



# **Mauritania**

The World Bank  
Country Survey FY 2012

Report of Findings  
May 2012

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Mauritania perceive the Bank;
- Obtain systematic feedback from stakeholders in Mauritania regarding:
  - Their views regarding the general environment in Mauritania;
  - Their perceived overall value of the World Bank in Mauritania;
  - Overall impressions of the World Bank as related to programs, poverty reduction, personal relationships, effectiveness, knowledge base, collaboration, and its day-to-day operation; and
  - Perceptions of the World Bank's communication and outreach in Mauritania.
- Use data to help inform the Mauritania country team's strategy.

## II. Methodology

In December 2011—January 2012, 215 stakeholders of the World Bank in Mauritania 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 or Prime Minister; the office of a Parliamentarian; employees of a ministry or ministerial department; Project Implementation Units or Project Coordination Units; representatives of independent government institutions; local government officials or staff; bilateral or multilateral agencies; private sector organizations; trade unions; NGOs (including CBOs); the media; diverse ethnic and faith-based groups; political parties; academia, research institutes or think tanks; and the judiciary. A total of 110 stakeholders participated in the country survey (51%).

Respondents received the questionnaire in three ways—in person, in the mail, or via email—and returned the completed questionnaire similarly. Respondents were asked to indicate: their overall attitudes toward the Bank; the importance of specific areas of the Bank's work and the Bank's effectiveness in those areas; and their level of agreement with a series of statements about the way the World Bank does business. Respondents were also asked about general issues facing Mauritania, the Bank's future role in Mauritania, and the Bank's communication and outreach efforts in Mauritania.

The questionnaire was broken into eight sections:

1. Background Information: The first section asked respondents for their current position; specialization; familiarity and involvement with the Bank; and geographic location.

## II. Methodology (continued)

2. General Issues facing Mauritania: Respondents were asked to indicate what they thought were the most important development priorities, and which areas would contribute most to poverty reduction and economic growth in Mauritania, as well as rating their perspective on the next generation in Mauritania.
3. Overall Attitudes toward the World Bank: Respondents were asked to rate the Bank's overall effectiveness in Mauritania, the extent to which the Bank meets Mauritania's needs for financial instruments and knowledge services, and their agreement with various statements regarding the Bank's programs, poverty mission, relationships, and collaborations in Mauritania. Respondents were also asked to indicate the areas which they perceived as the Bank's top priorities, the areas on which it would be most productive for the Bank to focus its resources and research, what the Bank's level of involvement should be, what they felt were the Bank's greatest values and greatest weaknesses in its work, and with which groups the Bank should work more.
4. The Work of the World Bank: Respondents were asked to rate their level of importance and the Bank's level of effectiveness across twenty-five areas in which the Bank was involved, such as helping to reduce poverty and bring about economic growth.
5. The Way the World Bank does Business: Respondents were asked to rate the Bank's level of effectiveness in the way it does business, including the Bank's knowledge, personal relationships, partnerships, and poverty mission.
6. Project/Program Related Issues: Respondents were asked to rate their level of agreement with a series of statements regarding the Bank's programs, day-to-day operations, and collaborations in Mauritania.
7. The Future of the World Bank in Mauritania: Respondents were asked to rate how significant a role the Bank should play in Mauritania's development and to indicate what the Bank could do to make itself of greater value and to what reasons respondents attributed failed or slow reform efforts.
8. Communication and Outreach: Respondents were asked to indicate where they get information about development issues and the Bank's development activities in Mauritania, as well as how they prefer to receive information from the Bank. Respondents were also asked to indicate their awareness of the Bank's Access to Information policy, their past experience requesting information, their access to the Internet, and their usage of the Bank's website.

## II. Methodology (continued)

### Important notes on how data are reported throughout the report

It is common for the Country Survey reports to compare data over time. In the case of Mauritania, surveys were conducted in FY '08 and FY '05. However, the respondent composition this year was extremely different in the following way: In this year's survey a majority of respondents was from NGOs (including CBOs) *and* these respondents had very little familiarity with the Bank. In nearly every Country Survey we see a correlation between familiarity and positive views of the Bank; in the case of Mauritania, this is true as well. With such a significant difference in the composition of the Mauritania samples from year to year, we found that the standard comparison simply did not work (or was not a fair representation of the data).

In FY '08 only 17% of respondents were from NGOs and in FY 05, just three percent. As a result it is not appropriate to compare aggregates over the years because they are relatively different universes of respondents. Hence, in the report (and the appendices) we report findings in the following ways:

- In the aggregate;
- Overall year to year;
- FY '08 compared to the non-NGO respondents (who correspond better to the other years' samples of respondents); and
- FY '12 non-NGO respondents compared to FY '12 NGO respondents.

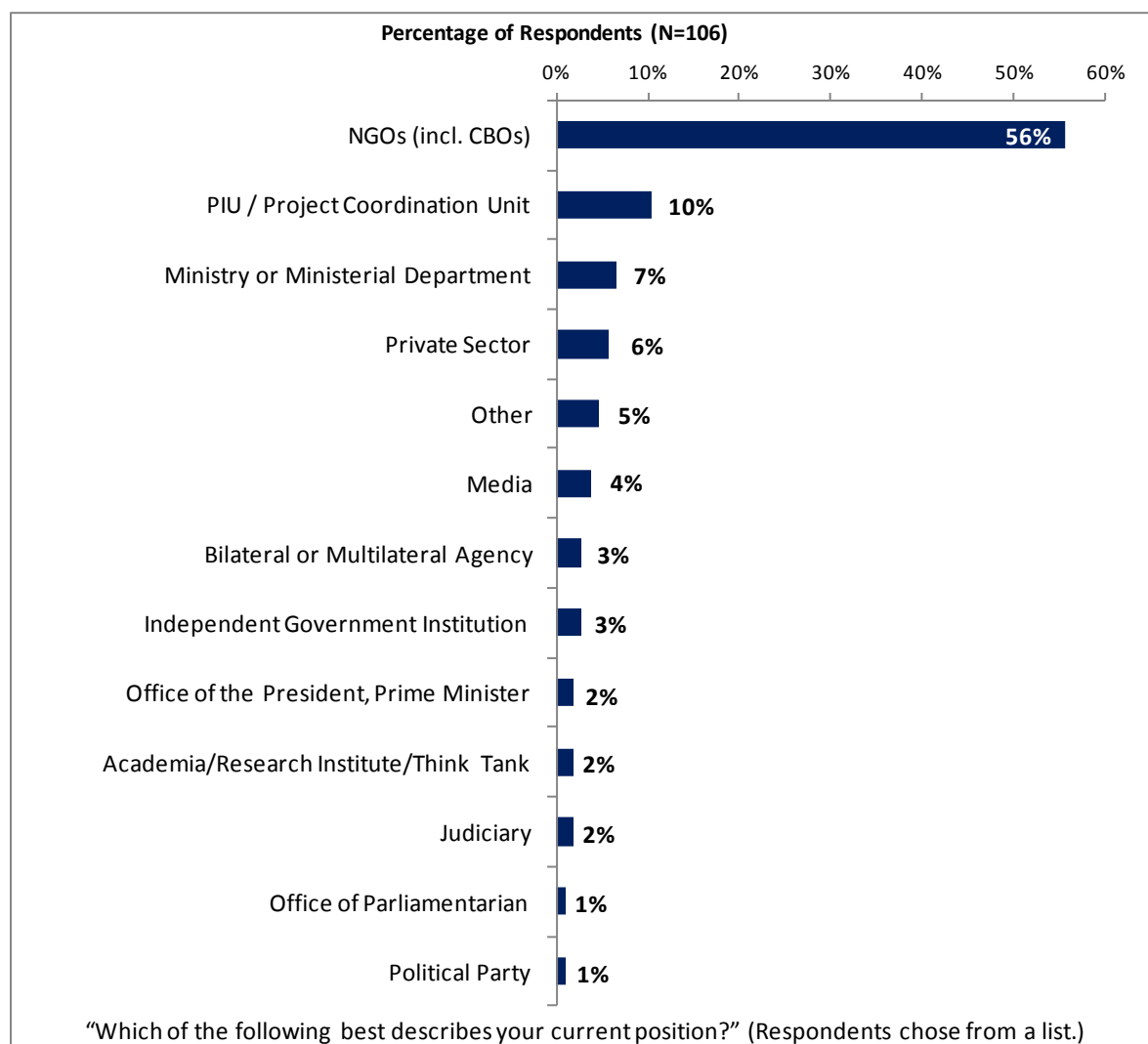
The Country Survey report does not note stakeholder differences because the numbers of respondents from each group other than NGOs was so small. However, these are reported in the appendices. In addition, only significant differences between the groups described above are reported in the text of the report.

It is always important to note that a Country Survey is a snapshot of views of key stakeholder groups in a country. In the case of Mauritania this year, this is an especially interesting snapshot of voices that might not have been heard in the past (in an objective survey effort). The findings will be useful as one input into all of the country team's efforts to consult, listen and gather opinions from critical audiences in the country.

### III. Demographics of the Sample

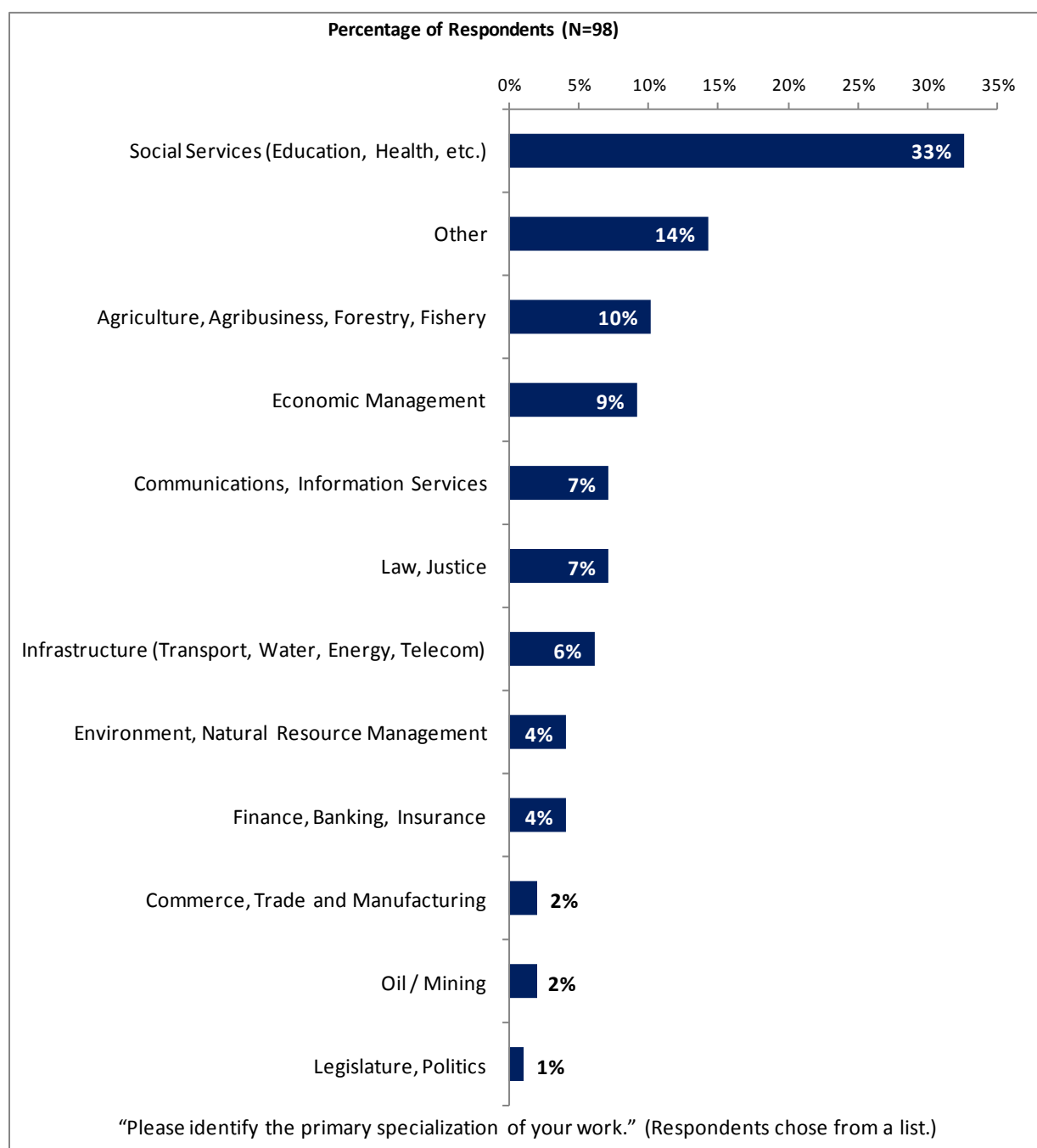
#### Current Position

- The majority of respondents were from NGOs. Because of the small number of respondents from independent government institutions, the office of the President/Prime Minister, academic/research institutions and think tanks, the judiciary, the office of a Parliamentarian, and political parties, responses from these stakeholder groups were combined and included in the “Other” category for all further analyses. Note there were no respondents from local government, trade unions, ethnic groups, or faith-based organizations.



### III. Demographics of the Sample (continued)

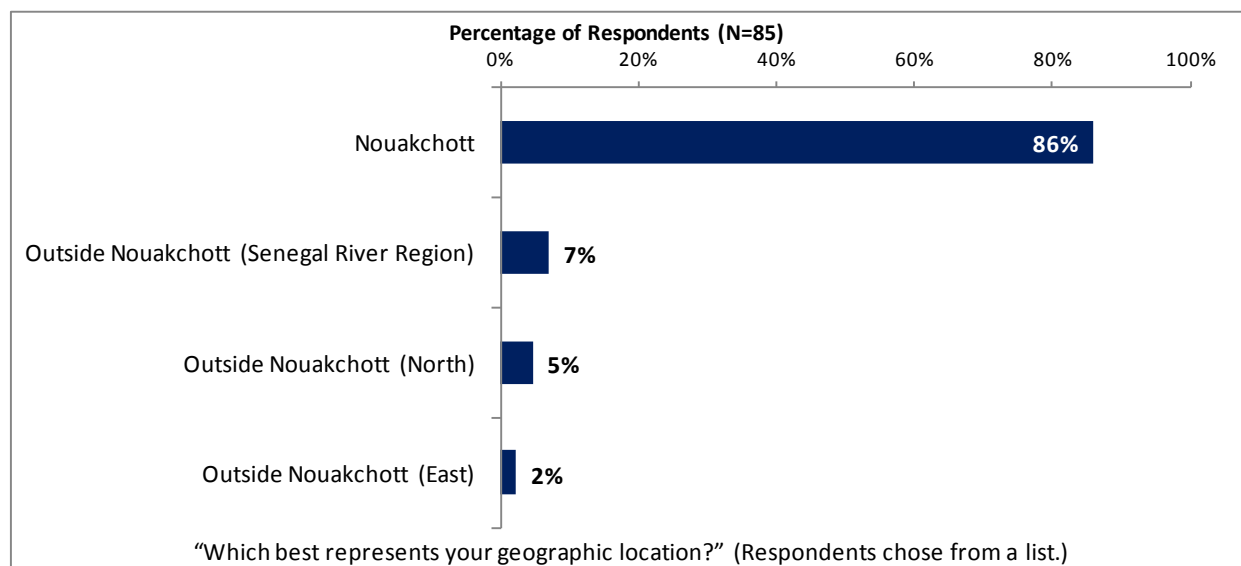
#### Area of Primary Specialization



### III. Demographics of the Sample (continued)

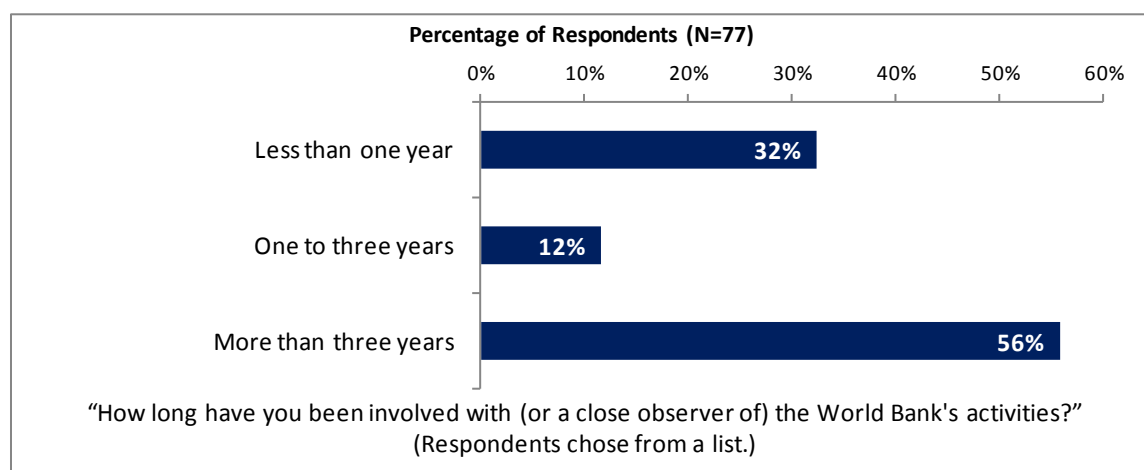
#### Geographic Location

- The majority of respondents indicated that they were located in Nouakchott. Because of the small number of respondents from other locations, these respondents were combined into one category, “Outside Nouakchott”, for all further analyses.



#### Involvement with the World Bank

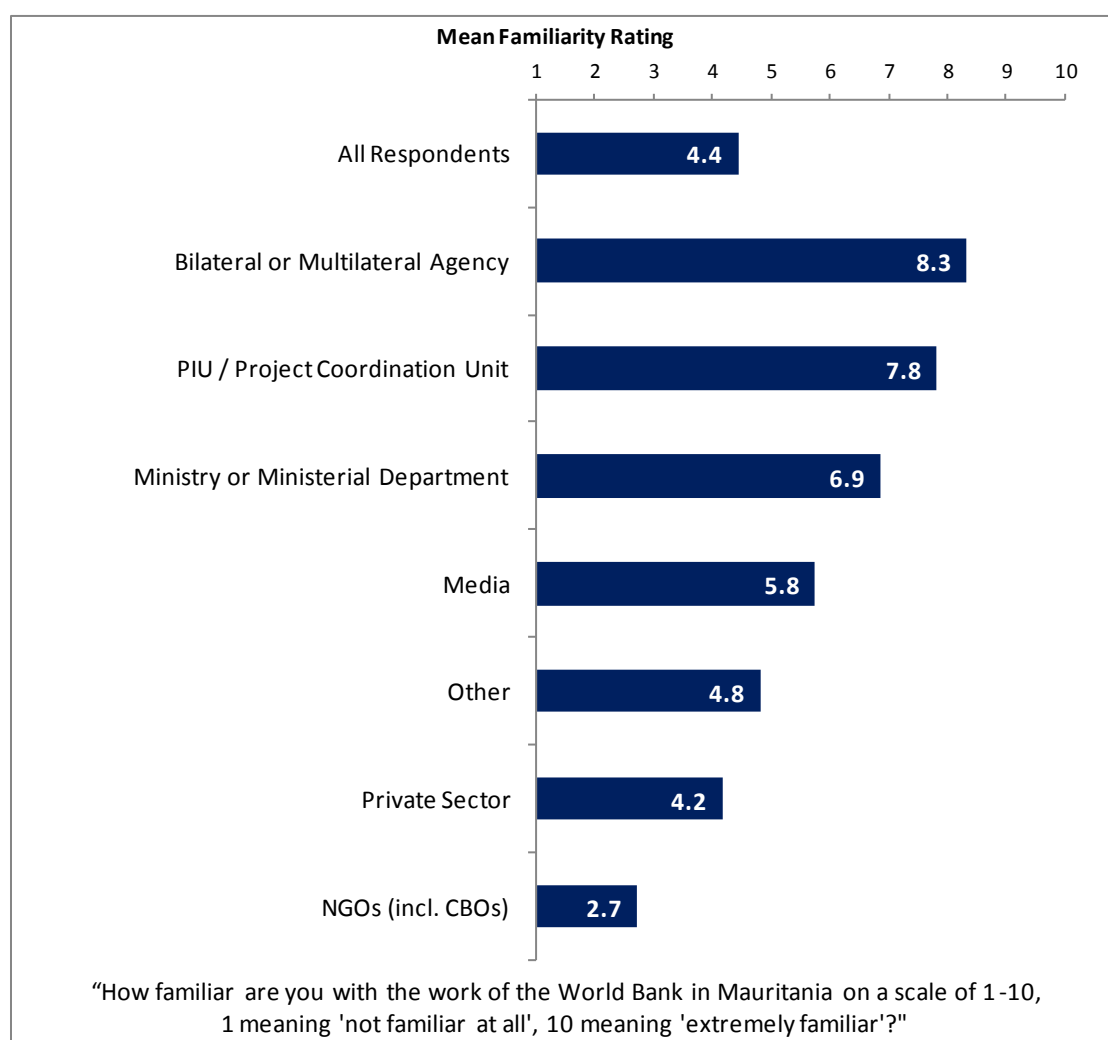
- More than half of all respondents indicated that they have been involved with or a close observer of World Bank activities for more than three years.



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

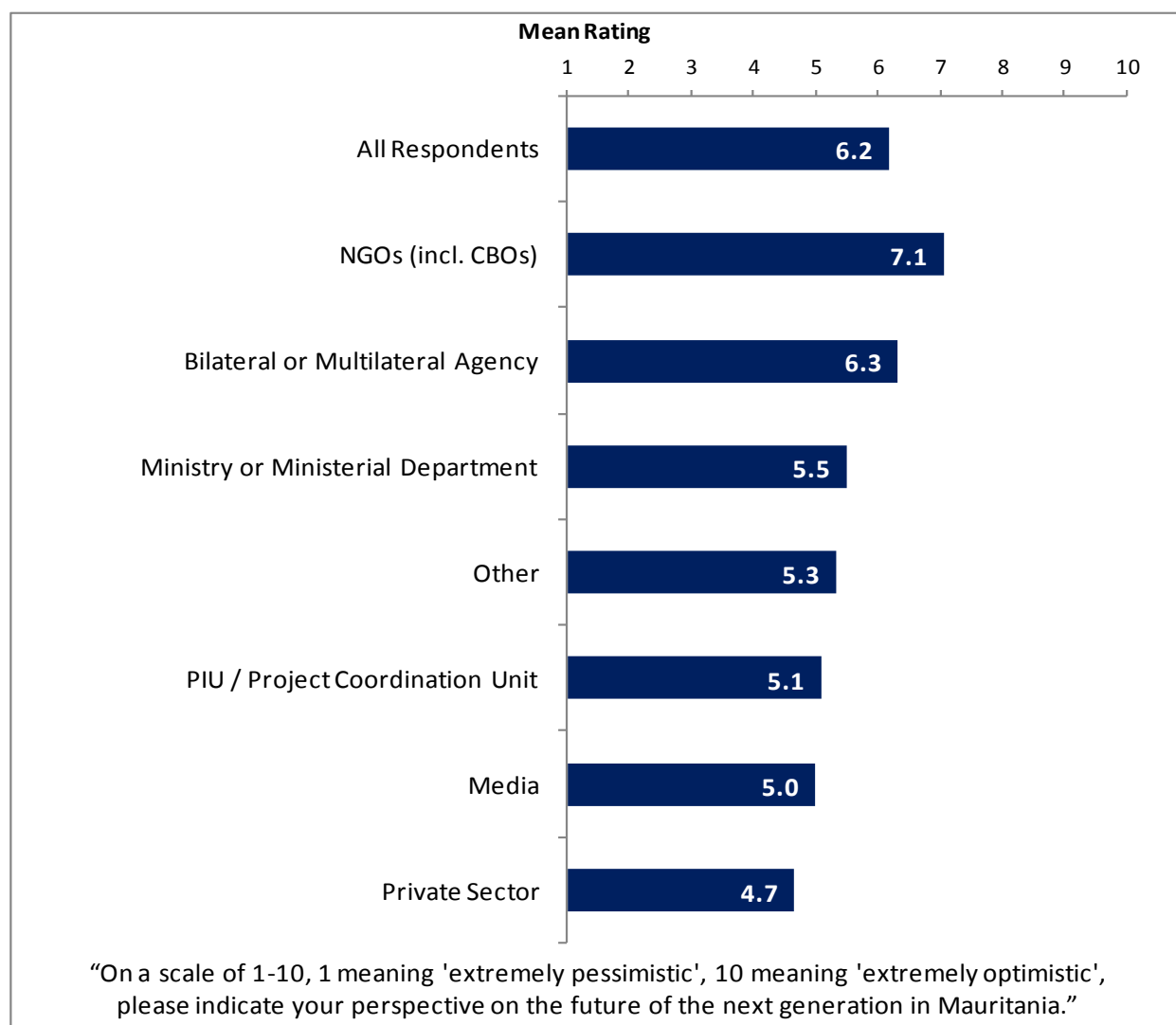
- Across all respondents, familiarity with the Bank received a mean rating of 4.4 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was slightly lower than the mean familiarity rating received in the FY '08 survey (4.8) and significantly lower than the FY 2005 survey, in which familiarity with the Bank received a mean rating of 7.1 across all respondents.
  - Respondents from bilateral/multilateral agencies and PIUs/project coordination units indicated the highest levels of familiarity with the Bank whereas respondents from NGOs had significantly lower levels of familiarity.



## IV. The General Environment in Mauritania

### Optimism

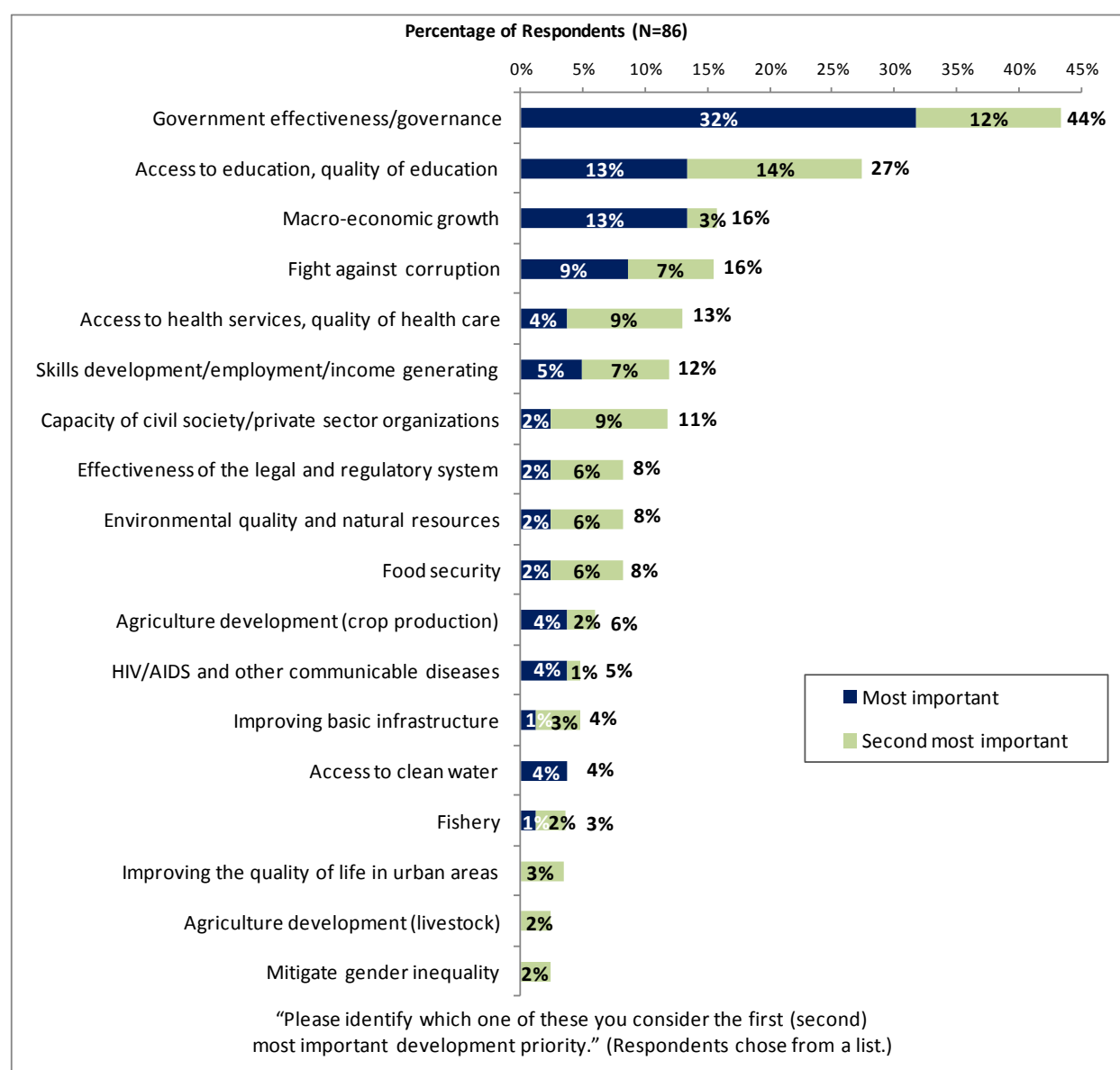
- When asked about perceptions of the future for the next generation in Mauritania, across all respondents, the overall mean rating was 6.2 on a 10-point scale of 1 being extremely pessimistic and 10 being extremely optimistic. This was significantly higher compared to the FY '08 survey, in which optimism for the next generation received a mean rating of 5.3 across all respondents.



## IV. The General Environment in Mauritania (continued)

### Development Priority

- Respondents indicated that government effectiveness/governance and access to/quality of education were the most important development priorities in Mauritania.
  - Respondents from NGOs were significantly more concerned about corruption and the capacity of civil society and private sector organizations than non-NGO respondents.
  - In the FY '08 country survey<sup>1</sup>, respondents indicated that government effectiveness/ governance (43%) and access to/quality of education (42%) were the most important development priorities.

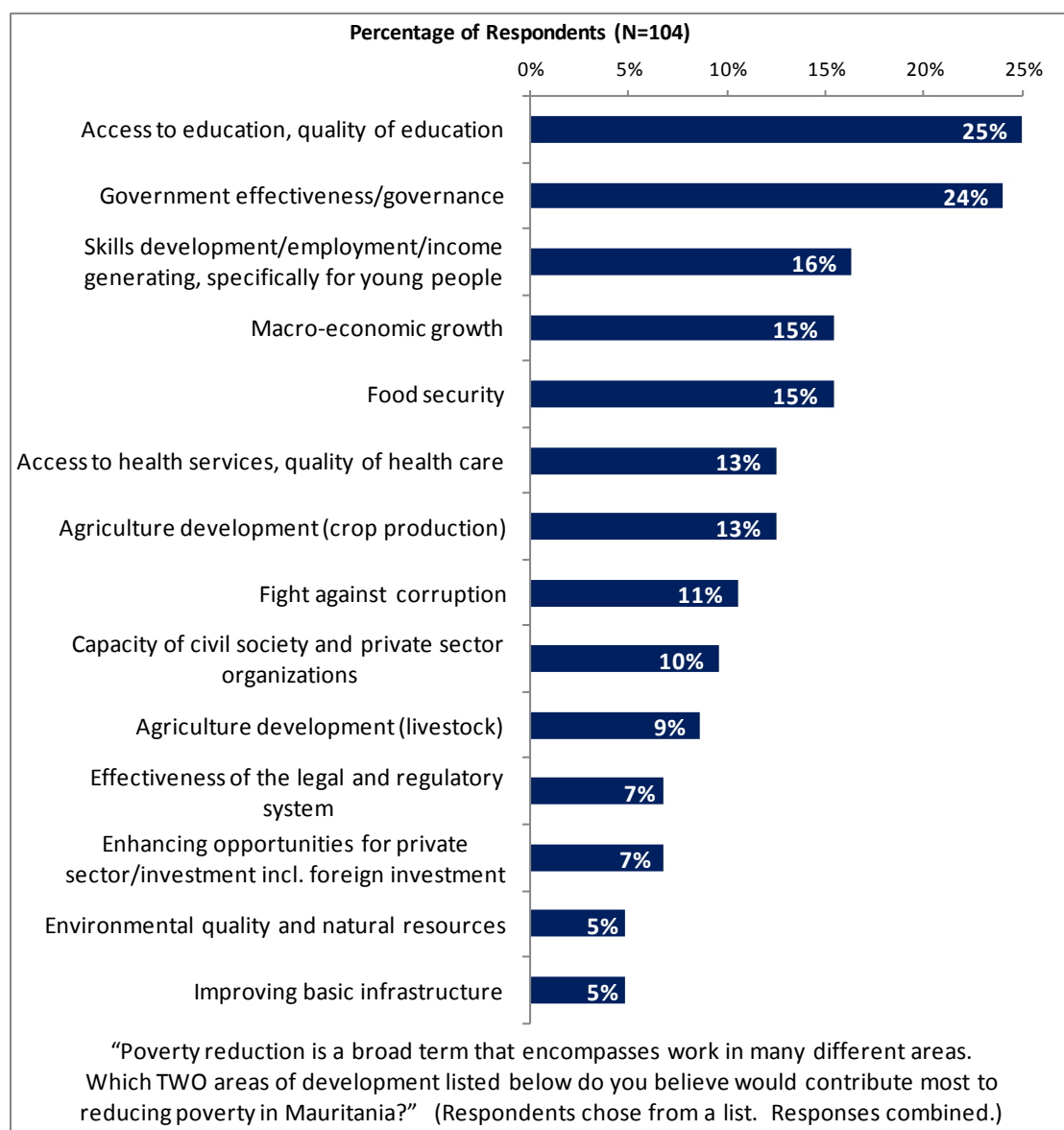


<sup>1</sup> In FY'08 and FY'12 country surveys, the lists of response options were not exactly the same.

## IV. The General Environment in Mauritania (continued)

### Poverty Reduction

- Respondents indicated that access to/quality of education and government effectiveness/governance would contribute most to poverty reduction in Mauritania.
  - In the FY '08 country survey<sup>2</sup>, agriculture development (49%), education (30%), and improving governance (29%) were considered the top contributors to poverty reduction in Mauritania.

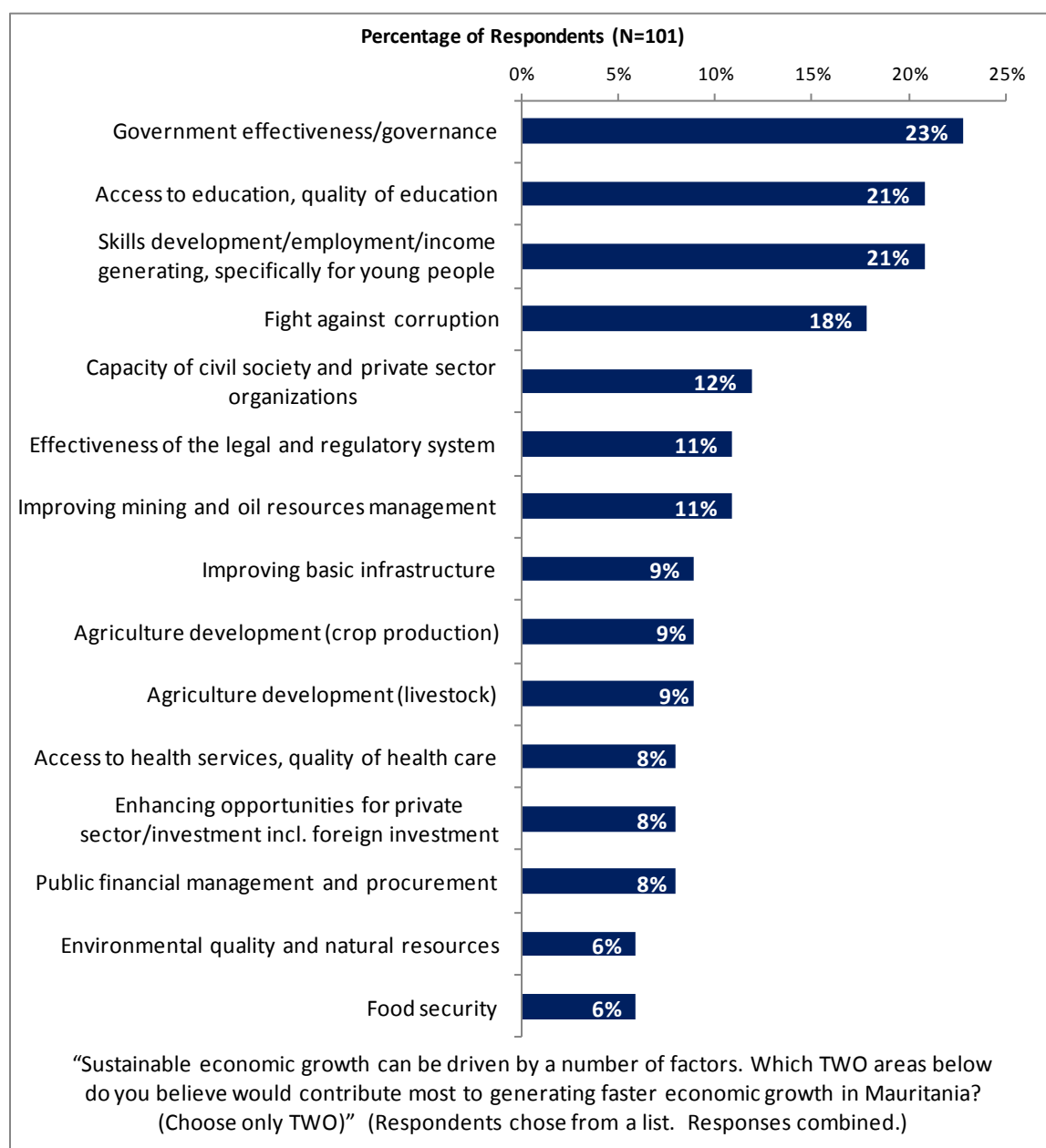


<sup>2</sup> In FY'08 and FY'12 country surveys, the lists of response options were not exactly the same.

## IV. The General Environment in Mauritania (continued)

### Economic Growth

- Respondents identified a range of most important contributors to economic growth.
  - In the FY '08 country survey<sup>3</sup>, increasing agricultural productivity (62%), improving governance (43%), and improving access to/quality of education (34%) were identified as the top contributors to generating faster economic growth in Mauritania.

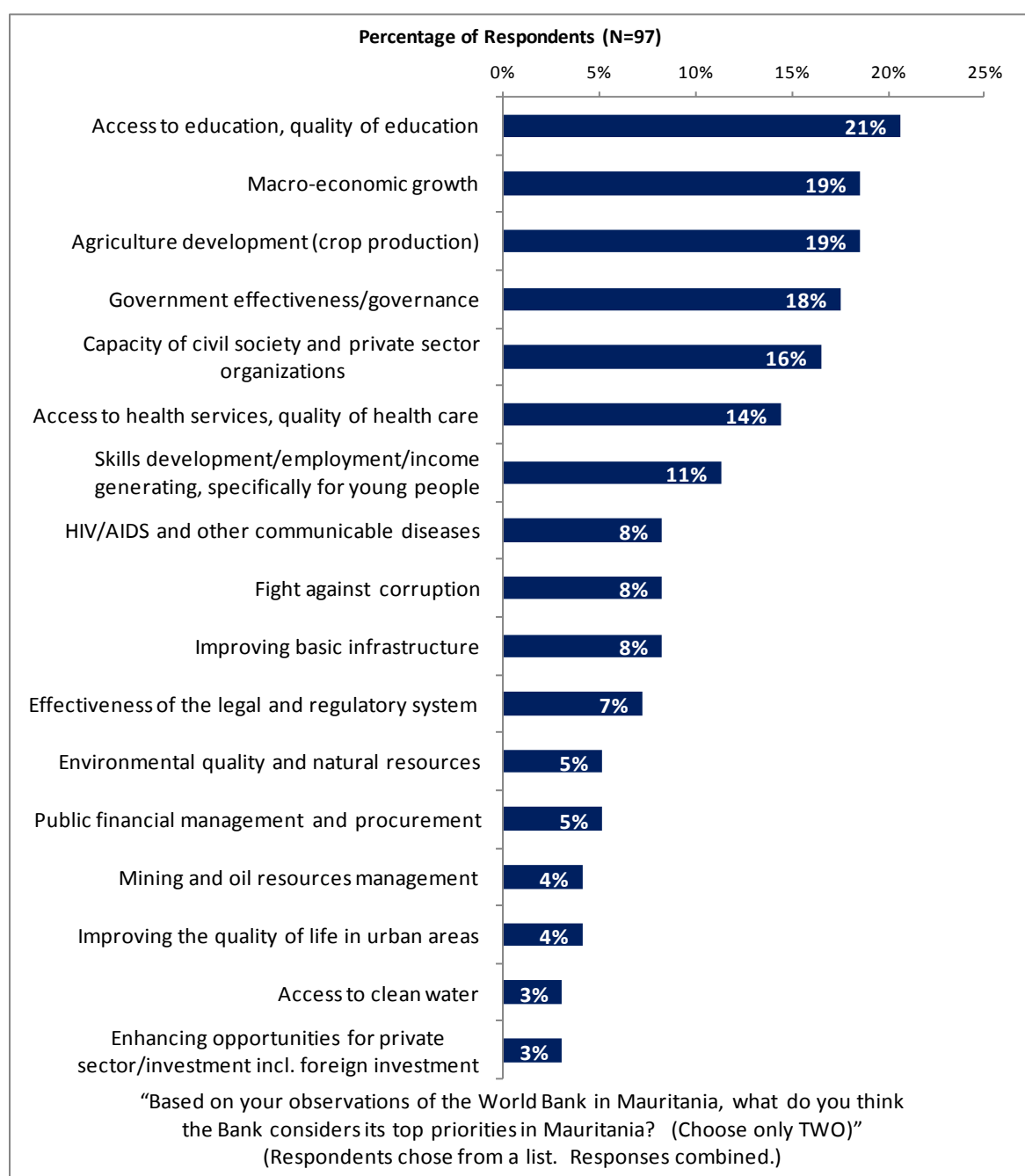


<sup>3</sup> In FY'08 and FY'12 country surveys, the lists of response options were not exactly the same.

## V. Perceived Overall Value of the World Bank

### Perceived Bank Priorities

- Respondents identified as the Bank's top priorities in Mauritania access to/quality of education, micro-economic growth, and agriculture development (crop production).
  - In the FY '08 country survey<sup>4</sup>, government effectiveness/governance (33%), access to/quality of health services (27%), and access to/quality of education (26%) were considered the Bank's top priorities.

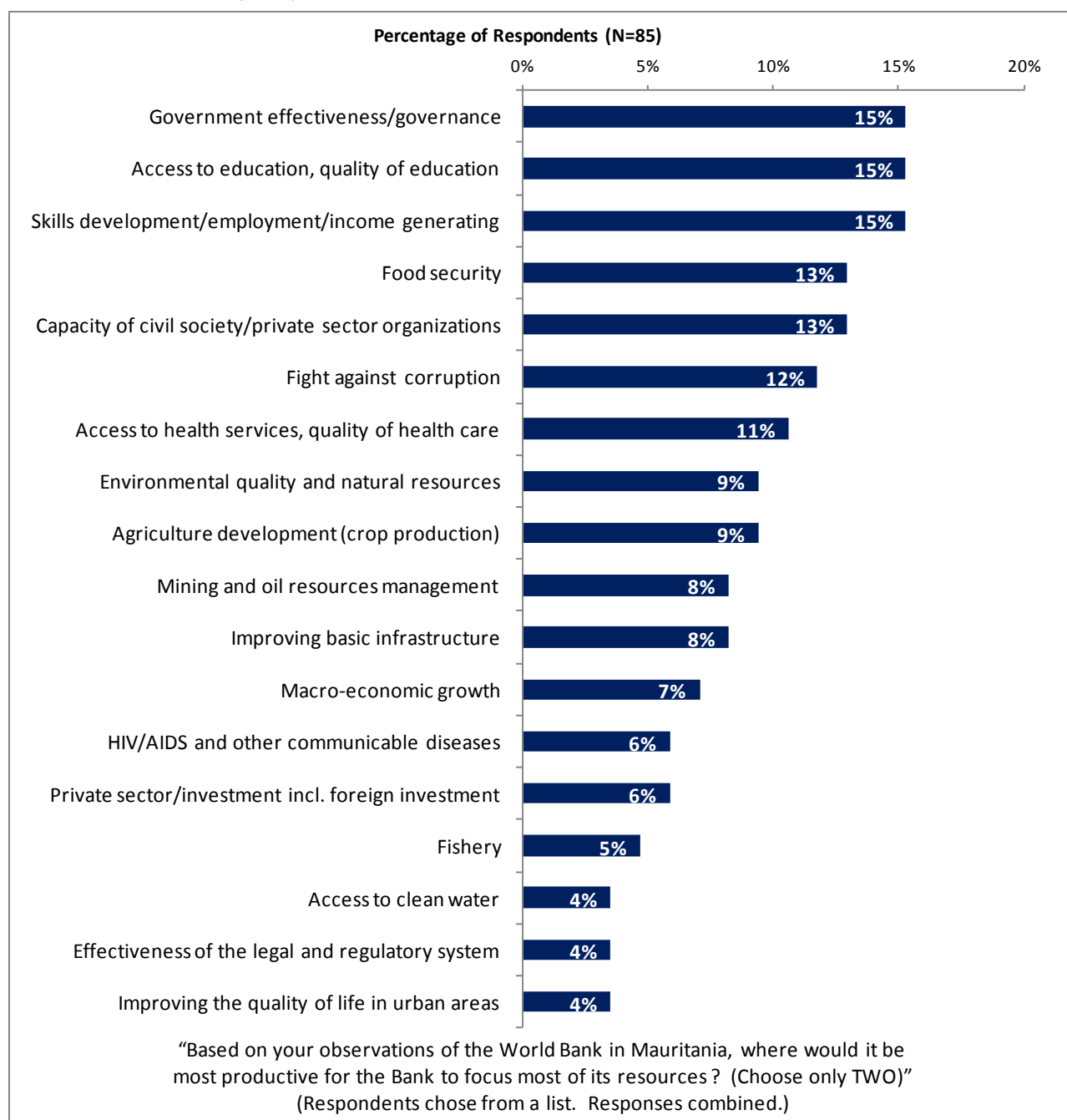


<sup>4</sup> In FY'08 and FY'12 country surveys, the lists of response options were not exactly the same.

## V. Perceived Overall Value of the World Bank (continued)

### Focusing Bank Resources

- Since 2008, the views on where the Bank should focus its resources have changed. In the FY '08 country survey<sup>5</sup>, respondents indicated that the Bank should focus primarily on agriculture development (29%), access to/quality of health services (29%), and basic infrastructure (23%).

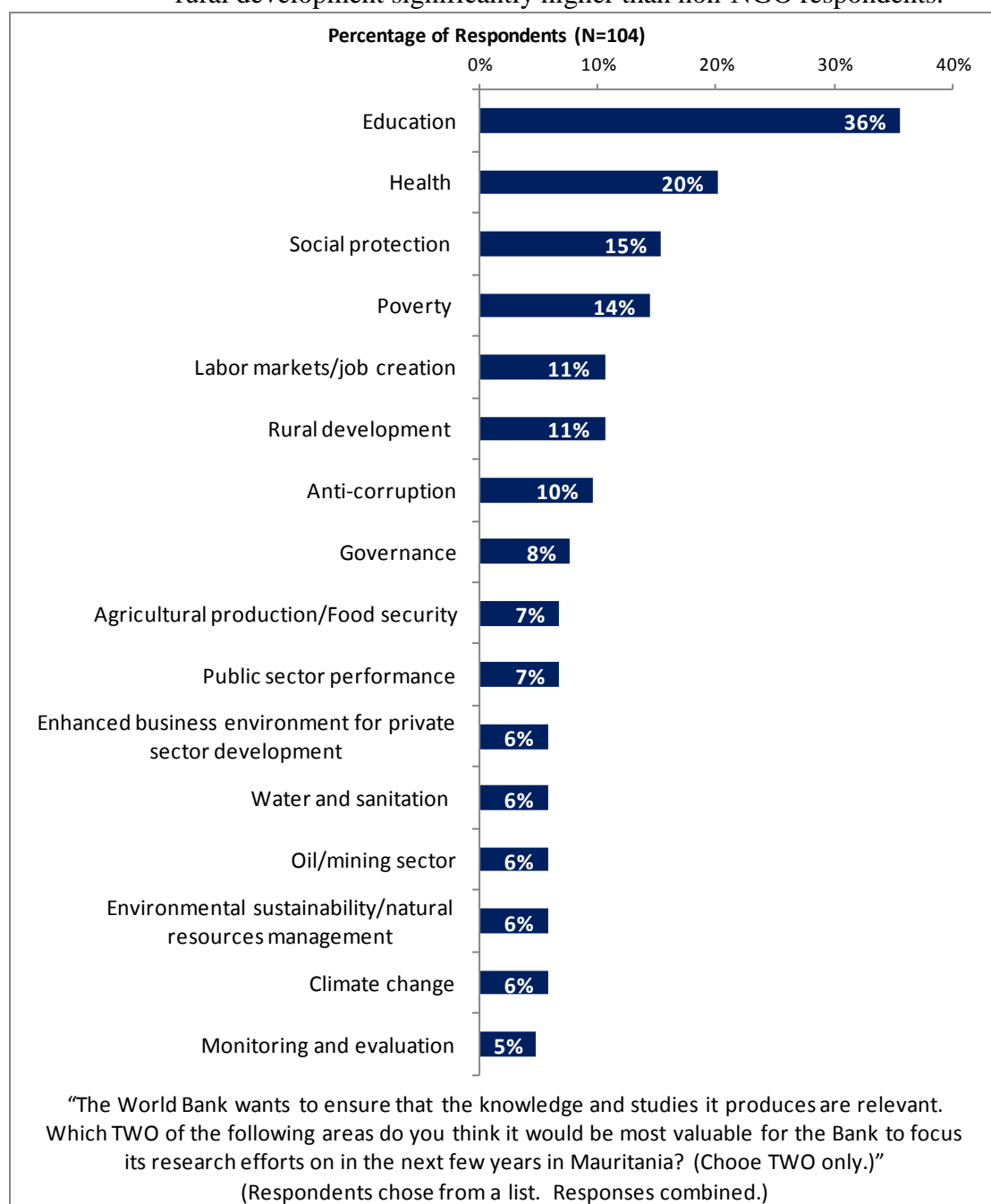


<sup>5</sup> In FY'08 and FY'12 country surveys, the lists of response options were not exactly the same.

## V. Perceived Overall Value of the World Bank (continued)

### Focusing Bank Research

- In the FY '08 country survey<sup>6</sup>, respondents similarly indicated education (42%) as the most valuable area for the Bank to focus its research efforts on.
  - In this year's survey, respondents from NGOs rated social protection, poverty and rural development significantly higher than non-NGO respondents.

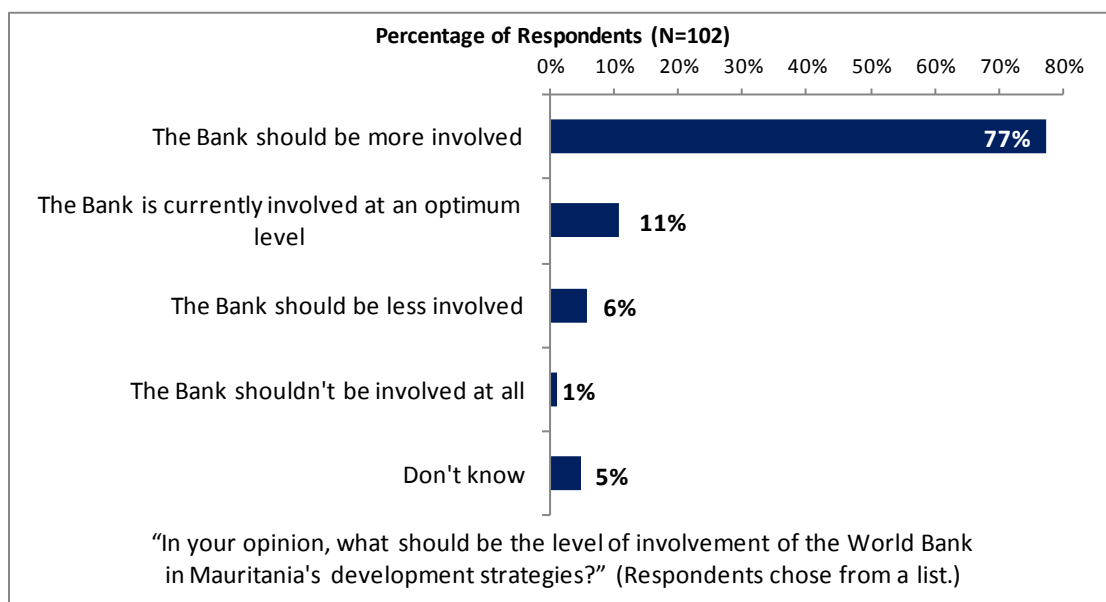


<sup>6</sup> In FY'08 and FY'12 country surveys, the lists of response options were not exactly the same.

## V. Perceived Overall Value of the World Bank (continued)

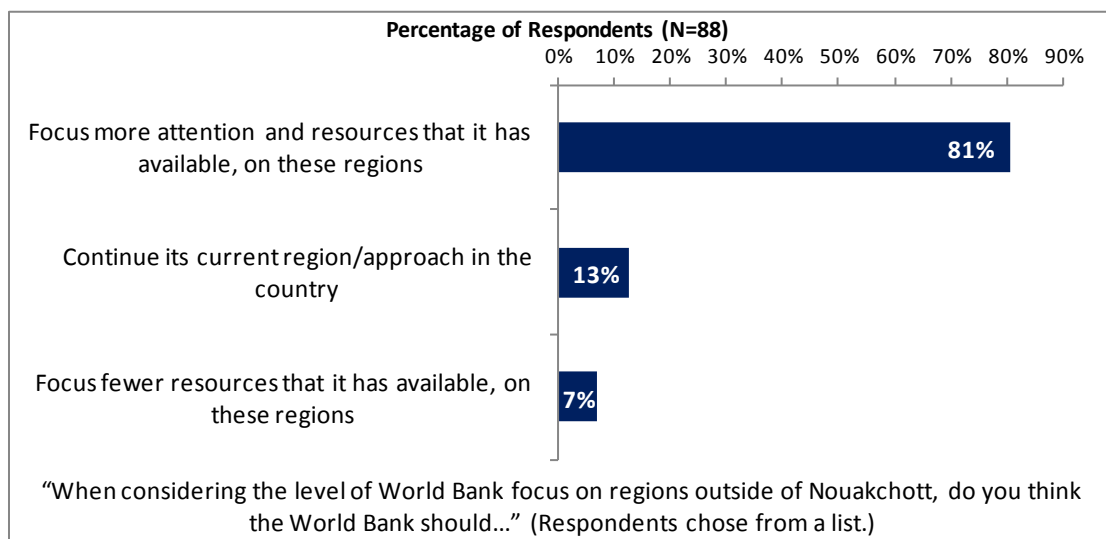
### Level of Bank Involvement

- More than three-quarters of all respondents indicated that the Bank should be more involved in Mauritania's development strategies.
  - Similarly, in the FY '08 and FY '05 country surveys, the majority of respondents (60% and 71%, respectively), indicated that the Bank should be more involved in Mauritania's development strategies.



### Level of Bank Involvement in Regions outside Nouakchott

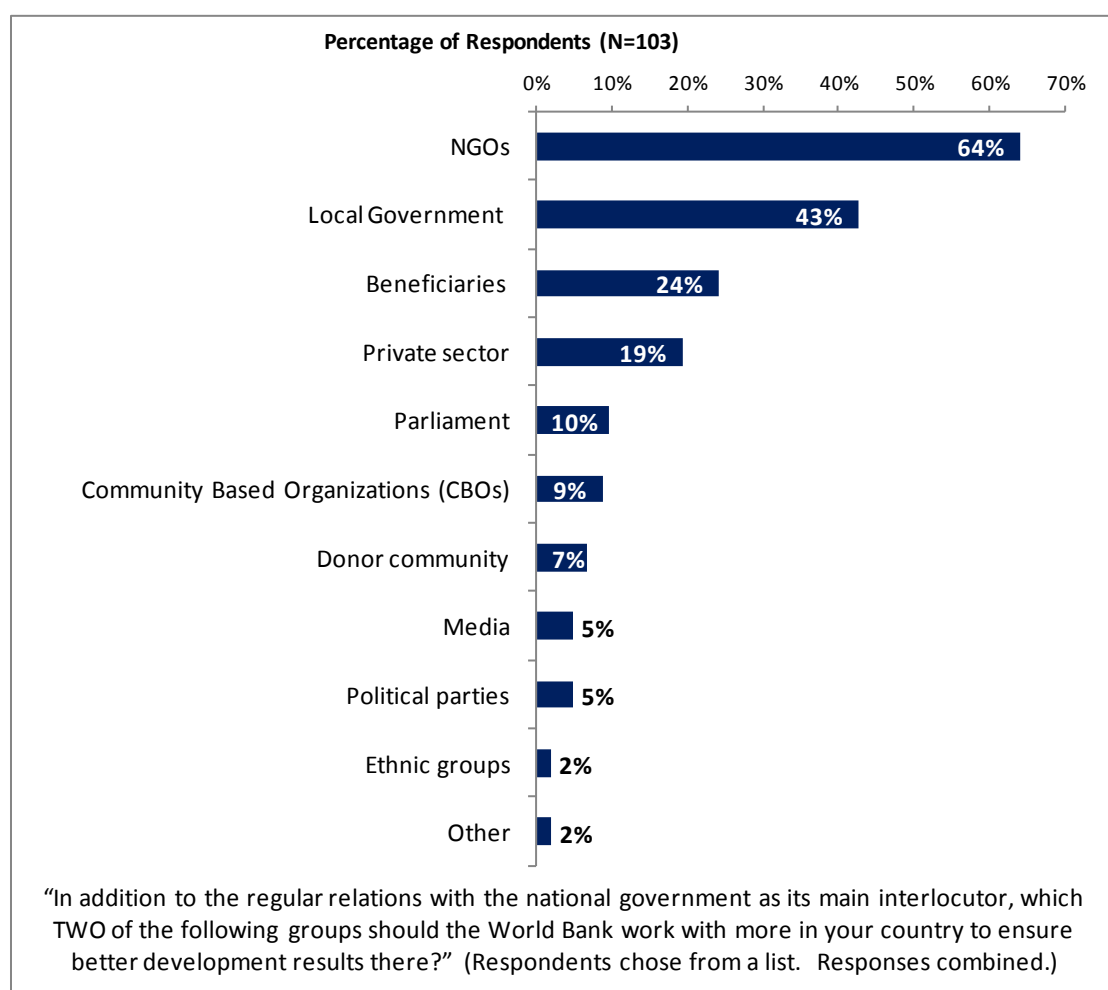
- The majority of all respondents indicated that the Bank should focus more attention and resources that it has available on the regions outside of Nouakchott.



## V. Perceived Overall Value of the World Bank (continued)

### Collaborating in Mauritania

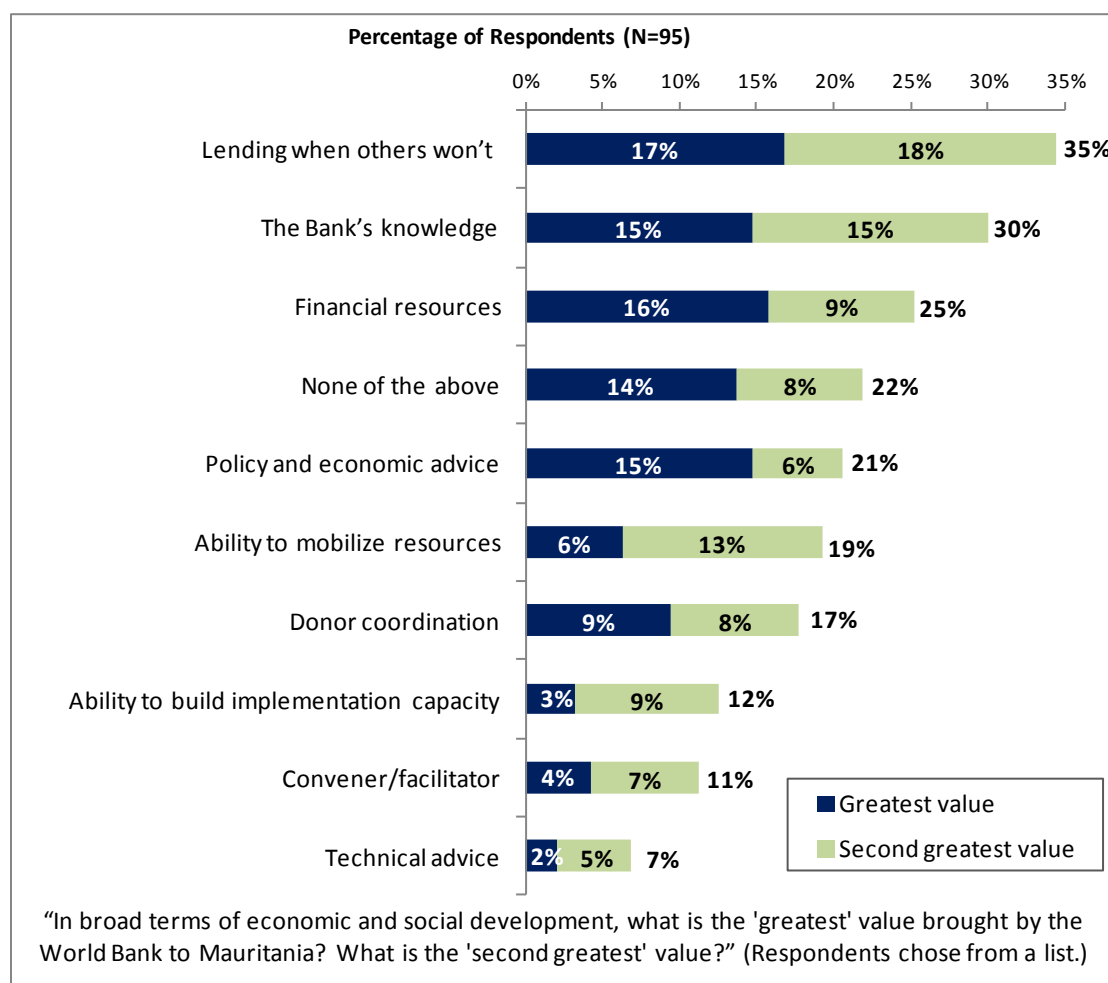
- Nearly two-thirds of all respondents indicated that the World Bank should work more closely with NGOs to ensure better development results in Mauritania.
- There were three instances in which there were significant differences between NGOs and non-NGO stakeholder groups.
  - The majority of respondents from NGOs (96%) indicated that the World Bank should work more closely with NGOs, whereas non-NGO respondents indicated, that the Bank should work more closely with beneficiaries and private sector to ensure better development results in Mauritania.



## V. Perceived Overall Value of the World Bank (continued)

### Greatest Value

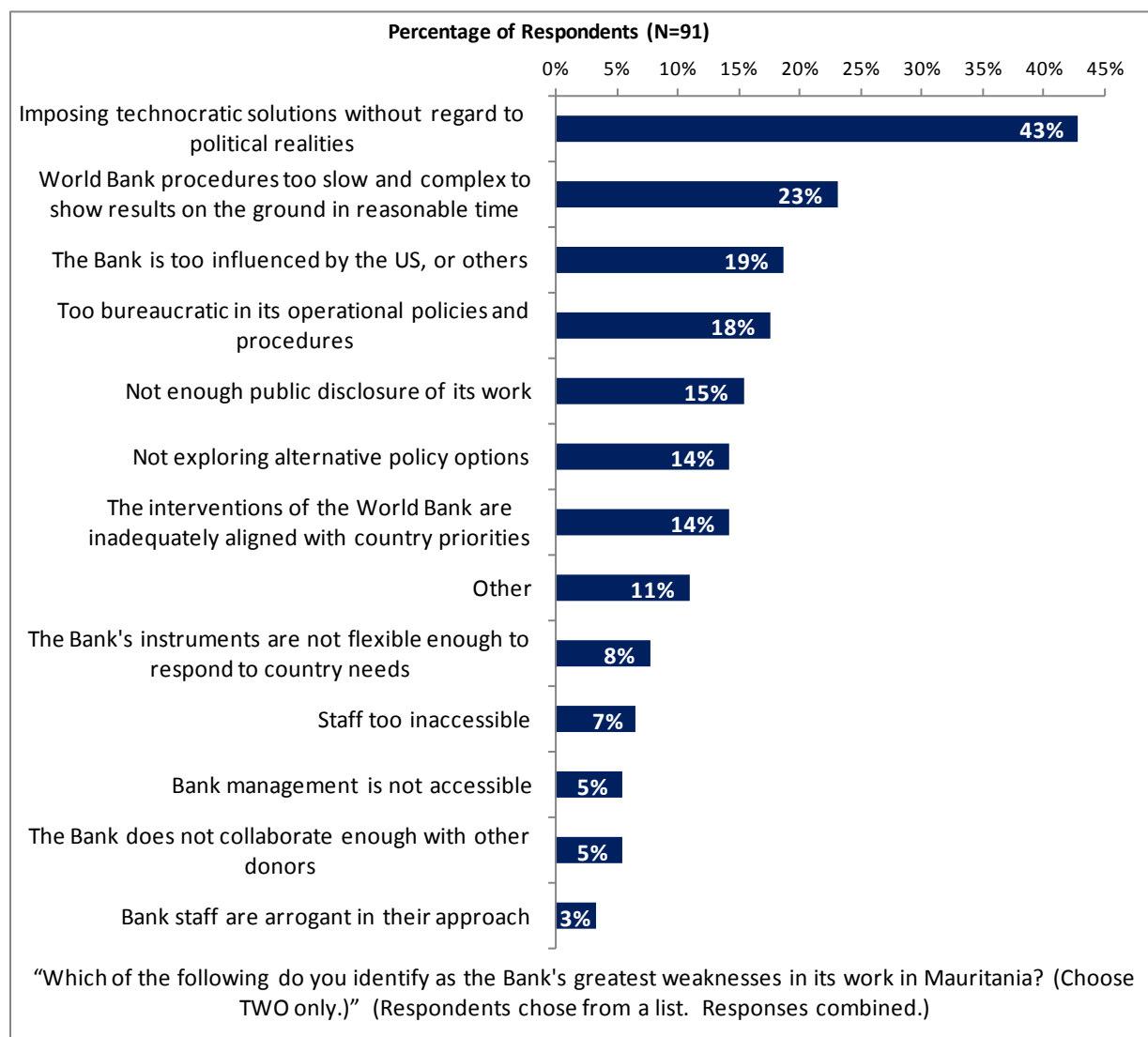
- More than a third of all respondents indicated that the Bank's greatest value to Mauritania was its lending when others won't. The Bank's knowledge and financial resources were also considered of great value.
  - In the FY '08 country survey, the Bank's financial resources (38%), policy and economic advice (34%), and knowledge (29%) were considered the top values brought by the Bank to Mauritania.



## V. Perceived Overall Value of the World Bank (continued)

### Greatest Weakness

- Respondents indicated that the Bank's greatest weakness in its work in Mauritania was imposing technocratic solutions without regard to political realities.
  - This view has not changed over the eight-year period: in both the FY '08 and FY '05 country surveys<sup>7</sup>, respondents indicated the same area as the Bank's greatest weakness (56% and 36%, respectively).

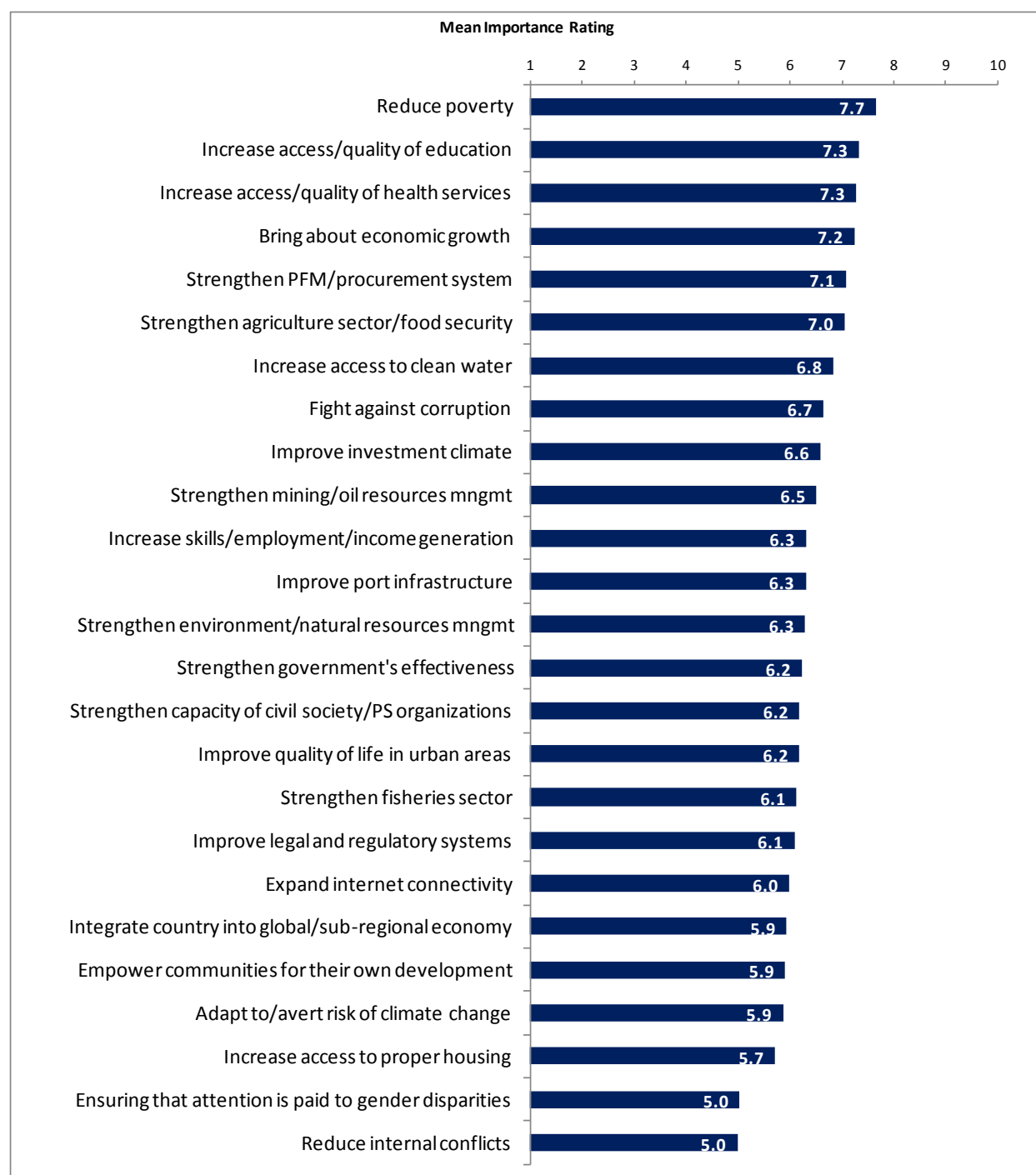


<sup>7</sup> In FY'05, FY'08, and FY'12 country surveys, the lists of response options were slightly different.

## V. Perceived Overall Value of the World Bank (continued)

### Importance

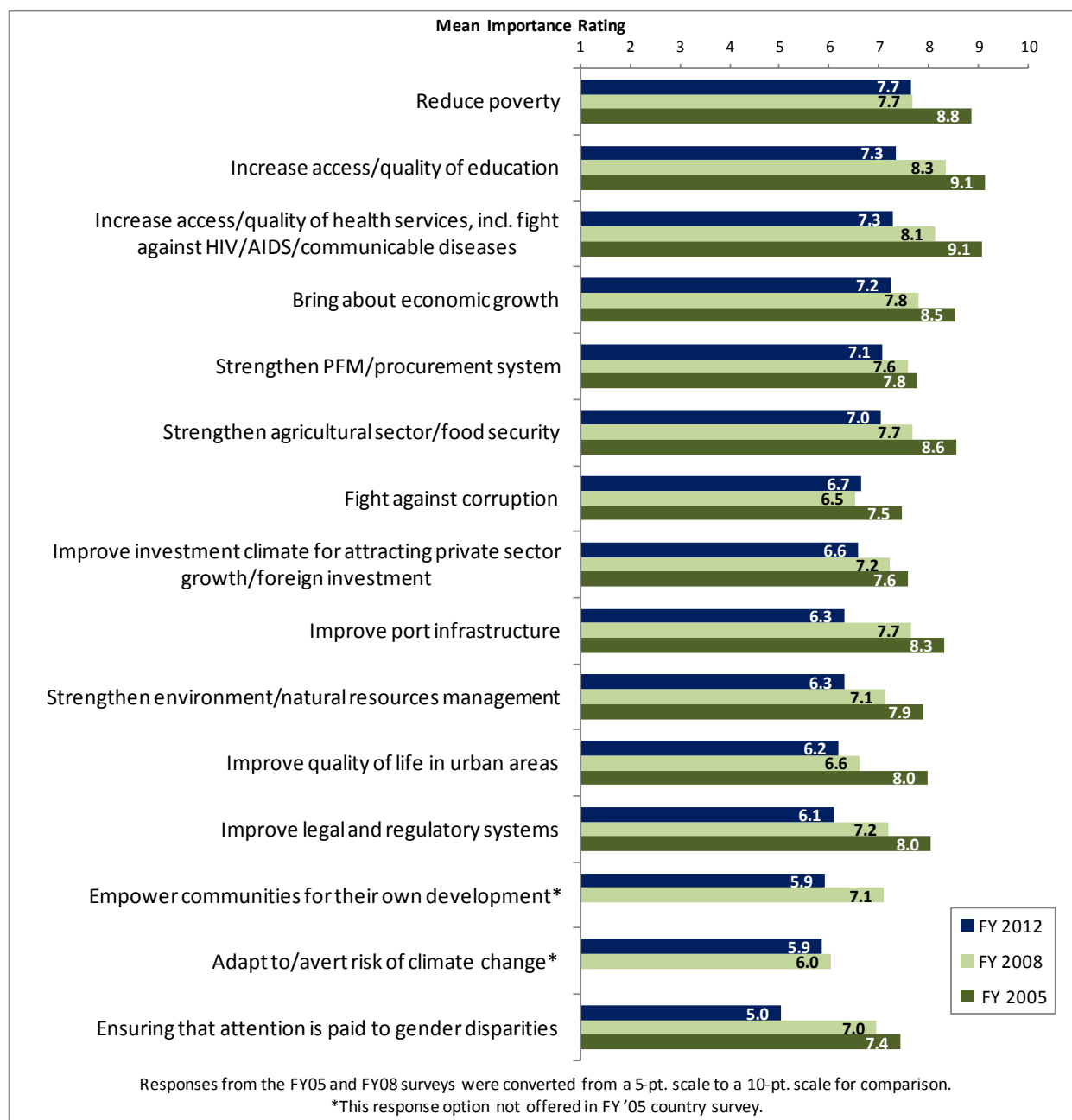
- Respondents indicated that it was most important for the Bank to help reduce poverty in Mauritania, receiving a mean rating of 7.7 on a 10-point scale with 1 being not at all and 10 being very important.



## V. Perceived Overall Value of the World Bank (continued)

### Importance (continued)

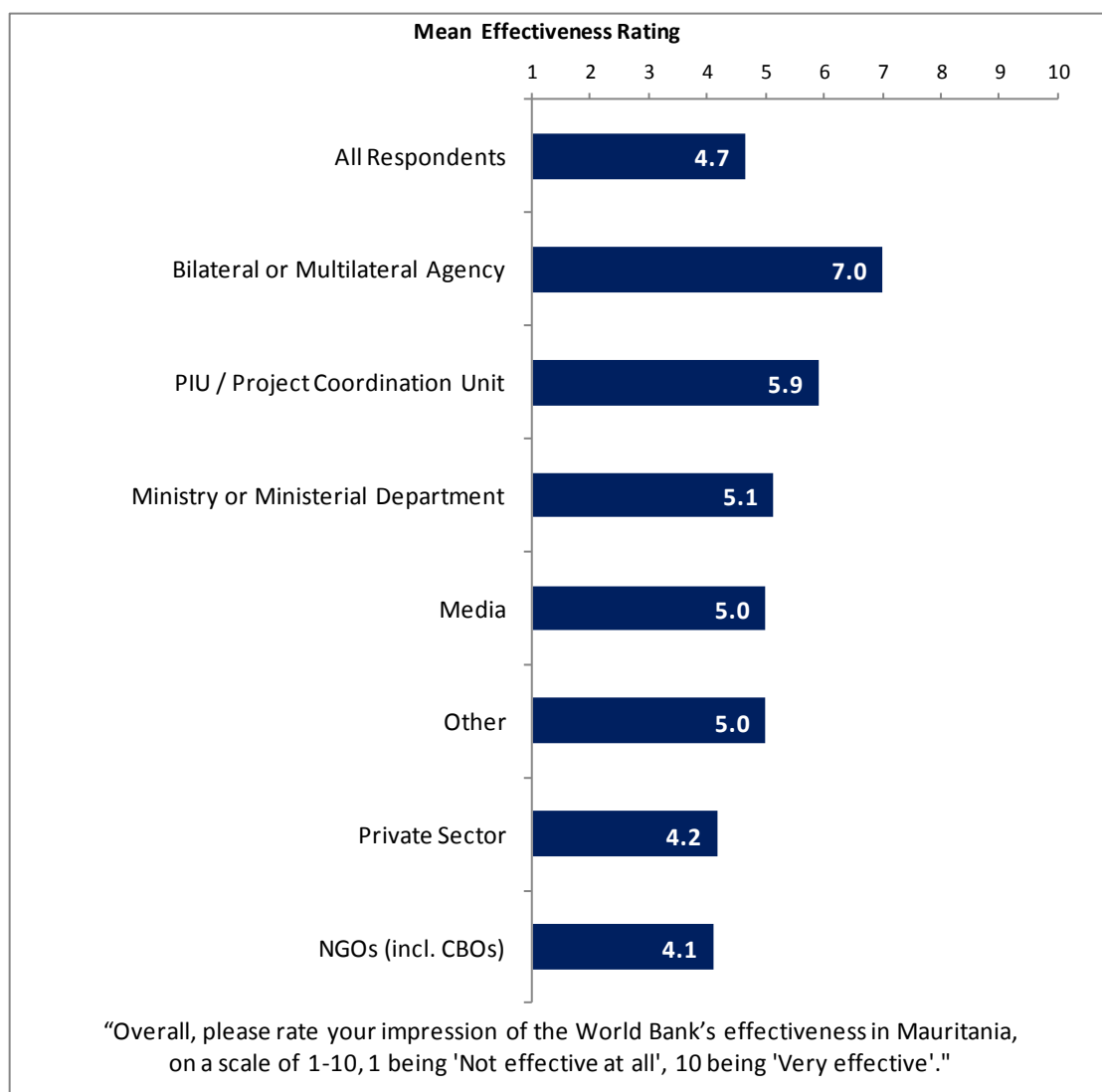
- Overall, respondents in this year's survey had lower importance ratings compared to respondents from the FY '08 and FY '05 country surveys. Significant differences were found for all areas except "Helping to strengthen the public financial management and procurement system", "Fighting against corruption", "Helping to improve the investment climate for attracting private sector growth and foreign investment", and "Helping Mauritania adapt to/avert risk of climate change".



## VI. Overall Impressions of the World Bank

### The Bank's Overall Effectiveness

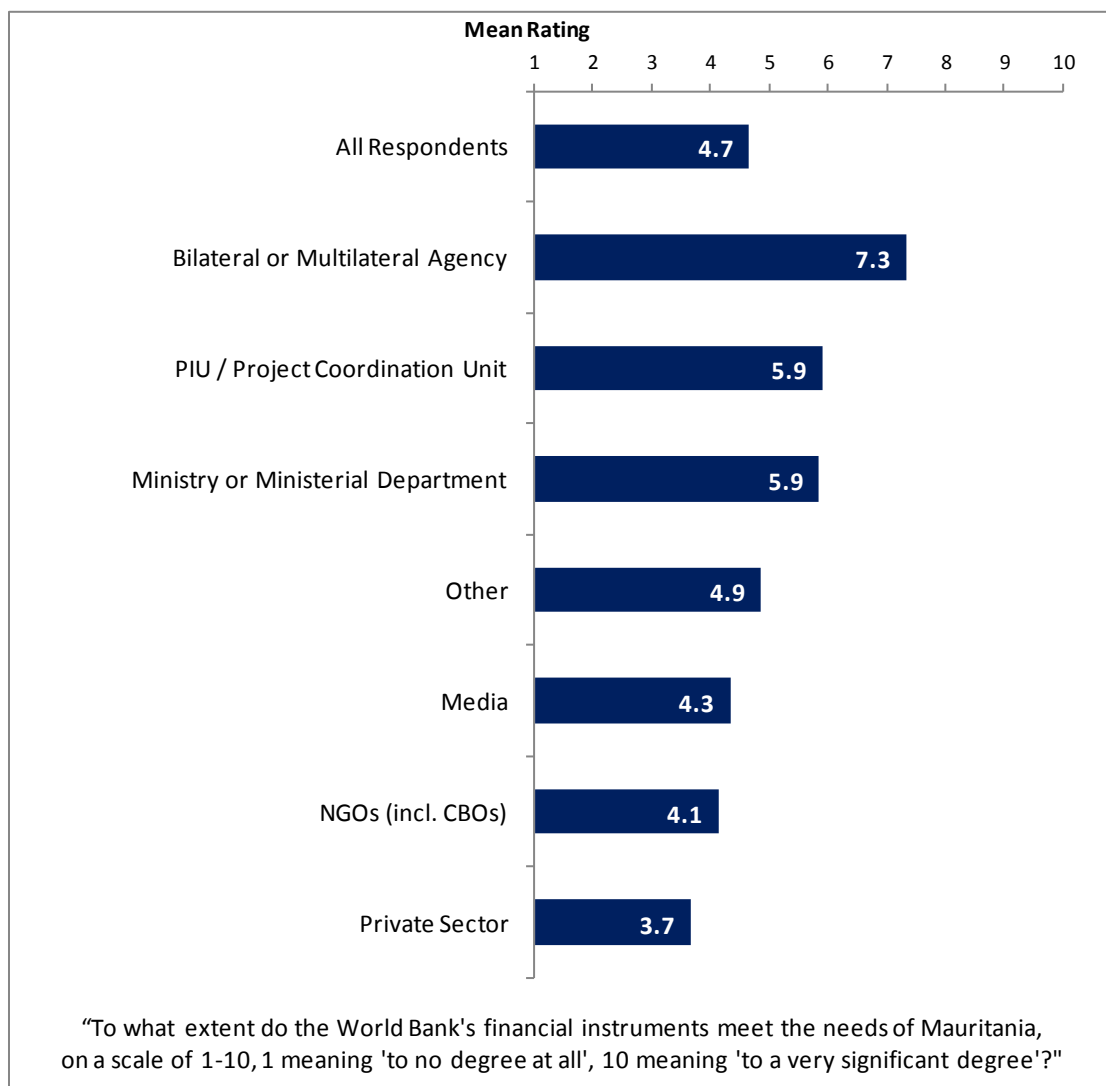
- Across all respondents, the Bank's overall effectiveness in Mauritania received a mean rating of 4.7 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This is lower (driven significantly by NGOs) than the ratings in FY '08 (5.3) and FY '05 (6.8).



## VI. Overall Impressions of the World Bank (continued)

### Meeting Mauritania's Needs for Bank's Financial Resources

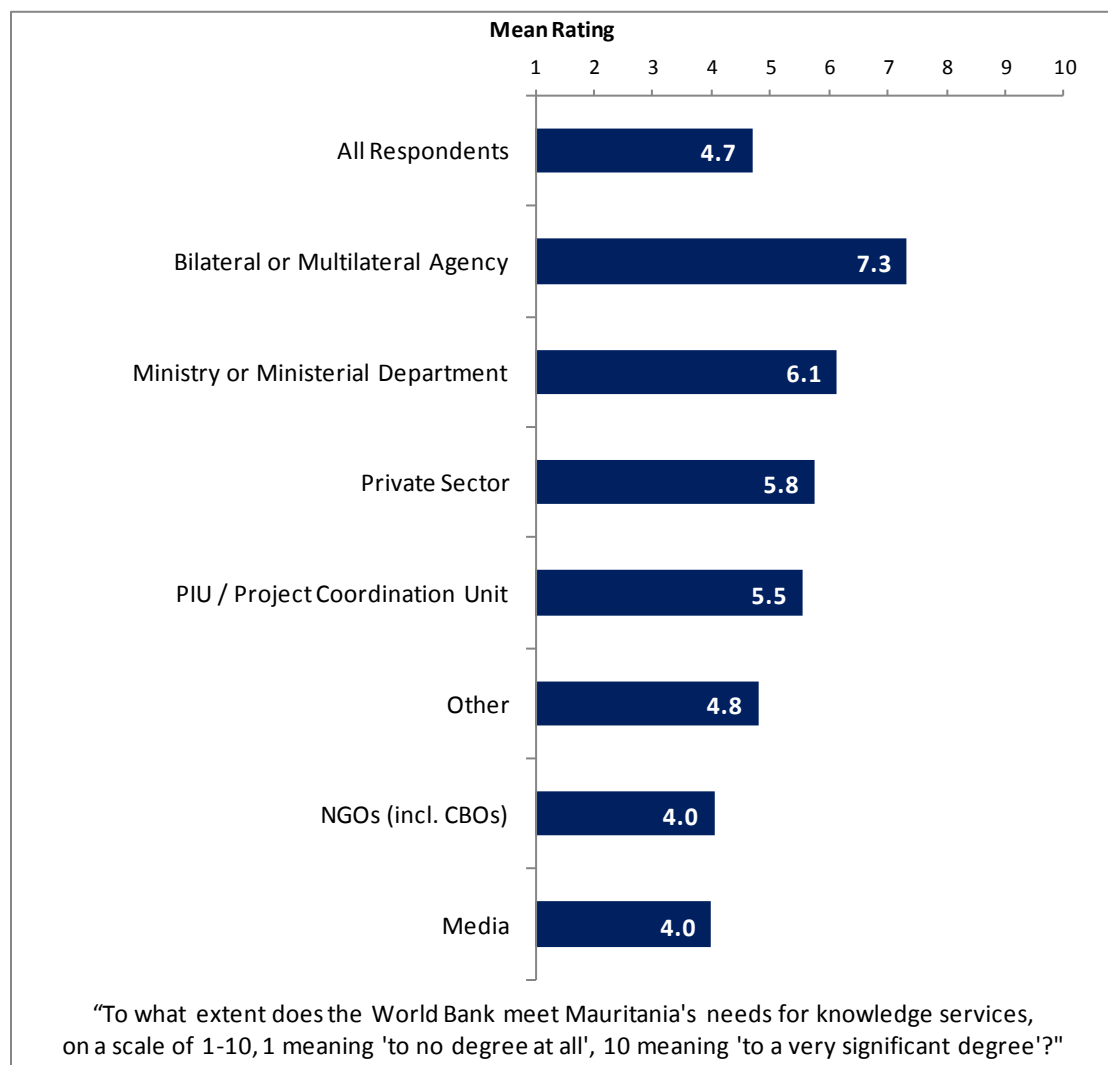
- Across all respondents, the extent to which the Bank's financial instruments meet Mauritania's needs received a mean rating of 4.7 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.



## VI. Overall Impressions of the World Bank (continued)

### Meeting Mauritania's Knowledge Needs

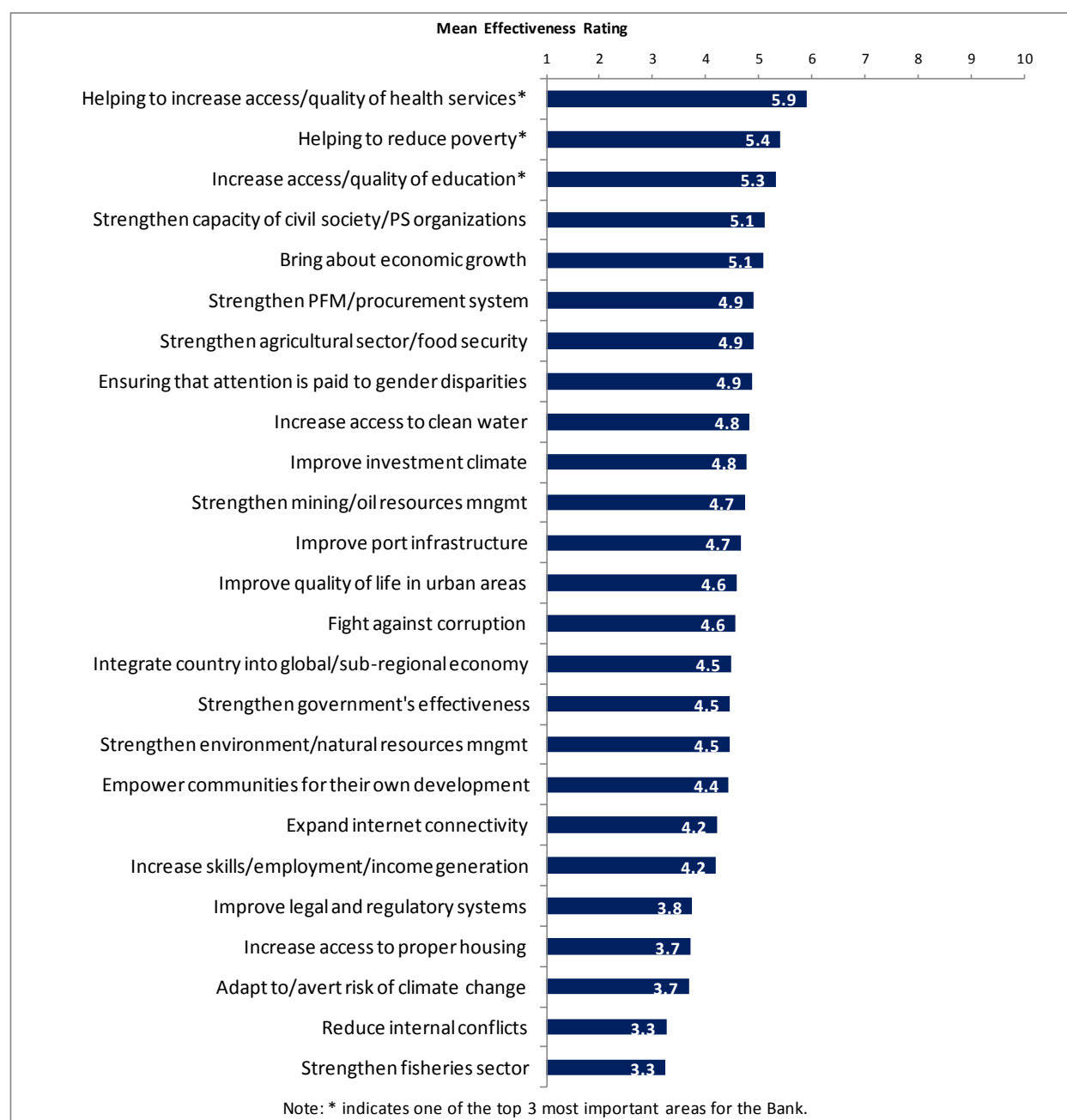
- Across all respondents, the extent to which the Bank meets Mauritania's needs for knowledge services received a mean rating of 4.7 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.



## VI. Overall Impressions of the World Bank (continued)

### Specific Areas of Effectiveness

- Respondents saw the Bank as most effective in helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases, receiving a mean rating of 5.9, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

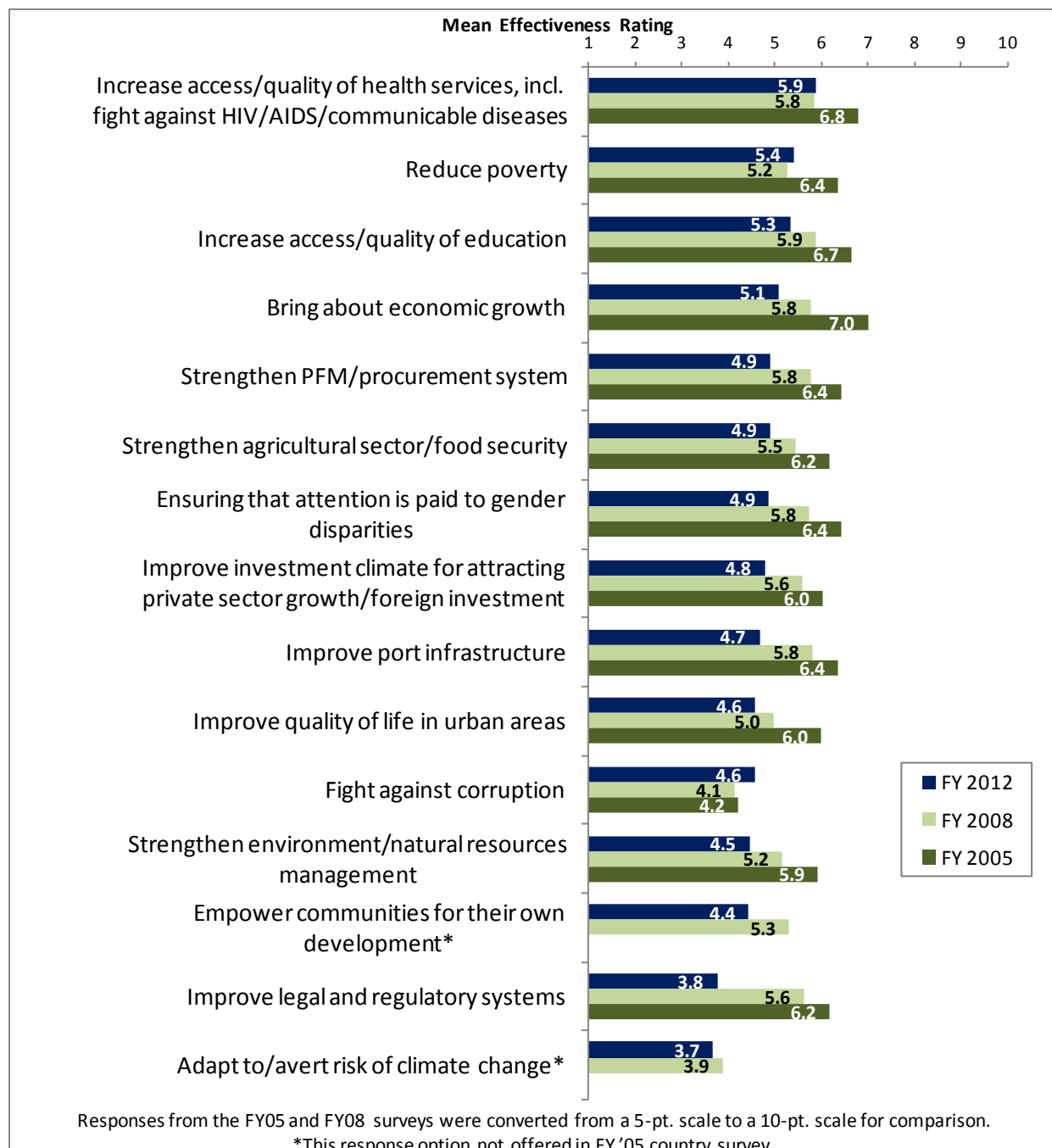
### Specific Areas of Effectiveness (continued)

- While all effectiveness ratings are not terribly high across these twenty-five areas, there were five instances in which there were significant differences between NGOs and non-NGO stakeholders in their ratings. Non-NGO respondents had significantly higher ratings of the Bank's effectiveness than respondents from NGOs for the following areas:
  - "Helping to bring about economic growth";
  - "Helping to improve the investment climate for attracting private sector growth and foreign investment";
  - "Helping to strengthen the public financial management and procurement system";
  - "Helping reduce internal conflicts"; and
  - "Helping to strengthen mining and oil resources management".
- There was only one instance in which there was a significant difference between ratings of FY '12 non-NGO respondents and FY '08 respondents (including all stakeholder groups).
  - FY '08 respondents had significantly higher ratings of the Bank's effectiveness in "Helping to improve the legal and regulatory systems" than FY '12 non-NGO respondents.

## VI. Overall Impressions of the World Bank (continued)

### Specific Areas of Effectiveness (continued)

- Overall, effectiveness ratings in this year's survey were lower than in the FY '08 and FY '05 country surveys, significantly so for "Helping to improve the investment climate for attracting private sector growth and foreign investment", "Helping to strengthen the public financial management and procurement system", "Helping to improve the legal and regulatory systems", "Helping to strengthen the fisheries sector", "Helping to expand internet connectivity", and "Helping Mauritania adapt to/avert risk of climate change".



## VI. Overall Impressions of the World Bank (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness in Mauritania, bivariate correlational analyses were conducted on respondents' ratings of the Bank's overall effectiveness in Mauritania with respondents' ratings of the twenty-five 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. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness 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.

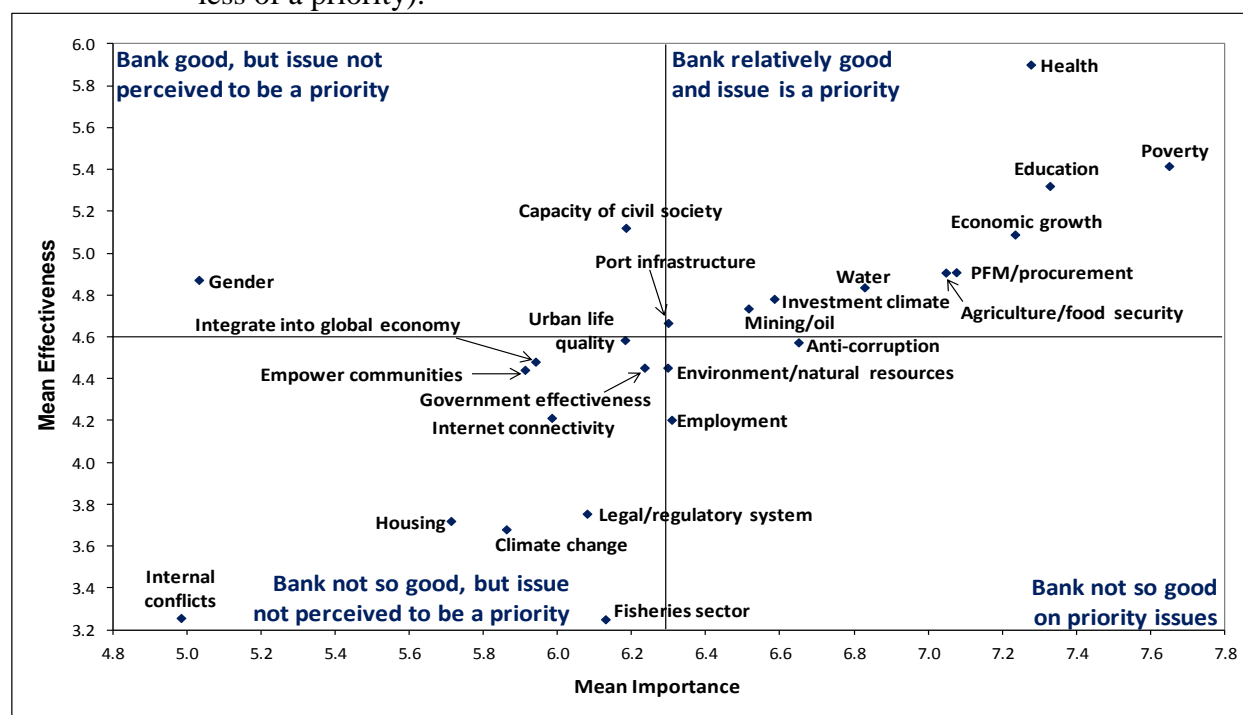
- Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at helping reduce internal conflicts;
  - The Bank's effectiveness at helping to improve the legal and regulatory systems;
  - The Bank's effectiveness at helping to improve port infrastructure; and
  - The Bank's effectiveness at helping to bring about economic growth.

## VI. Overall Impressions of the World Bank (continued)

### Importance versus Effectiveness – Sector Analysis

By plotting respondents' ratings of importance versus effectiveness, one can assess where respondents perceived the Bank to be performing well on priority issues in Mauritania, as well as areas in which respondents perceived the Bank to not be performing so well on priority issues, areas in which respondents perceived the Bank was performing well, but on lower priority issues, and areas in which respondents perceived the Bank to not be performing so well on lower priority issues.

- **Bank relatively good and issue is a priority:** Areas in this quadrant are those that respondents indicated a high level of importance and gave the Bank a *relatively* high rating of effectiveness (although it should be noted that ratings of effectiveness were more than a point lower than ratings of importance). It is important that the Bank continue to do well in these areas (in order of mean importance):
  - Helping to reduce poverty;
  - Helping to increase access and quality of education;
  - Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases;
  - Helping to bring about economic growth;
  - Helping to strengthen the public financial management and procurement system;
  - Helping to strengthen the agricultural sector/food security;
  - Helping to increase access to clean water;
  - Helping to improve the investment climate for attracting private sector growth and foreign investment;
  - Helping to strengthen mining and oil resources management; and
  - Helping to improve port infrastructure (although this is on the borderline of being less of a priority).



## VI. Overall Impressions of the World Bank (continued)

### Importance versus Effectiveness – Sector Analysis (continued)

- **Bank not so good on priority issues:** Areas in this quadrant were those for which respondents indicated a high level of importance, but gave the Bank a relatively low rating of effectiveness. These areas were (in order of mean importance):
  - Fighting against corruption;
  - Helping to increase professional skills, employment and income generation, specifically for young people; and
  - Helping to strengthen environment and natural resources management.
- **Bank not so good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents gave the Bank a relatively low rating of effectiveness and a moderate level of importance. These areas were (in order of mean importance):
  - Helping to strengthen the government's effectiveness;
  - Helping to improve the quality of life in urban areas;
  - Helping to strengthen the fisheries sector;
  - Helping to improve the legal and regulatory systems;
  - Helping to expand internet connectivity;
  - Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy;
  - Helping to empower communities to participate in their own development;
  - Helping Mauritania adapt to/avert risk of climate change;
  - Helping to increase access to proper housing; and
  - Helping reduce internal conflicts.
- **Bank good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents indicated a moderate level of importance, but gave the Bank a relatively high rating of effectiveness. There were two areas in this quadrant:
  - Helping to strengthen the capacity of civil society and private sector organizations; and
  - Ensuring that attention is paid to gender disparities.

## VI. Overall Impressions of the World Bank (continued)

Respondents were asked a variety of questions regarding the Bank's programs, poverty mission, personal relationships, collaborations/partnerships, knowledge, and day-to-day operations.

- Aggregated respondents from this year's country survey had significantly lower ratings compared to respondents from the FY '05 and FY '08 country surveys across all areas that could be compared. These areas were:
  - Overall the Bank currently plays a relevant role in development in Mauritania;
  - The Bank's work is aligned with what I consider the development priorities for this country;
  - The Bank's work reflects its own mission of poverty reduction;
  - The World Bank recommends programs and strategies that are realistic for Mauritania;
  - The World Bank treats clients and stakeholders in Mauritania with respect;
  - The World Bank collaborates well with other donors here;
  - Overall, I like to work/interact with Bank staff;
  - The Bank is an effective catalyst for discussion on issues related to poverty;
  - In general, the strategies that the Bank supports are sustainable over time;
  - The World Bank's work promotes country ownership of development strategies;
  - The Bank's work promotes the empowerment of poor people to participate in development;
  - The World Bank imposes reasonable conditions on its lending;
  - The Bank gives appropriate priority to growth issues;
  - Technical competence;
  - Producing "knowledge" (studies, analyses) that is useful;
  - Making the results of studies and analyses readily available;
  - Sharing knowledge about international best practices;
  - Ability to adapt its knowledge to your country's needs;
  - Ensuring its staff is accessible;
  - Providing sound policy and economic advice;
  - Straightforwardness in its dealings with you;
  - Maintaining consistent messages;
  - Promoting the inclusion of local communities in the development of strategies;
  - Promoting the inclusion of civil society in the development of strategies;
  - Promoting the inclusion of local project experts in the development of strategies;
  - Promoting the inclusion of private sector in the development of strategies;
  - Giving appropriate priority to poverty reduction;
  - Lending in a way that promotes effective development;
  - The Bank is flexible in terms of adjusting to changing circumstances;
  - The Bank disburses funds promptly;
  - The Bank works efficiently;
  - The Bank effectively monitors and evaluates the projects and programs it supports;

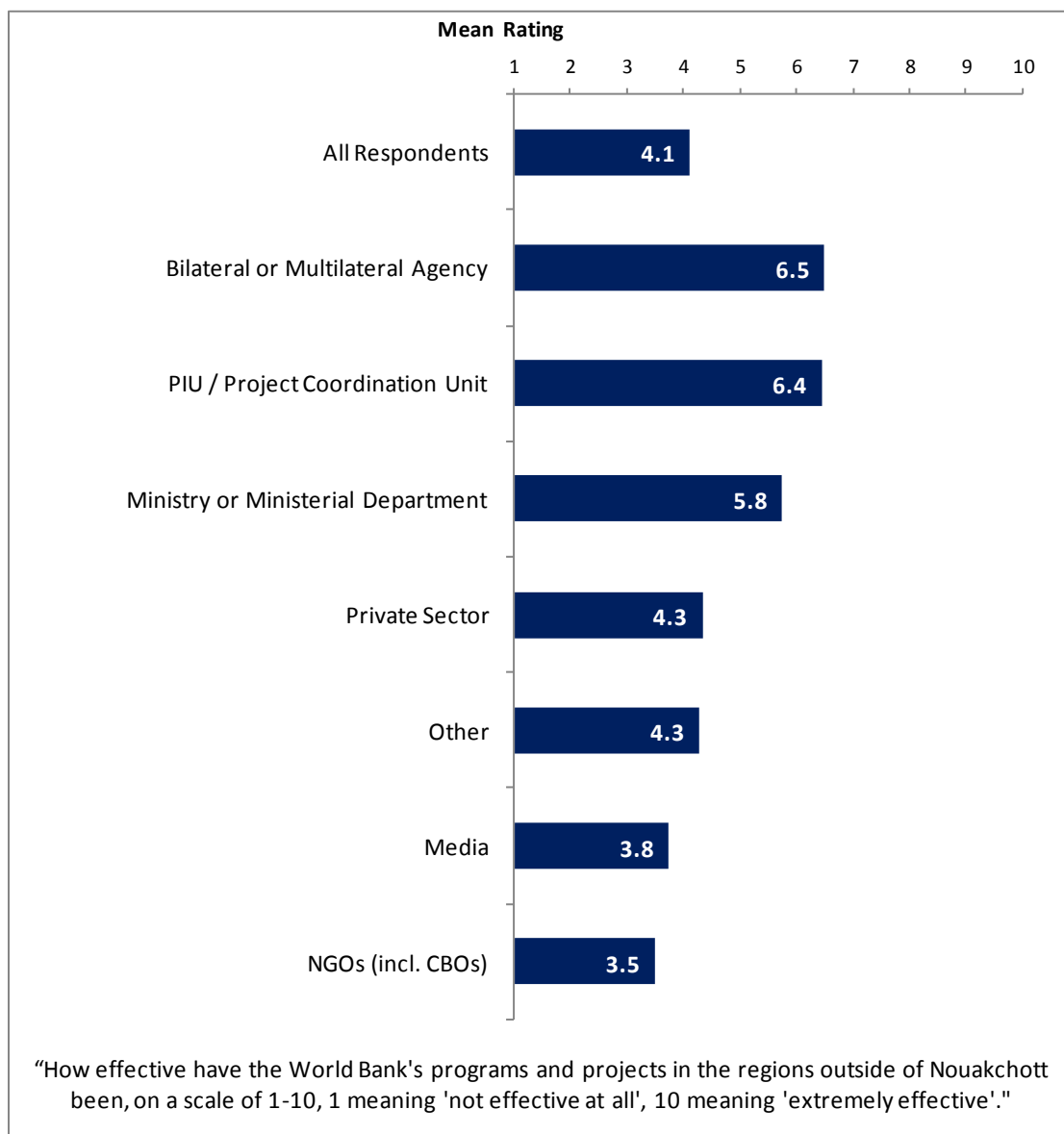
## VI. Overall Impressions of the World Bank (continued)

- The Bank helps to build capacity at the community level;
  - The Bank helps to build capacity of government officials;
  - The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania;
  - The Bank helps to strengthen institutional capacity;
  - The Government supports and takes responsibility for development efforts in Mauritania; and
  - The Bank's procurement requirements are reasonable.
- Ratings for all stakeholder groups, geographic locations, and across country surveys can be found in the Appendix.

## VI. Overall Impressions of the World Bank (continued)

### Programs/Projects in Regions outside Nouakchott

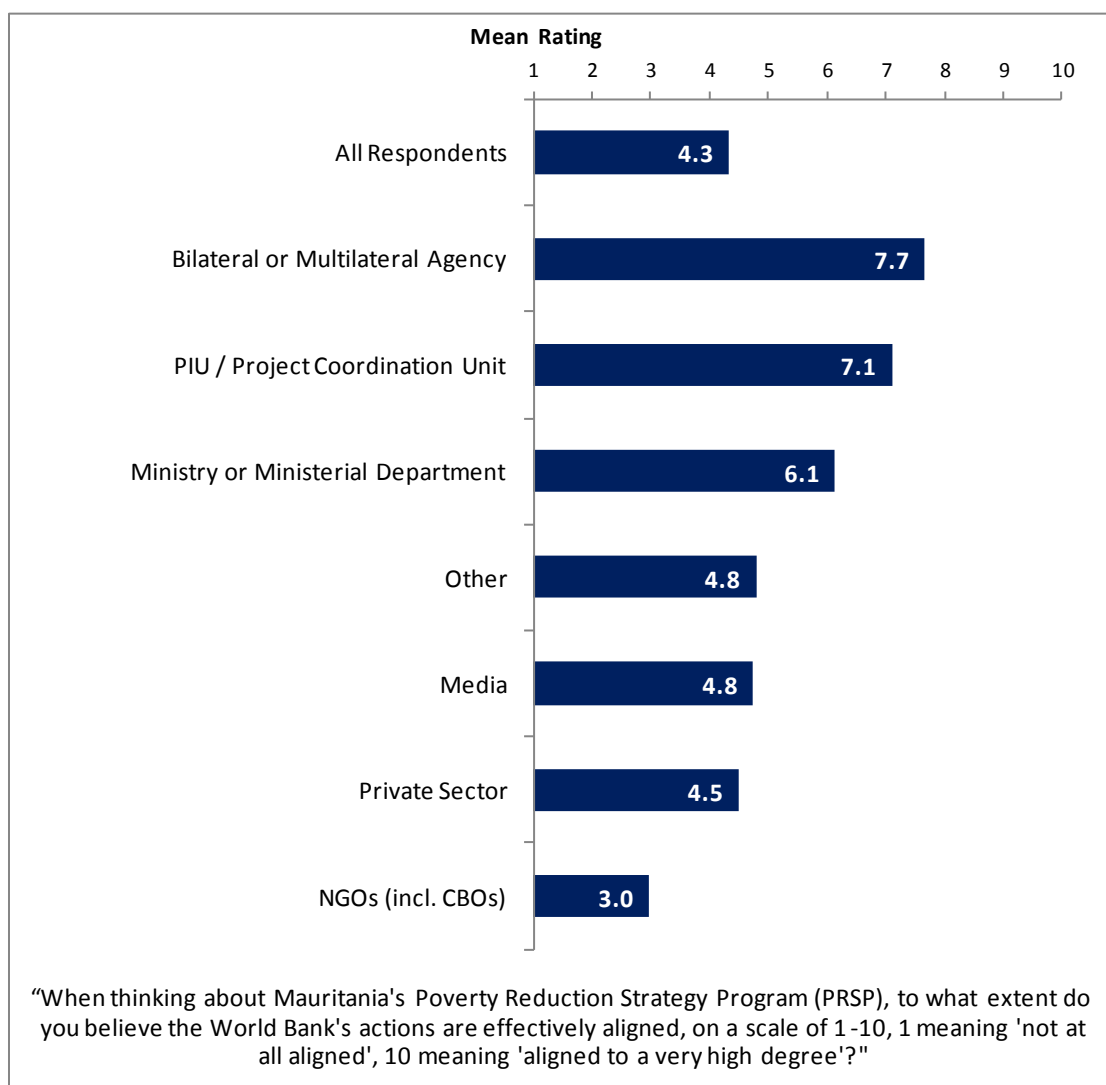
- Across all respondents, the extent to which the Bank's programs and projects in the regions outside of Nouakchott have been effective received a mean rating of 4.1 on a 10-point scale, with 1 being not effective at all and 10 being extremely effective.



## VI. Overall Impressions of the World Bank (continued)

### PRSP

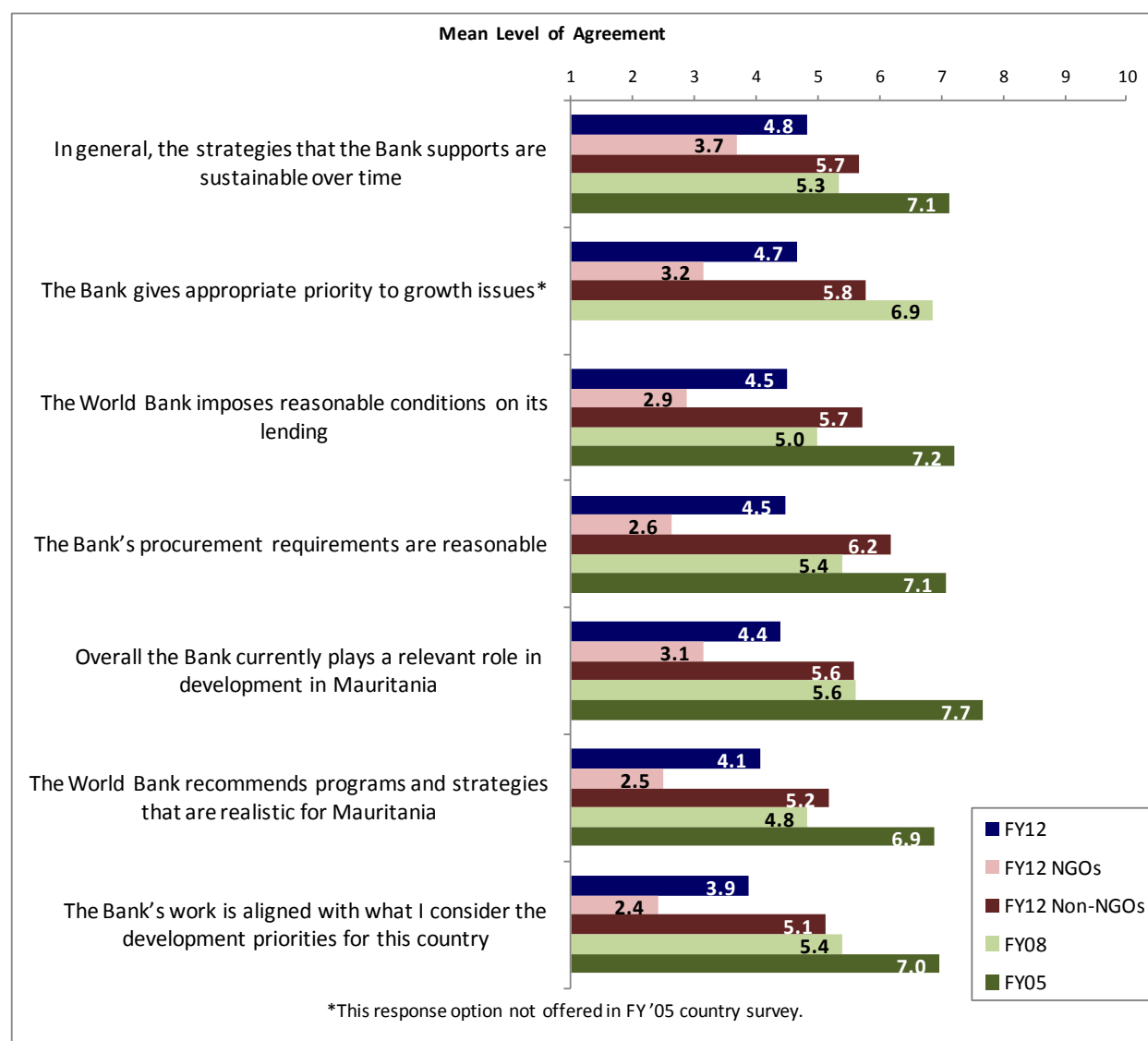
- Across all respondents, the extent to which the Bank's actions are effectively aligned in terms of Mauritania's Poverty Reduction Strategy Program (PRSP) received a mean rating of 4.3 on a 10-point scale, with 1 being not at all aligned and 10 being aligned to a very high degree.



## VI. Overall Impressions of the World Bank (continued)

### Bank Programs in Mauritania

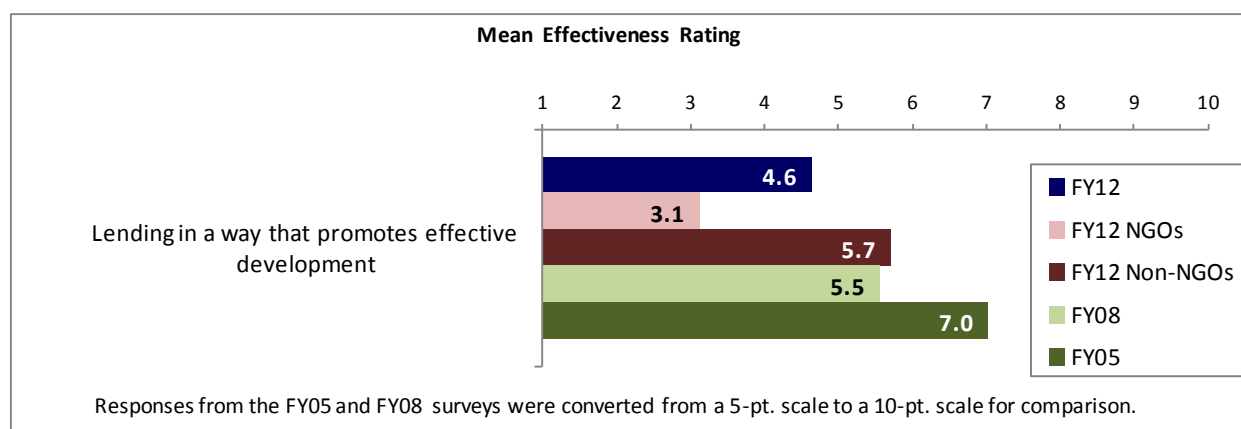
- In terms of the Bank's programs in Mauritania, Bank supported strategies being sustainable over time received the highest mean level of agreement, 4.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Significant differences between NGOs and non-NGO stakeholders were found in their levels of agreement for all seven statements. In all cases, non-NGO respondents had significantly higher mean ratings of the Bank's programs in Mauritania than respondents from NGOs.



## VI. Overall Impressions of the World Bank (continued)

### Bank Programs in Mauritania (continued)

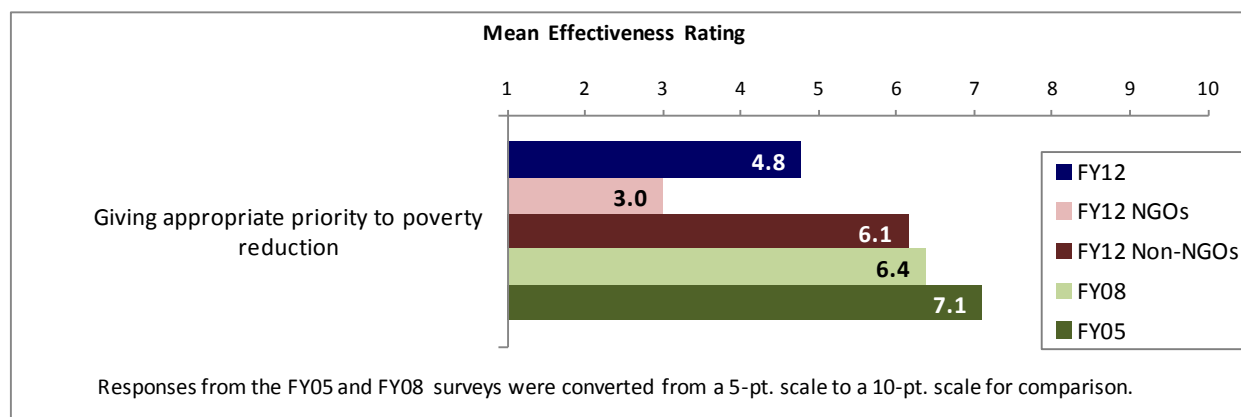
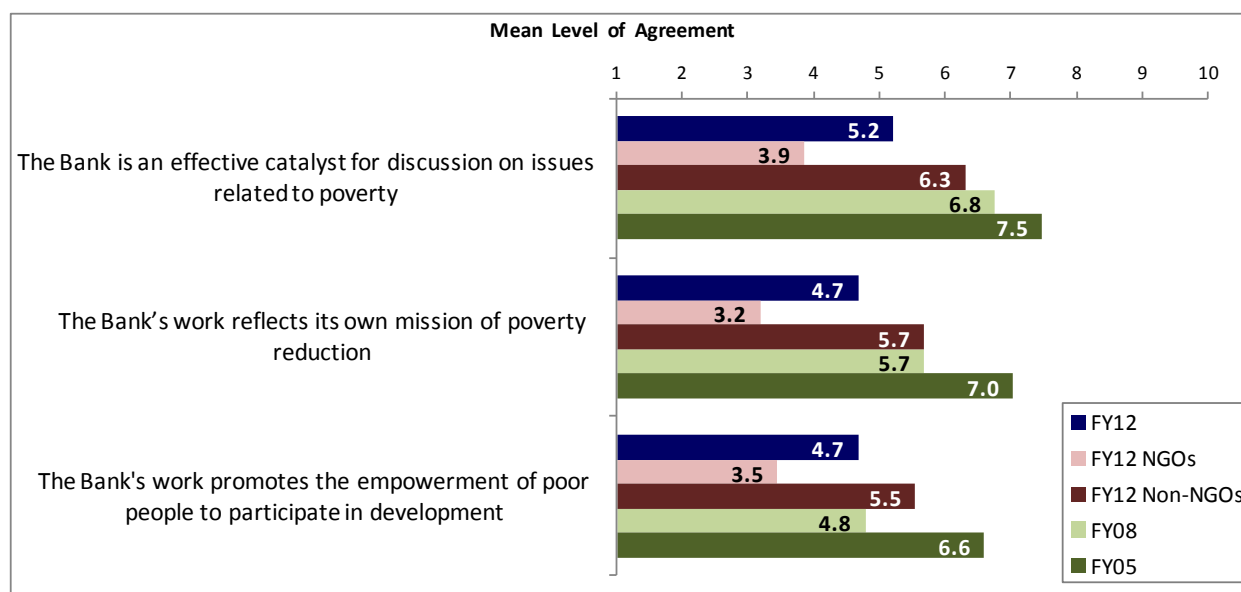
- The Bank's effectiveness at lending in a way that promotes effective development received a mean rating of 4.6 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - Non-NGO respondents had significantly higher ratings of the Bank's effectiveness at lending in a way that promotes effective development than respondents from NGOs.



## VI. Overall Impressions of the World Bank (continued)

### Poverty Mission

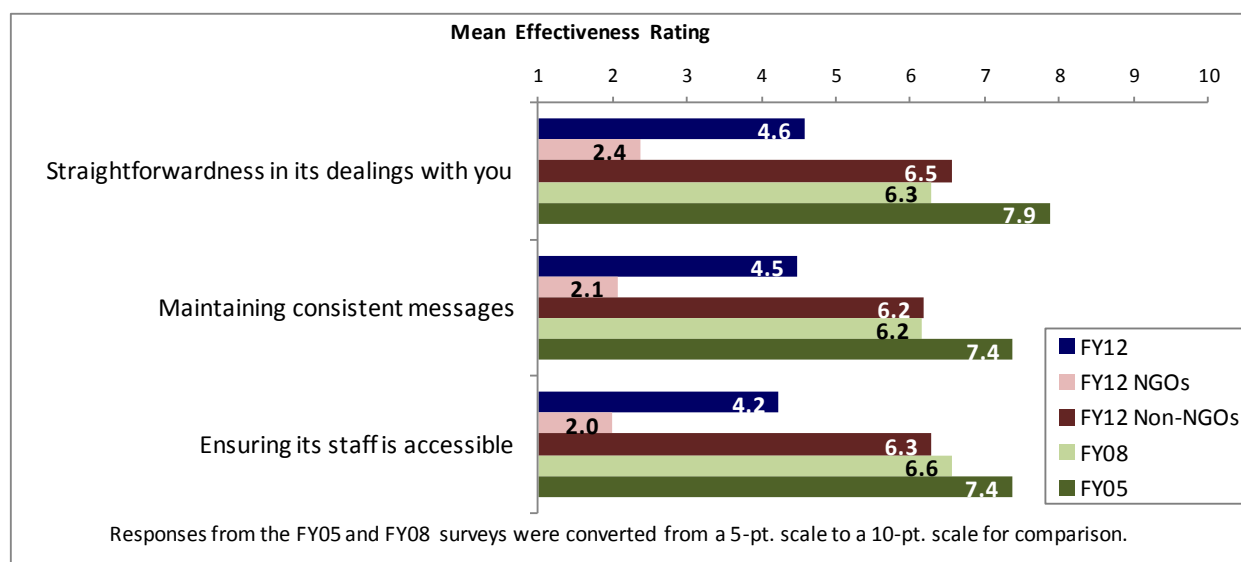
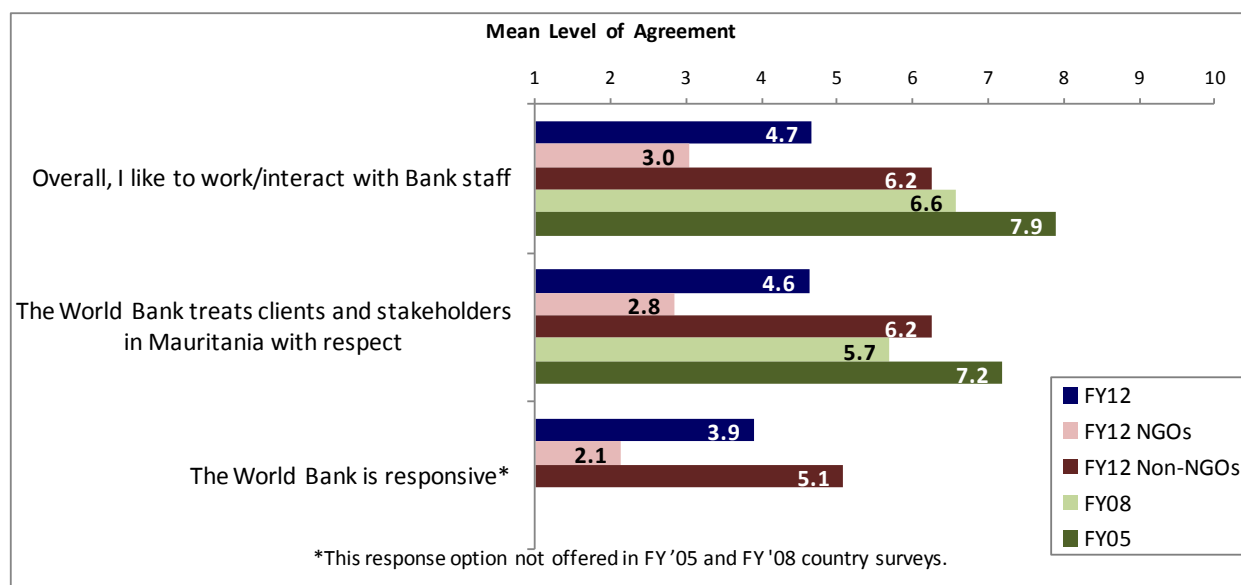
- In terms of the Bank's poverty mission in Mauritania, the Bank being an effective catalyst for discussion on issues related to poverty received the highest mean level of agreement, 5.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Non-NGO respondents had significantly higher mean levels of agreement with all three statements than respondents from NGOs.
- The Bank's effectiveness at giving appropriate priority to poverty reduction received a mean rating of 4.8 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - Non-NGO respondents had significantly higher ratings of the Bank's effectiveness at giving appropriate priority to poverty reduction than respondents from NGOs.



## VI. Overall Impressions of the World Bank (continued)

### Personal Relationships

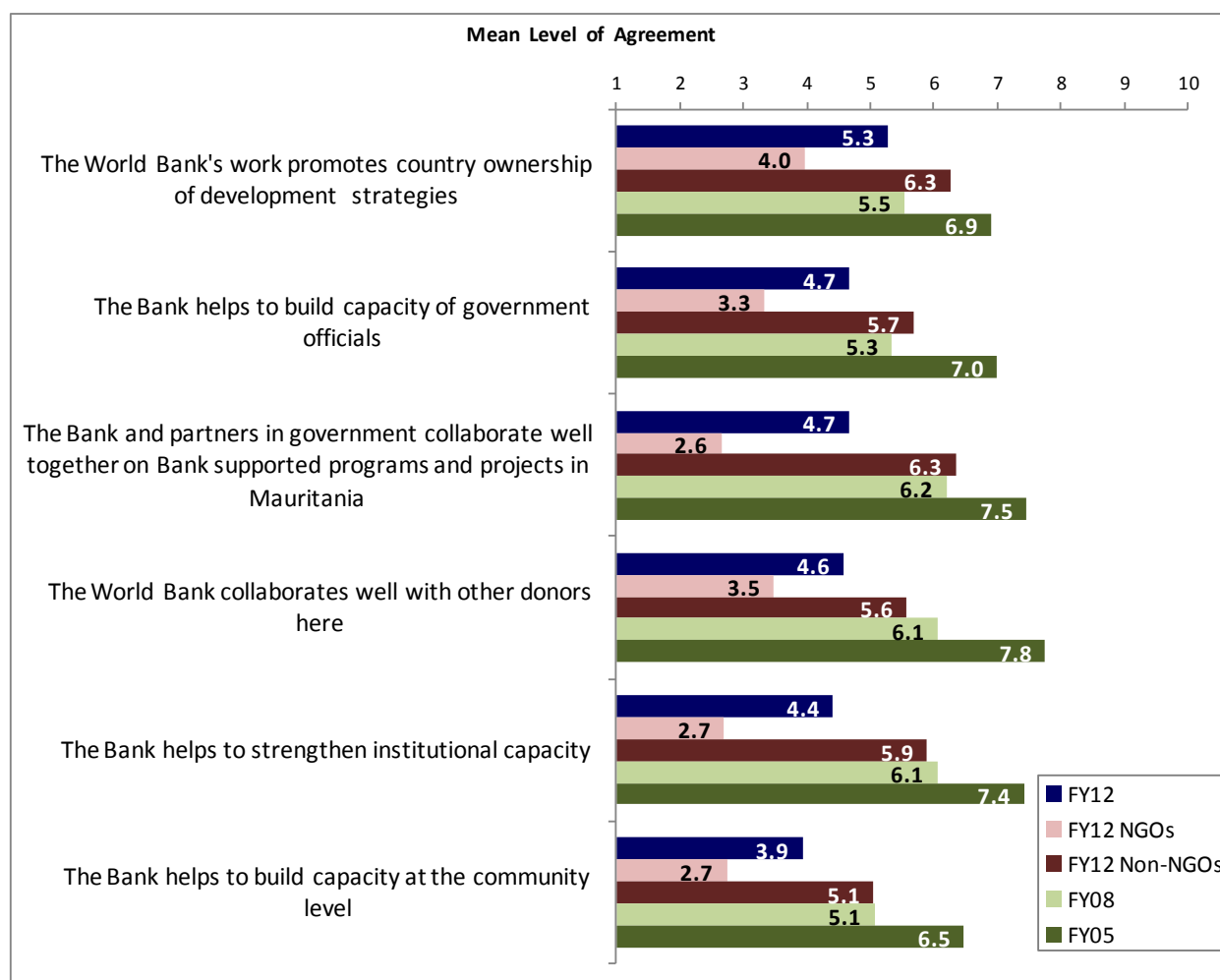
- In terms of the Bank's personal relationships in Mauritania, respondents liking to work/interact with Bank staff received the highest mean level of agreement, 4.7, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- In terms of maintaining relationships with clients and stakeholders in Mauritania, the Bank's effectiveness at being straightforward in its dealings received the highest mean rating, 4.6, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - In all these six cases, non-NGO respondents had significantly higher mean ratings than respondents from NGOs.



## VI. Overall Impressions of the World Bank (continued)

### Collaboration/Partnerships

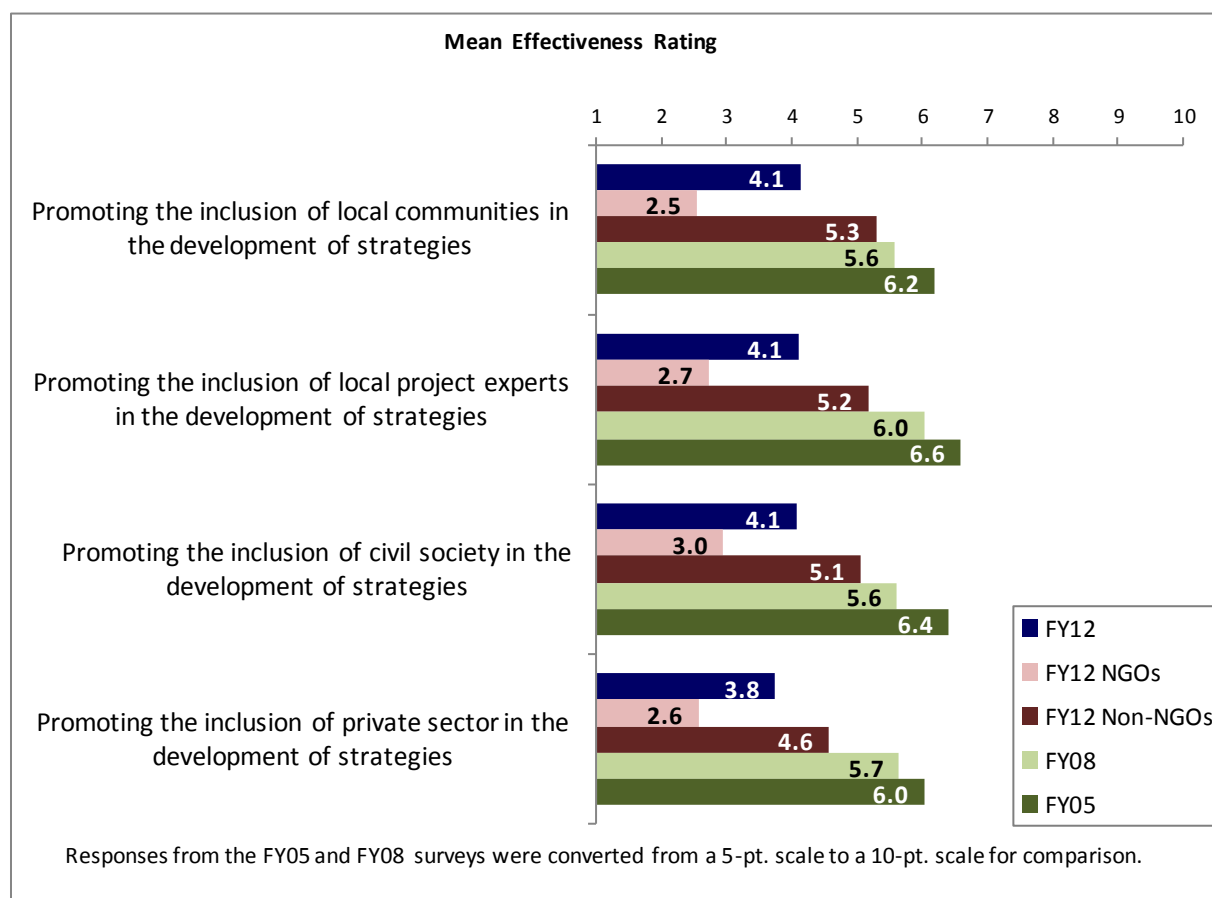
- In terms of the Bank's collaborations in Mauritania, the Bank's work promoting country ownership of development strategies received the highest mean level of agreement, 5.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Non-NGO respondents had significantly higher mean levels of agreement with all six statements than respondents from NGOs.



## VI. Overall Impressions of the World Bank (continued)

### Collaboration/Partnerships (continued)

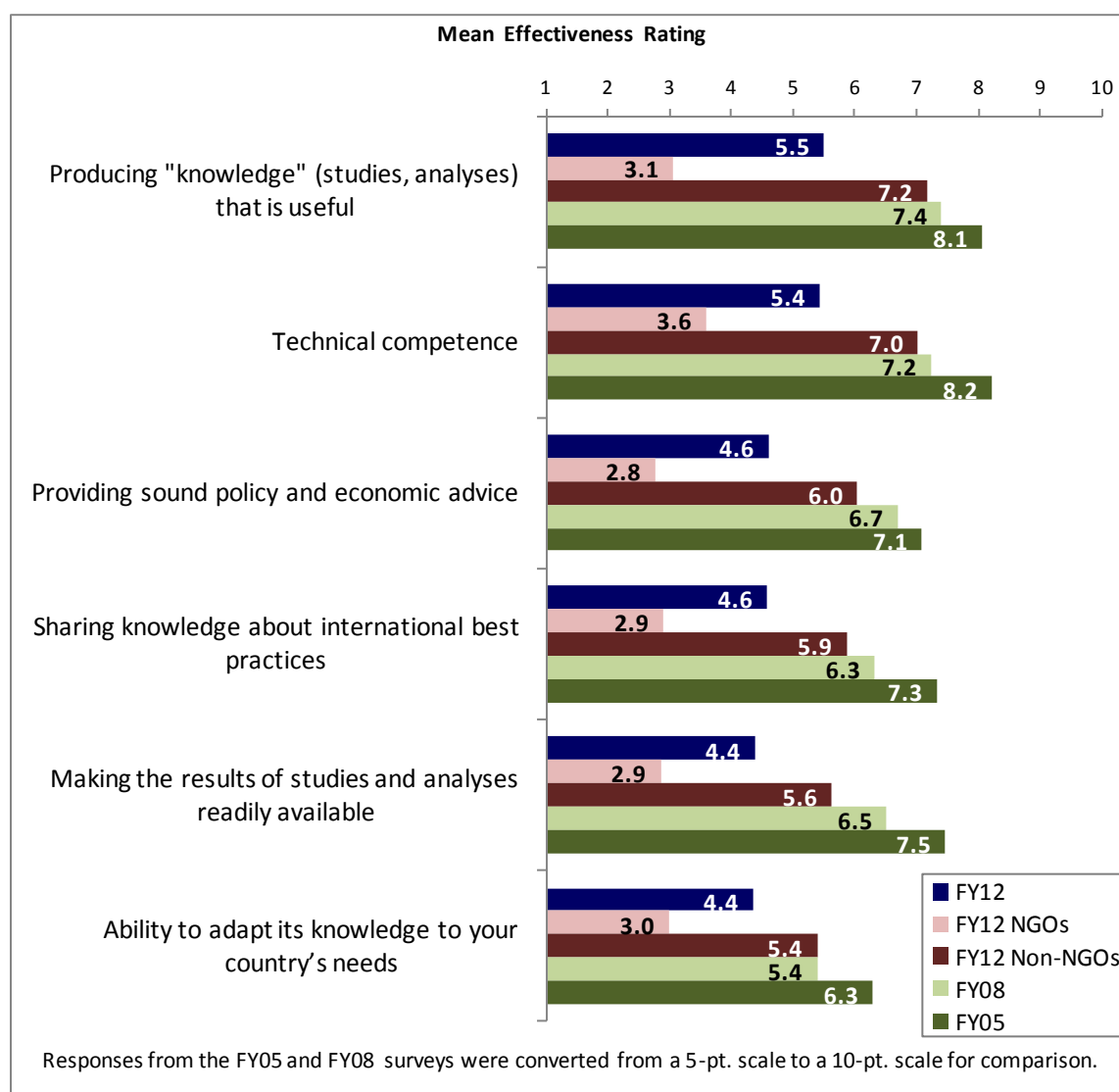
- The Bank's effectiveness at promoting the inclusion of local communities, local project experts, and civil society in strategy development all received a mean rating of 4.1 on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - In all these four cases, non-NGO respondents had significantly higher mean ratings than respondents from NGOs.
  - There was only one instance in which there was a significant difference between ratings of FY '12 non-NGO respondents and FY '08 respondents (including all stakeholder groups). FY '08 respondents had significantly higher ratings for "Promoting the inclusion of private sector in the development of strategies" than FY '12 non-NGO respondents.



## VI. Overall Impressions of the World Bank (continued)

### Knowledge

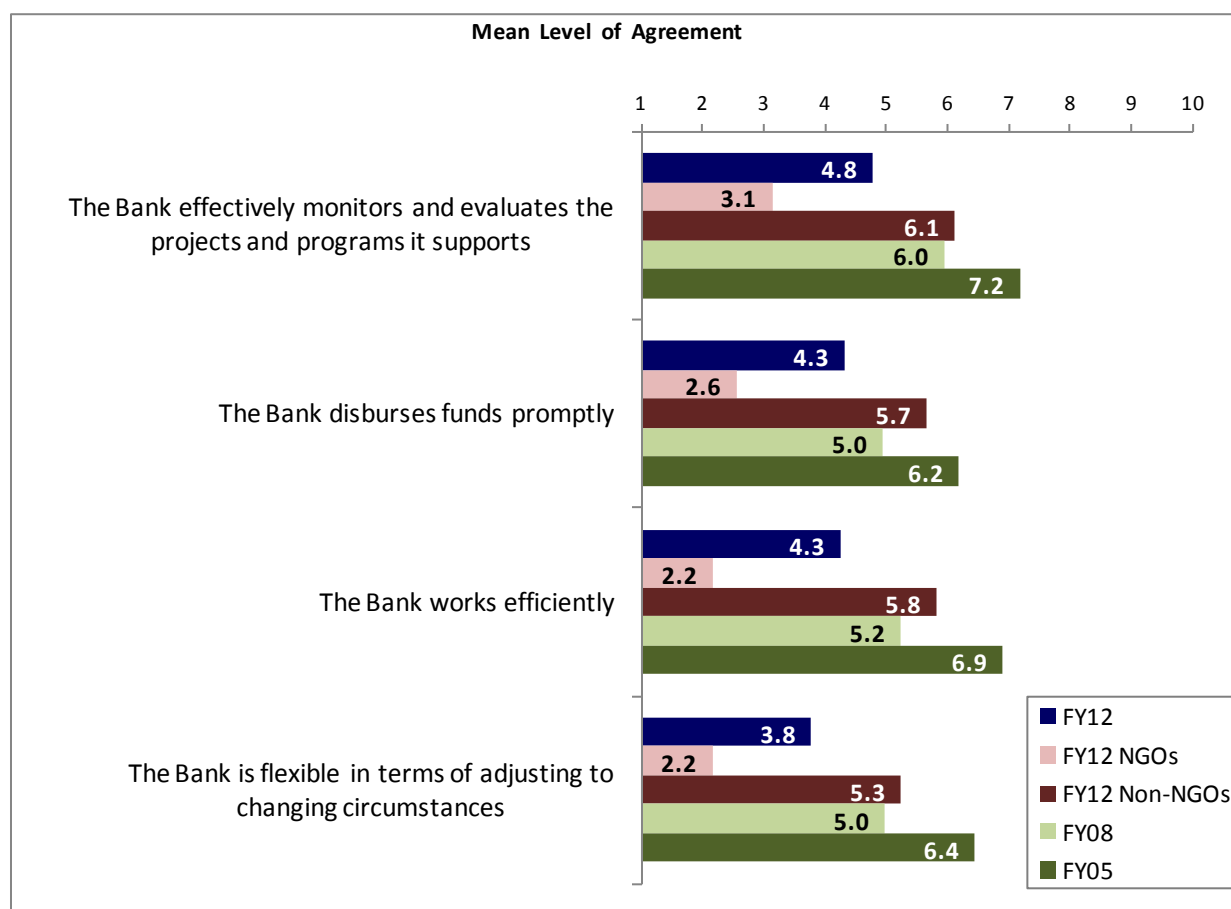
- In terms of the Bank's effectiveness at being a knowledge base in Mauritania, the Bank's ability to produce "knowledge" (studies, analysis) that is useful received the highest mean rating, 5.5, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - In all these six areas, non-NGO respondents had significantly higher mean ratings than respondents from NGOs.
  - There was only one instance in which there was a significant difference between ratings of FY '12 non-NGO respondents and FY '08 respondents (including all stakeholder groups). FY '08 respondents had significantly higher ratings for "Making the results of studies and analyses readily available" than FY '12 non-NGO respondents.



## VI. Overall Impressions of the World Bank (continued)

### Day-to-Day Operations

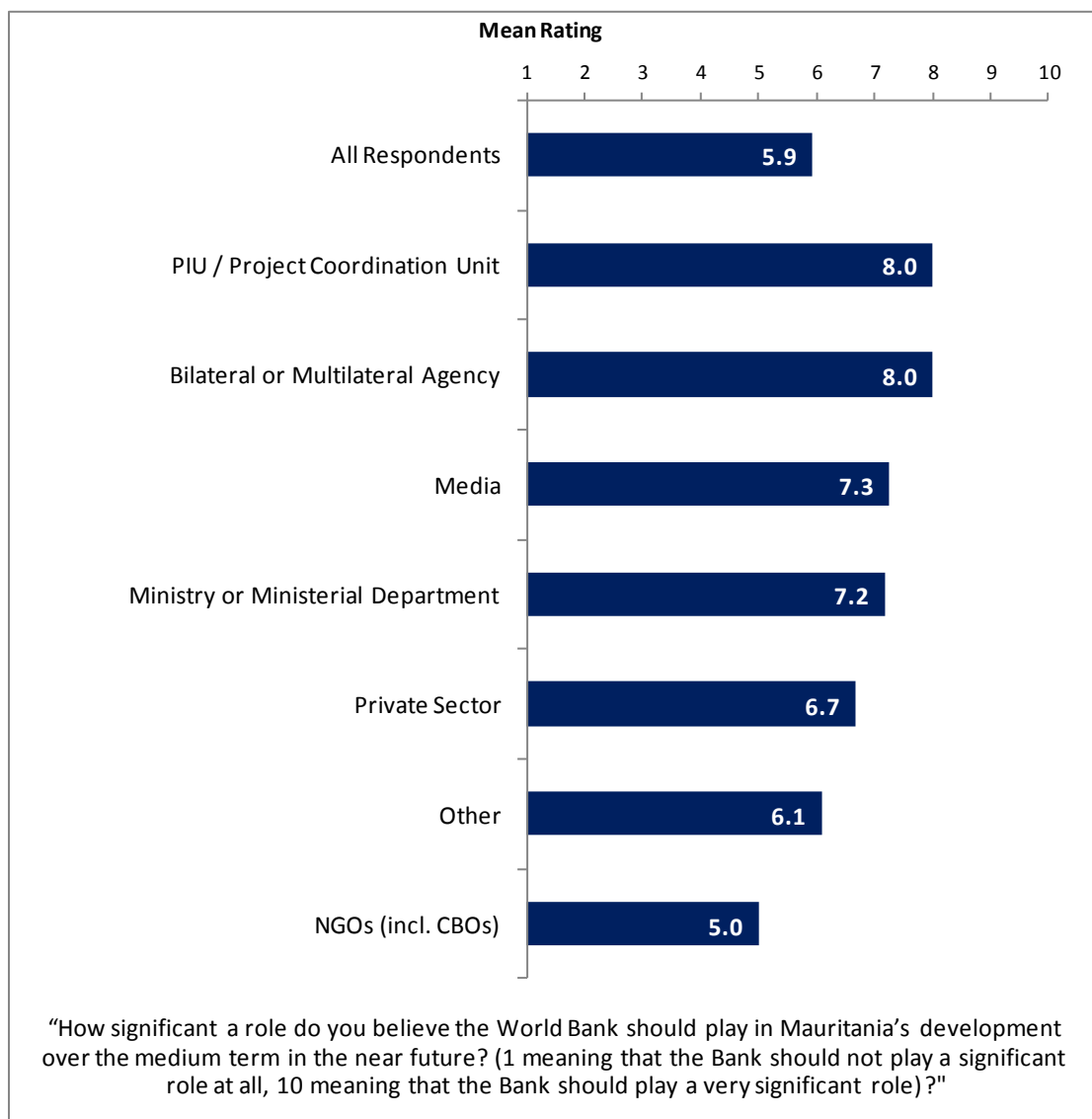
- In terms of the Bank's day-to-day operations in Mauritania, the Bank effectively monitoring and evaluating its projects received the highest mean level of agreement, 4.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Non-NGO respondents had significantly higher mean levels of agreement with these four statements than respondents from NGOs.



## VII. The Future Role of the World Bank in Mauritania

### Role Significance

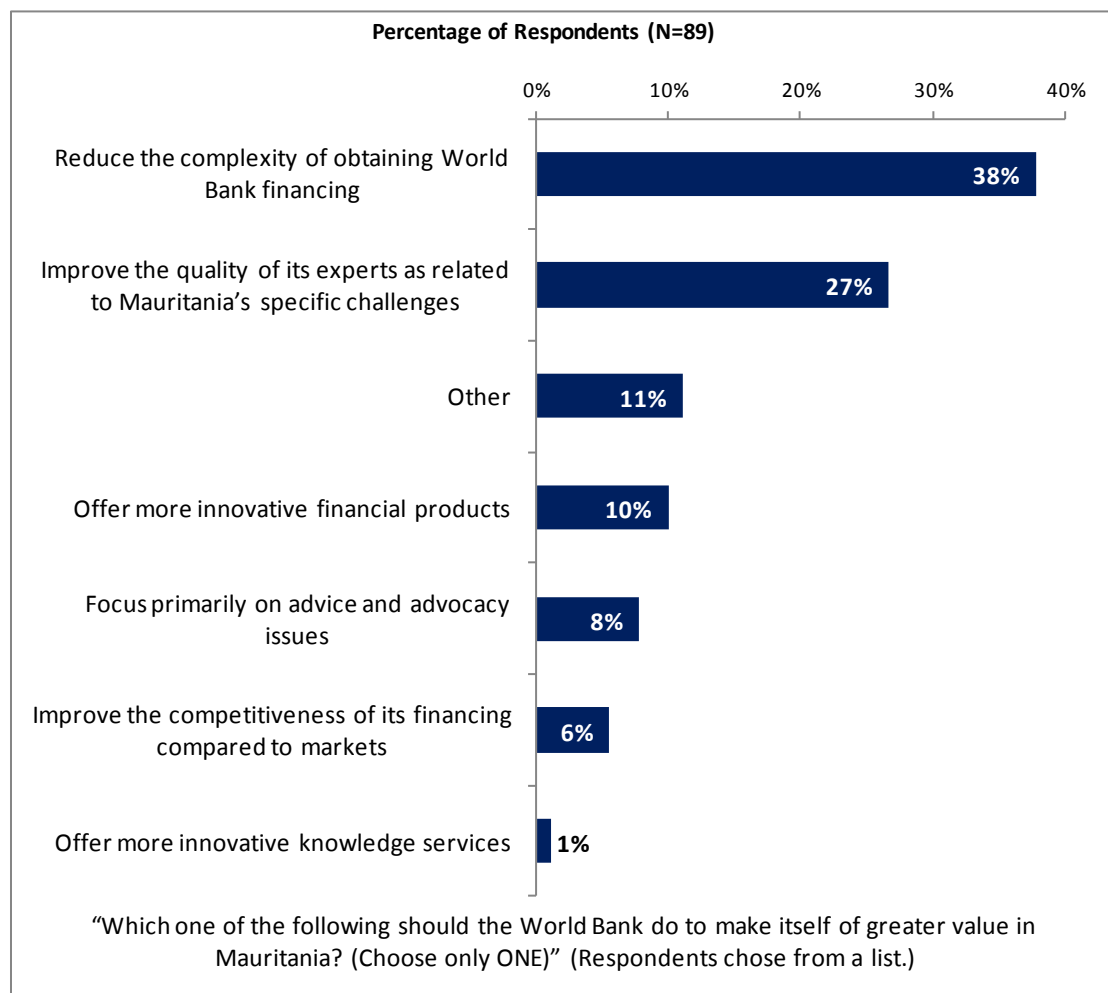
- A range of views was expressed on the Bank's role in Mauritania's development over the medium term in the near future, receiving a mean rating of 5.9 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.



## VII. The Future Role of the World Bank in Mauritania (continued)

### Making the Bank of Greater Value

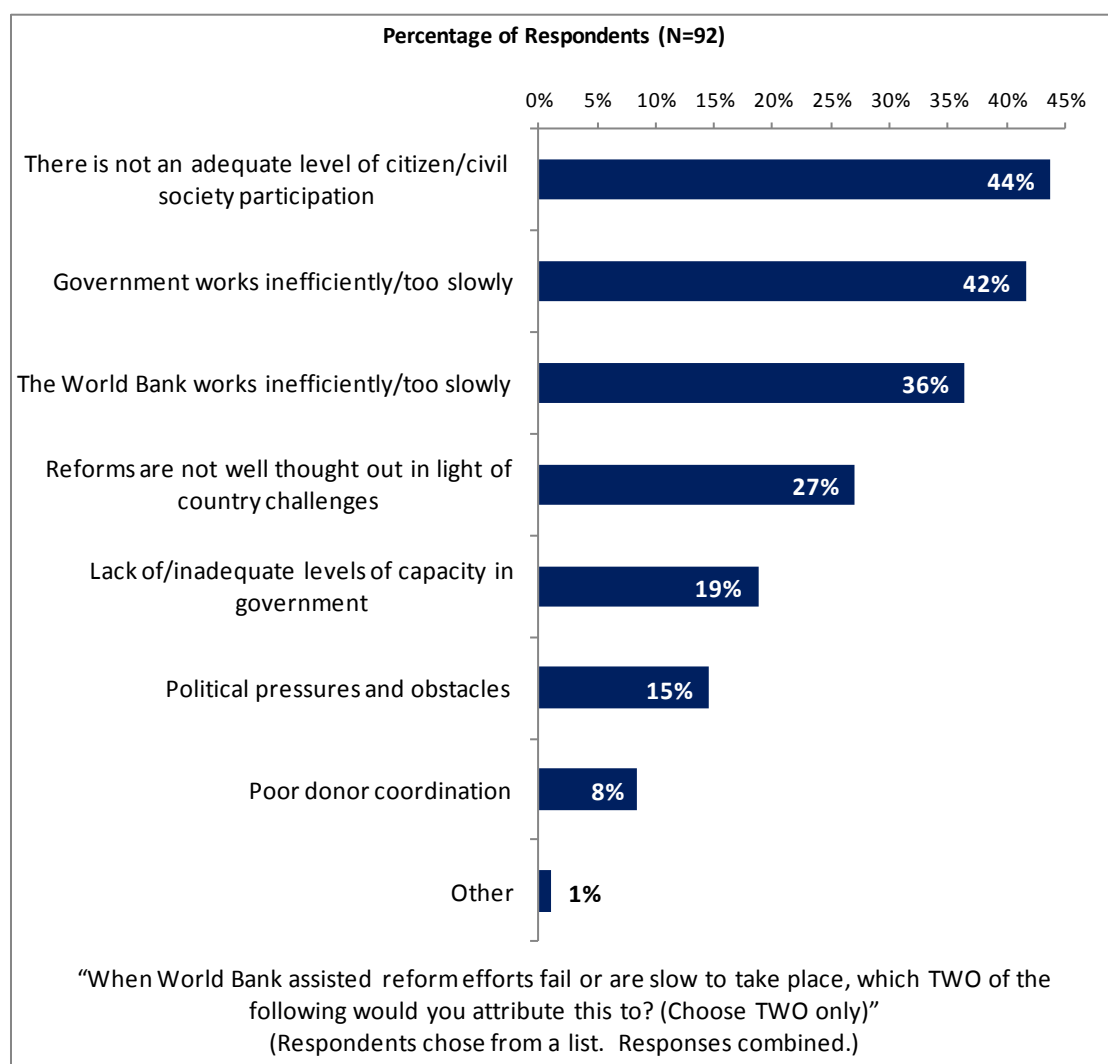
- Respondents indicated that the World Bank should reduce the complexity of obtaining its financing and improve the quality of its experts as related to Mauritania's specific to make itself of greater value in Mauritania. A smaller number of respondents indicated that the Bank should offer more innovative financial products and focus primarily on advice and advocacy issues to make itself of greater value in Mauritania.



## VII. The Future Role of the World Bank in Mauritania (continued)

### Attributing Slow or Failed Reform Efforts

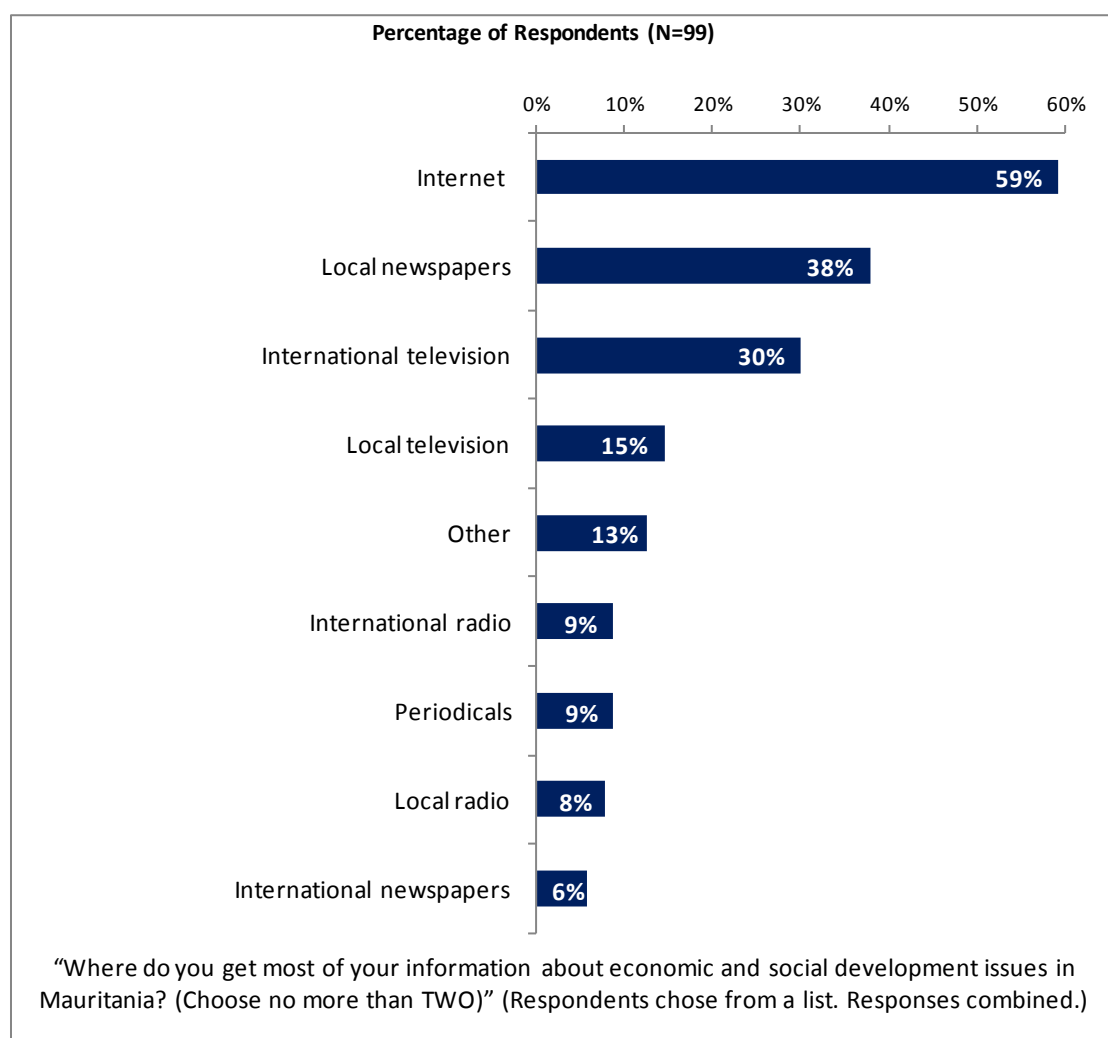
- When World Bank assisted reform efforts fail or are slow to take place, respondents attributed this most to inadequate level of citizen/civil society participation and the government working inefficiently or too slowly.
  - Respondents from NGOs indicated inadequate level of citizen/civil society participation (58%) and the World Bank working inefficiently or too slowly (48%) at statistically higher level than non-NGO respondents, who indicated the government working inefficiently or too slowly (50%) and reforms being not well thought out in light of country challenges (43%) as the top causes.



## VIII. Communication and Outreach

### Information Sources

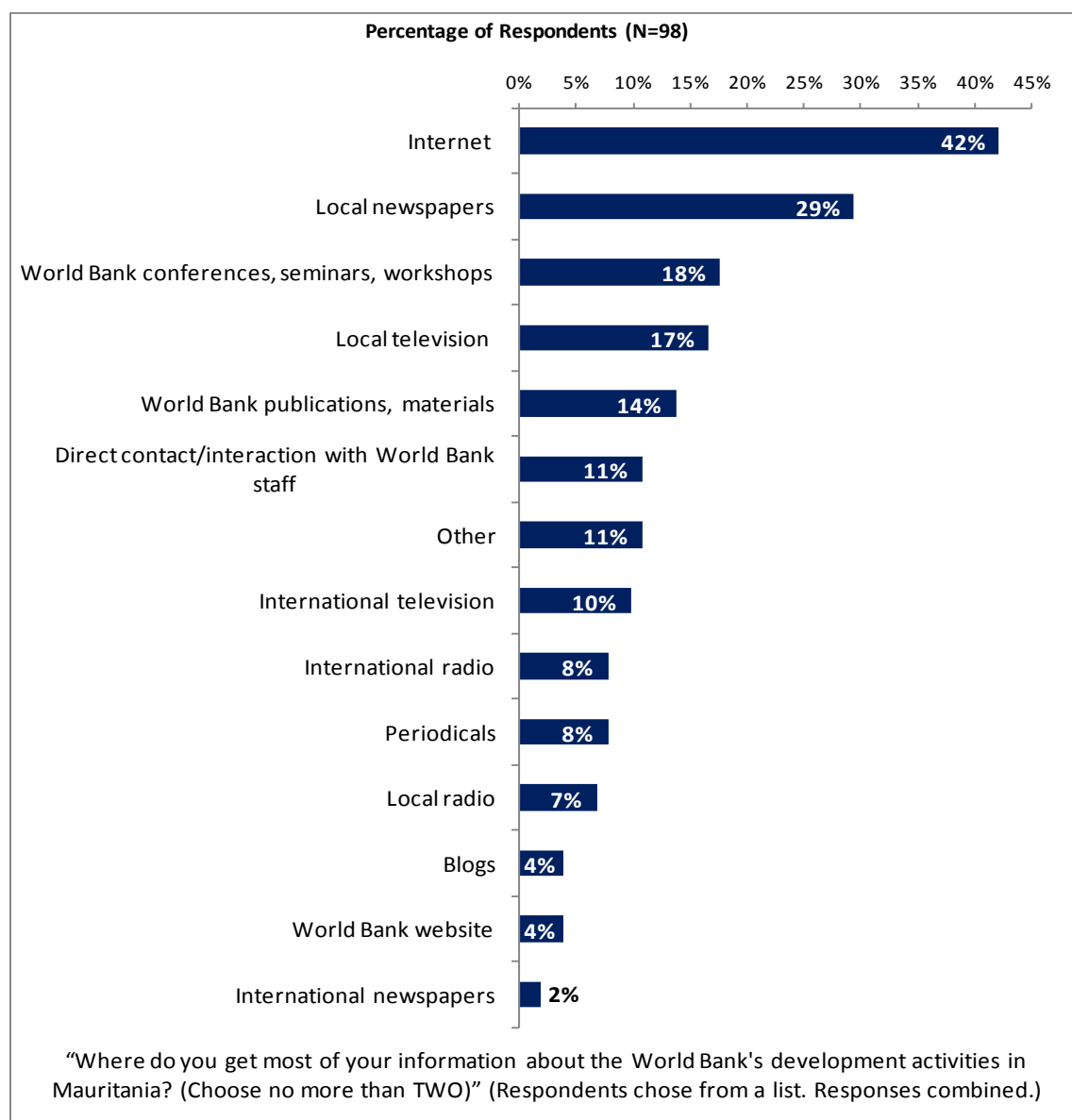
- Nearly two-thirds of all respondents indicated that they got most of their information about economic and social development issues in Mauritania from the Internet. Local newspapers and local television were also popular information sources.
  - Non-NGO respondents indicated the Internet and local newspapers as the top information sources; respondents from NGOs indicated the Internet (however, at the statistically lower level than non-NGO) and international television as the top information sources.
  - In the FY '08 and FY '05 country surveys, respondents indicated the Internet (44%) and international television (58%), respectively, as a top source from where they got most of their information about economic and social development issues.



## VIII. Communication and Outreach (continued)

### Information Sources (continued)

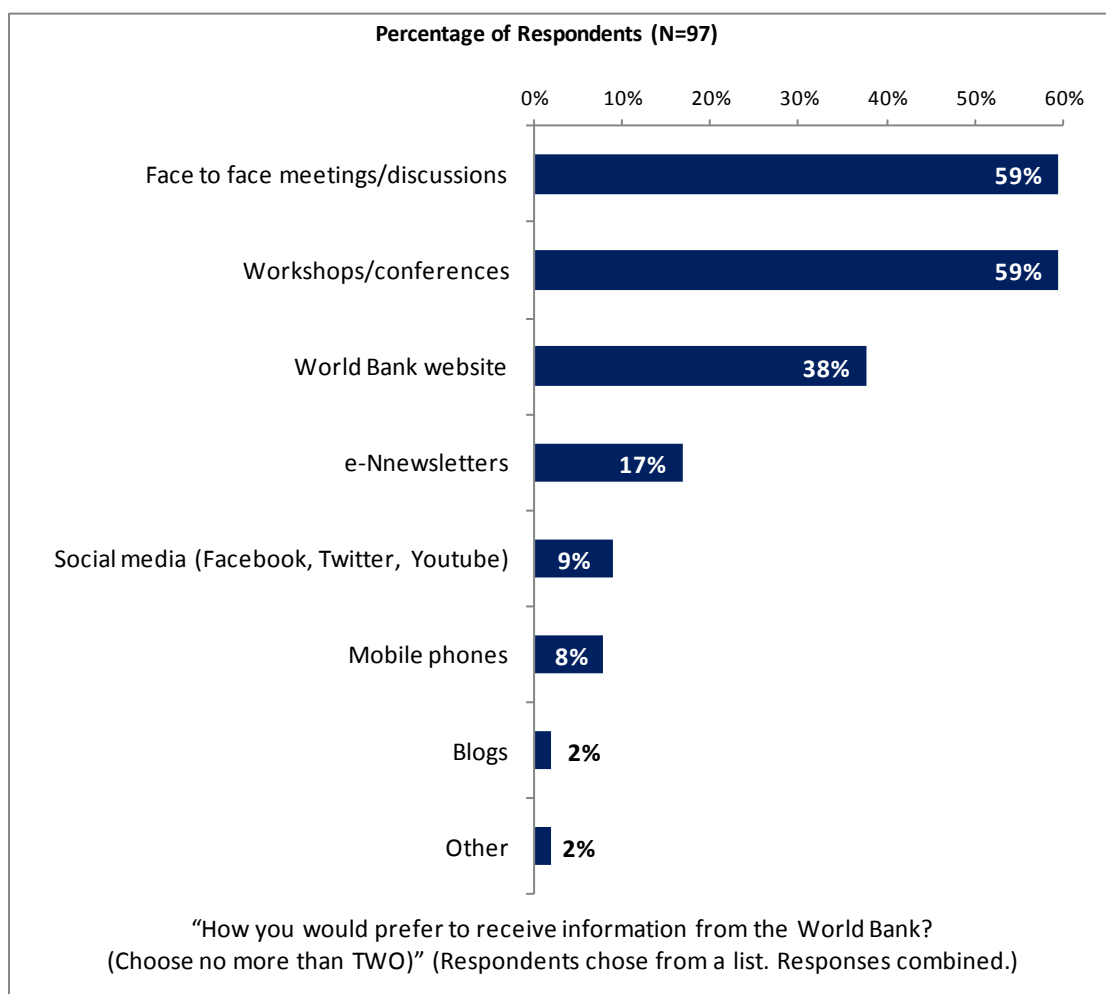
- Respondents were most likely to utilize the Internet for information about the World Bank's development activities in Mauritania. Local newspapers, Bank conferences/seminars/workshops, and local television were also popular information sources.
  - In the FY '08 country survey, respondents indicated World Bank conferences/seminars/workshops (36%) and local newspapers (26%) as top information sources for getting information about the World Bank's development activities in Mauritania.



## VIII. Communication and Outreach (continued)

### Information Sources (continued)

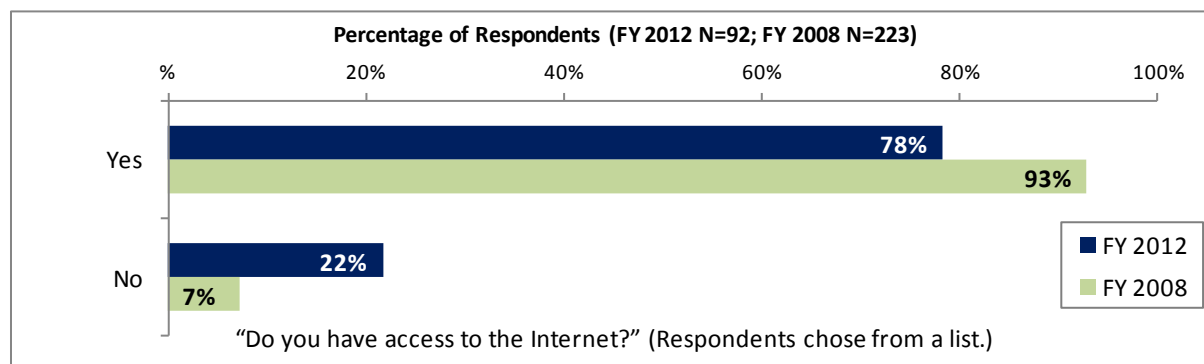
- When asked how they would prefer to receive information from the World Bank, nearly two-thirds of all respondents indicated that they preferred face-to-face meetings/discussions and workshops/conferences. The World Bank website was also popular preferred information source.



## VIII. Communication and Outreach (continued)

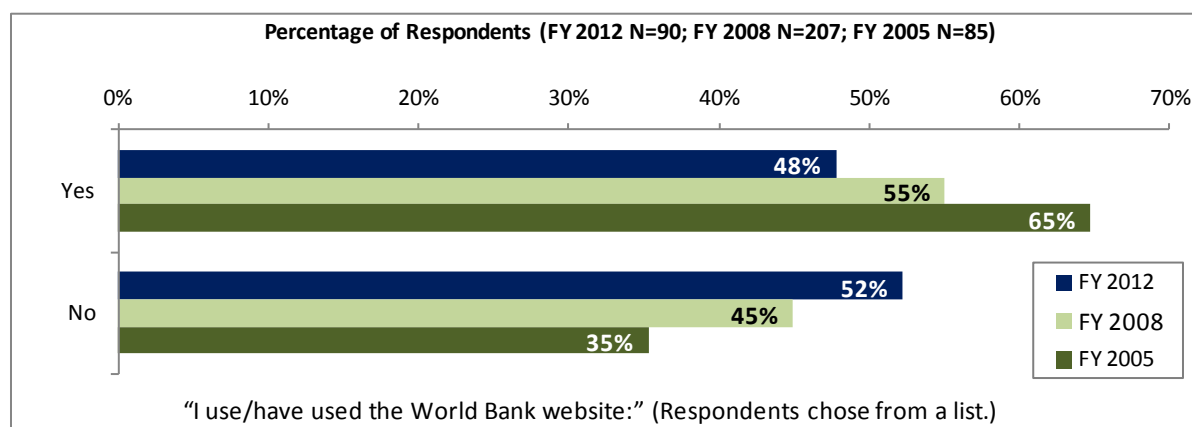
### Internet Access

- The majority of all respondents indicated that they had access to the Internet. This is significantly lower compared to the FY '08 country survey, in which the higher number of respondents (93%) indicated that they had access to the Internet.
  - Respondents from Nouakchott had significantly higher rates of Internet access compared to those from outside Nouakchott.



### Website Usage

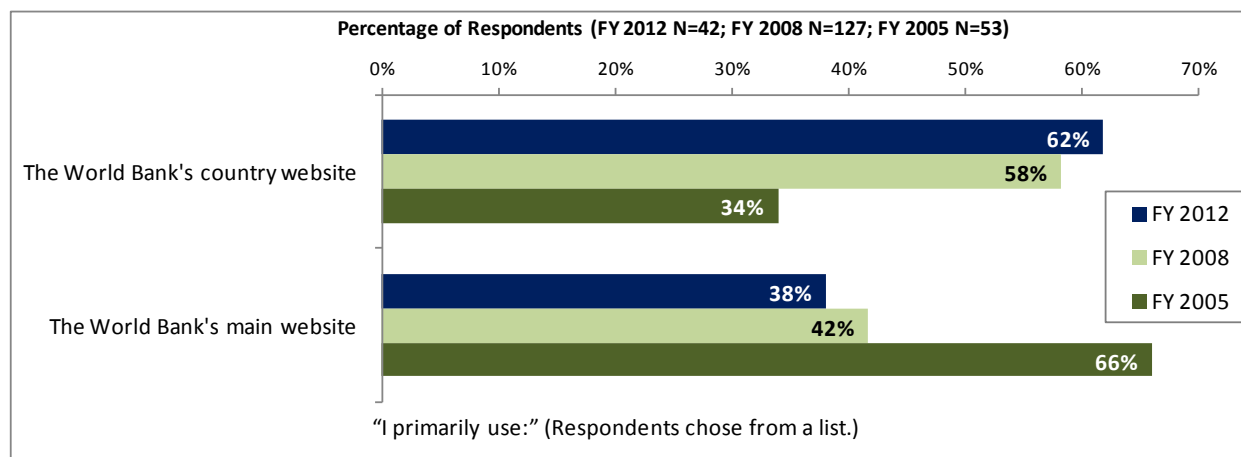
- Nearly half of all respondents indicated that they had used the Bank’s website.
  - Three-quarters of non-NGO respondents (75%) indicated that they had used the Bank’s website, whereas only about a quarter of respondents from NGOs (26%) indicated that they had used the Bank’s website.
  - Although it was not a significant difference, the higher number of respondents in the FY '08 and FY '05 country surveys indicated that they had used the Bank’s website (55% and 65%, respectively).



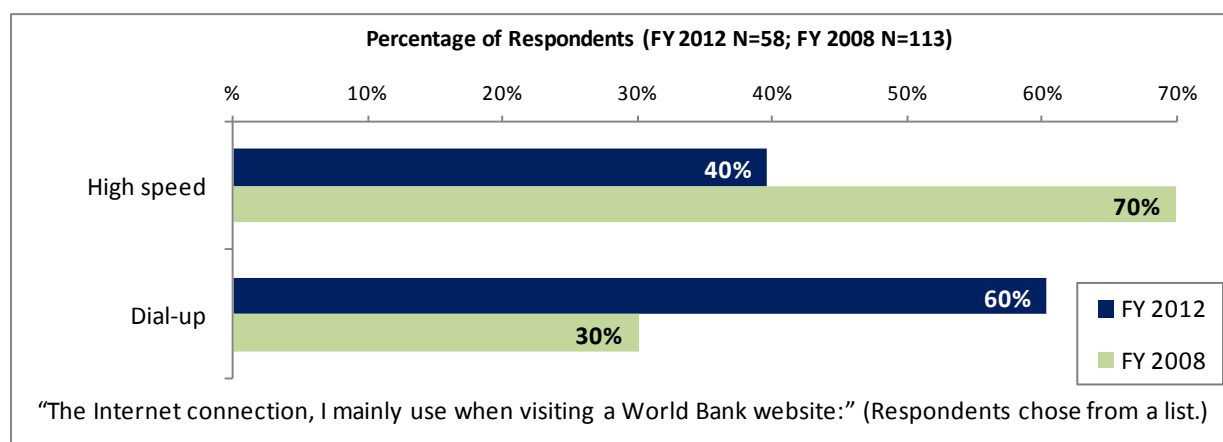
## VIII. Communication and Outreach (continued)

### Website Usage (continued)

- Of those respondents who used the Bank's website, the majority indicated that they used the World Bank's country website. This is significantly higher compared to the country website usage reported by respondents in the FY '05 country survey (34%).



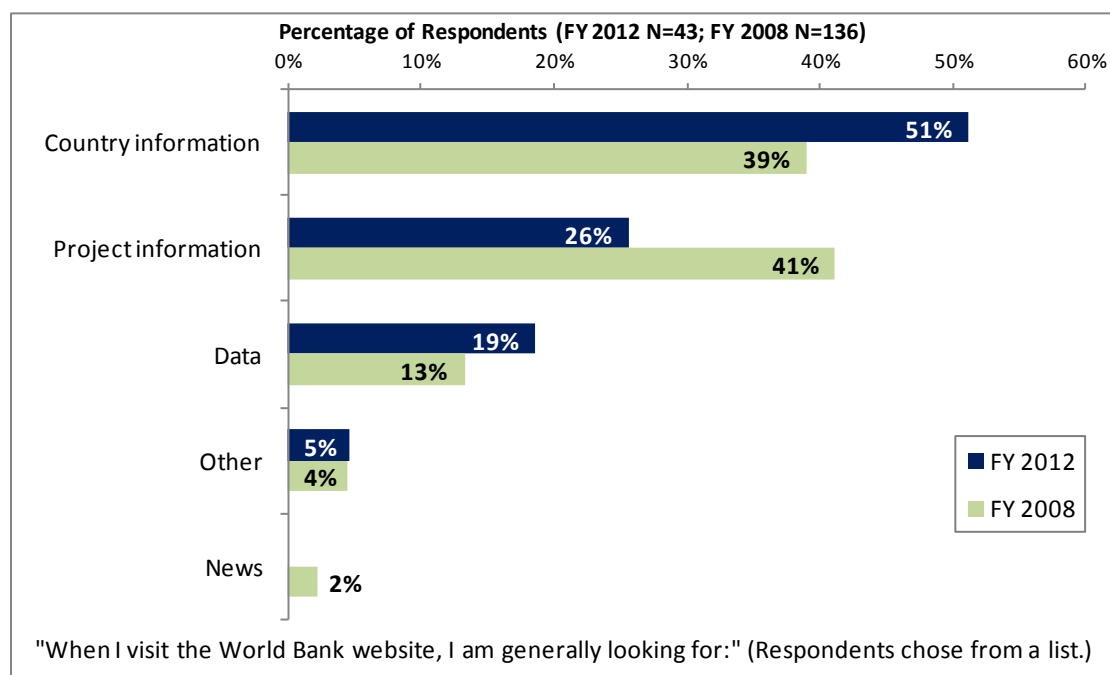
- Less than half of respondents indicated that they used a high-speed Internet connection when accessing the Bank's websites. This is significantly lower compared to the FY '08 country survey, in which the higher number of respondents (70%) indicated that they used a high-speed Internet connection.
  - Although it was not a significant difference, the higher number of respondents from NGOs (64%) indicated that they used a dial-up Internet connection when accessing the Bank's websites than the number on non-NGO respondents (55%).



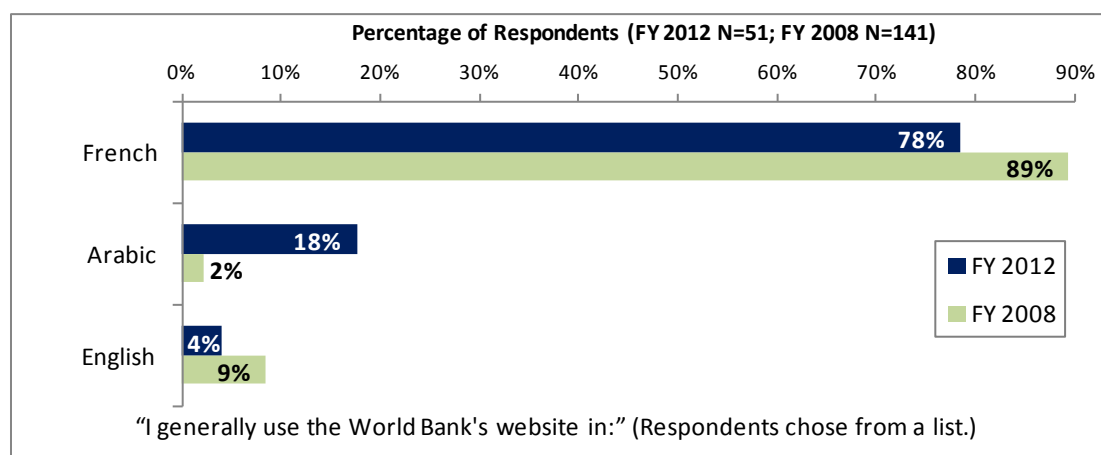
## VIII. Communication and Outreach (continued)

### Website Usage (continued)

- More than half of respondents indicated that they primarily used the Bank's websites to look for country information. This is statistically similar to the rates reported by respondents in the FY '08 country survey.
  - Two-thirds of respondents from NGOs (67%) indicated that they primarily used the Bank's websites to look for country information, whereas non-NGO respondents were split between project information (37%) and country information (37%).



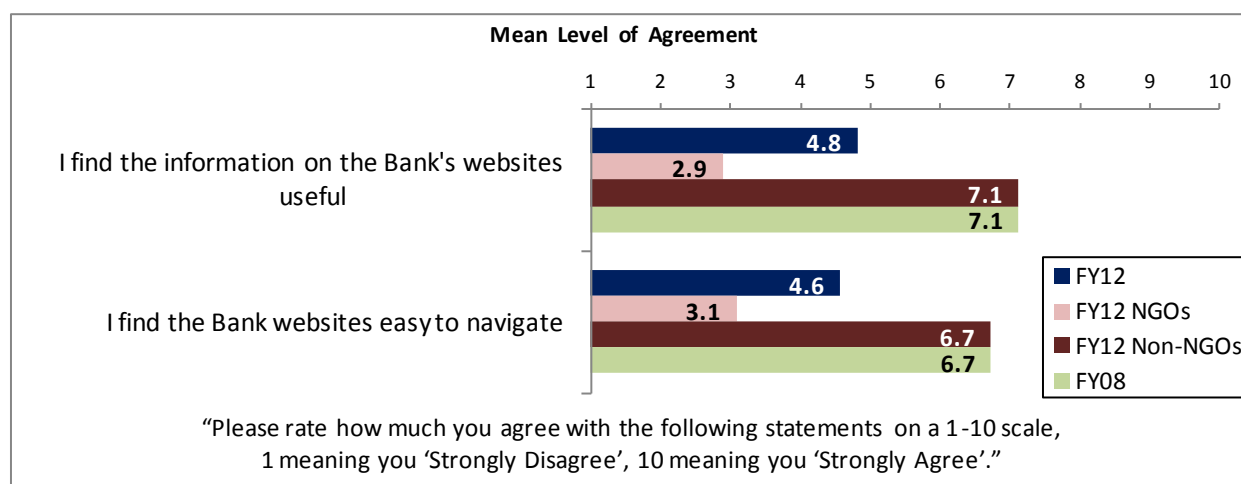
- The majority of respondents indicated that they used the Bank's websites in French.



## VIII. Communication and Outreach (continued)

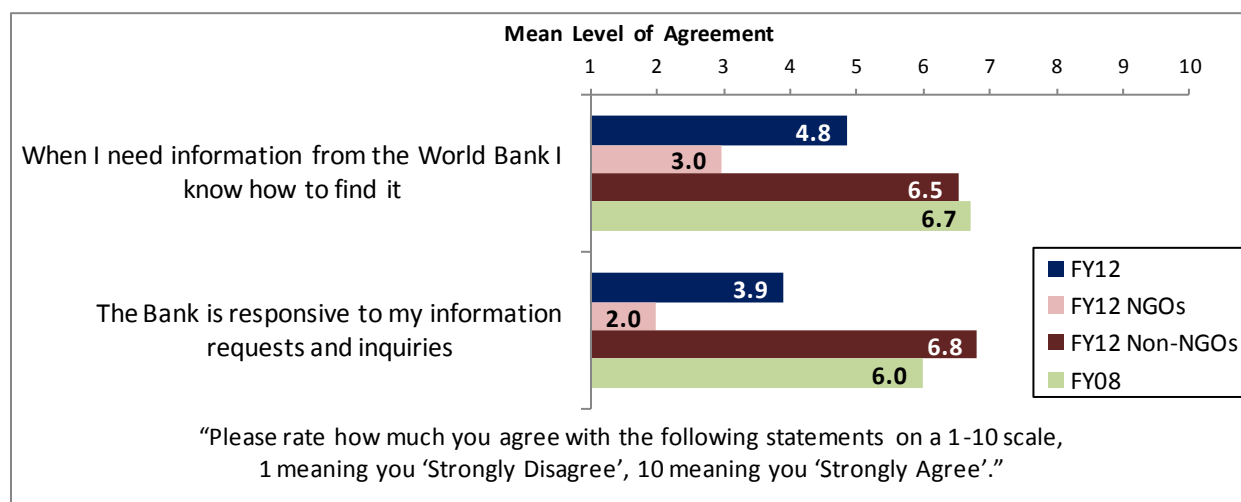
### Website Evaluation

- Among those respondents who utilized the World Bank's websites, agreement that respondents find the Bank's websites useful received a mean rating of 4.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Non-NGO respondents had significantly higher mean levels of agreement with these two statements than respondents from NGOs.



### Communication and Outreach Efforts

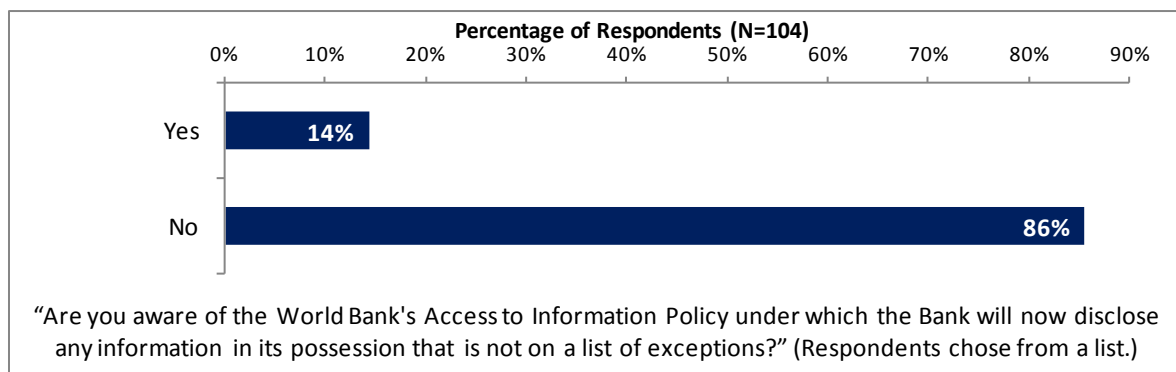
- In terms of the Bank's communication and outreach efforts in Mauritania, respondents level of agreement that “When I need information from the World Bank I know how to find it” received a mean rating of 4.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Non-NGO respondents had significantly higher mean levels of agreement with these two statements than respondents from NGOs.



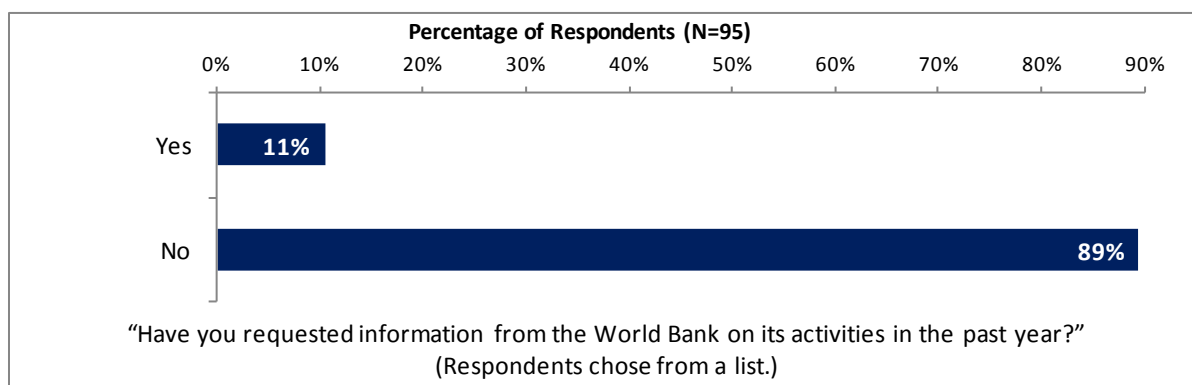
## VIII. Communication and Outreach (continued)

### Access to Information

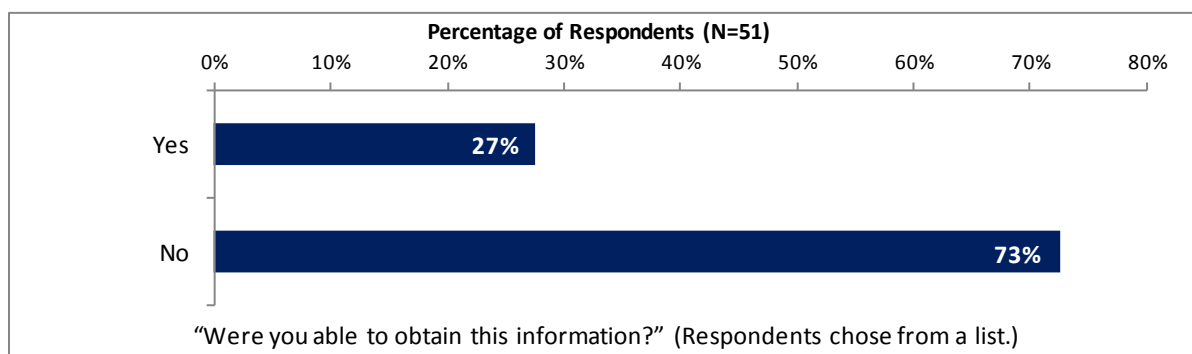
- The majority of all respondents indicated that they were not aware of the Bank's Access to Information Policy.



- The majority of all respondents indicated that they had not requested information from the Bank in the past year.



- Of those who had requested information from the Bank in the past year, nearly three-quarters indicated that they were not able to obtain this information.



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### Islamic Republic of Mauritania



## Appendix A: Responses to All Questions across All Respondents

Total Response Number = 110

### A. Background Information

1. Which of the following best describes your current position?	Percentage of Respondents
NGOs (including CBOs)	55.7%
Employee of a Project Implementation/Coordination Unit	10.4%
Employee of a Ministry or Ministerial Department	6.6%
Private Sector	5.7%
Other	4.7%
Media (Press, Radio, TV, Web, etc.)	3.8%
Independent Government Institution (i.e., Regulatory Agency, Central Bank)	2.8%
Bilateral or Multilateral Agency	2.8%
Office of the President or the Prime Minister	1.9%
Academia/Research Institute/Think Tank	1.9%
Judiciary	1.9%
Office of Parliamentarian	0.9%
Political Party	0.9%

2. Please identify the primary specialization of your work.	Percentage of Respondents
Social Services (e.g., Education, Health)	32.7%
Other	14.3%
Agriculture, Agribusiness, Forestry, Fishery	10.2%
Economic Management	9.2%
Communications, Information Services	7.1%
Law, Justice	7.1%
Infrastructure (e.g., Transport, Water, Energy, Telecommunications)	6.1%
Environment, Natural Resource Management	4.1%
Finance, Banking, Insurance	4.1%
Commerce, Trade and Manufacturing	2.0%
Oil / Mining	2.0%
Legislature, Politics	1.0%

3. Familiarity with the World Bank	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritania on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	99	4.43	3.14

4. How long have you been involved with (or a close observer of) the World Bank's activities?	Percentage of Respondents
Less than one year	32.5%
One to three years	11.7%
More than three years	55.8%

5. Which best represents your geographic location?	Percentage of Respondents
Nouakchott	85.9%
Outside Nouakchott (Senegal River Region)	7.1%
Outside Nouakchott (North)	4.7%
Outside Nouakchott (East)	2.4%

**B. General Issues Facing Mauritania**

<b>1. Perspective on the Next Generation</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in Mauritania	96	6.19	2.80

<b>2. Please identify which one of these you consider the <i>first (second)</i> most important development priority.</b>	<b>Percentage of Respondents</b>		
	<b><i>Most Important</i></b>	<b><i>2<sup>nd</sup> Most Important</i></b>	<b><i>Combined</i></b>
Government effectiveness/governance	31.7%	11.6%	43.3%
Access to education, quality of education	13.4%	14.0%	27.4%
Macro-economic growth	13.4%	2.3%	15.7%
Fight against corruption	8.5%	7.0%	15.5%
Access to health services, quality of health care	3.7%	9.3%	13.0%
Skills development, employment and income generating opportunities, specifically for young people	4.9%	7.0%	11.9%
Strengthening the capacity of civil society and private sector organizations	2.4%	9.3%	11.7%
Improving the effectiveness of the legal and regulatory system	2.4%	5.8%	8.3%
Improving environmental quality and protecting natural resources	2.4%	5.8%	8.3%
Food security	2.4%	5.8%	8.3%
Agriculture development (crop production)	3.7%	2.3%	6.0%
Fight against HIV/AIDS and other communicable diseases	3.7%	1.2%	4.8%
Improving basic infrastructure (port, electricity, roads)	1.2%	3.5%	4.7%
Access to clean water	3.7%	0.0%	3.7%
Fishery	1.2%	2.3%	3.5%
Improving the quality of life in urban areas	0.0%	3.5%	3.5%
Agriculture development (livestock)	0.0%	2.3%	2.3%
Mitigate gender inequality	0.0%	2.3%	2.3%
Enhancing opportunities for private sector/investment including foreign investment	1.2%	0.0%	1.2%
Other	1.2%	0.0%	1.2%
Improving mining and oil resources management	0.0%	1.2%	1.2%
Promote regional cooperation	0.0%	1.2%	1.2%
Reduce internal conflict	0.0%	1.2%	1.2%
Improving public financial management and procurement	0.0%	1.2%	1.2%
Expanding internet connectivity	0.0%	1.2%	1.2%
Improving trade and exports	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%
Proper housing	0.0%	0.0%	0.0%

**B. General Issues Facing Mauritania (continued)**

<b>3. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania? (Choose only TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Access to education, quality of education	25.0%
Government effectiveness/governance	24.0%
Skills development, employment and income generating opportunities, specifically for young people	16.3%
Macro-economic growth	15.4%
Food security	15.4%
Access to health services, quality of health care	12.5%
Agriculture development (crop production)	12.5%
Fight against corruption	10.6%
Strengthening the capacity of civil society and private sector organizations	9.6%
Agriculture development (livestock)	8.7%
Improving the effectiveness of the legal and regulatory system	6.7%
Enhancing opportunities for private sector/investment including foreign investment	6.7%
Improving environmental quality and protecting natural resources	4.8%
Improving basic infrastructure (port, electricity, roads)	4.8%
Access to clean water	3.8%
Improving mining and oil resources management	3.8%
Fishery	3.8%
Fight against HIV/AIDS and other communicable diseases	1.9%
Promote regional cooperation	1.9%
Improving public financial management and procurement	1.9%
Other	1.9%
Improving trade and exports	1.0%
Reduce internal conflict	1.0%

**B. General Issues Facing Mauritania (continued)**

<b>4. Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania? (Choose only TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Government effectiveness/governance	22.8%
Access to education, quality of education	20.8%
Skills development, employment and income generating opportunities, specifically for young people	20.8%
Fight against corruption	17.8%
Strengthening the capacity of civil society and private sector organizations	11.9%
Improving the effectiveness of the legal and regulatory system	10.9%
Improving mining and oil resources management	10.9%
Improving basic infrastructure (port, electricity, roads)	8.9%
Agriculture development (crop production)	8.9%
Agriculture development (livestock)	8.9%
Access to health services, quality of health care	7.9%
Enhancing opportunities for private sector/investment including foreign investment	7.9%
Improving public financial management and procurement	7.9%
Improving environmental quality and protecting natural resources	5.9%
Food security	5.9%
Access to clean water	5.0%
Fishery	5.0%
Improving trade and exports	3.0%
Fight against HIV/AIDS and other communicable diseases	2.0%
Mitigate gender inequality	1.0%
Promote regional cooperation	1.0%
Reduce internal conflict	1.0%
Mitigate the effects of climate change	1.0%
Improving the quality of life in urban areas	1.0%

**C. Overall Attitudes toward the World Bank**

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. Overall, please rate your impression of the World Bank's effectiveness in Mauritania, on a scale of 1-10, 1 being "not effective at all", 10 being "very effective"?	98	4.65	3.02
2. To what extent do the World Bank's financial instruments meet the needs of Mauritania, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	101	4.66	2.97
3. To what extent does the World Bank meet Mauritania's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	96	4.69	3.11

<b>4a. Based on your observations of the World Bank in Mauritania, what do you think the Bank considers its top priorities in Mauritania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Access to education, quality of education	20.6%
Macro-economic growth	18.6%
Agriculture development (crop production)	18.6%
Government effectiveness/governance	17.5%
Strengthening the capacity of civil society and private sector organizations	16.5%
Access to health services, quality of health care	14.4%
Skills development, employment and income generating opportunities, specifically for young people	11.3%
Fight against HIV/AIDS and other communicable diseases	8.2%
Fight against corruption	8.2%
Improving basic infrastructure (port, electricity, roads)	8.2%
Improving the effectiveness of the legal and regulatory system	7.2%
Improving environmental quality and protecting natural resources	5.2%
Improving public financial management and procurement	5.2%
Improving mining and oil resources management	4.1%
Improving the quality of life in urban areas	4.1%
Access to clean water	3.1%
Enhancing opportunities for private sector/investment including foreign investment	3.1%
Agriculture development (livestock)	2.1%
Food security	2.1%
Improving trade and exports	1.0%
Mitigate gender inequality	1.0%
Promote regional cooperation	1.0%

**C. Overall Attitudes toward the World Bank (continued)**

<b>4b. Based on your observations of the World Bank in Mauritania, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Government effectiveness/governance	15.3%
Access to education, quality of education	15.3%
Skills development, employment and income generating opportunities, specifically for young people	15.3%
Food security	12.9%
Strengthening the capacity of civil society and private sector organizations	12.9%
Fight against corruption	11.8%
Access to health services, quality of health care	10.6%
Improving environmental quality and protecting natural resources	9.4%
Agriculture development (crop production)	9.4%
Improving mining and oil resources management	8.2%
Improving basic infrastructure (port, electricity, roads)	8.2%
Macro-economic growth	7.1%
Fight against HIV/AIDS and other communicable diseases	5.9%
Enhancing opportunities for private sector/investment including foreign investment	5.9%
Fishery	4.7%
Access to clean water	3.5%
Improving the effectiveness of the legal and regulatory system	3.5%
Improving the quality of life in urban areas	3.5%
Agriculture development (livestock)	2.4%
Improving trade and exports	2.4%
Mitigate gender inequality	2.4%
Mitigate the effects of climate change	2.4%
Improving public financial management and procurement	2.4%
Other	2.4%
Proper housing	1.2%

<b>5. In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?</b>	<b>Percentage of Respondents</b>
The Bank should be more involved	77.5%
The Bank is currently involved at an optimum level	10.8%
The Bank should be less involved	5.9%
The Bank shouldn't be involved at all	1.0%
Don't know	4.9%

**C. Overall Attitudes toward the World Bank (continued)**

6. In broad terms of economic and social development, what is the “greatest” value brought by the World Bank to Mauritania? What is the “second greatest” value?	Percentage of Respondents		
	<i>Greatest Value</i>	<i>2<sup>nd</sup> Greatest Value</i>	<i>Combined</i>
Lending when others won't	16.8%	17.6%	34.5%
The Bank's knowledge	14.7%	15.3%	30.0%
Financial resources	15.8%	9.4%	25.2%
None of the above	13.7%	8.2%	21.9%
Policy and economic advice	14.7%	5.9%	20.6%
Ability to mobilize resources	6.3%	12.9%	19.3%
Donor coordination	9.5%	8.2%	17.7%
Ability to build implementation capacity	3.2%	9.4%	12.6%
Convener/facilitator	4.2%	7.1%	11.3%
Technical advice	2.1%	4.7%	6.8%

7. Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Imposing technocratic solutions without regard to political realities	42.9%
World Bank procedures too slow and complex to show results on the ground in reasonable time	23.1%
The Bank is too influenced by the US, or others	18.7%
Too bureaucratic in its operational policies and procedures	17.6%
Not enough public disclosure of its work	15.4%
Not exploring alternative policy options	14.3%
The interventions of the World Bank are inadequately aligned with country priorities	14.3%
Other	11.0%
The Bank's instruments are not flexible enough to respond to country needs	7.7%
Staff too inaccessible	6.6%
Bank management is not accessible	5.5%
The Bank does not collaborate enough with other donors	5.5%
Bank staff are arrogant in their approach	3.3%

**C. Overall Attitudes toward the World Bank (continued)**

<b>8. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Education	35.6%
Health	20.2%
Social protection	15.4%
Poverty	14.4%
Labor markets/job creation	10.6%
Rural development	10.6%
Anti-corruption	9.6%
Governance	7.7%
Agricultural production/Food security	6.7%
Public sector performance	6.7%
Enhanced business environment for private sector development	5.8%
Water and sanitation	5.8%
Oil/mining sector	5.8%
Environmental sustainability/natural resources management	5.8%
Climate change	5.8%
Monitoring and evaluation	4.8%
Infrastructure	3.8%
Other	3.8%
Improving equality of opportunity	2.9%
Agri-business	1.9%
Fisheries	1.0%
Energy	1.0%
Public expenditure	1.0%
Urban/metropolitan development	1.0%
Service sector expansion	1.0%

<b>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 work with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
NGOs	64.1%
Local Government	42.7%
Beneficiaries	24.3%
Private sector	19.4%
Parliament	9.7%
Community Based Organizations (CBOs)	8.7%
Donor community	6.8%
Media	4.9%
Political parties	4.9%
Ethnic groups	1.9%
Other	1.9%

**C. Overall Attitudes toward the World Bank (continued)**

10. When considering the level of World Bank focus on regions outside of Nouakchott, do you think the World Bank should... (Please mark only ONE response)	Percentage of Respondents
Focus more attention and resources that it has available, on these regions	80.7%
Continue its current region/approach in the country	12.5%
Focus fewer resources that it has available, on these regions	6.8%

Program Effectiveness outside Nouakchott	N	Mean	SD
11. How effective have the World Bank's programs and projects in the regions outside of Nouakchott been, on a scale of 1-10, 1 meaning "not effective at all", 10 meaning "extremely effective"?	91	4.12	2.67

On a scale of 1-10, with 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.	Level of Agreement		
	N	Mean	SD
12. Overall the Bank currently plays a relevant role in development in Mauritania	92	4.40	2.81
13. The Bank's work is aligned with what I consider the development priorities for this country	86	3.88	2.62
14. The Bank's work reflects its own mission of poverty reduction	86	4.67	3.07
15. The World Bank supports programs and strategies that are realistic for Mauritania	76	4.07	2.72
16. The World Bank treats clients and stakeholders in Mauritania with respect	69	4.62	3.25
17. The World Bank collaborates well with other donors here	61	4.57	3.24
18. The World Bank is responsive	67	3.90	3.08
19. Overall, I like to work/interact with Bank staff	63	4.67	3.42
20. The Bank is an effective catalyst for discussion on issues related to poverty	82	5.22	3.30
21. In general, the strategies that the Bank supports are sustainable over time	78	4.82	3.25
22. The World Bank's work promotes country ownership of development strategies	78	5.28	3.25
23. The Bank's work promotes the empowerment of poor people to participate in development	79	4.67	3.26
24. The World Bank imposes reasonable conditions on its lending	72	4.51	3.22
25. The Bank gives appropriate priority to growth issues	76	4.66	3.03

PRSP	N	Mean	SD
26. When thinking about Mauritania's Poverty Reduction Strategy Program (PRSP), to what extent do you believe the World Bank's actions are effectively aligned, on a scale of 1-10, 1 meaning "not at all aligned", 10 meaning "aligned to a very high degree"?	90	4.33	2.98

**D. The Work of the World Bank**

How important is it for the World Bank to be involved in that particular area of work in Mauritania? How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania? (Asked on a 10-point importance/effectiveness scale, 1 being Not at all, 10 being Very.)	Importance			Effectiveness		
	N	Mean	SD	N	Mean	SD
1. Helping to reduce poverty	80	7.65	3.09	60	5.42	2.94
2. Helping to bring about economic growth	64	7.23	3.02	56	5.09	2.66
3. Fighting against corruption	60	6.65	3.50	61	4.57	3.25
4. Helping to improve the investment climate for attracting private sector growth and foreign investment	65	6.58	3.21	55	4.78	2.80
5. Helping to strengthen the public financial management and procurement system	66	7.08	3.13	55	4.91	2.54
6. Helping to improve the legal and regulatory systems	63	6.08	3.30	53	3.75	2.64
7. Helping to strengthen the government's effectiveness	64	6.23	3.25	53	4.45	2.70
8. Helping to strengthen the capacity of civil society and private sector organizations	76	6.18	3.30	66	5.12	3.16
9. Helping to increase access and quality of education	67	7.33	3.36	56	5.32	2.92
10. Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	65	7.28	3.32	61	5.90	3.05
11. Helping to increase access to clean water	64	6.83	3.14	49	4.84	2.94
12. Helping reduce internal conflicts	61	4.98	3.41	39	3.26	2.36
13. Helping to strengthen environment and natural resources management	64	6.30	3.07	53	4.45	2.66
14. Ensuring that attention is paid to gender disparities	63	5.03	3.16	47	4.87	2.78
15. Helping to strengthen the agricultural sector/food security	63	7.05	3.09	54	4.91	2.53
16. Helping to strengthen the fisheries sector	62	6.13	3.39	52	3.25	2.29
17. Helping to improve port infrastructure	57	6.30	3.39	48	4.67	2.95
18. Helping to expand internet connectivity	63	5.98	3.22	47	4.21	3.00
19. Helping to strengthen mining and oil resources management	66	6.52	3.26	53	4.74	2.72
20. Helping to improve the quality of life in urban areas	66	6.18	3.12	53	4.58	2.87
21. Helping to increase access to proper housing	66	5.71	3.25	50	3.72	2.71
22. Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	67	5.94	3.24	54	4.48	2.97
23. Helping to empower communities to participate in their own development	68	5.91	3.25	52	4.44	2.84
24. Helping Mauritania adapt to/avert risk of climate change	65	5.86	3.50	50	3.68	2.74
25. Helping to increase professional skills, employment and income generation, specifically for young people	65	6.31	3.45	54	4.20	2.97

**E. The Way the World Bank does Business**

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning “not effective at all”, 10 meaning “very effective”.	Level of Effectiveness		
	N	Mean	SD
1. Technical competence	78	5.44	3.26
2. Producing “knowledge” (studies, analyses) that is useful	73	5.51	3.44
3. Making the results of studies and analyses readily available	76	4.38	3.16
4. Sharing knowledge about international best practices	75	4.59	3.11
5. Ability to adapt its knowledge to your country’s needs	80	4.35	2.95
6. Ensuring its staff is accessible	67	4.24	3.30
7. Providing sound policy and economic advice	79	4.61	3.01
8. Straightforwardness in its dealings with you	64	4.58	3.48
9. Maintaining consistent messages	70	4.49	3.31
10. Promoting the inclusion of local communities in the development of strategies	80	4.13	3.00
11. Promoting the inclusion of civil society in the development of strategies	84	4.07	3.18
12. Promoting the inclusion of local project experts in the development of strategies	72	4.10	2.94
13. Promoting the inclusion of private sector in the development of strategies	72	3.75	2.80
14. Giving appropriate priority to poverty reduction	80	4.78	3.26
15. Lending in a way that promotes effective development	81	4.63	3.12

**F. Project/Program Related Issues**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “strongly disagree”, 10 meaning you “strongly agree”.	Level of Agreement		
	N	Mean	SD
1. The Bank is flexible in terms of adjusting to changing circumstances	75	3.79	2.78
2. The Bank disburses funds promptly	71	4.32	3.22
3. The Bank works efficiently	77	4.26	3.02
4. The Bank effectively monitors and evaluates the projects and programs it supports	78	4.78	3.33
5. The Bank helps to build capacity at the community level	81	3.93	2.83
6. The Bank helps to build capacity of government officials	80	4.68	3.05
7. The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania	75	4.67	3.09
8. The Bank helps to strengthen institutional capacity	79	4.42	3.14
9. The Government supports and takes responsibility for development efforts in Mauritania	83	4.20	2.97
10. The Bank’s procurement requirements are reasonable	71	4.46	3.18

**G. The Future Role of the World Bank in Mauritania**

<b>The Bank's Role</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How significant a role do you believe the World Bank should play in Mauritania's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)	93	5.92	3.44

<b>2. Which of the following should the World Bank do to make itself of greater value in Mauritania? (Choose only ONE)</b>	<b>Percentage of Respondents</b>
Reduce the complexity of obtaining World Bank financing	37.8%
Improve the quality of its experts as related to Mauritania's specific challenges	26.7%
Other	11.1%
Offer more innovative financial products	10.0%
Focus primarily on advice and advocacy issues	7.8%
Improve the competitiveness of its financing compared to markets	5.6%
Offer more innovative knowledge services	1.1%

<b>3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only)</b>	<b>Percentage of Respondents (Combined Responses)</b>
There is not an adequate level of citizen/civil society participation	43.8%
Government works inefficiently/too slowly	41.7%
The World Bank works inefficiently/too slowly	36.5%
Reforms are not well thought out in light of country challenges	27.1%
Lack of/inadequate levels of capacity in government	18.8%
Political pressures and obstacles	14.6%
Poor donor coordination	8.3%
Other	1.0%

**H. Communication and Outreach**

<b>1. Where do you get most of your information about economic and social development issues in Mauritania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Internet	59.2%
Local newspapers	37.9%
International television	30.1%
Local television	14.6%
Other	12.6%
International radio	8.7%
Periodicals	8.7%
Local radio	7.8%
International newspapers	5.8%

<b>2. From where do you get most of your information about the World Bank's development activities in Mauritania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Internet	42.2%
Local newspapers	29.4%
World Bank conferences, seminars, workshops	17.6%
Local television	16.7%
World Bank publications, materials	13.7%
Direct contact/interaction with World Bank staff	10.8%
Other	10.8%
International television	9.8%
International radio	7.8%
Periodicals	7.8%
Local radio	6.9%
Blogs	3.9%
World Bank website	3.9%
International newspapers	2.0%

<b>3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Face to face meetings/discussions	59.4%
Workshops/conferences	59.4%
World Bank website	37.6%
e-Newsletters	16.8%
Social media (Facebook, Twitter, Youtube)	8.9%
Mobile phones	7.9%
Blogs	2.0%
Other	2.0%

<b>4. 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?</b>	<b>Percentage of Respondents</b>
Yes	14.4%
No	85.6%

**H. Communication and Outreach (continued)**

5. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents
Yes	10.5%
No	89.5%

6. Were you able to obtain this information?	Percentage of Respondents
Yes	27.5%
No	72.5%

7. Do you have access to the Internet?	Percentage of Respondents
Yes	78.3%
No	21.7%

8. I use/have used the World Bank website:	Percentage of Respondents
Yes	47.8%
No	52.2%

9. I primarily use:	Percentage of Respondents
The World Bank's country website	61.9%
The World Bank's main website	38.1%

10. The Internet connection, I mainly use when visiting a World Bank website:	Percentage of Respondents
High speed	39.7%
Dial-up	60.3%

11. When I visit the World Bank website, I am generally looking for:	Percentage of Respondents
Country information	51.2%
Project information	25.6%
Data	18.6%
Other	4.7%

12. I generally use the World Bank's website in:	Percentage of Respondents
French	78.4%
Arabic	17.6%
English	3.9%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "strongly disagree", 10 meaning you "strongly agree".	Level of Agreement		
	N	Mean	SD
13. I find the Bank websites easy to navigate	60	4.57	3.13
14. I find the information on the Bank's websites useful	54	4.81	3.21
15. When I need information from the World Bank I know how to find it	69	4.84	3.48
16. The Bank is responsive to my information requests and inquiries	48	3.90	3.44

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. Background Information

	Background Information																				
	Which of the following best describes your current position?																				
	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	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 Mauritania?	7	6.86	2.19	11	7.82	1.47	3	8.33	1.53	6	4.17	2.32	48	2.73	2.79	4	5.75	2.22	16	4.81	2.51

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

### B. General Issues facing Mauritania

	General Issues Facing Mauritania																				
	Which of the following best describes your current position?																				
	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Mauritania	6	5.50	2.07	11	5.09	1.81	3	6.33	0.58	6	4.67	2.25	47	7.06	3.20	4	5.00	2.16	15	5.33	1.95

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Employee of a Ministry / Ministerial Department	Employee of PIU / Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Government effectiveness/governance	0.0%	40.0%	66.7%	16.7%	23.7%	25.0%	50.0%
Fight against HIV/AIDS and other communicable diseases	20.0%	10.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Macro-economic growth	20.0%	20.0%	33.3%	0.0%	7.9%	25.0%	21.4%
Fight against corruption	0.0%	0.0%	0.0%	0.0%	15.8%	0.0%	7.1%
Access to education, quality of education	20.0%	10.0%	0.0%	33.3%	15.8%	25.0%	0.0%
Access to health services, quality of health care	0.0%	0.0%	0.0%	0.0%	7.9%	0.0%	0.0%
Access to clean water	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	7.1%
Improving the effectiveness of the legal and regulatory system	0.0%	10.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	20.0%	10.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Improving environmental quality and protecting natural resources	20.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Improving mining and oil resources management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Agriculture development (crop production)	0.0%	0.0%	0.0%	33.3%	2.6%	0.0%	0.0%
Agriculture development (livestock)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fishery	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	7.1%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Proper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

**B. General Issues facing Mauritania (continued)**

Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Government effectiveness/governance	20.0%	30.0%	0.0%	33.3%	9.5%	0.0%	0.0%
Fight against HIV/AIDS and other communicable diseases	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Macro-economic growth	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Fight against corruption	20.0%	10.0%	0.0%	0.0%	4.8%	25.0%	7.1%
Access to education, quality of education	0.0%	20.0%	0.0%	16.7%	7.1%	25.0%	21.4%
Access to health services, quality of health care	0.0%	10.0%	0.0%	0.0%	11.9%	25.0%	7.1%
Access to clean water	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the effectiveness of the legal and regulatory system	0.0%	10.0%	0.0%	0.0%	2.4%	0.0%	21.4%
Skills development, employment and income generating opportunities, specifically for young people	20.0%	10.0%	33.3%	0.0%	4.8%	0.0%	7.1%
Improving environmental quality and protecting natural resources	0.0%	0.0%	33.3%	0.0%	9.5%	0.0%	0.0%
Improving mining and oil resources management	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	20.0%	0.0%	0.0%	0.0%	0.0%	25.0%	7.1%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture development (crop production)	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%
Agriculture development (livestock)	0.0%	0.0%	0.0%	16.7%	2.4%	0.0%	0.0%
Fishery	0.0%	0.0%	0.0%	16.7%	2.4%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	20.0%	0.0%	33.3%	16.7%	4.8%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	7.1%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Reduce internal conflict	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%	0.0%	19.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Proper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**B. General Issues facing Mauritania (continued)**

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Government effectiveness/governance	14.3%	63.6%	33.3%	40.0%	12.7%	50.0%	20.0%
Fight against HIV/AIDS and other communicable diseases	0.0%	9.1%	0.0%	0.0%	1.8%	0.0%	0.0%
Macro-economic growth	42.9%	18.2%	66.7%	0.0%	9.1%	50.0%	13.3%
Fight against corruption	28.6%	9.1%	0.0%	20.0%	9.1%	25.0%	6.7%
Access to education, quality of education	14.3%	18.2%	0.0%	60.0%	18.2%	0.0%	53.3%
Access to health services, quality of health care	0.0%	0.0%	0.0%	0.0%	21.8%	0.0%	0.0%
Access to clean water	0.0%	0.0%	0.0%	0.0%	5.5%	0.0%	0.0%
Improving the effectiveness of the legal and regulatory system	0.0%	18.2%	0.0%	0.0%	9.1%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	14.3%	27.3%	33.3%	0.0%	10.9%	25.0%	33.3%
Improving environmental quality and protecting natural resources	14.3%	0.0%	0.0%	0.0%	7.3%	0.0%	0.0%
Improving mining and oil resources management	14.3%	9.1%	0.0%	20.0%	1.8%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	28.6%	0.0%	0.0%	20.0%	1.8%	0.0%	6.7%
Enhancing opportunities for private sector/investment including foreign investment	28.6%	0.0%	33.3%	0.0%	3.6%	0.0%	13.3%
Agriculture development (crop production)	0.0%	0.0%	0.0%	20.0%	12.7%	50.0%	20.0%
Agriculture development (livestock)	0.0%	0.0%	0.0%	0.0%	10.9%	0.0%	13.3%
Fishery	0.0%	0.0%	33.3%	0.0%	5.5%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Food security	0.0%	0.0%	0.0%	20.0%	25.5%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	6.7%
Reduce internal conflict	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Proper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	6.7%

**B. General Issues facing Mauritania (continued)**

Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Government effectiveness/governance	28.6%	36.4%	50.0%	16.7%	17.3%	0.0%	26.7%
Fight against HIV/AIDS and other communicable diseases	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	6.7%
Fight against corruption	14.3%	27.3%	0.0%	50.0%	15.4%	0.0%	13.3%
Access to education, quality of education	14.3%	36.4%	0.0%	33.3%	11.5%	50.0%	40.0%
Access to health services, quality of health care	0.0%	0.0%	0.0%	0.0%	13.5%	25.0%	0.0%
Access to clean water	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Improving the effectiveness of the legal and regulatory system	0.0%	27.3%	0.0%	16.7%	9.6%	0.0%	13.3%
Skills development, employment and income generating opportunities, specifically for young people	14.3%	18.2%	0.0%	33.3%	17.3%	0.0%	33.3%
Improving environmental quality and protecting natural resources	28.6%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Improving mining and oil resources management	28.6%	9.1%	0.0%	16.7%	13.5%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	14.3%	9.1%	50.0%	0.0%	5.8%	25.0%	13.3%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	9.1%	50.0%	0.0%	3.8%	50.0%	13.3%
Agriculture development (crop production)	0.0%	0.0%	0.0%	16.7%	15.4%	0.0%	0.0%
Agriculture development (livestock)	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%
Fishery	28.6%	0.0%	0.0%	0.0%	5.8%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	1.9%	25.0%	6.7%
Food security	0.0%	0.0%	0.0%	0.0%	9.6%	0.0%	0.0%
Mitigate gender inequality	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%
Improving public financial management and procurement	14.3%	9.1%	50.0%	16.7%	5.8%	25.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%	0.0%	19.2%	0.0%	13.3%
Improving the quality of life in urban areas	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Proper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank**

Overall Effectiveness																					
	Which of the following best describes your current position?																				
	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	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 Mauritania	7	5.14	2.12	11	5.91	2.70	2	7.00	2.83	6	4.17	1.94	49	4.10	3.37	3	5.00	2.00	16	5.00	2.48

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

World Bank's Financial Instruments																					
	Which of the following best describes your current position?																				
	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	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 the World Bank's financial instruments meet the needs of Mauritania?	7	5.86	2.67	11	5.91	1.81	3	7.33	.58	6	3.67	1.03	52	4.13	3.36	3	4.33	1.53	15	4.87	2.47

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

**C. Overall Attitudes toward the World Bank (continued)**

World Bank's Knowledge Services																					
	Which of the following best describes your current position?																				
	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	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 meet Mauritania's needs for knowledge services?	7	6.14	3.34	11	5.55	1.92	3	7.33	1.53	4	5.75	1.71	51	4.04	3.34	2	4.00	.00	14	4.79	2.86

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

**Based on your observations of the World Bank in Mauritania, what do you think the Bank considers its top priorities in Mauritania? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry / Ministerial Department	Employee of PIU / Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Government effectiveness/governance	14.3%	18.2%	33.3%	20.0%	15.7%	33.3%	6.7%
Fight against HIV/AIDS and other communicable diseases	28.6%	9.1%	0.0%	20.0%	3.9%	0.0%	13.3%
Macro-economic growth	28.6%	18.2%	0.0%	20.0%	13.7%	0.0%	26.7%
Fight against corruption	0.0%	9.1%	0.0%	0.0%	11.8%	33.3%	0.0%
Access to education, quality of education	28.6%	18.2%	33.3%	20.0%	15.7%	33.3%	33.3%
Access to health services, quality of health care	0.0%	0.0%	33.3%	0.0%	25.5%	0.0%	0.0%
Access to clean water	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	6.7%
Improving the effectiveness of the legal and regulatory system	0.0%	18.2%	0.0%	0.0%	9.8%	0.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	0.0%	18.2%	33.3%	0.0%	15.7%	0.0%	0.0%
Improving environmental quality and protecting natural resources	0.0%	0.0%	0.0%	0.0%	7.8%	0.0%	6.7%
Improving mining and oil resources management	0.0%	9.1%	0.0%	60.0%	0.0%	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	14.3%	18.2%	0.0%	0.0%	2.0%	33.3%	20.0%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	9.1%	0.0%	0.0%	3.9%	0.0%	0.0%
Agriculture development (crop production)	14.3%	9.1%	0.0%	40.0%	11.8%	66.7%	40.0%
Agriculture development (livestock)	14.3%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%
Fishery	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving trade and exports	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Promote regional cooperation	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving public financial management and procurement	0.0%	9.1%	33.3%	20.0%	2.0%	0.0%	6.7%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	33.3%	0.0%	25.5%	0.0%	13.3%
Improving the quality of life in urban areas	14.3%	9.1%	0.0%	0.0%	2.0%	0.0%	6.7%
Proper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank (continued)**

Based on your observations of the World Bank in Mauritania, where would it be most productive for the Bank to focus most of its resources in its support of country priorities?

(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Government effectiveness/governance	14.3%	54.5%	0.0%	0.0%	4.9%	0.0%	14.3%
Fight against HIV/AIDS and other communicable diseases	28.6%	9.1%	0.0%	20.0%	2.4%	0.0%	0.0%
Macro-economic growth	0.0%	9.1%	50.0%	0.0%	4.9%	0.0%	14.3%
Fight against corruption	14.3%	0.0%	0.0%	0.0%	17.1%	0.0%	14.3%
Access to education, quality of education	14.3%	27.3%	0.0%	0.0%	4.9%	33.3%	42.9%
Access to health services, quality of health care	0.0%	9.1%	0.0%	0.0%	9.8%	66.7%	14.3%
Access to clean water	0.0%	9.1%	0.0%	0.0%	2.4%	33.3%	0.0%
Improving the effectiveness of the legal and regulatory system	0.0%	9.1%	0.0%	0.0%	2.4%	0.0%	7.1%
Skills development, employment and income generating opportunities, specifically for young people	14.3%	9.1%	0.0%	20.0%	14.6%	0.0%	14.3%
Improving environmental quality and protecting natural resources	28.6%	0.0%	0.0%	20.0%	12.2%	0.0%	0.0%
Improving mining and oil resources management	0.0%	0.0%	0.0%	20.0%	9.8%	33.3%	7.1%
Improving basic infrastructure (port, electricity, roads)	28.6%	0.0%	50.0%	0.0%	2.4%	0.0%	21.4%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	9.1%	0.0%	0.0%	7.3%	0.0%	7.1%
Agriculture development (crop production)	14.3%	9.1%	50.0%	20.0%	7.3%	0.0%	7.1%
Agriculture development (livestock)	0.0%	9.1%	0.0%	0.0%	2.4%	0.0%	0.0%
Fishery	14.3%	0.0%	0.0%	20.0%	2.4%	0.0%	7.1%
Improving trade and exports	0.0%	0.0%	50.0%	0.0%	2.4%	0.0%	0.0%
Food security	0.0%	9.1%	0.0%	0.0%	22.0%	0.0%	7.1%
Mitigate gender inequality	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%	0.0%	20.0%	0.0%	33.3%	0.0%
Improving public financial management and procurement	14.3%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%	0.0%	40.0%	22.0%	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%	0.0%	0.0%	7.3%	0.0%	0.0%
Proper housing	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	7.1%

In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
The Bank should be more involved	42.9%	63.6%	33.3%	100.0%	86.5%	75.0%	66.7%
The Bank is currently involved at an optimum level	14.3%	18.2%	66.7%	0.0%	3.8%	25.0%	20.0%
The Bank should be less involved	42.9%	9.1%	0.0%	0.0%	1.9%	0.0%	6.7%
The Bank shouldn't be involved at all	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%
Don't know	0.0%	9.1%	0.0%	0.0%	5.8%	0.0%	6.7%

**C. Overall Attitudes toward the World Bank (continued)****In broad terms of economic and social development, what is the “greatest” value brought by the World Bank to Mauritania?**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
The Bank's knowledge	16.7%	18.2%	0.0%	50.0%	8.3%	25.0%	14.3%
Technical advice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Policy and economic advice	33.3%	9.1%	0.0%	16.7%	14.6%	0.0%	7.1%
Lending when others won't	16.7%	9.1%	50.0%	0.0%	20.8%	25.0%	14.3%
Convener/facilitator	0.0%	0.0%	0.0%	0.0%	4.2%	25.0%	7.1%
Donor coordination	0.0%	0.0%	0.0%	0.0%	14.6%	0.0%	14.3%
Ability to mobilize resources	0.0%	9.1%	0.0%	0.0%	10.4%	0.0%	0.0%
Ability to build implementation capacity	0.0%	18.2%	0.0%	0.0%	2.1%	0.0%	0.0%
Financial resources	33.3%	36.4%	50.0%	33.3%	2.1%	25.0%	28.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%

**What is the “second greatest” value?**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
The Bank's knowledge	33.3%	18.2%	0.0%	16.7%	10.8%	25.0%	20.0%
Technical advice	0.0%	9.1%	0.0%	16.7%	2.7%	0.0%	6.7%
Policy and economic advice	16.7%	9.1%	0.0%	16.7%	2.7%	0.0%	6.7%
Lending when others won't	16.7%	9.1%	0.0%	16.7%	24.3%	0.0%	20.0%
Convener/facilitator	16.7%	27.3%	50.0%	0.0%	0.0%	0.0%	6.7%
Donor coordination	0.0%	9.1%	0.0%	0.0%	8.1%	0.0%	6.7%
Ability to mobilize resources	16.7%	9.1%	0.0%	16.7%	18.9%	0.0%	6.7%
Ability to build implementation capacity	0.0%	9.1%	50.0%	0.0%	10.8%	0.0%	6.7%
Financial resources	0.0%	0.0%	0.0%	16.7%	5.4%	50.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	16.2%	0.0%	0.0%

**Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Imposing technocratic solutions without regard to political realities	42.9%	45.5%	100.0%	33.3%	39.5%	50.0%	60.0%
Not exploring alternative policy options	14.3%	18.2%	0.0%	33.3%	11.6%	25.0%	13.3%
Too bureaucratic in its operational policies and procedures	28.6%	18.2%	0.0%	16.7%	14.0%	50.0%	6.7%
Staff too inaccessible	0.0%	0.0%	0.0%	33.3%	7.0%	0.0%	0.0%
Bank management is not accessible	0.0%	9.1%	0.0%	16.7%	4.7%	0.0%	0.0%
Bank staff are arrogant in their approach	0.0%	9.1%	0.0%	0.0%	4.7%	0.0%	0.0%
Not enough public disclosure of its work	14.3%	18.2%	0.0%	16.7%	18.6%	0.0%	13.3%
The Bank is too influenced by the US, or others	14.3%	18.2%	0.0%	0.0%	23.3%	0.0%	20.0%
World Bank procedures too slow and complex to show results on the ground in reasonable time	57.1%	18.2%	0.0%	33.3%	11.6%	50.0%	26.7%
The interventions of the World Bank are inadequately aligned with country priorities	0.0%	0.0%	0.0%	16.7%	16.3%	0.0%	33.3%
The Bank's instruments are not flexible enough to respond to country needs	14.3%	18.2%	0.0%	0.0%	4.7%	25.0%	6.7%
The Bank does not collaborate enough with other donors	14.3%	0.0%	100.0%	0.0%	4.7%	0.0%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	20.9%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank (continued)**

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Education	28.6%	27.3%	0.0%	20.0%	34.5%	50.0%	50.0%
Health	0.0%	27.3%	0.0%	40.0%	20.0%	25.0%	12.5%
Social protection	0.0%	0.0%	33.3%	0.0%	23.6%	0.0%	6.3%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty	0.0%	9.1%	0.0%	0.0%	23.6%	0.0%	6.3%
Governance	0.0%	27.3%	0.0%	20.0%	5.5%	0.0%	6.3%
Anti-corruption	28.6%	0.0%	0.0%	0.0%	9.1%	25.0%	12.5%
Fisheries	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Enhanced business environment for private sector development	0.0%	18.2%	33.3%	20.0%	3.6%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Agricultural production/Food security	0.0%	0.0%	0.0%	20.0%	9.1%	0.0%	6.3%
Agri-business	14.3%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%
Water and sanitation	28.6%	0.0%	0.0%	0.0%	5.5%	25.0%	0.0%
Monitoring and evaluation	0.0%	9.1%	0.0%	0.0%	5.5%	0.0%	6.3%
Public expenditure	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector performance	0.0%	27.3%	66.7%	0.0%	0.0%	0.0%	12.5%
Oil/mining sector	28.6%	9.1%	0.0%	0.0%	1.8%	25.0%	6.3%
Labor markets/job creation	0.0%	9.1%	33.3%	20.0%	10.9%	0.0%	12.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban/metropolitan development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Environmental sustainability/natural resources management	42.9%	0.0%	0.0%	0.0%	5.5%	0.0%	0.0%
Improving equality of opportunity	0.0%	0.0%	0.0%	0.0%	5.5%	0.0%	0.0%
Rural development	0.0%	0.0%	0.0%	0.0%	16.4%	0.0%	6.3%
Climate change	0.0%	0.0%	0.0%	40.0%	0.0%	25.0%	18.8%
Service sector expansion	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Infrastructure	14.3%	9.1%	0.0%	0.0%	0.0%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	5.5%	0.0%	6.3%

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
NGOs	28.6%	9.1%	33.3%	50.0%	96.2%	25.0%	20.0%
Local Government	42.9%	63.6%	33.3%	66.7%	43.4%	25.0%	33.3%
Beneficiaries	28.6%	27.3%	33.3%	16.7%	13.2%	25.0%	60.0%
Private sector	14.3%	45.5%	0.0%	50.0%	5.7%	50.0%	40.0%
Community Based Organizations (CBOs)	14.3%	0.0%	0.0%	16.7%	7.5%	0.0%	6.7%
Donor community	14.3%	0.0%	33.3%	0.0%	7.5%	25.0%	0.0%
Parliament	28.6%	9.1%	33.3%	0.0%	5.7%	25.0%	13.3%
Media	0.0%	9.1%	0.0%	0.0%	5.7%	25.0%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ethnic groups	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	6.7%
Political parties	0.0%	9.1%	0.0%	0.0%	3.8%	0.0%	13.3%
Other	14.3%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank (continued)**

When considering the level of World Bank focus on regions outside of Nouakchott, do you think the World Bank should... (Please mark only ONE response)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Focus more attention and resources that it has available, on these regions	71.4%	80.0%	50.0%	100.0%	86.0%	100.0%	57.1%
Continue its current region/approach in the country	28.6%	20.0%	50.0%	0.0%	4.7%	0.0%	28.6%
Focus fewer resources that it has available, on these regions	0.0%	0.0%	0.0%	0.0%	9.3%	0.0%	14.3%

**Program Effectiveness outside Nouakchott**

Which of the following best describes your current position?

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effective have the World Bank's programs and projects in the regions outside of Nouakchott been?	4	5.75	2.06	9	6.44	2.30	2	6.50	2.12	6	4.33	1.37	48	3.50	2.95	4	3.75	.96	14	4.29	1.90

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Extremely effective")

**C. Overall Attitudes toward the World Bank (continued)**

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Mauritania	7	6.00	2.83	11	6.36	2.58	3	8.00	1.00	5	4.80	.84	42	3.14	2.84	4	5.00	1.41	16	4.81	1.87
The Bank's work is aligned with what I consider the development priorities for this country	7	5.29	2.69	11	7.00	2.14	3	7.67	1.53	5	3.80	.84	37	2.41	2.09	4	4.50	1.00	15	3.80	2.01
The Bank's work reflects its own mission of poverty reduction	7	5.71	2.87	10	6.10	2.56	3	8.33	1.15	5	4.80	.45	38	3.18	3.06	4	5.25	.50	15	5.27	2.46
The World Bank recommends programs and strategies that are realistic for Mauritania	7	5.57	2.99	9	6.00	2.55	3	7.33	2.08	5	4.20	.45	32	2.50	2.18	4	4.75	2.06	12	4.33	1.61
The World Bank treats clients and stakeholders in Mauritania with respect	6	5.83	3.49	10	6.90	2.85	3	7.67	1.53	2	5.50	.71	32	2.84	2.94	2	7.00	.00	10	5.40	1.51
The World Bank collaborates well with other donors here	5	5.20	1.30	6	6.83	3.19	2	6.50	3.54	2	4.00	1.41	29	3.48	3.48	3	5.33	2.08	10	5.20	2.20
The World Bank is responsive	6	5.17	2.23	10	5.70	3.27	3	7.00	2.65	3	4.00	1.00	29	2.14	2.31	4	3.75	1.71	9	4.67	3.20
Overall, I like to work/interact with Bank staff	6	6.67	2.58	10	7.70	2.67	2	7.00	2.83	3	4.33	.58	30	3.03	3.22	2	4.00	2.83	6	4.83	1.94
The Bank is an effective catalyst for discussion on issues related to poverty	7	5.86	3.18	10	7.40	2.22	3	7.67	1.53	5	5.20	1.30	35	3.86	3.70	3	6.00	1.00	15	5.93	2.25
In general, the strategies that the Bank supports are sustainable over time	7	7.00	2.83	9	5.67	2.65	3	7.33	2.08	4	4.75	.96	33	3.70	3.43	4	5.50	1.73	14	4.93	3.10
The World Bank's work promotes country ownership of development strategies	7	6.14	2.61	9	7.00	2.65	3	8.00	1.00	4	5.25	.50	32	3.97	3.70	4	4.50	1.91	15	6.27	2.22
The Bank's work promotes the empowerment of poor people to participate in development	7	6.00	3.06	9	5.11	2.26	3	7.33	2.08	4	4.00	2.16	33	3.45	3.54	4	5.50	1.73	15	5.67	2.82
The World Bank imposes reasonable conditions on its lending	7	6.14	2.97	10	6.30	2.21	2	8.00	1.41	2	3.00	1.41	30	2.87	2.98	4	4.75	1.71	13	5.38	3.10
The Bank gives appropriate priority to growth issues	7	6.14	1.86	9	6.56	1.81	2	8.00	1.41	3	5.67	.58	32	3.16	3.29	4	5.25	.96	15	5.00	2.17

**PRSP**

Which of the following best describes your current position?

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When thinking about Mauritania's PRSP, to what extent do you believe the World Bank's actions are effectively aligned?	7	6.14	2.41	10	7.10	1.97	3	7.67	1.53	4	4.50	.58	44	2.98	2.96	4	4.75	2.06	14	4.79	2.12

(Asked on a scale of 1-10, 1 meaning "Not at all aligned", 10 meaning "Aligned to a very high degree")

## D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in Mauritania? (Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	7	8.14	3.18	10	7.80	1.81	3	9.00	1.73	6	9.33	1.03	32	7.13	3.78	4	5.25	2.50	14	8.14	2.32
Helping to bring about economic growth	7	7.57	2.57	9	7.78	2.22	3	9.00	1.73	5	8.80	1.10	20	5.80	3.89	4	6.25	2.06	13	8.23	2.01
Fighting against corruption	6	7.50	2.81	10	8.20	1.81	1	5.00	.	4	8.25	2.36	21	5.14	4.36	3	5.00	4.00	12	7.50	2.39
Helping to improve the investment climate for attracting private sector growth and foreign investment	7	7.57	2.88	10	7.80	1.62	2	8.00	1.41	5	7.80	1.64	20	4.80	4.10	4	5.00	2.58	14	7.50	2.14
Helping to strengthen the public financial management and procurement system	7	8.43	2.70	10	8.30	1.57	2	8.50	2.12	6	8.50	1.38	20	5.25	3.89	4	5.00	2.16	14	7.93	2.20
Helping to improve the legal and regulatory systems	7	7.43	2.82	9	7.67	1.66	2	7.50	3.54	5	8.40	1.34	20	3.70	3.53	4	4.75	2.63	13	7.00	2.48
Helping to strengthen the government's effectiveness	7	7.57	3.10	10	7.90	2.08	2	7.50	.71	5	7.20	1.64	19	3.84	3.59	4	5.00	1.83	14	7.29	2.49
Helping to strengthen the capacity of civil society and private sector organizations	7	6.57	3.36	10	6.00	2.05	2	7.50	3.54	5	7.60	1.14	33	6.15	4.12	4	3.75	1.89	11	5.64	1.69
Helping to increase access and quality of education	6	8.00	2.53	10	9.10	.88	2	8.00	2.83	5	9.60	.55	24	5.58	4.03	4	6.00	3.56	13	8.38	2.50
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	7	8.57	2.15	11	8.09	2.51	2	7.50	3.54	4	9.25	.96	21	5.76	4.23	4	6.25	2.87	13	8.08	2.40
Helping to increase access to clean water	7	7.57	2.15	10	8.30	1.25	2	7.00	4.24	5	7.20	3.70	20	5.45	3.99	4	5.25	1.71	13	7.69	2.18
Helping reduce internal conflicts	7	6.86	2.67	9	6.44	3.05	1	4.00	.	5	5.20	4.02	20	4.00	3.73	4	2.50	.58	12	4.75	2.96
Helping to strengthen environment and natural resources management	7	6.71	3.55	10	6.70	.95	2	7.50	3.54	5	8.20	1.30	19	4.79	3.95	4	4.75	2.22	14	7.29	1.98
Ensuring that attention is paid to gender disparities	6	6.00	2.53	10	5.90	2.02	2	7.00	4.24	5	3.80	2.77	20	4.70	4.01	4	2.50	1.00	13	4.92	2.40
Helping to strengthen the agricultural sector/food security	7	7.86	2.12	10	8.20	1.55	2	8.50	2.12	5	8.80	1.30	19	5.21	4.01	4	6.00	3.16	13	7.85	1.95
Helping to strengthen the fisheries sector	7	6.71	3.25	10	7.80	1.69	2	7.50	2.12	5	9.00	1.22	19	3.58	3.45	4	5.00	3.46	12	7.17	2.66
Helping to improve port infrastructure	6	7.17	3.71	10	7.40	1.84	1	7.00	.	4	8.75	1.50	20	4.00	3.54	2	6.50	.71	11	7.82	2.64
Helping to expand internet connectivity	7	6.29	3.25	10	7.60	1.35	2	7.50	2.12	5	6.80	1.10	19	3.84	3.88	3	5.33	2.89	14	7.00	2.35
Helping to strengthen mining and oil resources management	6	9.00	2.45	11	7.82	1.78	2	8.50	2.12	5	8.20	1.10	21	3.57	3.23	4	7.00	2.16	14	7.71	2.20
Helping to improve the quality of life in urban areas	7	7.71	1.98	10	7.60	1.71	2	8.50	2.12	5	8.20	1.10	21	4.05	3.60	4	5.25	2.22	14	6.64	2.37
Helping to increase access to proper housing	7	7.00	3.46	11	7.09	1.97	2	7.00	4.24	5	8.00	1.41	20	3.55	3.52	3	4.00	2.65	15	6.13	2.29
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	7	7.00	2.89	11	7.00	2.68	2	8.00	2.83	5	7.40	1.52	22	4.50	3.88	4	3.75	2.22	13	6.46	2.18
Helping to empower communities to participate in their own development	6	7.17	3.37	11	7.18	1.94	2	7.00	4.24	6	7.33	1.51	22	4.41	3.87	4	3.75	2.75	14	6.36	2.41
Helping Mauritania adapt to/avert risk of climate change	7	6.71	3.45	11	6.36	1.91	2	6.50	3.54	5	9.00	1.73	21	3.95	3.80	4	4.50	4.04	12	7.00	2.98
Helping to increase professional skills, employment and income generation, specifically for young people	7	7.57	3.31	11	7.55	2.30	2	8.00	2.83	5	8.80	1.30	20	4.30	3.87	4	4.00	3.46	13	7.00	2.61

**D. The Work of the World Bank (continued)**

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania? (Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	7	6.14	3.39	10	5.40	2.37	2	7.00	2.83	4	6.00	1.83	17	5.53	3.81	4	3.75	1.26	13	4.62	1.89
Helping to bring about economic growth	7	6.00	3.27	9	5.78	2.22	2	8.00	1.41	5	5.40	1.67	13	3.69	3.25	4	4.50	.58	13	4.69	1.44
Fighting against corruption	6	3.00	2.53	10	5.20	2.53	2	7.00	2.83	5	3.20	.84	18	4.72	4.27	3	3.00	1.00	13	4.15	2.41
Helping to improve the investment climate for attracting private sector growth and foreign investment	7	5.86	3.44	10	6.80	2.10	2	7.00	1.41	4	3.75	2.06	11	2.55	2.81	4	3.50	1.29	14	4.43	1.22
Helping to strengthen the public financial management and procurement system	7	4.86	2.19	10	7.60	1.58	2	7.00	1.41	3	3.33	2.08	12	2.75	2.22	4	4.00	1.41	14	4.86	1.51
Helping to improve the legal and regulatory systems	6	4.50	2.17	9	5.44	2.40	2	6.00	1.41	5	3.60	3.65	12	2.58	2.78	4	2.50	.58	12	2.75	1.14
Helping to strengthen the government's effectiveness	6	4.83	3.92	10	6.00	1.83	2	5.50	2.12	4	3.75	1.26	13	3.46	3.43	4	3.75	1.50	11	3.82	1.17
Helping to strengthen the capacity of civil society and private sector organizations	6	5.17	2.79	9	5.11	1.36	2	7.00	2.83	4	2.50	1.00	25	5.68	3.97	4	3.50	1.29	12	4.17	2.08
Helping to increase access and quality of education	6	5.50	3.27	10	5.50	2.32	2	8.00	1.41	4	5.50	1.91	13	4.69	3.71	4	4.75	2.63	14	5.07	2.56
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	7	6.14	3.72	11	7.36	2.11	2	7.50	2.12	4	5.75	2.22	18	5.78	4.12	4	5.00	1.41	13	4.85	1.57
Helping to increase access to clean water	6	5.83	2.64	9	5.89	2.67	2	6.00	2.83	3	2.00	1.00	13	4.69	3.88	3	3.33	1.53	11	4.55	2.11
Helping reduce internal conflicts	5	4.40	3.51	7	4.57	2.64	1	4.00	.	2	2.50	.71	10	1.90	1.73	2	2.00	1.41	9	2.89	1.36
Helping to strengthen environment and natural resources management	7	5.14	2.34	8	5.13	2.03	2	6.50	2.12	3	4.00	2.00	16	4.13	3.76	3	3.67	1.53	11	3.64	1.12
Ensuring that attention is paid to gender disparities	5	6.00	2.92	9	5.67	1.87	2	6.00	1.41	1	4.00	.	16	4.56	3.79	2	2.00	1.41	10	4.70	1.49
Helping to strengthen the agricultural sector/food security	6	5.17	3.06	9	4.78	1.64	2	6.00	1.41	4	4.25	1.71	14	4.71	3.85	4	4.50	1.73	13	5.38	1.56
Helping to strengthen the fisheries sector	6	4.67	3.83	9	4.56	1.67	2	5.50	2.12	4	1.50	.58	13	2.54	2.11	4	1.75	.96	11	2.73	1.49
Helping to improve port infrastructure	6	5.50	3.89	9	6.56	2.19	1	6.00	.	3	4.33	.58	13	3.92	3.30	2	4.00	1.41	11	3.18	1.99
Helping to expand internet connectivity	6	6.17	3.25	9	5.56	2.30	2	5.00	1.41	2	2.00	.00	12	3.25	3.28	3	1.00	.00	10	3.40	1.58
Helping to strengthen mining and oil resources management	6	5.83	2.64	10	5.80	2.57	2	6.00	1.41	4	5.00	2.16	14	2.93	2.76	3	4.00	1.00	11	4.73	1.85
Helping to improve the quality of life in urban areas	7	6.29	2.63	9	5.33	2.50	2	5.50	.71	4	4.50	2.08	13	3.31	3.43	3	2.67	2.89	12	4.17	1.70
Helping to increase access to proper housing	6	4.83	3.71	10	4.00	1.89	2	5.50	.71	4	2.50	1.73	12	2.75	2.93	3	3.67	2.52	10	3.10	1.52
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	6	6.83	2.04	10	5.00	2.58	2	6.50	2.12	4	2.50	1.00	15	4.13	3.83	3	3.00	1.00	11	3.27	1.19
Helping to empower communities to participate in their own development	5	5.60	3.36	10	5.20	2.39	2	6.00	1.41	3	3.00	.00	14	3.71	3.27	3	2.67	2.08	12	4.08	2.11
Helping Mauritania adapt to/avert risk of climate change	6	6.67	2.66	8	4.00	1.31	2	5.00	1.41	4	2.00	.82	12	2.92	3.00	4	1.00	.00	11	3.09	1.51
Helping to increase professional skills, employment and income generation, specifically for young people	6	5.00	3.52	11	5.09	2.47	2	6.50	2.12	4	2.25	1.50	14	4.14	3.61	4	1.50	1.00	10	3.40	1.07

**E. The Way the World Bank does Business**

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Technical competence	7	7.14	1.86	10	7.60	2.27	2	8.50	.71	4	7.75	.96	35	3.60	3.29	4	4.50	2.89	13	6.85	2.38
Producing "knowledge" (studies, analyses) that is useful	7	7.00	3.11	11	7.36	2.11	3	8.33	2.08	5	7.80	.84	29	3.07	3.34	4	3.75	1.71	11	7.73	1.68
Making the results of studies and analyses readily available	7	6.14	2.67	10	5.90	2.85	3	8.00	2.65	4	4.00	.82	35	2.86	3.03	3	2.67	1.15	11	5.82	2.27
Sharing knowledge about international best practices	6	6.33	2.25	11	6.82	1.94	2	7.00	1.41	3	4.33	1.15	33	2.91	3.10	3	2.67	1.15	14	5.79	2.42
Ability to adapt its knowledge to your country's needs	6	6.33	2.80	11	5.73	2.28	3	7.33	2.08	4	4.00	1.41	36	3.00	2.90	3	3.67	2.08	14	5.07	2.46
Ensuring its staff is accessible	6	7.33	2.58	11	7.27	2.97	2	7.50	.71	2	3.50	.71	32	2.00	1.85	3	2.67	2.08	8	5.88	2.80
Providing sound policy and economic advice	7	6.57	2.57	11	6.64	2.06	2	7.00	1.41	4	4.50	.58	35	2.77	2.70	4	4.50	1.29	13	6.08	2.69
Straightforwardness in its dealings with you	6	6.17	3.60	10	7.20	3.36	3	8.33	1.15	2	4.50	.71	30	2.37	2.46	2	2.00	.00	8	7.00	2.14
Maintaining consistent messages	6	6.83	3.13	11	7.09	2.98	3	8.00	1.73	5	3.80	1.10	29	2.07	2.00	3	3.00	1.73	10	6.40	2.91
Promoting the inclusion of local communities in the development of strategies	6	5.83	3.49	11	6.18	1.89	3	7.67	2.31	4	3.75	1.26	35	2.54	2.74	4	4.00	2.94	14	4.64	2.27
Promoting the inclusion of civil society in the development of strategies	5	7.40	3.21	10	5.40	2.12	3	7.67	2.31	4	2.50	.58	41	2.95	3.26	4	3.00	.82	14	4.71	2.43
Promoting the inclusion of local project experts in the development of strategies	6	6.33	1.86	10	6.00	2.79	1	6.00	.	3	3.00	1.00	33	2.73	2.61	4	2.75	1.71	12	5.17	2.72
Promoting the inclusion of private sector in the development of strategies	5	5.80	2.17	10	4.80	2.39	2	7.50	3.54	3	2.67	1.53	32	2.56	2.63	4	2.50	1.29	13	4.54	2.33
Giving appropriate priority to poverty reduction	7	7.14	3.39	10	6.70	2.31	3	8.33	2.08	4	5.25	.96	35	3.00	3.10	4	3.75	1.50	14	5.71	2.61
Lending in a way that promotes effective development	7	6.43	2.94	10	6.00	2.54	3	7.67	1.53	4	3.50	1.73	35	3.11	3.11	4	3.75	1.50	15	5.87	2.23

**F. Project/Program Related Issues**

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	6	4.67	2.07	10	7.00	2.54	1	5.00	.	4	4.75	1.71	36	2.17	2.29	3	3.33	2.31	12	4.75	1.60
The Bank disburses funds promptly	6	4.33	2.73	10	6.90	2.33	1	4.00	.	2	2.50	.71	32	2.56	2.92	4	6.25	.96	13	5.77	2.65
The Bank works efficiently	7	6.57	2.99	10	6.60	2.46	2	7.50	2.12	4	5.25	.96	34	2.18	2.28	4	4.25	.96	13	5.23	2.09
The Bank effectively monitors and evaluates the projects and programs it supports	6	6.83	2.56	10	6.60	3.06	2	7.50	2.12	4	4.50	1.00	36	3.14	3.28	3	5.00	1.73	14	6.00	2.54
The Bank helps to build capacity at the community level	5	4.40	2.70	10	6.10	2.77	2	6.50	2.12	4	3.75	.50	42	2.74	2.60	4	3.50	1.73	11	5.18	1.66
The Bank helps to build capacity of government officials	6	5.67	2.58	9	7.56	2.51	2	6.00	2.83	5	4.80	1.92	36	3.33	2.93	4	3.75	2.06	15	5.33	2.47
The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania	6	6.17	3.06	10	7.40	2.37	1	6.00	.	3	5.00	1.00	34	2.65	2.62	4	4.75	1.26	14	6.43	2.03
The Bank helps to strengthen institutional capacity	6	6.33	2.94	9	7.78	2.49	2	6.50	3.54	3	3.67	1.15	37	2.70	2.77	4	4.50	.58	15	5.33	2.35
The Government supports and takes responsibility for development efforts in Mauritania	7	6.14	2.73	10	7.00	2.11	2	7.50	3.54	4	4.00	1.15	39	2.72	2.83	4	4.50	2.38	14	4.43	1.60
The Bank's procurement requirements are reasonable	6	6.67	1.97	9	7.00	2.83	2	7.50	2.12	2	3.00	.00	35	2.63	2.61	3	5.67	.58	11	5.73	2.49

**G. The Future Role of the World Bank in Mauritania**

The Future Role of the World Bank in Mauritania																					
	Which of the following best describes your current position?																				
	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	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 Mauritania's development over the medium term in the near future?	6	7.17	2.79	11	8.00	2.65	2	8.00	2.83	6	6.67	1.51	48	5.00	3.83	4	7.25	1.71	12	6.08	2.43

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

**G. The Future Role of the World Bank in Mauritania (continued)**

Which one of the following should the Bank do to make itself of greater value in Mauritania? (Choose only ONE)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Improve the quality of its experts as related to Mauritania's specific challenges	42.9%	27.3%	0.0%	40.0%	26.7%	0.0%	20.0%
Reduce the complexity of obtaining World Bank financing	14.3%	27.3%	50.0%	20.0%	40.0%	100.0%	40.0%
Focus primarily on advice and advocacy issues	0.0%	18.2%	0.0%	0.0%	8.9%	0.0%	6.7%
Improve the competitiveness of its financing compared to markets	0.0%	9.1%	0.0%	20.0%	2.2%	0.0%	13.3%
Offer more innovative financial products	28.6%	0.0%	50.0%	20.0%	6.7%	0.0%	13.3%
Offer more innovative knowledge services	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	14.3%	9.1%	0.0%	0.0%	15.6%	0.0%	6.7%

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
The World Bank works inefficiently/too slowly	33.3%	18.2%	0.0%	50.0%	47.9%	25.0%	13.3%
Government works inefficiently/too slowly	50.0%	45.5%	100.0%	50.0%	31.3%	50.0%	46.7%
There is not an adequate level of citizen/civil society participation	66.7%	0.0%	0.0%	33.3%	58.3%	50.0%	20.0%
Poor donor coordination	0.0%	18.2%	0.0%	0.0%	10.4%	0.0%	6.7%
Lack of/inadequate levels of capacity in government	0.0%	54.5%	50.0%	16.7%	12.5%	25.0%	20.0%
Political pressures and obstacles	16.7%	18.2%	0.0%	0.0%	14.6%	0.0%	26.7%
Reforms are not well thought out in light of country challenges	33.3%	45.5%	50.0%	33.3%	14.6%	50.0%	46.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%

**H. Communication and Outreach**

Where do you get most of your information about economic and social development issues in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Local newspapers	33.3%	9.1%	100.0%	80.0%	35.2%	100.0%	31.3%
International newspapers	0.0%	0.0%	0.0%	40.0%	5.6%	0.0%	6.3%
Local radio	16.7%	0.0%	0.0%	0.0%	13.0%	0.0%	0.0%
International radio	0.0%	9.1%	0.0%	0.0%	3.7%	0.0%	25.0%
Local television	16.7%	0.0%	0.0%	0.0%	22.2%	0.0%	6.3%
International television	16.7%	0.0%	0.0%	20.0%	40.7%	0.0%	37.5%
Periodicals	16.7%	27.3%	0.0%	0.0%	5.6%	0.0%	0.0%
Internet	66.7%	100.0%	100.0%	60.0%	48.1%	100.0%	56.3%
Other	16.7%	18.2%	0.0%	0.0%	14.8%	0.0%	12.5%

Where do you get most of your information about the World Bank's development activities in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Local newspapers	14.3%	0.0%	33.3%	80.0%	26.9%	50.0%	43.8%
International newspapers	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Local radio	28.6%	0.0%	0.0%	0.0%	5.8%	0.0%	6.3%
International radio	0.0%	0.0%	0.0%	0.0%	9.6%	0.0%	12.5%
Local television	14.3%	0.0%	0.0%	0.0%	23.1%	0.0%	18.8%
International television	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	6.3%
Periodicals	0.0%	27.3%	0.0%	0.0%	3.8%	0.0%	6.3%
Blogs	14.3%	0.0%	0.0%	0.0%	3.8%	0.0%	6.3%
Internet	28.6%	36.4%	33.3%	60.0%	44.2%	75.0%	37.5%
World Bank conferences, seminars, workshops	42.9%	18.2%	33.3%	40.0%	11.5%	25.0%	18.8%
World Bank publications, materials	14.3%	36.4%	33.3%	0.0%	11.5%	25.0%	6.3%
World Bank website	14.3%	9.1%	0.0%	0.0%	1.9%	0.0%	6.3%
Direct contact/interaction with World Bank staff	14.3%	54.5%	33.3%	20.0%	0.0%	25.0%	6.3%
Other	14.3%	0.0%	33.3%	0.0%	15.4%	0.0%	6.3%

**H. Communication and Outreach (continued)****How you would prefer to receive information from the World Bank? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
World Bank website	66.7%	54.5%	33.3%	20.0%	34.0%	75.0%	26.7%
Face to face meetings/discussions	16.7%	36.4%	66.7%	60.0%	64.2%	75.0%	66.7%
e-Newsletters	33.3%	36.4%	33.3%	80.0%	1.9%	0.0%	33.3%
Workshops/conferences	50.0%	72.7%	0.0%	20.0%	62.3%	50.0%	60.0%
Mobile phones	0.0%	0.0%	33.3%	0.0%	13.2%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	0.0%	0.0%	15.1%	0.0%	6.7%
Blogs	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Other	16.7%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Yes	28.6%	27.3%	66.7%	0.0%	11.3%	0.0%	12.5%
No	71.4%	72.7%	33.3%	100.0%	88.7%	100.0%	87.5%

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Yes	0.0%	10.0%	100.0%	0.0%	14.6%	0.0%	0.0%
No	100.0%	90.0%	0.0%	100.0%	85.4%	100.0%	100.0%

**Were you able to obtain this information?**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Yes	100.0%	60.0%	100.0%	50.0%	10.5%	0.0%	100.0%
No	0.0%	40.0%	0.0%	50.0%	89.5%	0.0%	0.0%

**Do you have access to the Internet?**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Yes	100.0%	100.0%	100.0%	80.0%	66.7%	100.0%	85.7%
No	0.0%	0.0%	0.0%	20.0%	33.3%	0.0%	14.3%

**I use/have used the World Bank website:**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Yes	100.0%	72.7%	100.0%	50.0%	26.1%	100.0%	64.3%
No	0.0%	27.3%	0.0%	50.0%	73.9%	0.0%	35.7%

**I primarily use:**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
The World Bank's country website	60.0%	55.6%	66.7%	50.0%	75.0%	50.0%	55.6%
The World Bank's main website	40.0%	44.4%	33.3%	50.0%	25.0%	50.0%	44.4%

**The Internet connection, I mainly use when visiting a World Bank website:**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
High speed	33.3%	14.3%	66.7%	66.7%	36.0%	100.0%	50.0%
Dial-up	66.7%	85.7%	33.3%	33.3%	64.0%	0.0%	50.0%

**H. Communication and Outreach (continued)**

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
Project information	100.0%	57.1%	50.0%	50.0%	11.1%	.0%	20.0%
Country information	0.0%	14.3%	50.0%	50.0%	66.7%	100.0%	40.0%
Data	0.0%	28.6%	0.0%	0.0%	11.1%	0.0%	40.0%
News	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%

I generally use the World Bank's website in:

Percentage of Respondents	Employee of a Ministry/ Ministerial Department	Employee of PIU/ Coordination Unit	Bilateral or Multilateral Agency	Private Sector	NGOs	Media	Other
English	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	12.5%
French	100.0%	100.0%	100.0%	50.0%	64.0%	100.0%	87.5%
Arabic	0.0%	0.0%	0.0%	0.0%	36.0%	0.0%	0.0%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Employee of a Ministry / Ministerial Department			Employee of PIU / Coordination Unit			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the Bank websites easy to navigate	6	6.83	1.47	6	7.33	1.21	3	7.67	2.08	1	5.00	.	34	3.09	3.09	2	6.00	1.41	7	6.14	1.86
I find the information on the Bank's websites useful	6	7.17	1.83	6	7.17	1.60	3	8.33	1.53	1	4.00	.	28	2.89	2.83	2	6.00	1.41	7	7.29	2.06
When I need information from the World Bank I know how to find it	6	5.50	2.59	11	7.36	1.36	3	7.67	2.08	3	5.67	3.51	33	2.97	3.35	2	2.50	.71	8	7.00	2.56
The Bank is responsive to my information requests and inquiries	1	5.00	.	6	7.83	1.72	3	8.00	2.00	2	6.50	.71	29	1.97	2.24	2	2.00	.00	2	8.00	1.41

## Appendix C: Responses to All Questions by Geographic Location

### A. Background Information

	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritania?	73	4.62	3.19	10	3.80	2.44

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

### B. General Issues facing Mauritania

	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Mauritania	66	5.97	2.76	10	6.20	2.44

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Nouakchott	Outside Nouakchott
Government effectiveness/governance	33.9%	11.1%
Fight against HIV/AIDS and other communicable diseases	4.8%	0.0%
Macro-economic growth	17.7%	0.0%
Fight against corruption	11.3%	0.0%
Access to education, quality of education	9.7%	44.4%
Access to health services, quality of health care	1.6%	11.1%
Access to clean water	1.6%	0.0%
Improving the effectiveness of the legal and regulatory system	3.2%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	6.5%	0.0%
Improving environmental quality and protecting natural resources	1.6%	11.1%
Improving mining and oil resources management	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	1.6%	0.0%
Enhancing opportunities for private sector/investment including foreign investment	1.6%	0.0%
Agriculture development (crop production)	3.2%	11.1%
Agriculture development (livestock)	0.0%	0.0%
Fishery	0.0%	0.0%
Improving trade and exports	0.0%	0.0%
Food security	0.0%	11.1%
Mitigate gender inequality	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	0.0%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%
Proper housing	0.0%	0.0%
Other	1.6%	0.0%

**B. General Issues facing Mauritania (continued)**

Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Nouakchott	Outside Nouakchott
Government effectiveness/governance	12.9%	20.0%
Fight against HIV/AIDS and other communicable diseases	1.6%	0.0%
Macro-economic growth	1.6%	0.0%
Fight against corruption	6.5%	10.0%
Access to education, quality of education	19.4%	0.0%
Access to health services, quality of health care	11.3%	10.0%
Access to clean water	0.0%	0.0%
Improving the effectiveness of the legal and regulatory system	6.5%	10.0%
Skills development, employment and income generating opportunities, specifically for young people	6.5%	0.0%
Improving environmental quality and protecting natural resources	4.8%	0.0%
Improving mining and oil resources management	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	4.8%	0.0%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	0.0%
Agriculture development (crop production)	1.6%	0.0%
Agriculture development (livestock)	1.6%	0.0%
Fishery	3.2%	0.0%
Improving trade and exports	0.0%	0.0%
Food security	4.8%	10.0%
Mitigate gender inequality	1.6%	10.0%
Promote regional cooperation	1.6%	0.0%
Reduce internal conflict	0.0%	10.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%
Expanding internet connectivity	0.0%	10.0%
Strengthening the capacity of civil society and private sector organizations	8.1%	10.0%
Improving the quality of life in urban areas	1.6%	0.0%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Government effectiveness/governance	34.3%	0.0%
Fight against HIV/AIDS and other communicable diseases	1.4%	0.0%
Macro-economic growth	20.0%	8.3%
Fight against corruption	15.7%	0.0%
Access to education, quality of education	28.6%	33.3%
Access to health services, quality of health care	5.7%	0.0%
Access to clean water	2.9%	0.0%
Improving the effectiveness of the legal and regulatory system	10.0%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	15.7%	33.3%
Improving environmental quality and protecting natural resources	4.3%	8.3%
Improving mining and oil resources management	4.3%	0.0%
Improving basic infrastructure (port, electricity, roads)	5.7%	8.3%
Enhancing opportunities for private sector/investment including foreign investment	8.6%	8.3%
Agriculture development (crop production)	12.9%	16.7%
Agriculture development (livestock)	4.3%	16.7%
Fishery	2.9%	8.3%
Improving trade and exports	1.4%	0.0%
Food security	2.9%	25.0%
Mitigate gender inequality	0.0%	0.0%
Promote regional cooperation	2.9%	0.0%
Reduce internal conflict	1.4%	0.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	8.6%	16.7%
Improving the quality of life in urban areas	0.0%	0.0%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

## B. General Issues facing Mauritania (continued)

Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Government effectiveness/governance	22.9%	36.4%
Fight against HIV/AIDS and other communicable diseases	1.4%	0.0%
Fight against corruption	17.1%	18.2%
Access to education, quality of education	22.9%	45.5%
Access to health services, quality of health care	8.6%	0.0%
Access to clean water	5.7%	0.0%
Improving the effectiveness of the legal and regulatory system	12.9%	9.1%
Skills development, employment and income generating opportunities, specifically for young people	24.3%	18.2%
Improving environmental quality and protecting natural resources	7.1%	9.1%
Improving mining and oil resources management	8.6%	18.2%
Improving basic infrastructure (port, electricity, roads)	10.0%	18.2%
Enhancing opportunities for private sector/investment including foreign investment	10.0%	0.0%
Agriculture development (crop production)	10.0%	0.0%
Agriculture development (livestock)	2.9%	0.0%
Fishery	2.9%	0.0%
Improving trade and exports	2.9%	0.0%
Food security	0.0%	0.0%
Mitigate gender inequality	1.4%	0.0%
Promote regional cooperation	1.4%	0.0%
Reduce internal conflict	1.4%	0.0%
Mitigate the effects of climate change	0.0%	9.1%
Improving public financial management and procurement	10.0%	0.0%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	12.9%	18.2%
Improving the quality of life in urban areas	1.4%	0.0%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

## C. Overall Attitudes toward the World Bank

Overall Effectiveness						
	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritania	68	5.19	3.08	11	5.09	2.17

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

World Bank's Financial Instruments						
	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
To what extent do the World Bank's financial instruments meet the needs of Mauritania?	68	5.12	2.96	12	4.75	2.18

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

World Bank's Knowledge Services						
	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank meet Mauritania's needs for knowledge services?	66	5.08	3.12	10	5.70	2.16

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

### C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in Mauritania, what do you think the Bank considers its top priorities in Mauritania?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Government effectiveness/governance	20.6%	16.7%
Fight against HIV/AIDS and other communicable diseases	11.8%	0.0%
Macro-economic growth	20.6%	8.3%
Fight against corruption	8.8%	8.3%
Access to education, quality of education	19.1%	50.0%
Access to health services, quality of health care	4.4%	25.0%
Access to clean water	2.9%	8.3%
Improving the effectiveness of the legal and regulatory system	8.8%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	11.8%	16.7%
Improving environmental quality and protecting natural resources	4.4%	8.3%
Improving mining and oil resources management	4.4%	8.3%
Improving basic infrastructure (port, electricity, roads)	11.8%	0.0%
Enhancing opportunities for private sector/investment including foreign investment	4.4%	0.0%
Agriculture development (crop production)	20.6%	16.7%
Agriculture development (livestock)	0.0%	0.0%
Fishery	0.0%	0.0%
Improving trade and exports	1.5%	0.0%
Food security	0.0%	0.0%
Mitigate gender inequality	1.5%	0.0%
Promote regional cooperation	1.5%	0.0%
Reduce internal conflict	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	4.4%	8.3%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	16.2%	0.0%
Improving the quality of life in urban areas	2.9%	0.0%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

Based on your observations of the World Bank in Mauritania, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Government effectiveness/governance	18.0%	9.1%
Fight against HIV/AIDS and other communicable diseases	4.9%	9.1%
Macro-economic growth	6.6%	0.0%
Fight against corruption	11.5%	9.1%
Access to education, quality of education	19.7%	9.1%
Access to health services, quality of health care	11.5%	9.1%
Access to clean water	4.9%	0.0%
Improving the effectiveness of the legal and regulatory system	4.9%	0.0%
Skills development, employment and income generating opportunities, specifically for young people	18.0%	9.1%
Improving environmental quality and protecting natural resources	8.2%	18.2%
Improving mining and oil resources management	6.6%	18.2%
Improving basic infrastructure (port, electricity, roads)	9.8%	9.1%
Enhancing opportunities for private sector/investment including foreign investment	6.6%	9.1%
Agriculture development (crop production)	6.6%	27.3%
Agriculture development (livestock)	3.3%	0.0%
Fishery	4.9%	9.1%
Improving trade and exports	3.3%	0.0%
Food security	9.8%	0.0%
Mitigate gender inequality	0.0%	9.1%
Promote regional cooperation	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%
Mitigate the effects of climate change	3.3%	0.0%
Improving public financial management and procurement	3.3%	0.0%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	8.2%	18.2%
Improving the quality of life in urban areas	3.3%	0.0%
Proper housing	0.0%	0.0%
Other	1.6%	0.0%

### C. Overall Attitudes toward the World Bank (continued)

In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?

Percentage of Respondents	Nouakchott	Outside Nouakchott
The Bank should be more involved	70.4%	100.0%
The Bank is currently involved at an optimum level	14.1%	0.0%
The Bank should be less involved	8.5%	0.0%
The Bank shouldn't be involved at all	1.4%	0.0%
Don't know	5.6%	0.0%

In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Mauritania?

Percentage of Respondents	Nouakchott	Outside Nouakchott
The Bank's knowledge	15.6%	16.7%
Technical advice	1.6%	8.3%
Policy and economic advice	18.8%	16.7%
Lending when others won't	15.6%	16.7%
Convener/facilitator	4.7%	8.3%
Donor coordination	10.9%	8.3%
Ability to mobilize resources	4.7%	8.3%
Ability to build implementation capacity	3.1%	8.3%
Financial resources	20.3%	8.3%
Other	0.0%	0.0%
None of the above	4.7%	0.0%

What is the "second greatest" value?

Percentage of Respondents	Nouakchott	Outside Nouakchott
The Bank's knowledge	15.9%	18.2%
Technical advice	4.8%	0.0%
Policy and economic advice	4.8%	9.1%
Lending when others won't	15.9%	45.5%
Convener/facilitator	9.5%	0.0%
Donor coordination	11.1%	0.0%
Ability to mobilize resources	17.5%	0.0%
Ability to build implementation capacity	6.3%	9.1%
Financial resources	9.5%	18.2%
Other	0.0%	0.0%
None of the above	3.2%	0.0%

Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Imposing technocratic solutions without regard to political realities	49.2%	45.5%
Not exploring alternative policy options	12.7%	18.2%
Too bureaucratic in its operational policies and procedures	22.2%	9.1%
Staff too inaccessible	6.3%	0.0%
Bank management is not accessible	4.8%	9.1%
Bank staff are arrogant in their approach	3.2%	0.0%
Not enough public disclosure of its work	15.9%	36.4%
The Bank is too influenced by the US, or others	19.0%	18.2%
World Bank procedures too slow and complex to show results on the ground in reasonable time	25.4%	45.5%
The interventions of the World Bank are inadequately aligned with country priorities	19.0%	0.0%
The Bank's instruments are not flexible enough to respond to country needs	9.5%	0.0%
The Bank does not collaborate enough with other donors	4.8%	9.1%
Other	1.6%	0.0%

### C. Overall Attitudes toward the World Bank (continued)

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Education	42.3%	33.3%
Health	22.5%	16.7%
Social protection	9.9%	16.7%
Transport	0.0%	0.0%
Poverty	12.7%	25.0%
Governance	7.0%	16.7%
Anti-corruption	12.7%	0.0%
Fisheries	1.4%	0.0%
Enhanced business environment for private sector development	7.0%	0.0%
Energy	1.4%	0.0%
Agricultural production/Food security	2.8%	25.0%
Agri-business	0.0%	0.0%
Water and sanitation	5.6%	8.3%
Monitoring and evaluation	5.6%	0.0%
Public expenditure	1.4%	0.0%
Public sector performance	9.9%	0.0%
Oil/mining sector	5.6%	8.3%
Labor markets/job creation	12.7%	16.7%
Financial markets	0.0%	0.0%
Urban/metropolitan development	1.4%	0.0%
Environmental sustainability/natural resources management	5.6%	16.7%
Improving equality of opportunity	1.4%	0.0%
Rural development	4.2%	8.3%
Climate change	7.0%	8.3%
Service sector expansion	1.4%	0.0%
Infrastructure	5.6%	0.0%
Other	1.4%	0.0%

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

Percentage of Respondents	Nouakchott	Outside Nouakchott
NGOs	55.6%	75.0%
Local Government	40.3%	50.0%
Beneficiaries	26.4%	16.7%
Private sector	25.0%	8.3%
Community Based Organizations (CBOs)	11.1%	8.3%
Donor community	8.3%	0.0%
Parliament	11.1%	8.3%
Media	5.6%	8.3%
Faith based organizations	0.0%	0.0%
Ethnic groups	2.8%	0.0%
Political parties	2.8%	16.7%
Other	2.8%	0.0%

When considering the level of World Bank focus on regions outside of Nouakchott, do you think the World Bank should... (Please mark only ONE response)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Focus more attention and resources that it has available, on these regions	79.0%	70.0%
Continue its current region/approach in the country	14.5%	10.0%
Focus fewer resources that it has available, on these regions	6.5%	20.0%

Program Effectiveness outside Nouakchott						
	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
How effective have the World Bank's programs and projects in the regions outside of Nouakchott been?	62	4.50	2.71	11	4.00	2.00

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Extremely effective")

### C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.

	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Mauritania	65	4.92	2.74	8	3.88	2.59
The Bank's work is aligned with what I consider the development priorities for this country	57	4.32	2.71	10	4.10	2.08
The Bank's work reflects its own mission of poverty reduction	59	5.19	3.04	8	4.88	2.17
The World Bank recommends programs and strategies that are realistic for Mauritania	50	4.56	2.82	7	4.86	2.27
The World Bank treats clients and stakeholders in Mauritania with respect	44	5.14	3.26	7	5.43	2.44
The World Bank collaborates well with other donors here	38	5.03	3.19	5	4.80	2.49
The World Bank is responsive	47	4.47	3.13	4	5.00	3.16
Overall, I like to work/interact with Bank staff	41	5.34	3.26	4	6.25	3.77
The Bank is an effective catalyst for discussion on issues related to poverty	55	5.95	3.16	8	6.63	2.83
In general, the strategies that the Bank supports are sustainable over time	54	5.35	3.24	5	5.80	2.77
The World Bank's work promotes country ownership of development strategies	54	5.98	3.12	7	5.71	2.36
The Bank's work promotes the empowerment of poor people to participate in development	56	5.57	3.25	5	3.80	2.17
The World Bank imposes reasonable conditions on its lending	49	5.31	3.19	5	5.00	3.39
The Bank gives appropriate priority to growth issues	53	5.21	2.82	5	6.00	3.32

PRSP						
	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
When thinking about Mauritania's PRSP, to what extent do you believe the World Bank's actions are effectively aligned?	61	4.87	3.00	9	4.89	2.03

(Asked on a scale of 1-10, 1 meaning "Not at all aligned", 10 meaning "Aligned to a very high degree")

### D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in Mauritania?

(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	57	7.39	3.22	8	9.13	1.13
Helping to bring about economic growth	52	7.19	3.15	5	8.60	1.34
Fighting against corruption	48	6.71	3.48	5	9.40	.89
Helping to improve the investment climate for attracting private sector growth and foreign investment	54	6.61	3.12	4	9.25	.96
Helping to strengthen the public financial management and procurement system	52	7.08	3.22	7	8.29	1.98
Helping to improve the legal and regulatory systems	50	6.08	3.34	6	8.00	2.19
Helping to strengthen the government's effectiveness	52	6.23	3.33	5	7.40	1.52
Helping to strengthen the capacity of civil society and private sector organizations	53	5.70	3.18	7	6.71	2.81
Helping to increase access and quality of education	54	7.50	3.41	6	8.00	2.28
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	51	7.24	3.35	5	9.00	1.41
Helping to increase access to clean water	51	6.86	3.17	5	8.60	1.34
Helping reduce internal conflicts	47	5.13	3.53	6	6.00	3.03
Helping to strengthen environment and natural resources management	52	6.35	3.00	5	8.80	.84
Ensuring that attention is paid to gender disparities	50	5.10	3.16	5	5.80	3.63
Helping to strengthen the agricultural sector/food security	51	6.94	3.18	5	9.40	.89
Helping to strengthen the fisheries sector	50	6.10	3.45	5	8.60	2.07
Helping to improve port infrastructure	46	6.46	3.46	5	8.20	1.30
Helping to expand internet connectivity	50	6.04	3.17	5	7.80	1.92
Helping to strengthen mining and oil resources management	53	6.62	3.34	5	8.00	2.00
Helping to improve the quality of life in urban areas	52	6.38	3.22	6	6.33	1.86
Helping to increase access to proper housing	53	5.89	3.26	5	6.80	1.79
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	53	6.17	3.31	6	6.67	2.50
Helping to empower communities to participate in their own development	53	6.09	3.29	7	6.71	2.75
Helping Mauritania adapt to/avert risk of climate change	52	6.04	3.48	5	7.60	3.36
Helping to increase professional skills, employment and income generation, specifically for young people	52	6.42	3.48	5	8.00	2.00

**D. The Work of the World Bank (continued)**

**How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania?**

*(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)*

	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	49	5.49	3.05	5	5.20	1.10
Helping to bring about economic growth	45	5.20	2.82	6	5.33	1.37
Fighting against corruption	45	4.58	3.21	6	3.17	1.33
Helping to improve the investment climate for attracting private sector growth and foreign investment	46	5.07	2.91	4	3.75	.96
Helping to strengthen the public financial management and procurement system	45	5.16	2.65	5	4.20	.84
Helping to improve the legal and regulatory systems	42	3.79	2.70	6	4.33	3.01
Helping to strengthen the government's effectiveness	44	4.55	2.86	4	5.25	1.26
Helping to strengthen the capacity of civil society and private sector organizations	48	5.23	3.05	7	3.43	.98
Helping to increase access and quality of education	45	5.31	3.09	5	5.40	1.14
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	45	5.64	2.99	5	5.80	1.10
Helping to increase access to clean water	40	5.00	3.06	4	4.00	2.94
Helping reduce internal conflicts	31	3.19	2.48	3	4.33	2.08
Helping to strengthen environment and natural resources management	40	4.30	2.45	4	4.25	2.06
Ensuring that attention is paid to gender disparities	37	4.89	2.85	3	5.00	1.00
Helping to strengthen the agricultural sector/food security	42	4.90	2.55	5	5.60	1.82
Helping to strengthen the fisheries sector	42	3.19	2.34	4	3.50	2.65
Helping to improve port infrastructure	37	4.97	3.11	5	3.80	1.92
Helping to expand internet connectivity	39	4.03	3.04	3	7.00	1.00
Helping to strengthen mining and oil resources management	42	4.83	2.90	5	5.60	1.52
Helping to improve the quality of life in urban areas	44	4.64	3.03	4	5.00	1.63
Helping to increase access to proper housing	41	3.83	2.82	4	3.25	2.22
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	43	4.72	3.16	5	3.80	1.92
Helping to empower communities to participate in their own development	43	4.60	3.01	4	4.25	1.89
Helping Mauritania adapt to/avert risk of climate change	41	3.63	2.84	4	4.50	2.65
Helping to increase professional skills, employment and income generation, specifically for young people	42	4.17	3.11	5	4.60	1.52

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".

	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
Technical competence	54	6.17	3.06	7	6.43	2.82
Producing "knowledge" (studies, analyses) that is useful	51	6.20	3.29	6	6.33	3.01
Making the results of studies and analyses readily available	52	5.04	3.12	6	3.67	1.97
Sharing knowledge about international best practices	53	5.30	3.00	5	4.40	2.97
Ability to adapt its knowledge to your country's needs	56	5.04	2.94	6	4.50	2.66
Ensuring its staff is accessible	45	4.87	3.31	4	5.25	3.30
Providing sound policy and economic advice	55	5.11	2.92	6	5.00	2.45
Straightforwardness in its dealings with you	46	5.26	3.47	3	5.33	3.79
Maintaining consistent messages	48	5.27	3.34	6	4.17	2.56
Promoting the inclusion of local communities in the development of strategies	57	4.60	2.96	5	4.20	2.39
Promoting the inclusion of civil society in the development of strategies	60	4.60	3.17	6	3.83	2.56
Promoting the inclusion of local project experts in the development of strategies	51	4.59	3.02	4	4.50	3.11
Promoting the inclusion of private sector in the development of strategies	52	4.19	2.89	5	4.20	2.39
Giving appropriate priority to poverty reduction	55	5.31	3.24	7	5.14	2.61
Lending in a way that promotes effective development	58	5.26	3.08	5	4.00	2.12

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	50	4.50	2.88	7	4.14	2.04
The Bank disburses funds promptly	46	4.93	3.23	6	5.17	2.48
The Bank works efficiently	51	4.80	3.01	6	5.17	2.48
The Bank effectively monitors and evaluates the projects and programs it supports	52	5.42	3.25	7	5.43	2.88
The Bank helps to build capacity at the community level	54	4.56	2.92	8	4.50	1.93
The Bank helps to build capacity of government officials	54	5.24	3.10	8	5.00	2.07
The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania	52	5.42	3.03	4	4.50	2.52
The Bank helps to strengthen institutional capacity	54	5.07	3.16	5	4.00	2.24
The Government supports and takes responsibility for development efforts in Mauritania	57	4.84	2.94	7	4.14	2.27
The Bank's procurement requirements are reasonable	48	5.10	3.11	5	5.20	3.49

### G. The Future Role of the World Bank in Mauritania

	Which best represents your geographic location?					
	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in Mauritania's development over the medium term in the near future?	66	6.68	3.23	9	6.11	2.62

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

### G. The Future Role of the World Bank in Mauritania (continued)

Which one of the following should the Bank do to make itself of greater value in Mauritania? (Choose only ONE)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Improve the quality of its experts as related to Mauritania's specific challenges	28.1%	25.0%
Reduce the complexity of obtaining World Bank financing	40.6%	25.0%
Focus primarily on advice and advocacy issues	9.4%	12.5%
Improve the competitiveness of its financing compared to markets	6.3%	12.5%
Offer more innovative financial products	7.8%	25.0%
Offer more innovative knowledge services	1.6%	0.0%
Other	6.3%	0.0%

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
The World Bank works inefficiently/too slowly	34.3%	10.0%
Government works inefficiently/too slowly	37.3%	50.0%
There is not an adequate level of citizen/civil society participation	40.3%	50.0%
Poor donor coordination	11.9%	0.0%
Lack of/inadequate levels of capacity in government	20.9%	40.0%
Political pressures and obstacles	17.9%	10.0%
Reforms are not well thought out in light of country challenges	29.9%	30.0%
Other	0.0%	0.0%

### H. Communication and Outreach

Where do you get most of your information about economic and social development issues in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Local newspapers	43.7%	41.7%
International newspapers	2.8%	25.0%
Local radio	11.3%	0.0%
International radio	11.3%	0.0%
Local television	7.0%	8.3%
International television	19.7%	33.3%
Periodicals	12.7%	0.0%
Internet	63.4%	75.0%
Other	14.1%	8.3%

Where do you get most of your information about the World Bank's development activities in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Nouakchott	Outside Nouakchott
Local newspapers	31.0%	36.4%
International newspapers	1.4%	0.0%
Local radio	9.9%	0.0%
International radio	9.9%	0.0%
Local television	11.3%	18.2%
International television	4.2%	0.0%
Periodicals	11.3%	0.0%
Blogs	2.8%	0.0%
Internet	46.5%	45.5%
World Bank conferences, seminars, workshops	16.9%	36.4%
World Bank publications, materials	18.3%	9.1%
World Bank website	4.2%	0.0%
Direct contact/interaction with World Bank staff	15.5%	0.0%
Other	7.0%	18.2%

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

Percentage of Respondents	Nouakchott	Outside Nouakchott
World Bank website	44.3%	25.0%
Face to face meetings/discussions	55.7%	50.0%
e-Newsletters	17.1%	25.0%
Workshops/conferences	51.4%	75.0%
Mobile phones	8.6%	8.3%
Social media (Facebook, Twitter, Youtube)	12.9%	0.0%
Blogs	2.9%	0.0%
Other	2.9%	0.0%

## H. Communication and Outreach (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 on a list of exceptions?

Percentage of Respondents	Nouakchott	Outside Nouakchott
Yes	15.3%	18.2%
No	84.7%	81.8%

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

Percentage of Respondents	Nouakchott	Outside Nouakchott
Yes	13.2%	0.0%
No	86.8%	100.0%

Were you able to obtain this information?

Percentage of Respondents	Nouakchott	Outside Nouakchott
Yes	27.3%	28.6%
No	72.7%	71.4%

Do you have access to the Internet?

Percentage of Respondents	Nouakchott	Outside Nouakchott
Yes	80.6%	50.0%
No	19.4%	50.0%

I use/have used the World Bank website:

Percentage of Respondents	Nouakchott	Outside Nouakchott
Yes	55.6%	44.4%
No	44.4%	55.6%

I primarily use:

Percentage of Respondents	Nouakchott	Outside Nouakchott
The World Bank's country website	64.9%	50.0%
The World Bank's main website	35.1%	50.0%

The Internet connection, I mainly use when visiting a World Bank website:

Percentage of Respondents	Nouakchott	Outside Nouakchott
High speed	41.7%	20.0%
Dial-up	58.3%	80.0%

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	Nouakchott	Outside Nouakchott
Project information	25.0%	50.0%
Country information	52.8%	50.0%
Data	22.2%	0.0%
News	0.0%	0.0%
Other	0.0%	0.0%

I generally use the World Bank's website in:

Percentage of Respondents	Nouakchott	Outside Nouakchott
English	5.0%	0.0%
French	80.0%	100.0%
Arabic	15.0%	0.0%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	Nouakchott			Outside Nouakchott		
	N	Mean	SD	N	Mean	SD
I find the Bank websites easy to navigate	42	5.12	2.90	4	6.00	3.56
I find the information on the Bank's websites useful	39	5.51	2.86	3	6.00	4.36
When I need information from the World Bank I know how to find it	50	5.30	3.28	5	5.80	3.35
The Bank is responsive to my information requests and inquiries	31	4.42	3.48	4	5.50	3.42

## Appendix D: Responses to All Questions by Year<sup>8</sup>

FY '05 Response Number = 91 • FY '08 Response Number = 245 • FY '12 Response Number = 110

### A. Background Information

Please identify the primary specialization of your work

Percentage of Respondents	FY 2008	FY 2012
Agriculture, Agribusiness, Forestry, Fishery	14.5%	10.2%
Commerce, Trade and Manufacturing	1.3%	2.0%
Communications, Information Services	5.3%	7.1%
Economic Management	16.2%	9.2%
Environment, Natural Resource Management	5.3%	4.1%
Finance, Banking, Insurance	2.6%	4.1%
Infrastructure	3.1%	6.1%
Law, Justice	4.8%	7.1%
Legislature, Politics	4.8%	1.0%
Social Services	26.8%	32.7%
Oil / Mining*	-	2.0%
Other	15.4%	14.3%

\*This response option not offered in FY 2008 country survey.

Familiarity with the World Bank									
	year								
	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritania?	86	7.08	1.77	232	4.80	2.80	99	4.43	3.14

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

How long have you been involved with (or a close observer of) the World Bank's activities?

Percentage of Respondents	FY 2005	FY 2008	FY 2012
Less than one year	9.4%	16.1%	32.5%
One to three years	15.3%	15.6%	11.7%
More than three years	75.3%	68.3%	55.8%

Which best represents your geographic location?

Percentage of Respondents	FY 2008	FY 2012
Nouakchott	87.2%	85.9%
Outside Nouakchott	12.8%	14.1%

### B. General Issues facing Mauritania

	year					
	FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Mauritania	221	5.34	2.22	96	6.19	2.80

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

<sup>8</sup> Only those questions that were asked in the FY '05, FY '08 and FY '12 country surveys, with similar response scales/options, are presented.

**B. General Issues facing Mauritania (continued)**

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	FY 2008	FY 2012
Government effectiveness/governance	34.0%	31.7%
Fight against HIV/AIDS and other communicable diseases	3.7%	3.7%
Macro-economic growth	9.1%	13.4%
Fight against corruption	3.3%	8.5%
Access to education, quality of education	19.5%	13.4%
Access to health services, quality of health care	3.3%	3.7%
Access to clean water*	-	3.7%
Improving the effectiveness of the legal and regulatory system	5.4%	2.4%
Skills development, employment and income generating opportunities, specifically for young people	0.8%	4.9%
Improving environmental quality and protecting natural resources	0.8%	2.4%
Improving mining and oil resources management*	-	0.0%
Improving basic infrastructure (port, electricity, roads)	2.9%	1.2%
Enhancing opportunities for private sector/investment including foreign investment	0.8%	1.2%
Agriculture development (crop production and livestock)	4.1%	3.7%
Fishery*	-	1.2%
Improving trade and exports	0.0%	0.0%
Food security	2.9%	2.4%
Mitigate gender inequality	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%
Reduce internal conflict*	-	0.0%
Mitigate the effects of climate change*	-	0.0%
Improving public financial management and procurement*	-	0.0%
Expanding internet connectivity*	-	0.0%
Strengthening the capacity of civil society and private sector organizations*	-	2.4%
Improving the quality of life in urban areas*	-	0.0%
Proper housing*	-	0.0%
Other	9.1%	1.2%

\*This response option not offered in FY 2008 country survey.

Then identify which one you consider the *second most important* development priority.

Percentage of Respondents	FY 2008	FY 2012
Government effectiveness/governance	9.5%	11.6%
Fight against HIV/AIDS and other communicable diseases	2.1%	1.2%
Macro-economic growth	12.1%	2.3%
Fight against corruption	5.8%	7.0%
Access to education, quality of education	21.6%	14.0%
Access to health services, quality of health care	2.6%	9.3%
Access to clean water*	-	0.0%
Improving the effectiveness of the legal and regulatory system	8.4%	5.8%
Skills development, employment and income generating opportunities, specifically for young people	3.7%	7.0%
Improving environmental quality and protecting natural resources	2.1%	5.8%
Improving mining and oil resources management*	-	1.2%
Improving basic infrastructure (port, electricity, roads)	3.2%	3.5%
Enhancing opportunities for private sector/investment including foreign investment	4.2%	0.0%
Agriculture development (crop production and livestock)	9.5%	4.7%
Fishery*	-	2.3%
Improving trade and exports	0.0%	0.0%
Food security	3.7%	5.8%
Mitigate gender inequality	0.0%	2.3%
Promote regional cooperation	1.6%	1.2%
Reduce internal conflict*	-	1.2%
Mitigate the effects of climate change*	-	0.0%
Improving public financial management and procurement*	-	1.2%
Expanding internet connectivity*	-	1.2%
Strengthening the capacity of civil society and private sector organizations*	-	9.3%
Improving the quality of life in urban areas*	-	3.5%
Proper housing*	-	0.0%
Other	9.5%	0.0%

\*This response option not offered in FY 2008 country survey.

**B. General Issues facing Mauritania (continued)**

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008	FY 2012
Government effectiveness/governance	27.8%	24.0%
Fight against HIV/AIDS and other communicable diseases*	-	1.9%
Macro-economic growth	9.7%	15.4%
Fight against corruption	22.9%	10.6%
Access to education, quality of education	28.2%	25.0%
Access to health services, quality of health care	3.5%	12.5%
Access to clean water*	-	3.8%
Improving the effectiveness of the legal and regulatory system*	-	6.7%
Skills development, employment and income generating opportunities, specifically for young people	19.8%	16.3%
Improving environmental quality and protecting natural resources	4.4%	4.8%
Improving mining and oil resources management*	-	3.8%
Improving basic infrastructure (port, electricity, roads)	11.9%	4.8%
Enhancing opportunities for private sector/investment including foreign investment	5.3%	6.7%
Agriculture development (crop production and livestock)	48.5%	21.2%
Fishery*	-	3.8%
Improving trade and exports*	-	1.0%
Food security	9.7%	15.4%
Mitigate gender inequality*	-	0.0%
Promote regional cooperation*	-	1.9%
Reduce internal conflict*	-	1.0%
Mitigate the effects of climate change*	-	0.0%
Improving public financial management and procurement*	-	1.9%
Expanding internet connectivity*	-	0.0%
Strengthening the capacity of civil society and private sector organizations*	-	9.6%
Improving the quality of life in urban areas*	-	0.0%
Proper housing*	-	0.0%
Other	2.2%	1.9%

\*This response option not offered in FY 2008 country survey.

Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008	FY 2012
Government effectiveness/governance	42.6%	22.8%
Fight against HIV/AIDS and other communicable diseases*	-	2.0%
Fight against corruption*	-	17.8%
Access to education, quality of education	33.1%	20.8%
Access to health services, quality of health care	5.4%	7.9%
Access to clean water	-	5.0%
Improving the effectiveness of the legal and regulatory system	7.9%	10.9%
Skills development, employment and income generating opportunities, specifically for young people*	-	20.8%
Improving environmental quality and protecting natural resources*	-	5.9%
Improving mining and oil resources management*	-	10.9%
Improving basic infrastructure (port, electricity, roads) *	-	8.9%
Enhancing opportunities for private sector/investment including foreign investment	26.0%	7.9%
Agriculture development (crop production and livestock)	61.6%	17.8%
Fishery*	-	5.0%
Improving trade and exports	4.5%	3.0%
Food security*	-	5.9%
Mitigate gender inequality*	-	1.0%
Promote regional cooperation*	-	1.0%
Reduce internal conflict*	-	1.0%
Mitigate the effects of climate change*	-	1.0%
Improving public financial management and procurement*	-	7.9%
Expanding internet connectivity*	-	0.0%
Strengthening the capacity of civil society and private sector organizations*	-	11.9%
Improving the quality of life in urban areas*	-	1.0%
Proper housing*	-	0.0%
Other	14.0%	0.0%

\*This response option not offered in FY 2008 country survey.

**C. Overall Attitudes toward the World Bank**

	year								
	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritania	79	6.84	1.88	217	5.27	2.44	98	4.65	3.02

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

**Based on your observations of the World Bank in Mauritania, what do you think the Bank considers its top priorities in Mauritania? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	FY 2008	FY 2012
Government effectiveness/governance	32.6%	17.5%
Fight against HIV/AIDS and other communicable diseases	9.9%	8.2%
Macro-economic growth	18.2%	18.6%
Fight against corruption	5.8%	8.2%
Access to education, quality of education	24.8%	20.6%
Access to health services, quality of health care	26.4%	14.4%
Access to clean water*	-	3.1%
Improving the effectiveness of the legal and regulatory system	5.8%	7.2%
Skills development, employment and income generating opportunities, specifically for young people	5.8%	11.3%
Improving environmental quality and protecting natural resources	4.5%	5.2%
Improving mining and oil resources management*	-	4.1%
Improving basic infrastructure (port, electricity, roads)	12.0%	8.2%
Enhancing opportunities for private sector/investment including foreign investment	12.8%	3.1%
Agriculture development (crop production and livestock)	17.8%	20.6%
Fishery*	-	0.0%
Improving trade and exports	0.8%	1.0%
Food security	4.1%	2.1%
Mitigate gender inequality	0.8%	1.0%
Promote regional cooperation	0.4%	1.0%
Reduce internal conflict*	-	0.0%
Mitigate the effects of climate change*	-	0.0%
Improving public financial management and procurement*	-	5.2%
Expanding internet connectivity*	-	0.0%
Strengthening the capacity of civil society and private sector organizations*	-	16.5%
Improving the quality of life in urban areas*	-	4.1%
Proper housing*	-	0.0%
Other	9.9%	0.0%

\*This response option not offered in FY 2008 country survey.

**Based on your observations of the World Bank in Mauritania, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	FY 2008	FY 2012
Government effectiveness/governance	20.7%	15.3%
Fight against HIV/AIDS and other communicable diseases	3.9%	5.9%
Macro-economic growth	10.3%	7.1%
Fight against corruption	7.8%	11.8%
Access to education, quality of education	19.8%	15.3%
Access to health services, quality of health care	28.0%	10.6%
Access to clean water*	-	3.5%
Improving the effectiveness of the legal and regulatory system	5.6%	3.5%
Skills development, employment and income generating opportunities, specifically for young people	6.9%	15.3%
Improving environmental quality and protecting natural resources	3.9%	9.4%
Improving mining and oil resources management*	-	8.2%
Improving basic infrastructure (port, electricity, roads)	22.0%	8.2%
Enhancing opportunities for private sector/investment including foreign investment	12.5%	5.9%
Agriculture development (crop production and livestock)	27.6%	11.8%
Fishery*	-	4.7%
Improving trade and exports	3.0%	2.4%
Food security	8.6%	12.9%
Mitigate gender inequality	0.4%	2.4%
Promote regional cooperation	1.7%	0.0%
Reduce internal conflict*	-	0.0%
Mitigate the effects of climate change*	-	2.4%
Improving public financial management and procurement*	-	2.4%
Expanding internet connectivity*	-	0.0%
Strengthening the capacity of civil society and private sector organizations*	-	12.9%
Improving the quality of life in urban areas*	-	3.5%
Proper housing*	-	1.2%
Other	11.2%	2.4%

\*This response option not offered in FY 2008 country survey.

### C. Overall Attitudes toward the World Bank (continued)

In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?

Percentage of Respondents	FY 2005	FY 2008	FY 2012
The Bank should be more involved	71.1%	59.6%	77.5%
The Bank is currently involved at an optimum level	23.3%	22.9%	10.8%
The Bank should be less involved	5.6%	16.5%	5.9%
The Bank shouldn't be involved at all	0.0%	1.1%	1.0%
Don't know	0.0%	.0%	4.9%

In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Mauritania?

Percentage of Respondents	FY 2005	FY 2008	FY 2012
The Bank's knowledge	22.2%	15.2%	14.7%
Technical advice	0.0%	12.1%	2.1%
Policy and economic advice	7.8%	19.9%	14.7%
Lending when others won't	4.4%	16.9%	16.8%
Convener/facilitator	4.4%	0.0%	4.2%
Donor coordination	8.9%	8.2%	9.5%
Ability to mobilize resources	4.4%	6.9%	6.3%
Ability to build implementation capacity	0.0%	1.7%	3.2%
Financial resources	47.8%	17.3%	15.8%
Other	0.0%	0.4%	0.0%
None of the above	0.0%	1.3%	13.7%

What is the "second greatest" value?

Percentage of Respondents	FY 2005	FY 2008	FY 2012
The Bank's knowledge	16.7%	14.3%	15.3%
Technical advice	6.9%	9.8%	4.7%
Policy and economic advice	23.6%	13.8%	5.9%
Lending when others won't	8.3%	11.2%	17.6%
Convener/facilitator	2.8%	1.3%	7.1%
Donor coordination	15.3%	14.7%	8.2%
Ability to mobilize resources	4.2%	7.6%	12.9%
Ability to build implementation capacity	8.3%	3.1%	9.4%
Financial resources	13.9%	21.0%	9.4%
Other	0.0%	2.2%	0.0%
None of the above	0.0%	0.9%	8.2%

Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008	FY 2012
Imposing technocratic solutions without regard to political realities	55.5%	42.9%
Not exploring alternative policy options	24.8%	14.3%
Too bureaucratic in its operational policies and procedures	41.3%	17.6%
Staff too inaccessible	9.6%	6.6%
Bank management is not accessible*	-	5.5%
Bank staff are arrogant in their approach	17.9%	3.3%
Not enough public disclosure of its work*	-	15.4%
The Bank is too influenced by the US, or others	20.2%	18.7%
World Bank procedures too slow and complex to show results on the ground in reasonable time*	-	23.1%
The interventions of the World Bank are inadequately aligned with country priorities*	-	14.3%
The Bank's instruments are not flexible enough to respond to country needs*	-	7.7%
The Bank does not collaborate enough with other donors*	-	5.5%
Other	11.0%	11.0%

\*This response option not offered in FY 2008 country survey.

### C. Overall Attitudes toward the World Bank (continued)

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008	FY 2012
Education	42.1%	35.6%
Health	15.3%	20.2%
Social protection	2.1%	15.4%
Transport	1.2%	0.0%
Poverty	18.2%	14.4%
Governance	18.2%	7.7%
Anti-corruption	10.3%	9.6%
Fisheries*	-	1.0%
Enhanced business environment for private sector development	12.4%	5.8%
Energy	5.0%	1.0%
Agricultural production/Food security*	-	6.7%
Agri-business	13.2%	1.9%
Water and sanitation	5.8%	5.8%
Monitoring and evaluation	10.7%	4.8%
Public expenditure	7.0%	1.0%
Public sector performance	5.8%	6.7%
Oil/mining sector*	-	5.8%
Labor markets/job creation	10.3%	10.6%
Financial markets	2.1%	0.0%
Urban/metropolitan development	0.8%	1.0%
Environmental sustainability/natural resources management	5.0%	5.8%
Improving equality of opportunity	2.9%	2.9%
Rural development	10.3%	10.6%
Climate change*	-	5.8%
Service sector expansion*	-	1.0%
Infrastructure*	-	3.8%
Other	0.8%	3.8%

\*This response option not offered in FY 2008 country survey.

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.

	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Mauritania	89	7.69	1.81	217	5.61	2.50	92	4.40	2.81
The Bank's work is aligned with what I consider the development priorities for this country	87	6.97	2.16	215	5.40	2.62	86	3.88	2.62
The Bank's work reflects its own mission of poverty reduction	87	7.03	2.10	215	5.68	2.82	86	4.67	3.07
The World Bank recommends programs and strategies that are realistic for Mauritania	86	6.88	2.05	215	4.83	2.50	76	4.07	2.72
The World Bank treats clients and stakeholders in Mauritania with respect	80	7.19	2.36	187	5.70	2.61	69	4.62	3.25
The World Bank collaborates well with other donors here	71	7.76	1.74	171	6.07	2.38	61	4.57	3.24
Overall, I like to work/interact with Bank staff	81	7.90	1.83	189	6.58	2.50	63	4.67	3.42
The Bank is an effective catalyst for discussion on issues related to poverty	86	7.48	2.15	213	6.76	2.75	82	5.22	3.30
In general, the strategies that the Bank supports are sustainable over time	83	7.13	2.04	205	5.34	2.70	78	4.82	3.25
The World Bank's work promotes country ownership of development strategies	86	6.91	2.23	207	5.54	2.73	78	5.28	3.25
The Bank's work promotes the empowerment of poor people to participate in development	84	6.60	2.08	210	4.78	2.67	79	4.67	3.26
The World Bank imposes reasonable conditions on its lending	82	7.22	2.18	178	5.00	2.76	72	4.51	3.22
The Bank gives appropriate priority to growth issues				204	6.87	2.40	76	4.66	3.03

## D. The Work of the World Bank

**How important is it for the World Bank to be involved in that particular area of work in Mauritania?**

(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	88	8.85	1.56	216	7.67	2.58	80	7.65	3.09
Helping to bring about economic growth	84	8.53	1.62	204	7.81	2.34	64	7.23	3.02
Fighting against corruption	85	7.46	3.08	190	6.53	3.33	60	6.65	3.50
Helping to improve the investment climate for attracting private sector growth and foreign investment	81	7.58	1.97	191	7.23	2.57	65	6.58	3.21
Helping to strengthen the public financial management and procurement system	80	7.78	1.77	182	7.58	2.37	66	7.08	3.13
Helping to improve the legal and regulatory systems	85	8.04	2.05	189	7.19	2.58	63	6.08	3.30
Helping to increase access and quality of education	85	9.13	1.39	203	8.34	2.30	67	7.33	3.36
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	85	9.07	1.36	196	8.13	2.33	65	7.28	3.32
Helping to strengthen environment and natural resources management	86	7.88	2.05	192	7.12	2.54	64	6.30	3.07
Ensuring that attention is paid to gender disparities	83	7.42	2.31	190	6.96	2.75	63	5.03	3.16
Helping to strengthen the agricultural sector/food security	84	8.55	1.62	201	7.67	2.63	63	7.05	3.09
Helping to improve port infrastructure	84	8.31	1.94	194	7.66	2.51	57	6.30	3.39
Helping to improve the quality of life in urban areas	83	7.97	2.32	195	6.61	2.88	66	6.18	3.12
Helping to empower communities to participate in their own development*				191	7.10	2.98	68	5.91	3.25
Helping Mauritania adapt to/avert risk of climate change*				188	6.03	3.27	65	5.86	3.50

\* This response option not offered in FY 2005 country survey.

Responses from the FY '05 and FY '08 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.

**How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania?**

(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	85	6.37	1.63	197	5.25	2.47	60	5.42	2.94
Helping to bring about economic growth	81	7.00	1.81	180	5.76	2.41	56	5.09	2.66
Fighting against corruption	81	4.22	2.61	173	4.15	2.83	61	4.57	3.25
Helping to improve the investment climate for attracting private sector growth and foreign investment	80	6.03	2.24	170	5.61	2.35	55	4.78	2.80
Helping to strengthen the public financial management and procurement system	75	6.43	2.10	165	5.77	2.41	55	4.91	2.54
Helping to improve the legal and regulatory systems	79	6.18	2.23	168	5.62	2.49	53	3.75	2.64
Helping to increase access and quality of education	83	6.67	2.42	187	5.89	2.55	56	5.32	2.92
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	83	6.80	2.23	186	5.84	2.54	61	5.90	3.05
Helping to strengthen environment and natural resources management	83	5.93	2.06	174	5.16	2.38	53	4.45	2.66
Ensuring that attention is paid to gender disparities	80	6.43	2.20	180	5.75	2.42	47	4.87	2.78
Helping to strengthen the agricultural sector/food security	82	6.19	2.08	185	5.46	2.76	54	4.91	2.53
Helping to improve port infrastructure	83	6.37	1.85	187	5.81	2.40	48	4.67	2.95
Helping to improve the quality of life in urban areas	81	6.00	2.13	175	4.97	2.53	53	4.58	2.87
Helping to empower communities to participate in their own development*				185	5.32	2.76	52	4.44	2.84
Helping Mauritania adapt to/avert risk of climate change*				167	3.88	2.65	50	3.68	2.74

\* This response option not offered in FY 2005 country survey.

Responses from the FY '05 and FY '08 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.

## E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below.

(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Technical competence	85	8.23	1.52	211	7.24	2.38	78	5.44	3.26
Producing "knowledge" (studies, analyses) that is useful	85	8.07	1.48	199	7.41	2.09	73	5.51	3.44
Making the results of studies and analyses readily available	80	7.47	1.87	191	6.52	2.29	76	4.38	3.16
Sharing knowledge about international best practices	81	7.33	2.05	187	6.33	2.42	75	4.59	3.11
Ability to adapt its knowledge to your country's needs	82	6.30	1.78	207	5.39	2.30	80	4.35	2.95
Ensuring its staff is accessible	81	7.36	1.70	194	6.56	2.39	67	4.24	3.30
Providing sound policy and economic advice	79	7.09	1.77	193	6.70	2.33	79	4.61	3.01
Straightforwardness in its dealings with you	77	7.87	1.86	184	6.28	2.71	64	4.58	3.48
Maintaining consistent messages	79	7.38	1.74	169	6.17	2.57	70	4.49	3.31
Promoting the inclusion of local communities in the development of strategies	85	6.19	2.17	204	5.58	2.76	80	4.13	3.00
Promoting the inclusion of civil society in the development of strategies	80	6.40	2.20	210	5.62	2.66	84	4.07	3.18
Promoting the inclusion of local project experts in the development of strategies	85	6.59	1.95	189	6.02	2.47	72	4.10	2.94
Promoting the inclusion of private sector in the development of strategies	78	6.02	2.17	195	5.65	2.35	72	3.75	2.80
Giving appropriate priority to poverty reduction	83	7.10	2.03	212	6.37	2.75	80	4.78	3.26
Lending in a way that promotes effective development	80	7.02	1.71	186	5.55	2.65	81	4.63	3.12

Responses from the FY '05 and FY '08 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.

## F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	FY 2005			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	74	6.45	2.15	110	4.98	2.55	75	3.79	2.78
The Bank disburses funds promptly	73	6.19	2.38	106	4.95	2.72	71	4.32	3.22
The Bank works efficiently	74	6.91	1.90	120	5.24	2.56	77	4.26	3.02
The Bank effectively monitors and evaluates the projects and programs it supports	72	7.18	1.89	124	5.95	2.86	78	4.78	3.33
The Bank helps to build capacity at the community level	71	6.48	2.10	115	5.07	2.63	81	3.93	2.83
The Bank helps to build capacity of government officials	74	7.00	1.79	112	5.35	2.74	80	4.68	3.05
The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania	73	7.47	1.98	113	6.19	2.69	75	4.67	3.09
The Bank helps to strengthen institutional capacity	74	7.42	1.87	117	6.05	2.50	79	4.42	3.14
The Government supports and takes responsibility for development efforts in Mauritania	73	7.51	2.20	107	5.93	2.80	83	4.20	2.97
The Bank's procurement requirements are reasonable	69	7.07	2.34	103	5.39	2.57	71	4.46	3.18

## H. Communication and Outreach

Where do you get most of your information about economic and social development issues in Mauritania? (Choose no more than TWO)  
(Combined Responses)

Percentage of Respondents	FY 2005	FY 2008	FY 2012
Local newspapers	12.1%	26.7%	37.9%
International newspapers	36.3%	15.4%	5.8%
Local radio	0.0%	10.0%	7.8%
International radio	0.0%	20.8%	8.7%
Local television	6.6%	17.2%	14.6%
International television	56.0%	18.6%	30.1%
Periodicals	22.0%	21.7%	8.7%
Internet	48.4%	39.4%	59.2%
Other	11.0%	17.6%	12.6%

## H. Communication and Outreach (continued)

Where do you get most of your information about the World Bank's development activities in Mauritania? (Choose no more than TWO)  
(Combined Responses)

Percentage of Respondents	FY 2008	FY 2012
Local newspapers	25.6%	29.4%
International newspapers	6.8%	2.0%
Local radio	7.8%	6.9%
International radio	13.7%	7.8%
Local television	11.0%	16.7%
International television	4.6%	9.8%
Periodicals	18.3%	7.8%
Blogs*	-	3.9%
Internet	17.8%	42.2%
World Bank conferences, seminars, workshops	33.8%	17.6%
World Bank publications, materials	16.4%	13.7%
World Bank website	16.9%	3.9%
Direct contact/interaction with World Bank staff	10.0%	10.8%
Other	7.8%	10.8%

\* This response option not offered in FY 2008 country survey.

Do you have access to the Internet?

Percentage of Respondents	FY 2008	FY 2012
Yes	92.8%	78.3%
No	7.2%	21.7%

I use/have used the World Bank website:

Percentage of Respondents	FY 2005	FY 2008	FY 2012
Yes	64.7%	55.1%	47.8%
No	35.3%	44.9%	52.2%

I primarily use:

Percentage of Respondents	FY 2005	FY 2008	FY 2012
The World Bank's country website	34.0%	58.3%	61.9%
The World Bank's main website	66.0%	41.7%	38.1%

The Internet connection, I mainly use when visiting a World Bank website:

Percentage of Respondents	FY 2008	FY 2012
High speed	69.9%	39.7%
Dial-up	30.1%	60.3%

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	FY 2008	FY 2012
Project information	41.2%	25.6%
Country information	39.0%	51.2%
Data	13.2%	18.6%
News	2.2%	0.0%
Other	4.4%	4.7%

I generally use the World Bank's website in:

Percentage of Respondents	FY 2008	FY 2012
English	8.5%	3.9%
French	89.4%	78.4%
Arabic	2.1%	17.6%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD
I find the Bank websites easy to navigate	127	6.73	2.55	60	4.57	3.13
I find the information on the Bank's websites useful	125	7.13	2.56	54	4.81	3.21
When I need information from the World Bank I know how to find it	155	6.72	2.80	69	4.84	3.48
The Bank is responsive to my information requests and inquiries	121	5.98	2.77	48	3.90	3.44

## Appendix E: Responses to All Questions by Stakeholder Groups (NGOs (incl. CBOs) vs. Non-NGOs)

### A. Background Information

	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritania?*	48	2.73	2.79	47	6.04	2.52

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

### B. General Issues facing Mauritania

	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Mauritania.*	47	7.06	3.20	45	5.24	1.87

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	NGOs	Non-NGOs
Government effectiveness/governance	23.7%	35.7%
Fight against HIV/AIDS and other communicable diseases	2.6%	4.8%
Macro-economic growth	7.9%	19.0%
Fight against corruption*	15.8%	2.4%
Access to education, quality of education	15.8%	11.9%
Access to health services, quality of health care	7.9%	0.0%
Access to clean water	5.3%	2.4%
Improving the effectiveness of the legal and regulatory system	2.6%	2.4%
Skills development, employment and income generating opportunities, specifically for young people	5.3%	4.8%
Improving environmental quality and protecting natural resources	2.6%	2.4%
Improving mining and oil resources management	0.0%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	2.4%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	2.4%
Agriculture development (crop production)	2.6%	4.8%
Agriculture development (livestock)	0.0%	0.0%
Fishery	2.6%	0.0%
Improving trade and exports	0.0%	0.0%
Food security	2.6%	2.4%
Mitigate gender inequality	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	0.0%	0.0%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations	5.3%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%
Proper housing	0.0%	0.0%
Other	0.0%	2.4%

\* Indicates statistically significant differences across the groups: NGOs vs. non-NGOs.

**B. General Issues facing Mauritania (continued)**

Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	NGOs	Non-NGOs
Government effectiveness/governance	9.5%	14.3%
Fight against HIV/AIDS and other communicable diseases	0.0%	2.4%
Macro-economic growth	0.0%	4.8%
Fight against corruption	4.8%	9.5%
Access to education, quality of education	7.1%	16.7%
Access to health services, quality of health care	11.9%	7.1%
Access to clean water	0.0%	0.0%
Improving the effectiveness of the legal and regulatory system	2.4%	9.5%
Skills development, employment and income generating opportunities, specifically for young people	4.8%	9.5%
Improving environmental quality and protecting natural resources	9.5%	2.4%
Improving mining and oil resources management	2.4%	0.0%
Improving basic infrastructure (port, electricity, roads)	0.0%	7.1%
Enhancing opportunities for private sector/investment including foreign investment	0.0%	0.0%
Agriculture development (crop production)	4.8%	0.0%
Agriculture development (livestock)	2.4%	2.4%
Fishery	2.4%	2.4%
Improving trade and exports	0.0%	0.0%
Food security	4.8%	7.1%
Mitigate gender inequality	2.4%	2.4%
Promote regional cooperation	0.0%	2.4%
Reduce internal conflict	2.4%	0.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	2.4%	0.0%
Expanding internet connectivity	2.4%	0.0%
Strengthening the capacity of civil society and private sector organizations*	19.0%	0.0%
Improving the quality of life in urban areas	7.1%	0.0%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Government effectiveness/governance*	12.7%	35.6%
Fight against HIV/AIDS and other communicable diseases	1.8%	2.2%
Macro-economic growth*	9.1%	24.4%
Fight against corruption	9.1%	13.3%
Access to education, quality of education	18.2%	31.1%
Access to health services, quality of health care*	21.8%	0.0%
Access to clean water	5.5%	0.0%
Improving the effectiveness of the legal and regulatory system	9.1%	4.4%
Skills development, employment and income generating opportunities, specifically for young people	10.9%	24.4%
Improving environmental quality and protecting natural resources	7.3%	2.2%
Improving mining and oil resources management	1.8%	6.7%
Improving basic infrastructure (port, electricity, roads)	1.8%	8.9%
Enhancing opportunities for private sector/investment including foreign investment	3.6%	11.1%
Agriculture development (crop production)	12.7%	13.3%
Agriculture development (livestock)	10.9%	4.4%
Fishery	5.5%	2.2%
Improving trade and exports	0.0%	2.2%
Food security*	25.5%	2.2%
Mitigate gender inequality	0.0%	0.0%
Promote regional cooperation	1.8%	2.2%
Reduce internal conflict	0.0%	2.2%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	3.6%	0.0%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations*	18.2%	0.0%
Improving the quality of life in urban areas	0.0%	0.0%
Proper housing	0.0%	0.0%
Other	1.8%	2.2%

## B. General Issues facing Mauritania (continued)

Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Government effectiveness/governance	17.3%	26.7%
Fight against HIV/AIDS and other communicable diseases	0.0%	4.4%
Fight against corruption	15.4%	20.0%
Access to education, quality of education*	11.5%	33.3%
Access to health services, quality of health care*	13.5%	2.2%
Access to clean water	7.7%	0.0%
Improving the effectiveness of the legal and regulatory system	9.6%	13.3%
Skills development, employment and income generating opportunities, specifically for young people	17.3%	22.2%
Improving environmental quality and protecting natural resources	7.7%	4.4%
Improving mining and oil resources management	13.5%	8.9%
Improving basic infrastructure (port, electricity, roads)	5.8%	13.3%
Enhancing opportunities for private sector/investment including foreign investment	3.8%	13.3%
Agriculture development (crop production)*	15.4%	2.2%
Agriculture development (livestock)*	15.4%	0.0%
Fishery	5.8%	4.4%
Improving trade and exports	1.9%	4.4%
Food security*	9.6%	0.0%
Mitigate gender inequality	0.0%	2.2%
Promote regional cooperation	1.9%	0.0%
Reduce internal conflict	0.0%	2.2%
Mitigate the effects of climate change	1.9%	0.0%
Improving public financial management and procurement	5.8%	11.1%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations*	19.2%	4.4%
Improving the quality of life in urban areas	0.0%	2.2%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

## C. Overall Attitudes toward the World Bank

Overall Effectiveness						
	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritania.	49	4.10	3.37	45	5.22	2.36

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

World Bank's Financial Instruments						
	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
To what extent do the World Bank's financial instruments meet the needs of Mauritania?	52	4.13	3.36	45	5.24	2.20

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

World Bank's Knowledge Services						
	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank meet Mauritania's needs for knowledge services?*	51	4.04	3.34	41	5.46	2.49

(Asked on a scale of 1-10, 1 meaning "To no degree at all", 10 meaning "To a very significant degree")

### C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in Mauritania, what do you think the Bank considers its top priorities in Mauritania?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Government effectiveness/governance	15.7%	15.9%
Fight against HIV/AIDS and other communicable diseases	3.9%	13.6%
Macro-economic growth	13.7%	20.5%
Fight against corruption	11.8%	4.5%
Access to education, quality of education	15.7%	27.3%
Access to health services, quality of health care*	25.5%	2.3%
Access to clean water	3.9%	2.3%
Improving the effectiveness of the legal and regulatory system	9.8%	4.5%
Skills development, employment and income generating opportunities, specifically for young people	15.7%	6.8%
Improving environmental quality and protecting natural resources	7.8%	2.3%
Improving mining and oil resources management*	0.0%	9.1%
Improving basic infrastructure (port, electricity, roads)*	2.0%	15.9%
Enhancing opportunities for private sector/investment including foreign investment	3.9%	2.3%
Agriculture development (crop production)	11.8%	27.3%
Agriculture development (livestock)	2.0%	2.3%
Fishery	0.0%	0.0%
Improving trade and exports	0.0%	2.3%
Food security	3.9%	0.0%
Mitigate gender inequality	0.0%	2.3%
Promote regional cooperation	0.0%	2.3%
Reduce internal conflict	0.0%	0.0%
Mitigate the effects of climate change	0.0%	0.0%
Improving public financial management and procurement	2.0%	9.1%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations*	25.5%	6.8%
Improving the quality of life in urban areas	2.0%	6.8%
Proper housing	0.0%	0.0%
Other	0.0%	0.0%

Based on your observations of the World Bank in Mauritania, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Government effectiveness/governance*	4.9%	21.4%
Fight against HIV/AIDS and other communicable diseases	2.4%	9.5%
Macro-economic growth	4.9%	9.5%
Fight against corruption	17.1%	7.1%
Access to education, quality of education*	4.9%	26.2%
Access to health services, quality of health care	9.8%	11.9%
Access to clean water	2.4%	4.8%
Improving the effectiveness of the legal and regulatory system	2.4%	4.8%
Skills development, employment and income generating opportunities, specifically for young people	14.6%	11.9%
Improving environmental quality and protecting natural resources	12.2%	7.1%
Improving mining and oil resources management	9.8%	7.1%
Improving basic infrastructure (port, electricity, roads)	2.4%	14.3%
Enhancing opportunities for private sector/investment including foreign investment	7.3%	4.8%
Agriculture development (crop production)	7.3%	11.9%
Agriculture development (livestock)	2.4%	2.4%
Fishery	2.4%	7.1%
Improving trade and exports	2.4%	2.4%
Food security*	22.0%	4.8%
Mitigate gender inequality	4.9%	0.0%
Promote regional cooperation	0.0%	0.0%
Reduce internal conflict	0.0%	0.0%
Mitigate the effects of climate change	0.0%	4.8%
Improving public financial management and procurement	2.4%	2.4%
Expanding internet connectivity	0.0%	0.0%
Strengthening the capacity of civil society and private sector organizations*	22.0%	4.8%
Improving the quality of life in urban areas	7.3%	0.0%
Proper housing	2.4%	0.0%
Other	2.4%	2.4%

### C. Overall Attitudes toward the World Bank (continued)

In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?

Percentage of Respondents	NGOs	Non-NGOs
The Bank should be more involved	86.5%	65.2%
The Bank is currently involved at an optimum level	3.8%	19.6%
The Bank should be less involved	1.9%	10.9%
The Bank shouldn't be involved at all	1.9%	0.0%
Don't know	5.8%	4.3%

In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Mauritania?

Percentage of Respondents	NGOs	Non-NGOs
The Bank's knowledge	8.3%	20.9%
Technical advice	0.0%	4.7%
Policy and economic advice	14.6%	11.6%
Lending when others won't	20.8%	14.0%
Convener/facilitator	4.2%	4.7%
Donor coordination	14.6%	4.7%
Ability to mobilize resources	10.4%	2.3%
Ability to build implementation capacity	2.1%	4.7%
Financial resources*	2.1%	32.6%
Other	0.0%	0.0%
None of the above*	25.0%	0.0%

What is the "second greatest" value?

Percentage of Respondents	NGOs	Non-NGOs
The Bank's knowledge	10.8%	20.5%
Technical advice	2.7%	6.8%
Policy and economic advice	2.7%	9.1%
Lending when others won't	24.3%	13.6%
Convener/facilitator*	0.0%	13.6%
Donor coordination	8.1%	4.5%
Ability to mobilize resources	18.9%	9.1%
Ability to build implementation capacity	10.8%	6.8%
Financial resources	5.4%	13.6%
Other	0.0%	0.0%
None of the above*	16.2%	0.0%

Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Imposing technocratic solutions without regard to political realities	39.5%	50.0%
Not exploring alternative policy options	11.6%	18.2%
Too bureaucratic in its operational policies and procedures	14.0%	18.2%
Staff too inaccessible	7.0%	4.5%
Bank management is not accessible	4.7%	4.5%
Bank staff are arrogant in their approach	4.7%	2.3%
Not enough public disclosure of its work	18.6%	13.6%
The Bank is too influenced by the US, or others	23.3%	13.6%
World Bank procedures too slow and complex to show results on the ground in reasonable time*	11.6%	31.8%
The interventions of the World Bank are inadequately aligned with country priorities	16.3%	13.6%
The Bank's instruments are not flexible enough to respond to country needs	4.7%	11.4%
The Bank does not collaborate enough with other donors	4.7%	6.8%
Other*	20.9%	0.0%

### C. Overall Attitudes toward the World Bank (continued)

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Education	34.5%	34.8%
Health	20.0%	17.4%
Social protection*	23.6%	4.3%
Transport	0.0%	0.0%
Poverty*	23.6%	4.3%
Governance	5.5%	10.9%
Anti-corruption	9.1%	10.9%
Fisheries	0.0%	2.2%
Enhanced business environment for private sector development	3.6%	8.7%
Energy	0.0%	2.2%
Agricultural production/Food security	9.1%	4.3%
Agri-business	1.8%	2.2%
Water and sanitation	5.5%	6.5%
Monitoring and evaluation	5.5%	4.3%
Public expenditure	0.0%	2.2%
Public sector performance*	0.0%	15.2%
Oil/mining sector	1.8%	10.9%
Labor markets/job creation	10.9%	10.9%
Financial markets	0.0%	0.0%
Urban/metropolitan development	0.0%	2.2%
Environmental sustainability/natural resources management	5.5%	6.5%
Improving equality of opportunity	5.5%	0.0%
Rural development*	16.4%	2.2%
Climate change*	0.0%	13.0%
Service sector expansion	0.0%	2.2%
Infrastructure*	0.0%	8.7%
Other	5.5%	2.2%

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

Percentage of Respondents	NGOs	Non-NGOs
NGOs*	96.2%	23.9%
Local Government	43.4%	45.7%
Beneficiaries*	13.2%	37.0%
Private sector*	5.7%	37.0%
Community Based Organizations (CBOs)	7.5%	6.5%
Donor community	7.5%	6.5%
Parliament	5.7%	15.2%
Media	5.7%	4.3%
Faith based organizations	0.0%	0.0%
Ethnic groups	0.0%	4.3%
Political parties	3.8%	6.5%
Other	1.9%	2.2%

When considering the level of World Bank focus on regions outside of Nouakchott, do you think the World Bank should... (Please mark only ONE response)

Percentage of Respondents	NGOs	Non-NGOs
Focus more attention and resources that it has available, on these regions	86.0%	74.4%
Continue its current region/approach in the country	4.7%	20.9%
Focus fewer resources that it has available, on these regions	9.3%	4.7%

Program Effectiveness outside Nouakchott						
	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
How effective have the World Bank's programs and projects in the regions outside of Nouakchott been?*	48	3.50	2.95	39	5.00	2.05

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Extremely effective")

### C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.

	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Mauritania*	42	3.14	2.84	46	5.59	2.20
The Bank's work is aligned with what I consider the development priorities for this country*	37	2.41	2.09	45	5.13	2.39
The Bank's work reflects its own mission of poverty reduction*	38	3.18	3.06	44	5.68	2.30
The World Bank recommends programs and strategies that are realistic for Mauritania*	32	2.50	2.18	40	5.18	2.22
The World Bank treats clients and stakeholders in Mauritania with respect*	32	2.84	2.94	33	6.24	2.37
The World Bank collaborates well with other donors here*	29	3.48	3.48	28	5.57	2.30
The World Bank is responsive*	29	2.14	2.31	35	5.09	2.74
Overall, I like to work/interact with Bank staff*	30	3.03	3.22	29	6.24	2.60
The Bank is an effective catalyst for discussion on issues related to poverty*	35	3.86	3.70	43	6.30	2.27
In general, the strategies that the Bank supports are sustainable over time*	33	3.70	3.43	41	5.66	2.65
The World Bank's work promotes country ownership of development strategies*	32	3.97	3.70	42	6.26	2.26
The Bank's work promotes the empowerment of poor people to participate in development*	33	3.45	3.54	42	5.55	2.53
The World Bank imposes reasonable conditions on its lending*	30	2.87	2.98	38	5.71	2.65
The Bank gives appropriate priority to growth issues*	32	3.16	3.29	40	5.78	1.93

PRSP						
	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
When thinking about Mauritania's PRSP, to what extent do you believe the World Bank's actions are effectively aligned?*	44	2.98	2.96	42	5.74	2.21

(Asked on a scale of 1-10, 1 meaning "Not at all aligned", 10 meaning "Aligned to a very high degree")

### D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in Mauritania?

(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	32	7.13	3.78	44	8.02	2.34
Helping to bring about economic growth*	20	5.80	3.89	41	7.95	2.07
Fighting against corruption*	21	5.14	4.36	36	7.50	2.47
Helping to improve the investment climate for attracting private sector growth and foreign investment*	20	4.80	4.10	42	7.40	2.16
Helping to strengthen the public financial management and procurement system*	20	5.25	3.89	43	7.93	2.16
Helping to improve the legal and regulatory systems*	20	3.70	3.53	40	7.20	2.37
Helping to strengthen the government's effectiveness*	19	3.84	3.59	42	7.26	2.34
Helping to strengthen the capacity of civil society and private sector organizations	33	6.15	4.12	39	6.05	2.32
Helping to increase access and quality of education*	24	5.58	4.03	40	8.40	2.25
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases*	21	5.76	4.23	41	8.07	2.35
Helping to increase access to clean water*	20	5.45	3.99	41	7.49	2.28
Helping reduce internal conflicts	20	4.00	3.73	38	5.34	3.05
Helping to strengthen environment and natural resources management*	19	4.79	3.95	42	6.93	2.20
Ensuring that attention is paid to gender disparities	20	4.70	4.01	40	5.05	2.50
Helping to strengthen the agricultural sector/food security*	19	5.21	4.01	41	7.90	1.97
Helping to strengthen the fisheries sector*	19	3.58	3.45	40	7.28	2.55
Helping to improve port infrastructure*	20	4.00	3.54	34	7.59	2.38
Helping to expand internet connectivity*	19	3.84	3.88	41	6.90	2.20
Helping to strengthen mining and oil resources management*	21	3.57	3.23	42	7.95	1.97
Helping to improve the quality of life in urban areas*	21	4.05	3.60	42	7.19	2.09
Helping to increase access to proper housing*	20	3.55	3.52	43	6.63	2.50
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy*	22	4.50	3.88	42	6.62	2.49
Helping to empower communities to participate in their own development*	22	4.41	3.87	43	6.60	2.51
Helping Mauritania adapt to/avert risk of climate change*	21	3.95	3.80	41	6.76	2.86
Helping to increase professional skills, employment and income generation, specifically for young people*	20	4.30	3.87	42	7.21	2.75

**D. The Work of the World Bank (continued)**

**How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania?**

*(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)*

	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	17	5.53	3.81	40	5.25	2.34
Helping to bring about economic growth*	13	3.69	3.25	40	5.40	2.09
Fighting against corruption	18	4.72	4.27	39	4.18	2.38
Helping to improve the investment climate for attracting private sector growth and foreign investment*	11	2.55	2.81	41	5.22	2.31
Helping to strengthen the public financial management and procurement system*	12	2.75	2.22	40	5.45	2.14
Helping to improve the legal and regulatory systems	12	2.58	2.78	38	3.92	2.31
Helping to strengthen the government's effectiveness	13	3.46	3.43	37	4.65	2.18
Helping to strengthen the capacity of civil society and private sector organizations	25	5.68	3.97	37	4.46	2.09
Helping to increase access and quality of education	13	4.69	3.71	40	5.40	2.47
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	18	5.78	4.12	41	5.98	2.39
Helping to increase access to clean water	13	4.69	3.88	34	4.88	2.47
Helping reduce internal conflicts*	10	1.90	1.73	26	3.58	2.28
Helping to strengthen environment and natural resources management	16	4.13	3.76	34	4.50	1.88
Ensuring that attention is paid to gender disparities	16	4.56	3.79	29	5.10	2.04
Helping to strengthen the agricultural sector/food security	14	4.71	3.85	38	5.03	1.84
Helping to strengthen the fisheries sector	13	2.54	2.11	36	3.42	2.31
Helping to improve port infrastructure	13	3.92	3.30	32	4.81	2.66
Helping to expand internet connectivity	12	3.25	3.28	32	4.31	2.58
Helping to strengthen mining and oil resources management*	14	2.93	2.76	36	5.25	2.14
Helping to improve the quality of life in urban areas	13	3.31	3.43	37	4.84	2.30
Helping to increase access to proper housing	12	2.75	2.93	35	3.77	2.22
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	15	4.13	3.83	36	4.42	2.31
Helping to empower communities to participate in their own development	14	3.71	3.27	35	4.51	2.37
Helping Mauritania adapt to/avert risk of climate change	12	2.92	3.00	35	3.66	2.27
Helping to increase professional skills, employment and income generation, specifically for young people	14	4.14	3.61	37	4.00	2.47

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".

	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
Technical competence*	35	3.60	3.29	40	7.03	2.26
Producing "knowledge" (studies, analyses) that is useful*	29	3.07	3.34	41	7.17	2.28
Making the results of studies and analyses readily available*	35	2.86	3.03	38	5.63	2.56
Sharing knowledge about international best practices*	33	2.91	3.10	39	5.87	2.28
Ability to adapt its knowledge to your country's needs*	36	3.00	2.90	41	5.39	2.40
Ensuring its staff is accessible*	32	2.00	1.85	32	6.28	2.91
Providing sound policy and economic advice*	35	2.77	2.70	41	6.05	2.26
Straightforwardness in its dealings with you*	30	2.37	2.46	31	6.55	2.99
Maintaining consistent messages*	29	2.07	2.00	38	6.18	2.90
Promoting the inclusion of local communities in the development of strategies*	35	2.54	2.74	42	5.29	2.49
Promoting the inclusion of civil society in the development of strategies*	41	2.95	3.26	40	5.05	2.61
Promoting the inclusion of local project experts in the development of strategies*	33	2.73	2.61	36	5.17	2.58
Promoting the inclusion of private sector in the development of strategies*	32	2.56	2.63	37	4.57	2.42
Giving appropriate priority to poverty reduction*	35	3.00	3.10	42	6.14	2.60
Lending in a way that promotes effective development*	35	3.11	3.11	43	5.70	2.44

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances*	36	2.17	2.29	36	5.25	2.23
The Bank disburses funds promptly*	32	2.56	2.92	36	5.67	2.53
The Bank works efficiently*	34	2.18	2.28	40	5.83	2.27
The Bank effectively monitors and evaluates the projects and programs it supports*	36	3.14	3.28	39	6.13	2.50
The Bank helps to build capacity at the community level*	42	2.74	2.60	36	5.06	2.23
The Bank helps to build capacity of government officials*	36	3.33	2.93	41	5.68	2.53
The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania*	34	2.65	2.62	38	6.34	2.23
The Bank helps to strengthen institutional capacity*	37	2.70	2.77	39	5.90	2.55
The Government supports and takes responsibility for development efforts in Mauritania*	39	2.72	2.83	41	5.46	2.31
The Bank's procurement requirements are reasonable*	35	2.63	2.61	33	6.18	2.40

### G. The Future Role of the World Bank in Mauritania

	Which of the following best describes your current position?					
	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in Mauritania's development over the medium term in the near future?*	48	5.00	3.83	41	7.05	2.38

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

### G. The Future Role of the World Bank in Mauritania (continued)

Which one of the following should the Bank do to make itself of greater value in Mauritania? (Choose only ONE)

Percentage of Respondents	NGOs	Non-NGOs
Improve the quality of its experts as related to Mauritania's specific challenges	26.7%	25.0%
Reduce the complexity of obtaining World Bank financing	40.0%	36.4%
Focus primarily on advice and advocacy issues	8.9%	6.8%
Improve the competitiveness of its financing compared to markets	2.2%	9.1%
Offer more innovative financial products	6.7%	13.6%
Offer more innovative knowledge services	0.0%	2.3%
Other	15.6%	6.8%

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
The World Bank works inefficiently/too slowly*	47.9%	22.7%
Government works inefficiently/too slowly	31.3%	50.0%
There is not an adequate level of citizen/civil society participation*	58.3%	25.0%
Poor donor coordination	10.4%	6.8%
Lack of/inadequate levels of capacity in government	12.5%	27.3%
Political pressures and obstacles	14.6%	15.9%
Reforms are not well thought out in light of country challenges*	14.6%	43.2%
Other	0.0%	2.3%

### H. Communication and Outreach

Where do you get most of your information about economic and social development issues in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Local newspapers	35.2%	42.2%
International newspapers	5.6%	6.7%
Local radio	13.0%	2.2%
International radio	3.7%	11.1%
Local television*	22.2%	4.4%
International television*	40.7%	17.8%
Periodicals	5.6%	8.9%
Internet*	48.1%	75.6%
Other	14.8%	11.1%

Where do you get most of your information about the World Bank's development activities in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	NGOs	Non-NGOs
Local newspapers	26.9%	32.6%
International newspapers	3.8%	0.0%
Local radio	5.8%	6.5%
International radio	9.6%	4.3%
Local television	23.1%	8.7%
International television*	15.4%	2.2%
Periodicals	3.8%	8.7%
Blogs	3.8%	4.3%
Internet	44.2%	41.3%
World Bank conferences, seminars, workshops	11.5%	26.1%
World Bank publications, materials	11.5%	17.4%
World Bank website	1.9%	6.5%
Direct contact/interaction with World Bank staff*	0.0%	23.9%
Other	15.4%	6.5%

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

Percentage of Respondents	NGOs	Non-NGOs
World Bank website	34.0%	43.2%
Face to face meetings/discussions	64.2%	52.3%
e-Newsletters*	1.9%	36.4%
Workshops/conferences	62.3%	52.3%
Mobile phones	13.2%	2.3%
Social media (Facebook, Twitter, Youtube)*	15.1%	2.3%
Blogs	3.8%	0.0%
Other	1.9%	2.3%

## H. Communication and Outreach (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 on a list of exceptions?

Percentage of Respondents	NGOs	Non-NGOs
Yes	11.3%	19.1%
No	88.7%	80.9%

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

Percentage of Respondents	NGOs	Non-NGOs
Yes	14.6%	7.0%
No	85.4%	93.0%

Were you able to obtain this information?

Percentage of Respondents	NGOs	Non-NGOs
Yes	10.5%	72.7%
No	89.5%	27.3%

Do you have access to the Internet?

Percentage of Respondents	NGOs	Non-NGOs
Yes	66.7%	92.7%
No	33.3%	7.3%

I use/have used the World Bank website:

Percentage of Respondents	NGOs	Non-NGOs
Yes	26.1%	75.0%
No	73.9%	25.0%

I primarily use:

Percentage of Respondents	NGOs	Non-NGOs
The World Bank's country website	75.0%	56.7%
The World Bank's main website	25.0%	43.3%

The Internet connection, I mainly use when visiting a World Bank website:

Percentage of Respondents	NGOs	Non-NGOs
High speed	36.0%	45.2%
Dial-up	64.0%	54.8%

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	NGOs	Non-NGOs
Project information	11.1%	37.5%
Country information	66.7%	37.5%
Data	11.1%	25.0%
News	0.0%	0.0%
Other	11.1%	0.0%

I generally use the World Bank's website in:

Percentage of Respondents	NGOs	Non-NGOs
English	0.0%	8.0%
French	64.0%	92.0%
Arabic	36.0%	0.0%

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	NGOs			Non-NGOs		
	N	Mean	SD	N	Mean	SD
I find the Bank websites easy to navigate*	34	3.09	3.09	25	6.72	1.59
I find the information on the Bank's websites useful*	28	2.89	2.83	25	7.12	1.81
When I need information from the World Bank I know how to find it*	33	2.97	3.35	33	6.52	2.41
The Bank is responsive to my information requests and inquiries*	29	1.97	2.24	16	6.81	2.43

## Appendix F: Responses to All Questions by Year (FY 2008 Aggregate vs. FY 2012 Non-NGOs)<sup>10</sup>

FY '08 Response Number = 245 • FY '12 Response Number = 51

### A. Background Information

Familiarity with the World Bank						
	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Mauritania?*	232	4.80	2.80	51	6.04	2.56

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

#### How long have you been involved with (or a close observer of) the World Bank's activities?

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Less than one year	16.1%	15.2%
One to three years	15.6%	13.0%
More than three years	68.3%	71.7%

#### Which best represents your geographic location?

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Nouakchott	87.2%	91.5%
Outside Nouakchott	12.8%	8.5%

### B. General Issues facing Mauritania

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Mauritania.	221	5.34	2.22	49	5.35	2.06

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

<sup>10</sup> Only those questions that were asked in the FY '08 and FY '12 country surveys, with similar response scales/options, are presented.

\* Indicates statistically significant differences across the groups: FY 2008 Aggregate vs. FY 2012 non-NGOs.

**B. General Issues facing Mauritania (continued)**

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Government effectiveness/governance	34.0%	38.6%
Fight against HIV/AIDS and other communicable diseases	3.7%	4.5%
Macro-economic growth	9.1%	18.2%
Fight against corruption	3.3%	2.3%
Access to education, quality of education	19.5%	11.4%
Access to health services, quality of health care	3.3%	0.0%
Access to clean water	-	2.3%
Improving the effectiveness of the legal and regulatory system	5.4%	2.3%
Skills development, employment and income generating opportunities, specifically for young people	0.8%	4.5%
Improving environmental quality and protecting natural resources	0.8%	2.3%
Improving mining and oil resources management	-	0.0%
Improving basic infrastructure (port, electricity, roads)	2.9%	2.3%
Enhancing opportunities for private sector/investment including foreign investment	0.8%	2.3%
Agriculture development (crop production and livestock)	4.1%	4.5%
Fishery	-	0.0%
Improving trade and exports	0.0%	0.0%
Food security	2.9%	2.3%
Mitigate gender inequality	0.0%	0.0%
Promote regional cooperation	0.0%	0.0%
Reduce internal conflict	-	0.0%
Mitigate the effects of climate change	-	0.0%
Improving public financial management and procurement	-	0.0%
Expanding internet connectivity	-	0.0%
Strengthening the capacity of civil society and private sector organizations	-	0.0%
Improving the quality of life in urban areas	-	0.0%
Proper housing	-	0.0%
Other	9.1%	2.3%

Then identify which one you consider the *second most important* development priority.

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Government effectiveness/governance	9.5%	13.6%
Fight against HIV/AIDS and other communicable diseases	2.1%	2.3%
Macro-economic growth	12.1%	4.5%
Fight against corruption	5.8%	9.1%
Access to education, quality of education	21.6%	20.5%
Access to health services, quality of health care	2.6%	6.8%
Access to clean water	-	0.0%
Improving the effectiveness of the legal and regulatory system	8.4%	9.1%
Skills development, employment and income generating opportunities, specifically for young people	3.7%	9.1%
Improving environmental quality and protecting natural resources	2.1%	2.3%
Improving mining and oil resources management	-	0.0%
Improving basic infrastructure (port, electricity, roads)	3.2%	6.8%
Enhancing opportunities for private sector/investment including foreign investment	4.2%	0.0%
Agriculture development (crop production and livestock)	9.5%	2.3%
Fishery	-	2.3%
Improving trade and exports	0.0%	0.0%
Food security	3.7%	6.8%
Mitigate gender inequality*	0.0%	2.3%
Promote regional cooperation	1.6%	2.3%
Reduce internal conflict	-	0.0%
Mitigate the effects of climate change	-	0.0%
Improving public financial management and procurement	-	0.0%
Expanding internet connectivity	-	0.0%
Strengthening the capacity of civil society and private sector organizations	-	0.0%
Improving the quality of life in urban areas	-	0.0%
Proper housing	-	0.0%
Other*	9.5%	0.0%

**B. General Issues facing Mauritania (continued)**

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Government effectiveness/governance	27.8%	36.7%
Fight against HIV/AIDS and other communicable diseases	-	2.0%
Macro-economic growth*	9.7%	22.4%
Fight against corruption	22.9%	12.2%
Access to education, quality of education	28.2%	32.7%
Access to health services, quality of health care	3.5%	2.0%
Access to clean water	-	2.0%
Improving the effectiveness of the legal and regulatory system	-	4.1%
Skills development, employment and income generating opportunities, specifically for young people	19.8%	22.4%
Improving environmental quality and protecting natural resources	4.4%	2.0%
Improving mining and oil resources management	-	6.1%
Improving basic infrastructure (port, electricity, roads)	11.9%	8.2%
Enhancing opportunities for private sector/investment including foreign investment	5.3%	10.2%
Agriculture development (crop production and livestock)*	48.5%	18.4%
Fishery	-	2.0%
Improving trade and exports	-	2.0%
Food security	9.7%	4.1%
Mitigate gender inequality	-	0.0%
Promote regional cooperation	-	2.0%
Reduce internal conflict	-	2.0%
Mitigate the effects of climate change	-	0.0%
Improving public financial management and procurement	-	0.0%
Expanding internet connectivity	-	0.0%
Strengthening the capacity of civil society and private sector organizations	-	0.0%
Improving the quality of life in urban areas	-	0.0%
Proper housing	-	0.0%
Other	2.2%	2.0%

Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Government effectiveness/governance	42.6%	28.6%
Fight against HIV/AIDS and other communicable diseases	-	4.1%
Fight against corruption	-	20.4%
Access to education, quality of education	33.1%	30.6%
Access to health services, quality of health care	5.4%	2.0%
Access to clean water	-	2.0%
Improving the effectiveness of the legal and regulatory system	7.9%	12.2%
Skills development, employment and income generating opportunities, specifically for young people	-	24.5%
Improving environmental quality and protecting natural resources	-	4.1%
Improving mining and oil resources management	-	8.2%
Improving basic infrastructure (port, electricity, roads)	-	12.2%
Enhancing opportunities for private sector/investment including foreign investment*	26.0%	12.2%
Agriculture development (crop production and livestock)*	61.6%	4.1%
Fishery	-	4.1%
Improving trade and exports	4.5%	4.1%
Food security	-	2.0%
Mitigate gender inequality	-	2.0%
Promote regional cooperation	-	0.0%
Reduce internal conflict	-	2.0%
Mitigate the effects of climate change	-	0.0%
Improving public financial management and procurement	-	10.2%
Expanding internet connectivity	-	0.0%
Strengthening the capacity of civil society and private sector organizations	-	4.1%
Improving the quality of life in urban areas	-	2.0%
Proper housing	-	0.0%
Other*	14.0%	0.0%

**C. Overall Attitudes toward the World Bank**

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Mauritania.	217	5.27	2.44	49	5.20	2.54

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

**Based on your observations of the World Bank in Mauritania, what do you think the Bank considers its top priorities in Mauritania? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Government effectiveness/governance	32.6%	19.6%
Fight against HIV/AIDS and other communicable diseases	9.9%	13.0%
Macro-economic growth	18.2%	23.9%
Fight against corruption	5.8%	4.3%
Access to education, quality of education	24.8%	26.1%
Access to health services, quality of health care*	26.4%	2.2%
Access to clean water	-	2.2%
Improving the effectiveness of the legal and regulatory system	5.8%	4.3%
Skills development, employment and income generating opportunities, specifically for young people	5.8%	6.5%
Improving environmental quality and protecting natural resources	4.5%	2.2%
Improving mining and oil resources management	-	8.7%
Improving basic infrastructure (port, electricity, roads)	12.0%	15.2%
Enhancing opportunities for private sector/investment including foreign investment*	12.8%	2.2%
Agriculture development (crop production and livestock)	17.8%	28.3%
Fishery	-	0.0%
Improving trade and exports	0.8%	2.2%
Food security	4.1%	0.0%
Mitigate gender inequality	0.8%	2.2%
Promote regional cooperation	0.4%	2.2%
Reduce internal conflict	-	0.0%
Mitigate the effects of climate change	-	0.0%
Improving public financial management and procurement	-	8.7%
Expanding internet connectivity	-	0.0%
Strengthening the capacity of civil society and private sector organizations	-	6.5%
Improving the quality of life in urban areas	-	6.5%
Proper housing	-	0.0%
Other*	9.9%	0.0%

**Based on your observations of the World Bank in Mauritania, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Government effectiveness/governance	20.7%	25.0%
Fight against HIV/AIDS and other communicable diseases	3.9%	9.1%
Macro-economic growth	10.3%	9.1%
Fight against corruption	7.8%	6.8%
Access to education, quality of education	19.8%	25.0%
Access to health services, quality of health care*	28.0%	11.4%
Access to clean water	-	4.5%
Improving the effectiveness of the legal and regulatory system	5.6%	4.5%
Skills development, employment and income generating opportunities, specifically for young people*	6.9%	15.9%
Improving environmental quality and protecting natural resources	3.9%	6.8%
Improving mining and oil resources management	-	6.8%
Improving basic infrastructure (port, electricity, roads)	22.0%	13.6%
Enhancing opportunities for private sector/investment including foreign investment	12.5%	4.5%
Agriculture development (crop production and livestock)*	27.6%	13.6%
Fishery	-	6.8%
Improving trade and exports	3.0%	2.3%
Food security	8.6%	4.5%
Mitigate gender inequality	0.4%	0.0%
Promote regional cooperation	1.7%	0.0%
Reduce internal conflict	-	0.0%
Mitigate the effects of climate change	-	4.5%
Improving public financial management and procurement	-	2.3%
Expanding internet connectivity	-	0.0%
Strengthening the capacity of civil society and private sector organizations	-	4.5%
Improving the quality of life in urban areas	-	0.0%
Proper housing	-	0.0%
Other	11.2%	2.3%

### C. Overall Attitudes toward the World Bank (continued)

In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
The Bank should be more involved	59.6%	68.0%
The Bank is currently involved at an optimum level	22.9%	18.0%
The Bank should be less involved*	16.5%	10.0%
The Bank shouldn't be involved at all	1.1%	0.0%
Don't know*	0.0%	4.0%

In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Mauritania?

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
The Bank's knowledge	15.2%	21.3%
Technical advice	12.1%	4.3%
Policy and economic advice	19.9%	14.9%
Lending when others won't	16.9%	12.8%
Convener/facilitator*	0.0%	4.3%
Donor coordination	8.2%	4.3%
Ability to mobilize resources	6.9%	2.1%
Ability to build implementation capacity	1.7%	4.3%
Financial resources*	17.3%	29.8%
Other	0.4%	0.0%
None of the above	1.3%	2.1%

What is the "second greatest" value?

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
The Bank's knowledge	14.3%	18.8%
Technical advice	9.8%	6.3%
Policy and economic advice	13.8%	8.3%
Lending when others won't	11.2%	12.5%
Convener/facilitator*	1.3%	12.5%
Donor coordination	14.7%	8.3%
Ability to mobilize resources	7.6%	8.3%
Ability to build implementation capacity	3.1%	8.3%
Financial resources	21.0%	12.5%
Other	2.2%	0.0%
None of the above	0.9%	2.1%

Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Imposing technocratic solutions without regard to political realities	55.5%	45.8%
Not exploring alternative policy options	24.8%	16.7%
Too bureaucratic in its operational policies and procedures*	41.3%	20.8%
Staff too inaccessible	9.6%	6.3%
Bank management is not accessible	-	6.3%
Bank staff are arrogant in their approach*	17.9%	2.1%
Not enough public disclosure of its work	-	12.5%
The Bank is too influenced by the US, or others	20.2%	14.6%
World Bank procedures too slow and complex to show results on the ground in reasonable time	-	33.3%
The interventions of the World Bank are inadequately aligned with country priorities	-	12.5%
The Bank's instruments are not flexible enough to respond to country needs	-	10.4%
The Bank does not collaborate enough with other donors	-	6.3%
Other	11.0%	2.1%

### C. Overall Attitudes toward the World Bank (continued)

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Education	42.1%	36.7%
Health	15.3%	20.4%
Social protection	2.1%	6.1%
Transport	1.2%	0.0%
Poverty*	18.2%	4.1%
Governance	18.2%	10.2%
Anti-corruption	10.3%	10.2%
Fisheries	-	2.0%
Enhanced business environment for private sector development	12.4%	8.2%
Energy	5.0%	2.0%
Agricultural production/Food security	-	4.1%
Agri-business*	13.2%	2.0%
Water and sanitation	5.8%	6.1%
Monitoring and evaluation	10.7%	4.1%
Public expenditure	7.0%	2.0%
Public sector performance*	5.8%	14.3%
Oil/mining sector	-	10.2%
Labor markets/job creation	10.3%	10.2%
Financial markets	2.1%	0.0%
Urban/metropolitan development	0.8%	2.0%
Environmental sustainability/natural resources management	5.0%	6.1%
Improving equality of opportunity	2.9%	0.0%
Rural development	10.3%	4.1%
Climate change	-	12.2%
Service sector expansion	-	2.0%
Infrastructure	-	8.2%
Other	0.8%	2.0%

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Mauritania	217	5.61	2.50	50	5.46	2.31
The Bank's work is aligned with what I consider the development priorities for this country	215	5.40	2.62	49	5.00	2.44
The Bank's work reflects its own mission of poverty reduction	215	5.68	2.82	48	5.85	2.54
The World Bank recommends programs and strategies that are realistic for Mauritania	215	4.83	2.50	44	5.20	2.52
The World Bank treats clients and stakeholders in Mauritania with respect	187	5.70	2.61	37	6.16	2.70
The World Bank collaborates well with other donors here	171	6.07	2.38	32	5.56	2.69
The World Bank is responsive				38	5.24	2.94
Overall, I like to work/interact with Bank staff	189	6.58	2.50	33	6.15	2.92
The Bank is an effective catalyst for discussion on issues related to poverty	213	6.76	2.75	47	6.23	2.56
In general, the strategies that the Bank supports are sustainable over time	205	5.34	2.70	45	5.64	2.87
The World Bank's work promotes country ownership of development strategies	207	5.54	2.73	46	6.20	2.55
The Bank's work promotes the empowerment of poor people to participate in development	210	4.78	2.67	46	5.54	2.76
The World Bank imposes reasonable conditions on its lending	178	5.00	2.76	42	5.69	2.88
The Bank gives appropriate priority to growth issues*	204	6.87	2.40	44	5.75	2.29

### D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in Mauritania?

(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	216	7.67	2.58	48	8.00	2.51
Helping to bring about economic growth	204	7.81	2.34	44	7.89	2.30
Fighting against corruption	190	6.53	3.33	39	7.46	2.65
Helping to improve the investment climate for attracting private sector growth and foreign investment	191	7.23	2.57	45	7.38	2.37
Helping to strengthen the public financial management and procurement system	182	7.58	2.37	46	7.87	2.37
Helping to improve the legal and regulatory systems	189	7.19	2.58	43	7.19	2.55
Helping to strengthen the government's effectiveness				45	7.24	2.52
Helping to strengthen the capacity of civil society and private sector organizations				43	6.21	2.56
Helping to increase access and quality of education	203	8.34	2.30	43	8.30	2.47
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	196	8.13	2.33	44	8.00	2.54
Helping to increase access to clean water				44	7.45	2.47
Helping reduce internal conflicts				41	5.46	3.19
Helping to strengthen environment and natural resources management	192	7.12	2.54	45	6.93	2.40
Ensuring that attention is paid to gender disparities*	190	6.96	2.75	43	5.19	2.71
Helping to strengthen the agricultural sector/food security	201	7.67	2.63	44	7.84	2.22
Helping to strengthen the fisheries sector				43	7.26	2.71
Helping to improve port infrastructure	194	7.66	2.51	37	7.54	2.59
Helping to expand internet connectivity				44	6.91	2.40
Helping to strengthen mining and oil resources management				45	7.89	2.22
Helping to improve the quality of life in urban areas	195	6.61	2.88	45	7.18	2.30
Helping to increase access to proper housing				46	6.65	2.65
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy				45	6.64	2.65
Helping to empower communities to participate in their own development	191	7.10	2.98	46	6.63	2.66
Helping Mauritania adapt to/avert risk of climate change	188	6.03	3.27	44	6.77	2.98
Helping to increase professional skills, employment and income generation, specifically for young people				45	7.20	2.87

Responses from the FY '08 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### D. The Work of the World Bank

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania?

(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	197	5.25	2.47	43	5.37	2.56
Helping to bring about economic growth	180	5.76	2.41	43	5.51	2.34
Fighting against corruption	173	4.15	2.83	43	4.51	2.77
Helping to improve the investment climate for attracting private sector growth and foreign investment	170	5.61	2.35	44	5.34	2.53
Helping to strengthen the public financial management and procurement system	165	5.77	2.41	43	5.51	2.30
Helping to improve the legal and regulatory systems*	168	5.62	2.49	41	4.10	2.53
Helping to strengthen the government's effectiveness				40	4.78	2.38
Helping to strengthen the capacity of civil society and private sector organizations				41	4.78	2.53
Helping to increase access and quality of education	187	5.89	2.55	43	5.51	2.67
Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	186	5.84	2.54	43	5.95	2.54
Helping to increase access to clean water				36	4.89	2.58
Helping reduce internal conflicts				29	3.72	2.39
Helping to strengthen environment and natural resources management	174	5.16	2.38	37	4.59	2.06
Ensuring that attention is paid to gender disparities	180	5.75	2.42	31	5.03	2.14
Helping to strengthen the agricultural sector/food security	185	5.46	2.76	40	4.98	1.93
Helping to strengthen the fisheries sector				39	3.49	2.33
Helping to improve port infrastructure	187	5.81	2.40	35	4.94	2.81
Helping to expand internet connectivity				35	4.54	2.87
Helping to strengthen mining and oil resources management				39	5.38	2.42
Helping to improve the quality of life in urban areas	175	4.97	2.53	40	5.00	2.57
Helping to increase access to proper housing				38	4.03	2.60
Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy				39	4.62	2.61
Helping to empower communities to participate in their own development	185	5.32	2.76	38	4.71	2.66
Helping Mauritania adapt to/avert risk of climate change	167	3.88	2.65	38	3.92	2.65
Helping to increase professional skills, employment and income generation, specifically for young people				40	4.23	2.77

Responses from the FY '08 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below.

(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
Technical competence	211	7.24	2.38	43	6.93	2.37
Producing "knowledge" (studies, analyses) that is useful	199	7.41	2.09	44	7.11	2.42
Making the results of studies and analyses readily available*	191	6.52	2.29	41	5.68	2.68
Sharing knowledge about international best practices	187	6.33	2.42	42	5.90	2.43
Ability to adapt its knowledge to your country's needs	207	5.39	2.30	44	5.45	2.53
Ensuring its staff is accessible	194	6.56	2.39	35	6.29	3.00
Providing sound policy and economic advice	193	6.70	2.33	44	6.07	2.40
Straightforwardness in its dealings with you	184	6.28	2.71	34	6.53	3.07
Maintaining consistent messages	169	6.17	2.57	41	6.20	2.98
Promoting the inclusion of local communities in the development of strategies	204	5.58	2.76	45	5.36	2.61
Promoting the inclusion of civil society in the development of strategies	210	5.62	2.66	43	5.14	2.73
Promoting the inclusion of local project experts in the development of strategies	189	6.02	2.47	39	5.26	2.71
Promoting the inclusion of private sector in the development of strategies*	195	5.65	2.35	40	4.70	2.59
Giving appropriate priority to poverty reduction	212	6.37	2.75	45	6.16	2.70
Lending in a way that promotes effective development	186	5.55	2.65	46	5.78	2.62

Responses from the FY '08 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	110	4.98	2.55	39	5.28	2.34
The Bank disburses funds promptly	106	4.95	2.72	39	5.77	2.73
The Bank works efficiently	120	5.24	2.56	43	5.91	2.49
The Bank effectively monitors and evaluates the projects and programs it supports	124	5.95	2.86	42	6.19	2.68
The Bank helps to build capacity at the community level	115	5.07	2.63	39	5.21	2.50
The Bank helps to build capacity of government officials	112	5.35	2.74	44	5.77	2.71
The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania	113	6.19	2.69	41	6.34	2.38
The Bank helps to strengthen institutional capacity	117	6.05	2.50	42	5.93	2.66
The Government supports and takes responsibility for development efforts in Mauritania	107	5.93	2.80	44	5.52	2.45
The Bank's procurement requirements are reasonable	103	5.39	2.57	36	6.25	2.62

## H. Communication and Outreach

Where do you get most of your information about economic and social development issues in Mauritania? (Choose no more than TWO)  
(Combined Responses)

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Local newspapers*	26.7%	40.8%
International newspapers	15.4%	6.1%
Local radio	10.0%	2.0%
International radio	20.8%	14.3%
Local television	17.2%	6.1%
International television	18.6%	18.4%
Periodicals	21.7%	12.2%
Internet*	39.4%	71.4%
Other	17.6%	10.2%

Where do you get most of your information about the World Bank's development activities in Mauritania? (Choose no more than TWO)  
(Combined Responses)

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Local newspapers	25.6%	32.0%
International newspapers	6.8%	0.0%
Local radio	7.8%	8.0%
International radio	13.7%	6.0%
Local television	11.0%	10.0%
International television	4.6%	4.0%
Periodicals	18.3%	12.0%
Blogs	-	4.0%
Internet*	17.8%	40.0%
World Bank conferences, seminars, workshops	33.8%	24.0%
World Bank publications, materials	16.4%	16.0%
World Bank website	16.9%	6.0%
Direct contact/interaction with World Bank staff*	10.0%	22.0%
Other	7.8%	6.0%

Do you have access to the Internet?

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Yes	92.8%	90.9%
No	7.2%	9.1%

I use/have used the World Bank website: \*

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Yes	55.1%	70.5%
No	44.9%	29.5%

I primarily use:

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
The World Bank's country website	58.3%	56.7%
The World Bank's main website	41.7%	43.3%

The Internet connection, I mainly use when visiting a World Bank website: \*

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
High speed	69.9%	42.4%
Dial-up	30.1%	57.6%

When I visit the World Bank website, I am generally looking for:

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
Project information	41.2%	36.0%
Country information	39.0%	40.0%
Data	13.2%	24.0%
News	2.2%	0.0%
Other	4.4%	0.0%

I generally use the World Bank's website in:

Percentage of Respondents	FY 2008 Aggregate	FY 2012 Non-NGOs
English	8.5%	7.7%
French	89.4%	92.3%
Arabic	2.1%	0.0%

**H. Communication and Outreach**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

	year					
	FY 2008 Aggregate			FY 2012 Non-NGOs		
	N	Mean	SD	N	Mean	SD
I find the Bank websites easy to navigate	127	6.73	2.55	26	6.50	1.92
I find the information on the Bank's websites useful	125	7.13	2.56	26	6.88	2.14
When I need information from the World Bank I know how to find it	155	6.72	2.80	36	6.56	2.62
The Bank is responsive to my information requests and inquiries	121	5.98	2.77	19	6.84	2.81

## Appendix G: Mauritania Questionnaire 2012



### World Bank Client Survey FY12 – MAURITANIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Mauritania or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Mauritania, more in-depth insight into how the Bank's work is perceived. This is one tool the 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 Mauritania. The World Bank commissioned an independent firm to oversee the logistics of this effort in Mauritania. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **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: BACKGROUND INFORMATION

##### A1. Which of the following best describes your current position? (Please mark only one response)

1	Office of the President or the Prime Minister
2	Office of Parliamentarian
3	Employee of a Ministry or Ministerial Department
4	Employee of a Project Implementation/Coordination Unit
5	Independent Government Institution (i.e., Regulatory Agency, Central Bank)
6	Local Government Office or Staff
7	Bilateral or Multilateral Agency
8	Private sector
9	Trade Union
10	NGOs (including CBOs)
11	Media (Press, Radio, TV, Web etc.)
12	Ethnic groups
13	Faith-Based Groups
14	Political party
15	Academia/Research Institute/Think tank
16	Judiciary
17	Other (please specify): _____

**SECTION A: BACKGROUND INFORMATION (CONT..)****A2. Please identify the primary specialization of your work. (Please mark only one response)**

1	Agriculture, Agribusiness, Forestry, Fishery
2	Commerce, Trade and Manufacturing
3	Communications, Information Services
4	Economic Management
5	Environment, Natural Resource Management
6	Finance, Banking, Insurance
7	Infrastructure (e.g., Transport, Water, Energy, Telecommunications)
8	Law, Justice
9	Legislature, Politics
10	Social Services (e.g., Education, Health)
11	Oil/mining
12	Other (please specify): _____

**A3. How familiar are you with the work of the World Bank in Mauritania on a scale of 1-10, 1 meaning “not familiar at all”, 10 meaning “extremely familiar?”**

1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

**A4. How long have you been involved with (or a close observer of) the World Bank’s activities?**

1	Less than one year
2	One to three years
3	More than three years

**A5. Which best represents your geographic location?**

1	Nouakchott
2	Outside Nouakchott (Senegal River Region)
3	Outside Nouakchott (North)
4	Outside Nouakchott (East)

**SECTION B: GENERAL ISSUES FACING MAURITANIA**

<b>B1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in Mauritania</b>										
1	2	3	4	5	6	7	8	9	10	11
Extremely Pessimistic									Extremely Optimistic	Don't Know

**SECTION B: GENERAL ISSUES FACING MAURITANIA (CONT..)**

<b>B2. Listed below are a number of development priorities in Mauritania.</b>			
<b>Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority.</b>		<b>Most Important Development priority (Choose only ONE)</b>	<b>Second Most Important Development priority (Choose only ONE)</b>
1	Government effectiveness/governance	<input type="checkbox"/>	<input type="checkbox"/>
2	Fight against HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Macro-economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Fight against corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to education, quality of education	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to health services, quality of health care	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to clean water	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving the effectiveness of the legal and regulatory system	<input type="checkbox"/>	<input type="checkbox"/>
9	Skills development, employment and income generating opportunities, specifically for young people	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving environmental quality and protecting natural resources	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving mining and oil resources management	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving basic infrastructure (port, electricity, roads)	<input type="checkbox"/>	<input type="checkbox"/>
13	Enhancing opportunities for private sector/investment including foreign investment	<input type="checkbox"/>	<input type="checkbox"/>
14	Agriculture development (crop production)	<input type="checkbox"/>	<input type="checkbox"/>
15	Agriculture development (livestock)	<input type="checkbox"/>	<input type="checkbox"/>
16	Fishery	<input type="checkbox"/>	<input type="checkbox"/>
17	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
18	Food security	<input type="checkbox"/>	<input type="checkbox"/>
19	Mitigate gender inequality	<input type="checkbox"/>	<input type="checkbox"/>
20	Promote regional cooperation	<input type="checkbox"/>	<input type="checkbox"/>
21	Reduce internal conflict	<input type="checkbox"/>	<input type="checkbox"/>
22	Mitigate the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>
23	Improving public financial management and procurement	<input type="checkbox"/>	<input type="checkbox"/>
24	Expanding internet connectivity	<input type="checkbox"/>	<input type="checkbox"/>
25	Strengthening the capacity of civil society and private sector organizations	<input type="checkbox"/>	<input type="checkbox"/>
26	Improving the quality of life in urban areas	<input type="checkbox"/>	<input type="checkbox"/>
27	Proper housing	<input type="checkbox"/>	<input type="checkbox"/>
28	Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: GENERAL ISSUES FACING MAURITANIA (CONT..)**

**B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mauritania? (Choose no more than TWO)**

1	Government effectiveness/governance
2	Fight against HIV/AIDS and other communicable diseases
3	Macro-economic growth
4	Fight against corruption
5	Access to education, quality of education
6	Access to health services, quality of health care
7	Access to clean water
8	Improving the effectiveness of the legal and regulatory system
9	Skills development, employment and income generating opportunities, specifically for young people
10	Improving environmental quality and protecting natural resources
11	Improving mining and oil resources management
12	Improving basic infrastructure (port, electricity, roads)
13	Enhancing opportunities for private sector/investment including foreign investment
14	Agriculture development (crop production)
15	Agriculture development (livestock)
16	Fishery
17	Improving trade and exports
18	Food security
19	Mitigate gender inequality
20	Promote regional cooperation
21	Reduce internal conflict
22	Mitigate the effects of climate change
23	Improving public financial management and procurement
24	Expanding internet connectivity
25	Strengthening the capacity of civil society and private sector organizations
26	Improving the quality of life in urban areas
27	Proper housing
28	Others (please specify): _____

**SECTION B: GENERAL ISSUES FACING MAURITANIA (CONT..)**

**B4. Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in Mauritania? (Choose no more than TWO)**

1	Government effectiveness/governance
2	Fight against HIV/AIDS and other communicable diseases
3	Fight against corruption
4	Access to education, quality of education
5	Access to health services, quality of health care
6	Access to clean water
7	Improving the effectiveness of the legal and regulatory system
8	Skills development, employment and income generating opportunities, specifically for young people
9	Improving environmental quality and protecting natural resources
10	Improving mining and oil resources management
11	Improving basic infrastructure (port, electricity, roads)
12	Enhancing opportunities for private sector/investment including foreign investment
13	Agriculture development (crop production)
14	Agriculture development (livestock)
15	Fishery
16	Improving trade and exports
17	Food security
18	Mitigate gender inequality
19	Promote regional cooperation
20	Reduce internal conflict
21	Mitigate the effects of climate change
22	Improving public financial management and procurement
23	Expanding internet connectivity
24	Strengthening the capacity of civil society and private sector organizations
25	Improving the quality of life in urban areas
26	Proper housing
27	Others (please specify): _____

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK**

**C1. Overall, please rate your impression of the World Bank's effectiveness in Mauritania, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective."**

1	2	3	4	5	6	7	8	9	10	11
Not effective at all									Very effective	Don't Know

**C2. To what extent do the World Bank's financial instruments meet the needs of Mauritania's, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."**

1	2	3	4	5	6	7	8	9	10	11
to no degree at all									to a very Significant degree	Don't Know

**C3. To what extent does the World Bank meet Mauritania's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."**

1	2	3	4	5	6	7	8	9	10	11
to no degree at all									to a very Significant degree	Don't Know

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**

<b>C4. Based on your observations of the World Bank in Mauritania,</b>			
<b>1. What do you think the Bank considers its top priorities in Mauritania? (Choose no more than TWO)</b>			
<b>2. Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO)</b>			
		<b>What do you think the Bank considers its top priorities? (Choose no more than TWO)</b>	<b>Where would it be most productive for the Bank to focus most of its resources? (Choose no more than TWO)</b>
1	Government effectiveness/governance	<input type="checkbox"/>	<input type="checkbox"/>
2	Fight against HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Macro-economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Fight against corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to education, quality of education	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to health services, quality of health care	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to clean water	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving the effectiveness of the legal and regulatory system	<input type="checkbox"/>	<input type="checkbox"/>
9	Skills development, employment and income generating opportunities, specifically for young people	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving environmental quality and protecting natural resources	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving mining and oil resources management	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving basic infrastructure (port, electricity, roads)	<input type="checkbox"/>	<input type="checkbox"/>
13	foreign investment	<input type="checkbox"/>	<input type="checkbox"/>
14	Agriculture development (crop production)	<input type="checkbox"/>	<input type="checkbox"/>
15	Agriculture development (livestock)	<input type="checkbox"/>	<input type="checkbox"/>
16	Fishery	<input type="checkbox"/>	<input type="checkbox"/>
17	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
18	Food security	<input type="checkbox"/>	<input type="checkbox"/>
19	Mitigate gender inequality	<input type="checkbox"/>	<input type="checkbox"/>
20	Promote regional cooperation	<input type="checkbox"/>	<input type="checkbox"/>
21	Reduce internal conflict	<input type="checkbox"/>	<input type="checkbox"/>
22	Mitigate the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>
23	Improving public financial management and procurement	<input type="checkbox"/>	<input type="checkbox"/>
24	Expanding internet connectivity	<input type="checkbox"/>	<input type="checkbox"/>
25	Strengthening the capacity of civil society and private sector organizations	<input type="checkbox"/>	<input type="checkbox"/>
26	Improving the quality of life in urban areas	<input type="checkbox"/>	<input type="checkbox"/>
27	Proper housing	<input type="checkbox"/>	<input type="checkbox"/>
28	Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)****C5. In your opinion, what should be the level of involvement of the World Bank in Mauritania's development strategies?**

1	The Bank should be more involved
2	The Bank is currently involved at an optimum level
3	The Bank should be less involved
4	The Bank shouldn't be involved at all
5	Don't know

**C6. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Mauritania? What is the "second greatest" value?**

	Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1 The Bank's knowledge (studies and analyses)	<input type="checkbox"/>	<input type="checkbox"/>
2 Technical advice	<input type="checkbox"/>	<input type="checkbox"/>
3 Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
4 Lending when others won't	<input type="checkbox"/>	<input type="checkbox"/>
5 Convener/facilitator	<input type="checkbox"/>	<input type="checkbox"/>
6 Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7 Ability to mobilize resources (from private sector, government, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
8 Ability to build implementation capacity	<input type="checkbox"/>	<input type="checkbox"/>
9 Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10 Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
11 None of the above (The World Bank serves no useful purposes)	<input type="checkbox"/>	<input type="checkbox"/>

**C7. Which of the following do you identify as the Bank's greatest weaknesses in its work in Mauritania? (Choose no more than TWO)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Bank management is not accessible
6	Bank staff are arrogant in their approach
7	Not enough public disclosure of its work
8	The Bank is too influenced by the US, or others (Please specify _____)
9	World Bank procedures too slow and complex to show results on the ground in reasonable time
10	The interventions of the World Bank are inadequately aligned with country priorities
11	The Bank's instruments are not flexible enough to respond to country needs
12	The Bank does not collaborate enough with other donors
13	Other (please specify): _____

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**

**C8. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mauritania? (Choose no more than TWO)**

1	Education
2	Health
3	Social protection
4	Transport
5	Poverty
6	Governance
7	Anti-corruption
8	Fisheries
9	Enhanced business environment for private sector development
10	Energy
11	Agricultural production/Food security
12	Agri-business
13	Water and sanitation
14	Monitoring and evaluation
15	Public expenditure
16	Public sector performance
17	Oil/mining sector
18	Labor markets/job creation
19	Financial markets
20	Urban/metropolitan development
21	Environmental sustainability/natural resources management
22	Improving equality of opportunity
23	Rural development
24	Climate change
25	Service sector expansion
26	Infrastructure
27	Other (please specify): _____

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**

**C9. In addition to the regular relations with the national Government as its main interlocutor, which TWO of the following groups should the World Bank work 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	Parliament
8	Media
9	Faith based organizations
10	Ethnic groups
11	Political parties
12	Other (please specify): _____

**C10. When considering the level of World Bank focus on regions outside of Nouakchott, do you think the World Bank should.. (Please mark only one response)**

1	Focus more attention and resources that it has available, on these regions
2	Continue its current region/approach in the country
3	Focus fewer resources that it has available, on these regions

**C11. How effective have the World Bank's programs and projects in the regions outside of Nouakchott been, on a scale of 1-10, 1 meaning "not effective at all", 10 meaning "extremely effective".**

1	2	3	4	5	6	7	8	9	10	11
Not effective at all									Extremely effective	Don't Know

## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mauritania.**

		Strongly Disagree										Strongly Agree	Don't Know
C12.	Overall the Bank currently plays a relevant role in development in Mauritania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13.	The Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14.	The Bank's work reflects its own mission of poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15.	The World Bank recommends programs and strategies that are realistic for Mauritania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16.	The World Bank treats clients and stakeholders in Mauritania with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17.	The World Bank collaborates well with other donors here	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19.	Overall, I like to work/interact with Bank staff	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20.	The Bank is an effective catalyst for discussion on issues related to poverty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21.	In general, the strategies that the Bank supports are sustainable over time	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C22.	The World Bank's work promotes country ownership of development strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C23.	The Bank's work promotes the empowerment of poor people to participate in development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C24.	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C25.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C26. When thinking about Mauritania's Poverty Reduction Strategy Program (PRSP), to what extent do you believe the World Bank's actions are effectively aligned, on a scale of 1-10, 1 meaning "not at all aligned", 10 meaning "aligned to a very high degree"?**

1	2	3	4	5	6	7	8	9	10	11
Not at all aligned									Aligned to a very high degree	Don't Know

## SECTION D: THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in Mauritania. Second, effectiveness, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mauritania.

		Level of Importance											Level of Effectiveness												
		Not important at all										Very important	Don't know	Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D1.	Helping to reduce poverty	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D2.	Helping to bring about economic growth	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D3.	Fighting against corruption	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D4.	Helping to improve the investment climate for attracting private sector growth and foreign investment	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D5.	Helping to strengthen the public financial management and procurement system	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D6.	Helping to improve the legal and regulatory systems	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D7.	Helping to strengthen the government's effectiveness	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D8.	Helping to strengthen the capacity of civil society and private sector organizations	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D9.	Helping to increase access and quality of education	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D10.	Helping to increase access and quality of health services, including the fight against HIV/AIDS and other communicable diseases	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D11.	Helping to increase access to clean water	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D12.	Helping reduce internal conflicts	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D13.	Helping to strengthen environment and natural resources management	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D14.	Ensuring that attention is paid to gender disparities	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D15.	Helping to strengthen the agricultural sector/food security	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D16.	Helping to strengthen the fisheries sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D17.	Helping to improve port infrastructure	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D18.	Helping to expand internet connectivity	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D19.	Helping to strengthen mining and oil resources management	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D20.	Helping to improve the quality of life in urban areas	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D21.	Helping to increase access to proper housing	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D22.	Helping to lay the foundation to integrate Mauritania into the global and/or sub-regional economy	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D23.	Helping to empower communities to participate in their own development	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D24.	Helping Mauritania adapt to/avert risk of climate change	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D25.	Helping to increase professional skills, employment and income generation, specifically for young people	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		

## SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/ activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.

		Not effective at all										Very effective	Don't Know
		1	2	3	4	5	6	7	8	9	10		
E1.	Technical competence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E2.	Producing "knowledge" (studies, analyses) that is useful	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E3.	Making the results of studies and analyses readily available	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E4.	Sharing knowledge about international best practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E5.	Ability to adapt its knowledge to your country's needs	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6.	Ensuring its staff is accessible	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7.	Providing sound policy and economic advice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8.	Straightforwardness in its dealings with you	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9.	Maintaining consistent messages	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E10.	Promoting the inclusion of local communities (beneficiaries) in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E11.	Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E12.	Promoting the inclusion of local project experts in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E13.	Promoting the inclusion of private sector in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E14.	Giving appropriate priority to poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E15.	Lending in a way that promotes effective development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION F: PROJECT/PROGRAM RELATED ISSUES

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

		Strongly Disagree										Strongly Agree	Don't Know
		1	2	3	4	5	6	7	8	9	10		
F1.	The Bank is flexible in terms of adjusting to changing circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F2.	The Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F3.	The Bank works efficiently	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F4.	The Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F5.	The Bank helps to build capacity at the community level	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F6.	The Bank helps to build capacity of government officials	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F7.	The Bank and partners in government collaborate well together on Bank supported programs and projects in Mauritania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F8.	The Bank helps to strengthen institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F9.	The Government supports and takes responsibility for development efforts in Mauritania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F10.	The Bank's procurement requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN MAURITANIA

**G1. How significant a role do you believe the World Bank should play in Mauritania's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)**

1	2	3	4	5	6	7	8	9	10	11
Not a significant role at all									Very significant role	Don't Know

**G2. Which one of the following should the World Bank do to make itself of greater value in Mauritania? (Choose only ONE)**

1	Improve the quality of its experts as related to Mauritania's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advice and advocacy issues
4	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Other (please specify): _____

**G3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose TWO only)**

1	The World Bank works inefficiently/too slow
2	Government works inefficiently/too slowly
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	Lack of/inadequate levels of capacity in government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Other (please specify): _____

**Please add comments:**

**SECTION H: COMMUNICATION AND OUTREACH****H1. Where do you get most of your information about economic and social development issues in Mauritania? (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 (e.g., journals and magazines)
8	Internet
9	Other (please specify): _____

**H2. Where do you get most of your information about the World Bank's development activities in Mauritania? (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 (e.g., journals and magazines)
8	Blogs
9	Internet
10	World Bank conferences, seminars, workshops
11	World Bank publications, materials
12	World Bank website
13	Direct contact/interaction with World Bank staff
14	Other (please specify): _____

**H3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)**

1	World Bank website
2	Face to face meetings/discussions
3	e-newsletters
4	Workshops/conferences
5	Mobile phones
6	Social media (facebook, twitter, youtube)
7	Blogs
8	Others (please specify): _____

**SECTION H: COMMUNICATION AND OUTREACH (CONT..)**

**H4. 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 on a list of exceptions?**

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

**H5. Have you requested information from the World Bank on its activities in the past year? (If yes please go to Question H6)**

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

**H6. Were you able to obtain this information?**

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

**H7. Do you have access to the internet?**

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

**H8. I use/have used the World Bank website:**

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

**H9. I primarily use:**

- |   |  |
|---|--|
| 1 | The World Bank's country website( <a href="http://www.worldbank.org/mauritania">www.worldbank.org/mauritania</a> ) |
| 2 | The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )                         |

**H10. The Internet connection, I mainly use when visiting a World Bank website:**

- |   |            |
|---|------------|
| 1 | High speed |
| 2 | Dial-up    |

**H11. When I visit the World Bank website, I am generally looking for:**

- |   |                                |
|---|--------------------------------|
| 1 | Project information            |
| 2 | Country information            |
| 3 | Data                           |
| 4 | news                           |
| 5 | Others (please specify): _____ |

**H12. I generally use the World bank's website in:**

- |   |         |
|---|---------|
| 1 | English |
| 2 | French  |
| 3 | Arabic  |

**SECTION H: COMMUNICATION AND OUTREACH (CONT..)**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

		Strongly Disagree								Strongly Agree		Don't Know
		1	2	3	4	5	6	7	8	9	10	
H13.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>											<input type="checkbox"/>
H14.	I find the information on the Bank's websites useful. <i>(Only answer if you have used a Bank website)</i>											<input type="checkbox"/>
H15.	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"/>
H16.	The Bank is responsive to my information requests and inquiries											<input type="checkbox"/>

**Thank you for completing the survey!**