

West Bank and Gaza

The World Bank
Country Survey FY 2013

Report of Findings
May 2013

Table of Contents

- I. Objectives3
- II. Methodology.....3
- III. Demographics of the Sample.....5
- IV. General Issues Facing West Bank and Gaza10
- V. Overall Attitudes toward the World Bank14
- VI. Sectoral Effectiveness.....21
- VII. World Bank Knowledge and Instruments25
- VIII. How the World Bank Operates34
- IX. The Future Role of the World Bank in West Bank and Gaza40
- X. Communication and Openness.....44
- XI. Appendices.....51



I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in West Bank and Gaza perceive the Bank;
- Obtain systematic feedback from stakeholders in West Bank and Gaza regarding:
 - Their views regarding the general environment in West Bank and Gaza;
 - Their overall attitudes toward the World Bank in West Bank and Gaza;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in West Bank and Gaza; and
 - Perceptions of the World Bank's future role in West Bank and Gaza.
- Use data to help inform West Bank and Gaza team's strategy.

II. Methodology

In March-April 2013, 353 stakeholders of the World Bank in West Bank and Gaza were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; the media; independent government institutions; trade unions; academia/research institutes/think tanks; and other organizations. A total of 119 stakeholders participated in the survey (34% response rate).

Respondents received questionnaires face to face, via email or telephone and returned them accordingly. Respondents were asked about: general issues facing West Bank and Gaza; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in West Bank and Gaza; and the Bank's communication and information sharing in West Bank and Gaza.

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

- A. General Issues Facing West Bank and Gaza: Respondents were asked to indicate whether West Bank and Gaza is headed in the right direction, what they thought were the top three most important development priorities in the country, and which areas would contribute most to reducing poverty and generating economic growth in West Bank and Gaza.

II. Methodology (continued)

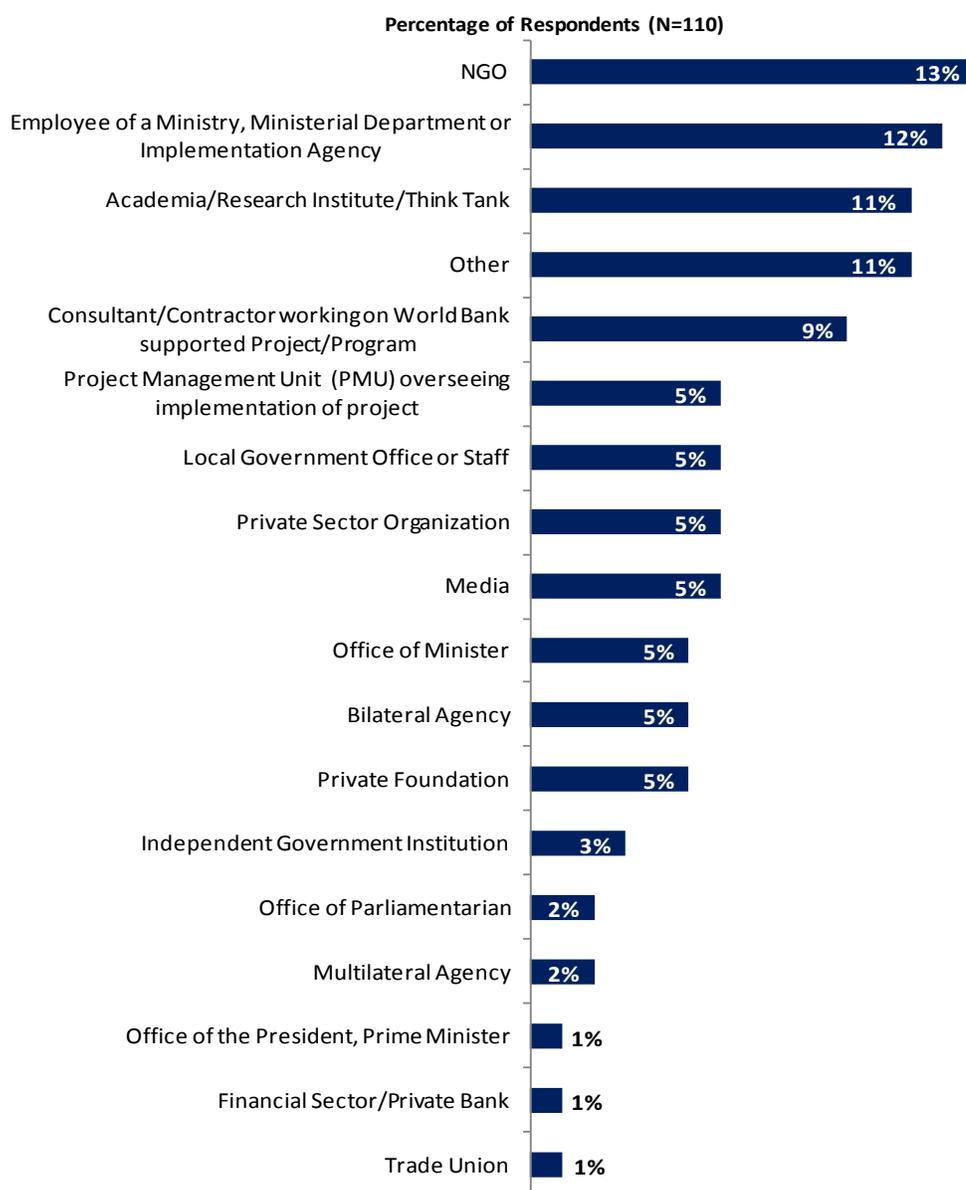
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in West Bank and Gaza, Bank staff preparedness to help West Bank and Gaza solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most effective instruments in helping to reduce poverty in West Bank and Gaza, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in West Bank and Gaza, the extent to which the Bank meets West Bank and Gaza's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty-six development areas, such as economic growth, job creation and employment, security/stabilization/reconstruction, domestic private sector development and education. .
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing West Bank and Gaza's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in West Bank and Gaza: Respondents were asked to rate how significant a role the Bank should play in West Bank and Gaza's development in the near future and to indicate what the Bank should do to make itself of greater value.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in West Bank and Gaza, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 96 respondents who completed the survey in FY 2009 and the 62 respondents who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

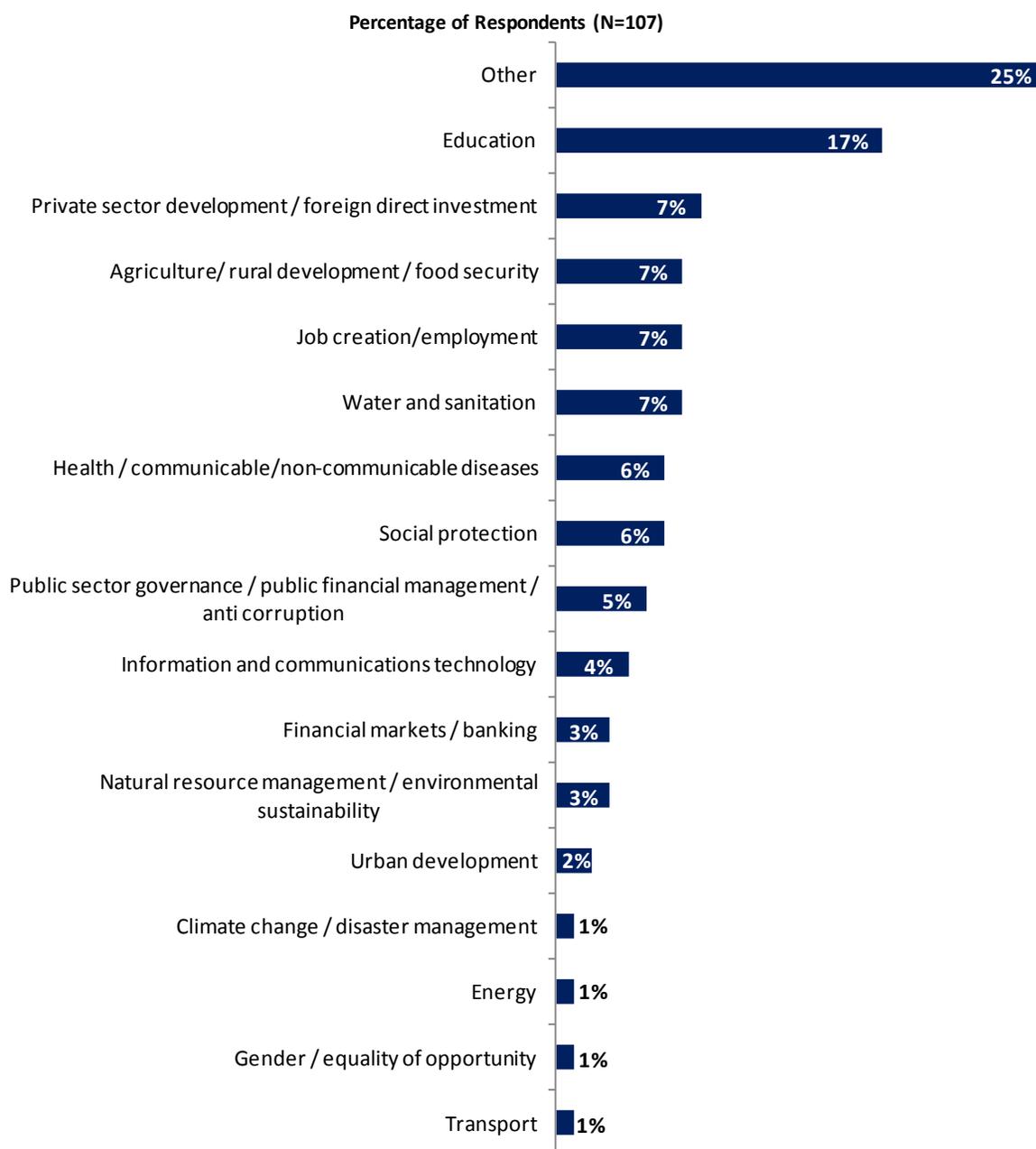
- For further analyses, the small number of respondents from the office of a Minister were combined with those from the office of the President and the office of the Prime Minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from PMUs were combined with consultants/contractors working on Bank-supported projects; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs, private foundations, and trade unions were combined into a “CSO” category; and the few respondents from the office of a Parliamentarian, independent government institutions, and other organizations were included in the “Other” category. Note that there were no respondents from the judiciary institutions.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

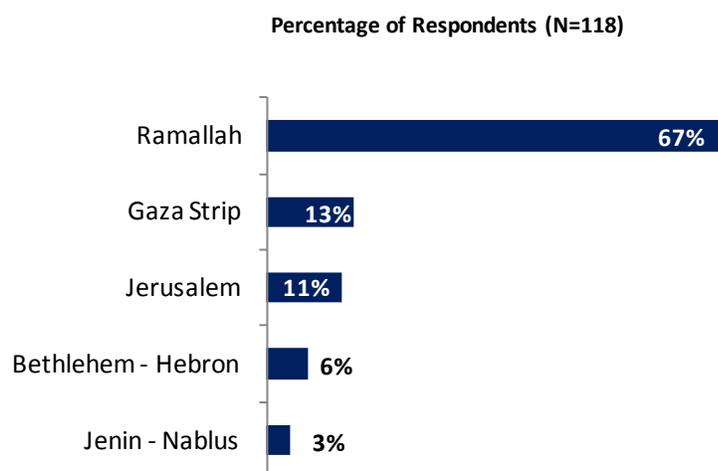


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- For further analyses, the small number of respondents from Jenin, Nablus, Jerusalem, Bethlehem and Hebron were combined into a “West Bank (other areas)” category.
- Responses across all geographic locations for all survey questions can be found in the Appendix C (see page 89). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

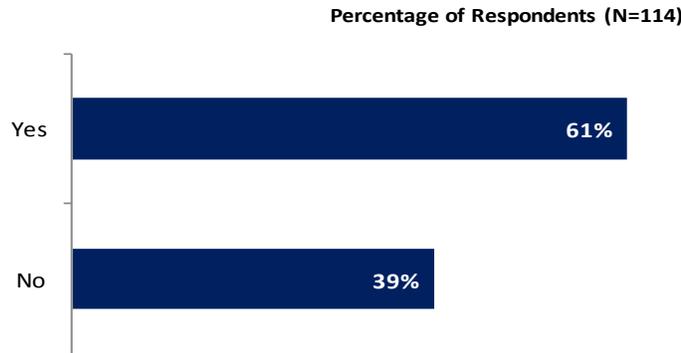


“Which best represents your geographic location?” (Respondents chose from a list.)

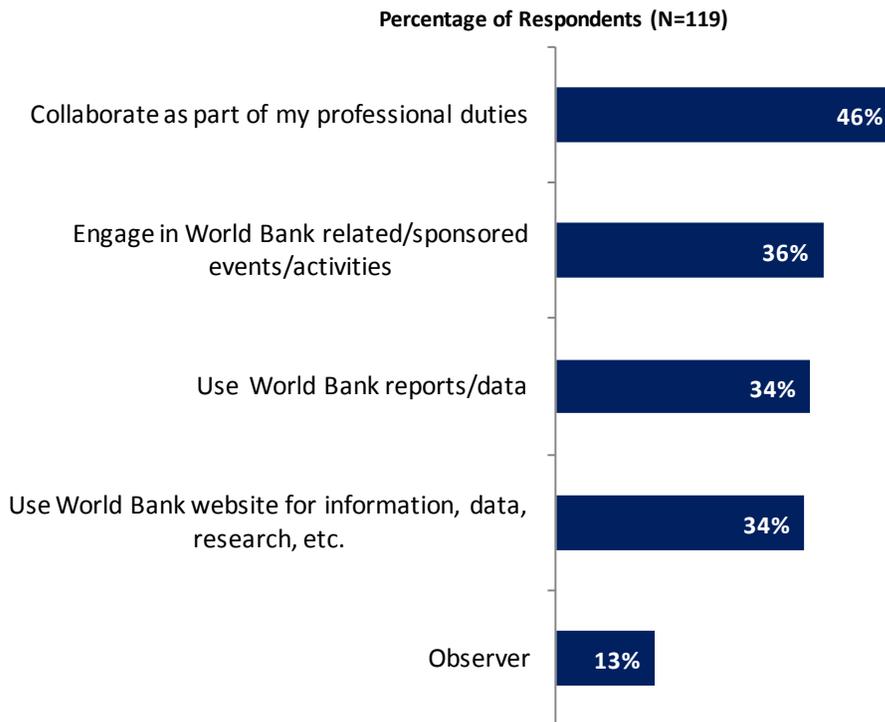
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in West Bank and Gaza, can be found in the Appendix E (see page 106). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



"Currently, do you professionally collaborate/work with the World Bank in your country?"

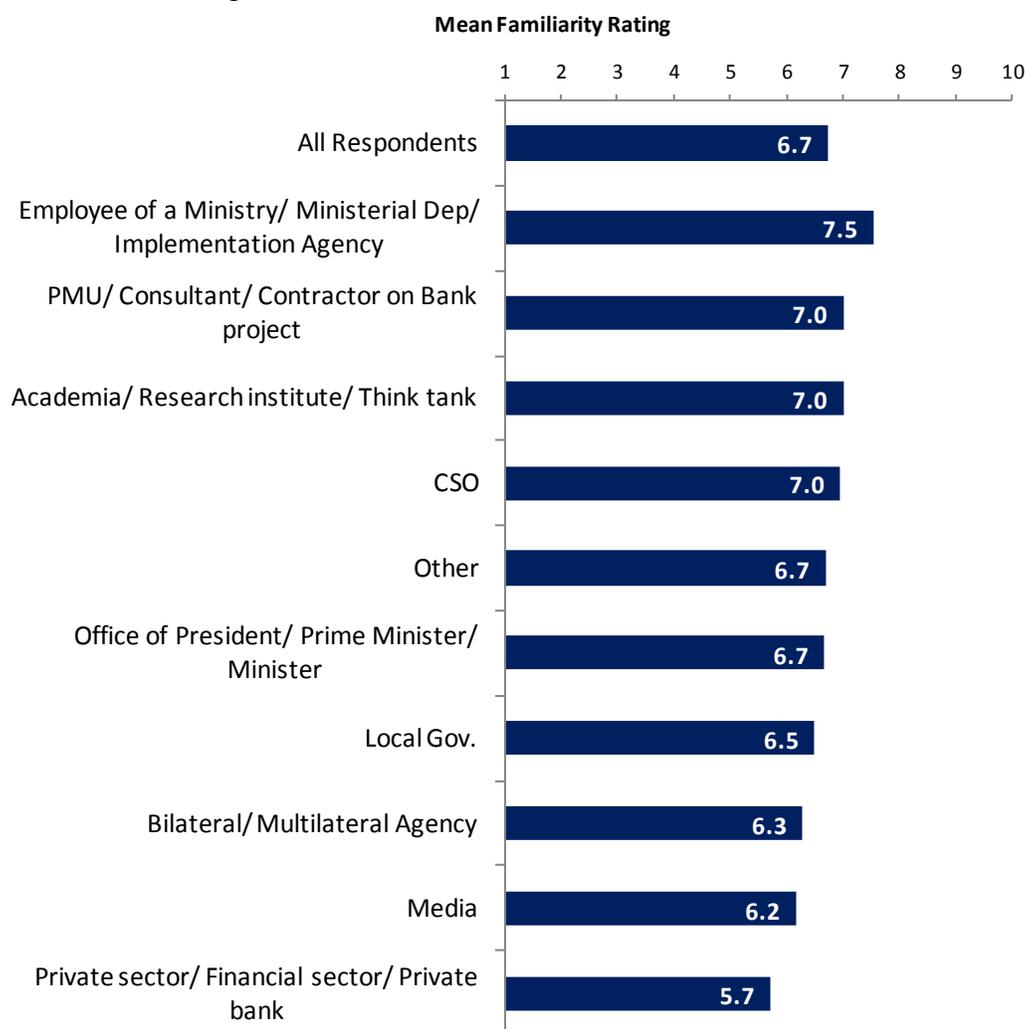


"Which of the following describes most of your exposure to the World Bank in West Bank and Gaza? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.7; this was statistically similar to the mean ratings received in the FY '09 country survey (6.6) and the FY '03 country survey (6.9).
 - Respondents across all stakeholder groups and geographic locations had statistically similar levels of familiarity with the Bank.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly, moderately correlated with respondents' perceptions of the Bank's overall effectiveness in West Bank and Gaza, their perceptions of the Bank's ability to help achieve development results and the Bank's relevance to West Bank and Gaza's development.



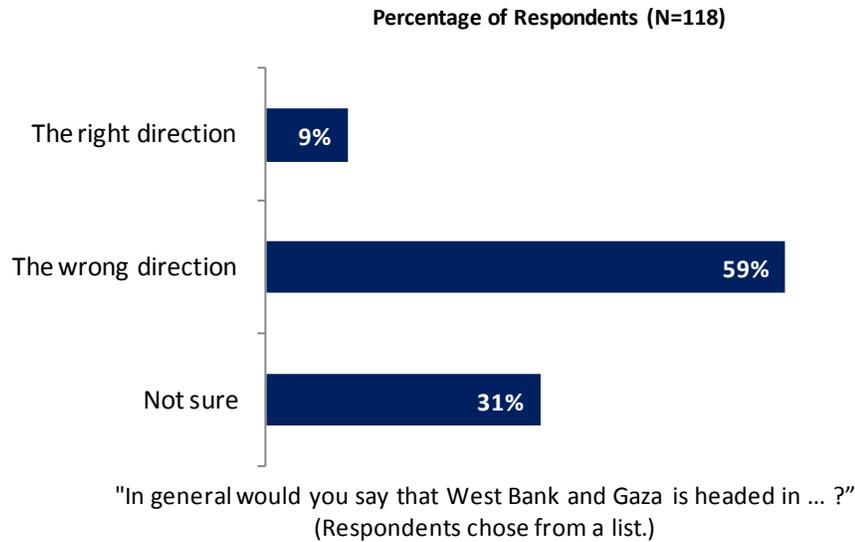
"How familiar are you with the work of the World Bank in West Bank and Gaza, on a ten point scale?"

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

IV. General Issues Facing West Bank and Gaza

Headed in the Right Direction

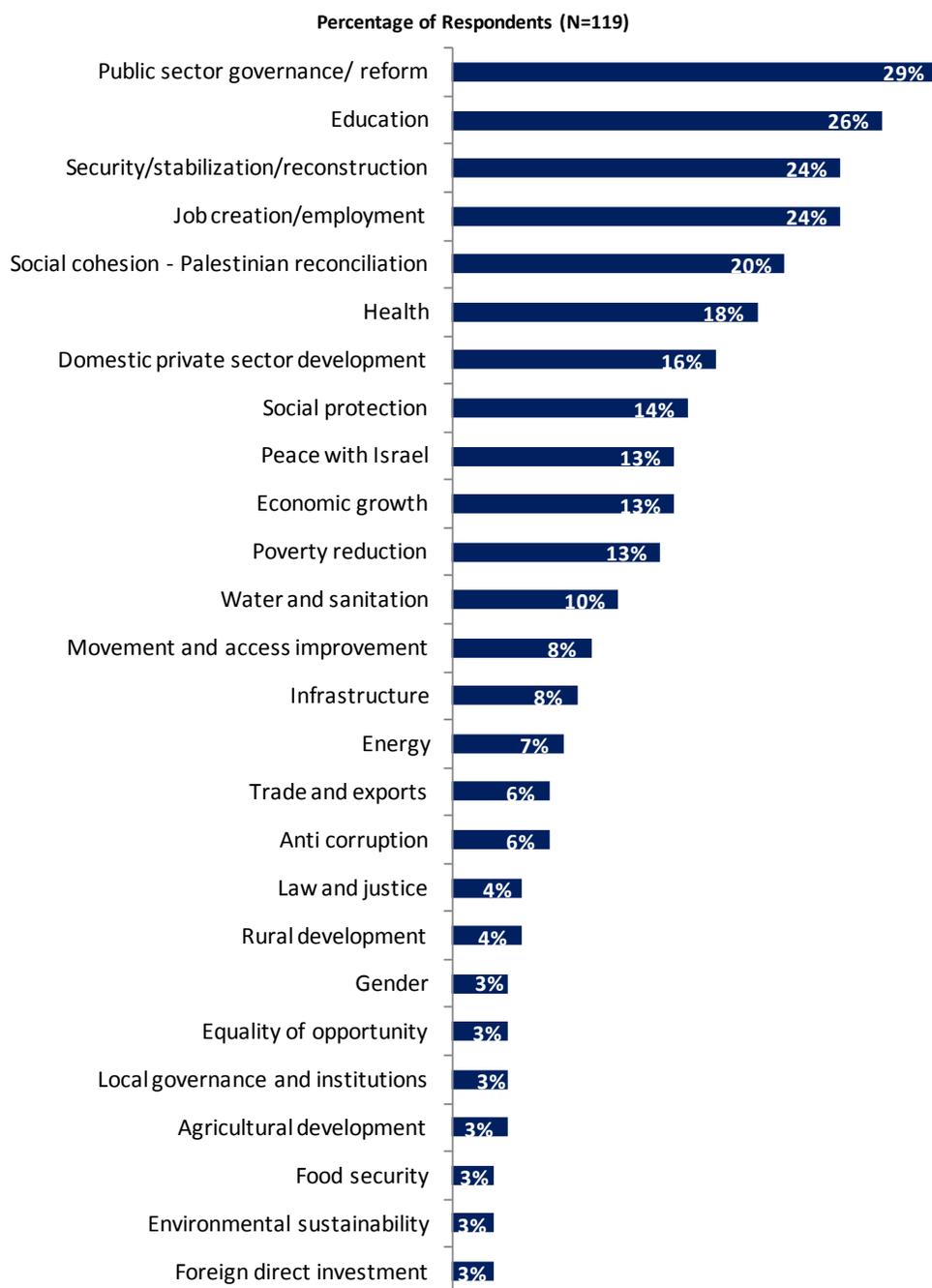
- A majority of respondents across most stakeholder groups indicated that West Bank and Gaza was headed in the wrong direction, except consultants/contractors working on Bank-supported projects/programs and respondents from PMUs and local governments who were more likely to indicate that they were not sure whether West Bank and Gaza was headed in the right or wrong direction.



IV. General Issues Facing West Bank and Gaza (continued)

Development Priority

- In the FY '09 country survey*, facilitating movement and access (32%) and government effectiveness/reducing corruption (31%) were considered most important development priorities for West Bank and Gaza.



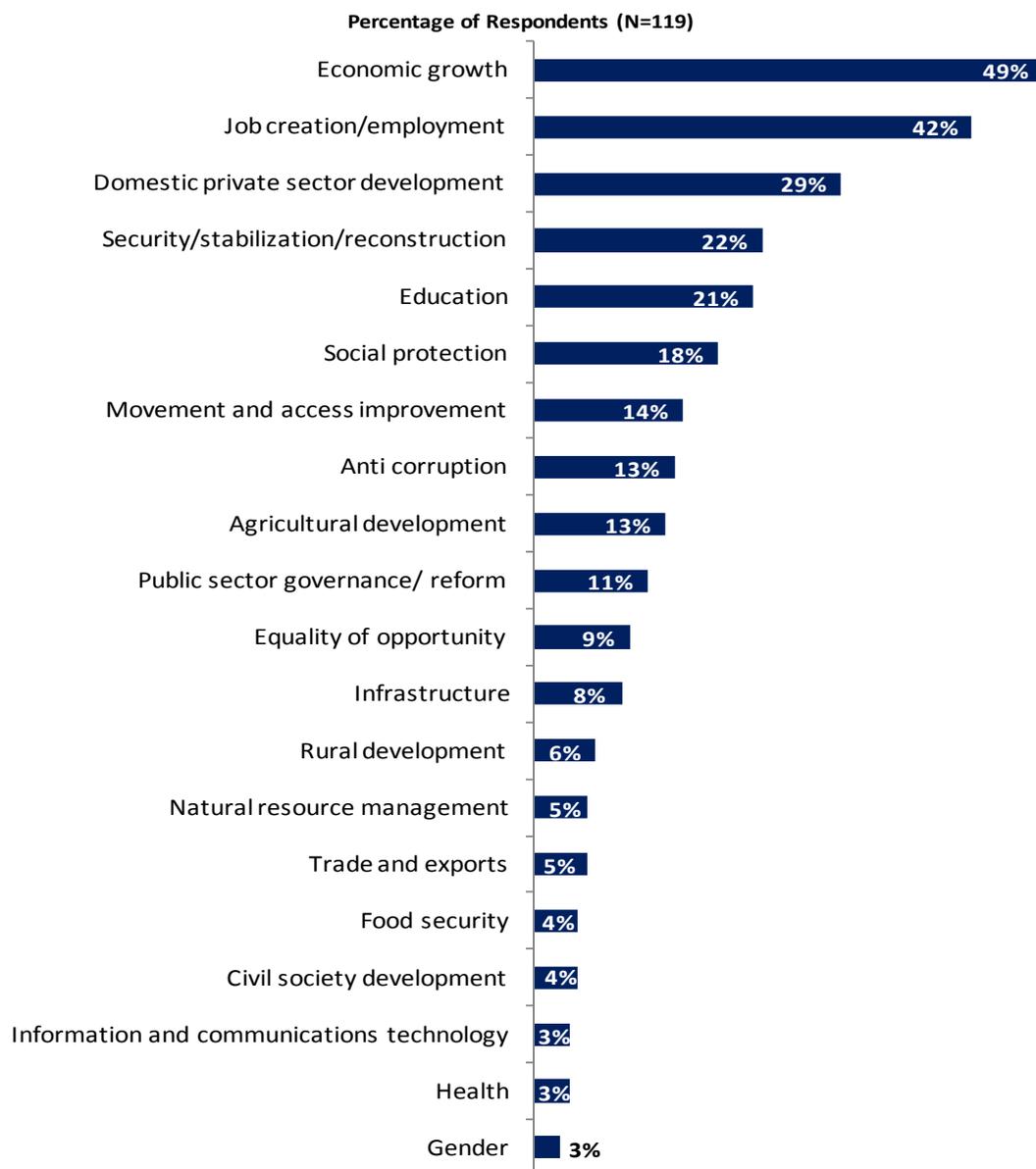
"Listed below are a number of development priorities in West Bank and Gaza. Please identify which of the following you consider the most important development priorities in West Bank and Gaza? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

IV. General Issues Facing West Bank and Gaza (continued)

What Would Contribute Most to Reducing Poverty

- In the FY '09 country survey*, respondents indicated that facilitating movement and access (42%) would contribute most to poverty reduction in West Bank and Gaza.



“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 West Bank and Gaza?”

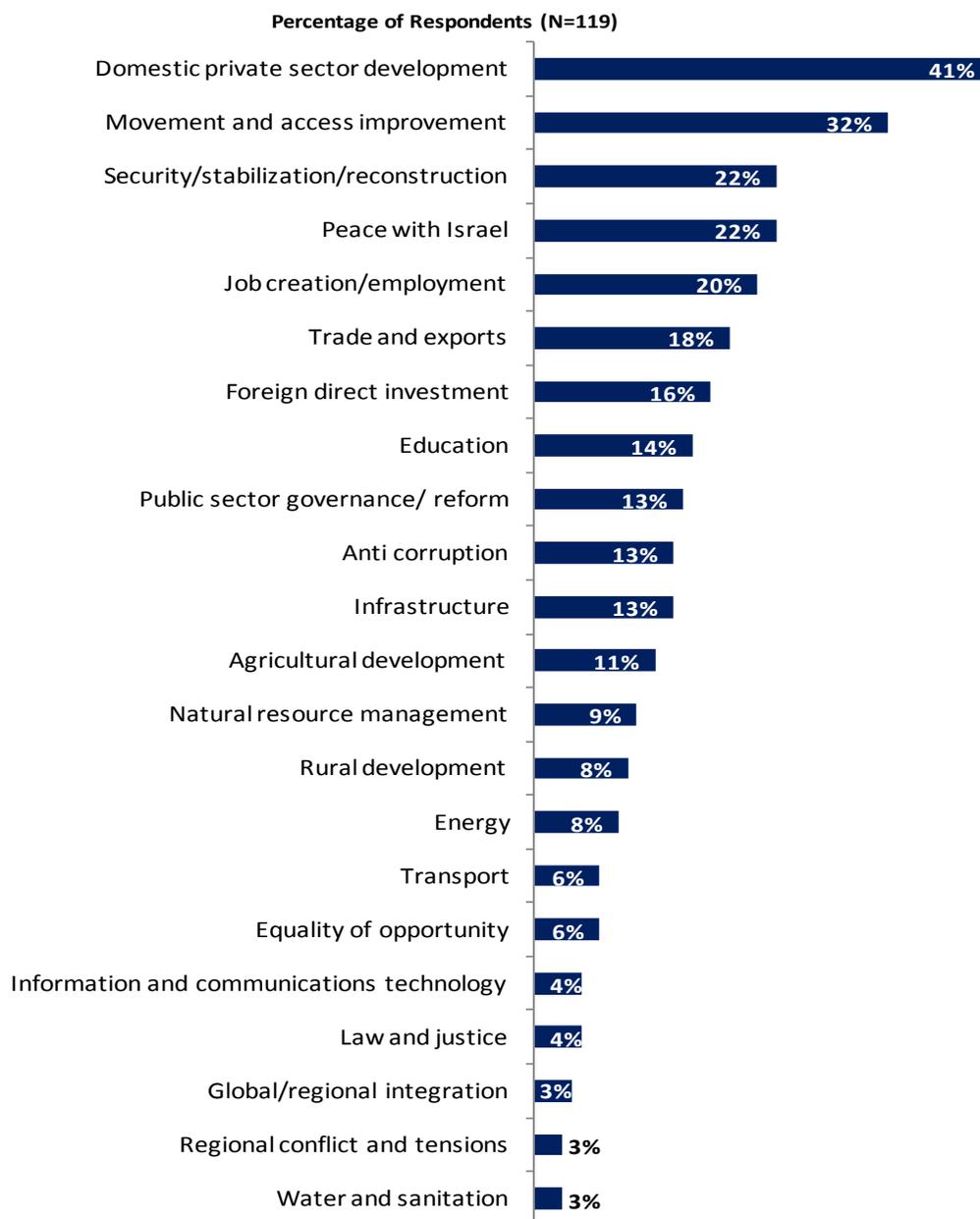
(Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

IV. General Issues Facing West Bank and Gaza (continued)

What Would Contribute Most to Generating Economic Growth

- In the FY '09 country survey*, respondents indicated that easing movement and access restrictions (54%) would contribute most to economic growth in West Bank and Gaza.



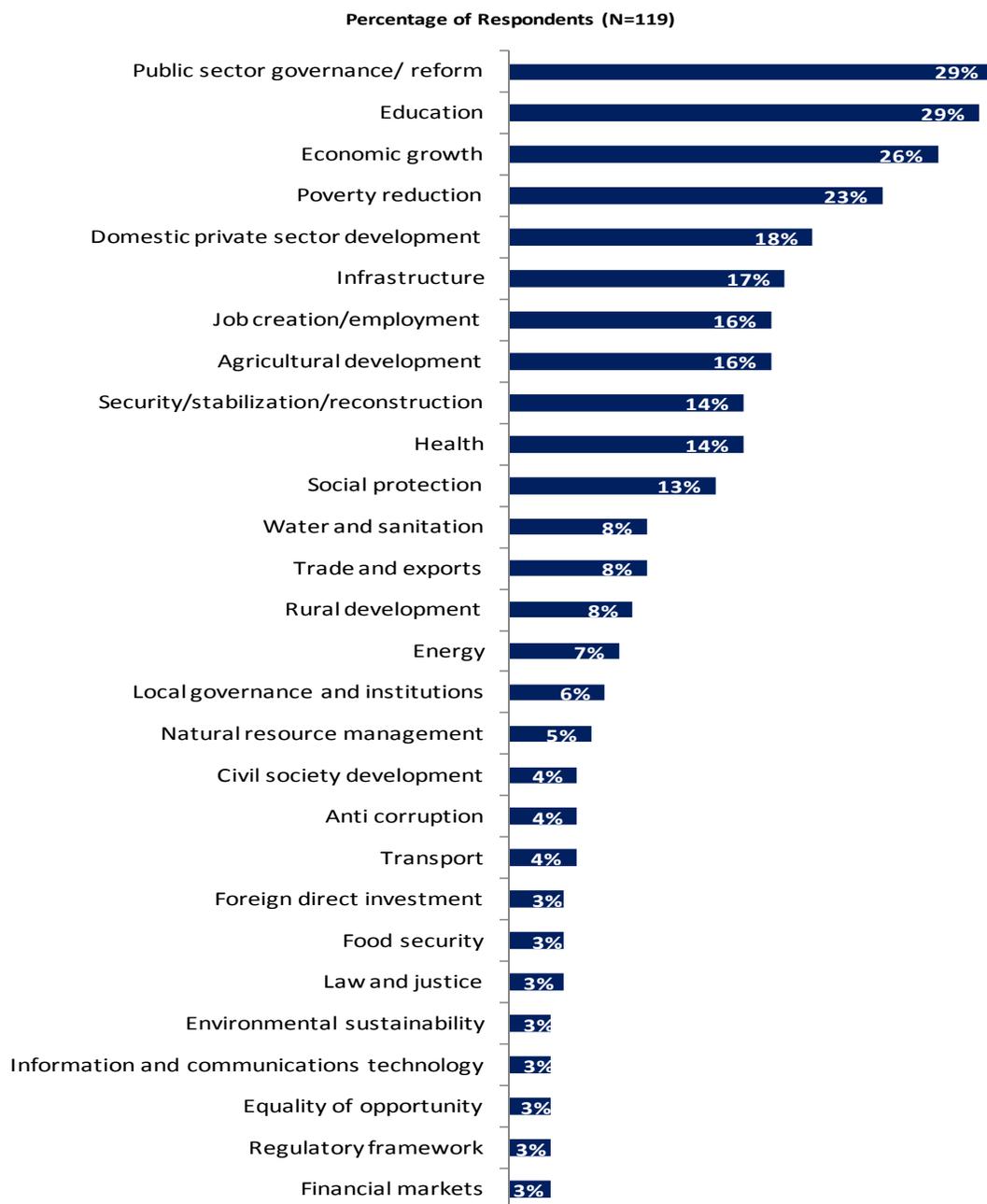
"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in West Bank and Gaza? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- In the FY '09 country survey*, respondents felt that it would be most productive for the Bank to focus most of its resources on government effectiveness/governance (21%) in West Bank and Gaza.



“When thinking about how the World Bank can have the most impact on development results in West Bank and Gaza, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in West Bank and Gaza? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

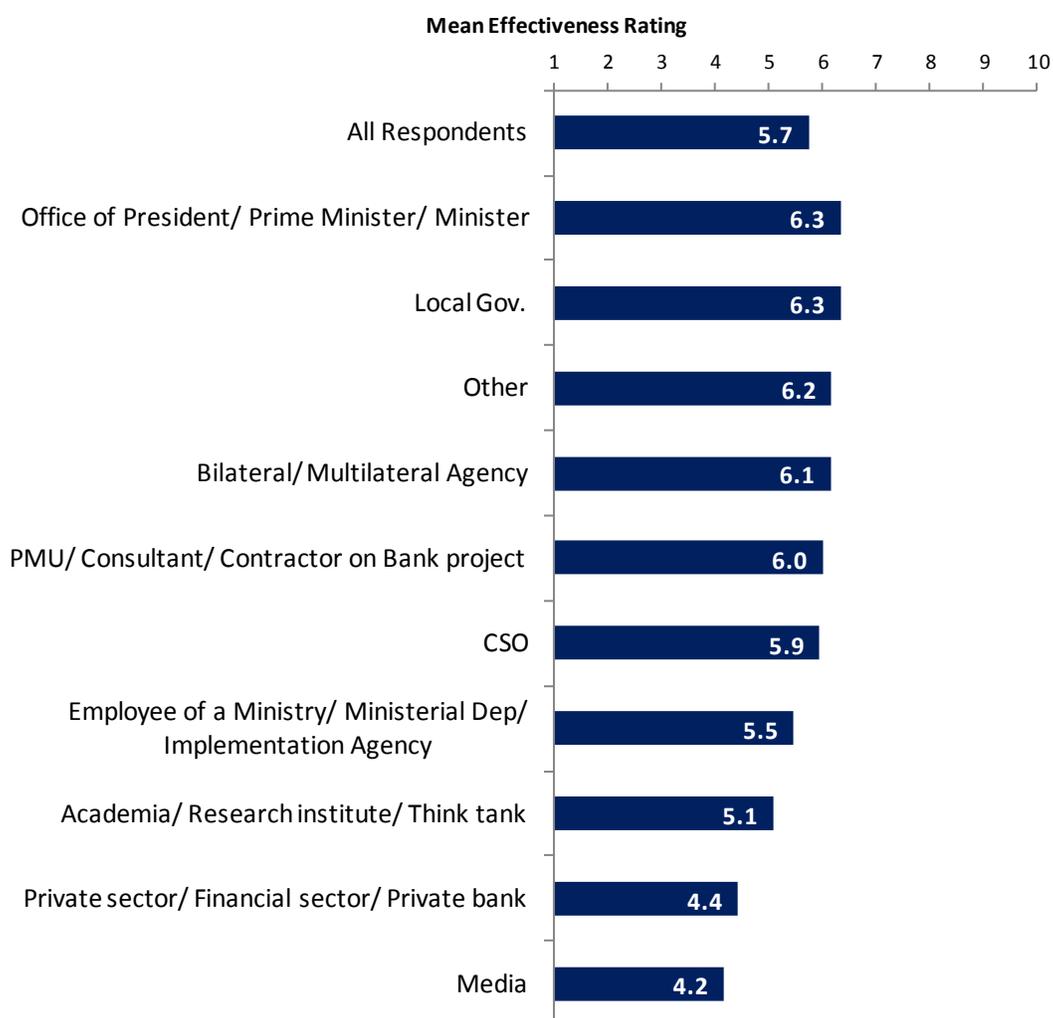
*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank (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 Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

The World Bank’s Overall Effectiveness (*Indicator Question*)

- Across all respondents, ratings of the World Bank’s overall effectiveness in West Bank and Gaza received a mean rating of 5.7; this was significantly *lower* than the mean ratings received in the FY ’09 country survey (6.4) and the FY ’03 country survey (6.4).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank’s overall effectiveness in West Bank and Gaza.

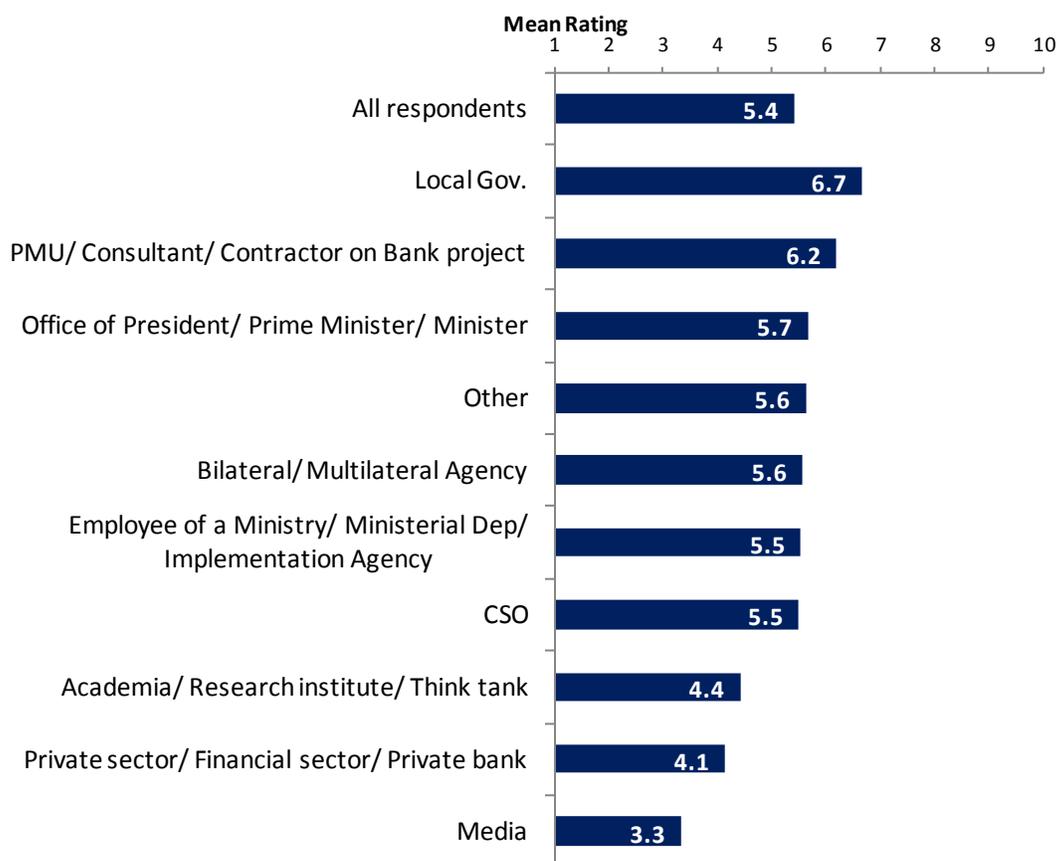


“Overall, please rate your impression of the World Bank’s effectiveness in West Bank and Gaza, on a ten point scale.” (1-“Not effective at all”, 10-“Very effective”)

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

- Consultants/contractors working on Bank-supported projects/programs and respondents from PMUs and local governments gave the highest ratings for the World Bank helping achieve development results in West Bank and Gaza, whereas respondents from the private sector/ financial sector/private banks and the media gave significantly lower ratings.
- Respondents across all geographic areas gave statistically similar ratings.

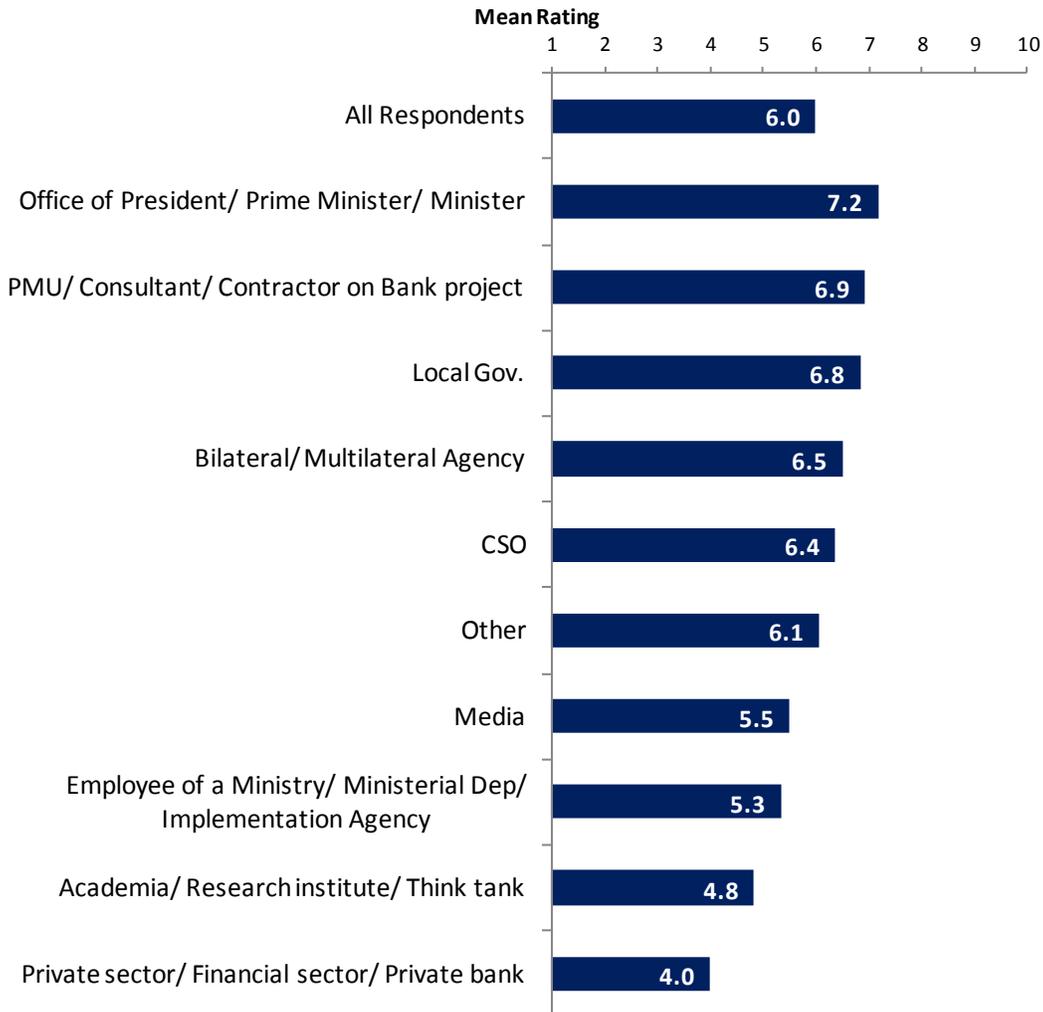


"To what extent does the World Bank's work help to achieve development results in West Bank and Gaza, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic areas gave statistically similar ratings for the World Bank's staff being well prepared to help West Bank and Gaza solve its most complicated development challenges.

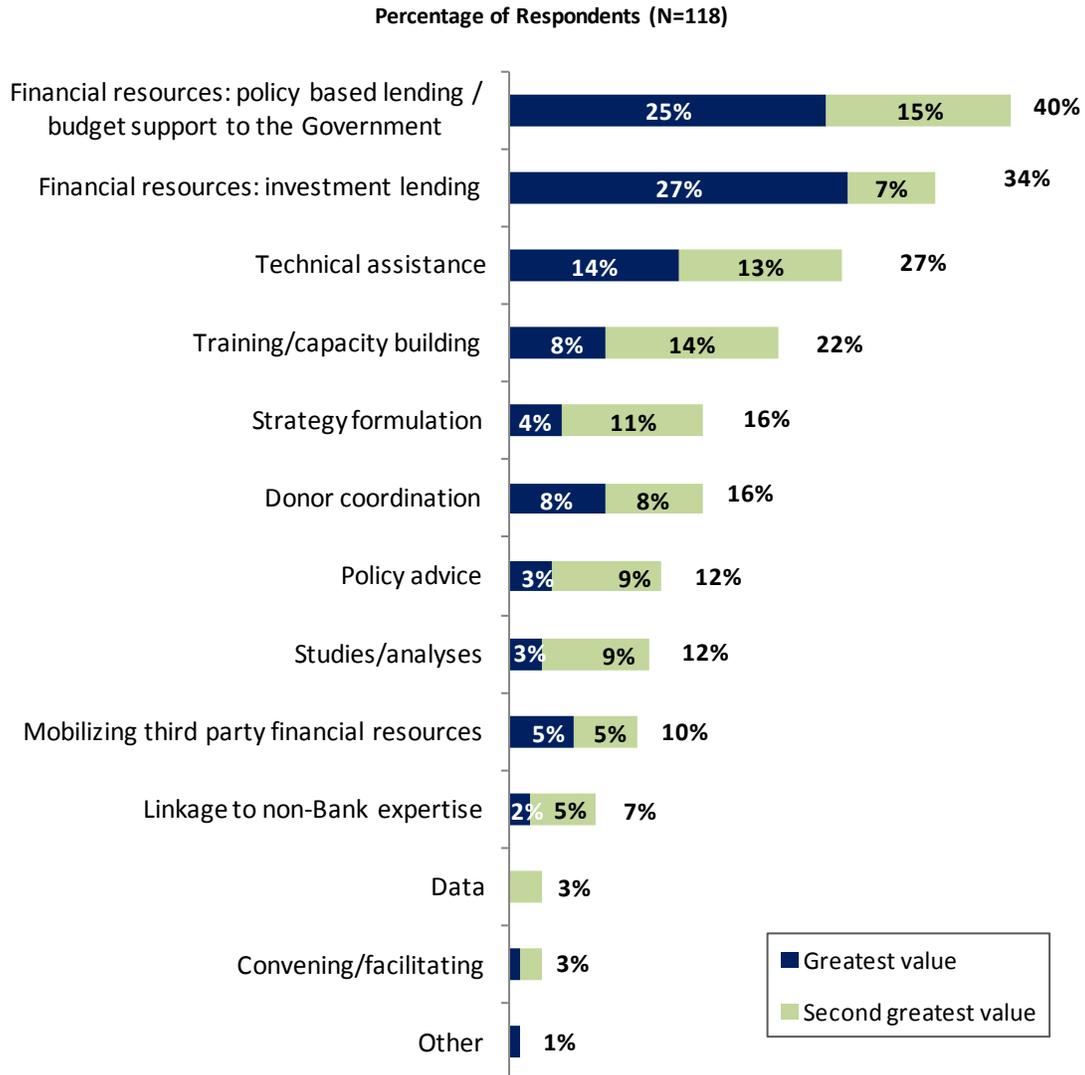


"To what extent do you believe the World Bank's staff is well prepared to help West Bank and Gaza solve its most complicated development challenges, on a ten point scale?"
 (1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '09 country survey* indicated that the World Bank's greatest values to West Bank and Gaza were the Bank's knowledge (38%) and the financial resources (35%).



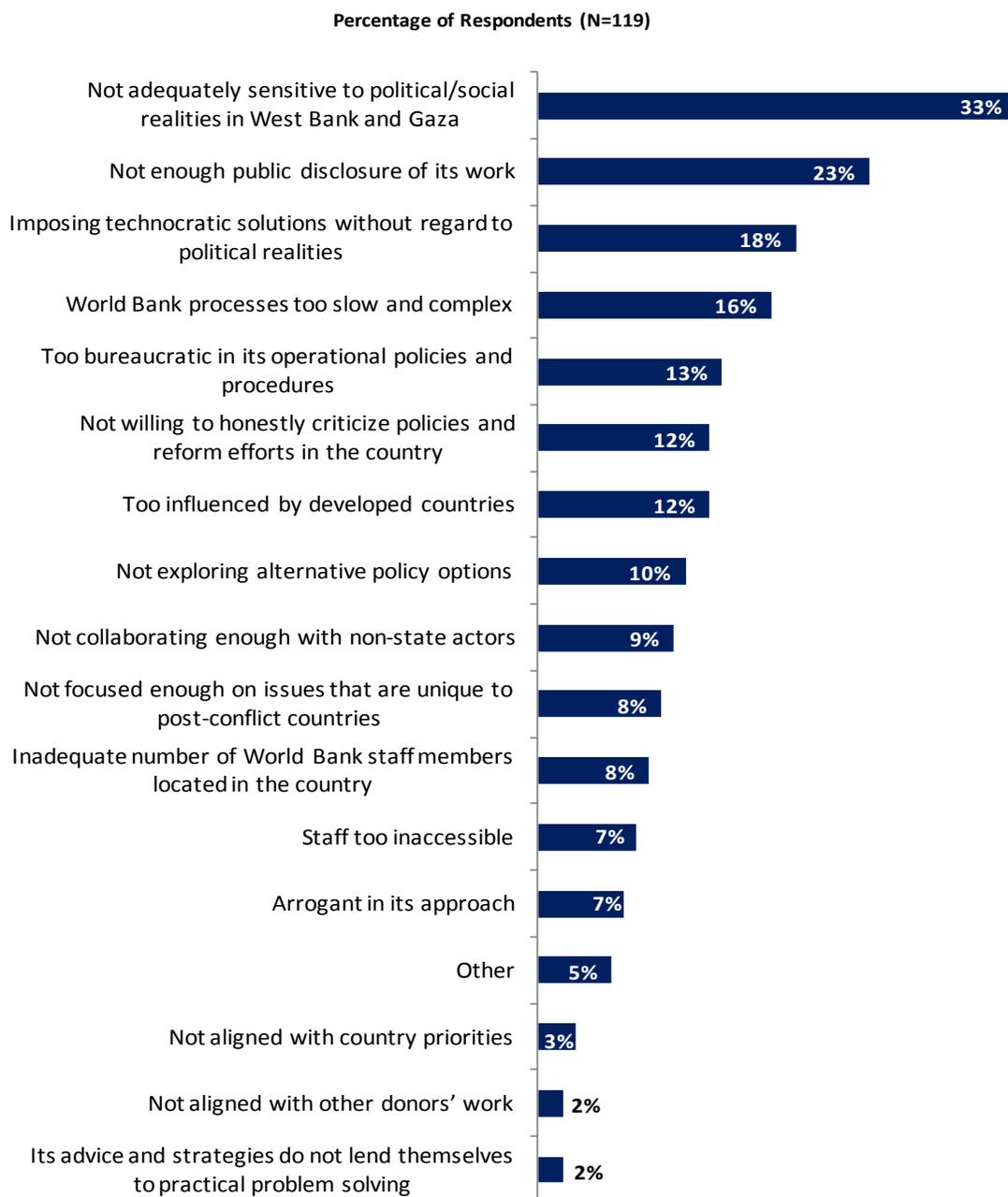
“When thinking about the World Bank’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in West Bank and Gaza?” (Respondents chose from a list.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- In the FY '09 country survey*, being too influenced by the US (37%) and being too bureaucratic in its operational policies and procedures (34%) were considered the Bank's greatest weaknesses in its work in West Bank and Gaza.

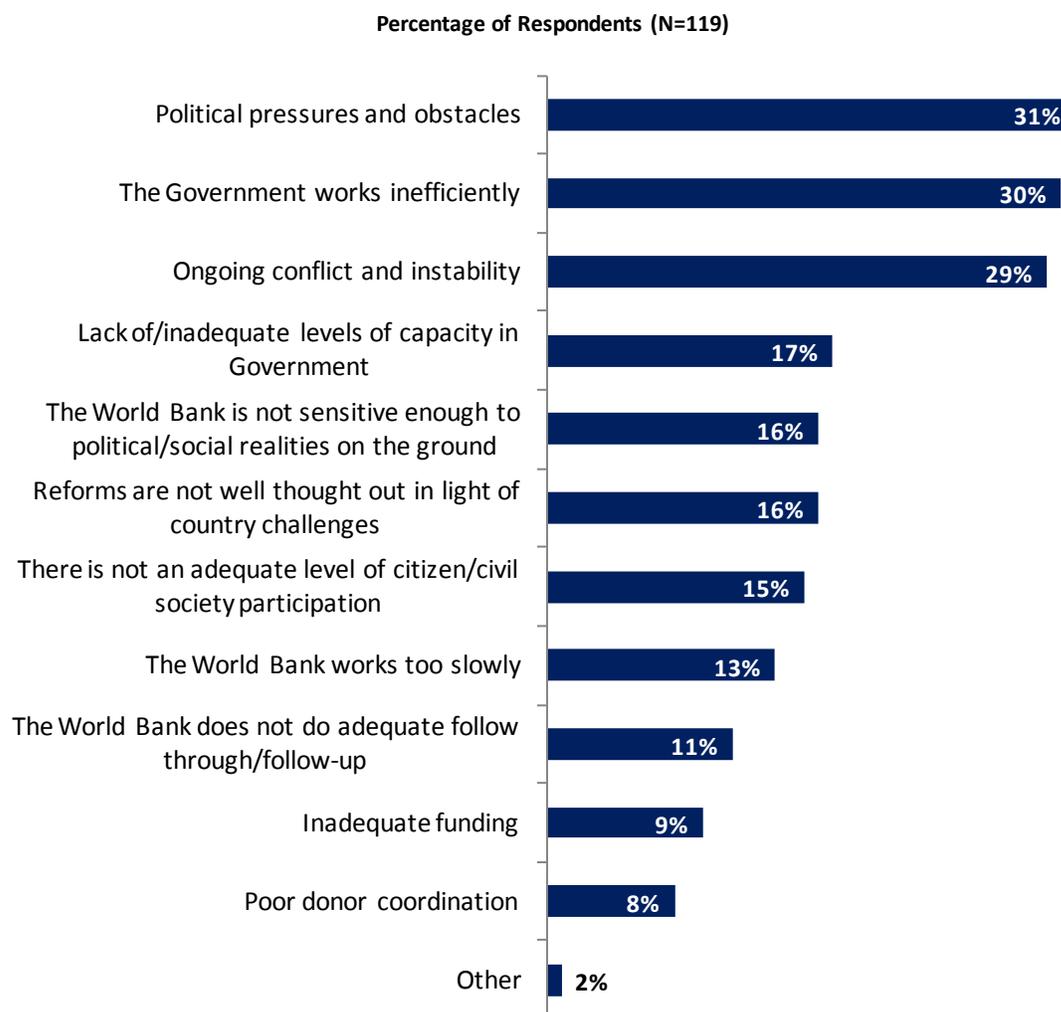


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in West Bank and Gaza? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank (continued)

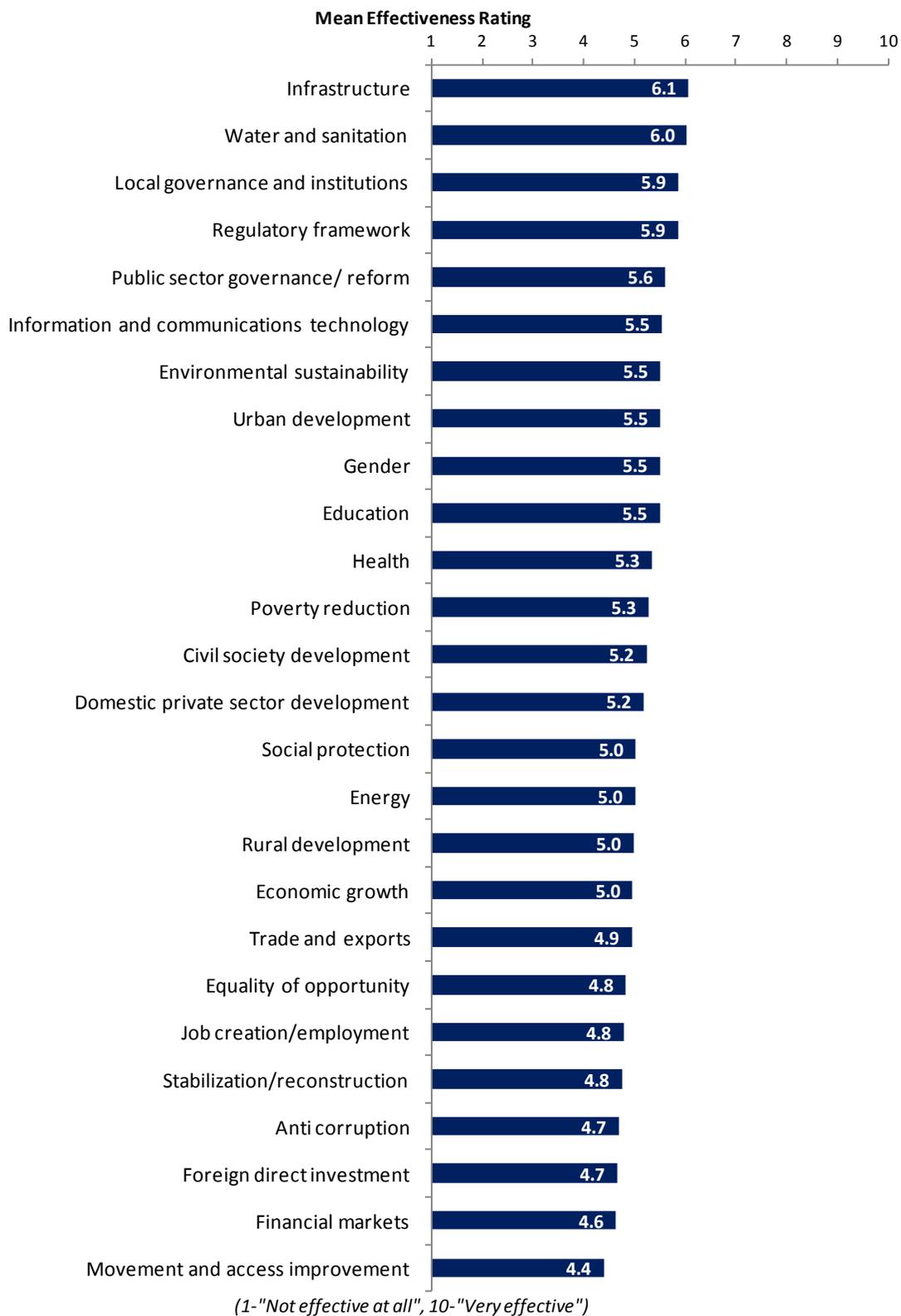
Attributing Slow or Failed Reform Efforts



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

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

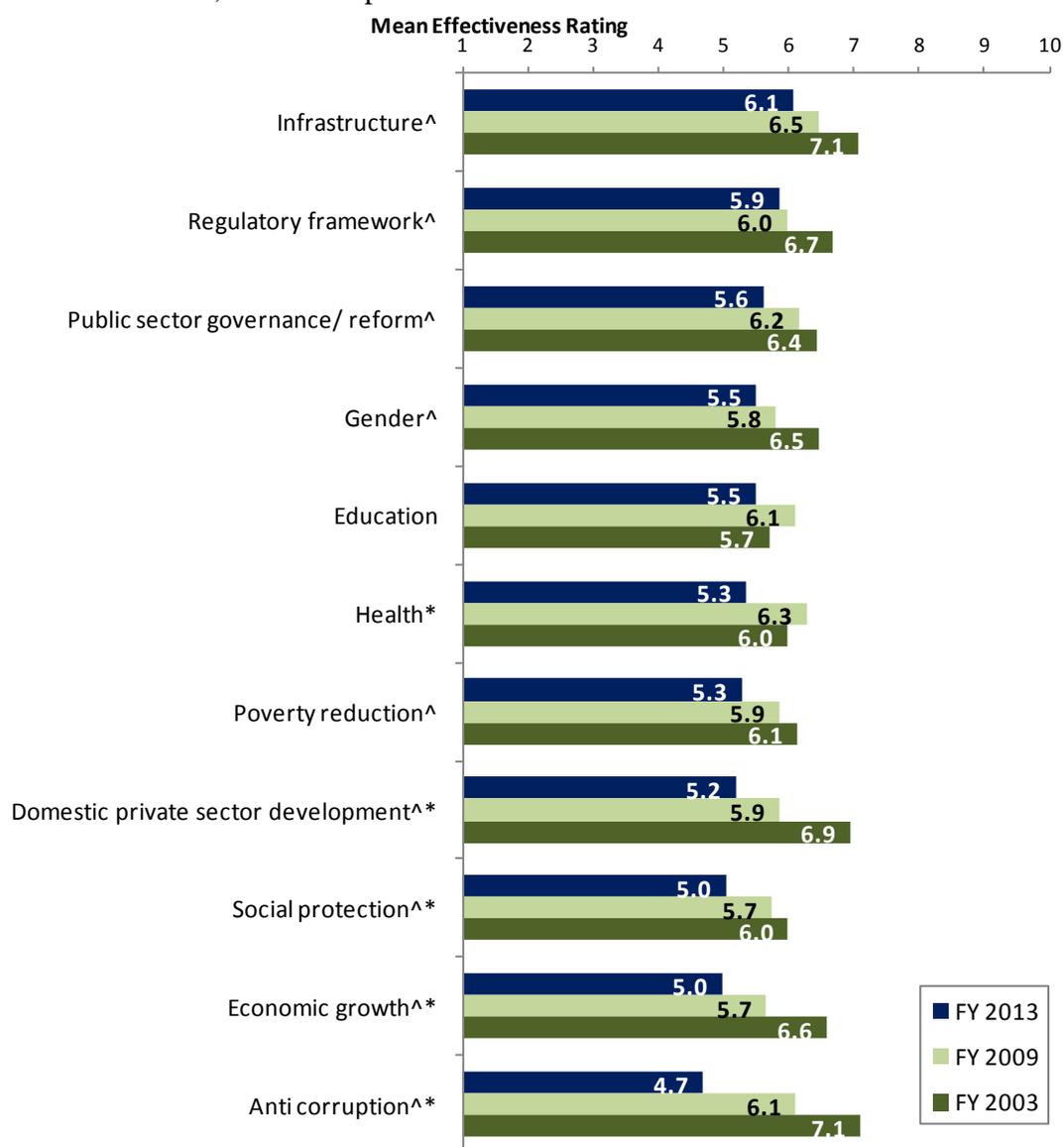
Specific Areas of Effectiveness (continued)

- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank’s effectiveness across all twenty-six areas of development in West Bank and Gaza. (See Appendix B for full details.)
- There were significant differences between geographic locations across three of these twenty-six areas. In all three instances, respondents from Gaza had significantly higher ratings for the Bank’s effectiveness than respondents from Ramallah and other areas in West Bank. Those areas with significant differences between geographic locations were:
 - “Environmental sustainability”
 - “Water and sanitation”; and
 - “Education”.
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *lower* ratings for the Bank's effectiveness compared to respondents in the FY'09 country survey in the following sectors: anti corruption, economic growth, health, domestic private sector development, and social protection. Respondents in this year's country survey gave significantly *lower* ratings for the Bank's effectiveness compared to respondents in the FY'03 country survey in the following sectors: anti corruption, regulatory framework, infrastructure, poverty reduction, gender, economic growth, domestic private sector development, public sector governance/reform, and social protection.



([^]FY 2013 significantly different from FY 2003; ^{*}FY 2013 significantly different from FY 2009.)

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

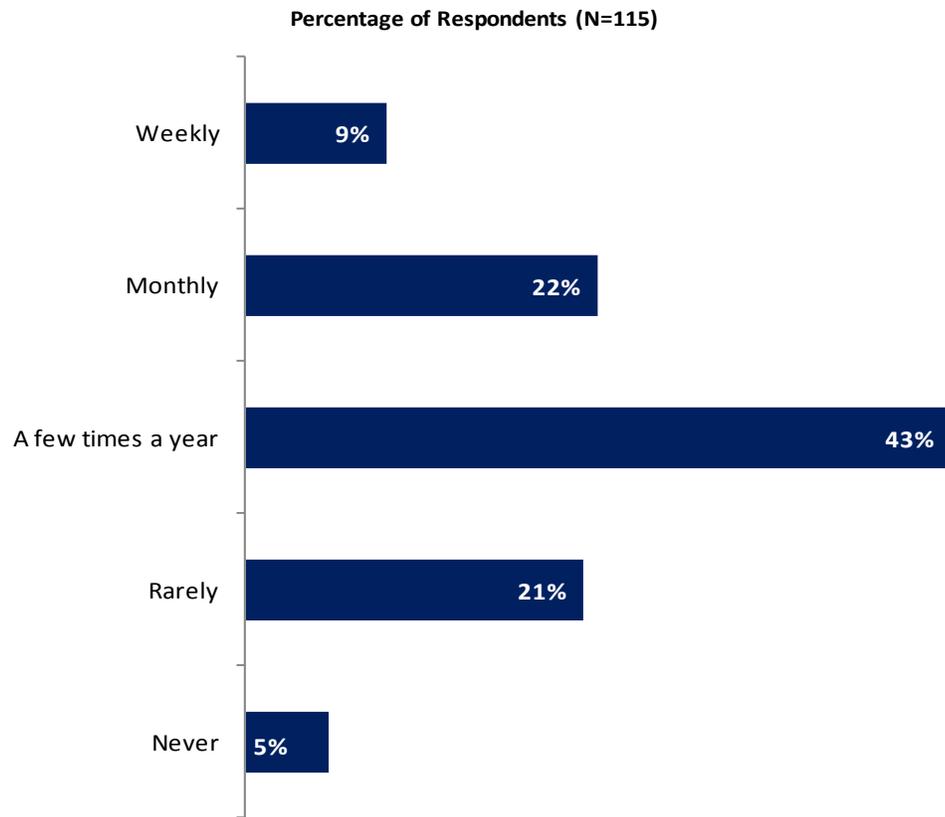
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank'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 Bank's overall effectiveness or perceptions of the Bank'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 Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in West Bank and Gaza. The areas determined to be key drivers from these analyses were:
 - Stabilization/reconstruction;
 - Equality of opportunity; and
 - Job creation/employment.

- 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 Bank's ability to help achieve development results in West Bank and Gaza, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - Stabilization/reconstruction;
 - Rural development;
 - Economic growth; and
 - Job creation/employment.

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

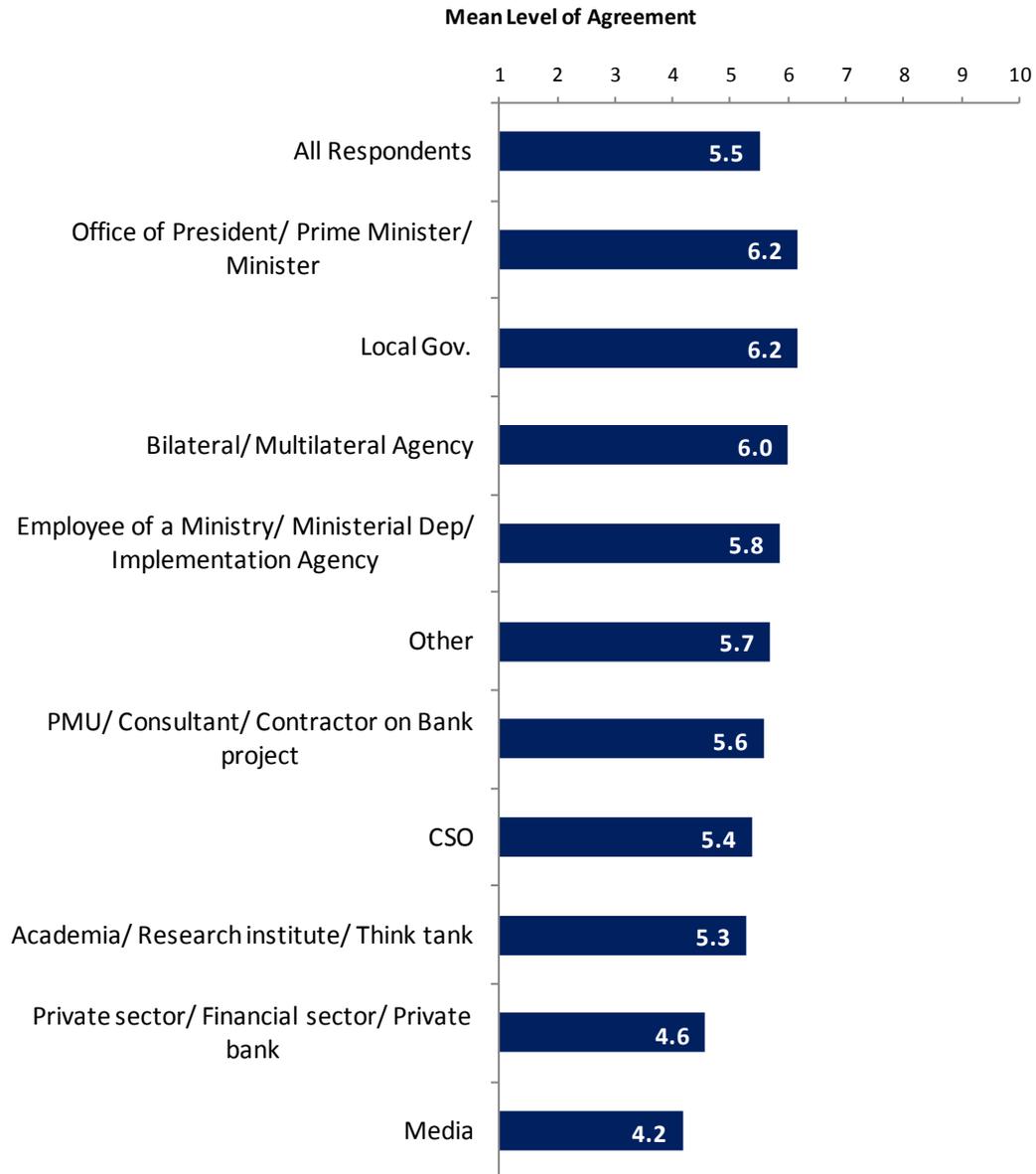


“How frequently do you consult World Bank knowledge work and activities in the work you do?”
(Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting West Bank and Gaza's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank meets West Bank and Gaza's needs for knowledge services.



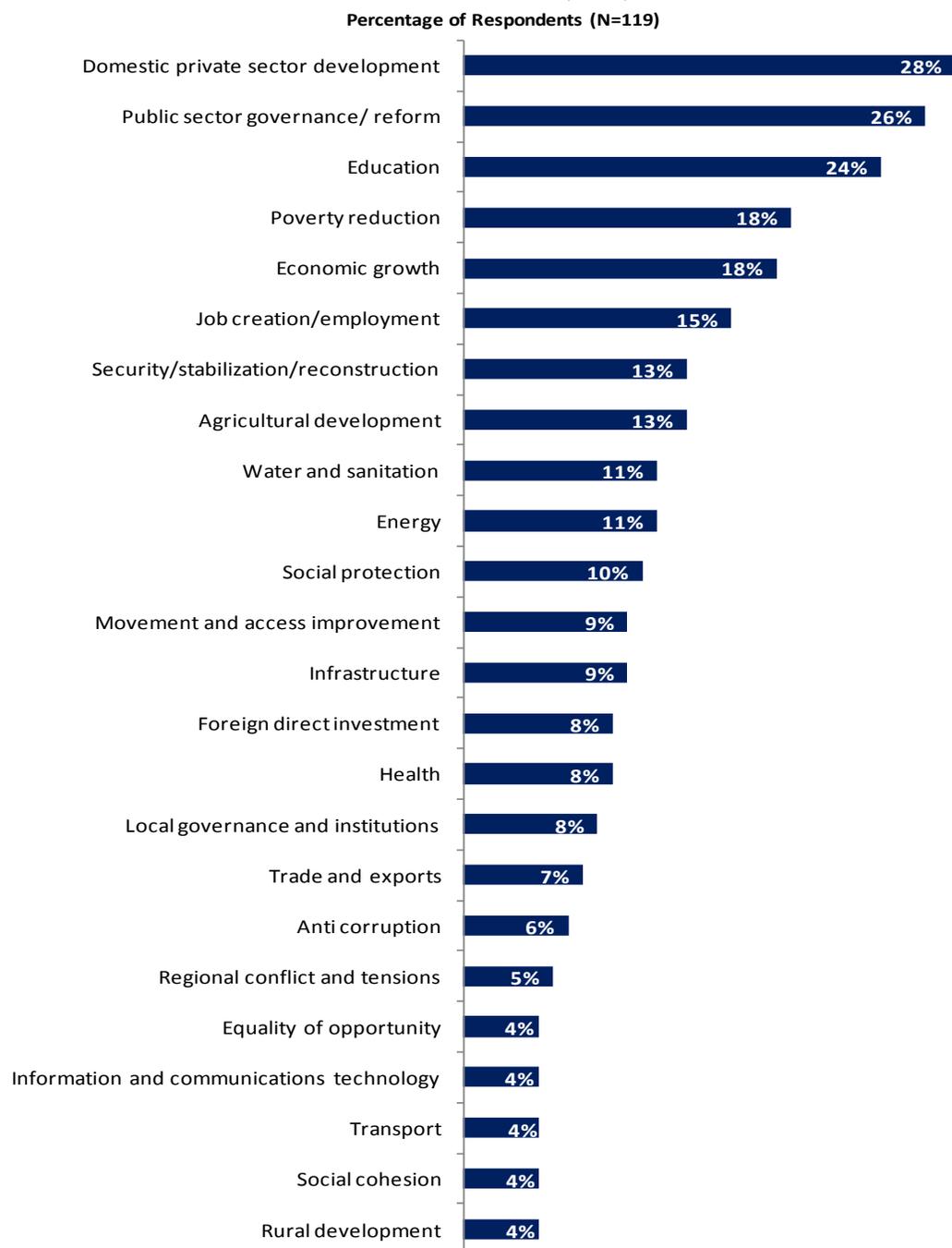
"The World Bank meets West Bank and Gaza's needs for knowledge services, on a ten point scale."

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

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- Respondents in the FY '09 country survey* indicated that it would be most valuable for the Bank to focus its research efforts on education (30%) in West Bank and Gaza.



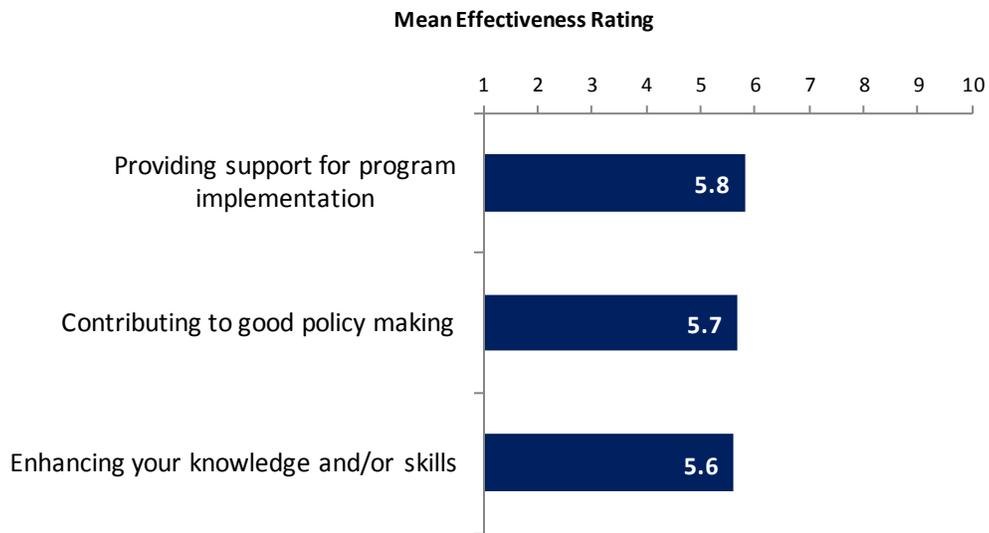
“When thinking about the development challenges in West Bank and Gaza, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness in providing support for program implementation. Respondents from the office of President/Prime Minister/Minister and local governments gave the highest ratings for the Bank's effectiveness in this area whereas respondents from the media and academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the Bank's knowledge and research effectiveness in all these areas.

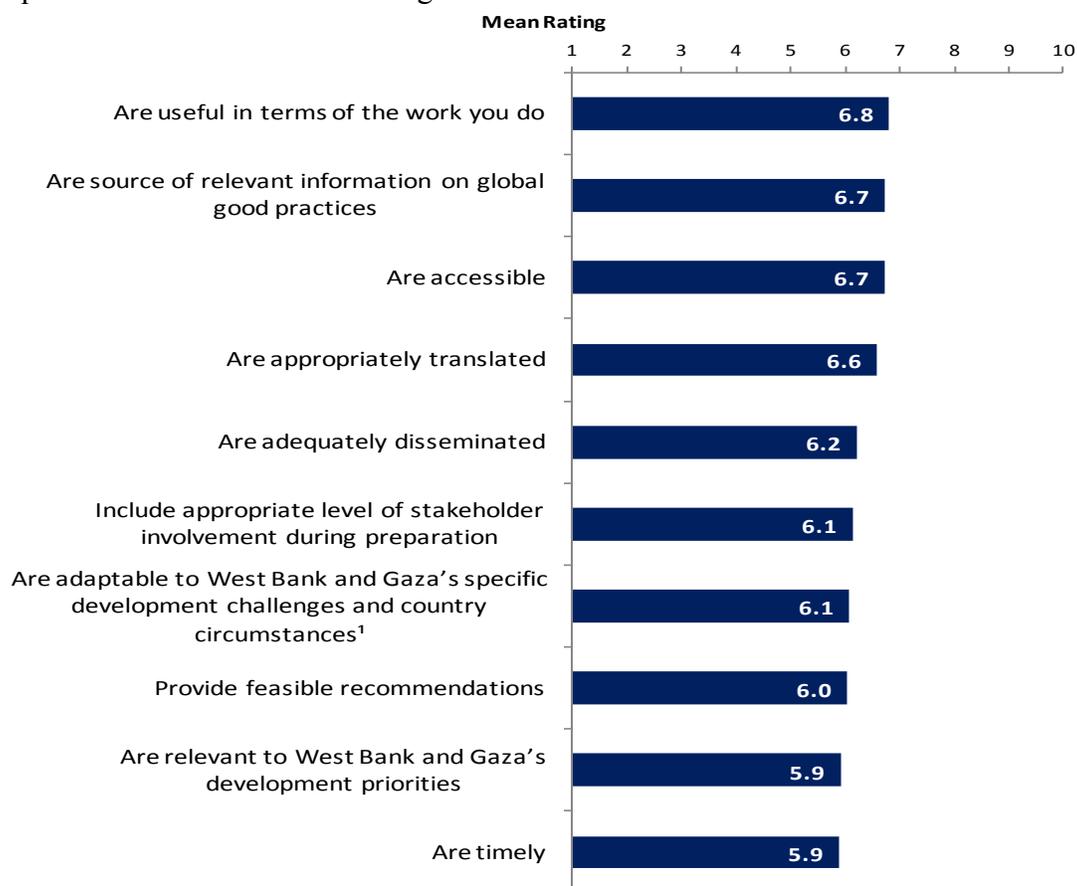


"In West Bank and Gaza, how effective do you believe the World Bank's knowledge work and activities are at" (1-"Not effective at all", 10-"Very effective")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

- Respondents in this year's country survey gave significantly *lower* ratings for the extent to which the Bank's knowledge work and activities are useful in terms of the work you do compared to respondents in the FY'09 country survey (8.1) and in the FY'03 country survey (8.0). Respondents in this year's country survey gave significantly *lower* ratings for the extent to which the Bank's knowledge work and activities are adaptable to West Bank and Gaza's specific development challenges and country circumstances compared to respondents in the FY'03 country survey (7.0).
- There were significant differences between stakeholder groups across two of these qualities of the World Bank's knowledge and activities: relevance to West Bank and Gaza's development priorities and providing feasible recommendations. Employees of ministries/ministerial departments/ implementation agencies gave the highest ratings regarding these two qualities of the Bank's knowledge and research whereas respondents from the private sector/financial sector/private banks and the media gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for all the qualities of the Bank's knowledge work and activities.



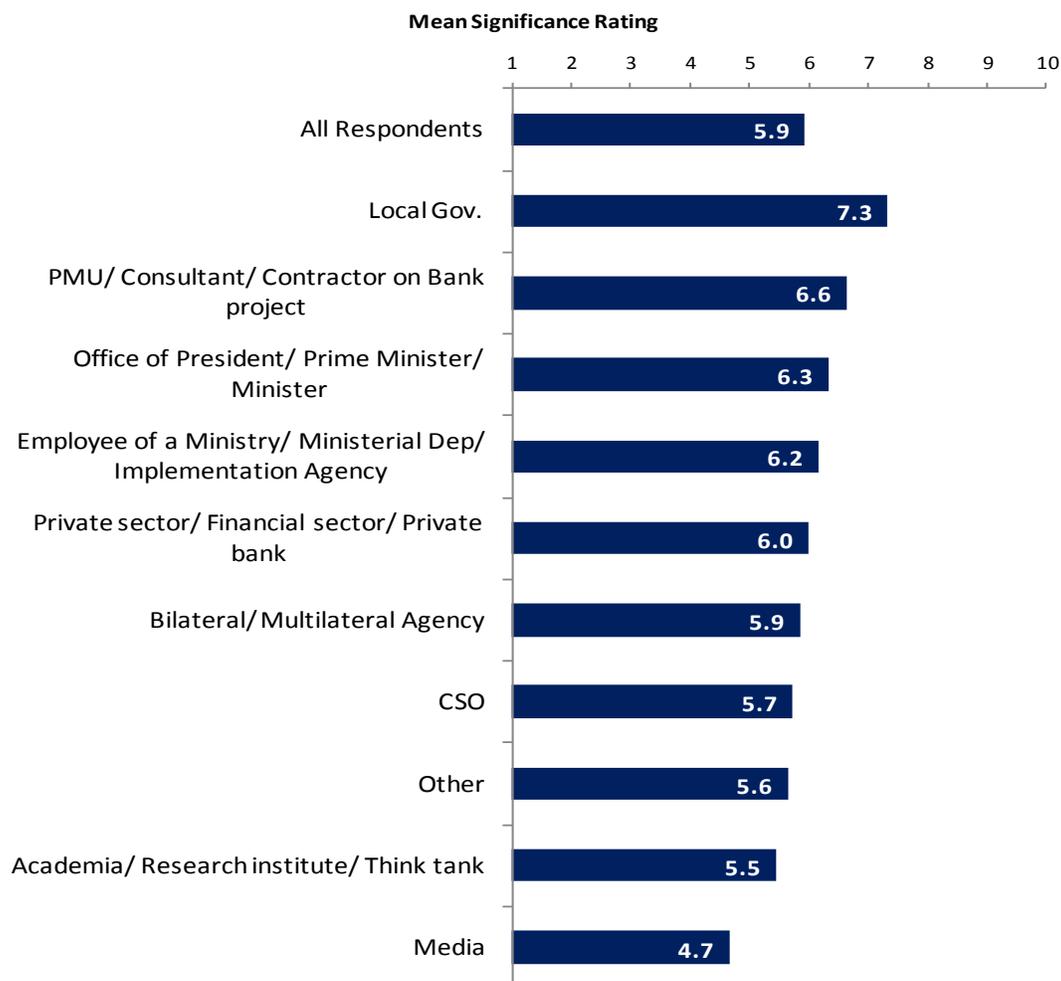
"In West Bank and Gaza, to what extent do you believe that the World Bank's knowledge work and activities:"

(1-"To no degree at all", 10-"To a very significant degree") **Indicator Question**

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in West Bank and Gaza.

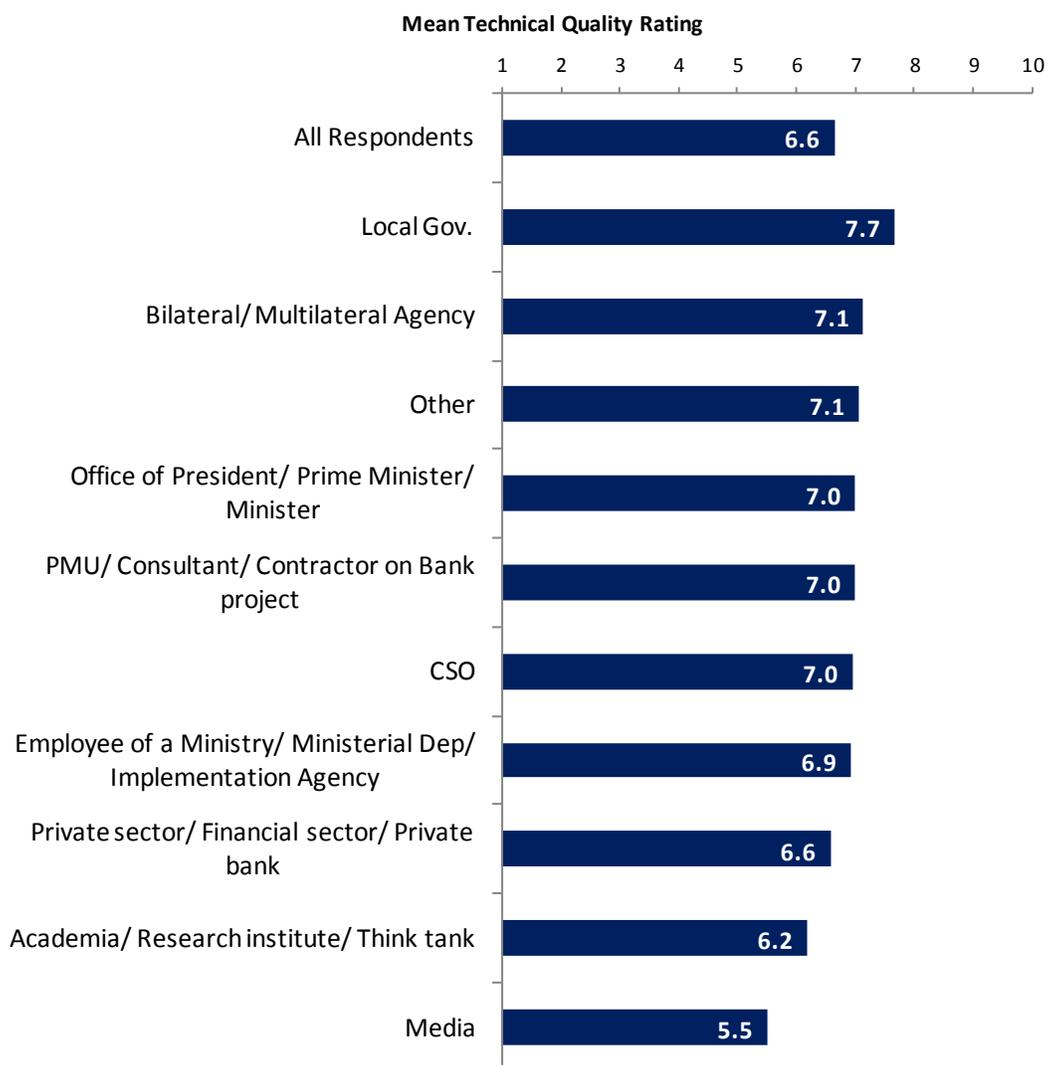


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?
(1- "Not significant at all", 10- "Very significant")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality (*Indicator Question*)

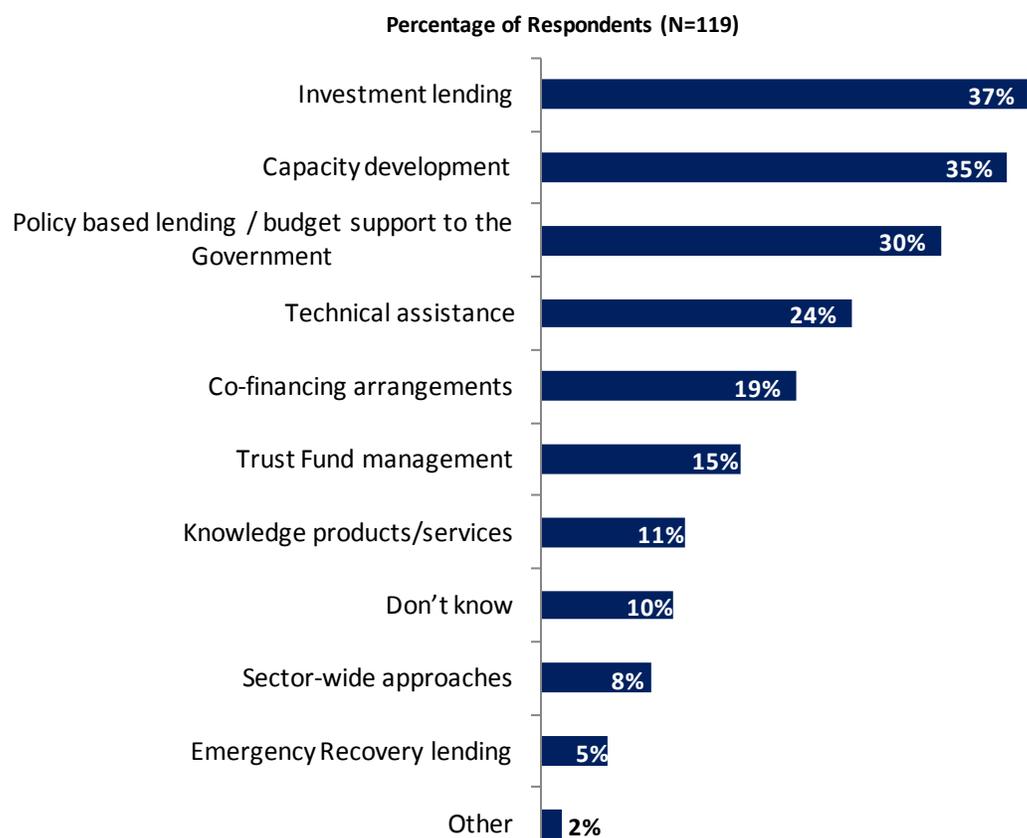
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities in West Bank and Gaza.



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

VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective

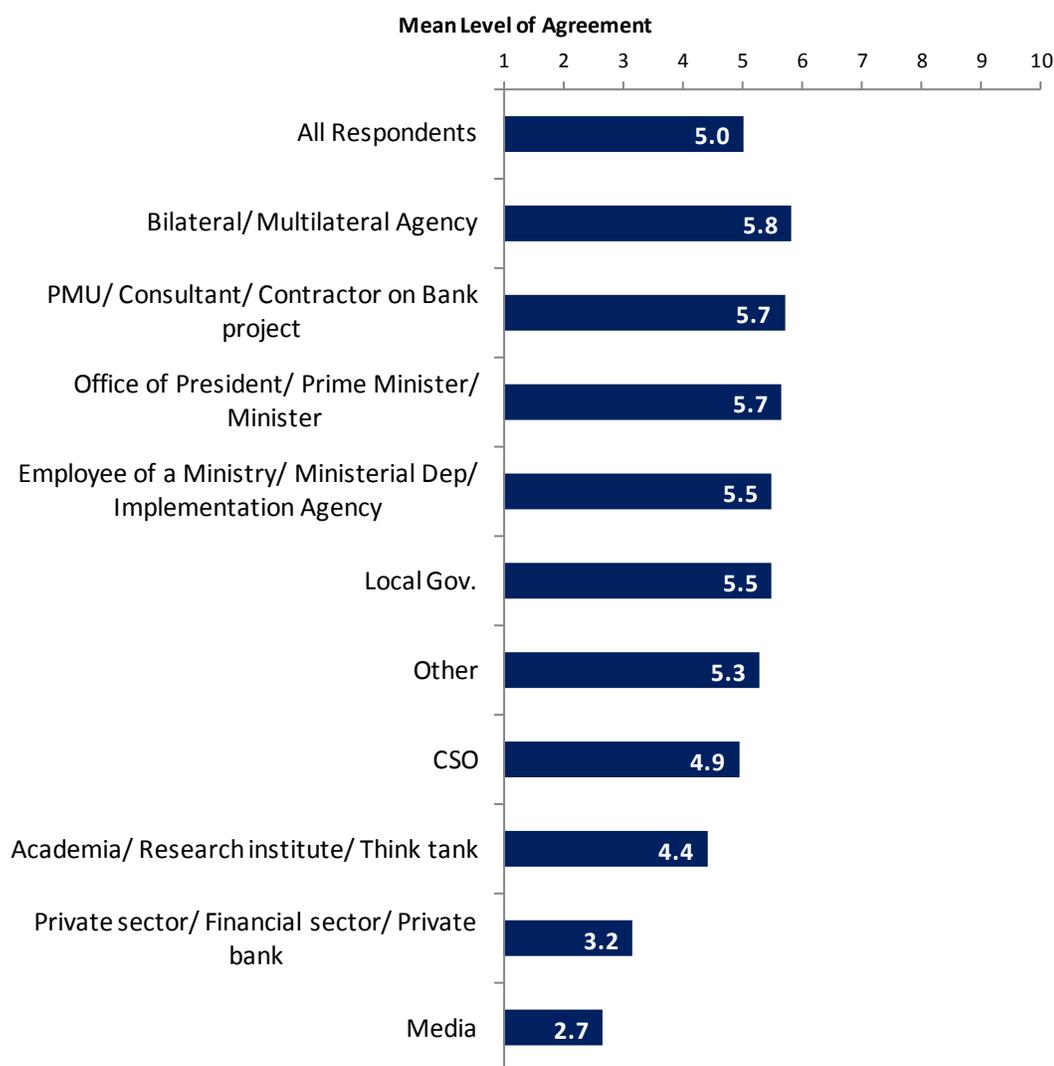


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in West Bank and Gaza? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting West Bank and Gaza's Needs (*Indicator Question*)

- Respondents from the bilateral/multilateral agencies tended to have the highest levels of agreement that the World Bank's financial instruments meet West Bank and Gaza's needs, whereas respondents from the private sector/financial sector/private banks and the media had significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet West Bank and Gaza's needs.

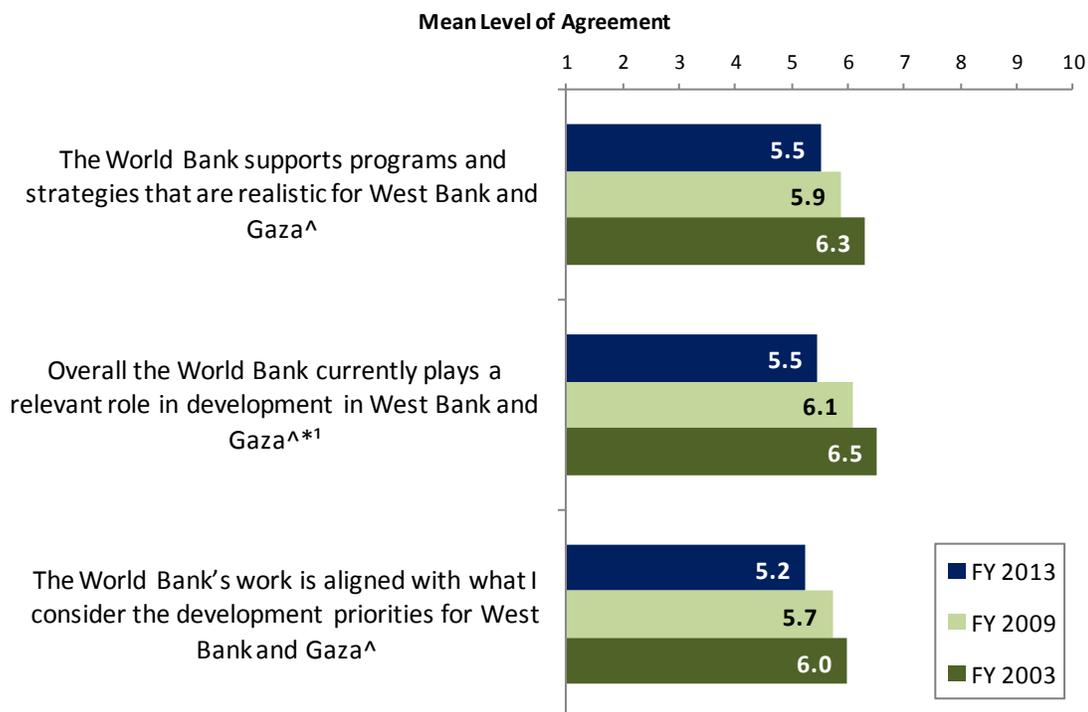


"The World Bank's financial instruments meet the needs of West Bank and Gaza, on a ten point scale." (1-"Strongly disagree", 10-"Strongly agree")

VIII. How the World Bank Operates

The World Bank’s Work in West Bank and Gaza

- Respondents in this year’s country survey had significantly *lower* levels of agreement that the World Bank plays a relevant role in the country’s development, that the Bank’s work is aligned with respondents’ perceived development priorities, and that the World Bank supports programs and strategies that are realistic for West Bank and Gaza compared to respondents in the FY ’03 country survey (6.5, 6.0, and 6.3, respectively). Respondents in this year’s country survey had significant *lower* levels of agreement that World Bank plays a relevant role in the country’s development in West Bank and Gaza compared to respondents from the FY ’09 country survey (6.1).
- There were significant stakeholder group differences in their levels of agreement that the World Bank supports programs and strategies that are realistic for West Bank and Gaza. Respondents from the office of the President/Prime Minister/Minister and ministries/ministerial departments/implementation agencies tended to have the highest levels of agreement, whereas respondents from the private sector/ financial sector/private banks, academia/research institutes/think tanks and the media tended to have significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement with all of these statements.

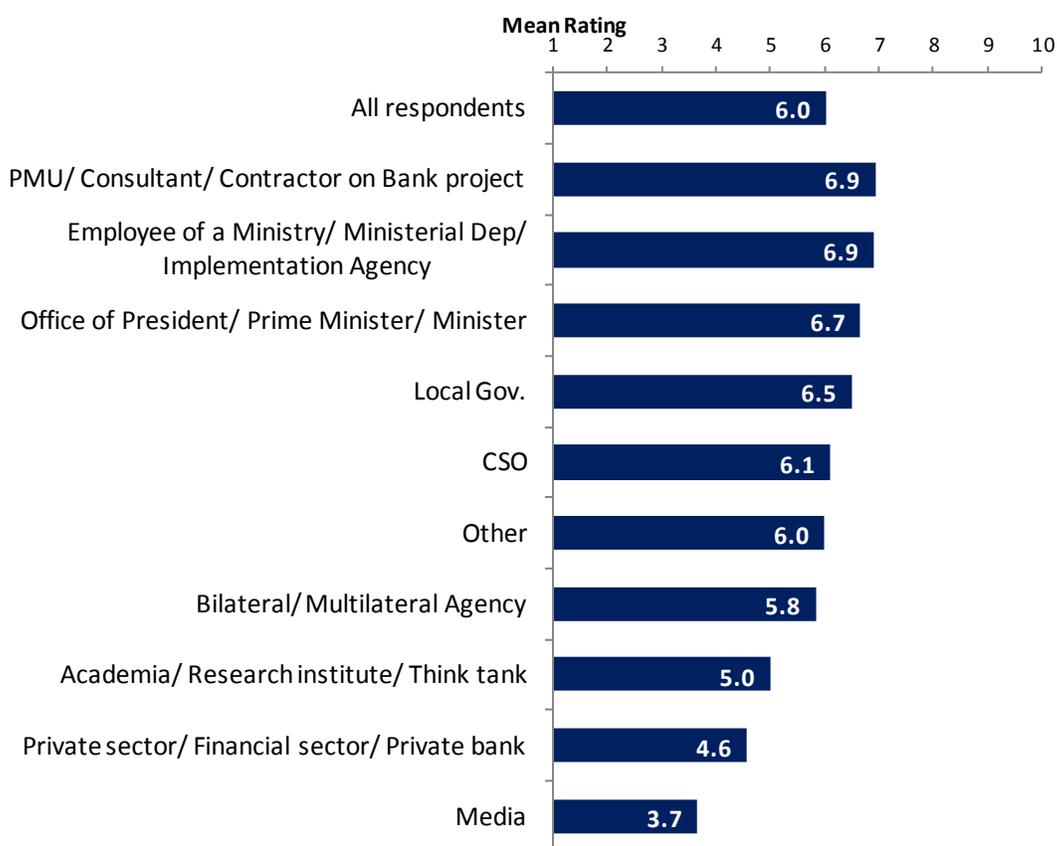


“To what extent do you agree with the following statements about the World Bank’s work in West Bank and Gaza, on a ten point scale?” (1-“Strongly disagree”, 10-“Strongly agree”)
 (^Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY09 country surveys.) ¹**Indicator Question**

VIII. How the World Bank Operates (continued)

Building/Strengthening Country Systems in West Bank and Gaza (Indicator Question)

- Respondents from PMUs, consultants/contractors working on Bank-supported projects/programs and employees of ministries, ministerial departments/implantation agencies tended to have the highest levels of agreement that the World Bank helps to build/strengthen existing country systems in West Bank and Gaza, whereas respondents from the private sector/financial sector/private banks and the media had significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement that the Bank helps to build/strengthen existing country systems in West Bank and Gaza.

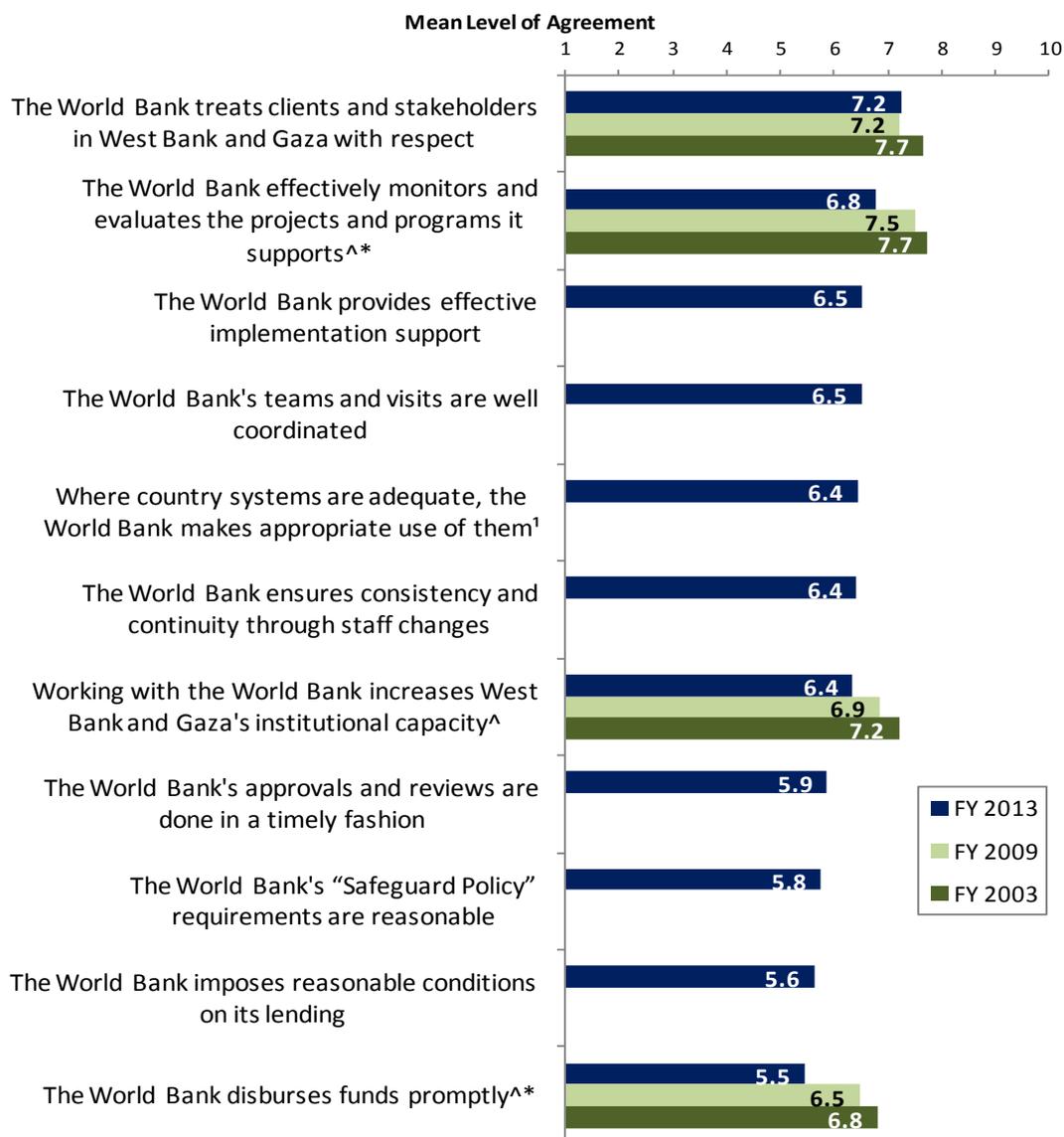


"To what extent does the World Bank help to build/strengthen existing country systems in West Bank and Gaza, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

VIII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had significantly *lower* levels of agreement that the Bank effectively monitors and evaluates projects and programs it supports and that the Bank disburses funds promptly compared to respondents from the FY'09 country survey (7.5 and 6.5, respectively). Respondents in this year's country survey had significantly *lower* levels of agreement that the Bank disburses funds promptly, that the Bank effectively monitors and evaluates projects and programs it supports, and that the Bank increases West Bank and Gaza's institutional capacity compared to respondents from the FY'03 country survey (6.8, 7.7, and 7.2, respectively).



"To what extent do you agree/disagree with the following statements, on a ten point scale?"
(1-"Strongly disagree", 10-"Strongly agree")

([^]Significantly different between FY13 and FY03 country surveys; ^{*}Significantly different between FY13 and FY09 country surveys.) ¹Indicator Question

VIII. How the World Bank Operates (continued)

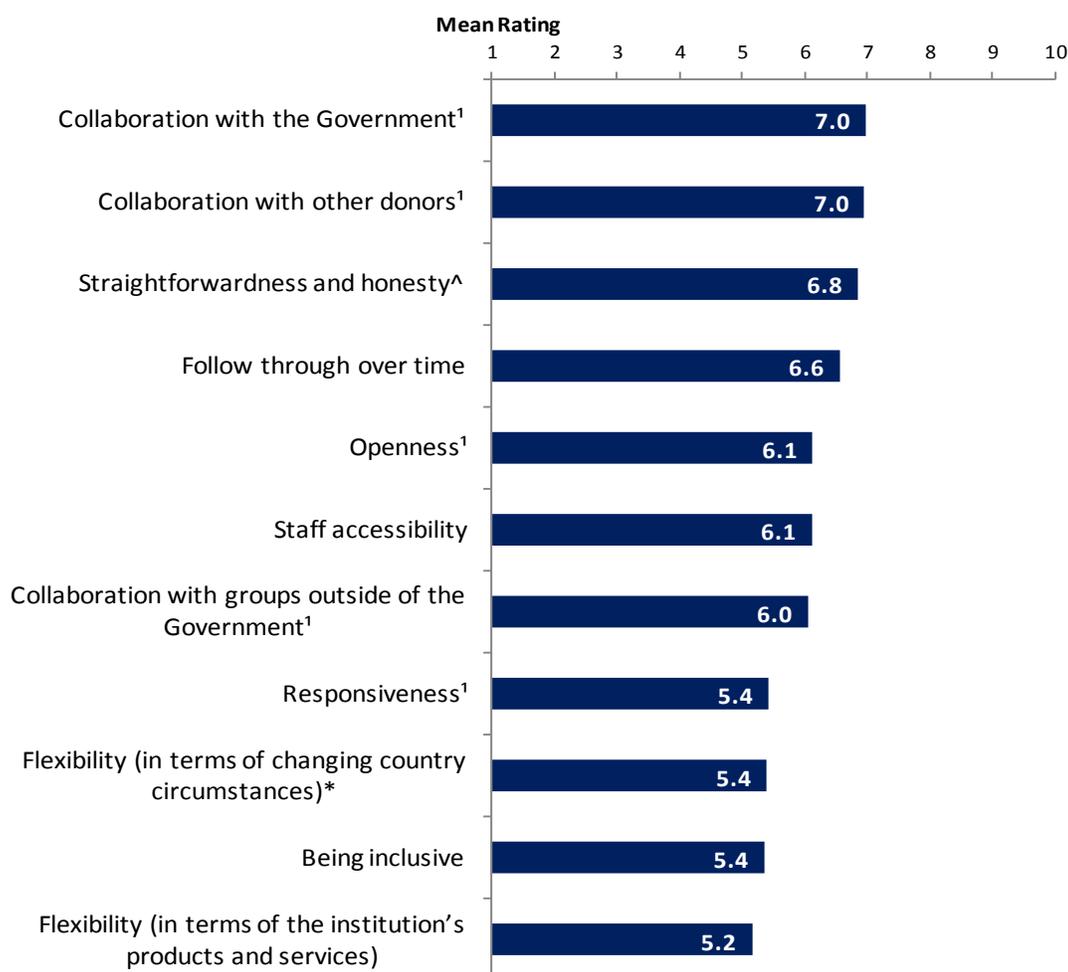
Overall Perceptions (continued)

- There were significant stakeholder group differences in their levels of agreement that the Bank disburses funds promptly and that the Bank's approvals and reviews are done in a timely fashion. For the most part, respondents from local governments tended to have the highest levels of agreement, whereas respondents from the media tended to have significantly lower levels of agreement.
- There were significant differences between geographic locations in their levels of agreement that the Bank treats clients and stakeholders in West Bank and Gaza with respect and that the Bank increases West Bank and Gaza's institutional capacity. For the most part, respondents from Gaza tended to have the highest levels of agreements, whereas respondents from Ramallah tended to have the lowest levels of agreement. For the indicator question, respondents from all geographic areas had statistically similar levels of agreement that where country systems are adequate, the Bank makes appropriate use of them.

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- Respondents from this year's country survey had significantly *lower* ratings for the Bank's flexibility in terms of changing country circumstances compared to respondents from the FY '09 survey (6.2). Respondents from this year's country survey had significantly *lower* ratings for the Bank's straightforwardness and honesty compared to respondents from the FY '03 survey (7.8).
- Respondents across all stakeholder groups gave statistically similar ratings for all aspects of the World Bank as an effective development partner.
- There were significant differences across geographic locations in their ratings for the World Bank's following through over time as an effective development partner. Respondents from Gaza tended to have the highest ratings, whereas respondents from other areas of West Bank tended to significantly lower ratings.

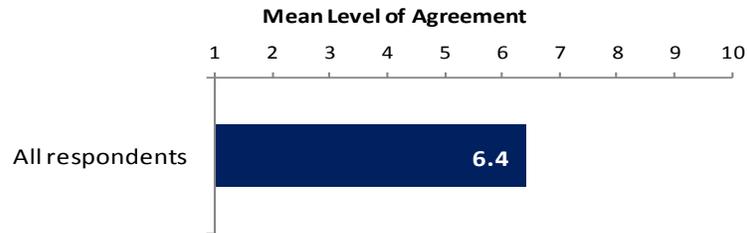


"To what extent is the World Bank an effective development partner in West Bank and Gaza in terms of each of the following, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")
 (^ FY 2013 significantly different from FY 2003; * FY 2013 significantly different from FY 2009.)

¹Indicator Question

VIII. How the World Bank Operates (continued)

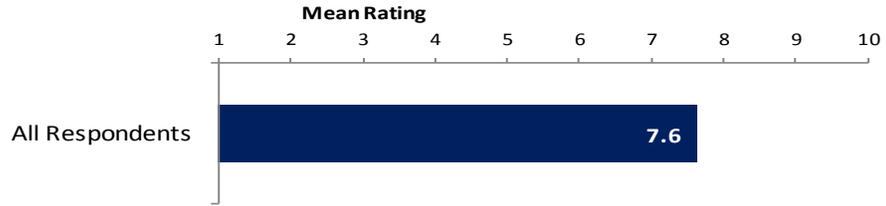
The World Bank is Adequately Staffed in West Bank and Gaza



"To what extent do you believe the World Bank is adequately staffed in West Bank and Gaza, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

IX. The Future Role of the World Bank in West Bank and Gaza

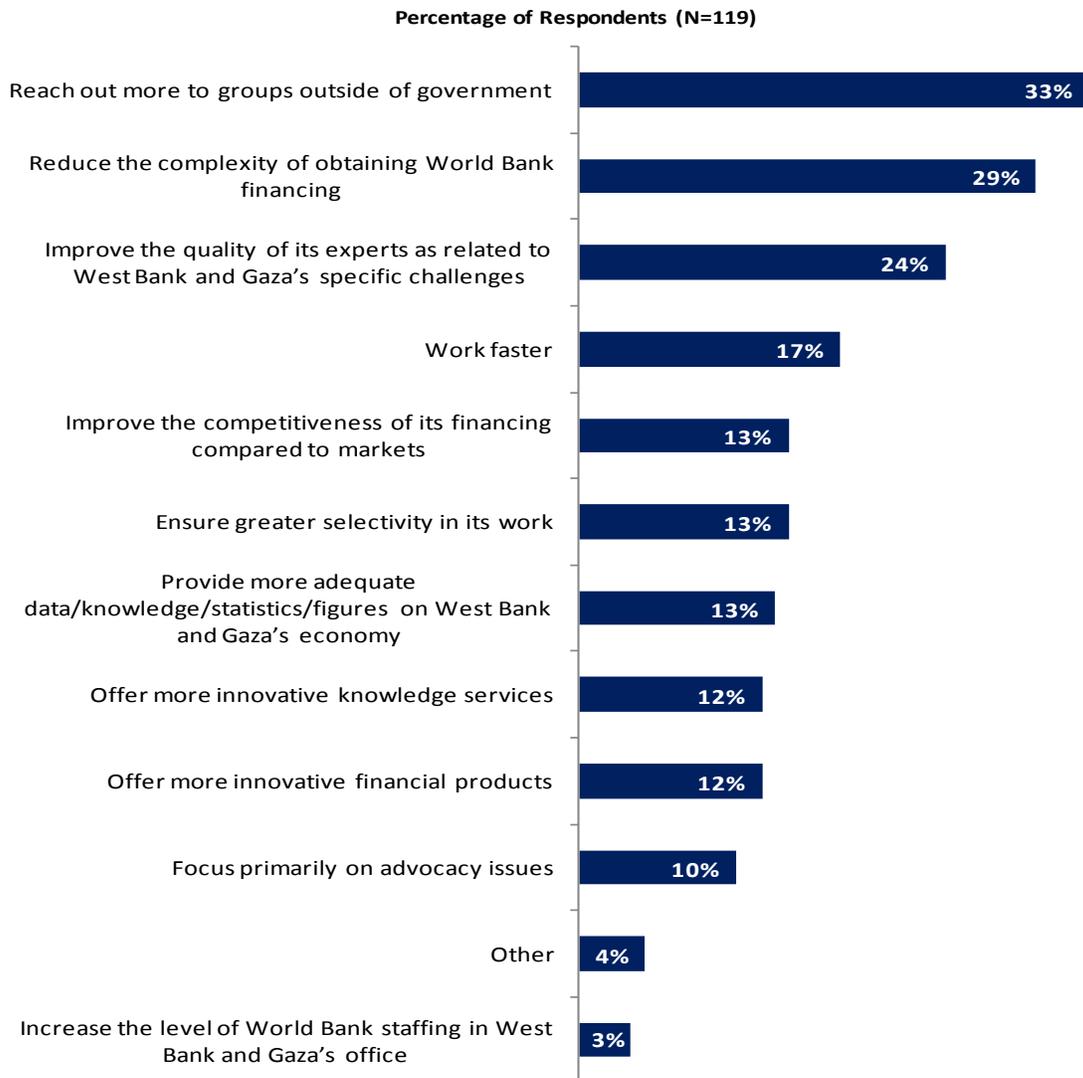
Role Significance



“How significant a role do you believe the Bank SHOULD play in West Bank and Gaza’s development in the near future, on a ten point scale?” (1-“Not significant at all”, 10-“Very significant role”)

Making the World Bank of Greater Value

- Respondents in the FY '09 country survey* indicated the World Bank should reduce the complexity of obtaining Bank financing (35%) to make itself of greater value.



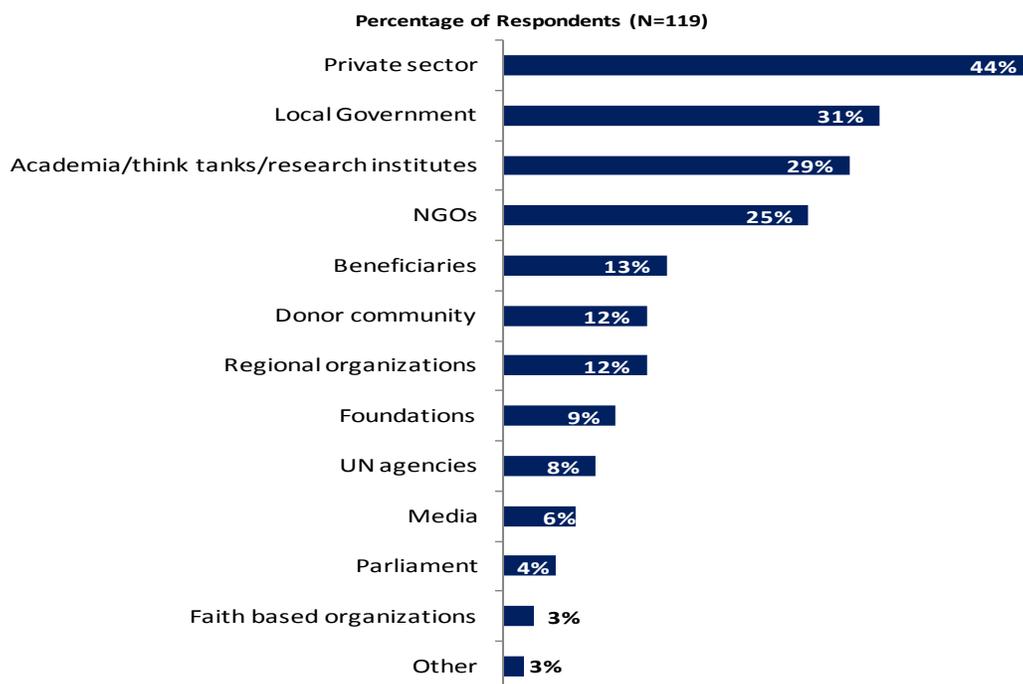
“Which of the following SHOULD the World Bank do to make itself of greater value in West Bank and Gaza? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

IX. The Future Role of the World Bank in West Bank and Gaza (continued)

Collaborating with Stakeholders in West Bank and Gaza

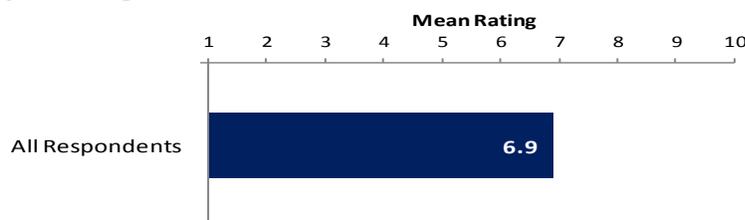
- Respondents in the FY '09 country survey* indicated the World Bank should work more with the private sector (45%) and the national government (41%) to ensure better development results in West Bank and Gaza.
- Although majority of respondents from most stakeholder groups indicated that the World Bank should collaborate more with the private sector and local governments in West Bank and Gaza, respondents from CSOs indicated that the Bank should collaborate more with NGOs and respondents from the media indicated that the Bank should collaborate more with NGOs and the media.



“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

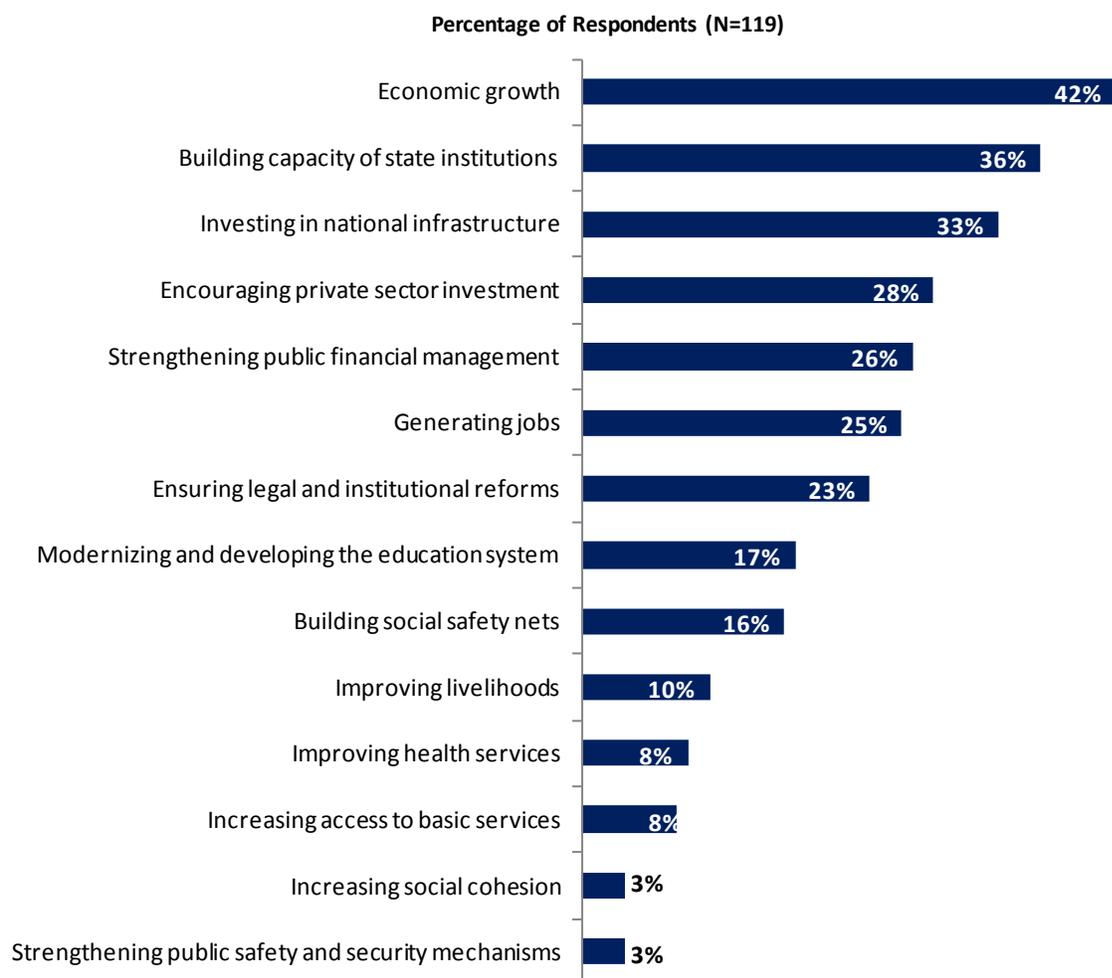
Influencing the Global Development Agenda



“To what extent do you believe that the World Bank SHOULD seek to influence the global development agenda?” (1 - “To no degree at all”, 10 - “To a very significant degree”)

IX. The Future Role of the World Bank in West Bank and Gaza (continued)

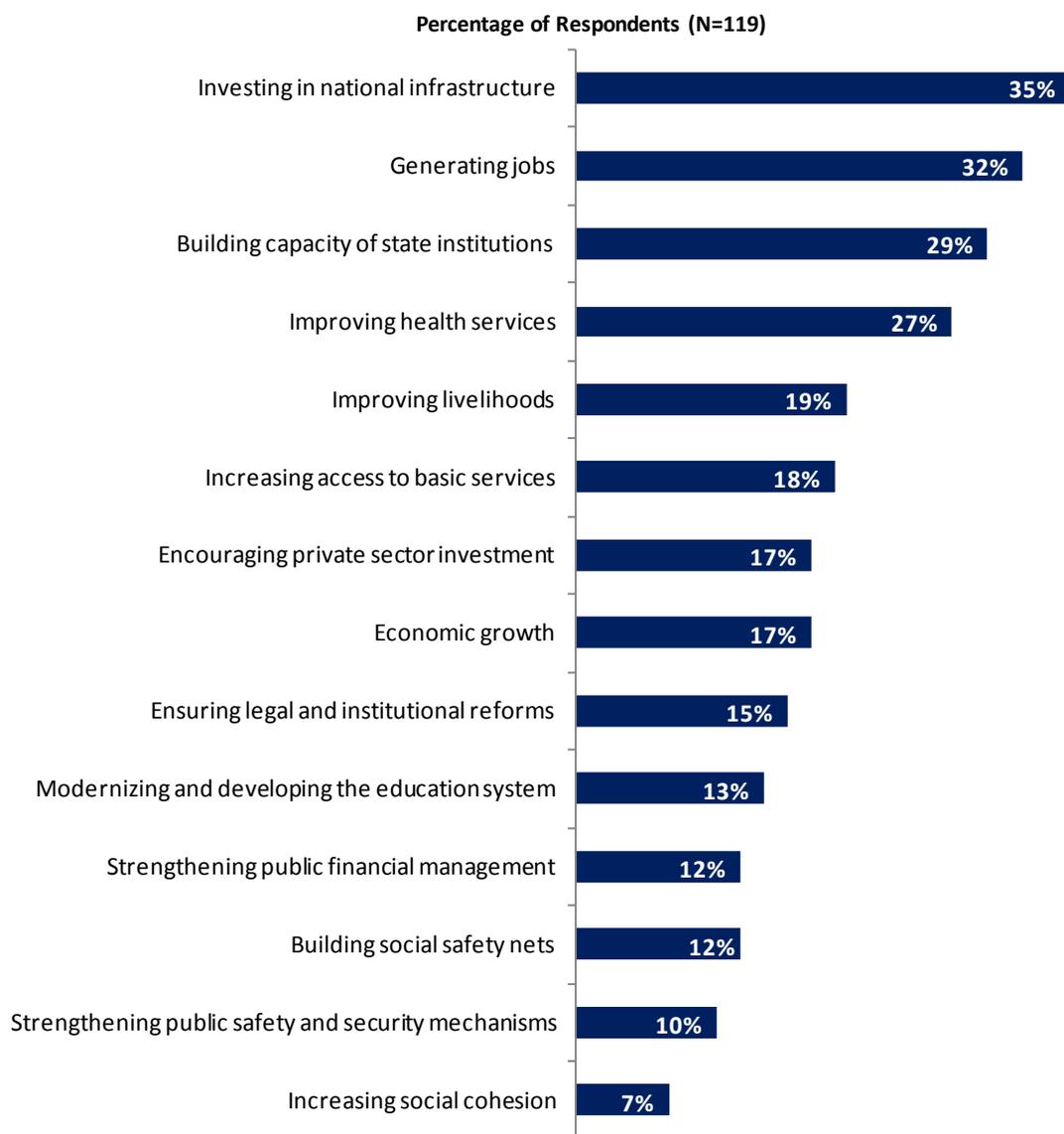
The World Bank Playing a Leading Role among International Partners in West Bank and Gaza



“Which THREE areas below would benefit most from the World Bank playing a leading role among international partners West Bank and Gaza?” (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank in West Bank and Gaza (continued)

West Bank and Gaza Benefiting from Other Donors

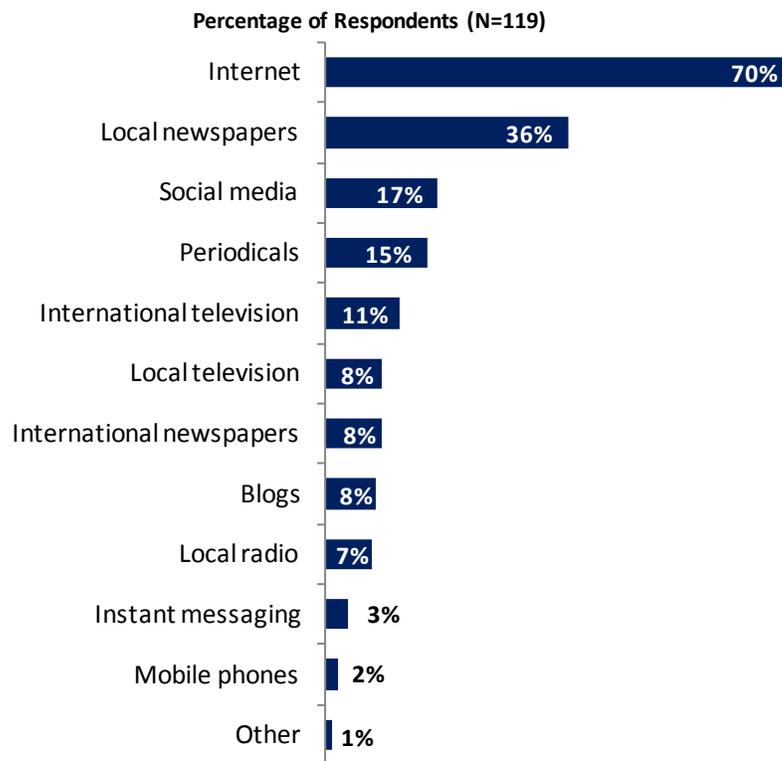


"Which THREE areas below would benefit most from other donors playing a leading role among international partners in West Bank and Gaza?"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness

Information Sources

- Respondents from the FY '09 survey* indicated that they got most of their information about the economic and social development issues in West Bank and Gaza from the Internet (54%), the World Bank website (47%) and the local newspapers (44%).

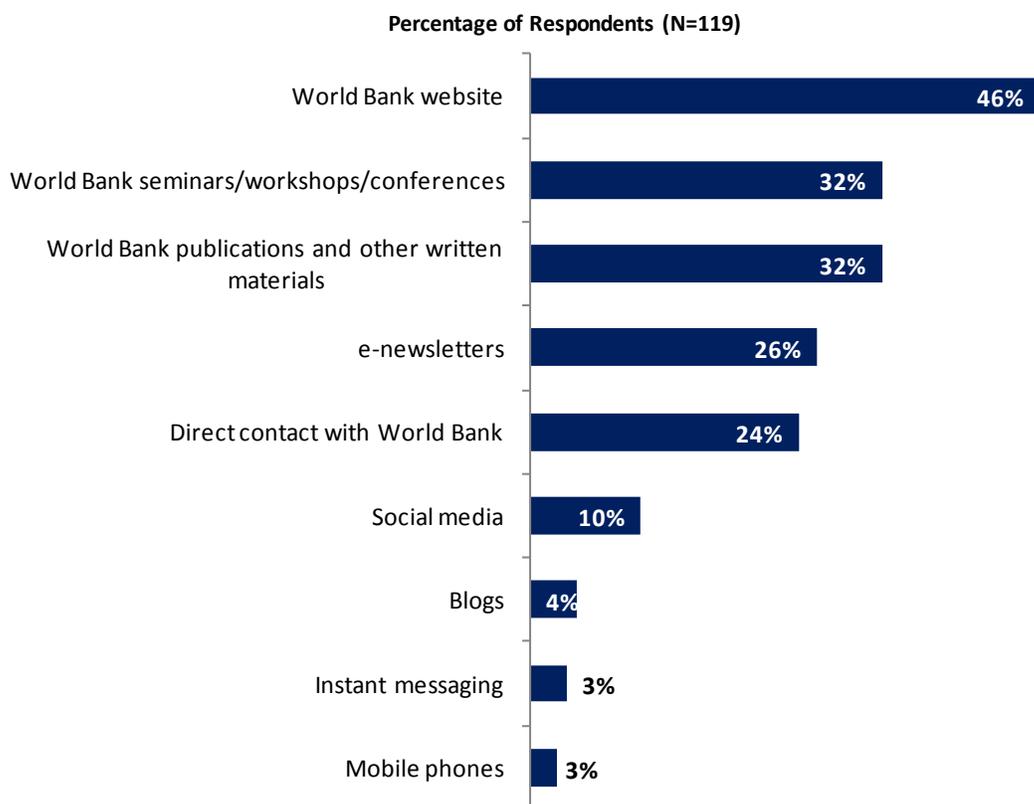


“How do you get most of your information about economic and social development issues in West Bank and Gaza? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '09 survey.

X. Communication and Openness (continued)

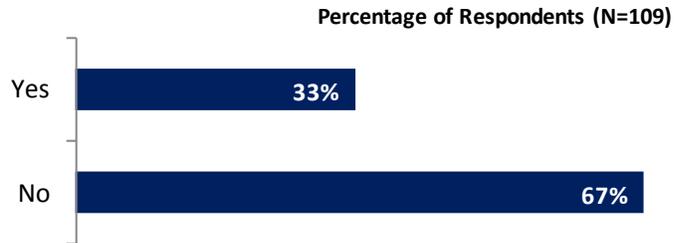
Information Sources (continued)



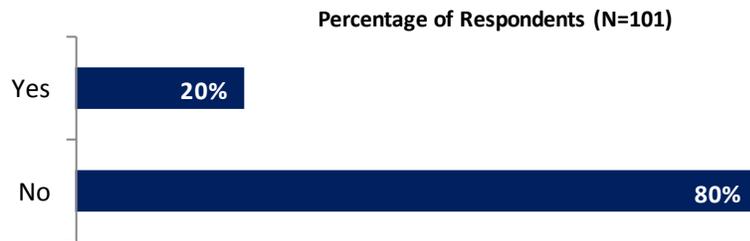
"How would you prefer to receive information from the World Bank?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

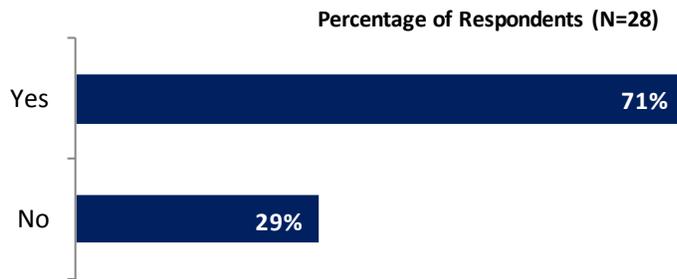
Access to Information



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



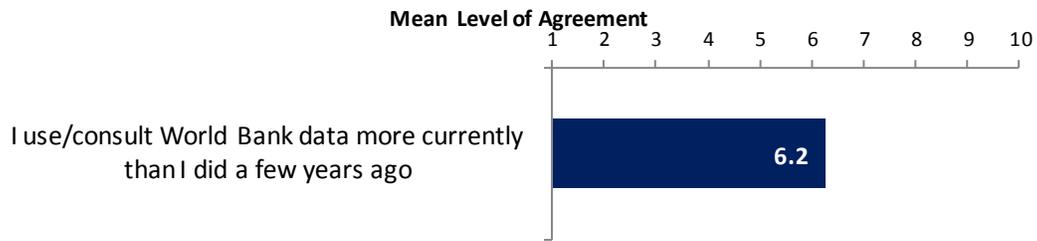
“Have you requested information from the World Bank on its activities in the past year?”



“Were you able to obtain this information?”

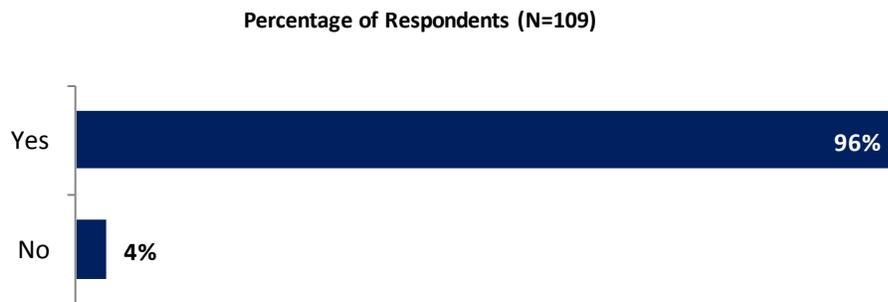
X. Communication and Openness (continued)

Access to Information (continued)

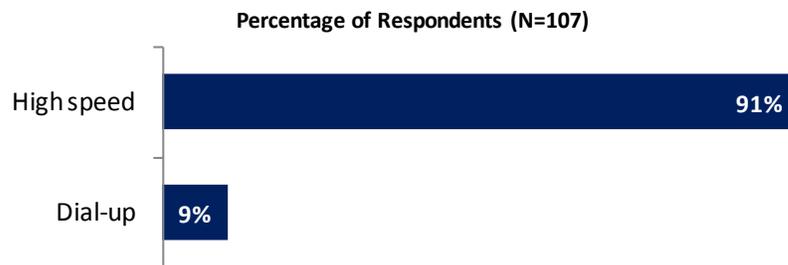


"Please rate how much you agree with the following statements, on a ten point scale."
(1-"Strongly disagree", 10-"Strongly agree")

Internet Access



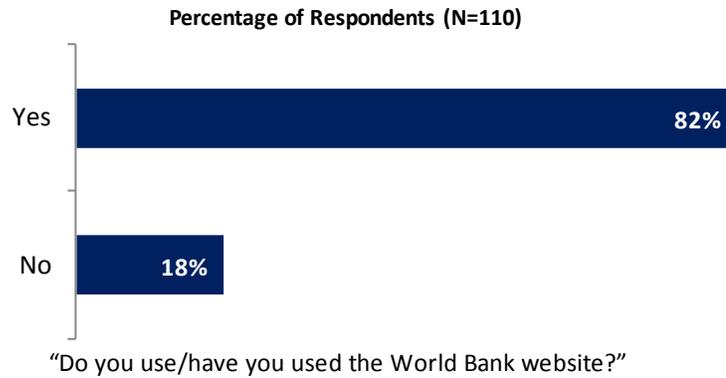
"Do you have access to the Internet?"



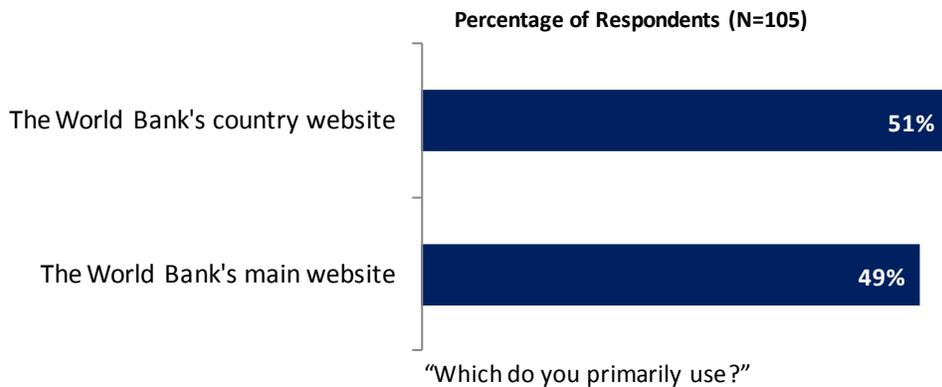
"Which Internet connection do you use primarily when visiting a World Bank website?"

X. Communication and Openness (continued)

Website Usage

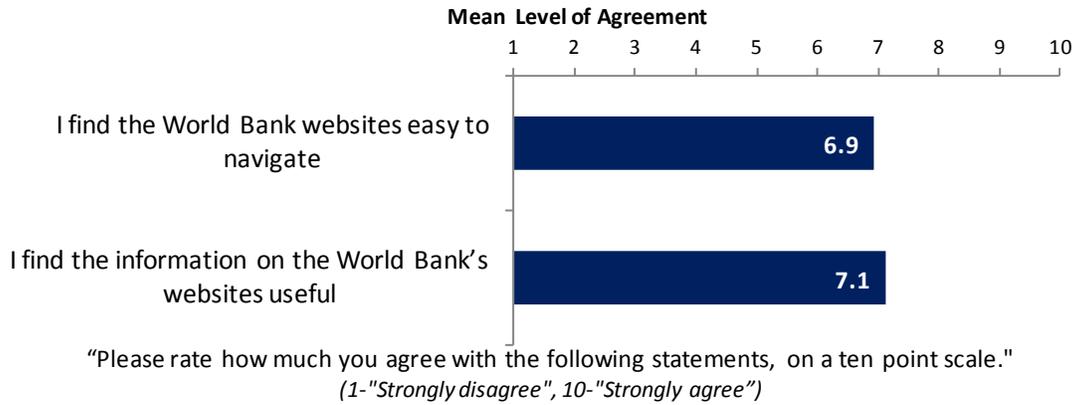


- Respondents from bilateral/multilateral agencies, CSOs and other organizations tended to use the World Bank's country website, whereas respondents from PMUs, consultants/contractors working on Bank-supported projects/programs, employees of the office of President/Prime minister/Minister and the media tended to use the World Bank's main website.



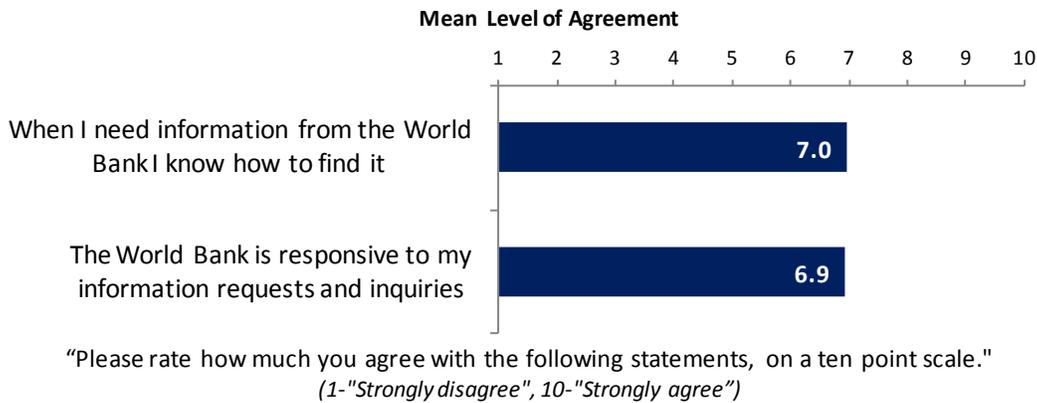
X. Communication and Openness (continued)

Website Evaluation



Information Sharing

- Employees of ministries/ministerial departments/implementation agencies and respondents from the private sector/financial sector/private banks tended to have the highest levels of agreement that the World Bank is responsive to their information requests and inquiries, whereas respondents from CSOs and the media tended to have significantly lower levels of agreement.



XI. Appendices

A. Responses to All Questions across All Respondents	51
B. Responses to All Questions by Stakeholder Groups	68
C. Responses to All Questions by Geographic Location	88
D. Responses to All Questions by Year.....	102
E. Indicator Questions as a Function of Exposure to the Bank.....	105
F. World Bank Survey '13–West Bank and Gaza Questionnaire	106

Appendix A: Responses to All Questions across All Respondents (N=119)

A. General Issues Facing West Bank and Gaza

1. In general would you say that West Bank and Gaza is headed in...?	Percentage of Respondents (N=118)
The right direction	9.3%
The wrong direction	59.3%
Not sure	31.4%

2. Listed below are a number of development priorities in West Bank and Gaza. Please identify which of the following you consider the most important development priorities in West Bank and Gaza? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Public sector governance/ reform	29.4%
Education	26.1%
Security/stabilization/reconstruction	23.5%
Job creation/employment	23.5%
Social cohesion - Palestinian reconciliation	20.2%
Health	18.5%
Domestic private sector development	16.0%
Social protection	14.3%
Peace with Israel	13.4%
Economic growth	13.4%
Poverty reduction	12.6%
Water and sanitation	10.1%
Movement and access improvement	8.4%
Infrastructure	7.6%
Energy	6.7%
Trade and exports	5.9%
Anti corruption	5.9%
Law and justice	4.2%
Rural development	4.2%
Gender	3.4%
Equality of opportunity	3.4%
Local governance and institutions	3.4%
Agricultural development	3.4%
Food security	2.5%
Environmental sustainability	2.5%
Foreign direct investment	2.5%
Global/regional integration	1.7%
Urban development	1.7%
Information and communications technology	1.7%
Transport	0.8%
Civil society development	0.8%
Climate change	0.8%
Regulatory framework	0.8%
Regional conflict and tensions	0.8%
Financial markets	0.8%
Disaster management	0.8%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Natural resource management	0.0%

A. General Issues Facing West Bank and Gaza (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in West Bank and Gaza? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Economic growth	48.7%
Job creation/employment	42.0%
Domestic private sector development	29.4%
Security/stabilization/reconstruction	21.8%
Education	21.0%
Social protection	17.6%
Movement and access improvement	14.3%
Anti corruption	13.4%
Agricultural development	12.6%
Public sector governance/ reform	10.9%
Equality of opportunity	9.2%
Infrastructure	8.4%
Rural development	5.9%
Natural resource management	5.0%
Trade and exports	5.0%
Food security	4.2%
Civil society development	4.2%
Information and communications technology	3.4%
Health	3.4%
Gender	2.5%
Urban development	1.7%
Local governance and institutions	1.7%
Social cohesion	1.7%
Regional conflict and tensions	1.7%
Law and justice	1.7%
Water and sanitation	0.8%
Foreign direct investment	0.8%
Energy	0.8%
Disaster management	0.8%
Global/regional integration	0.8%
Transport	0.8%
Financial markets	0.8%
Climate change	0.0%
Regulatory framework	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%

A. General Issues Facing West Bank and Gaza (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in West Bank and Gaza? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Domestic private sector development	41.2%
Movement and access improvement	31.9%
Security/stabilization/reconstruction	21.8%
Peace with Israel	21.8%
Job creation/employment	20.2%
Trade and exports	17.6%
Foreign direct investment	16.0%
Education	14.3%
Public sector governance/ reform	13.4%
Anti corruption	12.6%
Infrastructure	12.6%
Agricultural development	10.9%
Natural resource management	9.2%
Rural development	8.4%
Energy	7.6%
Transport	5.9%
Equality of opportunity	5.9%
Information and communications technology	4.2%
Law and justice	4.2%
Global/regional integration	3.4%
Regional conflict and tensions	2.5%
Water and sanitation	2.5%
Gender	1.7%
Social protection	1.7%
Financial markets	1.7%
Urban development	0.8%
Health	0.8%
Social cohesion	0.8%
Food security	0.8%
Civil society development	0.8%
Climate change	0.0%
Disaster management	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%
Local governance and institutions	0.0%
Crime and violence	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in West Bank and Gaza, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	118	6.73	2.14
Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in West Bank and Gaza, on a ten-point scale. (1-Not effective at all, 10-Very effective)	117	5.74	1.98

B. Overall Attitudes toward the World Bank (continued)

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared to help West Bank and Gaza solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	110	6.00	2.24

4. When thinking about how the World Bank can have the most impact on development results in West Bank and Gaza, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in West Bank and Gaza? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Public sector governance/ reform	29.4%
Education	28.6%
Economic growth	26.1%
Poverty reduction	22.7%
Domestic private sector development	18.5%
Infrastructure	16.8%
Job creation/employment	16.0%
Agricultural development	16.0%
Security/stabilization/reconstruction	14.3%
Health	14.3%
Social protection	12.6%
Water and sanitation	8.4%
Trade and exports	8.4%
Rural development	7.6%
Energy	6.7%
Local governance and institutions	5.9%
Natural resource management	5.0%
Civil society development	4.2%
Anti corruption	4.2%
Transport	4.2%
Foreign direct investment	3.4%
Food security	3.4%
Law and justice	3.4%
Environmental sustainability	2.5%
Information and communications technology	2.5%
Equality of opportunity	2.5%
Regulatory framework	2.5%
Financial markets	2.5%
Global/regional integration	1.7%
Gender	1.7%
Urban development	1.7%
Regional conflict and tensions	0.8%
Communicable/non-communicable diseases	0.8%
Crime and violence	0.0%
Social cohesion	0.0%
Climate change	0.0%
Disaster management	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in West Bank and Gaza?	Percentage of Respondents (N=118)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources: policy based lending / budget support to the Government	25.4%	14.8%	40.2%
Financial resources: investment lending	27.1%	7.0%	34.1%
Technical assistance	13.6%	13.0%	26.6%
Training/capacity building	7.6%	13.9%	21.5%
Strategy formulation	4.2%	11.3%	15.5%
Donor coordination	7.6%	7.8%	15.5%
Policy advice	3.4%	8.7%	12.1%
Studies/analyses	2.5%	8.7%	11.2%
Mobilizing third party financial resources	5.1%	5.2%	10.3%
Linkage to non-Bank expertise	1.7%	5.2%	6.9%
Data	0.0%	2.6%	2.6%
Convening/facilitating	0.8%	1.7%	2.6%
Other	0.8%	0.0%	0.8%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in West Bank and Gaza? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
Not adequately sensitive to political/social realities in West Bank and Gaza	32.8%
Not enough public disclosure of its work	22.7%
Imposing technocratic solutions without regard to political realities	17.6%
World Bank processes too slow and complex	16.0%
Too bureaucratic in its operational policies and procedures	12.6%
Not willing to honestly criticize policies and reform efforts in the country	11.8%
Too influenced by developed countries	11.8%
Not exploring alternative policy options	10.1%
Not collaborating enough with non-state actors	9.2%
Not focused enough on issues that are unique to post-conflict countries	8.4%
Inadequate number of World Bank staff members located in the country	7.6%
Staff too inaccessible	6.7%
Arrogant in its approach	5.9%
Other	5.0%
Not aligned with country priorities	2.5%
Not aligned with other donors' work	1.7%
Its advice and strategies do not lend themselves to practical problem solving	1.7%
The credibility of its knowledge/data	0.0%
Not client focused	0.0%

B. Overall Attitudes toward the World Bank (continued)

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in West Bank and Gaza? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
Investment lending	37.0%
Capacity development	35.3%
Policy based lending / budget support to the Government	30.3%
Technical assistance	23.5%
Co-financing arrangements	19.3%
Trust Fund management	15.1%
Knowledge products/services	10.9%
Don't know	10.1%
Sector-wide approaches	8.4%
Emergency Recovery lending	5.0%
Other	1.7%

Global Development Agenda	N	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"? (1-To no degree at all, 10-To a very significant degree)	107	6.91	2.00

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
Private sector	43.7%
Local Government	31.1%
Academia/think tanks/research institutes	28.6%
NGOs	25.2%
Beneficiaries	13.4%
Donor community	11.8%
Regional organizations	11.8%
Foundations	9.2%
UN agencies	7.6%
Media	5.9%
Parliament	4.2%
Faith based organizations	2.5%
Other	1.7%
Emerging donors	0.0%

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in West Bank and Gaza, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in West Bank and Gaza	114	5.46	2.12
11. The World Bank's work is aligned with what I consider the development priorities for West Bank and Gaza	115	5.24	2.13
12. The World Bank supports programs and strategies that are realistic for West Bank and Gaza	114	5.51	2.13
13. The World Bank treats clients and stakeholders in West Bank and Gaza with respect	109	7.24	2.18

To what extent is the World Bank an effective development partner in West Bank and Gaza in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
14. Responsiveness	112	5.42	1.94
15. Flexibility (in terms of the institution's products and services)	105	5.15	1.96
16. Flexibility (in terms of changing country circumstances)	111	5.40	1.96
17. Being inclusive	111	5.35	2.07
18. Openness (sharing data and other information)	114	6.13	2.26
19. Staff accessibility	108	6.11	2.19
20. Straightforwardness and honesty	111	6.85	1.99
21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	103	6.05	2.00
22. Collaboration with the Government	108	6.97	1.91
23. Collaboration with other donors	99	6.96	1.90
24. Follow through over time	99	6.56	2.05

25. When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Political pressures and obstacles	31.1%
The Government works inefficiently	30.3%
Ongoing conflict and instability	29.4%
Lack of/inadequate levels of capacity in Government	16.8%
The World Bank is not sensitive enough to political/social realities on the ground	16.0%
Reforms are not well thought out in light of country challenges	16.0%
There is not an adequate level of citizen/civil society participation	15.1%
The World Bank works too slowly	13.4%
The World Bank does not do adequate follow through/follow-up	10.9%
Inadequate funding	9.2%
Poor donor coordination	7.6%
Other	0.8%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in West Bank and Gaza, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti corruption	99	4.69	2.23
2. Information and communications technology	92	5.54	1.78
3. Urban development	98	5.51	1.87
4. Environmental sustainability	94	5.51	2.05
5. Regulatory framework	101	5.85	2.00
6. Infrastructure	102	6.07	1.90
7. Poverty reduction	105	5.28	2.02
8. Gender	92	5.50	2.08
9. Domestic private sector development	94	5.18	1.90
10. Foreign direct investment	80	4.66	2.23
11. Local governance and institutions	97	5.87	1.84
12. Water and sanitation	95	6.04	2.00
13. Trade and exports	85	4.94	1.93
14. Economic growth	101	4.97	1.91
15. Energy	90	5.01	2.05
16. Public sector governance/ reform	99	5.61	2.11
17. Job creation/employment	103	4.79	1.87
18. Financial markets	78	4.64	2.08
19. Equality of opportunity	85	4.84	2.12
20. Health	92	5.35	1.87
21. Rural development	90	4.98	1.99
22. Movement and access improvement	95	4.39	2.11
23. Education	101	5.50	1.99
24. Civil society development	93	5.24	2.05
25. Stabilization/reconstruction	96	4.75	2.22
26. Social protection	94	5.03	2.21

C. World Bank Effectiveness and Results (continued)

Achieving Development Results	N	Mean	SD
27. To what extent does the World Bank's work help to achieve development results in West Bank and Gaza, on a ten point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i>	113	5.41	1.79

Build/Strengthen Existing Country Systems	N	Mean	SD
28. To what extent does the World Bank help to build/strengthen existing country systems in West Bank and Gaza? <i>(1-To no degree at all, 10-To a very significant degree)</i>	108	6.01	1.89

To what extent do you agree with the following statements about the World Bank in West Bank and Gaza, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
29. The World Bank's financial instruments meet the needs of West Bank and Gaza	111	5.02	1.99
30. The World Bank meets West Bank and Gaza's needs for knowledge services	111	5.50	2.02

D. The World Bank's Knowledge Work and Activities

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=115)
Weekly	8.7%
Monthly	21.7%
A few times a year	43.5%
Rarely	20.9%
Never	5.2%

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

2. When thinking about the development challenges in West Bank and Gaza, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Domestic private sector development	27.7%
Public sector governance/ reform	26.1%
Education	23.5%
Poverty reduction	18.5%
Economic growth	17.6%
Job creation/employment	15.1%
Security/stabilization/reconstruction	12.6%
Agricultural development	12.6%
Water and sanitation	10.9%
Energy	10.9%
Social protection	10.1%
Movement and access improvement	9.2%
Infrastructure	9.2%
Foreign direct investment	8.4%
Health	8.4%
Local governance and institutions	7.6%
Trade and exports	6.7%
Anti corruption	5.9%
Regional conflict and tensions	5.0%
Equality of opportunity	4.2%
Information and communications technology	4.2%
Transport	4.2%
Social cohesion	4.2%
Rural development	4.2%
Urban development	2.5%
Global/regional integration	2.5%
Gender	2.5%
Financial markets	2.5%
Natural resource management	2.5%
Food security	2.5%
Regulatory framework	2.5%
Law and justice	1.7%
Civil society development	1.7%
Disaster management	0.8%
Climate change	0.0%
Crime and violence	0.0%
Environmental sustainability	0.0%
Communicable/non-communicable diseases	0.0%

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

In West Bank and Gaza, how effective do you believe the World Bank's knowledge work and activities are at: <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness		
	N	Mean	SD
3. Enhancing your knowledge and/or skills	111	5.62	2.14
4. Contributing to good policy making	109	5.69	2.04
5. Providing support for program implementation	106	5.82	2.11

In West Bank and Gaza, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree		
	N	Mean	SD
6. Are timely	107	5.89	1.89
7. Include appropriate level of stakeholder involvement during preparation	109	6.14	2.05
8. Are relevant to West Bank and Gaza's development priorities	112	5.91	2.03
9. Provide feasible recommendations	108	6.04	2.04
10. Are source of relevant information on global good practices	111	6.73	2.06
11. Are accessible (well written and easy to understand)	109	6.72	2.14
12. Are useful in terms of the work you do	110	6.81	1.90
13. Are adequately disseminated	109	6.21	2.18
14. Are appropriately translated	102	6.59	2.05
15. Are adaptable to West Bank and Gaza's specific development challenges and country circumstances	109	6.08	1.88

Overall Evaluations	N	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? <i>(1-Not significant at all, 10-Very significant)</i>	109	5.94	1.81
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	112	6.87	1.74

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	91	5.45	2.22
2. The World Bank effectively monitors and evaluates the projects and programs it supports	107	6.77	1.81
3. The World Bank's approvals and reviews are done in a timely fashion	103	5.87	1.93
4. The World Bank's "Safeguard Policy" requirements are reasonable	95	5.76	1.99
5. The World Bank imposes reasonable conditions on its lending	87	5.63	2.21
6. Working with the World Bank increases West Bank and Gaza's institutional capacity	111	6.35	2.24
7. The World Bank ensures consistency and continuity through staff changes	90	6.42	1.87
8. The World Bank's teams and visits are well coordinated	99	6.51	2.23
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	86	6.43	2.10
10. The World Bank provides effective implementation support (i.e., supervision of projects)	100	6.53	1.86

Adequate Staffing	N	Mean	SD
11. To what extent do you believe the World Bank is adequately staffed in West Bank and Gaza, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	93	6.41	1.90

F. The Future Role of the World Bank in West Bank and Gaza

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in West Bank and Gaza's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	111	7.62	1.79

2. Which of the following SHOULD the World Bank do to make itself of greater value in West Bank and Gaza? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
Reach out more to groups outside of government	32.8%
Reduce the complexity of obtaining World Bank financing	29.4%
Improve the quality of its experts as related to West Bank and Gaza's specific challenges	23.5%
Work faster	16.8%
Improve the competitiveness of its financing compared to markets	13.4%
Ensure greater selectivity in its work	13.4%
Provide more adequate data/knowledge/statistics/figures on West Bank and Gaza's economy	12.6%
Offer more innovative knowledge services	11.8%
Offer more innovative financial products	11.8%
Focus primarily on advocacy issues	10.1%
Other	4.2%
Increase the level of World Bank staffing in West Bank and Gaza's office	3.4%

F. The Future Role of the World Bank in West Bank and Gaza (continued)

3a. Below is a list of development priorities in West Bank and Gaza. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in West Bank and Gaza? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Economic growth	42.0%
Building capacity of state institutions	36.1%
Investing in national infrastructure	32.8%
Encouraging private sector investment	27.7%
Strengthening public financial management	26.1%
Generating jobs	25.2%
Ensuring legal and institutional reforms	22.7%
Modernizing and developing the education system	16.8%
Building social safety nets	16.0%
Improving livelihoods	10.1%
Improving health services	8.4%
Increasing access to basic services	7.6%
Increasing social cohesion	3.4%
Strengthening public safety and security mechanisms	3.4%

3b. Below is a list of development priorities in West Bank and Gaza. Which THREE areas below would benefit most from other donors in West Bank and Gaza? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=119)
Investing in national infrastructure	35.3%
Generating jobs	31.9%
Building capacity of state institutions	29.4%
Improving health services	26.9%
Improving livelihoods	19.3%
Increasing access to basic services	18.5%
Encouraging private sector investment	16.8%
Economic growth	16.8%
Ensuring legal and institutional reforms	15.1%
Modernizing and developing the education system	13.4%
Strengthening public financial management	11.8%
Building social safety nets	11.8%
Strengthening public safety and security mechanisms	10.1%
Increasing social cohesion	6.7%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in West Bank and Gaza? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
Internet	69.7%
Local newspapers	36.1%
Social media	16.8%
Periodicals	15.1%
International television	10.9%
Local television	8.4%
International newspapers	8.4%
Blogs	7.6%
Local radio	6.7%
Instant messaging	3.4%
Mobile phones	1.7%
Other	0.8%
International radio	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
World Bank website	46.2%
World Bank seminars/workshops/conferences	31.9%
World Bank publications and other written materials	31.9%
e-newsletters	26.1%
Direct contact with World Bank	24.4%
Social media	10.1%
Blogs	4.2%
Instant messaging	3.4%
Mobile phones	2.5%
Other	0.0%

G. Communication and Information Sharing (continued)

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=109)
Yes	33.0%
No	67.0%
4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=101)
Yes	19.8%
No	80.2%
5. Were you able to obtain this information?	Percentage of Respondents (N=28)
Yes	71.4%
No	28.6%
6. Do you have access to the Internet?	Percentage of Respondents (N=109)
Yes	96.3%
No	3.7%
7. Do you use/have used the World Bank website?	Percentage of Respondents (N=110)
Yes	81.8%
No	18.2%
8. Which do you primarily use?	Percentage of Respondents (N=105)
The World Bank's country website	51.4%
The World Bank's main website	48.6%
9. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=107)
High speed	90.7%
Dial-up	9.3%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use/consult World Bank data more currently than I did a few years ago	111	6.24	2.52
11. I find the World Bank websites easy to navigate	103	6.93	1.97
12. I find the information on the World Bank's websites useful	102	7.12	1.92
13. When I need information from the World Bank I know how to find it	105	6.96	2.15
14. The World Bank is responsive to my information requests and inquiries	82	6.93	2.22

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=110)
NGO	12.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.8%
Academia/Research Institute/Think Tank	10.9%
Other	10.9%
Consultant/Contractor working on World Bank supported Project/Program	9.1%
Project Management Unit (PMU) overseeing implementation of project	5.5%
Local Government Office or Staff	5.5%
Private Sector Organization	5.5%
Media	5.5%
Office of Minister	4.5%
Bilateral Agency	4.5%
Private Foundation	4.5%
Independent Government Institution	2.7%
Office of Parliamentarian	1.8%
Multilateral Agency	1.8%
Office of the President, Prime Minister	0.9%
Financial Sector/Private Bank	0.9%
Trade Union	0.9%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=107)
Other	25.2%
Education	16.8%
Private sector development / foreign direct investment	7.5%
Agriculture/ rural development / food security	6.5%
Job creation/employment	6.5%
Water and sanitation	6.5%
Health / communicable/non-communicable diseases	5.6%
Social protection	5.6%
Public sector governance / public financial management / anti corruption	4.7%
Information and communications technology	3.7%
Financial markets / banking	2.8%
Natural resource management / environmental sustainability	2.8%
Urban development	1.9%
Climate change / disaster management	0.9%
Energy	0.9%
Gender / equality of opportunity	0.9%
Transport	0.9%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=114)
Yes	60.5%
No	39.5%

4. Which of the following describes most of your exposure to the World Bank in West Bank and Gaza? (Choose no more than TWO)	Percentage of Respondents (N=119)
Collaborate as part of my professional duties	46.2%
Engage in World Bank related/sponsored events/activities	36.1%
Use World Bank reports/data	34.5%
Use World Bank website for information, data, research, etc.	33.6%
Observer	13.4%

5. Which best represents your geographic location?	Percentage of Respondents (N=118)
Ramallah	66.9%
Gaza Strip	12.7%
Jerusalem	11.0%
Bethlehem - Hebron	5.9%
Jenin - Nablus	3.4%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing West Bank and Gaza

In general, would you say that West Bank and Gaza is headed in...?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The right direction	33.3%	7.7%	0.0%	16.7%	0.0%	0.0%	10.0%	0.0%	0.0%	17.6%
The wrong direction	66.7%	46.2%	26.7%	16.7%	71.4%	71.4%	70.0%	100.0%	83.3%	58.8%
Not sure	0.0%	46.2%	73.3%	66.7%	28.6%	28.6%	20.0%	0.0%	16.7%	23.5%

*Significantly different between stakeholder groups

Listed below are a number of development priorities in West Bank and Gaza. Please identify which of the following you consider the most important development priorities in West Bank and Gaza?

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection	16.7%	15.4%	18.8%	16.7%	0.0%	14.3%	15.0%	16.7%	8.3%	17.6%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	16.7%	15.4%	31.3%	50.0%	0.0%	0.0%	20.0%	66.7%	16.7%	23.5%
Public sector governance/ reform	50.0%	46.2%	37.5%	33.3%	0.0%	42.9%	25.0%	16.7%	8.3%	29.4%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	0.0%
Gender	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
Domestic private sector development	0.0%	15.4%	12.5%	16.7%	14.3%	42.9%	15.0%	16.7%	8.3%	23.5%
Foreign direct investment	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%
Civil society development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Water and sanitation	33.3%	15.4%	12.5%	33.3%	14.3%	0.0%	5.0%	0.0%	8.3%	5.9%
Energy*	16.7%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Job creation/employment	33.3%	23.1%	18.8%	16.7%	42.9%	14.3%	35.0%	16.7%	16.7%	17.6%
Rural development	0.0%	23.1%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Financial markets	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	16.7%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	5.9%
Equality of opportunity	0.0%	0.0%	6.3%	16.7%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Health	16.7%	15.4%	12.5%	33.3%	14.3%	28.6%	25.0%	0.0%	25.0%	11.8%
Education	0.0%	23.1%	31.3%	16.7%	28.6%	14.3%	25.0%	50.0%	58.3%	17.6%
Poverty reduction	33.3%	7.7%	25.0%	0.0%	0.0%	0.0%	15.0%	16.7%	8.3%	11.8%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	5.9%
Movement and access improvement	16.7%	23.1%	6.3%	0.0%	28.6%	14.3%	0.0%	0.0%	0.0%	11.8%
Social cohesion - Palestinian reconciliation	33.3%	0.0%	6.3%	16.7%	28.6%	28.6%	40.0%	16.7%	8.3%	23.5%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	8.3%	5.9%
Trade and exports	0.0%	0.0%	6.3%	0.0%	28.6%	0.0%	0.0%	16.7%	16.7%	5.9%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Peace with Israel*	0.0%	7.7%	0.0%	16.7%	42.9%	42.9%	5.0%	33.3%	16.7%	17.6%
Economic growth	0.0%	15.4%	6.3%	0.0%	28.6%	42.9%	5.0%	0.0%	16.7%	11.8%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.0%	16.7%	0.0%	5.9%
Regulatory framework*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Infrastructure	0.0%	23.1%	12.5%	16.7%	0.0%	0.0%	15.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	16.7%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	23.1%	6.3%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	5.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing West Bank and Gaza (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in West Bank and Gaza?

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Water and sanitation*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	16.7%	7.7%	12.5%	0.0%	0.0%	0.0%	15.0%	0.0%	25.0%	5.9%
Economic growth	50.0%	53.8%	75.0%	16.7%	71.4%	57.1%	35.0%	33.3%	33.3%	52.9%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	5.9%
Rural development	0.0%	15.4%	6.3%	16.7%	0.0%	0.0%	5.0%	0.0%	8.3%	5.9%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	0.0%
Civil society development	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	15.0%	0.0%	0.0%	5.9%
Infrastructure*	0.0%	0.0%	12.5%	66.7%	0.0%	14.3%	5.0%	16.7%	8.3%	0.0%
Social protection	16.7%	23.1%	6.3%	0.0%	28.6%	28.6%	15.0%	0.0%	8.3%	41.2%
Law and justice	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	5.9%
Security/stabilization/reconstruction	16.7%	23.1%	31.3%	33.3%	0.0%	0.0%	20.0%	33.3%	25.0%	17.6%
Anti corruption	0.0%	15.4%	12.5%	50.0%	0.0%	0.0%	5.0%	16.7%	8.3%	17.6%
Domestic private sector development	33.3%	30.8%	31.3%	33.3%	57.1%	42.9%	15.0%	33.3%	33.3%	23.5%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	0.0%	15.4%	6.3%	16.7%	28.6%	0.0%	10.0%	33.3%	0.0%	5.9%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Education	16.7%	30.8%	31.3%	16.7%	0.0%	14.3%	15.0%	33.3%	25.0%	17.6%
Natural resource management	0.0%	7.7%	0.0%	0.0%	0.0%	14.3%	5.0%	0.0%	16.7%	5.9%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	16.7%	0.0%	0.0%	16.7%	0.0%	0.0%	5.0%	16.7%	0.0%	0.0%
Movement and access improvement	16.7%	0.0%	0.0%	16.7%	28.6%	14.3%	20.0%	50.0%	8.3%	5.9%
Agricultural development	0.0%	30.8%	6.3%	0.0%	0.0%	14.3%	15.0%	0.0%	8.3%	23.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Job creation/employment	50.0%	46.2%	37.5%	16.7%	57.1%	57.1%	60.0%	16.7%	41.7%	29.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	16.7%	0.0%	0.0%	0.0%	0.0%	14.3%	5.0%	0.0%	16.7%	5.9%
Food security*	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	16.7%	8.3%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing West Bank and Gaza (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in West Bank and Gaza?

Percentage of Respondents (Responses Combined)	Office of	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	President/Prime Minister/Minister									
Energy	16.7%	0.0%	6.3%	16.7%	0.0%	14.3%	5.0%	0.0%	8.3%	11.8%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
Equality of opportunity	0.0%	7.7%	0.0%	16.7%	0.0%	0.0%	10.0%	0.0%	16.7%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Social protection	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Movement and access improvement	50.0%	23.1%	31.3%	16.7%	71.4%	57.1%	25.0%	33.3%	8.3%	29.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	23.1%	18.8%	16.7%	0.0%	0.0%	15.0%	16.7%	33.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	11.8%
Rural development	33.3%	15.4%	6.3%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	11.8%
Foreign direct investment	0.0%	7.7%	31.3%	16.7%	14.3%	42.9%	10.0%	0.0%	25.0%	11.8%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	23.1%	18.8%	0.0%	42.9%	14.3%	10.0%	33.3%	16.7%	23.5%
Information and communications technology	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	5.9%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Public sector governance/ reform	0.0%	15.4%	12.5%	16.7%	14.3%	0.0%	25.0%	0.0%	25.0%	0.0%
Domestic private sector development	33.3%	53.8%	31.3%	33.3%	28.6%	57.1%	40.0%	50.0%	16.7%	58.8%
Job creation/employment	0.0%	15.4%	25.0%	16.7%	28.6%	0.0%	15.0%	0.0%	8.3%	35.3%
Agricultural development	0.0%	30.8%	6.3%	0.0%	0.0%	28.6%	10.0%	0.0%	8.3%	11.8%
Civil society development	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Transport	0.0%	0.0%	6.3%	16.7%	14.3%	0.0%	5.0%	33.3%	0.0%	5.9%
Security/stabilization/reconstruction	16.7%	15.4%	25.0%	16.7%	0.0%	0.0%	30.0%	66.7%	25.0%	17.6%
Education	0.0%	23.1%	25.0%	16.7%	0.0%	0.0%	15.0%	50.0%	25.0%	0.0%
Natural resource management	16.7%	7.7%	12.5%	0.0%	0.0%	14.3%	20.0%	0.0%	0.0%	11.8%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Infrastructure	33.3%	15.4%	12.5%	50.0%	0.0%	0.0%	15.0%	0.0%	16.7%	5.9%
Law and justice	0.0%	15.4%	6.3%	0.0%	0.0%	14.3%	0.0%	16.7%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Peace with Israel	50.0%	0.0%	12.5%	16.7%	57.1%	28.6%	25.0%	0.0%	25.0%	23.5%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in West Bank and Gaza?	6	6.67	2.07	13	7.54	2.30	16	7.00	2.19	6	6.50	3.15	7	6.29	3.15	7	5.71	2.63	20	6.95	1.15	6	6.17	1.72	12	7.00	2.00	16	6.69	2.02

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in West Bank and Gaza?	6	6.33	1.86	13	5.46	2.03	16	6.00	1.97	6	6.33	2.80	7	6.14	2.34	7	4.43	1.99	19	5.95	2.09	6	4.17	.41	12	5.08	2.15	17	6.18	1.59

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help West Bank and Gaza solve its most complicated development challenges?	6	7.17	1.83	12	5.33	2.39	14	6.93	1.49	6	6.83	2.93	6	6.50	2.95	6	4.00	2.53	19	6.37	2.41	6	5.50	.84	12	4.83	2.44	16	6.06	1.77

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	President/Prime Minister/Minister									
Social protection	16.7%	15.4%	6.3%	16.7%	14.3%	0.0%	15.0%	33.3%	8.3%	17.6%
Security/stabilization/reconstruction	0.0%	0.0%	18.8%	33.3%	14.3%	0.0%	15.0%	50.0%	25.0%	5.9%
Public sector governance/ reform	16.7%	23.1%	18.8%	33.3%	57.1%	42.9%	30.0%	50.0%	25.0%	23.5%
Transport*	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	5.9%
Poverty reduction	0.0%	15.4%	25.0%	33.3%	0.0%	28.6%	30.0%	16.7%	25.0%	35.3%
Global/regional integration	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	16.7%	7.7%	6.3%	0.0%	0.0%	14.3%	5.0%	0.0%	8.3%	17.6%
Domestic private sector development	16.7%	7.7%	25.0%	0.0%	42.9%	57.1%	15.0%	0.0%	16.7%	11.8%
Foreign direct investment	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
Water and sanitation	33.3%	15.4%	12.5%	0.0%	14.3%	0.0%	5.0%	0.0%	0.0%	11.8%
Energy*	33.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	16.7%	23.1%	12.5%	16.7%	0.0%	14.3%	30.0%	0.0%	16.7%	17.6%
Financial markets	0.0%	0.0%	0.0%	16.7%	14.3%	14.3%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Civil society development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.0%	0.0%	8.3%	5.9%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Health	33.3%	15.4%	18.8%	33.3%	0.0%	14.3%	10.0%	0.0%	16.7%	11.8%
Education	33.3%	38.5%	37.5%	16.7%	0.0%	28.6%	25.0%	33.3%	50.0%	23.5%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	8.3%	5.9%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	23.1%	12.5%	0.0%	0.0%	14.3%	20.0%	16.7%	33.3%	11.8%
Trade and exports	0.0%	15.4%	6.3%	0.0%	28.6%	0.0%	10.0%	16.7%	16.7%	0.0%
Economic growth*	50.0%	7.7%	12.5%	33.3%	85.7%	28.6%	15.0%	16.7%	8.3%	41.2%
Law and justice	0.0%	7.7%	6.3%	0.0%	0.0%	0.0%	5.0%	16.7%	0.0%	0.0%
Local governance and institutions	0.0%	7.7%	6.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	5.9%
Regulatory framework	16.7%	0.0%	6.3%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Infrastructure	16.7%	23.1%	18.8%	66.7%	14.3%	28.6%	20.0%	0.0%	8.3%	5.9%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.0%	0.0%	0.0%	17.6%
Information and communications technology	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	15.4%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	33.3%	30.8%	50.0%	16.7%	28.6%	14.3%	35.0%	0.0%	16.7%	17.6%
Financial resources: policy based lending / budget support to the Government*	33.3%	15.4%	12.5%	50.0%	71.4%	0.0%	15.0%	20.0%	0.0%	58.8%
Mobilizing third party financial resources	16.7%	7.7%	0.0%	16.7%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Technical assistance	0.0%	15.4%	0.0%	16.7%	0.0%	57.1%	15.0%	20.0%	16.7%	11.8%
Policy advice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	16.7%	0.0%
Donor coordination	0.0%	7.7%	6.3%	0.0%	0.0%	0.0%	10.0%	40.0%	16.7%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	7.7%	12.5%	0.0%	0.0%	14.3%	10.0%	20.0%	8.3%	5.9%
Studies/analyses	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	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%	0.0%	0.0%	8.3%	0.0%
Strategy formulation	0.0%	0.0%	12.5%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	0.0%
Other*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	16.7%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	40.0%	8.3%	11.8%
Financial resources: policy based lending / budget support to the Government	0.0%	23.1%	25.0%	16.7%	16.7%	0.0%	15.8%	0.0%	8.3%	0.0%
Mobilizing third party financial resources	0.0%	15.4%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
Technical assistance*	16.7%	30.8%	18.8%	0.0%	50.0%	0.0%	21.1%	0.0%	0.0%	0.0%
Policy advice	16.7%	15.4%	12.5%	0.0%	0.0%	0.0%	5.3%	0.0%	8.3%	17.6%
Donor coordination	33.3%	0.0%	6.3%	16.7%	0.0%	0.0%	10.5%	20.0%	0.0%	11.8%
Data*	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	5.3%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	7.7%	18.8%	16.7%	16.7%	0.0%	15.8%	0.0%	16.7%	23.5%
Studies/analyses*	0.0%	0.0%	6.3%	0.0%	0.0%	42.9%	10.5%	0.0%	0.0%	17.6%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	8.3%	0.0%
Linkage to non-Bank expertise	0.0%	7.7%	0.0%	0.0%	16.7%	0.0%	5.3%	0.0%	8.3%	11.8%
Strategy formulation*	16.7%	0.0%	0.0%	50.0%	0.0%	14.3%	5.3%	40.0%	33.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Staff too inaccessible	0.0%	0.0%	0.0%	16.7%	14.3%	14.3%	10.0%	16.7%	0.0%	11.8%
Not exploring alternative policy options	16.7%	7.7%	12.5%	0.0%	14.3%	14.3%	5.0%	16.7%	8.3%	17.6%
Not adequately sensitive to political/social realities in West Bank and Gaza	33.3%	38.5%	31.3%	33.3%	28.6%	42.9%	10.0%	33.3%	50.0%	29.4%
Not enough public disclosure of its work	16.7%	30.8%	31.3%	33.3%	0.0%	14.3%	25.0%	33.3%	33.3%	11.8%
Arrogant in its approach	0.0%	7.7%	6.3%	0.0%	0.0%	0.0%	10.0%	16.7%	8.3%	5.9%
Not aligned with country priorities	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	16.7%	15.4%	12.5%	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%	17.6%
Too influenced by developed countries*	66.7%	7.7%	6.3%	16.7%	14.3%	28.6%	15.0%	0.0%	8.3%	0.0%
Imposing technocratic solutions without regard to political realities*	16.7%	7.7%	12.5%	0.0%	14.3%	57.1%	5.0%	50.0%	25.0%	17.6%
World Bank processes too slow and complex	16.7%	23.1%	6.3%	50.0%	14.3%	0.0%	15.0%	0.0%	8.3%	23.5%
Too bureaucratic in its operational policies and procedures	0.0%	23.1%	18.8%	16.7%	0.0%	0.0%	10.0%	0.0%	16.7%	23.5%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Not collaborating enough with non-state actors*	0.0%	7.7%	6.3%	0.0%	0.0%	14.3%	35.0%	0.0%	0.0%	5.9%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	0.0%
Not focused enough on issues that are unique to post-conflict countries	0.0%	15.4%	6.3%	0.0%	28.6%	0.0%	5.0%	16.7%	8.3%	11.8%
Inadequate number of World Bank staff members located in the country	0.0%	0.0%	18.8%	16.7%	0.0%	14.3%	5.0%	0.0%	0.0%	11.8%
Other	16.7%	7.7%	0.0%	0.0%	0.0%	0.0%	5.0%	16.7%	8.3%	0.0%

*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in reducing poverty in West Bank and Gaza? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Capacity development	33.3%	30.8%	37.5%	33.3%	28.6%	57.1%	30.0%	66.7%	50.0%	23.5%
Policy based lending / budget support to the Government	33.3%	30.8%	18.8%	33.3%	57.1%	14.3%	25.0%	16.7%	33.3%	35.3%
Knowledge products/services	0.0%	7.7%	6.3%	16.7%	14.3%	0.0%	20.0%	16.7%	0.0%	17.6%
Investment lending	50.0%	38.5%	50.0%	33.3%	28.6%	42.9%	40.0%	16.7%	25.0%	35.3%
Technical assistance	16.7%	30.8%	18.8%	0.0%	14.3%	14.3%	35.0%	50.0%	16.7%	23.5%
Trust Fund management*	33.3%	46.2%	6.3%	33.3%	14.3%	14.3%	5.0%	0.0%	8.3%	11.8%
Co-financing arrangements	33.3%	0.0%	37.5%	33.3%	0.0%	14.3%	10.0%	33.3%	16.7%	29.4%
Sector-wide approaches	0.0%	7.7%	0.0%	16.7%	14.3%	14.3%	15.0%	0.0%	16.7%	5.9%
Emergency Recovery lending	0.0%	0.0%	6.3%	0.0%	14.3%	14.3%	5.0%	0.0%	0.0%	11.8%
Other	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Don't know	0.0%	7.7%	6.3%	0.0%	14.3%	0.0%	15.0%	0.0%	16.7%	5.9%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	5	7.40	1.52	11	6.09	2.59	13	7.31	1.80	6	8.00	2.28	7	7.14	1.35	7	5.57	1.72	18	7.39	2.45	6	6.17	1.60	12	6.17	1.80	14	7.07	1.59

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
NGOs*	0.0%	15.4%	6.3%	33.3%	14.3%	0.0%	60.0%	33.3%	16.7%	29.4%
Local Government	33.3%	61.5%	25.0%	50.0%	42.9%	14.3%	20.0%	16.7%	16.7%	29.4%
Beneficiaries	33.3%	15.4%	18.8%	0.0%	14.3%	14.3%	10.0%	0.0%	8.3%	17.6%
Private sector	33.3%	46.2%	56.3%	16.7%	42.9%	100.0%	25.0%	66.7%	41.7%	41.2%
Donor community	16.7%	0.0%	25.0%	0.0%	0.0%	0.0%	15.0%	0.0%	16.7%	5.9%
Foundations	0.0%	15.4%	6.3%	33.3%	0.0%	14.3%	5.0%	0.0%	16.7%	11.8%
Academia/think tanks/research institutes	33.3%	23.1%	43.8%	50.0%	14.3%	28.6%	30.0%	16.7%	33.3%	11.8%
Parliament	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	5.9%
Media*	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	10.0%	50.0%	8.3%	0.0%
Faith based organizations*	0.0%	0.0%	6.3%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UN agencies*	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	10.0%	0.0%	0.0%	23.5%
Regional organizations	16.7%	15.4%	12.5%	16.7%	14.3%	0.0%	10.0%	0.0%	16.7%	17.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	16.7%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in West Bank and Gaza, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in West Bank and Gaza	6	6.00	1.67	11	5.64	2.69	16	6.00	1.51	5	6.20	3.27	7	5.71	2.21	7	5.57	2.15	20	5.55	2.26	6	3.50	1.76	12	4.50	1.68	16	5.19	1.87
The World Bank's work is aligned with what I consider the development priorities for West Bank and Gaza	6	5.83	1.72	11	5.82	2.82	16	5.75	2.14	5	5.20	2.39	7	5.43	2.07	7	3.86	1.21	20	5.30	1.95	6	3.50	1.64	12	4.33	2.15	17	5.47	2.07
The World Bank supports programs and strategies that are realistic for West Bank and Gaza*	6	6.83	2.14	12	6.50	2.20	16	6.38	2.25	5	5.20	2.77	7	5.71	2.21	7	4.29	2.50	19	5.42	1.92	6	4.00	.89	12	4.00	1.81	16	5.50	1.71
The World Bank treats clients and stakeholders in West Bank and Gaza with respect	5	8.20	1.48	10	7.30	2.67	16	7.94	1.34	5	6.60	3.78	5	6.60	3.21	7	7.43	2.15	20	7.50	2.24	5	6.80	1.64	12	6.00	2.26	16	7.25	2.02

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	6	6.67	1.86	13	5.31	2.46	15	6.07	1.58	4	6.25	1.71	7	5.86	2.54	6	4.17	1.60	20	5.35	2.06	6	4.50	1.05	12	4.92	1.51	16	5.44	2.03
Flexibility (in terms of the institution's products and services)	6	6.50	1.05	12	5.08	2.47	15	6.00	1.93	4	5.75	2.06	6	5.17	2.40	7	4.29	2.43	19	5.32	2.11	6	4.17	.98	10	4.50	1.27	14	4.79	1.72
Flexibility (in terms of changing country circumstances)	6	6.17	1.33	12	5.58	2.31	15	6.33	1.72	4	6.50	1.29	7	5.57	2.30	7	4.00	1.83	19	5.63	2.09	6	4.00	1.55	12	4.92	1.62	16	4.81	2.04
Being inclusive	6	6.00	1.67	12	5.50	2.32	14	6.43	2.10	5	5.80	2.28	7	5.14	2.12	7	5.00	1.91	19	5.32	2.08	6	4.17	1.33	12	4.75	1.66	16	5.06	2.35
Openness	6	7.17	1.60	13	5.54	2.26	15	7.20	2.11	5	5.40	3.36	7	6.71	2.56	7	6.71	1.80	20	5.85	2.60	6	5.17	2.40	12	5.42	1.62	16	6.25	2.02
Staff accessibility	6	6.67	1.03	12	5.75	2.56	16	6.50	2.16	5	5.80	3.27	7	6.57	2.57	7	6.43	1.90	19	5.79	2.49	5	6.00	2.00	11	5.45	1.44	13	6.77	2.05
Straightforwardness and honesty	6	7.17	1.17	12	6.67	1.92	16	7.25	2.02	4	7.50	1.73	7	6.29	2.69	7	6.57	2.64	19	6.68	2.21	5	4.80	1.48	12	6.58	1.83	16	7.69	1.70
Collaboration with groups outside of the Government	6	6.50	1.05	9	5.89	1.62	13	6.77	1.79	4	6.75	2.22	7	7.00	1.41	7	5.43	2.88	20	5.60	2.33	6	5.33	2.07	12	5.75	1.71	13	6.31	2.21
Collaboration with the Government	6	7.17	1.17	13	6.85	2.15	13	7.23	2.28	6	6.33	2.07	5	8.20	.84	6	6.00	2.45	18	7.06	2.07	6	5.83	1.60	12	6.67	1.97	16	7.50	1.59
Collaboration with other donors	6	7.33	1.75	10	7.20	1.48	13	7.31	1.80	5	7.20	1.79	7	7.14	1.21	6	7.17	1.94	18	6.39	2.17	5	6.60	.55	10	7.20	2.04	12	6.83	2.62
Follow through over time	6	7.33	1.21	12	6.83	2.08	13	7.46	2.07	4	7.50	1.29	5	6.80	2.77	6	5.33	1.37	18	6.50	2.09	6	5.50	1.05	10	6.00	1.76	13	6.62	2.72

B. Overall Attitudes toward the World Bank (continued)**When World Bank assisted reform 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 a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	33.3%	15.4%	18.8%	16.7%	0.0%	0.0%	5.0%	0.0%	0.0%	23.5%
The Government works inefficiently	33.3%	15.4%	56.3%	33.3%	57.1%	14.3%	30.0%	0.0%	16.7%	29.4%
There is not an adequate level of citizen/civil society participation*	0.0%	7.7%	0.0%	16.7%	28.6%	28.6%	30.0%	33.3%	8.3%	5.9%
Poor donor coordination	0.0%	7.7%	0.0%	16.7%	0.0%	0.0%	5.0%	0.0%	16.7%	17.6%
The World Bank does not do adequate follow through/follow-up	33.3%	38.5%	0.0%	0.0%	0.0%	14.3%	5.0%	0.0%	8.3%	11.8%
Lack of/inadequate levels of capacity in Government	16.7%	23.1%	31.3%	16.7%	0.0%	14.3%	10.0%	0.0%	25.0%	11.8%
Political pressures and obstacles	0.0%	30.8%	31.3%	33.3%	28.6%	42.9%	30.0%	50.0%	41.7%	35.3%
Reforms are not well thought out in light of country challenges	33.3%	7.7%	18.8%	16.7%	14.3%	0.0%	20.0%	16.7%	16.7%	23.5%
The World Bank is not sensitive enough to political/social realities on the ground*	16.7%	15.4%	0.0%	0.0%	14.3%	42.9%	15.0%	66.7%	25.0%	5.9%
Ongoing conflict and instability	16.7%	7.7%	25.0%	50.0%	57.1%	42.9%	30.0%	16.7%	33.3%	23.5%
Inadequate funding	16.7%	15.4%	18.8%	0.0%	0.0%	0.0%	10.0%	0.0%	8.3%	11.8%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in West Bank and Gaza, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	4	5.75	.50	11	5.18	2.27	13	5.85	2.44	4	5.00	3.27	5	5.40	2.88	6	4.17	2.48	19	4.32	2.56	6	4.33	1.63	12	4.33	1.61	15	3.93	1.75
Information and communications technology	5	5.40	1.14	8	6.88	1.73	11	6.00	1.95	5	6.40	1.34	5	5.00	2.00	6	4.67	1.37	18	5.50	2.12	6	3.67	1.97	11	5.18	1.60	13	6.08	1.12
Urban development	6	6.50	1.05	12	5.25	2.18	11	5.91	1.97	4	6.25	2.06	5	6.00	2.00	5	5.40	2.61	20	5.15	1.90	6	4.67	2.58	11	4.82	1.54	13	5.69	1.49
Environmental sustainability	6	6.67	1.63	11	5.91	2.39	12	6.08	2.07	4	6.25	2.75	5	6.00	2.35	5	4.80	1.92	18	5.44	2.12	6	4.50	2.07	10	4.40	1.65	13	5.54	1.85
Regulatory framework	5	6.40	.89	11	6.00	1.84	13	6.62	2.14	6	6.17	2.23	6	6.17	2.64	6	5.83	1.33	19	5.63	1.86	6	5.17	2.64	9	4.33	1.94	14	6.07	1.77
Infrastructure	6	6.83	.75	11	6.64	1.57	14	6.86	1.96	5	6.80	2.05	6	6.17	2.64	6	5.67	1.75	20	5.60	2.01	6	4.67	2.80	9	5.22	1.72	15	6.27	1.53
Poverty reduction	6	6.33	1.37	12	6.33	2.35	14	6.14	1.35	5	5.60	2.30	6	5.33	2.16	6	3.67	2.42	20	5.15	1.76	6	4.33	2.25	10	4.60	1.96	16	4.69	2.02
Gender	6	7.00	.89	8	6.13	2.64	9	5.78	1.79	4	4.75	2.50	5	5.40	2.51	6	7.00	1.26	18	5.06	2.07	6	5.50	2.51	10	5.00	1.56	14	5.50	2.35
Domestic private sector development	5	6.20	.84	9	5.33	1.73	13	5.69	1.38	5	5.60	1.67	6	5.67	2.42	6	3.17	1.47	18	5.22	2.02	6	4.67	2.34	10	4.80	2.20	13	5.54	1.90
Foreign direct investment	4	6.00	1.41	6	4.50	2.07	11	5.82	1.54	4	7.25	1.71	5	4.60	2.70	5	3.20	3.83	16	4.88	2.42	6	4.33	1.21	9	3.44	1.59	11	4.36	1.86
Local governance and institutions	6	6.17	.75	10	6.10	1.91	12	6.92	1.44	4	5.75	2.50	5	6.20	2.17	5	5.20	1.48	20	6.00	1.86	6	4.50	1.52	9	4.22	2.05	15	6.20	1.78
Water and sanitation	6	6.67	1.03	10	5.80	2.62	14	7.29	1.44	4	6.50	3.11	6	5.83	2.64	5	5.40	.89	17	5.71	1.99	6	4.50	1.22	11	4.91	2.51	13	6.85	1.07
Trade and exports	3	5.00	1.00	6	5.17	1.33	11	4.82	1.72	5	5.40	1.67	6	5.00	2.00	5	4.00	3.24	17	5.47	2.10	6	4.33	1.63	10	4.10	2.33	12	4.92	1.68
Economic growth	6	5.50	1.05	10	5.00	2.00	14	5.64	2.02	5	5.40	1.67	6	5.33	2.34	5	3.40	1.34	20	5.35	1.73	6	4.50	1.22	11	4.18	2.23	14	4.57	2.03
Energy	6	6.17	1.33	7	5.14	2.48	13	6.08	2.22	5	5.80	1.30	5	4.80	2.28	5	3.60	1.82	17	4.88	2.06	6	4.67	1.37	10	3.80	2.04	11	4.73	1.68
Public sector governance/ reform	6	6.00	.89	11	6.91	2.02	12	6.50	2.32	5	6.00	1.87	6	6.17	1.47	6	5.83	2.23	18	4.89	1.97	6	4.83	1.47	10	4.10	1.85	13	5.00	2.52
Job creation/employment	6	5.67	.82	11	4.82	1.54	15	5.47	2.07	5	4.80	2.28	5	5.00	2.45	5	4.00	1.22	20	5.00	1.84	6	4.17	1.72	10	4.00	2.45	16	4.56	1.82
Financial markets	3	4.67	.58	7	5.71	2.63	9	5.33	2.06	5	5.80	1.64	5	4.60	2.51	5	4.80	2.28	15	4.47	2.26	6	4.50	2.07	10	4.10	1.91	9	4.11	2.09
Equality of opportunity	4	6.00	1.63	10	5.10	2.28	10	6.40	2.22	5	5.40	2.61	5	5.00	2.00	4	3.75	2.06	18	4.61	2.09	5	4.60	1.82	9	3.78	2.33	11	4.27	1.62
Health	6	5.50	.84	10	6.00	1.49	10	5.90	1.97	5	5.60	2.97	5	5.00	2.00	5	5.80	2.05	18	5.50	1.72	6	4.17	1.83	11	4.91	1.92	12	5.17	2.37
Rural development	5	5.80	1.48	8	5.63	2.20	10	5.60	1.58	5	5.60	2.88	5	5.40	1.82	5	4.40	1.34	18	4.94	2.31	6	4.17	1.83	10	4.20	1.93	13	5.15	2.15
Movement and access improvement	5	5.60	1.52	9	4.00	2.24	9	5.22	1.86	5	5.20	2.68	5	4.20	1.48	6	4.33	3.08	19	4.16	2.17	6	4.17	2.04	11	4.00	2.24	14	4.21	1.93
Education	6	6.00	1.10	11	6.27	1.79	12	6.75	2.01	5	6.00	2.00	5	5.80	1.64	6	4.67	1.75	19	5.16	2.39	6	4.17	2.32	12	4.42	1.68	13	6.00	1.29
Civil society development	5	5.40	1.14	9	6.44	1.33	10	5.20	1.55	5	5.60	2.61	5	5.20	2.39	6	5.83	2.40	18	5.78	2.02	6	4.67	2.58	10	4.20	1.93	14	4.93	2.20
Stabilization/reconstruction	5	5.20	1.79	8	4.88	2.75	14	5.50	1.95	5	5.60	2.61	5	5.20	2.39	5	2.60	1.14	19	5.42	1.87	6	3.33	2.42	10	4.30	2.26	14	4.71	2.40
Social protection	5	5.80	1.48	8	6.13	2.59	10	5.90	1.73	5	5.40	2.07	6	5.00	2.10	5	3.40	2.51	18	5.00	2.47	6	4.00	1.10	11	4.27	2.15	15	5.67	2.16

C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in West Bank and Gaza?*	6	5.67	1.21	13	5.54	1.56	15	6.20	.94	6	6.67	1.86	7	5.57	2.15	7	4.14	1.57	20	5.50	2.01	6	3.33	1.51	12	4.42	1.98	16	5.63	1.50

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank help to build/strengthen existing country systems in West Bank and Gaza?*	6	6.67	1.51	11	6.91	2.21	15	6.93	1.39	6	6.50	1.87	6	5.83	2.48	7	4.57	1.13	18	6.11	1.68	6	3.67	1.21	11	5.00	1.90	16	6.00	1.83

(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 in West Bank and Gaza, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of West Bank and Gaza*	6	5.67	1.21	12	5.50	1.83	14	5.71	1.82	6	5.50	2.07	6	5.83	2.64	6	3.17	1.47	19	4.95	2.04	6	2.67	1.03	12	4.42	1.73	17	5.29	1.69
The World Bank meets West Bank and Gaza's needs for knowledge services	6	6.17	1.17	13	5.85	2.27	14	5.57	2.03	6	6.17	2.48	7	6.00	2.24	7	4.57	2.30	19	5.37	1.98	6	4.17	1.33	11	5.27	2.20	16	5.69	1.54

*Significantly different between stakeholder groups

D. The World Bank's Knowledge Work and Activities

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

Percentage of Respondents	Office of President/Prime Minister/Minister		Employee of a Ministry/ Ministerial Dep/ Implementation Agency		PMU/Consultant/ Contractor on Bank project		Local Gov.		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Academia/ Research institute/ Think tank		Other	
Weekly		16.7%		16.7%		18.8%		0.0%		0.0%		28.6%		5.3%		0.0%		0.0%		0.0%
Monthly		16.7%		33.3%		25.0%		33.3%		28.6%		0.0%		5.3%		16.7%		25.0%		29.4%
A few times a year		50.0%		41.7%		12.5%		16.7%		57.1%		57.1%		52.6%		50.0%		66.7%		41.2%
Rarely		0.0%		8.3%		37.5%		33.3%		0.0%		14.3%		31.6%		33.3%		8.3%		23.5%
Never		16.7%		0.0%		6.3%		16.7%		14.3%		0.0%		5.3%		0.0%		0.0%		5.9%

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

When thinking about the development challenges in West Bank and Gaza, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Public sector governance/ reform	16.7%	38.5%	25.0%	16.7%	42.9%	0.0%	30.0%	16.7%	25.0%	23.5%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	8.3%	5.9%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	5.9%
Domestic private sector development	33.3%	7.7%	18.8%	33.3%	71.4%	57.1%	30.0%	16.7%	25.0%	29.4%
Foreign direct investment	0.0%	7.7%	12.5%	16.7%	0.0%	28.6%	0.0%	0.0%	8.3%	17.6%
Water and sanitation*	33.3%	15.4%	31.3%	33.3%	14.3%	0.0%	5.0%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	0.0%	6.3%	16.7%	14.3%	42.9%	5.0%	0.0%	0.0%	5.9%
Energy	16.7%	7.7%	18.8%	16.7%	0.0%	14.3%	5.0%	0.0%	16.7%	17.6%
Regional conflict and tensions	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	17.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Social protection	0.0%	23.1%	0.0%	0.0%	14.3%	0.0%	5.0%	0.0%	16.7%	29.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	66.7%	30.8%	31.3%	0.0%	14.3%	14.3%	10.0%	16.7%	8.3%	17.6%
Law and justice	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction*	0.0%	15.4%	6.3%	16.7%	0.0%	0.0%	15.0%	66.7%	8.3%	11.8%
Anti corruption	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	8.3%	5.9%
Financial markets	16.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	5.9%
Civil society development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	8.3%	0.0%
Education	0.0%	15.4%	18.8%	16.7%	14.3%	14.3%	35.0%	50.0%	25.0%	29.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Movement and access improvement	33.3%	0.0%	0.0%	0.0%	28.6%	28.6%	5.0%	0.0%	16.7%	5.9%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	5.9%
Information and communications technology	0.0%	0.0%	18.8%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Local governance and institutions	16.7%	15.4%	12.5%	16.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	18.8%	0.0%	0.0%	0.0%	0.0%	16.7%	8.3%	0.0%
Agricultural development	0.0%	15.4%	12.5%	0.0%	0.0%	14.3%	15.0%	50.0%	16.7%	5.9%
Natural resource management	16.7%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Job creation/employment	0.0%	15.4%	6.3%	0.0%	28.6%	0.0%	35.0%	0.0%	25.0%	17.6%
Health	0.0%	23.1%	6.3%	16.7%	0.0%	14.3%	10.0%	0.0%	8.3%	0.0%
Economic growth	16.7%	23.1%	12.5%	16.7%	28.6%	28.6%	15.0%	16.7%	16.7%	17.6%
Rural development	0.0%	15.4%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
Food security	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	5.0%	16.7%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	16.7%	0.0%	6.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Infrastructure*	0.0%	7.7%	6.3%	66.7%	0.0%	14.3%	5.0%	0.0%	25.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

In West Bank and Gaza, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	5	6.60	1.52	12	6.00	2.49	16	6.25	1.88	6	6.83	2.14	7	5.86	2.34	7	4.71	3.04	20	5.55	1.39	6	4.67	2.94	12	4.92	1.98	15	5.40	2.29
Contributing to good policy making	5	7.40	.89	12	5.33	2.42	16	6.44	1.71	5	6.20	2.77	7	6.43	1.51	7	5.29	2.63	19	5.26	1.56	6	4.00	2.00	12	4.92	2.02	15	6.07	1.79
Providing support for program implementation*	5	7.60	.89	12	5.42	2.31	16	6.31	1.96	6	6.83	2.64	7	6.00	2.38	7	4.57	2.94	18	5.44	1.69	6	4.33	2.25	12	4.83	1.75	12	6.67	1.50

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	6	5.83	1.72	11	7.00	1.79	15	6.33	1.59	6	6.50	2.26	7	5.71	2.29	7	6.57	1.99	19	5.95	1.84	6	4.67	2.42	11	5.09	1.51	15	5.40	1.92
Include appropriate level of stakeholder involvement during preparation	6	6.50	2.07	12	6.83	2.08	16	7.13	1.89	6	6.33	2.42	7	5.71	2.21	7	5.71	2.21	19	5.95	1.84	5	4.00	2.12	12	5.25	2.01	14	6.29	1.86
Are relevant to West Bank and Gaza's development priorities*	6	6.50	1.64	11	6.82	1.89	16	6.63	1.82	6	6.50	2.51	7	5.86	2.34	7	4.29	2.21	20	6.20	1.70	6	4.00	2.00	12	4.67	2.02	16	5.81	1.72
Provide feasible recommendations*	6	6.33	1.51	11	7.55	1.44	14	6.86	1.79	6	6.67	2.50	7	5.86	2.27	7	4.43	1.72	20	6.15	1.90	6	3.83	1.60	12	5.00	2.26	14	6.29	1.54
Are source of relevant information on global good practices	6	6.83	1.17	12	7.08	2.39	16	7.19	1.60	6	6.83	3.37	7	6.00	2.45	7	7.00	1.53	20	7.00	1.81	6	5.00	2.53	12	6.33	2.06	14	6.79	1.89
Are accessible	6	7.00	1.26	12	7.25	1.71	16	7.50	1.51	6	6.67	3.01	7	6.57	2.70	7	7.29	2.43	19	6.42	2.27	6	4.33	1.97	12	6.83	2.29	13	6.23	1.88
Are useful in terms of the work you do	6	6.67	1.51	11	7.82	1.78	15	6.87	2.23	6	7.00	2.00	7	6.43	2.70	6	7.17	1.60	20	6.55	1.39	6	5.17	2.79	12	6.58	1.78	15	7.13	1.60
Are adequately disseminated	6	6.67	1.51	12	6.17	2.44	15	6.53	1.96	6	6.00	2.45	7	6.29	2.56	6	6.50	2.74	19	5.79	1.81	6	4.83	2.79	11	6.82	2.14	16	6.06	2.41
Are appropriately translated	6	6.67	1.75	11	7.36	2.01	16	6.25	1.81	6	5.83	2.23	5	6.20	2.95	5	7.60	1.52	18	6.83	1.82	6	4.67	2.80	11	7.55	1.57	14	6.29	2.33
Are adaptable to West Bank and Gaza's specific development challenges and country circumstances	6	5.83	1.47	12	6.92	1.56	16	6.31	1.70	6	6.33	1.86	7	6.00	2.58	6	5.33	2.66	18	6.28	1.53	6	4.00	.89	11	5.45	2.42	16	6.13	1.78

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	6	6.33	1.03	12	6.17	1.59	14	6.64	1.45	6	7.33	1.51	7	5.86	2.34	7	6.00	3.06	19	5.74	1.56	6	4.67	2.50	11	5.45	1.92	17	5.65	1.54
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6	7.00	1.55	13	6.92	1.80	16	7.00	1.46	6	7.67	1.97	7	7.14	2.79	7	6.57	1.99	20	6.95	1.57	6	5.50	2.07	11	6.18	1.66	15	7.07	1.39

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

E. Working with the World Bank

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	6	6.17	1.60	10	6.00	1.83	14	6.21	1.97	6	6.67	2.25	7	6.71	2.75	3	5.33	1.53	14	4.50	1.87	5	3.00	1.41	9	5.78	1.92	12	4.42	2.50
The World Bank effectively monitors and evaluates the projects and programs it supports	6	7.17	1.33	11	7.27	1.90	15	7.60	1.64	6	7.17	2.48	6	6.67	2.80	6	5.33	1.51	19	6.63	1.42	6	4.83	1.47	10	6.70	1.42	16	6.63	1.75
The World Bank's approvals and reviews are done in a timely fashion*	6	6.00	.89	12	6.08	1.51	14	7.00	1.92	6	7.50	1.38	5	5.40	2.70	5	5.60	2.07	16	5.75	2.05	6	4.33	1.63	11	5.55	1.63	16	5.19	1.80
The World Bank's "Safeguard Policy" requirements are reasonable	6	6.00	.63	9	5.33	1.22	14	6.36	2.10	6	7.17	1.17	5	6.40	3.05	5	5.60	1.82	14	6.14	2.14	6	4.00	2.10	11	5.55	1.97	15	5.20	2.11
The World Bank imposes reasonable conditions on its lending	6	5.50	1.05	8	6.50	1.41	11	6.45	1.75	6	6.83	1.60	5	6.00	2.83	5	4.60	2.30	13	6.31	2.32	6	3.67	2.07	10	5.20	2.57	11	4.82	2.56
Working with the World Bank increases West Bank and Gaza's institutional capacity	6	6.50	1.52	13	6.00	2.52	16	7.50	2.34	6	7.33	2.16	6	6.50	2.43	7	5.71	2.81	18	6.72	1.90	6	3.67	1.97	12	6.25	2.09	16	6.06	1.65
The World Bank ensures consistency and continuity through staff changes	6	6.67	1.63	11	6.09	2.17	16	6.63	2.06	6	7.17	1.83	6	6.00	2.61	4	7.00	1.63	13	6.46	1.71	3	3.33	2.52	9	6.67	1.50	12	6.58	1.31
The World Bank's teams and visits are well coordinated	5	7.20	2.05	11	6.55	2.42	15	6.67	2.23	6	6.67	3.01	6	5.67	2.42	6	6.67	1.75	19	7.16	1.61	3	3.00	2.00	10	6.10	1.97	13	6.46	2.60
Where country systems are adequate, the World Bank makes appropriate use of them	6	7.00	1.26	10	6.00	2.00	12	6.50	2.78	6	6.83	2.14	5	5.20	2.17	4	6.25	1.89	13	7.00	1.78	4	3.25	2.06	9	6.33	2.12	14	7.14	1.75
The World Bank provides effective implementation support	6	7.17	1.17	11	6.55	2.25	14	7.14	1.99	6	7.67	1.63	5	6.60	2.70	6	6.00	1.67	18	6.28	1.41	4	5.00	2.00	10	5.70	2.00	15	6.67	1.88

*Significantly different between stakeholder groups

E. Working with the World Bank (continued)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank is adequately staffed in West Bank and Gaza?	6	6.67	1.03	9	7.67	1.32	13	6.54	2.03	6	6.83	1.60	5	5.80	2.77	6	5.67	1.75	17	6.24	1.64	3	4.33	3.06	11	6.91	2.12	12	5.92	1.93

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

F. The Future Role of the World Bank in West Bank and Gaza

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial Sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in West Bank and Gaza's development in the near future?	6	7.83	.41	13	8.08	1.19	14	8.36	1.50	6	7.67	2.07	7	8.00	1.73	7	7.43	1.27	19	7.21	2.15	6	6.67	1.97	11	7.36	1.91	16	7.69	1.70

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Focus primarily on advocacy issues	16.7%	7.7%	6.3%	33.3%	14.3%	0.0%	20.0%	0.0%	0.0%	5.9%
Improve the quality of its experts as related to West Bank and Gaza's specific challenges	0.0%	15.4%	31.3%	50.0%	14.3%	28.6%	20.0%	0.0%	33.3%	23.5%
Improve the competitiveness of its financing compared to markets	16.7%	7.7%	18.8%	0.0%	28.6%	0.0%	10.0%	0.0%	0.0%	35.3%
Reach out more to groups outside of government*	16.7%	15.4%	62.5%	0.0%	42.9%	57.1%	45.0%	16.7%	16.7%	29.4%
Reduce the complexity of obtaining World Bank financing	33.3%	46.2%	25.0%	50.0%	28.6%	28.6%	30.0%	50.0%	33.3%	17.6%
Ensure greater selectivity in its work	16.7%	23.1%	0.0%	16.7%	0.0%	42.9%	15.0%	0.0%	33.3%	5.9%
Provide more adequate data/knowledge/statistics/figures on West Bank and Gaza's economy	0.0%	7.7%	6.3%	0.0%	0.0%	14.3%	25.0%	0.0%	33.3%	17.6%
Offer more innovative financial products	33.3%	23.1%	12.5%	0.0%	14.3%	0.0%	5.0%	50.0%	0.0%	11.8%
Offer more innovative knowledge services	33.3%	23.1%	6.3%	16.7%	0.0%	0.0%	15.0%	16.7%	16.7%	5.9%
Work faster	16.7%	15.4%	18.8%	0.0%	14.3%	14.3%	10.0%	16.7%	0.0%	35.3%
Increase the level of World Bank staffing in West Bank and Gaza's office	16.7%	0.0%	0.0%	16.7%	0.0%	0.0%	5.0%	16.7%	0.0%	0.0%
Other	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	5.9%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in West Bank and Gaza (continued)

Below is a list of development priorities in West Bank and Gaza. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in West Bank and Gaza? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Building capacity of state institutions	33.3%	23.1%	62.5%	33.3%	28.6%	28.6%	30.0%	33.3%	41.7%	35.3%
Strengthening public financial management*	50.0%	30.8%	18.8%	50.0%	71.4%	0.0%	10.0%	0.0%	33.3%	29.4%
Ensuring legal and institutional reforms	33.3%	23.1%	31.3%	16.7%	0.0%	42.9%	30.0%	33.3%	8.3%	11.8%
Strengthening public safety and security mechanisms	0.0%	0.0%	0.0%	16.7%	0.0%	14.3%	5.0%	0.0%	0.0%	0.0%
Investing in national infrastructure	50.0%	23.1%	37.5%	50.0%	42.9%	42.9%	35.0%	0.0%	41.7%	35.3%
Increasing access to basic services	0.0%	15.4%	0.0%	0.0%	0.0%	28.6%	10.0%	0.0%	0.0%	17.6%
Building social safety nets	16.7%	30.8%	6.3%	0.0%	14.3%	28.6%	10.0%	16.7%	16.7%	29.4%
Generating jobs	16.7%	15.4%	37.5%	33.3%	14.3%	14.3%	35.0%	0.0%	33.3%	23.5%
Improving livelihoods	0.0%	7.7%	18.8%	16.7%	14.3%	0.0%	10.0%	50.0%	8.3%	0.0%
Increasing social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	5.0%	16.7%	0.0%	5.9%
Modernizing and developing the education system*	16.7%	15.4%	37.5%	0.0%	0.0%	0.0%	5.0%	16.7%	41.7%	11.8%
Economic growth	66.7%	69.2%	25.0%	50.0%	57.1%	42.9%	40.0%	33.3%	41.7%	35.3%
Encouraging private sector investment	16.7%	23.1%	25.0%	16.7%	42.9%	28.6%	20.0%	50.0%	33.3%	47.1%
Improving health services*	0.0%	7.7%	0.0%	16.7%	14.3%	14.3%	30.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Below is a list of development priorities in West Bank and Gaza. Which THREE areas below would benefit most from other donors in West Bank and Gaza? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Building capacity of state institutions	33.3%	23.1%	12.5%	33.3%	57.1%	28.6%	50.0%	0.0%	25.0%	35.3%
Strengthening public financial management	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	20.0%	50.0%	16.7%	17.6%
Ensuring legal and institutional reforms	16.7%	23.1%	6.3%	16.7%	14.3%	28.6%	10.0%	0.0%	8.3%	29.4%
Strengthening public safety and security mechanisms	0.0%	0.0%	18.8%	0.0%	42.9%	14.3%	10.0%	0.0%	8.3%	5.9%
Investing in national infrastructure	33.3%	38.5%	43.8%	66.7%	28.6%	14.3%	20.0%	33.3%	66.7%	35.3%
Increasing access to basic services	33.3%	7.7%	6.3%	16.7%	28.6%	28.6%	15.0%	50.0%	16.7%	23.5%
Building social safety nets	16.7%	23.1%	6.3%	0.0%	0.0%	28.6%	20.0%	0.0%	8.3%	5.9%
Generating jobs	66.7%	23.1%	37.5%	66.7%	14.3%	28.6%	25.0%	66.7%	25.0%	23.5%
Improving livelihoods	16.7%	23.1%	6.3%	33.3%	42.9%	28.6%	25.0%	0.0%	16.7%	17.6%
Increasing social cohesion	33.3%	0.0%	6.3%	0.0%	28.6%	0.0%	5.0%	0.0%	8.3%	5.9%
Modernizing and developing the education system	33.3%	15.4%	31.3%	0.0%	14.3%	0.0%	10.0%	0.0%	0.0%	23.5%
Economic growth*	0.0%	0.0%	18.8%	33.3%	0.0%	57.1%	30.0%	33.3%	16.7%	5.9%
Encouraging private sector investment	0.0%	23.1%	25.0%	16.7%	0.0%	28.6%	15.0%	0.0%	25.0%	17.6%
Improving health services	16.7%	23.1%	56.3%	16.7%	28.6%	14.3%	15.0%	16.7%	33.3%	35.3%

*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 West Bank and Gaza? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Local newspapers	16.7%	38.5%	25.0%	33.3%	57.1%	57.1%	35.0%	33.3%	33.3%	47.1%
International newspapers	0.0%	7.7%	6.3%	0.0%	14.3%	28.6%	5.0%	0.0%	16.7%	0.0%
Local radio	0.0%	7.7%	12.5%	16.7%	0.0%	0.0%	5.0%	16.7%	0.0%	5.9%
International radio*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	50.0%	0.0%	6.3%	16.7%	28.6%	0.0%	5.0%	16.7%	0.0%	5.9%
International television	16.7%	0.0%	12.5%	16.7%	0.0%	0.0%	5.0%	16.7%	33.3%	17.6%
Periodicals	16.7%	23.1%	0.0%	16.7%	0.0%	14.3%	30.0%	0.0%	25.0%	5.9%
Internet	66.7%	84.6%	87.5%	50.0%	57.1%	100.0%	55.0%	83.3%	83.3%	76.5%
Social media	0.0%	23.1%	31.3%	33.3%	0.0%	0.0%	20.0%	16.7%	0.0%	17.6%
Blogs	0.0%	15.4%	18.8%	0.0%	0.0%	0.0%	5.0%	0.0%	8.3%	11.8%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Instant messaging*	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
World Bank website	50.0%	23.1%	50.0%	33.3%	28.6%	100.0%	45.0%	33.3%	66.7%	47.1%
Direct contact with World Bank	0.0%	46.2%	37.5%	50.0%	14.3%	14.3%	25.0%	0.0%	25.0%	23.5%
e-newsletters	33.3%	7.7%	25.0%	33.3%	42.9%	14.3%	35.0%	50.0%	16.7%	23.5%
Instant messaging	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	8.3%	0.0%
World Bank seminars/workshops/conferences	16.7%	46.2%	50.0%	33.3%	14.3%	14.3%	25.0%	33.3%	25.0%	47.1%
World Bank publications and other written materials	66.7%	46.2%	18.8%	0.0%	28.6%	42.9%	30.0%	16.7%	50.0%	23.5%
Mobile phones	0.0%	15.4%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Social media	16.7%	15.4%	12.5%	0.0%	14.3%	0.0%	15.0%	0.0%	0.0%	17.6%
Blogs	0.0%	0.0%	0.0%	16.7%	14.3%	0.0%	10.0%	0.0%	8.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	33.3%	27.3%	25.0%	83.3%	42.9%	16.7%	36.8%	33.3%	27.3%	29.4%
No	66.7%	72.7%	75.0%	16.7%	57.1%	83.3%	63.2%	66.7%	72.7%	70.6%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	33.3%	0.0%	20.0%	25.0%	28.6%	28.6%	15.8%	25.0%	8.3%	21.4%
No	66.7%	100.0%	80.0%	75.0%	71.4%	71.4%	84.2%	75.0%	91.7%	78.6%

G. Communication and Information Sharing (continued)**Were you able to obtain this information?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	66.7%	0.0%	100.0%	100.0%	100.0%	75.0%	75.0%	50.0%	100.0%	40.0%
No	33.3%	100.0%	0.0%	0.0%	0.0%	25.0%	25.0%	50.0%	0.0%	60.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	83.3%	91.7%	93.3%
No	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	8.3%	6.7%

Do you use/have used the World Bank website?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	83.3%	76.9%	93.3%	80.0%	85.7%	100.0%	73.7%	50.0%	83.3%	80.0%
No	16.7%	23.1%	6.7%	20.0%	14.3%	0.0%	26.3%	50.0%	16.7%	20.0%

Which do you primarily use?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank's country website	20.0%	45.5%	31.3%	33.3%	100.0%	57.1%	63.2%	0.0%	54.5%	66.7%
The World Bank's main website	80.0%	54.5%	68.8%	66.7%	0.0%	42.9%	36.8%	100.0%	45.5%	33.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
High speed	100.0%	91.7%	87.5%	80.0%	83.3%	85.7%	83.3%	80.0%	100.0%	100.0%
Dial-up	0.0%	8.3%	12.5%	20.0%	16.7%	14.3%	16.7%	20.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Local Gov.			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	6	6.67	3.14	12	6.58	2.94	16	7.00	2.58	5	6.40	2.41	7	6.43	2.76	7	6.29	1.50	20	6.05	2.16	6	3.50	1.76	12	5.67	2.19	15	6.27	2.84
I find the World Bank websites easy to navigate	4	7.00	1.15	10	7.40	1.07	16	6.75	2.24	6	7.67	1.03	7	6.43	2.51	7	7.71	1.11	18	6.44	1.89	6	4.50	3.15	11	6.73	1.62	14	7.79	1.67
I find the information on the World Bank's websites useful	4	8.00	1.41	9	7.11	1.76	16	7.19	1.87	6	7.50	1.87	7	7.00	2.77	6	7.00	1.79	18	6.89	1.94	6	4.83	3.19	11	7.09	1.45	14	7.79	1.25
When I need information from the World Bank I know how to find it	5	7.40	1.82	10	7.50	2.37	16	7.56	2.00	5	7.20	2.59	7	6.14	2.34	7	7.29	2.21	17	6.94	2.01	6	4.83	3.19	12	7.00	1.71	15	6.67	2.23
The World Bank is responsive to my information requests and inquiries*	4	7.75	.96	5	8.00	1.87	16	7.31	2.50	5	7.20	2.95	6	6.33	2.73	6	8.17	.98	14	6.21	1.63	4	3.25	2.63	7	7.57	1.62	10	6.80	1.93

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	83.3%	83.3%	81.3%	83.3%	71.4%	28.6%	55.0%	16.7%	16.7%	64.7%
No	16.7%	16.7%	18.8%	16.7%	28.6%	71.4%	45.0%	83.3%	83.3%	35.3%

*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank in West Bank and Gaza? * (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Observer*	0.0%	0.0%	12.5%	16.7%	14.3%	0.0%	25.0%	66.7%	16.7%	5.9%
Use World Bank reports/data	33.3%	15.4%	25.0%	33.3%	57.1%	71.4%	30.0%	66.7%	41.7%	29.4%
Engage in World Bank related/sponsored events/activities	50.0%	53.8%	37.5%	33.3%	0.0%	42.9%	35.0%	0.0%	25.0%	47.1%
Collaborate as part of my professional duties	66.7%	69.2%	62.5%	50.0%	42.9%	14.3%	45.0%	0.0%	50.0%	41.2%
Use World Bank website for information, data, research, etc.	16.7%	23.1%	25.0%	16.7%	14.3%	71.4%	50.0%	16.7%	50.0%	41.2%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing West Bank and Gaza

In general would you say that West Bank and Gaza is headed in...?

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
The right direction	6.4%	16.7%	13.3%
The wrong direction	60.3%	66.7%	46.7%
Not sure	33.3%	16.7%	40.0%

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

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
Social protection	15.2%	16.7%	6.7%
Transport	1.3%	0.0%	0.0%
Security/stabilization/reconstruction*	22.8%	12.5%	46.7%
Public sector governance/ reform	27.8%	29.2%	40.0%
Global/regional integration	2.5%	0.0%	0.0%
Gender	3.8%	0.0%	0.0%
Domestic private sector development	16.5%	12.5%	20.0%
Foreign direct investment	2.5%	4.2%	0.0%
Civil society development	0.0%	4.2%	0.0%
Water and sanitation	8.9%	4.2%	26.7%
Energy	3.8%	8.3%	20.0%
Regional conflict and tensions	1.3%	0.0%	0.0%
Job creation/employment	24.1%	25.0%	13.3%
Rural development	6.3%	0.0%	0.0%
Financial markets	0.0%	4.2%	0.0%
Urban development	2.5%	0.0%	0.0%
Environmental sustainability	2.5%	4.2%	0.0%
Equality of opportunity	3.8%	4.2%	0.0%
Health	17.7%	20.8%	20.0%
Education	25.3%	41.7%	6.7%
Poverty reduction	11.4%	12.5%	20.0%
Food security	2.5%	4.2%	0.0%
Movement and access improvement	12.7%	0.0%	0.0%
Social cohesion - Palestinian reconciliation	16.5%	20.8%	40.0%
Climate change	0.0%	4.2%	0.0%
Agricultural development	5.1%	0.0%	0.0%
Trade and exports	3.8%	12.5%	6.7%
Crime and violence	0.0%	0.0%	0.0%
Peace with Israel	16.5%	12.5%	0.0%
Economic growth*	11.4%	29.2%	0.0%
Law and justice	3.8%	4.2%	6.7%
Regulatory framework	1.3%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Infrastructure	10.1%	0.0%	6.7%
Local governance and institutions	2.5%	0.0%	6.7%
Natural resource management	0.0%	0.0%	0.0%
Anti corruption	5.1%	4.2%	13.3%
Disaster management	1.3%	0.0%	0.0%
Information and communications technology	2.5%	0.0%	0.0%

*Significantly different between locations

A. General Issues facing West Bank and Gaza (continued)

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

Percentage of Respondents (Responses Combined)	West Bank		
	Ramallah	(other areas)	Gaza
Water and sanitation	1.3%	0.0%	0.0%
Equality of opportunity	11.4%	0.0%	13.3%
Economic growth	51.9%	45.8%	40.0%
Climate change	0.0%	0.0%	0.0%
Regional conflict and tensions	1.3%	4.2%	0.0%
Global/regional integration	0.0%	4.2%	0.0%
Gender	2.5%	0.0%	0.0%
Rural development	7.6%	0.0%	6.7%
Urban development	2.5%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%
Local governance and institutions	1.3%	4.2%	0.0%
Civil society development*	1.3%	4.2%	20.0%
Infrastructure	10.1%	4.2%	6.7%
Social protection	16.5%	25.0%	13.3%
Law and justice	1.3%	4.2%	0.0%
Transport	1.3%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Information and communications technology	3.8%	0.0%	6.7%
Security/stabilization/reconstruction	24.1%	8.3%	33.3%
Anti corruption	12.7%	16.7%	13.3%
Domestic private sector development*	22.8%	37.5%	53.3%
Foreign direct investment	1.3%	0.0%	0.0%
Energy	1.3%	0.0%	0.0%
Public sector governance/ reform	10.1%	16.7%	6.7%
Social cohesion	2.5%	0.0%	0.0%
Education	25.3%	16.7%	6.7%
Natural resource management	7.6%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%
Health	2.5%	0.0%	13.3%
Movement and access improvement	13.9%	16.7%	6.7%
Agricultural development	13.9%	16.7%	0.0%
Disaster management	1.3%	0.0%	0.0%
Job creation/employment	40.5%	45.8%	40.0%
Financial markets	0.0%	4.2%	0.0%
Trade and exports	2.5%	8.3%	13.3%
Food security*	1.3%	12.5%	6.7%

*Significantly different between locations

A. General Issues facing West Bank and Gaza (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in West Bank and Gaza? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
Energy	6.3%	12.5%	6.7%
Gender	2.5%	0.0%	0.0%
Equality of opportunity	7.6%	4.2%	0.0%
Global/regional integration	2.5%	4.2%	0.0%
Social protection*	0.0%	8.3%	0.0%
Movement and access improvement	30.4%	33.3%	33.3%
Climate change	0.0%	0.0%	0.0%
Anti corruption	12.7%	12.5%	13.3%
Disaster management	0.0%	0.0%	0.0%
Regional conflict and tensions	2.5%	4.2%	0.0%
Rural development	11.4%	4.2%	0.0%
Foreign direct investment	13.9%	20.8%	20.0%
Urban development	1.3%	0.0%	0.0%
Water and sanitation	1.3%	4.2%	6.7%
Trade and exports	13.9%	16.7%	40.0%
Information and communications technology	5.1%	0.0%	6.7%
Regulatory framework	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Social cohesion	0.0%	4.2%	0.0%
Public sector governance/ reform	13.9%	16.7%	6.7%
Domestic private sector development	40.5%	37.5%	46.7%
Job creation/employment	24.1%	20.8%	0.0%
Agricultural development	12.7%	12.5%	0.0%
Civil society development	1.3%	0.0%	0.0%
Food security	1.3%	0.0%	0.0%
Transport	6.3%	4.2%	6.7%
Security/stabilization/reconstruction	20.3%	16.7%	40.0%
Education	15.2%	16.7%	6.7%
Natural resource management	12.7%	0.0%	6.7%
Environmental sustainability	0.0%	0.0%	0.0%
Health	1.3%	0.0%	0.0%
Infrastructure	11.4%	12.5%	20.0%
Law and justice	5.1%	4.2%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%
Peace with Israel	19.0%	25.0%	33.3%
Crime and violence	0.0%	0.0%	0.0%
Financial markets	0.0%	4.2%	6.7%

*Significantly different between locations

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in West Bank and Gaza?	78	6.67	2.33	24	6.33	1.61	15	7.73	1.58

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in West Bank and Gaza?	77	5.57	2.09	24	5.83	1.86	15	6.47	1.55

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help West Bank and Gaza solve its most complicated development challenges?	72	5.72	2.36	22	6.41	2.02	15	6.67	1.88

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

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

Percentage of Respondents (Responses Combined)	West Bank (other areas)		
	Ramallah	West Bank (other areas)	Gaza
Social protection	12.7%	16.7%	6.7%
Security/stabilization/reconstruction	13.9%	12.5%	20.0%
Public sector governance/ reform	30.4%	33.3%	20.0%
Transport	5.1%	0.0%	6.7%
Poverty reduction	21.5%	16.7%	40.0%
Global/regional integration	1.3%	4.2%	0.0%
Gender	1.3%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Rural development	10.1%	4.2%	0.0%
Domestic private sector development	19.0%	12.5%	20.0%
Foreign direct investment*	1.3%	12.5%	0.0%
Water and sanitation*	5.1%	4.2%	33.3%
Energy*	1.3%	12.5%	26.7%
Social cohesion	0.0%	0.0%	0.0%
Job creation/employment	19.0%	12.5%	6.7%
Financial markets	2.5%	4.2%	0.0%
Urban development	2.5%	0.0%	0.0%
Environmental sustainability	1.3%	4.2%	6.7%
Civil society development	2.5%	8.3%	6.7%
Equality of opportunity	3.8%	0.0%	0.0%
Regional conflict and tensions	1.3%	0.0%	0.0%
Health	13.9%	12.5%	20.0%
Education	30.4%	29.2%	20.0%
Food security	2.5%	4.2%	6.7%
Climate change	0.0%	0.0%	0.0%
Agricultural development	19.0%	16.7%	0.0%
Trade and exports	7.6%	16.7%	0.0%
Economic growth	25.3%	33.3%	20.0%
Law and justice	3.8%	0.0%	6.7%
Local governance and institutions	6.3%	4.2%	0.0%
Regulatory framework	2.5%	0.0%	6.7%
Communicable/non-communicable diseases	1.3%	0.0%	0.0%
Infrastructure	17.7%	12.5%	20.0%
Natural resource management	6.3%	4.2%	0.0%
Information and communications technology	1.3%	4.2%	6.7%
Anti corruption	5.1%	4.2%	0.0%
Disaster management	0.0%	0.0%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

1st Greatest Value	West Bank (other areas)		
Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Financial resources: investment lending	26.6%	29.2%	28.6%
Financial resources: policy based lending / budget support to the Government	24.1%	25.0%	35.7%
Mobilizing third party financial resources	5.1%	4.2%	7.1%
Technical assistance	13.9%	12.5%	14.3%
Policy advice	5.1%	0.0%	0.0%
Donor coordination	7.6%	12.5%	0.0%
Data	0.0%	0.0%	0.0%
Training/capacity building	7.6%	4.2%	14.3%
Studies/analyses	2.5%	0.0%	0.0%
Convening/facilitating	1.3%	0.0%	0.0%
Linkage to non-Bank expertise	2.5%	0.0%	0.0%
Strategy formulation	3.8%	8.3%	0.0%
Other	0.0%	4.2%	0.0%

2nd Greatest Value	West Bank (other areas)		
Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Financial resources: investment lending	9.2%	0.0%	0.0%
Financial resources: policy based lending / budget support to the Government	17.1%	12.5%	7.1%
Mobilizing third party financial resources	5.3%	4.2%	7.1%
Technical assistance	9.2%	25.0%	14.3%
Policy advice	10.5%	8.3%	0.0%
Donor coordination	6.6%	4.2%	21.4%
Data	2.6%	4.2%	0.0%
Training/capacity building	11.8%	12.5%	28.6%
Studies/analyses	11.8%	4.2%	0.0%
Convening/facilitating	1.3%	0.0%	7.1%
Linkage to non-Bank expertise	5.3%	8.3%	0.0%
Strategy formulation	9.2%	16.7%	14.3%
Other	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	West Bank (other areas)		
	Ramallah	West Bank (other areas)	Gaza
Staff too inaccessible	8.9%	4.2%	0.0%
Not exploring alternative policy options	10.1%	16.7%	0.0%
Not adequately sensitive to political/social realities in West Bank and Gaza	35.4%	33.3%	20.0%
Not enough public disclosure of its work	22.8%	20.8%	26.7%
Arrogant in its approach	6.3%	8.3%	0.0%
Not aligned with country priorities	1.3%	4.2%	6.7%
The credibility of its knowledge/data	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	10.1%	12.5%	20.0%
Too influenced by developed countries	12.7%	8.3%	13.3%
Imposing technocratic solutions without regard to political realities*	22.8%	8.3%	0.0%
World Bank processes too slow and complex	13.9%	12.5%	33.3%
Too bureaucratic in its operational policies and procedures	12.7%	12.5%	13.3%
Not aligned with other donors' work	2.5%	0.0%	0.0%
Not collaborating enough with non-state actors	7.6%	12.5%	13.3%
Not client focused	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	1.3%	4.2%	0.0%
Not focused enough on issues that are unique to post-conflict countries	6.3%	16.7%	6.7%
Inadequate number of World Bank staff members located in the country*	5.1%	4.2%	26.7%
Other	3.8%	4.2%	6.7%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the MOST effective in reducing poverty in West Bank and Gaza?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	West Bank (other areas)		
	Ramallah	West Bank (other areas)	Gaza
Capacity development	36.7%	29.2%	40.0%
Policy based lending / budget support to the Government	35.4%	20.8%	20.0%
Knowledge products/services	11.4%	12.5%	6.7%
Investment lending	35.4%	37.5%	40.0%
Technical assistance	26.6%	16.7%	20.0%
Trust Fund management	16.5%	12.5%	6.7%
Co-financing arrangements*	15.2%	16.7%	46.7%
Sector-wide approaches*	5.1%	20.8%	6.7%
Emergency Recovery lending	5.1%	4.2%	6.7%
Other	2.5%	0.0%	0.0%
Don't know	7.6%	20.8%	6.7%

*Significantly different between locations

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?*	73	6.62	1.98	22	7.09	1.87	11	8.27	1.90

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	West Bank (other areas)		
	Ramallah	West Bank (other areas)	Gaza
NGOs	24.1%	25.0%	33.3%
Local Government	31.6%	33.3%	20.0%
Beneficiaries	16.5%	4.2%	13.3%
Private sector	44.3%	37.5%	53.3%
Donor community	13.9%	8.3%	6.7%
Foundations	10.1%	12.5%	0.0%
Academia/think tanks/research institutes	27.8%	37.5%	13.3%
Parliament	5.1%	0.0%	6.7%
Media	6.3%	4.2%	6.7%
Faith based organizations	1.3%	4.2%	6.7%
Emerging donors	0.0%	0.0%	0.0%
UN agencies	5.1%	16.7%	6.7%
Regional organizations	8.9%	12.5%	26.7%
Other	1.3%	0.0%	6.7%

To what extent do you agree with the following statements about the World Bank's work in West Bank and Gaza, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in West Bank and Gaza	74	5.31	2.22	24	5.58	1.84	15	5.93	2.09
The World Bank's work is aligned with what I consider the development priorities for West Bank and Gaza	75	5.24	2.26	24	5.04	1.90	15	5.60	1.96
The World Bank supports programs and strategies that are realistic for West Bank and Gaza	74	5.43	2.15	24	5.33	2.35	15	6.07	1.71
The World Bank treats clients and stakeholders in West Bank and Gaza with respect*	71	6.96	2.29	23	7.13	1.91	14	8.79	1.37

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in West Bank and Gaza, in terms of each of the following?

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	74	5.27	2.02	22	5.41	1.84	15	6.20	1.61
Flexibility (in terms of the institution's products and services)	68	5.06	2.08	21	5.14	1.71	15	5.67	1.76
Flexibility (in terms of changing country circumstances)	73	5.37	2.04	22	5.36	1.79	15	5.60	1.92
Being inclusive	74	5.32	2.17	22	5.05	1.96	14	5.93	1.73
Openness	76	6.03	2.20	22	5.82	2.58	15	7.13	1.96
Staff accessibility	71	5.94	2.20	22	6.00	2.43	14	7.14	1.61
Straightforwardness and honesty*	73	6.64	1.95	23	6.61	2.23	14	8.21	1.19
Collaboration with groups outside of the Government	67	6.06	1.97	21	5.67	2.13	14	6.71	1.94
Collaboration with the Government	73	6.68	1.93	20	7.40	1.82	14	7.79	1.72
Collaboration with other donors	65	6.69	1.98	19	7.37	1.74	14	7.64	1.60
Follow through over time*	67	6.34	2.11	18	6.33	2.09	13	7.92	1.19

*Significantly different between locations

When World Bank assisted reform 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)	West Bank		
	Ramallah	(other areas)	Gaza
The World Bank works too slowly	15.2%	12.5%	6.7%
The Government works inefficiently	25.3%	37.5%	46.7%
There is not an adequate level of citizen/civil society participation	12.7%	16.7%	20.0%
Poor donor coordination	5.1%	16.7%	6.7%
The World Bank does not do adequate follow through/follow-up	15.2%	0.0%	6.7%
Lack of/inadequate levels of capacity in Government	16.5%	20.8%	13.3%
Political pressures and obstacles	32.9%	29.2%	26.7%
Reforms are not well thought out in light of country challenges	16.5%	20.8%	6.7%
The World Bank is not sensitive enough to political/social realities on the ground	19.0%	12.5%	6.7%
Ongoing conflict and instability	30.4%	20.8%	33.3%
Inadequate funding	6.3%	12.5%	20.0%
Other*	0.0%	0.0%	6.7%

*Significantly different between locations

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in West Bank and Gaza, on a ten point scale?

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	68	4.74	2.20	17	3.88	2.15	14	5.43	2.31
Information and communications technology	62	5.68	1.75	16	4.63	1.41	14	6.00	2.04
Urban development	67	5.60	1.88	17	4.65	1.73	14	6.14	1.75
Environmental sustainability*	64	5.39	1.97	16	4.81	2.04	14	6.86	1.92
Regulatory framework	67	5.72	1.91	20	5.65	2.23	14	6.79	1.97
Infrastructure	68	6.00	1.86	19	5.53	1.71	15	7.07	2.05
Poverty reduction	69	5.30	2.10	21	4.81	2.11	15	5.80	1.37
Gender	60	5.57	2.09	19	4.79	2.04	12	6.33	1.97
Domestic private sector development	63	5.14	2.01	18	5.28	1.84	13	5.23	1.48
Foreign direct investment	54	4.56	2.38	14	4.71	1.94	12	5.08	1.98
Local governance and institutions	62	5.60	1.85	19	6.05	1.81	15	6.73	1.71
Water and sanitation*	62	5.89	2.03	19	5.47	1.61	14	7.50	1.74
Trade and exports	53	4.92	2.10	19	4.84	1.74	13	5.15	1.52
Economic growth	66	4.86	2.04	20	4.85	1.69	15	5.60	1.45
Energy	57	5.09	2.11	19	4.79	2.04	14	5.00	1.92
Public sector governance/ reform	63	5.75	2.05	21	5.00	2.07	14	5.71	2.40
Job creation/employment	67	4.88	1.99	21	4.43	1.54	15	4.87	1.77
Financial markets	52	4.94	2.16	14	3.93	1.94	12	4.17	1.70
Equality of opportunity	60	4.90	2.09	14	3.93	1.94	11	5.64	2.29
Health	62	5.35	1.79	17	4.88	1.90	13	5.92	2.14
Rural development	60	4.92	2.00	18	4.56	1.95	12	5.92	1.88
Movement and access improvement	64	4.38	2.07	19	3.95	2.20	12	5.17	2.12
Education*	69	5.45	1.92	18	4.72	2.05	13	6.54	1.76
Civil society development	63	5.22	2.09	17	4.65	1.93	13	6.08	1.80
Stabilization/reconstruction	63	4.65	2.24	19	4.68	2.11	14	5.29	2.37
Social protection	62	4.98	2.24	19	5.00	2.38	13	5.31	1.89

*Significantly different between locations

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in West Bank and Gaza?	76	5.36	1.85	22	5.18	1.68	15	6.00	1.60

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank help to build/strengthen existing country systems in West Bank and Gaza?	74	5.88	1.94	19	5.95	1.81	15	6.73	1.67

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

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in West Bank and Gaza, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of West Bank and Gaza	75	4.92	1.96	21	5.24	2.10	15	5.20	2.04
The World Bank meets West Bank and Gaza's needs for knowledge services	75	5.53	2.00	21	5.24	2.36	15	5.67	1.63

D. The World Bank's Knowledge Work and Activities

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

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Weekly	7.8%	8.7%	13.3%
Monthly	16.9%	21.7%	46.7%
A few times a year	50.6%	30.4%	26.7%
Rarely	18.2%	34.8%	13.3%
Never	6.5%	4.3%	0.0%

When thinking about the development challenges in West Bank and Gaza, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
Public sector governance/ reform	22.8%	33.3%	33.3%
Gender	3.8%	0.0%	0.0%
Social cohesion	3.8%	8.3%	0.0%
Domestic private sector development	26.6%	25.0%	40.0%
Foreign direct investment	10.1%	8.3%	0.0%
Water and sanitation*	7.6%	8.3%	33.3%
Trade and exports	7.6%	8.3%	0.0%
Energy*	7.6%	8.3%	33.3%
Regional conflict and tensions	3.8%	8.3%	6.7%
Disaster management	0.0%	4.2%	0.0%
Social protection	10.1%	12.5%	6.7%
Climate change	0.0%	0.0%	0.0%
Poverty reduction	16.5%	16.7%	33.3%
Law and justice*	0.0%	8.3%	0.0%
Security/stabilization/reconstruction	16.5%	0.0%	13.3%
Anti corruption	3.8%	8.3%	13.3%
Financial markets	2.5%	4.2%	0.0%
Equality of opportunity	3.8%	4.2%	6.7%
Civil society development	2.5%	0.0%	0.0%
Urban development	2.5%	4.2%	0.0%
Education	24.1%	29.2%	13.3%
Crime and violence	0.0%	0.0%	0.0%
Movement and access improvement	11.4%	8.3%	0.0%
Global/regional integration	1.3%	8.3%	0.0%
Information and communications technology	3.8%	4.2%	6.7%
Local governance and institutions	8.9%	4.2%	6.7%
Transport	3.8%	8.3%	0.0%
Agricultural development	15.2%	12.5%	0.0%
Natural resource management	3.8%	0.0%	0.0%
Job creation/employment	16.5%	20.8%	0.0%
Health*	6.3%	4.2%	26.7%
Economic growth	22.8%	4.2%	13.3%
Rural development	6.3%	0.0%	0.0%
Food security	3.8%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%
Regulatory framework	3.8%	0.0%	0.0%
Infrastructure	10.1%	8.3%	6.7%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%

*Significantly different between locations

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

In West Bank and Gaza, how effective do you believe the World Bank's knowledge work and activities are at:

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	75	5.57	2.26	21	5.57	1.80	15	5.93	2.09
Contributing to good policy making	73	5.53	1.94	22	5.64	2.15	14	6.57	2.28
Providing support for program implementation	71	5.79	2.04	21	5.43	2.09	14	6.57	2.44

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

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	72	6.03	1.88	20	5.30	1.81	15	6.00	2.04
Include appropriate level of stakeholder involvement during preparation	74	6.09	1.95	20	5.75	2.29	15	6.87	2.13
Are relevant to West Bank and Gaza's development priorities	75	5.93	2.03	22	5.27	1.96	15	6.73	1.98
Provide feasible recommendations	73	5.95	2.01	21	5.57	1.91	14	7.21	2.12
Are source of relevant information on global good practices	74	6.54	2.18	22	6.86	1.49	15	7.47	2.13
Are accessible	74	6.78	2.08	21	6.48	2.14	14	6.79	2.58
Are useful in terms of the work you do	73	6.84	1.88	22	6.59	1.68	15	7.00	2.36
Are adequately disseminated	74	6.41	2.05	20	5.75	2.55	15	5.87	2.29
Are appropriately translated	68	6.78	1.95	20	6.15	2.13	14	6.29	2.40
Are adaptable to West Bank and Gaza's specific development challenges and country circumstances	73	6.12	1.90	21	5.67	2.01	15	6.47	1.60

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	74	5.95	1.88	20	5.60	1.43	15	6.40	1.92
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	76	6.75	1.74	21	7.05	1.60	15	7.20	1.97

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

E. Working with the World Bank

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

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	60	5.15	2.12	17	5.88	2.37	14	6.21	2.33
The World Bank effectively monitors and evaluates the projects and programs it supports	69	6.52	1.88	23	6.87	1.77	15	7.73	1.16
The World Bank's approvals and reviews are done in a timely fashion	68	5.72	1.96	20	5.95	1.99	15	6.47	1.73
The World Bank's "Safeguard Policy" requirements are reasonable	65	5.62	2.02	15	5.87	1.68	15	6.27	2.15
The World Bank imposes reasonable conditions on its lending	60	5.53	2.21	15	5.67	2.16	12	6.08	2.43
Working with the World Bank increases West Bank and Gaza's institutional capacity*	75	6.15	2.15	21	6.10	2.21	15	7.73	2.37
The World Bank ensures consistency and continuity through staff changes	59	6.32	1.80	18	6.39	1.91	13	6.92	2.18
The World Bank's teams and visits are well coordinated	64	6.22	2.15	20	6.70	2.43	15	7.47	2.17
Where country systems are adequate, the World Bank makes appropriate use of them	55	6.16	2.08	18	6.39	1.88	13	7.62	2.22
The World Bank provides effective implementation support	66	6.41	1.84	20	6.25	2.02	14	7.50	1.51

*Significantly different between locations

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank is adequately staffed in West Bank and Gaza?	61	6.51	1.93	17	6.47	1.70	15	5.93	2.05

F. The Future Role of the World Bank in West Bank and Gaza

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in West Bank and Gaza's development in the near future?	74	7.66	1.52	23	7.17	2.42	14	8.14	1.88

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

Percentage of Respondents (Responses Combined)	West Bank (other areas)		
	Ramallah	West Bank (other areas)	Gaza
Focus primarily on advocacy issues	8.9%	20.8%	0.0%
Improve the quality of its experts as related to West Bank and Gaza's specific challenges	27.8%	12.5%	20.0%
Improve the competitiveness of its financing compared to markets	16.5%	8.3%	6.7%
Reach out more to groups outside of government	29.1%	41.7%	40.0%
Reduce the complexity of obtaining World Bank financing	31.6%	16.7%	40.0%
Ensure greater selectivity in its work	16.5%	8.3%	6.7%
Provide more adequate data/knowledge/statistics/figures on West Bank and Gaza's economy	11.4%	20.8%	6.7%
Offer more innovative financial products	11.4%	16.7%	6.7%
Offer more innovative knowledge services	12.7%	8.3%	13.3%
Work faster	17.7%	12.5%	20.0%
Increase the level of World Bank staffing in West Bank and Gaza's office*	0.0%	0.0%	26.7%
Other	3.8%	4.2%	6.7%

*Significantly different between locations

F. The Future Role of the World Bank in West Bank and Gaza (continued)

Below is a list of development priorities in West Bank and Gaza. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in West Bank and Gaza? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
Building capacity of state institutions	40.5%	20.8%	40.0%
Strengthening public financial management	26.6%	25.0%	26.7%
Ensuring legal and institutional reforms	25.3%	20.8%	13.3%
Strengthening public safety and security mechanisms	5.1%	0.0%	0.0%
Investing in national infrastructure	32.9%	25.0%	46.7%
Increasing access to basic services	10.1%	0.0%	6.7%
Building social safety nets	17.7%	20.8%	0.0%
Generating jobs	21.5%	37.5%	26.7%
Improving livelihoods	10.1%	12.5%	6.7%
Increasing social cohesion	3.8%	4.2%	0.0%
Modernizing and developing the education system	12.7%	33.3%	13.3%
Economic growth	39.2%	50.0%	46.7%
Encouraging private sector investment	25.3%	33.3%	33.3%
Improving health services	7.6%	4.2%	20.0%

Below is a list of development priorities in West Bank and Gaza. Which THREE areas below would benefit most from other donors in West Bank and Gaza? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
Building capacity of state institutions	24.1%	41.7%	40.0%
Strengthening public financial management	10.1%	20.8%	6.7%
Ensuring legal and institutional reforms	16.5%	20.8%	0.0%
Strengthening public safety and security mechanisms	10.1%	12.5%	6.7%
Investing in national infrastructure	34.2%	41.7%	33.3%
Increasing access to basic services	20.3%	16.7%	13.3%
Building social safety nets	11.4%	8.3%	20.0%
Generating jobs	29.1%	29.2%	53.3%
Improving livelihoods	17.7%	25.0%	20.0%
Increasing social cohesion	5.1%	16.7%	0.0%
Modernizing and developing the education system	15.2%	8.3%	13.3%
Economic growth	20.3%	8.3%	13.3%
Encouraging private sector investment	19.0%	4.2%	26.7%
Improving health services	26.6%	25.0%	33.3%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
Local newspapers	34.2%	41.7%	40.0%
International newspapers	8.9%	12.5%	0.0%
Local radio	8.9%	4.2%	0.0%
International radio	0.0%	0.0%	0.0%
Local television	7.6%	12.5%	6.7%
International television	11.4%	8.3%	13.3%
Periodicals	15.2%	12.5%	20.0%
Internet	73.4%	66.7%	60.0%
Social media	20.3%	4.2%	20.0%
Blogs	5.1%	16.7%	6.7%
Mobile phones	1.3%	0.0%	6.7%
Instant messaging	2.5%	0.0%	13.3%
Other	0.0%	4.2%	0.0%

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

Percentage of Respondents (Responses Combined)	Ramallah	West Bank (other areas)	Gaza
World Bank website	45.6%	58.3%	33.3%
Direct contact with World Bank	26.6%	12.5%	33.3%
e-newsletters	25.3%	29.2%	26.7%
Instant messaging	2.5%	4.2%	6.7%
World Bank seminars/workshops/conferences*	29.1%	25.0%	60.0%
World Bank publications and other written materials	35.4%	29.2%	20.0%
Mobile phones	3.8%	0.0%	0.0%
Social media	11.4%	4.2%	13.3%
Blogs	5.1%	4.2%	0.0%
Other	0.0%	0.0%	0.0%

*Significantly different between locations

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

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Yes	34.2%	31.8%	28.6%
No	65.8%	68.2%	71.4%

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

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Yes	14.1%	36.4%	20.0%
No	85.9%	63.6%	80.0%

Were you able to obtain this information?

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Yes	69.2%	75.0%	66.7%
No	30.8%	25.0%	33.3%

Do you have access to the Internet?

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Yes	97.2%	90.9%	100.0%
No	2.8%	9.1%	0.0%

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

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Yes	82.4%	72.7%	92.9%
No	17.6%	27.3%	7.1%

G. Communication and Information Sharing (continued)

Which do you primarily use?

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
The World Bank's country website	44.9%	59.1%	71.4%
The World Bank's main website	55.1%	40.9%	28.6%

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

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
High speed	93.0%	85.7%	86.7%
Dial-up	7.0%	14.3%	13.3%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Ramallah			West Bank (other areas)			Gaza		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	73	6.21	2.34	23	5.78	2.97	15	7.13	2.59
I find the World Bank websites easy to navigate	68	7.03	1.76	20	6.35	2.30	15	7.27	2.34
I find the information on the World Bank's websites useful	66	7.05	1.78	21	7.05	1.86	15	7.53	2.59
When I need information from the World Bank I know how to find it	70	6.90	2.07	21	6.90	1.92	14	7.36	2.87
The World Bank is responsive to my information requests and inquiries	50	7.00	2.04	19	6.58	2.43	13	7.15	2.64

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Ramallah	West Bank (other areas)	Gaza
Yes	57.9%	60.9%	73.3%
No	42.1%	39.1%	26.7%

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

Percentage of Respondents (responses combined)	Ramallah	West Bank (other areas)	Gaza
Observer	13.9%	16.7%	6.7%
Use World Bank reports/data	32.9%	41.7%	33.3%
Engage in World Bank related/sponsored events/activities	35.4%	29.2%	53.3%
Collaborate as part of my professional duties	43.0%	50.0%	60.0%
Use World Bank website for information, data, research, etc.	36.7%	33.3%	20.0%

Appendix D: Responses to All Questions by Year¹

FY '03 Response Number = 62 • FY '09 Response Number = 96 • FY '13 Response Number = 119

B. Overall Attitudes toward the World Bank

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in West Bank and Gaza?	62	6.89	2.20	90	6.62	2.33	118	6.73	2.14

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

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in West Bank and Gaza?^*	59	6.44	2.14	83	6.40	1.94	117	5.74	1.98

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

^Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY09 country surveys.

To what extent do you agree with the following statements about the World Bank's work in West Bank and Gaza, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in West Bank and Gaza^*	59	6.53	2.18	94	6.09	2.16	114	5.46	2.12
The World Bank's work is aligned with what I consider the development priorities for West Bank and Gaza^	57	5.98	2.43	94	5.72	2.15	115	5.24	2.13
The World Bank supports programs and strategies that are realistic for West Bank and Gaza^	57	6.32	2.11	91	5.87	1.99	114	5.51	2.13
The World Bank treats clients and stakeholders in West Bank and Gaza with respect	55	7.67	1.99	82	7.22	2.06	109	7.24	2.18

^Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY09 country surveys.

¹ Only those questions that were asked in the FY '03, FY '09, and FY '13 country surveys, with similar response scales/options, are presented.

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in West Bank and Gaza, in terms of each of the following?

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

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*				64	6.20	2.00	111	5.40	1.96
Staff accessibility				84	6.25	2.45	108	6.11	2.19
Straightforwardness and honesty^	58	7.75	2.11	81	6.75	2.49	111	6.85	1.99

[^]Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY09 country surveys.

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in West Bank and Gaza,

on a ten point scale? (1-Not effective at all, 10-Very effective)

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption^*	62	7.10	2.60	88	6.11	2.15	99	4.69	2.23
Regulatory framework^	62	6.69	1.92	83	5.96	1.92	101	5.85	2.00
Infrastructure^	62	7.07	2.22	82	6.45	2.17	102	6.07	1.90
Poverty reduction^	62	6.13	2.60	89	5.85	2.16	105	5.28	2.02
Gender^	62	6.46	2.13	81	5.80	2.24	92	5.50	2.08
Economic growth^*	62	6.58	2.42	87	5.66	2.12	101	4.97	1.91
Public sector governance/ reform^	62	6.42	2.35	85	6.15	2.13	99	5.61	2.11
Health*	62	5.98	2.80	81	6.27	2.13	92	5.35	1.87
Education	62	5.69	2.84	85	6.09	2.19	101	5.50	1.99
Domestic private sector development^*	62	6.94	2.43	84	5.86	2.02	94	5.18	1.90
Social protection^*	62	5.99	2.38	84	5.74	2.22	94	5.03	2.21

[^]Significantly different between FY13 and FY03 country surveys; *significantly different between FY13 and FY09 country surveys.

D. The World Bank's Knowledge Work and Activities

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

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

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	55	7.42	2.54	86	7.04	2.22	111	6.73	2.06
Are useful in terms of the work you do^*	59	7.90	1.66	88	8.06	2.14	110	6.81	1.90
Are adaptable to West Bank and Gaza's specific development challenges and country circumstances^	58	6.90	2.34	87	6.38	2.31	109	6.08	1.88

[^]Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY09 country surveys.

E. Working with the World Bank

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

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly ^{^*}	40	6.80	2.30	60	6.47	2.17	91	5.45	2.22
The World Bank effectively monitors and evaluates the projects and programs it supports ^{^*}	41	7.73	1.91	63	7.49	2.12	107	6.77	1.81
Working with the World Bank increases West Bank and Gaza's institutional capacity ^{^*}	41	7.20	1.90	65	6.85	2.02	111	6.35	2.24

[^]Significantly different between FY13 and FY03 country surveys; ^{*}Significantly different between FY13 and FY09 country surveys.

F. The Future Role of the World Bank

	year					
	FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in West Bank and Gaza's development in the near future? [*]	89	6.76	2.20	111	7.62	1.79

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

Significantly different between FY13 and FY09 country surveys.

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	2003	2009	2013
Yes	-	100.0%	96.3%
No	-	0.0%	3.7%

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

Percentage of Respondents	2003	2009	2013
Yes	-	85.9%	81.8%
No	-	14.1%	18.2%

Which do you primarily use?

Percentage of Respondents	2003	2009	2013
The World Bank's country website	-	63.2%	51.4%
The World Bank's main website	-	36.8%	48.6%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2003			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank websites easy to navigate [*]				81	7.52	1.78	103	6.93	1.97
I find the information on the World Bank's websites useful [*]				80	7.71	1.69	102	7.12	1.92
When I need information from the World Bank I know how to find it [^]	62	7.73	2.12	82	7.22	2.23	105	6.96	2.15
The World Bank is responsive to my information requests and inquiries [^]	62	7.94	1.65	66	6.86	2.47	82	6.93	2.22

[^]Significantly different between FY13 and FY03 country surveys; ^{*}Significantly different between FY13 and FY09 country surveys.

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in West Bank and Gaza? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in West Bank and Gaza?	4.76	6.44	5.93	4.56	5.78	5.68	5.43	6.28	5.30	6.26	5.86	5.53
To what extent do you believe the World Bank's staff is well prepared to help West Bank and Gaza solve its most complicated development challenges?	5.16	6.65	6.08	5.43	5.89	6.21	5.76	6.43	5.75	6.29	6.15	5.69
Overall the World Bank currently plays a relevant role in development in West Bank and Gaza	4.89	5.86	5.58	4.73	5.76	4.93	5.12	6.07	5.05	5.93	5.34	5.71
The World Bank's work is aligned with what I consider the development priorities for West Bank and Gaza	4.67	5.60	5.38	4.38	5.53	4.70	4.99	5.69	4.80	5.74	5.12	5.50
Responsiveness	4.65	5.98	5.46	5.14	5.58	5.15	5.29	5.65	5.22	5.64	5.38	5.50
Openness	5.50	6.58	6.24	5.36	6.25	5.93	5.74	6.83	5.92	6.37	5.96	6.46
Collaboration with groups outside of the Government	5.63	6.43	6.09	5.80	6.49	5.29	5.62	6.81	5.59	6.60	6.19	5.76
Collaboration with the Government	6.18	7.50	7.06	6.40	7.30	6.37	6.64	7.56	6.69	7.30	6.96	7.00
Collaboration with other donors	6.47	7.34	7.02	6.50	7.10	6.73	6.78	7.29	6.82	7.10	6.94	7.00
To what extent does the World Bank's work help to achieve development results in West Bank and Gaza?	4.91	5.76	5.49	4.88	5.71	4.85	5.06	6.00	5.16	5.69	5.33	5.55
To what extent does the World Bank help to build/strengthen existing country systems in West Bank and Gaza?	5.34	6.53	6.15	5.07	6.35	5.43	5.71	6.54	5.54	6.53	5.96	6.11
The World Bank's financial instruments meet the needs of West Bank and Gaza	4.33	5.49	5.08	4.60	5.30	4.53	4.76	5.48	4.62	5.50	5.07	4.92
The World Bank meets West Bank and Gaza's needs for knowledge services	4.84	6.00	5.61	4.71	5.51	5.46	5.26	5.90	5.27	5.76	5.37	5.74
The World Bank knowledge work and activities are adaptable to West Bank and Gaza's specific development challenges and country circumstances	5.45	6.52	6.15	5.64	6.16	5.95	5.81	6.56	5.84	6.35	6.14	5.97
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.39	6.33	6.02	5.43	6.09	5.69	5.74	6.31	5.69	6.20	5.88	6.08
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.34	7.24	6.92	6.56	6.90	6.80	6.71	7.15	6.68	7.08	6.79	7.00
Where country systems are adequate, the World Bank makes appropriate use of them	5.93	6.76	6.49	6.00	6.58	6.14	5.96	7.26	6.00	6.84	6.60	6.10

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: WEST BANK AND GAZA FY 2013 Questionnaire



World Bank Country Survey FY13 –West Bank and Gaza

The World Bank is interested in gauging the views of clients and partners who are either involved in development in West Bank and Gaza or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in West Bank and Gaza, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in West Bank and Gaza. The World Bank commissioned an independent firm to oversee the logistics of this effort in West Bank and Gaza. This ensures anonymity and confidentiality. We hope you'll be candid. 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.

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 WEST BANK AND GAZA

A1. In general would you say that West Bank and Gaza 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 West Bank and Gaza.			
Please identify which of the following you consider the most important development priorities in West Bank and Gaza? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	21	Poverty reduction
2	Transport (e.g., roads, bridges, transportation)	22	Food security
3	Security/stabilization/reconstruction	23	Movement and access improvement
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Social cohesion - Palestinian reconciliation
5	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
6	Gender	26	Agricultural development
7	Domestic private sector development	27	Trade and exports
8	Foreign direct investment	28	Crime and violence
9	Civil society development	29	Peace with Israel
10	Water and sanitation	30	Economic growth
11	Energy	31	Law and justice (e.g., judicial system)
12	Regional conflict and tensions	32	Regulatory framework
13	Job creation/employment	33	Communicable/non-communicable diseases
14	Rural development	34	Infrastructure
15	Financial markets	35	Local governance and institutions
16	Urban development	36	Natural resource management (e.g., oil, gas, mining)
17	Environmental sustainability	37	Anti corruption
18	Equality of opportunity (i.e., equity)	38	Disaster management
19	Health	39	Information and communications technology
20	Education		

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 West Bank and Gaza? (Choose no more than THREE)			
1	Water and sanitation	20	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	21	Anti corruption
3	Economic growth	22	Domestic private sector development
4	Climate change (e.g., mitigation, adaptation)	23	Foreign direct investment
5	Regional conflict and tensions	24	Energy
6	Global/regional integration	25	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender	26	Social cohesion
8	Rural development	27	Education
9	Urban development	28	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	29	Environmental sustainability
11	Local governance and institutions	30	Health
12	Civil society development	31	Movement and access improvement
13	Infrastructure	32	Agricultural development
14	Social protection (e.g., pensions, targeted social assistance)	33	Disaster management
15	Law and justice (e.g., judicial system)	34	Job creation/employment
16	Transport (e.g., roads, bridges, transportation)	35	Financial markets
17	Crime and violence	36	Trade and exports
18	Communicable/non-communicable diseases	37	Food security
19	Information and communications technology		

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in West Bank and Gaza? (Choose no more than THREE)			
1	Energy	20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Gender	21	Domestic private sector development
3	Equality of opportunity (i.e., equity)	22	Job creation/employment
4	Global/regional integration	23	Agricultural development
5	Social protection (e.g., pensions, targeted social assistance)	24	Civil society development
6	Movement and access improvement	25	Food security
7	Climate change (e.g., mitigation, adaptation)	26	Transport (e.g., roads, bridges, transportation)
8	Anti corruption	27	Security/stabilization/reconstruction
9	Disaster management	28	Education
10	Regional conflict and tensions	29	Natural resource management (e.g., oil, gas, mining)
11	Rural development	30	Environmental sustainability
12	Foreign direct investment	31	Health
13	Urban development	32	Infrastructure
14	Water and sanitation	33	Law and justice (e.g., judicial system)
15	Trade and exports	34	Local governance and institutions
16	Information and communications technology	35	Peace with Israel
17	Regulatory framework	36	Crime and violence
18	Communicable/non-communicable diseases	37	Financial markets
19	Social cohesion		

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in West Bank and Gaza, on a ten point scale?									
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's effectiveness in West Bank and Gaza, on a ten point scale?										
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's staff is well prepared (e.g., skills and knowledge) to help West Bank and Gaza solve its most complicated development challenges, on a ten point scale?										
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

B4. When thinking about how the World Bank can have the most impact on development results in West Bank and Gaza, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in West Bank and Gaza? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	20	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	21	Regional conflict and tensions
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Health
4	Transport (e.g., roads, bridges, transportation)	23	Education
5	Poverty reduction	24	Food security
6	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
7	Gender	26	Agricultural development
8	Crime and violence	27	Trade and exports
9	Rural development	28	Economic growth
10	Domestic private sector development	29	Law and justice (e.g., judicial system)
11	Foreign direct investment	30	Local governance and institutions
12	Water and sanitation	31	Regulatory framework
13	Energy	32	Communicable/non-communicable diseases
14	Social cohesion	33	Infrastructure
15	Job creation/employment	34	Natural resource management (e.g., oil, gas, mining)
16	Financial markets	35	Information and communications technology
17	Urban development	36	Anti corruption
18	Environmental sustainability	37	Disaster management
19	Civil society development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in West Bank and Gaza?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Strategy formulation	<input type="checkbox"/>	<input type="checkbox"/>
13	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in West Bank and Gaza? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in West Bank and Gaza
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Its advice and strategies do not lend themselves to practical problem solving
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank staff members located in the country
19	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in West Bank and Gaza? (Choose no more than TWO)	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?										
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

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Donor community
6	Foundations
7	Academia/think tanks/research institutes
8	Parliament
9	Media
10	Faith based organizations
11	Emerging donors
12	UN agencies
13	Regional organizations (e.g., Islamic Development Bank and Arab donors)
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in West Bank and Gaza, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
B10	Overall the World Bank currently plays a relevant role in development in West Bank and Gaza	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for West Bank and Gaza	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	The World Bank supports programs and strategies that are realistic for West Bank and Gaza	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in West Bank and Gaza with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank an effective development partner in West Bank and Gaza, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B25. When World Bank 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 works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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 C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in West Bank and Gaza, on a ten point scale?												Very effective	Don't know
		Not effective at all											
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	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"/>	
C17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Movement and access improvement	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Civil society development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C27. To what extent does the World Bank's work help to achieve development results in West Bank and Gaza, on a ten point scale?											
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

C28. To what extent does the World Bank help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in West Bank and Gaza, on a ten point scale?											
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 in West Bank and Gaza, on a ten point scale?												
		Strongly disagree					Strongly agree					Don't know
C29	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of West Bank and Gaza	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	The World Bank meets West Bank and Gaza'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"/>

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'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

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

D2. When thinking about the development challenges in West Bank and Gaza, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Urban development
2	Gender	21	Education
3	Social cohesion	22	Crime and violence
4	Domestic private sector development	23	Movement and access improvement
5	Foreign direct investment	24	Global/regional integration
6	Water and sanitation	25	Information and communications technology
7	Trade and exports	26	Local governance and institutions
8	Energy	27	Transport (e.g., roads, bridges, transportation)
9	Regional conflict and tensions	28	Agricultural development
10	Disaster management	29	Natural resource management (e.g., oil, gas, mining)
11	Social protection (e.g., pensions, targeted social assistance)	30	Job creation/employment
12	Climate change (e.g., mitigation, adaptation)	31	Health
13	Poverty reduction	32	Economic growth
14	Law and justice (e.g., judicial system)	33	Rural development
15	Security/stabilization/reconstruction	34	Food security
16	Anti corruption	35	Environmental sustainability
17	Financial markets	36	Regulatory framework
18	Equality of opportunity (i.e., equity)	37	Infrastructure
19	Civil society development	38	Communicable/non-communicable diseases

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

In West Bank and Gaza, how effective do you believe the World Bank's knowledge work and activities are at:												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In West Bank and Gaza, to what extent do you believe that the World Bank'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	
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to West Bank and Gaza's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adaptable to West Bank and Gaza's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
												<input type="checkbox"/>
Not significant at all									Very significant		Don't know	

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

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	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 E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank 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'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's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases West Bank and Gaza's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E11. To what extent do you believe the World Bank is adequately staffed in West Bank and Gaza, on a ten point scale?											
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 IN WEST BANK AND GAZA

F1. How significant a role do you believe the World Bank SHOULD play in West Bank and Gaza's development in the near future, on a ten point scale?

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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in West Bank and Gaza? (Choose no more than TWO)

1	Focus primarily on advocacy issues
2	Improve the quality of its experts as related to West Bank and Gaza's specific challenges
3	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
4	Reach out more to groups outside of government
5	Reduce the complexity of obtaining World Bank financing
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on West Bank and Gaza's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Work faster
11	Increase the level of World Bank staffing in West Bank and Gaza's office
12	Other (please specify): _____

F3. Below is a list of development priorities in West Bank and Gaza. Please answer the following questions:

Choose no more than THREE for each column		A. Which THREE areas below would benefit most from the World Bank playing a leading role among international partners in West Bank and Gaza?	B. Which THREE areas below would benefit most from other donors in West Bank and Gaza?
1	Building capacity of state institutions (national and local levels)	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Ensuring legal and institutional reforms	<input type="checkbox"/>	<input type="checkbox"/>
4	Strengthening public safety and security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
5	Investing in national infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
6	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
7	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
8	Generating jobs	<input type="checkbox"/>	<input type="checkbox"/>
9	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
10	Increasing social cohesion (justice and equality)	<input type="checkbox"/>	<input type="checkbox"/>
11	Modernizing and developing the education system	<input type="checkbox"/>	<input type="checkbox"/>
12	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
13	Encouraging private sector investment	<input type="checkbox"/>	<input type="checkbox"/>
14	Improving health services	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in West Bank and Gaza? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank 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 website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/we)
2	The World Bank's main website (www.worldbank.org)

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

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I use/consult World Bank data more currently than I did a few years ago												<input type="checkbox"/>
G11	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
G12	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
G13	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G14	The World Bank is responsive to my information requests and inquiries												<input type="checkbox"/>

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 H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in West Bank and Gaza? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	Jenin - Nablus
2	Ramallah
3	Jerusalem
4	Bethlehem - Hebron
5	Gaza Strip

Thank you for completing the survey!