



World Bank Group Country Survey FY 2017 – Saint Lucia

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

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 WBG's work. The WBG consists of 5 different institutions: the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for Settlement of Investment Disputes (ICSID). When responding to the survey, please consider the area of the WBG 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 SAINT LUCIA

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Saint Lucia.		
Please identify which of the following you consider the most important development priorities in Saint Lucia. (Choose no more than THREE)		
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	16 Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	17 Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)
3	Climate change (e.g., mitigation, adaptation)	18 Job creation/employment
4	Crime and violence (e.g. violence and conflict prevention policies)	19 Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)
5	Disaster risk management (e.g. infrastructure resilience)	20 Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)
6	Economic growth	21 Pandemics control (e.g. zika, other tropical diseases)
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	22 Poverty reduction
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	23 Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	24 Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	25 Social protection (e.g., pensions, targeted social assistance)
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	26 Transport (e.g., roads, bridges, transportation)
12	Food security (e.g. training programs for smallholder farmers)	27 Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)
13	Gender equity policies	28 Water and sanitation
14	Health and nutrition policies	29 Other (please specify): _____
15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Saint Lucia? (Choose no more than THREE)			
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	16	Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)
3	Climate change (e.g., mitigation, adaptation)	17	Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)
4	Crime and violence (e.g. violence and conflict prevention policies)	18	Job creation/employment
5	Disaster risk management (e.g. infrastructure resilience)	19	Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)
6	Economic growth	20	Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	21	Pandemics control (e.g. zika, other tropical diseases)
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	22	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	23	Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	24	Social protection (e.g., pensions, targeted social assistance)
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	25	Transport (e.g., roads, bridges, transportation)
12	Food security (e.g. training programs for smallholder farmers)	26	Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)
13	Gender equity policies	27	Water and sanitation
14	Health and nutrition policies	28	Other (please specify): _____

SECTION A: GENERAL ISSUES

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Saint Lucia? (Choose no more than TWO)

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

SECTION A: GENERAL ISSUES

A5. 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 Saint Lucia? (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

A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (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

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Saint Lucia? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How familiar are you with the work of these organizations in Saint Lucia?											
		Not familiar at all								Extremely familiar	
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10
B3	Inter-American Development Bank	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Saint Lucia.												
		Not effective at all								Extremely effective		Don't know
B4	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Inter-American Development Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Saint Lucia 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	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about how the World Bank Group can have the most impact on development results in Saint Lucia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Saint Lucia? (Choose no more than THREE)		
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	16 Integration Policies (e.g. regional integration with other OECS member states, global integration beyond the OECS)
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	17 Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)
3	Climate change (e.g., mitigation, adaptation)	18 Job creation/employment
4	Crime and violence (e.g. violence and conflict prevention policies)	19 Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)
5	Disaster risk management (e.g. infrastructure resilience)	20 Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)
6	Economic growth	21 Pandemics control (e.g. zika, other tropical diseases)
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	22 Poverty reduction
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	23 Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	24 Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	25 Social protection (e.g., pensions, targeted social assistance)
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	26 Transport (e.g., roads, bridges, transportation)
12	Food security (e.g. training programs for smallholder farmers)	27 Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)
13	Gender equity policies	28 Water and sanitation
14	Health and nutrition policies	29 Other (please specify): _____
15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B9. 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 Saint Lucia?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Standalone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
11	Don't know	<input type="checkbox"/>	<input type="checkbox"/>

B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Saint Lucia? (Choose no more than TWO)	
1	World Bank Group's processes too complex
2	Not client focused
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Saint Lucia
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not willing to honestly criticize policies and reform efforts in the country
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B11. To what extent do you believe that the World Bank Group's work and support help the poorest in Saint Lucia? (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

B12. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Saint Lucia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

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

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

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

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

		Strongly disagree										Strongly agree	Don't know
B14	Overall the World Bank Group currently plays a relevant role in development in Saint Lucia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B15	The World Bank Group's work is aligned with what I consider the development priorities for Saint Lucia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Saint Lucia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B16	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with civil society	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	<input type="checkbox"/>
B26	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Treating clients and stakeholders in Saint Lucia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B31. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Poor coordination within the World Bank Group
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Political pressures and obstacles
12	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 Saint Lucia?

		Not important at all										Very important	Don't know
1	Agriculture and rural development (e.g. smart agriculture for increased productivity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence (e.g. violence and conflict prevention policies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Disaster risk management (e.g. infrastructure resilience)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy (e.g. universal access to reliable modern energy, energy efficiency)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Food security (e.g. training programs for smallholder farmers)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Gender equity policies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Health and nutrition policies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	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	Land policy and administration (e.g. land tenure policies, land use management, geo-spatial planning tools)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

CONTINUE ON THE NEXT PAGE...

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1 CONTINUED...

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Saint Lucia?												
		<div> <div>Not important at all</div> <div>Very important</div> </div>										Don't know
21	Pandemics control (e.g. zika, other tropical diseases)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Other (please specify): _____	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 Saint Lucia? *(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	Agriculture and rural development (e.g. smart agriculture for increased productivity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Anti-corruption, transparency and accountability (e.g. open governments, social accountability programs, citizen-centric development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Disaster risk management (e.g. infrastructure resilience)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Education (e.g. universal access to education and learning, skills development, early childhood development, quality of education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy (e.g. universal access to reliable modern energy, energy efficiency)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental and natural resource management (e.g. pollution management and environmental health, environmental risk management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Equality of opportunity (i.e., social inclusion, reduction in income inequality)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Financial markets (e.g. stability and integrity of markets, access and inclusion, long-term finance and risk management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity policies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health and nutrition policies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Information and communication technologies/ICTs (e.g. telecom/broadband infrastructure and IT systems)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Integration Policies (e.g. regional integration with other OECS member states, deepening role of OECS Secretariat, global integration beyond the OECS)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Investment climate (e.g. foreign-direct investment, private sector development, trade competitiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Macroeconomic and Fiscal Management (e.g. debt management, inflation and exchange rate management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, statistical capacity building, law and development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Public-private partnerships/PPPs for infrastructure and basic services (e.g. water, sanitation, energy, transport, telecommunications, agricultural services, health and education)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Urban development (e.g. resilient cities, coastal protection, resilient reconstruction)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Other (please specify): _____	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Saint Lucia?											
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 Saint Lucia?														
		Strongly disagree										Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Saint Lucia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C5	The World Bank Group meets Saint Lucia'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"/>		

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 Saint Lucia, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		<div> <div>To no degree at all</div> <div>To a very significant degree</div> </div>										Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are adaptable to Saint Lucia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D7. 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	

D8. 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
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 Saint Lucia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Saint Lucia'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 public private partnerships in Saint Lucia?												
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. To what extent do you believe the World Bank Group measures and corrects its work in real time in Saint Lucia?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree	Don't know		

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SAINT LUCIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Saint Lucia? (Choose no more than TWO)	
1	Ensure greater selectivity in its work
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Provide more adequate data/knowledge/statistics/figures on Saint Lucia's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Saint Lucia's specific challenges
14	Other (please specify): _____
15	Don't know

F2. When considering the combination of services that the World Bank Group offers in Saint Lucia, 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 Saint Lucia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	The current combination of all of the services above is appropriate for Saint Lucia
5	None of the above
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 Saint Lucia? (Choose no more than TWO)

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

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

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

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube)?	Yes	No

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G6	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"/>
G7	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G8	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	Consultant/Contractor working on Project Management Unit (PMU) overseeing implementation of 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	Agriculture	12	Jobs
2	Climate Change	13	Macroeconomics and fiscal management
3	Education	14	Poverty and Equity
4	Energy and extractives	15	Public-private partnerships
5	Environment and natural resources	16	Social protection and labor markets
6	Finance and markets	17	Trade and competitiveness
7	Fragility, conflict and violence	18	Transport and ICT
8	Gender	19	Urban, rural, and social development
9	Generalist (specialized in multiple sectors)	20	Water
10	Governance	21	Other (please specify): _____
11	Health, nutrition, and population		

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Saint Lucia? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	The International Centre for Settlement Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?

(If YES please go to Question H6; If NO please go to H7)

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

H6. If yes, what was your view of how the two institutions work together in Saint Lucia?

(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 Saint Lucia?

(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 | Gros Islet |
| 2 | Babonneau |
| 3 | Castries North |
| 4 | Castries East |
| 5 | Castries Central |
| 6 | Castries South |
| 7 | AnseLa Raye/Canaries |
| 8 | Soufriere |
| 9 | Choiseul |
| 10 | Laborie |
| 11 | Vieux Fort South |
| 12 | Vieux Fort North |
| 13 | Micoud South |
| 14 | Micoud North |
| 15 | Dennery South |
| 16 | Dennery North |
| 17 | Castries South East |

Thank you for completing the survey!