



Lebanon

The World Bank Country Survey FY 2013

Report of Findings
September 2013



CountryOpinionSurveys
THE WORLD BANK GROUP

Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Lebanon.....	10
V. Overall Attitudes toward the World Bank	15
VI. Sectoral Effectiveness.....	22
VII. How the World Bank Operates.....	25
VIII. World Bank Knowledge and Instruments	29
IX. The Future Role of the World Bank in Lebanon	38
X. Communication and Openness.....	41
XI. Appendices.....	50



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.

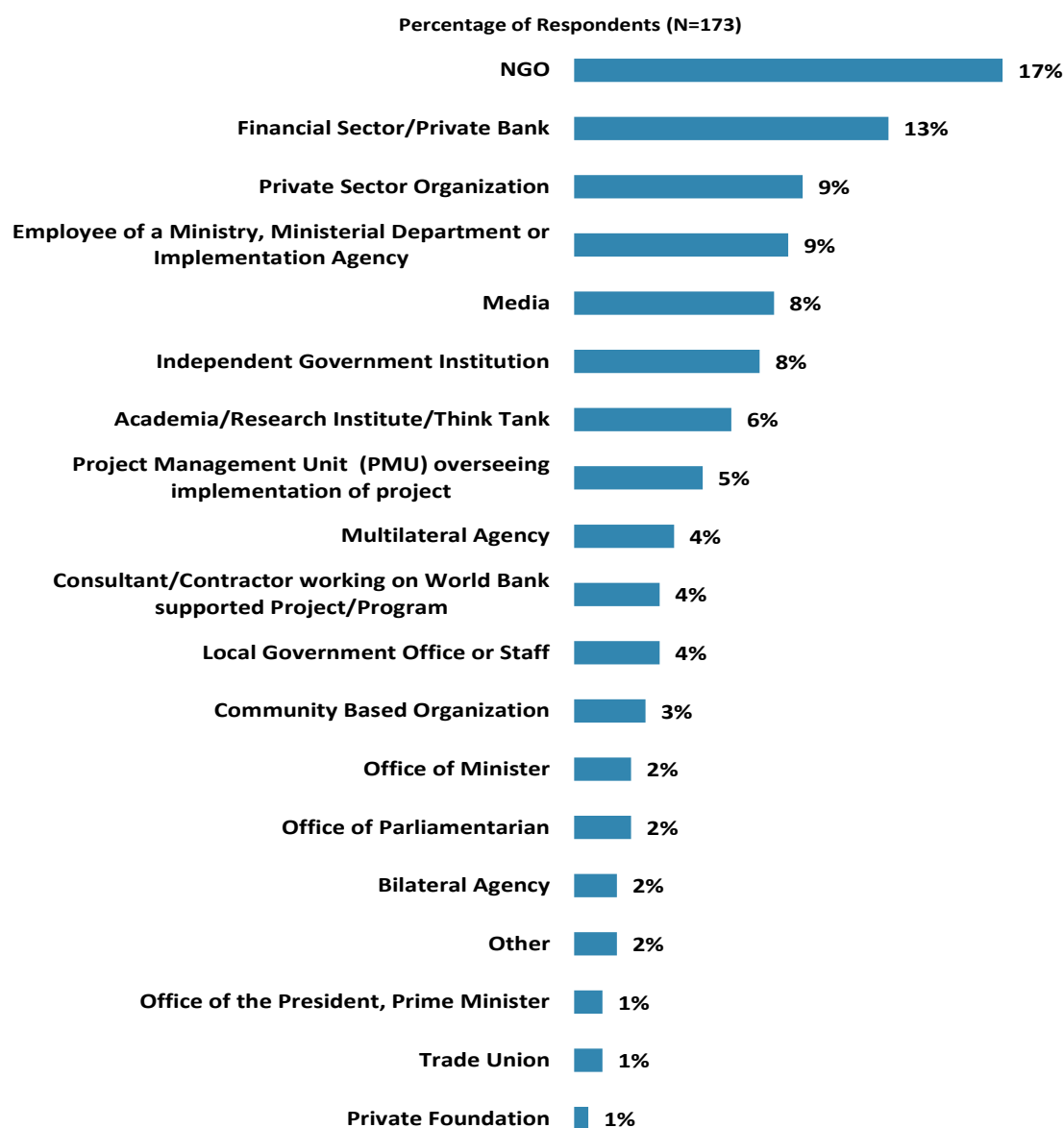
II. Methodology (continued)

- 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

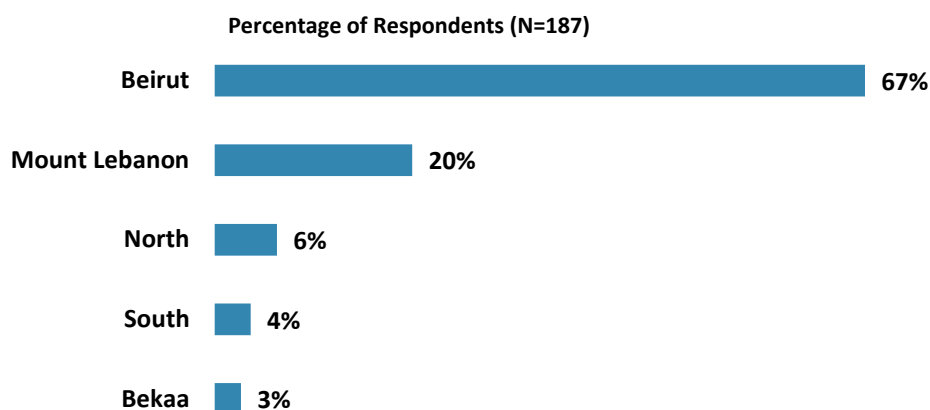


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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.

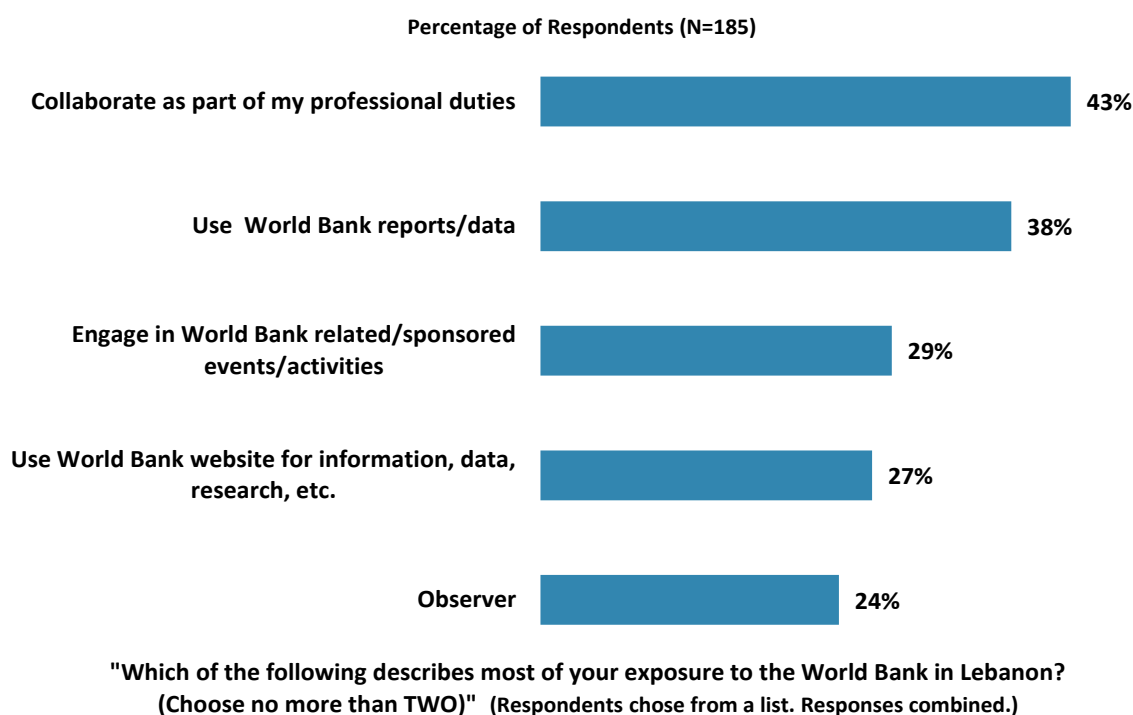
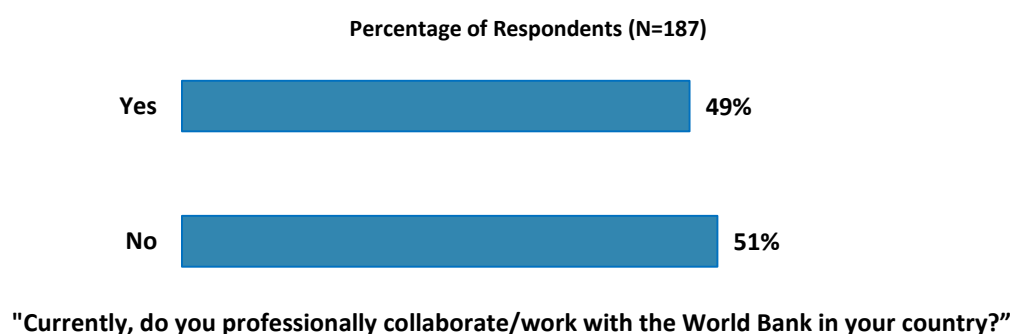


“Which best represents your geographic location?”

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.

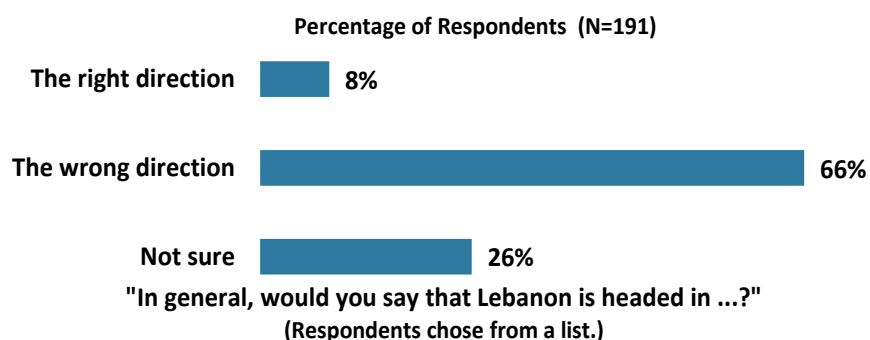


"How familiar are you with the work of the World Bank in Lebanon?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Lebanon

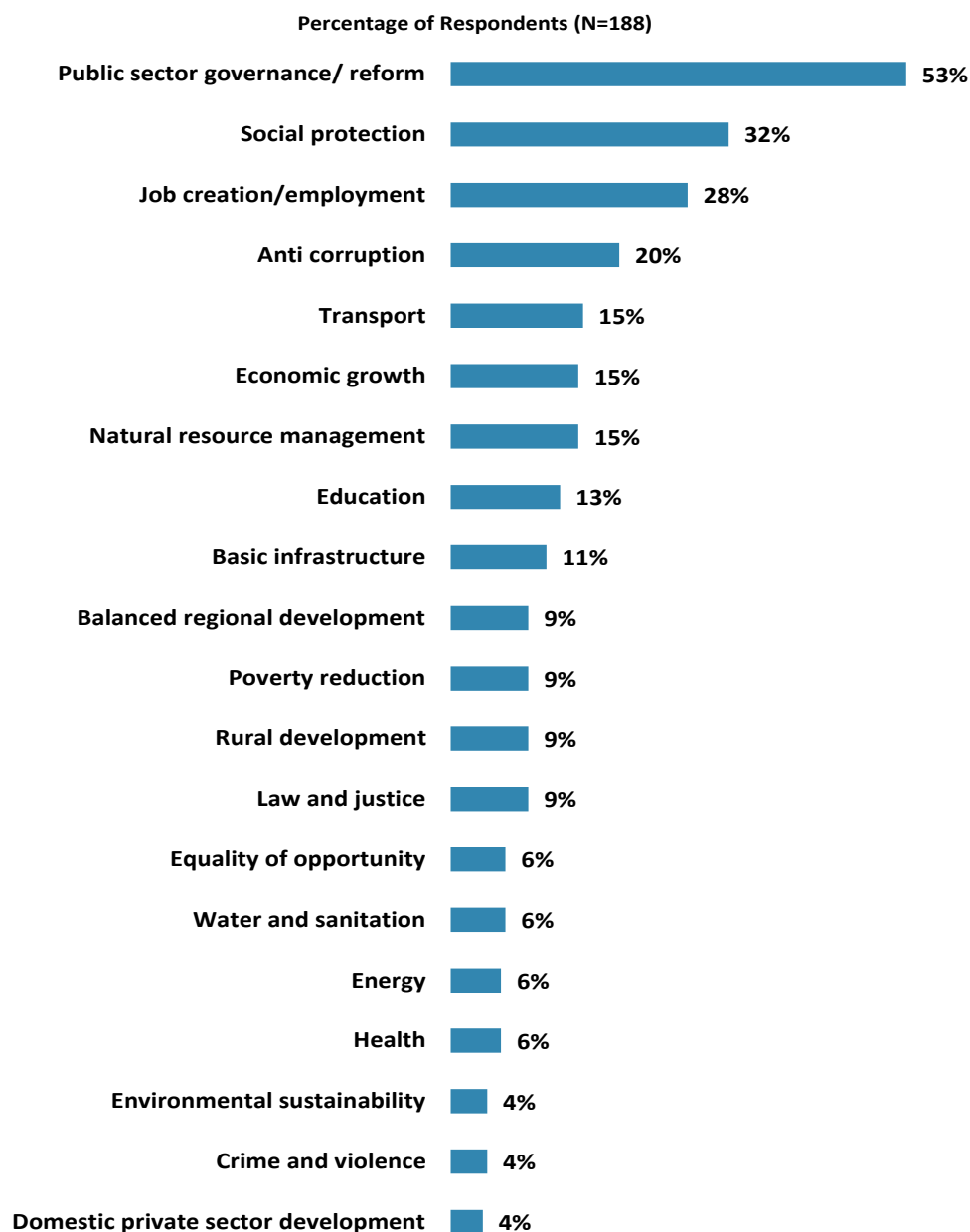
Headed in the Right Direction

- 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)

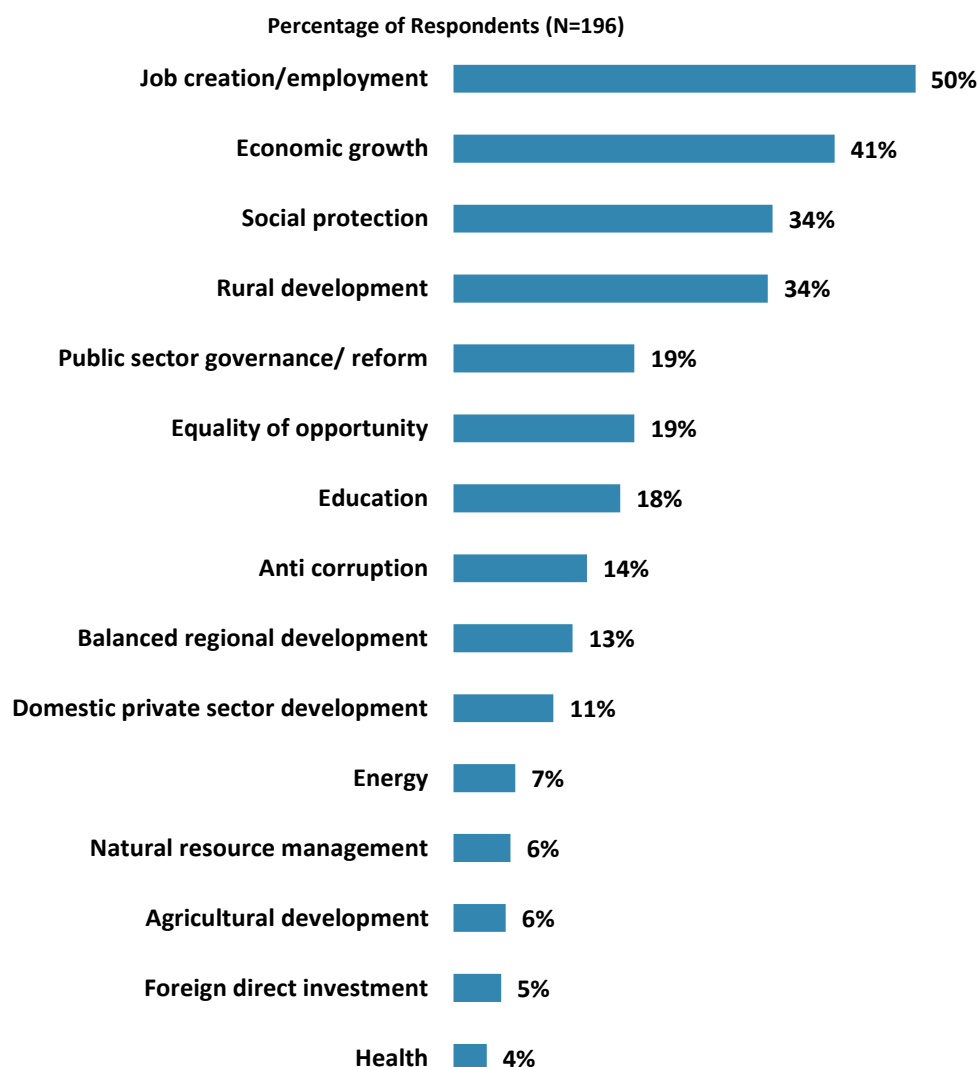
Development Priority



"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)

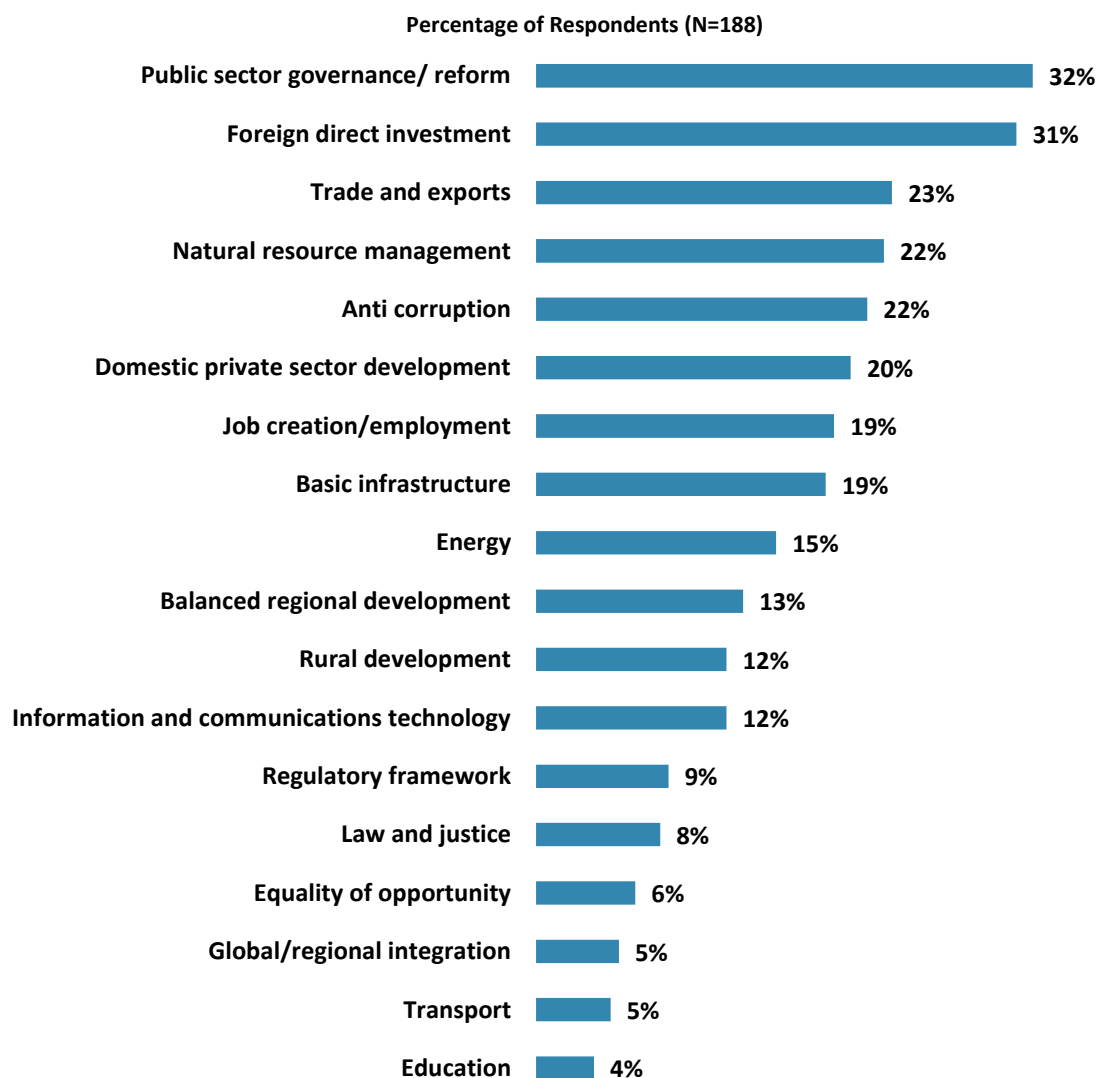
What Would Contribute Most to Reducing Poverty



"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)

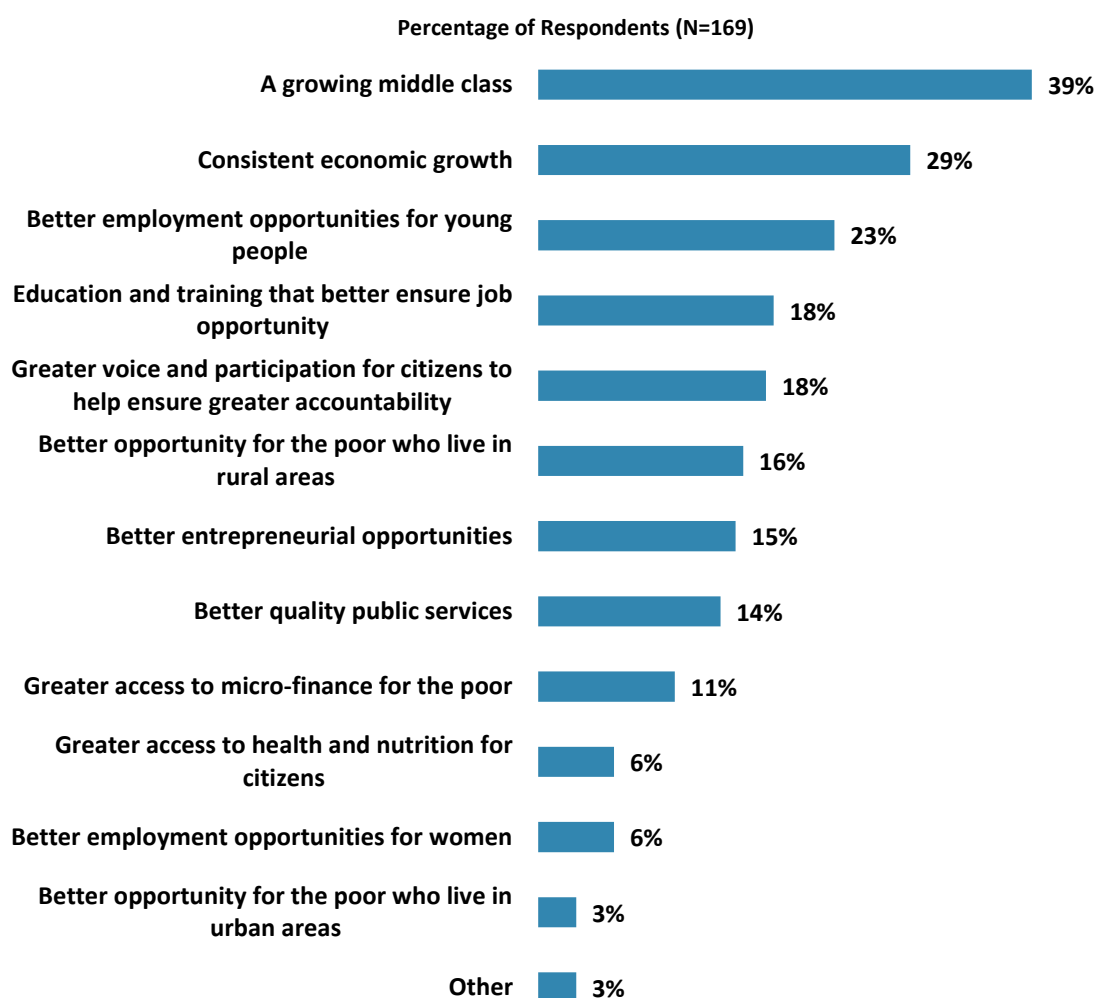
What Would Contribute Most to Generating Economic Growth



"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

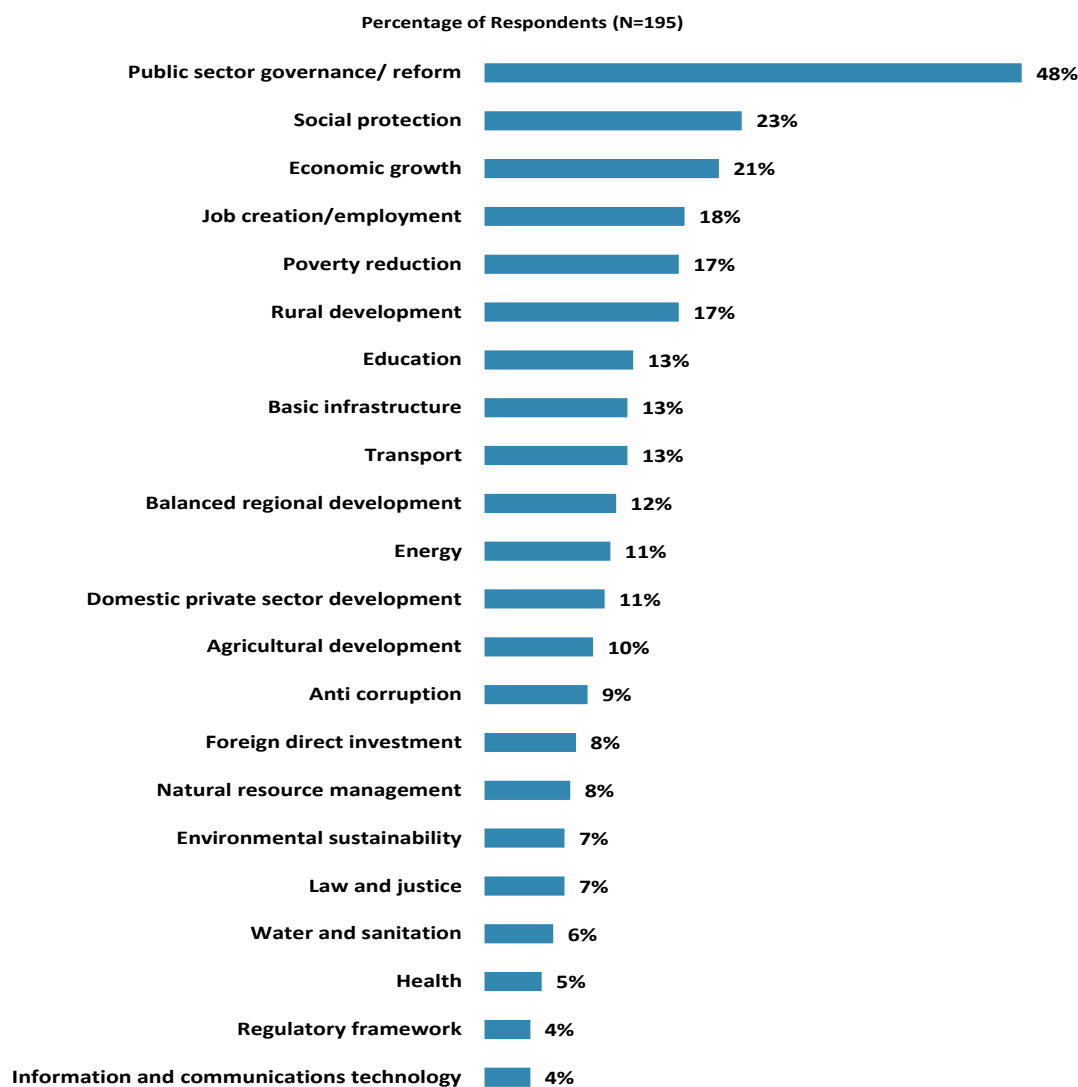


"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Lebanon? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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.



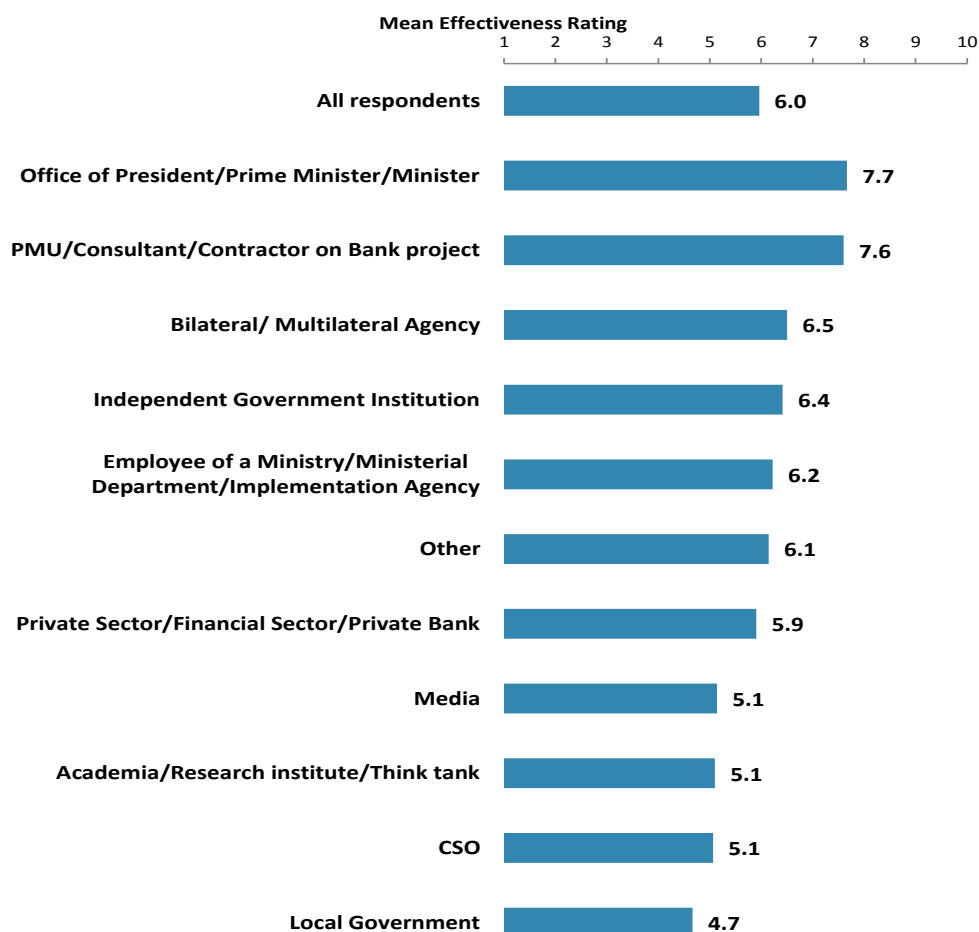
“When thinking about how the World Bank can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lebanon? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

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.

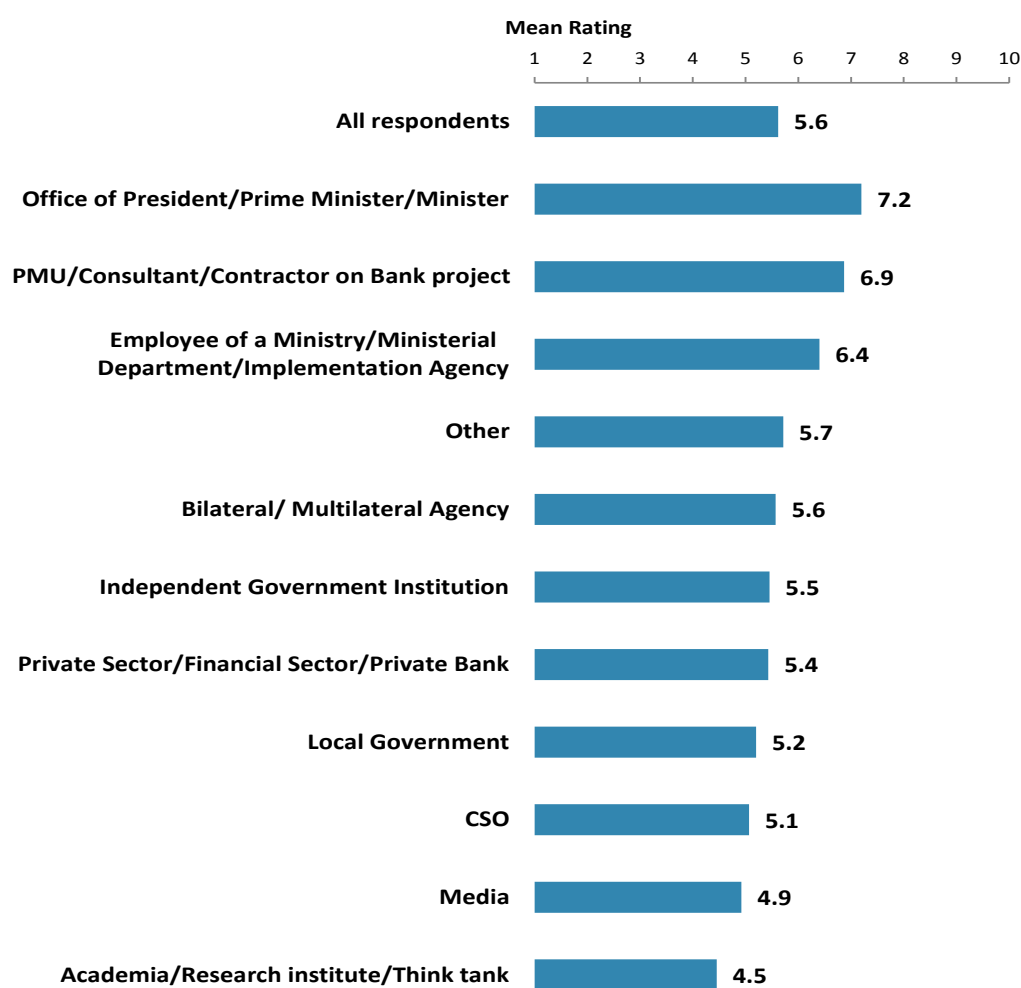


"Overall, please rate your impression of the World Bank's effectiveness in Lebanon?"
(1 - "Not effective at all", 10 - "Very effective")

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.



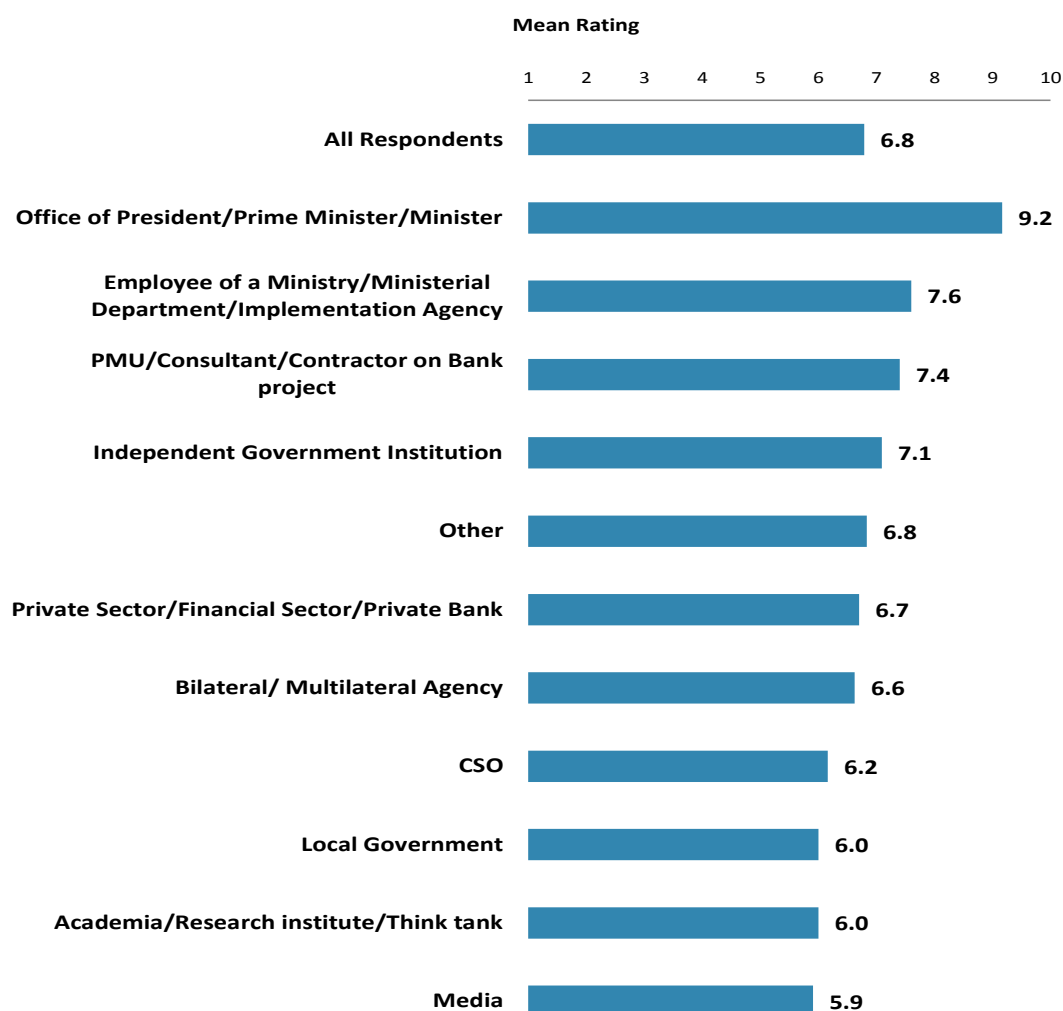
"To what extent does the World Bank's work help to achieve development results in Lebanon?"

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

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

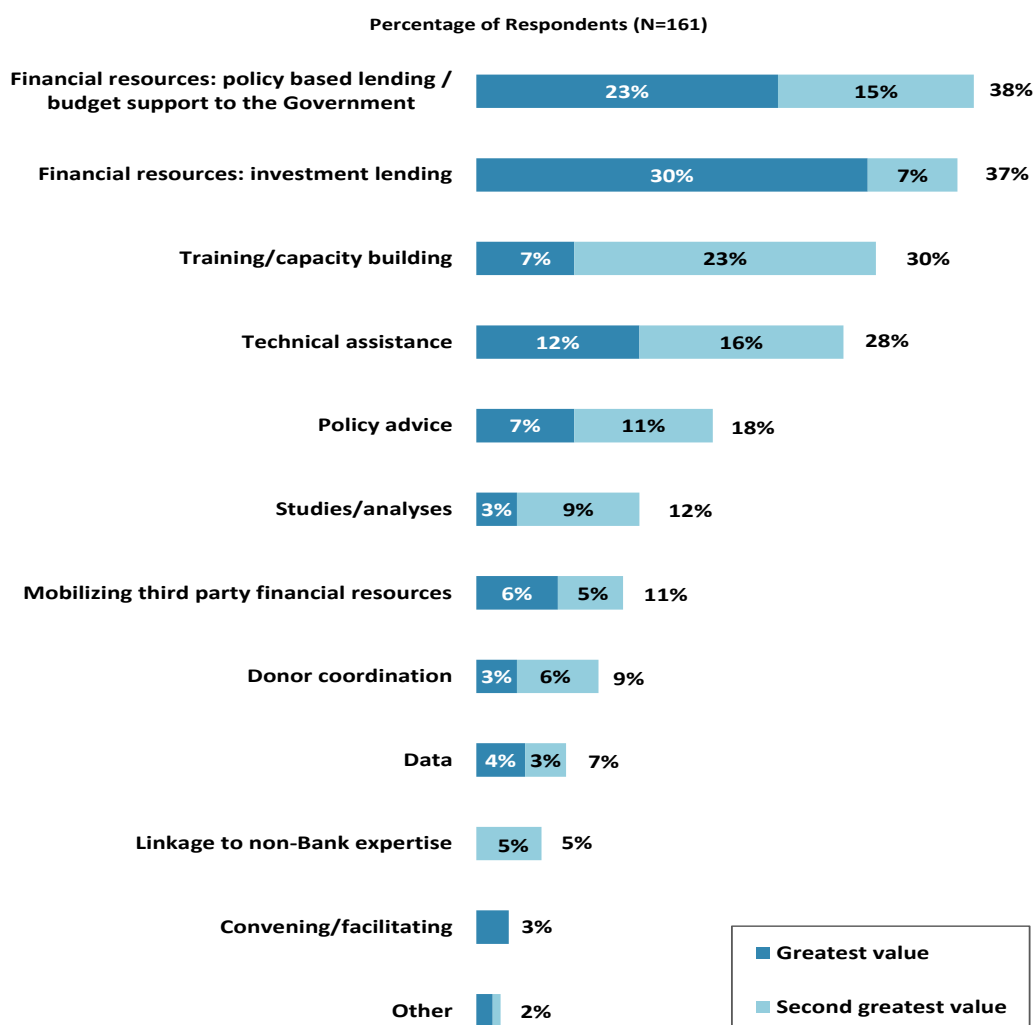
- Respondents from office of President/Prime Minister/Minister gave the highest ratings for the extent to which the Bank's staff is well prepared to help Lebanon solve its most complicated development challenges, whereas respondents from academia/research institutes/think tanks and the media gave significantly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

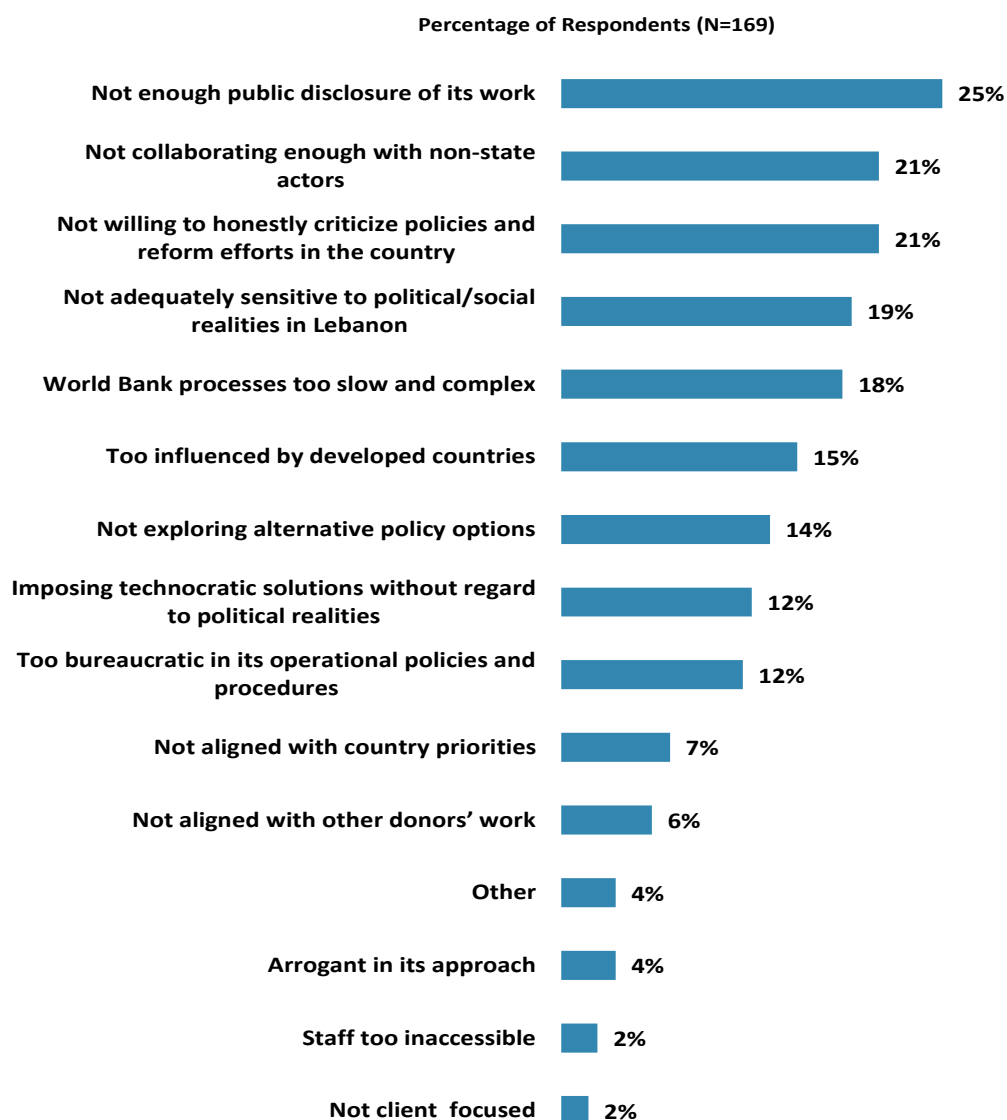
Greatest Value



"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)

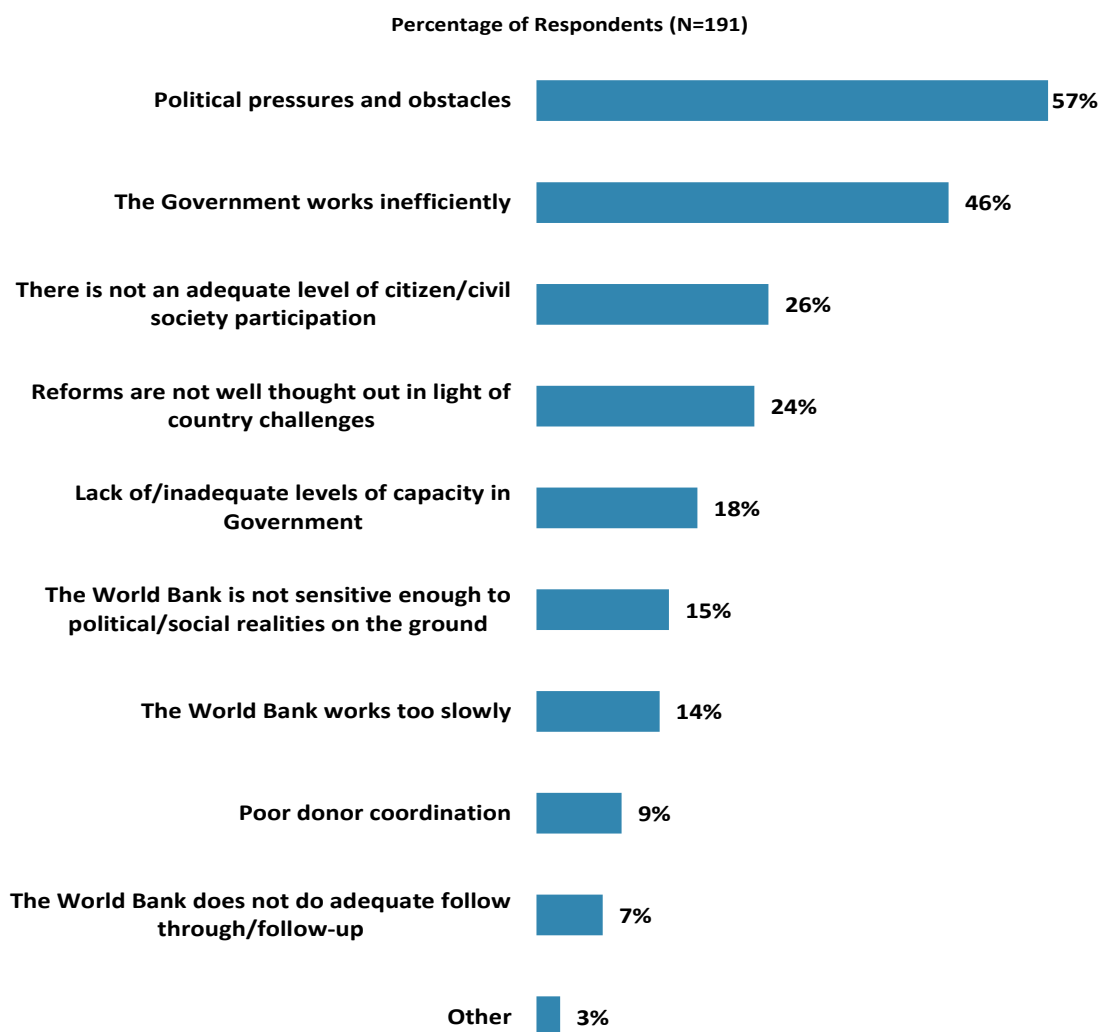
Greatest Weakness



"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)

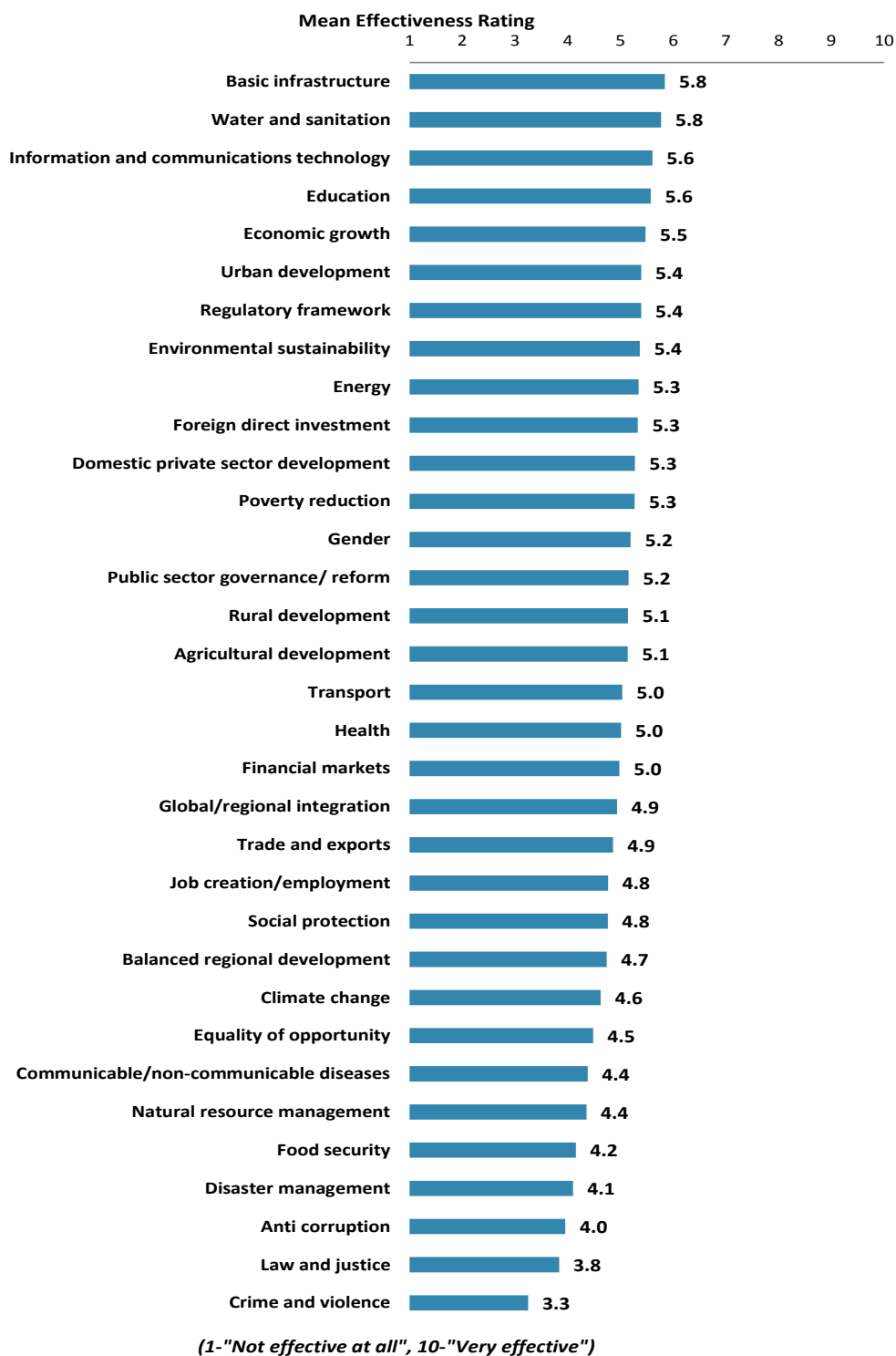
Attributing Slow or Failed Reform Efforts



"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.

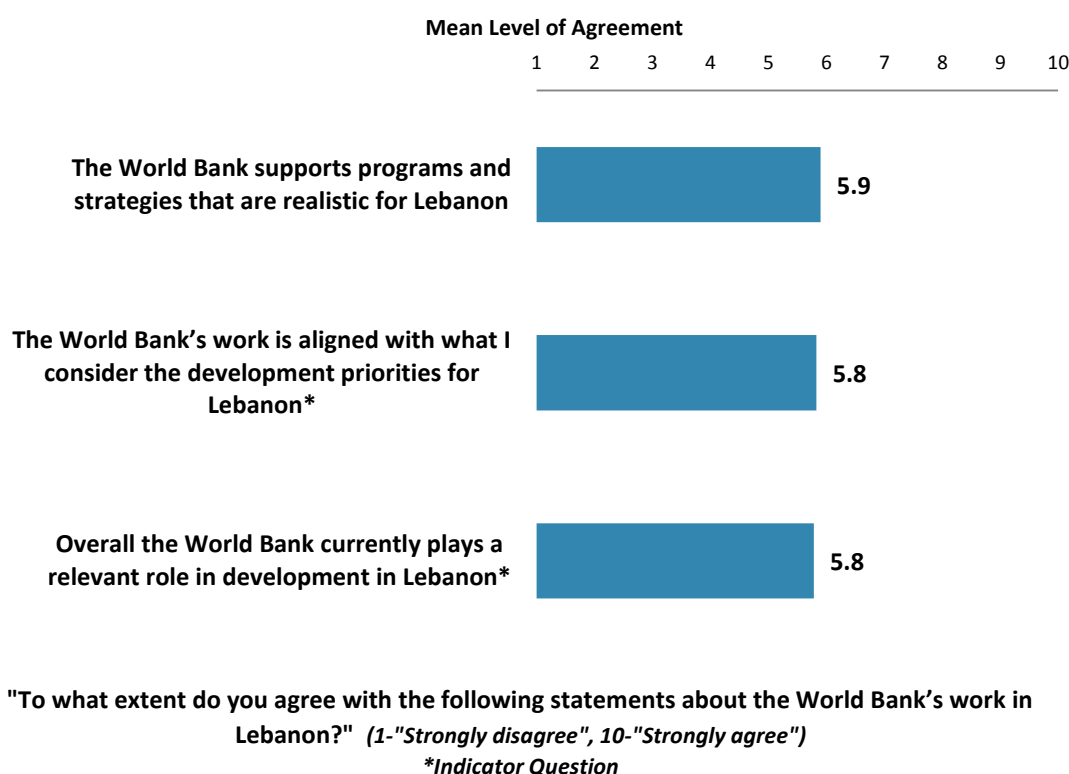
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings 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

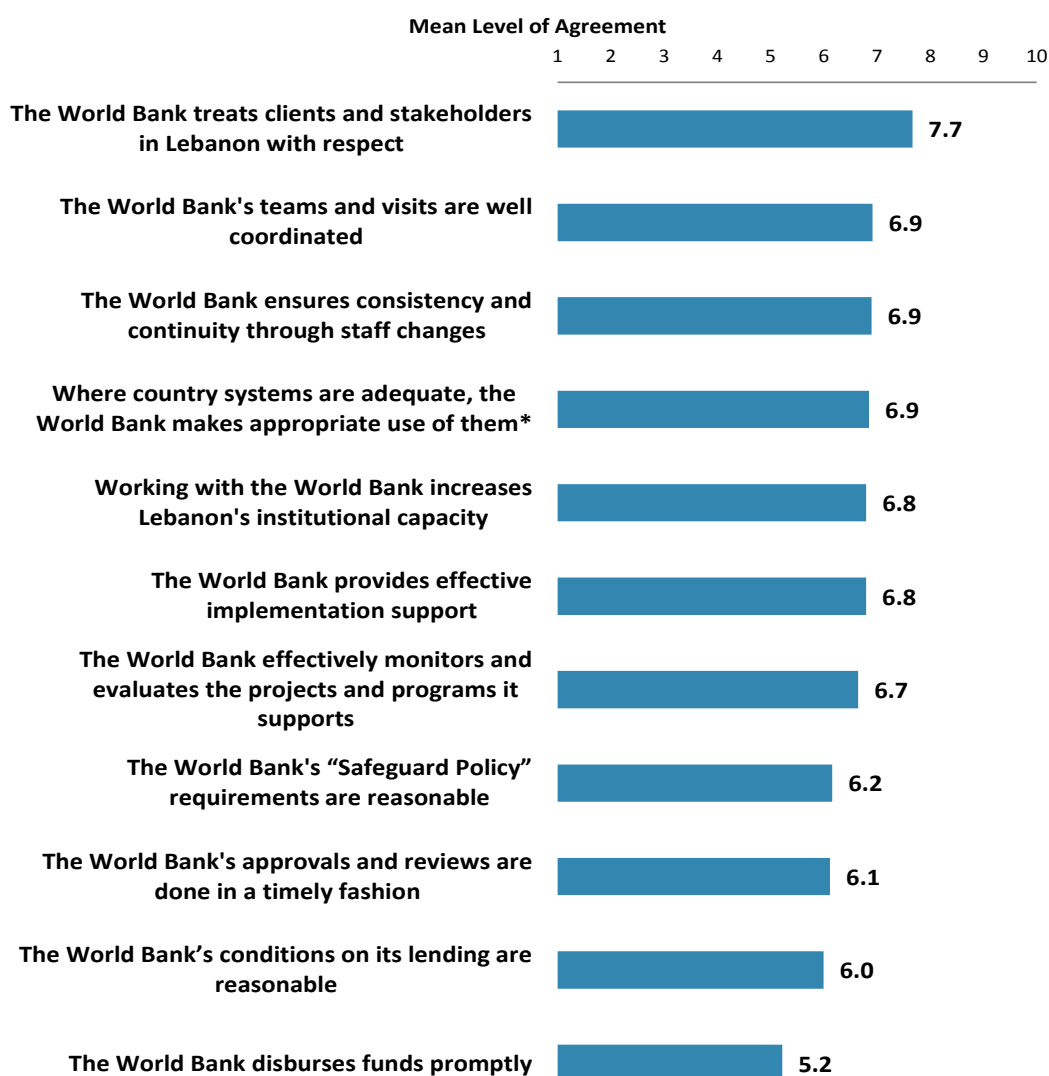
The World Bank's Work in Lebanon

- 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.



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)

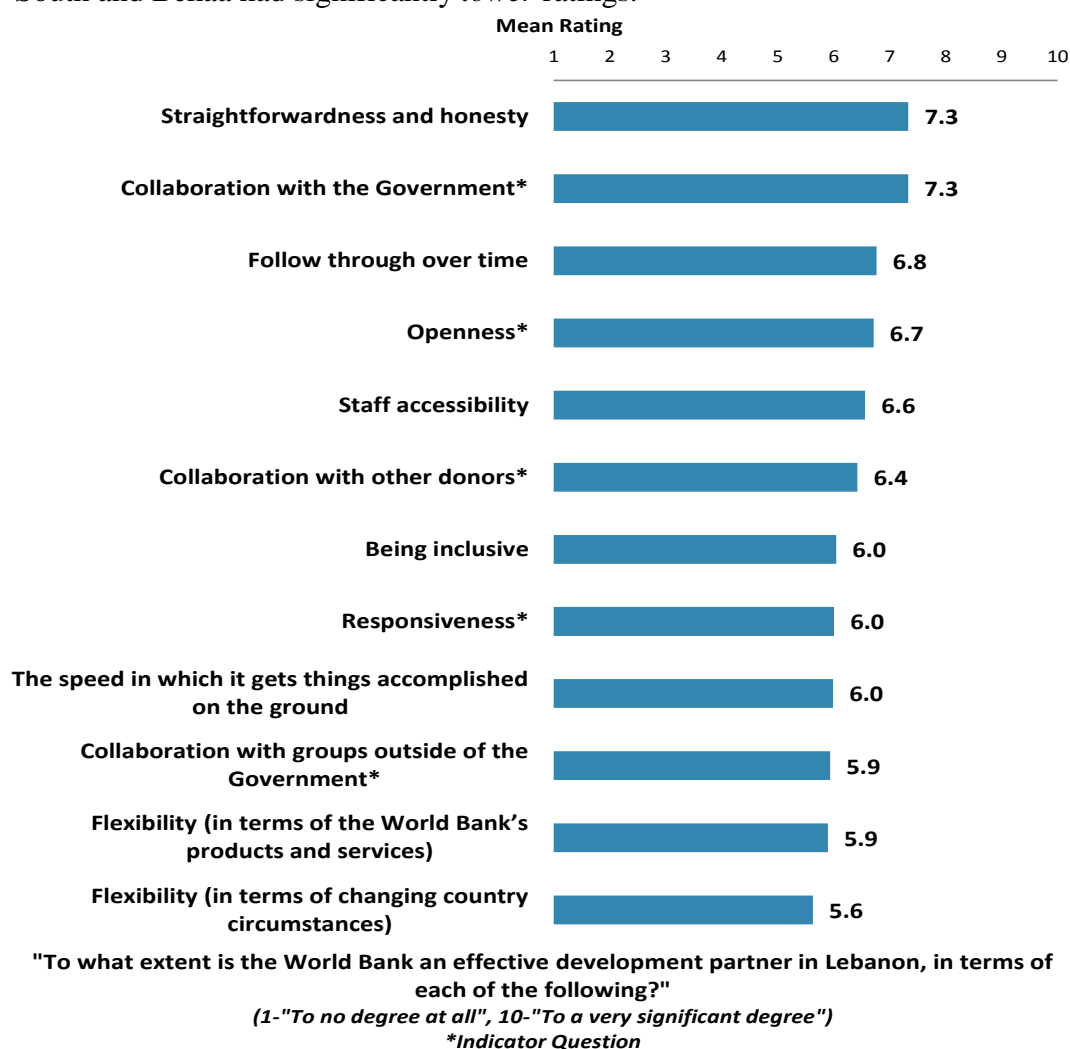
Overall Perceptions (continued)

- 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

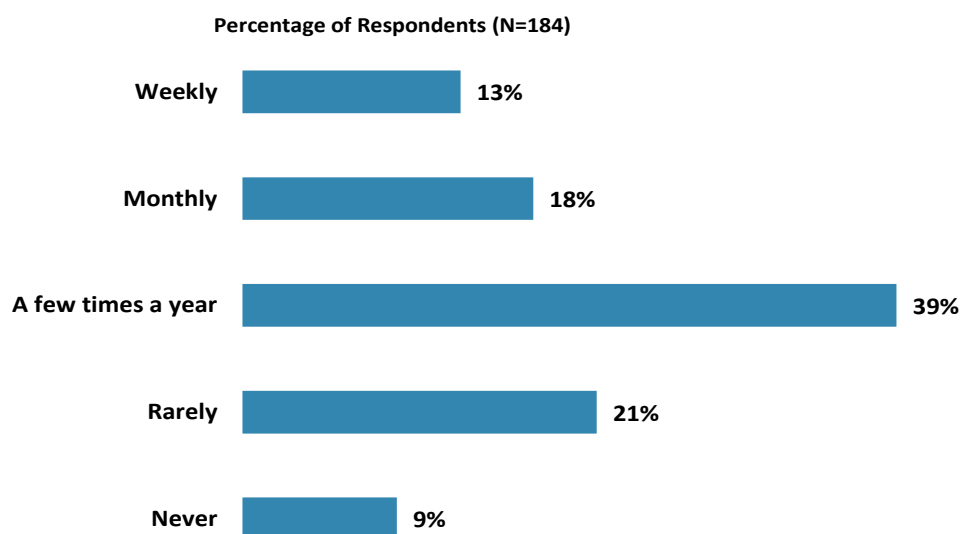
- There were significant stakeholder differences in the ratings for the following qualities of the Bank as an effective development partner, including the Bank's "collaboration with the Government," "Follow through over time," "Openness," "Staff accessibility," "collaboration with other donors," "Being 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.



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.

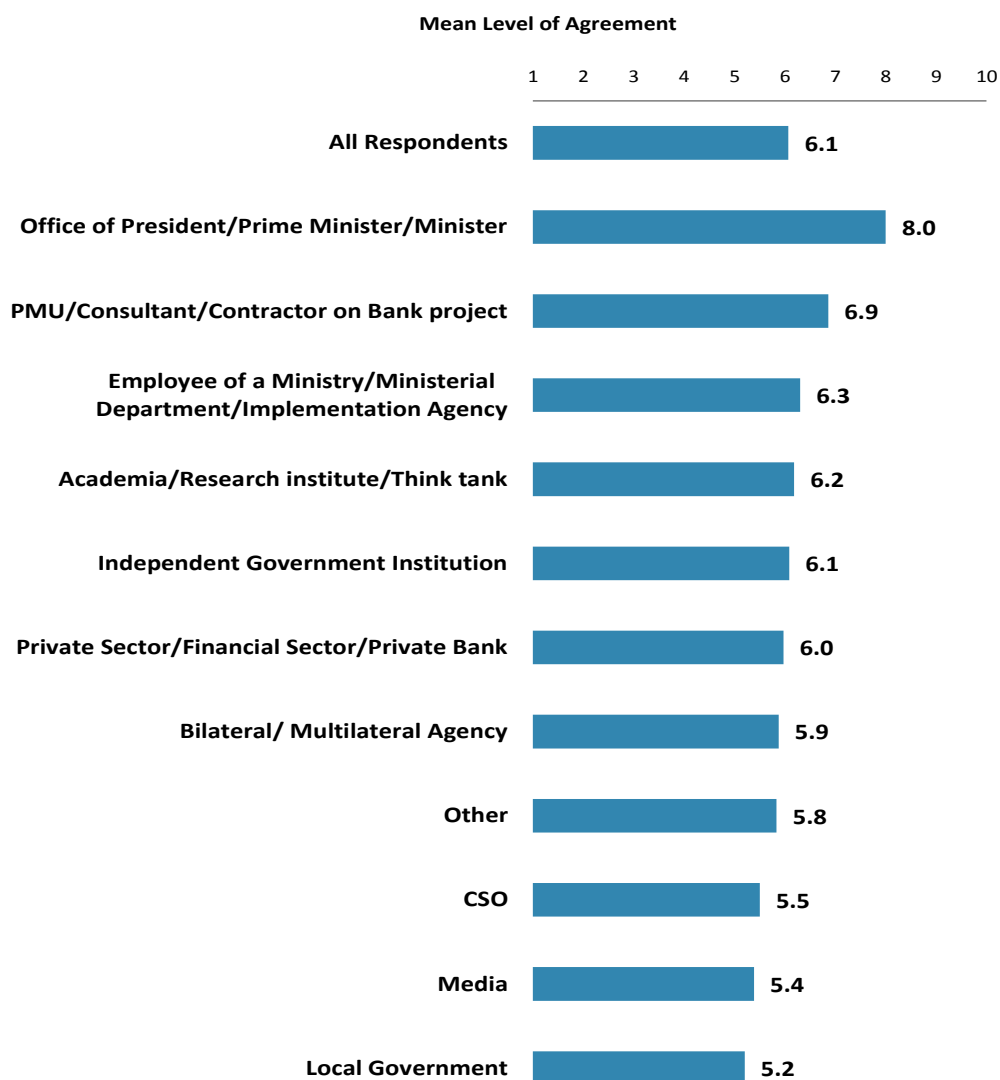


"How frequently do you consult World Bank knowledge work and activities in the work you do?"
(Respondents chose from a list.)

VIII. World Bank Knowledge and Instruments (continued)

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

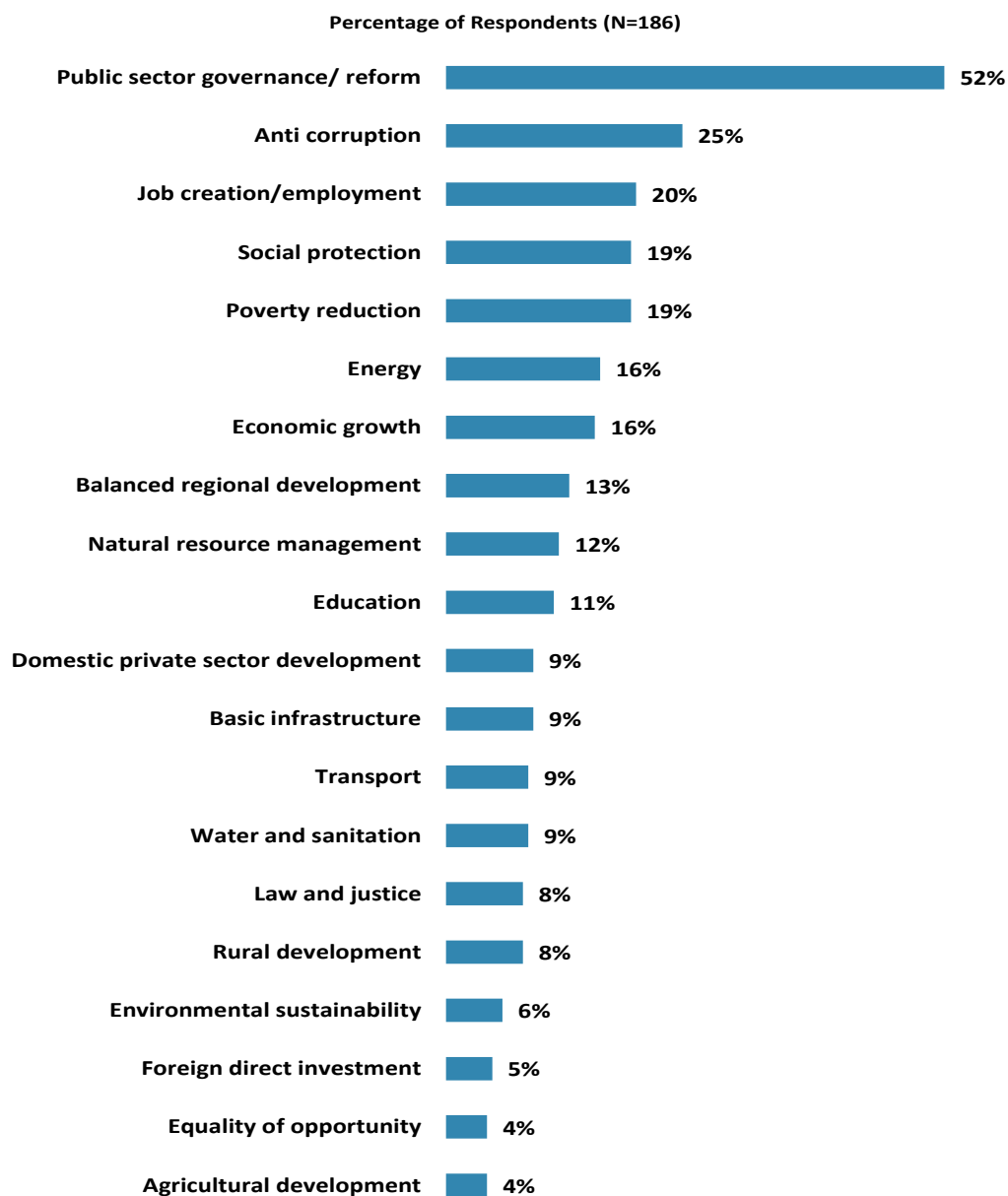
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Lebanon's needs for knowledge services.



"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

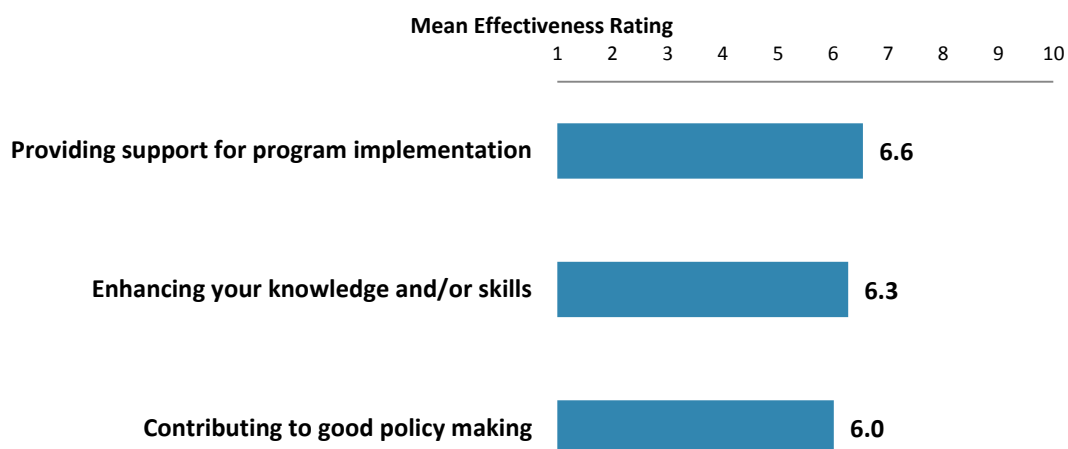


“When thinking about the development challenges in Lebanon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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.

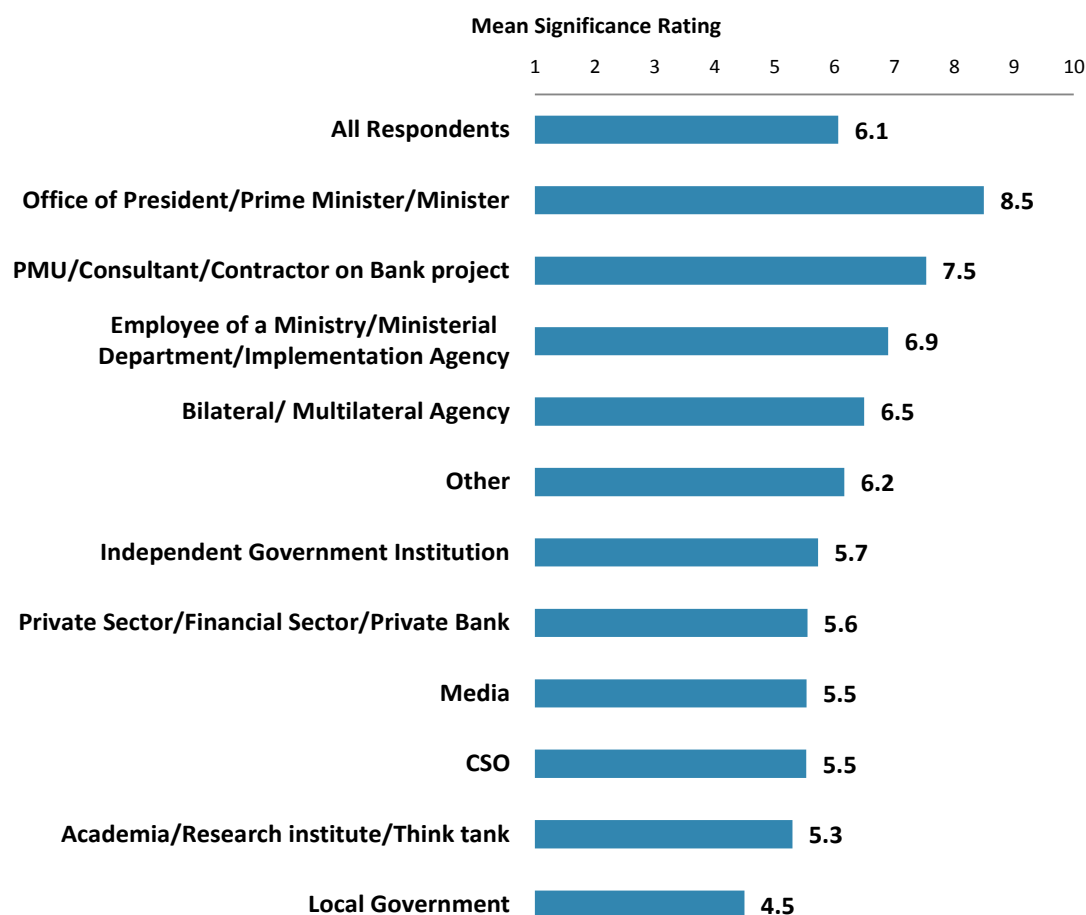


"In Lebanon, to what extent do you believe that the World Bank's knowledge work and activities:"
 (1-"To no degree at all", 10-"To a very significant degree") *Indicator Question

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.

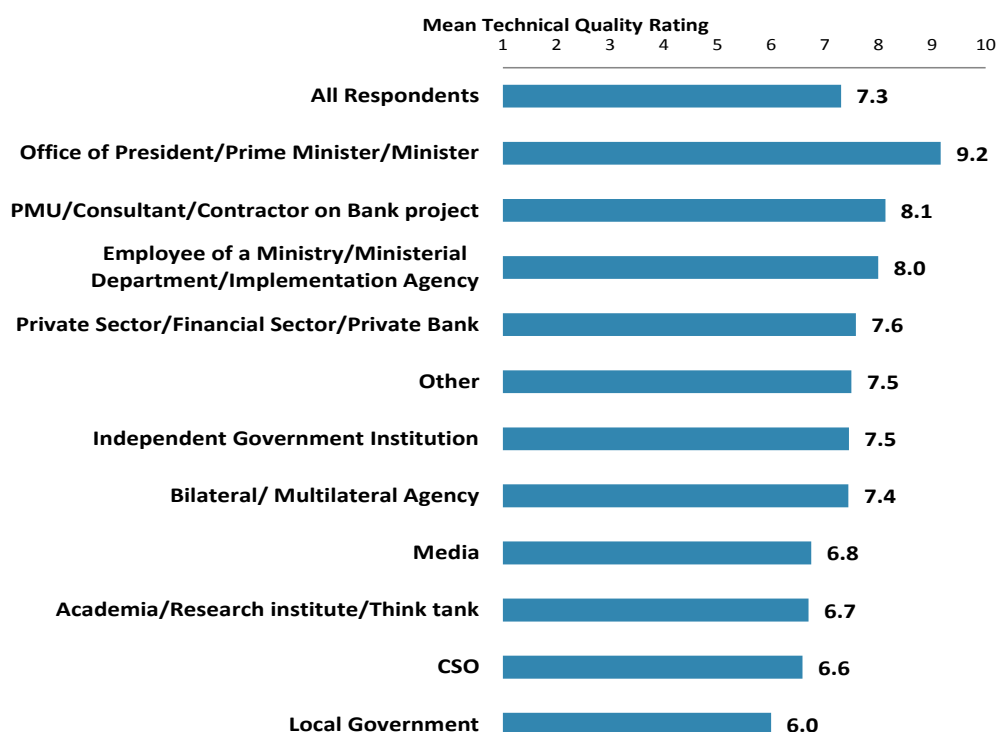


"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"
 (1-"Not significant at all", 10-"Very significant")

VIII. World Bank Knowledge and Instruments (continued)

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

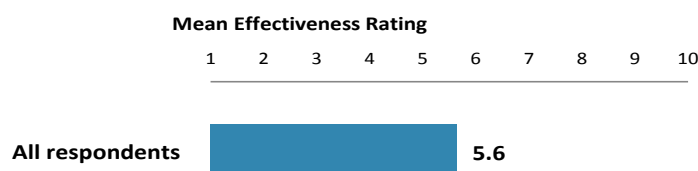
- Respondents from the Office of President/Prime Minister/Minister gave the highest ratings for the technical quality of the World Bank's knowledge work and activities, whereas respondents from local governments tended to give significantly *lower* ratings.
- Respondents from Beirut gave the highest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

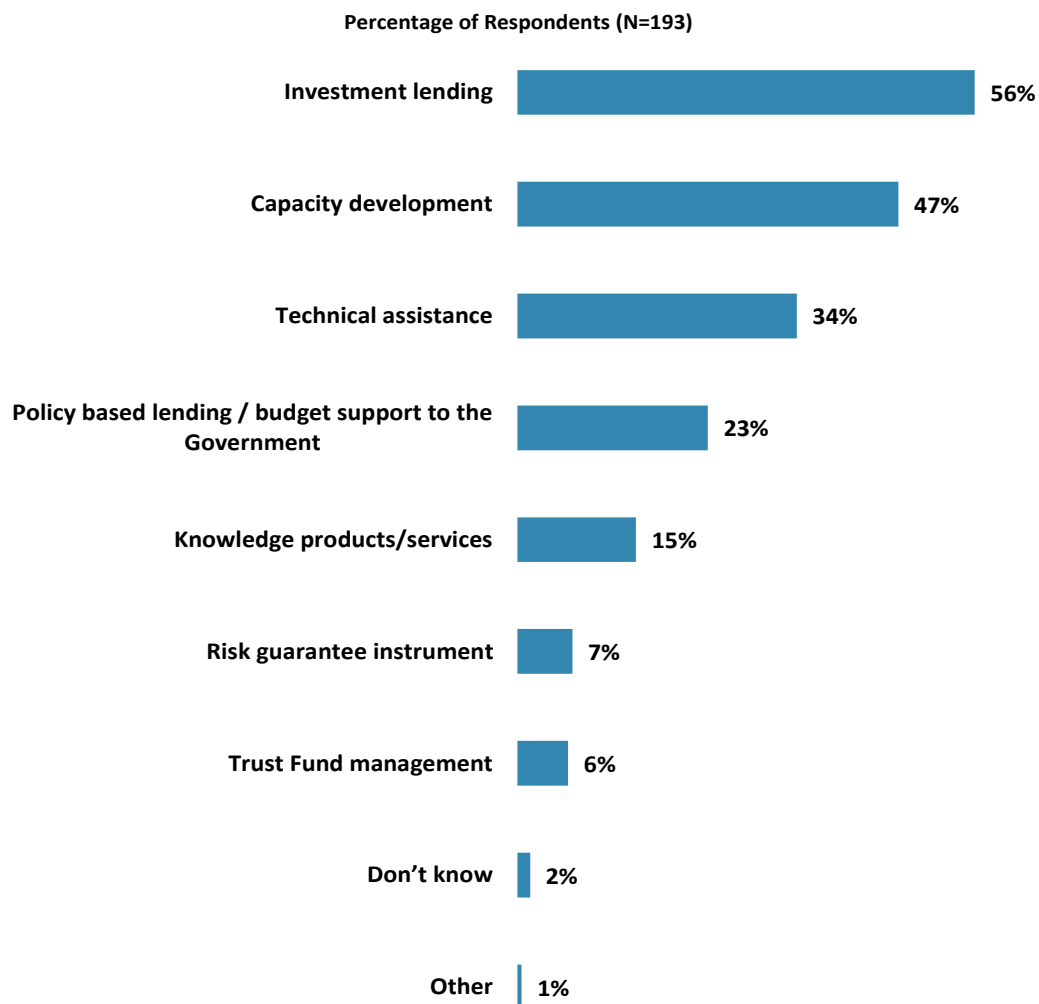


"To what extent do you believe that Lebanon received value for money from the World Bank's fee-based products/services?"

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

VIII. World Bank Knowledge and Instruments (continued)

Most Effective Instruments

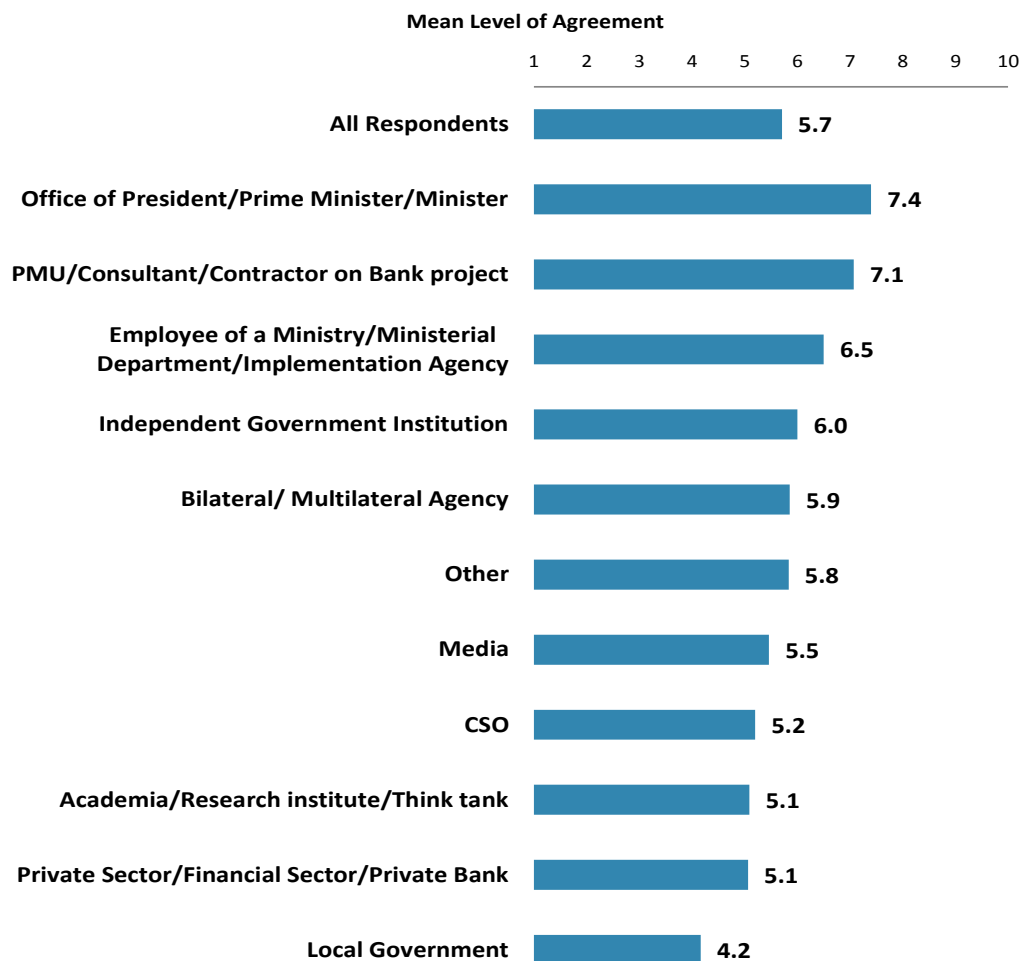


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lebanon? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

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.

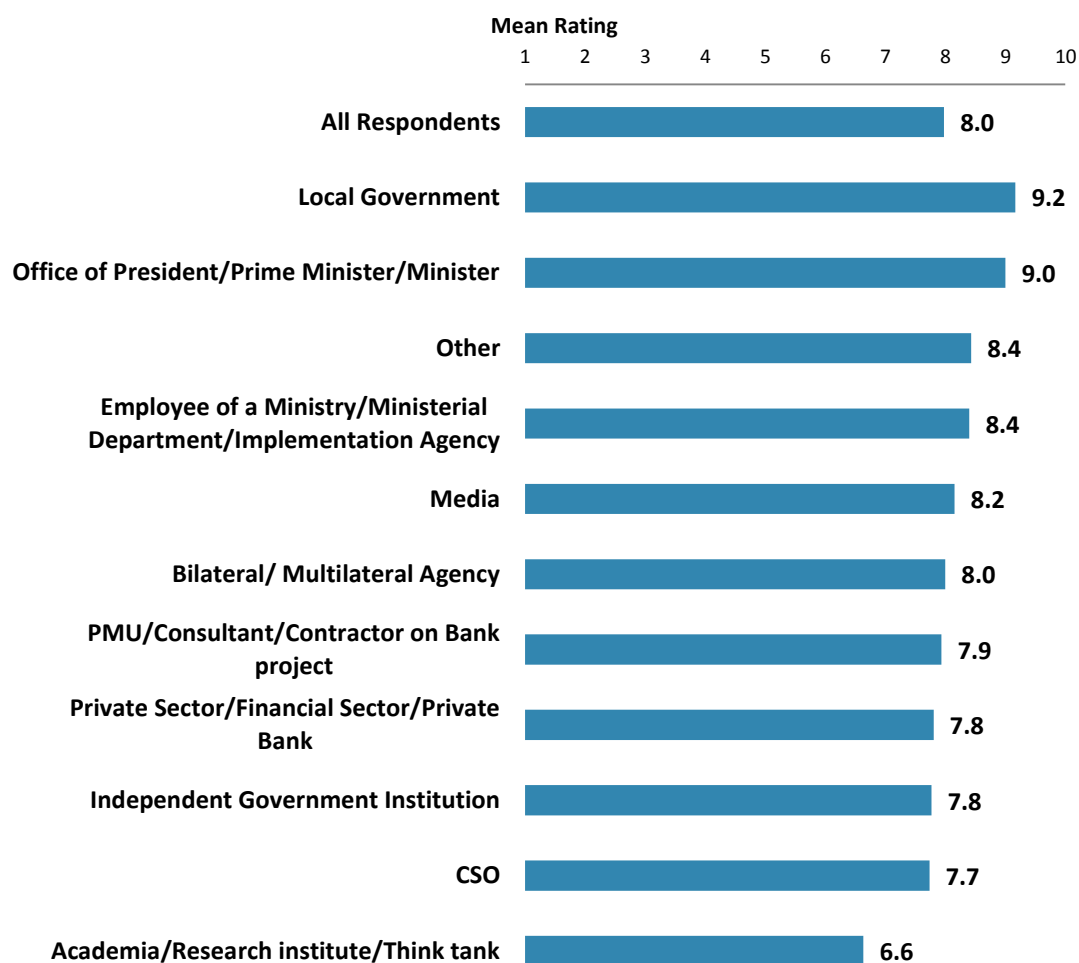


"The World Bank's financial instruments meet the needs of Lebanon"
(1-"Strongly disagree", 10-"Strongly agree")

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.

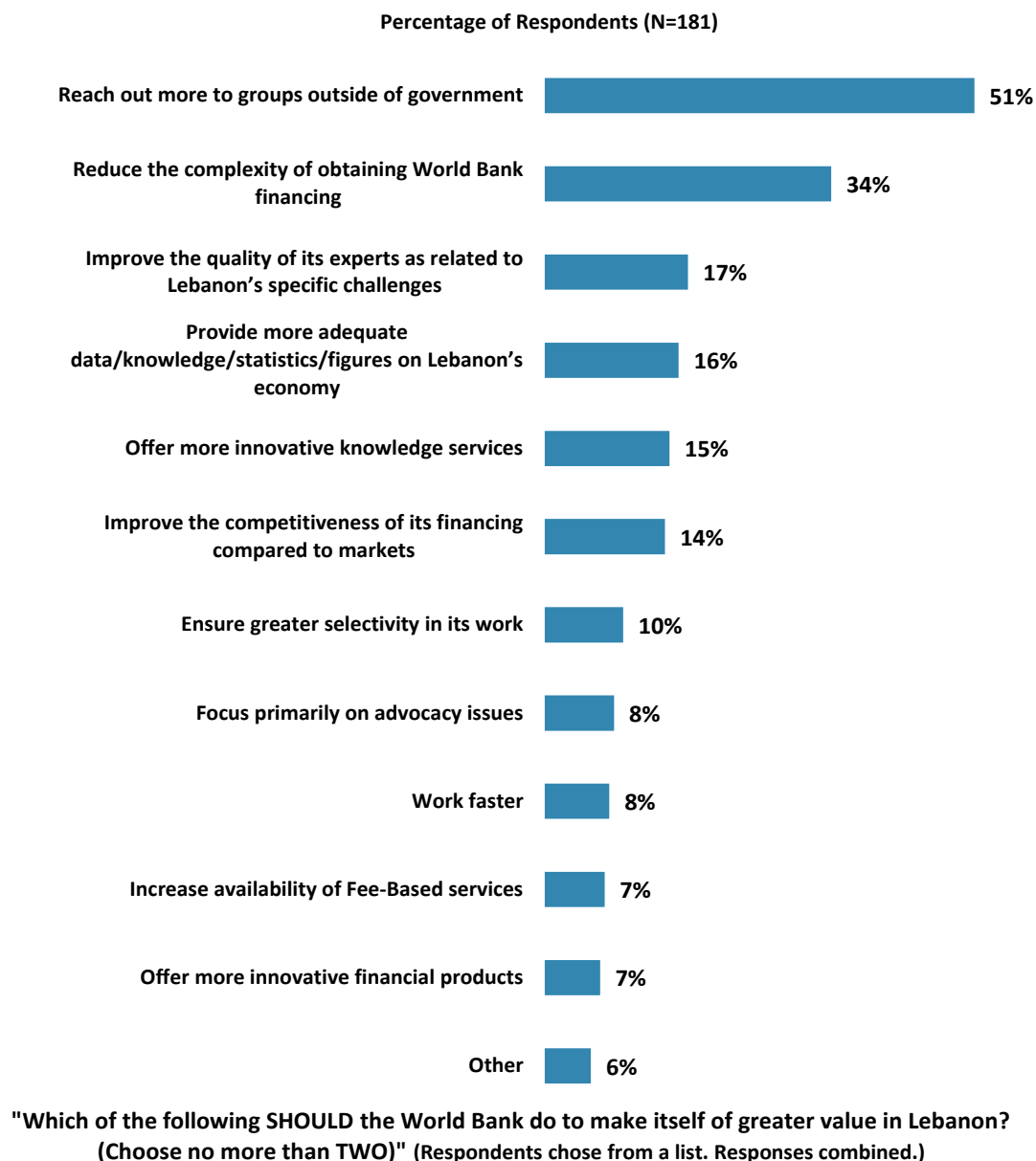


"How significant a role do you believe the World Bank SHOULD play in Lebanon's development in the near future?"

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

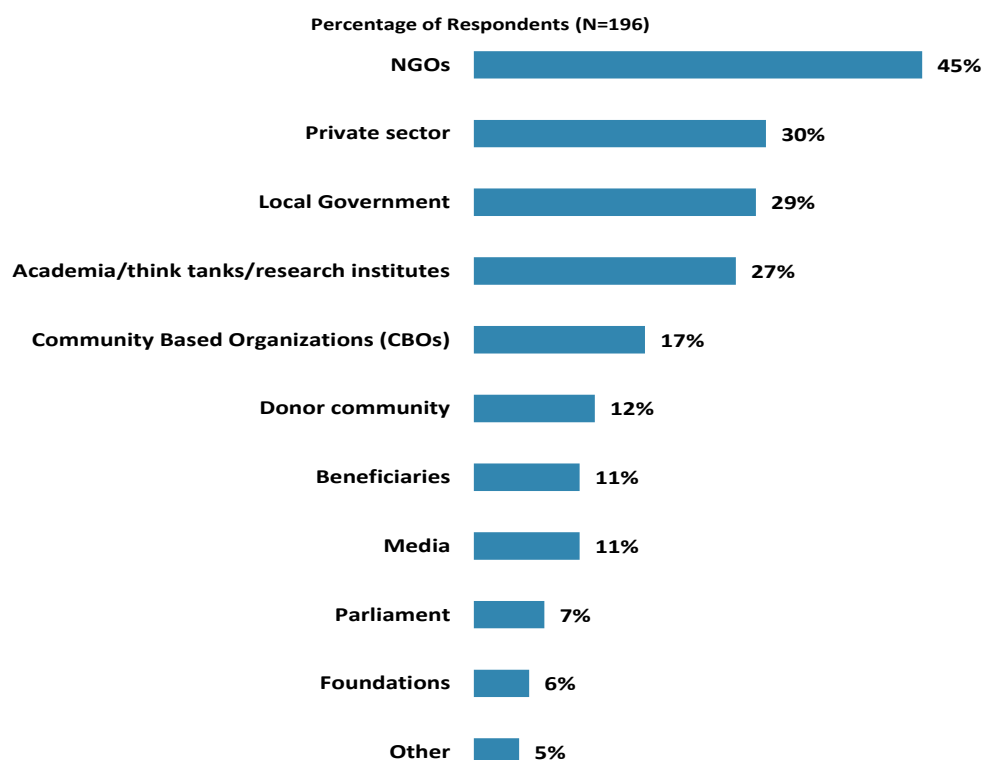
IX. The Future Role of the World Bank in Lebanon (continued)

Making the World Bank of Greater Value



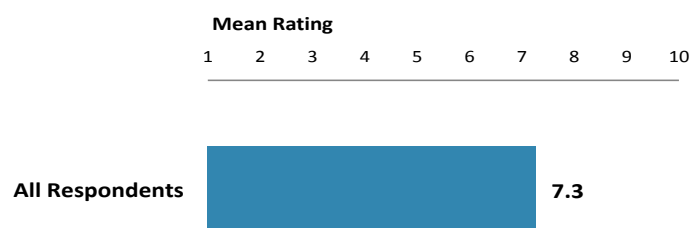
IX. The Future Role of the World Bank in Lebanon (continued)

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.)

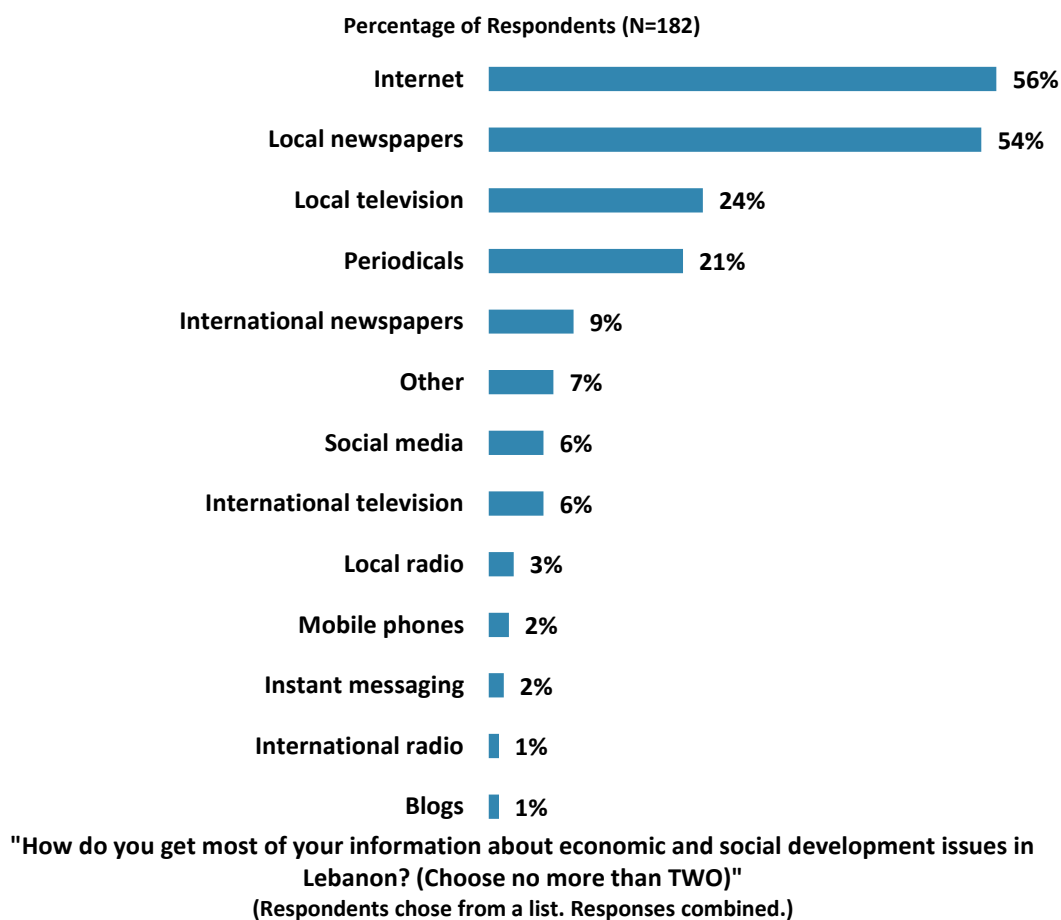
Influencing the Global Development Agenda



"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")

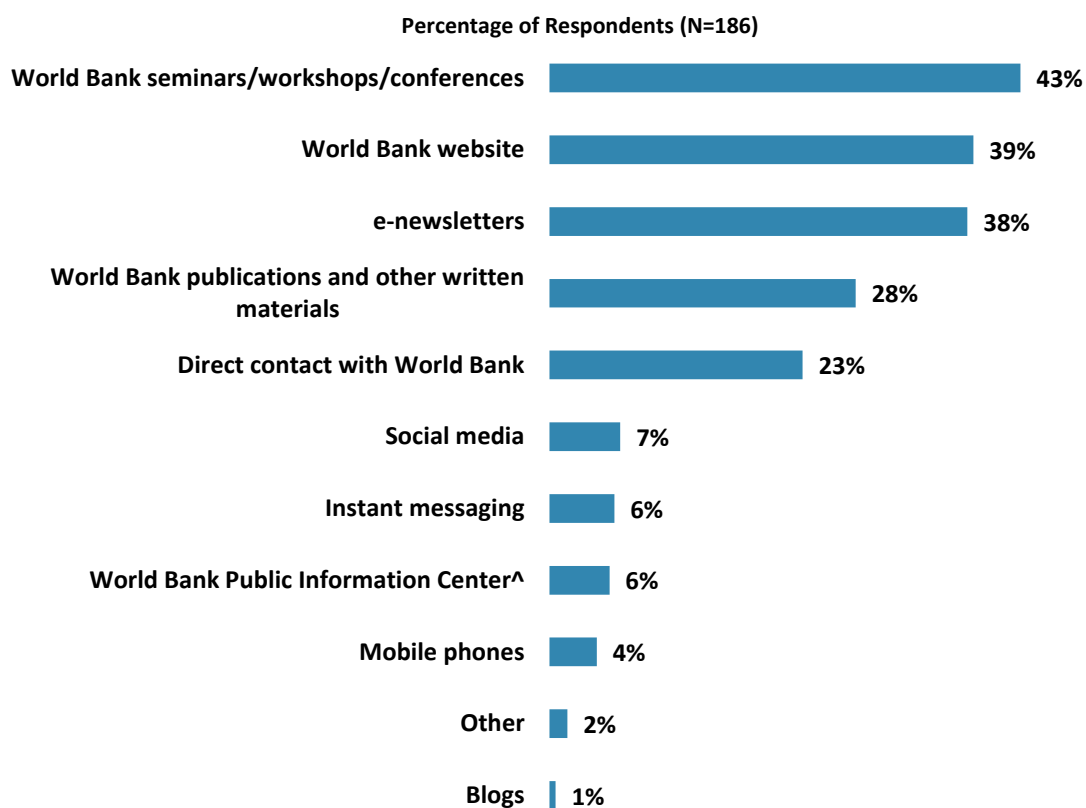
X. Communication and Openness

Information Sources



X. Communication and Openness (continued)

Preferred Information Sources



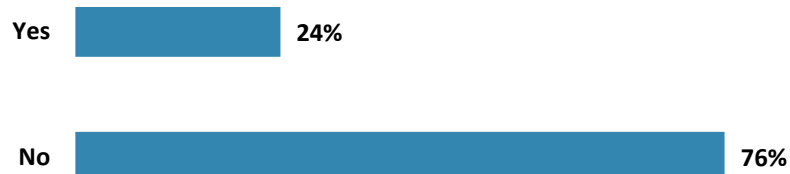
"How would you prefer to receive information from the World Bank?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

^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)

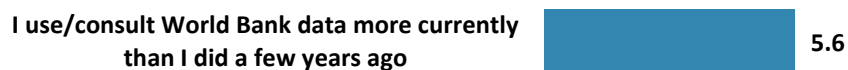
Percentage of Respondents (N=37)



"Were you able to obtain this information?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

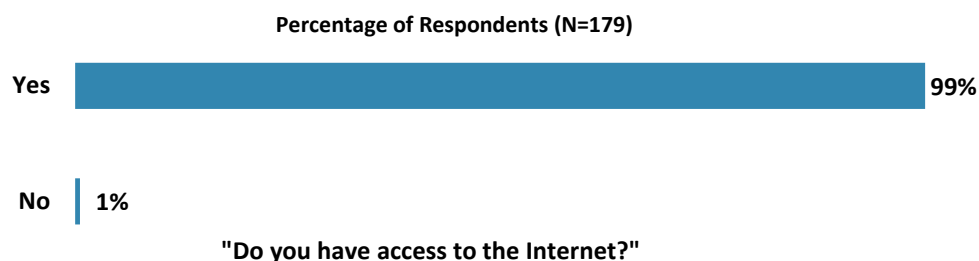


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

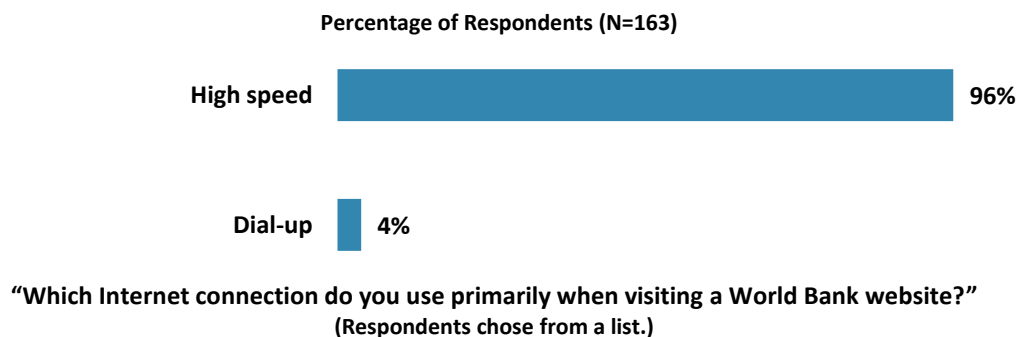
X. Communication and Openness (continued)

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.



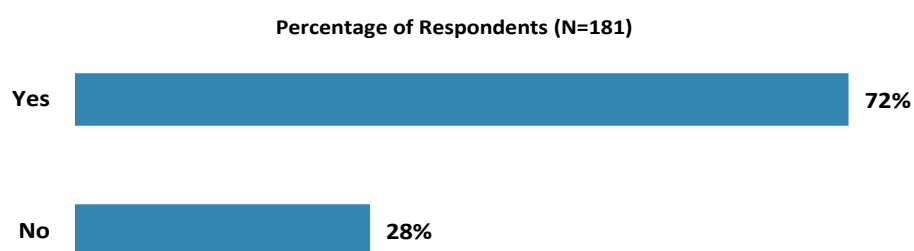
- Respondents from the North were most likely to indicate that they primarily use high speed Internet when visiting a World Bank website, whereas respondents from South and Bekaa were significantly *less* likely indicate so.



X. Communication and Openness (continued)

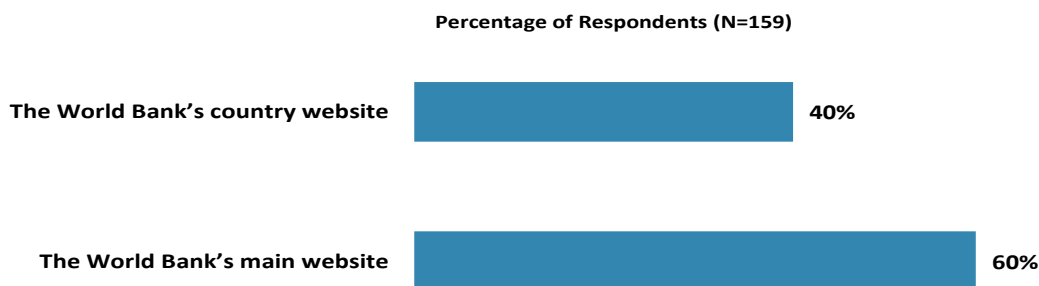
Website Usage

- 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.



"Do you use/have you 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.

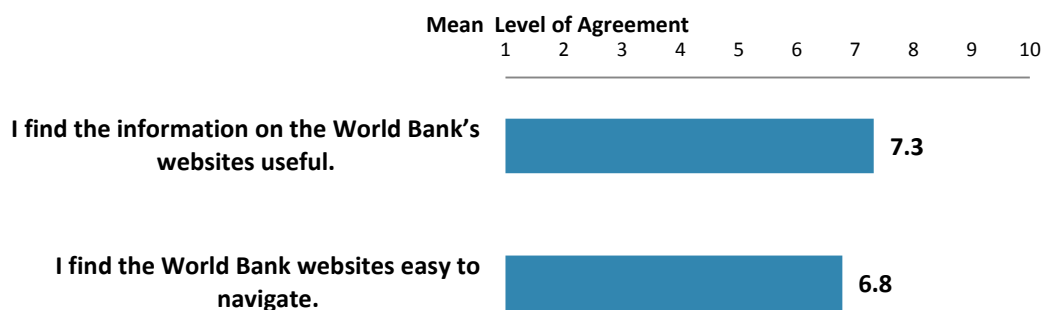


"Which do you primarily use?"

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.

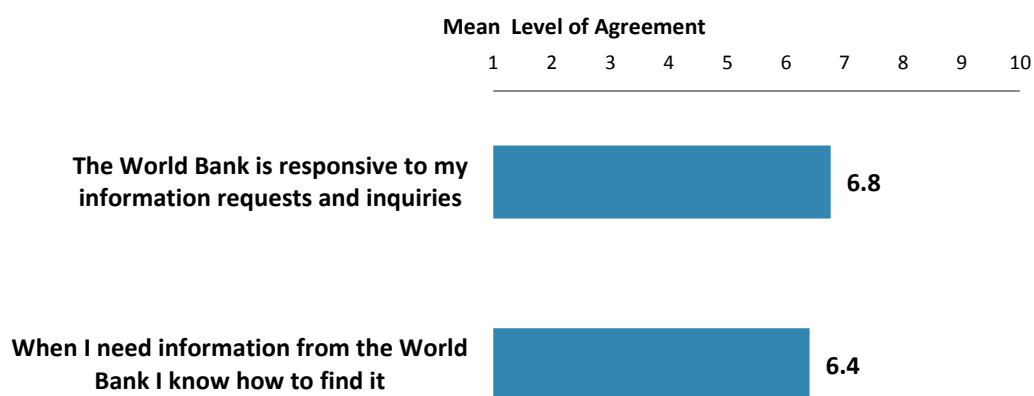


"Please rate how much you agree with the following"
 (1-"Strongly disagree", 10-"Strongly agree")

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.

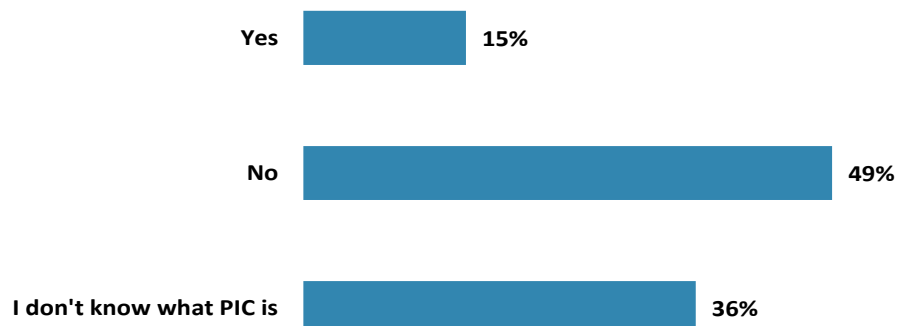


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Public Information Services

Percentage of Respondents (N=127)

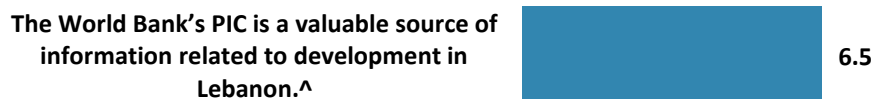


"Do you use/have you used the World Bank's Public Information Centers (PICs) in Lebanon?^" (Respondents chose from a list.)

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

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

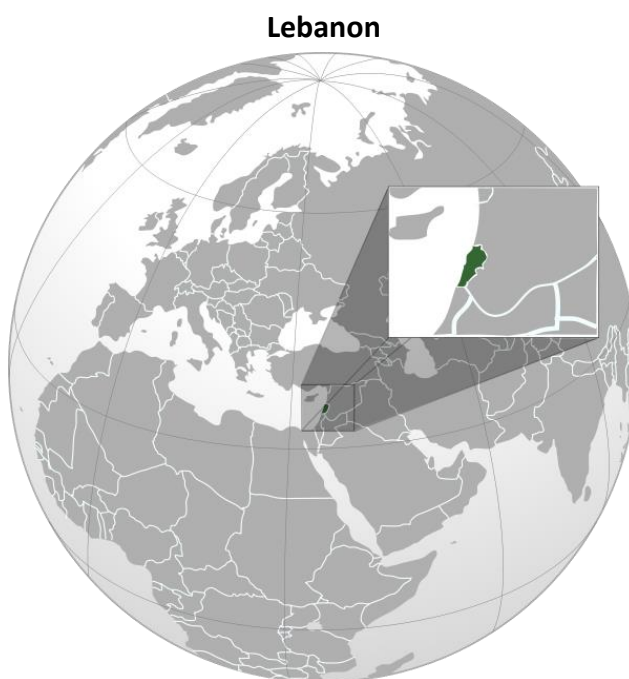


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

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

XI. Appendices

A. Responses to All Questions across All Respondents	51
B. Responses to All Questions by Stakeholder Groups	67
C. Responses to All Questions by Geographic Locations.....	88
D. Indicator Questions as a Function of Exposure to the Bank.....	104
E. World Bank Country Survey '13 – Lebanon Questionnaire	105



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? <i>(1-To no degree at all, 10-To a very significant degree)</i>	162	28	5.62	1.79

To what extent do you agree with the following statements about the World Bank in Lebanon? <i>(1-Strongly disagree, 10-Strongly agree)</i>	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? <i>(1-To no degree at all, 10-To a very significant degree)</i>	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 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
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			
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
Percentage of Respondents											
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

2 nd 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
Percentage of Respondents											
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
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			
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
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	1.51
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			
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			
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			
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
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
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			
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			
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)	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				
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				
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)									
			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	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

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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		
B10	Overall the World Bank currently plays a relevant role in development in Lebanon												<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for Lebanon												<input type="checkbox"/>
B12	The World Bank supports programs and strategies that are realistic for Lebanon												<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in Lebanon with respect												<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		
B14	Responsiveness												<input type="checkbox"/>
B15	Flexibility (in terms of the World Bank's products and services)												<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B17	Being inclusive												<input type="checkbox"/>
B18	Openness (sharing data and other information)												<input type="checkbox"/>
B19	Staff accessibility												<input type="checkbox"/>
B20	Straightforwardness and honesty												<input type="checkbox"/>
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)												<input type="checkbox"/>
B22	Collaboration with the Government												<input type="checkbox"/>
B23	Collaboration with other donors												<input type="checkbox"/>
B24	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B25	Follow through over time												<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): _____

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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

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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"/>

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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		
G11	I use/consult World Bank data more often than I did a few years ago											<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>											<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>											<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>											<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.)											<input type="checkbox"/>	
G16	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>	

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

SECTION H: BACKGROUND INFORMATION**H1. Which of the following best describes your current position? (Please mark only ONE response)**

1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	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!