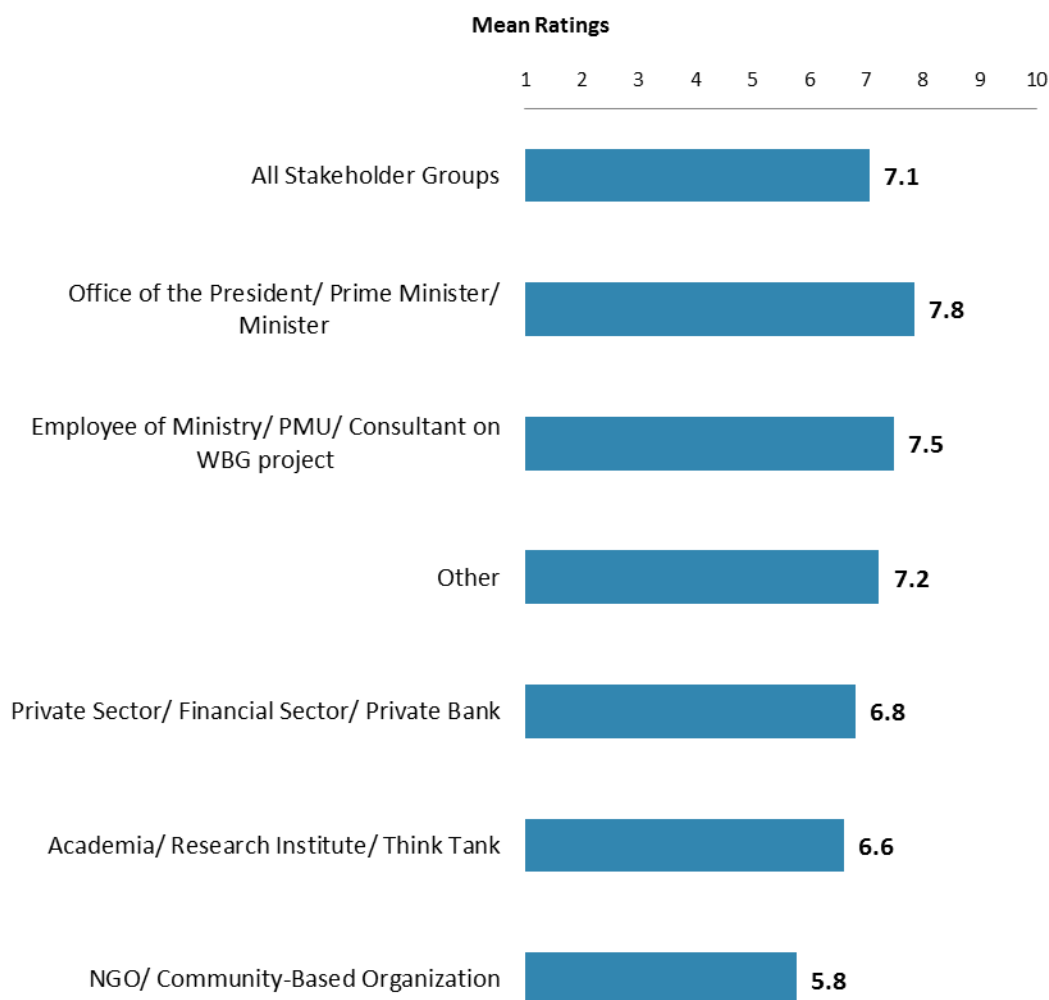
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Ethiopia?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups⁶

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister gave the highest overall ratings for the twenty five indicator questions, whereas respondents from NGOs/Community-Based Organizations gave significantly lower ratings for these questions.



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

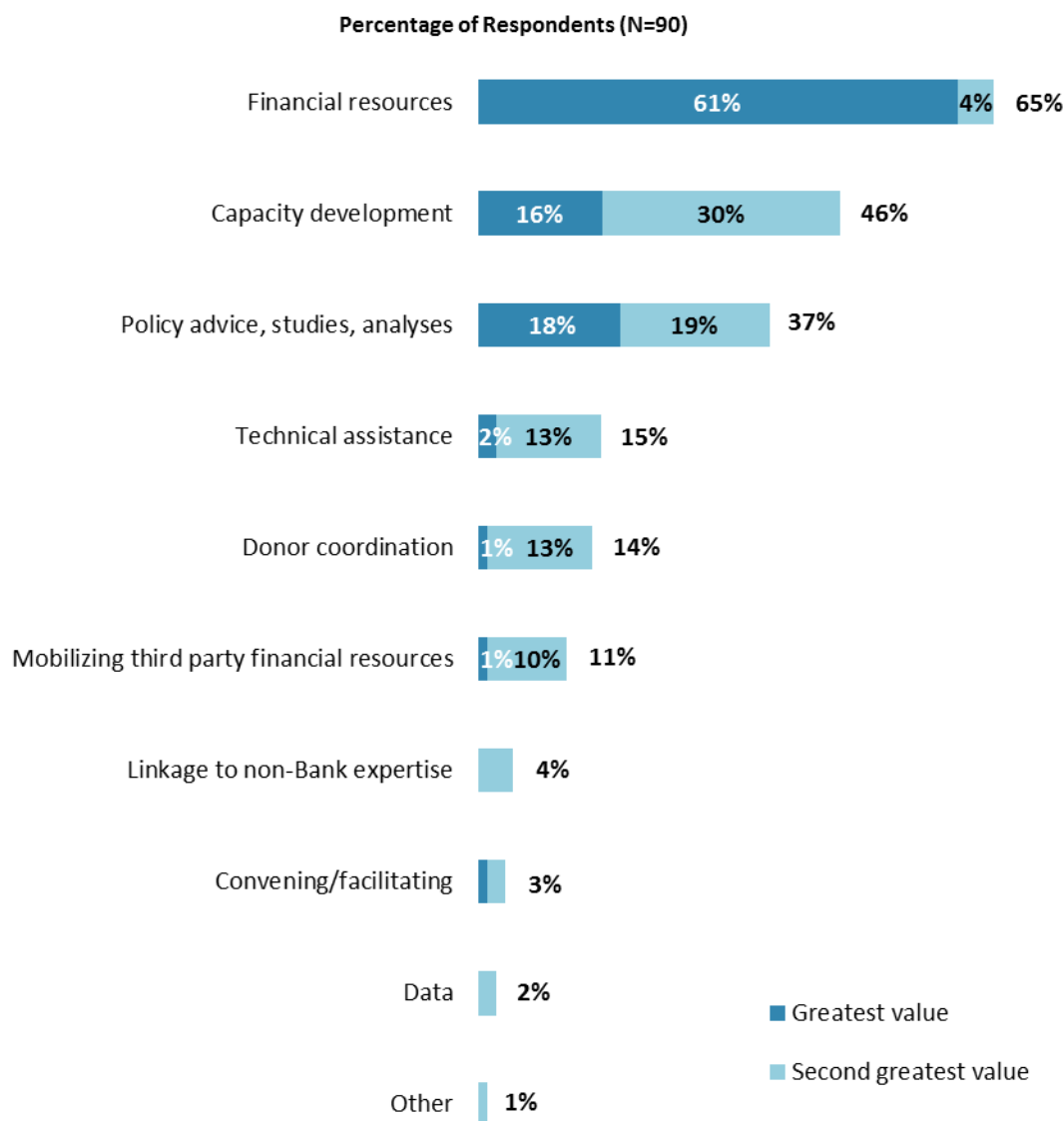
⁶ Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix E (page 105).



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

Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest value to Ethiopia was its "*financial resources*" (70%).



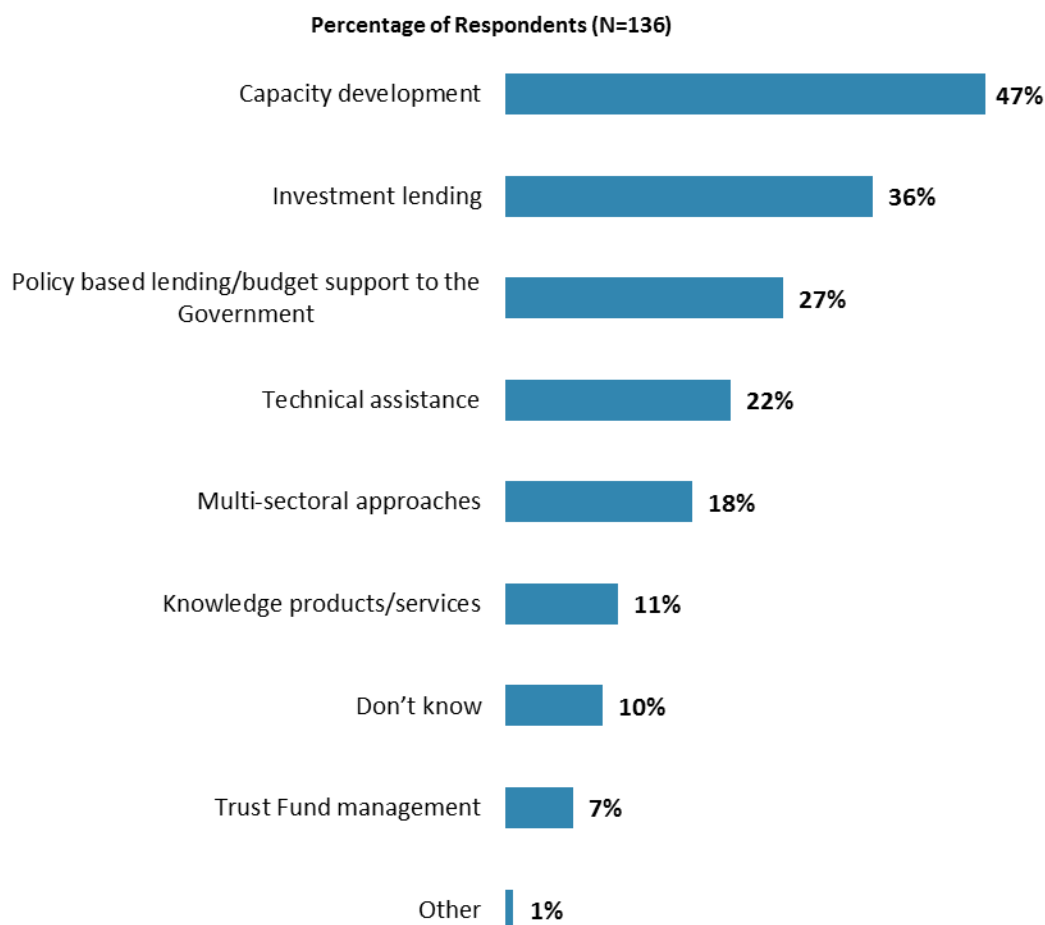
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ethiopia?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Stakeholder groups:** While respondents across nearly all stakeholder groups indicated that the most effective WBG's instrument in reducing poverty in Ethiopia was "*capacity development*", a majority of employees of ministries/PMUs/consultants on WBG-supported projects indicated "*investment lending*".

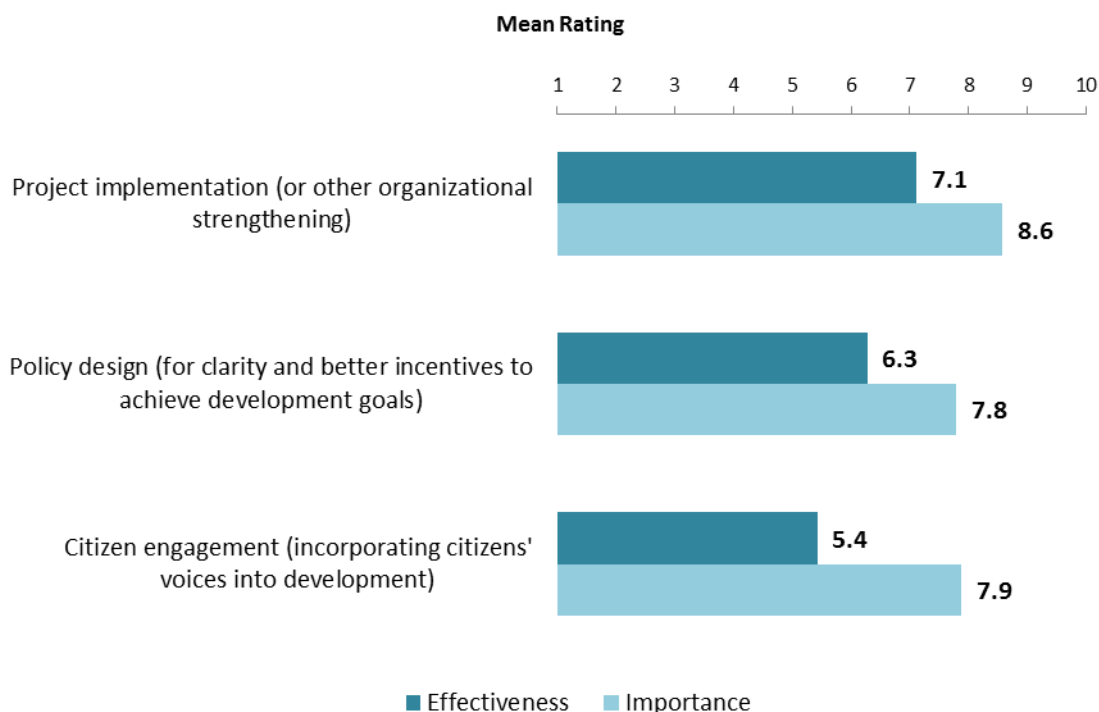


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ethiopia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



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

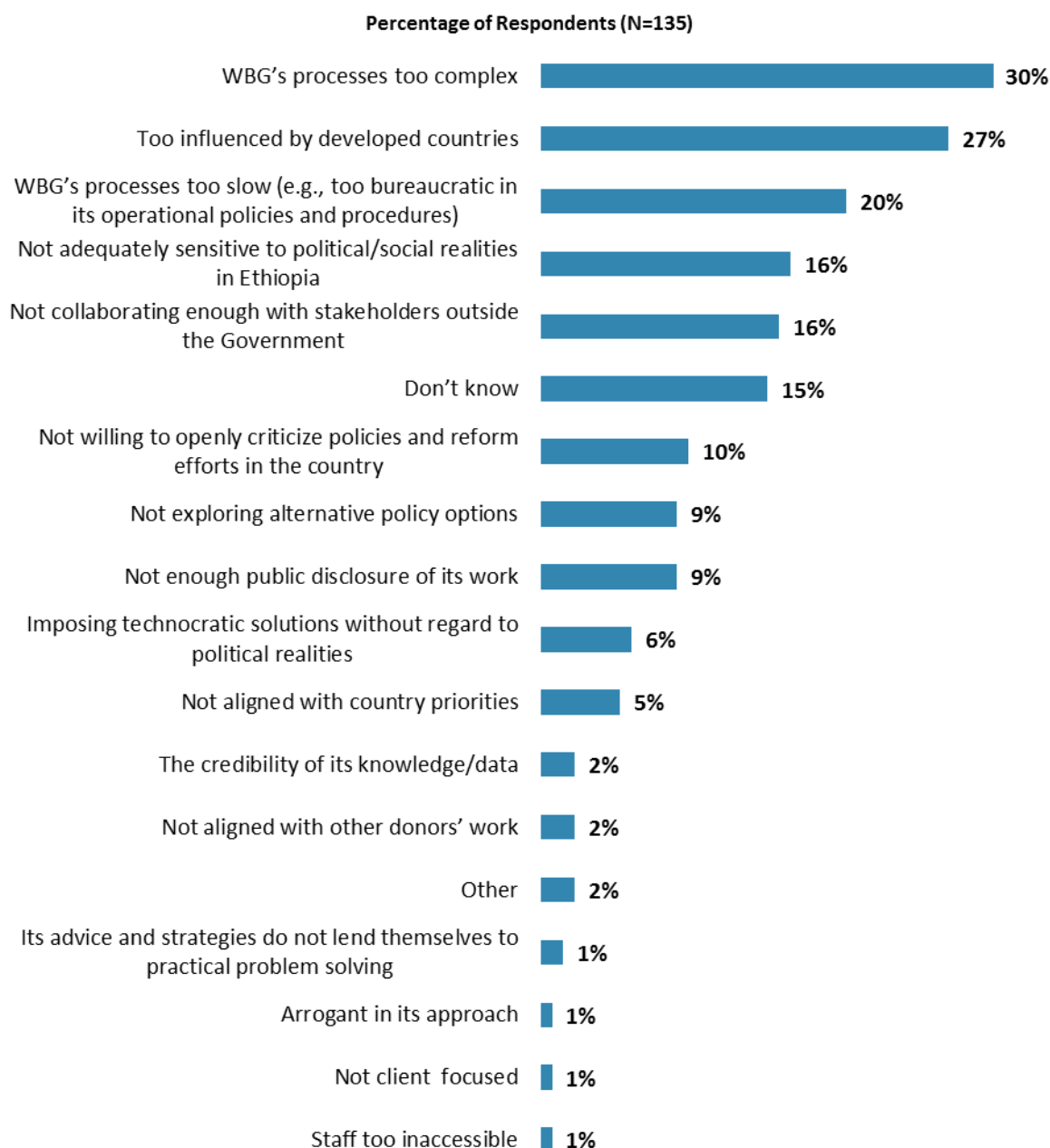
"When thinking about how to improve capacity building in Ethiopia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Ethiopia were being "*too bureaucratic in its operational policies and procedures*" (40%), "*not enough public disclosure of its work*" (24%), and "*World Bank processes too slow and complex*" (22%).

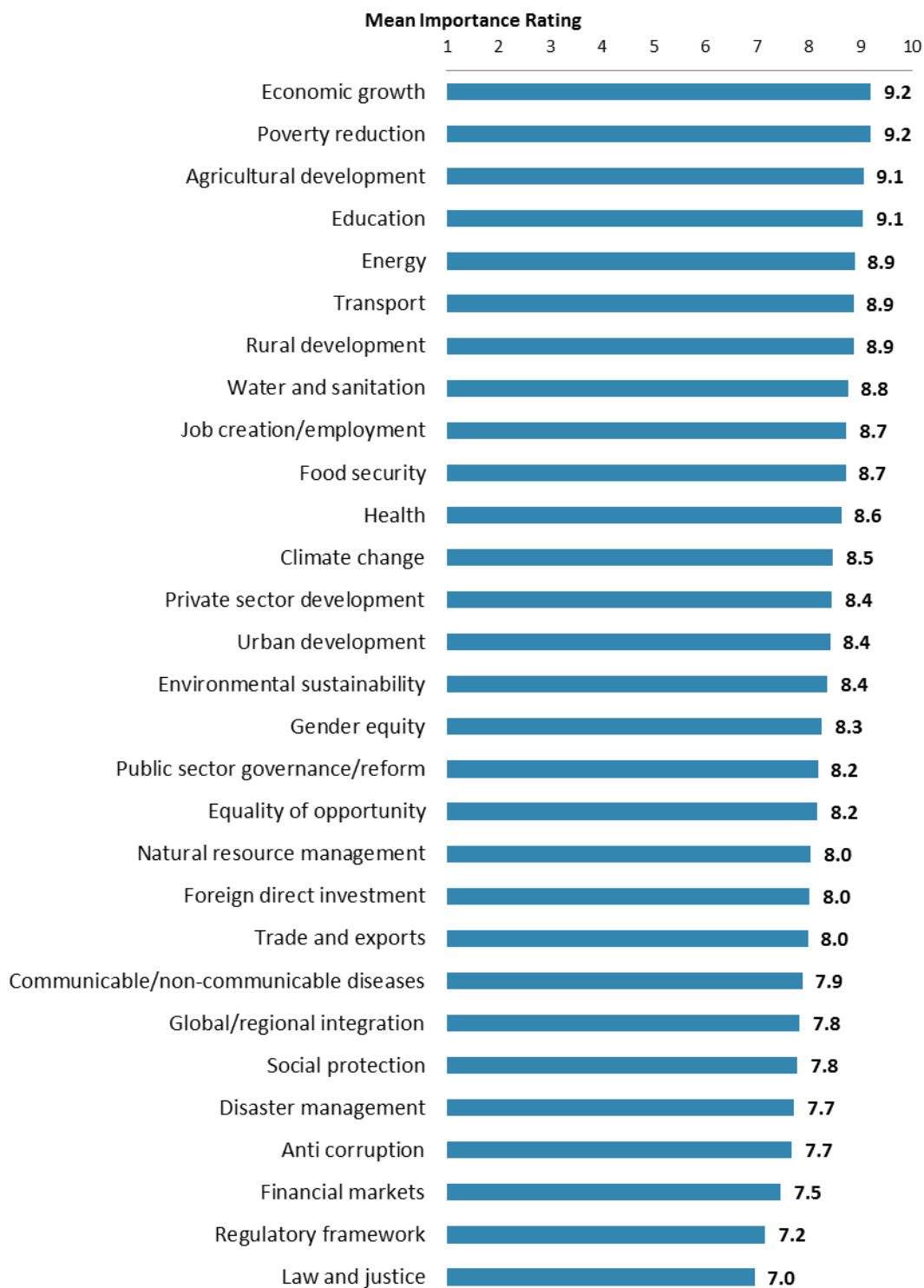


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ethiopia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

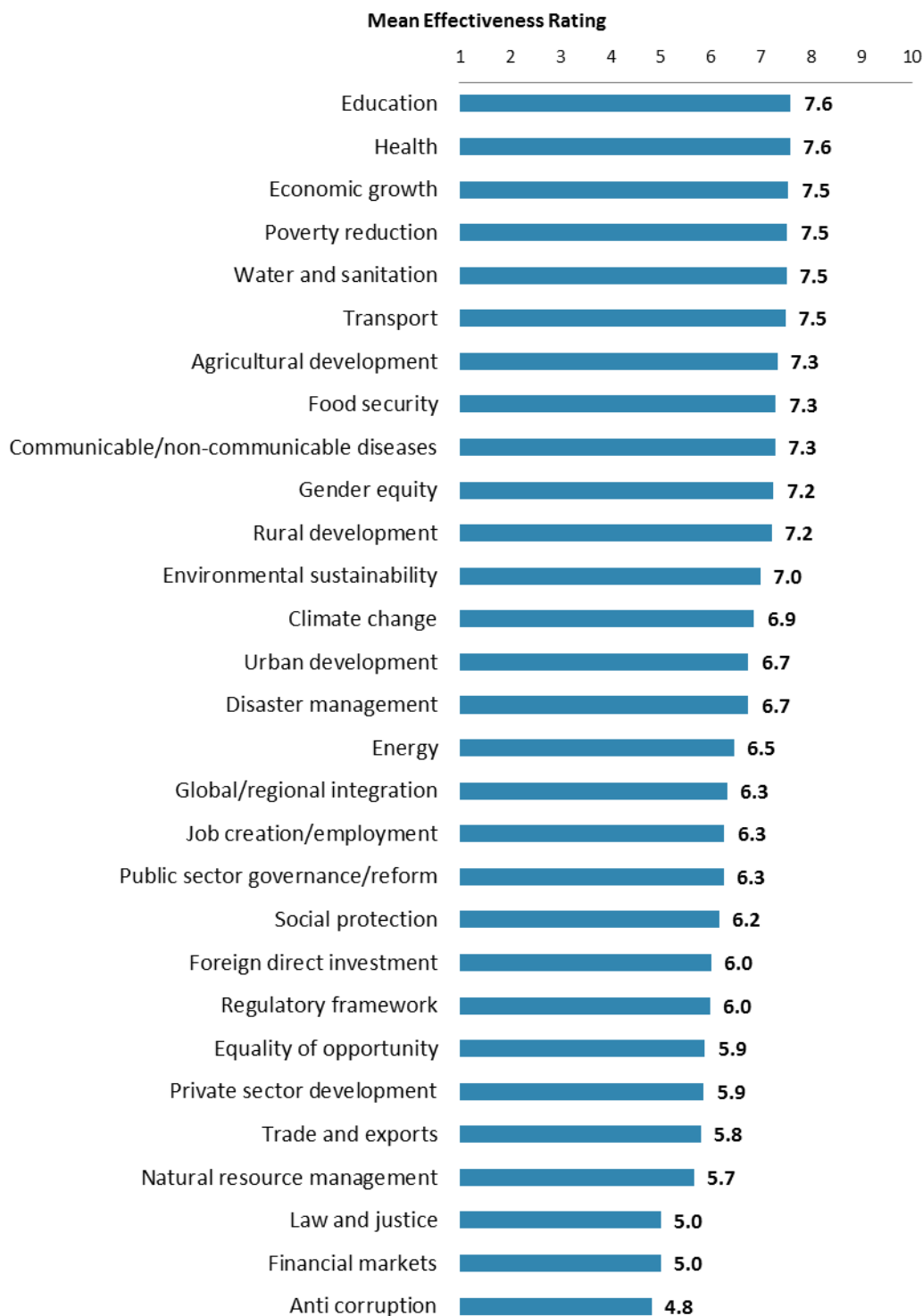


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ethiopia?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas

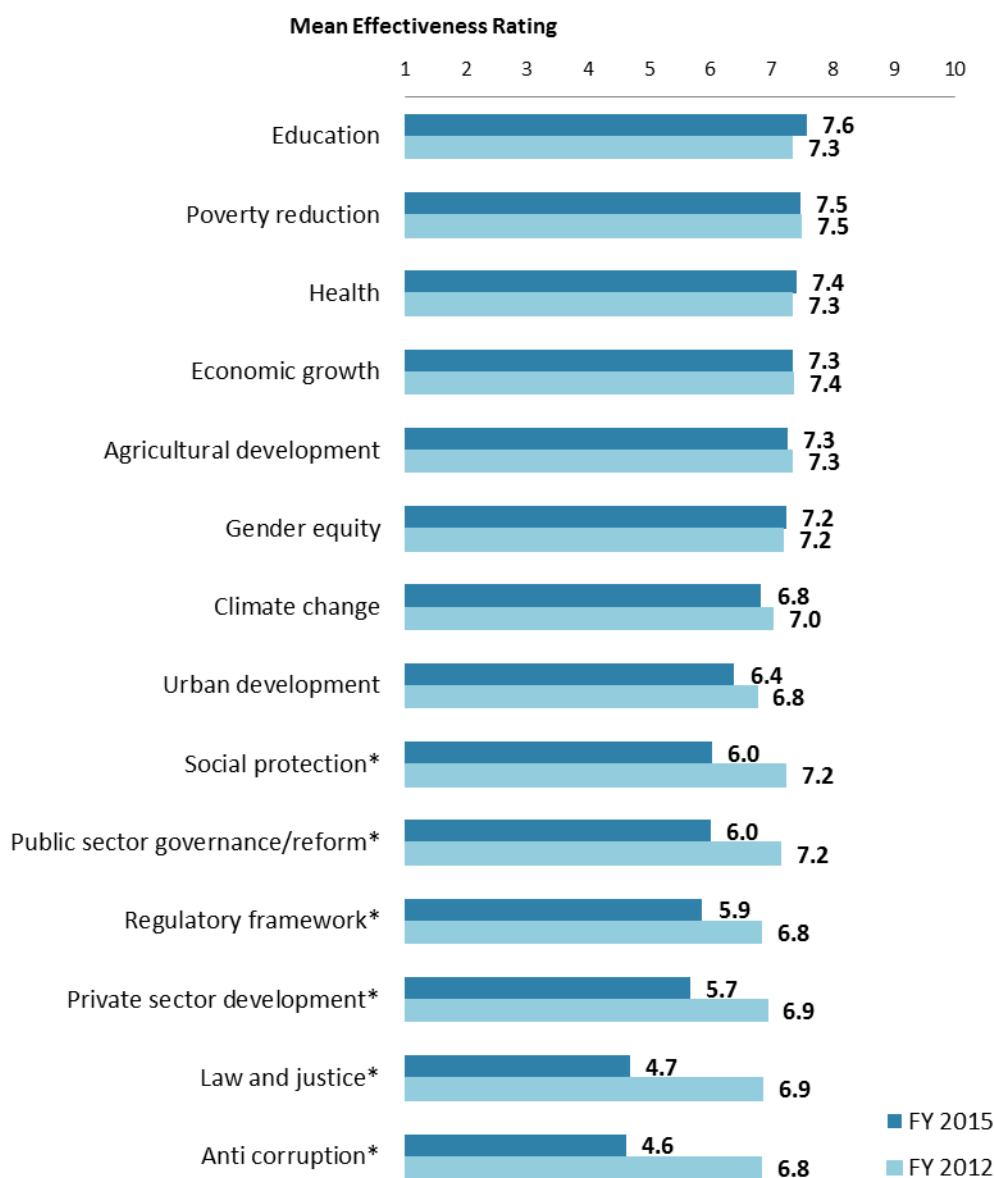


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ethiopia?" (1-"Not effective at all", 10-"Very effective")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



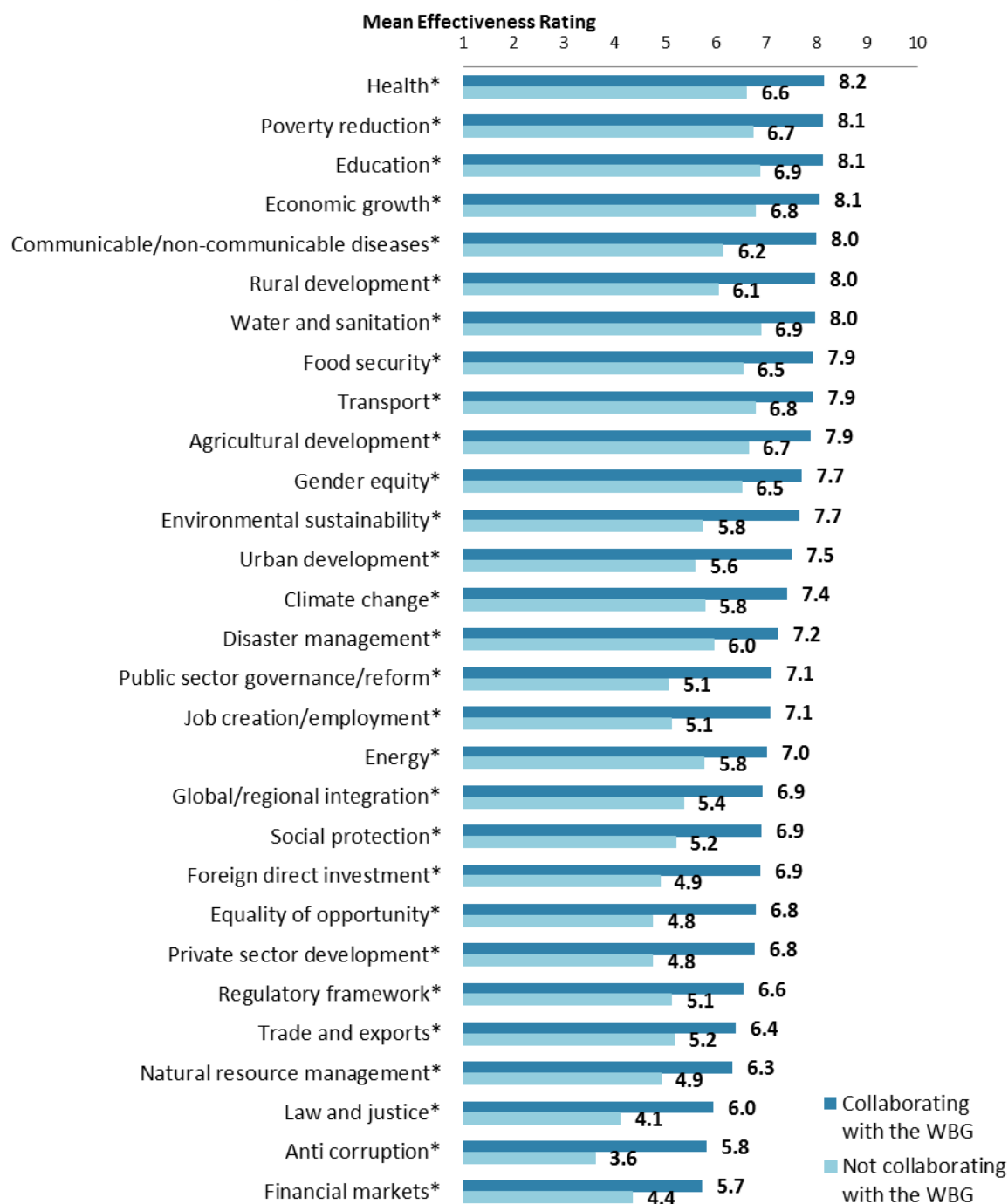
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ethiopia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

⁷All means presented in this chart are calculated based on weighted data. See Appendix D for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁸



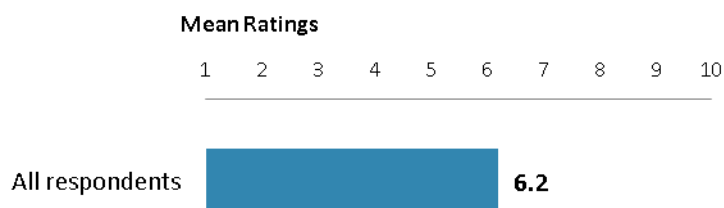
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ethiopia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 65) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



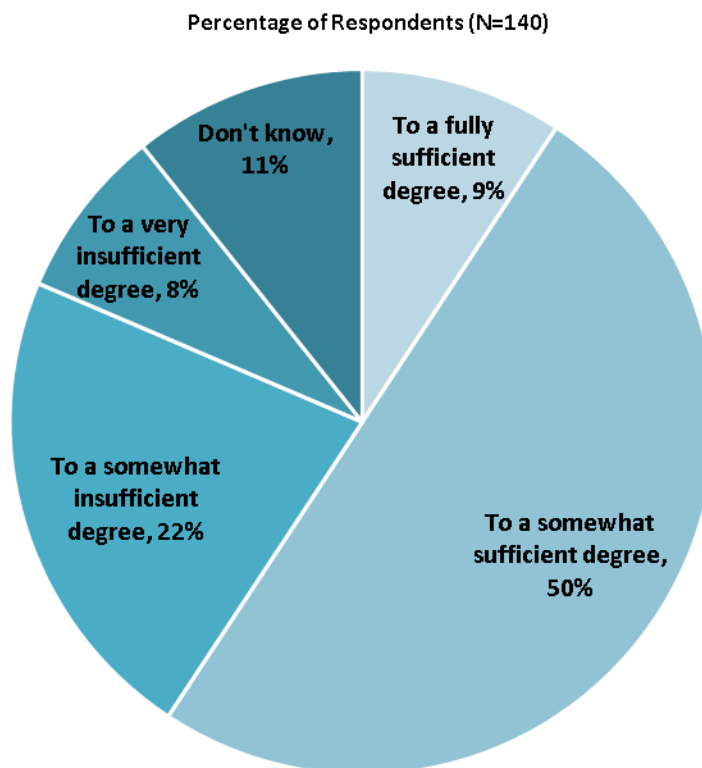
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest in Ethiopia



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



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

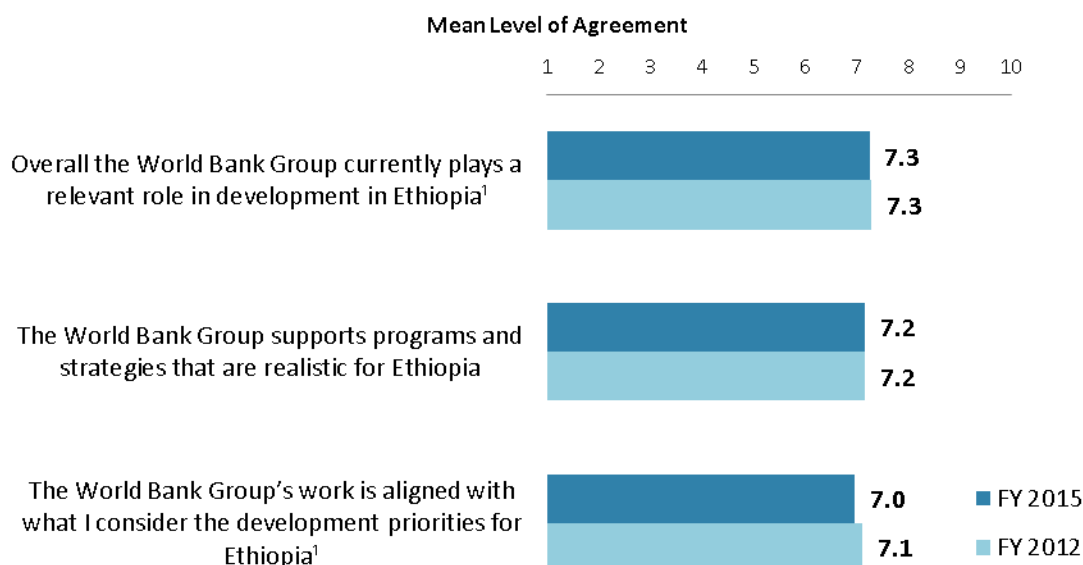
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Ethiopia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at food security;
 - The WBG's effectiveness at transport; and
 - The WBG's effectiveness at poverty reduction.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Ethiopia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at foreign direct investment; and
 - The WBG's effectiveness at equality of opportunity.



VII. How the World Bank Group Operates

The World Bank Group's Work in Ethiopia: Year Comparison⁹

- **Year comparison:** Respondents in this year's Country Survey and in the FY'12 Country Survey had statistically similar levels of agreement with these three statements about the WBG's work in Ethiopia.
- **Stakeholder groups:** Among this year's respondents, respondents from the Office of the President/Prime Minister/Minister had the highest levels of agreement with these three statements, whereas respondents from NGOs/Community-Based Organizations had significantly lower levels of agreement.



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

¹Indicator Question

⁹ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix D.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Ethiopia: Collaboration

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement with these three statements about the WBG's work in Ethiopia compared to respondents who do not collaborate with the WBG.



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

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

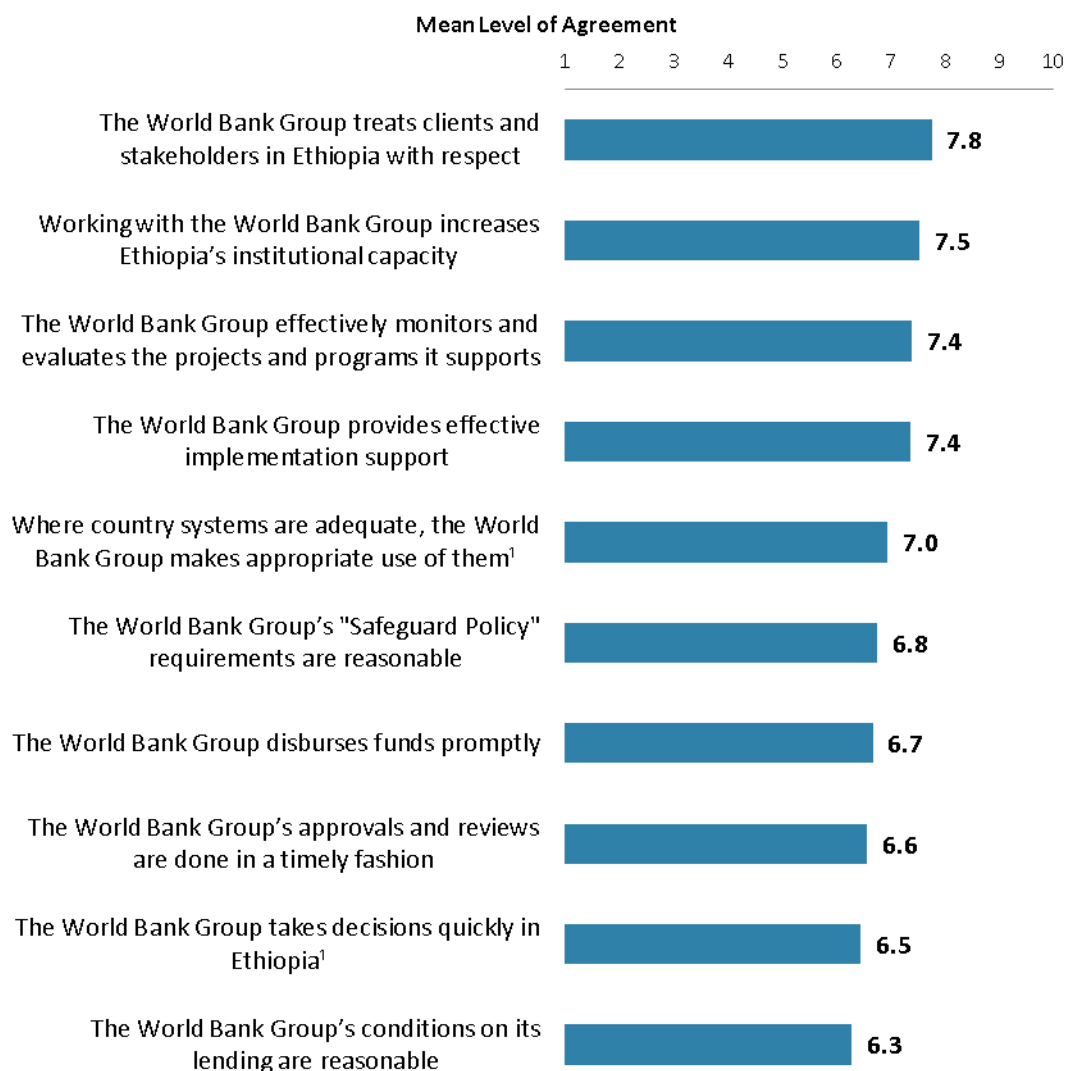
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Stakeholder groups:** Among this year's respondents, respondents from the Office of the President/Prime Minister/Minister had the highest levels of agreement that "*the WBG takes decisions quickly in Ethiopia*" (indicator question), whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement. There were other significant stakeholder group differences across these statements (see Appendix B for details).



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

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

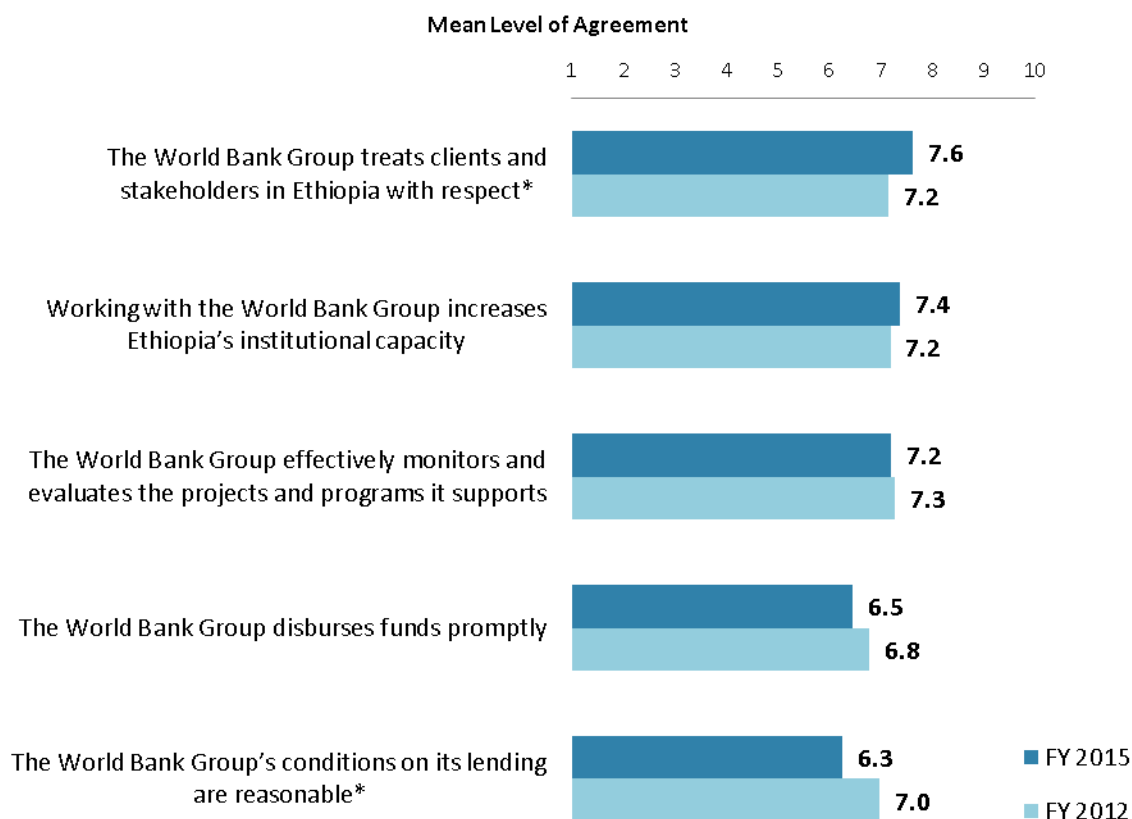
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹⁰

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with the statement that "*the WBG treats clients and stakeholders in Ethiopia with respect*" and significantly lower levels of agreement with the statement that "*the WBG's conditions on its lending are reasonable*" compared to respondents in the FY'12 Country Survey.



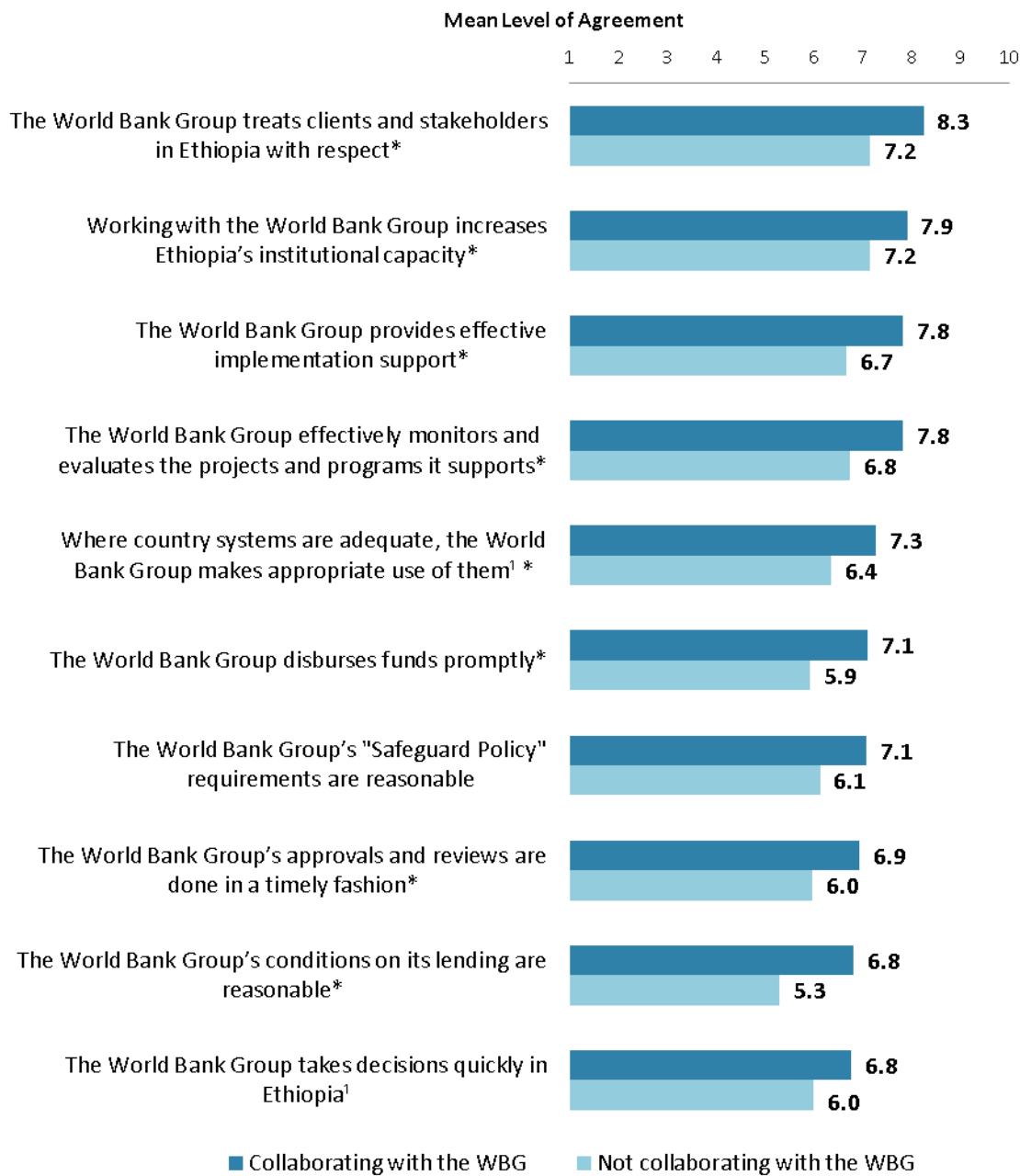
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

¹⁰ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



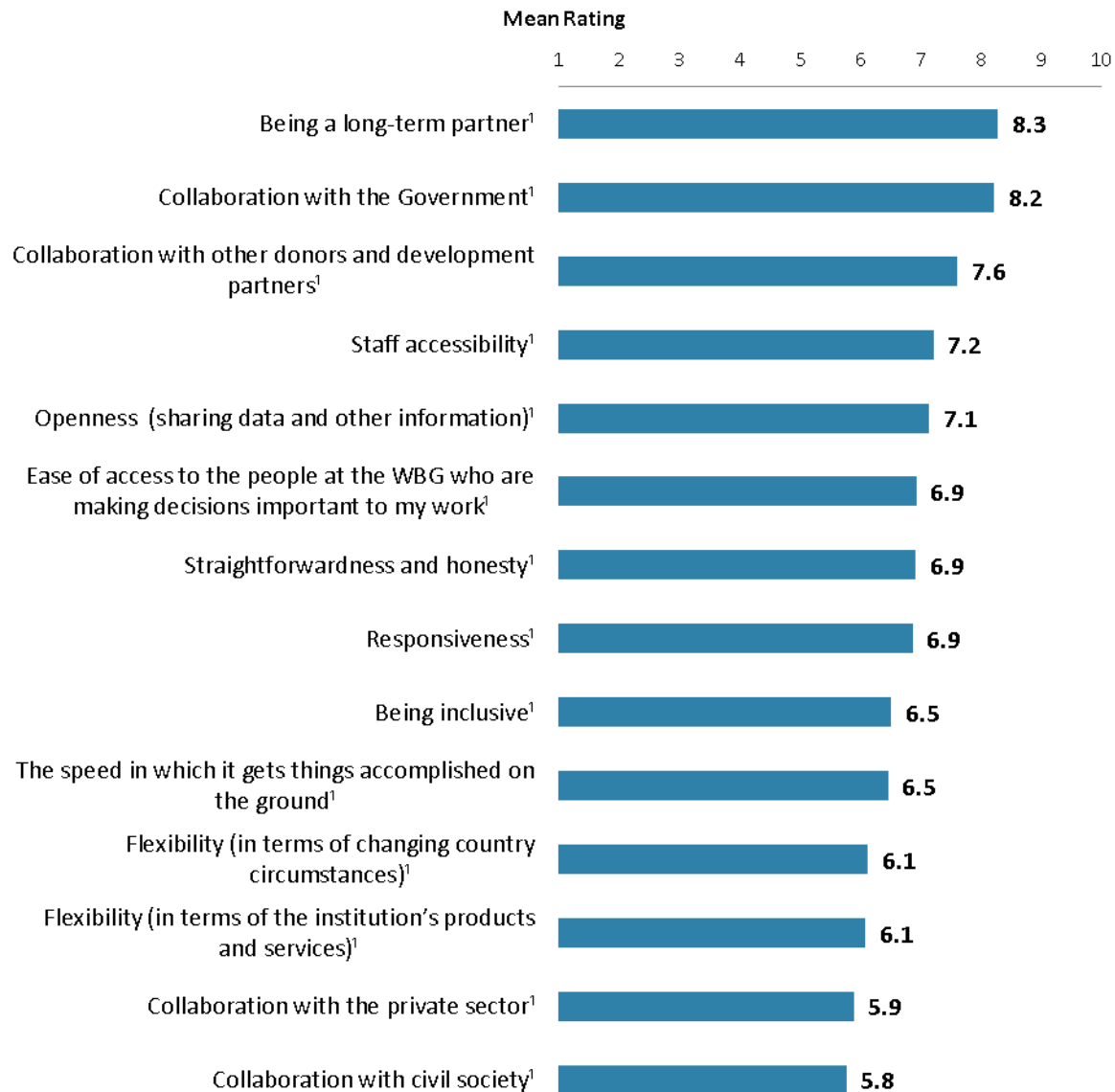
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- **Stakeholder groups:** There were significant differences across stakeholder groups in their ratings for a number of the following qualities of the WBG as an effective development partner in Ethiopia (see Appendix B for details).



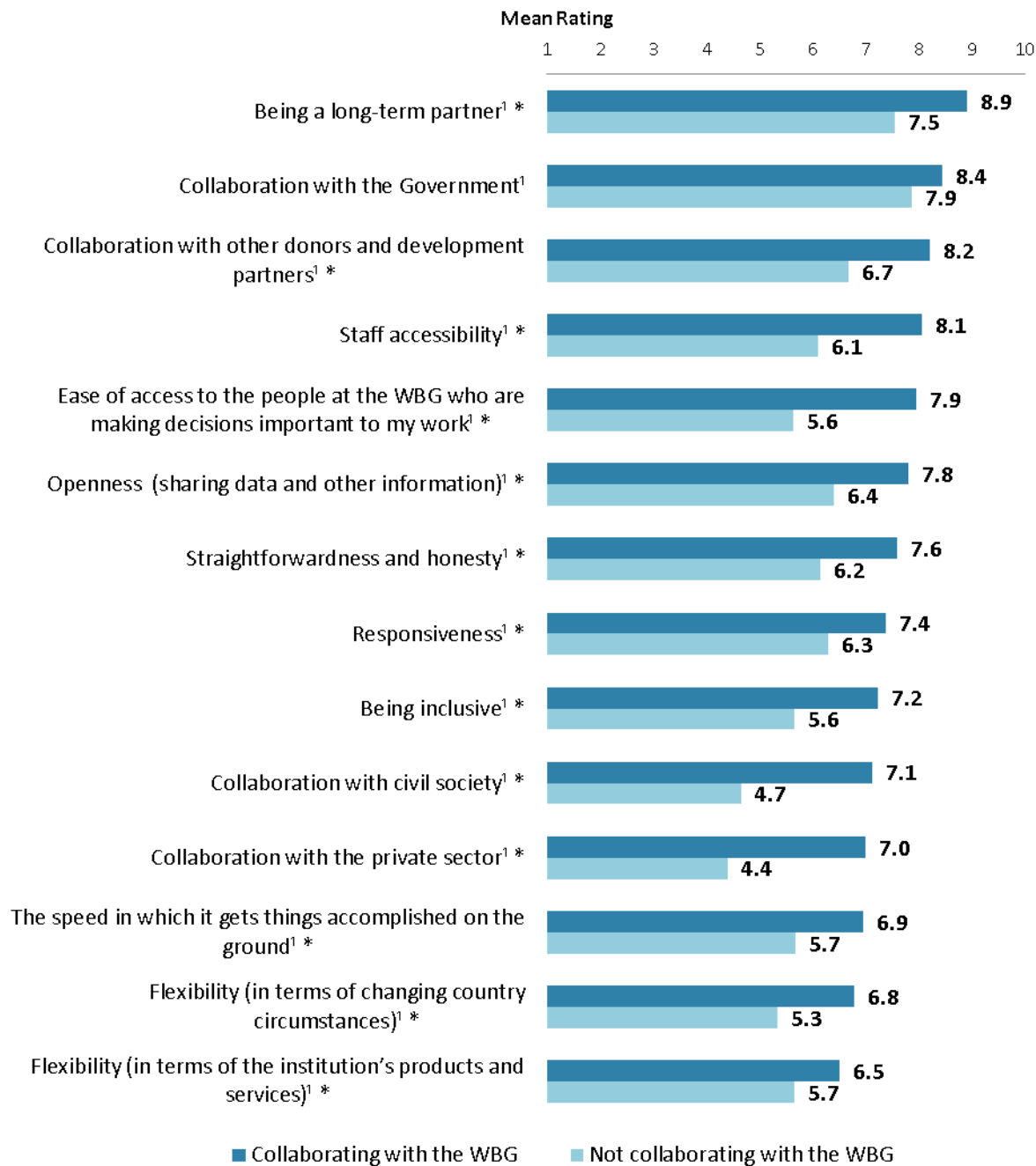
"To what extent is the World Bank Group an effective development partner in Ethiopia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

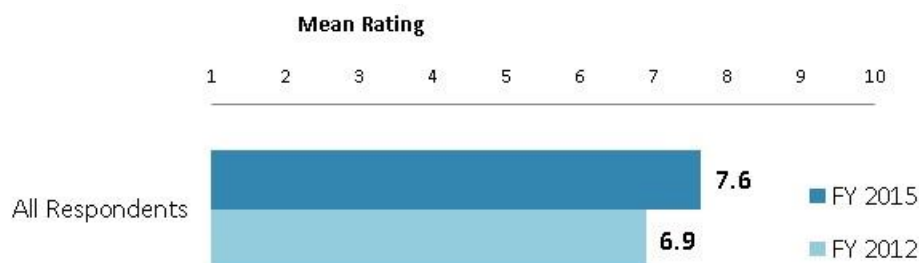
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Encouraging Government to Support Policy Development¹¹



"To what extent do you believe the World Bank Group encourages the Government of Ethiopia to support and see through the policy development that is necessary for poverty reduction and private sector development?" (1- "To no degree at all", 10- "To a very significant degree")

Internal Measuring and Monitoring



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

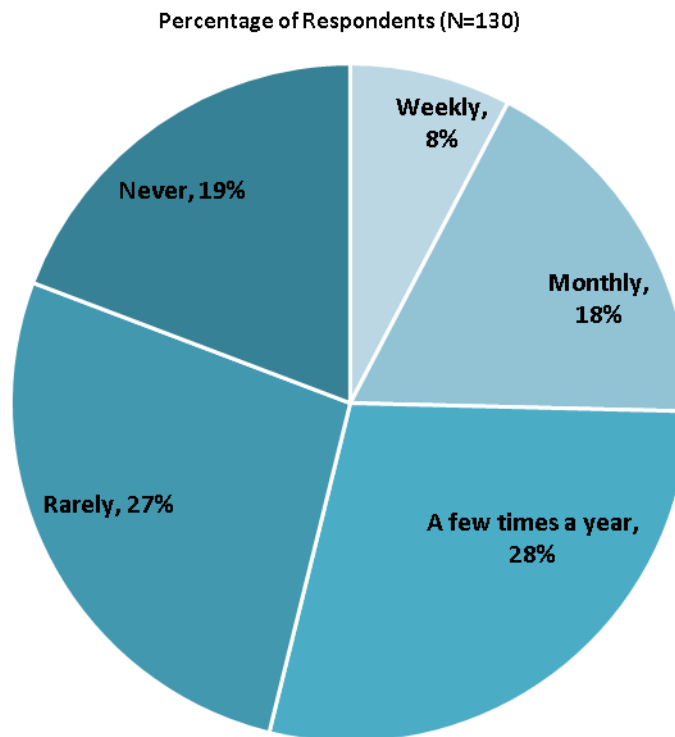
¹¹The means in this chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

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



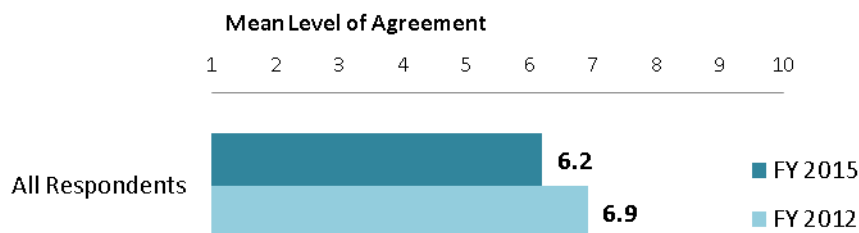
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



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

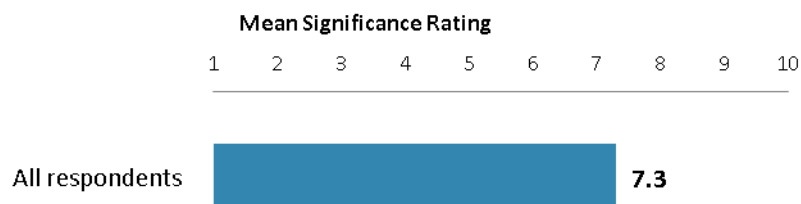
Meeting Ethiopia's Knowledge Needs¹² (Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of agreement that the WBG meets Ethiopia's needs for knowledge services compared to respondents in the FY'12 Country Survey.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for these three indicator questions compared to respondents who do not collaborate with the WBG.



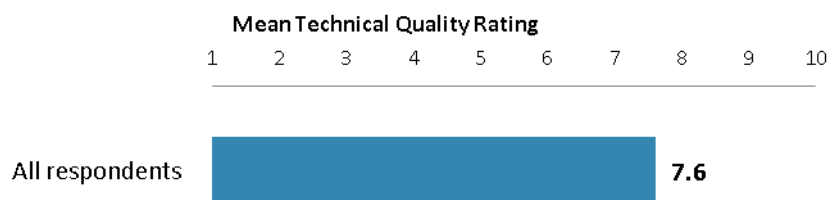
"The World Bank Group meets Ethiopia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



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

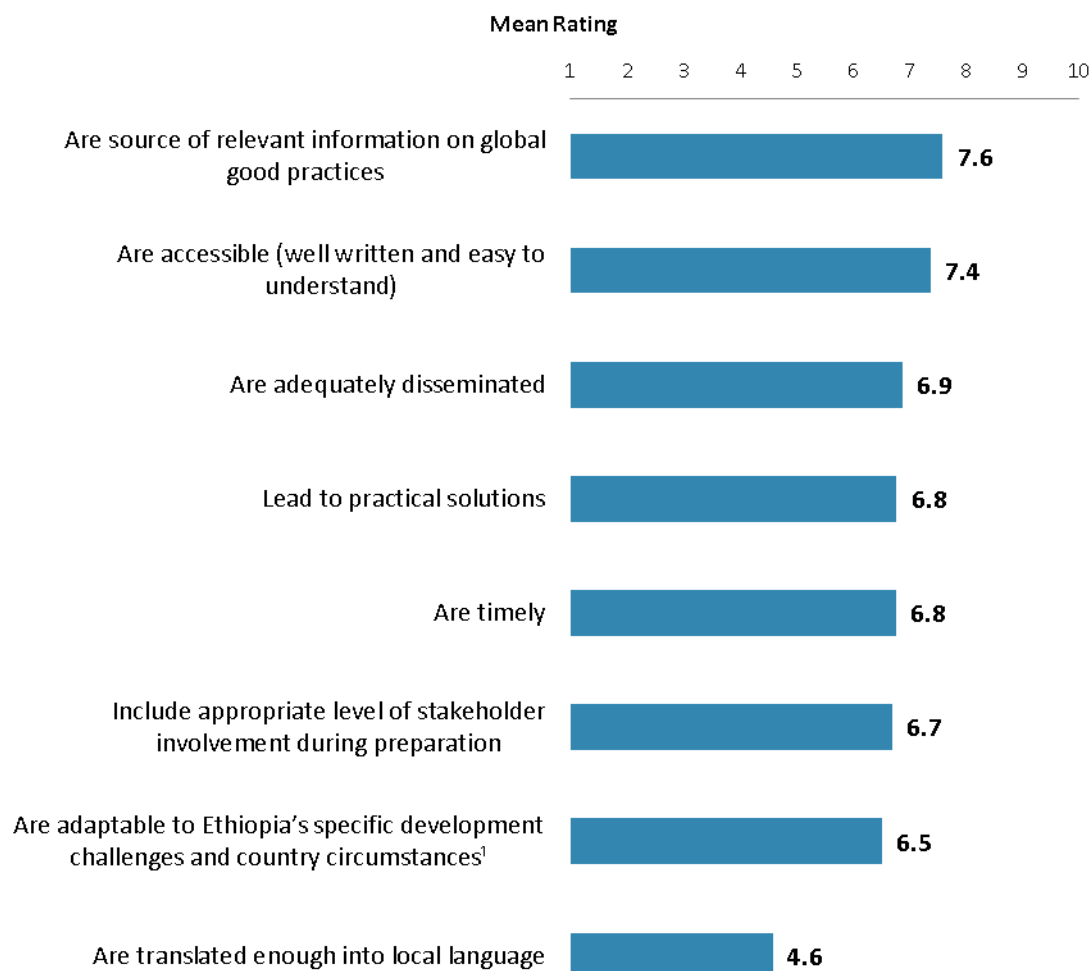
¹²The means in this chart were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for all these qualities of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG.



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

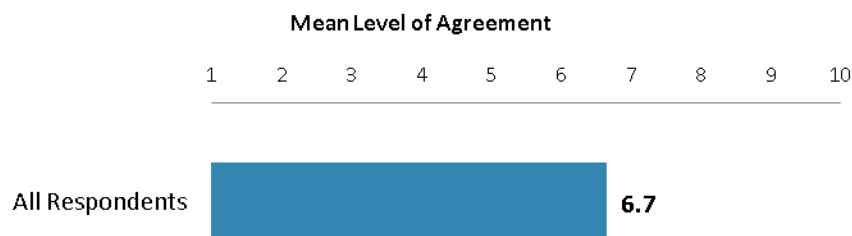
¹Indicator Question



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

Meeting Ethiopia's Needs for Financial Instruments (*Indicator Question*)

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister and employees of ministries/PMUs/consultants on WBG-supported projects had the highest levels of agreement that the WBG's financial instruments meet the needs of Ethiopia, whereas respondents from the private sector/financial sector/private banks and NGOs/community-based organizations had significantly lower levels of agreement.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement with this statement compared to respondents who do not collaborate with the WBG.

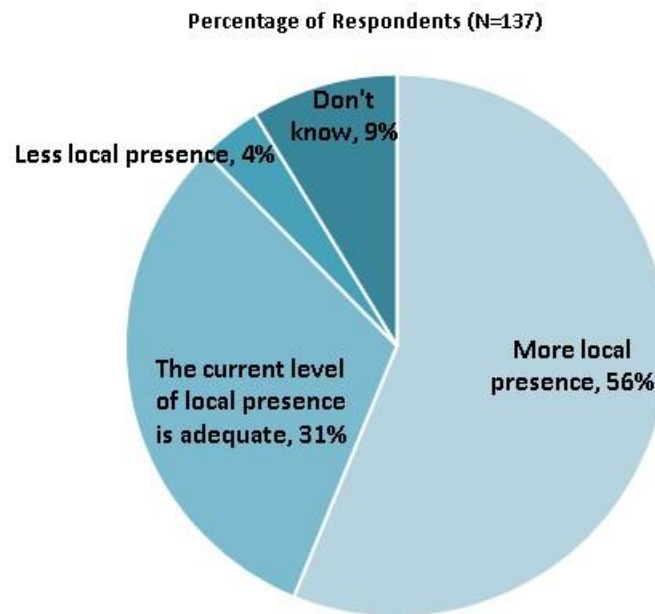


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Ethiopia"
(1-"Strongly disagree", 10-"Strongly agree")



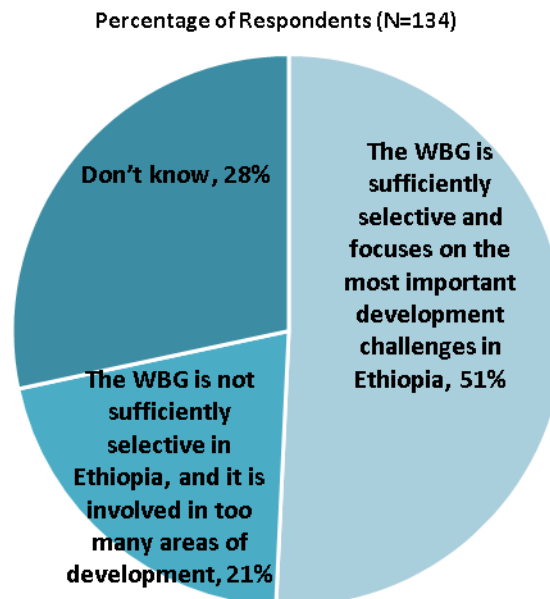
IX. The Future Role of the World Bank Group in Ethiopia

The World Bank Group's Local Presence in Ethiopia



"To be a more effective development partner in Ethiopia, do you believe that the World Bank Group should have ... ?" (Respondents chose from a list.)

Selectivity of the World Bank Group's Support



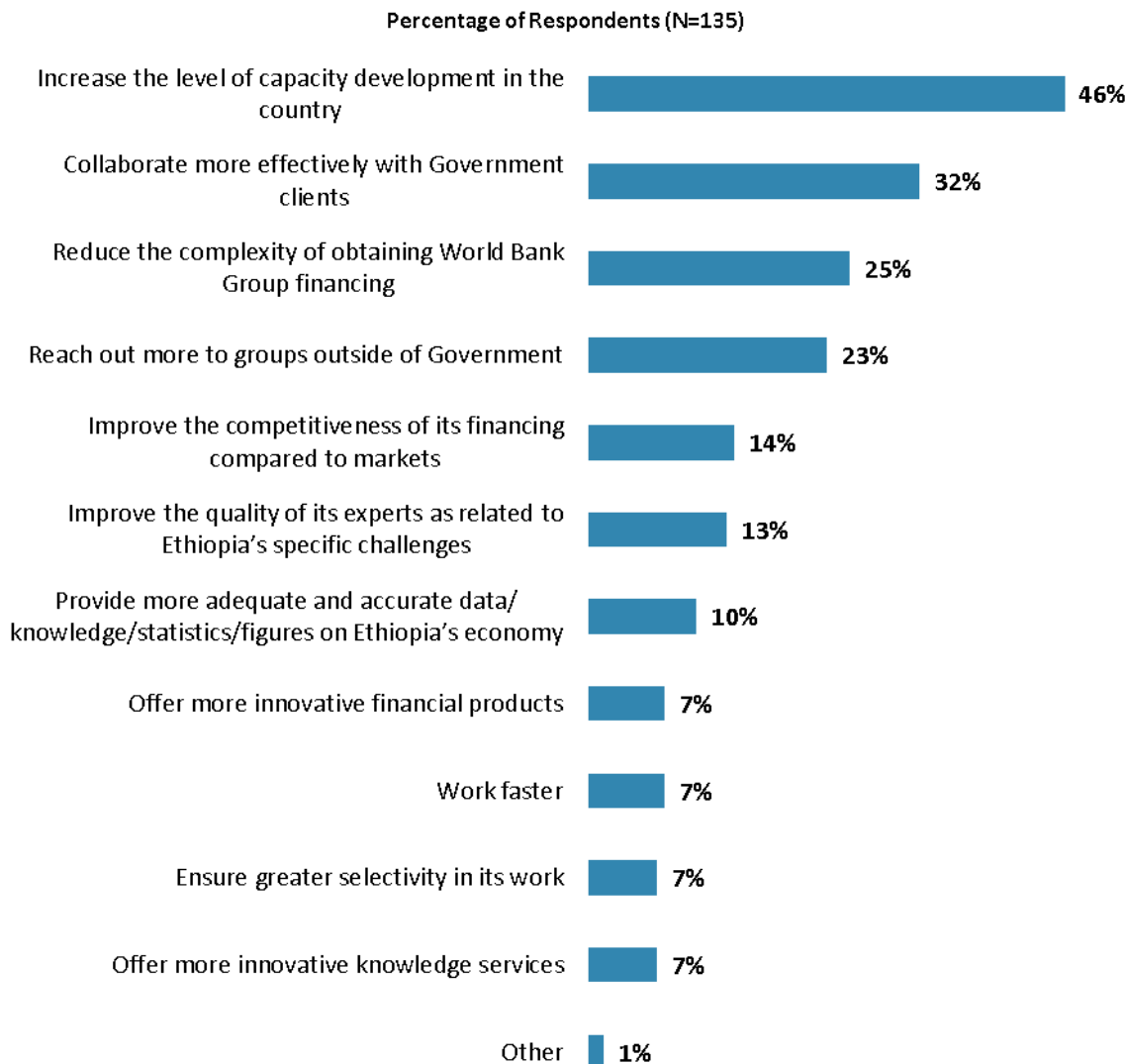
"Which of the following best describes the World Bank Group's support in Ethiopia?" (Respondents chose from a list.)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*improve the competitiveness of its financing compared to markets*” (24%), “*reduce the complexity of obtaining World Bank financing*” (22%), and “*improve the quality of its experts as related to Ethiopia’s specific challenges*” (20%) to make itself of greater value in the country.



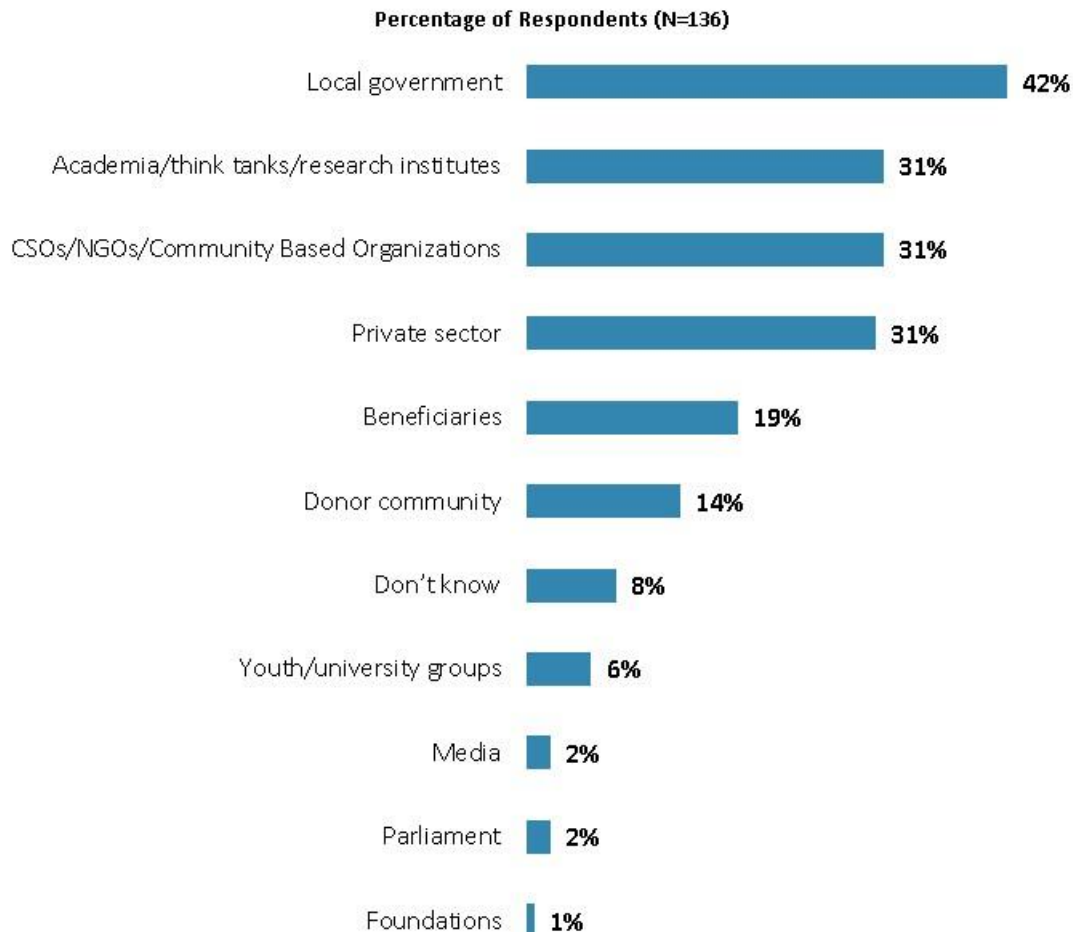
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Ethiopia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*private sector*” (46%), “*local government*” (23%), and “*the media*” (22%) to ensure better development results in Ethiopia.



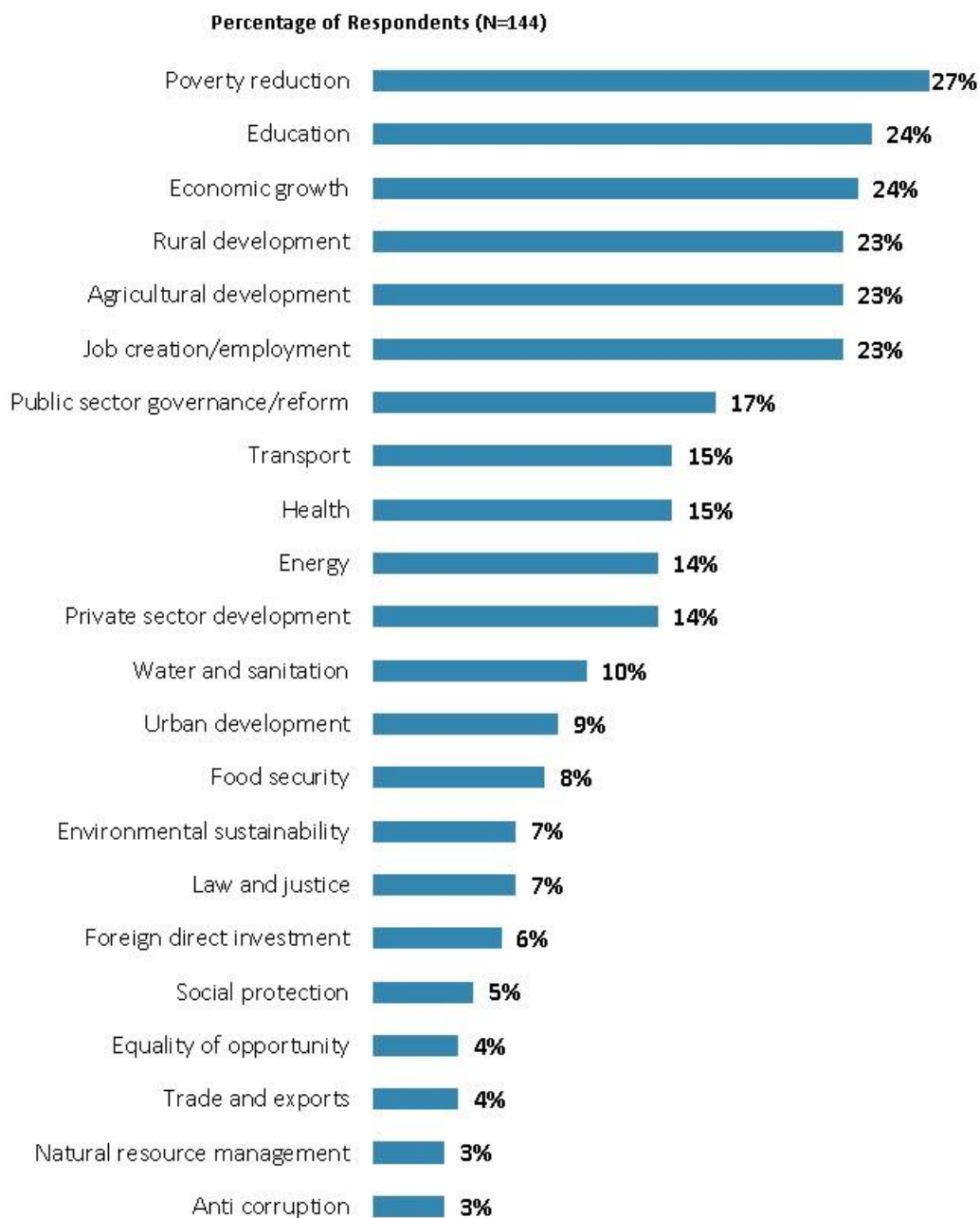
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “*food security*” (23%), “*economic growth*” (22%), “*agriculture development*” (19%), and “*reducing corruption*” (19%).

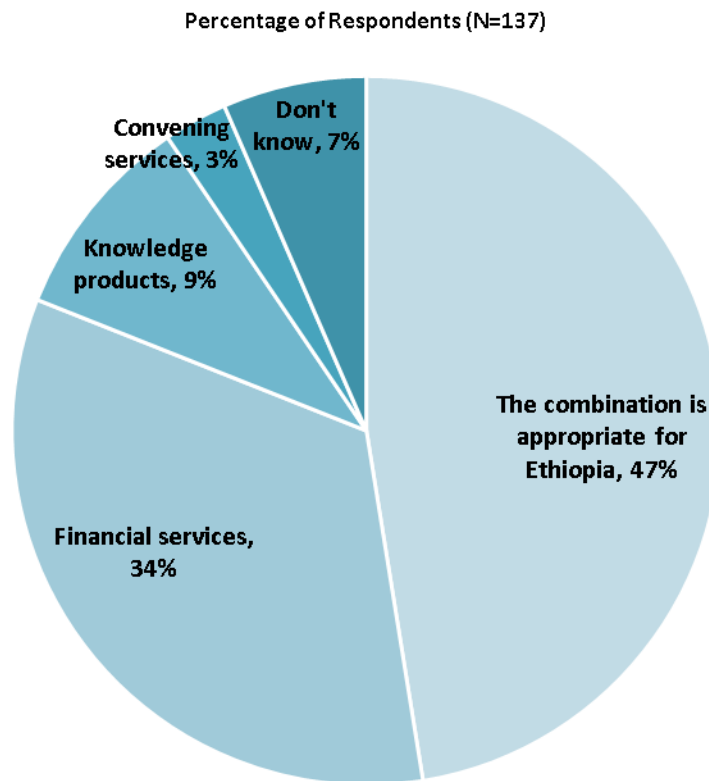


“When thinking about how the World Bank Group can have the most impact on development results in Ethiopia, in which sectoral areas do you believe the WBG should focus most of its resources in Ethiopia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 22 of 29 response options shown.)



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

Future Combination of the WBG services



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

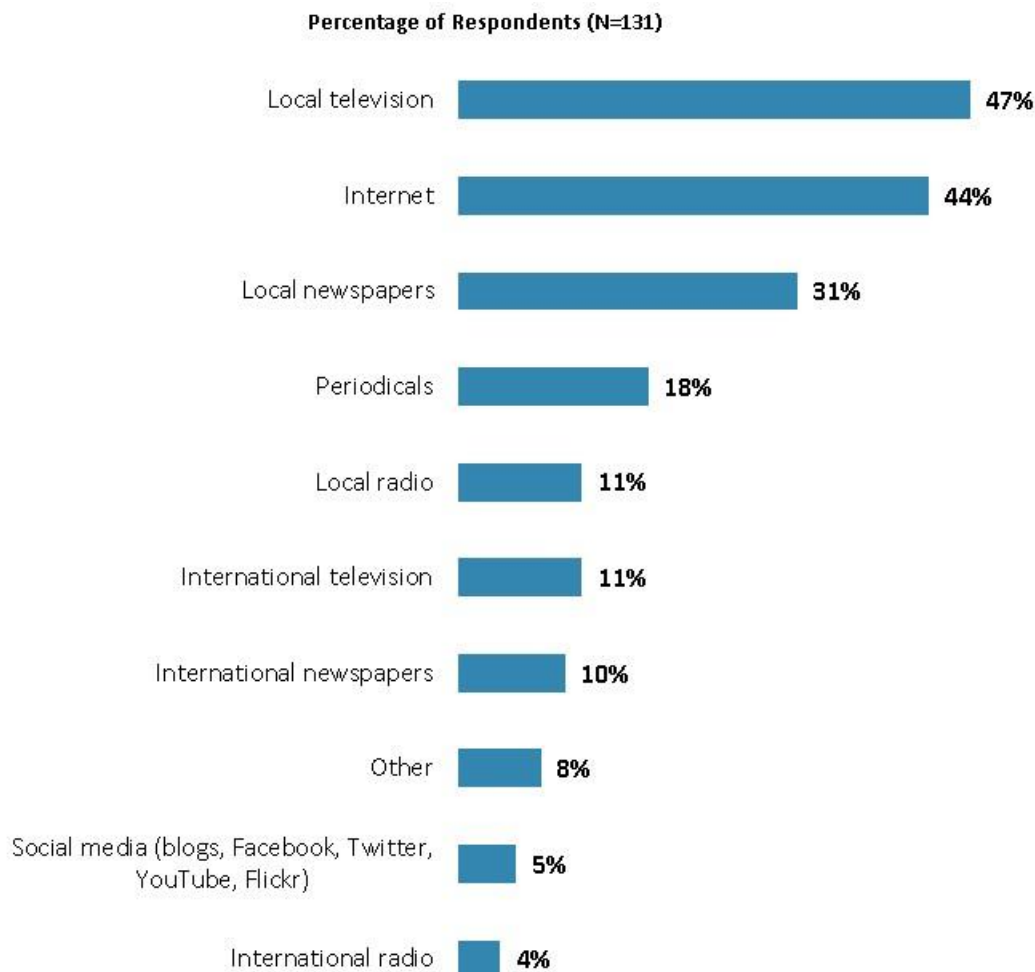


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 72) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Ethiopia from “local newspapers” (43%) and “local television” (35%).



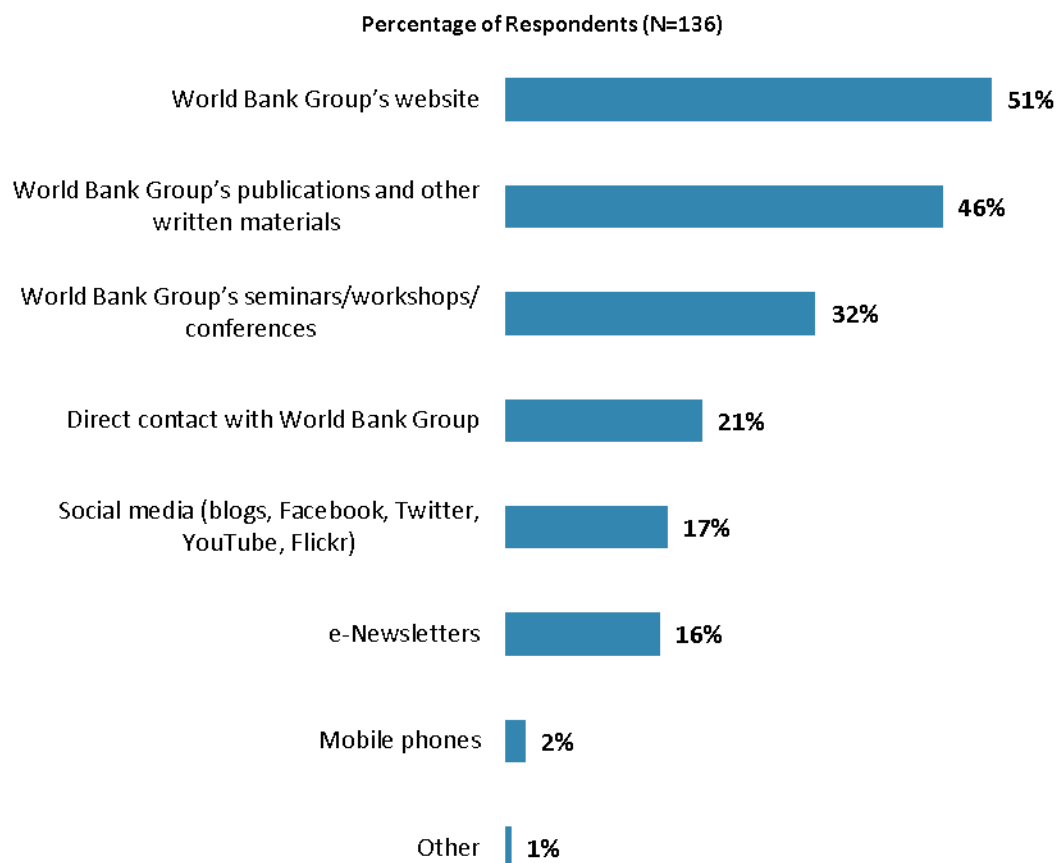
"How do you get most of your information about economic and social development issues in Ethiopia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (51%) and “*face to face meetings/discussions*” (34%).



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



X. Communication and Outreach (continued)

Access to Information

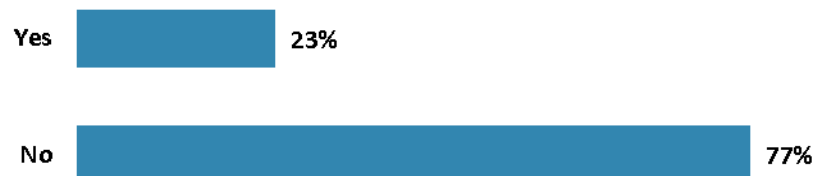
- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister and NGOs/community-based organizations were significantly more likely to be aware of the WBG's Access to Information Policy compared to respondents from other stakeholder groups.

Percentage of Respondents (N=124)



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

Percentage of Respondents (N=123)



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

Percentage of Respondents (N=27)

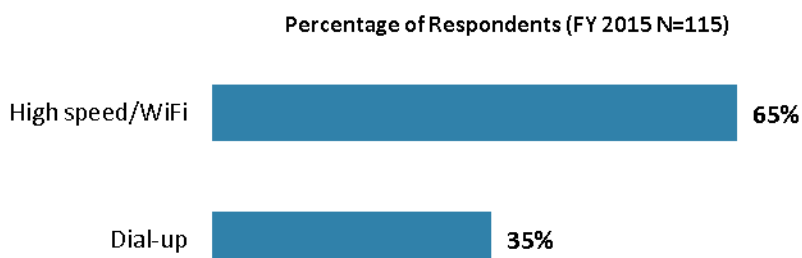
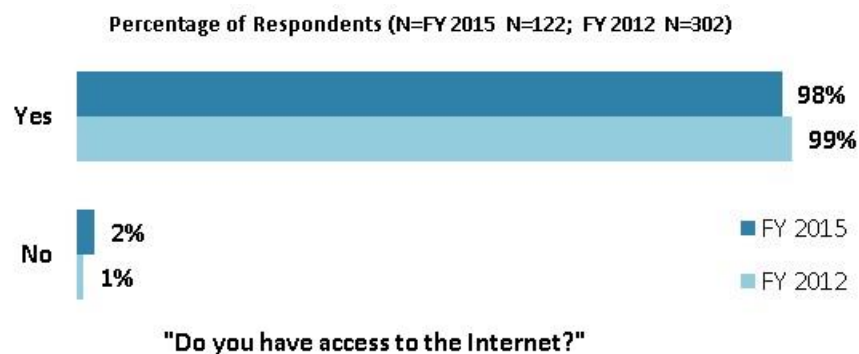


"Were you able to obtain this information?"



X. Communication and Outreach (continued)

Access to the Internet¹³



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

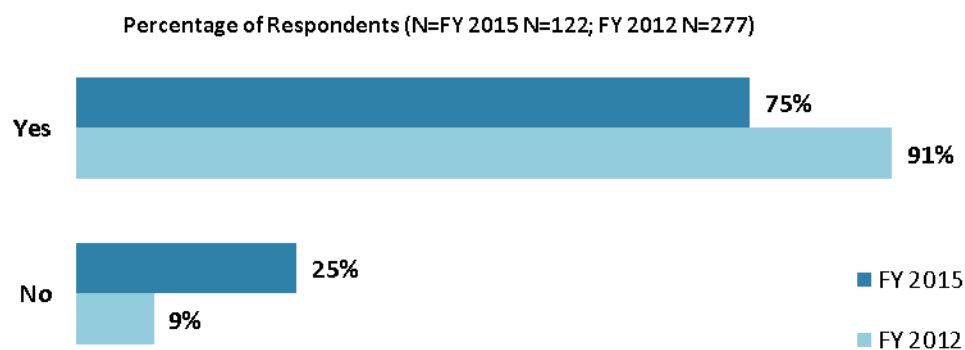
¹³ Percentages presented in this chart were calculated based on weighted data.



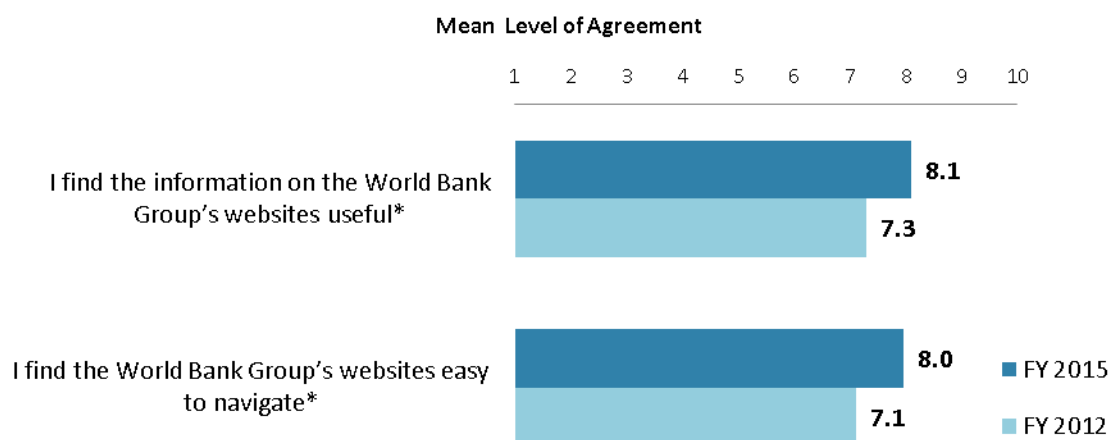
X. Communication and Outreach (continued)

The WBG Website Usage¹⁴

- **Year comparison:** Respondents in this year's Country Survey were significantly less likely to use the WBG's website compared to respondents in the FY'12 Country Survey.



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



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

¹⁴ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=132)



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

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution

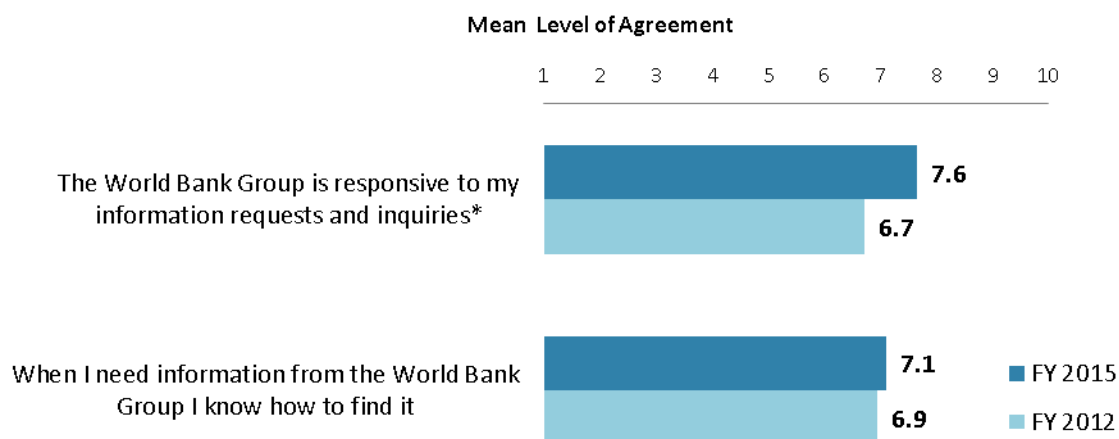


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁵



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

¹⁵ Means in this chart were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	54
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C. Responses to Selected Questions by Level of Collaboration with the World Bank Group	92
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Ethiopia





Appendix A: Responses to All Questions across All Respondents (N=146)

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

A. General Issues Facing Ethiopia

1. In general would you say that Ethiopia is headed in ... ?	Percentage of Respondents (N=138)
The right direction	87.0%
The wrong direction	2.2%
Not sure	10.9%

In general, Ethiopia is headed in the right direction in terms of ... (1-Strongly disagree, 4-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Sustaining economic recovery and promoting growth	135	3	3.54	.71
3. Improving governance	132	3	2.80	.98
4. Delivering better public services to the poor	136	3	2.95	.94
5. Reducing corruption	132	4	2.53	.92
6. Ensuring that all children have access to education	138	1	3.54	.68
7. Ensuring adequate and productive infrastructure	140	0	3.36	.75
8. Ensuring access to clean water	140	0	3.14	.78
9. Reducing gender disparities	134	2	3.21	.74
10. Increasing voice and participation of the citizens of Ethiopia	131	3	2.85	1.05
11. Responsive leadership	135	2	2.81	1.01

12. In general, over the past five years would you say that your economic status/standard of living has ... ? (Select only ONE response)	Percentage of Respondents (N=142)
Improved	75.4%
Worsened	6.3%
Stayed the same	18.3%

13. In general, over the next five years do you expect the standard of living in Ethiopia ... ? (Select only ONE response)	Percentage of Respondents (N=144)
To improve	77.8%
To worsen	4.2%
Stay the same	4.9%
Don't have an opinion	6.3%
Don't know	6.9%

14. Over the next five years do you expect your own economic status/standard of living to ... ? (Select only ONE response)	Percentage of Respondents (N=142)
Improve	78.9%
Worsen	4.2%
Stay the same	16.9%

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

15. Listed below are a number of development priorities in Ethiopia. Please identify which of the following you consider the most important development priorities in Ethiopia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=140)
Job creation/employment	33.6%
Economic growth	28.6%
Poverty reduction	26.4%
Private sector development	25.0%
Agricultural development	19.3%
Education	17.1%
Food security	16.4%
Public sector governance/reform	12.1%
Transport	12.1%
Foreign direct investment	11.4%
Anti corruption	10.7%
Equality of opportunity	10.7%
Rural development	9.3%
Trade and exports	7.9%
Energy	7.9%
Urban development	6.4%
Environmental sustainability	6.4%
Law and justice	6.4%
Water and sanitation	5.7%
Gender equity	4.3%
Social protection	4.3%
Health	4.3%
Natural resource management	2.9%
Global/regional integration	1.4%
Financial markets	1.4%
Regulatory framework	1.4%
Climate change	0.7%
Communicable/non-communicable diseases	0.7%
Disaster management	0.0%

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

16. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=143)
Economic growth	39.2%
Rural development	34.3%
Job creation/employment	33.6%
Agricultural development	26.6%
Private sector development	21.0%
Education	19.6%
Public sector governance/reform	14.7%
Urban development	14.0%
Equality of opportunity	13.3%
Food security	10.5%
Health	9.8%
Social protection	9.1%
Energy	9.1%
Anti corruption	8.4%
Transport	7.0%
Law and justice	4.9%
Environmental sustainability	4.9%
Gender equity	3.5%
Trade and exports	3.5%
Foreign direct investment	2.8%
Water and sanitation	2.1%
Climate change	1.4%
Natural resource management	1.4%
Regulatory framework	0.7%
Disaster management	0.7%
Communicable/non-communicable diseases	0.7%
Global/regional integration	0.0%
Financial markets	0.0%

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

17. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
Better employment opportunities for young people	32.4%
Consistent economic growth	27.9%
Education and training that better ensure job opportunity	23.5%
Better entrepreneurial opportunities	19.1%
Greater voice and participation for citizens to help ensure greater accountability	13.2%
Reliable social safety net in both urban and rural areas	13.2%
Better government policies	12.5%
Greater access to micro-finance for the poor	11.8%
Better opportunity for the poor who live in rural areas	10.3%
A growing middle class	8.8%
Better opportunity for the poor who live in urban areas	8.1%
Greater access to health and nutrition for citizens	6.6%
Better quality public services	6.6%
Better employment opportunities for women	3.7%
Greater equity of fiscal policy	2.9%
Other	0.0%

18. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ethiopia? (Select only ONE response)	Percentage of Respondents (N=145)
A very big problem	42.1%
A moderately big problem	30.3%
A small problem	22.1%
Not a problem at all	4.1%
Don't know	1.4%

19. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=146)
A very serious problem	67.1%
A somewhat serious problem	27.4%
Not too serious problem	4.1%
Not a problem	0.0%
Don't know	1.4%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Ethiopia? (1-Not familiar at all, 10-Extremely familiar)	142	0	6.39	2.46

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Ethiopia? (1-Not effective at all, 10-Very effective)	128	14	6.87	2.03

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Ethiopia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	114	26	6.96	1.92

4. When thinking about how the World Bank Group can have the most impact on development results in Ethiopia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ethiopia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=144)
Poverty reduction	27.1%
Education	24.3%
Economic growth	23.6%
Rural development	22.9%
Agricultural development	22.9%
Job creation/employment	22.9%
Public sector governance/reform	16.7%
Transport	14.6%
Health	14.6%
Energy	13.9%
Private sector development	13.9%
Water and sanitation	10.4%
Urban development	9.0%
Food security	8.3%
Environmental sustainability	6.9%
Law and justice	6.9%
Foreign direct investment	6.3%
Social protection	4.9%
Equality of opportunity	4.2%
Trade and exports	4.2%
Natural resource management	3.5%
Anti corruption	3.5%
Gender equity	2.8%
Regulatory framework	2.8%
Financial markets	2.1%
Climate change	2.1%
Communicable/non-communicable diseases	0.7%
Global/regional integration	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ethiopia?	Percentage of Respondents (N=90)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	60.7%	4.4%	65.1%
Capacity development	15.7%	30.0%	45.7%
Policy advice, studies, analyses	18.0%	18.9%	36.9%
Technical assistance	2.2%	13.3%	15.6%
Donor coordination	1.1%	13.3%	14.5%
Mobilizing third party financial resources	1.1%	10.0%	11.1%
Linkage to non-Bank expertise	0.0%	4.4%	4.4%
Convening/facilitating	1.1%	2.2%	3.3%
Data	0.0%	2.2%	2.2%
Other	0.0%	1.1%	1.1%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ethiopia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	106	34	7.11	1.95
7. Citizen engagement (incorporating citizens' voices into development)	85	48	5.42	2.43
8. Policy design (for clarity and better incentives to achieve development goals)	92	43	6.27	1.97

When thinking about how to improve capacity building in Ethiopia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	124	15	8.57	1.69
10. Citizen engagement (incorporating citizens' voices into development)	107	25	7.88	2.30
11. Policy design (for clarity and better incentives to achieve development goals)	111	23	7.78	1.97

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=135)
World Bank Group's processes too complex	29.6%
Too influenced by developed countries	26.7%
World Bank Group's processes too slow	20.0%
Not adequately sensitive to political/social realities in Ethiopia	16.3%
Not collaborating enough with stakeholders outside the Government	15.6%
Don't know	14.8%
Not willing to openly criticize policies and reform efforts in the country	9.6%
Not exploring alternative policy options	8.9%
Not enough public disclosure of its work	8.9%
Imposing technocratic solutions without regard to political realities	5.9%
Not aligned with country priorities	5.2%
The credibility of its knowledge/data	2.2%
Not aligned with other donors' work	2.2%
Other	2.2%
Its advice and strategies do not lend themselves to practical problem solving	1.5%
Arrogant in its approach	0.7%
Not client focused	0.7%
Staff too inaccessible	0.7%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
Capacity development	47.1%
Investment lending	36.0%
Policy based lending/budget support to the Government	27.2%
Technical assistance	22.1%
Multi-sectoral approaches	18.4%
Knowledge products/services	11.0%
Don't know	9.6%
Trust Fund management	6.6%
Other	0.7%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Ethiopia? (Choose only ONE response)	Percentage of Respondents (N=140)
To a fully sufficient degree	9.3%
To a somewhat sufficient degree	50.0%
To a somewhat insufficient degree	22.1%
To a very insufficient degree	7.9%
Don't know	10.7%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=140)
Local government	42.1%
Academia/think tanks/research institutes	31.4%
CSOs/NGOs/Community Based Organizations	31.4%
Private sector	30.7%
Beneficiaries	18.6%
Donor community	13.6%
Don't know	7.9%
Youth/university groups	5.7%
Media	2.1%
Parliament	2.1%
Foundations	0.7%
Other	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Ethiopia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Ethiopia*	130	7	7.42	1.98
17. The World Bank Group's work is aligned with what I consider the development priorities for Ethiopia*	125	8	7.18	2.11
18. The World Bank Group supports programs and strategies that are realistic for Ethiopia	128	6	7.33	2.05
19. The World Bank Group treats clients and stakeholders in Ethiopia with respect	106	27	7.76	2.23

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

To what extent is the World Bank Group an effective development partner in Ethiopia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness*	116	17	6.87	1.90
21. Flexibility (in terms of the institution's products and services)*	111	22	6.09	1.97
22. Flexibility (in terms of changing country circumstances)*	113	17	6.13	2.23
23. Being inclusive*	111	22	6.51	2.04
24. Openness (sharing data and other information)*	117	16	7.15	2.02
25. Staff accessibility	111	22	7.23	2.35
26. Straightforwardness and honesty*	114	19	6.92	2.19
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	109	25	6.94	2.46
28. Collaboration with civil society*	87	42	5.77	2.54
29. Collaboration with the Government*	123	10	8.24	1.57
30. Collaboration with other donors and development partners*	99	29	7.62	2.06
31. Collaboration with the private sector*	86	43	5.90	2.59
32. The speed in which it gets things accomplished on the ground*	108	25	6.46	2.07
33. Being a long-term partner*	120	15	8.29	1.91

34. To be a more effective development partner in Ethiopia, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=137)
More local presence	56.2%
The current level of local presence is adequate	31.4%
Less local presence	3.6%
Don't know	8.8%

Policy Development Support	N	DK	Mean	SD
35. To what extent do you believe the World Bank Group encourages the Government of Ethiopia to support and see through the policy development that is necessary for poverty reduction and private sector development? (1-To no degree at all, 10-To a very significant degree)	121	18	7.68	1.81

36. When World Bank Group assisted policy development efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=116)
The World Bank Group is not sensitive enough to political/social realities on the ground	35.3%
Lack of/inadequate levels of capacity in Government	31.9%
There is not an adequate level of citizen/civil society participation	28.4%
Reforms are not well thought out in light of country challenges	25.9%
Poor donor coordination	14.7%
The World Bank Group works too slowly	14.7%
Political pressures and obstacles	14.7%
The Government works inefficiently	9.5%
The World Bank Group does not do adequate follow through/follow-up	7.8%
Other	0.9%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ethiopia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	117	11	7.68	2.41
2. Transport	128	3	8.87	1.48
3. Law and justice	112	11	6.96	2.70
4. Urban development	129	4	8.42	1.77
5. Environmental sustainability	131	3	8.37	1.86
6. Regulatory framework	111	10	7.16	2.43
7. Communicable/non-communicable diseases	123	3	7.89	2.15
8. Poverty reduction	137	1	9.20	1.46
9. Gender equity	129	4	8.26	1.93
10. Private sector development	132	6	8.45	1.92
11. Foreign direct investment	117	14	8.03	2.21
12. Water and sanitation	129	4	8.77	1.70
13. Trade and exports	117	15	7.99	2.18
14. Economic growth	131	2	9.21	1.32
15. Energy	130	4	8.89	1.58
16. Disaster management	122	9	7.72	2.08
17. Public sector governance/reform	129	5	8.18	1.98
18. Job creation/employment	133	2	8.73	1.76
19. Financial markets	115	13	7.46	2.33
20. Equality of opportunity	118	8	8.17	2.07
21. Health	131	4	8.63	1.74
22. Rural development	135	2	8.87	1.71
23. Global/regional integration	123	8	7.83	2.16
24. Food security	131	4	8.73	1.77
25. Education	129	4	9.05	1.44
26. Social protection	125	7	7.78	1.93
27. Climate change	128	6	8.47	1.70
28. Agricultural development	135	3	9.07	1.49
29. Natural resource management	124	9	8.04	2.36

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ethiopia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	60	64	4.82	2.45
2. Transport	86	39	7.49	1.81
3. Law and justice	53	70	5.00	2.49
4. Urban development	83	43	6.75	2.05
5. Environmental sustainability	82	46	6.99	2.02
6. Regulatory framework	54	71	5.98	2.00
7. Communicable/non-communicable diseases	66	57	7.27	1.96
8. Poverty reduction	104	22	7.52	2.02
9. Gender equity	82	44	7.24	1.63
10. Private sector development	78	48	5.86	2.42
11. Foreign direct investment	52	71	6.00	2.27
12. Water and sanitation	97	29	7.51	1.96
13. Trade and exports	63	62	5.79	1.98
14. Economic growth	105	23	7.54	1.91
15. Energy	83	41	6.46	2.47
16. Disaster management	63	59	6.75	2.07
17. Public sector governance/reform	82	44	6.26	2.53
18. Job creation/employment	88	36	6.26	2.10
19. Financial markets	48	72	5.00	2.10
20. Equality of opportunity	64	57	5.88	2.24
21. Health	88	35	7.58	1.98
22. Rural development	97	30	7.21	2.03
23. Global/regional integration	56	62	6.32	2.19
24. Food security	103	24	7.29	2.13
25. Education	94	31	7.59	2.02
26. Social protection	68	57	6.16	2.27
27. Climate change	70	54	6.86	2.02
28. Agricultural development	102	25	7.32	1.89
29. Natural resource management	63	62	5.67	2.57

3. Where are the World Bank Group's decisions that support the program in Ethiopia made primarily? (Select only ONE response)	Percentage of Respondents (N=136)
At the Headquarters (in Washington D.C.)	48.5%
In the country	18.4%
Don't know	33.1%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Ethiopia? (1-To no degree at all, 10-To a very significant degree)	128	11	7.23	1.84

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

To what extent do you agree with the following statements about the World Bank Group in Ethiopia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Ethiopia*	119	18	6.66	2.00
6. The World Bank Group meets Ethiopia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	107	26	6.36	1.98
Measuring and Correcting Work				
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Ethiopia? (1-To no degree at all, 10-To a very significant degree)	92	41	6.60	2.14

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=130)
Weekly	7.7%
Monthly	17.7%
A few times a year	28.5%
Rarely	26.9%
Never	19.2%

In Ethiopia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	101	29	6.76	1.86
3. Include appropriate level of stakeholder involvement during preparation	103	30	6.69	2.24
4. Lead to practical solutions	109	23	6.77	1.83
5. Are accessible (well written and easy to understand)	115	20	7.37	1.90
6. Are source of relevant information on global good practices	109	24	7.59	1.81
7. Are adequately disseminated	108	27	6.87	2.01
8. Are translated enough into local language	86	48	4.58	2.25
9. Are adaptable to Ethiopia's specific development challenges and country circumstances*	115	21	6.51	1.98

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	125	13	7.31	1.81
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	113	24	7.61	1.62

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	92	38	6.67	1.89
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	113	23	7.39	1.94
3. The World Bank Group's approvals and reviews are done in a timely fashion	105	32	6.57	1.98
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	91	44	6.76	2.12
5. The World Bank Group's conditions on its lending are reasonable	100	35	6.28	2.08
6. The World Bank Group takes decisions quickly in Ethiopia*	103	31	6.46	2.11
7. Working with the World Bank Group increases Ethiopia's institutional capacity	115	20	7.53	1.95
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	101	34	6.95	2.15
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	111	24	7.37	1.84

WBG Promoting PPP in Ethiopia	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Ethiopia? (1-To no degree at all, 10-To a very significant degree)	112	24	6.21	2.17

11. Which of the following best describes the way the World Bank Group operates in Ethiopia? (Select only one response)	Percentage of Respondents (N=137)
The World Bank Group takes too much risk in Ethiopia	1.5%
The World Bank Group does not take enough risk in Ethiopia	38.0%
The World Bank Group's approach to risk is appropriate	30.7%
Don't know	29.9%

12. Which of the following best describes the World Bank Group's support in Ethiopia? (Select only one response)	Percentage of Respondents (N=134)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Ethiopia	50.7%
The World Bank Group is not sufficiently selective in Ethiopia, and it is involved in too many areas of development	20.9%
Don't know	28.4%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=135)
Increase the level of capacity development in the country	45.9%
Collaborate more effectively with Government clients	31.9%
Reduce the complexity of obtaining World Bank Group financing	25.2%
Reach out more to groups outside of Government	23.0%
Improve the competitiveness of its financing compared to markets	14.1%
Improve the quality of its experts as related to Ethiopia's specific challenges	13.3%
Provide more adequate and accurate data/knowledge/statistics/figures on Ethiopia's economy	10.4%
Offer more innovative financial products	7.4%
Work faster	7.4%
Ensure greater selectivity in its work	6.7%
Offer more innovative knowledge services	6.7%
Other	1.5%

2. When considering the combination of services that the World Bank Group offers in Ethiopia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ethiopia? (Select only ONE response)	Percentage of Respondents (N=137)
The combination is appropriate for Ethiopia	47.4%
Financial services	33.6%
Knowledge products	9.5%
Don't know	6.6%
Convening services	2.9%
None of the above	0.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=131)
Local television	47.3%
Internet	43.5%
Local newspapers	31.3%
Periodicals	17.6%
Local radio	11.5%
International television	11.5%
International newspapers	9.9%
Other	7.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	5.3%
International radio	3.8%

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

2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
World Bank Group's website	50.7%
World Bank Group's publications and other written materials	45.6%
World Bank Group's seminars/workshops/ conferences	32.4%
Direct contact with World Bank Group	20.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	16.9%
e-Newsletters	16.2%
Mobile phones	2.2%
Other	0.7%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=124)
Yes	40.3%
No	59.7%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=123)
Yes	22.8%
No	77.2%

5. Were you able to obtain this information?	Percentage of Respondents (N=27)
Yes	85.2%
No	14.8%

6. Do you have access to the Internet?	Percentage of Respondents (N=132)
Yes	97.0%
No	3.0%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=132)
Yes	74.2%
No	25.8%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=132)
Yes	17.4%
No	82.6%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=115)
High speed/WiFi	65.2%
Dial-up	34.8%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	102	26	7.96	1.77
11. I find the information on the World Bank Group's websites useful	98	25	8.23	1.36
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	44	79	8.18	1.40
13. When I need information from the World Bank Group I know how to find it	102	28	7.38	2.36
14. The World Bank Group is responsive to my information requests and inquiries	81	42	7.72	2.10

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=137)
Employee of a Ministry/ Ministerial Department/ Implementation Agency	19.7%
NGO/ Community-Based Organization	19.0%
Office of Minister	16.1%
PMU/ Consultant/ Contractor working on WBG supported project	11.7%
Academia/ Research Institute/ Think Tank	8.8%
Private Sector Organization	5.8%
Other	4.4%
Bilateral/ Multilateral Agency	2.9%
Office of the President/ Prime Minister	2.2%
Financial Sector/ Private Bank	2.2%
Media	2.2%
Independent Government Institution	2.2%
Office of Parliamentarian	1.5%
Local Government Office or Staff	1.5%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=132)
Other	11.4%
Education	9.1%
Generalist (specialized in multiple sectors)	8.3%
Transport and ICT	7.6%
Urban, rural, and social development	7.6%
Governance	6.8%
Health, nutrition, and population	6.1%
Macroeconomics and fiscal management	6.1%
Finance and markets	6.1%
Water	5.3%
Agriculture	5.3%
Social protection and labor	3.8%
Energy and extractives	3.8%
Environment and natural resources	3.0%
Trade and competitiveness	2.3%
Gender	2.3%
Poverty	2.3%
Public-private partnerships	1.5%
Jobs	0.8%
Climate change	0.8%

**H. Background Information (continued)**

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=132)
I currently collaborate with the World Bank Group	24.2%
I have previously collaborated with the World Bank Group	18.2%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	35.6%
I have never collaborated with the World Bank Group	22.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Ethiopia? (Select only ONE response)	Percentage of Respondents (N=107)
The World Bank (IDA)	92.5%
The International Finance Corporation (IFC)	4.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	2.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=108)
Yes	20.4%
No	79.6%

6. If yes, what was your view of how the two institutions work together in Ethiopia? (Select only ONE response)	Percentage of Respondents (N=22)
The two institutions work well together	45.5%
The way the two institutions work together needs improvement	31.8%
The two institutions do not work well together	4.5%
Don't know	18.2%

7. Which of the following describes most of your exposure to the World Bank Group in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=125)
Use World Bank Group reports/data	36.8%
Engage in World Bank Group related/sponsored events/activities	33.6%
Collaborate as part of my professional duties	29.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.4%
Use World Bank Group website for information, data, research, etc.	19.2%

8. What's your gender?	Percentage of Respondents (N=137)
Female	9.5%
Male	90.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=137)
Addis Ababa	98.5%
Outside Addis Ababa	1.5%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

Office of the President/Prime Minister/Minister N=25 ● Employee of a Ministry/PMU/Consultant on WBG-supported project N=43 ● Private Sector/Financial Sector/Private Bank N=11
 ● NGO/Community-Based Organization N=26 ● Academia/Research Institute/Think Tank N=12 ● Other N=20

A. General Issues facing Ethiopia

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
The right direction	100.0%	92.9%	90.9%	78.3%	63.6%	80.0%
The wrong direction	0.0%	0.0%	0.0%	0.0%	9.1%	5.0%
Not sure	0.0%	7.1%	9.1%	21.7%	27.3%	15.0%

In general, Ethiopia is headed in the right direction in terms of ... (1-Strongly disagree, 4-Strongly agree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Sustaining economic recovery and promoting growth*	24	3.83	.64	40	3.78	.48	11	3.45	.69	23	2.83	.58	10	3.40	.84	18	3.61	.78
Improving governance*	24	3.21	.78	36	3.08	.84	11	2.91	.94	24	2.08	.83	12	2.25	1.22	16	2.69	1.08
Delivering better public services to the poor*	24	3.50	.72	37	3.22	.71	11	3.00	.89	25	2.12	.83	12	2.50	1.17	18	3.11	.83
Reducing corruption*	22	3.05	.65	37	2.78	.89	11	2.18	.87	25	2.08	.76	12	1.67	.89	17	2.71	.92
Ensuring that all children have access to education*	24	3.88	.61	38	3.71	.52	11	3.64	.50	26	2.96	.77	12	3.42	.67	18	3.61	.61
Ensuring adequate and productive infrastructure*	24	3.71	.69	40	3.58	.59	11	3.45	.82	26	2.69	.68	12	3.33	.78	18	3.50	.62
Ensuring access to clean water*	24	3.46	.59	40	3.35	.58	11	3.55	.52	26	2.35	.69	12	2.83	.94	18	3.33	.77
Reducing gender disparities*	24	3.54	.59	37	3.38	.64	11	3.36	.67	25	2.80	.58	12	2.83	.83	16	3.13	.96
Increasing voice and participation of the citizens of Ethiopia*	24	3.54	.66	33	3.27	.76	11	2.64	1.03	26	2.23	.86	12	1.92	1.16	16	2.69	1.14
Responsive leadership*	24	3.38	.65	36	3.19	.82	11	2.64	1.12	26	2.12	.71	12	2.08	1.24	17	2.88	1.11

*Significantly different between stakeholder groups

¹⁶ Only 137 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

In general, over the past five years would you say that your economic status/standard of living has ... ? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Improved	91.7%	73.8%	81.8%	65.4%	58.3%	77.8%
Worsened	0.0%	9.5%	9.1%	7.7%	8.3%	5.6%
Stayed the same	8.3%	16.7%	9.1%	26.9%	33.3%	16.7%

In general, over the next five years do you expect the standard of living in Ethiopia ... ? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
To improve	100.0%	85.4%	81.8%	57.7%	58.3%	70.0%
To worsen	0.0%	2.4%	9.1%	0.0%	16.7%	10.0%
Stay the same	0.0%	2.4%	0.0%	11.5%	0.0%	5.0%
Don't have an opinion	0.0%	4.9%	0.0%	15.4%	16.7%	5.0%
Don't know	0.0%	4.9%	9.1%	15.4%	8.3%	10.0%

Over the next five years do you expect your own economic status/standard of living to ... ? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Improve	96.0%	78.6%	81.8%	61.5%	72.7%	83.3%
Worsen	0.0%	2.4%	9.1%	3.8%	9.1%	5.6%
Stay the same	4.0%	19.0%	9.1%	34.6%	18.2%	11.1%

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	0.0%	4.0%	9.1%	22.2%
Private sector development	25.0%	16.3%	40.0%	16.0%	36.4%	33.3%
Foreign direct investment	16.7%	11.6%	10.0%	4.0%	0.0%	22.2%
Social protection	4.2%	7.0%	0.0%	4.0%	9.1%	0.0%
Food security	8.3%	18.6%	10.0%	20.0%	36.4%	16.7%
Public sector governance/reform	12.5%	11.6%	20.0%	8.0%	9.1%	22.2%
Anti corruption	4.2%	9.3%	20.0%	12.0%	18.2%	16.7%
Job creation/employment	25.0%	30.2%	30.0%	40.0%	18.2%	61.1%
Rural development	8.3%	9.3%	0.0%	4.0%	9.1%	11.1%
Financial markets*	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Urban development	12.5%	9.3%	10.0%	0.0%	0.0%	0.0%
Environmental sustainability	12.5%	7.0%	0.0%	0.0%	18.2%	5.6%
Equality of opportunity	16.7%	9.3%	20.0%	12.0%	9.1%	5.6%
Health	0.0%	9.3%	0.0%	4.0%	9.1%	0.0%
Transport*	4.2%	7.0%	0.0%	40.0%	9.1%	0.0%
Climate change	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Agricultural development	33.3%	27.9%	10.0%	4.0%	27.3%	11.1%
Trade and exports	16.7%	4.7%	10.0%	0.0%	0.0%	11.1%
Education*	4.2%	18.6%	10.0%	32.0%	27.3%	0.0%
Poverty reduction	33.3%	32.6%	10.0%	36.0%	18.2%	5.6%
Energy	4.2%	4.7%	10.0%	20.0%	0.0%	0.0%
Water and sanitation*	4.2%	16.3%	0.0%	0.0%	0.0%	0.0%
Economic growth	50.0%	23.3%	40.0%	20.0%	9.1%	27.8%
Law and justice	0.0%	4.7%	10.0%	4.0%	18.2%	16.7%
Regulatory framework	0.0%	2.3%	10.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Natural resource management	0.0%	2.3%	10.0%	4.0%	9.1%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Gender equity	0.0%	2.4%	10.0%	3.8%	8.3%	5.3%
Rural development	40.0%	40.5%	20.0%	15.4%	33.3%	42.1%
Urban development	28.0%	14.3%	10.0%	3.8%	8.3%	5.3%
Regulatory framework*	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.4%	0.0%	0.0%	8.3%	5.3%
Equality of opportunity	12.0%	14.3%	20.0%	15.4%	8.3%	15.8%
Economic growth	48.0%	42.9%	40.0%	38.5%	41.7%	26.3%
Climate change	0.0%	0.0%	0.0%	3.8%	0.0%	5.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	8.0%	7.1%	0.0%	7.7%	25.0%	10.5%
Law and justice*	0.0%	0.0%	20.0%	0.0%	0.0%	15.8%
Transport*	0.0%	4.8%	0.0%	23.1%	8.3%	5.3%
Disaster management	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Public sector governance/reform	16.0%	19.0%	20.0%	7.7%	16.7%	5.3%
Natural resource management	0.0%	2.4%	0.0%	3.8%	0.0%	0.0%
Environmental sustainability	8.0%	7.1%	0.0%	0.0%	8.3%	5.3%
Health	4.0%	11.9%	0.0%	23.1%	8.3%	5.3%
Anti corruption	0.0%	11.9%	20.0%	3.8%	16.7%	10.5%
Private sector development	28.0%	21.4%	20.0%	15.4%	25.0%	26.3%
Foreign direct investment*	0.0%	0.0%	10.0%	0.0%	0.0%	15.8%
Education*	24.0%	9.5%	30.0%	42.3%	16.7%	5.3%
Energy*	0.0%	7.1%	0.0%	34.6%	0.0%	0.0%
Agricultural development	36.0%	28.6%	30.0%	7.7%	25.0%	31.6%
Job creation/employment	32.0%	31.0%	30.0%	19.2%	33.3%	52.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	12.0%	2.4%	10.0%	0.0%	0.0%	0.0%
Food security	4.0%	14.3%	0.0%	23.1%	0.0%	5.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	0.0%	7.9%	10.0%	0.0%	9.1%	21.1%
Better entrepreneurial opportunities	20.8%	18.4%	30.0%	3.8%	18.2%	36.8%
A growing middle class	8.3%	5.3%	0.0%	11.5%	18.2%	10.5%
Better employment opportunities for young people	33.3%	39.5%	10.0%	38.5%	18.2%	31.6%
Better employment opportunities for women	4.2%	2.6%	0.0%	0.0%	0.0%	15.8%
Greater access to micro-finance for the poor	12.5%	10.5%	30.0%	15.4%	0.0%	5.3%
Greater voice and participation for citizens to help ensure greater accountability	4.2%	10.5%	20.0%	23.1%	27.3%	10.5%
Better opportunity for the poor who live in rural areas	16.7%	15.8%	20.0%	0.0%	9.1%	0.0%
Better opportunity for the poor who live in urban areas	20.8%	7.9%	10.0%	0.0%	0.0%	5.3%
Consistent economic growth*	41.7%	42.1%	10.0%	11.5%	27.3%	15.8%
Reliable social safety net in both urban and rural areas	8.3%	10.5%	10.0%	15.4%	0.0%	21.1%
Greater equity of fiscal policy	4.2%	2.6%	10.0%	3.8%	0.0%	0.0%
Education and training that better ensure job opportunity*	20.8%	7.9%	20.0%	53.8%	27.3%	10.5%
Better quality public services	0.0%	7.9%	10.0%	7.7%	9.1%	5.3%
Better government policies*	0.0%	10.5%	10.0%	23.1%	36.4%	10.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Ethiopia?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
A very big problem	16.7%	39.5%	54.5%	80.8%	41.7%	30.0%
A moderately big problem	20.8%	34.9%	27.3%	15.4%	50.0%	40.0%
A small problem	54.2%	18.6%	18.2%	3.8%	0.0%	25.0%
Not a problem at all	8.3%	4.7%	0.0%	0.0%	0.0%	5.0%
Don't know	0.0%	2.3%	0.0%	0.0%	8.3%	0.0%

*Significantly different between stakeholder groups

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
A very serious problem	64.0%	62.8%	63.6%	80.8%	75.0%	65.0%
A somewhat serious problem	28.0%	32.6%	27.3%	15.4%	25.0%	25.0%
Not too serious problem	8.0%	2.3%	9.1%	3.8%	0.0%	5.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.3%	0.0%	0.0%	0.0%	5.0%

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ethiopia?*	25	7.32	2.15	43	6.91	2.31	10	6.80	2.57	26	5.04	1.54	11	6.91	2.84	19	6.00	2.47

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

*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ethiopia.*	24	7.54	1.38	38	7.63	1.88	10	6.40	1.71	23	5.87	1.49	9	6.00	2.50	18	6.89	2.40

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

*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Ethiopia solve its most complicated development challenges?*	23	7.74	1.25	36	7.33	1.79	7	6.00	2.38	19	6.11	1.15	9	5.78	2.54	14	7.36	2.27

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

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Rural development*	28.0%	18.6%	18.2%	7.7%	50.0%	40.0%
Foreign direct investment	8.0%	7.0%	9.1%	0.0%	8.3%	5.0%
Education*	44.0%	18.6%	18.2%	23.1%	41.7%	0.0%
Social protection	4.0%	4.7%	0.0%	7.7%	8.3%	5.0%
Transport	12.0%	18.6%	9.1%	19.2%	0.0%	15.0%
Agricultural development	4.0%	32.6%	27.3%	15.4%	25.0%	25.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	4.0%	0.0%	0.0%	7.7%	0.0%	5.0%
Public sector governance/reform	16.0%	11.6%	27.3%	11.5%	41.7%	20.0%
Health	12.0%	14.0%	9.1%	30.8%	0.0%	10.0%
Energy	16.0%	14.0%	9.1%	23.1%	0.0%	10.0%
Job creation/employment	28.0%	16.3%	9.1%	23.1%	16.7%	35.0%
Financial markets*	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%
Urban development*	28.0%	9.3%	9.1%	0.0%	0.0%	5.0%
Environmental sustainability	0.0%	7.0%	0.0%	7.7%	16.7%	10.0%
Economic growth	24.0%	30.2%	27.3%	26.9%	16.7%	10.0%
Law and justice*	0.0%	0.0%	9.1%	11.5%	8.3%	20.0%
Regulatory framework	0.0%	4.7%	9.1%	0.0%	0.0%	5.0%
Equality of opportunity	0.0%	7.0%	0.0%	7.7%	8.3%	0.0%
Private sector development*	8.0%	4.7%	36.4%	3.8%	25.0%	30.0%
Water and sanitation	16.0%	18.6%	0.0%	3.8%	8.3%	5.0%
Food security	8.0%	9.3%	9.1%	11.5%	8.3%	5.0%
Climate change	4.0%	4.7%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	28.0%	34.9%	18.2%	42.3%	8.3%	15.0%
Trade and exports	4.0%	2.3%	9.1%	0.0%	0.0%	10.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Natural resource management	0.0%	4.7%	0.0%	7.7%	0.0%	0.0%
Anti corruption	0.0%	0.0%	9.1%	3.8%	8.3%	10.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	6.3%	9.4%	30.0%	20.0%	57.1%	26.7%
Financial resources	62.5%	75.0%	50.0%	60.0%	28.6%	46.7%
Capacity development	25.0%	12.5%	10.0%	0.0%	14.3%	20.0%
Technical assistance	6.3%	0.0%	0.0%	20.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	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%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Convening/facilitating	0.0%	3.1%	0.0%	0.0%	0.0%	6.7%
Data	0.0%	3.1%	0.0%	0.0%	0.0%	6.7%
Policy advice, studies, analyses*	6.7%	9.4%	10.0%	14.3%	28.6%	53.3%
Financial resources	0.0%	3.1%	0.0%	14.3%	0.0%	6.7%
Capacity development*	20.0%	53.1%	30.0%	14.3%	14.3%	6.7%
Technical assistance	20.0%	9.4%	20.0%	28.6%	0.0%	6.7%
Mobilizing third party financial resources	13.3%	12.5%	20.0%	0.0%	14.3%	0.0%
Donor coordination*	40.0%	6.3%	10.0%	14.3%	14.3%	6.7%
Linkage to non-Bank expertise	0.0%	0.0%	10.0%	14.3%	14.3%	6.7%
Other*	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/Community- Based Organization			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	21	7.62	1.24	35	7.66	1.55	3	5.00	1.73	16	5.81	1.94	11	6.73	2.49	15	7.67	1.72
Citizen engagement*	11	6.55	1.51	24	6.42	2.00	3	3.67	2.89	19	4.47	2.25	9	4.00	3.04	14	5.50	2.68
Policy design	18	7.00	1.64	24	6.08	1.77	3	5.67	1.15	17	5.71	2.08	8	6.13	2.70	17	6.71	1.83

*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	23	8.70	1.15	38	8.84	1.84	8	8.38	2.39	21	8.00	1.30	11	8.36	1.96	18	8.56	1.85
Citizen engagement	19	7.32	2.54	26	7.69	2.43	7	7.00	3.42	23	8.48	1.31	11	8.18	2.04	16	8.56	2.03
Policy design	23	7.70	1.94	27	7.78	1.93	8	7.88	2.59	22	7.86	1.36	10	8.40	1.58	16	7.56	2.50

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Not client focused	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	4.3%	0.0%	0.0%	3.8%	0.0%	5.3%
World Bank Group's processes too complex*	43.5%	51.2%	20.0%	7.7%	16.7%	15.8%
Staff too inaccessible	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Not exploring alternative policy options	4.3%	9.8%	20.0%	7.7%	8.3%	5.3%
Not collaborating enough with stakeholders outside the Government*	0.0%	9.8%	0.0%	30.8%	50.0%	15.8%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	8.7%	7.3%	10.0%	15.4%	0.0%	5.3%
Not willing to openly criticize policies and reform efforts in the country*	0.0%	7.3%	20.0%	7.7%	33.3%	10.5%
Too influenced by developed countries	43.5%	29.3%	30.0%	7.7%	8.3%	31.6%
Imposing technocratic solutions without regard to political realities	8.7%	2.4%	10.0%	3.8%	8.3%	10.5%
World Bank Group's processes too slow*	30.4%	29.3%	0.0%	0.0%	16.7%	31.6%
Not aligned with other donors' work	0.0%	4.9%	10.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	4.3%	4.9%	20.0%	7.7%	0.0%	0.0%
Not adequately sensitive to political/social realities in Ethiopia*	17.4%	7.3%	20.0%	38.5%	16.7%	5.3%
Other	0.0%	2.4%	0.0%	0.0%	8.3%	0.0%
Don't know*	8.7%	4.9%	10.0%	30.8%	8.3%	26.3%

*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ethiopia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	0.0%	9.5%	0.0%	7.7%	9.1%	11.1%
Knowledge products/services	8.7%	9.5%	18.2%	11.5%	18.2%	5.6%
Investment lending*	30.4%	54.8%	45.5%	11.5%	36.4%	33.3%
Technical assistance	26.1%	23.8%	18.2%	19.2%	18.2%	27.8%
Capacity development	39.1%	42.9%	63.6%	57.7%	45.5%	38.9%
Policy based lending/budget support to the Government	47.8%	19.0%	18.2%	19.2%	18.2%	38.9%
Multi-sectoral approaches	21.7%	16.7%	18.2%	15.4%	27.3%	22.2%
Other	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	4.3%	7.1%	9.1%	19.2%	9.1%	5.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	16.7%	16.3%	0.0%	0.0%	0.0%	10.5%
To a somewhat sufficient degree	79.2%	46.5%	36.4%	30.8%	58.3%	57.9%
To a somewhat insufficient degree	4.2%	16.3%	18.2%	53.8%	8.3%	21.1%
To a very insufficient degree	0.0%	2.3%	27.3%	11.5%	16.7%	5.3%
Don't know	0.0%	18.6%	18.2%	3.8%	16.7%	5.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Academia/think tanks/research institutes*	29.2%	27.9%	70.0%	11.5%	83.3%	20.0%
Donor community*	25.0%	20.9%	0.0%	0.0%	0.0%	10.0%
Media	0.0%	0.0%	0.0%	3.8%	0.0%	10.0%
Local government	58.3%	32.6%	30.0%	53.8%	16.7%	45.0%
Private sector*	41.7%	20.9%	80.0%	11.5%	16.7%	45.0%
Parliament	4.2%	2.3%	0.0%	0.0%	0.0%	0.0%
CSOs/NGOs/Community Based Organizations*	12.5%	18.6%	0.0%	84.6%	50.0%	20.0%
Youth/university groups	0.0%	7.0%	0.0%	0.0%	16.7%	15.0%
Beneficiaries	20.8%	25.6%	20.0%	15.4%	8.3%	15.0%
Foundations	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	4.2%	16.3%	0.0%	7.7%	0.0%	5.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Ethiopia?** (1-Strongly disagree, 10-Strongly agree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ethiopia*	23	8.78	0.95	40	7.95	1.74	9	6.89	2.20	23	6.26	1.63	11	6.45	2.62	19	7.37	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Ethiopia*	23	8.39	1.08	39	7.97	1.86	8	6.13	2.17	21	5.52	1.60	11	6.55	2.34	18	7.28	2.37
The World Bank Group supports programs and strategies that are realistic for Ethiopia*	23	8.70	1.11	39	7.97	1.65	9	6.78	1.72	23	5.96	1.61	11	6.09	2.55	18	7.44	2.36
The World Bank Group treats clients and stakeholders in Ethiopia with respect*	21	9.05	0.92	34	8.00	2.35	7	8.00	1.00	19	6.26	1.76	7	6.14	3.53	14	8.07	2.13

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	22	7.64	1.29	37	7.38	1.89	6	5.00	2.28	21	6.19	1.25	10	5.90	2.64	15	7.33	1.54
Flexibility (in terms of the institution's products and services)	20	6.30	1.53	37	6.27	2.06	6	4.17	2.14	19	5.84	1.26	10	6.30	2.45	14	6.71	2.16
Flexibility (in terms of changing country circumstances)	20	6.70	1.69	35	6.60	2.21	6	5.00	2.37	22	5.41	2.26	10	5.80	2.66	15	6.60	2.26
Being inclusive*	23	7.57	1.12	32	7.38	1.41	6	4.83	1.83	21	5.71	1.82	8	4.50	2.98	16	6.44	2.28
Openness (sharing data and other information)*	20	8.15	1.27	36	7.75	1.65	6	6.67	1.97	22	5.82	1.87	11	7.09	2.34	17	7.12	1.93
Staff accessibility*	20	8.40	1.35	35	7.97	1.84	6	6.00	3.03	22	5.45	2.22	8	7.63	2.83	15	7.27	1.94
Straightforwardness and honesty*	20	7.65	1.57	34	7.50	1.94	6	6.83	1.33	22	5.50	1.95	10	7.30	2.41	17	7.00	2.50
Ease of access to the people at the World Bank Group who are making decisions important to my work*	17	8.41	1.28	36	7.83	1.96	6	4.17	1.47	25	5.12	1.92	6	7.33	3.44	15	7.73	2.19
Collaboration with civil society*	11	7.91	1.22	22	7.27	1.80	6	5.17	1.72	24	4.29	2.24	10	5.00	3.20	10	5.50	2.46
Collaboration with the Government*	21	8.86	0.96	36	8.44	1.21	8	6.75	2.71	25	7.76	1.39	11	9.09	1.14	18	8.00	2.03
Collaboration with other donors and development partners*	18	8.67	1.14	29	8.07	1.44	5	7.60	2.07	22	5.18	2.17	9	8.89	0.93	13	8.23	1.48
Collaboration with the private sector*	16	7.69	1.35	19	6.79	2.37	7	4.71	2.63	22	3.86	2.27	8	5.63	2.83	12	6.58	2.23
The speed in which it gets things accomplished on the ground*	23	7.17	1.37	33	6.55	2.17	5	4.80	2.39	21	5.43	1.86	8	7.88	1.73	14	6.64	1.95
Being a long-term partner*	23	9.09	1.00	37	8.89	1.37	9	8.00	1.87	24	6.71	1.97	9	8.67	2.29	16	8.19	2.43

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
More local presence	60.9%	50.0%	90.9%	52.0%	66.7%	52.6%
The current level of local presence is adequate	34.8%	31.0%	0.0%	48.0%	16.7%	31.6%
Less local presence	0.0%	4.8%	9.1%	0.0%	0.0%	5.3%
Don't know	4.3%	14.3%	0.0%	0.0%	16.7%	10.5%

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group encourages the Government of Ethiopia to support and see through the policy development that is necessary for poverty reduction and private sector development?*	21	8.52	1.12	31	7.84	1.59	9	7.44	1.74	26	7.19	1.55	11	6.18	2.60	18	8.17	1.79

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

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is not sensitive enough to political/social realities on the ground	45.0%	24.2%	60.0%	18.2%	30.0%	50.0%
Lack of/inadequate levels of capacity in Government*	40.0%	51.5%	20.0%	4.5%	50.0%	25.0%
There is not an adequate level of citizen/civil society participation*	15.0%	15.2%	30.0%	54.5%	40.0%	37.5%
The World Bank Group does not do adequate follow through/follow-up	5.0%	9.1%	0.0%	9.1%	30.0%	0.0%
Poor donor coordination*	10.0%	6.1%	10.0%	40.9%	0.0%	6.3%
The World Bank Group works too slowly*	35.0%	21.2%	10.0%	0.0%	0.0%	6.3%
The Government works inefficiently	5.0%	15.2%	10.0%	13.6%	10.0%	0.0%
Political pressures and obstacles	5.0%	3.0%	30.0%	27.3%	20.0%	18.8%
Reforms are not well thought out in light of country challenges	30.0%	36.4%	10.0%	18.2%	10.0%	37.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	19	7.47	2.32	32	7.56	2.50	10	7.40	3.20	26	7.65	1.87	9	8.33	3.08	17	8.35	1.90
Transport	21	9.19	1.08	40	8.95	1.30	11	8.45	1.92	25	8.88	1.20	10	9.10	2.23	18	8.28	1.84
Law and justice	19	5.63	2.83	27	6.59	2.56	11	8.00	2.49	26	7.65	2.31	8	7.63	3.50	17	7.35	2.37
Urban development	24	8.83	1.20	36	8.44	1.95	11	8.64	1.50	26	8.15	1.85	9	7.44	2.55	19	8.32	1.70
Environmental sustainability	24	8.58	1.38	41	8.66	1.81	11	8.45	1.75	24	7.63	1.58	9	8.56	2.30	18	8.56	1.98
Regulatory framework	23	6.96	2.16	31	6.68	2.81	11	8.00	2.00	20	7.90	1.92	7	6.57	3.15	16	7.44	2.16
Communicable/non-communicable diseases	22	7.91	2.20	37	8.00	2.27	11	8.18	1.40	23	7.91	1.93	9	8.00	2.55	17	7.59	2.06
Poverty reduction	24	9.54	0.72	41	9.39	1.00	11	8.64	1.96	26	9.12	1.21	12	9.08	2.57	19	9.21	1.27
Gender equity	23	8.00	1.68	38	8.21	1.96	11	8.09	1.64	24	8.50	1.59	11	8.09	2.63	18	8.83	1.76
Private sector development	24	8.08	1.64	39	8.21	2.15	11	9.18	1.66	24	8.33	1.88	12	8.42	2.39	19	9.21	1.13
Foreign direct investment	21	8.62	1.53	33	7.48	2.71	11	8.36	1.63	20	7.80	2.19	9	8.11	2.42	19	8.11	2.21
Water and sanitation	25	9.28	0.98	40	8.73	1.78	11	8.36	1.75	24	8.75	1.51	8	8.25	3.06	17	8.59	1.80
Trade and exports	23	8.48	1.62	34	7.88	2.35	11	7.91	2.07	18	7.50	2.26	9	8.11	2.37	18	7.83	2.55
Economic growth	23	9.48	0.95	40	9.15	1.27	11	9.09	1.45	25	9.24	1.13	12	8.92	2.39	16	9.06	1.29
Energy	24	9.21	1.32	37	8.89	1.41	11	8.64	1.86	24	8.79	1.91	11	8.64	2.42	19	8.79	1.23
Disaster management	22	7.77	2.11	35	7.94	2.24	11	7.55	1.81	22	7.91	1.97	10	7.80	2.44	18	7.00	2.06
Public sector governance/reform	23	8.70	1.46	39	7.90	2.04	10	8.50	1.65	24	8.33	1.61	11	7.91	3.11	18	8.17	2.36
Job creation/employment	24	9.00	1.44	39	8.41	2.01	11	8.09	1.87	25	8.68	1.41	11	8.45	2.81	19	9.42	1.07
Financial markets	21	6.43	2.56	30	7.53	2.29	11	7.55	2.50	22	8.14	1.93	10	7.70	2.95	18	7.33	2.14
Equality of opportunity	21	8.14	2.08	32	7.59	2.45	11	8.18	1.89	24	8.96	1.33	9	7.89	3.10	17	8.41	1.54
Health	24	8.88	2.01	39	8.69	1.59	11	8.64	1.69	25	8.76	1.36	10	8.90	2.28	18	7.83	1.95
Rural development	24	9.21	1.25	40	9.13	1.20	11	8.45	2.02	25	8.88	1.45	12	7.92	3.42	19	8.74	1.73
Global/regional integration	22	7.73	2.29	35	7.83	2.22	11	8.00	2.10	23	8.43	1.70	10	7.60	2.63	18	7.17	2.31
Food security	24	9.00	1.53	38	8.68	1.66	11	8.73	2.00	25	8.96	1.49	11	8.55	2.81	18	8.33	1.81
Education	23	9.39	0.89	38	9.08	1.17	11	9.36	1.29	25	9.04	1.31	11	8.73	2.53	18	8.50	1.92
Social protection	21	7.43	1.57	36	7.39	2.35	11	8.27	1.35	24	8.38	1.69	11	7.82	2.60	18	7.83	1.65
Climate change	24	8.83	1.46	37	8.51	1.57	11	8.27	1.56	25	8.44	1.50	10	8.00	2.36	18	8.39	2.33
Agricultural development	25	8.76	2.03	39	9.13	1.30	11	8.82	1.54	25	9.32	0.95	12	8.83	2.29	19	9.32	1.00
Natural resource management*	22	6.59	2.68	34	8.26	2.19	11	8.45	1.37	24	9.00	1.96	11	8.09	2.88	18	7.78	2.13

*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	11	5.18	2.18	14	6.00	2.60	5	3.80	0.84	17	3.76	2.36	3	3.00	2.00	10	5.60	2.55
Transport*	14	8.00	2.04	27	8.33	1.27	6	7.50	1.38	19	5.89	1.49	7	7.43	2.37	11	7.36	1.63
Law and justice	10	6.10	1.60	10	6.20	2.66	3	5.67	1.15	18	4.11	2.30	5	4.00	3.54	6	4.67	2.88
Urban development*	19	7.84	1.64	24	7.54	1.44	4	6.00	1.41	19	5.11	1.94	4	6.75	3.59	12	6.17	1.85
Environmental sustainability*	16	7.56	1.21	28	7.96	1.57	5	5.60	1.52	17	5.29	1.76	4	6.50	3.87	12	7.08	2.02
Regulatory framework	13	6.54	1.66	12	6.92	1.44	2	6.00	0.00	14	5.29	1.64	6	4.67	3.20	7	5.86	2.54
Communicable/non-communicable diseases*	12	7.67	1.97	19	8.42	1.26	5	7.60	0.55	16	5.25	1.65	6	7.50	1.87	6	7.17	1.94
Poverty reduction*	18	8.94	1.06	31	8.26	1.32	7	7.29	1.38	22	5.23	1.82	8	7.38	1.85	14	8.00	1.88
Gender equity*	15	7.93	1.39	24	7.88	1.39	4	7.50	1.29	19	6.00	1.15	6	7.17	1.72	11	7.18	1.78
Private sector development*	14	7.71	1.07	18	6.94	1.11	7	3.71	2.87	17	4.24	1.89	7	5.43	3.05	12	5.92	2.75
Foreign direct investment	9	6.44	1.51	13	7.08	1.98	4	5.25	2.36	11	5.36	1.86	4	5.00	4.24	8	6.13	2.59
Water and sanitation*	17	8.71	1.16	30	8.27	1.28	7	7.71	1.25	20	5.35	2.23	6	7.83	1.72	13	7.54	1.39
Trade and exports	12	6.42	1.16	15	6.67	1.72	5	4.40	2.51	13	4.85	1.86	5	5.40	3.36	10	6.10	1.45
Economic growth*	21	8.76	1.18	29	7.93	1.44	7	6.86	1.21	22	6.00	2.29	8	7.63	1.51	15	7.67	1.88
Energy*	16	7.31	2.52	26	7.38	1.98	3	6.00	1.73	21	4.57	2.56	5	8.20	1.30	9	6.22	1.86
Disaster management*	14	7.14	1.66	19	7.47	1.54	3	7.33	1.15	16	5.25	1.73	4	6.50	3.87	7	7.29	2.69
Public sector governance/reform*	14	7.57	1.95	23	7.13	2.07	5	5.40	1.95	19	4.53	1.98	8	4.38	3.34	11	6.91	2.30
Job creation/employment*	16	7.31	1.14	26	7.19	1.44	5	5.00	2.35	20	4.60	2.06	6	6.33	2.88	14	6.43	1.91
Financial markets	7	4.57	1.99	12	5.83	1.59	2	3.00	2.83	16	4.63	2.00	4	5.00	3.74	7	5.43	2.07
Equality of opportunity	11	6.91	1.92	15	6.67	2.35	4	4.00	2.58	19	5.21	1.18	6	4.83	3.97	9	6.22	1.86
Health*	15	8.73	0.80	27	8.41	1.28	7	7.57	1.90	21	5.62	2.22	6	7.67	1.86	10	7.40	1.78
Rural development*	18	8.22	1.66	28	8.04	1.20	7	7.29	0.95	21	4.90	2.34	8	7.25	1.98	13	7.46	1.05
Global/regional integration*	9	6.89	1.45	21	7.14	1.98	4	5.75	1.50	12	4.75	2.26	3	7.67	2.08	6	6.00	2.53
Food security*	18	8.72	1.18	31	7.81	1.82	7	7.14	1.77	22	5.27	2.14	9	7.33	1.94	12	7.50	1.68
Education*	16	8.81	1.17	26	8.12	1.53	8	8.38	1.60	21	5.62	1.80	9	7.78	1.48	11	7.27	2.72
Social protection	10	6.70	2.11	19	6.63	2.39	5	5.20	2.59	18	5.44	1.58	5	7.40	2.70	9	6.11	2.98
Climate change*	13	7.00	1.73	25	7.84	1.40	3	6.00	1.00	16	5.25	2.05	5	6.40	3.36	8	7.38	1.60
Agricultural development*	18	8.00	2.09	32	8.13	1.18	7	7.71	0.76	21	5.48	1.97	9	7.44	1.59	12	7.50	1.38
Natural resource management*	10	6.20	1.69	18	7.28	1.78	3	4.67	2.52	18	3.72	2.44	4	6.75	3.95	8	6.25	1.83

*Significantly different between stakeholder groups

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

Where are the World Bank Group's decisions that support the program in Ethiopia made primarily?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
At the Headquarters (in Washington D.C.)	62.5%	43.9%	45.5%	65.4%	33.3%	33.3%
In the country	16.7%	31.7%	0.0%	3.8%	8.3%	27.8%
Don't know	20.8%	24.4%	54.5%	30.8%	58.3%	38.9%

*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ethiopia?*	23	8.17	1.19	41	7.76	1.45	9	6.44	2.70	23	6.13	1.25	11	6.09	2.43	18	7.44	2.09

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

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ethiopia*	23	7.70	1.18	34	7.26	1.75	7	5.00	1.53	22	5.27	1.12	10	6.20	2.70	19	7.05	2.46
The World Bank Group meets Ethiopia's needs for knowledge services*	23	7.22	1.17	30	6.63	1.83	6	6.33	2.50	20	5.25	1.12	9	5.33	2.55	16	6.88	2.70

*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Ethiopia?*	20	7.50	1.28	32	7.22	1.79	5	5.60	2.70	18	5.11	1.94	6	5.50	3.27	9	7.22	2.11

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

*Significantly different between stakeholder groups

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Weekly	9.1%	15.0%	0.0%	0.0%	8.3%	5.9%
Monthly	36.4%	27.5%	0.0%	0.0%	0.0%	23.5%
A few times a year	27.3%	20.0%	36.4%	24.0%	58.3%	29.4%
Rarely	27.3%	27.5%	0.0%	44.0%	25.0%	11.8%
Never	0.0%	10.0%	63.6%	32.0%	8.3%	29.4%

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	21	7.29	1.49	34	7.00	2.20	7	6.14	1.35	15	5.80	1.15	8	6.63	2.56	14	6.93	1.69
Include appropriate level of stakeholder involvement during preparation*	21	8.05	1.24	33	7.61	1.87	7	5.86	1.35	17	4.59	1.77	8	4.88	3.14	14	6.50	2.18
Lead to practical solutions*	22	7.27	1.08	34	7.29	1.88	7	5.86	1.35	19	5.68	1.70	9	6.33	2.65	15	6.73	1.91
Are accessible (well written and easy to understand)*	22	8.23	1.38	37	7.76	1.86	8	6.38	1.92	19	5.84	1.80	10	6.90	2.08	16	7.56	1.46
Are source of relevant information on global good practices	22	8.23	1.34	36	7.53	1.80	8	7.00	1.77	15	7.27	1.28	10	7.20	2.74	15	7.47	2.23
Are adequately disseminated	21	7.29	1.59	32	7.34	2.12	8	6.00	1.85	21	5.95	1.91	8	6.13	2.70	16	7.13	1.78
Are translated enough into local language*	19	4.68	1.67	27	5.48	2.49	7	3.00	2.08	15	3.13	1.73	6	4.33	2.25	10	5.70	2.00
Are adaptable to Ethiopia's specific development challenges and country circumstances	22	6.91	1.19	35	7.03	2.18	8	5.75	1.67	21	5.62	1.69	10	6.20	2.44	16	6.75	2.35

*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	23	7.91	1.24	39	7.56	1.59	9	7.11	2.26	24	6.54	1.93	11	6.45	2.21	16	7.75	2.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	23	8.52	0.99	37	7.92	1.30	6	7.67	1.51	20	6.35	1.53	9	6.89	2.62	15	7.40	1.68

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

*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	23	6.83	1.77	36	7.25	1.95	5	6.40	1.52	16	5.94	1.24	3	4.67	2.08	9	6.11	2.37
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	23	8.09	1.16	39	7.77	1.68	4	7.25	1.50	22	6.23	1.45	8	6.88	3.27	13	7.46	2.54
The World Bank Group's approvals and reviews are done in a timely fashion	23	7.22	1.17	38	6.50	2.33	4	7.50	1.00	18	6.17	1.29	7	6.43	2.44	12	6.25	2.63
The World Bank Group's "Safeguard Policy" requirements are reasonable	21	6.95	1.50	36	7.03	2.60	4	6.50	1.29	14	6.14	1.17	3	8.33	2.89	10	6.40	2.17
The World Bank Group's conditions on its lending are reasonable	23	6.48	1.38	33	6.70	2.60	7	6.29	1.50	15	5.73	1.67	7	6.00	2.00	12	6.25	2.14
The World Bank Group takes decisions quickly in Ethiopia*	22	7.36	1.40	35	6.77	2.14	6	4.50	2.07	19	5.21	1.75	8	6.63	2.45	11	6.73	2.49
Working with the World Bank Group increases Ethiopia's institutional capacity*	23	8.43	1.16	36	7.92	1.99	8	7.13	2.23	23	6.65	1.64	8	7.00	2.00	14	7.50	2.24
Where country systems are adequate, the World Bank Group makes appropriate use of them	20	6.60	2.33	36	7.11	2.55	4	7.75	0.50	20	6.60	1.14	5	7.80	2.05	13	7.31	2.18
The World Bank Group provides effective implementation support	24	7.71	1.30	38	7.82	1.69	5	7.40	1.14	21	6.48	1.69	7	7.00	2.89	13	7.46	1.94

*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Ethiopia?*	23	7.26	1.51	26	6.62	2.23	10	5.30	2.67	23	5.48	1.73	11	5.82	2.23	16	6.13	2.53

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

*Significantly different between stakeholder groups

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

Which of the following best describes the way the World Bank Group operates in Ethiopia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Ethiopia	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Ethiopia	16.7%	33.3%	72.7%	60.0%	9.1%	35.0%
The World Bank Group's approach to risk is appropriate	50.0%	28.6%	0.0%	28.0%	27.3%	40.0%
Don't know	33.3%	33.3%	27.3%	12.0%	63.6%	25.0%

*Significantly different between stakeholder groups

Which of the following best describes the World Bank Group's support in Ethiopia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Ethiopia	78.3%	64.3%	18.2%	20.8%	27.3%	63.2%
The World Bank Group is not sufficiently selective in Ethiopia, and it is involved in too many areas of development	8.7%	14.3%	27.3%	45.8%	27.3%	5.3%
Don't know	13.0%	21.4%	54.5%	33.3%	45.5%	31.6%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Improve the competitiveness of its financing compared to markets	16.0%	19.5%	27.3%	0.0%	22.2%	10.0%
Reach out more to groups outside of Government*	0.0%	9.8%	54.5%	40.0%	66.7%	25.0%
Provide more adequate and accurate data/knowledge/statistics/figures on Ethiopia's economy	8.0%	17.1%	9.1%	12.0%	0.0%	5.0%
Ensure greater selectivity in its work	4.0%	4.9%	0.0%	8.0%	11.1%	15.0%
Offer more innovative financial products	8.0%	4.9%	0.0%	8.0%	0.0%	10.0%
Work faster	8.0%	12.2%	0.0%	0.0%	0.0%	15.0%
Improve the quality of its experts as related to Ethiopia's specific challenges	24.0%	17.1%	0.0%	16.0%	0.0%	0.0%
Offer more innovative knowledge services	0.0%	7.3%	9.1%	4.0%	11.1%	15.0%
Collaborate more effectively with Government clients	36.0%	36.6%	45.5%	12.0%	11.1%	40.0%
Increase the level of capacity development in the country	40.0%	46.3%	36.4%	64.0%	66.7%	35.0%
Reduce the complexity of obtaining World Bank Group financing*	48.0%	19.5%	18.2%	24.0%	0.0%	25.0%
Other*	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%

*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Ethiopia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ethiopia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Financial services	34.8%	41.9%	54.5%	19.2%	40.0%	15.0%
Knowledge products	8.7%	11.6%	9.1%	0.0%	10.0%	20.0%
Convening services	0.0%	4.7%	18.2%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Ethiopia	47.8%	37.2%	9.1%	73.1%	40.0%	60.0%
Don't know	8.7%	4.7%	9.1%	7.7%	10.0%	5.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Periodicals*	42.9%	17.9%	9.1%	0.0%	8.3%	26.3%
International newspapers	0.0%	10.3%	9.1%	3.8%	8.3%	21.1%
Local radio	9.5%	12.8%	9.1%	15.4%	0.0%	15.8%
International radio	0.0%	2.6%	0.0%	7.7%	16.7%	0.0%
Local television	42.9%	41.0%	36.4%	65.4%	41.7%	42.1%
International television	4.8%	10.3%	18.2%	23.1%	8.3%	0.0%
Local newspapers*	14.3%	25.6%	18.2%	57.7%	33.3%	36.8%
Internet*	42.9%	61.5%	63.6%	11.5%	58.3%	36.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	5.1%	9.1%	7.7%	0.0%	10.5%
Other*	28.6%	5.1%	0.0%	0.0%	8.3%	5.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group*	26.1%	35.7%	18.2%	3.8%	8.3%	10.5%
e-Newsletters	4.3%	11.9%	36.4%	15.4%	25.0%	26.3%
World Bank Group's seminars/workshops/conferences*	30.4%	50.0%	27.3%	7.7%	16.7%	36.8%
World Bank Group's publications and other written materials*	69.6%	40.5%	45.5%	19.2%	66.7%	47.4%
World Bank Group's website	69.6%	42.9%	36.4%	61.5%	33.3%	57.9%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	0.0%	9.5%	18.2%	53.8%	8.3%	5.3%
Mobile phones	0.0%	0.0%	0.0%	3.8%	8.3%	5.3%
Other	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	59.1%	29.7%	30.0%	65.2%	8.3%	38.9%
No	40.9%	70.3%	70.0%	34.8%	91.7%	61.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	39.1%	22.2%	10.0%	13.6%	16.7%	23.5%
No	60.9%	77.8%	90.0%	86.4%	83.3%	76.5%

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	85.7%	77.8%	0.0%	100.0%	100.0%	100.0%
No	14.3%	22.2%	100.0%	0.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	96.0%	97.4%	90.9%	100.0%	100.0%	100.0%
No	4.0%	2.6%	9.1%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	79.2%	64.1%	63.6%	79.2%	91.7%	78.9%
No	20.8%	35.9%	36.4%	20.8%	8.3%	21.1%

Do you currently consult the World Bank Group social media sites?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	4.0%	10.3%	18.2%	47.8%	25.0%	10.5%
No	96.0%	89.7%	81.8%	52.2%	75.0%	89.5%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	90.5%	64.5%	66.7%	30.4%	75.0%	76.5%
Dial-up	9.5%	35.5%	33.3%	69.6%	25.0%	23.5%

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ PMU/Consultant on WBG project			Private Sector/ Financial Sector/ Private Bank			NGO/ Community- Based Organization			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the WBG's websites easy to navigate	20	8.15	1.53	26	7.42	1.88	7	8.14	2.12	22	8.32	1.78	11	7.18	2.14	14	8.50	1.16
I find the information on the WBG's websites useful	21	8.43	1.21	25	8.08	1.29	7	8.29	1.38	18	8.39	1.33	11	8.09	1.97	14	8.07	1.33
The WBG's social media channels are valuable sources of information about the institution	5	7.80	1.48	10	7.50	1.78	5	8.20	1.30	16	8.56	1.21	4	9.00	1.41	3	8.33	0.58
When I need information from the WBG I know how to find it	18	7.94	1.63	29	7.62	1.93	8	5.75	3.28	21	7.38	2.97	8	7.63	3.02	16	7.00	1.90
The WBG is responsive to my information requests and inquiries	18	8.22	1.17	23	7.30	2.14	4	7.75	2.06	16	7.81	2.88	6	7.00	3.35	12	8.00	0.95

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
I currently collaborate with the World Bank Group	20.8%	41.9%	0.0%	4.2%	30.0%	26.3%
I have previously collaborated with the World Bank Group	12.5%	11.6%	40.0%	29.2%	10.0%	15.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	58.3%	37.2%	30.0%	20.8%	30.0%	26.3%
I have never collaborated with the World Bank Group	8.3%	9.3%	30.0%	45.8%	30.0%	31.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	100.0%	97.3%	60.0%	100.0%	100.0%	70.6%
The International Finance Corporation (IFC)	0.0%	0.0%	40.0%	0.0%	0.0%	17.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.7%	0.0%	0.0%	0.0%	11.8%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Yes	31.6%	25.8%	11.1%	9.5%	12.5%	22.2%
No	68.4%	74.2%	88.9%	90.5%	87.5%	77.8%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	50.0%	25.0%	0.0%	100.0%	100.0%	50.0%
The way the two institutions work together needs improvement	16.7%	50.0%	100.0%	0.0%	0.0%	25.0%
The two institutions do not work well together	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Don't know	33.3%	12.5%	0.0%	0.0%	0.0%	25.0%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Observer*	5.0%	7.9%	30.0%	79.2%	8.3%	31.6%
Use World Bank Group reports/data*	55.0%	23.7%	40.0%	8.3%	58.3%	57.9%
Engage in World Bank Group related/sponsored events/activities*	35.0%	57.9%	20.0%	0.0%	16.7%	42.1%
Collaborate as part of my professional duties*	45.0%	44.7%	20.0%	4.2%	41.7%	15.8%
Use World Bank Group website for information, data, research, etc. *	10.0%	5.3%	40.0%	25.0%	33.3%	31.6%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Female	4.2%	9.8%	0.0%	8.0%	8.3%	20.0%
Male	95.8%	90.2%	100.0%	92.0%	91.7%	80.0%

Which best represents your geographic location?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	NGO/ Community-Based Organization	Academia/ Research Institute/ Think Tank	Other
Addis Ababa	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%
Outside Addis Ababa	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁷

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY15 Ethiopia COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Ethiopia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Ethiopia?"

Collaborating with the WBG N=79 ● Not collaborating with the WBG N=53

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ethiopia?*	78	7.23	1.97	52	5.75	2.38

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

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ethiopia.*	77	7.48	1.72	44	6.23	1.95

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

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Ethiopia solve its most complicated development challenges?*	75	7.49	1.45	33	6.18	2.19

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

*Significantly different between collaborators and non-collaborators

¹⁷ Only 132 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "I currently collaborate and previously have collaborated with the WBG" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG" and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Rural development	27.8%	18.9%
Foreign direct investment	3.8%	9.4%
Education*	17.7%	34.0%
Social protection	6.3%	1.9%
Transport	16.5%	13.2%
Agricultural development	24.1%	20.8%
Global/regional integration	0.0%	0.0%
Gender equity	2.5%	3.8%
Public sector governance/reform	20.3%	11.3%
Health*	10.1%	22.6%
Energy	12.7%	15.1%
Job creation/employment	16.5%	24.5%
Financial markets*	0.0%	5.7%
Urban development	13.9%	3.8%
Environmental sustainability	7.6%	3.8%
Economic growth	26.6%	20.8%
Law and justice*	3.8%	13.2%
Regulatory framework	1.3%	3.8%
Equality of opportunity	3.8%	3.8%
Private sector development	12.7%	13.2%
Water and sanitation	15.2%	5.7%
Food security	5.1%	13.2%
Climate change	3.8%	0.0%
Poverty reduction	30.4%	24.5%
Trade and exports	6.3%	0.0%
Communicable/non-communicable diseases	0.0%	1.9%
Natural resource management	3.8%	1.9%
Anti corruption	2.5%	5.7%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation*	68	7.60	1.45	33	6.58	2.19
Citizen engagement*	50	6.32	2.10	30	4.33	2.29
Policy design*	57	6.88	1.63	31	5.52	1.96

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	74	8.66	1.67	41	8.37	1.70
Citizen engagement	60	7.95	2.17	39	7.90	2.37
Policy design*	65	8.23	1.48	38	7.05	2.32

*Significantly different between collaborators and non-collaborators

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ethiopia*	77	8.08	1.67	46	6.65	1.88
The World Bank Group's work is aligned with what I consider the development priorities for Ethiopia*	76	7.87	1.80	43	6.37	2.09
The World Bank Group supports programs and strategies that are realistic for Ethiopia*	76	8.00	1.62	45	6.58	2.05
The World Bank Group treats clients and stakeholders in Ethiopia with respect*	67	8.25	1.96	36	7.17	2.22

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	74	7.38	1.77	37	6.30	1.60
Flexibility (in terms of the institution's products and services)*	71	6.51	1.80	35	5.66	1.98
Flexibility (in terms of changing country circumstances)*	70	6.79	1.83	38	5.34	2.41
Being inclusive*	69	7.23	1.50	37	5.65	2.16
Openness (sharing data and other information)*	72	7.81	1.62	40	6.40	1.92
Staff accessibility*	70	8.06	1.62	36	6.11	2.58
Straightforwardness and honesty*	68	7.59	1.67	40	6.15	2.36
Ease of access to the people at the World Bank Group who are making decisions important to my work*	68	7.94	1.87	36	5.64	2.32
Collaboration with civil society*	45	7.11	1.84	36	4.67	2.38
Collaboration with the Government	73	8.44	1.45	44	7.86	1.75
Collaboration with other donors and development partners*	60	8.20	1.60	34	6.68	2.28
Collaboration with the private sector*	49	7.00	2.06	34	4.41	2.58
The speed in which it gets things accomplished on the ground*	67	6.94	1.77	37	5.68	2.19
Being a long-term partner*	72	8.90	1.22	43	7.53	2.34

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group encourages the Government of Ethiopia to support and see through the policy development that is necessary for poverty reduction and private sector development?*	69	8.09	1.33	43	7.26	2.05

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

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	65	7.68	2.30	46	7.93	2.26
Transport	72	8.99	1.27	49	8.76	1.59
Law and justice*	59	6.59	2.67	47	7.66	2.44
Urban development	70	8.69	1.55	51	8.25	1.87
Environmental sustainability	75	8.68	1.58	50	8.18	1.84
Regulatory framework	61	7.36	2.11	45	7.09	2.59
Communicable/non-communicable diseases	68	7.88	2.17	48	8.10	1.86
Poverty reduction	77	9.42	1.00	52	9.13	1.31
Gender equity	72	8.38	1.53	50	8.22	2.05
Private sector development	75	8.40	1.68	51	8.65	2.02
Foreign direct investment	65	8.09	2.11	47	7.96	2.29
Water and sanitation	73	8.92	1.45	49	8.65	1.82
Trade and exports	65	8.05	2.02	45	7.98	2.37
Economic growth	73	9.36	1.10	51	9.10	1.28
Energy	75	8.99	1.39	49	8.84	1.62
Disaster management	68	7.93	1.78	49	7.55	2.39
Public sector governance/reform	73	8.53	1.58	49	7.90	2.13
Job creation/employment	75	8.73	1.51	52	8.85	1.85
Financial markets	62	7.69	2.05	48	7.15	2.53
Equality of opportunity	64	8.25	1.84	49	8.20	2.15
Health	73	8.68	1.49	51	8.59	1.96
Rural development	76	9.08	1.55	52	8.79	1.61
Global/regional integration	68	8.10	1.82	50	7.54	2.43
Food security	72	8.79	1.62	52	8.85	1.63
Education	71	9.17	1.28	50	9.00	1.40
Social protection	69	7.83	1.84	50	7.74	1.89
Climate change	72	8.68	1.43	52	8.33	1.82
Agricultural development	76	9.28	1.17	52	8.90	1.60
Natural resource management	69	8.23	2.01	50	7.90	2.57

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption*	33	5.82	2.14	26	3.62	2.32
Transport*	50	7.92	1.65	33	6.79	1.93
Law and justice*	25	5.96	2.26	27	4.11	2.44
Urban development*	49	7.51	1.71	32	5.59	2.06
Environmental sustainability*	53	7.66	1.57	28	5.75	2.22
Regulatory framework*	32	6.56	1.66	22	5.14	2.19
Communicable/non-communicable diseases*	37	8.00	1.63	26	6.15	1.97
Poverty reduction*	59	8.12	1.66	41	6.73	2.18
Gender equity*	50	7.70	1.50	29	6.52	1.43
Private sector development*	41	6.78	1.80	33	4.76	2.60
Foreign direct investment*	29	6.90	1.61	20	4.90	2.55
Water and sanitation*	57	7.96	1.64	37	6.89	2.18
Trade and exports*	33	6.39	1.58	26	5.19	2.25
Economic growth*	62	8.06	1.58	39	6.79	2.12
Energy*	46	7.02	2.25	35	5.77	2.62
Disaster management*	39	7.23	1.78	24	5.96	2.29
Public sector governance/reform*	47	7.11	2.00	32	5.06	2.71
Job creation/employment*	52	7.08	1.62	33	5.12	2.19
Financial markets*	22	5.73	1.58	25	4.36	2.36
Equality of opportunity*	35	6.80	1.97	29	4.76	2.06
Health*	52	8.15	1.58	34	6.62	2.22
Rural development*	56	7.98	1.41	38	6.05	2.29
Global/regional integration*	34	6.94	1.87	22	5.36	2.34
Food security*	56	7.93	1.80	43	6.53	2.25
Education*	51	8.12	1.57	40	6.88	2.36
Social protection*	37	6.92	2.07	29	5.21	2.24
Climate change*	46	7.41	1.53	24	5.79	2.43
Agricultural development*	58	7.88	1.50	40	6.65	2.12
Natural resource management*	35	6.34	2.25	27	4.93	2.72

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ethiopia?*	78	7.77	1.58	45	6.47	1.79

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

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ethiopia*	69	7.36	1.57	44	5.75	2.07
The World Bank Group meets Ethiopia's needs for knowledge services*	65	6.92	1.57	39	5.67	2.20

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Ethiopia?*	62	7.27	1.61	28	5.46	2.30

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

*Significantly different between collaborators and non-collaborators

D. The World Bank Group's Knowledge Work and Activities**In Ethiopia, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	67	7.07	1.69	32	6.31	1.94
Include appropriate level of stakeholder involvement during preparation*	67	7.43	1.80	33	5.45	2.29
Lead to practical solutions*	70	7.26	1.46	37	6.00	1.99
Are accessible (well written and easy to understand)*	73	7.97	1.42	38	6.39	2.20
Are source of relevant information on global good practices*	72	7.93	1.46	33	7.06	2.16
Are adequately disseminated*	68	7.46	1.51	37	5.95	2.41
Are translated enough into local language*	56	5.14	2.16	27	3.52	2.08
Are adaptable to Ethiopia's specific development challenges and country circumstances*	72	7.11	1.51	39	5.54	2.21

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	75	7.68	1.48	43	6.74	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	72	8.00	1.34	37	6.97	1.67

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

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	62	7.11	1.49	29	5.93	2.14
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	73	7.84	1.49	37	6.76	2.19
The World Bank Group's approvals and reviews are done in a timely fashion*	73	6.95	1.79	29	5.97	1.99
The World Bank Group's "Safeguard Policy" requirements are reasonable	66	7.08	1.99	23	6.13	2.22
The World Bank Group's conditions on its lending are reasonable*	68	6.82	1.64	29	5.31	2.45
The World Bank Group takes decisions quickly in Ethiopia	71	6.77	1.79	29	6.00	2.49
Working with the World Bank Group increases Ethiopia's institutional capacity*	71	7.92	1.71	40	7.15	2.03
Where country systems are adequate, the World Bank Group makes appropriate use of them*	67	7.28	1.88	31	6.35	2.52
The World Bank Group provides effective implementation support*	73	7.84	1.38	34	6.68	2.00

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Ethiopia?*	62	6.73	1.82	44	5.61	2.35

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

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	62	8.03	1.56	38	8.05	1.90
I find the information on the World Bank Group's websites useful	62	8.45	1.13	34	8.03	1.51
The World Bank Group's social media channels are valuable sources of information about the institution	25	8.08	1.32	19	8.32	1.53
When I need information from the World Bank Group I know how to find it*	62	8.00	1.64	39	6.49	2.96
The World Bank Group is responsive to my information requests and inquiries*	55	8.13	1.45	25	7.08	2.69

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁸

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY '12 Number of comparable respondents = 315 • FY '15 Number of comparable respondents = 131

By weighting, FY 2012 and FY 2015 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of President/Prime Minister/Minister	10.0%	10.0%
Office of Parliamentarian	5.0%	5.0%
Government Institutions	30.0%	30.0%
Local Government Office or Staff	5.0%	5.0%
Bilateral/Multilateral Agency	5.0%	5.0%
Civil Society	20.0%	20.0%
Private Sector	10.0%	10.0%
Academia/Research Institute/Think Tank	10.0%	10.0%
Media	5.0%	5.0%

A. General Issues facing Ethiopia

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

Percentage of Respondents	FY 2012	FY 2015
The right direction	75.7%	85.6%
The wrong direction	16.6%	3.2%
Not sure	7.7%	11.2%

*Significantly different between FY2015 and FY2012

In general, Ethiopia is headed in the right direction in terms of ... (1-Strongly disagree, 4-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Sustaining economic recovery and promoting growth*	314	3.05	.87	123	3.46	.78
Improving governance*	314	2.97	.92	119	2.70	1.05
Delivering better public services to the poor*	295	3.08	.81	124	2.89	.97
Reducing corruption*	305	2.94	.88	122	2.46	.94
Ensuring that all children have access to education*	303	3.12	.83	126	3.50	.70
Ensuring adequate and productive infrastructure*	306	3.08	.86	128	3.36	.76
Ensuring access to clean water	303	3.10	.82	128	3.11	.84
Reducing gender disparities	298	3.08	.81	121	3.18	.80
Increasing voice and participation of the citizens of Ethiopia	307	2.81	1.02	117	2.73	1.09
Responsive leadership	308	2.74	1.00	123	2.70	1.05

*Significantly different between FY2015 and FY2012

¹⁸ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

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

In general, over the past five years would you say that your economic status/standard of living has ... ?* (Select only ONE response)

Percentage of Respondents	FY 2012	FY 2015
Improved	67.0%	74.2%
Worsened	23.3%	8.6%
Stayed the same	9.7%	17.2%

*Significantly different between FY2015 and FY2012

In general, over the next five years do you expect the standard of living in Ethiopia ... ?* (Select only ONE response)

Percentage of Respondents	FY 2012	FY 2015
To improve	67.5%	74.6%
To worsen	21.9%	6.9%
Stay the same	5.5%	3.1%
Don't have an opinion	3.2%	7.7%
Don't know	1.9%	7.7%

*Significantly different between FY2015 and FY2012

Over the next five years do you expect your own economic status/standard of living to ... ?* (Select only ONE response)

Percentage of Respondents	FY 2012	FY 2015
Improve	69.2%	78.0%
Worsen	24.7%	5.5%
Stay the same	6.2%	16.5%

*Significantly different between FY2015 and FY2012

B. Overall Attitudes toward the World Bank Group

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ethiopia?*	303	6.81	1.52	125	6.24	2.47

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2015 and FY2012

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ethiopia	288	7.29	1.87	118	7.25	2.06
The World Bank Group's work is aligned with what I consider the development priorities for Ethiopia	289	7.12	1.69	110	6.97	2.26
The World Bank Group supports programs and strategies that are realistic for Ethiopia	283	7.17	1.63	117	7.16	2.17
The World Bank Group treats clients and stakeholders in Ethiopia with respect*	274	7.15	1.66	90	7.62	2.19

*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group encourages the Government of Ethiopia to support and see through the policy development that is necessary for poverty reduction and private sector development?*	295	6.90	1.36	110	7.65	1.74

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012



C. World Bank Group's Effectiveness and Results

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption	265	7.54	1.72	108	7.80	2.36
Law and justice	261	7.56	1.79	105	7.13	2.61
Urban development*	262	7.32	1.98	118	8.25	1.86
Regulatory framework*	275	7.78	1.69	104	7.21	2.36
Poverty reduction*	285	8.44	1.48	125	9.13	1.50
Gender equity*	261	7.70	1.54	119	8.26	1.96
Private sector development*	260	7.77	1.59	122	8.52	1.89
Economic growth*	271	8.40	1.37	121	9.11	1.42
Public sector governance/reform	258	7.77	1.64	119	7.95	2.26
Health*	263	8.07	1.46	121	8.49	1.86
Education*	260	8.04	1.46	120	9.00	1.43
Social protection	246	7.57	1.69	117	7.88	1.91
Climate change*	248	7.58	1.64	119	8.53	1.60
Agricultural development*	261	8.07	1.42	123	9.05	1.45

*Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption*	233	6.84	1.96	59	4.63	2.39
Law and justice*	224	6.86	2.02	49	4.69	2.50
Urban development	232	6.76	2.04	73	6.40	2.00
Regulatory framework*	232	6.83	1.95	50	5.87	1.95
Poverty reduction	243	7.49	1.72	94	7.48	1.95
Gender equity	230	7.19	1.68	75	7.25	1.45
Private sector development*	227	6.94	1.85	72	5.67	2.59
Economic growth	237	7.37	1.54	94	7.34	1.99
Public sector governance/reform*	228	7.16	1.66	75	6.01	2.45
Health	235	7.35	1.59	83	7.41	2.00
Education	224	7.34	1.59	87	7.58	1.96
Social protection*	221	7.24	1.64	67	6.03	2.40
Climate change	224	7.03	1.80	63	6.84	2.07
Agricultural development	226	7.34	1.59	94	7.26	1.78

*Significantly different between FY2015 and FY2012

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group meets Ethiopia's needs for knowledge services*	302	6.92	1.31	97	6.20	2.16

*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	255	6.79	1.99	77	6.47	2.11
The World Bank Group effectively monitors and evaluates the projects and programs it supports	275	7.29	1.61	96	7.20	2.14
The World Bank Group's conditions on its lending are reasonable*	249	6.98	1.84	87	6.26	2.19
Working with the World Bank Group increases Ethiopia's institutional capacity	268	7.19	1.72	100	7.37	1.97

*Significantly different between FY2015 and FY2012

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	99.0%	97.5%
No	1.0%	2.5%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	91.3%	75.4%
No	8.7%	24.6%

*Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	263	7.10	1.67	94	7.95	1.78
I find the information on the World Bank Group's websites useful*	252	7.29	1.51	90	8.09	1.44
When I need information from the World Bank Group I know how to find it	233	6.94	2.00	92	7.10	2.63
The World Bank Group is responsive to my information requests and inquiries*	226	6.72	2.22	68	7.65	2.17

*Significantly different between FY2015 and FY2012



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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Ethiopia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the WBG's effectiveness in Ethiopia.	6.23	7.48	7.02	6.25	6.88	6.76	6.66	7.15	6.63	7.29	7.04	5.90
Overall the WBG currently plays a relevant role in development in Ethiopia	6.65	8.08	7.68	6.46	7.55	7.12	7.15	7.81	6.99	8.28	7.63	6.36
The WBG's work is aligned with what I consider the development priorities for Ethiopia	6.37	7.87	7.60	5.84	7.21	7.19	6.85	7.83	6.79	8.11	7.50	6.00
Responsiveness	6.30	7.38	7.00	6.21	7.02	6.61	6.64	7.23	6.70	7.17	7.05	6.14
Flexibility (in terms of the institution's products and services)	5.66	6.51	6.24	6.00	6.33	5.97	6.08	6.37	6.14	6.29	6.40	5.32
Flexibility (in terms of changing country circumstances)	5.34	6.79	6.28	5.87	6.25	6.08	6.03	6.47	6.14	6.30	6.44	5.27
Being inclusive	5.65	7.23	6.77	5.65	6.63	6.31	6.25	7.00	6.34	6.85	6.85	5.24
Openness (sharing data and other information)	6.40	7.81	7.41	6.33	7.24	7.05	6.85	7.74	6.92	7.73	7.44	6.25
Staff accessibility	6.11	8.06	7.49	6.30	7.44	6.80	6.88	7.86	6.88	7.88	7.45	6.17
Straightforwardness and honesty	6.15	7.59	7.21	6.28	7.09	6.81	6.78	7.37	6.74	7.58	7.34	5.50
Ease of access to the people at the WBG who are making decisions important to my work	5.64	7.94	7.46	5.44	6.93	7.00	6.55	7.69	6.42	8.06	7.37	4.94
Collaboration with civil society	4.67	7.11	6.57	4.12	5.67	5.96	5.40	6.90	5.33	7.10	5.98	5.19
Collaboration with the Government	7.86	8.44	8.39	7.62	8.15	8.24	8.07	8.43	7.97	8.68	8.31	7.70
Collaboration with other donors and development partners	6.68	8.20	8.32	5.30	7.14	8.26	7.34	8.07	7.06	8.60	7.53	7.70
Collaboration with the private sector	4.41	7.00	6.73	3.88	5.65	6.23	5.30	7.17	5.56	6.62	5.93	5.57
The speed in which it gets things accomplished on the ground	5.68	6.94	6.73	5.65	6.35	6.69	6.46	6.50	6.43	6.57	6.51	6.29
Being a long-term partner	7.53	8.90	8.68	6.89	8.14	8.39	7.94	8.74	7.83	9.12	8.51	7.05
To what extent does the WBG's work help to achieve development results in Ethiopia?	6.47	7.77	7.39	6.48	7.19	7.14	6.95	7.59	6.93	7.70	7.38	6.30
The WBG's financial instruments meet the needs of Ethiopia	5.75	7.36	6.96	5.72	6.57	6.76	6.46	6.97	6.34	7.32	6.81	5.90
The WBG meets Ethiopia's needs for knowledge services	5.67	6.92	6.44	6.00	6.13	6.69	6.37	6.25	6.11	6.89	6.51	5.60
The WBG's knowledge work and activities are adaptable to Ethiopia's specific development challenges and country circumstances	5.54	7.11	6.74	5.81	6.59	6.37	6.46	6.62	6.11	7.42	6.86	5.26
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.74	7.68	7.33	6.71	7.33	6.90	7.04	7.43	6.96	7.66	7.40	6.30
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.97	8.00	7.79	6.74	7.54	7.59	7.51	7.64	7.29	8.09	7.72	6.95
The WBG takes decisions quickly in Ethiopia	6.00	6.77	6.66	5.32	6.15	6.72	6.28	6.47	6.16	6.71	6.63	5.30
Where country systems are adequate, the WBG makes appropriate use of them	6.35	7.28	6.94	7.12	7.15	6.62	7.08	6.83	6.86	7.27	7.15	6.19

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Ethiopia FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Ethiopia

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING ETHIOPIA

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

**SECTION A: GENERAL ISSUES**

In general, Ethiopia is headed in the right direction in terms of...						
		Strongly disagree			Strongly agree	Don't know
A2	Sustaining economic recovery and promoting growth	1	2	3	4	?
A3	Improving governance	1	2	3	4	?
A4	Delivering better public services to the poor	1	2	3	4	?
A5	Reducing corruption	1	2	3	4	?
A6	Ensuring that all children have access to education	1	2	3	4	?
A7	Ensuring adequate and productive infrastructure	1	2	3	4	?
A8	Ensuring access to clean water	1	2	3	4	?
A9	Reducing gender disparities	1	2	3	4	?
A10	Increasing voice and participation of the citizens of Ethiopia	1	2	3	4	?
A11	Responsive leadership	1	2	3	4	?

A12. In general, over the past five years would you say that your economic status/standard of living has ... ? (Select only ONE response)

1	Improved
2	Worsened
3	Stayed the same

A13. In general, over the next five years do you expect the standard of living in Ethiopia ... ? (Select only ONE response)

1	To improve
2	To worsen
3	Stay the same
4	Don't have an opinion
5	Don't know

A14. Over the next five years do you expect your own economic status/standard of living to ... ? (Select only ONE response)

1	Improve
2	Worsen
3	Stay the same

**SECTION A: GENERAL ISSUES**

A15. Listed below are a number of development priorities in Ethiopia.			
Please identify which of the following you consider the most important development priorities in Ethiopia? (Choose no more than THREE)			
1	Global/regional integration	16	Transport (e.g., roads, bridges, transportation)
2	Gender equity	17	Climate change (e.g., mitigation, adaptation)
3	Private sector development	18	Agricultural development
4	Foreign direct investment	19	Trade and exports
5	Social protection (e.g., pensions, targeted social assistance)	20	Education
6	Food security	21	Poverty reduction
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Energy
8	Anti corruption	23	Water and sanitation
9	Job creation/employment	24	Economic growth
10	Rural development	25	Law and justice (e.g., judicial system)
11	Financial markets	26	Regulatory framework
12	Urban development	27	Communicable/non-communicable diseases
13	Environmental sustainability	28	Natural resource management (e.g., oil, gas, mining)
14	Equality of opportunity (i.e., equity)	29	Disaster management
15	Health		

A16. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia? (Choose no more than THREE)			
1	Gender equity	15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Rural development	16	Natural resource management (e.g., oil, gas, mining)
3	Urban development	17	Environmental sustainability
4	Regulatory framework	18	Health
5	Water and sanitation	19	Anti corruption
6	Equality of opportunity (i.e., equity)	20	Private sector development
7	Economic growth	21	Foreign direct investment
8	Climate change (e.g., mitigation, adaptation)	22	Education
9	Global/regional integration	23	Energy
10	Social protection (e.g., pensions, targeted social assistance)	24	Agricultural development
11	Law and justice (e.g., judicial system)	25	Job creation/employment
12	Transport (e.g., roads, bridges, transportation)	26	Financial markets
13	Disaster management	27	Trade and exports
14	Communicable/non-communicable diseases	28	Food security

**SECTION A: GENERAL ISSUES**

A17. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Ethiopia? (Choose no more than TWO)

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

A18. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ethiopia? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A19. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

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

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

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

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

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

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ethiopia? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When thinking about how to improve capacity building in Ethiopia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ethiopia? (Choose no more than TWO)	
1	Arrogant in its approach
2	Not client focused
3	The credibility of its knowledge/data
4	World Bank Group's processes too complex
5	Staff too inaccessible
6	Not exploring alternative policy options
7	Not collaborating enough with stakeholders outside the Government
8	Its advice and strategies do not lend themselves to practical problem solving
9	Not enough public disclosure of its work
10	Not willing to openly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Ethiopia
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ethiopia? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Ethiopia? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Academia/think tanks/research institutes	7	CSOs/NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree										Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in Ethiopia	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Ethiopia	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Ethiopia	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Ethiopia with respect	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

		To no degree at all										To a very significant degree										Don't know
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Ease of access to the people at the WBG who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

B34. To be a more effective development partner in Ethiopia, do you believe that the World Bank Group should have... ? (Select only ONE response)			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

B35. To what extent do you believe the World Bank Group encourages the Government of Ethiopia to support and see through the policy development that is necessary for poverty reduction and private sector development?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B36. When World Bank Group assisted policy development efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank Group is not sensitive enough to political/social realities on the ground
2	Lack of/inadequate levels of capacity in Government
3	There is not an adequate level of citizen/civil society participation
4	The World Bank Group does not do adequate follow through/follow-up
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

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

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ethiopia? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C3. Where are the World Bank Group's decisions that support the program in Ethiopia made primarily? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Ethiopia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Ethiopia?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Ethiopia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Ethiopia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Ethiopia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

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

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

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

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

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

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

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

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

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

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

E11. Which of the following best describes the way the World Bank Group operates in Ethiopia? (Select only one response)												
1	The World Bank Group takes too much risk in Ethiopia											
2	The World Bank Group does not take enough risk in Ethiopia											
3	The World Bank Group's approach to risk is appropriate											
4	Don't know											

E12. Which of the following best describes the World Bank Group's support in Ethiopia? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Ethiopia											
2	The World Bank Group is not sufficiently selective in Ethiopia, and it is involved in too many areas of development											
3	Don't know											

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ethiopia? (Choose no more than TWO)	
1	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
2	Reach out more to groups outside of Government
3	Provide more adequate and accurate data/knowledge/statistics/figures on Ethiopia's economy
4	Ensure greater selectivity in its work
5	Offer more innovative financial products
6	Work faster
7	Improve the quality of its experts as related to Ethiopia's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Ethiopia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ethiopia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Ethiopia
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Ethiopia? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

G2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)

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

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

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

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Ethiopia? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

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

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

**H6. If yes, what was your view of how the two institutions work together in Ethiopia?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**H7. Which of the following describes most of your exposure to the World Bank Group in Ethiopia?
(Choose no more than TWO)**

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

H8. What's your gender?

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

H9. Which best represents your geographic location?

- | | |
|---|---------------------|
| 1 | Addis Ababa |
| 2 | Outside Addis Ababa |

Thank you for completing the survey!