



Lebanon

The World Bank
Country Survey FY 2013

Report of Findings
September 2013



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In April-May 2013, 574 stakeholders of the World Bank in Lebanon were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey.

Participants in the survey were drawn from among the office of the President/Prime Minister/Minister, the office of a Parliamentarian; 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; community-based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 196 stakeholders participated in the survey (34% response rate).

Respondents received questionnaires via courier and email and returned them accordingly.

Respondents were asked about: general issues facing Lebanon; 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 Lebanon; and the Bank's communication and information sharing in Lebanon.

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 Lebanon: Respondents were asked to indicate whether Lebanon is headed in the right direction, what they thought were the top three development priorities in Lebanon, which areas would contribute most to reducing poverty and generating economic growth, and what best illustrates how "shared prosperity" would be achieved in Lebanon.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Lebanon, Bank staff preparedness to help Lebanon 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 asked to indicate the Bank's greatest values, greatest weaknesses, the most effective instruments in helping reduce poverty in Lebanon, with which stakeholder groups the Bank should collaborate more, in which sectoral areas the Bank should focus most resources, to what extent the Bank should seek to influence the global development agenda, and to what reasons respondents attributed failed or slow reform efforts.

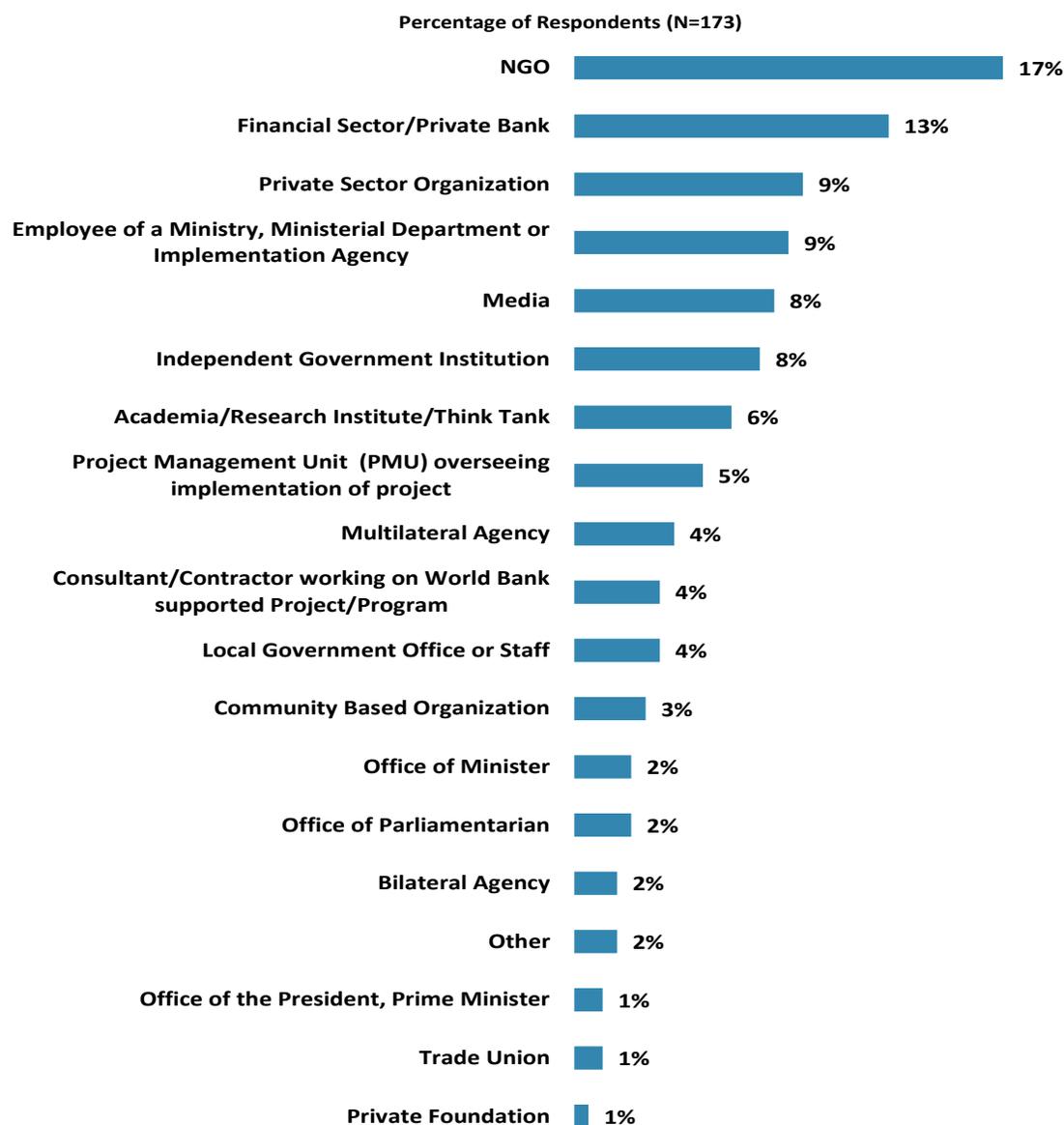
II. Methodology (continued)

- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets Lebanon's needs for knowledge services and financial instruments, the extent Lebanon received value for money from the Bank's fee-based products/services, and the Bank's level of effectiveness across thirty three development areas, such as public sector governance/reform, social protection, job creation/employment, anti-corruption, and transport.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities, the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge work and activities, 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 Lebanon's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Lebanon: Respondents were asked to rate how significant a role the Bank should play in Lebanon 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, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests. Respondents were also asked to indicate whether they primarily use the Bank's country website or the Bank's main website and whether they primarily use high speed or dial-up Internet connection when visiting a World Bank website. Respondents were asked if they used/had used the Bank's Public information Centers (PICs) in Lebanon and to what extent they agree that PICs are a great source of information related to development in Lebanon.
- 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 Lebanon, and their geographic location.

III. Demographics of the Sample

Current Position

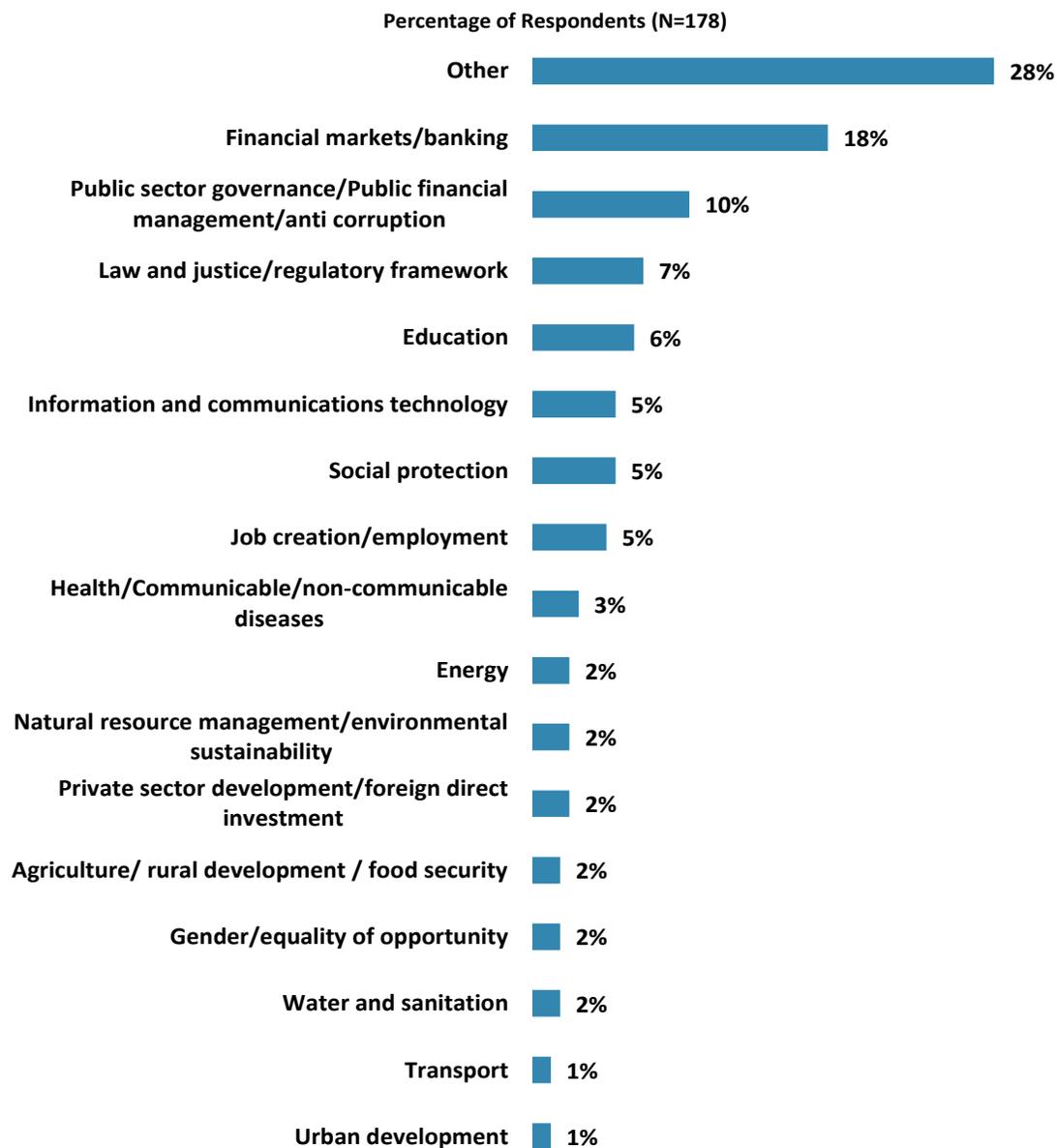
- For further analyses, respondents from the office of President/Prime Minister were combined with respondents from the office of Minister; respondents from PMUs were combined with consultants/contractors working on Bank projects; respondents from bilateral agencies were combined with respondents from multilateral agencies; respondents from private sector organizations were combined with respondents from financial sector/private banks; respondents from private foundations, NGOs, CBOs, and trade unions were combined into the “CSO” category; there were no respondents from the judiciary branch or faith-based groups.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

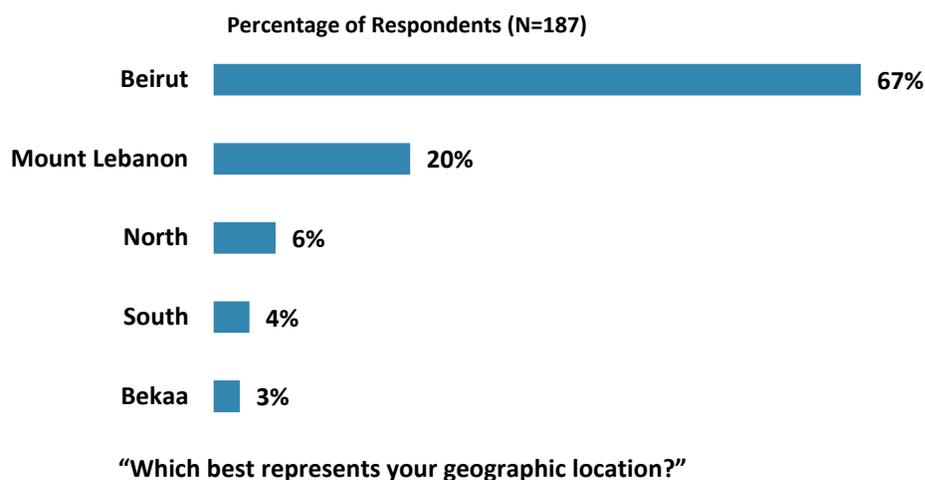


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

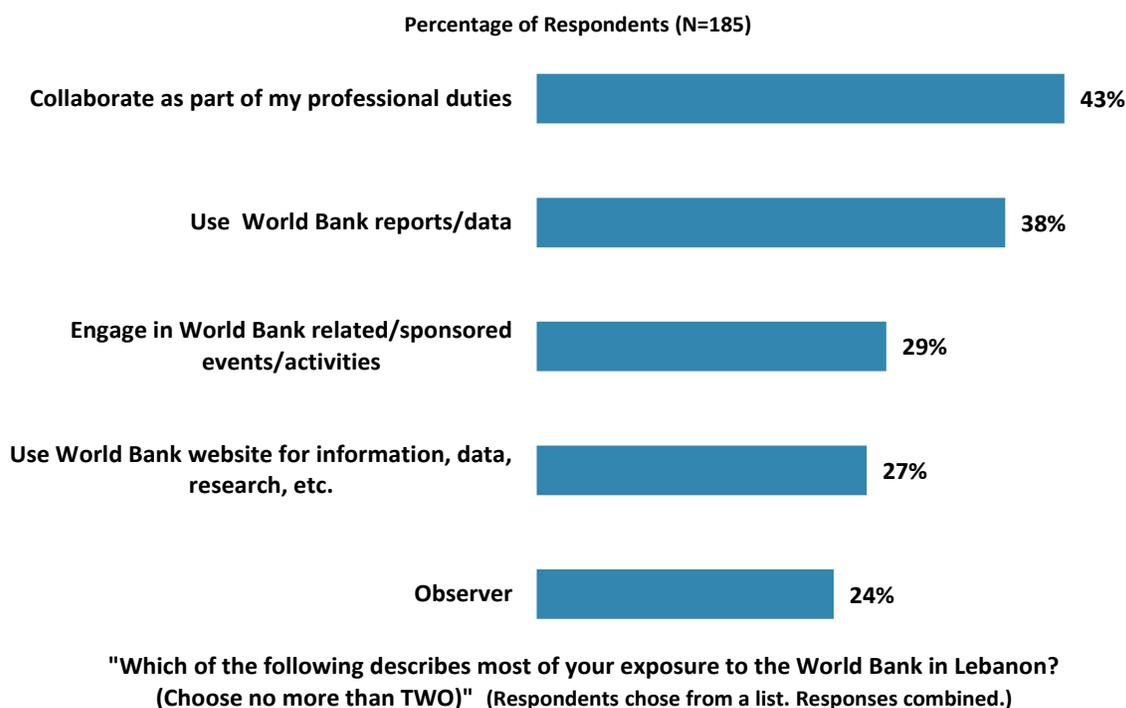
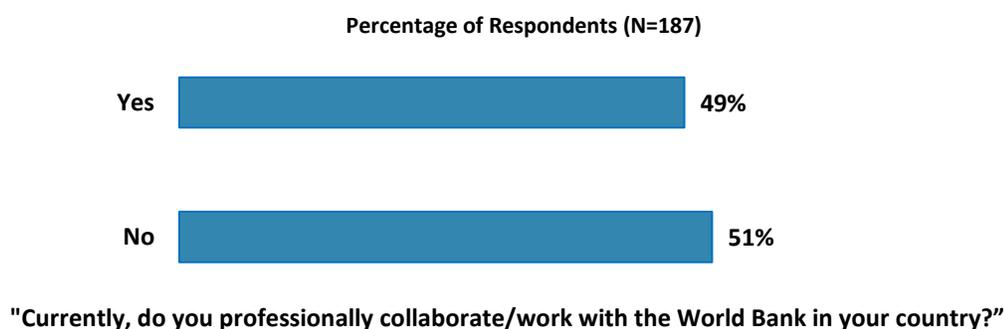
- Because of the small number of respondents from “South” and “Bekaa,” these locations were combined in the “South and Bekaa” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 90). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

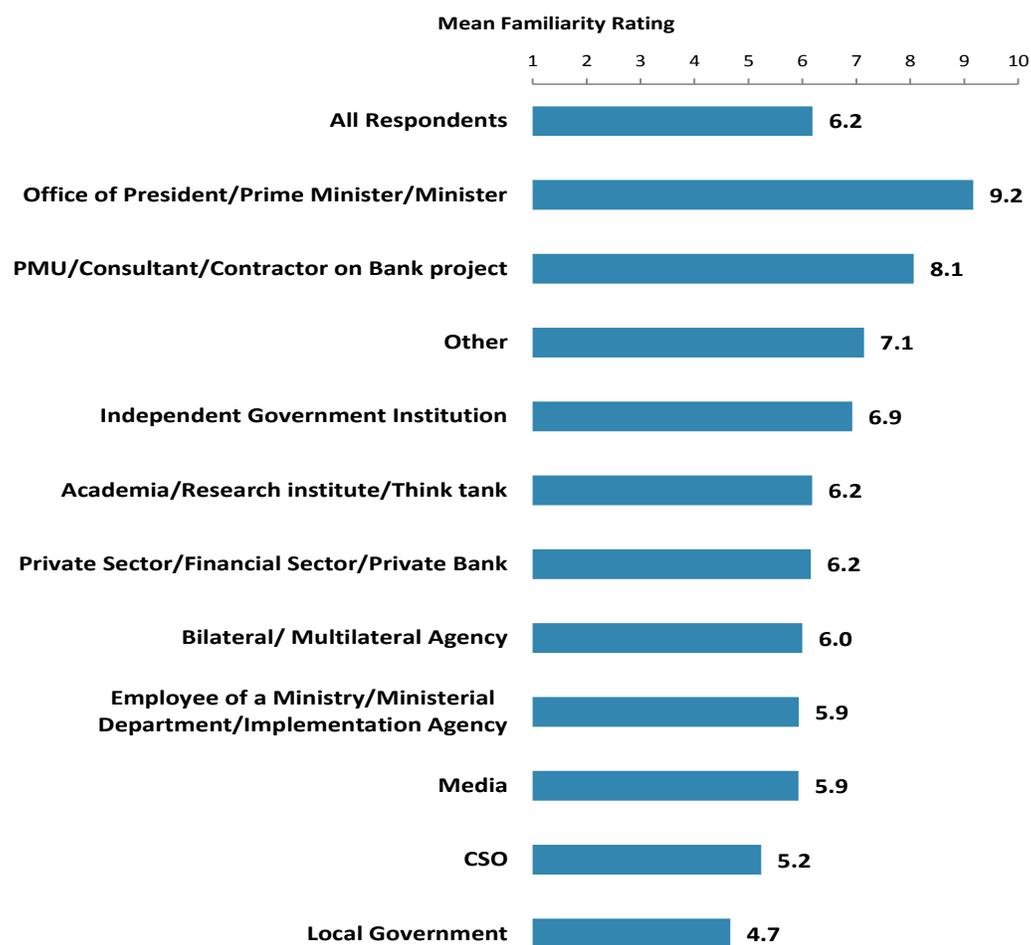
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Lebanon, can be found in Appendix D (see page 106). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.
- Respondents from the Office of President/Prime Minister/Minister, PMUs and consultants working on Bank projects were most likely to indicate that they professionally collaborate/work with the Bank, whereas respondents from local governments and CSOs were significantly *less* likely to indicate so.



III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Respondents from the Office of President/Prime Minister/Minister indicated the highest levels of familiarity with the World Bank, whereas respondents from CSOs and local governments indicated significantly *lower* levels of familiarity.
- Respondents from Beirut indicated the highest levels of familiarity with the World Bank, whereas respondents from South and Bekaa indicated significantly *lower* levels of familiarity.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Lebanon and the Bank's relevance to Lebanon's development, and significantly, moderately correlated with the Bank's ability to help achieve development results in Lebanon.

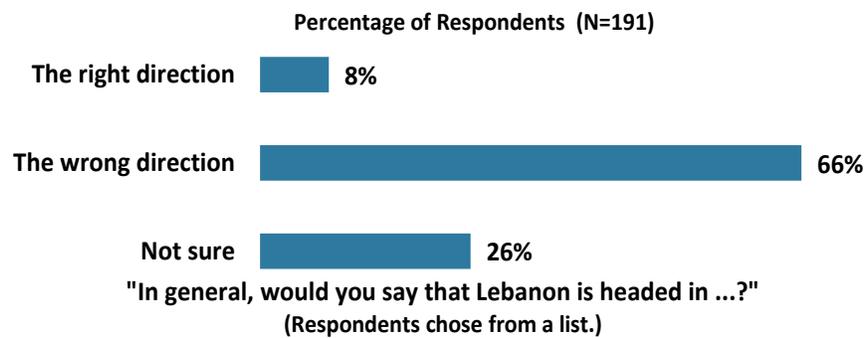


"How familiar are you with the work of the World Bank in Lebanon?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Lebanon

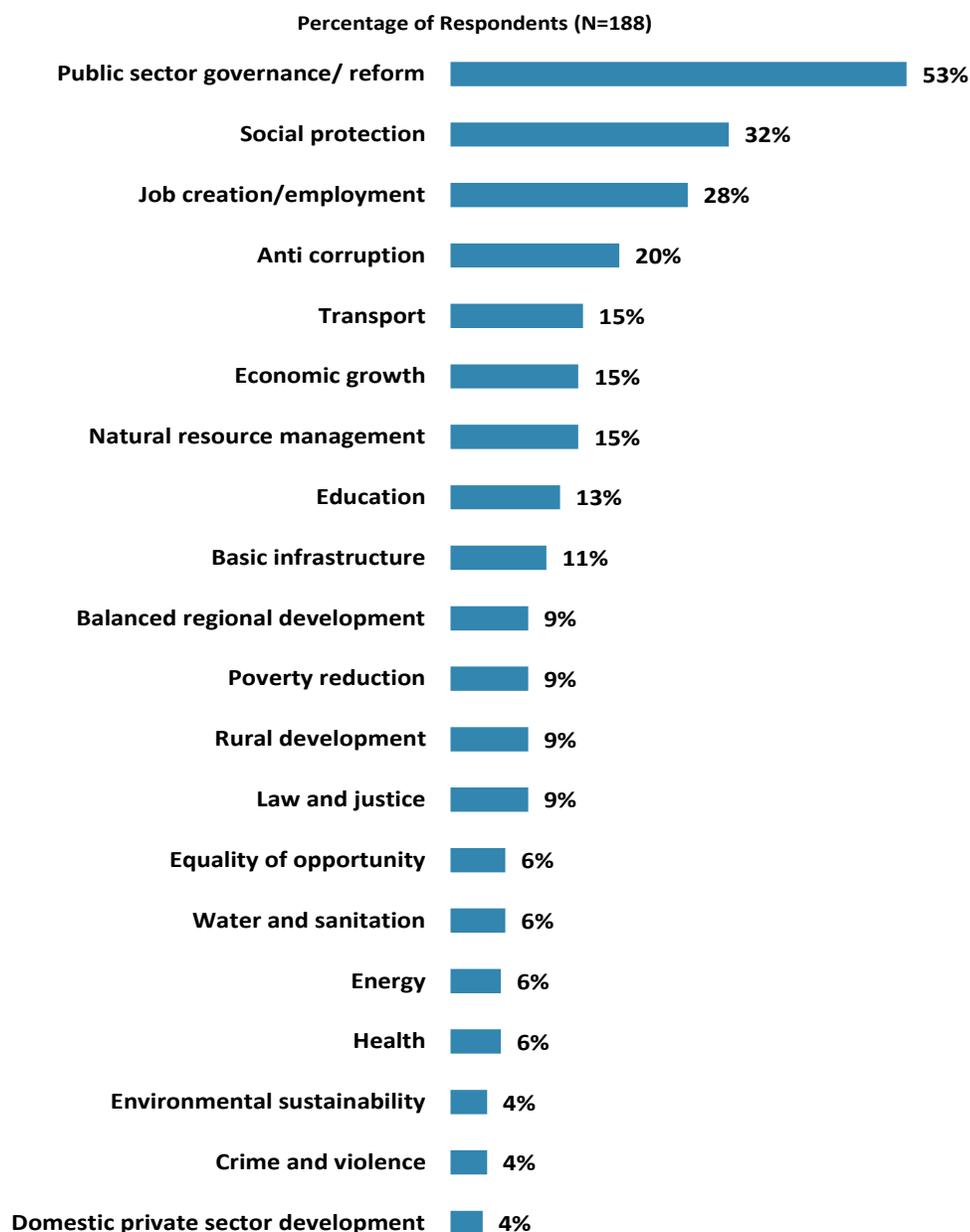
Headed in the Right Direction

- Most respondents in a majority of the stakeholder groups indicated that Lebanon is headed in the wrong direction, whereas respondents from PMUs and consultants/contractors working on Bank projects were significantly *more* likely than other groups to indicate that the country is headed in the right direction.
- More than half of the respondents from ministries/ministerial departments/implementation agencies indicated that they were not sure whether Lebanon is headed in the right or wrong direction.



IV. General Issues Facing Lebanon (continued)

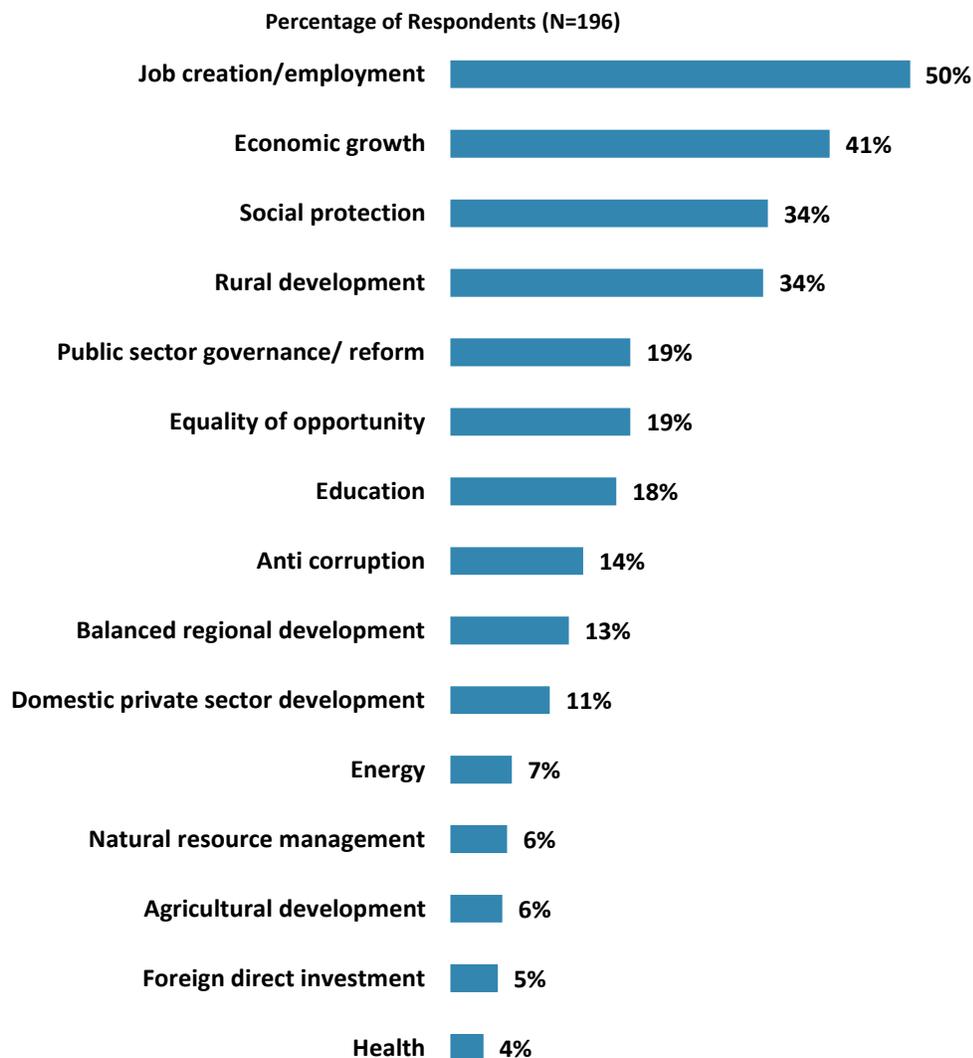
Development Priority



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

IV. General Issues Facing Lebanon (continued)

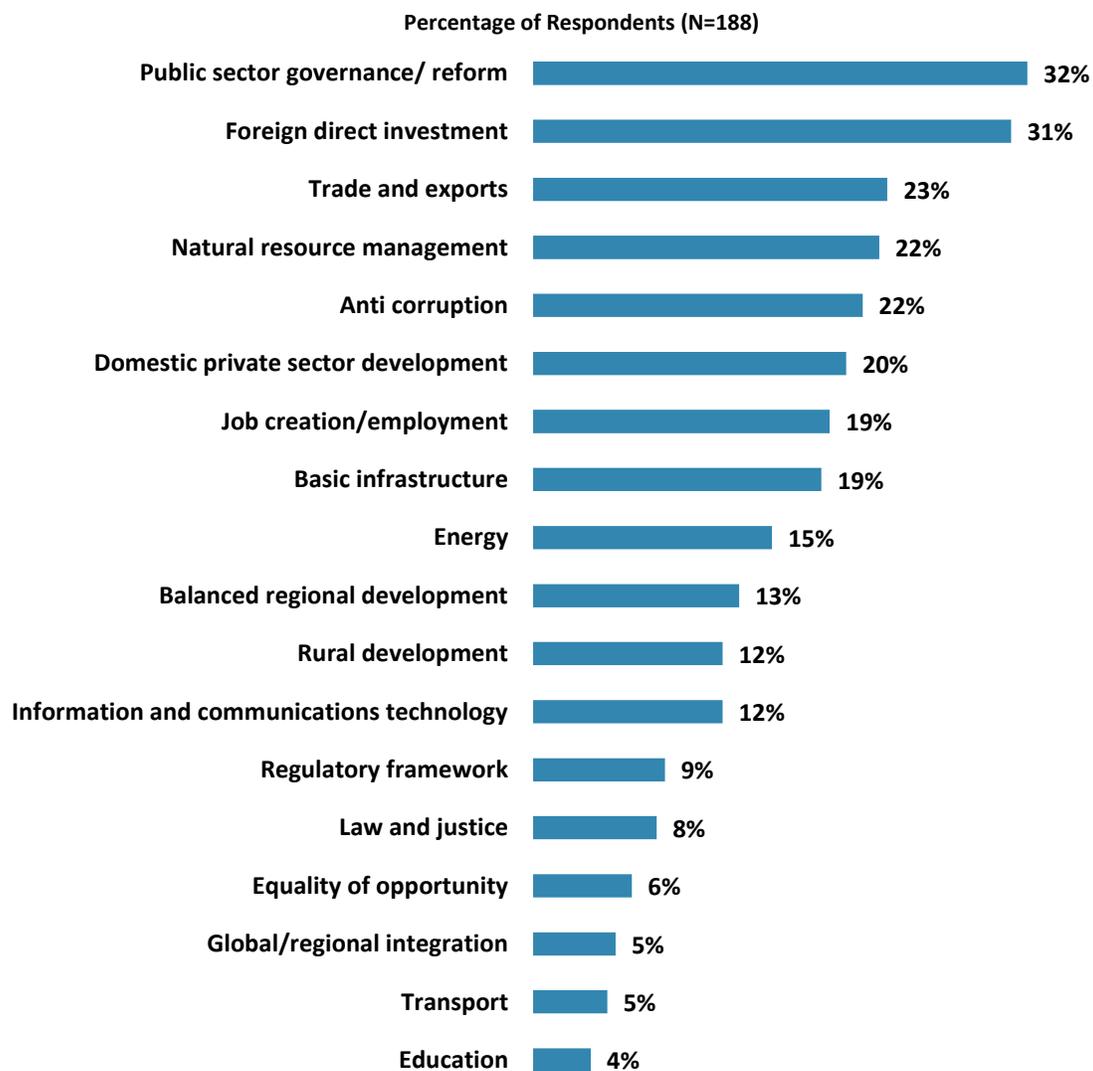
What Would Contribute Most to Reducing Poverty



"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 Lebanon?" (Respondents chose from a list. Responses combined.)

IV. General Issues Facing Lebanon (continued)

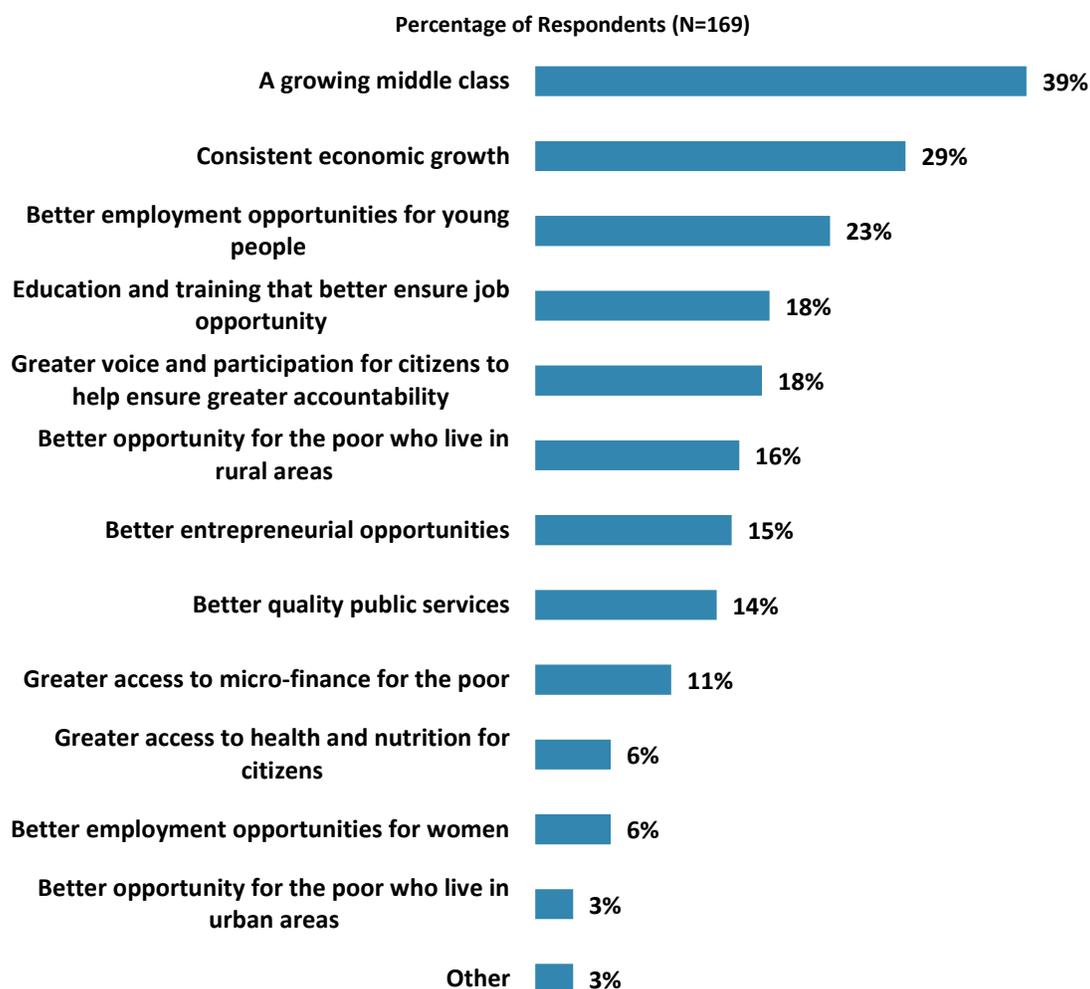
What Would Contribute Most to Generating Economic Growth



"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 Lebanon? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

IV. General Issues Facing Lebanon (continued)

What Best Illustrates How “Shared Prosperity” Would Be Achieved

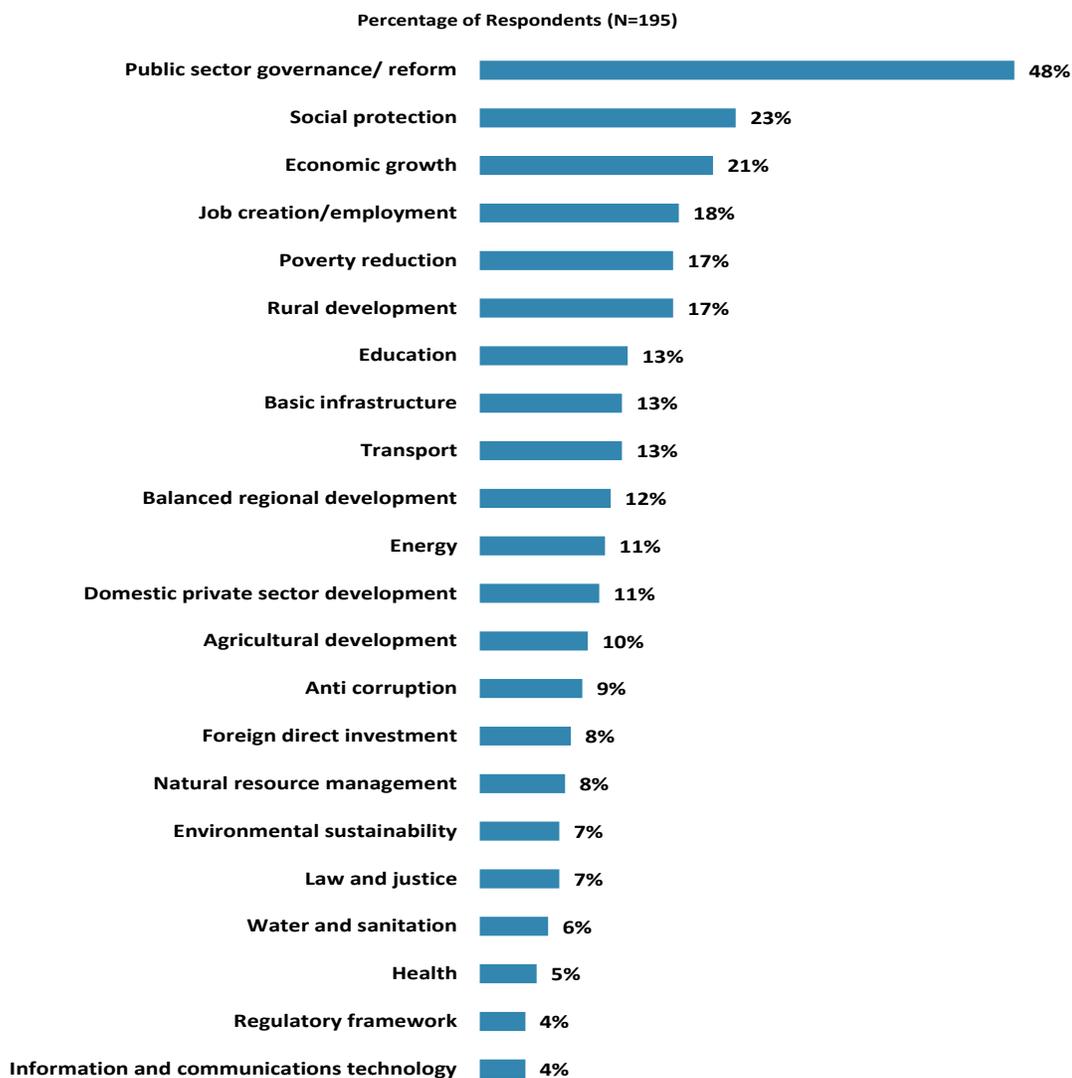


"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Lebanon? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- Half of the respondents from local governments and more than a quarter of the respondents from the Office of President/Prime Minister/Minister, ministries/ministerial departments/implementation agencies, and independent government organizations indicated that the World Bank should focus most of its attention and resources on “basic infrastructure,” whereas respondents from other stakeholder groups were significantly *less* likely to indicate so.



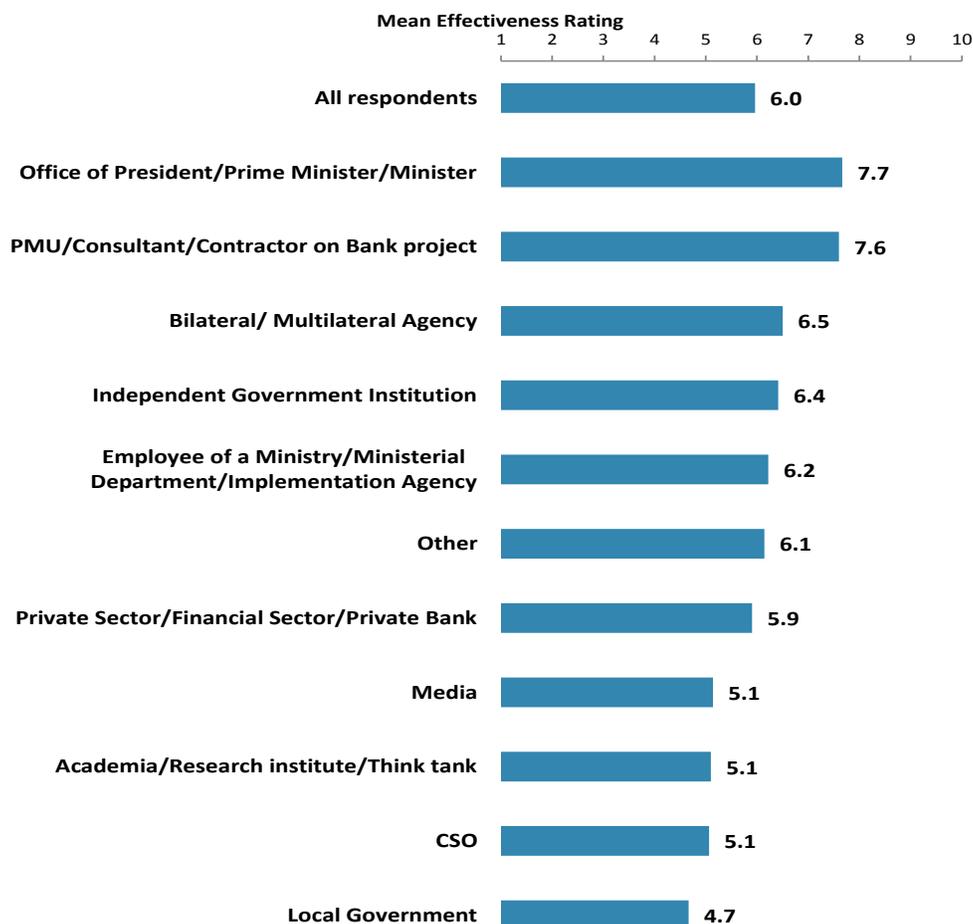
“When thinking about how the World Bank can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lebanon? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

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*)

- Respondents from the office of President/Prime Minister/Minister and PMUs and consultants/contractors working on Bank projects gave the highest ratings for the World Bank’s overall effectiveness in Lebanon, whereas respondents from the CSOs and local governments gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the Bank’s overall effectiveness in Lebanon.

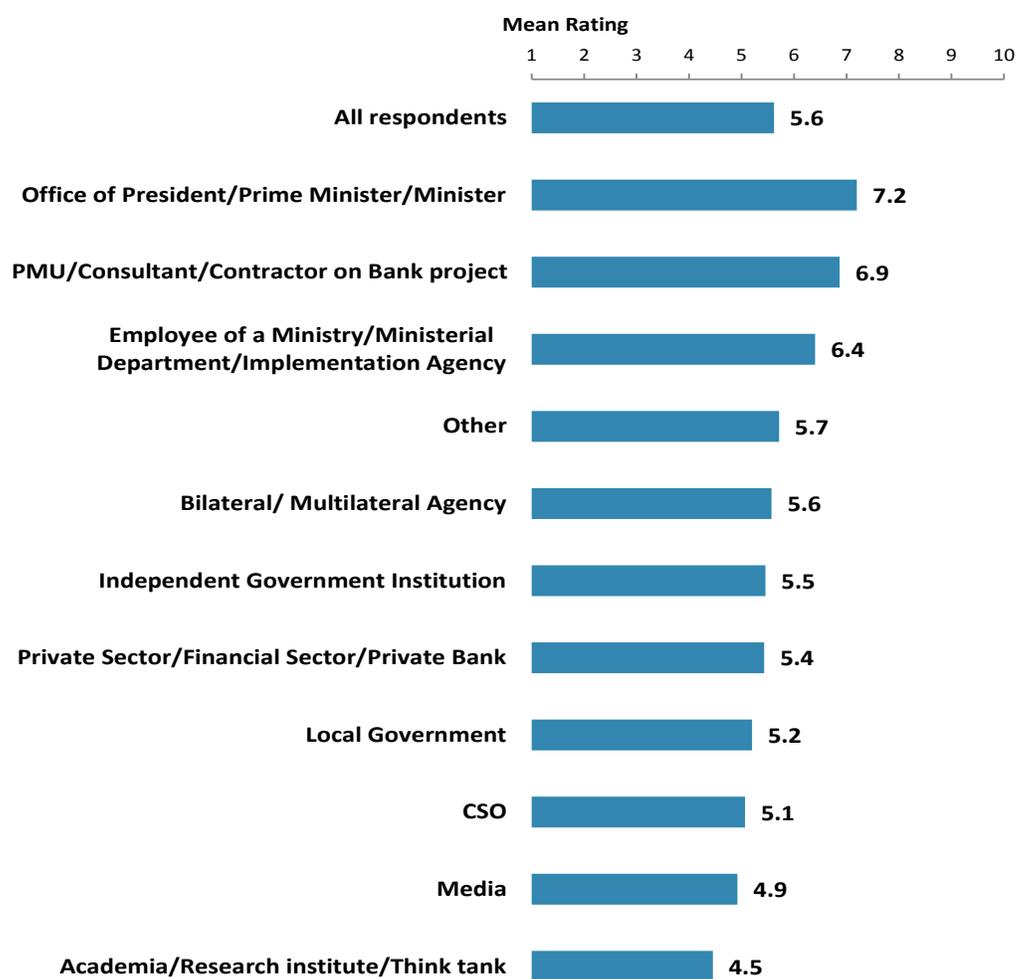


"Overall, please rate your impression of the World Bank's effectiveness in Lebanon?"
(1 - "Not effective at all", 10 - "Very effective")

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

- Respondents from the office of President/Prime Minister/Minister and PMUs and consultants/contractors working on Bank projects gave the highest ratings for the extent to which the World Bank helps achieve development results in Lebanon, whereas respondents from the media and academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the World Bank helps achieve development results in Lebanon.



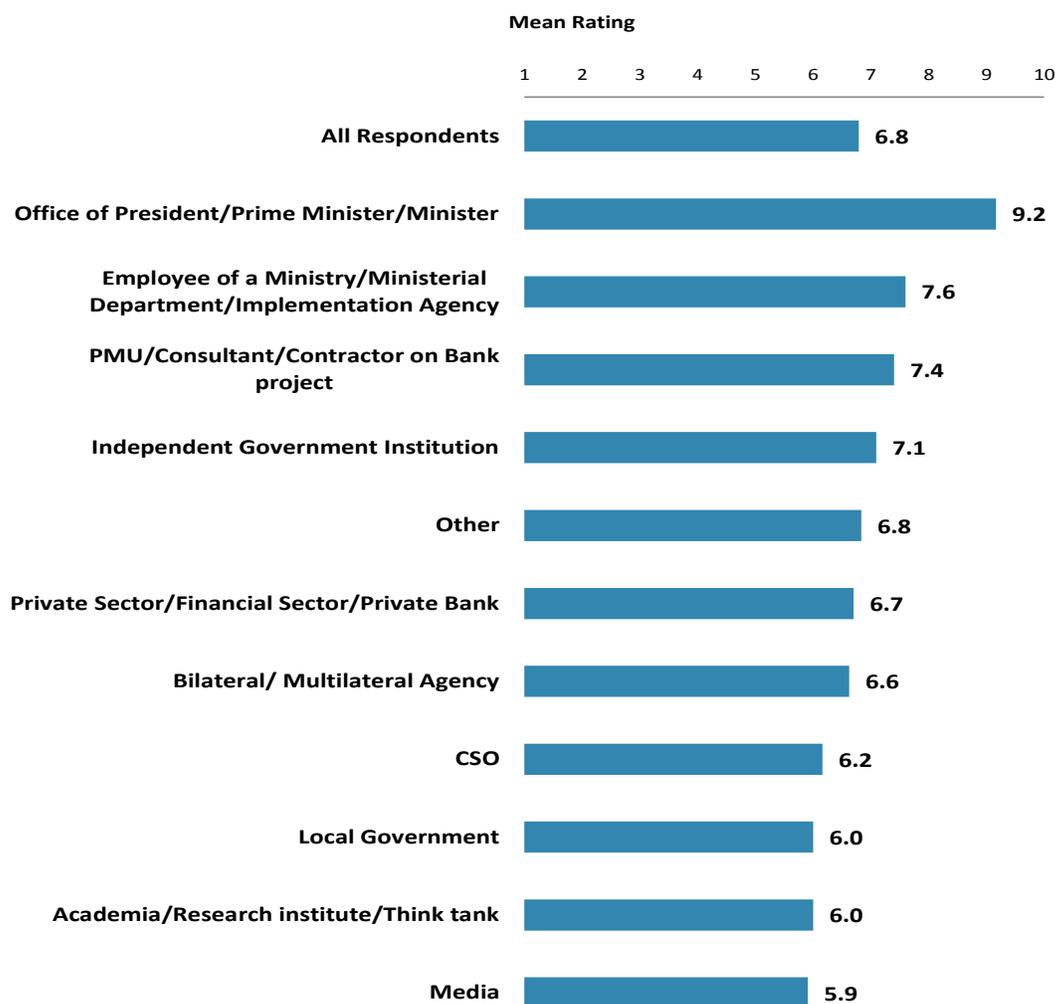
"To what extent does the World Bank's work help to achieve development results in Lebanon?"

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

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

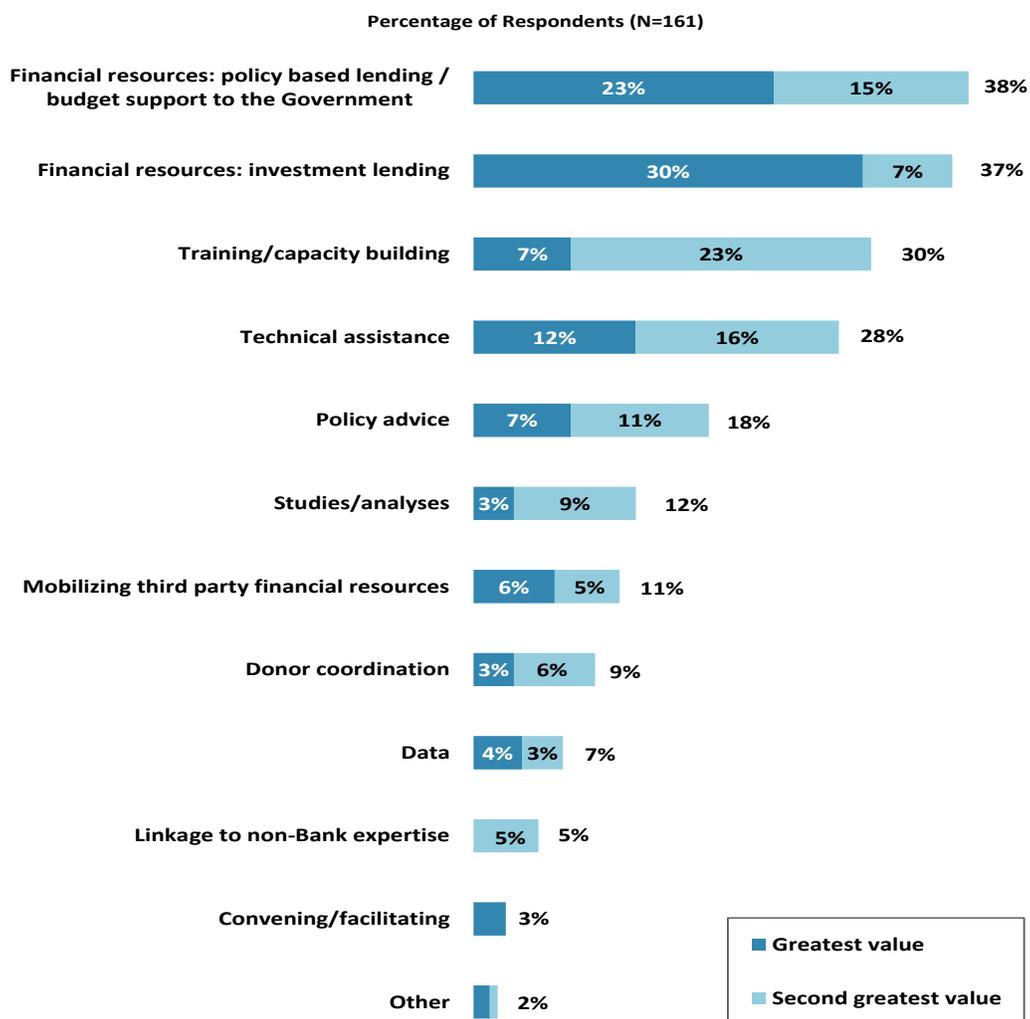
- Respondents from office of President/Prime Minister/Minister gave the highest ratings for the extent to which the Bank's staff is well prepared to help Lebanon solve its most complicated development challenges, whereas respondents from academia/research institutes/think tanks and the media gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Lebanon solve its most complicated development challenges.



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

V. Overall Attitudes toward the World Bank (continued)

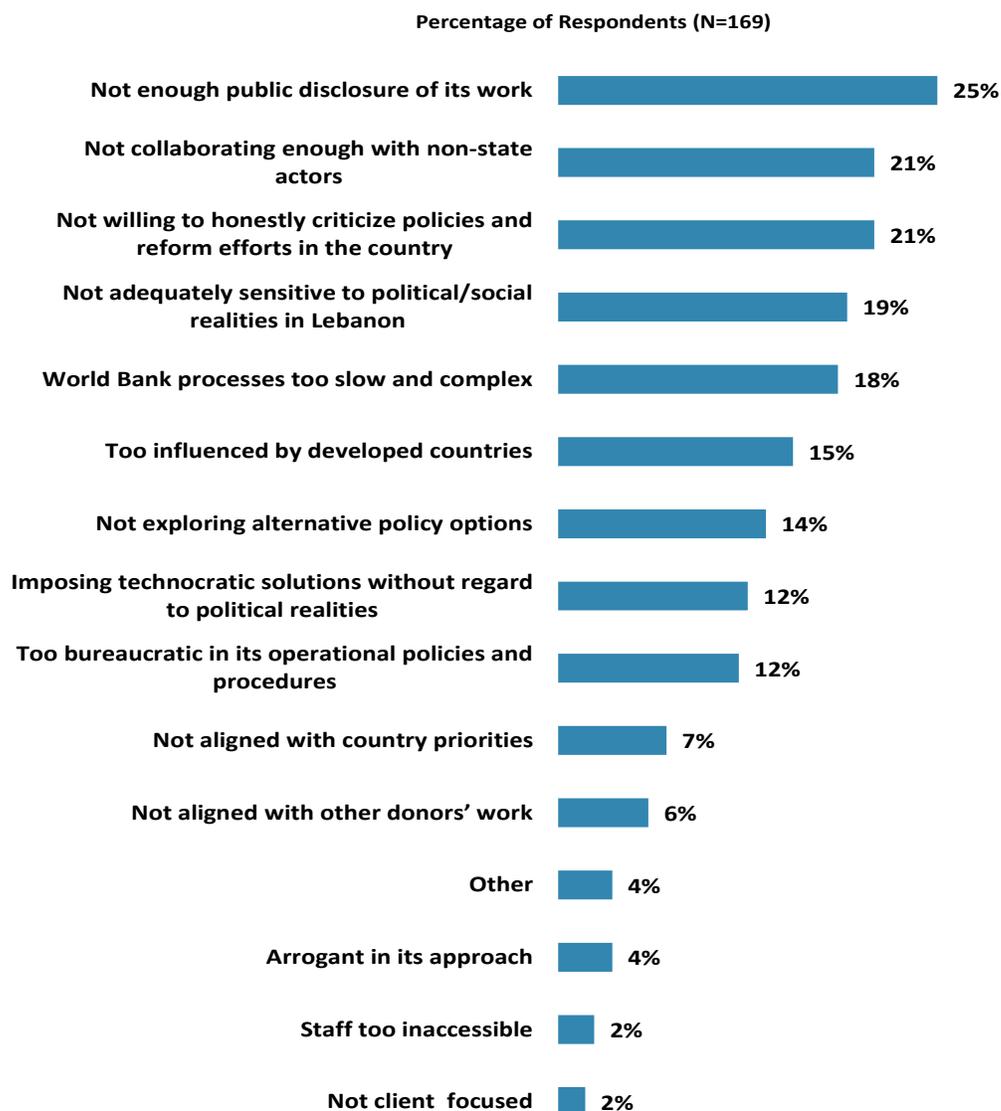
Greatest Value



"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 Lebanon?"
(Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

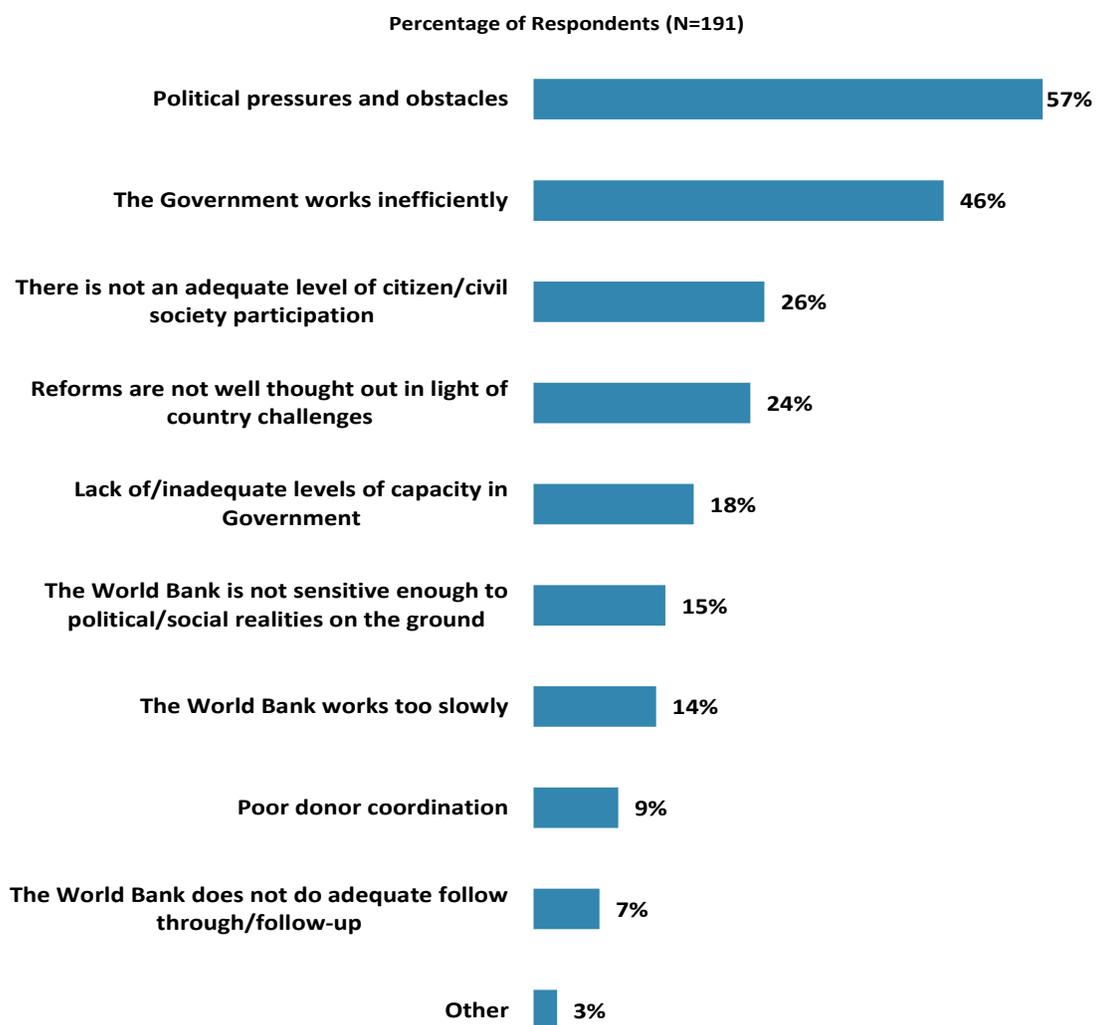
Greatest Weakness



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

V. Overall Attitudes toward the World Bank (continued)

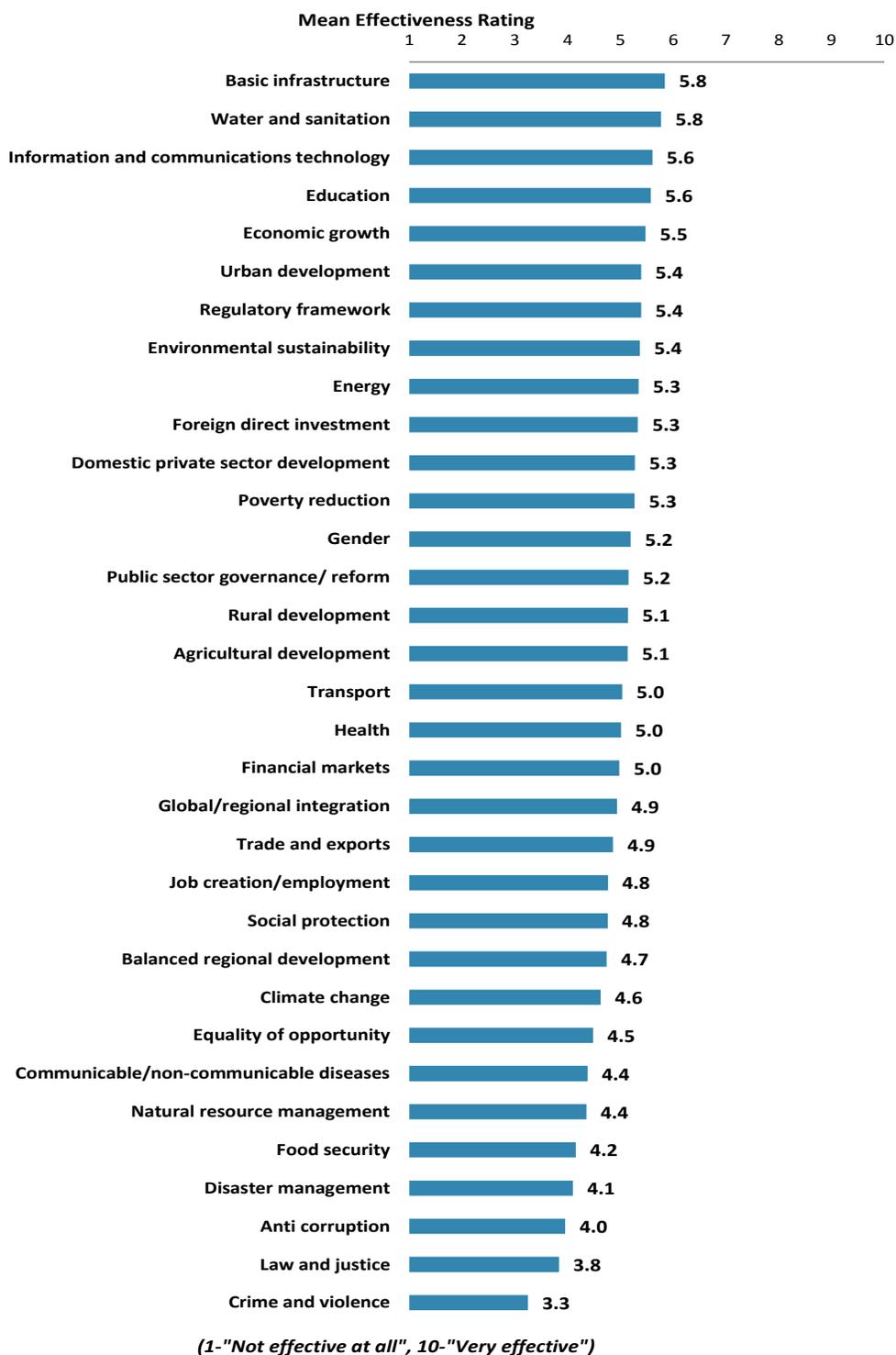
Attributing Slow or Failed Reform Efforts



"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 TWO)"
(Respondents chose from a list. Responses combined.)

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness across many of these thirty-three development areas. For the most part, respondents from the office of President/Prime Minister/Minister gave the highest ratings, whereas respondents from CSOs and independent government organizations tended to give significantly *lower* ratings. Those areas with significant stakeholder differences were:
 - Transport;
 - Poverty reduction;
 - Gender;
 - Domestic private sector development; and
 - Public sector governance/reform
- Respondents across geographic locations gave statistically similar ratings for the Bank's effectiveness in the thirty-three development areas.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix section.

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 Lebanon, bivariate correlational analyses were conducted using respondents' ratings of the forty-one 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.

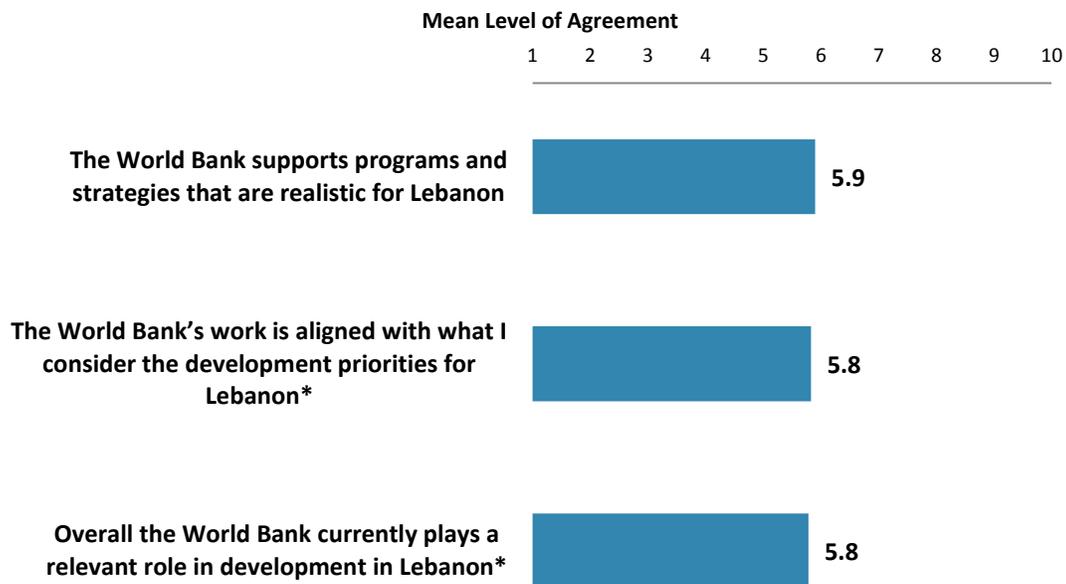
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Lebanon. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at gender;
 - The Bank's effectiveness at anti corruption;
 - The Bank's effectiveness at job creation/employment;
 - The Bank's effectiveness at equality of opportunity;
 - The Bank's effectiveness at food security.

- **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 Lebanon, 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:
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at foreign direct investment;
 - The Bank's effectiveness at information and communications technology;
 - The Bank's effectiveness at equality of opportunity; and
 - The Bank's effectiveness at urban development.

VII. How the World Bank Operates

The World Bank's Work in Lebanon

- There were significant differences across stakeholder groups in their levels of agreement with all three statements below. Respondents from the office of President/Prime Minister/Minister and PMUs and consultants/contractors working on Bank projects tended to have the highest levels of agreement, whereas respondents from academia/research institutes/think tanks, the media, and local governments had significantly *lower* levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement with these three statements.

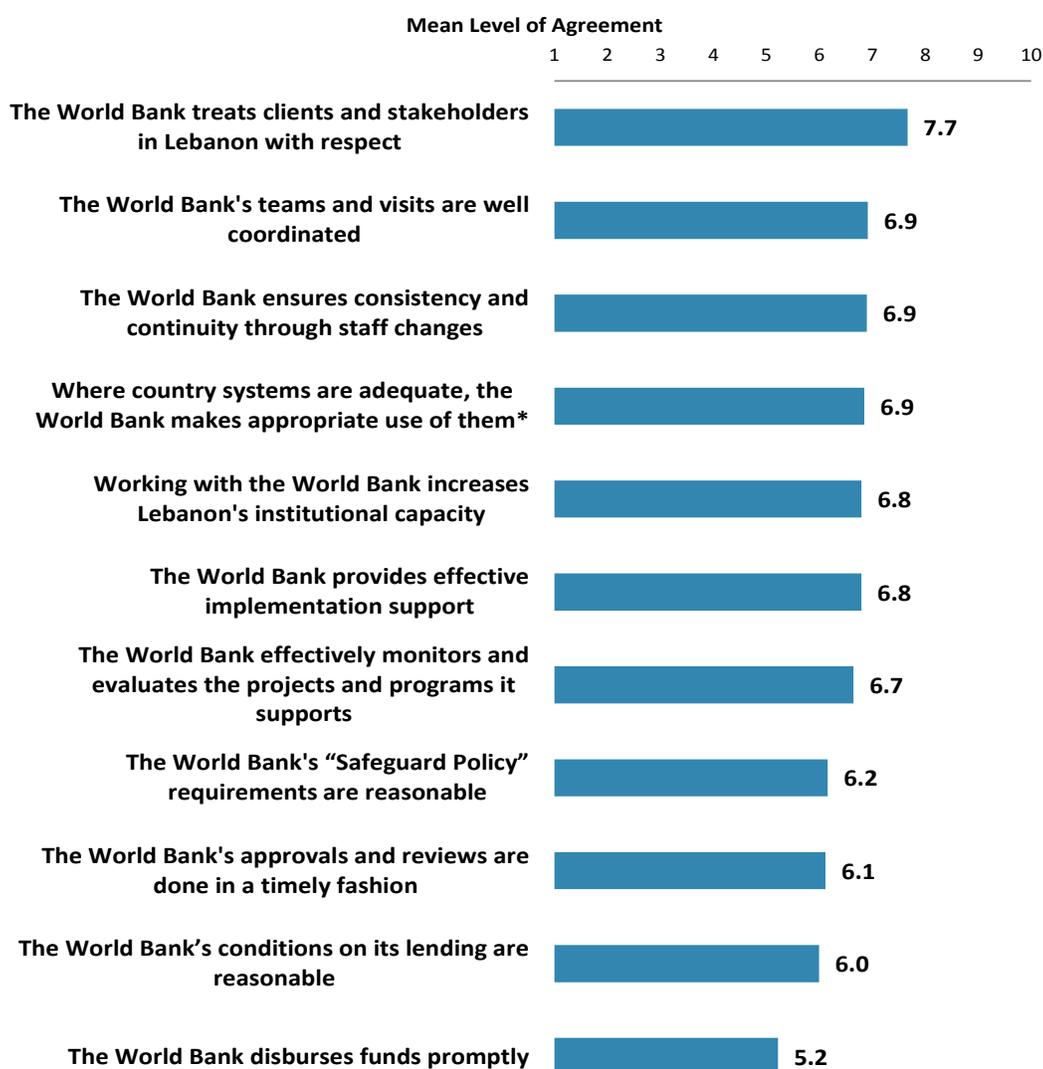


"To what extent do you agree with the following statements about the World Bank's work in Lebanon?" (1-"Strongly disagree", 10-"Strongly agree")

**Indicator Question*

VII. How the World Bank Operates (continued)

Overall Perceptions



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

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

*Indicator Question

VII. How the World Bank Operates (continued)

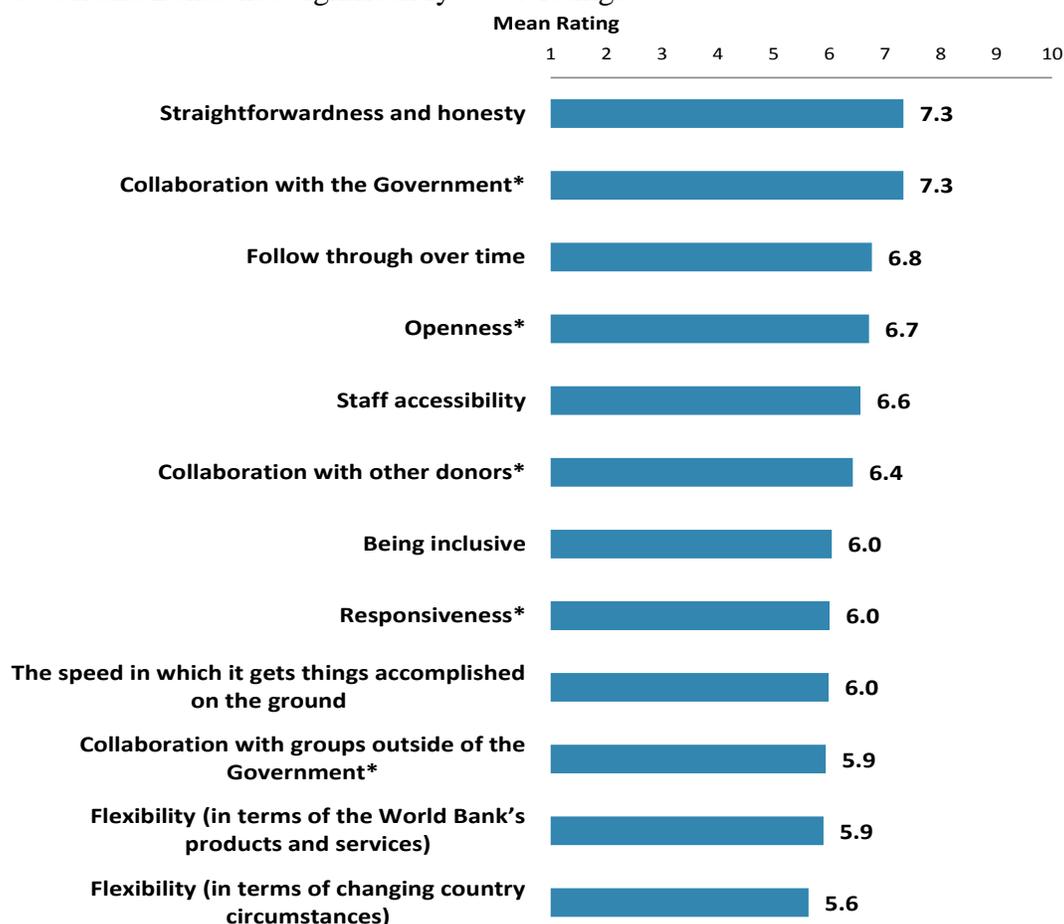
Overall Perceptions (continued)

- There were significant differences across stakeholder groups in their levels of agreement with the following statements: “The World Bank disburses funds promptly,” “The Bank effectively monitors and evaluates the projects and programs it supports,” “The Bank’s approvals and reviews are done in a timely fashion,” “The Bank’s ‘Safeguard Policy’ requirements are reasonable,” “The Bank’s condition on its lending are reasonable,” “The Bank’s teams and visits are well coordinated,” and “The Bank provides effective implementation support.”
- Respondents from the office of President/Prime Minister/Minister and PMUs and consultants/contractors working on Bank projects tended to have the highest levels of agreement with these statements, whereas respondents from local governments and CSOs had significantly *lower* levels of agreement.
- Respondents from the North tended to have the highest levels of agreement that “the Bank provides effective implementation support,” whereas respondents from South and Bekaa had significantly *lower* levels of agreement with this statement.
- Respondents across all stakeholder group and geographic locations had statistically similar levels of agreement with the indicator statement that “Where country systems are adequate, the World Bank makes appropriate use of them.”

VII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- There were significant stakeholder differences in the ratings for the following qualities of the Bank as an effective development partner, including the Bank's "collaboration with the Government," "Follow through over time," "Openness," "Staff accessibility," "collaboration with other donors," "Being inclusive," "Responsiveness," "The speed in which it gets things accomplished on the ground," "Flexibility in terms of the Bank's products and services," and "Flexibility in terms of changing country circumstances." For the most part, respondents from President/Prime Minister/Minister and PMUs and consultants/contractors working on Bank projects had the highest ratings, whereas respondents from local governments had significantly *lower* ratings.
- Respondents from Beirut had the highest ratings for the Bank as an effective partner in Lebanon in terms of "collaboration with the Government," whereas respondents from South and Bekaa had significantly *lower* ratings.



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

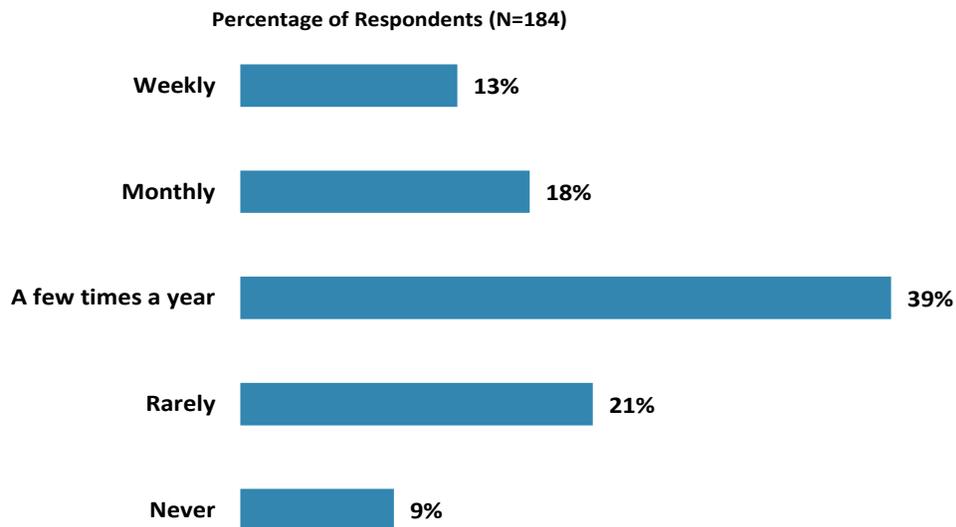
(1-"To no degree at all", 10-"To a very significant degree")

*Indicator Question

VIII. World Bank Knowledge and Instruments

Frequency of Use

- There were some interesting stakeholder group differences in their usage of the World Bank's knowledge work and activities.
 - While nearly forty percent of all respondents across stakeholder groups indicated that they consulted the Bank's knowledge work and activities a few times a year, respondents from the Office of President/Prime Minister/Minister consulted the Bank's knowledge work and activities most often. They indicated that they consulted the Bank's knowledge work and activities either weekly or monthly.
 - More than half of the employees of ministries/ministerial departments/implementation agencies and respondents from the media, independent government institutions, and other organizations indicated that they consulted the Bank's knowledge work and activities a few times a year.
 - A majority of respondents from local governments and more than half of the respondents from CSOs indicated that they rarely or never consulted the Bank's knowledge work and activities.



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

VIII. World Bank Knowledge and Instruments (continued)

Meeting Lebanon's Knowledge Needs (*Indicator Question*)

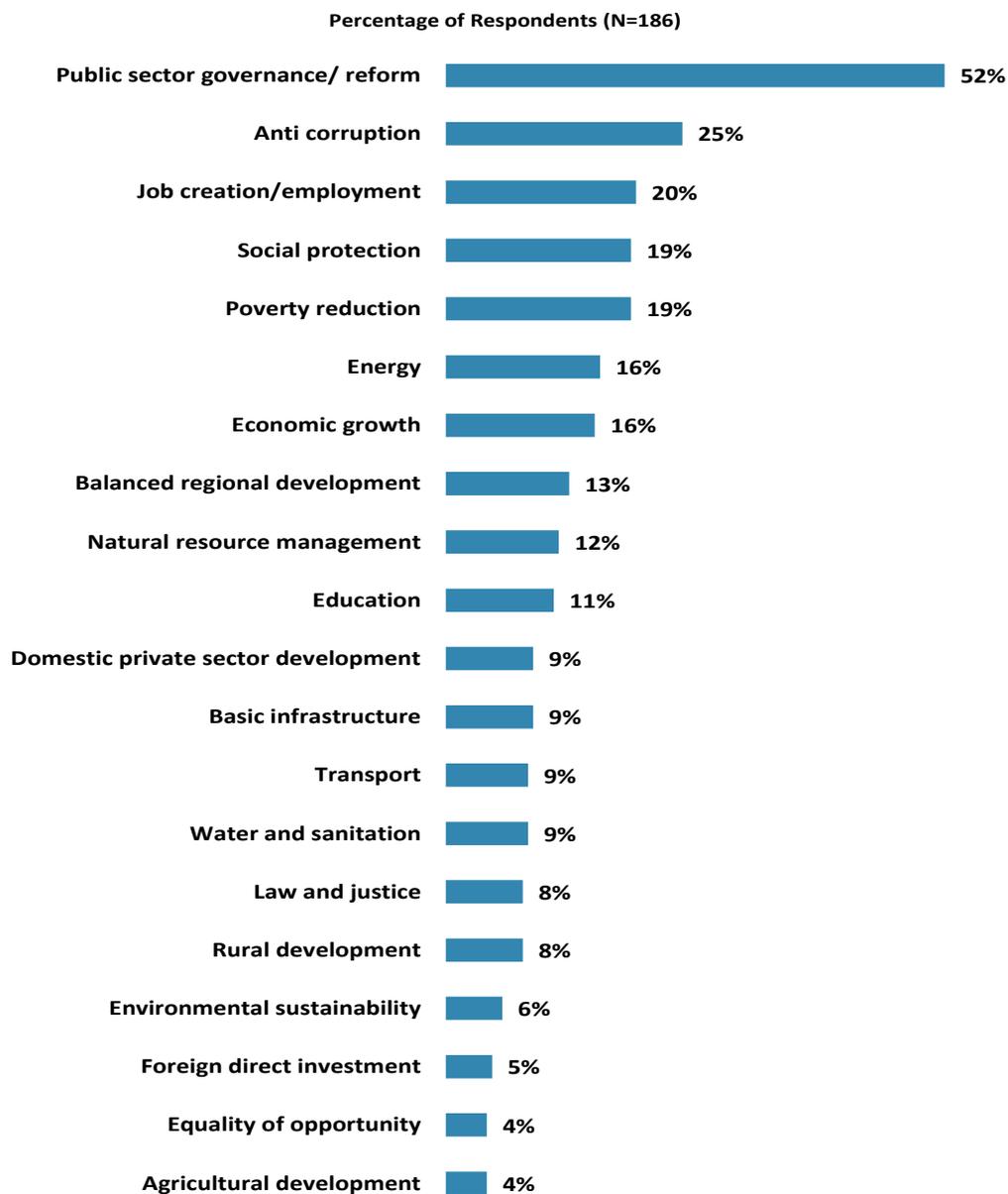
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Lebanon's needs for knowledge services.



"The World Bank meets Lebanon's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

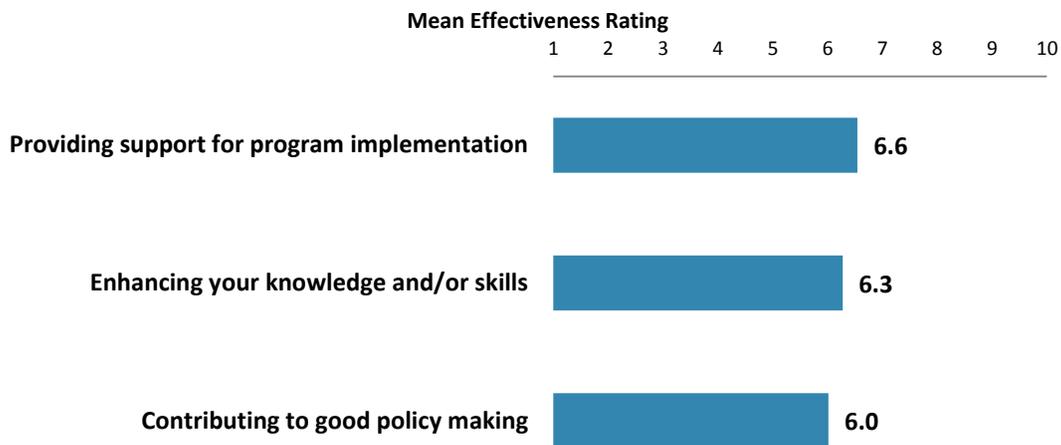


“When thinking about the development challenges in Lebanon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Respondents from the Office of President/Prime Minister/Minister gave the highest ratings for the Bank's effectiveness in "providing support for program implantation," "enhancing knowledge and/or skills," and "contributing to good policy making," whereas respondents from the CSOs and other organizations gave significantly *lower* ratings.
- Respondents from Beirut gave the highest ratings for the Bank's effectiveness in "enhancing knowledge and/or skills," whereas respondents from South and Bekaa had significantly *lower* ratings.



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

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

VIII. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

- There were significant stakeholder differences in the respondents' ratings for the extent to which the Bank's knowledge work and activities "are timely," "include appropriate level of stakeholder involvement during preparation," "are relevant to Lebanon's development priorities," "are adequately disseminated", and "are adaptable to Lebanon's specific development challenges and country circumstances." Respondents from the Office of President/Prime Minister/Minister gave the highest ratings, whereas respondents from local governments gave significantly *lower* ratings.
- There were also significant differences in respondents' ratings for the extent to which the Bank's knowledge work and activities "provide feasible recommendations," "are accessible," "are source of relevant information on global good practices," and "are useful in terms of the work you do." Respondents from the Office of President/Prime Minister/Minister gave the highest ratings, whereas respondents from CSOs gave significantly *lower* ratings.
- Respondents from Beirut gave the highest ratings for the extent to which the Bank's knowledge work and activities "are adequately disseminated," whereas respondents from South and Bekaa had significantly *lower* ratings.

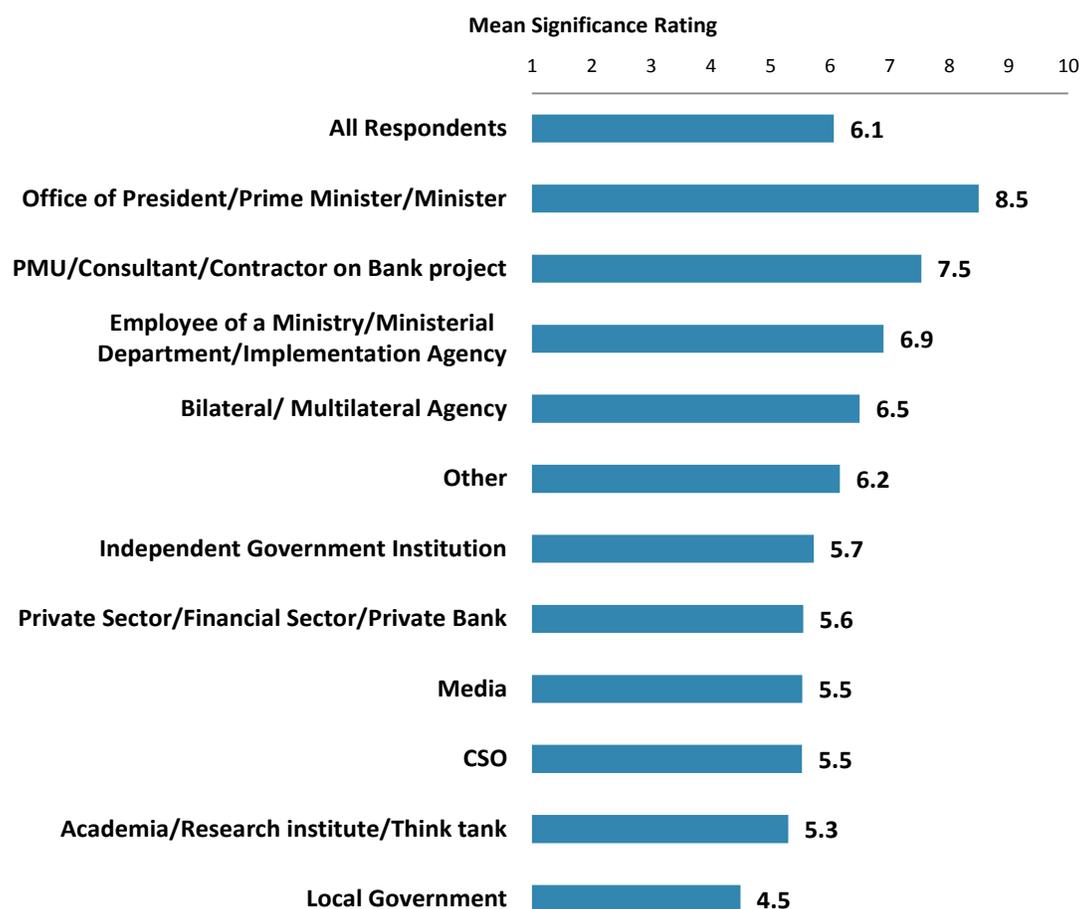


"In Lebanon, to what extent do you believe that the World Bank's knowledge work and activities:"
(1-"To no degree at all", 10-"To a very significant degree") *Indicator Question

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents from the Office of President/Prime Minister/Minister gave the highest ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Lebanon, whereas respondent from local governments gave significantly *lower* ratings.
- Respondents across 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 Lebanon.

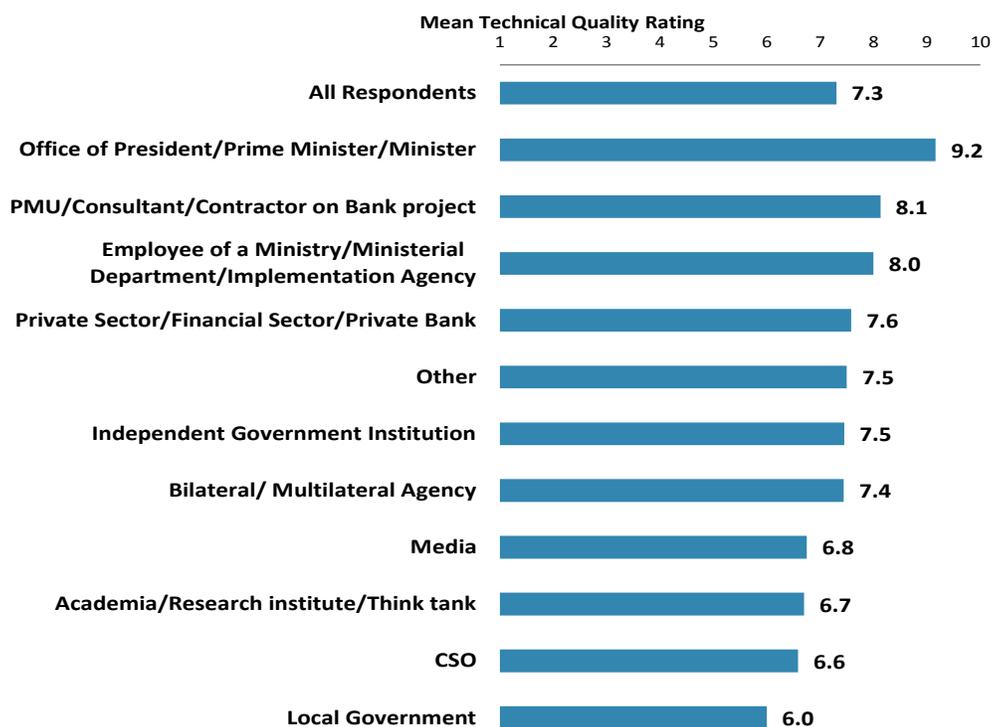


"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents from the Office of President/Prime Minister/Minister gave the highest ratings for the technical quality of the World Bank's knowledge work and activities, whereas respondents from local governments tended to give significantly *lower* ratings.
- Respondents from Beirut gave the highest ratings for the technical quality of the World Bank's knowledge work and activities, whereas respondents from South and Bekaa had significantly *lower* ratings.



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

(1-"Very low technical quality", 10-"Very high technical quality")

Value for Money from Fee-Based Products/Services

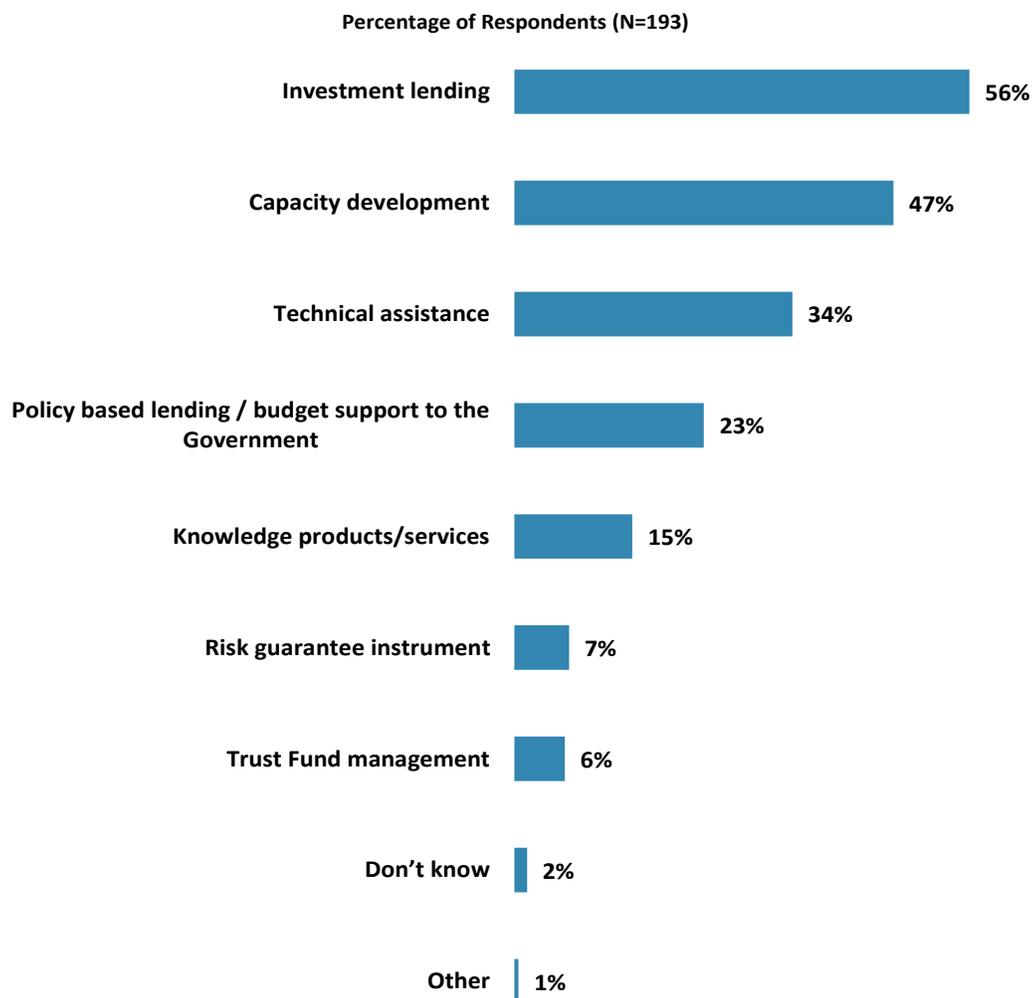


"To what extent do you believe that Lebanon received value for money from the World Bank's fee-based products/services?"

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

VIII. World Bank Knowledge and Instruments (continued)

Most Effective Instruments

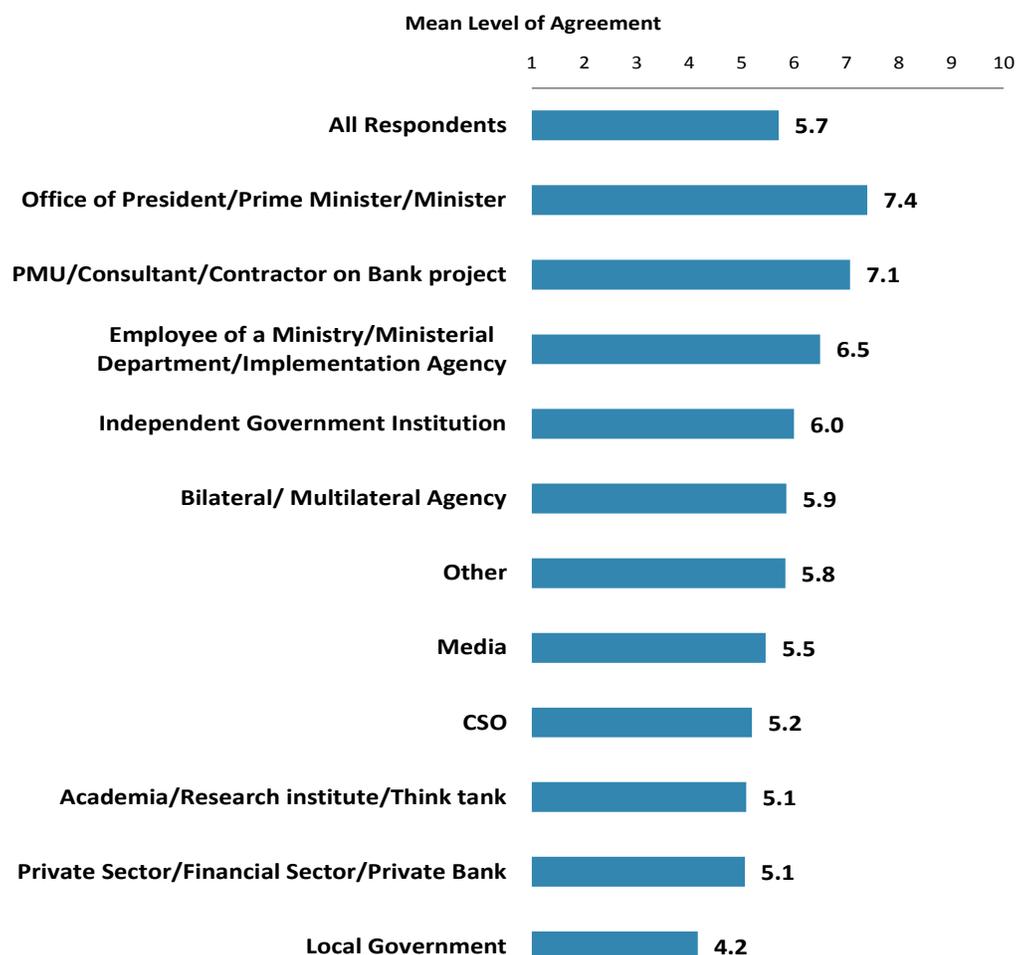


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lebanon? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents from the Office of President/Prime Minister/Minister had the highest levels of agreement that the Bank's financial instruments meet Lebanon's needs, whereas respondents from local governments had significantly *lower* levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Lebanon's needs.

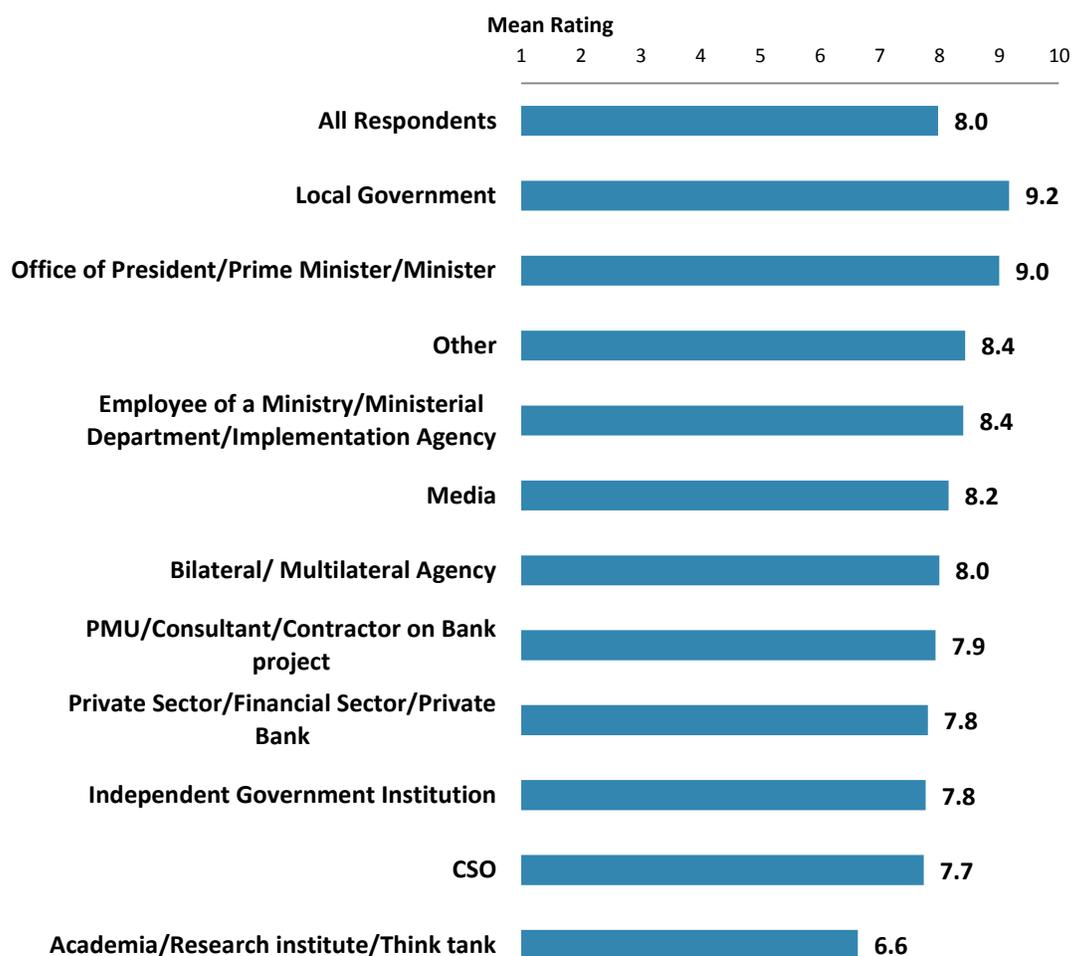


"The World Bank's financial instruments meet the needs of Lebanon"
 (1-"Strongly disagree", 10-"Strongly agree")

IX. The Future Role of the World Bank in Lebanon

Role Significance

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the Bank's future role in Lebanon's development.

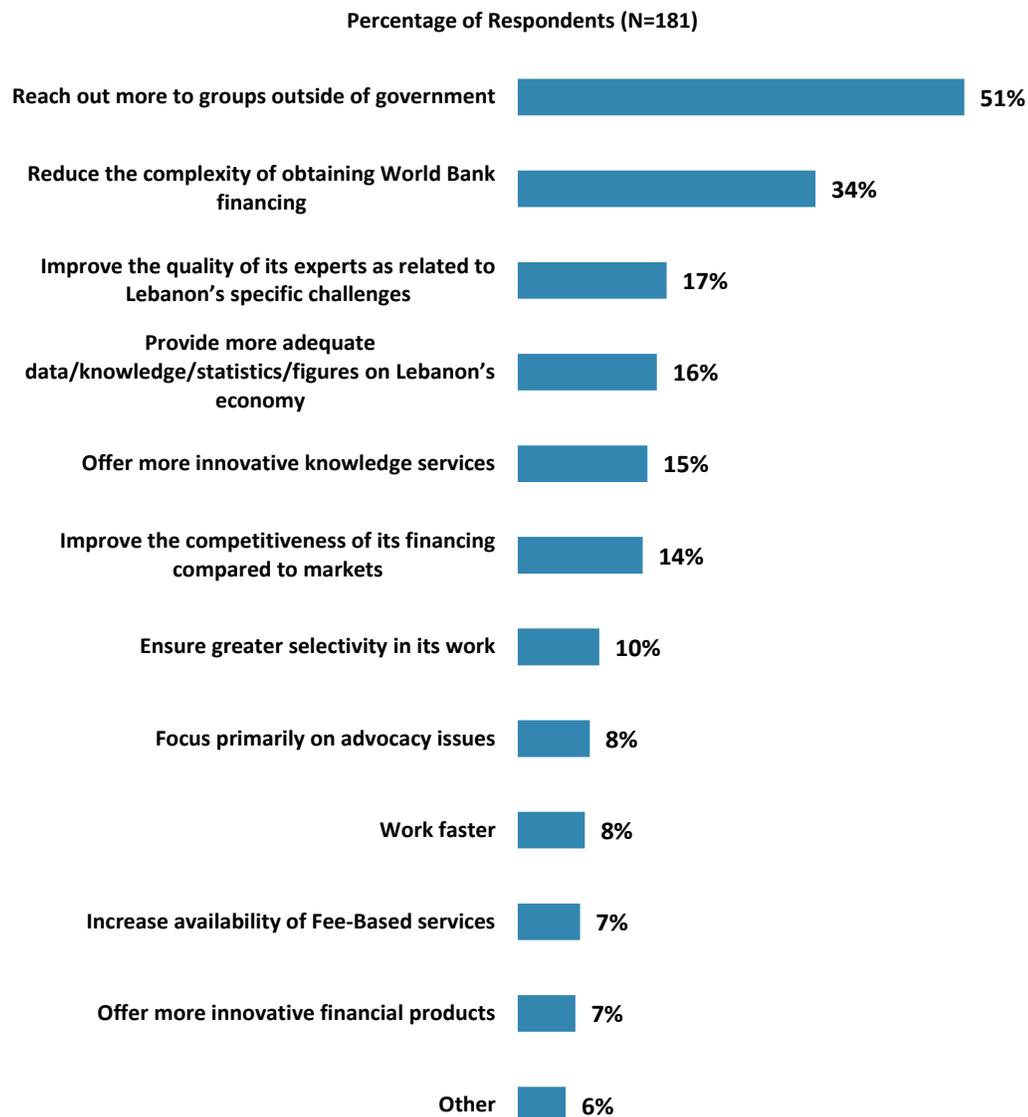


"How significant a role do you believe the World Bank SHOULD play in Lebanon's development in the near future?"

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

IX. The Future Role of the World Bank in Lebanon (continued)

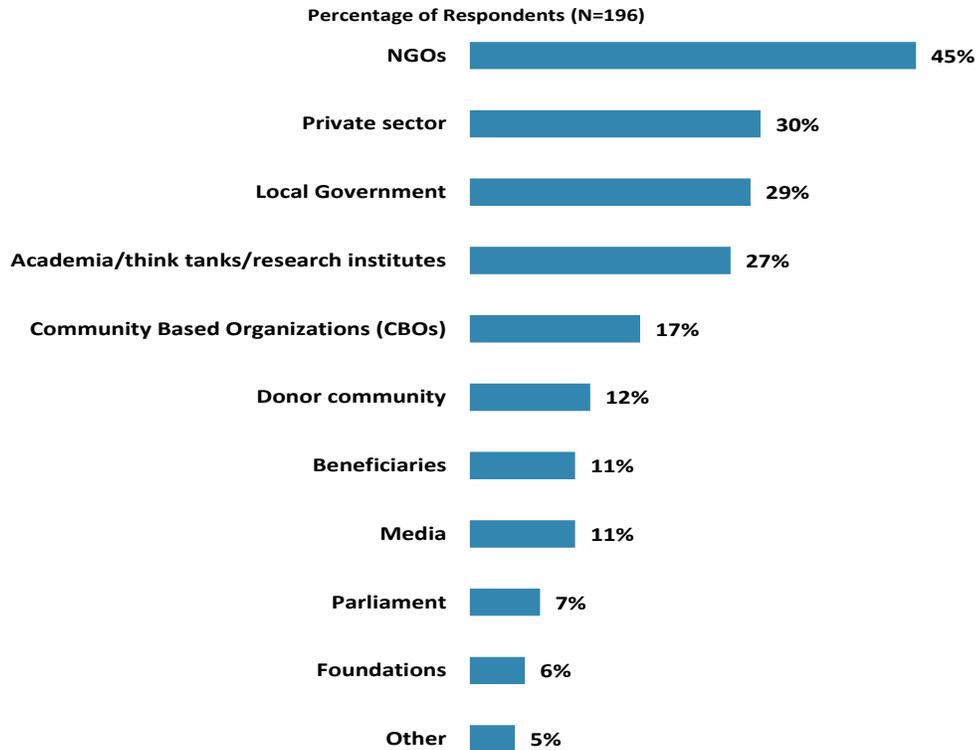
Making the World Bank of Greater Value



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

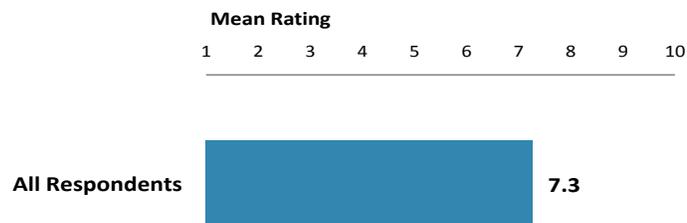
IX. The Future Role of the World Bank in Lebanon (continued)

Collaborating with Stakeholders in Lebanon



"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?"
 (Respondents chose from a list. Responses combined.)

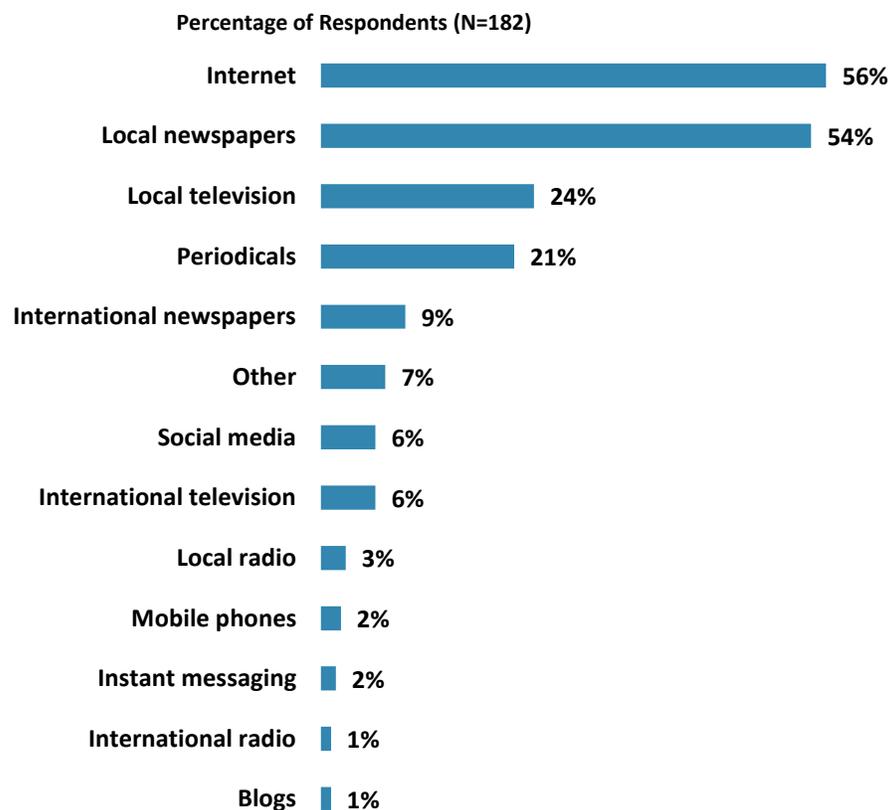
Influencing the Global Development Agenda



"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")

X. Communication and Openness

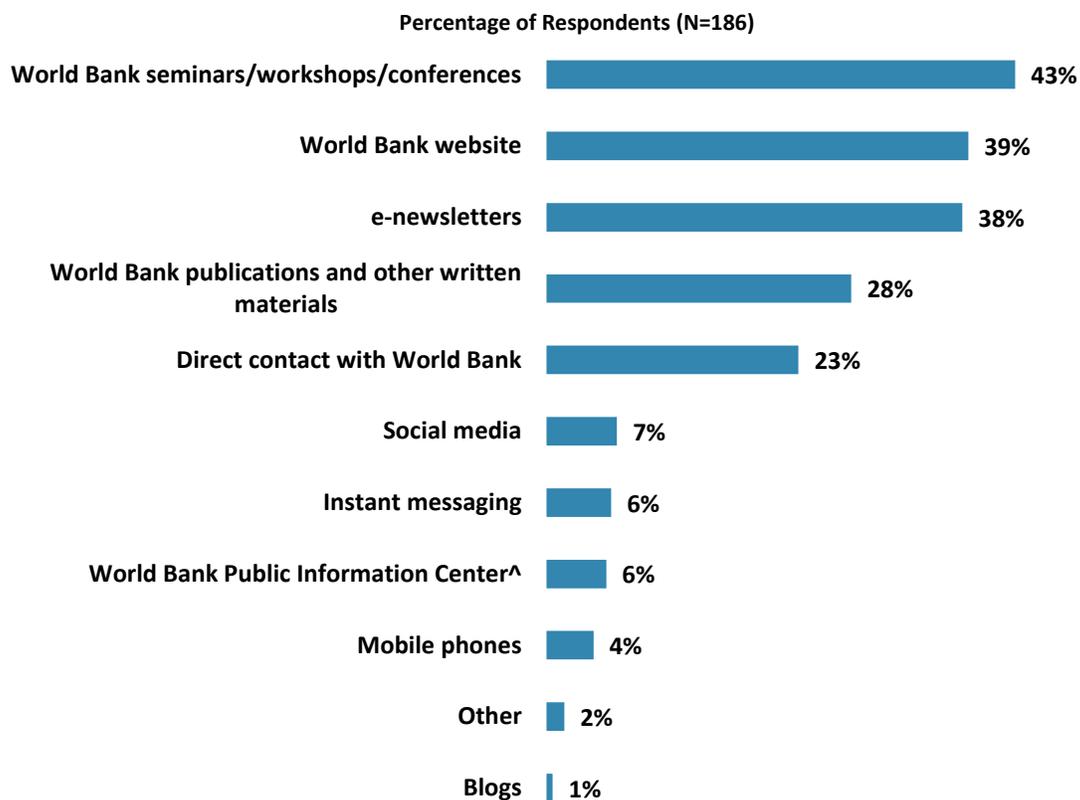
Information Sources



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

X. Communication and Openness (continued)

Preferred Information Sources



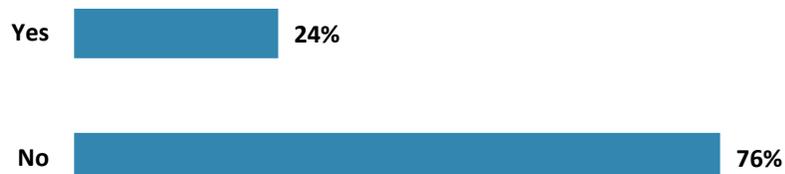
"How would you prefer to receive information from the World Bank?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

^Only respondents who received the questionnaire in English were given the option "World Bank Public Information Center."

X. Communication and Openness (continued)

Access to Information

Percentage of Respondents (N=175)



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

Percentage of Respondents (N=177)



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

X. Communication and Openness (continued)

Access to Information (continued)

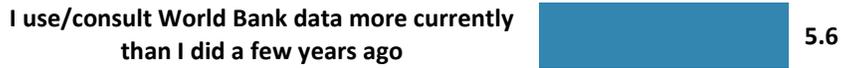
Percentage of Respondents (N=37)



"Were you able to obtain this information?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

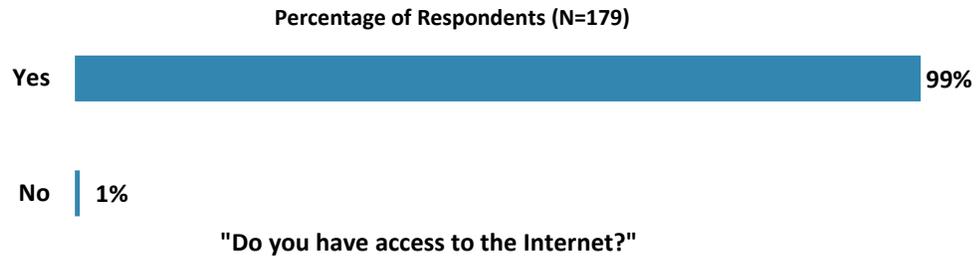


"Please rate how much you agree with the following statements"
 (1-"Strongly disagree", 10-"Strongly agree")

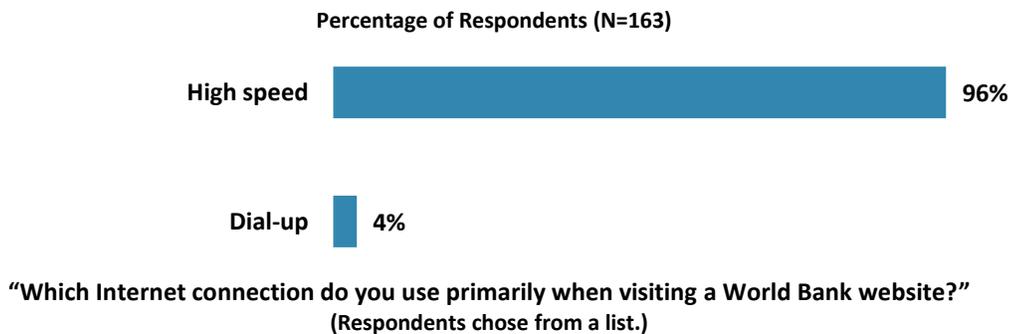
X. Communication and Openness (continued)

Internet Access

- All respondents from Beirut, Mount Lebanon, and North indicated that they have access to the Internet, whereas respondents from South and Bekaa were significantly *less* likely to have access to the Internet.



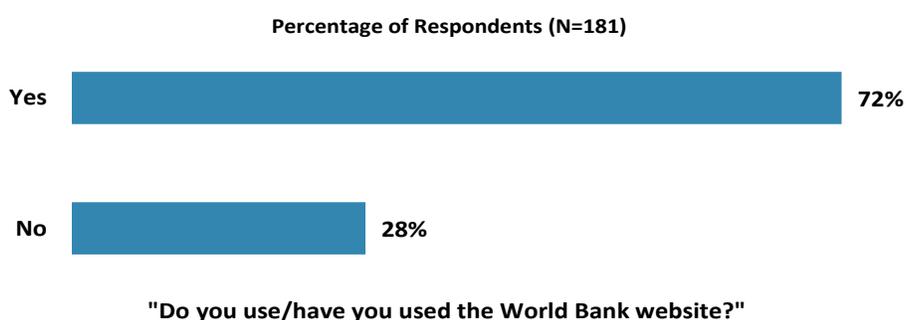
- Respondents from the North were most likely to indicate that they primarily use high speed Internet when visiting a World Bank website, whereas respondents from South and Bekaa were significantly *less* likely indicate so.



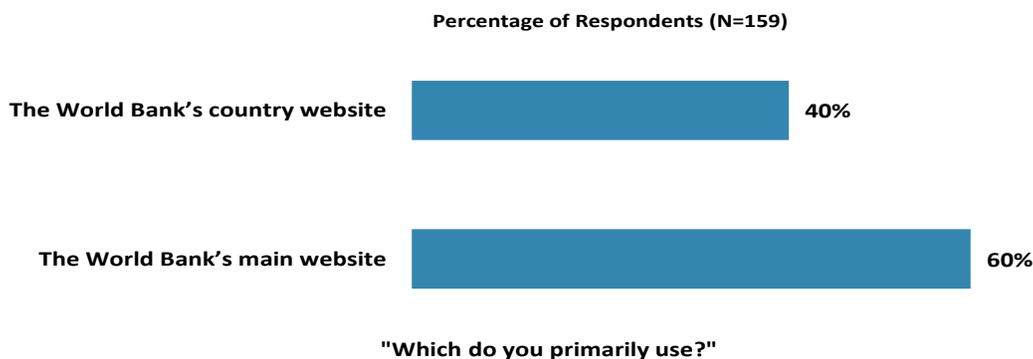
X. Communication and Openness (continued)

Website Usage

- All respondents from the Office of President/Prime Minister/Minister, ministries/ministerial departments/implementation agencies, PMUs and consultants/contractors working on Bank projects indicated that they used/had used the World Bank website, whereas respondents from the local governments were significantly *less* likely to have done so.
- More than half of respondents from Beirut, Mount Lebanon, and North indicated that they used/had used the World Bank website, whereas respondents from South and Bekaa were significantly *less* likely to indicate that they had not used the World Bank website.



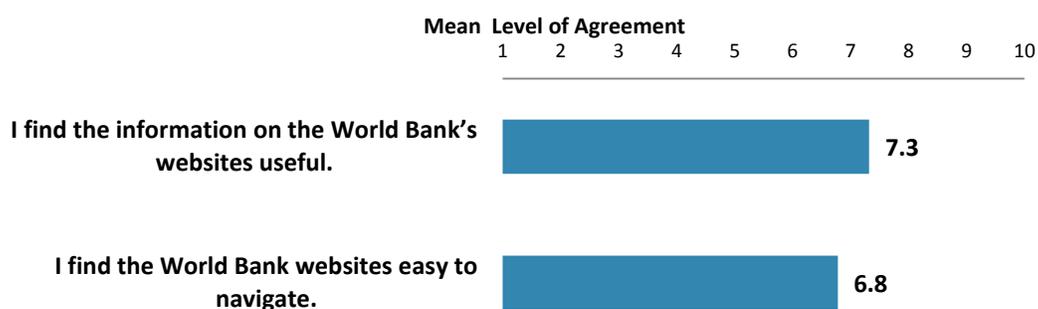
- More than half of the respondents from CSOs, the media, and employees of ministries/ministerial departments/implementation agencies indicated that they primarily used the Bank's country website, whereas respondents from the Office of President/Prime Minister/Minister, bilateral/multilateral agencies, private sector/financial sector/private banks, and independent government institutions were significantly *less* likely to primarily use the Bank's country website.



X. Communication and Openness (continued)

Website Evaluation

- Respondents from the Office of President/Prime Minister/Minister and bilateral/multilateral agencies had the highest levels of agreement that “I find the information on the World Bank’s website useful,” whereas respondents from CSOs, the media, and other organizations had significantly *lower* levels of agreement.

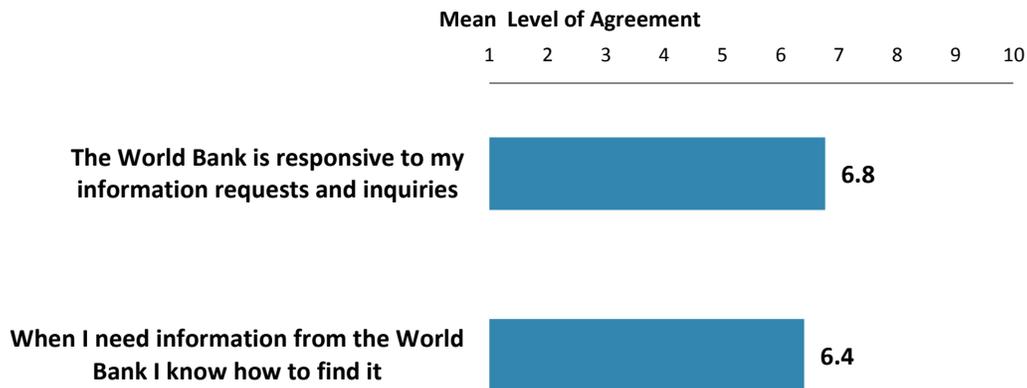


"Please rate how much you agree with the following"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Information Sharing

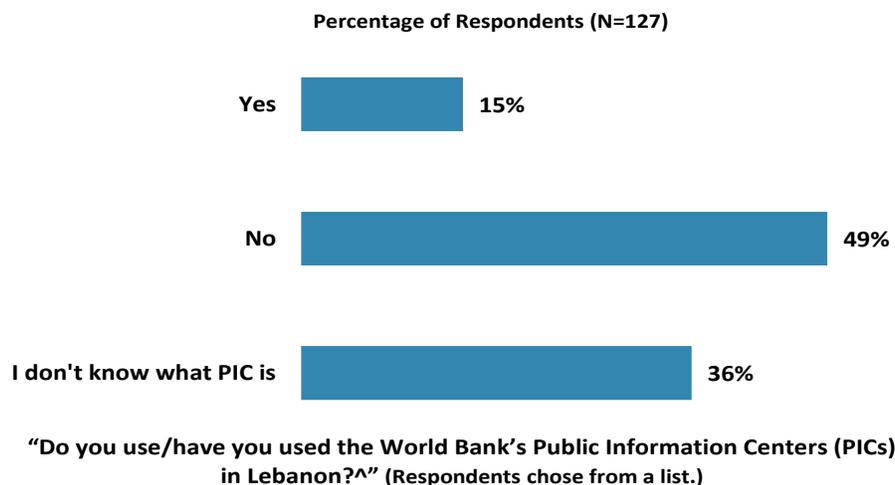
- Respondents from the Office of President/Prime Minister/Minister and ministries/ministerial departments/implementation agencies had the highest levels of agreement that “the World Bank is responsive to my information requests and inquiries,” whereas respondents from CSOs, bilateral/multilateral agencies, and other organizations had significantly *lower* levels of agreement.



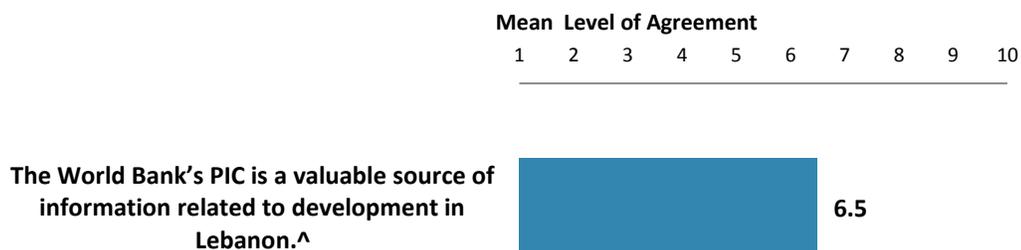
"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Public Information Services



^Only respondents who received the questionnaire in English were asked this question.



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

^Only respondents who received the questionnaire in English were asked this question.

XI. Appendices

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| A. Responses to All Questions across All Respondents | 51 |
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Appendix A: Responses to All Questions across All Respondents (N=196)

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

A. General Issues Facing Lebanon

| 1. In general would you say that Lebanon is headed in ... ? | Percentage of Respondents (N=191) |
|---|-----------------------------------|
| The right direction | 8.4% |
| The wrong direction | 66.0% |
| Not sure | 25.7% |

| 2. Listed below are a number of development priorities in Lebanon. Please identify which of the following you consider the most important development priorities in Lebanon? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=188) |
|--|---|
| Public sector governance/ reform | 53.2% |
| Social protection | 32.4% |
| Job creation/employment | 27.7% |
| Anti corruption | 19.7% |
| Transport | 15.4% |
| Economic growth | 14.9% |
| Natural resource management | 14.9% |
| Education | 12.8% |
| Basic infrastructure | 11.2% |
| Balanced regional development | 9.0% |
| Poverty reduction | 9.0% |
| Rural development | 9.0% |
| Law and justice | 9.0% |
| Equality of opportunity | 6.4% |
| Water and sanitation | 6.4% |
| Energy | 5.9% |
| Health | 5.9% |
| Environmental sustainability | 4.3% |
| Crime and violence | 4.3% |
| Domestic private sector development | 3.7% |
| Disaster management | 2.7% |
| Foreign direct investment | 2.1% |
| Urban development | 2.1% |
| Gender | 2.1% |
| Communicable/non-communicable diseases | 1.6% |
| Food security | 1.6% |
| Climate change | 1.6% |
| Information and communications technology | 1.6% |
| Regulatory framework | 1.1% |
| Global/regional integration | 1.1% |
| Financial markets | 1.1% |
| Trade and exports | 0.5% |
| Agricultural development | 0.5% |

A. General Issues Facing Lebanon (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 Lebanon? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=196) |
|---|--|
| Job creation/employment | 49.5% |
| Economic growth | 40.8% |
| Social protection | 34.2% |
| Rural development | 33.7% |
| Public sector governance/ reform | 19.4% |
| Equality of opportunity | 19.4% |
| Education | 17.9% |
| Anti corruption | 14.3% |
| Balanced regional development | 12.8% |
| Domestic private sector development | 10.7% |
| Energy | 6.6% |
| Natural resource management | 6.1% |
| Agricultural development | 5.6% |
| Foreign direct investment | 5.1% |
| Health | 3.6% |
| Basic infrastructure | 3.1% |
| Food security | 3.1% |
| Transport | 2.6% |
| Law and justice | 2.6% |
| Gender | 1.5% |
| Urban development | 1.0% |
| Environmental sustainability | 1.0% |
| Water and sanitation | 1.0% |
| Disaster management | 1.0% |
| Financial markets | 1.0% |
| Global/regional integration | 0.5% |
| Regulatory framework | 0.5% |
| Information and communications technology | 0.5% |
| Climate change | 0.0% |
| Crime and violence | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Trade and exports | 0.0% |

A. General Issues Facing Lebanon (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 Lebanon? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=188) |
|--|--|
| Public sector governance/ reform | 31.9% |
| Foreign direct investment | 30.9% |
| Trade and exports | 22.9% |
| Natural resource management | 22.3% |
| Anti corruption | 21.3% |
| Domestic private sector development | 20.2% |
| Job creation/employment | 19.1% |
| Basic infrastructure | 18.6% |
| Energy | 15.4% |
| Balanced regional development | 13.3% |
| Rural development | 12.2% |
| Information and communications technology | 12.2% |
| Regulatory framework | 8.5% |
| Law and justice | 8.0% |
| Equality of opportunity | 6.4% |
| Global/regional integration | 5.3% |
| Transport | 4.8% |
| Education | 3.7% |
| Environmental sustainability | 3.2% |
| Financial markets | 2.7% |
| Social protection | 2.7% |
| Water and sanitation | 2.7% |
| Agricultural development | 2.7% |
| Gender | 2.1% |
| Food security | 2.1% |
| Urban development | 1.6% |
| Climate change | 0.0% |
| Disaster management | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Health | 0.0% |
| Crime and violence | 0.0% |

A. General Issues Facing Lebanon (continued)

| 5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lebanon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=169) |
|--|--|
| A growing middle class | 38.5% |
| Consistent economic growth | 29.0% |
| Better employment opportunities for young people | 23.1% |
| Education and training that better ensure job opportunity | 18.3% |
| Greater voice and participation for citizens to help ensure greater accountability | 17.8% |
| Better opportunity for the poor who live in rural areas | 16.0% |
| Better entrepreneurial opportunities | 15.4% |
| Better quality public services | 14.2% |
| Greater access to micro-finance for the poor | 10.7% |
| Greater access to health and nutrition for citizens | 5.9% |
| Better employment opportunities for women | 5.9% |
| Better opportunity for the poor who live in urban areas | 3.0% |
| Other | 3.0% |

B. Overall Attitudes toward the World Bank

| Familiarity | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank in Lebanon? (1-Not familiar at all, 10-Extremely familiar) | 194 | 0 | 6.19 | 2.18 |
| Overall Effectiveness* | N | DK | Mean | SD |
| 2. Overall, please rate your impression of the World Bank's effectiveness in Lebanon? (1-Not effective at all, 10-Very effective) | 167 | 26 | 5.96 | 1.85 |
| Staff Preparedness* | N | DK | Mean | SD |
| 3. To what extent do you believe the World Bank's staff is well prepared to help Lebanon solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 154 | 39 | 6.79 | 1.80 |

B. Overall Attitudes toward the World Bank (continued)

| 4. When thinking about how the World Bank can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lebanon? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=195) |
|---|--|
| Public sector governance/ reform | 48.2% |
| Social protection | 23.1% |
| Economic growth | 21.0% |
| Job creation/employment | 17.9% |
| Poverty reduction | 17.4% |
| Rural development | 17.4% |
| Education | 13.3% |
| Basic infrastructure | 12.8% |
| Transport | 12.8% |
| Balanced regional development | 11.8% |
| Energy | 11.3% |
| Domestic private sector development | 10.8% |
| Agricultural development | 9.7% |
| Anti corruption | 9.2% |
| Foreign direct investment | 8.2% |
| Natural resource management | 7.7% |
| Environmental sustainability | 7.2% |
| Law and justice | 7.2% |
| Water and sanitation | 6.2% |
| Health | 5.1% |
| Regulatory framework | 4.1% |
| Information and communications technology | 4.1% |
| Global/regional integration | 2.1% |
| Food security | 2.1% |
| Financial markets | 1.5% |
| Urban development | 1.5% |
| Equality of opportunity | 1.5% |
| Trade and exports | 1.5% |
| Gender | 0.5% |
| Crime and violence | 0.0% |
| Climate change | 0.0% |
| Communicable/non-communicable diseases | 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 Lebanon? | Percentage of Respondents (N=161) | | |
|---|-----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Financial resources: policy based lending / budget support to the Government | 23.0% | 14.9% | 37.9% |
| Financial resources: investment lending | 29.8% | 6.8% | 36.6% |
| Training/capacity building | 7.5% | 23.0% | 30.4% |
| Technical assistance | 12.4% | 15.5% | 28.0% |
| Policy advice | 7.5% | 10.6% | 18.0% |
| Studies/analyses | 3.1% | 9.3% | 12.4% |
| Mobilizing third party financial resources | 6.2% | 5.0% | 11.2% |
| Donor coordination | 3.1% | 6.2% | 9.3% |
| Data | 3.7% | 3.1% | 6.8% |
| Linkage to non-Bank expertise | 0.0% | 5.0% | 5.0% |
| Convening/facilitating | 2.5% | 0.0% | 2.5% |
| Other | 1.2% | 0.6% | 1.9% |

| 6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Lebanon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=169) |
|---|---|
| Not enough public disclosure of its work | 24.9% |
| Not collaborating enough with non-state actors | 20.7% |
| Not willing to honestly criticize policies and reform efforts in the country | 20.7% |
| Not adequately sensitive to political/social realities in Lebanon | 18.9% |
| World Bank processes too slow and complex | 18.3% |
| Too influenced by developed countries | 15.4% |
| Not exploring alternative policy options | 13.6% |
| Imposing technocratic solutions without regard to political realities | 12.4% |
| Too bureaucratic in its operational policies and procedures | 11.8% |
| Not aligned with country priorities | 7.1% |
| Not aligned with other donors' work | 5.9% |
| Other | 3.6% |
| Arrogant in its approach | 3.6% |
| Staff too inaccessible | 2.4% |
| Not client focused | 1.8% |
| The credibility of its knowledge/data | 0.0% |

| 7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lebanon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=193) |
|---|---|
| Investment lending | 56.0% |
| Capacity development | 46.6% |
| Technical assistance | 34.2% |
| Policy based lending / budget support to the Government | 23.3% |
| Knowledge products/services | 14.5% |
| Risk guarantee instrument | 6.7% |
| Trust Fund management | 6.2% |
| Don't know | 1.6% |
| Other | 0.5% |

B. Overall Attitudes toward the World Bank (continued)

| Influencing Global Development Agenda | N | DK | 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) | 170 | 18 | 7.27 | 1.85 |
| 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=196) | | | |
| NGOs | 45.4% | | | |
| Private sector | 29.6% | | | |
| Local Government | 28.6% | | | |
| Academia/think tanks/research institutes | 26.5% | | | |
| Community Based Organizations (CBOs) | 17.3% | | | |
| Donor community | 12.2% | | | |
| Beneficiaries | 10.7% | | | |
| Media | 10.7% | | | |
| Parliament | 7.1% | | | |
| Foundations | 5.6% | | | |
| Other | 4.6% | | | |
| Faith based organizations | 0.0% | | | |
| To what extent do you agree with the following statements about the World Bank's work in Lebanon? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
| | N | DK | Mean | SD |
| 10. Overall the World Bank currently plays a relevant role in development in Lebanon* | 168 | 17 | 5.79 | 2.15 |
| 11. The World Bank's work is aligned with what I consider the development priorities for Lebanon* | 162 | 22 | 5.83 | 1.91 |
| 12. The World Bank supports programs and strategies that are realistic for Lebanon | 162 | 24 | 5.90 | 1.89 |
| 13. The World Bank treats clients and stakeholders in Lebanon with respect | 156 | 30 | 7.67 | 1.75 |
| To what extent is the World Bank an effective development partner in Lebanon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
| | N | DK | Mean | SD |
| 14. Responsiveness* | 137 | 42 | 6.01 | 1.85 |
| 15. Flexibility (in terms of the World Bank's products and services) | 144 | 35 | 5.90 | 1.85 |
| 16. Flexibility (in terms of changing country circumstances) | 138 | 39 | 5.63 | 1.90 |
| 17. Being inclusive | 134 | 40 | 6.04 | 1.79 |
| 18. Openness* | 150 | 26 | 6.71 | 1.82 |
| 19. Staff accessibility | 140 | 38 | 6.56 | 2.00 |
| 20. Straightforwardness and honesty | 143 | 33 | 7.34 | 1.96 |
| 21. Collaboration with groups outside of the Government* | 130 | 47 | 5.94 | 2.02 |
| 22. Collaboration with the Government* | 141 | 38 | 7.33 | 1.56 |
| 23. Collaboration with other donors* | 103 | 73 | 6.43 | 1.74 |
| 24. The speed in which it gets things accomplished on the ground | 116 | 39 | 5.99 | 1.86 |
| 25. Follow through over time | 129 | 49 | 6.77 | 1.88 |

B. Overall Attitudes toward the World Bank (continued)

| 26. 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; N=191) |
|--|--|
| Political pressures and obstacles | 56.5% |
| The Government works inefficiently | 45.5% |
| There is not an adequate level of citizen/civil society participation | 25.7% |
| Reforms are not well thought out in light of country challenges | 24.1% |
| Lack of/inadequate levels of capacity in Government | 17.8% |
| The World Bank is not sensitive enough to political/social realities on the ground | 14.7% |
| The World Bank works too slowly | 13.6% |
| Poor donor coordination | 9.4% |
| The World Bank does not do adequate follow through/follow-up | 7.3% |
| Other | 2.6% |

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 Lebanon? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|----------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 1. Anti corruption | 129 | 46 | 3.95 | 2.38 |
| 2. Information and communications technology | 106 | 65 | 5.60 | 2.16 |
| 3. Transport | 114 | 58 | 5.04 | 2.31 |
| 4. Crime and violence | 89 | 86 | 3.25 | 2.10 |
| 5. Law and justice | 92 | 77 | 3.84 | 2.21 |
| 6. Urban development | 117 | 52 | 5.39 | 2.07 |
| 7. Environmental sustainability | 126 | 45 | 5.37 | 2.15 |
| 8. Regulatory framework | 112 | 59 | 5.39 | 2.19 |
| 9. Basic infrastructure | 125 | 45 | 5.84 | 2.13 |
| 10. Communicable/non-communicable diseases | 77 | 94 | 4.38 | 2.23 |
| 11. Poverty reduction | 131 | 39 | 5.27 | 2.16 |
| 12. Gender | 109 | 60 | 5.19 | 2.12 |
| 13. Domestic private sector development | 109 | 58 | 5.28 | 2.14 |
| 14. Foreign direct investment | 100 | 66 | 5.33 | 2.25 |
| 15. Water and sanitation | 122 | 49 | 5.77 | 2.13 |
| 16. Trade and exports | 86 | 81 | 4.86 | 2.11 |
| 17. Economic growth | 120 | 51 | 5.48 | 2.03 |
| 18. Energy | 111 | 57 | 5.34 | 2.34 |
| 19. Disaster management | 82 | 87 | 4.10 | 2.24 |
| 20. Public sector governance/ reform | 139 | 34 | 5.15 | 2.34 |
| 21. Job creation/employment | 131 | 41 | 4.76 | 2.24 |
| 22. Financial markets | 98 | 74 | 4.98 | 2.38 |
| 23. Equality of opportunity | 108 | 63 | 4.48 | 2.28 |
| 24. Health | 109 | 64 | 5.01 | 2.30 |
| 25. Rural development | 121 | 52 | 5.14 | 2.20 |
| 26. Global/regional integration | 91 | 77 | 4.93 | 2.15 |
| 27. Food security | 92 | 80 | 4.15 | 2.18 |
| 28. Education | 125 | 47 | 5.58 | 2.25 |
| 29. Social protection | 116 | 55 | 4.76 | 2.33 |
| 30. Climate change | 104 | 69 | 4.63 | 2.38 |
| 31. Agricultural development | 117 | 57 | 5.14 | 2.17 |
| 32. Natural resource management | 93 | 77 | 4.35 | 2.43 |
| 33. Balanced regional development | 107 | 65 | 4.74 | 2.32 |

C. World Bank Effectiveness and Results (continued)

| Achieving Development Results* | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 34. To what extent does the World Bank's work help to achieve development results in Lebanon? (1-To no degree at all, 10-To a very significant degree) | 162 | 28 | 5.62 | 1.79 |

| To what extent do you agree with the following statements about the World Bank in Lebanon? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 35. The World Bank's financial instruments meet the needs of Lebanon* | 153 | 35 | 5.71 | 1.93 |
| 36. The World Bank meets Lebanon's needs for knowledge services* | 159 | 30 | 6.07 | 1.94 |

| Value of Fee-based Products/Services | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 37. To what extent do you believe that Lebanon received value for money from the World Bank's fee-based products/services? (1-To no degree at all, 10-To a very significant degree) | 108 | 78 | 5.64 | 1.88 |

D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

| 1. How frequently do you consult World Bank knowledge work and activities in the work you do? | Percentage of Respondents (N=184) |
|--|--|
| Weekly | 13.0% |
| Monthly | 17.4% |
| A few times a year | 39.1% |
| Rarely | 21.2% |
| Never | 9.2% |

D. The World Bank's Knowledge Work and Activities (continued)
(i.e., Analysis, Studies, Research, Data, Reports, Conferences)

| 2. When thinking about the development challenges in Lebanon, 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=186) |
|---|--|
| Public sector governance/ reform | 52.2% |
| Anti corruption | 24.7% |
| Job creation/employment | 19.9% |
| Social protection | 19.4% |
| Poverty reduction | 19.4% |
| Energy | 16.1% |
| Economic growth | 15.6% |
| Balanced regional development | 12.9% |
| Natural resource management | 11.8% |
| Education | 11.3% |
| Domestic private sector development | 9.1% |
| Basic infrastructure | 9.1% |
| Transport | 8.6% |
| Water and sanitation | 8.6% |
| Law and justice | 8.1% |
| Rural development | 8.1% |
| Environmental sustainability | 5.9% |
| Foreign direct investment | 4.8% |
| Equality of opportunity | 4.3% |
| Agricultural development | 4.3% |
| Regulatory framework | 3.2% |
| Crime and violence | 3.2% |
| Information and communications technology | 2.7% |
| Food security | 2.2% |
| Financial markets | 1.6% |
| Health | 1.6% |
| Urban development | 1.6% |
| Gender | 1.6% |
| Global/regional integration | 1.1% |
| Trade and exports | 0.5% |
| Climate change | 0.5% |
| Communicable/non-communicable diseases | 0.5% |
| Disaster management | 0.0% |

D. The World Bank's Knowledge Work and Activities (continued)
(i.e., Analysis, Studies, Research, Data, Reports, Conferences)

| In Lebanon, 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> | Degree | | | |
|---|--------|----|------|------|
| | N | DK | Mean | SD |
| 3. Enhancing your knowledge and/or skills | 163 | 20 | 6.28 | 2.12 |
| 4. Contributing to good policy making | 161 | 23 | 6.02 | 1.88 |
| 5. Providing support for program implementation | 157 | 25 | 6.55 | 1.77 |

| In Lebanon, 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 | DK | Mean | SD |
| 6. Are timely | 137 | 41 | 5.92 | 1.89 |
| 7. Include appropriate level of stakeholder involvement during preparation | 141 | 36 | 6.01 | 2.10 |
| 8. Are relevant to Lebanon's development priorities | 151 | 26 | 6.10 | 1.86 |
| 9. Provide feasible recommendations | 154 | 25 | 6.29 | 1.80 |
| 10. Are accessible (well written and easy to understand) | 153 | 29 | 7.03 | 1.66 |
| 11. Are source of relevant information on global good practices. | 152 | 27 | 6.97 | 1.77 |
| 12. Are useful in terms of the work you do | 157 | 22 | 6.82 | 1.98 |
| 13. Are adequately disseminated | 146 | 34 | 6.08 | 2.00 |
| 14. Are translated enough into local language | 133 | 45 | 6.17 | 2.06 |
| 15. Are adaptable to Lebanon's specific development challenges and country circumstances* | 152 | 30 | 5.92 | 1.80 |

| Overall Evaluations | N | DK | 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?* <i>(1-Not significant at all, 10-Very significant)</i> | 162 | 25 | 6.07 | 2.00 |
| 17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i> | 163 | 25 | 7.31 | 1.55 |

E. Working with the World Bank

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank disburses funds promptly | 122 | 52 | 5.22 | 2.32 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports | 142 | 33 | 6.65 | 1.92 |
| 3. The World Bank's approvals and reviews are done in a timely fashion | 127 | 47 | 6.12 | 1.91 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable | 111 | 62 | 6.16 | 1.93 |
| 5. The World Bank's conditions on its lending are reasonable | 119 | 54 | 6.00 | 1.99 |
| 6. Working with the World Bank increases Lebanon's institutional capacity | 153 | 22 | 6.80 | 1.91 |
| 7. The World Bank ensures consistency and continuity through staff changes | 109 | 64 | 6.90 | 1.67 |
| 8. The World Bank's teams and visits are well coordinated | 120 | 54 | 6.92 | 1.81 |
| 9. Where country systems are adequate, the World Bank makes appropriate use of them* | 102 | 72 | 6.85 | 1.71 |
| 10. The World Bank provides effective implementation support | 132 | 43 | 6.80 | 1.79 |

F. The Future Role of the World Bank in Lebanon

| Future Role of the World Bank | N | DK | Mean | SD |
|---|-----|----|------|------|
| 1. How significant a role do you believe the World Bank SHOULD play in Lebanon's development in the near future? (1-Not a significant role at all, 10-Very significant role) | 188 | 5 | 7.98 | 1.54 |

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in Lebanon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=181) |
|--|--|
| Reach out more to groups outside of government | 51.4% |
| Reduce the complexity of obtaining World Bank financing | 34.3% |
| Improve the quality of its experts as related to Lebanon's specific challenges | 17.1% |
| Provide more adequate data/knowledge/statistics/figures on Lebanon's economy | 16.0% |
| Offer more innovative knowledge services | 14.9% |
| Improve the competitiveness of its financing compared to markets | 14.4% |
| Ensure greater selectivity in its work | 9.4% |
| Focus primarily on advocacy issues | 8.3% |
| Work faster | 7.7% |
| Increase availability of Fee-Based services | 7.2% |
| Offer more innovative financial products | 6.6% |
| Other | 5.5% |

G. Communication and Information Sharing

| 1. How do you get most of your information about economic and social development issues in Lebanon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=182) |
|---|---|
| Internet | 56.0% |
| Local newspapers | 54.4% |
| Local television | 23.6% |
| Periodicals | 21.4% |
| International newspapers | 9.3% |
| Other | 7.1% |
| Social media | 6.0% |
| International television | 6.0% |
| Local radio | 2.7% |
| Mobile phones | 2.2% |
| Instant messaging | 1.6% |
| International radio | 1.1% |
| Blogs | 1.1% |

| 2. How would you prefer to receive information from the World Bank? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=186) |
|---|---|
| World Bank seminars/workshops/conferences | 43.0% |
| World Bank website | 38.7% |
| e-newsletters | 38.2% |
| World Bank publications and other written materials | 28.0% |
| Direct contact with World Bank | 23.1% |
| Social media | 6.5% |
| Instant messaging | 5.9% |
| World Bank Public Information Center | 5.5% |
| Mobile phones | 4.3% |
| Other | 1.6% |
| Blogs | 0.5% |

| 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=175) |
|--|-----------------------------------|
| Yes | 24.0% |
| No | 76.0% |

| 4. Have you requested information from the World Bank on its activities in the past year? | Percentage of Respondents (N=177) |
|---|-----------------------------------|
| Yes | 19.2% |
| No | 80.8% |

| 5. Were you able to obtain this information? | Percentage of Respondents (N=37) |
|--|----------------------------------|
| Yes | 86.5% |
| No | 13.5% |

G. Communication and Information Sharing (continued)

| 6. Do you have access to the Internet? | Percentage of Respondents (N=179) |
|--|--------------------------------------|
| Yes | 99.4% |
| No | 0.6% |

| 7. Do you use/have used the World Bank website? | Percentage of Respondents (N=181) |
|---|--------------------------------------|
| Yes | 72.4% |
| No | 27.6% |

| 8. Which do you primarily use? | Percentage of Respondents (N=159) |
|----------------------------------|--------------------------------------|
| The World Bank's country website | 40.3% |
| The World Bank's main website | 59.7% |

| 9. Which Internet connection do you use primarily when visiting a World Bank website? | Percentage of Respondents (N=163) |
|---|--------------------------------------|
| High speed | 96.3% |
| Dial-up | 3.7% |

| 10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Lebanon? | Percentage of Respondents (N=127) |
|---|--------------------------------------|
| Yes | 15.0% |
| No | 48.8% |
| I don't know what PIC is | 36.2% |

| Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 11. I use/consult World Bank data more often than I did a few years ago | 162 | 16 | 5.60 | 2.61 |
| 12. The World Bank's PIC is a valuable source of information related to development in Lebanon. | 26 | 46 | 6.50 | 1.58 |
| 13. I find the World Bank websites easy to navigate. | 133 | 27 | 6.78 | 1.75 |
| 14. I find the information on the World Bank's websites useful. | 130 | 22 | 7.32 | 1.43 |
| 15. When I need information from the World Bank I know how to find it | 154 | 23 | 6.41 | 2.38 |
| 16. The World Bank is responsive to my information requests and inquiries | 111 | 55 | 6.77 | 2.21 |

H. Background Information

| 1. Which of the following best describes your current position? (Please mark only ONE response) | Percentage of Respondents (N=173) |
|--|--|
| Office of the President, Prime Minister | 1.2% |
| Office of Minister | 2.3% |
| Office of Parliamentarian | 2.3% |
| Employee of a Ministry, Ministerial Department or Implementation Agency | 8.7% |
| Consultant/Contractor working on World Bank supported Project/Program | 3.5% |
| Project Management Unit (PMU) overseeing implementation of project | 5.2% |
| Local Government Office or Staff | 3.5% |
| Bilateral Agency | 1.7% |
| Multilateral Agency | 4.0% |
| Private Sector Organization | 9.2% |
| Private Foundation | .6% |
| Financial Sector/Private Bank | 12.7% |
| NGO | 17.3% |
| Community Based Organization | 2.9% |
| Media | 8.1% |
| Independent Government Institution | 7.5% |
| Trade Union | 1.2% |
| Academia/Research Institute/Think Tank | 6.4% |
| Other | 1.7% |

| 2. Please identify the primary specialization of your work. (Please mark only ONE response) | Percentage of Respondents (N=178) |
|--|--|
| Other | 28.1% |
| Financial markets/banking | 18.0% |
| Public sector governance/Public financial management/anti corruption | 9.6% |
| Law and justice/regulatory framework | 6.7% |
| Education | 6.2% |
| Information and communications technology | 5.1% |
| Social protection | 5.1% |
| Job creation/employment | 4.5% |
| Health/Communicable/non-communicable diseases | 2.8% |
| Energy | 2.2% |
| Natural resource management/environmental sustainability | 2.2% |
| Private sector development/foreign direct investment | 2.2% |
| Agriculture/ rural development / food security | 1.7% |
| Gender/equality of opportunity | 1.7% |
| Water and sanitation | 1.7% |
| Transport | 1.1% |
| Urban development | 1.1% |

H. Background Information (continued)

| 3. Currently, do you professionally collaborate/work with the World Bank in your country? | Percentage of Respondents (N=187) |
|--|--|
| Yes | 48.7% |
| No | 51.3% |

| 4. Which of the following describes most of your exposure to the World Bank in Lebanon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=185) |
|--|--|
| Collaborate as part of my professional duties | 43.2% |
| Use World Bank reports/data | 38.4% |
| Engage in World Bank related/sponsored events/activities | 28.6% |
| Use World Bank website for information, data, research, etc. | 27.0% |
| Observer | 24.3% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=187) |
|---|--|
| Beirut | 66.8% |
| Mount Lebanon | 20.3% |
| North | 6.4% |
| South | 3.7% |
| Bekaa | 2.7% |

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Lebanon

In general, would you say that Lebanon 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|--------|
| The right direction | 0.0% | 6.7% | 33.3% | 0.0% | 0.0% | 5.6% | 2.7% | 0.0% | 7.7% | 18.2% | 0.0% |
| The wrong direction | 66.7% | 33.3% | 46.7% | 83.3% | 80.0% | 63.9% | 73.0% | 78.6% | 69.2% | 72.7% | 100.0% |
| Not sure | 33.3% | 60.0% | 20.0% | 16.7% | 20.0% | 30.6% | 24.3% | 21.4% | 23.1% | 9.1% | 0.0% |

*Significantly different between stakeholder groups

Listed below are a number of development priorities in Lebanon. Please identify which of the following you consider the most important development priorities in Lebanon? (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| Social protection | 33.3% | 33.3% | 33.3% | 50.0% | 60.0% | 13.2% | 36.8% | 46.2% | 46.2% | 18.2% | 42.9% |
| Transport | 0.0% | 20.0% | 26.7% | 0.0% | 20.0% | 18.4% | 7.9% | 7.7% | 15.4% | 9.1% | 14.3% |
| Public sector governance/ reform | 33.3% | 53.3% | 46.7% | 16.7% | 60.0% | 68.4% | 44.7% | 46.2% | 46.2% | 81.8% | 57.1% |
| Global/regional integration | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 0.0% | 18.2% | 0.0% |
| Domestic private sector development | 0.0% | 6.7% | 6.7% | 16.7% | 10.0% | 2.6% | 2.6% | 7.7% | 0.0% | 0.0% | 0.0% |
| Foreign direct investment | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 2.6% | 2.6% | 7.7% | 0.0% | 0.0% | 0.0% |
| Water and sanitation | 0.0% | 6.7% | 13.3% | 0.0% | 10.0% | 5.3% | 7.9% | 0.0% | 0.0% | 0.0% | 28.6% |
| Anti corruption | 16.7% | 33.3% | 26.7% | 0.0% | 20.0% | 18.4% | 13.2% | 23.1% | 7.7% | 27.3% | 28.6% |
| Job creation/employment* | 66.7% | 26.7% | 13.3% | 50.0% | 60.0% | 28.9% | 13.2% | 38.5% | 38.5% | 18.2% | 14.3% |
| Rural development | 0.0% | 6.7% | 6.7% | 16.7% | 0.0% | 15.8% | 10.5% | 15.4% | 0.0% | 0.0% | 28.6% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 6.7% | 6.7% | 0.0% | 10.0% | 0.0% | 10.5% | 0.0% | 0.0% | 9.1% | 0.0% |
| Equality of opportunity | 0.0% | 13.3% | 0.0% | 0.0% | 10.0% | 0.0% | 2.6% | 7.7% | 7.7% | 27.3% | 0.0% |
| Balanced regional development | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% | 5.3% | 13.2% | 7.7% | 15.4% | 9.1% | 14.3% |
| Health | 16.7% | 6.7% | 13.3% | 0.0% | 0.0% | 2.6% | 10.5% | 0.0% | 7.7% | 0.0% | 0.0% |
| Education | 33.3% | 0.0% | 13.3% | 16.7% | 10.0% | 5.3% | 26.3% | 23.1% | 7.7% | 9.1% | 0.0% |
| Poverty reduction | 0.0% | 13.3% | 13.3% | 0.0% | 0.0% | 7.9% | 15.8% | 7.7% | 7.7% | 9.1% | 0.0% |
| Energy | 0.0% | 0.0% | 13.3% | 0.0% | 10.0% | 10.5% | 5.3% | 0.0% | 7.7% | 0.0% | 0.0% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 2.6% | 0.0% | 7.7% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 16.7% | 0.0% | 0.0% | 16.7% | 0.0% | 5.3% | 2.6% | 15.4% | 7.7% | 0.0% | 0.0% |
| Economic growth | 0.0% | 6.7% | 20.0% | 16.7% | 10.0% | 15.8% | 10.5% | 7.7% | 23.1% | 36.4% | 14.3% |
| Law and justice | 0.0% | 6.7% | 13.3% | 16.7% | 10.0% | 15.8% | 5.3% | 7.7% | 23.1% | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 7.7% | 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% | 9.1% | 14.3% |
| Basic infrastructure* | 50.0% | 33.3% | 6.7% | 0.0% | 0.0% | 15.8% | 2.6% | 0.0% | 7.7% | 0.0% | 28.6% |
| Natural resource management | 16.7% | 20.0% | 0.0% | 16.7% | 0.0% | 15.8% | 21.1% | 23.1% | 15.4% | 18.2% | 14.3% |
| Disaster management | 16.7% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 5.3% | 7.7% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Lebanon (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 Lebanon?

(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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity* | 50.0% | 6.7% | 26.7% | 33.3% | 40.0% | 5.3% | 21.1% | 14.3% | 15.4% | 45.5% | 14.3% |
| Economic growth | 33.3% | 46.7% | 60.0% | 33.3% | 20.0% | 57.9% | 39.5% | 21.4% | 46.2% | 36.4% | 14.3% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Global/regional integration | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 7.1% | 0.0% | 9.1% | 0.0% |
| Rural development | 16.7% | 26.7% | 13.3% | 33.3% | 20.0% | 55.3% | 31.6% | 28.6% | 15.4% | 36.4% | 57.1% |
| Urban development | 0.0% | 0.0% | 6.7% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 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% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 7.9% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% |
| Social protection* | 50.0% | 53.3% | 13.3% | 83.3% | 30.0% | 28.9% | 15.8% | 50.0% | 46.2% | 54.5% | 28.6% |
| Law and justice | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 0.0% | 9.1% | 0.0% |
| Transport | 0.0% | 6.7% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 7.7% | 9.1% | 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% | 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% | 0.0% |
| Information and communications technology* | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti corruption | 16.7% | 0.0% | 13.3% | 16.7% | 0.0% | 13.2% | 21.1% | 28.6% | 7.7% | 27.3% | 14.3% |
| Domestic private sector development | 0.0% | 13.3% | 6.7% | 0.0% | 10.0% | 13.2% | 10.5% | 0.0% | 0.0% | 0.0% | 14.3% |
| Foreign direct investment | 33.3% | 6.7% | 13.3% | 16.7% | 10.0% | 2.6% | 2.6% | 0.0% | 7.7% | 0.0% | 0.0% |
| Education | 16.7% | 20.0% | 40.0% | 0.0% | 10.0% | 18.4% | 21.1% | 28.6% | 23.1% | 9.1% | 0.0% |
| Energy | 16.7% | 13.3% | 0.0% | 16.7% | 0.0% | 0.0% | 10.5% | 7.1% | 0.0% | 0.0% | 0.0% |
| Public sector governance/ reform | 16.7% | 20.0% | 6.7% | 16.7% | 60.0% | 21.1% | 23.7% | 14.3% | 15.4% | 0.0% | 14.3% |
| Natural resource management | 0.0% | 13.3% | 6.7% | 16.7% | 0.0% | 2.6% | 5.3% | 0.0% | 7.7% | 0.0% | 28.6% |
| Environmental sustainability* | 0.0% | 0.0% | 13.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 14.3% |
| Health | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 2.6% | 5.3% | 0.0% | 7.7% | 0.0% | 14.3% |
| Agricultural development | 0.0% | 13.3% | 0.0% | 0.0% | 0.0% | 2.6% | 10.5% | 14.3% | 0.0% | 0.0% | 0.0% |
| Job creation/employment | 33.3% | 53.3% | 60.0% | 33.3% | 70.0% | 36.8% | 57.9% | 35.7% | 53.8% | 45.5% | 71.4% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 9.1% | 0.0% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 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% | 2.6% | 5.3% | 7.1% | 7.7% | 0.0% | 0.0% |
| Balanced regional development | 0.0% | 6.7% | 0.0% | 0.0% | 10.0% | 21.1% | 7.9% | 21.4% | 38.5% | 9.1% | 14.3% |

*Significantly different between stakeholder groups

A. General Issues facing Lebanon (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 Lebanon? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Office of | Employee of a Ministry/ | PMU/Consultant/ | Local Gov | Bilateral/ | Private Sector/ | CSO | Media | Independent | Academia/ | Other |
|---|--------------------------------------|---|-------------------------------|-----------|------------------------|-----------------------------------|-------|-------|---------------------------|-----------------------------------|-------|
| | President/Prime Minister/Minister | Ministerial Dep/ Implementation Agency | Contractor on Bank project | | Multilateral Agency | Financial Sector/ Private Bank | | | Government Institution | Research institute/ Think tank | |
| Energy | 16.7% | 6.7% | 20.0% | 16.7% | 30.0% | 7.9% | 21.6% | 35.7% | 15.4% | 0.0% | 0.0% |
| Gender | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 2.6% | 5.4% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity* | 16.7% | 0.0% | 0.0% | 33.3% | 20.0% | 0.0% | 10.8% | 21.4% | 0.0% | 0.0% | 0.0% |
| Social protection | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 5.4% | 0.0% | 0.0% | 0.0% | 0.0% |
| Global/regional integration | 16.7% | 6.7% | 0.0% | 0.0% | 0.0% | 5.3% | 5.4% | 7.1% | 15.4% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti corruption | 33.3% | 13.3% | 26.7% | 16.7% | 20.0% | 21.1% | 18.9% | 14.3% | 23.1% | 45.5% | 28.6% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 0.0% | 20.0% | 6.7% | 33.3% | 0.0% | 5.3% | 21.6% | 14.3% | 7.7% | 27.3% | 0.0% |
| Foreign direct investment* | 16.7% | 46.7% | 20.0% | 50.0% | 30.0% | 50.0% | 10.8% | 28.6% | 23.1% | 18.2% | 28.6% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 0.0% | 2.7% | 0.0% | 7.7% | 0.0% | 0.0% |
| Water and sanitation | 16.7% | 0.0% | 13.3% | 0.0% | 0.0% | 0.0% | 2.7% | 0.0% | 7.7% | 0.0% | 0.0% |
| Education | 16.7% | 0.0% | 13.3% | 0.0% | 0.0% | 0.0% | 8.1% | 0.0% | 0.0% | 0.0% | 14.3% |
| Information and communications technology | 16.7% | 26.7% | 13.3% | 0.0% | 0.0% | 10.5% | 8.1% | 21.4% | 7.7% | 18.2% | 0.0% |
| Regulatory framework | 0.0% | 13.3% | 20.0% | 0.0% | 10.0% | 10.5% | 5.4% | 7.1% | 7.7% | 9.1% | 0.0% |
| Balanced regional development | 16.7% | 6.7% | 6.7% | 0.0% | 10.0% | 7.9% | 8.1% | 28.6% | 15.4% | 36.4% | 28.6% |
| Communicable/non- communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 16.7% | 40.0% | 26.7% | 16.7% | 20.0% | 28.9% | 13.5% | 35.7% | 15.4% | 18.2% | 28.6% |
| Public sector governance/ reform* | 16.7% | 0.0% | 33.3% | 33.3% | 60.0% | 44.7% | 35.1% | 14.3% | 46.2% | 9.1% | 14.3% |
| Domestic private sector development | 16.7% | 26.7% | 26.7% | 16.7% | 30.0% | 15.8% | 18.9% | 21.4% | 30.8% | 9.1% | 14.3% |
| Job creation/employment | 16.7% | 20.0% | 20.0% | 16.7% | 30.0% | 7.9% | 29.7% | 7.1% | 7.7% | 27.3% | 28.6% |
| Agricultural development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.4% | 0.0% | 7.7% | 9.1% | 14.3% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.7% | 7.1% | 0.0% | 0.0% | 14.3% |
| Transport | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 10.5% | 8.1% | 7.1% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 33.3% | 33.3% | 20.0% | 33.3% | 0.0% | 18.4% | 18.9% | 7.1% | 30.8% | 18.2% | 57.1% |
| Environmental sustainability | 0.0% | 0.0% | 13.3% | 0.0% | 0.0% | 2.6% | 5.4% | 0.0% | 7.7% | 0.0% | 0.0% |
| Health | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 16.7% | 26.7% | 6.7% | 0.0% | 20.0% | 31.6% | 16.2% | 7.1% | 15.4% | 27.3% | 0.0% |
| Law and justice | 0.0% | 0.0% | 13.3% | 16.7% | 0.0% | 10.5% | 5.4% | 14.3% | 7.7% | 18.2% | 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% | 0.0% |
| Financial markets | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 2.7% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Lebanon (continued)

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lebanon (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Better employment opportunities for young people | 20.0% | 21.4% | 46.2% | 33.3% | 33.3% | 13.9% | 33.3% | 33.3% | 15.4% | 0.0% | 0.0% |
| Better employment opportunities for women* | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 18.2% | 0.0% | 0.0% | 0.0% | 0.0% |
| Greater access to micro-finance for the poor | 0.0% | 0.0% | 23.1% | 16.7% | 11.1% | 11.1% | 3.0% | 25.0% | 15.4% | 14.3% | 0.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 0.0% | 7.1% | 0.0% | 0.0% | 22.2% | 25.0% | 21.2% | 8.3% | 7.7% | 57.1% | 16.7% |
| Greater access to health and nutrition for citizens | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 8.3% | 3.0% | 8.3% | 7.7% | 14.3% | 0.0% |
| Better entrepreneurial opportunities* | 60.0% | 42.9% | 7.7% | 16.7% | 0.0% | 11.1% | 6.1% | 8.3% | 23.1% | 0.0% | 50.0% |
| A growing middle class | 20.0% | 21.4% | 23.1% | 33.3% | 66.7% | 38.9% | 33.3% | 66.7% | 53.8% | 42.9% | 50.0% |
| Better opportunity for the poor who live in rural areas | 0.0% | 21.4% | 7.7% | 16.7% | 0.0% | 19.4% | 27.3% | 8.3% | 7.7% | 14.3% | 0.0% |
| Better opportunity for the poor who live in urban areas | 0.0% | 0.0% | 15.4% | 0.0% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% |
| Consistent economic growth | 60.0% | 35.7% | 23.1% | 33.3% | 11.1% | 41.7% | 27.3% | 16.7% | 23.1% | 14.3% | 66.7% |
| Education and training that better ensure job opportunity | 20.0% | 14.3% | 38.5% | 16.7% | 11.1% | 13.9% | 21.2% | 16.7% | 7.7% | 14.3% | 16.7% |
| Better quality public services | 20.0% | 28.6% | 15.4% | 16.7% | 33.3% | 8.3% | 6.1% | 0.0% | 30.8% | 14.3% | 0.0% |
| Other | 0.0% | 7.1% | 7.7% | 0.0% | 0.0% | 2.8% | 0.0% | 8.3% | 7.7% | 0.0% | 0.0% |

*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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| How familiar are you with the work of the World Bank in Lebanon?* | 6 | 9.17 | 1.17 | 15 | 5.93 | 2.46 | 15 | 8.07 | 1.16 | 6 | 4.67 | 1.63 | 10 | 6.00 | 2.21 | 38 | 6.16 | 2.24 | 38 | 5.24 | 1.98 | 14 | 5.93 | 1.33 | 13 | 6.92 | 1.93 | 11 | 6.18 | 2.27 | 7 | 7.14 | 1.21 |

(1-Not familiar at all, 10-Extremely familiar) *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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Lebanon?* | 6 | 7.67 | 3.01 | 9 | 6.22 | 2.11 | 15 | 7.60 | 1.30 | 6 | 4.67 | 1.63 | 8 | 6.50 | 1.93 | 32 | 5.91 | 1.49 | 30 | 5.07 | 1.93 | 14 | 5.14 | 1.29 | 12 | 6.42 | 1.38 | 10 | 5.10 | 1.60 | 7 | 6.14 | 1.21 |

(1-Not effective at all, 10-Very effective) *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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Lebanon solve its most complicated development challenges?* | 6 | 9.17 | .98 | 10 | 7.60 | 1.84 | 15 | 7.40 | 1.88 | 5 | 6.00 | 2.74 | 8 | 6.63 | 1.92 | 30 | 6.70 | 1.37 | 25 | 6.16 | 2.08 | 11 | 5.91 | 1.51 | 11 | 7.09 | 1.30 | 10 | 6.00 | 1.70 | 6 | 6.83 | 1.17 |

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

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lebanon? (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Social protection | 16.7% | 20.0% | 33.3% | 16.7% | 40.0% | 13.2% | 18.4% | 50.0% | 38.5% | 27.3% | 0.0% |
| Public sector governance/ reform | 66.7% | 73.3% | 33.3% | 16.7% | 60.0% | 57.9% | 39.5% | 35.7% | 53.8% | 45.5% | 57.1% |
| Transport | 0.0% | 20.0% | 26.7% | 0.0% | 10.0% | 13.2% | 7.9% | 7.1% | 0.0% | 9.1% | 14.3% |
| Poverty reduction | 0.0% | 6.7% | 20.0% | 16.7% | 10.0% | 18.4% | 26.3% | 14.3% | 23.1% | 18.2% | 14.3% |
| Global/regional integration | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 2.6% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 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% | 0.0% |
| Domestic private sector development | 0.0% | 6.7% | 6.7% | 50.0% | 10.0% | 15.8% | 15.8% | 7.1% | 0.0% | 0.0% | 14.3% |
| Rural development | 0.0% | 26.7% | 13.3% | 0.0% | 10.0% | 18.4% | 23.7% | 7.1% | 23.1% | 9.1% | 14.3% |
| Foreign direct investment | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 15.8% | 0.0% | 21.4% | 15.4% | 9.1% | 14.3% |
| Water and sanitation | 16.7% | 6.7% | 13.3% | 0.0% | 10.0% | 7.9% | 5.3% | 0.0% | 0.0% | 9.1% | 0.0% |
| Energy | 16.7% | 6.7% | 0.0% | 0.0% | 10.0% | 15.8% | 7.9% | 7.1% | 7.7% | 18.2% | 14.3% |
| Job creation/employment | 16.7% | 13.3% | 6.7% | 16.7% | 50.0% | 15.8% | 18.4% | 21.4% | 15.4% | 9.1% | 14.3% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 9.1% | 14.3% |
| Environmental sustainability | 0.0% | 6.7% | 0.0% | 0.0% | 10.0% | 2.6% | 18.4% | 0.0% | 7.7% | 27.3% | 0.0% |
| Balanced regional development | 16.7% | 0.0% | 13.3% | 16.7% | 10.0% | 10.5% | 13.2% | 14.3% | 7.7% | 9.1% | 28.6% |
| Equality of opportunity | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 7.7% | 0.0% | 0.0% |
| Health | 16.7% | 0.0% | 13.3% | 0.0% | 10.0% | 2.6% | 5.3% | 21.4% | 0.0% | 0.0% | 0.0% |
| Education | 16.7% | 0.0% | 26.7% | 16.7% | 10.0% | 18.4% | 13.2% | 21.4% | 15.4% | 18.2% | 0.0% |
| Food security* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 15.8% | 7.1% | 7.7% | 18.2% | 28.6% |
| Trade and exports | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 14.3% |
| Economic growth | 0.0% | 33.3% | 13.3% | 33.3% | 20.0% | 23.7% | 23.7% | 14.3% | 15.4% | 9.1% | 28.6% |
| Law and justice | 16.7% | 0.0% | 13.3% | 0.0% | 0.0% | 7.9% | 7.9% | 7.1% | 7.7% | 9.1% | 0.0% |
| Regulatory framework | 0.0% | 6.7% | 13.3% | 0.0% | 10.0% | 0.0% | 7.9% | 0.0% | 0.0% | 9.1% | 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% | 0.0% |
| Basic infrastructure* | 33.3% | 26.7% | 20.0% | 50.0% | 0.0% | 13.2% | 2.6% | 0.0% | 38.5% | 0.0% | 0.0% |
| Natural resource management* | 16.7% | 6.7% | 13.3% | 33.3% | 0.0% | 0.0% | 7.9% | 0.0% | 0.0% | 0.0% | 28.6% |
| Anti corruption | 0.0% | 26.7% | 20.0% | 0.0% | 0.0% | 15.8% | 5.3% | 0.0% | 15.4% | 9.1% | 0.0% |
| Information and communications technology* | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 2.6% | 7.1% | 0.0% | 27.3% | 0.0% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 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 Lebanon?

| 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|--|---|---|------------------|---------------------------------------|---|------------|--------------|---|---|--------------|
| Financial resources: investment lending | 16.7% | 0.0% | 25.0% | 40.0% | 30.0% | 38.9% | 35.5% | 25.0% | 27.3% | 0.0% | 33.3% |
| Financial resources: policy based lending / budget support to the Government* | 50.0% | 44.4% | 50.0% | 40.0% | 10.0% | 19.4% | 6.5% | 25.0% | 18.2% | 0.0% | 50.0% |
| Mobilizing third party financial resources | 0.0% | 22.2% | 0.0% | 0.0% | 10.0% | 5.6% | 9.7% | 16.7% | 0.0% | 0.0% | 0.0% |
| Technical assistance* | 0.0% | 0.0% | 25.0% | 0.0% | 40.0% | 19.4% | 6.5% | 0.0% | 9.1% | 30.0% | 0.0% |
| Policy advice | 0.0% | 11.1% | 0.0% | 0.0% | 10.0% | 8.3% | 3.2% | 8.3% | 9.1% | 20.0% | 16.7% |
| Donor coordination | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% | 3.2% | 0.0% | 0.0% | 10.0% | 0.0% |
| Data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.5% | 0.0% | 18.2% | 10.0% | 0.0% |
| Training/capacity building | 0.0% | 11.1% | 0.0% | 20.0% | 0.0% | 2.8% | 9.7% | 16.7% | 9.1% | 20.0% | 0.0% |
| Studies/analyses | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.7% | 8.3% | 0.0% | 10.0% | 0.0% |
| Convening/facilitating | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 9.7% | 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% | 0.0% | 0.0% | 0.0% |
| Other | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|--|---|---|------------------|---------------------------------------|---|------------|--------------|---|---|--------------|
| Financial resources: investment lending | 0.0% | 11.1% | 8.3% | 20.0% | 10.0% | 2.8% | 6.5% | 16.7% | 0.0% | 10.0% | 16.7% |
| Financial resources: policy based lending / budget support to the Government | 0.0% | 0.0% | 16.7% | 20.0% | 30.0% | 16.7% | 16.1% | 16.7% | 36.4% | 10.0% | 0.0% |
| Mobilizing third party financial resources | 0.0% | 11.1% | 8.3% | 0.0% | 0.0% | 2.8% | 9.7% | 0.0% | 18.2% | 0.0% | 0.0% |
| Technical assistance | 0.0% | 44.4% | 16.7% | 20.0% | 20.0% | 16.7% | 12.9% | 16.7% | 0.0% | 10.0% | 16.7% |
| Policy advice | 16.7% | 11.1% | 8.3% | 0.0% | 20.0% | 16.7% | 3.2% | 8.3% | 0.0% | 30.0% | 0.0% |
| Donor coordination | 16.7% | 11.1% | 8.3% | 20.0% | 10.0% | 2.8% | 3.2% | 8.3% | 9.1% | 0.0% | 0.0% |
| Data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% | 3.2% | 0.0% | 0.0% | 20.0% | 0.0% |
| Training/capacity building | 16.7% | 11.1% | 33.3% | 0.0% | 10.0% | 27.8% | 29.0% | 25.0% | 9.1% | 10.0% | 33.3% |
| Studies/analyses* | 50.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% | 9.7% | 0.0% | 18.2% | 10.0% | 33.3% |
| Convening/facilitating | 0.0% | 0.0% | 0.0% | 0.0% | 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% | 20.0% | 0.0% | 0.0% | 6.5% | 8.3% | 9.1% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.8% | 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 Lebanon? (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Staff too inaccessible | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 7.7% | 18.2% | 0.0% |
| Not exploring alternative policy options | 0.0% | 25.0% | 7.1% | 40.0% | 25.0% | 9.1% | 11.8% | 14.3% | 0.0% | 18.2% | 28.6% |
| Not adequately sensitive to political/social realities in Lebanon | 0.0% | 12.5% | 7.1% | 20.0% | 12.5% | 15.2% | 23.5% | 28.6% | 15.4% | 18.2% | 42.9% |
| Not enough public disclosure of its work | 0.0% | 12.5% | 21.4% | 60.0% | 12.5% | 21.2% | 32.4% | 28.6% | 23.1% | 27.3% | 14.3% |
| Arrogant in its approach | 0.0% | 12.5% | 0.0% | 0.0% | 12.5% | 6.1% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not aligned with country priorities | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 12.1% | 5.9% | 14.3% | 7.7% | 9.1% | 0.0% |
| 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% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 33.3% | 62.5% | 21.4% | 20.0% | 12.5% | 24.2% | 8.8% | 28.6% | 23.1% | 18.2% | 14.3% |
| Too influenced by developed countries | 16.7% | 0.0% | 7.1% | 0.0% | 0.0% | 18.2% | 8.8% | 35.7% | 15.4% | 36.4% | 28.6% |
| Imposing technocratic solutions without regard to political realities | 16.7% | 0.0% | 14.3% | 0.0% | 37.5% | 21.2% | 5.9% | 0.0% | 7.7% | 27.3% | 0.0% |
| World Bank processes too slow and complex | 50.0% | 25.0% | 28.6% | 40.0% | 0.0% | 27.3% | 11.8% | 0.0% | 15.4% | 18.2% | 14.3% |
| Too bureaucratic in its operational policies and procedures | 0.0% | 12.5% | 7.1% | 20.0% | 12.5% | 9.1% | 17.6% | 14.3% | 23.1% | 0.0% | 0.0% |
| Not aligned with other donors' work | 0.0% | 12.5% | 14.3% | 0.0% | 25.0% | 6.1% | 0.0% | 0.0% | 15.4% | 0.0% | 14.3% |
| Not collaborating enough with non-state actors* | 16.7% | 0.0% | 21.4% | 0.0% | 0.0% | 12.1% | 44.1% | 21.4% | 7.7% | 9.1% | 42.9% |
| Not client focused* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 15.4% | 0.0% | 0.0% |
| Other* | 33.3% | 0.0% | 0.0% | 0.0% | 25.0% | 3.0% | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lebanon? (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 | | | Independent Government Institution | | | 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 | N | Mean | SD |
| Capacity development | 33.3% | | | 33.3% | | | 57.1% | | | 66.7% | | | 20.0% | | | 44.7% | | | 47.2% | | | 50.0% | | | 46.2% | | | 54.5% | | | 100.0% | | |
| Policy based lending / budget support to the Government | 33.3% | | | 40.0% | | | 28.6% | | | 50.0% | | | 20.0% | | | 18.4% | | | 19.4% | | | 21.4% | | | 30.8% | | | 27.3% | | | 0.0% | | |
| Knowledge products/services | 0.0% | | | 6.7% | | | 14.3% | | | 0.0% | | | 10.0% | | | 7.9% | | | 22.2% | | | 14.3% | | | 7.7% | | | 27.3% | | | 0.0% | | |
| Investment lending | 16.7% | | | 60.0% | | | 42.9% | | | 50.0% | | | 40.0% | | | 68.4% | | | 52.8% | | | 35.7% | | | 69.2% | | | 54.5% | | | 85.7% | | |
| Technical assistance | 66.7% | | | 46.7% | | | 21.4% | | | 0.0% | | | 60.0% | | | 31.6% | | | 30.6% | | | 50.0% | | | 30.8% | | | 36.4% | | | 0.0% | | |
| Trust Fund management | 0.0% | | | 0.0% | | | 21.4% | | | 16.7% | | | 20.0% | | | 5.3% | | | 2.8% | | | 14.3% | | | 0.0% | | | 0.0% | | | 0.0% | | |
| Risk guarantee instrument | 16.7% | | | 6.7% | | | 0.0% | | | 0.0% | | | 0.0% | | | 13.2% | | | 5.6% | | | 7.1% | | | 7.7% | | | 0.0% | | | 14.3% | | |
| Other | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 2.8% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | |
| Don't know | 16.7% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 2.6% | | | 2.8% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | |

| | 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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD | N | Mean |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?" | 6 | 7.67 | 1.51 | 10 | 7.20 | 1.14 | 15 | 7.07 | 1.79 | 6 | 6.50 | 1.38 | 8 | 7.38 | 1.69 | 36 | 7.58 | 1.36 | 30 | 6.60 | 2.24 | 11 | 6.91 | 2.59 | 12 | 7.00 | 2.17 | 11 | 7.45 | 2.21 | 6 | 8.83 | 1.17 | | |

(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 | | | Independent Government Institution | | | 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 | N | Mean | SD |
| NGOs* | 33.3% | | | 33.3% | | | 46.7% | | | 66.7% | | | 40.0% | | | 36.8% | | | 76.3% | | | 35.7% | | | 30.8% | | | 36.4% | | | 71.4% | | |
| Local Government | 16.7% | | | 40.0% | | | 26.7% | | | 50.0% | | | 30.0% | | | 21.1% | | | 28.9% | | | 14.3% | | | 46.2% | | | 27.3% | | | 14.3% | | |
| Beneficiaries | 0.0% | | | 26.7% | | | 6.7% | | | 16.7% | | | 10.0% | | | 7.9% | | | 5.3% | | | 0.0% | | | 0.0% | | | 27.3% | | | 0.0% | | |
| Private sector* | 16.7% | | | 13.3% | | | 46.7% | | | 16.7% | | | 10.0% | | | 63.2% | | | 15.8% | | | 21.4% | | | 38.5% | | | 18.2% | | | 14.3% | | |
| Community Based Organizations (CBOs) | 0.0% | | | 13.3% | | | 13.3% | | | 33.3% | | | 10.0% | | | 7.9% | | | 28.9% | | | 28.6% | | | 30.8% | | | 0.0% | | | 28.6% | | |
| Donor community | 33.3% | | | 13.3% | | | 0.0% | | | 0.0% | | | 40.0% | | | 7.9% | | | 7.9% | | | 0.0% | | | 15.4% | | | 9.1% | | | 14.3% | | |
| Foundations | 33.3% | | | 0.0% | | | 13.3% | | | 0.0% | | | 0.0% | | | 10.5% | | | 2.6% | | | 7.1% | | | 0.0% | | | 0.0% | | | 0.0% | | |
| Academia/think tanks/research institutes* | 16.7% | | | 20.0% | | | 13.3% | | | 0.0% | | | 20.0% | | | 36.8% | | | 23.7% | | | 28.6% | | | 23.1% | | | 72.7% | | | 28.6% | | |
| Parliament* | 50.0% | | | 26.7% | | | 6.7% | | | 0.0% | | | 20.0% | | | 5.3% | | | 0.0% | | | 7.1% | | | 0.0% | | | 0.0% | | | 14.3% | | |
| Media* | 0.0% | | | 13.3% | | | 6.7% | | | 16.7% | | | 0.0% | | | 2.6% | | | 7.9% | | | 57.1% | | | 7.7% | | | 9.1% | | | 0.0% | | |
| Faith based organizations | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | |
| Other | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 20.0% | | | 0.0% | | | 2.6% | | | 0.0% | | | 7.7% | | | 0.0% | | | 14.3% | | |

*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 Lebanon? (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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Lebanon* | 6 | 7.00 | 2.83 | 12 | 6.83 | 1.53 | 15 | 8.00 | 1.46 | 6 | 4.67 | 1.97 | 9 | 6.33 | 2.06 | 32 | 5.31 | 2.09 | 31 | 5.13 | 2.16 | 13 | 4.62 | 1.94 | 12 | 5.92 | 1.98 | 10 | 4.10 | 1.52 | 7 | 6.00 | 1.53 |
| The World Bank's work is aligned with what I consider the development priorities for Lebanon* | 6 | 7.00 | 2.28 | 12 | 6.92 | 1.62 | 15 | 7.07 | 1.94 | 5 | 4.60 | 1.82 | 8 | 6.75 | 1.04 | 31 | 5.61 | 1.69 | 31 | 4.90 | 1.83 | 11 | 4.73 | 1.49 | 11 | 6.00 | 1.79 | 11 | 5.00 | 1.79 | 7 | 6.00 | 1.91 |
| The World Bank supports programs and strategies that are realistic for Lebanon* | 6 | 7.50 | 2.59 | 15 | 6.60 | 1.45 | 15 | 7.33 | .98 | 5 | 4.80 | 2.17 | 9 | 5.89 | 1.83 | 28 | 5.79 | 1.66 | 28 | 5.00 | 1.74 | 13 | 4.54 | 1.76 | 11 | 6.18 | 1.47 | 11 | 4.82 | 2.04 | 7 | 6.71 | 1.25 |
| The World Bank treats clients and stakeholders in Lebanon with respect | 6 | 9.00 | 1.26 | 15 | 8.00 | 1.56 | 15 | 8.27 | 1.28 | 4 | 8.25 | 1.26 | 7 | 6.57 | 1.72 | 30 | 7.63 | 1.75 | 26 | 7.38 | 1.90 | 11 | 7.91 | 1.58 | 12 | 7.08 | 1.56 | 8 | 6.63 | 2.39 | 5 | 7.00 | 1.41 |

*Significantly different between stakeholder groups

To what extent is the World Bank an effective development partner in Lebanon, 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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| Responsiveness* | 6 | 7.33 | 1.37 | 12 | 7.33 | 1.37 | 14 | 7.79 | 1.58 | 6 | 4.00 | 1.41 | 5 | 5.40 | .89 | 24 | 5.88 | 1.85 | 25 | 4.96 | 1.46 | 7 | 5.00 | 1.91 | 10 | 6.20 | 1.23 | 10 | 5.30 | 1.57 | 6 | 5.83 | .75 |
| Flexibility (in terms of the World Bank's products and services)* | 6 | 7.00 | 1.79 | 10 | 6.30 | 1.64 | 14 | 7.79 | 1.31 | 4 | 4.50 | 1.73 | 6 | 5.50 | 2.07 | 27 | 5.59 | 1.65 | 26 | 5.04 | 1.82 | 8 | 5.63 | 1.19 | 12 | 6.08 | 1.44 | 11 | 4.91 | 1.51 | 7 | 5.71 | .76 |
| Flexibility (in terms of changing country circumstances)* | 6 | 6.83 | 1.60 | 10 | 6.50 | 1.43 | 14 | 7.57 | 1.74 | 3 | 4.33 | 1.53 | 5 | 5.80 | 1.64 | 26 | 5.31 | 1.46 | 26 | 4.58 | 2.04 | 7 | 5.29 | .76 | 12 | 5.67 | 1.56 | 11 | 4.73 | 2.15 | 7 | 5.29 | .76 |
| Being inclusive* | 6 | 7.17 | 1.72 | 9 | 6.33 | 1.80 | 14 | 7.79 | 1.31 | 4 | 4.75 | .96 | 6 | 4.67 | 2.16 | 26 | 5.50 | 1.53 | 23 | 5.83 | 1.67 | 7 | 5.86 | 1.68 | 12 | 6.08 | 1.51 | 10 | 4.80 | 1.93 | 6 | 5.50 | 1.05 |
| Openness* | 6 | 8.67 | 1.21 | 10 | 7.20 | 1.93 | 14 | 8.14 | .95 | 4 | 5.50 | .58 | 9 | 5.11 | 2.03 | 28 | 6.39 | 1.71 | 27 | 6.33 | 2.13 | 11 | 6.82 | 1.47 | 12 | 7.33 | 1.37 | 11 | 5.91 | 1.45 | 6 | 5.33 | 1.51 |
| Staff accessibility* | 5 | 8.20 | 1.30 | 13 | 7.69 | 1.44 | 14 | 8.07 | 1.07 | 5 | 4.40 | .55 | 9 | 5.44 | 2.51 | 25 | 6.60 | 2.18 | 21 | 6.19 | 1.44 | 9 | 5.33 | 2.50 | 12 | 7.42 | 1.51 | 9 | 5.22 | 2.33 | 7 | 5.29 | .76 |
| Straightforwardness and honesty | 6 | 7.00 | 3.95 | 13 | 7.54 | 2.03 | 14 | 8.14 | 1.29 | 4 | 7.25 | 1.50 | 6 | 6.33 | 2.73 | 28 | 7.57 | 1.62 | 20 | 6.90 | 2.25 | 11 | 6.73 | 1.74 | 12 | 7.67 | 1.50 | 9 | 6.67 | 1.22 | 6 | 7.00 | 1.67 |
| Collaboration with groups outside of the Government | 6 | 6.00 | 3.03 | 7 | 7.00 | 1.63 | 10 | 6.80 | 1.87 | 2 | 6.50 | .71 | 6 | 5.83 | 1.72 | 26 | 6.08 | 1.29 | 26 | 5.00 | 2.37 | 11 | 5.91 | 2.21 | 8 | 5.88 | 1.73 | 10 | 5.70 | 1.95 | 7 | 5.00 | 1.63 |
| Collaboration with the Government* | 6 | 8.33 | 1.37 | 12 | 8.17 | .94 | 13 | 8.31 | 1.11 | 5 | 5.20 | 1.48 | 8 | 8.00 | .93 | 23 | 6.96 | 1.61 | 24 | 6.63 | 1.44 | 12 | 7.33 | 1.61 | 11 | 7.55 | 1.04 | 8 | 6.50 | 1.41 | 7 | 7.29 | 1.50 |
| Collaboration with other donors* | 5 | 7.80 | 1.92 | 7 | 6.57 | 1.90 | 10 | 7.80 | .92 | 4 | 5.75 | 2.22 | 8 | 4.63 | 1.92 | 19 | 6.37 | 1.21 | 16 | 6.44 | 1.75 | 5 | 6.40 | 1.52 | 6 | 5.17 | .98 | 7 | 6.14 | 1.57 | 5 | 5.80 | .84 |
| The speed in which it gets things accomplished on the ground* | 6 | 6.67 | 2.16 | 10 | 6.60 | 1.51 | 14 | 7.43 | 1.60 | 3 | 4.33 | 3.06 | 4 | 6.00 | 1.41 | 25 | 5.48 | 1.76 | 20 | 4.90 | 1.80 | 5 | 5.80 | 2.39 | 11 | 5.82 | 1.60 | 6 | 5.67 | 1.03 | 4 | 6.25 | .96 |
| Follow through over time* | 6 | 8.00 | 1.67 | 11 | 7.82 | 1.33 | 14 | 8.07 | 1.21 | 4 | 4.50 | 2.08 | 2 | 6.50 | .71 | 28 | 6.54 | 1.73 | 24 | 6.29 | 1.85 | 5 | 5.40 | 1.52 | 9 | 6.67 | 1.87 | 7 | 6.57 | 1.40 | 7 | 5.57 | 1.81 |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| The World Bank works too slowly | 16.7% | 6.7% | 0.0% | 20.0% | 10.0% | 15.8% | 17.1% | 14.3% | 16.7% | 9.1% | 14.3% |
| The Government works inefficiently | 83.3% | 40.0% | 46.7% | 40.0% | 50.0% | 50.0% | 37.1% | 42.9% | 41.7% | 45.5% | 42.9% |
| There is not an adequate level of citizen/civil society participation* | 0.0% | 6.7% | 6.7% | 60.0% | 30.0% | 28.9% | 37.1% | 28.6% | 0.0% | 36.4% | 42.9% |
| Poor donor coordination | 16.7% | 0.0% | 6.7% | 0.0% | 20.0% | 2.6% | 11.4% | 7.1% | 16.7% | 9.1% | 14.3% |
| The World Bank does not do adequate follow through/follow-up | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 5.3% | 14.3% | 0.0% | 8.3% | 18.2% | 14.3% |
| Lack of/inadequate levels of capacity in Government | 33.3% | 13.3% | 20.0% | 40.0% | 20.0% | 13.2% | 17.1% | 7.1% | 33.3% | 27.3% | 28.6% |
| Political pressures and obstacles* | 66.7% | 80.0% | 80.0% | 80.0% | 20.0% | 55.3% | 40.0% | 71.4% | 50.0% | 54.5% | 71.4% |
| Reforms are not well thought out in light of country challenges | 0.0% | 20.0% | 6.7% | 20.0% | 20.0% | 15.8% | 37.1% | 42.9% | 25.0% | 18.2% | 14.3% |
| The World Bank is not sensitive enough to political/social realities on the ground | 0.0% | 6.7% | 6.7% | 40.0% | 10.0% | 21.1% | 14.3% | 28.6% | 16.7% | 9.1% | 14.3% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 5.7% | 0.0% | 8.3% | 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 Lebanon? (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 Government | | | Bilateral/ Multilateral/ Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| Anti corruption | 5 | 4.60 | 3.05 | 6 | 4.50 | 2.17 | 12 | 4.83 | 2.52 | 4 | 3.00 | 1.83 | 3 | 5.67 | 2.52 | 27 | 3.70 | 2.41 | 25 | 3.44 | 2.10 | 10 | 3.10 | 2.23 | 11 | 3.73 | 2.20 | 8 | 3.88 | 2.85 | 7 | 3.57 | 1.90 |
| Information and communications technology | 5 | 5.00 | 3.39 | 7 | 6.14 | 2.27 | 11 | 6.55 | 1.92 | 3 | 3.67 | 2.31 | 4 | 7.00 | .82 | 21 | 4.86 | 2.41 | 19 | 5.63 | 1.38 | 9 | 4.56 | 2.01 | 7 | 4.71 | 1.98 | 6 | 5.00 | 2.68 | 5 | 7.60 | .55 |
| Transport* | 4 | 6.75 | 2.22 | 8 | 6.25 | 2.96 | 11 | 6.27 | 2.00 | 5 | 3.80 | 2.59 | 4 | 7.00 | .82 | 23 | 4.22 | 2.09 | 18 | 4.50 | 1.76 | 9 | 4.44 | 1.74 | 9 | 4.11 | 2.52 | 6 | 5.33 | 2.58 | 6 | 4.33 | 1.97 |
| Crime and violence | 4 | 4.00 | 2.94 | 4 | 2.00 | 1.41 | 9 | 4.67 | 2.12 | 4 | 1.75 | .96 | 2 | 3.50 | .71 | 19 | 3.11 | 2.21 | 17 | 2.59 | 1.42 | 9 | 2.78 | 1.86 | 6 | 2.33 | 1.63 | 3 | 4.67 | 3.51 | 5 | 3.40 | 1.52 |
| Law and justice | 4 | 5.75 | 2.22 | 4 | 3.50 | 3.32 | 8 | 4.88 | 2.47 | 2 | 1.50 | .71 | 4 | 3.50 | 1.00 | 21 | 3.67 | 2.13 | 16 | 3.50 | 1.79 | 8 | 2.88 | 1.96 | 6 | 2.33 | 1.37 | 7 | 4.14 | 2.61 | 5 | 4.80 | 2.05 |
| Urban development | 5 | 6.00 | 3.46 | 9 | 5.89 | 2.20 | 9 | 6.56 | 2.24 | 4 | 3.75 | 1.89 | 3 | 7.33 | .58 | 27 | 5.44 | 1.99 | 19 | 4.89 | 1.59 | 11 | 5.27 | 1.10 | 6 | 4.00 | 2.28 | 8 | 4.38 | 2.20 | 5 | 5.60 | 2.19 |
| Environmental sustainability | 6 | 6.50 | 3.08 | 8 | 6.13 | 2.47 | 12 | 6.17 | 2.25 | 5 | 4.20 | 2.59 | 2 | 7.00 | 1.41 | 28 | 5.50 | 2.22 | 22 | 4.55 | 1.63 | 12 | 5.33 | 1.50 | 6 | 5.50 | 2.07 | 7 | 4.57 | 2.15 | 6 | 4.00 | 1.90 |
| Regulatory framework | 5 | 6.60 | 2.70 | 7 | 6.14 | 2.79 | 9 | 6.11 | 2.26 | 4 | 4.25 | 2.87 | 5 | 5.40 | 2.30 | 23 | 6.00 | 1.98 | 18 | 4.61 | 1.61 | 9 | 4.78 | 1.72 | 8 | 4.13 | 2.36 | 7 | 4.71 | 2.36 | 6 | 5.83 | 2.32 |
| Basic infrastructure | 6 | 7.00 | 1.67 | 7 | 5.86 | 2.79 | 13 | 7.15 | 1.82 | 4 | 4.75 | 3.30 | 4 | 7.50 | 1.00 | 25 | 5.64 | 2.04 | 20 | 5.45 | 1.50 | 11 | 5.36 | 1.63 | 8 | 5.00 | 2.83 | 9 | 5.11 | 1.96 | 6 | 4.83 | 1.94 |
| Communicable/non-communicable diseases | 2 | 5.50 | 3.54 | 4 | 5.25 | 3.10 | 5 | 4.80 | 1.92 | 5 | 2.80 | 1.48 | | | | 14 | 4.21 | 2.22 | 14 | 4.57 | 1.87 | 8 | 4.00 | 2.56 | 5 | 2.80 | 1.64 | 4 | 3.75 | 2.99 | 6 | 4.17 | 1.83 |
| Poverty reduction* | 5 | 7.00 | 1.87 | 7 | 6.43 | 2.51 | 12 | 6.92 | 1.78 | 3 | 3.33 | 2.08 | 6 | 6.17 | 1.60 | 27 | 5.22 | 2.12 | 24 | 4.83 | 1.97 | 10 | 5.00 | 1.63 | 11 | 4.55 | 2.16 | 9 | 4.22 | 2.17 | 6 | 3.50 | 1.38 |
| Gender* | 3 | 7.33 | 1.53 | 8 | 5.88 | 2.42 | 9 | 6.67 | 1.58 | 3 | 2.67 | 1.53 | 3 | 3.33 | 1.53 | 24 | 5.42 | 2.22 | 18 | 4.72 | 1.64 | 9 | 4.22 | 1.79 | 9 | 5.33 | 2.06 | 8 | 5.00 | 2.45 | 6 | 4.00 | 1.90 |
| Domestic private sector development* | 5 | 7.20 | 1.48 | 6 | 5.33 | 2.34 | 8 | 6.63 | 2.00 | 5 | 3.80 | 2.59 | 4 | 6.50 | 1.29 | 25 | 5.84 | 2.10 | 16 | 4.44 | 1.75 | 9 | 4.56 | 1.74 | 7 | 3.86 | 2.04 | 6 | 4.17 | 1.47 | 6 | 4.33 | 1.37 |
| Foreign direct investment | 4 | 6.25 | 2.99 | 3 | 5.00 | 4.00 | 8 | 5.88 | 1.81 | 5 | 4.60 | 3.05 | 3 | 5.67 | 2.52 | 26 | 5.04 | 2.54 | 13 | 5.00 | 1.91 | 9 | 5.22 | 1.48 | 8 | 5.75 | 1.58 | 6 | 5.67 | 2.34 | 5 | 3.80 | 1.64 |
| Water and sanitation | 3 | 7.33 | 2.08 | 8 | 6.13 | 2.90 | 13 | 6.69 | 1.75 | 5 | 4.40 | 2.51 | 2 | 8.00 | 0.00 | 25 | 5.60 | 1.96 | 21 | 5.43 | 1.89 | 10 | 5.20 | 1.62 | 9 | 5.11 | 2.57 | 8 | 5.50 | 2.20 | 6 | 5.33 | 2.34 |
| Trade and exports | 2 | 7.00 | 4.24 | 3 | 2.67 | 1.53 | 6 | 5.83 | 2.32 | 2 | 2.00 | 1.41 | 2 | 7.00 | 1.41 | 22 | 4.59 | 2.11 | 17 | 4.41 | 1.87 | 7 | 4.71 | 1.80 | 6 | 5.17 | 2.48 | 5 | 5.60 | 2.07 | 5 | 4.20 | .84 |
| Economic growth | 5 | 7.00 | 2.92 | 6 | 5.67 | 2.34 | 12 | 6.50 | 1.78 | 3 | 3.00 | 3.46 | 4 | 6.25 | 2.36 | 25 | 5.16 | 1.93 | 23 | 4.78 | 1.51 | 10 | 5.30 | 1.89 | 8 | 5.13 | 1.89 | 7 | 4.71 | 2.29 | 6 | 5.17 | .98 |
| Energy | 5 | 7.00 | 2.74 | 7 | 5.00 | 2.83 | 12 | 6.33 | 1.92 | 2 | 5.50 | 6.36 | 2 | 5.50 | .71 | 26 | 5.27 | 2.39 | 17 | 5.06 | 2.08 | 6 | 4.33 | 1.75 | 8 | 3.50 | 2.51 | 8 | 5.50 | 2.39 | 6 | 4.83 | 2.23 |
| Disaster management | 3 | 6.33 | 3.06 | 3 | 3.00 | 1.73 | 8 | 5.38 | 1.77 | 2 | 1.00 | 0.00 | 1 | 5.00 | | 15 | 4.27 | 2.34 | 16 | 3.88 | 1.78 | 8 | 3.25 | 2.43 | 6 | 3.00 | 1.90 | 3 | 3.33 | 2.52 | 6 | 4.17 | 1.47 |
| Public sector governance/ reform* | 6 | 7.00 | 3.10 | 13 | 6.38 | 2.02 | 14 | 6.71 | 1.94 | 3 | 2.67 | 1.53 | 6 | 4.67 | 1.86 | 27 | 4.78 | 2.34 | 25 | 4.28 | 2.09 | 9 | 5.00 | 2.18 | 10 | 4.90 | 2.28 | 9 | 4.78 | 2.44 | 6 | 5.33 | 2.42 |
| Job creation/employment | 5 | 6.80 | 2.95 | 10 | 5.20 | 2.20 | 11 | 5.91 | 1.38 | 4 | 3.25 | 3.20 | 5 | 5.40 | 2.61 | 28 | 4.79 | 2.54 | 23 | 4.35 | 1.67 | 8 | 4.50 | 1.85 | 11 | 4.18 | 2.36 | 9 | 3.78 | 1.72 | 6 | 3.67 | 1.51 |
| Financial markets | 5 | 7.20 | 2.59 | 4 | 3.50 | 1.73 | 9 | 5.78 | 1.99 | 1 | 1.00 | | 3 | 6.33 | 2.31 | 26 | 4.62 | 2.50 | 17 | 4.88 | 2.15 | 9 | 4.44 | 2.55 | 8 | 4.88 | 2.03 | 4 | 5.75 | 2.99 | 5 | 4.00 | 1.41 |
| Equality of opportunity | 4 | 6.50 | 2.38 | 7 | 3.57 | 1.90 | 9 | 5.89 | 2.57 | 4 | 3.75 | 3.20 | 3 | 4.00 | 2.00 | 22 | 4.55 | 2.39 | 20 | 4.40 | 1.79 | 9 | 4.00 | 1.66 | 6 | 3.33 | 2.16 | 7 | 3.71 | 1.60 | 6 | 4.00 | 2.10 |
| Health | 2 | 6.50 | 4.95 | 7 | 4.86 | 2.91 | 10 | 5.70 | 1.49 | 3 | 4.67 | 3.21 | 1 | 8.00 | | 25 | 5.12 | 2.40 | 20 | 4.55 | 1.82 | 10 | 4.00 | 2.71 | 7 | 4.57 | 2.76 | 7 | 4.43 | 1.90 | 6 | 5.17 | 1.83 |
| Rural development | 3 | 5.33 | 3.21 | 9 | 5.67 | 2.06 | 12 | 5.83 | 1.80 | 4 | 3.50 | 3.32 | 3 | 6.00 | 1.00 | 26 | 5.23 | 2.34 | 19 | 4.68 | 1.89 | 11 | 4.64 | 2.01 | 9 | 5.44 | 2.60 | 8 | 5.00 | 2.07 | 6 | 4.00 | 2.10 |
| Global/regional integration | 4 | 6.75 | 2.99 | 5 | 3.60 | 1.82 | 7 | 5.57 | 1.72 | 2 | 3.50 | 3.54 | 2 | 8.00 | 0.00 | 21 | 4.52 | 1.91 | 17 | 4.65 | 1.84 | 8 | 4.50 | 2.27 | 5 | 5.40 | 1.82 | 7 | 4.43 | 2.37 | 4 | 4.25 | 1.50 |
| Food security | 4 | 6.00 | 2.58 | 4 | 2.50 | 1.29 | 9 | 5.33 | 1.66 | 2 | 1.00 | 0.00 | 1 | 3.00 | | 22 | 4.18 | 2.08 | 16 | 3.75 | 2.02 | 9 | 3.67 | 2.18 | 5 | 3.60 | 2.30 | 7 | 4.29 | 2.21 | 5 | 3.40 | 1.82 |
| Education | 5 | 6.60 | 3.65 | 10 | 6.40 | 2.37 | 12 | 6.42 | 2.02 | 2 | 4.00 | 4.24 | 4 | 6.00 | 1.41 | 26 | 5.46 | 2.10 | 22 | 4.82 | 1.79 | 9 | 5.11 | 2.20 | 11 | 4.73 | 2.76 | 7 | 5.57 | 1.81 | 6 | 4.83 | 1.60 |
| Social protection | 5 | 8.00 | 1.00 | 8 | 5.13 | 3.04 | 11 | 5.45 | 2.50 | 3 | 3.33 | 2.08 | 5 | 5.00 | 1.58 | 26 | 4.96 | 2.18 | 19 | 4.26 | 1.94 | 7 | 4.00 | 2.31 | 11 | 4.36 | 2.54 | 6 | 3.83 | 2.04 | 6 | 3.50 | 1.76 |
| Climate change | 5 | 6.80 | 2.49 | 6 | 4.33 | 3.44 | 8 | 5.00 | 2.00 | 4 | 3.75 | 2.50 | | | | 25 | 4.76 | 2.44 | 19 | 3.95 | 1.58 | 7 | 3.71 | 3.09 | 6 | 4.00 | 2.53 | 8 | 4.38 | 2.13 | 6 | 4.17 | 1.94 |
| Agricultural development | 3 | 6.67 | 2.08 | 7 | 5.71 | 2.29 | 9 | 5.33 | .71 | 4 | 5.25 | 3.10 | 2 | 5.00 | 1.41 | 27 | 5.52 | 2.14 | 21 | 4.48 | 2.16 | 11 | 4.64 | 2.46 | 8 | 4.63 | 1.77 | 7 | 4.71 | 2.36 | 6 | 4.00 | 1.67 |
| Natural resource management | 4 | 7.25 | 2.63 | 4 | 2.00 | 1.41 | 8 | 5.25 | 1.91 | 3 | 2.33 | 2.31 | | | | 22 | 4.59 | 2.28 | 16 | 3.94 | 2.21 | 8 | 4.13 | 2.47 | 7 | 3.71 | 2.63 | 5 | 3.40 | 2.51 | 5 | 3.80 | 2.17 |
| Balanced regional development | 4 | 6.75 | 2.63 | 6 | 5.00 | 2.10 | 10 | 5.20 | 2.53 | 4 | 3.50 | 3.79 | 1 | 7.00 | | 23 | 4.78 | 2.30 | 19 | 3.95 | 1.84 | 9 | 4.33 | 1.94 | 6 | 5.50 | 1.76 | 8 | 3.13 | 1.25 | 6 | 3.17 | 1.17 |

*Significantly different between stakeholder groups

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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Lebanon?* | 5 | 7.20 | 2.68 | 10 | 6.40 | 2.07 | 15 | 6.87 | 1.77 | 5 | 5.20 | 1.30 | 7 | 5.57 | 2.44 | 30 | 5.43 | 1.33 | 30 | 5.07 | 1.76 | 13 | 4.92 | 1.80 | 11 | 5.45 | 1.81 | 11 | 4.45 | 1.29 | 7 | 5.71 | 1.11 |

(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 Lebanon? (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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Lebanon* | 5 | 7.40 | 2.70 | 10 | 6.50 | 2.27 | 14 | 7.07 | 1.44 | 6 | 4.17 | 1.33 | 7 | 5.86 | 2.19 | 32 | 5.06 | 1.79 | 25 | 5.20 | 1.83 | 13 | 5.46 | 1.45 | 9 | 6.00 | 1.73 | 11 | 5.09 | 1.64 | 6 | 5.83 | 1.83 |
| The World Bank meets Lebanon's needs for knowledge services | 6 | 8.00 | 1.79 | 10 | 6.30 | 2.36 | 14 | 6.86 | 1.83 | 5 | 5.20 | 1.79 | 8 | 5.88 | .99 | 32 | 5.97 | 2.18 | 28 | 5.50 | 1.80 | 13 | 5.38 | 1.39 | 12 | 6.08 | 1.68 | 11 | 6.18 | 1.47 | 6 | 5.83 | 1.60 |

*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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| To what extent do you believe that Lebanon received value for money from the World Bank's fee-based products/services? | 5 | 7.20 | 2.59 | 5 | 6.00 | 2.55 | 14 | 6.79 | 1.37 | 1 | 2.00 | | 6 | 5.17 | 2.56 | 25 | 5.44 | 2.04 | 16 | 5.31 | 1.45 | 11 | 4.64 | 1.96 | 7 | 5.43 | 1.27 | 6 | 5.17 | 1.33 | 4 | 6.00 | 0.00 |

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

D. The World Bank's Knowledge

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Weekly | 50.0% | 7.7% | 26.7% | 0.0% | 20.0% | 15.8% | 0.0% | 7.1% | 15.4% | 27.3% | 0.0% |
| Monthly | 50.0% | 7.7% | 33.3% | 0.0% | 10.0% | 21.1% | 11.4% | 21.4% | 7.7% | 27.3% | 0.0% |
| A few times a year | 0.0% | 61.5% | 33.3% | 16.7% | 40.0% | 34.2% | 28.6% | 57.1% | 69.2% | 27.3% | 85.7% |
| Rarely | 0.0% | 23.1% | 6.7% | 50.0% | 20.0% | 18.4% | 40.0% | 14.3% | 0.0% | 18.2% | 0.0% |
| Never | 0.0% | 0.0% | 0.0% | 33.3% | 10.0% | 10.5% | 20.0% | 0.0% | 7.7% | 0.0% | 14.3% |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Lebanon, 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Public sector governance/ reform | 50.0% | 66.7% | 46.7% | 16.7% | 80.0% | 60.5% | 54.3% | 42.9% | 66.7% | 54.5% | 14.3% |
| Gender | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% |
| Domestic private sector development | 0.0% | 0.0% | 6.7% | 33.3% | 10.0% | 15.8% | 8.6% | 0.0% | 0.0% | 0.0% | 14.3% |
| Foreign direct investment | 0.0% | 0.0% | 13.3% | 16.7% | 0.0% | 5.3% | 2.9% | 14.3% | 8.3% | 0.0% | 0.0% |
| Water and sanitation | 16.7% | 6.7% | 20.0% | 0.0% | 0.0% | 7.9% | 8.6% | 7.1% | 8.3% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Energy | 33.3% | 6.7% | 13.3% | 0.0% | 20.0% | 18.4% | 8.6% | 21.4% | 8.3% | 18.2% | 14.3% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social protection | 0.0% | 26.7% | 26.7% | 16.7% | 30.0% | 13.2% | 17.1% | 35.7% | 25.0% | 9.1% | 14.3% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% |
| Poverty reduction | 16.7% | 20.0% | 20.0% | 33.3% | 10.0% | 23.7% | 22.9% | 21.4% | 16.7% | 27.3% | 14.3% |
| Law and justice | 16.7% | 0.0% | 13.3% | 16.7% | 10.0% | 5.3% | 2.9% | 7.1% | 8.3% | 18.2% | 0.0% |
| Anti corruption | 16.7% | 33.3% | 26.7% | 16.7% | 20.0% | 26.3% | 11.4% | 50.0% | 16.7% | 45.5% | 57.1% |
| Financial markets | 16.7% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 6.7% | 0.0% | 0.0% | 10.0% | 5.3% | 0.0% | 0.0% | 0.0% | 9.1% | 28.6% |
| Urban development | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 2.6% | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% |
| Balanced regional development | 0.0% | 0.0% | 0.0% | 16.7% | 20.0% | 13.2% | 11.4% | 14.3% | 8.3% | 18.2% | 42.9% |
| Crime and violence | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.6% | 7.1% | 0.0% | 0.0% | 0.0% |
| Education | 16.7% | 0.0% | 20.0% | 0.0% | 10.0% | 10.5% | 8.6% | 14.3% | 33.3% | 18.2% | 0.0% |
| Global/regional integration | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 7.1% | 0.0% | 9.1% | 0.0% |
| Transport | 0.0% | 20.0% | 0.0% | 0.0% | 10.0% | 5.3% | 11.4% | 7.1% | 8.3% | 9.1% | 0.0% |
| Agricultural development | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 5.3% | 5.7% | 0.0% | 0.0% | 0.0% | 28.6% |
| Natural resource management | 16.7% | 6.7% | 26.7% | 16.7% | 0.0% | 10.5% | 2.9% | 7.1% | 16.7% | 0.0% | 28.6% |
| Job creation/employment | 33.3% | 26.7% | 6.7% | 16.7% | 40.0% | 18.4% | 28.6% | 7.1% | 16.7% | 9.1% | 14.3% |
| Health | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 16.7% | 26.7% | 0.0% | 16.7% | 10.0% | 21.1% | 8.6% | 35.7% | 16.7% | 18.2% | 0.0% |
| Rural development* | 0.0% | 0.0% | 6.7% | 33.3% | 0.0% | 5.3% | 22.9% | 0.0% | 0.0% | 0.0% | 28.6% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 8.6% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 13.3% | 6.7% | 16.7% | 10.0% | 5.3% | 11.4% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 0.0% | 6.7% | 16.7% | 0.0% | 0.0% | 5.7% | 0.0% | 8.3% | 9.1% | 0.0% |
| Basic infrastructure | 16.7% | 26.7% | 13.3% | 0.0% | 0.0% | 10.5% | 5.7% | 0.0% | 16.7% | 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% | 9.1% | 0.0% |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

In Lebanon, 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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| Enhancing your knowledge and/or skills* | 6 | 8.50 | 1.05 | 11 | 7.18 | 2.04 | 15 | 7.40 | 1.88 | 4 | 6.50 | 1.29 | 8 | 7.38 | 1.69 | 32 | 6.19 | 1.97 | 29 | 5.21 | 2.32 | 12 | 6.25 | 1.76 | 12 | 6.08 | 2.11 | 11 | 5.73 | 2.20 | 6 | 5.33 | 2.07 |
| Contributing to good policy making* | 6 | 8.17 | 1.17 | 11 | 6.91 | 1.97 | 15 | 7.47 | 1.36 | 5 | 6.40 | 1.67 | 8 | 6.13 | 1.73 | 32 | 5.50 | 1.57 | 28 | 5.11 | 2.04 | 12 | 5.58 | 1.31 | 12 | 6.33 | 1.72 | 11 | 5.18 | 2.18 | 7 | 4.71 | 1.80 |
| Providing support for program implementation* | 6 | 8.83 | 1.17 | 12 | 7.50 | 1.68 | 15 | 7.87 | 1.60 | 4 | 7.00 | 2.58 | 9 | 6.22 | 1.56 | 30 | 6.37 | 1.56 | 26 | 5.62 | 1.60 | 11 | 5.82 | 1.47 | 12 | 6.42 | 1.38 | 9 | 5.33 | 2.35 | 7 | 5.71 | 1.60 |

*Significantly different between stakeholder groups

In Lebanon, 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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD | N | Mean |
| Are timely* | 6 | 7.33 | 1.75 | 11 | 6.64 | 1.50 | 12 | 7.08 | 1.24 | 4 | 4.00 | 1.41 | 7 | 6.00 | 2.24 | 24 | 5.54 | 1.72 | 20 | 5.40 | 2.33 | 11 | 4.91 | 1.45 | 9 | 5.89 | 1.36 | 10 | 5.80 | 1.69 | 5 | 4.60 | 1.95 | | |
| Include appropriate level of stakeholder involvement during preparation* | 6 | 7.50 | 2.26 | 9 | 6.89 | 2.03 | 15 | 7.47 | 1.51 | 4 | 3.50 | 2.08 | 8 | 6.38 | 1.51 | 26 | 6.19 | 1.74 | 25 | 5.24 | 2.03 | 9 | 4.56 | 1.74 | 11 | 6.27 | 1.62 | 8 | 5.00 | 2.14 | 5 | 4.80 | 2.17 | | |
| Are relevant to Lebanon's development priorities* | 6 | 7.67 | 1.37 | 11 | 7.00 | 1.67 | 15 | 7.40 | 1.35 | 5 | 4.80 | 1.64 | 7 | 6.71 | 1.60 | 27 | 6.07 | 1.64 | 25 | 5.28 | 1.90 | 11 | 5.27 | 1.68 | 12 | 6.17 | 1.59 | 10 | 5.40 | 2.17 | 6 | 4.50 | 1.64 | | |
| Provide feasible recommendations* | 6 | 7.33 | 1.03 | 11 | 7.36 | 1.43 | 15 | 7.53 | 1.64 | 4 | 6.25 | .96 | 8 | 5.63 | 2.00 | 30 | 6.23 | 1.57 | 23 | 5.87 | 1.74 | 11 | 5.27 | 1.01 | 12 | 6.33 | 1.67 | 11 | 5.27 | 2.24 | 6 | 5.83 | 2.40 | | |
| Are accessible (well written and easy to understand)* | 6 | 8.33 | .82 | 11 | 7.45 | 1.44 | 15 | 8.00 | 1.46 | 4 | 7.25 | 2.50 | 8 | 7.25 | .46 | 30 | 7.13 | 1.17 | 26 | 6.04 | 2.01 | 11 | 6.55 | 2.02 | 11 | 6.82 | 1.66 | 11 | 6.82 | 1.83 | 6 | 6.67 | 2.42 | | |
| Are source of relevant information on global good practices.* | 6 | 8.83 | 1.17 | 11 | 7.45 | 2.30 | 14 | 7.43 | 1.34 | 4 | 7.00 | 2.94 | 8 | 8.13 | .99 | 30 | 7.07 | 1.14 | 24 | 6.00 | 2.00 | 12 | 7.17 | 1.40 | 12 | 6.83 | 1.40 | 9 | 6.78 | 1.56 | 6 | 6.17 | 2.23 | | |
| Are useful in terms of the work you do* | 6 | 9.00 | .63 | 10 | 8.10 | 1.29 | 15 | 7.73 | 1.58 | 5 | 7.60 | 1.82 | 8 | 7.50 | 1.31 | 29 | 6.66 | 1.14 | 28 | 5.00 | 2.23 | 10 | 5.90 | 3.18 | 12 | 7.08 | 1.16 | 10 | 7.00 | 1.33 | 6 | 7.33 | 2.42 | | |
| Are adequately disseminated* | 6 | 8.33 | 1.03 | 11 | 6.36 | 1.91 | 15 | 7.20 | 1.52 | 5 | 3.80 | 1.92 | 7 | 7.14 | 1.46 | 27 | 6.22 | 1.42 | 25 | 4.80 | 2.25 | 8 | 5.63 | 1.85 | 12 | 7.08 | 1.31 | 10 | 5.70 | 2.36 | 6 | 4.83 | 1.33 | | |
| Are translated enough into local language | 3 | 8.67 | 1.53 | 9 | 5.67 | 2.12 | 11 | 6.91 | 2.02 | 4 | 5.50 | 1.73 | 5 | 5.60 | 2.88 | 22 | 6.50 | 1.92 | 28 | 5.50 | 2.40 | 13 | 6.46 | 2.15 | 9 | 6.67 | 1.32 | 10 | 5.90 | 2.08 | 6 | 5.67 | 1.86 | | |
| Are adaptable to Lebanon's specific development challenges and country circumstances* | 6 | 8.33 | 1.37 | 11 | 6.73 | 1.42 | 15 | 7.07 | 1.49 | 4 | 5.00 | 1.83 | 7 | 5.71 | 1.98 | 29 | 5.48 | 1.77 | 26 | 5.27 | 1.54 | 12 | 5.50 | 1.73 | 10 | 6.20 | 1.55 | 11 | 5.18 | 1.99 | 6 | 6.00 | 1.79 | | |

*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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD | N | Mean |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* | 6 | 8.50 | 1.52 | 10 | 6.90 | 1.73 | 15 | 7.53 | 1.25 | 6 | 4.50 | 1.38 | 8 | 6.50 | 1.51 | 29 | 5.55 | 1.86 | 30 | 5.53 | 2.27 | 13 | 5.54 | 1.90 | 11 | 5.73 | 1.90 | 10 | 5.30 | 2.00 | 6 | 6.17 | .41 | | |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* | 6 | 9.17 | .41 | 11 | 8.00 | 1.90 | 15 | 8.13 | 1.36 | 6 | 6.00 | 2.45 | 9 | 7.44 | 1.33 | 31 | 7.58 | .85 | 29 | 6.59 | 1.88 | 12 | 6.75 | 1.36 | 11 | 7.45 | 1.04 | 10 | 6.70 | 1.77 | 6 | 7.50 | .84 | | |

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

E. Working with the World Bank

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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| The World Bank disburses funds promptly* | 5 | 8.20 | 1.92 | 8 | 6.00 | 1.77 | 13 | 7.31 | 1.38 | 3 | 3.67 | 2.31 | 2 | 6.00 | 1.41 | 25 | 4.68 | 2.29 | 21 | 4.33 | 2.01 | 9 | 4.11 | 2.09 | 11 | 4.55 | 2.07 | 8 | 5.63 | 1.30 | 5 | 4.20 | 3.49 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 5 | 7.60 | 3.21 | 10 | 7.90 | 1.29 | 14 | 7.57 | 1.28 | 4 | 5.00 | 2.45 | 5 | 7.00 | .71 | 28 | 7.07 | 1.54 | 24 | 5.75 | 2.17 | 13 | 6.38 | .87 | 12 | 6.08 | 1.31 | 9 | 6.33 | 2.00 | 5 | 4.60 | 3.13 |
| The World Bank's approvals and reviews are done in a timely fashion* | 5 | 8.00 | 1.41 | 10 | 7.30 | 1.49 | 13 | 7.69 | 1.25 | 3 | 3.67 | 1.15 | 3 | 6.67 | .58 | 27 | 6.00 | 1.82 | 22 | 5.45 | 1.99 | 10 | 4.90 | 1.66 | 10 | 6.10 | 1.29 | 8 | 5.50 | 1.20 | 5 | 4.60 | 1.52 |
| The World Bank's "Safeguard Policy" requirements are reasonable* | 5 | 8.00 | 1.22 | 7 | 7.29 | .95 | 11 | 7.55 | 1.04 | 2 | 2.50 | .71 | 1 | 8.00 | | 25 | 6.04 | 1.84 | 21 | 5.52 | 1.86 | 11 | 5.36 | 1.75 | 7 | 6.43 | 2.15 | 6 | 5.17 | .98 | 5 | 5.80 | 2.68 |
| The World Bank's conditions on its lending are reasonable* | 5 | 8.40 | .89 | 8 | 6.38 | 1.85 | 12 | 7.42 | .90 | 3 | 4.33 | 2.52 | 2 | 6.50 | .71 | 29 | 5.66 | 2.04 | 19 | 5.26 | 2.02 | 9 | 6.11 | 1.36 | 9 | 6.22 | 1.72 | 6 | 3.83 | 1.33 | 6 | 6.17 | 2.23 |
| Working with the World Bank increases Lebanon's institutional capacity | 5 | 8.80 | 1.30 | 10 | 7.60 | 1.58 | 14 | 7.79 | 1.05 | 4 | 6.00 | 3.37 | 4 | 6.00 | 1.41 | 31 | 6.45 | 1.96 | 28 | 6.11 | 2.13 | 13 | 6.85 | 1.52 | 13 | 6.46 | 1.51 | 11 | 6.55 | 2.07 | 7 | 7.29 | 2.14 |
| The World Bank ensures consistency and continuity through staff changes | 5 | 7.80 | 1.64 | 7 | 7.00 | 1.91 | 12 | 7.75 | 1.22 | 3 | 7.00 | 2.65 | 3 | 7.00 | 1.00 | 24 | 6.96 | 1.55 | 15 | 6.27 | 1.71 | 7 | 6.00 | 1.41 | 10 | 6.40 | 1.51 | 8 | 7.25 | 2.05 | 5 | 5.80 | 2.17 |
| The World Bank's teams and visits are well coordinated* | 5 | 9.00 | 1.00 | 11 | 7.55 | 1.75 | 14 | 7.71 | 1.38 | 2 | 5.50 | 2.12 | 6 | 6.50 | 2.07 | 24 | 7.04 | 1.33 | 14 | 6.21 | 1.76 | 7 | 6.57 | 1.81 | 12 | 6.42 | 1.88 | 7 | 7.00 | 2.45 | 6 | 5.00 | 1.67 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 5 | 8.20 | .84 | 7 | 7.43 | 1.62 | 12 | 7.67 | 1.50 | 2 | 8.00 | 2.83 | 3 | 7.00 | 1.73 | 21 | 7.00 | 1.52 | 20 | 6.00 | 1.69 | 8 | 6.00 | .93 | 8 | 6.50 | 2.00 | 4 | 5.75 | 2.06 | 4 | 7.00 | 2.71 |
| The World Bank provides effective implementation support* | 5 | 7.80 | 2.49 | 9 | 7.78 | 1.09 | 14 | 8.07 | 1.14 | 4 | 5.75 | 2.06 | 3 | 7.67 | .58 | 27 | 6.74 | 1.51 | 22 | 6.14 | 1.75 | 10 | 7.00 | 1.49 | 13 | 6.46 | 1.51 | 8 | 6.38 | 2.50 | 5 | 5.20 | 1.79 |

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Lebanon

| | 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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in Lebanon's development in the near future? | 6 | 9.00 | .89 | 15 | 8.40 | .83 | 15 | 7.93 | 1.33 | 6 | 9.17 | 1.17 | 9 | 8.00 | 1.50 | 36 | 7.81 | 1.75 | 34 | 7.74 | 1.71 | 13 | 8.15 | 1.46 | 13 | 7.77 | 1.36 | 11 | 6.64 | 2.16 | 7 | 8.43 | .79 |

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

F. The Future Role of the World Bank in Lebanon (continued)

Which of the following SHOULD the World Bank do to make itself of greater value in Lebanon? (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------------|--|-------|-------|--|--|-------|
| Improve the quality of its experts as related to Lebanon's specific challenges | 16.7% | 20.0% | 35.7% | 33.3% | 33.3% | 8.3% | 8.8% | 21.4% | 23.1% | 20.0% | 14.3% |
| Reduce the complexity of obtaining World Bank financing | 16.7% | 50.0% | 28.6% | 50.0% | 11.1% | 27.8% | 41.2% | 42.9% | 38.5% | 20.0% | 0.0% |
| Focus primarily on advocacy issues | 33.3% | 20.0% | 0.0% | 0.0% | 11.1% | 11.1% | 5.9% | 0.0% | 7.7% | 30.0% | 0.0% |
| Improve the competitiveness of its financing compared to markets* | 16.7% | 0.0% | 7.1% | 16.7% | 11.1% | 33.3% | 11.8% | 28.6% | 0.0% | 0.0% | 0.0% |
| Reach out more to groups outside of government | 33.3% | 30.0% | 35.7% | 33.3% | 66.7% | 50.0% | 70.6% | 42.9% | 23.1% | 50.0% | 71.4% |
| Ensure greater selectivity in its work | 16.7% | 30.0% | 14.3% | 16.7% | 11.1% | 8.3% | 5.9% | 7.1% | 15.4% | 0.0% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on Lebanon's economy | 0.0% | 20.0% | 7.1% | 0.0% | 22.2% | 13.9% | 8.8% | 21.4% | 23.1% | 40.0% | 0.0% |
| Offer more innovative financial products | 0.0% | 0.0% | 14.3% | 16.7% | 11.1% | 5.6% | 2.9% | 7.1% | 15.4% | 0.0% | 14.3% |
| Offer more innovative knowledge services | 0.0% | 0.0% | 21.4% | 16.7% | 0.0% | 11.1% | 20.6% | 7.1% | 30.8% | 20.0% | 42.9% |
| Increase availability of Fee-Based services | 0.0% | 0.0% | 7.1% | 16.7% | 0.0% | 5.6% | 8.8% | 7.1% | 15.4% | 10.0% | 0.0% |
| Work faster | 33.3% | 20.0% | 7.1% | 0.0% | 11.1% | 8.3% | 5.9% | 14.3% | 0.0% | 0.0% | 0.0% |
| Other* | 33.3% | 10.0% | 0.0% | 0.0% | 0.0% | 8.3% | 2.9% | 0.0% | 0.0% | 0.0% | 28.6% |

*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 Lebanon? (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| Local newspapers | 60.0% | 53.8% | 60.0% | 16.7% | 70.0% | 48.6% | 51.4% | 84.6% | 61.5% | 63.6% | 42.9% |
| International newspapers | 0.0% | 7.7% | 13.3% | 16.7% | 30.0% | 8.1% | 10.8% | 7.7% | 0.0% | 0.0% | 14.3% |
| Local radio | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 5.4% | 5.4% | 0.0% | 0.0% | 0.0% | 0.0% |
| International radio | 0.0% | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 2.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local television | 0.0% | 23.1% | 26.7% | 50.0% | 10.0% | 13.5% | 32.4% | 23.1% | 15.4% | 18.2% | 14.3% |
| International television | 0.0% | 7.7% | 0.0% | 16.7% | 10.0% | 2.7% | 8.1% | 7.7% | 0.0% | 0.0% | 14.3% |
| Periodicals* | 20.0% | 0.0% | 20.0% | 0.0% | 0.0% | 43.2% | 16.2% | 23.1% | 0.0% | 63.6% | 28.6% |
| Internet | 60.0% | 53.8% | 73.3% | 66.7% | 60.0% | 59.5% | 45.9% | 30.8% | 76.9% | 45.5% | 71.4% |
| Social media | 40.0% | 0.0% | 0.0% | 16.7% | 0.0% | 2.7% | 10.8% | 0.0% | 7.7% | 9.1% | 0.0% |
| Blogs* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 14.3% |
| Mobile phones | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.4% | 7.7% | 7.7% | 0.0% | 0.0% |
| Instant messaging* | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% |
| Other | 0.0% | 15.4% | 0.0% | 0.0% | 10.0% | 10.8% | 2.7% | 7.7% | 7.7% | 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| World Bank website | 20.0% | 28.6% | 40.0% | 0.0% | 50.0% | 47.4% | 45.9% | 42.9% | 30.8% | 36.4% | 14.3% |
| Direct contact with World Bank | 20.0% | 28.6% | 26.7% | 33.3% | 30.0% | 10.5% | 21.6% | 21.4% | 30.8% | 27.3% | 28.6% |
| e-newsletters | 40.0% | 35.7% | 33.3% | 33.3% | 30.0% | 47.4% | 43.2% | 50.0% | 30.8% | 36.4% | 28.6% |
| Instant messaging | 0.0% | 7.1% | 13.3% | 33.3% | 10.0% | 2.6% | 5.4% | 7.1% | 7.7% | 0.0% | 0.0% |
| World Bank seminars/workshops/conferences* | 60.0% | 64.3% | 26.7% | 50.0% | 20.0% | 55.3% | 21.6% | 35.7% | 61.5% | 36.4% | 42.9% |
| World Bank Public Information Center | 25.0% | 0.0% | 7.1% | | 0.0% | 3.3% | 4.0% | 28.6% | 0.0% | 12.5% | 0.0% |
| World Bank publications and other written materials | 0.0% | 21.4% | 6.7% | 33.3% | 40.0% | 23.7% | 29.7% | 21.4% | 23.1% | 45.5% | 71.4% |
| Mobile phones | 0.0% | 7.1% | 13.3% | 0.0% | 10.0% | 0.0% | 5.4% | 7.1% | 7.7% | 0.0% | 0.0% |
| Social media | 20.0% | 0.0% | 13.3% | 16.7% | 0.0% | 7.9% | 8.1% | 0.0% | 7.7% | 0.0% | 0.0% |
| Blogs | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| Yes | 40.0% | 21.4% | 40.0% | 0.0% | 10.0% | 20.6% | 25.7% | 30.0% | 46.2% | 22.2% | 14.3% |
| No | 60.0% | 78.6% | 60.0% | 100.0% | 90.0% | 79.4% | 74.3% | 70.0% | 53.8% | 77.8% | 85.7% |

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|--------|
| Yes | 60.0% | 50.0% | 14.3% | 0.0% | 60.0% | 17.1% | 8.3% | 8.3% | 15.4% | 0.0% | 0.0% |
| No | 40.0% | 50.0% | 85.7% | 100.0% | 40.0% | 82.9% | 91.7% | 91.7% | 84.6% | 100.0% | 100.0% |

*Significantly different between stakeholder groups

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|--------|--------|------------------------------------|--|-------|
| Yes | 100.0% | 87.5% | 33.3% | - | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | - | - |
| No | 0.0% | 12.5% | 66.7% | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | - | - |

Do you have access to the Internet?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|--------|------------------------------------|--|--------|
| Yes | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 97.2% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.8% | 0.0% | 0.0% | 0.0% | 0.0% |

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| Yes | 100.0% | 100.0% | 100.0% | 33.3% | 80.0% | 71.4% | 55.6% | 64.3% | 75.0% | 90.9% | 71.4% |
| No | 0.0% | 0.0% | 0.0% | 66.7% | 20.0% | 28.6% | 44.4% | 35.7% | 25.0% | 9.1% | 28.6% |

*Significantly different between stakeholder groups

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|----------------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| The World Bank's country website | 0.0% | 53.8% | 40.0% | 50.0% | 25.0% | 17.2% | 56.7% | 54.5% | 25.0% | 54.5% | 60.0% |
| The World Bank's main website | 100.0% | 46.2% | 60.0% | 50.0% | 75.0% | 82.8% | 43.3% | 45.5% | 75.0% | 45.5% | 40.0% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|--------|------------------------------------|--|--------|
| High speed | 100.0% | 92.9% | 100.0% | 80.0% | 100.0% | 100.0% | 89.3% | 100.0% | 100.0% | 88.9% | 100.0% |
| Dial-up | 0.0% | 7.1% | 0.0% | 20.0% | 0.0% | 0.0% | 10.7% | 0.0% | 0.0% | 11.1% | 0.0% |

Do you use/have you used the World Bank's Public Information Centers (PICs) in Lebanon?

| 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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|--------|
| Yes | 25.0% | 7.7% | 21.4% | - | 0.0% | 13.8% | 8.7% | 14.3% | 33.3% | 25.0% | 0.0% |
| No | 75.0% | 38.5% | 71.4% | - | 55.6% | 37.9% | 56.5% | 42.9% | 44.4% | 50.0% | 0.0% |
| I don't know what PIC is | 0.0% | 53.8% | 7.1% | - | 44.4% | 48.3% | 34.8% | 42.9% | 22.2% | 25.0% | 100.0% |

Please rate how much you agree 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 Government | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | 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 | N | Mean | SD |
| I use/consult World Bank data more often than I did a few years ago | 5 | 8.20 | 3.03 | 13 | 5.92 | 2.47 | 15 | 6.40 | 2.03 | 4 | 3.75 | 2.75 | 9 | 6.11 | 3.72 | 33 | 5.21 | 2.48 | 27 | 4.37 | 2.60 | 13 | 6.08 | 2.02 | 13 | 5.85 | 2.85 | 10 | 6.30 | 2.31 | 6 | 6.17 | 1.83 |
| The World Bank's PIC is a valuable source of information related to development in Lebanon. | | | | 1 | 8.00 | | 6 | 6.50 | 1.05 | | | | | | | 5 | 7.00 | 0.00 | 4 | 5.25 | 2.87 | 3 | 5.67 | 2.31 | 3 | 7.67 | .58 | 2 | 6.00 | 1.41 | | | |
| I find the World Bank websites easy to navigate. | 5 | 8.60 | 1.14 | 13 | 7.23 | 1.48 | 15 | 7.00 | 1.73 | 1 | 3.00 | | 8 | 7.13 | 2.53 | 27 | 6.96 | 1.43 | 18 | 6.11 | 2.05 | 10 | 6.30 | 1.70 | 10 | 6.50 | 1.58 | 10 | 6.20 | 1.69 | 4 | 6.00 | 2.00 |
| I find the information on the World Bank's websites useful.* | 5 | 8.40 | 1.52 | 13 | 7.85 | 1.07 | 14 | 7.71 | 1.07 | 1 | 7.00 | | 8 | 8.38 | 1.41 | 28 | 7.14 | 1.11 | 18 | 6.17 | 1.54 | 8 | 6.88 | 1.36 | 10 | 7.20 | 1.40 | 11 | 7.55 | 1.63 | 4 | 6.50 | 2.52 |
| When I need information from the World Bank I know how to find it | 5 | 7.80 | 2.86 | 10 | 7.00 | 2.05 | 15 | 7.80 | 1.08 | 2 | 6.00 | 1.41 | 8 | 6.13 | 3.64 | 33 | 6.36 | 2.49 | 26 | 5.54 | 2.35 | 11 | 6.55 | 1.75 | 13 | 6.31 | 2.43 | 10 | 6.20 | 2.35 | 6 | 5.17 | 1.47 |
| The World Bank is responsive to my information requests and inquiries* | 5 | 8.40 | 1.67 | 8 | 8.38 | .92 | 13 | 7.85 | 1.34 | 2 | 5.50 | 2.12 | 6 | 6.00 | 3.22 | 21 | 6.57 | 1.91 | 14 | 5.29 | 2.23 | 9 | 6.67 | 2.00 | 10 | 6.60 | 1.96 | 7 | 7.00 | 2.16 | 3 | 5.00 | 1.73 |

*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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| Yes | 100.0% | 78.6% | 100.0% | 0.0% | 77.8% | 44.7% | 16.7% | 35.7% | 75.0% | 36.4% | 14.3% |
| No | 0.0% | 21.4% | 0.0% | 100.0% | 22.2% | 55.3% | 83.3% | 64.3% | 25.0% | 63.6% | 85.7% |

*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank in Lebanon? (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 | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|-----------|--------------------------------|--|-------|-------|------------------------------------|--|-------|
| Observer* | 0.0% | 14.3% | 0.0% | 0.0% | 20.0% | 17.1% | 45.7% | 42.9% | 15.4% | 20.0% | 28.6% |
| Use World Bank reports/data* | 83.3% | 21.4% | 40.0% | 60.0% | 50.0% | 40.0% | 22.9% | 57.1% | 23.1% | 70.0% | 71.4% |
| Engage in World Bank related/sponsored events/activities | 33.3% | 28.6% | 40.0% | 0.0% | 20.0% | 28.6% | 25.7% | 14.3% | 46.2% | 30.0% | 0.0% |
| Collaborate as part of my professional duties* | 83.3% | 71.4% | 60.0% | 40.0% | 70.0% | 37.1% | 22.9% | 35.7% | 53.8% | 20.0% | 42.9% |
| Use World Bank website for information, data, research, etc. | 0.0% | 28.6% | 6.7% | 20.0% | 10.0% | 37.1% | 25.7% | 28.6% | 23.1% | 60.0% | 28.6% |

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Lebanon

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| The right direction | 8.1% | 11.1% | 9.1% | 8.3% |
| The wrong direction | 66.1% | 61.1% | 81.8% | 50.0% |
| Not sure | 25.8% | 27.8% | 9.1% | 41.7% |

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| Social protection* | 39.3% | 23.5% | 8.3% | 18.2% |
| Transport | 12.3% | 14.7% | 33.3% | 27.3% |
| Public sector governance/ reform | 55.7% | 52.9% | 41.7% | 36.4% |
| Global/regional integration* | 0.0% | 2.9% | 0.0% | 9.1% |
| Gender | 1.6% | 0.0% | 0.0% | 9.1% |
| Domestic private sector development | 3.3% | 5.9% | 8.3% | 0.0% |
| Foreign direct investment | 1.6% | 5.9% | 0.0% | 0.0% |
| Water and sanitation | 5.7% | 8.8% | 8.3% | 9.1% |
| Anti corruption | 17.2% | 26.5% | 25.0% | 36.4% |
| Job creation/employment | 28.7% | 23.5% | 25.0% | 18.2% |
| Rural development* | 7.4% | 8.8% | 33.3% | 0.0% |
| Financial markets | 0.8% | 0.0% | 0.0% | 9.1% |
| Urban development | 1.6% | 5.9% | 0.0% | 0.0% |
| Environmental sustainability | 5.7% | 2.9% | 0.0% | 0.0% |
| Equality of opportunity | 4.9% | 5.9% | 8.3% | 18.2% |
| Balanced regional development | 6.6% | 14.7% | 16.7% | 18.2% |
| Health | 6.6% | 2.9% | 0.0% | 9.1% |
| Education | 13.9% | 11.8% | 8.3% | 9.1% |
| Poverty reduction | 6.6% | 11.8% | 8.3% | 9.1% |
| Energy | 8.2% | 0.0% | 0.0% | 0.0% |
| Food security | 2.5% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.8% | 2.9% | 0.0% | 0.0% |
| Agricultural development* | 0.0% | 0.0% | 0.0% | 9.1% |
| Trade and exports | 0.8% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 4.1% | 5.9% | 8.3% | 0.0% |
| Economic growth | 14.8% | 8.8% | 25.0% | 27.3% |
| Law and justice | 10.7% | 2.9% | 8.3% | 9.1% |
| Regulatory framework | 1.6% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 1.6% | 2.9% | 0.0% | 0.0% |
| Basic infrastructure | 12.3% | 11.8% | 8.3% | 9.1% |
| Natural resource management | 12.3% | 26.5% | 16.7% | 9.1% |
| Disaster management | 3.3% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 1.6% | 2.9% | 0.0% | 0.0% |

*Significantly different between locations

A. General Issues facing Lebanon (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 Lebanon? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|--------------------|
| Water and sanitation | 1.6% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 16.0% | 18.4% | 33.3% | 41.7% |
| Economic growth | 45.6% | 47.4% | 25.0% | 16.7% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% |
| Global/regional integration | 0.8% | 0.0% | 0.0% | 0.0% |
| Gender | 1.6% | 0.0% | 0.0% | 8.3% |
| Rural development | 32.0% | 34.2% | 33.3% | 25.0% |
| Urban development | 1.6% | 0.0% | 0.0% | 0.0% |
| Regulatory framework | 0.8% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 2.4% | 5.3% | 0.0% | 8.3% |
| Social protection | 37.6% | 34.2% | 25.0% | 25.0% |
| Law and justice* | 2.4% | 0.0% | 0.0% | 16.7% |
| Transport | 3.2% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.8% | 0.0% | 0.0% | 0.0% |
| Anti corruption | 13.6% | 13.2% | 16.7% | 16.7% |
| Domestic private sector development* | 5.6% | 28.9% | 0.0% | 25.0% |
| Foreign direct investment | 5.6% | 5.3% | 0.0% | 0.0% |
| Education* | 22.4% | 2.6% | 16.7% | 8.3% |
| Energy | 5.6% | 13.2% | 0.0% | 8.3% |
| Public sector governance/ reform | 20.8% | 10.5% | 8.3% | 33.3% |
| Natural resource management | 4.0% | 10.5% | 16.7% | 8.3% |
| Environmental sustainability | 0.8% | 0.0% | 8.3% | 0.0% |
| Disaster management | 1.6% | 0.0% | 0.0% | 0.0% |
| Health | 3.2% | 5.3% | 0.0% | 8.3% |
| Agricultural development | 4.0% | 10.5% | 8.3% | 8.3% |
| Job creation/employment | 48.0% | 42.1% | 75.0% | 41.7% |
| Financial markets* | 0.0% | 2.6% | 8.3% | 0.0% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 2.4% | 5.3% | 0.0% | 0.0% |
| Balanced regional development | 14.4% | 10.5% | 25.0% | 0.0% |

*Significantly different between locations

A. General Issues facing Lebanon (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 Lebanon? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| Energy | 16.1% | 9.1% | 0.0% | 36.4% |
| Gender | 1.6% | 3.0% | 0.0% | 9.1% |
| Equality of opportunity | 7.3% | 3.0% | 9.1% | 9.1% |
| Social protection | 2.4% | 3.0% | 0.0% | 9.1% |
| Global/regional integration | 6.5% | 3.0% | 0.0% | 9.1% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti corruption | 21.0% | 15.2% | 36.4% | 27.3% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development* | 7.3% | 30.3% | 18.2% | 0.0% |
| Foreign direct investment | 30.6% | 33.3% | 18.2% | 45.5% |
| Urban development | 1.6% | 3.0% | 0.0% | 0.0% |
| Water and sanitation | 3.2% | 0.0% | 9.1% | 0.0% |
| Education | 4.8% | 3.0% | 0.0% | 0.0% |
| Information and communications technology | 12.1% | 12.1% | 18.2% | 9.1% |
| Regulatory framework | 11.3% | 3.0% | 0.0% | 0.0% |
| Balanced regional development | 13.7% | 12.1% | 18.2% | 9.1% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 20.2% | 30.3% | 36.4% | 9.1% |
| Public sector governance/ reform | 33.9% | 27.3% | 18.2% | 36.4% |
| Domestic private sector development | 20.2% | 24.2% | 9.1% | 0.0% |
| Job creation/employment | 21.0% | 15.2% | 18.2% | 18.2% |
| Agricultural development | 3.2% | 0.0% | 9.1% | 0.0% |
| Food security | 0.8% | 3.0% | 9.1% | 0.0% |
| Transport | 3.2% | 9.1% | 9.1% | 0.0% |
| Natural resource management | 19.4% | 27.3% | 27.3% | 45.5% |
| Environmental sustainability* | 2.4% | 3.0% | 18.2% | 0.0% |
| Health | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 20.2% | 21.2% | 9.1% | 18.2% |
| Law and justice | 9.7% | 0.0% | 9.1% | 9.1% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial markets | 2.4% | 3.0% | 0.0% | 0.0% |

*Significantly different between locations

A. General Issues facing Lebanon (continued)

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

| Percentage of Respondents (Responses Combined) | Which best represents your geographic location? | | | |
|--|---|---------------|-------|-----------------|
| | Beirut | Mount Lebanon | North | South and Bekaa |
| Better employment opportunities for young people | 25.5% | 25.8% | 18.2% | 10.0% |
| Better employment opportunities for women* | 4.5% | 6.5% | 0.0% | 30.0% |
| Greater access to micro-finance for the poor | 10.0% | 12.9% | 9.1% | 0.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 18.2% | 19.4% | 9.1% | 20.0% |
| Greater access to health and nutrition for citizens | 3.6% | 12.9% | 0.0% | 10.0% |
| Better entrepreneurial opportunities | 16.4% | 9.7% | 18.2% | 20.0% |
| A growing middle class | 38.2% | 41.9% | 45.5% | 30.0% |
| Better opportunity for the poor who live in rural areas* | 11.8% | 25.8% | 36.4% | 0.0% |
| Better opportunity for the poor who live in urban areas | 2.7% | 3.2% | 9.1% | 0.0% |
| Consistent economic growth | 32.7% | 19.4% | 27.3% | 30.0% |
| Education and training that better ensure job opportunity | 16.4% | 16.1% | 18.2% | 40.0% |
| Better quality public services | 17.3% | 6.5% | 9.1% | 10.0% |
| Other | 3.6% | 0.0% | 0.0% | 0.0% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank

| | Which best represents your geographic location? | | | | | | | | | | | |
|---|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Lebanon?* | 125 | 6.54 | 2.16 | 36 | 5.69 | 2.07 | 12 | 5.58 | 2.68 | 12 | 5.17 | 1.90 |

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between locations

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Lebanon? | 108 | 6.19 | 1.81 | 30 | 5.73 | 1.84 | 10 | 4.90 | 2.13 | 11 | 5.73 | 1.79 |

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

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | 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 Lebanon solve its most complicated development challenges? | 100 | 6.95 | 1.70 | 28 | 6.89 | 1.62 | 8 | 6.13 | 2.36 | 10 | 6.00 | 2.67 |

(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 Lebanon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lebanon? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| Social protection* | 29.6% | 8.1% | 16.7% | 16.7% |
| Public sector governance/ reform | 53.6% | 43.2% | 33.3% | 41.7% |
| Transport | 9.6% | 21.6% | 16.7% | 8.3% |
| Poverty reduction | 16.8% | 10.8% | 41.7% | 16.7% |
| Global/regional integration | 1.6% | 2.7% | 0.0% | 0.0% |
| Gender | 0.8% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 9.6% | 13.5% | 16.7% | 8.3% |
| Rural development* | 12.0% | 35.1% | 25.0% | 0.0% |
| Foreign direct investment | 7.2% | 8.1% | 0.0% | 25.0% |
| Water and sanitation | 5.6% | 10.8% | 0.0% | 0.0% |
| Energy | 10.4% | 5.4% | 8.3% | 25.0% |
| Job creation/employment | 19.2% | 18.9% | 8.3% | 16.7% |
| Financial markets | 0.8% | 2.7% | 0.0% | 8.3% |
| Urban development* | 0.8% | 0.0% | 16.7% | 0.0% |
| Environmental sustainability | 7.2% | 8.1% | 8.3% | 0.0% |
| Balanced regional development | 9.6% | 10.8% | 33.3% | 16.7% |
| Equality of opportunity | 0.8% | 2.7% | 8.3% | 0.0% |
| Health | 7.2% | 2.7% | 0.0% | 0.0% |
| Education | 15.2% | 5.4% | 8.3% | 8.3% |
| Food security | 2.4% | 2.7% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 6.4% | 18.9% | 8.3% | 16.7% |
| Trade and exports | 2.4% | 0.0% | 0.0% | 0.0% |
| Economic growth | 18.4% | 37.8% | 8.3% | 25.0% |
| Law and justice | 9.6% | 2.7% | 0.0% | 8.3% |
| Regulatory framework | 5.6% | 2.7% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 13.6% | 8.1% | 16.7% | 16.7% |
| Natural resource management | 5.6% | 10.8% | 8.3% | 25.0% |
| Anti corruption | 10.4% | 5.4% | 16.7% | 0.0% |
| Information and communications technology | 4.8% | 0.0% | 0.0% | 8.3% |
| Disaster management | 0.0% | 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 Lebanon?

| Greatest Value | South and Bekaa | | | |
|--|------------------------|----------------------|--------------|------------------------|
| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
| Financial resources: investment lending | 27.8% | 37.9% | 28.6% | 25.0% |
| Financial resources: policy based lending / budget support to the Government | 25.9% | 17.2% | 14.3% | 25.0% |
| Mobilizing third party financial resources | 5.6% | 13.8% | 0.0% | 0.0% |
| Technical assistance | 14.8% | 6.9% | 0.0% | 0.0% |
| Policy advice | 6.5% | 10.3% | 14.3% | 0.0% |
| Donor coordination | 3.7% | 3.4% | 0.0% | 0.0% |
| Data | 3.7% | 3.4% | 0.0% | 0.0% |
| Training/capacity building* | 6.5% | 3.4% | 14.3% | 37.5% |
| Studies/analyses | 2.8% | 3.4% | 0.0% | 0.0% |
| Convening/facilitating* | 1.9% | 0.0% | 14.3% | 12.5% |
| Linkage to non-Bank expertise | 0.0% | 0.0% | 0.0% | 0.0% |
| Other* | 0.9% | 0.0% | 14.3% | 0.0% |

*Significantly different between locations

| 2nd Greatest Value | South and Bekaa | | | |
|--|------------------------|----------------------|--------------|------------------------|
| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
| Financial resources: investment lending | 6.5% | 6.9% | 14.3% | 12.5% |
| Financial resources: policy based lending / budget support to the Government | 14.8% | 17.2% | 14.3% | 0.0% |
| Mobilizing third party financial resources | 4.6% | 3.4% | 14.3% | 0.0% |
| Technical assistance | 13.9% | 20.7% | 14.3% | 0.0% |
| Policy advice | 12.0% | 10.3% | 0.0% | 12.5% |
| Donor coordination | 6.5% | 6.9% | 0.0% | 0.0% |
| Data | 3.7% | 0.0% | 0.0% | 12.5% |
| Training/capacity building | 21.3% | 24.1% | 28.6% | 37.5% |
| Studies/analyses | 11.1% | 3.4% | 14.3% | 12.5% |
| Convening/facilitating | 0.0% | 0.0% | 0.0% | 0.0% |
| Linkage to non-Bank expertise | 4.6% | 6.9% | 0.0% | 12.5% |
| Other | 0.9% | 0.0% | 0.0% | 0.0% |

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|--|---------------|----------------------|--------------|------------------------|
| Staff too inaccessible | 2.7% | 3.2% | 0.0% | 0.0% |
| Not exploring alternative policy options | 11.5% | 25.8% | 0.0% | 20.0% |
| Not adequately sensitive to political/social realities in Lebanon | 16.8% | 25.8% | 22.2% | 30.0% |
| Not enough public disclosure of its work | 21.2% | 35.5% | 33.3% | 20.0% |
| Arrogant in its approach | 3.5% | 3.2% | 0.0% | 10.0% |
| Not aligned with country priorities | 8.8% | 3.2% | 0.0% | 10.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% | 0.0% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 25.7% | 12.9% | 0.0% | 20.0% |
| Too influenced by developed countries | 15.9% | 16.1% | 11.1% | 20.0% |
| Imposing technocratic solutions without regard to political realities | 14.2% | 9.7% | 0.0% | 10.0% |
| World Bank processes too slow and complex | 14.2% | 29.0% | 33.3% | 0.0% |
| Too bureaucratic in its operational policies and procedures | 13.3% | 3.2% | 11.1% | 10.0% |
| Not aligned with other donors' work | 7.1% | 3.2% | 11.1% | 0.0% |
| Not collaborating enough with non-state actors | 19.5% | 12.9% | 33.3% | 30.0% |
| Not client focused | 1.8% | 3.2% | 0.0% | 0.0% |
| Other | 4.4% | 0.0% | 11.1% | 0.0% |

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| Capacity development* | 47.6% | 29.7% | 75.0% | 75.0% |
| Policy based lending / budget support to the Government | 25.0% | 27.0% | 8.3% | 16.7% |
| Knowledge products/services | 16.1% | 16.2% | 0.0% | 16.7% |
| Investment lending | 50.8% | 70.3% | 50.0% | 50.0% |
| Technical assistance | 37.9% | 27.0% | 16.7% | 25.0% |
| Trust Fund management | 6.5% | 2.7% | 16.7% | 8.3% |
| Risk guarantee instrument | 7.3% | 10.8% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 1.6% | 0.0% | 8.3% | 0.0% |

*Significantly different between locations

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | 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?" | 112 | 7.31 | 1.78 | 33 | 7.21 | 1.76 | 9 | 7.67 | 1.66 | 9 | 7.33 | 2.45 |

(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) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| NGOs | 44.0% | 36.8% | 58.3% | 50.0% |
| Local Government* | 21.6% | 34.2% | 50.0% | 50.0% |
| Beneficiaries | 9.6% | 7.9% | 16.7% | 25.0% |
| Private sector* | 35.2% | 34.2% | 8.3% | 0.0% |
| Community Based Organizations (CBOs) | 16.0% | 21.1% | 25.0% | 16.7% |
| Donor community | 9.6% | 15.8% | 8.3% | 33.3% |
| Foundations | 6.4% | 5.3% | 0.0% | 0.0% |
| Academia/think tanks/research institutes | 29.6% | 26.3% | 16.7% | 8.3% |
| Parliament | 10.4% | 0.0% | 0.0% | 0.0% |
| Media | 12.0% | 10.5% | 0.0% | 16.7% |
| Faith based organizations | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 4.0% | 7.9% | 8.3% | 0.0% |

*Significantly different between locations

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 Lebanon?

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Lebanon | 111 | 5.90 | 2.05 | 31 | 5.61 | 2.29 | 9 | 4.89 | 3.02 | 11 | 6.00 | 2.10 |
| The World Bank's work is aligned with what I consider the development priorities for Lebanon | 106 | 5.93 | 1.81 | 31 | 5.61 | 2.16 | 9 | 4.89 | 2.09 | 9 | 6.44 | 1.81 |
| The World Bank supports programs and strategies that are realistic for Lebanon | 105 | 6.01 | 1.73 | 32 | 5.72 | 2.00 | 9 | 5.44 | 2.55 | 10 | 5.90 | 2.02 |
| The World Bank treats clients and stakeholders in Lebanon with respect | 100 | 7.49 | 1.78 | 30 | 8.00 | 1.39 | 10 | 7.60 | 2.32 | 10 | 8.20 | 2.10 |

To what extent is the World Bank an effective development partner in Lebanon, 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? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness | 87 | 6.13 | 1.76 | 30 | 5.87 | 1.74 | 7 | 6.43 | 1.72 | 10 | 5.00 | 2.62 |
| Flexibility (in terms of the World Bank's products and services) | 95 | 5.99 | 1.81 | 27 | 5.67 | 1.33 | 8 | 5.75 | 2.43 | 11 | 5.91 | 2.95 |
| Flexibility (in terms of changing country circumstances) | 94 | 5.81 | 1.83 | 24 | 5.75 | 1.42 | 7 | 5.00 | 2.38 | 9 | 4.89 | 2.47 |
| Being inclusive | 93 | 5.99 | 1.82 | 25 | 6.12 | 1.79 | 6 | 6.17 | 1.94 | 8 | 6.13 | 1.81 |
| Openness | 103 | 6.81 | 1.74 | 27 | 6.44 | 1.99 | 8 | 7.00 | 2.62 | 9 | 6.33 | 1.73 |
| Staff accessibility | 94 | 6.56 | 2.03 | 26 | 6.23 | 2.01 | 8 | 7.50 | 2.00 | 10 | 6.40 | 1.78 |
| Straightforwardness and honesty | 92 | 7.16 | 1.94 | 28 | 7.64 | 1.62 | 9 | 8.67 | 1.22 | 11 | 6.91 | 3.08 |
| Collaboration with groups outside of the Government | 89 | 5.91 | 1.96 | 23 | 6.26 | 1.54 | 6 | 4.83 | 2.48 | 8 | 6.63 | 2.62 |
| Collaboration with the Government* | 96 | 7.60 | 1.33 | 27 | 6.81 | 1.55 | 6 | 7.00 | 1.79 | 8 | 6.63 | 2.97 |
| Collaboration with other donors | 68 | 6.46 | 1.62 | 21 | 6.43 | 1.75 | 3 | 5.67 | 3.21 | 8 | 6.25 | 2.55 |
| The speed in which it gets things accomplished on the ground | 76 | 5.97 | 1.82 | 22 | 6.00 | 1.85 | 8 | 6.00 | 2.62 | 8 | 6.25 | 2.05 |
| Follow through over time | 81 | 6.79 | 1.74 | 27 | 6.85 | 1.90 | 7 | 6.71 | 2.63 | 11 | 6.27 | 2.61 |

*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) | Beirut | Mount Lebanon | North | South and Bekaa |
|--|--------|---------------|-------|-----------------|
| The World Bank works too slowly | 12.2% | 11.1% | 18.2% | 16.7% |
| The Government works inefficiently | 49.6% | 41.7% | 36.4% | 33.3% |
| There is not an adequate level of citizen/civil society participation | 26.8% | 25.0% | 27.3% | 16.7% |
| Poor donor coordination | 8.1% | 8.3% | 18.2% | 25.0% |
| The World Bank does not do adequate follow through/follow-up | 5.7% | 13.9% | 9.1% | 8.3% |
| Lack of/inadequate levels of capacity in Government | 18.7% | 8.3% | 27.3% | 25.0% |
| Political pressures and obstacles | 55.3% | 63.9% | 45.5% | 58.3% |
| Reforms are not well thought out in light of country challenges* | 21.1% | 41.7% | 9.1% | 25.0% |
| The World Bank is not sensitive enough to political/social realities on the ground | 12.2% | 19.4% | 18.2% | 33.3% |
| Other | 3.3% | 0.0% | 0.0% | 0.0% |

*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 Lebanon?

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

| | Which best represents your geographic location? | | | | | | | | | | | |
|---|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Anti corruption | 87 | 3.97 | 2.44 | 22 | 3.68 | 1.94 | 7 | 5.14 | 2.27 | 8 | 4.25 | 2.92 |
| Information and communications technology | 78 | 5.51 | 2.22 | 14 | 5.36 | 2.21 | 4 | 7.50 | 1.00 | 8 | 6.00 | 2.00 |
| Transport | 76 | 5.07 | 2.31 | 19 | 5.21 | 2.32 | 6 | 4.33 | 2.34 | 10 | 5.10 | 2.69 |
| Crime and violence | 59 | 3.29 | 2.02 | 15 | 3.20 | 2.11 | 5 | 3.40 | 2.07 | 6 | 4.00 | 3.29 |
| Law and justice | 62 | 3.94 | 2.06 | 16 | 3.63 | 2.39 | 5 | 4.60 | 2.41 | 5 | 4.20 | 3.63 |
| Urban development | 80 | 5.40 | 2.06 | 22 | 5.27 | 2.03 | 3 | 6.33 | 2.89 | 9 | 5.22 | 2.49 |
| Environmental sustainability | 82 | 5.54 | 2.12 | 25 | 5.12 | 2.22 | 6 | 4.33 | 1.97 | 10 | 5.40 | 2.27 |
| Regulatory framework | 76 | 5.37 | 2.17 | 21 | 5.38 | 2.20 | 6 | 6.50 | 1.87 | 8 | 4.50 | 2.45 |
| Basic infrastructure | 83 | 5.84 | 1.94 | 24 | 5.96 | 2.42 | 6 | 5.67 | 2.80 | 9 | 6.11 | 2.85 |
| Communicable/non-communicable diseases | 48 | 4.44 | 2.21 | 14 | 4.07 | 2.30 | 5 | 4.00 | 1.41 | 8 | 4.75 | 2.82 |
| Poverty reduction | 92 | 5.42 | 2.13 | 22 | 4.73 | 2.03 | 5 | 4.80 | 1.92 | 8 | 5.38 | 2.72 |
| Gender | 76 | 5.22 | 2.09 | 19 | 5.11 | 2.33 | 5 | 4.60 | 1.67 | 6 | 5.33 | 2.34 |
| Domestic private sector development | 68 | 5.49 | 1.96 | 22 | 4.82 | 2.24 | 7 | 4.86 | 3.13 | 9 | 5.00 | 2.60 |
| Foreign direct investment | 65 | 5.28 | 2.15 | 19 | 5.58 | 2.59 | 6 | 5.00 | 2.28 | 8 | 5.25 | 2.71 |
| Water and sanitation | 80 | 5.89 | 1.93 | 22 | 5.86 | 2.42 | 7 | 4.57 | 2.82 | 10 | 6.10 | 2.42 |
| Trade and exports | 54 | 5.09 | 2.15 | 18 | 4.72 | 1.90 | 5 | 3.20 | 1.92 | 7 | 4.86 | 2.48 |
| Economic growth | 77 | 5.62 | 1.97 | 23 | 5.26 | 2.00 | 6 | 4.50 | 2.07 | 10 | 5.50 | 2.64 |
| Energy | 73 | 5.51 | 2.33 | 19 | 5.37 | 1.98 | 6 | 3.67 | 2.73 | 10 | 5.50 | 2.76 |
| Disaster management | 54 | 4.22 | 2.13 | 10 | 4.20 | 2.04 | 6 | 3.33 | 2.25 | 9 | 3.89 | 3.26 |
| Public sector governance/ reform | 96 | 5.40 | 2.35 | 24 | 4.83 | 1.97 | 7 | 4.57 | 2.23 | 8 | 4.63 | 3.07 |
| Job creation/employment | 88 | 4.97 | 2.29 | 25 | 4.44 | 1.85 | 6 | 3.50 | 1.87 | 9 | 4.67 | 2.69 |
| Financial markets | 68 | 4.91 | 2.38 | 16 | 5.50 | 2.31 | 5 | 4.20 | 2.59 | 7 | 4.71 | 2.87 |
| Equality of opportunity | 71 | 4.42 | 2.25 | 18 | 4.39 | 1.91 | 7 | 5.29 | 2.36 | 10 | 4.40 | 3.17 |
| Health | 73 | 5.00 | 2.34 | 17 | 5.06 | 2.41 | 6 | 4.83 | 2.40 | 10 | 5.10 | 2.33 |
| Rural development | 79 | 5.20 | 2.05 | 22 | 5.27 | 2.29 | 7 | 4.43 | 2.82 | 10 | 4.90 | 2.73 |
| Global/regional integration | 56 | 5.04 | 2.20 | 19 | 4.63 | 1.89 | 5 | 4.60 | 2.19 | 8 | 5.50 | 2.56 |
| Food security | 59 | 4.29 | 2.06 | 17 | 3.88 | 2.37 | 5 | 3.40 | 2.30 | 8 | 4.50 | 2.93 |
| Education | 84 | 5.58 | 2.26 | 22 | 5.50 | 2.24 | 6 | 4.83 | 2.04 | 9 | 6.00 | 2.83 |
| Social protection | 79 | 4.99 | 2.32 | 18 | 4.61 | 2.15 | 7 | 3.86 | 2.34 | 8 | 4.00 | 2.88 |
| Climate change | 68 | 4.62 | 2.31 | 18 | 4.72 | 2.47 | 7 | 5.00 | 3.06 | 8 | 4.75 | 2.55 |
| Agricultural development | 74 | 5.14 | 1.86 | 22 | 5.41 | 2.56 | 8 | 4.38 | 2.72 | 10 | 5.40 | 2.99 |
| Natural resource management | 58 | 4.53 | 2.29 | 18 | 4.56 | 2.62 | 5 | 3.40 | 2.61 | 9 | 3.67 | 3.12 |
| Balanced regional development | 66 | 4.80 | 2.04 | 23 | 4.65 | 2.53 | 6 | 3.00 | 2.28 | 9 | 5.89 | 3.26 |

| | Which best represents your geographic location? | | | | | | | | | | | |
|---|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | 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 Lebanon? | 104 | 5.64 | 1.75 | 33 | 5.45 | 1.99 | 7 | 5.86 | 1.07 | 11 | 5.55 | 1.63 |

(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 Lebanon?

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Lebanon | 99 | 5.70 | 1.82 | 32 | 5.38 | 2.06 | 7 | 6.57 | 2.44 | 10 | 5.70 | 2.00 |
| The World Bank meets Lebanon's needs for knowledge services | 105 | 6.26 | 1.91 | 31 | 5.71 | 1.75 | 7 | 6.71 | .95 | 10 | 5.20 | 2.86 |

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe that Lebanon received value for money from the World Bank's fee-based products/services? | 76 | 5.70 | 1.93 | 20 | 5.60 | 1.79 | 4 | 4.75 | 2.50 | 5 | 5.00 | 1.58 |

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

D. The World Bank's Knowledge

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| Weekly | 16.5% | 6.1% | 10.0% | 9.1% |
| Monthly | 19.0% | 21.2% | 0.0% | 9.1% |
| A few times a year | 39.7% | 33.3% | 50.0% | 36.4% |
| Rarely | 16.5% | 27.3% | 30.0% | 36.4% |
| Never | 8.3% | 12.1% | 10.0% | 9.1% |

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Lebanon, 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) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| Public sector governance/ reform | 55.4% | 52.9% | 45.5% | 45.5% |
| Gender | 2.5% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 10.7% | 5.9% | 9.1% | 9.1% |
| Foreign direct investment | 5.8% | 2.9% | 0.0% | 9.1% |
| Water and sanitation | 6.6% | 17.6% | 18.2% | 0.0% |
| Trade and exports | 0.8% | 0.0% | 0.0% | 0.0% |
| Energy | 15.7% | 14.7% | 9.1% | 36.4% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% |
| Social protection | 20.7% | 17.6% | 9.1% | 9.1% |
| Climate change | 0.8% | 0.0% | 0.0% | 0.0% |
| Poverty reduction | 19.8% | 23.5% | 0.0% | 18.2% |
| Law and justice | 8.3% | 5.9% | 0.0% | 27.3% |
| Anti corruption | 25.6% | 20.6% | 36.4% | 9.1% |
| Financial markets | 1.7% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 5.8% | 0.0% | 9.1% | 0.0% |
| Urban development | 1.7% | 0.0% | 0.0% | 0.0% |
| Balanced regional development | 12.4% | 14.7% | 9.1% | 27.3% |
| Crime and violence | 1.7% | 5.9% | 0.0% | 0.0% |
| Education | 14.9% | 2.9% | 0.0% | 0.0% |
| Global/regional integration* | 0.0% | 0.0% | 9.1% | 9.1% |
| Information and communications technology | 4.1% | 0.0% | 0.0% | 0.0% |
| Transport* | 5.0% | 20.6% | 0.0% | 9.1% |
| Agricultural development | 3.3% | 8.8% | 9.1% | 0.0% |
| Natural resource management | 12.4% | 5.9% | 18.2% | 27.3% |
| Job creation/employment | 19.0% | 20.6% | 27.3% | 18.2% |
| Health | 1.7% | 0.0% | 0.0% | 9.1% |
| Economic growth | 18.2% | 20.6% | 0.0% | 0.0% |
| Rural development* | 1.7% | 17.6% | 45.5% | 0.0% |
| Food security | 1.7% | 0.0% | 0.0% | 9.1% |
| Environmental sustainability | 6.6% | 8.8% | 0.0% | 0.0% |
| Regulatory framework | 2.5% | 5.9% | 0.0% | 9.1% |
| Basic infrastructure | 8.3% | 5.9% | 27.3% | 18.2% |
| Communicable/non-communicable diseases | 0.8% | 0.0% | 0.0% | 0.0% |

*Significantly different between locations

D. The World Bank's Knowledge (continued)

In Lebanon, 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? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Enhancing your knowledge and/or skills* | 105 | 6.67 | 2.01 | 31 | 5.58 | 2.09 | 8 | 5.75 | 2.12 | 12 | 5.08 | 2.27 |
| Contributing to good policy making | 107 | 6.30 | 1.76 | 31 | 5.32 | 2.04 | 7 | 5.71 | 1.60 | 9 | 5.67 | 1.94 |
| Providing support for program implementation | 102 | 6.72 | 1.73 | 30 | 6.10 | 1.88 | 8 | 6.13 | 1.36 | 10 | 6.40 | 2.01 |

**Significantly different between locations*

In Lebanon, 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? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are timely | 90 | 6.00 | 1.82 | 26 | 6.08 | 1.74 | 8 | 5.00 | 2.39 | 8 | 6.13 | 2.75 |
| Include appropriate level of stakeholder involvement during preparation | 93 | 6.24 | 1.94 | 26 | 5.88 | 2.08 | 6 | 5.17 | 2.71 | 11 | 4.82 | 2.75 |
| Are relevant to Lebanon's development priorities | 97 | 6.28 | 1.74 | 29 | 5.90 | 1.92 | 9 | 5.44 | 2.35 | 11 | 5.45 | 2.11 |
| Provide feasible recommendations | 99 | 6.28 | 1.70 | 30 | 6.53 | 1.80 | 7 | 7.43 | 1.51 | 11 | 5.36 | 2.42 |
| Are accessible (well written and easy to understand) | 100 | 7.03 | 1.67 | 29 | 7.00 | 1.31 | 8 | 6.75 | 2.55 | 10 | 7.00 | 2.05 |
| Are source of relevant information on global good practices. | 101 | 7.20 | 1.52 | 25 | 6.72 | 1.72 | 9 | 6.89 | 2.32 | 11 | 5.82 | 2.75 |
| Are useful in terms of the work you do | 101 | 6.98 | 1.90 | 31 | 6.45 | 1.82 | 8 | 6.75 | 2.66 | 11 | 6.91 | 2.17 |
| Are adequately disseminated* | 95 | 6.38 | 1.88 | 30 | 5.83 | 2.10 | 7 | 5.71 | 1.70 | 9 | 4.56 | 2.30 |
| Are translated enough into local language | 81 | 6.11 | 2.00 | 27 | 6.37 | 2.15 | 9 | 6.56 | 2.60 | 10 | 5.70 | 2.06 |
| Are adaptable to Lebanon's specific development challenges and country circumstances | 99 | 5.99 | 1.73 | 30 | 5.97 | 1.71 | 9 | 5.78 | 2.77 | 10 | 5.30 | 2.00 |

**Significantly different between locations*

| | Which best represents your geographic location? | | | | | | | | | | | |
|--|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | 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? | 105 | 6.28 | 1.83 | 32 | 5.69 | 2.07 | 8 | 5.75 | 1.98 | 11 | 5.36 | 2.73 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* | 105 | 7.50 | 1.35 | 31 | 7.13 | 1.75 | 9 | 7.44 | 1.01 | 11 | 6.09 | 2.34 |

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

**Significantly different between locations*

E. Working with the World Bank

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

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | | | | | | | |
|---|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly | 79 | 5.43 | 2.23 | 20 | 5.15 | 2.52 | 7 | 4.29 | 2.56 | 11 | 4.82 | 2.44 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 94 | 6.74 | 1.89 | 25 | 6.84 | 1.72 | 6 | 6.67 | 1.86 | 11 | 5.82 | 2.64 |
| The World Bank's approvals and reviews are done in a timely fashion | 85 | 6.16 | 1.84 | 21 | 6.19 | 1.81 | 7 | 5.57 | 2.51 | 10 | 6.10 | 2.60 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 71 | 6.30 | 1.78 | 22 | 6.18 | 1.79 | 7 | 5.86 | 3.02 | 7 | 5.43 | 2.30 |
| The World Bank's conditions on its lending are reasonable | 74 | 6.08 | 1.91 | 25 | 5.76 | 1.79 | 7 | 6.57 | 2.64 | 9 | 5.78 | 2.44 |
| Working with the World Bank increases Lebanon's institutional capacity | 101 | 6.80 | 1.82 | 29 | 6.66 | 1.82 | 7 | 7.43 | 2.99 | 9 | 7.11 | 1.83 |
| The World Bank ensures consistency and continuity through staff changes | 70 | 6.77 | 1.70 | 22 | 7.23 | 1.51 | 5 | 7.20 | 1.79 | 10 | 6.80 | 2.04 |
| The World Bank's teams and visits are well coordinated | 80 | 6.95 | 1.91 | 21 | 6.86 | 1.31 | 7 | 7.14 | 1.95 | 9 | 6.78 | 2.22 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 66 | 6.83 | 1.67 | 21 | 6.76 | 1.61 | 5 | 8.20 | .84 | 7 | 6.86 | 2.04 |
| The World Bank provides effective implementation support* | 85 | 6.96 | 1.66 | 25 | 6.32 | 1.46 | 6 | 8.17 | 1.60 | 10 | 6.10 | 2.60 |

*Significantly different between locations

F. The Future Role of the World Bank in Lebanon

| | Which best represents your geographic location? | | | | | | | | | | | |
|---|---|------|------|---------------|------|------|-------|------|------|-----------------|------|------|
| | Beirut | | | Mount Lebanon | | | North | | | South and Bekaa | | |
| | 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 Lebanon's development in the near future? | 120 | 8.01 | 1.38 | 36 | 7.72 | 1.88 | 11 | 8.64 | 1.43 | 12 | 8.33 | 1.50 |

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

F. The Future Role of the World Bank in Lebanon (continued)

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|--|--------|---------------|-------|-----------------|
| Improve the quality of its experts as related to Lebanon's specific challenges | 16.0% | 27.3% | 20.0% | 8.3% |
| Reduce the complexity of obtaining World Bank financing | 29.4% | 36.4% | 50.0% | 58.3% |
| Focus primarily on advocacy issues | 9.2% | 12.1% | 0.0% | 0.0% |
| Improve the competitiveness of its financing compared to markets | 12.6% | 21.2% | 10.0% | 25.0% |
| Reach out more to groups outside of government | 53.8% | 36.4% | 40.0% | 75.0% |
| Ensure greater selectivity in its work | 10.9% | 12.1% | 0.0% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on Lebanon's economy | 20.2% | 15.2% | 0.0% | 0.0% |
| Offer more innovative financial products | 5.9% | 3.0% | 20.0% | 8.3% |
| Offer more innovative knowledge services | 15.1% | 18.2% | 10.0% | 8.3% |
| Increase availability of Fee-Based services | 5.0% | 12.1% | 10.0% | 0.0% |
| Work faster | 8.4% | 3.0% | 10.0% | 8.3% |
| Other | 5.9% | 0.0% | 20.0% | 8.3% |

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| Local newspapers | 58.3% | 43.8% | 54.5% | 27.3% |
| International newspapers | 10.0% | 15.6% | 0.0% | 0.0% |
| Local radio | 1.7% | 3.1% | 0.0% | 9.1% |
| International radio | 0.0% | 3.1% | 0.0% | 0.0% |
| Local television* | 19.2% | 25.0% | 36.4% | 54.5% |
| International television* | 2.5% | 9.4% | 18.2% | 27.3% |
| Periodicals | 26.7% | 21.9% | 0.0% | 0.0% |
| Internet | 58.3% | 59.4% | 45.5% | 45.5% |
| Social media | 6.7% | 9.4% | 0.0% | 0.0% |
| Blogs | 0.8% | 0.0% | 0.0% | 9.1% |
| Mobile phones* | 0.8% | 0.0% | 9.1% | 9.1% |
| Instant messaging* | 0.0% | 3.1% | 9.1% | 9.1% |
| Other | 7.5% | 0.0% | 9.1% | 9.1% |

*Significantly different between locations

G. Communication and Information Sharing (continued)

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|---|--------|---------------|-------|-----------------|
| World Bank website | 39.0% | 45.5% | 36.4% | 27.3% |
| Direct contact with World Bank | 22.8% | 15.2% | 27.3% | 54.5% |
| e-newsletters | 40.7% | 39.4% | 36.4% | 9.1% |
| Instant messaging | 3.3% | 9.1% | 18.2% | 9.1% |
| World Bank seminars/workshops/conferences | 43.1% | 42.4% | 27.3% | 45.5% |
| World Bank Public Information Center | 6.4% | 5.9% | 0.0% | 0.0% |
| World Bank publications and other written materials | 26.8% | 39.4% | 9.1% | 27.3% |
| Mobile phones | 4.1% | 0.0% | 9.1% | 9.1% |
| Social media | 8.1% | 0.0% | 9.1% | 9.1% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 1.6% | 0.0% | 0.0% | 9.1% |

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| Yes | 27.8% | 19.4% | 30.0% | 9.1% |
| No | 72.2% | 80.6% | 70.0% | 90.9% |

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| Yes | 20.5% | 19.4% | 18.2% | 10.0% |
| No | 79.5% | 80.6% | 81.8% | 90.0% |

Were you able to obtain this information?

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|--------|-----------------|
| Yes | 92.0% | 71.4% | 100.0% | 100.0% |
| No | 8.0% | 28.6% | 0.0% | 0.0% |

Do you have access to the Internet?*

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|--------|-----------------|
| Yes | 100.0% | 100.0% | 100.0% | 90.9% |
| No | 0.0% | 0.0% | 0.0% | 9.1% |

*Significantly different between locations

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| Yes | 78.8% | 69.7% | 63.6% | 36.4% |
| No | 21.2% | 30.3% | 36.4% | 63.6% |

*Significantly different between locations

Which do you primarily use?

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|----------------------------------|--------|---------------|-------|-----------------|
| The World Bank's country website | 40.0% | 28.1% | 70.0% | 33.3% |
| The World Bank's main website | 60.0% | 71.9% | 30.0% | 66.7% |

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|--------|-----------------|
| High speed | 99.1% | 89.7% | 100.0% | 85.7% |
| Dial-up | 0.9% | 10.3% | 0.0% | 14.3% |

*Significantly different between locations

G. Communication and Information Sharing (continued)

Do you use/have you used the World Bank's Public Information Centers (PICs) in Lebanon?

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| Yes | 16.1% | 10.5% | 0.0% | 33.3% |
| No | 52.7% | 31.6% | 50.0% | 33.3% |
| I don't know what PIC is | 31.2% | 57.9% | 50.0% | 33.3% |

Please rate how much you agree with the following statements.

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | |
|---|---|---------------|-------|-----------------|
| | Beirut | Mount Lebanon | North | South and Bekaa |
| I use/consult World Bank data more often than I did a few years ago | 5.96 | 5.14 | 4.44 | 4.25 |
| The World Bank's PIC is a valuable source of information related to development in Lebanon. | 6.70 | 6.50 | 5.00 | 8.00 |
| I find the World Bank websites easy to navigate. | 6.83 | 6.58 | 6.80 | 7.40 |
| I find the information on the World Bank's websites useful. | 7.40 | 7.17 | 7.33 | 7.20 |
| When I need information from the World Bank I know how to find it | 6.45 | 6.46 | 6.22 | 5.67 |
| The World Bank is responsive to my information requests and inquiries | 7.03 | 6.84 | 6.43 | 5.00 |

H. Background Information

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

| Percentage of Respondents | Beirut | Mount Lebanon | North | South and Bekaa |
|---------------------------|--------|---------------|-------|-----------------|
| Yes | 53.3% | 32.4% | 55.6% | 54.5% |
| No | 46.7% | 67.6% | 44.4% | 45.5% |

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

| Percentage of Respondents (Responses Combined) | Beirut | Mount Lebanon | North | South and Bekaa |
|--|--------|---------------|-------|-----------------|
| Observer | 22.1% | 32.4% | 10.0% | 27.3% |
| Use World Bank reports/data* | 42.6% | 35.3% | 40.0% | 0.0% |
| Engage in World Bank related/sponsored events/activities | 27.9% | 23.5% | 30.0% | 45.5% |
| Collaborate as part of my professional duties | 42.6% | 44.1% | 40.0% | 63.6% |
| Use World Bank website for information, data, research, etc. | 28.7% | 32.4% | 30.0% | 0.0% |

*Significantly different between locations

Appendix D: 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 Lebanon? (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 Lebanon? | 5.10 | 6.69 | 6.20 | 5.18 | 5.86 | 6.18 | 5.80 | 6.43 | 5.64 | 6.38 | 5.97 | 6.02 |
| To what extent do you believe the World Bank's staff is well prepared to help Lebanon solve its most complicated development challenges? | 6.23 | 7.28 | 7.00 | 6.00 | 6.73 | 6.86 | 6.62 | 7.13 | 6.35 | 7.25 | 6.76 | 6.85 |
| Overall the World Bank currently plays a relevant role in development in Lebanon | 4.97 | 6.41 | 6.04 | 5.11 | 5.93 | 5.70 | 5.63 | 6.33 | 5.33 | 6.44 | 5.93 | 5.57 |
| The World Bank's work is aligned with what I consider the development priorities for Lebanon | 5.09 | 6.42 | 6.04 | 5.17 | 5.83 | 5.88 | 5.76 | 6.04 | 5.38 | 6.44 | 5.91 | 5.70 |
| Responsiveness | 5.11 | 6.68 | 6.23 | 5.23 | 6.13 | 5.81 | 5.75 | 6.62 | 5.62 | 6.43 | 6.08 | 5.78 |
| Openness | 6.06 | 7.20 | 7.00 | 5.79 | 6.76 | 6.69 | 6.59 | 7.02 | 6.33 | 7.23 | 6.71 | 6.77 |
| Collaboration with groups outside of the Government | 5.36 | 6.51 | 6.18 | 5.16 | 5.95 | 5.91 | 5.85 | 6.10 | 5.49 | 6.55 | 5.92 | 5.95 |
| Collaboration with the Government | 6.72 | 7.80 | 7.54 | 6.59 | 7.17 | 7.59 | 7.19 | 7.69 | 7.06 | 7.64 | 7.38 | 7.24 |
| Collaboration with other donors | 6.00 | 6.76 | 6.63 | 5.75 | 6.32 | 6.57 | 6.19 | 7.07 | 6.41 | 6.43 | 6.38 | 6.53 |
| To what extent does the World Bank's work help to achieve development results in Lebanon? | 5.06 | 6.14 | 5.87 | 4.94 | 5.75 | 5.54 | 5.51 | 6.04 | 5.24 | 6.13 | 5.72 | 5.52 |
| The World Bank's financial instruments meet the needs of Lebanon | 4.82 | 6.48 | 6.00 | 4.88 | 5.80 | 5.69 | 5.64 | 6.02 | 5.19 | 6.45 | 5.90 | 5.40 |
| The World Bank meets Lebanon's needs for knowledge services | 5.56 | 6.52 | 6.34 | 5.32 | 5.93 | 6.36 | 5.98 | 6.43 | 5.78 | 6.54 | 6.17 | 5.98 |
| The World Bank's knowledge work and activities are adaptable to Lebanon's specific development challenges and country circumstances | 5.25 | 6.44 | 6.13 | 5.03 | 5.75 | 6.13 | 5.69 | 6.38 | 5.59 | 6.29 | 6.03 | 5.64 |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country? | 5.30 | 6.83 | 6.41 | 5.14 | 6.01 | 6.30 | 5.88 | 6.66 | 5.69 | 6.65 | 6.28 | 5.73 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities? | 6.71 | 7.85 | 7.52 | 6.47 | 7.24 | 7.39 | 7.13 | 7.67 | 6.95 | 7.72 | 7.40 | 7.04 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 6.32 | 7.23 | 7.16 | 5.92 | 6.79 | 6.98 | 6.84 | 6.93 | 6.50 | 7.31 | 6.90 | 6.77 |

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Lebanon FY 2013 Questionnaire



World Bank Country Survey FY13 – Lebanon

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Lebanon 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 Lebanon, 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 Lebanon. The World Bank commissioned an independent firm to oversee the logistics of this effort in Lebanon. 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 LEBANON

| A1. In general would you say that Lebanon 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 Lebanon. | | | |
|--|--|----|--|
| Please identify which of the following you consider the most important development priorities in Lebanon? (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 18 | Education |
| 2 | Transport (e.g., roads, public transport, and ports) | 19 | Poverty reduction |
| 3 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20 | Energy |
| 4 | Global/regional integration | 21 | Food security |
| 5 | Gender | 22 | Climate change (e.g., mitigation, adaptation) |
| 6 | Domestic private sector development | 23 | Agricultural development |
| 7 | Foreign direct investment | 24 | Trade and exports |
| 8 | Water and sanitation | 25 | Crime and violence |
| 9 | Anti corruption | 26 | Economic growth |
| 10 | Job creation/employment | 27 | Law and justice (e.g., judicial system) |
| 11 | Rural development | 28 | Regulatory framework |
| 12 | Financial markets | 29 | Communicable/non-communicable diseases |
| 13 | Urban development | 30 | Basic infrastructure |
| 14 | Environmental sustainability | 31 | Natural resource management (e.g., oil, gas, mining) |
| 15 | Equality of opportunity (i.e., equity) | 32 | Disaster management |
| 16 | Balanced regional development | 33 | Information and communications technology |
| 17 | Health | | |

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

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

| 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 Lebanon? (Choose no more than THREE) | | | |
| 1 | Energy | 17 | Communicable/non-communicable diseases |
| 2 | Gender | 18 | Trade and exports |
| 3 | Equality of opportunity (i.e., equity) | 19 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 4 | Social protection (e.g., pensions, targeted social assistance) | 20 | Domestic private sector development |
| 5 | Global/regional integration | 21 | Job creation/employment |
| 6 | Climate change (e.g., mitigation, adaptation) | 22 | Agricultural development |
| 7 | Anti corruption | 23 | Food security |
| 8 | Disaster management | 24 | Transport (e.g., roads, public transport, and ports) |
| 9 | Rural development | 25 | Natural resource management (e.g., oil, gas, mining) |
| 10 | Foreign direct investment | 26 | Environmental sustainability |
| 11 | Urban development | 27 | Health |
| 12 | Water and sanitation | 28 | Basic infrastructure |
| 13 | Education | 29 | Law and justice (e.g., judicial system) |
| 14 | Information and communications technology | 30 | Crime and violence |
| 15 | Regulatory framework | 31 | Financial markets |
| 16 | Balanced regional development | | |

| A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lebanon? (Choose no more than TWO) | |
|---|---|
| 1 | Better employment opportunities for young people |
| 2 | Better employment opportunities for women |
| 3 | Greater access to micro-finance for the poor |
| 4 | Greater voice and participation for citizens to help ensure greater accountability |
| 5 | Greater access to health and nutrition for citizens |
| 6 | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 7 | A growing middle class |
| 8 | Better opportunity for the poor who live in rural areas |
| 9 | Better opportunity for the poor who live in urban areas |
| 10 | Consistent economic growth |
| 11 | Education and training that better ensure job opportunity |
| 12 | Better quality public services |
| 13 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| | | | | | | | | | |
|---|---|---|---|---|--------------------|---|---|---|----|
| B1. How familiar are you with the work of the World Bank in Lebanon, 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 Lebanon, 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 Lebanon 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 |

| | | | |
|--|--|----|--|
| B4. When thinking about how the World Bank can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lebanon? (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 18 | Equality of opportunity (i.e., equity) |
| 2 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 19 | Health |
| 3 | Transport (e.g., roads, public transport, and ports) | 20 | Education |
| 4 | Poverty reduction | 21 | Food security |
| 5 | Global/regional integration | 22 | Climate change (e.g., mitigation, adaptation) |
| 6 | Gender | 23 | Agricultural development |
| 7 | Crime and violence | 24 | Trade and exports |
| 8 | Domestic private sector development | 25 | Economic growth |
| 9 | Rural development | 26 | Law and justice (e.g., judicial system) |
| 10 | Foreign direct investment | 27 | Regulatory framework |
| 11 | Water and sanitation | 28 | Communicable/non-communicable diseases |
| 12 | Energy | 29 | Basic infrastructure |
| 13 | Job creation/employment | 30 | Natural resource management (e.g., oil, gas, mining) |
| 14 | Financial markets | 31 | Anti corruption |
| 15 | Urban development | 32 | Information and communications technology |
| 16 | Environmental sustainability | 33 | Disaster management |
| 17 | Balanced regional 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 Lebanon?**

| | | 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 | 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 Lebanon? (Choose no more than TWO)

| | |
|----|--|
| 1 | Staff too inaccessible |
| 2 | Not exploring alternative policy options |
| 3 | Not adequately sensitive to political/social realities in Lebanon |
| 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 | 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 Lebanon? (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 | Risk guarantee instrument (e.g. partial risk guarantees to private developers) |
| 8 | Other (please specify): _____ |
| 9 | 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 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Foundations |
| 8 | Academia/think tanks/research institutes |
| 9 | Parliament |
| 10 | Media |
| 11 | Faith based organizations |
| 12 | 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 Lebanon, 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"/> |
| B10 | Overall the World Bank currently plays a relevant role in development in Lebanon | 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 Lebanon | 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 Lebanon | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B13 | The World Bank treats clients and stakeholders in Lebanon 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 Lebanon, in terms of each of the following? | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | To no degree at all | | | | | | | | To a very significant degree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B14 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B15 | Flexibility (in terms of the World Bank'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 | The speed in which it gets things accomplished on the ground | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B25 | 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

| B26. 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 | 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 Lebanon, on a ten point scale? | | Not effective at all | | | | | | | | | | Very effective | Don't know |
|---|--|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | 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 | Transport (e.g., roads, public transport, and ports) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C4 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C5 | Law and justice (e.g., judicial system) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C6 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C7 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C8 | Regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C9 | Basic infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C10 | Communicable/non-communicable diseases | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C11 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C12 | Gender | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C13 | Domestic private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C14 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C15 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C16 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C17 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C18 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C19 | Disaster management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C20 | 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"/> | |
| C21 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C22 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C23 | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C24 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C25 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C26 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C27 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C28 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C29 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C30 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C31 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C32 | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C33 | Balanced regional development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C34. To what extent does the World Bank's work help to achieve development results in Lebanon, 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 Lebanon, on a ten point scale? | | | | | | | | | | | | | | |
| | | | | | | | | | | | Strongly disagree | | Strongly agree | Don't know |
| C35 | The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lebanon | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| | | | | | | | | | | | | | | |
| C36 | The World Bank meets Lebanon'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"/> | | |
| | | | | | | | | | | | | | | |

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C37. To what extent do you believe that Lebanon received value for money from the World Bank's fee-based products/services? | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| To no degree at all | | | | | | | | | To a very significant degree | | Don't know |

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

SECTION D: THE WORLD BANK'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 Lebanon, 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) | 18 | Crime and violence |
| 2 | Gender | 19 | Education |
| 3 | Domestic private sector development | 20 | Global/regional integration |
| 4 | Foreign direct investment | 21 | Information and communications technology |
| 5 | Water and sanitation | 22 | Transport (e.g., roads, public transport, and ports) |
| 6 | Trade and exports | 23 | Agricultural development |
| 7 | Energy | 24 | Natural resource management (e.g., oil, gas, mining) |
| 8 | Disaster management | 25 | Job creation/employment |
| 9 | Social protection (e.g., pensions, targeted social assistance) | 26 | Health |
| 10 | Climate change (e.g., mitigation, adaptation) | 27 | Economic growth |
| 11 | Poverty reduction | 28 | Rural development |
| 12 | Law and justice (e.g., judicial system) | 29 | Food security |
| 13 | Anti corruption | 30 | Environmental sustainability |
| 14 | Financial markets | 31 | Regulatory framework |
| 15 | Equality of opportunity (i.e., equity) | 32 | Basic infrastructure |
| 16 | Urban development | 33 | Communicable/non-communicable diseases |
| 17 | Balanced regional development | | |

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

| In Lebanon, 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 Lebanon, 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 Lebanon'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 accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D11 | Are source of relevant information on global good practices. | 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 translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D15 | Are adaptable to Lebanon'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 | |

| 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 | |

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 | |
| 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's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E6 | Working with the World Bank increases Lebanon'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"/> |

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 F: THE FUTURE ROLE OF THE WORLD BANK IN LEBANON

| | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| F1. How significant a role do you believe the World Bank SHOULD play in Lebanon'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 Lebanon? (Choose no more than TWO) | |
| 1 | Improve the quality of its experts as related to Lebanon's specific challenges |
| 2 | Reduce the complexity of obtaining World Bank financing |
| 3 | Focus primarily on advocacy issues |
| 4 | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms) |
| 5 | Reach out more to groups outside of government |
| 6 | Ensure greater selectivity in its work |
| 7 | Provide more adequate data/knowledge/statistics/figures on Lebanon's economy |
| 8 | Offer more innovative financial products |
| 9 | Offer more innovative knowledge services |
| 10 | Increase availability of Fee-Based services |
| 11 | Work faster |
| 12 | Other (please specify): _____ |

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G1. How do you get most of your information about economic and social development issues in Lebanon? (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 Public Information Center |
| 7 | World Bank publications and other written materials |
| 8 | Mobile phones |
| 9 | Social media (Facebook, Twitter, Youtube) |
| 10 | Blogs |
| 11 | 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/lb) |
| 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 |

| G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Lebanon? | |
|---|--------------------------|
| 1 | Yes |
| 2 | No |
| 3 | I don't know what PIC is |

| 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 | 10 | 9 | <input type="checkbox"/> |
| G11 | I use/consult World Bank data more often than I did a few years ago | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G12 | The World Bank's PIC is a valuable source of information related to development in Lebanon. <i>(Only answer if you have used the PIC)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G13 | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G14 | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G15 | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G16 | The World Bank is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |

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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 | Community Based Organization |
| 15 | Media (Press, Radio, TV, Web, etc.) |
| 16 | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 17 | Trade Union |
| 18 | Faith-Based Group |
| 19 | Academia/Research Institute/Think Tank |
| 20 | Judiciary Branch |
| 21 | 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 Lebanon? (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 | Beirut |
| 2 | Mount Lebanon |
| 3 | North |
| 4 | South |
| 5 | Bekaa |

Thank you for completing the survey!