



Angola

The World Bank
Country Survey FY 2012

Report of Findings
December 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 Angola perceive the Bank;
- Obtain systematic feedback from stakeholders in Angola regarding:
 - Their views regarding the general environment in Angola;
 - Their overall attitudes toward the World Bank in Angola;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Angola; and
 - Perceptions of the World Bank's future role in Angola.
- Use data to help inform the Angola country team's strategy.

II. Methodology

In March-June 2012, 584 stakeholders of the World Bank in Angola were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 119 stakeholders participated in the country survey (20%).

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

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

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

II. Methodology (continued)

- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Angola, the extent to which the Bank meets Angola's needs for knowledge services and financial instruments, and the extent to which the Bank should seek or does seek to influence the global development agenda. Respondents were also asked to rate their agreement with various statements regarding the Bank's work and the extent to which the Bank is an effective development partner. Furthermore, respondents were asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Angola, with which groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Angola, and the Bank's level of effectiveness across thirty-five development areas, such as economic growth, public sector governance, basic infrastructure, social protection, and others.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results, its technical quality, and the Bank's effectiveness at providing linkage to non-Bank expertise.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, and increasing Angola's institutional capacity.
- F. The Future Role of the World Bank in Angola: Respondents were asked to rate how significant a role the Bank should play in Angola's development in the near future, and to indicate what the Bank should do to make itself of greater value in Angola.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked to indicate their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Angola, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 103 respondents (22% response rate) who completed the country survey in FY 2009. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

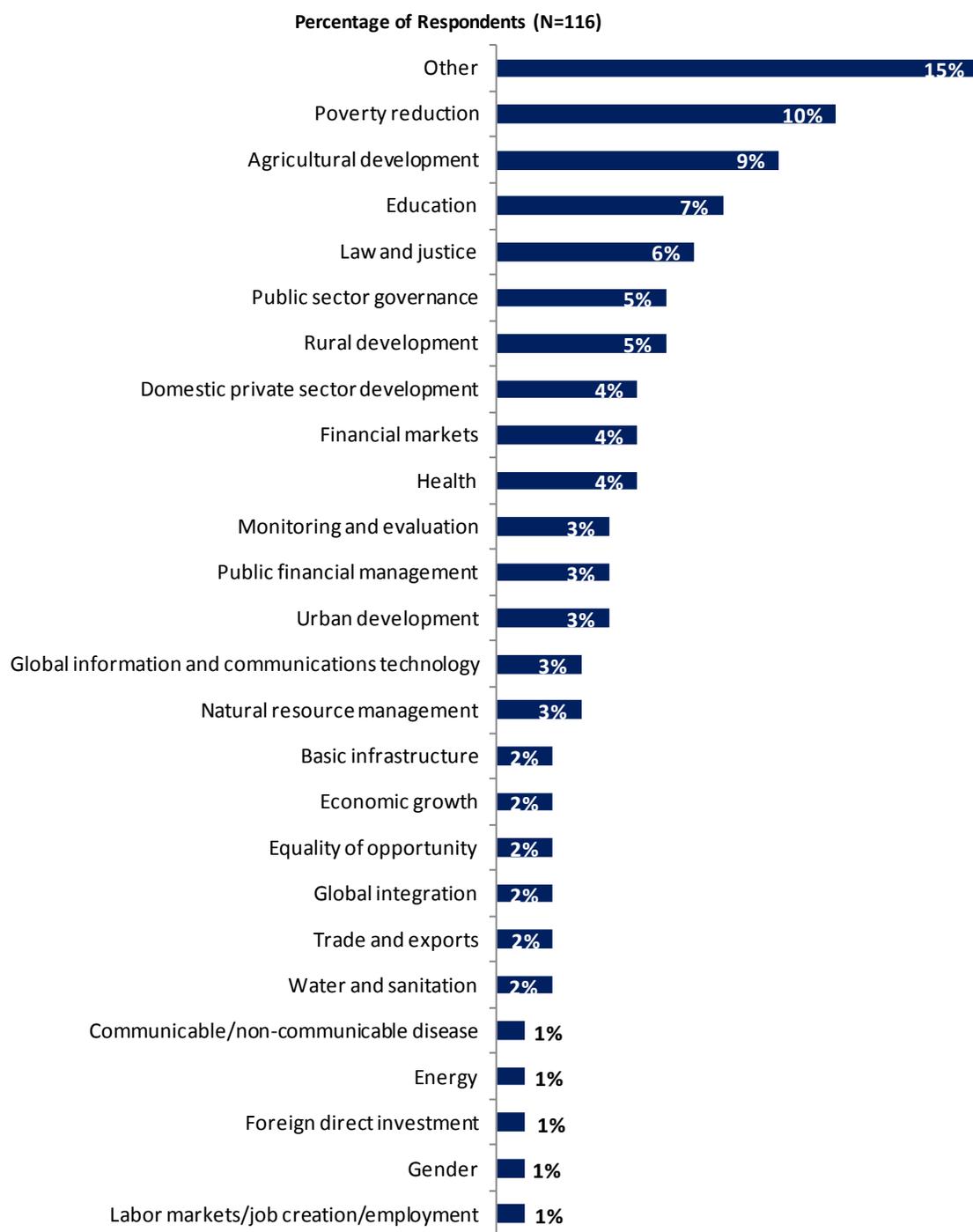
- For further analyses, the small number of respondents from the office of the President and the office of the Prime Minister were combined with respondents from the office of Minister; respondents from multilateral agencies were combined with those from bilateral agencies; respondents from the financial sector and private banks were combined with those from private sector organizations; and the few respondents from the office of Parliamentarian, local government, independent government institutions, and the judiciary branch were included in the “Other” category. Note that respondents from NGOs, community based organizations, private foundations, and faith-based groups were combined under the “CSO” category. There were no respondents from PMUs and trade unions.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

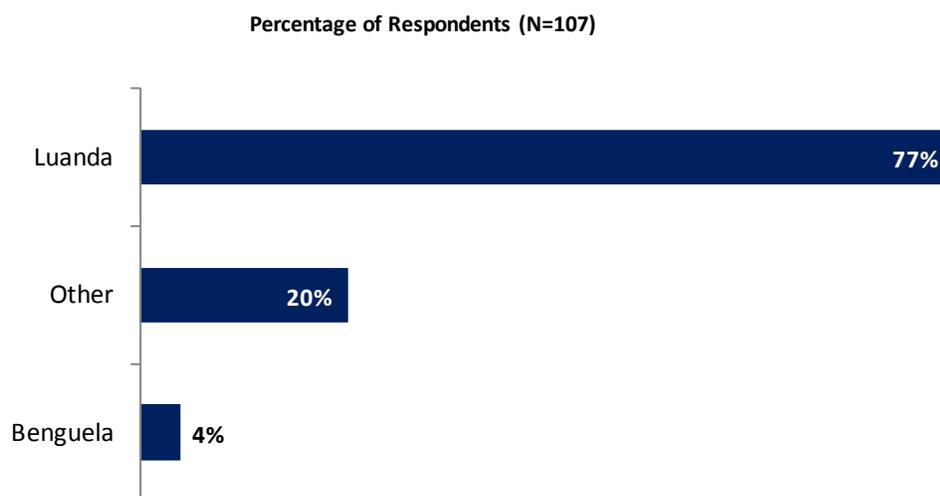


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- The vast majority of respondents indicated that they were located in Luanda. Because of the small number of respondents from Benguela, they were included in the “Other” category for all further analyses. Note that there were no respondents from Huambo.
- Responses across both geographic locations for all country survey questions can be found in the Appendix C (see page 79). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

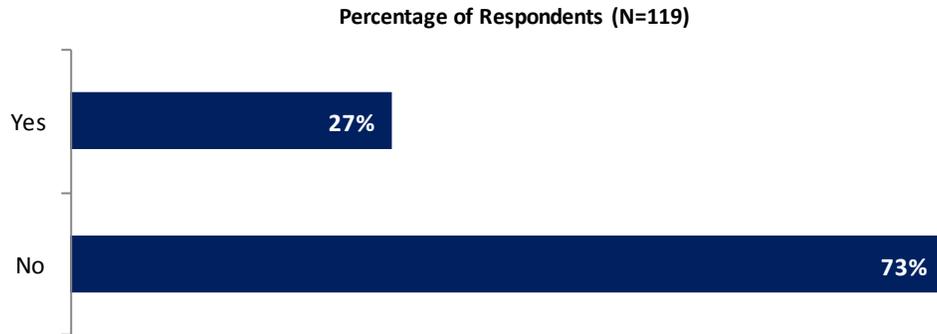


“Which best represents your geographic location?” (Respondents chose from a list.)

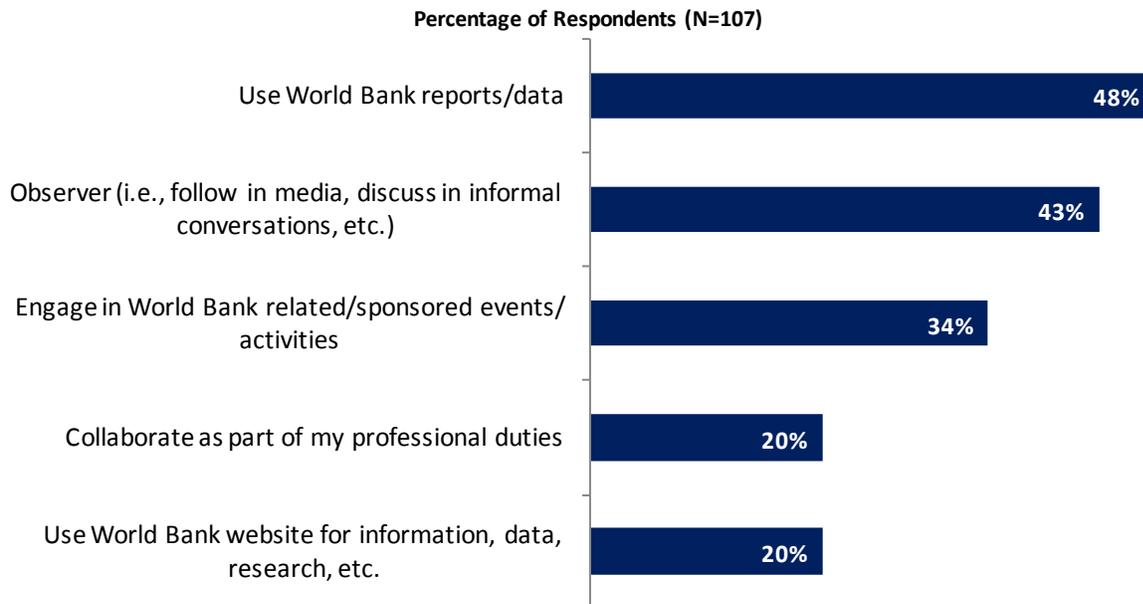
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Angola, can be found in the Appendix E (see page 100). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



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

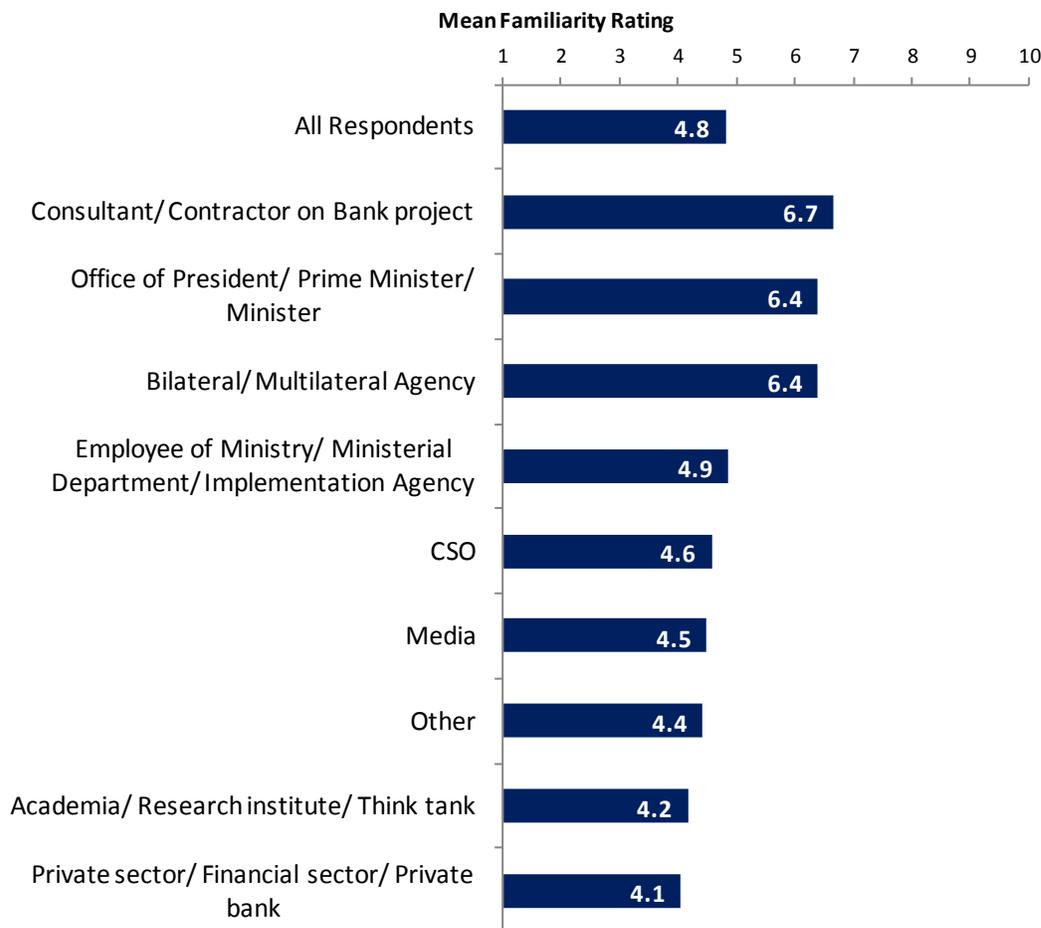


"Which of the following describes most of your exposure to the World Bank in Angola? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 4.8; this was statistically similar to the mean ratings received in the FY '09 country survey (4.8).
- It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Angola and the Bank's ability to help achieve sustainable development results; respondents' ratings of familiarity with the Bank were also significantly, moderately correlated with their perceptions of the Bank's relevance to Angola's development.

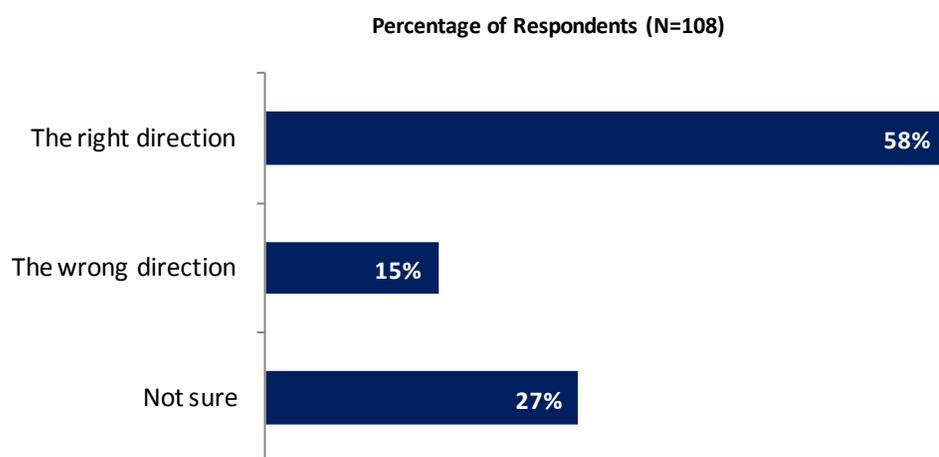


"How familiar are you with the work of the World Bank in Angola on a ten-point scale?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Angola

Headed in the Right Direction

- A majority of respondents from the office of the President/Prime Minister/Minister and employees of ministries/ministerial departments/implementation agencies indicated that Angola was headed in the right direction. Respondents from CSOs, the media, and private sector organizations/financial sector/private banks were more likely to indicate that Angola was headed in the wrong direction. Consultants/contractors on Bank supported projects and respondents from academia/research institutes/think tanks tended to indicate that they were not sure whether Angola was headed in the right or wrong direction.

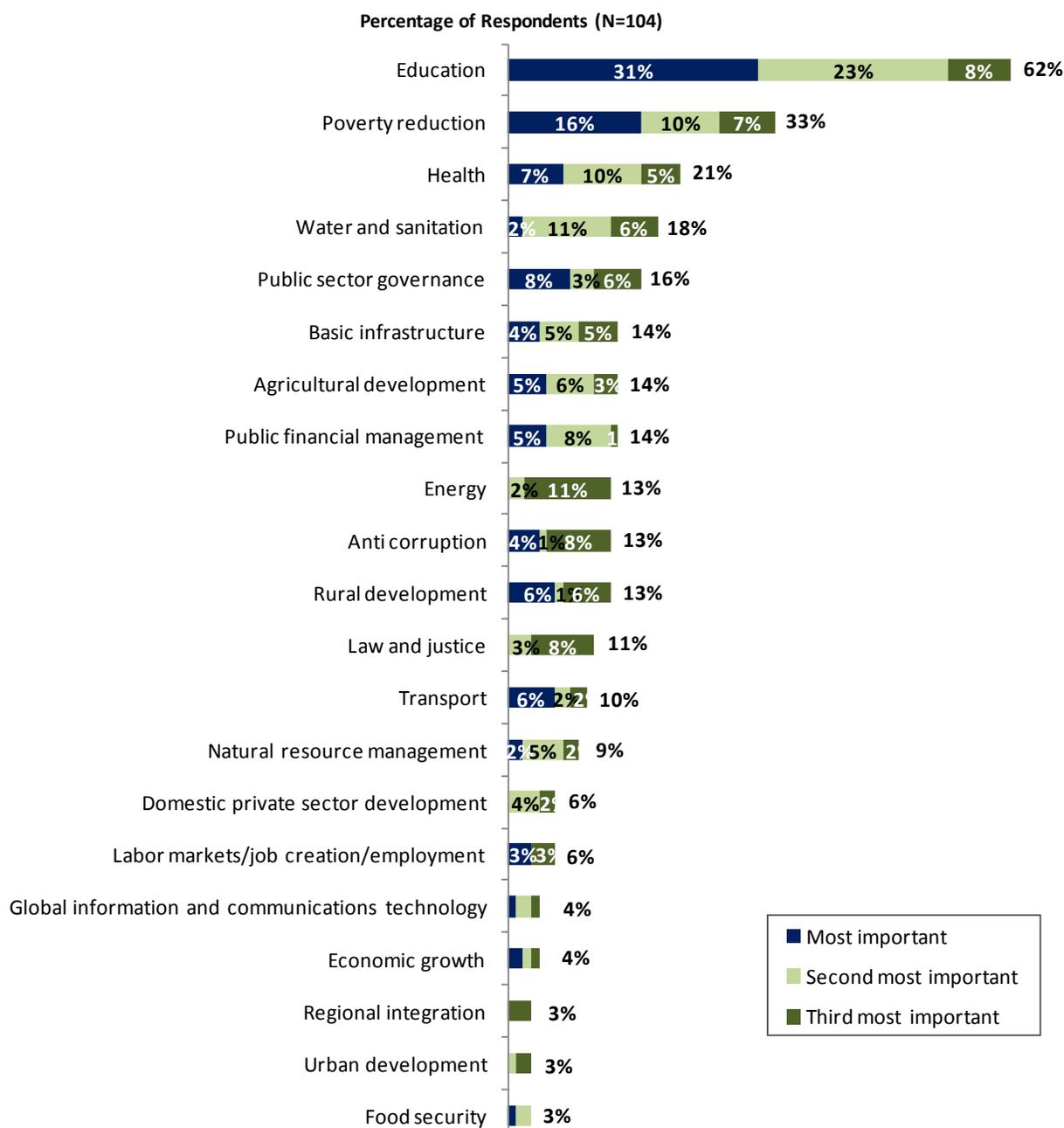


"In general would you say that Angola is headed in ... ?" (Respondents chose from a list.)

IV. General Issues Facing Angola (continued)

Development Priority

- Respondents in the FY '09 country survey* indicated that government effectiveness/governance (36%) and reducing corruption (33%) were the most important development priorities for Angola.



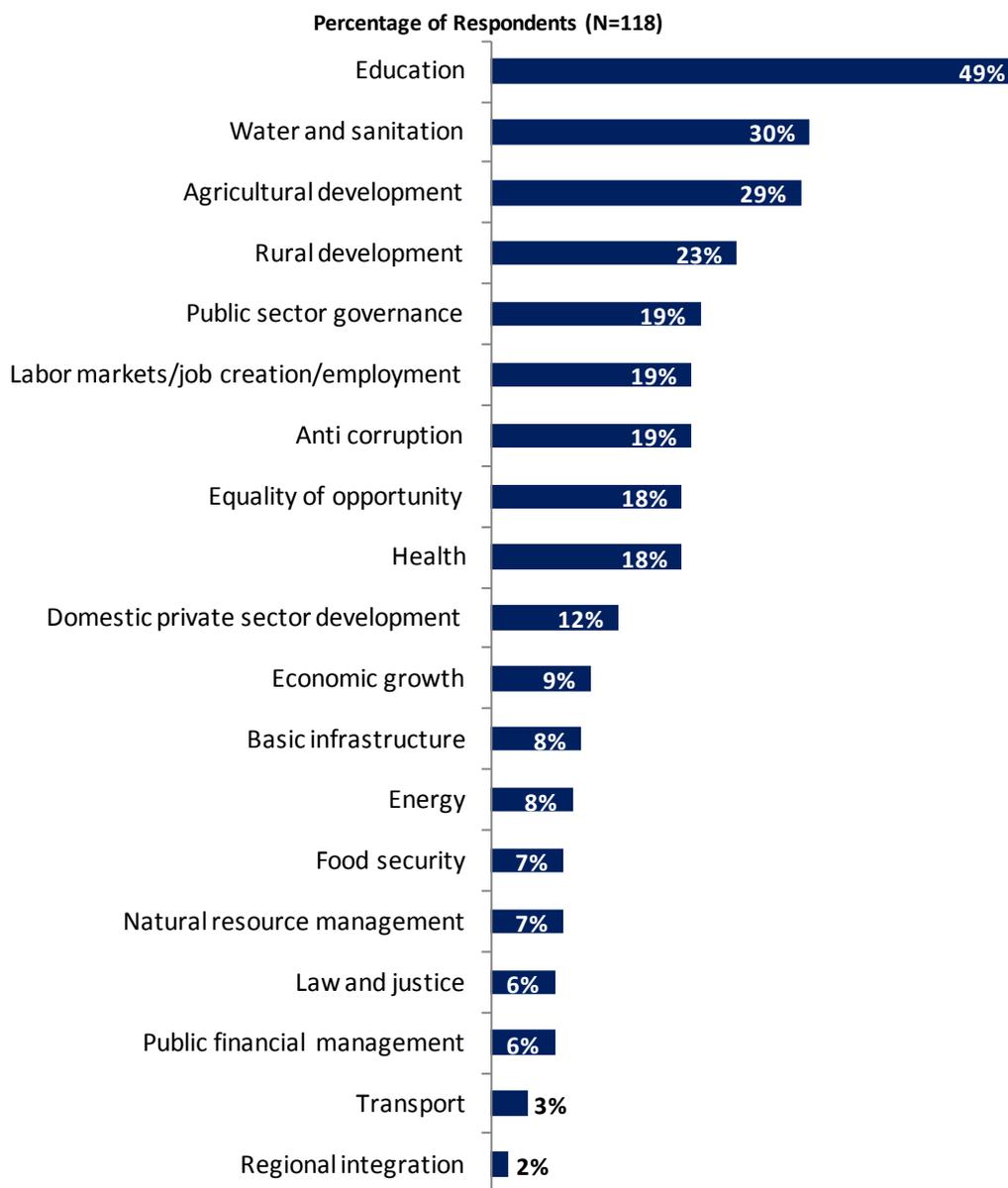
Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority. (Respondents chose from a list.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

IV. General Issues Facing Angola (continued)

What Would Contribute Most to Reducing Poverty

- Respondents in the FY '09 country survey* indicated that agriculture development (49%) and education (35%) would contribute most to poverty reduction in Angola.



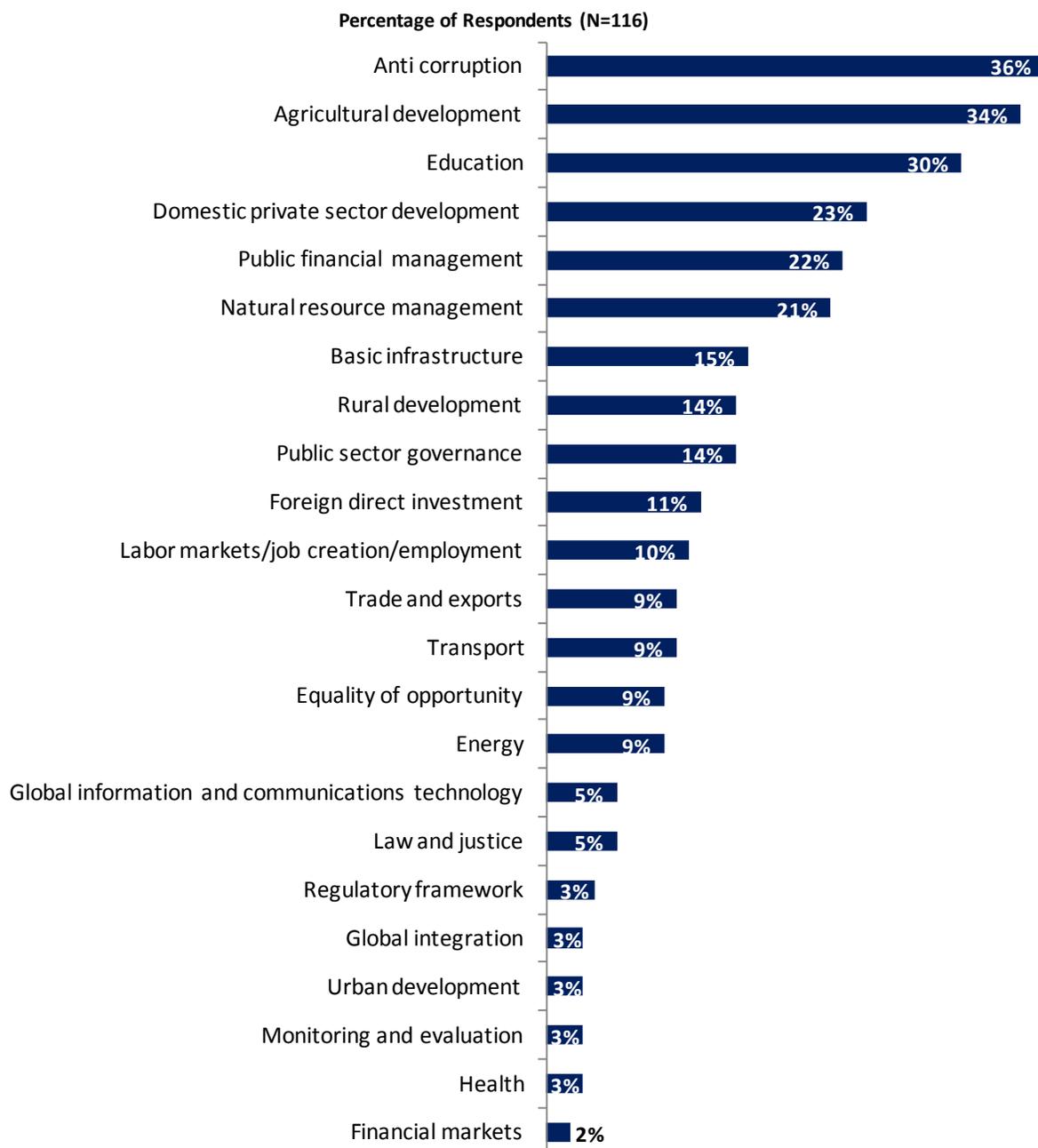
“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

IV. General Issues Facing Angola (continued)

What Would Contribute Most to Generating Economic Growth

- Respondents in the FY '09 country survey* indicated that increasing agricultural productivity (53%) and diversifying economy (37%) would contribute most to generating economic growth in Angola.



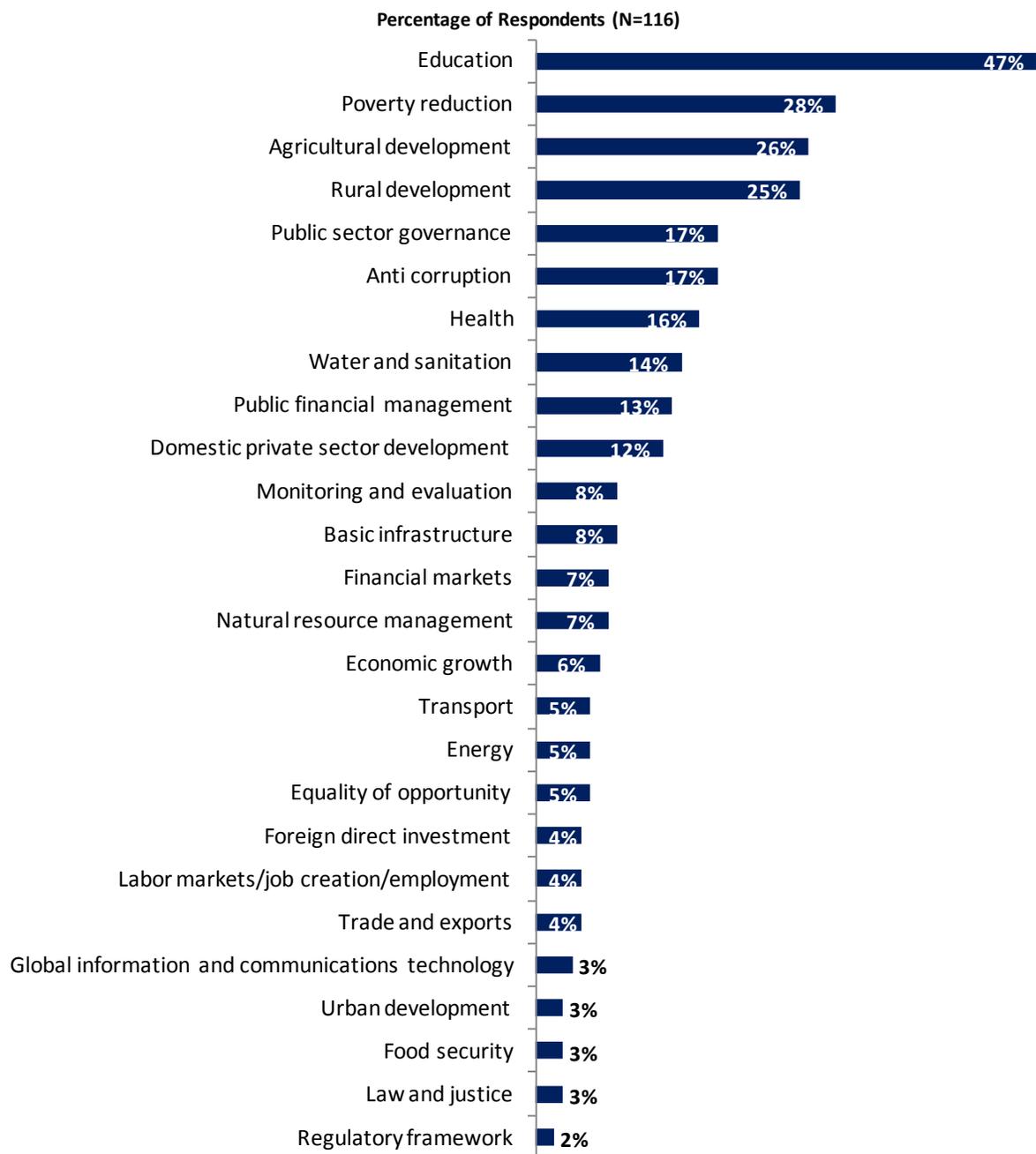
“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Angola? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- Respondents in the FY '09 country survey* indicated that it would be most productive for the Bank to focus most of its resources on agriculture development (25%), increasing access to/quality of education (22%), and reducing poverty (20%) in Angola.



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

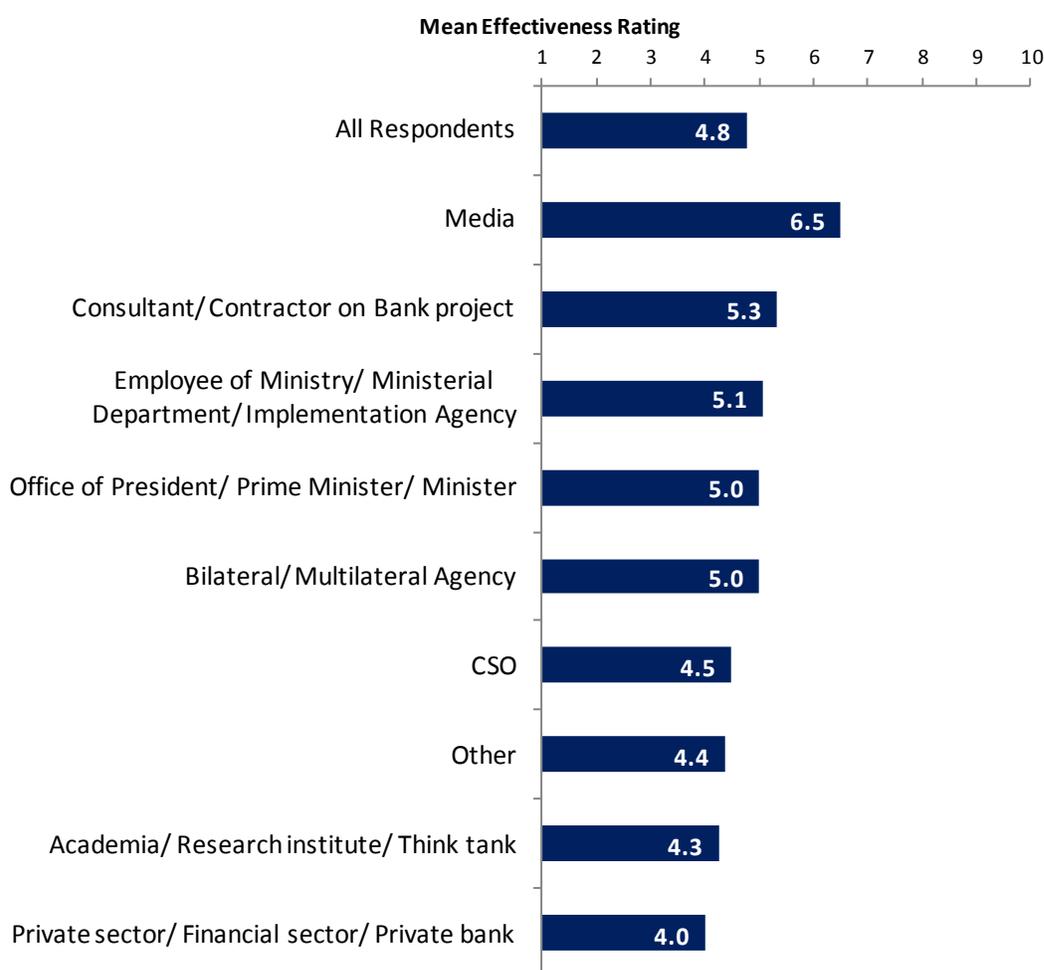
*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank (continued)

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

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

- Across all respondents, ratings of the World Bank’s overall effectiveness in Angola received a mean rating of 4.8; this was significantly *lower* compared to the mean ratings received in the FY ’09 country survey (6.0).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank’s overall effectiveness in Angola.

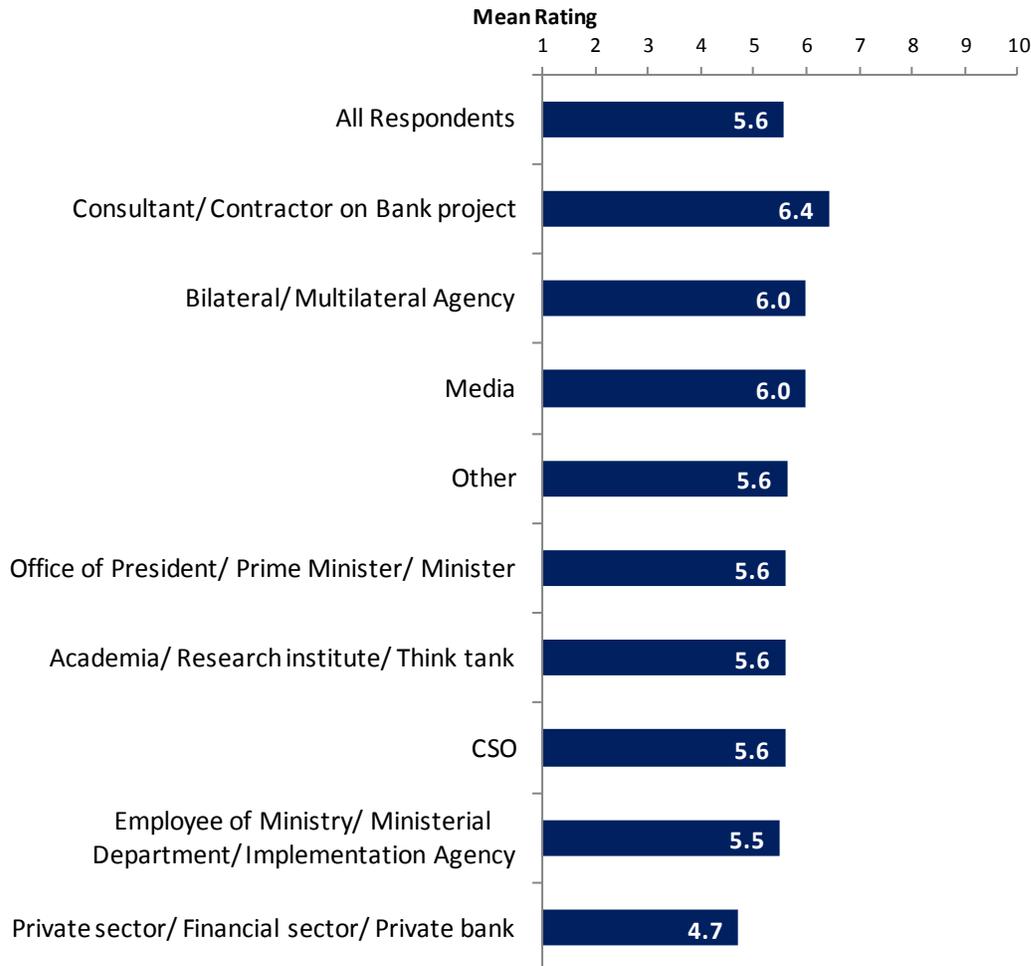


“Overall, please rate your impression of the World Bank’s effectiveness in Angola, on a ten point scale.” (1-“Not effective at all”, 10-“Very effective”)

V. Overall Attitudes toward the World Bank (continued)

Achieving Sustainable Development Results (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank helping achieve sustainable development results in Angola.

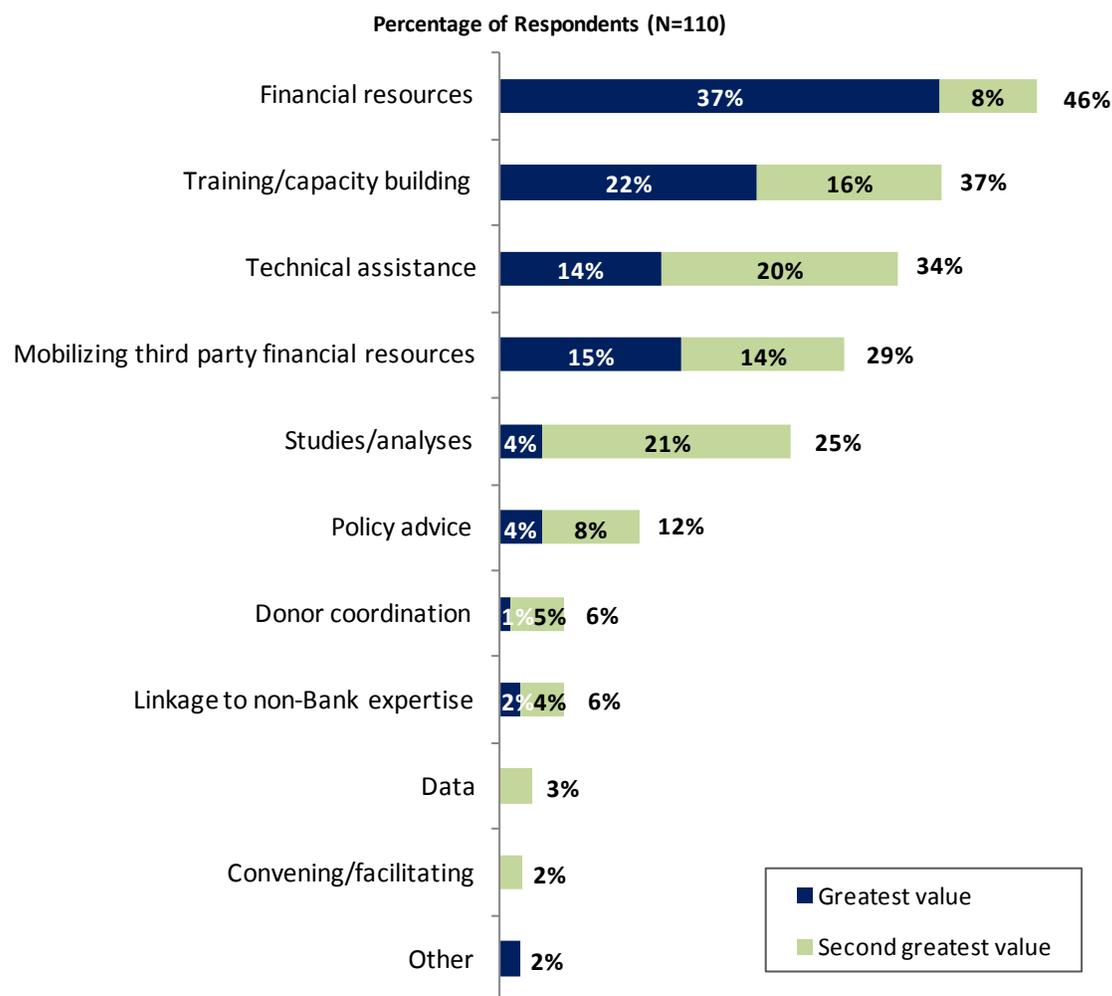


"To what degree does the World Bank's work help achieve sustainable development results in Angola, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '09 country survey* indicated that the World Bank's greatest values to Angola were policy and economic advice (32%) and technical advice (31%).



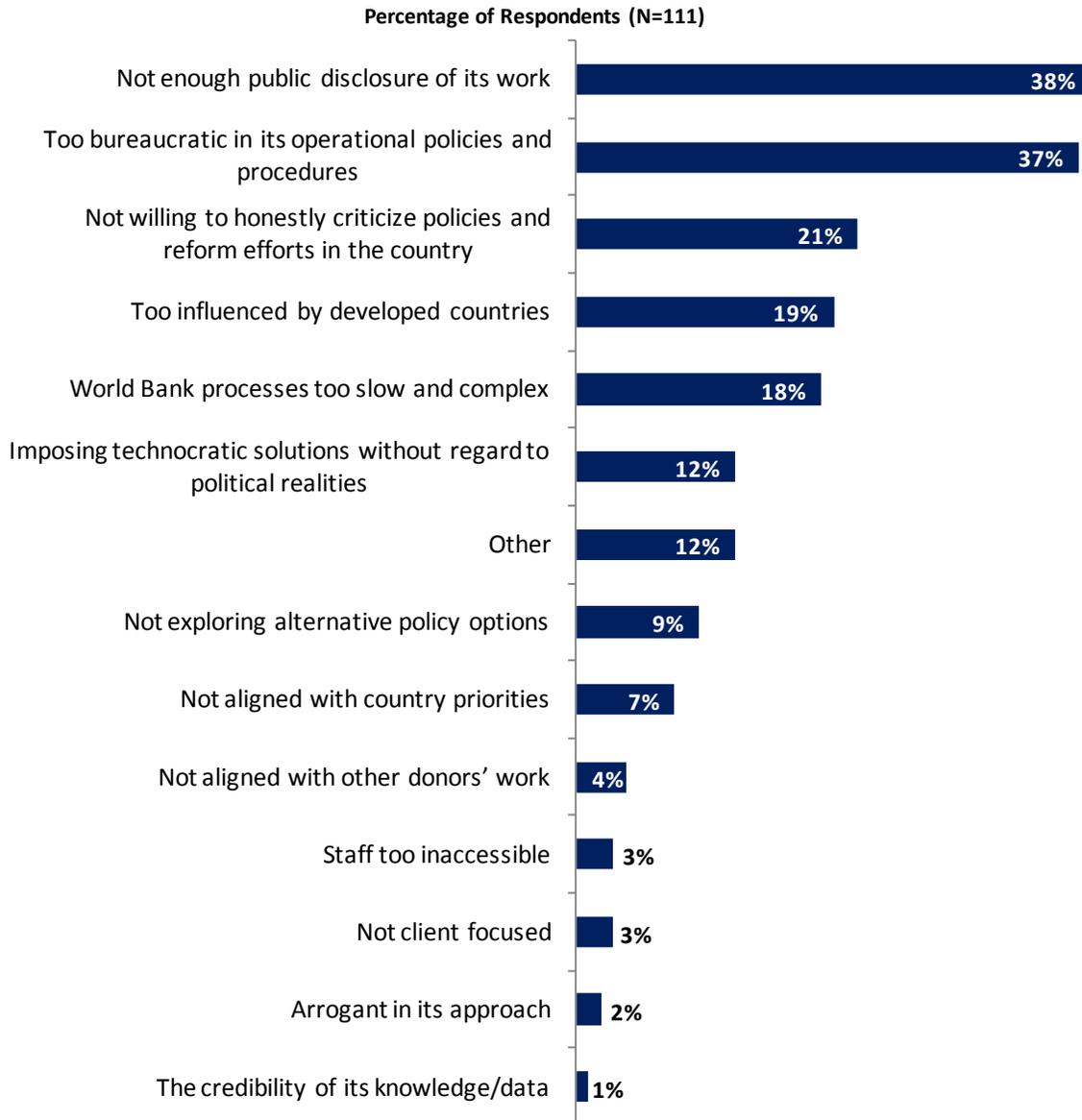
"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?" (Respondents chose from a list.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- Respondents in the FY '09 country survey* indicated that the World Bank's greatest weaknesses in Angola were being too bureaucratic in its operational policies and procedures (35%) and not exploring alternative policy options (35%).

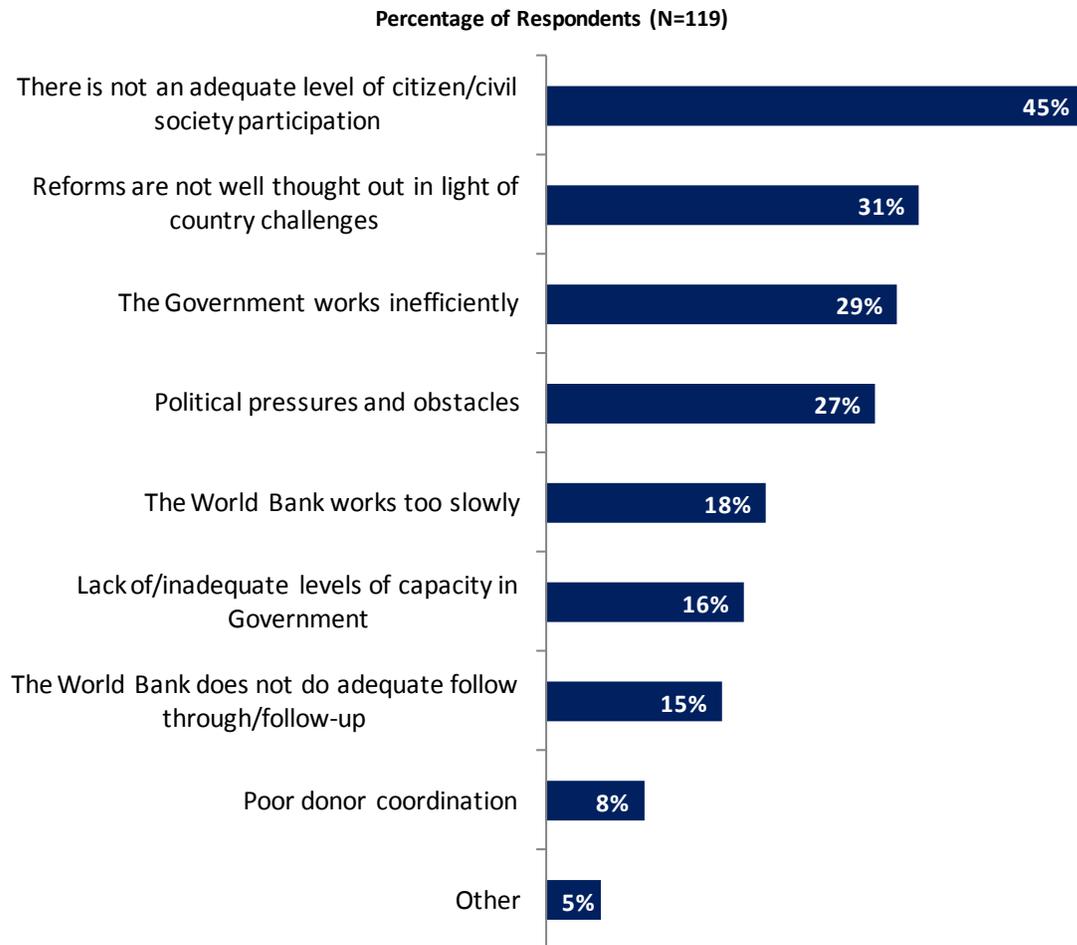


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

V. Overall Attitudes toward the World Bank (continued)

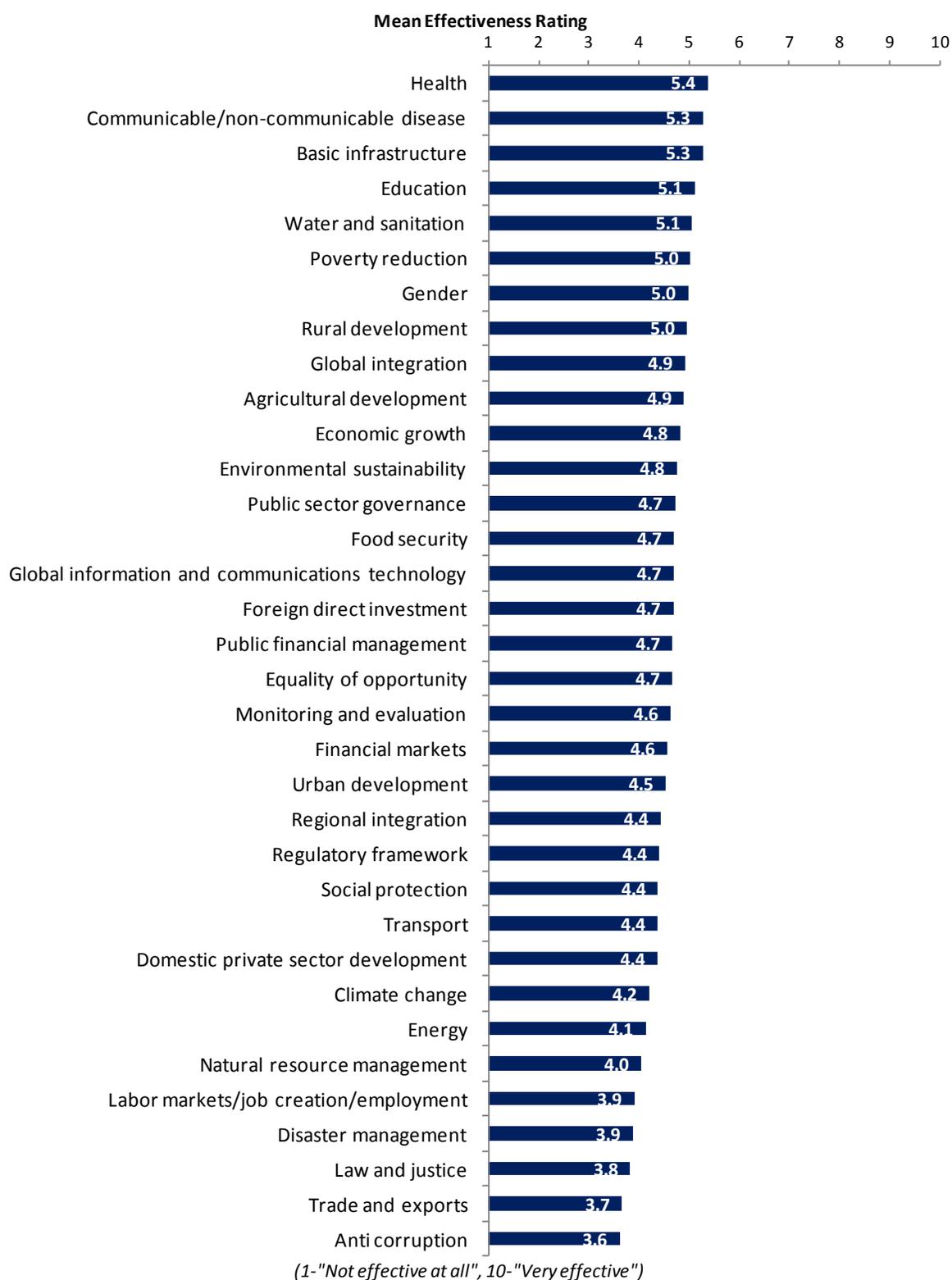
Attributing Slow or Failed Reform Efforts



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

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across two of these thirty-four areas. Consultants/contractors on Bank supported projects and respondents from CSOs had the highest ratings across these areas whereas respondents from private sector organizations/financial sector/private banks tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
 - "Environmental sustainability"; and
 - "Climate change".

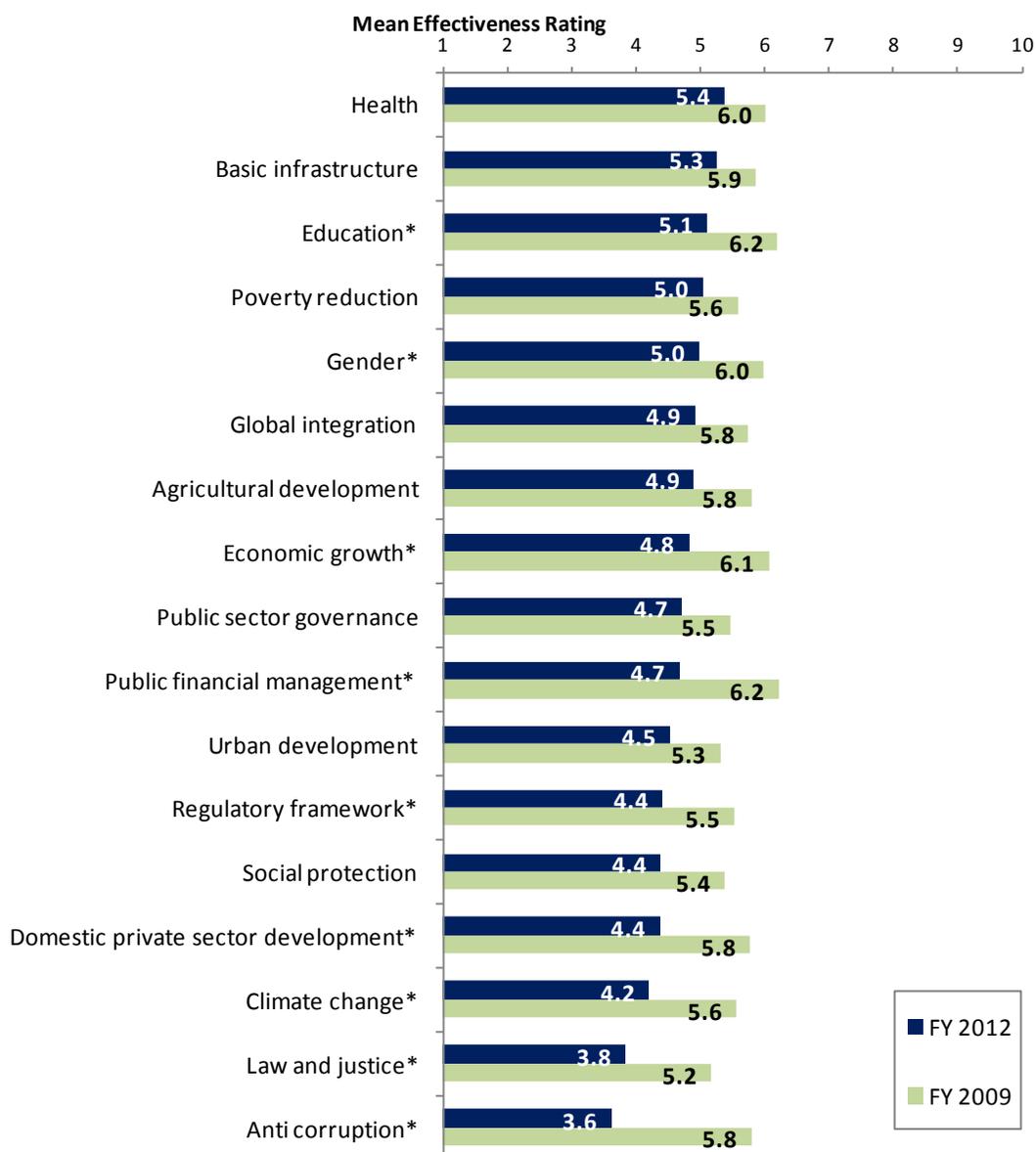
- There were significant differences between geographic locations across six of these thirty-four areas. In all six instances, respondents from Luanda had significantly lower ratings for the Bank's effectiveness across these areas than respondents from other locations. Those areas with significant differences were:
 - "Health";
 - "Global information and communications technology";
 - "Monitoring and evaluation";
 - "Financial markets";
 - "Energy"; and
 - "Labor markets/job creation/employment".

- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *lower* ratings for the Bank's effectiveness in the following areas: education, gender, economic growth, public financial management, regulatory framework, domestic private sector development, climate change, law and justice, and anti corruption compared to respondents in the FY'09 country survey.



(*FY 2012 significantly different from FY 2009.)

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve sustainable development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve sustainable development results.

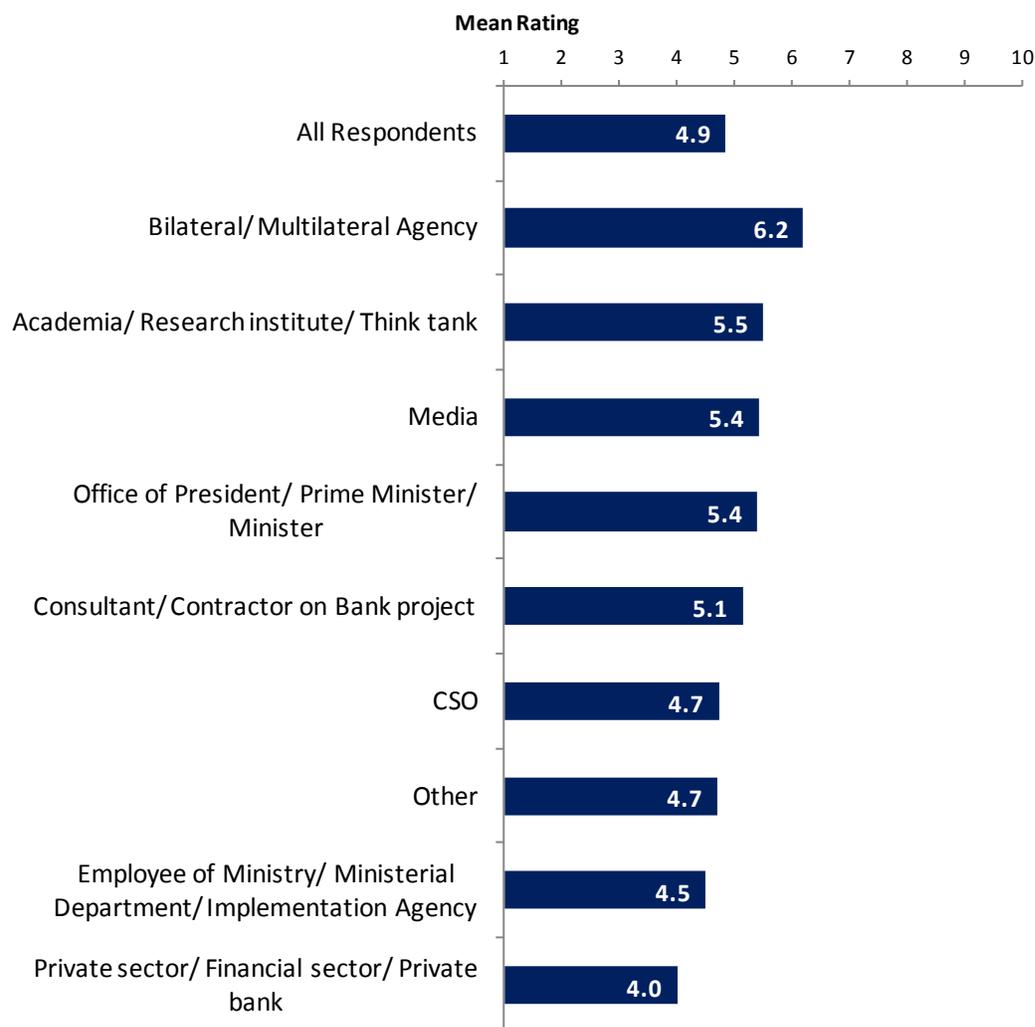
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Angola. The areas determined to be key drivers from these analyses were:
 - Labor markets/job creation/employment;
 - Domestic private sector development;
 - Equality of opportunity;
 - Global integration; and
 - Law and justice.

- Achieving Sustainable Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in Angola, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
 - Equality of opportunity;
 - Economic growth; and
 - Education.

VII. World Bank Knowledge and Instruments

Knowledge: Meeting Angola's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the Bank's knowledge services meeting the needs of Angola.

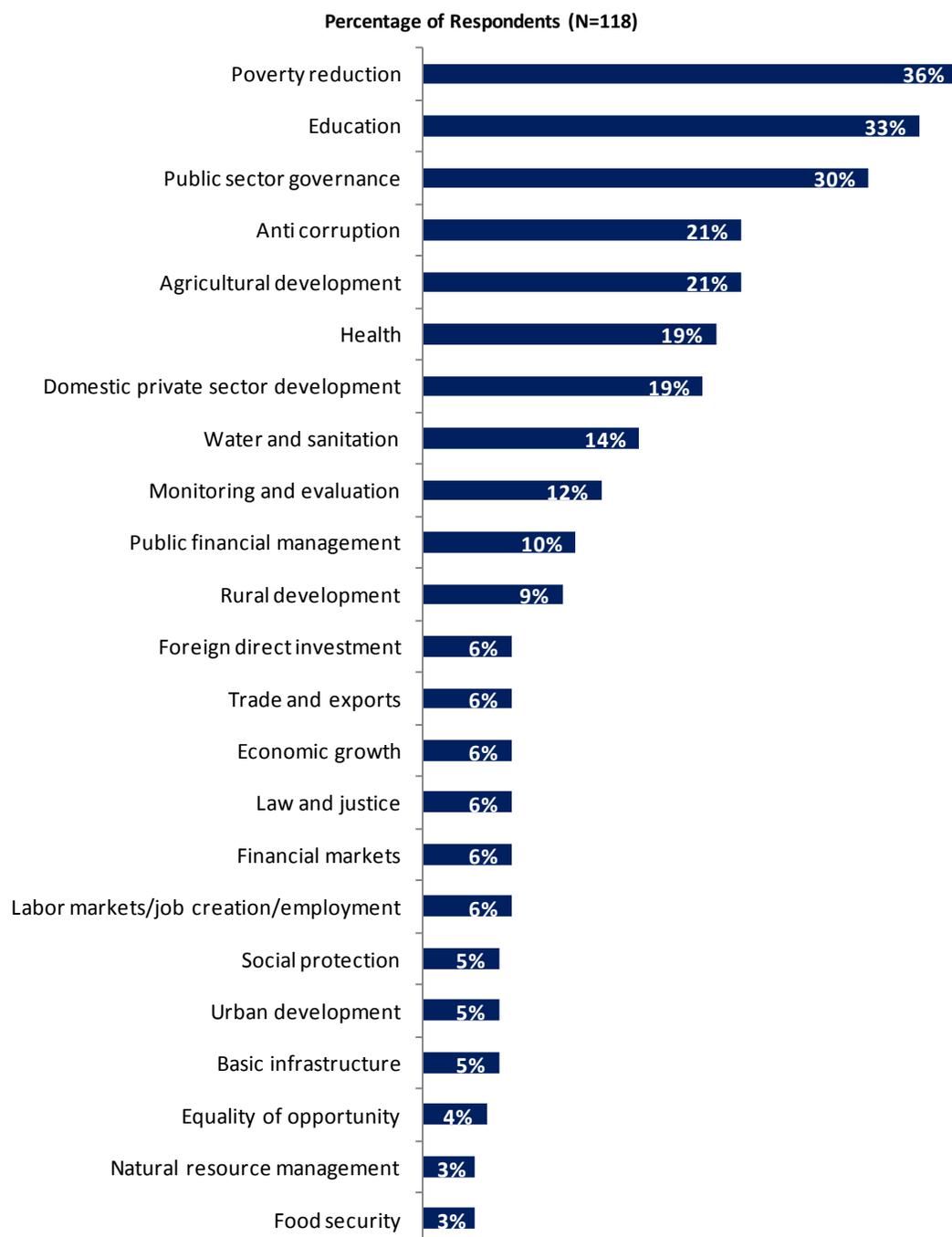


"To what extent do you believe the World Bank meets Angola's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten point scale?"
 (1- "To no degree at all", 10 - "To a very significant degree")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- Respondents in the FY '09 country survey* indicated that it would be most valuable for the Bank to focus its research efforts on education (42%) and health (25%).



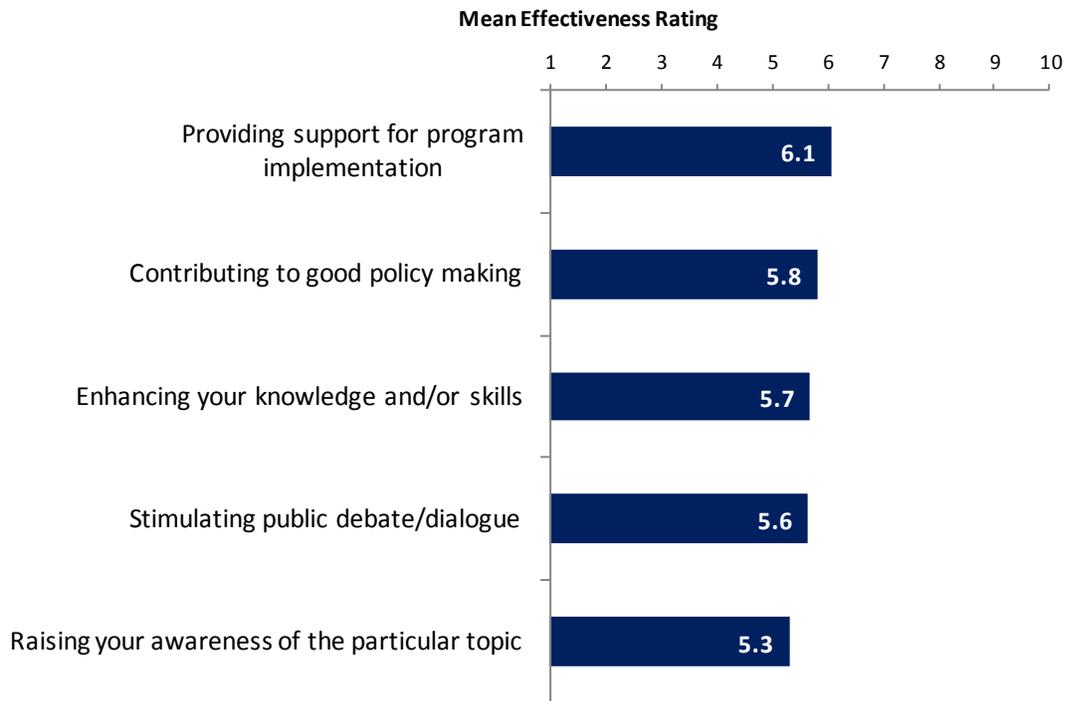
“When thinking about the development challenges in Angola, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's knowledge and research effectiveness at all of these aspects

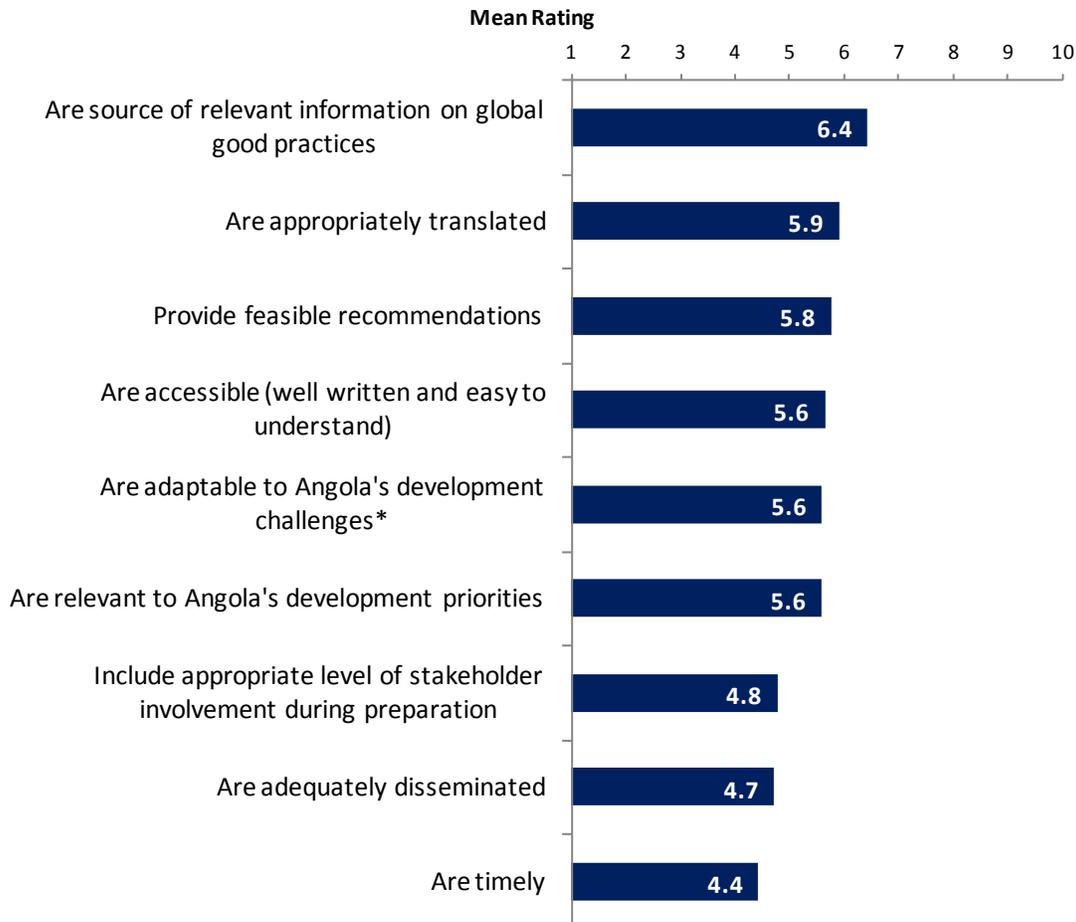


"How effective do you believe the World Bank's knowledge and research are at ... in Angola?"
(1-"Not effective at all", 10-"Very effective")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

- Respondents in this year's country survey gave statistically similar ratings (5.6) for the Bank's knowledge and research being adaptable to Angola's development challenges compared to respondents in the FY '09 country survey (6.3).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for all of these qualities of the World Bank's knowledge and research.

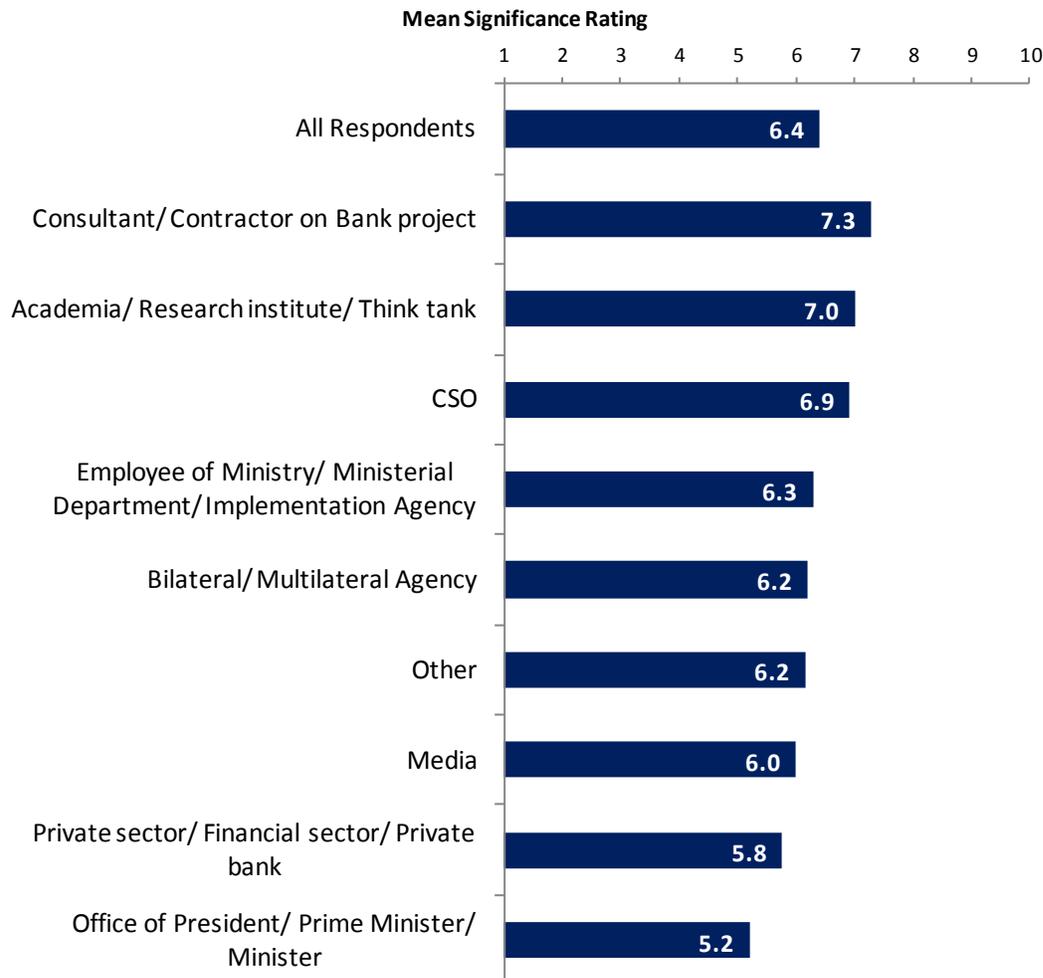


"To what extent do you believe that the World Bank's knowledge and research ... in Angola?"
 (1-"To no degree at all", 10-"To a very significant degree") ***Indicator Question**

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

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

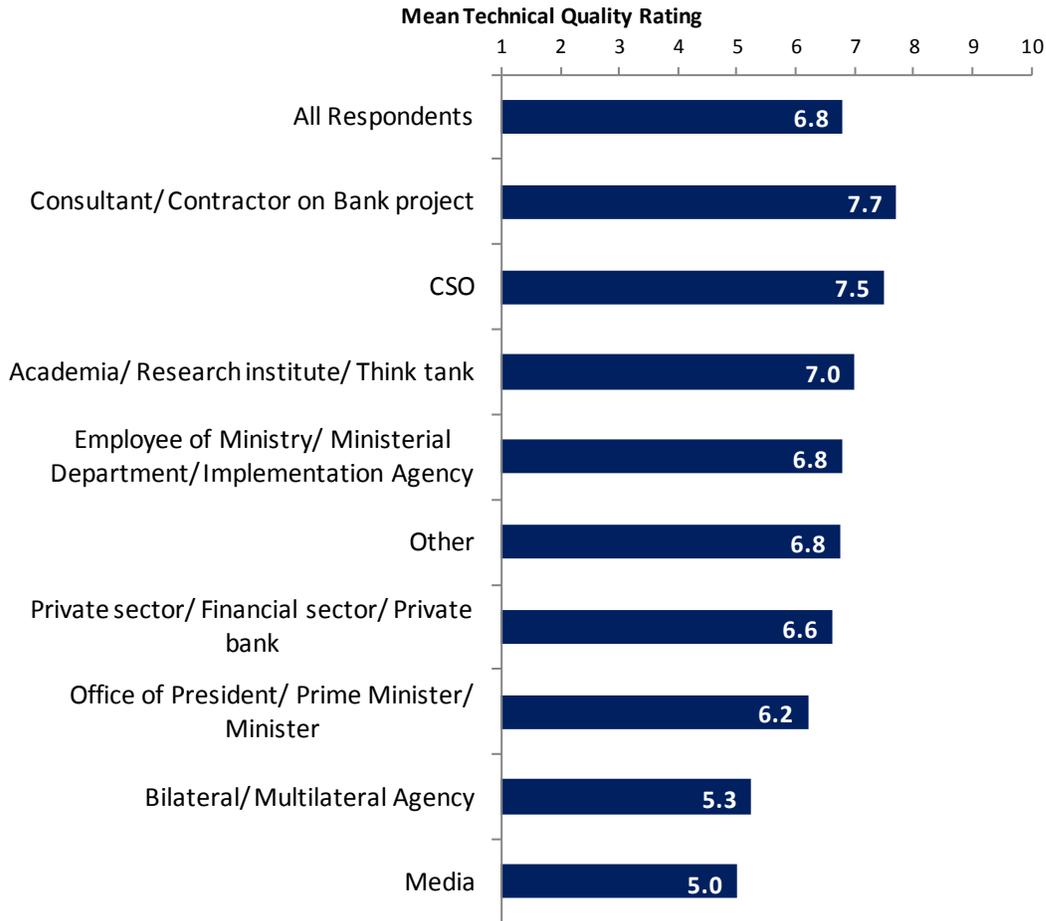


"Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?
(1-"Not significant at all", 10-"Very significant")

VII. World Bank Knowledge and Instruments (continued)

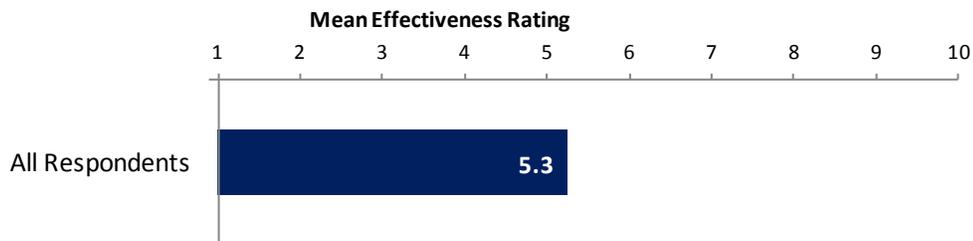
Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the World Bank’s knowledge and research.



“Overall, how would you rate the technical quality of the World Bank’s knowledge/research, on a ten point scale?” (1-“Very low technical quality”, 10-“Very high technical quality”)

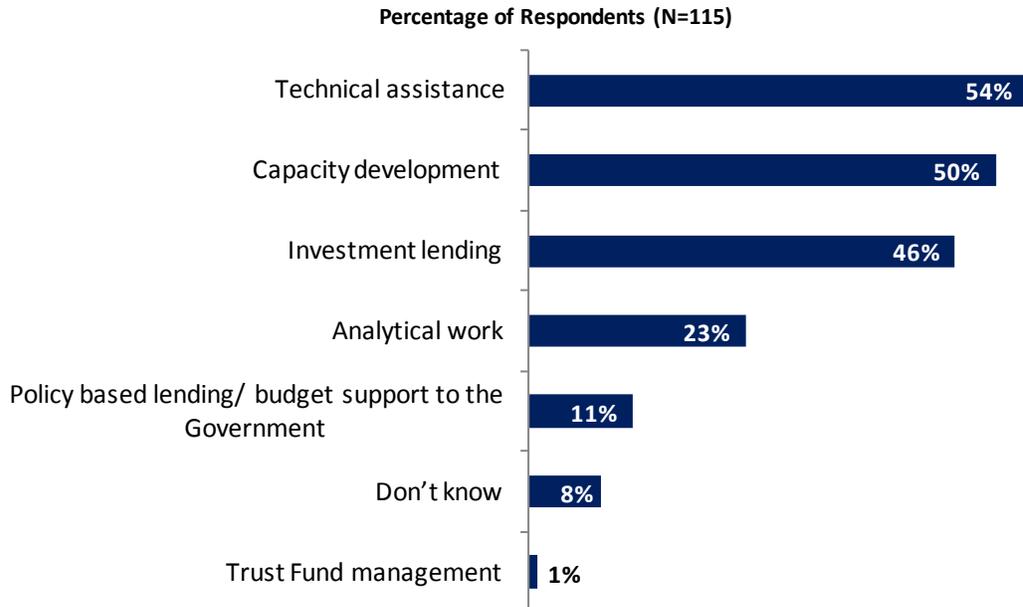
Knowledge: Linkage to Non-Bank Expertise



“Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?” (1-“Not effective at all”, 10-“Very effective”)

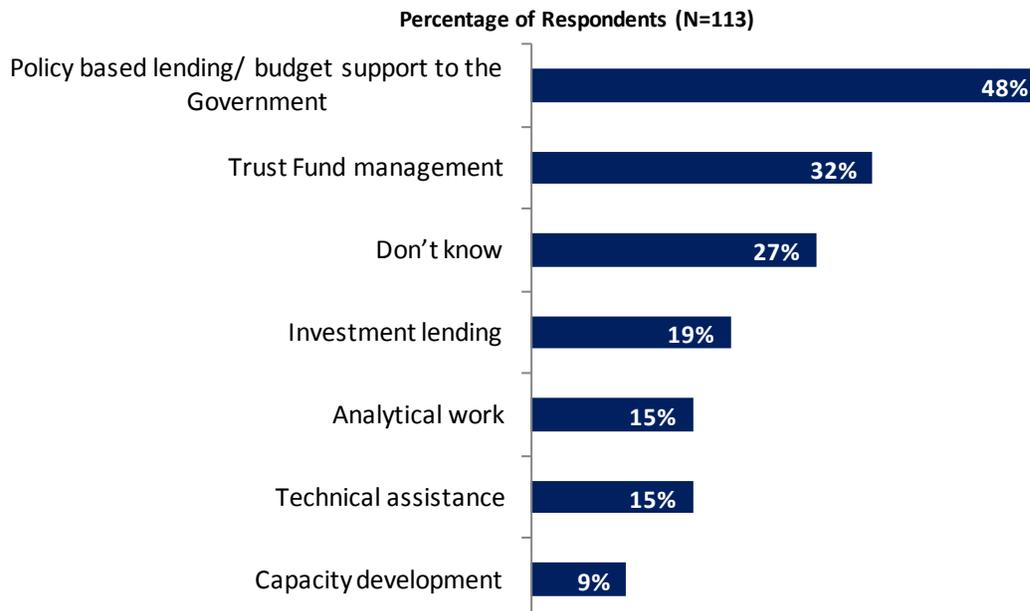
VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective



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

Instruments: Least Effective

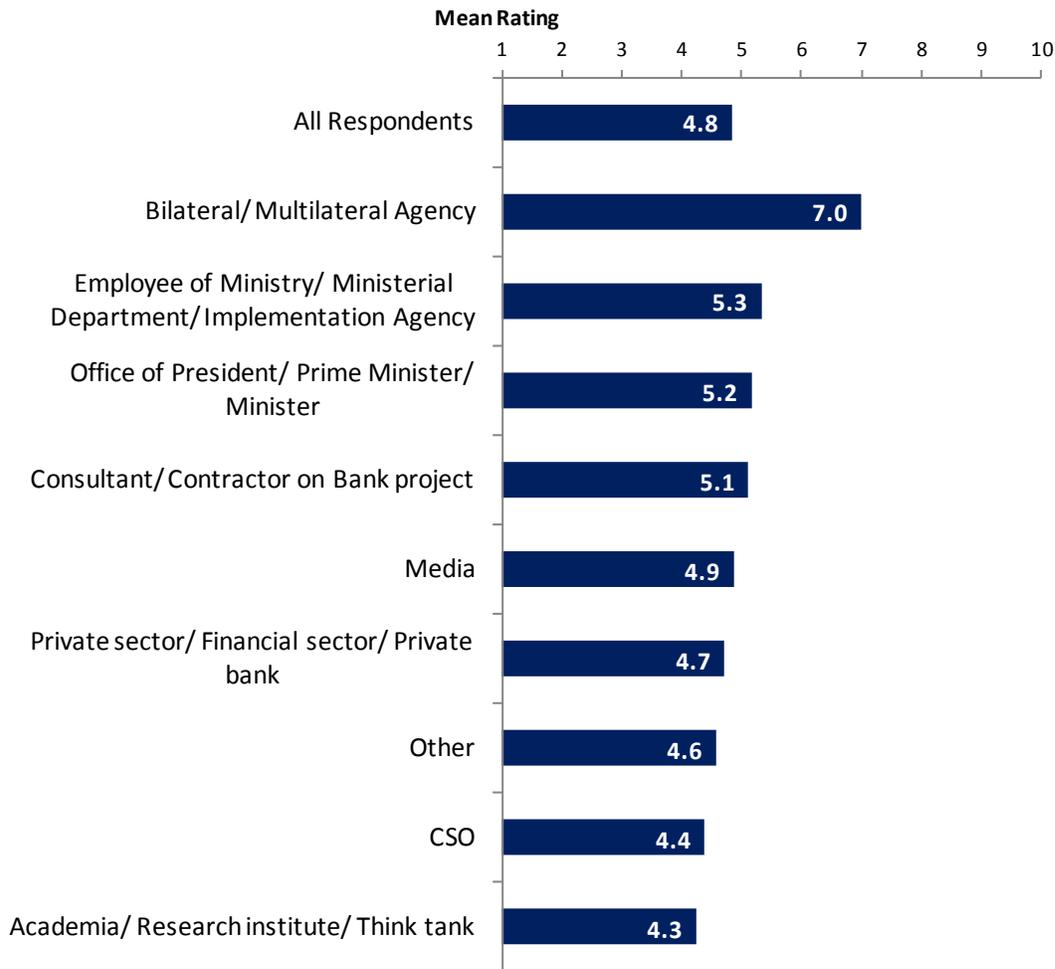


“Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Angola? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Angola's Needs (*Indicator Question*)

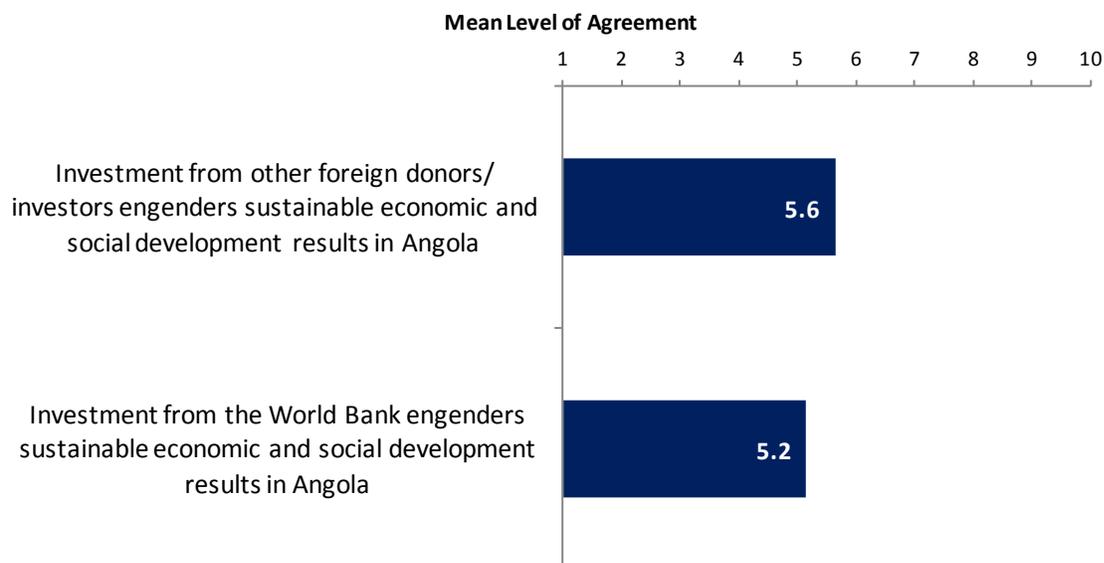
- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the Bank's financial instruments meeting the needs of Angola.



"To what extent do you believe the World Bank's financial instruments (e.g., development policy lending, investment lending, technical assistance) meet the needs of Angola, on a ten point scale?" (1-"To no degree at all", 10 - "To a very significant degree")

VII. World Bank Knowledge and Instruments (continued)

Instruments: World Bank Investments vs Investments from Other Donors



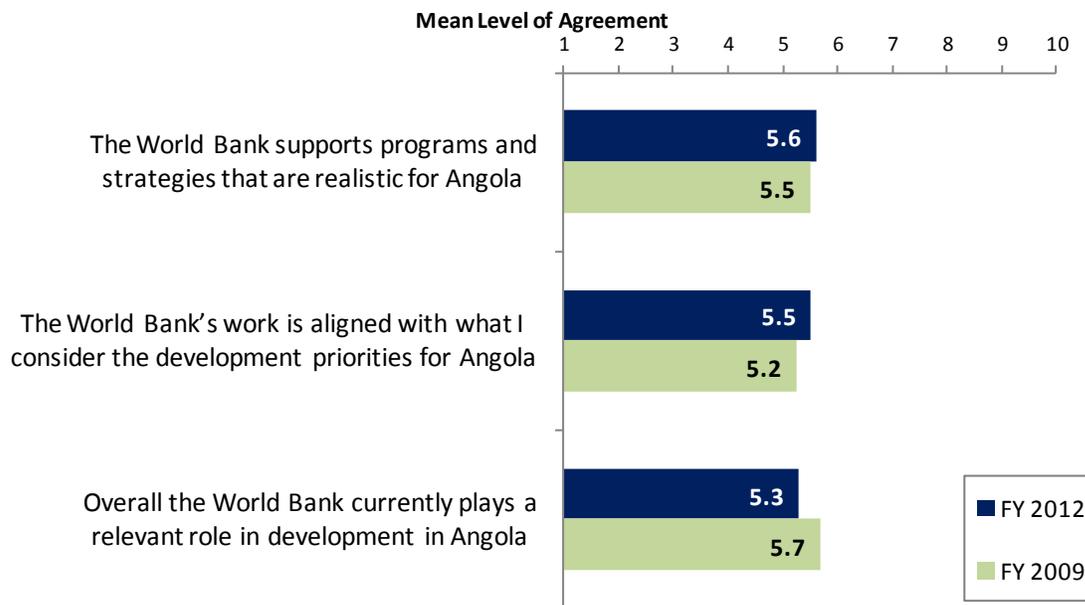
"When thinking about the World Bank's lending in Angola as compared to other international players in the country, to what extent do you agree with the following statements, on a ten point scale?"

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

VIII. How the World Bank Operates

The World Bank's Work in Angola

- Respondents in this year's country survey had statistically similar levels of agreement with all of these statements about the World Bank's work in Angola compared to respondents in the FY '09 country survey.
- Respondents across all stakeholder groups had statistically similar levels of agreement regarding all of these aspects of the Bank's work.
- There were significant differences between geographic locations. Respondents from Luanda had significantly lower levels of agreement that the World Bank supports programs and strategies that are realistic for Angola than respondents from other locations.

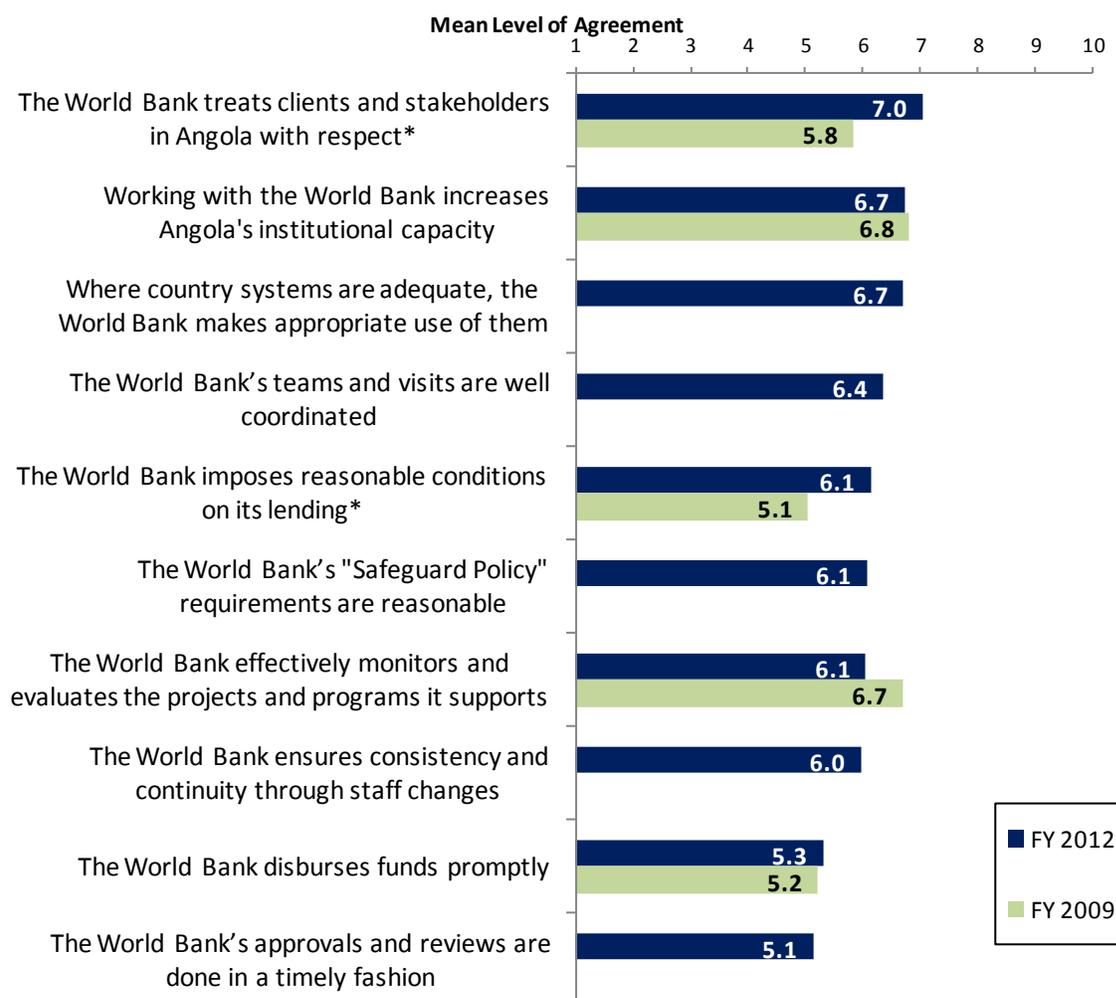


"To what extent do you agree with the following statements about the World Bank's work in Angola, on a ten point scale?" (1-"Strongly disagree", 10-"Strongly agree")

VIII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had significantly *higher* levels of agreement that the World Bank treats clients and stakeholders in Angola with respect and that it imposes reasonable conditions on its lending compared to respondents from the FY '09 country survey.
- Respondents across all stakeholder groups had statistically similar levels of agreement regarding all of these aspects of how the Bank operates.
- There were significant differences between geographic locations across three of these aspects: "Where country systems are adequate, the World Bank makes appropriate use of them"; "The World Bank's teams and visits are well coordinated"; and "The World Bank's "Safeguard Policy" requirements are reasonable". Respondents from Luanda had significantly lower levels of agreement with these statements than respondents from other locations.

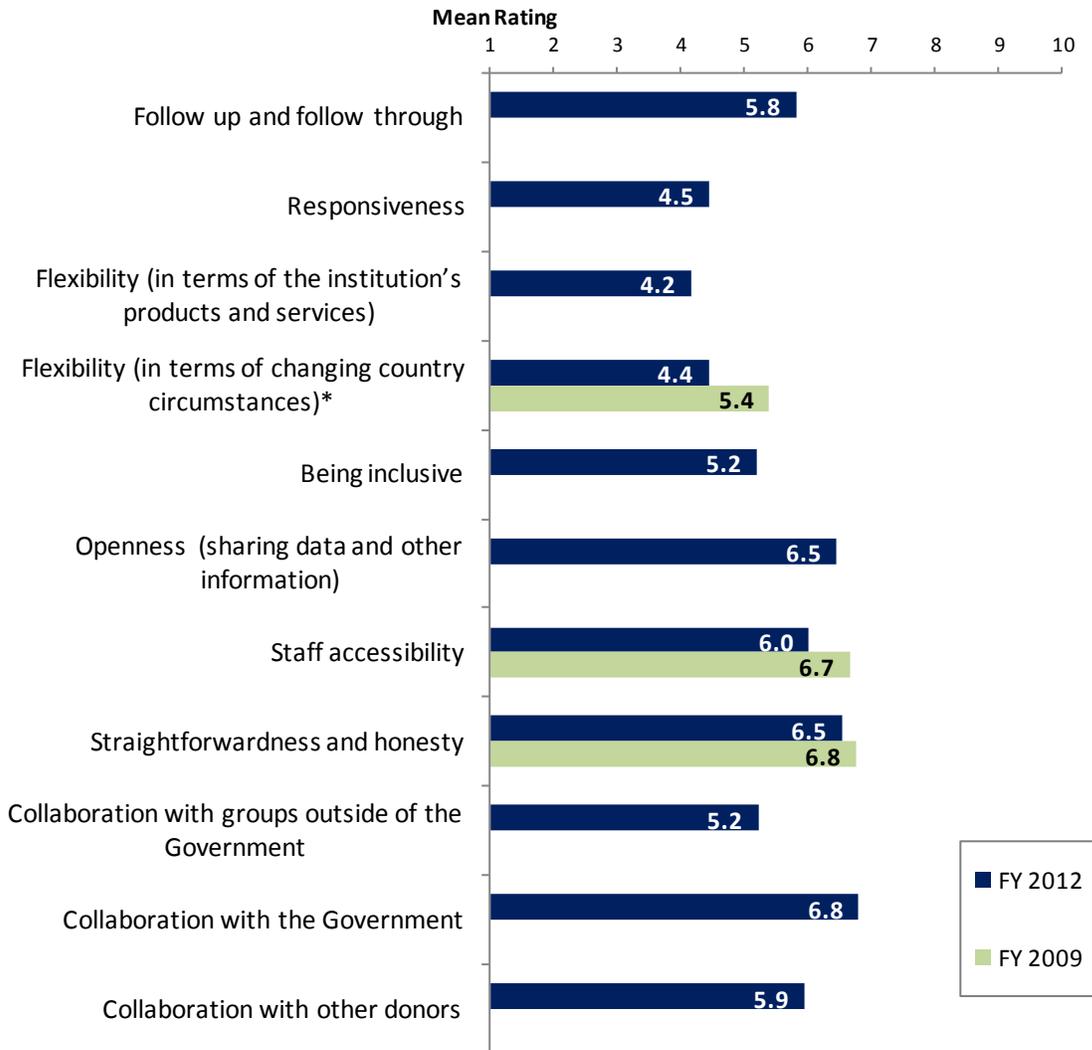


"To what extent do you agree/disagree with the following statements, on a ten point scale?"
 (1-"Strongly disagree", 10-"Strongly agree") (* FY 2012 significantly different from FY 2009)

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

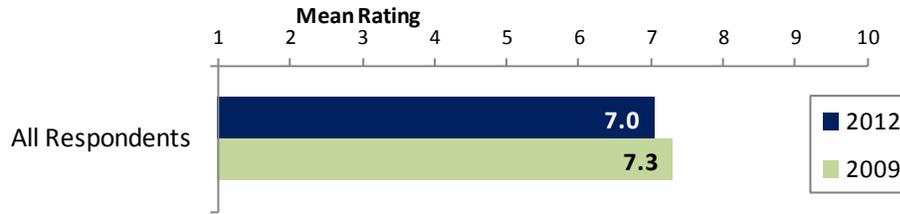
- Respondents in this year’s country survey had significantly *lower* ratings for the World Bank’s flexibility in terms of changing country circumstances compared to respondents from the FY ’09 country survey.
- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the World Bank being an effective development partner across all of these aspects.



“To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale?” (1-“To no degree at all”, 10-“To a very significant degree”)
 (* FY 2012 significantly different from FY 2009)

IX. The Future Role of the World Bank in Angola

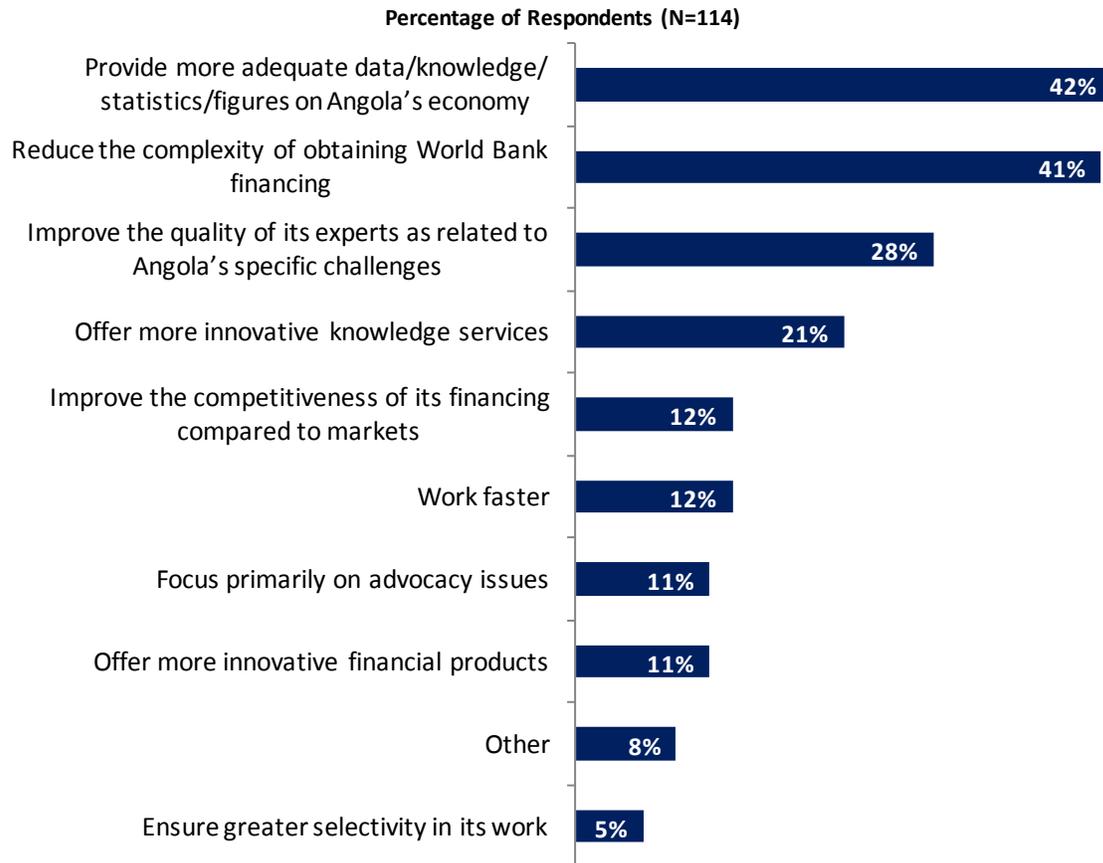
Role Significance



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

Making the World Bank of Greater Value

- Respondents in the FY '09 country survey* indicated that the World Bank should reduce the complexity of obtaining its financing (34%) and improve the quality of its experts as related to Angola’s specific challenges (32%) to make itself of greater value in Angola.



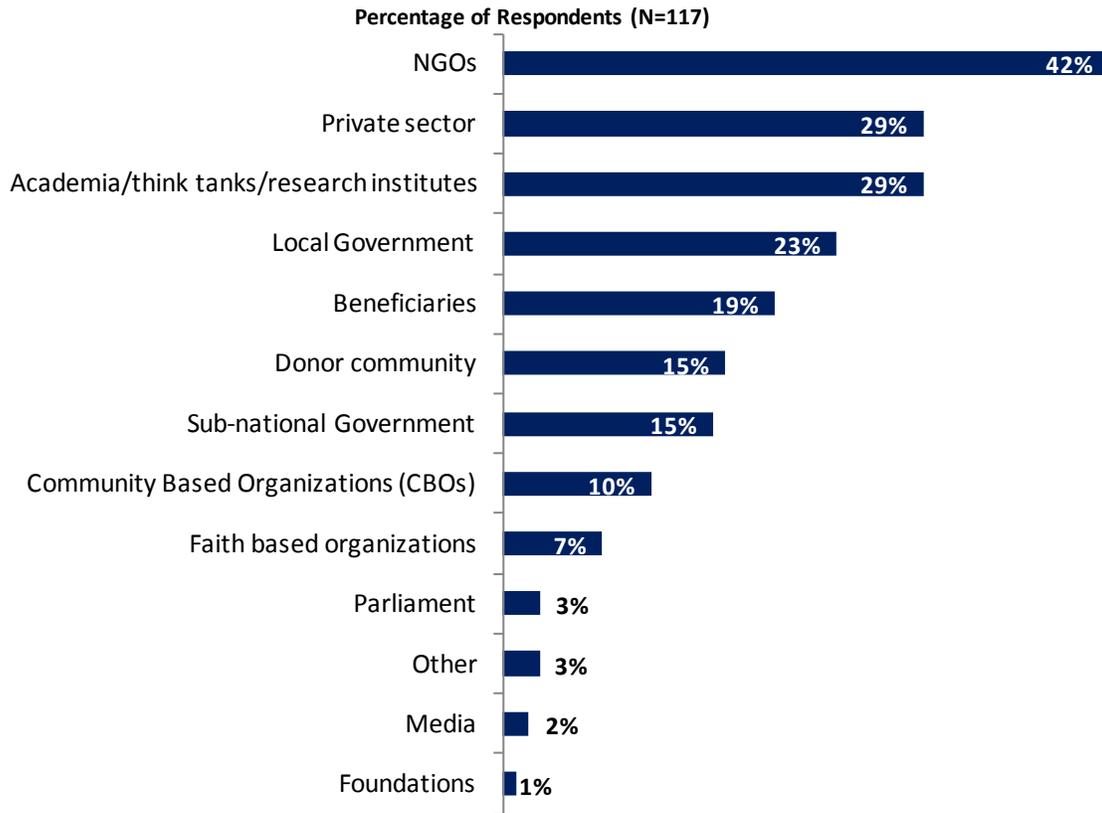
“Which of the following SHOULD the World Bank do to make itself of greater value in Angola? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

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

Collaborating with Stakeholders in Angola

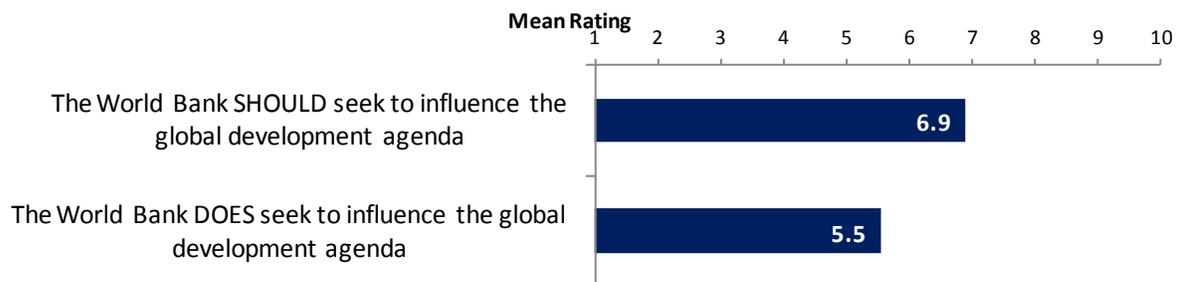
- Respondents in the FY '09 country survey* indicated that the World Bank should work more with local government (32%), private sector (31%), NGOs (28%), and CBOs (24%) to ensure better development results in Angola.



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

*Not all of the response options provided in the FY '12 survey were provided in the FY '09 survey.

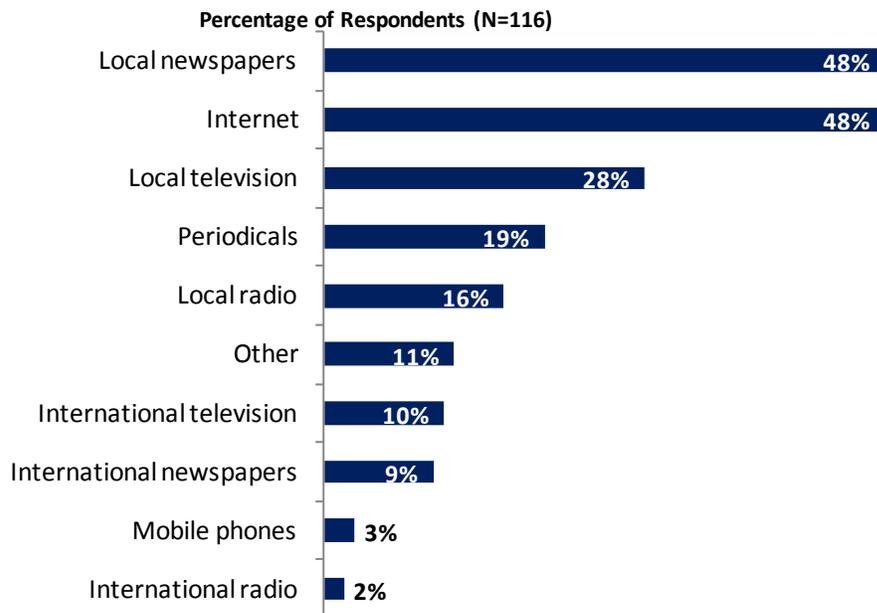
Influencing the Global Development Agenda



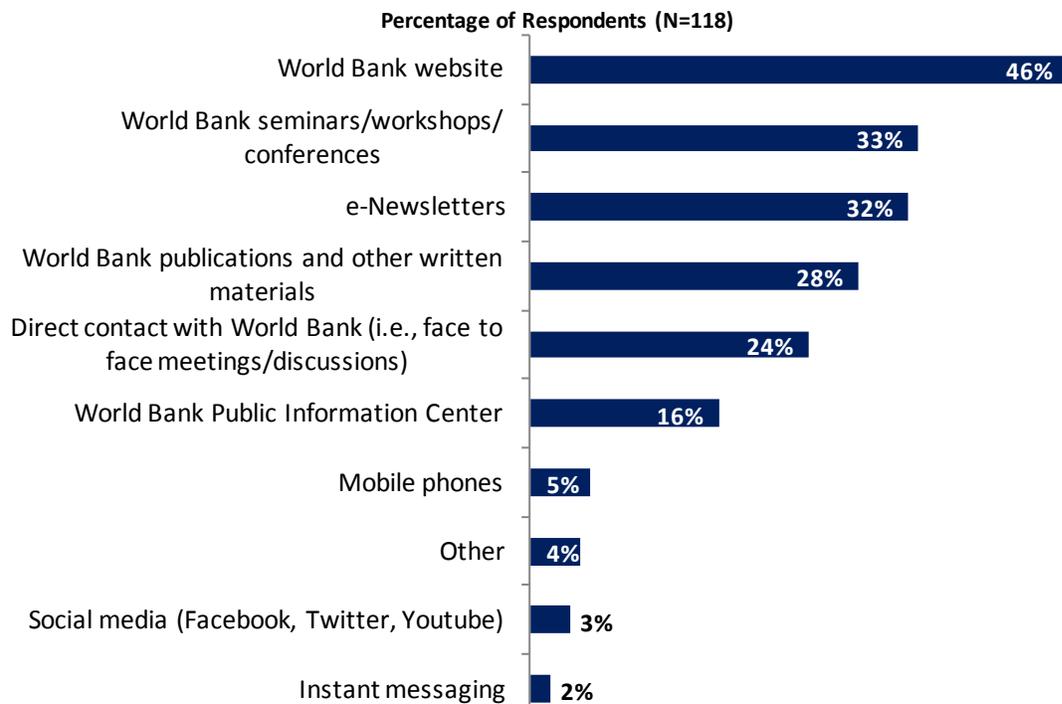
"To what extent do you believe ..., on a ten point scale?" (1 - "To no degree at all", 10 - "To a very significant degree")

X. Communication and Openness

Information Sources



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

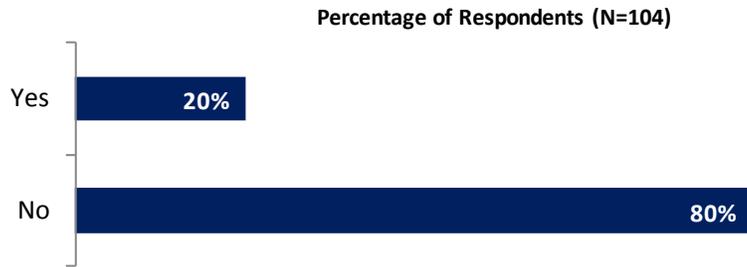


“How would you prefer to receive information from the World Bank? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

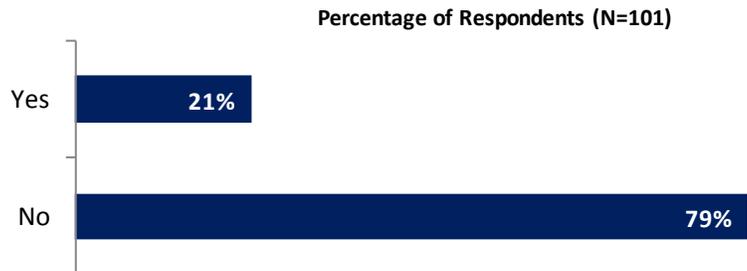
X. Communication and Openness (continued)

Access to Information

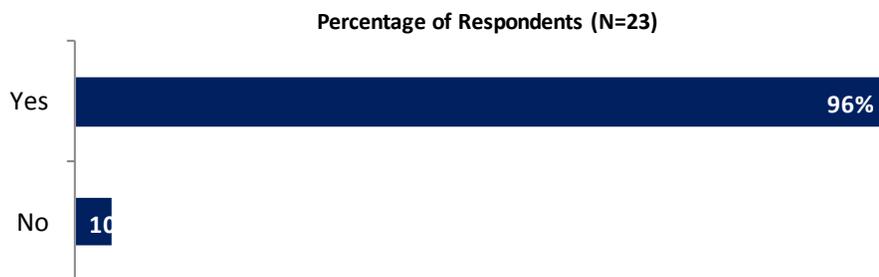
- Although respondents from bilateral/multilateral agencies and academia/research institutes/think tanks were significantly more likely to be aware of the Bank's Access to Information Policy compared to respondents from other stakeholder groups, respondents across all stakeholder groups had statistically similar rates of requesting information from the World Bank in the past year and obtaining their requested information.



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



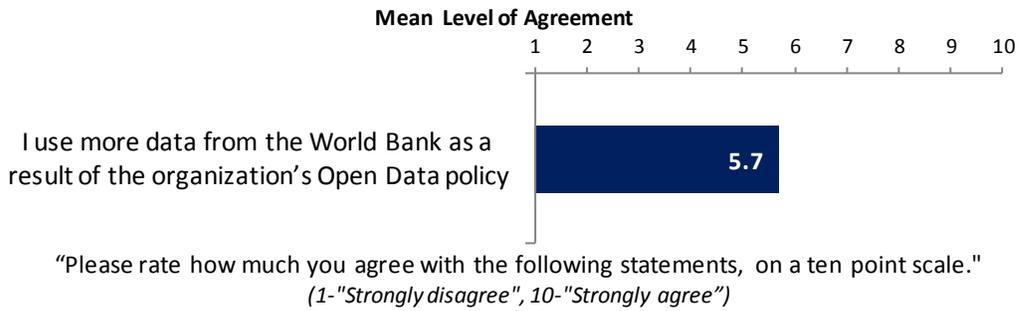
"Have you requested information from the World Bank on its activities in the past year?"



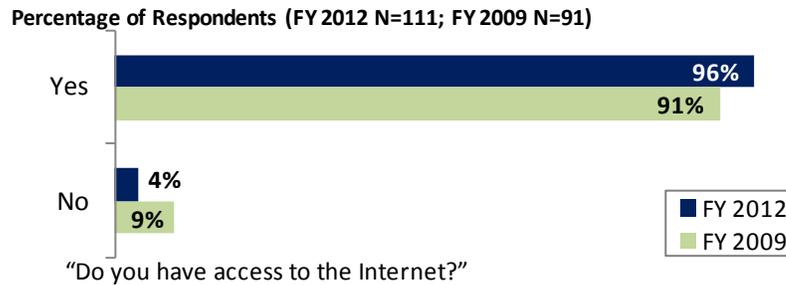
"Were you able to obtain this information?"

X. Communication and Openness (continued)

Access to Information (continued)

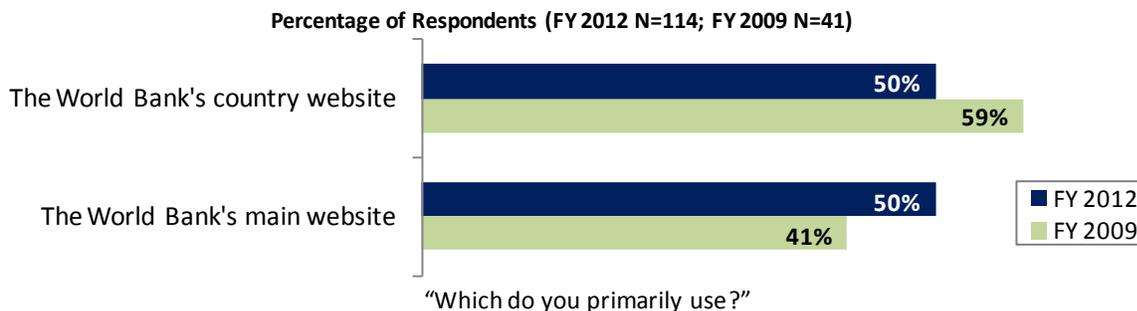
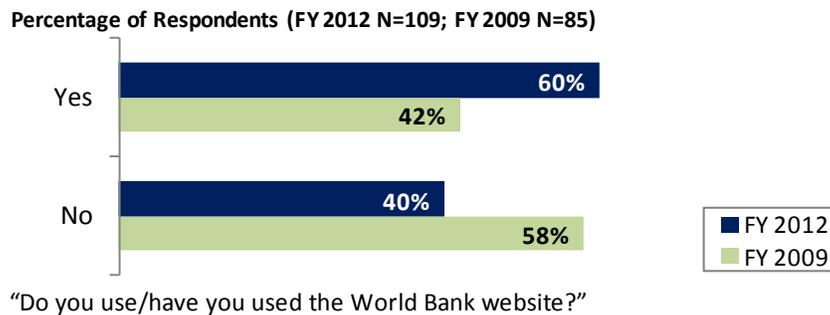


Internet Access



Website Usage

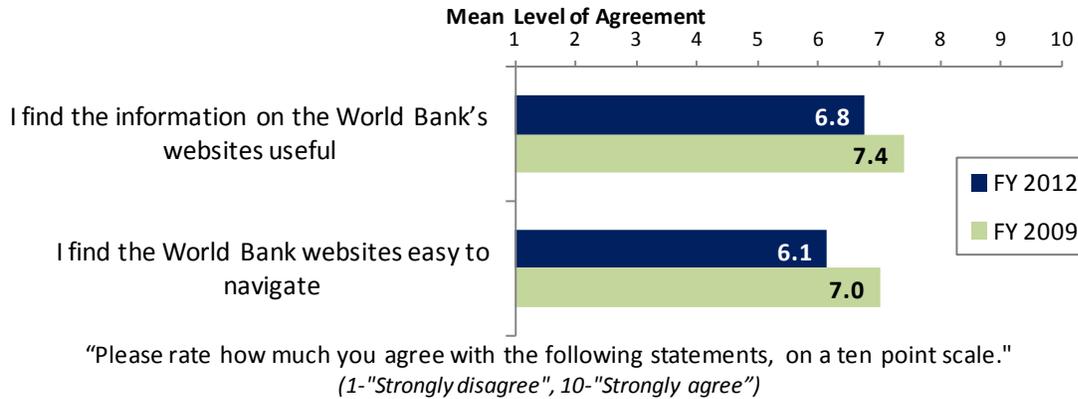
- Significantly more respondents in this year's survey indicated that they use/have used the World Bank website compared to respondents in the FY '09 country survey.
- Significantly more respondents from Luanda indicated that they use/have used the World Bank website compared to respondents from other geographic locations.



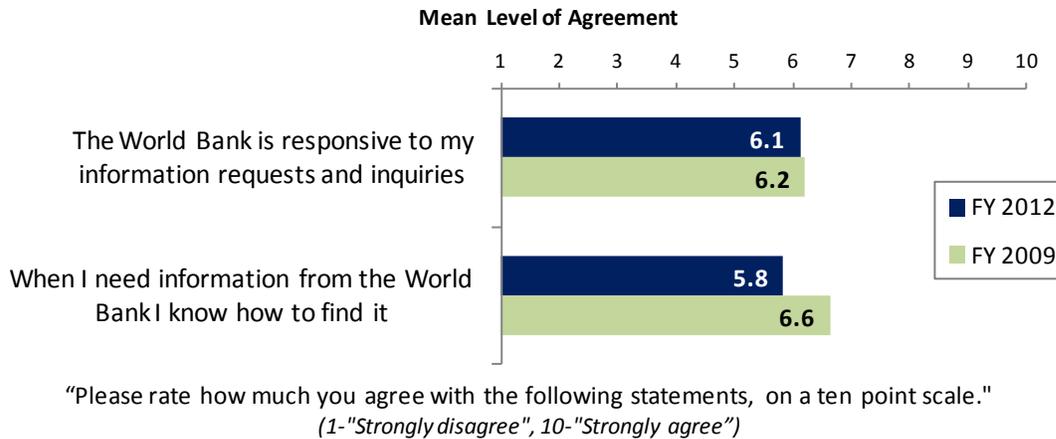
X. Communication and Openness (continued)

Website Evaluation

- Respondents from the office of the President/Prime Minister/Minister and consultants/contractors on Bank supported projects had the highest levels of agreement that the information on the World Bank’s websites is useful and that the Bank websites are easy to navigate whereas respondents from the media and academia/research institutes/think tanks had significantly lower levels of agreement.

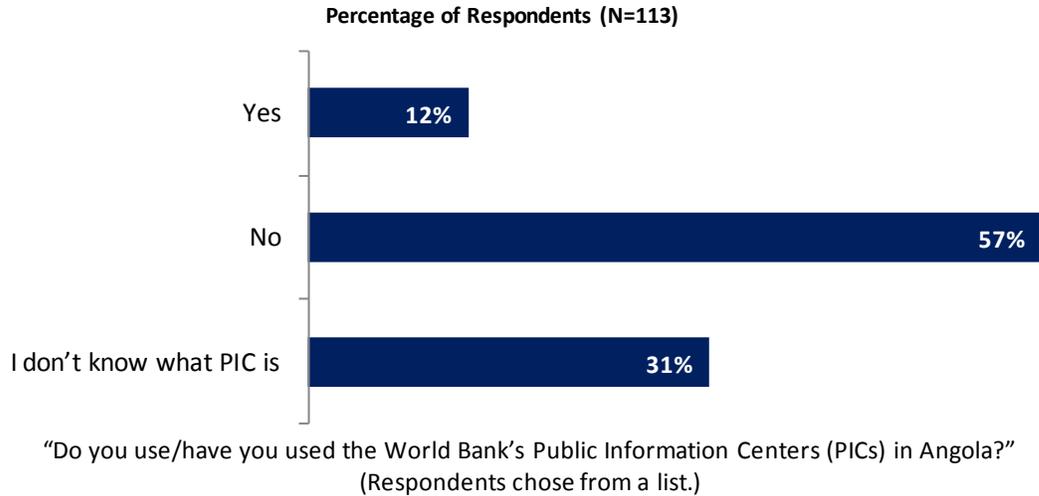


Information Sharing

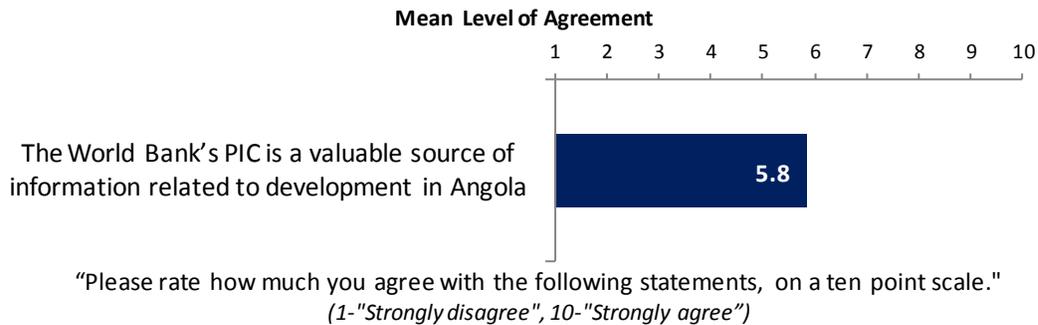


X. Communication and Openness (continued)

Public Information Services



- Consultants/contractors on Bank supported projects and respondents from CSOs had the highest levels of agreement that the World Bank’s PIC is a valuable source of information related to development in Angola whereas respondents from the media and private sector organizations/financial sector/private banks had significantly lower levels of agreement.



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ANGOLA



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

A. General Issues facing Angola

1. In general, would you say that Angola is headed in...?	Percentage of Respondents (N=108)
The right direction	58.3%
The wrong direction	14.8%
Not sure	26.9%

2. Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority?	Percentage of Respondents (N=104)			
	Most Important	2 nd Most Important	3 rd Most Important	Combined
Education	30.8%	23.3%	7.8%	61.8%
Poverty reduction	16.3%	9.7%	6.8%	32.9%
Health	6.7%	9.7%	4.9%	21.3%
Water and sanitation	1.9%	10.7%	5.8%	18.4%
Public sector governance	7.7%	2.9%	5.8%	16.4%
Basic infrastructure	3.8%	4.9%	4.9%	13.6%
Agricultural development	4.8%	5.8%	2.9%	13.5%
Public financial management	4.8%	7.8%	1.0%	13.5%
Energy	0.0%	1.9%	10.7%	12.6%
Anti corruption	3.8%	1.0%	7.8%	12.6%
Rural development	5.8%	1.0%	5.8%	12.6%
Law and justice	0.0%	2.9%	7.8%	10.7%
Transport	5.8%	1.9%	1.9%	9.7%
Natural resource management	1.9%	4.9%	1.9%	8.7%
Domestic private sector development	0.0%	3.9%	1.9%	5.8%
Labor markets/job creation/employment	2.9%	0.0%	2.9%	5.8%
Global information and communications technology	1.0%	1.9%	1.0%	3.9%
Economic growth	1.9%	1.0%	1.0%	3.9%
Regional integration	0.0%	0.0%	2.9%	2.9%
Urban development	0.0%	1.0%	1.9%	2.9%
Food security	1.0%	1.9%	0.0%	2.9%
Social protection	0.0%	0.0%	1.9%	1.9%
Gender	0.0%	1.0%	1.0%	1.9%
Monitoring and evaluation	0.0%	0.0%	1.9%	1.9%
Environmental sustainability	0.0%	0.0%	1.9%	1.9%
Equality of opportunity	0.0%	1.0%	1.0%	1.9%
Foreign direct investment	0.0%	0.0%	1.0%	1.0%
Financial markets	0.0%	0.0%	1.0%	1.0%
Global integration	0.0%	0.0%	1.0%	1.0%
Trade and exports	0.0%	0.0%	1.0%	1.0%
Regulatory framework	0.0%	0.0%	1.0%	1.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Angola (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=118)
Education	49.2%
Water and sanitation	29.7%
Agricultural development	28.8%
Rural development	22.9%
Public sector governance	19.5%
Labor markets/job creation/employment	18.6%
Anti corruption	18.6%
Equality of opportunity	17.8%
Health	17.8%
Domestic private sector development	11.9%
Economic growth	9.3%
Basic infrastructure	8.5%
Energy	7.6%
Food security	6.8%
Natural resource management	6.8%
Law and justice	5.9%
Public financial management	5.9%
Transport	3.4%
Regional integration	1.7%
Urban development	0.8%
Social protection	0.8%
Communicable/non-communicable disease	0.8%
Global information and communications technology	0.8%
Monitoring and evaluation	0.8%
Financial markets	0.8%
Trade and exports	0.8%
Climate change	0.0%
Disaster management	0.0%
Gender	0.0%
Regulatory framework	0.0%
Foreign direct investment	0.0%
Global integration	0.0%
Environmental sustainability	0.0%

A. General Issues facing Angola (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Angola? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=116)
Anti corruption	36.2%
Agricultural development	34.5%
Education	30.2%
Domestic private sector development	23.3%
Public financial management	21.6%
Natural resource management	20.7%
Basic infrastructure	14.7%
Rural development	13.8%
Public sector governance	13.8%
Foreign direct investment	11.2%
Labor markets/job creation/employment	10.3%
Trade and exports	9.5%
Transport	9.5%
Equality of opportunity	8.6%
Energy	8.6%
Global information and communications technology	5.2%
Law and justice	5.2%
Regulatory framework	3.4%
Global integration	2.6%
Urban development	2.6%
Monitoring and evaluation	2.6%
Health	2.6%
Financial markets	1.7%
Social protection	0.9%
Water and sanitation	0.9%
Communicable/non-communicable disease	0.9%
Food security	0.9%
Environmental sustainability	0.9%
Climate change	0.0%
Disaster management	0.0%
Regional integration	0.0%
Gender	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in Angola, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	115	4.81	2.33

Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Angola, on a ten-point scale. (1-Not effective at all, 10-Very effective)	104	4.76	1.97

B. Overall Attitudes toward the World Bank (continued)

To what extent do you believe ... (1-To no degree at all, 10-To a very significant degree)	N	Mean	SD
3. The World Bank's financial instruments (e.g., development policy lending, investment lending, technical assistance) meet the needs of Angola, on a ten point scale?	91	4.85	1.96
4. The World Bank meets Angola's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten point scale?	88	4.85	2.04
5. The World Bank SHOULD seek to influence the global development agenda, on a ten point scale?	97	6.89	2.50
6. The World Bank DOES seek to influence the global development agenda, on a ten point scale?	88	5.53	2.07

7. When thinking about how the World Bank can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Angola? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=116)
Education	47.4%
Poverty reduction	28.4%
Agricultural development	25.9%
Rural development	25.0%
Public sector governance	17.2%
Anti corruption	17.2%
Health	15.5%
Water and sanitation	13.8%
Public financial management	12.9%
Domestic private sector development	12.1%
Monitoring and evaluation	7.8%
Basic infrastructure	7.8%
Financial markets	6.9%
Natural resource management	6.9%
Economic growth	6.0%
Transport	5.2%
Energy	5.2%
Equality of opportunity	5.2%
Foreign direct investment	4.3%
Labor markets/job creation/employment	4.3%
Trade and exports	4.3%
Global information and communications technology	3.4%
Urban development	2.6%
Food security	2.6%
Law and justice	2.6%
Regulatory framework	1.7%
Social protection	0.9%
Regional integration	0.9%
Gender	0.9%
Environmental sustainability	0.9%
Communicable/non-communicable disease	0.9%
Disaster management	0.9%
Global integration	0.0%
Climate change	0.0%

B. Overall Attitudes toward the World Bank (continued)

8. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?	Percentage of Respondents (N=110)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	37.3%	8.3%	45.5%
Training/capacity building	21.8%	15.6%	37.4%
Technical assistance	13.6%	20.2%	33.8%
Mobilizing third party financial resources	15.5%	13.8%	29.2%
Studies/analyses	3.6%	21.1%	24.7%
Policy advice	3.6%	8.3%	11.9%
Donor coordination	0.9%	4.6%	5.5%
Linkage to non-Bank expertise(i.e., South-South knowledge sharing)	1.8%	3.7%	5.5%
Data	0.0%	2.8%	2.8%
Convening/facilitating	0.0%	1.8%	1.8%
Other	1.8%	0.0%	1.8%

9. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=111)
Not enough public disclosure of its work	37.8%
Too bureaucratic in its operational policies and procedures	36.9%
Not willing to honestly criticize policies and reform efforts in the country	20.7%
Too influenced by developed countries	18.9%
World Bank processes too slow and complex	18.0%
Imposing technocratic solutions without regard to political realities	11.7%
Other	11.7%
Not exploring alternative policy options	9.0%
Not aligned with country priorities	7.2%
Not aligned with other donors' work	3.6%
Staff too inaccessible	2.7%
Not client focused	2.7%
Arrogant in its approach	1.8%
The credibility of its knowledge/data	0.9%

When thinking about the World Bank's lending in Angola as compared to other international players in the country, to what extent do you agree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
10. Investment from other foreign donors/investors engenders sustainable economic and social development results in Angola	98	5.64	2.09
11. Investment from the World Bank engenders sustainable economic and social development results in Angola	94	5.16	2.10

B. Overall Attitudes toward the World Bank (continued)

12. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=115)
Technical assistance	53.9%
Capacity development	50.4%
Investment lending	46.1%
Analytical work	23.5%
Policy based lending/ budget support to the Government	11.3%
Don't know	7.8%
Trust Fund management	0.9%

13. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=113)
Policy based lending/ budget support to the Government	47.8%
Trust Fund management	31.9%
Don't know	26.5%
Investment lending	18.6%
Analytical work	15.0%
Technical assistance	15.0%
Capacity development	8.8%

14. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=117)
NGOs	41.9%
Private sector	29.1%
Academia/think tanks/research institutes	29.1%
Local Government	23.1%
Beneficiaries	18.8%
Donor community	15.4%
Sub-national Government	14.5%
Community Based Organizations (CBOs)	10.3%
Faith based organizations	6.8%
Parliament	2.6%
Other	2.6%
Media	1.7%
Foundations	0.9%

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Angola, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
15. Overall the World Bank currently plays a relevant role in development in Angola	91	5.30	2.13
16. The World Bank's work is aligned with what I consider the development priorities for Angola	90	5.52	2.09
17. The World Bank supports programs and strategies that are realistic for Angola	84	5.61	1.99
18. The World Bank treats clients and stakeholders in Angola with respect	84	7.04	2.26

To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
19. Follow up and follow through	81	5.81	2.39
20. Responsiveness	77	4.45	2.23
21. Flexibility (in terms of the institution's products and services)	60	4.17	2.03
22. Flexibility (in terms of changing country circumstances)	68	4.44	2.00
23. Being inclusive	75	5.20	2.15
24. Openness (sharing data and other information)	88	6.45	2.32
25. Staff accessibility	78	6.03	2.45
26. Straightforwardness and honesty	76	6.54	2.10
27. Collaboration with groups outside of the Government	83	5.22	2.28
28. Collaboration with the Government	86	6.80	1.88
29. Collaboration with other donors	72	5.94	2.05

30. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
There is not an adequate level of citizen/civil society participation	44.5%
Reforms are not well thought out in light of country challenges	30.9%
The Government works inefficiently	29.1%
Political pressures and obstacles	27.3%
The World Bank works too slowly	18.2%
Lack of/inadequate levels of capacity in Government	16.4%
The World Bank does not do adequate follow through/follow-up	14.5%
Poor donor coordination	8.2%
Other	4.5%

C. World Bank Effectiveness and Results

Achieving Sustainable Development Results	N	Mean	SD
1. To what degree does the World Bank's work, help achieve sustainable development results in Angola, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	92	5.58	1.98

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Angola, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
2. Anti corruption	62	3.61	2.21
3. Global information and communications technology	49	4.69	2.49
4. Transport	59	4.37	2.14
5. Law and justice	48	3.83	1.79
6. Urban development	60	4.53	1.93
7. Environmental sustainability	53	4.75	2.24
8. Regulatory framework	49	4.41	2.10
9. Basic infrastructure	71	5.27	2.23
10. Communicable/non-communicable disease	59	5.27	2.29
11. Poverty reduction	89	5.03	2.26
12. Gender	48	4.98	2.22
13. Domestic private sector development	52	4.37	1.99
14. Foreign direct investment	44	4.68	1.85
15. Water and sanitation	75	5.07	2.32
16. Trade and exports	42	3.67	2.02
17. Economic growth	65	4.82	2.40
18. Energy	54	4.13	2.18
19. Disaster management	33	3.88	2.61
20. Monitoring and evaluation	62	4.63	2.54
21. Public financial management	55	4.67	2.19
22. Labor markets/job creation/employment	52	3.90	2.18
23. Financial markets	55	4.56	2.13
24. Equality of opportunity	48	4.67	2.53
25. Health	62	5.37	1.94
26. Rural development	53	4.96	2.37
27. Global integration	47	4.91	2.17
28. Food security	50	4.70	2.37
29. Education	64	5.11	2.28
30. Social protection	44	4.39	2.49
31. Climate change	43	4.21	2.14
32. Public sector governance	57	4.72	2.45
33. Regional integration	48	4.44	2.20
34. Agricultural development	62	4.90	2.29
35. Natural resource management	43	4.05	2.12

D. The World Bank's Knowledge

1. When thinking about the development challenges in Angola, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=118)
Poverty reduction	35.6%
Education	33.1%
Public sector governance	29.7%
Anti corruption	21.2%
Agricultural development	21.2%
Health	19.5%
Domestic private sector development	18.6%
Water and sanitation	14.4%
Monitoring and evaluation	11.9%
Public financial management (e.g., public expenditure, fiscal system reform)	10.2%
Rural development	9.3%
Foreign direct investment	5.9%
Trade and exports	5.9%
Economic growth	5.9%
Law and justice (e.g., judicial system)	5.9%
Financial markets	5.9%
Labor markets/job creation/employment	5.9%
Social protection	5.1%
Urban development	5.1%
Basic infrastructure	5.1%
Equality of opportunity (i.e., equity)	4.2%
Natural resource management (e.g., oil, gas, mining)	3.4%
Food security	3.4%
Energy (e.g., electricity, power)	2.5%
Global information and communications technology	2.5%
Transport (e.g., roads, bridges, transportation)	2.5%
Gender	0.8%
Global integration	0.8%
Environmental sustainability	0.8%
Disaster management	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Regional integration	0.0%
Regulatory framework	0.0%
Communicable/non-communicable disease	0.0%

How effective do you believe the World Bank's knowledge and research are at ... in Angola? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
2. Raising your awareness of the particular topic	70	5.30	2.07
3. Stimulating public debate/dialogue	94	5.65	2.55
4. Enhancing your knowledge and/or skills	86	5.69	2.23
5. Contributing to good policy making	93	5.81	2.49
6. Providing support for program implementation	91	6.07	2.24

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research ... in Angola? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
7. Are timely	74	4.43	2.06
8. Include appropriate level of stakeholder involvement during preparation	79	4.77	2.18
9. Are relevant to Angola's development priorities	86	5.58	2.14
10. Provide feasible recommendations	78	5.76	2.23
11. Are accessible (well written and easy to understand)	75	5.64	2.29
12. A source of relevant information on global good practices	92	6.43	2.13
13. Are adequately disseminated	84	4.73	2.37
14. Are appropriately translated	73	5.90	2.46
15. Are adaptable to Angola's development challenges	84	5.60	2.23

Overall Evaluations	N	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country? (1-Not significant at all, 10-Very significant)	96	6.41	2.20
17. Overall, how would you rate the technical quality of the World Bank's knowledge/research? (1-Very low technical quality, 10-Very high technical quality)	91	6.80	2.00
18. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)? (1-To no degree at all, 10-To a very significant degree)	59	5.25	2.10

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	57	5.30	2.38
2. The World Bank effectively monitors and evaluates the projects and programs it supports	90	6.06	2.37
3. The World Bank's approvals and reviews are done in a timely fashion	62	5.13	2.34
4. The World Bank's "Safeguard Policy" requirements are reasonable	59	6.07	2.34
5. The World Bank imposes reasonable conditions on its lending	69	6.13	2.36
6. Working with the World Bank increases Angola's institutional capacity	84	6.73	2.36
7. The World Bank ensures consistency and continuity through staff changes	66	5.95	2.19
8. The World Bank's teams and visits are well coordinated	57	6.35	2.33
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	55	6.71	2.30

F. The Future Role of the World Bank in Angola

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Angola's development over the medium term in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	106	7.05	2.08

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

2. Which of the following SHOULD the World Bank do to make itself of greater value in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=114)
Provide more adequate data/knowledge/statistics/figures on Angola's economy	42.1%
Reduce the complexity of obtaining World Bank financing	41.2%
Improve the quality of its experts as related to Angola's specific challenges	28.1%
Offer more innovative knowledge services	21.1%
Improve the competitiveness of its financing compared to markets	12.3%
Work faster	12.3%
Focus primarily on advocacy issues	10.5%
Offer more innovative financial products	10.5%
Other	7.9%
Ensure greater selectivity in its work	5.3%

G. Communication and Information Sharing

1. Where do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=116)
Local newspapers	48.3%
Internet	48.3%
Local television	27.6%
Periodicals	19.0%
Local radio	15.5%
Other	11.2%
International television	10.3%
International newspapers	9.5%
Mobile phones	2.6%
International radio	1.7%
Blogs	0.0%
Instant messaging	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=118)
World Bank website	45.8%
World Bank seminars/workshops/conferences	33.1%
e-Newsletters	32.2%
World Bank publications and other written materials	28.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	23.7%
World Bank Public Information Center	16.1%
Mobile phones	5.1%
Other	4.2%
Social media (Facebook, Twitter, YouTube)	3.4%
Instant messaging	1.7%
Blogs	0.0%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=104)
Yes	20.2%
No	79.8%

G. Communication and Information Sharing (continued)

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=101)
Yes	20.8%
No	79.2%

5. Were you able to obtain this information?	Percentage of Respondents (N=23)
Yes	95.7%
No	4.3%

6. Do you have access to the Internet?	Percentage of Respondents (N=111)
Yes	96.4%
No	3.6%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=109)
Yes	59.6%
No	40.4%

8. Which do you primarily use?	Percentage of Respondents (N=114)
The World Bank's country website	50.0%
The World Bank's main website	50.0%

9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Angola?	Percentage of Respondents (N=113)
Yes	12.4%
No	56.6%
I don't know what a PIC is	31.0%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	74	5.70	2.72
11. The World Bank's PIC is a valuable source of information related to development in Angola	30	5.83	2.28
12. I find the World Bank websites easy to navigate	54	6.15	2.00
13. I find the information on the World Bank's websites useful	60	6.77	1.78
14. When I need information from the World Bank I know how to find it	70	5.84	2.48
15. The World Bank is responsive to my information requests and inquiries	49	6.12	2.39

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=119)
NGO	22.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	12.6%
Private sector organization	10.9%
Consultant/Contractor working on World Bank supported project/program	7.6%
Media	7.6%
Other	5.9%
Community Based Organization	5.0%
Academia/Research institute/Think tank	5.0%
Financial sector/Private bank	4.2%
Bilateral agency	3.4%
Office of the President, Prime Minister	2.5%
Office of Minister	2.5%
Faith-based group	2.5%
Office of Parliamentarian	1.7%
Local Government office or staff	1.7%
Independent Government Institution	1.7%
Multilateral agency	0.8%
Private foundation	0.8%
Judiciary branch	0.8%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=116)
Other	14.7%
Poverty reduction	10.3%
Agricultural development	8.6%
Education	6.9%
Law and justice	6.0%
Public sector governance	5.2%
Rural development	5.2%
Domestic private sector development	4.3%
Financial markets	4.3%
Health	4.3%
Monitoring and evaluation	3.4%
Public financial management	3.4%
Urban development	3.4%
Global information and communications technology	2.6%
Natural resource management	2.6%
Basic infrastructure	1.7%
Economic growth	1.7%
Equality of opportunity	1.7%
Global integration	1.7%
Trade and exports	1.7%
Water and sanitation	1.7%
Communicable/non-communicable disease	0.9%
Energy	0.9%
Foreign direct investment	0.9%
Gender	0.9%
Labor markets/job creation/employment	0.9%

H. Background Information (continued)

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=119)
Yes	26.9
No	73.1

4. Which of the following describes most of your exposure to the World Bank in Angola? (Choose no more than TWO)	Percentage of Respondents (N=107)
Use World Bank reports/data	47.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	43.0%
Engage in World Bank related/sponsored events/activities	33.6%
Collaborate as part of my professional duties	19.6%
Use World Bank website for information, data, research, etc.	19.6%

5. Which best represents your geographic location?	Percentage of Respondents (N=107)
Luanda	76.6%
Other	19.6%
Benguela	3.7%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Angola

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	77.8%	47.4%	28.6%	40.0%	25.0%	23.5%	22.2%	25.0%	64.3%
The wrong direction	0.0%	7.9%	14.3%	20.0%	41.7%	47.1%	44.4%	25.0%	7.1%
Not sure	22.2%	44.7%	57.1%	40.0%	33.3%	29.4%	33.3%	50.0%	28.6%

Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

1st Most Important Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Rural development	0.0%	14.3%	0.0%	0.0%	0.0%	6.1%	0.0%	33.3%	0.0%
Education	40.0%	50.0%	16.7%	0.0%	47.1%	24.2%	25.0%	0.0%	36.4%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	20.0%	7.1%	0.0%	0.0%	0.0%	12.1%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	16.7%	25.0%	5.9%	30.3%	25.0%	0.0%	18.2%
Public sector governance	0.0%	14.3%	16.7%	25.0%	11.8%	3.0%	12.5%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	5.9%	3.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	16.7%	0.0%	5.9%	3.0%	12.5%	16.7%	0.0%
Labor markets/job creation/employment	0.0%	0.0%	16.7%	0.0%	5.9%	0.0%	12.5%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	0.0%	7.1%	0.0%	0.0%	5.9%	0.0%	0.0%	33.3%	27.3%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	0.0%	0.0%	0.0%	50.0%	11.8%	0.0%	0.0%	16.7%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure*	40.0%	0.0%	0.0%	0.0%	0.0%	3.0%	12.5%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	16.7%	0.0%	0.0%	6.1%	0.0%	0.0%	9.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology*	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Angola (continued)

Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

2nd Most Important Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%
Education	20.0%	35.7%	0.0%	50.0%	27.8%	12.5%	0.0%	50.0%	36.4%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	9.1%
Poverty reduction	0.0%	14.3%	16.7%	0.0%	5.6%	15.6%	14.3%	0.0%	0.0%
Public sector governance	20.0%	7.1%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	7.1%	16.7%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	16.7%	0.0%	11.1%	6.3%	14.3%	33.3%	27.3%
Energy	20.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	7.1%	16.7%	0.0%	5.6%	12.5%	0.0%	0.0%	9.1%
Labor markets/job creation/employment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Health	0.0%	14.3%	0.0%	0.0%	16.7%	6.3%	14.3%	0.0%	18.2%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	20.0%	0.0%	33.3%	0.0%	11.1%	3.1%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	14.3%	16.7%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	20.0%	0.0%	0.0%	0.0%	5.6%	9.4%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	7.1%	0.0%	50.0%	0.0%	3.1%	14.3%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	0.0%	0.0%	5.6%	3.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Angola (continued)

Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

3rd Most Important	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	15.2%	0.0%	0.0%	8.3%
Education	40.0%	0.0%	16.7%	0.0%	0.0%	12.1%	14.3%	0.0%	0.0%
Social protection	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Transport	0.0%	0.0%	0.0%	0.0%	5.9%	3.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	15.4%	0.0%	25.0%	5.9%	9.1%	0.0%	0.0%	0.0%
Public sector governance*	0.0%	0.0%	0.0%	50.0%	5.9%	9.1%	0.0%	0.0%	0.0%
Regional integration	0.0%	7.7%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Domestic private sector development*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	7.7%	0.0%	0.0%	11.8%	3.0%	0.0%	16.7%	8.3%
Energy	0.0%	15.4%	0.0%	0.0%	17.6%	3.0%	28.6%	33.3%	8.3%
Monitoring and evaluation*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Public financial management*	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Labor markets/job creation/employment	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	16.7%	8.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Health	20.0%	0.0%	16.7%	0.0%	5.9%	3.0%	0.0%	0.0%	8.3%
Global integration	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	11.8%	3.0%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Economic growth	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	7.7%	16.7%	0.0%	0.0%	6.1%	28.6%	0.0%	16.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	20.0%	15.4%	0.0%	0.0%	5.9%	0.0%	14.3%	0.0%	0.0%
Natural resource management	20.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	7.7%	16.7%	0.0%	17.6%	9.1%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Angola (continued)

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	0.0%	6.7%	0.0%	0.0%	16.7%	8.3%	11.1%	0.0%	7.1%
Water and sanitation	33.3%	26.7%	11.1%	80.0%	27.8%	33.3%	55.6%	0.0%	14.3%
Equality of opportunity	16.7%	13.3%	22.2%	0.0%	0.0%	27.8%	33.3%	16.7%	14.3%
Economic growth	0.0%	6.7%	22.2%	0.0%	5.6%	5.6%	11.1%	33.3%	14.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	50.0%	13.3%	55.6%	20.0%	11.1%	25.0%	11.1%	16.7%	21.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Education	16.7%	60.0%	33.3%	40.0%	55.6%	44.4%	44.4%	50.0%	71.4%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure*	50.0%	6.7%	0.0%	0.0%	22.2%	2.8%	11.1%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	33.3%	14.3%
Transport	0.0%	0.0%	0.0%	0.0%	11.1%	2.8%	0.0%	0.0%	7.1%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Public sector governance	0.0%	33.3%	22.2%	60.0%	16.7%	16.7%	11.1%	16.7%	14.3%
Domestic private sector development*	50.0%	26.7%	22.2%	0.0%	16.7%	2.8%	0.0%	0.0%	7.1%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	6.7%	11.1%	0.0%	0.0%	8.3%	11.1%	0.0%	14.3%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.7%	11.1%	0.0%	0.0%	13.9%	0.0%	16.7%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	20.0%	0.0%	20.0%	11.1%	22.2%	22.2%	16.7%	28.6%
Public financial management	0.0%	0.0%	22.2%	0.0%	5.6%	2.8%	0.0%	16.7%	14.3%
Agricultural development	33.3%	40.0%	44.4%	40.0%	33.3%	16.7%	44.4%	50.0%	7.1%
Labor markets/job creation/employment	33.3%	20.0%	0.0%	0.0%	38.9%	16.7%	11.1%	0.0%	21.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	13.3%	11.1%	20.0%	16.7%	27.8%	22.2%	0.0%	21.4%

*Significantly different between stakeholder groups

A. General Issues facing Angola (continued)

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Equality of opportunity	16.7%	0.0%	22.2%	0.0%	0.0%	11.4%	11.1%	16.7%	7.1%
Social protection*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration*	33.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	16.7%	26.7%	44.4%	40.0%	52.9%	45.7%	11.1%	16.7%	28.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	6.7%	44.4%	0.0%	11.8%	17.1%	0.0%	33.3%	7.1%
Foreign direct investment*	33.3%	6.7%	11.1%	0.0%	23.5%	0.0%	0.0%	33.3%	21.4%
Urban development	0.0%	6.7%	0.0%	0.0%	5.9%	0.0%	0.0%	16.7%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Education	16.7%	33.3%	11.1%	40.0%	35.3%	31.4%	11.1%	50.0%	35.7%
Global information and communications technology	16.7%	0.0%	0.0%	0.0%	5.9%	5.7%	22.2%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	11.1%	0.0%	14.3%
Energy	33.3%	20.0%	0.0%	0.0%	11.8%	5.7%	0.0%	0.0%	7.1%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Trade and exports	0.0%	6.7%	0.0%	0.0%	5.9%	5.7%	22.2%	33.3%	21.4%
Public sector governance	0.0%	20.0%	22.2%	20.0%	11.8%	11.4%	11.1%	0.0%	21.4%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development*	83.3%	26.7%	22.2%	20.0%	23.5%	14.3%	44.4%	0.0%	14.3%
Labor markets/job creation/employment	0.0%	13.3%	11.1%	40.0%	5.9%	8.6%	11.1%	16.7%	7.1%
Agricultural development	0.0%	33.3%	11.1%	60.0%	29.4%	45.7%	44.4%	16.7%	35.7%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Transport	0.0%	13.3%	11.1%	0.0%	5.9%	5.7%	22.2%	0.0%	21.4%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	7.1%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	33.3%	40.0%	11.1%	20.0%	11.8%	25.7%	11.1%	16.7%	7.1%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	14.3%
Basic infrastructure	0.0%	13.3%	22.2%	0.0%	17.6%	11.4%	33.3%	0.0%	21.4%
Law and justice	0.0%	6.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Public financial management	0.0%	20.0%	33.3%	60.0%	17.6%	22.9%	22.2%	50.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	7.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Angola?	5	6.40	2.61	15	4.87	0.99	9	6.67	2.69	5	6.40	1.52	18	4.06	2.36	35	4.57	2.21	8	4.50	2.00	6	4.17	2.48	14	4.43	3.01

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Angola.	6	5.00	1.41	15	5.07	1.71	9	5.33	2.35	5	5.00	1.22	15	4.00	2.14	31	4.48	1.71	8	6.50	2.14	4	4.25	1.26	11	4.36	2.58

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's financial instruments (e.g., development policy lending, investment policy lending, technical assistance) meet the needs of Angola?	6	5.17	2.48	9	5.33	2.45	8	5.13	3.00	5	7.00	1.00	11	4.73	1.56	28	4.39	1.55	8	4.88	1.89	4	4.25	1.26	12	4.58	2.07
To what extent do you believe the World Bank meets Angola's needs for knowledge services (e.g., research, analysis, technical assistance)?	5	5.40	1.82	10	4.50	2.07	7	5.14	2.54	5	6.20	0.84	11	4.00	1.79	29	4.72	2.05	7	5.43	2.99	4	5.50	1.00	10	4.70	2.00
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda?*	5	7.80	1.92	13	5.15	2.82	9	8.11	1.62	5	9.40	0.89	16	6.69	2.63	28	7.25	2.49	7	7.00	2.71	4	7.00	0.82	10	5.50	2.07
To what extent do you believe the World Bank DOES seek to influence the global development agenda?	5	5.40	3.05	12	5.75	2.70	7	5.43	2.07	5	6.20	1.48	12	4.42	1.44	26	6.12	1.68	7	5.00	2.77	4	5.00	0.82	10	5.50	2.37

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Rural development*	33.3%	6.7%	55.6%	0.0%	18.8%	36.1%	22.2%	50.0%
Education	33.3%	40.0%	44.4%	60.0%	68.8%	50.0%	33.3%	16.7%	50.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Transport	0.0%	6.7%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	21.4%
Poverty reduction	16.7%	40.0%	33.3%	20.0%	12.5%	33.3%	44.4%	16.7%	21.4%
Public sector governance	0.0%	33.3%	22.2%	20.0%	25.0%	16.7%	0.0%	0.0%	14.3%
Regional integration	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Domestic private sector development	33.3%	20.0%	11.1%	0.0%	18.8%	2.8%	0.0%	33.3%	14.3%
Foreign direct investment*	0.0%	0.0%	0.0%	0.0%	6.3%	2.8%	11.1%	33.3%	0.0%
Water and sanitation	33.3%	20.0%	22.2%	40.0%	0.0%	11.1%	11.1%	0.0%	14.3%
Energy	0.0%	6.7%	22.2%	0.0%	0.0%	0.0%	11.1%	0.0%	14.3%
Monitoring and evaluation*	0.0%	0.0%	22.2%	0.0%	0.0%	5.6%	33.3%	0.0%	14.3%
Public financial management	16.7%	6.7%	0.0%	40.0%	18.8%	8.3%	0.0%	50.0%	14.3%
Labor markets/job creation/employment	0.0%	13.3%	11.1%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Financial markets	16.7%	6.7%	0.0%	0.0%	12.5%	5.6%	0.0%	0.0%	14.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	11.1%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	22.2%	0.0%	7.1%
Health	16.7%	26.7%	0.0%	0.0%	18.8%	11.1%	22.2%	16.7%	21.4%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	16.7%	7.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	33.3%	20.0%	22.2%	40.0%	25.0%	27.8%	22.2%	33.3%	21.4%
Trade and exports	0.0%	0.0%	0.0%	0.0%	6.3%	5.6%	11.1%	16.7%	0.0%
Economic growth	16.7%	0.0%	11.1%	0.0%	6.3%	2.8%	11.1%	16.7%	7.1%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	7.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	6.3%	2.8%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Basic infrastructure*	0.0%	26.7%	0.0%	40.0%	0.0%	5.6%	0.0%	0.0%	7.1%
Natural resource management	33.3%	0.0%	0.0%	20.0%	6.3%	2.8%	11.1%	0.0%	14.3%
Anti corruption	16.7%	26.7%	0.0%	20.0%	31.3%	25.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	11.1%	0.0%	0.0%	2.8%	22.2%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial resources*	20.0%	76.9%	33.3%	40.0%	35.3%	28.6%	75.0%	16.7%	16.7%
Mobilizing third party financial resources	20.0%	0.0%	33.3%	0.0%	5.9%	20.0%	25.0%	16.7%	16.7%
Technical assistance	20.0%	7.7%	11.1%	20.0%	11.8%	8.6%	0.0%	50.0%	25.0%
Policy advice	0.0%	0.0%	0.0%	0.0%	5.9%	8.6%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	40.0%	15.4%	11.1%	40.0%	17.6%	22.9%	0.0%	16.7%	41.7%
Studies/analyses	0.0%	0.0%	0.0%	0.0%	5.9%	8.6%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	11.1%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

2nd Greatest Value	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial resources	20.0%	7.7%	11.1%	0.0%	0.0%	5.7%	0.0%	16.7%	25.0%
Mobilizing third party financial resources	0.0%	38.5%	11.1%	0.0%	18.8%	11.4%	25.0%	0.0%	0.0%
Technical assistance	20.0%	15.4%	33.3%	40.0%	6.3%	22.9%	37.5%	16.7%	8.3%
Policy advice	0.0%	0.0%	22.2%	0.0%	18.8%	5.7%	0.0%	0.0%	16.7%
Donor coordination	20.0%	0.0%	11.1%	0.0%	6.3%	2.9%	0.0%	16.7%	0.0%
Data*	0.0%	0.0%	0.0%	0.0%	18.8%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	20.0%	23.1%	11.1%	0.0%	18.8%	20.0%	12.5%	0.0%	8.3%
Studies/analyses*	20.0%	15.4%	0.0%	60.0%	6.3%	20.0%	12.5%	50.0%	41.7%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	12.5%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	6.3%	8.6%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)**Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Imposing technocratic solutions without regard to political realities	0.0%	21.4%	11.1%	0.0%	6.3%	17.1%	11.1%	0.0%	7.7%
Not exploring alternative policy options*	0.0%	7.1%	33.3%	0.0%	0.0%	5.7%	33.3%	0.0%	7.7%
Too bureaucratic in its operational policies and procedures	66.7%	35.7%	11.1%	60.0%	25.0%	37.1%	22.2%	100.0%	38.5%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	12.5%	2.9%	0.0%	0.0%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	11.1%	0.0%	0.0%
Not client focused	0.0%	0.0%	11.1%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	0.0%	11.1%	20.0%	18.8%	31.4%	33.3%	25.0%	23.1%
Too influenced by developed countries	33.3%	14.3%	22.2%	0.0%	12.5%	20.0%	22.2%	25.0%	23.1%
Not enough public disclosure of its work	66.7%	28.6%	33.3%	100.0%	43.8%	22.9%	33.3%	50.0%	46.2%
World Bank processes too slow and complex	33.3%	35.7%	11.1%	20.0%	25.0%	14.3%	11.1%	0.0%	7.7%
Not aligned with country priorities	0.0%	0.0%	11.1%	0.0%	25.0%	5.7%	0.0%	0.0%	7.7%
Not aligned with other donors' work	0.0%	7.1%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	7.7%
Other	0.0%	21.4%	22.2%	0.0%	12.5%	14.3%	0.0%	0.0%	7.7%

*Significantly different between stakeholder groups

When thinking about the World Bank's lending in Angola as compared to other international players in the country, to what extent do you agree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment from other foreign donors/investors engenders sustainable economic and social development results in Angola	5	5.40	3.21	13	5.15	1.95	9	6.11	1.90	5	5.80	1.64	15	5.87	2.36	28	5.71	1.96	8	6.00	2.33	4	3.75	0.96	11	5.82	2.27
Investment from the World Bank engenders sustainable economic and social development results in Angola	5	5.40	1.52	14	5.50	2.38	7	6.00	2.77	5	5.00	1.00	12	5.00	1.76	29	4.90	2.26	8	5.13	2.03	4	5.50	2.89	10	4.90	2.02

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Investment lending	50.0%	50.0%	66.7%	20.0%	38.9%	40.0%	77.8%	66.7%	30.8%
Capacity development*	66.7%	71.4%	55.6%	100.0%	38.9%	45.7%	22.2%	16.7%	61.5%
Policy based lending/ budget support to the Government	0.0%	21.4%	11.1%	0.0%	16.7%	2.9%	33.3%	16.7%	7.7%
Analytical work	33.3%	0.0%	0.0%	0.0%	33.3%	37.1%	11.1%	16.7%	30.8%
Technical assistance	50.0%	57.1%	44.4%	80.0%	44.4%	54.3%	55.6%	66.7%	53.8%
Trust Fund management	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	11.1%	0.0%	11.1%	11.4%	0.0%	16.7%	7.7%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Investment lending	50.0%	7.7%	0.0%	40.0%	23.5%	22.9%	11.1%	0.0%
Capacity development	0.0%	0.0%	0.0%	0.0%	11.8%	8.6%	11.1%	33.3%	15.4%
Policy based lending/ budget support to the Government*	16.7%	69.2%	44.4%	100.0%	41.2%	57.1%	44.4%	33.3%	15.4%
Analytical work	33.3%	23.1%	22.2%	0.0%	17.6%	8.6%	22.2%	0.0%	15.4%
Technical assistance	0.0%	23.1%	22.2%	20.0%	5.9%	11.4%	11.1%	50.0%	15.4%
Trust Fund management	16.7%	46.2%	55.6%	40.0%	41.2%	17.1%	44.4%	33.3%	23.1%
Don't know	33.3%	15.4%	33.3%	0.0%	23.5%	28.6%	22.2%	16.7%	46.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	NGOs*	16.7%	26.7%	55.6%	60.0%	11.8%	77.8%	55.6%	0.0%
Sub-national Government	16.7%	20.0%	11.1%	0.0%	23.5%	11.1%	33.3%	0.0%	7.1%
Local Government	50.0%	40.0%	22.2%	40.0%	29.4%	11.1%	11.1%	16.7%	21.4%
Beneficiaries	33.3%	13.3%	22.2%	0.0%	11.8%	22.2%	22.2%	33.3%	14.3%
Private sector*	33.3%	46.7%	11.1%	40.0%	58.8%	8.3%	11.1%	33.3%	42.9%
Community Based Organizations (CBOs)	16.7%	0.0%	22.2%	20.0%	23.5%	11.1%	0.0%	0.0%	0.0%
Donor community	0.0%	13.3%	33.3%	40.0%	5.9%	13.9%	22.2%	16.7%	14.3%
Foundations	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	16.7%	40.0%	11.1%	0.0%	23.5%	27.8%	11.1%	83.3%	42.9%
Parliament	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	11.1%	0.0%	7.1%
Media	0.0%	0.0%	11.1%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Faith based organizations	16.7%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	16.7%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	14.3%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Angola	6	4.83	0.98	12	5.83	2.44	9	5.44	2.79	5	5.40	1.67	11	4.73	1.79	26	5.15	2.17	7	5.86	2.48	4	6.50	1.00	11	4.91	2.39
The World Bank's work is aligned with what I consider the development priorities for Angola	6	5.33	2.42	12	5.00	2.09	7	7.43	1.51	5	6.20	1.30	10	4.70	1.42	28	5.32	2.23	8	5.63	2.83	3	7.00	0.00	11	5.45	1.92
The World Bank supports programs and strategies that are realistic for Angola	5	5.00	2.92	10	5.40	2.27	7	6.86	1.95	5	5.60	1.52	9	4.22	1.30	25	5.52	1.98	7	6.71	1.70	4	6.00	2.00	12	5.75	1.86
The World Bank treats clients and stakeholders in Angola with respect	5	6.00	2.24	10	7.30	2.98	9	7.44	2.13	4	8.00	1.15	12	6.83	2.79	24	6.83	2.14	7	7.86	2.04	4	8.00	1.15	9	6.22	2.11

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Follow up and follow through	5	7.00	3.08	10	6.90	2.77	9	5.22	2.86	4	5.00	2.83	10	4.80	1.48	22	6.32	2.34	6	5.67	1.97	4	4.75	2.22	11	5.45	2.16
Responsiveness	5	4.00	1.00	11	4.36	2.29	7	5.57	3.31	3	3.33	0.58	8	3.88	2.10	25	4.80	2.47	5	3.80	1.64	2	3.50	2.12	11	4.45	2.02
Flexibility (in terms of the institution's products and services)	3	3.00	2.00	8	4.13	1.13	5	6.20	3.27	4	4.00	1.41	6	3.17	1.72	15	3.87	1.36	5	5.20	2.68	4	3.50	2.38	10	4.40	2.37
Flexibility (in terms of changing country circumstances)	4	4.25	2.99	8	4.63	2.20	6	5.50	3.27	4	4.00	1.41	8	3.25	1.16	18	4.56	1.34	6	4.83	2.04	4	3.50	2.38	10	4.80	2.20
Being inclusive	3	3.33	1.53	9	5.22	2.99	9	7.22	1.48	4	5.50	0.58	8	4.25	1.67	22	4.95	1.73	6	5.67	2.94	4	5.25	1.89	10	4.80	2.39
Openness (sharing data and other information)	5	6.40	2.61	10	6.60	3.13	9	7.67	2.55	5	6.40	1.95	12	7.17	1.90	24	6.46	1.72	8	6.25	2.60	4	6.25	1.26	11	4.82	2.79
Staff accessibility	5	4.80	3.35	8	6.38	2.88	8	7.63	2.67	4	8.00	0.82	12	5.33	2.23	19	6.05	1.84	7	5.71	3.59	4	5.75	2.22	11	5.45	2.16
Straightforwardness and honesty	4	7.00	2.94	7	6.57	2.64	7	6.71	2.21	5	8.00	0.71	11	6.45	2.11	21	6.81	1.97	7	6.43	1.51	3	4.33	0.58	11	5.82	2.48
Collaboration with groups outside of the Government	5	6.60	3.21	9	6.11	2.37	9	5.89	2.98	4	7.00	1.63	9	5.11	2.03	27	4.63	1.86	7	4.71	2.36	4	4.50	1.00	9	4.67	2.60
Collaboration with the Government	3	5.00	2.00	11	7.00	2.24	9	7.89	1.76	5	7.60	1.34	9	5.67	2.12	27	6.74	1.81	7	7.71	1.11	4	5.50	1.00	11	6.82	1.72
Collaboration with other donors	3	6.00	3.61	9	6.33	2.29	9	6.56	1.81	5	7.00	1.87	8	5.25	1.75	20	5.90	2.02	6	4.83	2.48	4	6.25	1.50	8	5.63	2.13

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank works too slowly	40.0%	35.7%	11.1%	20.0%	20.0%	11.1%	0.0%	20.0%	23.1%
The Government works inefficiently	20.0%	14.3%	44.4%	60.0%	33.3%	27.8%	37.5%	20.0%	23.1%
There is not an adequate level of citizen/civil society participation	20.0%	35.7%	44.4%	20.0%	40.0%	58.3%	25.0%	60.0%	46.2%
Poor donor coordination	0.0%	0.0%	22.2%	0.0%	0.0%	8.3%	0.0%	20.0%	23.1%
The World Bank does not do adequate follow through/follow-up	0.0%	21.4%	22.2%	0.0%	26.7%	5.6%	25.0%	20.0%	15.4%
Lack of/inadequate levels of capacity in Government	20.0%	14.3%	0.0%	60.0%	20.0%	11.1%	0.0%	40.0%	23.1%
Political pressures and obstacles	40.0%	14.3%	11.1%	40.0%	33.3%	30.6%	50.0%	20.0%	15.4%
Reforms are not well thought out in light of country challenges	40.0%	50.0%	44.4%	0.0%	13.3%	38.9%	37.5%	0.0%	15.4%
Other	0.0%	7.1%	0.0%	0.0%	0.0%	2.8%	12.5%	0.0%	15.4%

C. World Bank Effectiveness and Results

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what degree does the World Bank's work help achieve sustainable development results in Angola?	5	5.60	2.61	10	5.50	2.07	7	6.43	1.99	5	6.00	1.00	14	4.71	2.23	27	5.59	1.80	8	6.00	2.56	5	5.60	1.67	11	5.64	1.96

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

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	3	4.00	1.73	8	4.38	3.16	6	4.67	2.25	2	2.00	0.00	11	3.18	2.09	17	4.06	2.28	5	2.40	1.95	3	3.67	1.15	7	2.57	1.51
Global information and communications technology	2	4.00	1.41	5	2.80	1.79	4	6.75	2.99				7	2.86	1.07	17	5.71	2.37	5	4.00	3.08	3	5.67	2.31	6	4.50	2.43
Transport	2	3.00	0.00	10	4.20	2.49	4	7.50	2.38	2	4.00	0.00	11	3.27	1.27	15	4.80	2.21	5	4.40	2.19	4	4.75	1.26	6	3.83	2.14
Law and justice	3	3.33	1.53	7	3.29	1.70	4	5.25	3.77	2	2.00	0.00	7	4.00	1.41	14	4.29	0.99	4	2.50	1.73	3	4.33	0.58	4	3.75	2.75
Urban development	3	4.00	1.73	8	3.63	2.00	6	5.83	2.71	2	4.00	0.00	13	4.00	1.47	14	5.79	1.37	6	3.83	1.83	4	4.50	1.73	4	3.50	2.65
Environmental sustainability*	3	5.00	3.00	8	3.75	1.98	5	6.80	2.17	1	7.00		10	3.30	1.16	15	5.73	1.94	4	3.50	2.38	3	5.67	1.15	4	4.00	3.16
Regulatory framework	4	5.00	2.45	5	4.00	1.73	4	5.00	3.37	1	6.00		10	4.30	1.95	11	4.82	2.09	5	4.00	2.00	3	5.67	1.15	6	2.83	2.14
Basic infrastructure	5	4.20	2.39	9	5.44	2.83	6	6.67	2.80	4	4.75	3.20	11	5.00	2.19	17	5.71	2.17	7	4.86	1.77	4	4.75	0.50	8	5.00	1.77
Communicable/non-communicable disease	3	4.00	1.73	10	4.50	2.07	8	6.13	3.14	2	5.00	0.00	9	5.89	2.15	14	5.57	2.21	5	5.40	2.07	2	5.00	0.00	6	4.50	3.08
Poverty reduction	5	4.40	1.34	13	5.38	2.79	9	6.56	2.19	4	5.75	2.06	14	4.43	2.10	25	4.92	2.12	6	4.33	2.80	4	4.50	1.00	9	5.00	2.60
Gender	2	3.50	2.12	5	4.40	2.97	4	6.75	2.99	2	3.00	0.00	9	4.22	1.72	13	5.77	1.74	4	4.50	2.38	3	5.67	0.58	6	4.83	2.99
Domestic private sector development	2	3.50	2.12	6	4.17	2.71	5	5.80	2.86	1	7.00		12	3.58	1.68	11	4.91	1.58	5	4.20	2.17	4	4.00	1.15	6	4.17	1.94
Foreign direct investment	2	4.50	2.12	6	4.67	1.37	4	5.25	0.50				10	4.30	2.21	10	5.50	2.12	4	3.25	1.71	3	4.67	0.58	5	4.60	2.30
Water and sanitation	6	5.00	2.53	9	4.33	2.45	7	6.86	1.95	4	5.50	2.89	12	4.33	1.87	21	5.14	2.48	7	5.29	2.14	3	4.00	0.00	6	5.33	2.88
Trade and exports	1	2.00		4	3.00	1.83	7	4.00	3.27	3	4.33	2.31	8	3.25	1.49	8	4.50	1.69	3	3.33	2.08	3	2.33	0.58	5	4.00	2.12
Economic growth	3	5.00	4.36	9	4.67	2.18	8	5.75	2.71	3	4.00	1.73	12	4.33	2.81	15	5.27	1.94	4	4.00	1.83	4	4.00	1.41	7	5.00	3.11
Energy	4	2.50	1.00	5	3.20	1.79	4	6.00	3.56				9	3.78	1.92	16	4.50	2.03	6	3.33	1.86	3	4.33	1.15	7	4.86	2.79
Disaster management	1	2.00		4	2.50	1.73	4	7.00	2.16				7	2.86	1.95	8	4.63	2.77	2	3.00	2.83	2	3.00	0.00	5	3.80	3.35
Monitoring and evaluation	5	6.20	3.27	9	4.78	1.79	9	4.67	3.24	2	2.00	0.00	10	4.10	2.38	14	5.93	2.43	2	5.50	2.12	4	3.25	1.26	7	2.71	1.70
Public financial management	3	4.33	4.04	7	5.00	2.00	6	5.33	3.20	2	2.00	0.00	10	4.00	1.83	12	5.17	2.17	5	4.60	2.51	3	5.67	0.58	7	4.43	1.62
Labor markets/job creation/employment	1	2.00		6	3.67	2.50	7	5.14	2.79	3	3.33	2.31	11	3.00	1.79	13	5.15	1.63	3	2.67	2.08	3	2.67	0.58	5	3.40	2.51
Financial markets	2	4.00	1.41	7	4.00	2.24	5	6.40	2.30	2	5.00	0.00	9	3.78	2.05	13	5.15	1.91	6	3.83	3.13	5	4.80	1.10	6	4.17	2.32
Equality of opportunity	1	2.00		6	4.33	2.80	7	5.00	2.89	2	6.00	0.00	7	4.86	2.12	13	4.69	2.69	4	2.75	2.06	3	5.33	0.58	5	5.40	3.65
Health	3	4.00	1.73	10	4.40	2.22	6	7.17	2.48	3	4.33	2.31	11	5.00	1.61	13	5.92	1.80	6	5.17	1.47	2	5.00	0.00	8	6.00	1.51
Rural development	2	3.50	2.12	9	4.56	2.55	6	6.83	2.04	1	7.00		8	4.00	2.45	13	4.85	2.34	6	4.00	2.53	3	5.67	1.15	5	6.20	2.17
Global integration	2	6.50	4.95	6	3.50	1.64	5	6.00	2.74	2	5.00	0.00	8	4.75	1.67	12	5.67	2.23	5	3.60	2.07	4	4.00	2.00	3	5.67	0.58
Food security	2	3.00	1.41	6	4.17	2.40	4	8.00	2.71	1	8.00		8	4.00	2.27	16	4.38	1.96	3	3.67	3.06	3	3.67	1.15	7	5.71	2.06
Education	3	4.00	1.73	9	4.89	3.26	4	7.00	2.58	4	4.75	2.06	11	5.00	2.10	19	4.95	2.20	4	6.00	1.41	3	5.33	0.58	7	5.00	2.65
Social protection	1	2.00		6	3.00	1.67	4	5.50	3.51				9	3.78	2.22	13	4.92	2.53	4	4.25	3.30	3	3.67	1.15	4	6.25	2.50
Climate change*	3	2.67	2.08	6	3.50	1.05	5	6.60	2.51				8	3.00	1.51	12	5.08	2.15	4	4.25	1.50	3	2.33	0.58	2	5.00	2.83
Public sector governance	3	5.00	3.00	7	4.71	3.04	4	6.50	3.32	3	4.33	2.31	12	3.92	2.27	14	5.57	2.28	6	3.17	2.14	3	4.67	0.58	5	4.80	2.59
Regional integration	1	3.00		6	2.83	1.33	5	5.40	3.44	2	4.00	0.00	10	4.20	2.78	11	5.73	1.62	5	3.80	1.64	4	3.50	1.00	4	5.00	2.16
Agricultural development	2	3.50	0.71	9	4.44	2.19	7	7.14	2.34	2	7.00	0.00	12	4.00	2.49	17	4.71	2.02	6	4.50	2.07	2	3.50	0.71	5	6.20	2.17
Natural resource management	1	5.00		6	3.50	1.76	4	6.25	3.50	3	4.67	1.15	9	3.33	1.94	9	5.00	2.06	4	2.50	1.29	3	3.00	0.00	4	3.75	2.22

*Significantly different between stakeholder groups

D. The World Bank's Knowledge

When thinking about the development challenges in Angola, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Public sector governance*	33.3%	33.3%	0.0%	60.0%	33.3%	43.2%	25.0%	0.0%	7.1%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Domestic private sector development	50.0%	20.0%	33.3%	20.0%	22.2%	10.8%	0.0%	33.3%	14.3%
Foreign direct investment	16.7%	13.3%	0.0%	0.0%	5.6%	2.7%	0.0%	16.7%	7.1%
Water and sanitation	0.0%	6.7%	22.2%	20.0%	11.1%	21.6%	12.5%	0.0%	14.3%
Trade and exports*	0.0%	0.0%	0.0%	0.0%	11.1%	2.7%	0.0%	50.0%	7.1%
Economic growth*	16.7%	0.0%	22.2%	0.0%	0.0%	0.0%	25.0%	16.7%	7.1%
Energy (e.g., electricity, power)*	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	6.7%	22.2%	0.0%	0.0%	21.6%	12.5%	0.0%	14.3%
Education*	16.7%	60.0%	44.4%	0.0%	33.3%	21.6%	25.0%	0.0%	64.3%
Social protection	16.7%	0.0%	0.0%	0.0%	11.1%	8.1%	0.0%	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	50.0%	13.3%	44.4%	40.0%	11.1%	45.9%	75.0%	33.3%	28.6%
Law and justice (e.g., judicial system)	0.0%	6.7%	0.0%	0.0%	5.6%	10.8%	0.0%	0.0%	7.1%
Anti corruption	0.0%	33.3%	11.1%	20.0%	33.3%	21.6%	12.5%	0.0%	21.4%
Financial markets*	0.0%	0.0%	0.0%	40.0%	5.6%	0.0%	25.0%	0.0%	14.3%
Equality of opportunity (i.e., equity)	16.7%	0.0%	0.0%	0.0%	0.0%	5.4%	12.5%	0.0%	7.1%
Urban development	0.0%	0.0%	0.0%	20.0%	11.1%	5.4%	0.0%	0.0%	7.1%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	16.7%	6.7%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%	6.7%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	7.1%
Agricultural development	16.7%	26.7%	33.3%	40.0%	16.7%	16.2%	25.0%	50.0%	7.1%
Natural resource management (e.g., oil, gas, mining)	0.0%	6.7%	0.0%	20.0%	0.0%	2.7%	0.0%	16.7%	0.0%
Public financial management (e.g., public expenditure, fiscal system reform)	0.0%	13.3%	0.0%	0.0%	11.1%	13.5%	12.5%	16.7%	7.1%
Labor markets/job creation/employment	16.7%	6.7%	22.2%	0.0%	11.1%	0.0%	0.0%	0.0%	7.1%
Health	16.7%	26.7%	11.1%	0.0%	27.8%	16.2%	12.5%	50.0%	14.3%
Rural development	0.0%	0.0%	0.0%	20.0%	16.7%	10.8%	12.5%	16.7%	7.1%
Global integration	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	6.7%	0.0%	0.0%	0.0%	5.4%	0.0%	0.0%	7.1%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	16.7%	6.7%	0.0%	0.0%	16.7%	2.7%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)**How effective do you believe the World Bank's knowledge and research are at ... in Angola?** (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	3	5.00	3.00	7	5.00	1.29	6	5.83	2.23	3	5.33	1.53	12	5.08	1.51	20	5.70	2.64	5	5.00	1.22	5	4.80	2.05	9	5.11	2.47
Stimulating public debate/dialogue	5	5.40	2.88	10	6.10	2.88	8	6.50	2.14	4	6.25	1.50	14	4.93	2.43	31	5.97	2.61	7	5.43	1.90	5	4.20	2.17	10	5.30	3.40
Enhancing your knowledge and/or skills	5	5.80	2.59	9	5.33	2.06	8	5.88	2.23	4	5.00	0.82	12	5.08	2.02	27	6.19	2.56	6	6.67	2.07	5	4.60	1.52	10	5.40	2.46
Contributing to good policy making	4	5.75	2.22	12	6.50	2.58	8	5.25	2.92	5	5.60	0.89	12	5.42	2.43	28	6.11	2.62	7	5.86	2.67	5	5.40	0.89	12	5.42	3.15
Providing support for program implementation	5	5.40	2.70	13	6.31	2.46	7	5.57	2.51	5	6.40	0.89	12	6.08	2.07	27	6.37	2.19	7	6.14	2.67	5	4.80	1.92	10	6.00	2.67

To what extent do you believe that the World Bank's knowledge and research ... in Angola? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	3	2.33	0.58	9	4.22	1.09	8	5.13	2.42	4	5.25	0.96	10	3.90	1.29	22	4.95	2.48	6	3.33	2.34	4	4.00	1.41	8	4.63	2.45
Include appropriate level of stakeholder involvement during preparation	5	5.20	1.92	9	4.78	2.73	9	5.33	2.24	3	5.33	1.53	13	3.62	1.50	22	4.86	2.34	5	4.40	2.79	4	3.75	1.50	9	5.89	2.09
Are relevant to Angola's development priorities	4	4.25	0.96	11	5.45	2.02	7	5.86	2.34	5	6.40	0.55	14	4.93	1.77	25	5.72	2.76	6	5.00	2.28	4	6.00	1.41	10	6.40	1.78
Provide feasible recommendations	4	4.75	1.50	10	5.20	1.32	8	5.88	2.36	4	6.00	2.16	12	5.25	2.34	21	6.57	2.52	6	4.17	2.23	5	6.00	2.00	8	6.38	2.33
Are accessible (well written and easy to understand)	5	5.40	1.67	8	5.50	1.77	9	5.33	2.55	5	7.20	0.84	12	5.08	2.11	19	6.42	2.41	5	4.20	3.11	4	5.00	2.71	8	5.50	2.51
A source of relevant information on global good practices	4	6.00	2.16	10	6.00	1.49	9	6.00	2.35	5	6.80	1.30	13	6.15	2.08	28	7.14	2.38	8	5.75	2.38	5	6.20	2.28	10	6.30	2.11
Are adequately disseminated	5	5.40	2.51	12	5.00	2.30	8	5.88	3.18	5	5.00	1.87	11	4.18	1.89	23	4.70	2.49	6	4.17	2.32	4	4.00	2.00	10	4.30	2.63
Are appropriately translated	4	5.50	2.52	10	6.00	2.16	9	6.00	2.83	3	6.00	2.65	10	6.80	2.57	20	5.70	2.47	4	5.25	3.10	4	5.00	2.83	9	6.00	2.60
Are adaptable to Angola's development challenges	4	4.25	0.96	10	6.00	2.45	9	5.22	2.49	5	5.60	0.89	12	5.25	1.60	23	6.04	2.69	6	5.50	2.66	5	4.20	1.30	10	6.20	2.20

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	5	5.20	0.84	14	6.29	2.05	7	7.29	2.29	5	6.20	1.10	13	5.77	2.52	27	6.93	2.18	7	6.00	2.65	5	7.00	2.12	13	6.15	2.51
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	5	6.20	2.28	14	6.79	2.33	7	7.71	1.50	4	5.25	1.26	13	6.62	1.61	26	7.50	1.77	7	5.00	2.31	3	7.00	0.00	12	6.75	2.22
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?	2	3.50	2.12	8	5.00	1.60	5	6.40	2.88	2	5.00	0.00	6	3.67	0.82	20	5.85	2.16	7	5.00	2.58	3	5.33	0.58	6	5.17	2.48

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

E. Working with the World Bank

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	6	5.00	2.00	7	5.57	3.31	4	7.00	2.58	1	6.00		6	5.17	3.13	19	5.37	2.09	3	5.00	3.61	4	4.75	1.50	7	4.57	2.30
The World Bank effectively monitors and evaluates the projects and programs it supports	6	7.00	2.28	13	5.23	2.52	9	5.22	2.99	4	6.00	0.82	13	5.69	2.36	28	6.82	2.13	5	5.40	2.70	4	5.50	1.73	8	6.25	2.82
The World Bank's approvals and reviews are done in a timely fashion	4	5.00	0.82	7	5.86	2.41	5	6.20	2.86	2	5.00	2.83	8	4.50	2.07	22	5.64	2.46	3	4.00	2.65	4	4.00	1.63	7	4.00	2.58
The World Bank's "Safeguard Policy" requirements are reasonable	3	6.00	2.00	6	5.50	2.59	7	7.29	1.98	3	7.33	0.58	7	5.29	2.06	16	6.19	2.76	6	6.00	2.68	3	7.33	0.58	8	5.00	2.39
The World Bank imposes reasonable conditions on its lending	4	6.75	2.87	8	5.38	2.20	7	7.14	3.13	3	7.00	1.00	7	6.71	2.29	22	6.05	2.38	5	5.40	2.51	4	7.25	1.50	9	5.11	2.32
Working with the World Bank increases Angola's institutional capacity	5	6.20	2.68	12	6.25	2.83	7	7.57	2.15	5	6.80	1.92	11	6.36	2.06	24	6.79	2.62	6	6.50	2.07	4	8.00	2.00	10	6.80	2.35
The World Bank ensures consistency and continuity through staff changes	5	5.00	2.35	9	5.67	2.74	6	7.67	2.25	4	5.00	1.63	6	5.50	2.07	21	6.24	2.12	4	7.50	0.58	3	5.67	1.15	8	5.00	2.27
The World Bank's teams and visits are well coordinated	3	5.67	2.08	8	6.75	3.01	7	7.00	2.65	2	5.50	2.12	5	6.40	2.41	15	6.67	2.38	3	6.67	0.58	3	6.00	1.73	11	5.55	2.46
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	4	6.25	1.89	6	6.83	3.13	7	8.29	1.25	2	5.50	2.12	5	6.80	2.49	16	6.44	2.45	3	6.67	1.53	3	6.33	2.31	9	6.44	2.70

F. The Future Role of the World Bank in Angola

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Angola's development over the medium term in the near future?	4	6.75	0.50	14	7.21	1.97	8	6.88	2.70	3	8.33	2.08	16	6.19	1.94	35	6.94	2.20	8	7.50	2.00	5	7.20	2.59	13	7.77	1.88

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Improve the quality of its experts as related to Angola's specific challenges	20.0%	46.7%	33.3%	20.0%	23.5%	20.0%	22.2%	60.0%	28.6%
Reduce the complexity of obtaining World Bank financing	80.0%	53.3%	33.3%	20.0%	23.5%	42.9%	44.4%	40.0%	42.9%
Focus primarily on advocacy issues	0.0%	0.0%	11.1%	0.0%	5.9%	17.1%	33.3%	0.0%	7.1%
Improve the competitiveness of its financing compared to markets	0.0%	20.0%	0.0%	0.0%	29.4%	8.6%	33.3%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	11.1%	0.0%	5.9%	5.7%	11.1%	0.0%	7.1%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	20.0%	33.3%	44.4%	60.0%	23.5%	57.1%	22.2%	60.0%	42.9%
Offer more innovative financial products	20.0%	6.7%	22.2%	20.0%	11.8%	11.4%	11.1%	0.0%	0.0%
Offer more innovative knowledge services	40.0%	26.7%	0.0%	40.0%	23.5%	17.1%	11.1%	40.0%	21.4%
Work faster	20.0%	6.7%	22.2%	20.0%	23.5%	2.9%	0.0%	0.0%	28.6%
Other	0.0%	6.7%	0.0%	20.0%	5.9%	8.6%	11.1%	0.0%	14.3%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local newspapers	50.0%	53.3%	44.4%	60.0%	44.4%	51.4%	33.3%	66.7%	38.5%
International newspapers	16.7%	6.7%	0.0%	20.0%	16.7%	0.0%	22.2%	0.0%	23.1%
Local radio	0.0%	6.7%	11.1%	20.0%	22.2%	28.6%	0.0%	16.7%	0.0%
International radio*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Local television	0.0%	53.3%	22.2%	40.0%	33.3%	25.7%	22.2%	33.3%	7.7%
International television	50.0%	13.3%	11.1%	0.0%	0.0%	8.6%	0.0%	16.7%	15.4%
Periodicals	0.0%	20.0%	33.3%	0.0%	33.3%	5.7%	33.3%	16.7%	30.8%
Internet*	16.7%	40.0%	77.8%	20.0%	38.9%	57.1%	55.6%	0.0%	69.2%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	16.7%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	50.0%	0.0%	0.0%	0.0%	5.6%	8.6%	22.2%	33.3%	15.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank website	83.3%	46.7%	66.7%	60.0%	33.3%	30.6%	77.8%	50.0%	42.9%
Direct contact with World Bank (i.e., face to face meetings/discussions)	16.7%	13.3%	44.4%	20.0%	22.2%	25.0%	0.0%	50.0%	28.6%
e-Newsletters	16.7%	33.3%	0.0%	60.0%	55.6%	33.3%	11.1%	16.7%	35.7%
Instant messaging	0.0%	0.0%	0.0%	0.0%	5.6%	2.8%	0.0%	0.0%	0.0%
World Bank seminars/workshops/conferences	16.7%	40.0%	33.3%	20.0%	27.8%	38.9%	11.1%	33.3%	42.9%
World Bank Public Information Center	16.7%	13.3%	22.2%	20.0%	11.1%	11.1%	33.3%	16.7%	21.4%
World Bank publications and other written materials	16.7%	33.3%	11.1%	20.0%	22.2%	36.1%	33.3%	16.7%	28.6%
Mobile phones	16.7%	0.0%	11.1%	0.0%	5.6%	2.8%	11.1%	16.7%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	13.3%	11.1%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.6%	5.6%	22.2%	0.0%	0.0%
World Bank website	83.3%	46.7%	66.7%	60.0%	33.3%	30.6%	77.8%	50.0%	42.9%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	14.3%	28.6%	80.0%	29.4%	16.1%	0.0%	40.0%	7.7%
No	100.0%	85.7%	71.4%	20.0%	70.6%	83.9%	100.0%	60.0%	92.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	25.0%	33.3%	75.0%	29.4%	13.3%	0.0%	20.0%	15.4%
No	100.0%	75.0%	66.7%	25.0%	70.6%	86.7%	100.0%	80.0%	84.6%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	95.7%
No	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	4.3%

Do you have access to the Internet?*

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	77.8%	100.0%	100.0%	100.0%	87.5%	80.0%	100.0%
No	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	12.5%	20.0%	0.0%

*Significantly different between stakeholder groups

Do you use/have used the World Bank website?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	40.0%	71.4%	66.7%	80.0%	73.3%	42.9%	71.4%	80.0%	57.1%
No	60.0%	28.6%	33.3%	20.0%	26.7%	57.1%	28.6%	20.0%	42.9%

Which do you primarily use?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank's country website	80.0%	35.7%	22.2%	40.0%	44.4%	55.6%	50.0%	66.7%	61.5%
The World Bank's main website	20.0%	64.3%	77.8%	60.0%	55.6%	44.4%	50.0%	33.3%	38.5%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	7.7%	11.1%	60.0%	16.7%	5.6%	28.6%	16.7%	7.7%
No	100.0%	53.8%	33.3%	20.0%	66.7%	63.9%	42.9%	33.3%	53.8%
I don't know what a PIC is	0.0%	38.5%	55.6%	20.0%	16.7%	30.6%	28.6%	50.0%	38.5%

G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			Consultant/ Contractor on Bank Project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	3	6.67	2.89	10	6.90	2.69	8	7.38	1.51	4	6.25	1.71	13	4.23	2.92	19	5.68	2.79	5	4.00	2.00	4	6.00	1.15	8	5.25	3.49
The World Bank's PIC is a valuable source of information related to development in Angola*	1	6.00		4	6.25	2.50	5	7.60	1.52	4	6.25	1.26	5	3.20	2.39	7	6.86	1.77	2	4.00	1.41	1	6.00		1	3.00	
I find the World Bank websites easy to navigate*	2	10.00	0.00	7	6.00	2.00	6	7.33	1.51	4	6.50	0.58	9	5.44	1.51	12	6.00	2.13	4	4.50	2.65	4	4.50	0.58	6	7.17	1.72
I find the information on the World Bank's websites useful*	2	10.00	0.00	9	6.56	2.13	6	7.50	1.38	5	6.80	0.84	10	6.20	1.03	13	7.38	1.61	4	5.25	2.87	4	5.50	1.00	7	6.71	1.89
When I need information from the World Bank I know how to find it	3	5.33	4.51	11	6.18	2.18	8	6.75	2.60	4	6.25	1.71	13	4.77	2.20	17	6.06	2.68	2	3.50	3.54	4	5.25	1.89	8	6.63	2.39
The World Bank is responsive to my information requests and inquiries	2	5.50	6.36	7	7.14	1.86	7	7.00	2.38	3	7.33	1.15	8	5.13	1.64	12	5.50	2.15	1	1.00		3	6.67	2.89	6	6.67	2.42

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	20.0%	55.6%	60.0%	27.8%	21.6%	0.0%	33.3%	28.6%
No	66.7%	80.0%	44.4%	40.0%	72.2%	78.4%	100.0%	66.7%	71.4%

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Consultant/ Contractor on Bank Project	Bilateral/ Multilateral agency	Private sector/ Financial sector/ Private bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	66.7%	53.3%	25.0%	0.0%	50.0%	48.6%	71.4%	20.0%	16.7%
Use World Bank reports/data	66.7%	40.0%	75.0%	60.0%	64.3%	42.9%	0.0%	60.0%	41.7%
Engage in World Bank related/sponsored events/activities	33.3%	40.0%	25.0%	80.0%	28.6%	34.3%	0.0%	40.0%	33.3%
Collaborate as part of my professional duties	33.3%	26.7%	12.5%	40.0%	7.1%	17.1%	0.0%	20.0%	33.3%
Use World Bank website for information, data, research, etc.*	0.0%	13.3%	25.0%	0.0%	14.3%	20.0%	71.4%	0.0%	25.0%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Angola

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

Percentage of Respondents	Luanda	Other
The right direction	51.4%	60.9%
The wrong direction	20.3%	4.3%
Not sure	28.4%	34.8%

Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

1 st Most Important		
Percentage of Respondents	Luanda	Other
Rural development	2.8%	4.5%
Education	33.8%	22.7%
Social protection	0.0%	0.0%
Transport*	1.4%	18.2%
Poverty reduction*	11.3%	31.8%
Public sector governance	9.9%	4.5%
Regional integration	0.0%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	0.0%	0.0%
Foreign direct investment	0.0%	0.0%
Water and sanitation	2.8%	0.0%
Energy	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	5.6%	4.5%
Labor markets/job creation/employment	4.2%	0.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	0.0%	0.0%
Health	8.5%	0.0%
Global integration	0.0%	0.0%
Food security	0.0%	4.5%
Climate change	0.0%	0.0%
Agricultural development	7.0%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	2.8%	0.0%
Law and justice	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	4.2%	4.5%
Natural resource management	2.8%	0.0%
Anti corruption	2.8%	4.5%
Disaster management	0.0%	0.0%
Global information and communications technology	0.0%	4.5%

*Significantly different between locations

A. General Issues facing Angola (continued)

Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

2nd Most Important		
Percentage of Respondents	Luanda	Other
Rural development	0.0%	4.5%
Education	27.1%	13.6%
Social protection	0.0%	0.0%
Transport	2.9%	0.0%
Poverty reduction	8.6%	18.2%
Public sector governance	2.9%	4.5%
Regional integration	0.0%	0.0%
Gender	0.0%	4.5%
Domestic private sector development	4.3%	0.0%
Foreign direct investment	0.0%	0.0%
Water and sanitation	12.9%	4.5%
Energy	1.4%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	8.6%	4.5%
Labor markets/job creation/employment	0.0%	0.0%
Financial markets	0.0%	0.0%
Urban development	1.4%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	0.0%	4.5%
Health	10.0%	9.1%
Global integration	0.0%	0.0%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Agricultural development	5.7%	4.5%
Trade and exports	0.0%	0.0%
Economic growth	1.4%	0.0%
Law and justice	4.3%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure*	1.4%	18.2%
Natural resource management	5.7%	4.5%
Anti corruption	1.4%	0.0%
Disaster management	0.0%	0.0%
Global information and communications technology	0.0%	4.5%

*Significantly different between locations

A. General Issues facing Angola (continued)

Listed below are a number of development priorities in Angola. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

3 rd Most Important		
Percentage of Respondents	Luanda	Other
Rural development	1.4%	8.7%
Education	5.8%	17.4%
Social protection	2.9%	0.0%
Transport	2.9%	0.0%
Poverty reduction	5.8%	8.7%
Public sector governance	7.2%	4.3%
Regional integration	2.9%	0.0%
Gender	1.4%	0.0%
Domestic private sector development	2.9%	0.0%
Foreign direct investment	0.0%	4.3%
Water and sanitation	7.2%	0.0%
Energy	13.0%	8.7%
Monitoring and evaluation	2.9%	0.0%
Public financial management	1.4%	0.0%
Labor markets/job creation/employment	2.9%	0.0%
Financial markets	1.4%	0.0%
Urban development	1.4%	4.3%
Environmental sustainability*	0.0%	8.7%
Equality of opportunity	1.4%	0.0%
Health	4.3%	4.3%
Global integration	0.0%	4.3%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Agricultural development	2.9%	4.3%
Trade and exports	1.4%	0.0%
Economic growth	1.4%	0.0%
Law and justice	7.2%	8.7%
Regulatory framework	0.0%	4.3%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	5.8%	4.3%
Natural resource management	1.4%	0.0%
Anti corruption	8.7%	4.3%
Disaster management	0.0%	0.0%
Global information and communications technology	1.4%	0.0%

*Significantly different between locations

A. General Issues facing Angola (continued)

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Energy	9.8%	0.0%
Water and sanitation	30.5%	37.5%
Equality of opportunity	15.9%	25.0%
Economic growth	9.8%	8.3%
Climate change	0.0%	0.0%
Disaster management	0.0%	0.0%
Regional integration	2.4%	0.0%
Gender	0.0%	0.0%
Rural development	18.3%	29.2%
Urban development	1.2%	0.0%
Education	46.3%	50.0%
Regulatory framework	0.0%	0.0%
Basic infrastructure	9.8%	8.3%
Social protection	1.2%	0.0%
Law and justice	8.5%	0.0%
Transport	3.7%	0.0%
Communicable/non-communicable disease	0.0%	4.2%
Global information and communications technology	0.0%	0.0%
Public sector governance	22.0%	20.8%
Domestic private sector development*	15.9%	0.0%
Foreign direct investment	0.0%	0.0%
Global integration	0.0%	0.0%
Food security	6.1%	8.3%
Monitoring and evaluation	0.0%	4.2%
Natural resource management	6.1%	12.5%
Environmental sustainability	0.0%	0.0%
Health	18.3%	8.3%
Public financial management	7.3%	0.0%
Agricultural development	22.0%	37.5%
Labor markets/job creation/employment	20.7%	20.8%
Financial markets	1.2%	0.0%
Trade and exports	0.0%	4.2%
Anti corruption	18.3%	20.8%

*Significantly different between locations

A. General Issues facing Angola (continued)

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

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Luanda	Other
Equality of opportunity	5.0%	16.0%
Social protection	0.0%	4.0%
Global integration	3.8%	0.0%
Climate change	0.0%	0.0%
Anti corruption	38.8%	28.0%
Disaster management	0.0%	0.0%
Rural development	11.3%	16.0%
Foreign direct investment*	16.3%	0.0%
Urban development	3.8%	0.0%
Water and sanitation	1.3%	0.0%
Education	30.0%	36.0%
Global information and communications technology	5.0%	8.0%
Regulatory framework	3.8%	4.0%
Energy	6.3%	12.0%
Communicable/non-communicable disease	0.0%	4.0%
Trade and exports	13.8%	0.0%
Public sector governance	15.0%	16.0%
Regional integration	0.0%	0.0%
Domestic private sector development	27.5%	16.0%
Labor markets/job creation/employment	12.5%	4.0%
Agricultural development*	25.0%	56.0%
Food security	0.0%	4.0%
Transport	7.5%	12.0%
Monitoring and evaluation	2.5%	4.0%
Gender	0.0%	0.0%
Natural resource management	20.0%	12.0%
Environmental sustainability	1.3%	0.0%
Health	3.8%	0.0%
Basic infrastructure	15.0%	16.0%
Law and justice	6.3%	4.0%
Public financial management	21.3%	20.0%
Financial markets	0.0%	4.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Angola?	79	4.90	2.35	24	4.83	2.43

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

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Angola.	71	4.51	1.73	21	5.24	2.26

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

B. Overall Attitudes toward the World Bank (continued)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's financial instruments (e.g., development policy lending, technical assistance) meet the needs of Angola?	61	4.62	1.72	18	4.89	2.25
To what extent do you believe the World Bank meets Angola's needs for knowledge services (e.g., research, analysis, technical assistance)?	62	4.71	1.86	16	5.00	2.56
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda?	72	6.67	2.45	14	7.50	2.62
To what extent do you believe the World Bank DOES seek to influence the global development agenda?	66	5.45	1.96	12	5.83	2.29

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

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Rural development*	16.3%	40.0%
Education	50.0%	48.0%
Social protection	1.3%	0.0%
Transport	6.3%	4.0%
Poverty reduction*	21.3%	44.0%
Public sector governance	22.5%	8.0%
Regional integration	1.3%	0.0%
Gender	1.3%	0.0%
Domestic private sector development	13.8%	8.0%
Foreign direct investment	6.3%	0.0%
Water and sanitation	15.0%	12.0%
Energy	5.0%	4.0%
Monitoring and evaluation	6.3%	12.0%
Public financial management	16.3%	4.0%
Labor markets/job creation/employment	3.8%	0.0%
Financial markets	2.5%	12.0%
Urban development	3.8%	0.0%
Environmental sustainability	1.3%	0.0%
Equality of opportunity	5.0%	4.0%
Health	18.8%	12.0%
Global integration	0.0%	0.0%
Food security	2.5%	4.0%
Climate change	0.0%	0.0%
Agricultural development	22.5%	40.0%
Trade and exports	6.3%	0.0%
Economic growth	5.0%	8.0%
Law and justice	3.8%	0.0%
Regulatory framework	1.3%	0.0%
Communicable/non-communicable disease	0.0%	4.0%
Basic infrastructure	8.8%	0.0%
Natural resource management	8.8%	4.0%
Anti corruption	18.8%	12.0%
Disaster management	0.0%	4.0%
Global information and communications technology	2.5%	8.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value		
Percentage of Respondents	Luanda	Other
Financial resources	40.0%	21.7%
Mobilizing third party financial resources*	10.7%	39.1%
Technical assistance	16.0%	8.7%
Policy advice	4.0%	4.3%
Donor coordination	0.0%	4.3%
Data	0.0%	0.0%
Training/capacity building	20.0%	21.7%
Studies/analyses	5.3%	0.0%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.3%	0.0%
Other	2.7%	0.0%

*Significantly different between locations

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

2 nd Greatest Value		
Percentage of Respondents	Luanda	Other
Financial resources	9.5%	4.3%
Mobilizing third party financial resources	13.5%	13.0%
Technical assistance	17.6%	30.4%
Policy advice	8.1%	8.7%
Donor coordination	4.1%	0.0%
Data	4.1%	0.0%
Training/capacity building	12.2%	26.1%
Studies/analyses	25.7%	8.7%
Convening/facilitating	1.4%	4.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	4.1%	4.3%
Other	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Imposing technocratic solutions without regard to political realities	11.8%	8.3%
Not exploring alternative policy options	7.9%	12.5%
Too bureaucratic in its operational policies and procedures	35.5%	37.5%
Staff too inaccessible	3.9%	0.0%
Arrogant in its approach	2.6%	0.0%
Not client focused	1.3%	8.3%
The credibility of its knowledge/data	0.0%	4.2%
Not willing to honestly criticize policies and reform efforts in the country	19.7%	20.8%
Too influenced by developed countries	22.4%	8.3%
Not enough public disclosure of its work	35.5%	45.8%
World Bank processes too slow and complex	19.7%	8.3%
Not aligned with country priorities	10.5%	0.0%
Not aligned with other donors' work	2.6%	4.2%
Other	11.8%	16.7%

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's lending in Angola as compared to other international players in the country, to what extent do you agree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Investment from other foreign donors/investors engenders sustainable economic and social development results in Angola	65	5.32	2.08	23	6.26	1.96
Investment from the World Bank engenders sustainable economic and social development results in Angola	63	4.89	1.86	21	5.00	2.32

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Investment lending	44.9%	40.0%
Capacity development	55.1%	40.0%
Policy based lending/ budget support to the Government	9.0%	16.0%
Analytical work	26.9%	12.0%
Technical assistance	55.1%	68.0%
Trust Fund management	1.3%	0.0%
Don't know	5.1%	12.0%

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Luanda	Other
Investment lending*	15.6%	37.5%
Capacity development	7.8%	4.2%
Policy based lending/ budget support to the Government	48.1%	54.2%
Analytical work	16.9%	8.3%
Technical assistance	14.3%	8.3%
Trust Fund management	36.4%	29.2%
Don't know	23.4%	20.8%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Luanda	Other
NGOs*	32.9%	70.8%
Sub-national Government	14.6%	16.7%
Local Government	20.7%	25.0%
Beneficiaries	18.3%	8.3%
Private sector*	37.8%	12.5%
Community Based Organizations (CBOs)	11.0%	12.5%
Donor community	15.9%	20.8%
Foundations	1.2%	0.0%
Academia/think tanks/research institutes	30.5%	16.7%
Parliament	2.4%	4.2%
Media	2.4%	0.0%
Faith based organizations	7.3%	4.2%
Other	2.4%	4.2%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Angola	65	5.06	1.98	16	5.25	2.46
The World Bank's work is aligned with what I consider the development priorities for Angola	61	5.38	2.00	19	5.42	2.39
The World Bank supports programs and strategies that are realistic for Angola*	60	5.13	1.83	14	6.50	2.07
The World Bank treats clients and stakeholders in Angola with respect	60	7.00	2.43	15	6.93	1.58

*Significantly different between locations

To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Follow up and follow through	57	5.47	2.32	15	6.13	2.36
Responsiveness	52	4.19	1.91	17	4.41	2.62
Flexibility (in terms of the institution's products and services)	44	4.09	1.81	10	4.70	2.83
Flexibility (in terms of changing country circumstances)	47	4.15	1.78	14	4.79	2.08
Being inclusive	53	5.28	2.03	16	4.50	2.37
Openness (sharing data and other information)	62	6.45	2.41	18	6.33	2.03
Staff accessibility	60	5.87	2.47	10	6.60	2.50
Straightforwardness and honesty	55	6.36	2.13	12	6.92	1.78
Collaboration with groups outside of the Government	57	5.58	2.15	19	4.58	2.39
Collaboration with the Government	59	6.64	1.83	17	6.65	2.12
Collaboration with other donors	53	5.92	1.86	13	5.62	2.57

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Percentage of Respondents	
	Luanda	Other
The World Bank works too slowly	20.0%	14.3%
The Government works inefficiently	28.8%	28.6%
There is not an adequate level of citizen/civil society participation	38.8%	57.1%
Poor donor coordination	7.5%	14.3%
The World Bank does not do adequate follow through/follow-up	18.8%	4.8%
Lack of/inadequate levels of capacity in Government	16.3%	9.5%
Political pressures and obstacles	28.8%	23.8%
Reforms are not well thought out in light of country challenges	28.8%	38.1%
Other	5.0%	4.8%

C. World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
To what degree does the World Bank's work help achieve sustainable development results in Angola?	65	5.22	1.82	15	6.27	2.19

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

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

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	48	3.33	2.08	8	4.13	2.23
Global information and communications technology*	34	4.18	2.17	7	6.71	3.35
Transport	44	4.00	1.73	8	5.50	3.25
Law and justice	34	3.65	1.55	8	4.88	2.47
Urban development	46	4.26	1.68	7	5.29	2.75
Environmental sustainability	37	4.30	1.93	8	5.50	2.62
Regulatory framework	39	4.23	1.88	8	5.75	2.76
Basic infrastructure	53	4.98	1.93	9	5.00	2.50
Communicable/non-communicable disease	44	5.05	2.06	8	6.00	1.77
Poverty reduction	64	4.84	2.10	15	4.67	2.53
Gender	35	4.66	1.91	6	6.17	2.79
Domestic private sector development	39	4.26	1.85	8	4.88	2.85
Foreign direct investment	34	4.68	1.72	7	4.71	2.50
Water and sanitation	52	4.79	2.25	14	5.00	2.32
Trade and exports	34	3.59	1.79	4	5.50	3.70
Economic growth	46	4.41	2.20	10	5.30	2.63
Energy*	39	3.82	1.85	10	5.40	3.10
Disaster management	24	3.38	2.32	4	5.00	2.94
Monitoring and evaluation*	47	4.15	2.16	8	6.13	2.90
Public financial management	41	4.46	2.00	8	5.75	2.82
Labor markets/job creation/employment*	39	3.46	1.80	7	5.57	2.99
Financial markets*	41	4.10	1.64	9	6.11	3.10
Equality of opportunity	34	4.53	2.27	8	5.25	3.33
Health*	48	4.96	1.56	7	6.57	2.15
Rural development	39	4.67	2.08	7	5.43	3.51
Global integration	35	4.66	1.98	7	5.57	2.88
Food security	32	4.25	2.23	9	4.89	2.37
Education	47	4.81	2.10	10	5.80	2.74
Social protection	31	4.13	2.26	7	5.43	2.99
Climate change	30	3.73	1.89	7	5.29	2.36
Public sector governance	42	4.40	2.16	8	5.25	2.87
Regional integration	37	4.14	1.95	7	5.86	2.91
Agricultural development	43	4.56	1.96	12	4.75	2.60
Natural resource management	33	3.79	1.82	6	5.50	3.02

*Significantly different between locations

D. The World Bank's Knowledge

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

Percentage of Respondents (Responses Combined)	Luanda		Other	
Public sector governance	31.7%		25.0%	
Gender	1.2%		0.0%	
Domestic private sector development	20.7%		8.3%	
Foreign direct investment	8.5%		0.0%	
Water and sanitation	13.4%		12.5%	
Trade and exports	7.3%		4.2%	
Economic growth	4.9%		8.3%	
Energy (e.g., electricity, power)	2.4%		0.0%	
Disaster management	0.0%		0.0%	
Monitoring and evaluation	9.8%		20.8%	
Education	35.4%		33.3%	
Social protection*	1.2%		20.8%	
Climate change (e.g., mitigation, adaptation)	0.0%		0.0%	
Poverty reduction*	29.3%		58.3%	
Law and justice (e.g., judicial system)	7.3%		4.2%	
Anti corruption	22.0%		12.5%	
Financial markets	8.5%		0.0%	
Equality of opportunity (i.e., equity)	3.7%		4.2%	
Urban development	6.1%		4.2%	
Regional integration	0.0%		0.0%	
Global information and communications technology	3.7%		0.0%	
Transport (e.g., roads, bridges, transportation)	2.4%		0.0%	
Agricultural development	20.7%		20.8%	
Natural resource management (e.g., oil, gas, mining)	4.9%		0.0%	
Public financial management (e.g., public expenditure, fiscal system reform)	9.8%		8.3%	
Labor markets/job creation/employment	8.5%		0.0%	
Health	18.3%		25.0%	
Rural development	7.3%		8.3%	
Global integration	1.2%		0.0%	
Food security	1.2%		8.3%	
Environmental sustainability	1.2%		0.0%	
Regulatory framework	0.0%		0.0%	
Basic infrastructure	4.9%		4.2%	
Communicable/non-communicable disease	0.0%		0.0%	

*Significantly different between locations

How effective do you believe the World Bank's knowledge and research are at ... in Angola? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	55	5.25	1.88	10	5.40	2.37
Stimulating public debate/dialogue	65	5.57	2.54	19	5.37	2.22
Enhancing your knowledge and/or skills	61	5.59	2.08	16	5.50	2.58
Contributing to good policy making	67	5.52	2.40	15	5.93	2.40
Providing support for program implementation	66	5.95	2.14	17	5.94	2.28

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research ... in Angola? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Are timely	52	4.27	1.87	14	4.86	2.63
Include appropriate level of stakeholder involvement during preparation	57	4.60	1.87	13	4.54	2.88
Are relevant to Angola's development priorities	62	5.50	1.97	13	5.08	2.43
Provide feasible recommendations	59	5.63	2.10	10	6.00	2.58
Are accessible (well written and easy to understand)	59	5.61	2.16	11	6.45	2.77
A source of relevant information on global good practices	66	6.41	1.91	17	6.53	2.67
Are adequately disseminated	62	4.71	2.26	14	4.71	2.79
Are appropriately translated	53	5.94	2.38	11	6.27	2.80
Are adaptable to Angola's development challenges	61	5.39	2.02	12	5.75	2.77

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	70	6.11	2.12	14	6.93	2.23
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	68	6.68	2.02	13	6.62	1.98
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?	42	5.00	2.01	10	5.70	2.50

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

E. Working with the World Bank

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

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	39	5.03	2.27	14	5.64	2.68
The World Bank effectively monitors and evaluates the projects and programs it supports	65	5.60	2.31	15	6.87	1.88
The World Bank's approvals and reviews are done in a timely fashion	44	4.73	1.91	13	5.54	2.99
The World Bank's "Safeguard Policy" requirements are reasonable*	48	5.58	2.05	6	8.33	1.63
The World Bank imposes reasonable conditions on its lending	51	5.92	2.19	9	7.11	2.26
Working with the World Bank increases Angola's institutional capacity	61	6.41	2.25	14	6.86	2.48
The World Bank ensures consistency and continuity through staff changes	45	5.64	2.19	13	6.00	1.83
The World Bank's teams and visits are well coordinated*	43	5.81	2.16	8	7.63	2.56
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	40	6.13	2.08	10	7.70	2.45

*Significantly different between locations

F. The Future Role of the World Bank in Angola

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Angola's development over the medium term in the near future?	74	7.03	1.95	24	6.67	2.30

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

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Improve the quality of its experts as related to Angola's specific challenges	29.5%	29.2%
Reduce the complexity of obtaining World Bank financing	35.9%	37.5%
Focus primarily on advocacy issues	11.5%	12.5%
Improve the competitiveness of its financing compared to markets	11.5%	8.3%
Ensure greater selectivity in its work	3.8%	12.5%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	42.3%	45.8%
Offer more innovative financial products	10.3%	12.5%
Offer more innovative knowledge services	24.4%	20.8%
Work faster	14.1%	4.2%
Other	7.7%	12.5%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Local newspapers	46.8%	56.0%
International newspapers	10.1%	4.0%
Local radio	12.7%	24.0%
International radio	1.3%	4.0%
Local television*	21.5%	44.0%
International television	11.4%	8.0%
Periodicals*	24.1%	4.0%
Internet	54.4%	32.0%
Blogs	0.0%	0.0%
Mobile phones	1.3%	8.0%
Instant messaging	0.0%	0.0%
Other	12.7%	8.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Luanda	Other
World Bank website*	53.1%	28.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	23.5%	24.0%
e-Newsletters	33.3%	28.0%
Instant messaging	2.5%	0.0%
World Bank seminars/workshops/conferences	33.3%	36.0%
World Bank Public Information Center	13.6%	20.0%
World Bank publications and other written materials	28.4%	36.0%
Mobile phones*	1.2%	12.0%
Social media (Facebook, Twitter, YouTube)	3.7%	0.0%
Blogs	0.0%	0.0%
Other	3.7%	8.0%

*Significantly different between locations

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

Percentage of Respondents	Luanda	Other
Yes	23.3%	14.3%
No	76.7%	85.7%

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

Percentage of Respondents	Luanda	Other
Yes	23.6%	15.8%
No	76.4%	84.2%

Were you able to obtain this information?

Percentage of Respondents	Luanda	Other
Yes	94.1%	100.0%
No	5.9%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Luanda	Other
Yes	97.4%	95.8%
No	2.6%	4.2%

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

Percentage of Respondents	Luanda	Other
Yes	70.1%	31.8%
No	29.9%	68.2%

*Significantly different between locations

Which do you primarily use?

Percentage of Respondents	Luanda	Other
The World Bank's country website	43.8%	58.3%
The World Bank's main website	56.3%	41.7%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Luanda	Other
Yes	15.6%	4.2%
No	55.8%	54.2%
I don't know what a PIC is	28.6%	41.7%

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

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	60	5.67	2.57	9	6.22	3.70
The World Bank's PIC is a valuable source of information related to development in Angola	24	5.79	2.32	2	7.00	1.41
I find the World Bank websites easy to navigate	46	6.15	1.89	5	5.60	2.97
I find the information on the World Bank's websites useful	50	6.70	1.57	6	6.67	3.14
When I need information from the World Bank I know how to find it	58	5.72	2.41	8	6.38	3.16
The World Bank is responsive to my information requests and inquiries	40	6.30	2.28	6	6.17	3.19

H. Background Information

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

Percentage of Respondents	Luanda	Other
Yes	31.7%	12.0%
No	68.3%	88.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Luanda	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	32.0%	72.7%
Use World Bank reports/data	50.7%	31.8%
Engage in World Bank related/sponsored events/activities	33.3%	36.4%
Collaborate as part of my professional duties*	25.3%	4.5%
Use World Bank website for information, data, research, etc.	22.7%	9.1%

*Significantly different between locations

Appendix D: Responses to All Questions by Year¹

FY '09 Response Number = 103 • FY '12 Response Number = 119

B. Overall Attitudes toward the World Bank

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Angola?	102	4.76	2.43	115	4.81	2.33

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

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Angola.*	95	6.01	2.29	104	4.76	1.97

(1-Not effective at all, 10-Very effective); *Significantly different between FY12 and FY09 country surveys.

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

Greatest Value		
Percentage of Respondents	2009	2012
Financial resources*	15.5%	37.3%
Mobilizing third party financial resources*	4.9%	15.5%
Technical assistance	19.4%	13.6%
Policy advice*	21.4%	3.6%
Donor coordination*	7.8%	0.9%
Data	-	0.0%
Training/capacity building*	4.9%	21.8%
Studies/analyses*	12.6%	3.6%
Convening/facilitating	2.9%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	-	1.8%
Other	1.0%	1.8%

*Significantly different between FY12 and FY09 country surveys.

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

2 nd Greatest Value		
Percentage of Respondents	2009	2012
Financial resources*	20.4%	8.3%
Mobilizing third party financial resources*	4.9%	13.8%
Technical assistance	11.7%	20.2%
Policy advice	10.7%	8.3%
Donor coordination	7.8%	4.6%
Data	-	2.8%
Training/capacity building	12.6%	15.6%
Studies/analyses*	7.8%	21.1%
Convening/facilitating*	8.7%	1.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	-	3.7%
Other	1.0%	0.0%

*Significantly different between FY12 and FY09 country surveys.

¹ Only those questions that were asked in the FY '09 and FY '12 country surveys, with similar response scales/options, are presented.

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	2009	2012
Imposing technocratic solutions without regard to political realities*	31.1%	11.7%
Not exploring alternative policy options*	35.0%	9.0%
Too bureaucratic in its operational policies and procedures	35.0%	36.9%
Staff too inaccessible*	9.7%	2.7%
Arrogant in its approach*	15.5%	1.8%
Not client focused	-	2.7%
The credibility of its knowledge/data	-	0.9%
Not willing to honestly criticize policies and reform efforts in the country	-	20.7%
Too influenced by developed countries	28.2%	18.9%
Not enough public disclosure of its work	-	37.8%
World Bank processes too slow and complex	-	18.0%
Not aligned with country priorities	-	7.2%
Not aligned with other donors' work	-	3.6%
Other	5.8%	11.7%

*Significantly different between FY12 and FY09 country surveys

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

Percentage of Respondents (Responses Combined)	2009	2012
NGOs*	28.2%	41.9%
Sub-national Government	-	14.5%
Local Government	32.0%	23.1%
Beneficiaries	15.5%	18.8%
Private sector	31.1%	29.1%
Community Based Organizations (CBOs)*	24.3%	10.3%
Donor community	11.7%	15.4%
Foundations	-	0.9%
Academia/think tanks/research institutes	-	29.1%
Parliament*	10.7%	2.6%
Media	-	1.7%
Faith based organizations	-	6.8%
Other*	22.3%	2.6%

*Significantly different between FY12 and FY09 country surveys

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

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Angola	97	5.68	2.62	91	5.30	2.13
The World Bank's work is aligned with what I consider the development priorities for Angola	85	5.25	2.26	90	5.52	2.09
The World Bank supports programs and strategies that are realistic for Angola	85	5.49	2.35	84	5.61	1.99
The World Bank treats clients and stakeholders in Angola with respect*	78	5.83	2.44	84	7.04	2.26

*Significantly different between FY12 and FY09 country surveys

To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*	45	5.40	2.56	68	4.44	2.00
Staff accessibility	64	6.66	2.54	78	6.03	2.45
Straightforwardness and honesty	59	6.76	2.72	76	6.54	2.10

*Significantly different between FY12 and FY09 country surveys

C. World Bank Effectiveness and Results

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

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
Anti corruption*	46	5.78	2.76	62	3.61	2.21
Law and justice*	48	5.17	2.28	48	3.83	1.79
Urban development	46	5.30	2.65	60	4.53	1.93
Regulatory framework*	46	5.52	2.27	49	4.41	2.10
Basic infrastructure	51	5.86	2.32	71	5.27	2.23
Poverty reduction	61	5.57	2.46	89	5.03	2.26
Gender*	50	5.98	2.13	48	4.98	2.22
Domestic private sector development*	48	5.77	2.37	52	4.37	1.99
Economic growth*	53	6.06	2.20	65	4.82	2.40
Public financial management*	52	6.21	2.12	55	4.67	2.19
Health	50	6.02	2.61	62	5.37	1.94
Global integration	52	5.75	2.39	47	4.91	2.17
Education*	54	6.20	2.59	64	5.11	2.28
Social protection	45	5.38	2.40	44	4.39	2.49
Climate change*	43	5.56	2.53	43	4.21	2.14
Public sector governance	50	5.46	2.19	57	4.72	2.45
Agricultural development	56	5.79	2.61	62	4.90	2.29

*Significantly different between FY12 and FY09 country surveys.

D. The World Bank's Knowledge

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

Percentage of Respondents (Responses Combined)	2009	2012
Public sector governance*	12.6%	29.7%
Gender	-	0.8%
Domestic private sector development	9.7%	18.6%
Foreign direct investment	-	5.9%
Water and sanitation	6.8%	14.4%
Trade and exports	-	5.9%
Economic growth	-	5.9%
Energy (e.g., electricity, power)	4.9%	2.5%
Monitoring and evaluation*	2.9%	11.9%
Education	41.7%	33.1%
Social protection	2.9%	5.1%
Climate change (e.g., mitigation, adaptation)	-	0.0%
Poverty reduction*	11.7%	35.6%
Law and justice (e.g., judicial system)	-	5.9%
Anti corruption*	7.8%	21.2%
Financial markets	2.9%	5.9%
Equality of opportunity (i.e., equity)	3.9%	4.2%
Urban development	4.9%	5.1%
Regional integration	-	0.0%
Global information and communications technology	-	2.5%
Transport (e.g., roads, bridges, transportation)	0.0%	2.5%
Agricultural development	12.6%	21.2%
Natural resource management (e.g., oil, gas, mining)	-	3.4%
Public financial management (e.g., public expenditure, fiscal system reform)	4.9%	10.2%
Labor markets/job creation/employment	10.7%	5.9%
Health	25.2%	19.5%
Rural development	5.8%	9.3%
Global integration	-	0.8%
Food security	-	3.4%
Environmental sustainability	-	0.8%
Disaster management	-	0.0%
Regulatory framework	-	0.0%
Basic infrastructure	-	5.1%
Communicable/non-communicable disease	-	0.0%

*Significantly different between FY12 and FY09 country surveys

To what extent do you believe that the World Bank's knowledge and research ... in Angola? (1-To no degree at all, 10-To a very significant degree)

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
Are adaptable to Angola's development challenges	65	6.33	2.68	84	5.60	2.23

E. Working with the World Bank

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

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	41	5.22	2.72	57	5.30	2.38
The World Bank effectively monitors and evaluates the projects and programs it supports	46	6.70	2.53	90	6.06	2.37
The World Bank imposes reasonable conditions on its lending*	75	5.05	2.78	69	6.13	2.36
Working with the World Bank increases Angola's institutional capacity	44	6.82	2.59	84	6.73	2.36

*Significantly different between FY12 and FY09 country surveys

F. The future role of the world bank in Angola

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Angola's development over the medium term in the near future?	85	7.31	2.02	106	7.05	2.08

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

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

Percentage of Respondents (Responses Combined)	2009	2012
Improve the quality of its experts as related to Angola's specific challenges	31.9%	28.1%
Reduce the complexity of obtaining World Bank financing	34.1%	41.2%
Focus primarily on advocacy issues	5.5%	10.5%
Improve the competitiveness of its financing compared to markets	8.8%	12.3%
Ensure greater selectivity in its work	-	5.3%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	-	42.1%
Offer more innovative financial products	5.5%	10.5%
Offer more innovative knowledge services	13.2%	21.1%
Work faster	-	12.3%
Other*	1.1%	7.9%

*Significantly different between FY12 and FY09 country surveys

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	2009	2012
Local newspapers*	67.0%	48.3%
International newspapers	6.8%	9.5%
Local radio	22.3%	15.5%
International radio	2.9%	1.7%
Local television	20.4%	27.6%
International television	10.7%	10.3%
Periodicals*	7.8%	19.0%
Internet	35.9%	48.3%
Blogs	-	0.0%
Mobile phones	-	2.6%
Instant messaging	-	0.0%
Other	5.8%	11.2%

*Significantly different between FY12 and FY09 country surveys

Do you have access to the Internet?

Percentage of Respondents	2009	2012
Yes	91.1%	96.4%
No	8.9%	3.6%

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

Percentage of Respondents	2009	2012
Yes	42.4%	59.6%
No	57.6%	40.4%

*Significantly different between FY12 and FY09 country surveys

Which do you primarily use?

Percentage of Respondents	2009	2012
The World Bank's country website	58.5%	50.0%
The World Bank's main website	41.5%	50.0%

G. Communication and Information Sharing (continued)

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

	year					
	FY 2009			FY 2012		
	N	Mean	SD	N	Mean	SD
I find the World Bank websites easy to navigate	47	7.00	2.36	54	6.15	2.00
I find the information on the World Bank's websites useful	48	7.40	2.06	60	6.77	1.78
When I need information from the World Bank I know how to find it	54	6.63	2.41	70	5.84	2.48
The World Bank is responsive to my information requests and inquiries	51	6.22	2.39	49	6.12	2.39

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Angola? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Angola.	4.57	5.19	4.81	4.83	4.81	4.82	4.77	4.89	4.86	4.67	4.76	5.06
Overall the World Bank currently plays a relevant role in development in Angola	5.16	5.59	5.25	5.63	5.25	5.52	5.30	5.52	5.55	4.86	5.31	5.67
The World Bank's work is aligned with what I consider the development priorities for Angola	5.24	6.14	5.70	5.47	5.32	5.97	5.43	5.94	5.77	5.14	5.48	6.11
Responsiveness	4.24	4.88	4.53	4.48	4.50	4.53	4.61	4.32	4.74	3.95	4.36	5.06
Openness (sharing data and other information)	6.21	6.93	6.50	6.34	6.14	6.76	6.25	6.77	6.52	6.20	6.41	6.59
Collaboration with groups outside of the Government	4.68	6.54	5.70	4.66	5.40	5.14	4.83	5.97	5.08	6.06	5.30	5.22
Collaboration with the Government	6.63	7.19	6.92	6.57	6.89	6.69	6.49	7.28	6.74	7.00	6.70	7.11
Collaboration with other donors	5.71	6.42	6.31	5.13	6.03	5.76	5.51	6.54	5.85	6.06	5.96	5.64
To what degree does the World Bank's work help achieve sustainable development results in Angola?	5.44	5.84	5.60	5.74	5.68	5.62	5.68	5.60	5.73	5.40	5.75	5.32
To what extent do you believe the World Bank's financial instruments meet the needs of Angola?	4.60	5.38	4.79	5.03	4.87	4.90	4.78	5.06	4.80	5.15	4.96	4.63
To what extent do you believe the World Bank meets Angola's needs for knowledge services?	4.77	5.00	4.96	4.54	4.70	4.95	4.60	5.19	4.80	4.89	4.79	4.90
The World Bank knowledge and research are adaptable to Angola's development challenges	5.64	5.52	5.46	6.04	5.82	5.51	5.37	6.22	5.82	5.06	5.51	6.17
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.43	6.36	6.43	6.34	6.33	6.47	6.34	6.52	6.49	6.05	6.46	6.16
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	6.79	6.83	6.88	6.78	6.67	7.02	6.69	7.13	7.04	6.19	6.86	6.76
Where country systems are adequate, the World Bank makes appropriate use of them	6.66	6.82	6.42	6.89	6.48	6.72	6.58	6.63	6.65	6.42	6.73	6.17

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Angola FY 2012 Questionnaire



World Bank Country Survey FY12 – Angola

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Angola or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Angola, more in-depth insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Angola. The World Bank commissioned an independent firm to oversee the logistics of this effort in Angola. 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: GENERAL ISSUES FACING ANGOLA

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

SECTION A: GENERAL ISSUES FACING ANGOLA (CONT...)

A2. Listed below are a number of development priorities in Angola.				
Please identify which of these you consider the FIRST, SECOND, and THIRD most important development priority.		FIRST most important priority (Choose only ONE)	SECOND most important priority (Choose only ONE)	THIRD most important priority (Choose only ONE)
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Energy (e.g., electricity, power)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Labor markets/job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Communicable/non-communicable disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Global information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING ANGOLA (CONT...)

A3. Poverty reduction is a broad term that encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)	
1	Energy (e.g., electricity, power)
2	Water and sanitation
3	Equality of opportunity (i.e., equity)
4	Economic growth
5	Climate change (e.g., mitigation, adaptation)
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Basic infrastructure
14	Social protection
15	Law and justice (e.g., judicial system)
16	Transport (e.g., roads, bridges, transportation)
17	Communicable/non-communicable disease
18	Global information and communications technology
19	Public sector governance
20	Domestic private sector development
21	Foreign direct investment
22	Global integration
23	Food security
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Environmental sustainability
27	Health
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Agricultural development
30	Labor markets/job creation/employment
31	Financial markets
32	Trade and exports
33	Anti corruption

SECTION A: GENERAL ISSUES FACING ANGOLA (CONT...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Angola? (Choose no more than THREE)	
1	Equality of opportunity (i.e., equity)
2	Social protection
3	Global integration
4	Climate change (e.g., mitigation, adaptation)
5	Anti corruption
6	Disaster management
7	Rural development
8	Foreign direct investment
9	Urban development
10	Water and sanitation
11	Education
12	Global information and communications technology
13	Regulatory framework
14	Energy (e.g., electricity, power)
15	Communicable/non-communicable disease
16	Trade and exports
17	Public sector governance
18	Regional integration
19	Domestic private sector development
20	Labor markets/job creation/employment
21	Agricultural development
22	Food security
23	Transport (e.g., roads, bridges, transportation)
24	Monitoring and evaluation
25	Gender
26	Natural resource management (e.g., oil, gas, mining)
27	Environmental sustainability
28	Health
29	Basic infrastructure
30	Law and justice (e.g., judicial system)
31	Public financial management (e.g., public expenditure, fiscal system reform)
32	Financial markets

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

B7. When thinking about how the World Bank can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Angola? (Choose no more than THREE)	
1	Rural development
2	Education
3	Social protection
4	Transport (e.g., roads, bridges, transportation)
5	Poverty reduction
6	Public sector governance
7	Regional integration
8	Gender
9	Domestic private sector development
10	Foreign direct investment
11	Water and sanitation
12	Energy (e.g., electricity, power)
13	Monitoring and evaluation
14	Public financial management (e.g., public expenditure, fiscal system reform)
15	Labor markets/job creation/employment
16	Financial markets
17	Urban development
18	Environmental sustainability
19	Equality of opportunity (i.e., equity)
20	Health
21	Global integration
22	Food security
23	Climate change (e.g., mitigation, adaptation)
24	Agricultural development
25	Trade and exports
26	Economic growth
27	Law and justice (e.g., judicial system)
28	Regulatory framework
29	Communicable/non-communicable disease
30	Basic infrastructure
31	Natural resource management (e.g., oil, gas, mining)
32	Anti corruption
33	Disaster management
34	Global information and communications technology

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

B8. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B9. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Angola? (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	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Other (please specify): _____

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

When thinking about the World Bank's lending in Angola as compared to other international players in the country, to what extent do you agree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Investment from other foreign donors/investors engenders sustainable economic and social development results in Angola											<input type="checkbox"/>	
B11	Investment from the World Bank engenders sustainable economic and social development results in Angola											<input type="checkbox"/>	

B12. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Don't know

B13. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Angola? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Don't know

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

B14. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Sub-national Government
3	Local Government
4	Beneficiaries
5	Private sector
6	Community Based Organizations (CBOs)
7	Donor community
8	Foundations
9	Academia/think tanks/research institutes
10	Parliament
11	Media
12	Faith based organizations
13	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Overall the World Bank currently plays a relevant role in development in Angola	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The World Bank's work is aligned with what I consider the development priorities for Angola	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The World Bank supports programs and strategies that are realistic for Angola	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The World Bank treats clients and stakeholders in Angola with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent is the World Bank an effective development partner in Angola in terms of ..., on a ten point scale?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B19	Follow up and follow through	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Collaboration with groups outside of the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B30. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C1. To what degree does the World Bank's work, help achieve sustainable development results in Angola, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	□
To no degree at all									To a very significant degree	Don't Know

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Angola, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C2	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C3	Global information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	Communicable/non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18	Energy (e.g., electricity, power)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C22	Labor markets/job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C23	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C25	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C26	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C27	Global integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C28	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C29	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C30	Social protection	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C31	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C32	Public sector governance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C33	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C34	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C35	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. When thinking about the development challenges in Angola, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector governance
2	Gender
3	Domestic private sector development
4	Foreign direct investment
5	Water and sanitation
6	Trade and exports
7	Economic growth
8	Energy (e.g., electricity, power)
9	Disaster management
10	Monitoring and evaluation
11	Education
12	Social protection
13	Climate change (e.g., mitigation, adaptation)
14	Poverty reduction
15	Law and justice (e.g., judicial system)
16	Anti corruption
17	Financial markets
18	Equality of opportunity (i.e., equity)
19	Urban development
20	Regional integration
21	Global information and communications technology
22	Transport (e.g., roads, bridges, transportation)
23	Agricultural development
24	Natural resource management (e.g., oil, gas, mining)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Labor markets/job creation/employment
27	Health
28	Rural development
29	Global integration
30	Food security
31	Environmental sustainability
32	Regulatory framework
33	Basic infrastructure
34	Communicable/non-communicable disease

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in Angola?		Not effective at all										Very effective	Don't know
D2	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you believe that the World Bank's knowledge and research ... in Angola?		To no degree at all										To a very significant degree	Don't know
D7	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are relevant to Angola's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D16	Are adaptable to Angola's development challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank's safeguard policy requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Angola's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN ANGOLA

F1. How significant a role do you believe the World Bank SHOULD play in Angola's development over the medium term in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't Know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Angola? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Angola's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Angola's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/angola)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Angola?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G11	The World Bank's PIC is a valuable source of information related to development in Angola. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable disease
6	Disaster management
7	Domestic private sector development
8	Economic growth
9	Education
10	Energy (e.g., electricity, power)
11	Environmental sustainability
12	Equality of opportunity (i.e., equity)
13	Financial markets
14	Food security
15	Foreign direct investment
16	Gender
17	Global information and communications technology
18	Global integration
19	Health
20	Labor markets/job creation/employment
21	Law and justice (e.g., judicial system)
22	Monitoring and evaluation
23	Natural resource management (e.g., oil, gas, mining)
24	Poverty reduction
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Public sector governance
27	Regional integration
28	Regulatory framework
29	Rural development
30	Social protection
31	Trade and exports
32	Transport (e.g., roads, bridges, transportation)
33	Urban development
34	Water and sanitation
35	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

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

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

H5. Which best represents your geographic location?	
1	Luanda
2	Benguela
3	Huambo
4	Other

Thank you for completing the survey!