



Malawi

The World Bank Country Survey FY 2013

Report of Findings
August 2013



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In April-May 2013, 600 stakeholders of the World Bank in Malawi 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/Vice President; the Cabinet, the office of a Parliamentarian; a ministry, ministerial department, or statutory corporation; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 427 stakeholders participated in the survey (71% response rate).

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

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

II. Methodology (continued)

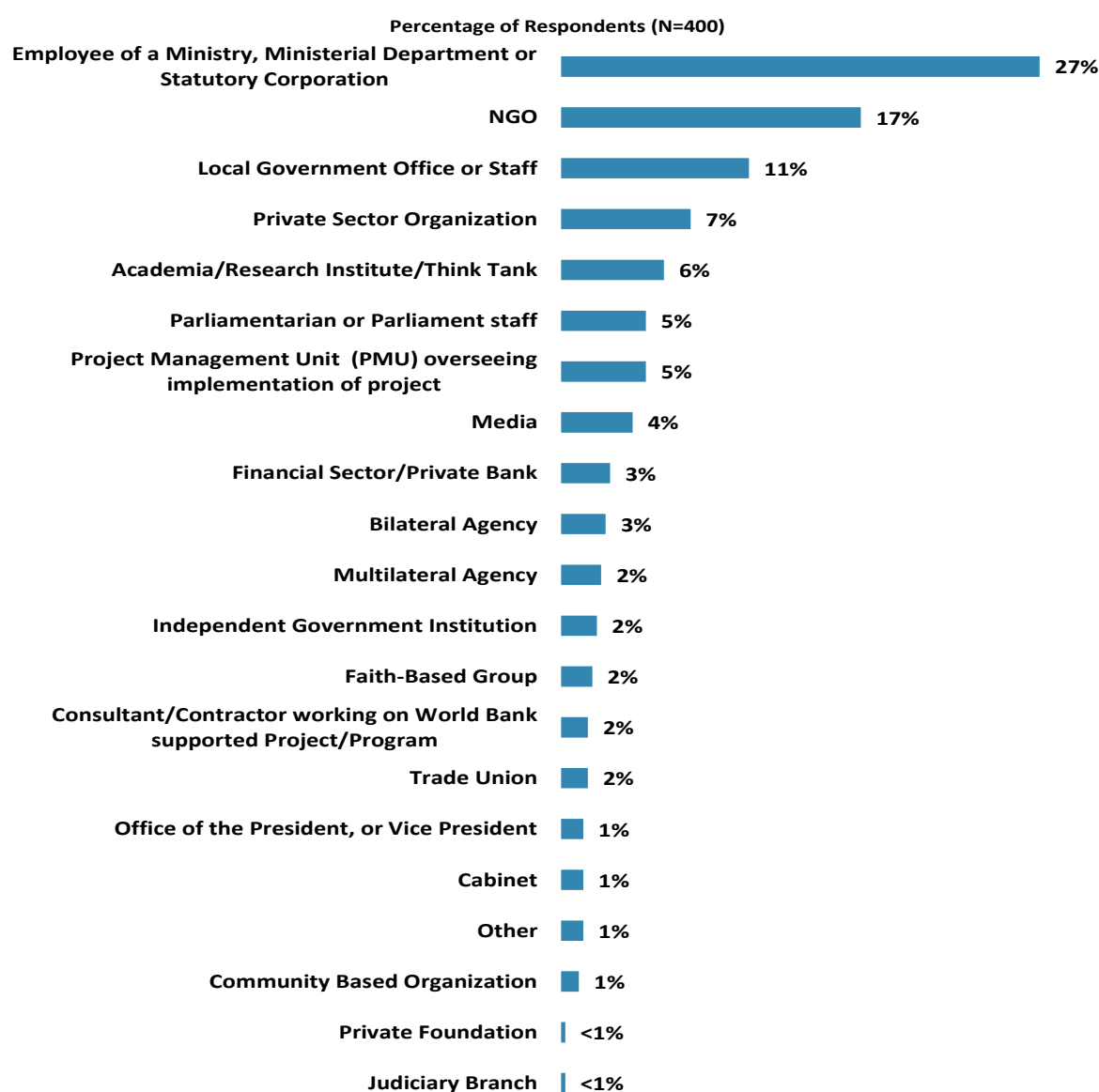
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets Malawi's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty seven development areas, such as food security, education, agricultural development/commercialization, and poverty reduction.
- 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 work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Malawi's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Malawi: Respondents were asked to rate how significant a role the Bank should play in Malawi in the near future and to indicate what the Bank should do to make itself of greater value.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests. Respondents were also asked to indicate whether they primarily use the Bank's country website or the Bank's main website and whether they primarily use high speed or dial-up Internet connection when visiting a World Bank website.
- 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 Malawi, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 347 respondents (58% response rate) who completed the country survey in FY 2006 and 372 respondents (62% response rate) who completed the country survey in FY 2010. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

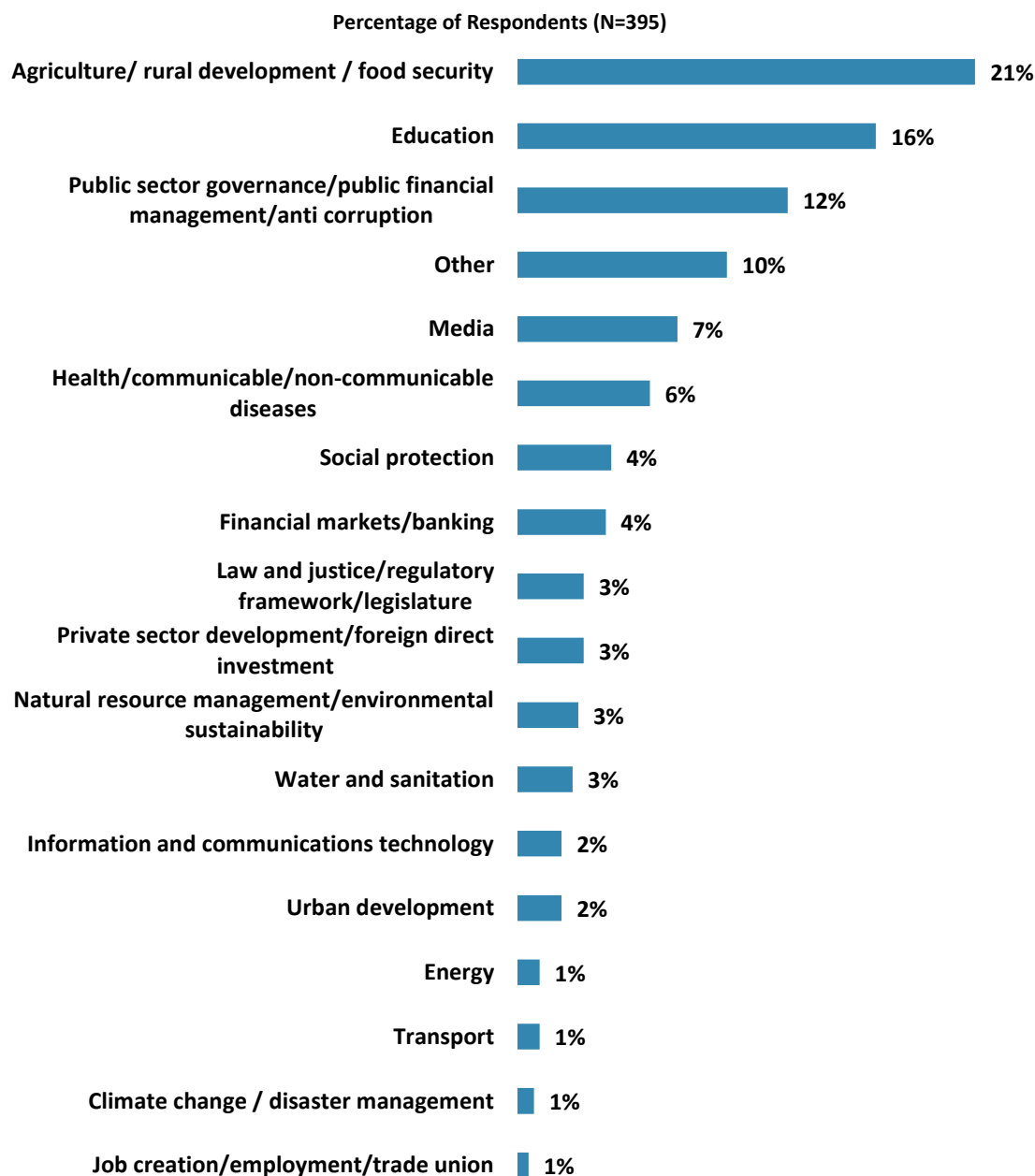
- For further analyses, respondents from the office of President/Vice President were combined with respondents from the Cabinet; respondents from PMUs were combined with consultants/contractors working on Bank projects; respondents from bilateral agencies were combined with respondents from multilateral agencies; respondents from private sector organizations were combined with respondents from financial sector/private banks; respondents from private foundations, NGOs, CBOs, trade unions, and faith-based groups were combined into the “CSO” category; the few respondents from independent government institutions, the judiciary branch, and other organizations were included in the “Other” category.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

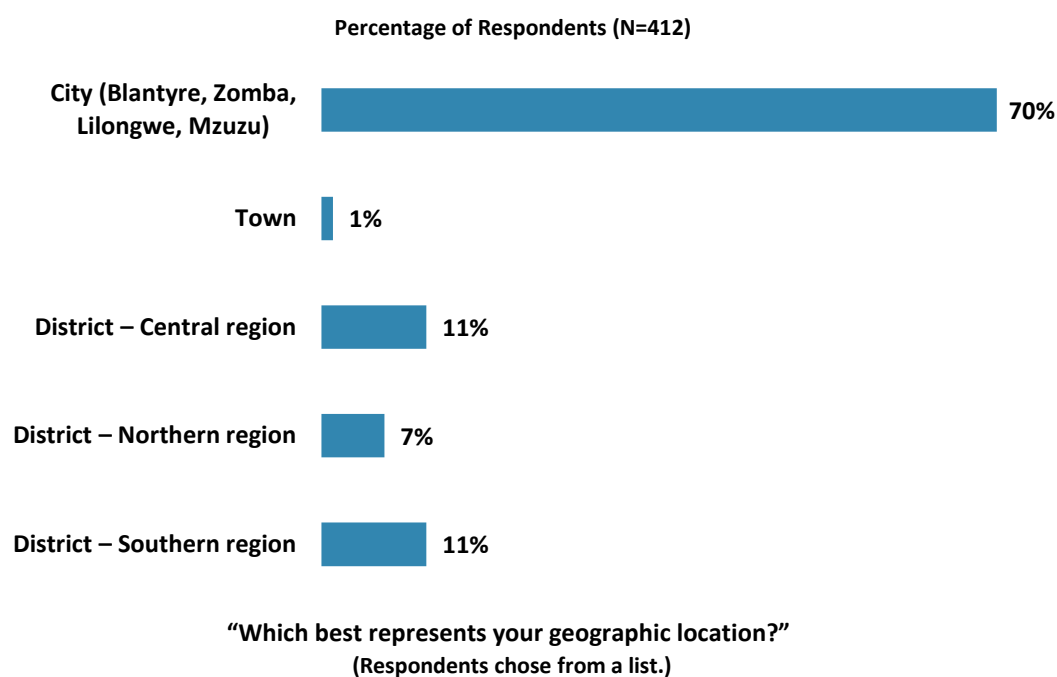


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Because of the small number of respondents from “Town” and “District – Northern region,” these locations were combined in the “Town and District – Northern region” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 88). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

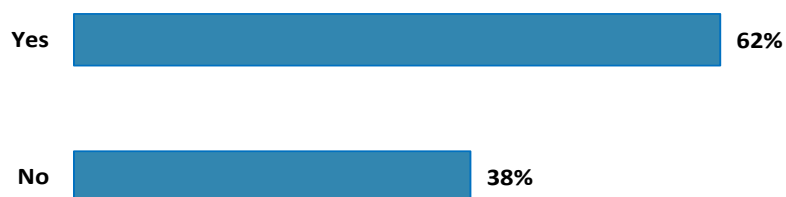


III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

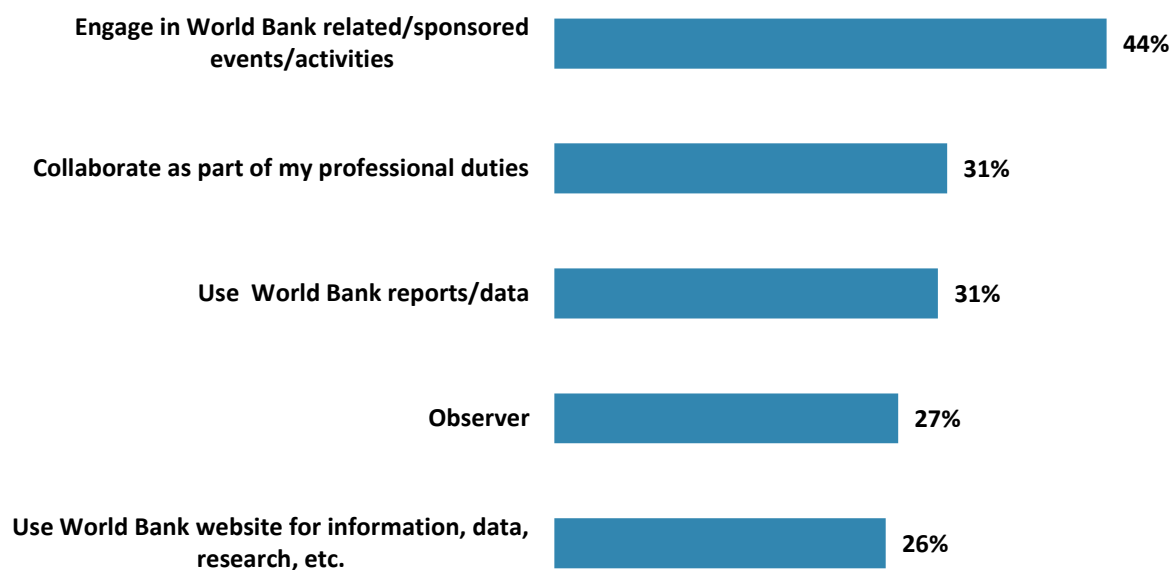
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Malawi, can be found in Appendix E (see page 104). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=405)



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

Percentage of Respondents (N=409)

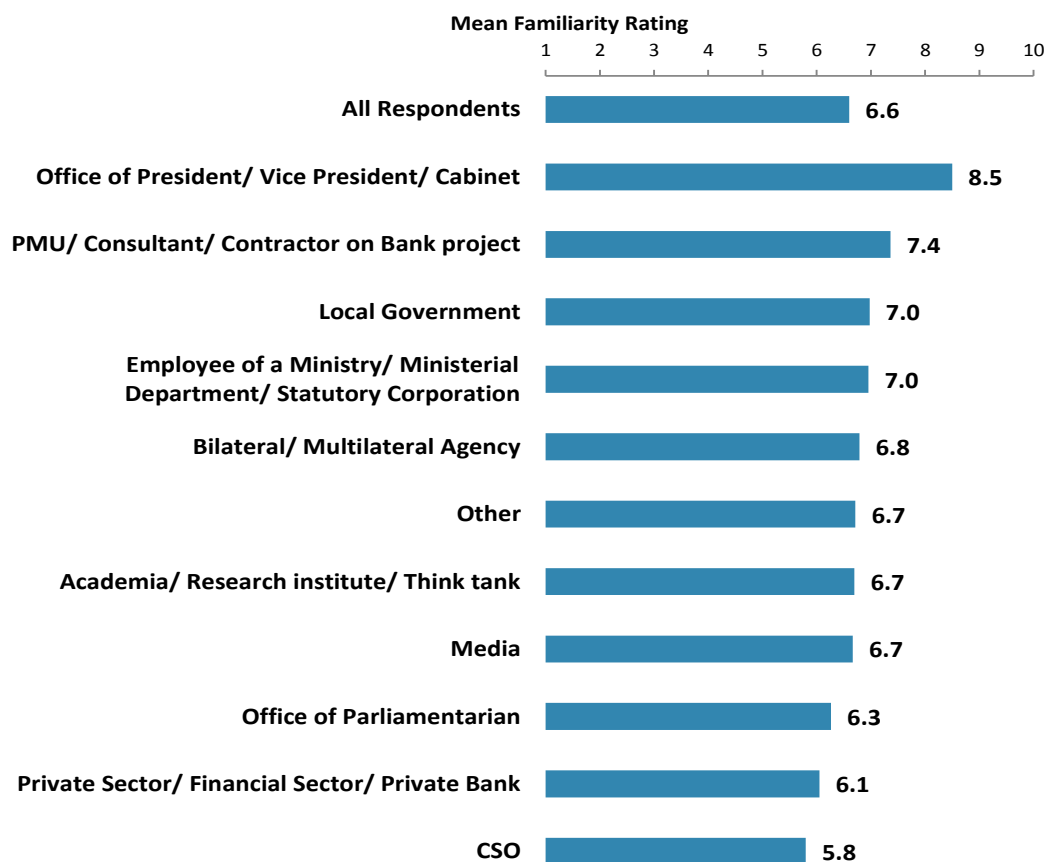


"Which of the following describes most of your exposure to the World Bank in Malawi?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.6. This was statistically similar to the mean rating received in the FY'10 country survey (6.5) and significantly *higher* than the mean rating received in the FY '06 survey (6.2).
- Respondents from the Office of President/Vice President/Cabinet indicated the highest levels of familiarity with the World Bank, whereas respondents from the private sector/financial sector/private banks indicated significantly *lower* levels of familiarity.
- Respondents across geographic locations indicated statistically similar levels of familiarity with the World Bank.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Malawi and the Bank's relevance to Malawi's development, and significantly, moderately correlated with the Bank's ability to help achieve development results in Malawi.

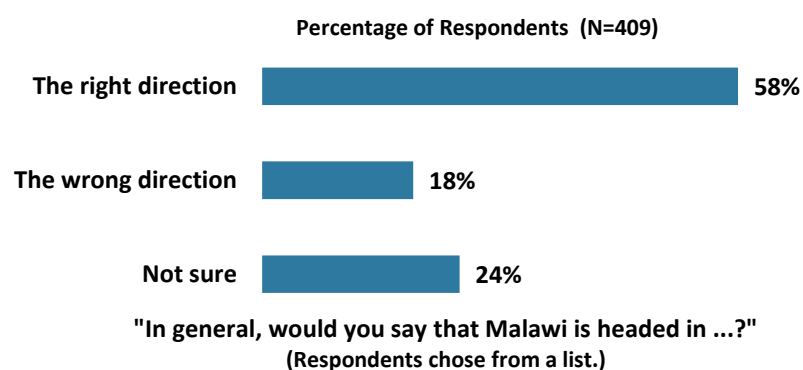


"How familiar are you with the work of the World Bank in Malawi?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Malawi

Headed in the Right Direction

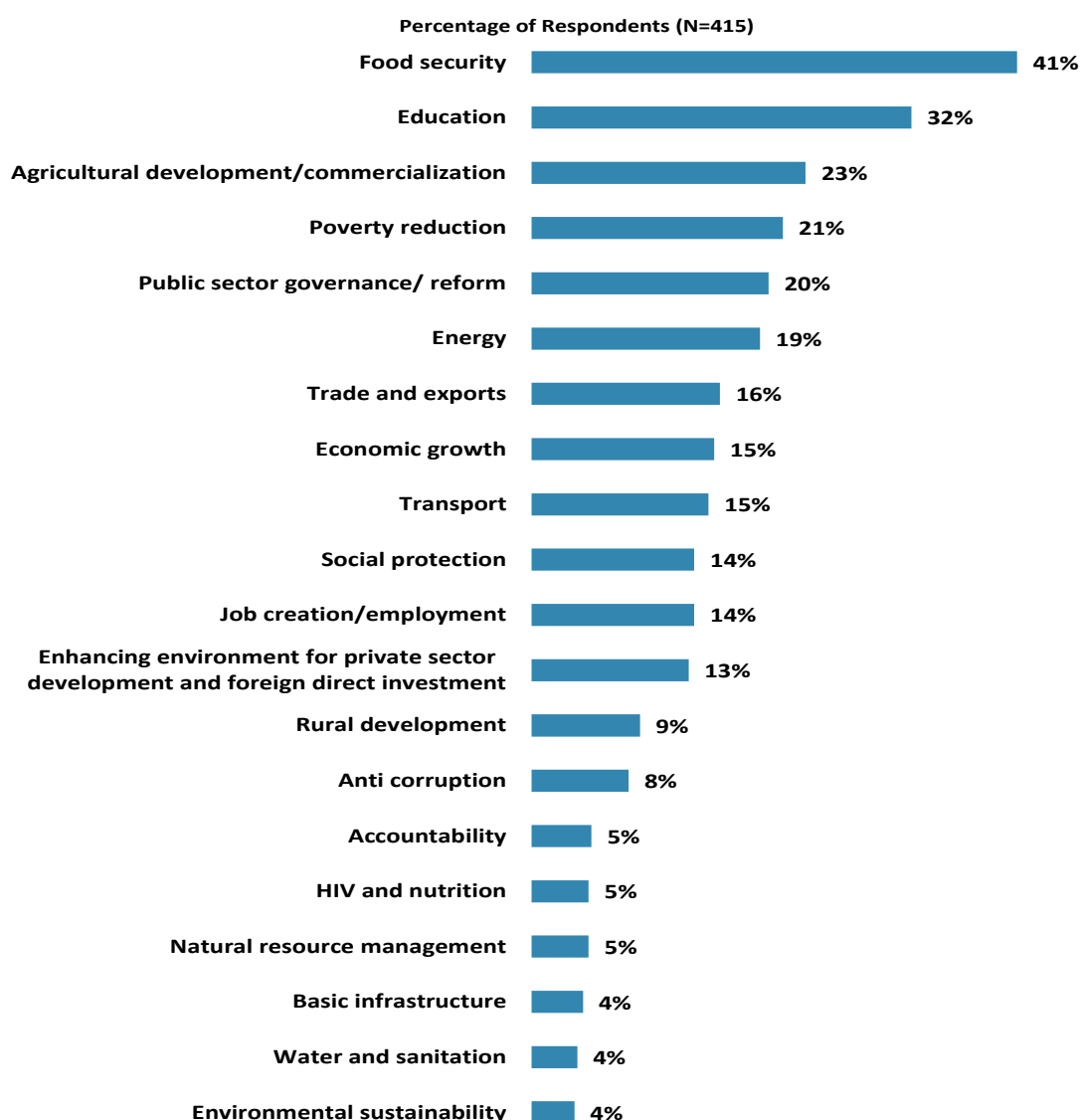
- All respondents from the Office of President/Vice President/Cabinet and a majority of employees of ministries/ministerial departments/statutory corporations and bilateral and multilateral agencies indicated that Malawi was headed in the right direction, whereas more than a quarter of the respondents from CSOs, the media, bilateral and multilateral agencies, PMUs and consultants/contractors working on bank-supported projects were significantly *more* likely to indicate that they were not sure whether Malawi was headed in the right or wrong direction.



IV. General Issues Facing Malawi (continued)

Development Priority

- In the FY '10 country survey *, respondents indicated that government effectiveness/governance (31%), economic growth (27%), increasing access to education (25%), and reducing poverty (21%) were the most important development priorities for Malawi. The most important development priorities in the FY '06 country survey* were economic growth (41%) and government effectiveness (22%), education (18%), and reducing poverty (18%).



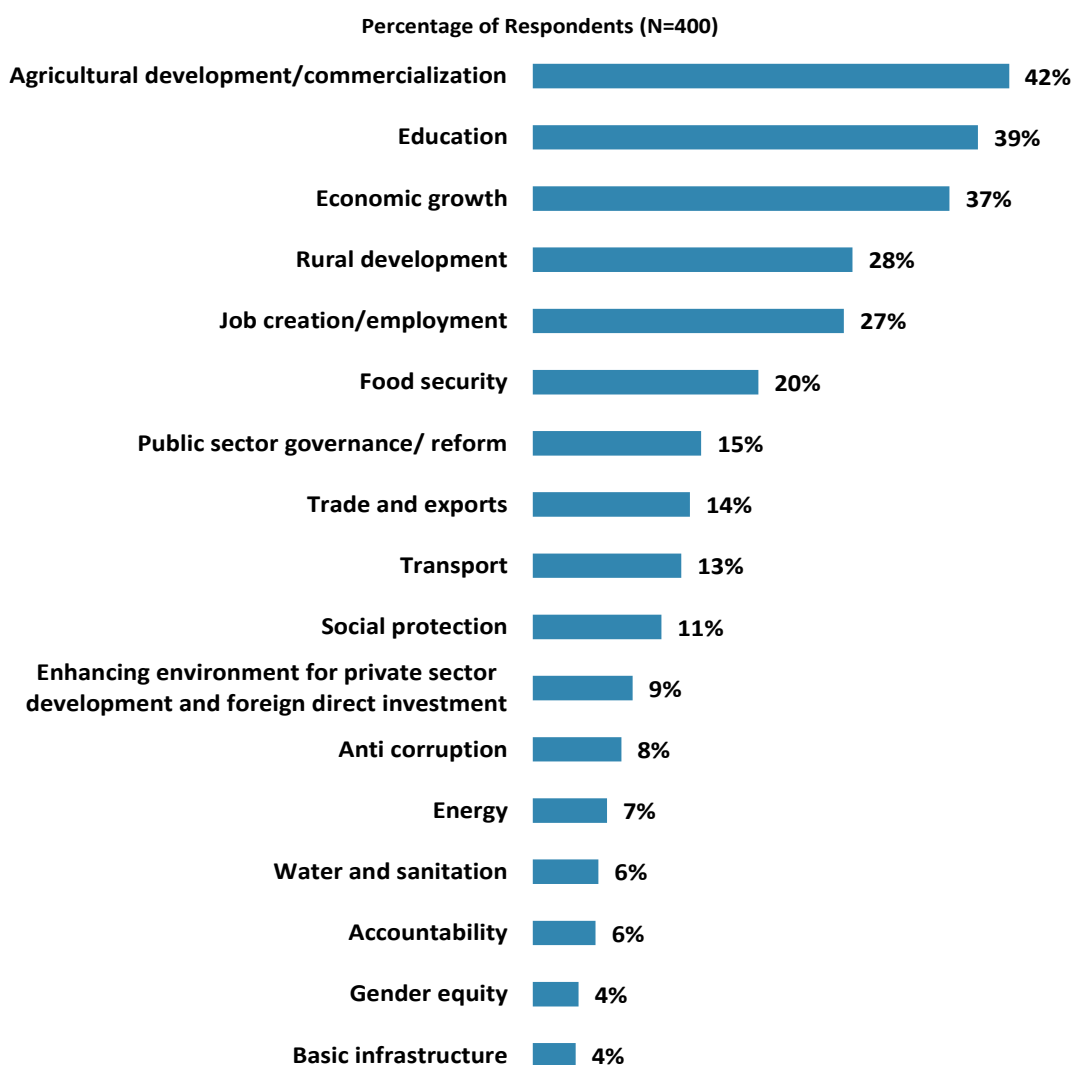
"Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 and FY '10 surveys.

IV. General Issues Facing Malawi (continued)

What Would Contribute Most to Reducing Poverty

In the FY '10 country survey *, respondents indicated that education (41%) and agriculture development (37%) would contribute most to poverty reduction in Malawi. In the FY '06 country survey*, agriculture development (64%), education (38%) were considered to most contribute to poverty reduction



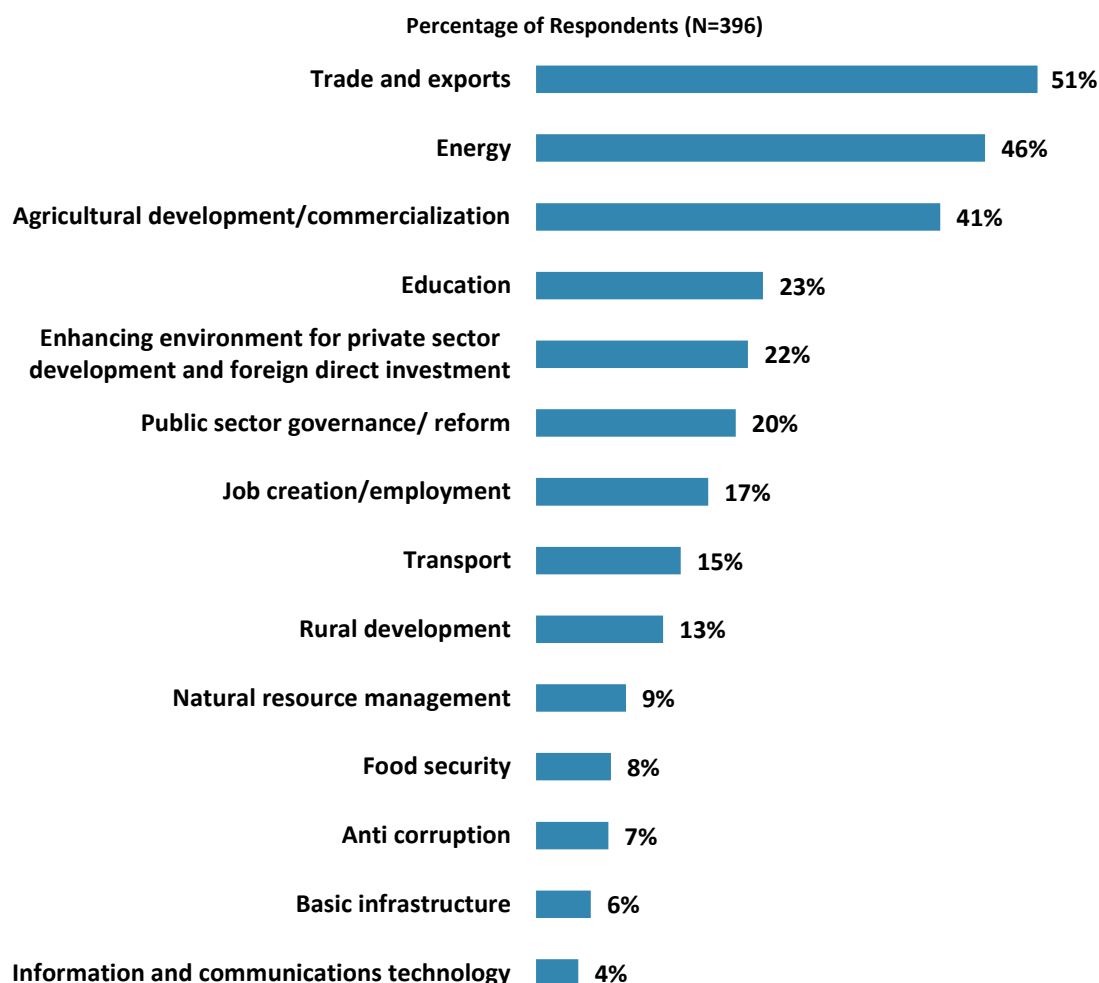
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Malawi?" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 and FY '10 surveys.

IV. General Issues Facing Malawi (continued)

What Would Contribute Most to Generating Economic Growth

- In the FY '10 country survey*, respondents indicated that increasing agricultural productivity (55%) and improving access to and/or quality of education (31%) would contribute most to generating economic growth in Malawi.

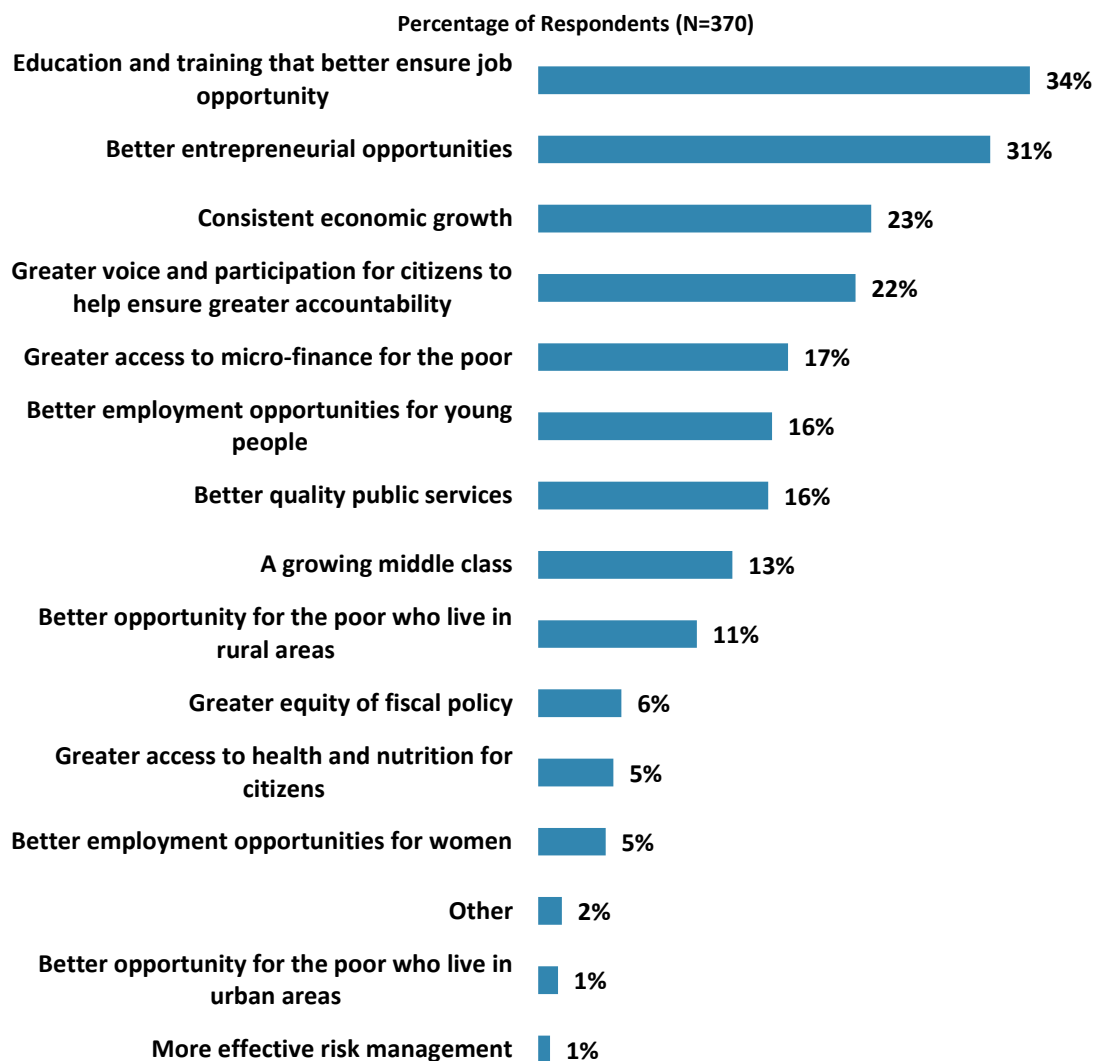


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Malawi? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

* Not all of the response options provided in the FY '13 survey were provided in the FY '10 survey.

IV. General Issues Facing Malawi (continued)

What Best Illustrates How “Shared Prosperity” Would Be Achieved

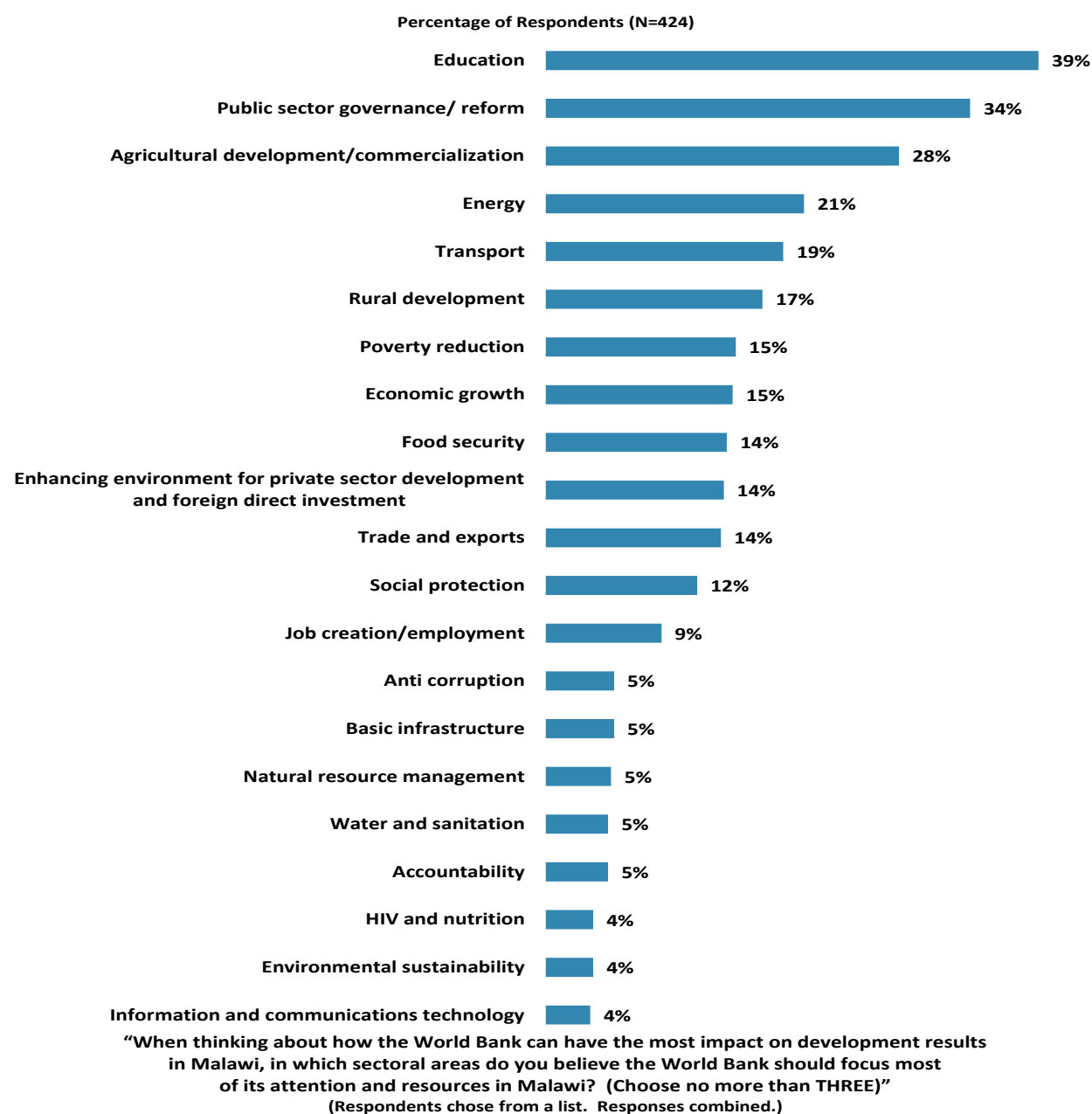


"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Malawi? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- In the FY '10 country survey*, respondents indicated that it would be most productive for the Bank to focus most of its resources on increasing access to education (25%), economic growth (23%), and improving basic infrastructure (22%) in Malawi.



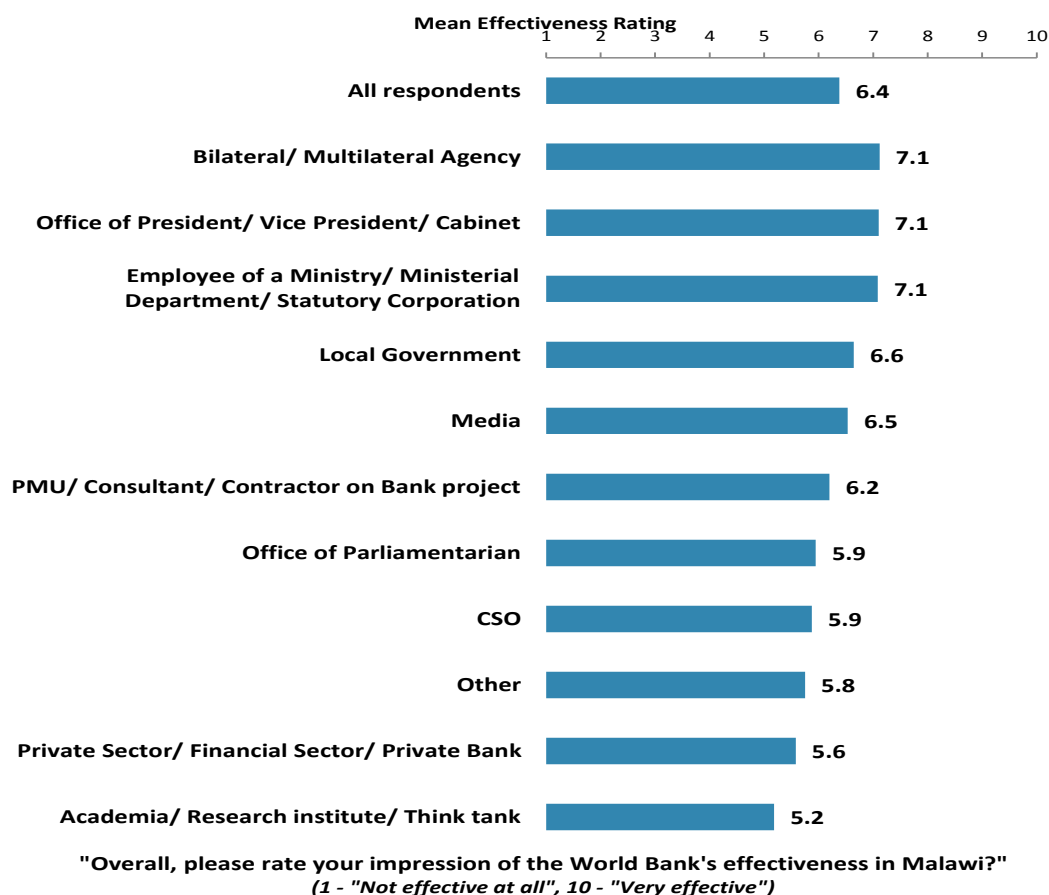
*Not all of the response options provided in the FY '13 survey were provided in the FY '10 survey.

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*)

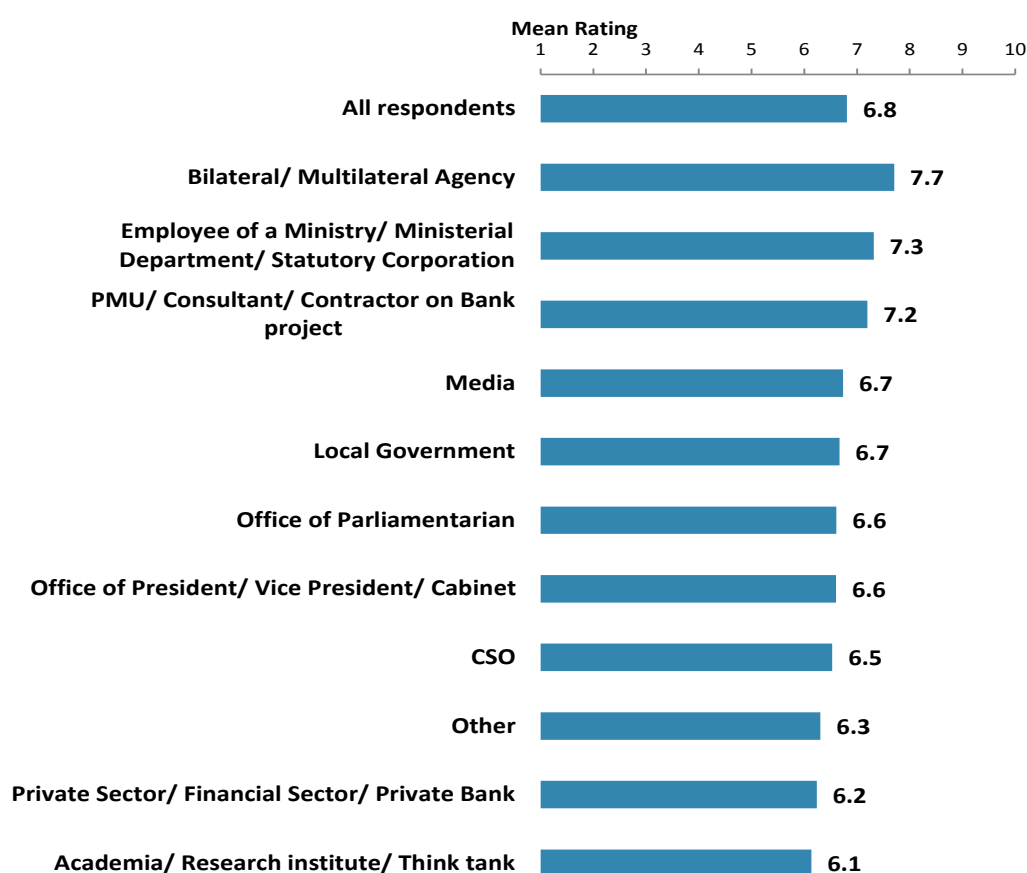
- Across all respondents, ratings of the World Bank’s overall effectiveness in Malawi received a mean rating of 6.4. This is significantly *lower* than the mean rating received in the FY ’10 survey (7.0) and statistically similar to the mean rating received in the FY ’06 country survey (6.3).
- Respondents from bilateral and multilateral agencies and office of President/Vice President/Cabinet, and employees of a ministry/ministerial department/statutory corporation gave the highest ratings for the World Bank’s overall effectiveness in Malawi, whereas respondents from the private sector/financial sector/private banks and academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the Bank’s overall effectiveness in Malawi.



V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

- Respondents from bilateral/multilateral agencies and employees from a ministry/ministerial department/statutory corporation gave the highest ratings for the World Bank helping achieve development results in Malawi, whereas respondents from the private sector/financial sector/private banks and academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the World Bank helping achieve development results in Malawi.



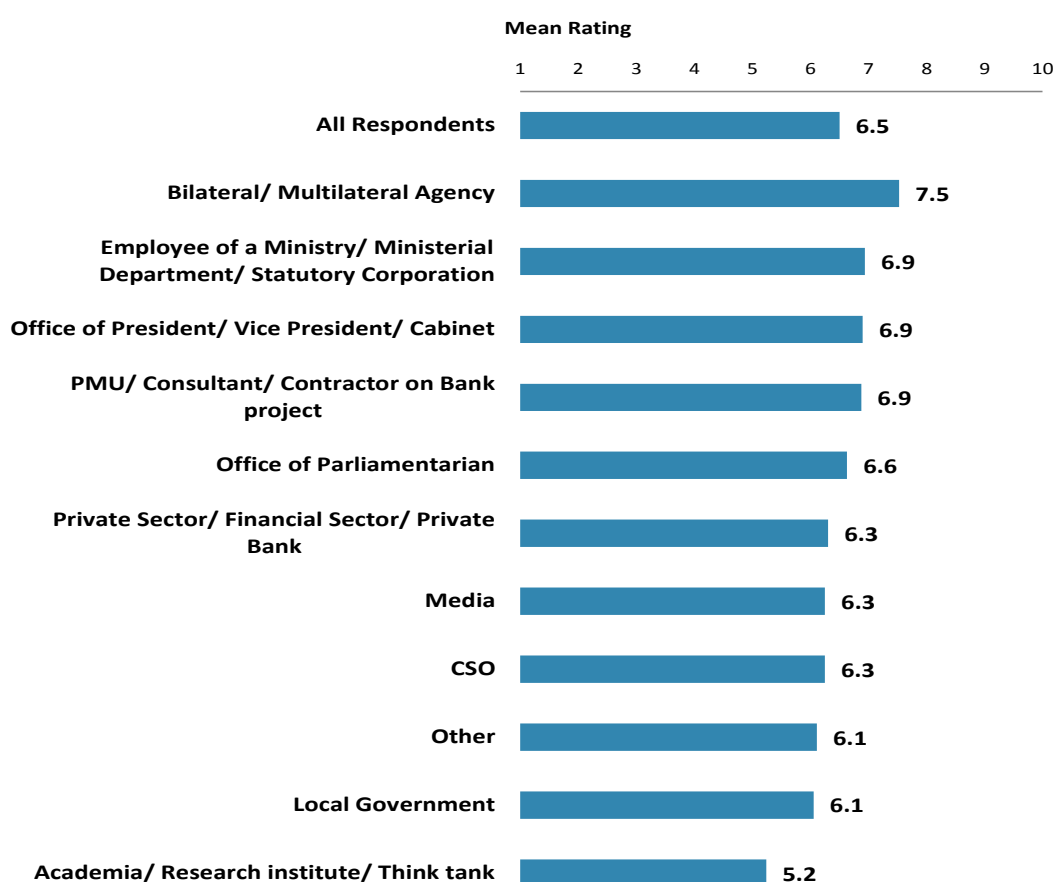
"To what extent does the World Bank's work help to achieve development results in Malawi?"

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

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

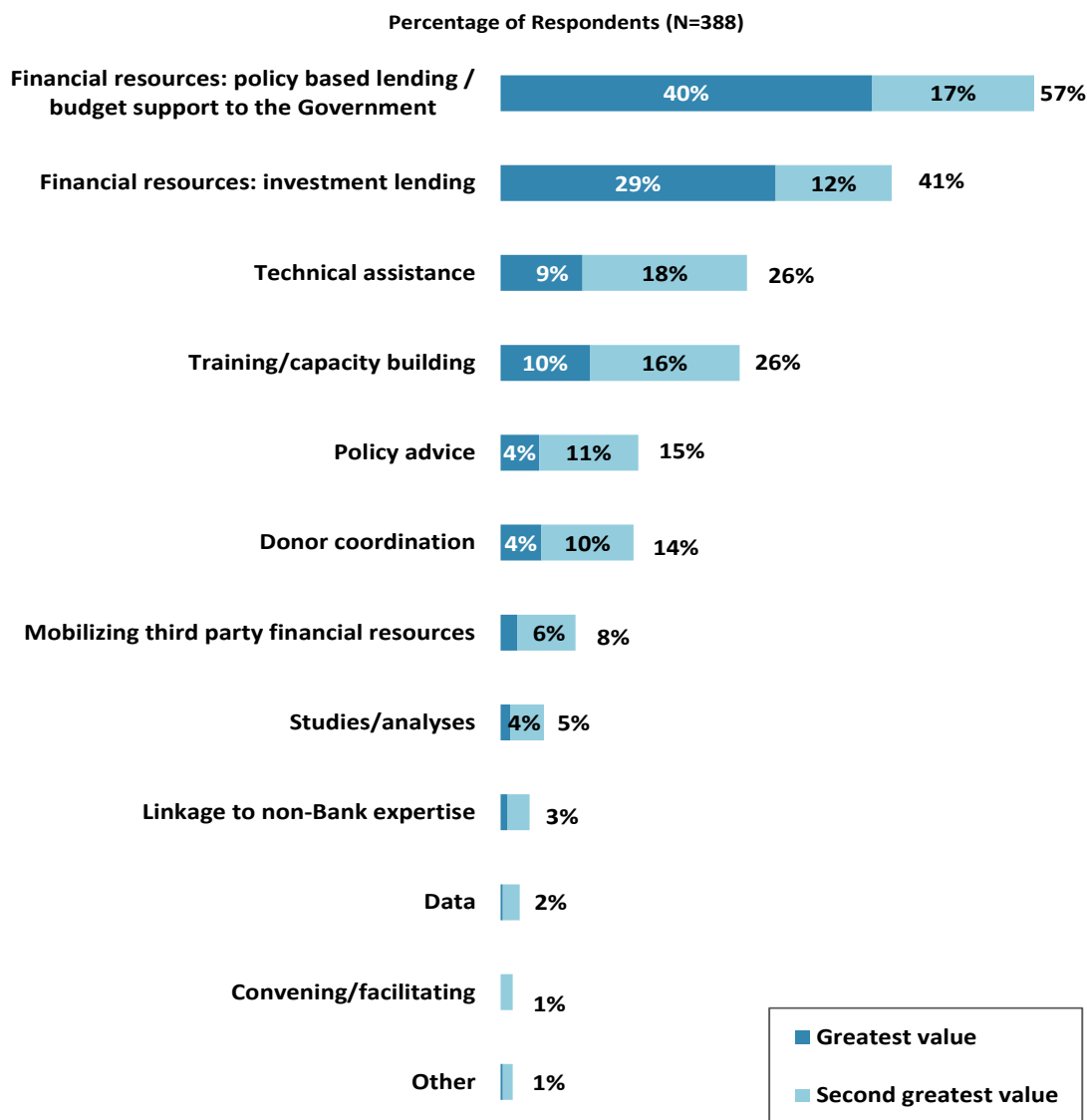
- Respondents from bilateral/multilateral agencies gave the highest ratings for the extent to which the Bank's staff is well prepared to help Malawi solve its most complicated development challenges, whereas respondents from academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Malawi solve its most complicated development challenges.



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

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

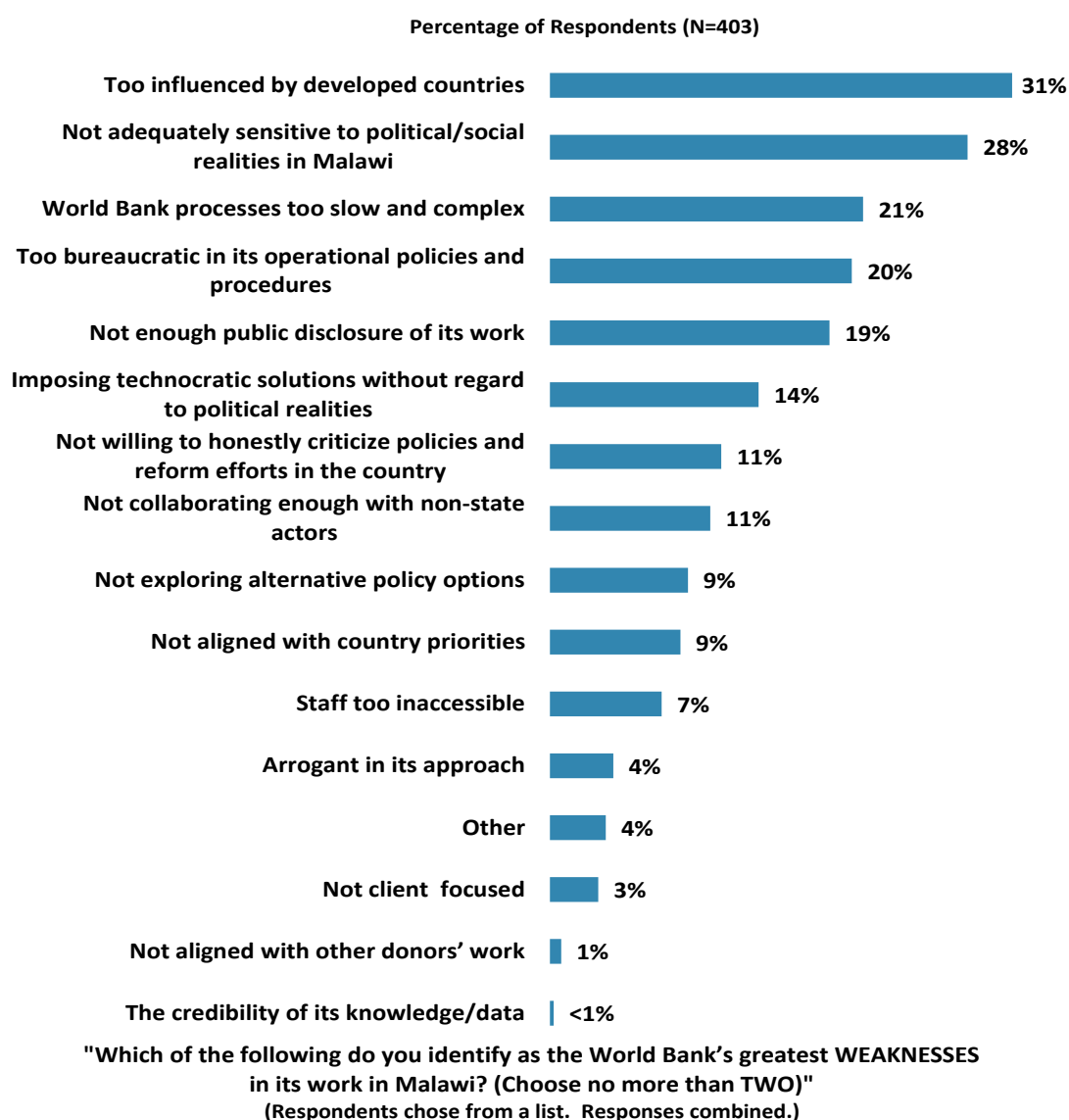


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?"
 (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

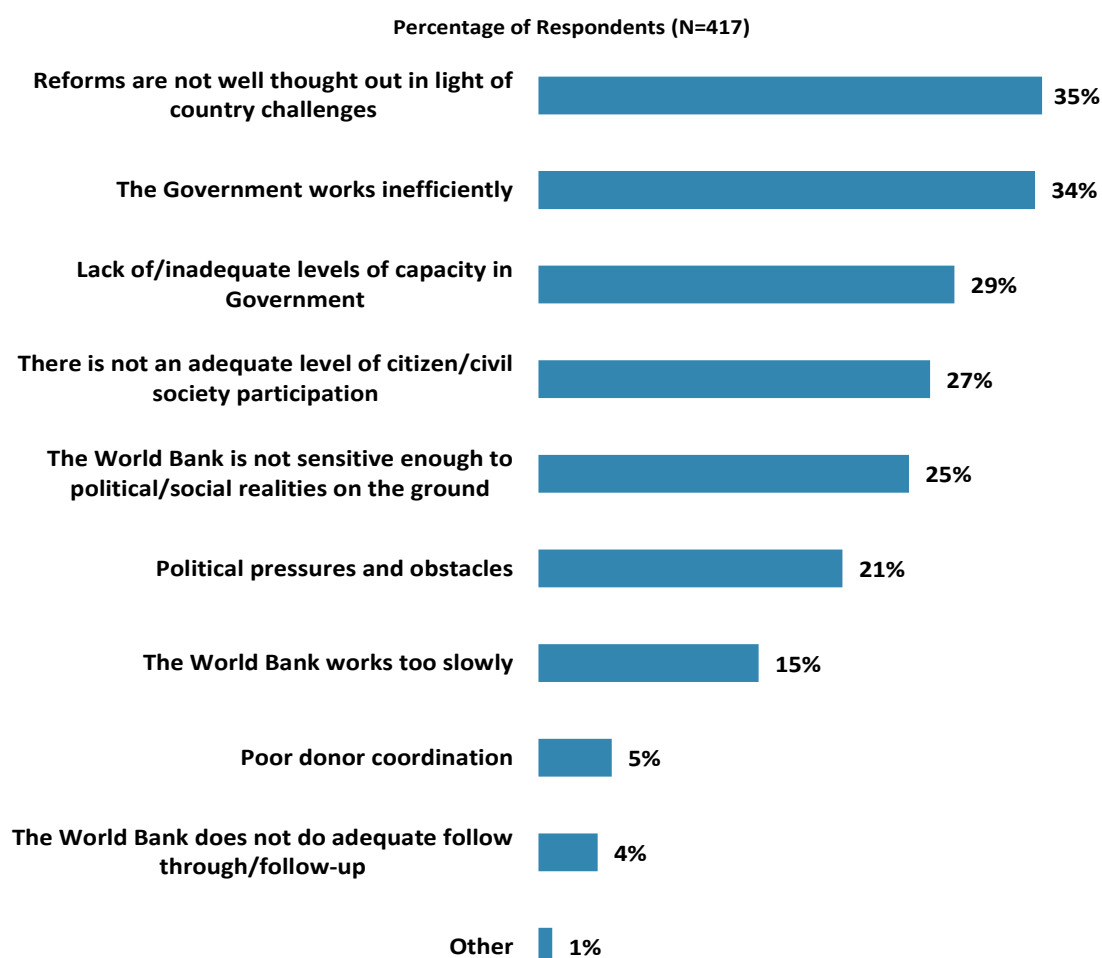
- In the FY '06 country survey*, respondents indicated that the Bank's greatest weaknesses were imposing technocratic solutions without regard to political realities (35%) and being too bureaucratic in its operational policies and procedures (25%). In the FY '10 survey*, respondents again indicated that the Bank's greatest weaknesses in its work in Malawi were being too bureaucratic in its operational policies and procedures (34%) and imposing technocratic solutions without regard to political realities (33%).



*Not all of the response options provided in the FY '13 survey were provided in the FY '06 and FY '10 surveys.

V. Overall Attitudes toward the World Bank (continued)

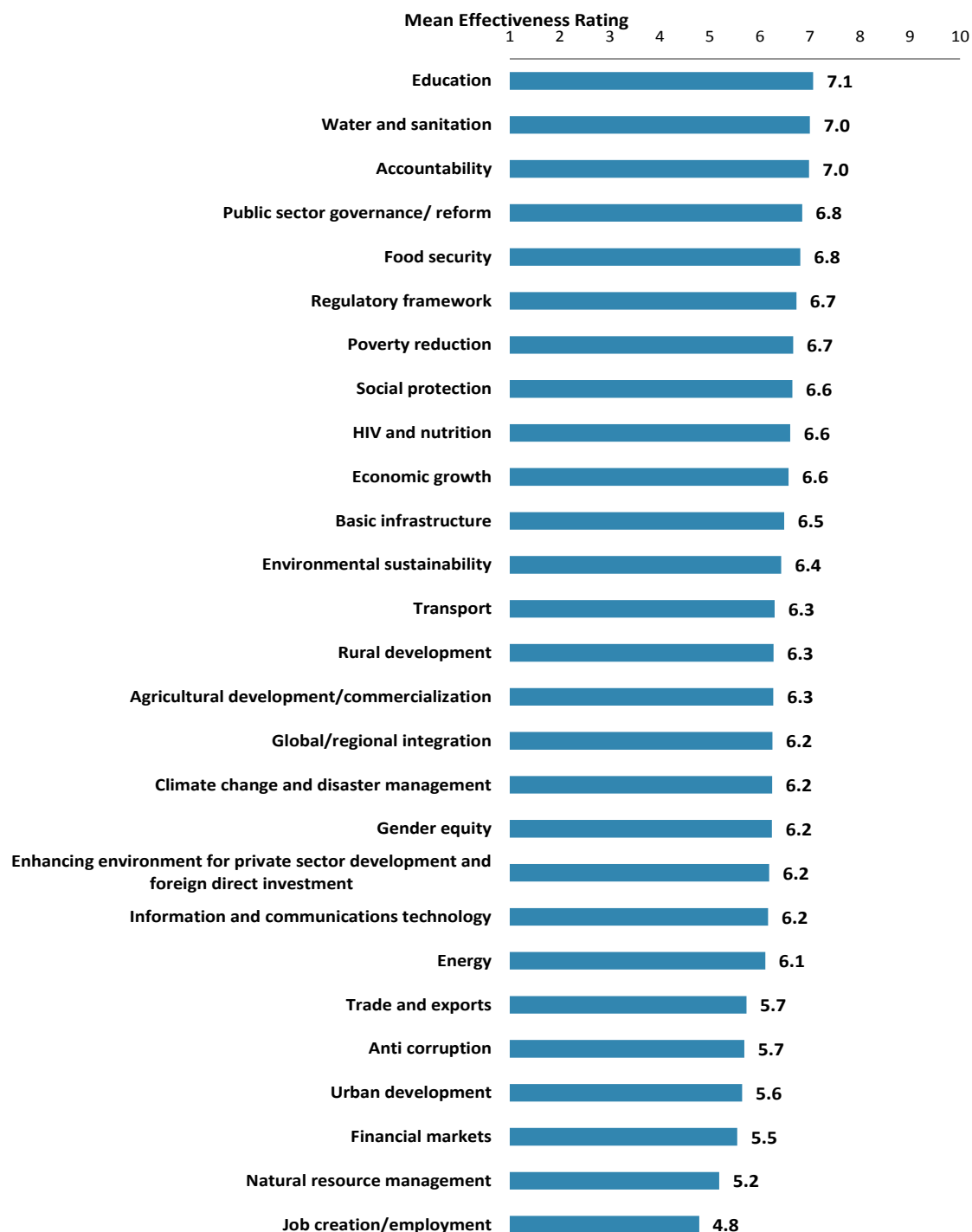
Attributing Slow or Failed Reform Efforts



"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



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

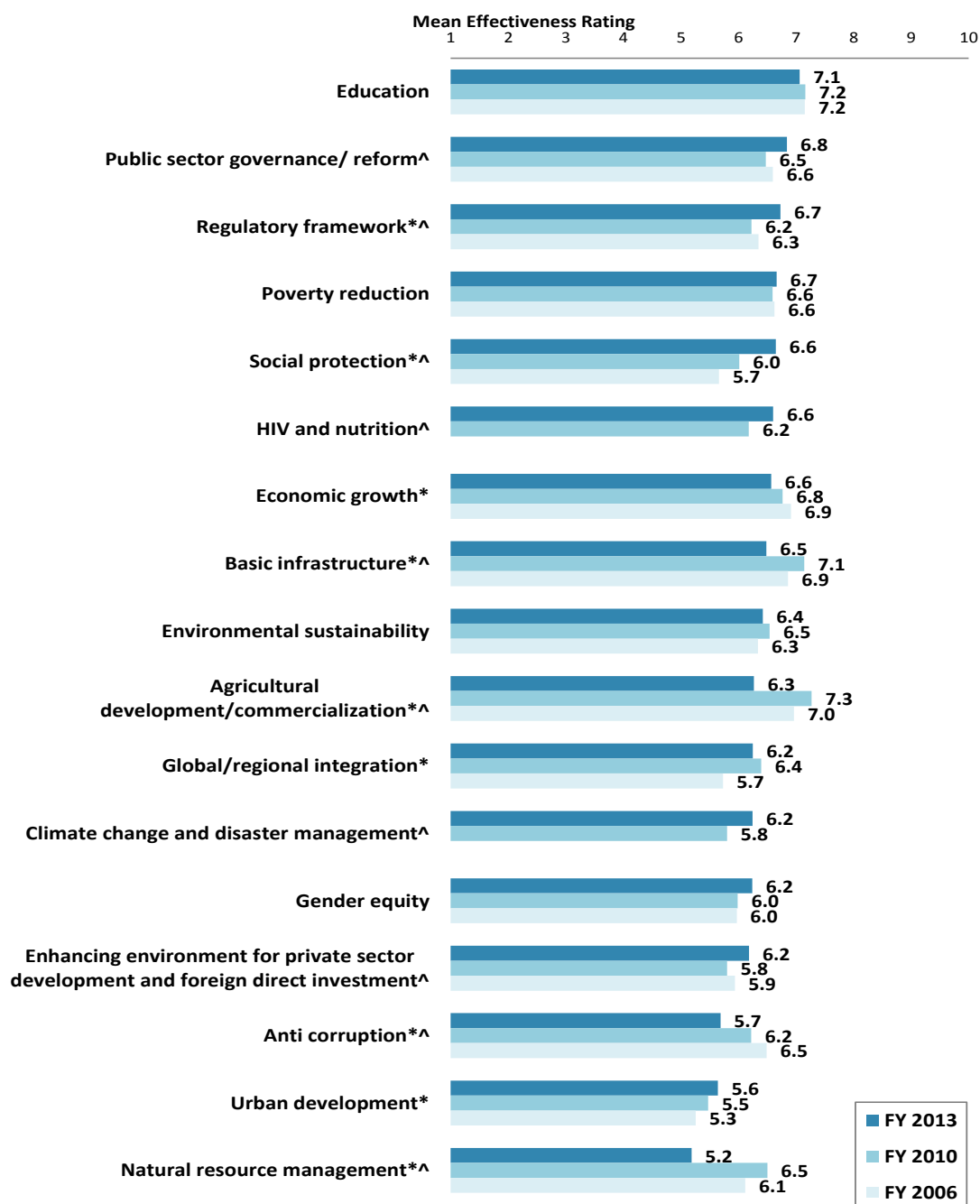
VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness across many of these twenty-seven development areas. For the most part, respondents from bilateral/multilateral agencies gave the highest ratings, whereas respondents from academia/research institutes/think tanks tended to give significantly *lower* ratings. Those areas with significant stakeholder differences were:
 - Anti corruption;
 - Information and communications technology;
 - Accountability;
 - Environmental sustainability
 - Regulatory framework;
 - Poverty reduction;
 - Enhancing environment for private sector development and foreign direct investment;
 - Trade and exports;
 - Food security;
 - Education;
 - Social protection; and
 - Agricultural development/commercialization
- There were significant differences across geographic locations in respondents' ratings of the Bank's effectiveness in three development areas. For the most part, respondents from "District-Southern region" gave significantly *higher* ratings than those from: "City (Blantyre, Zomba, Lilongwe, Mzuzu)." Those areas with significant differences were:
 - Gender equity;
 - Rural development; and
 - Education.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix section.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)



(*Significantly different between FY 2013 and FY 2006;

^ significantly different between FY 2013 and FY 2010)

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Compared to the ratings received from the respondents in FY '06 country survey, respondents in this year's survey gave significantly *lower* ratings for the Bank's effectiveness in the following areas:
 - Anti corruption;
 - Basic infrastructure;
 - Economic growth;
 - Agricultural development/commercialization; and
 - Natural resource management.
- Compared to the ratings received from the respondents in FY '06 country survey, respondents in this year's survey gave significantly *higher* ratings for the Bank's effectiveness in the following areas:
 - Urban development;
 - Regulatory framework;
 - Global/regional integration; and
 - Social protection
- Compared to the ratings received from the respondents in FY '10 country survey, respondents in this year's survey gave significantly *lower* ratings for the Bank's effectiveness in the following areas:
 - Anti corruption;
 - Basic infrastructure;
 - Agricultural development/commercialization; and
 - Natural resource management.
- Compared to the ratings received from the respondents in FY '10 country survey, respondents in this year's survey gave significantly *higher* ratings for the Bank's effectiveness in the following areas:
 - Regulatory framework;
 - HIV and nutrition;
 - Enhancing environment for private sector development and foreign direct investment;
 - Public sector governance/reform;
 - Social protection; and
 - Climate change and disaster management

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

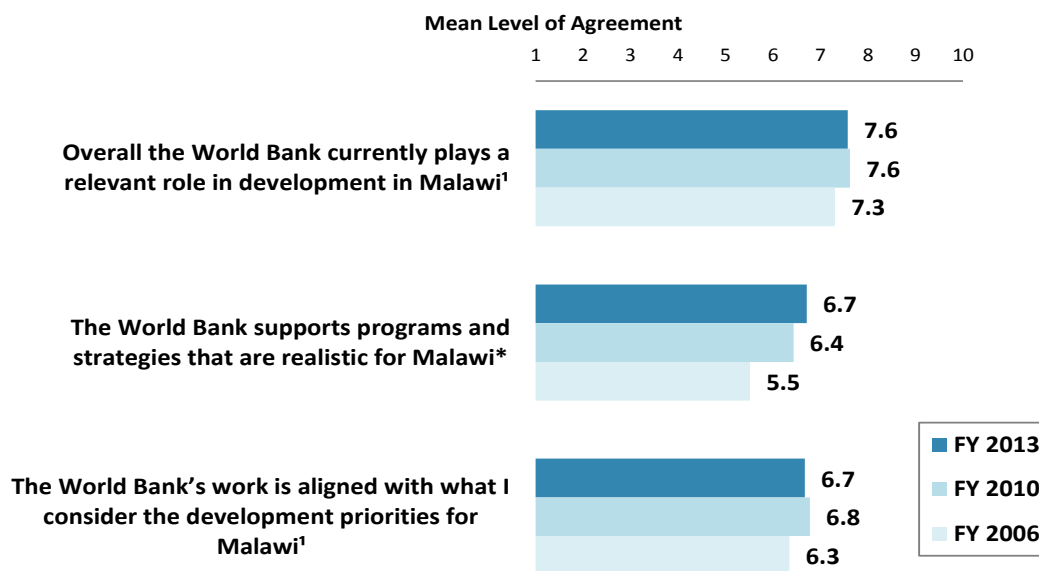
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings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

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Malawi. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at poverty reduction;
 - The Bank's effectiveness at education;
 - The Bank's effectiveness at food security;
 - The Bank's effectiveness at agricultural development/commercialization;
 - The Bank's effectiveness at job creation/employment
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Malawi, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at poverty reduction;
 - The Bank's effectiveness at agricultural development/commercialization;
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at education; and
 - The Bank's effectiveness at social protection.

VII. How the World Bank Operates

The World Bank's Work in Malawi

- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank supports programs and strategies that are realistic for Malawi compared to respondents in the FY '06 survey.
- Respondents in this year's country survey had statistically similar levels of agreement with two other statements (indicator questions) compared to respondents in the FY '06 and FY '10 country surveys.
- There were significant differences across stakeholder groups in their levels of agreement with all three statements below. Respondents from the bilateral/multilateral agencies, PMUs, and consultants/contractors working on Bank projects tended to have the highest levels of agreement, whereas respondents from academia/research institutes/think tanks had significantly *lower* levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement with these three statements.



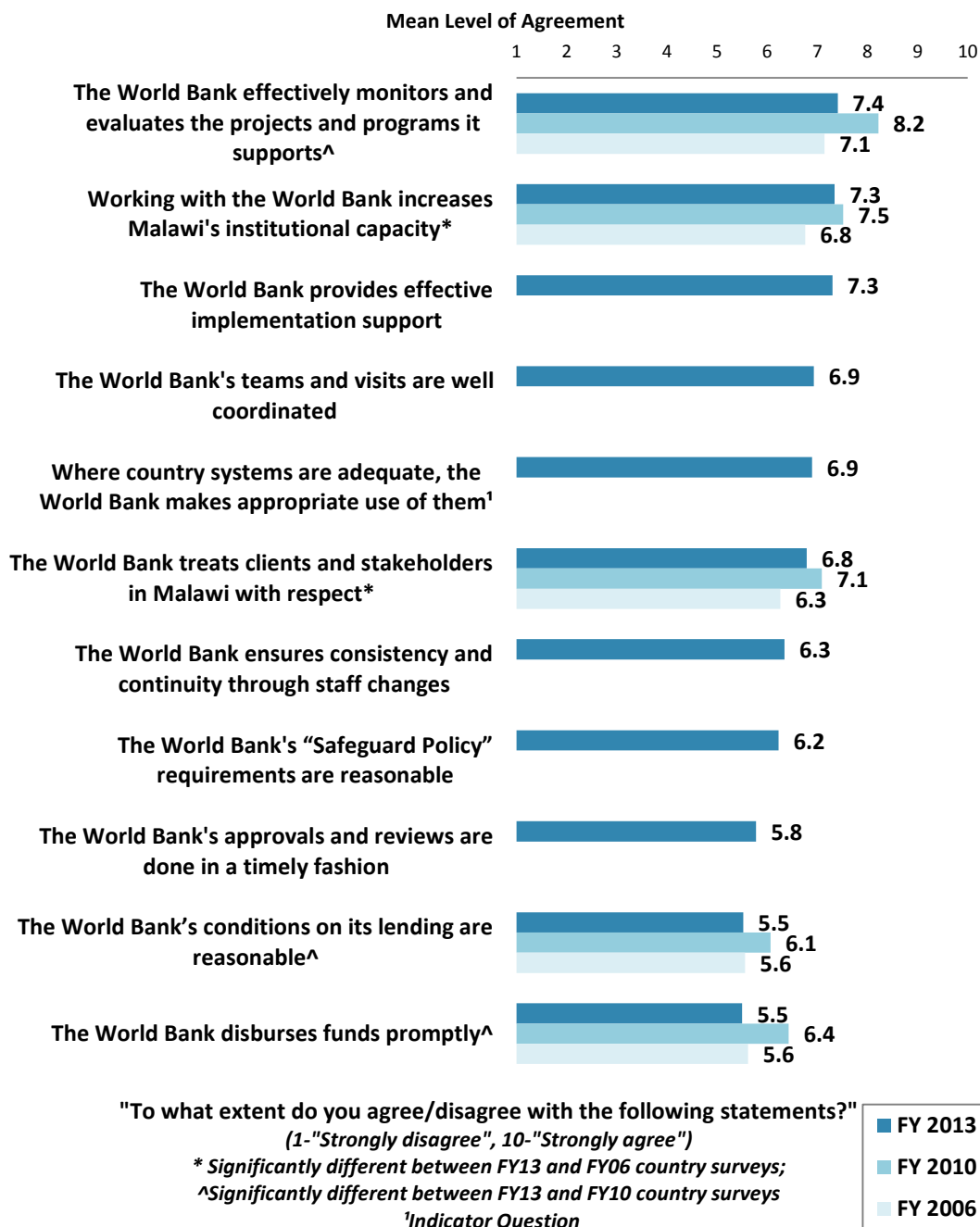
"To what extent do you agree with the following statements about the World Bank's work in Malawi?" (1-"Strongly disagree", 10-"Strongly agree")

* significantly different between FY 13 and FY 06 country surveys

¹Indicator Question

VII. How the World Bank Operates (continued)

Overall Perceptions



VII. How the World Bank Operates (continued)

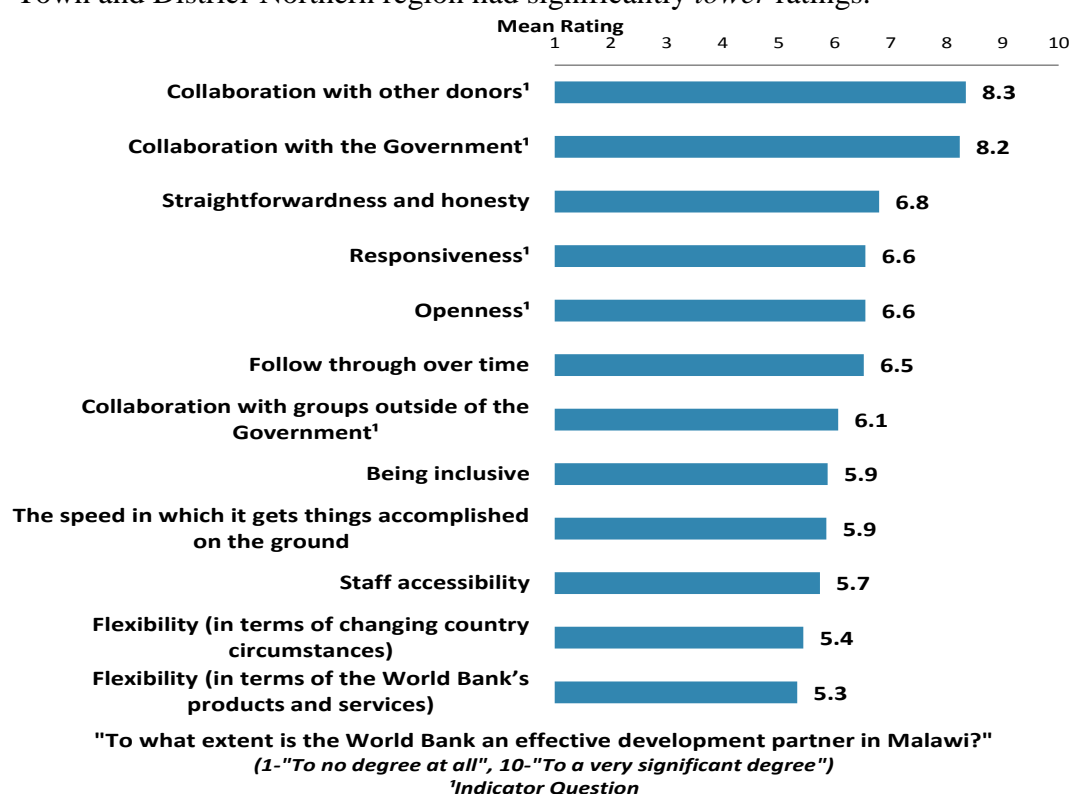
Overall Perceptions (continued)

- Respondents in this year's survey had significantly *higher* levels of agreement that “working with the World Bank increases Malawi's institutional capacity” and that “the World Bank treats clients and stakeholders in Malawi with respect” compared to the levels of agreement given by the respondents in FY '06 country survey.
- Respondents in this year's survey had significantly *lower* levels of agreement that “The World Bank effectively monitors and evaluates the projects and programs it supports”, that “The World Bank's conditions on its lending are reasonable”, and that “The World Bank disburses funds promptly” compared to the levels of agreement given by the respondents in FY '10 country survey.
- There were significant differences across stakeholder groups in their levels of agreement that “the World Bank treats clients and stakeholders in Malawi with respect,” “The World Bank disburses funds promptly,” “the World Bank's ‘Safeguard Policy’ requirements are reasonable,” “The World Bank's conditions on its lending are reasonable,” and “the World Bank provides effective implementation support.” For the most part, respondents from bilateral/multilateral agencies had the highest levels of agreement, whereas respondents from academia/research institute/think tanks had significantly *lower* levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement with these eleven statements.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with the indicator question that “where country systems are adequate, the World Bank makes appropriate use of them.”

VII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

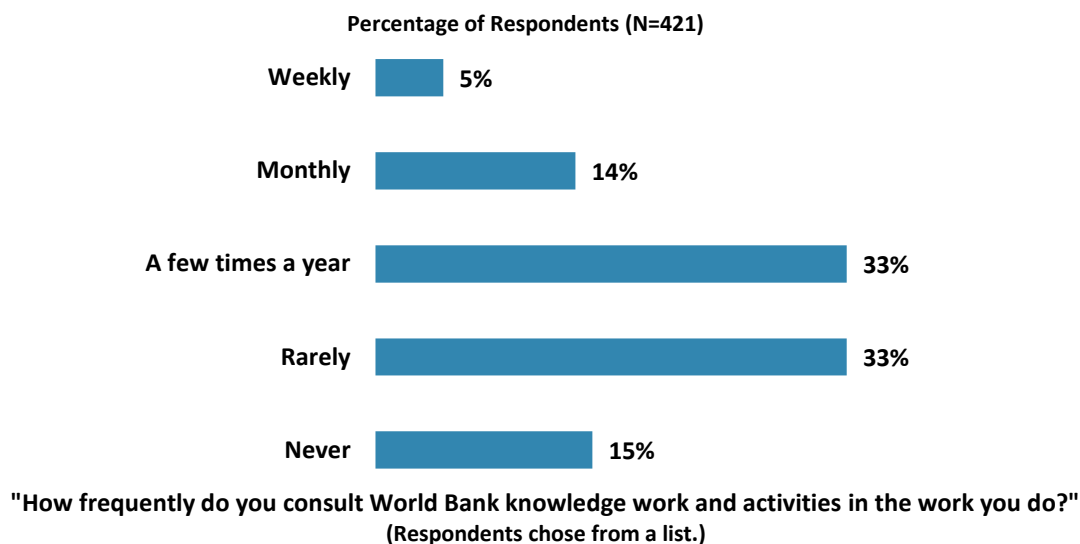
- Respondents from this year's country survey had significantly *lower* ratings for the Bank's flexibility in terms of changing country circumstances, staff accessibility, and its straightforwardness and honesty compared to respondents from the FY '10 survey.
- There were significant stakeholder differences in the ratings for the following qualities of the Bank as an effective development partner, including the Bank's "straightforwardness and honesty," "responsiveness," "openness," "follow through over time," "collaboration with groups outside of the government", "being inclusive," "the speed in which it gets things accomplished on the ground," "staff accessibility," "flexibility in terms of changing country circumstances," and "flexibility in terms of the World Bank's products and services." For the most part, respondents from bilateral/multilateral agencies had the highest ratings, whereas respondents from academia/research institute/think tanks had significantly *lower* ratings.
- Respondents from City (Blantyre, Zomba, Lilongwe, Mzuzu) had the highest ratings for the Bank's staff accessibility, whereas respondents from Town and District-Northern region had significantly *lower* ratings.
- Respondents from District-Central region had the highest ratings for the Bank's collaboration with the groups outside of the government, whereas respondents from the Town and District-Northern region had significantly *lower* ratings.



VIII. World Bank Knowledge and Instruments

Frequency of Use

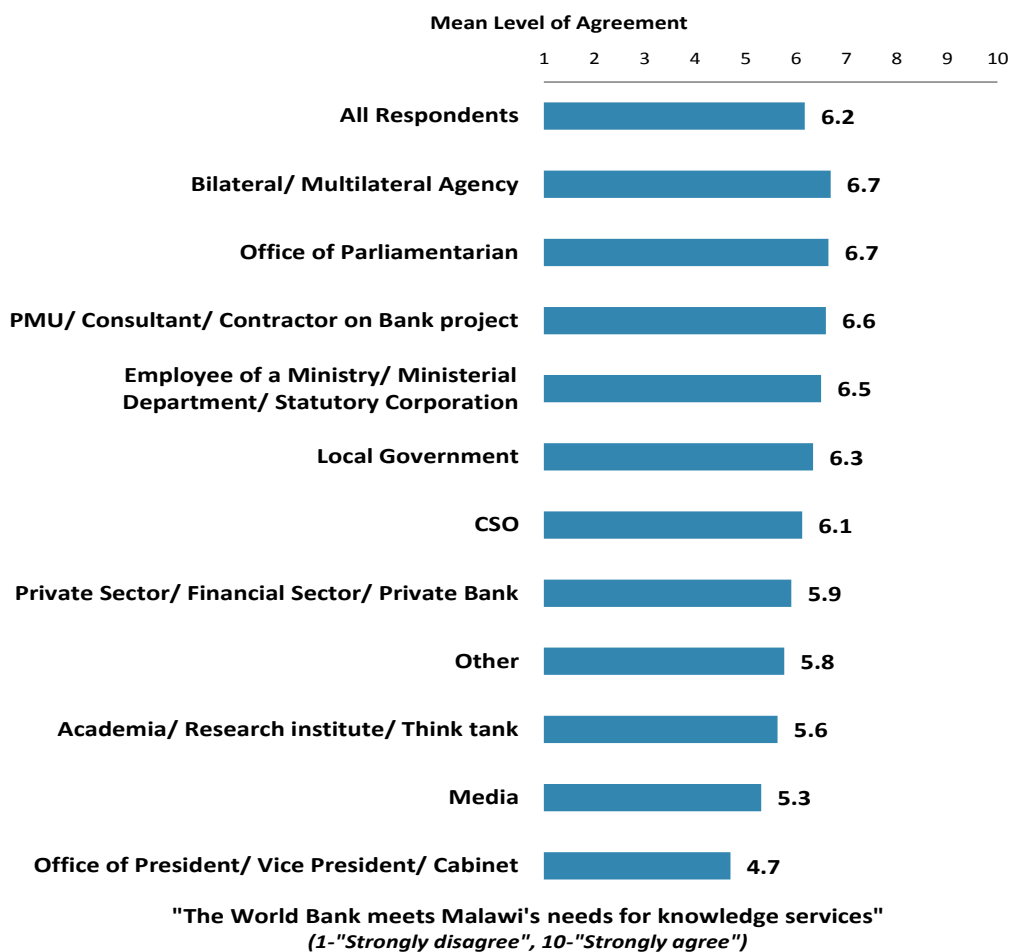
- There were some interesting stakeholder group differences in their usage of the World Bank's knowledge work and activities.
 - While most people across stakeholder groups indicated that they consult the Bank's knowledge work and activities a few times a year or rarely, more than a quarter of the respondents from bilateral/multilateral agencies, other organizations, PMUs, and consultants/contractors working on Bank projects indicated that they consult the Bank's knowledge work and activities monthly.
 - More than twenty percent of the respondents from bilateral/multilateral agencies indicated that they consult the Bank's knowledge work and activities weekly.



VIII. World Bank Knowledge and Instruments (continued)

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

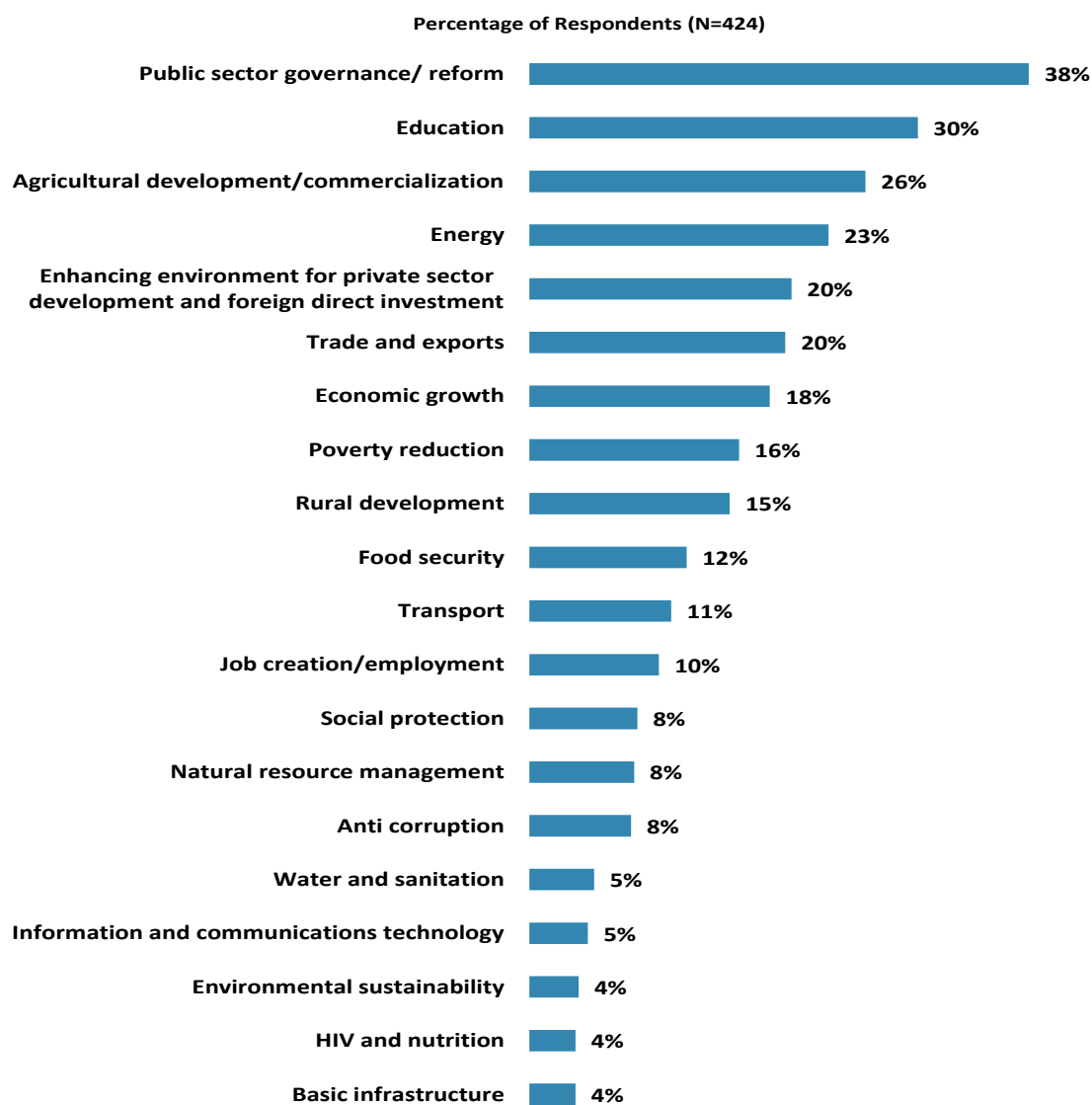
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Malawi's needs for knowledge services.



VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- In the FY'10 country survey*, respondents indicated that it would be most valuable for the Bank to focus its research efforts on rural development (33%) and education (26%).



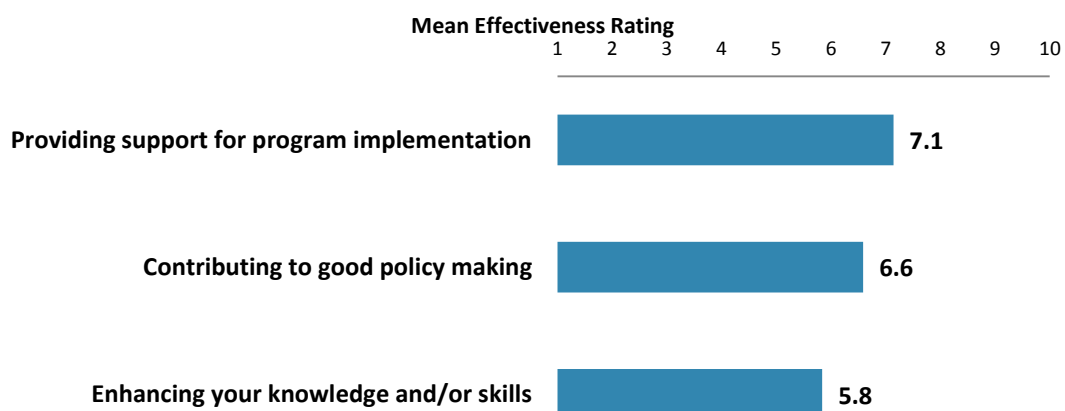
“When thinking about the development challenges in Malawi, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '10 survey.

VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Respondents from PMUs and consultants/contractors working on Bank projects gave the highest ratings for the Bank's effectiveness in enhancing knowledge and/or skills, whereas respondents from the private sector/financial sector/private banks gave significantly *lower* ratings.
- Employees of ministries/ministerial departments/statutory corporations had the highest ratings for the Bank's effectiveness in contributing to good policy making and providing support for program implementation, whereas respondents from academia/research institutes/think tanks had significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the Bank's effectiveness in these three areas.

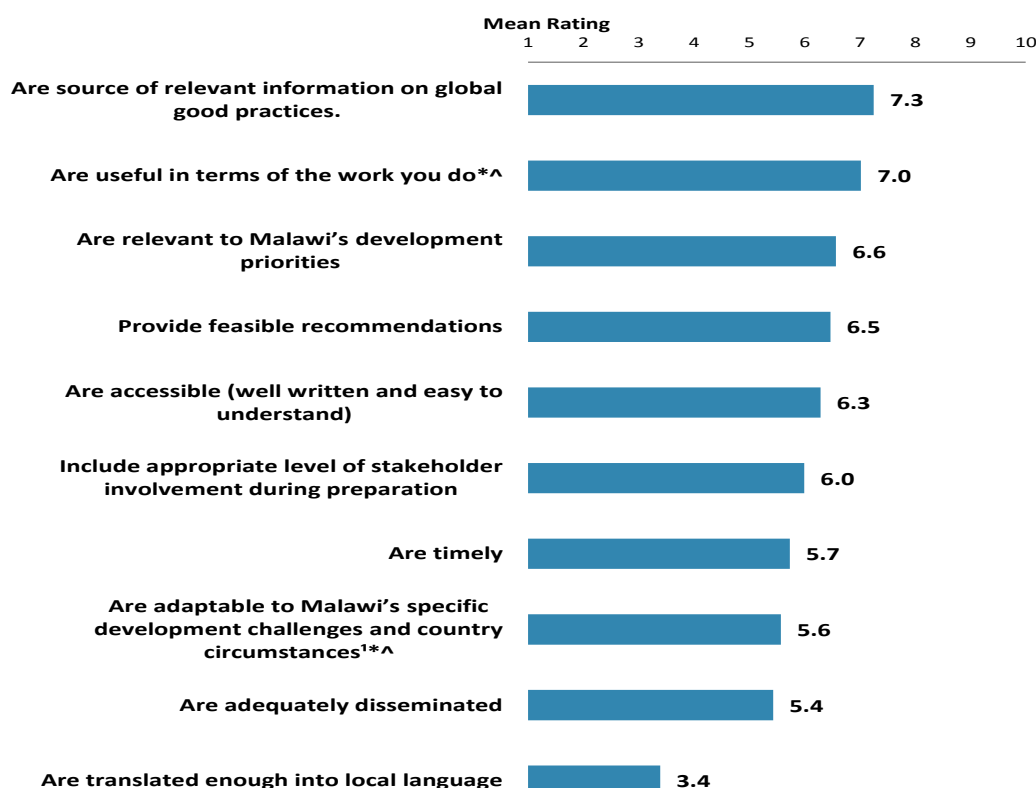


"In Malawi, how effective do you believe the World Bank's knowledge work and activities are at:"
 (1-"Not effective at all", 10-"Very effective")

VIII. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

- Respondents in this year's country survey had significantly *lower* ratings for the extent to which the Bank's knowledge work and activities "are useful in terms of the work you do" and "are adaptable to Malawi's specific development challenges and country circumstances" compared to respondents in both the FY '06 and FY '10 country surveys.
- There were significant stakeholder differences in the respondents' ratings for the extent to which the Bank's knowledge work and activities "are timely," "include appropriate level of stakeholder involvement during preparation," "are relevant to Malawi's development priorities," "provide feasible recommendations," "are accessible," "are source of relevant information on global good practices," and "are useful in terms of the work you do." For the most part, respondents from bilateral/multilateral agencies gave the highest ratings, whereas respondents from academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for all the following qualities.



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

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

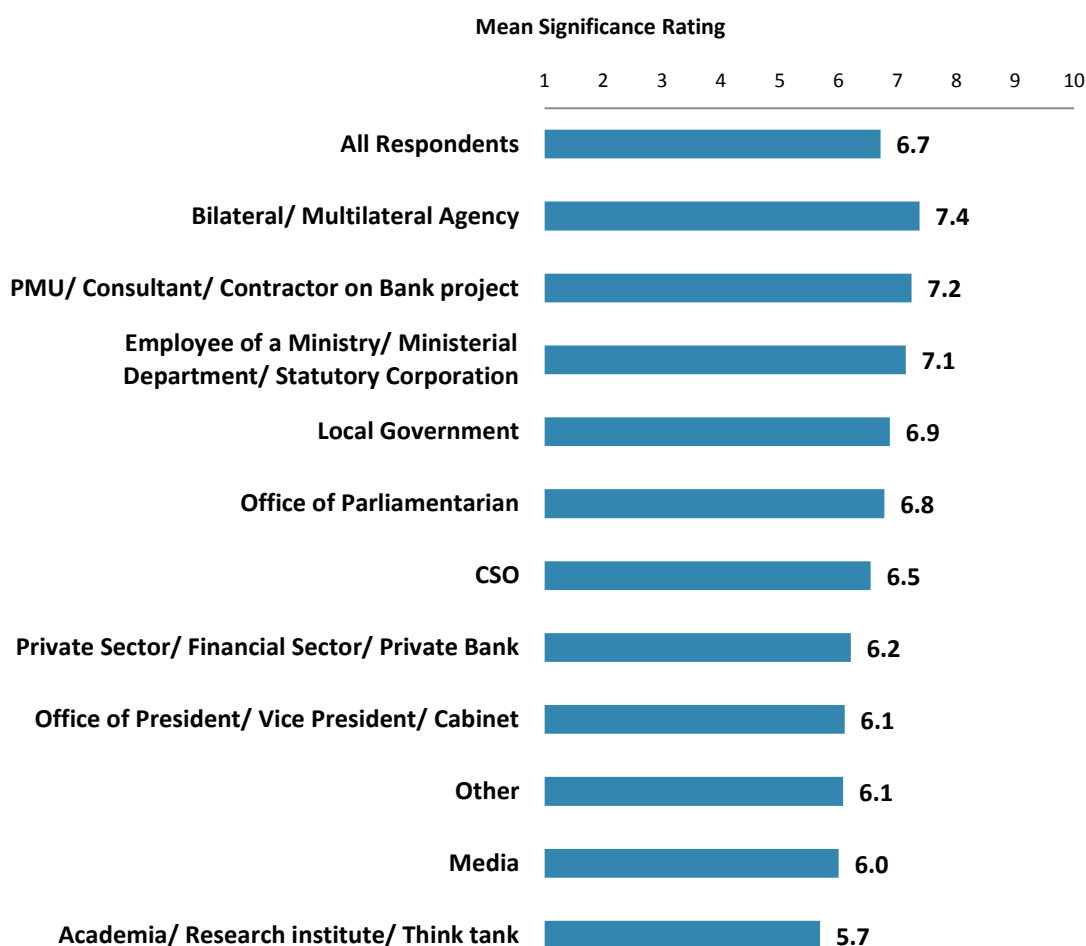
(* Significantly different between FY13 and FY06 country surveys;

^ Significantly different between FY 13 and FY 10 country surveys) ^Indicator Question

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents from bilateral/multilateral agencies gave the highest ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Malawi, whereas respondent from the media and academia/research institutes/think tanks gave significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Malawi.

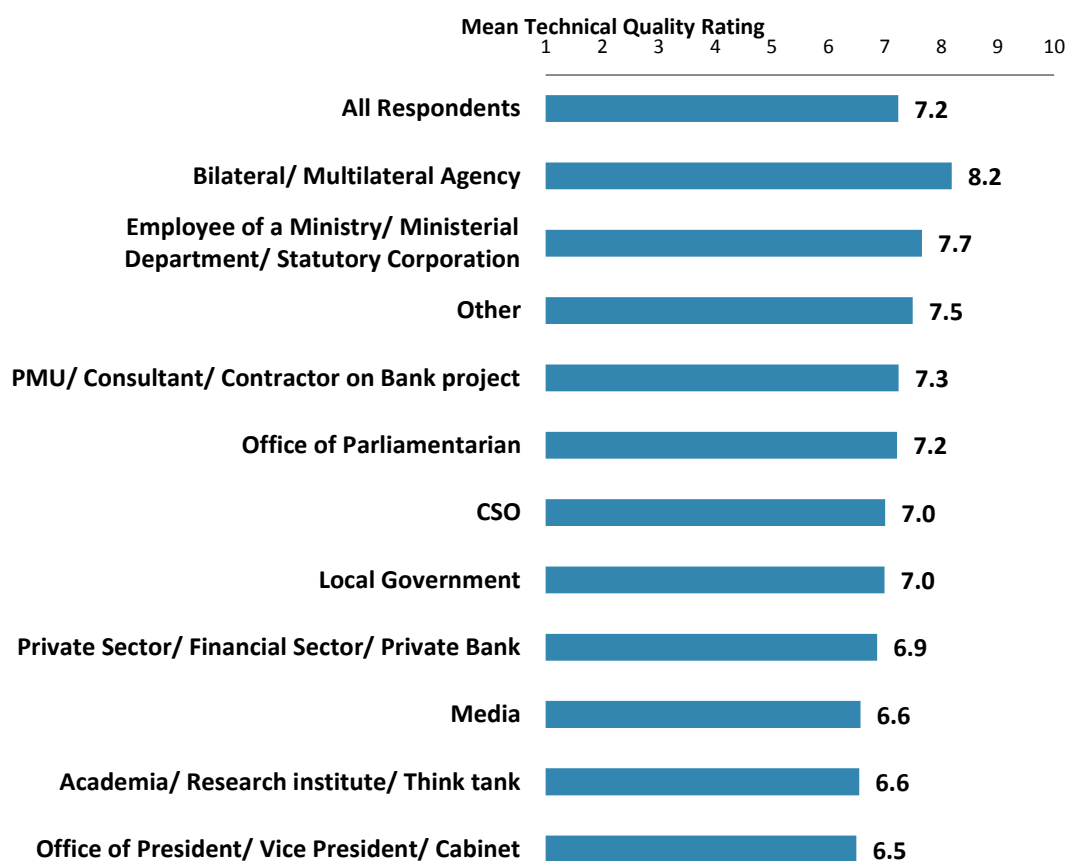


"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"
 (1-"Not significant at all", 10-"Very significant")

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents from bilateral/multilateral agencies gave the highest ratings for the technical quality of the World Bank's knowledge work and activities, whereas respondents from the media, academia/research institutes/think tanks, and the office of President/Vice President/Cabinet tended to give significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.

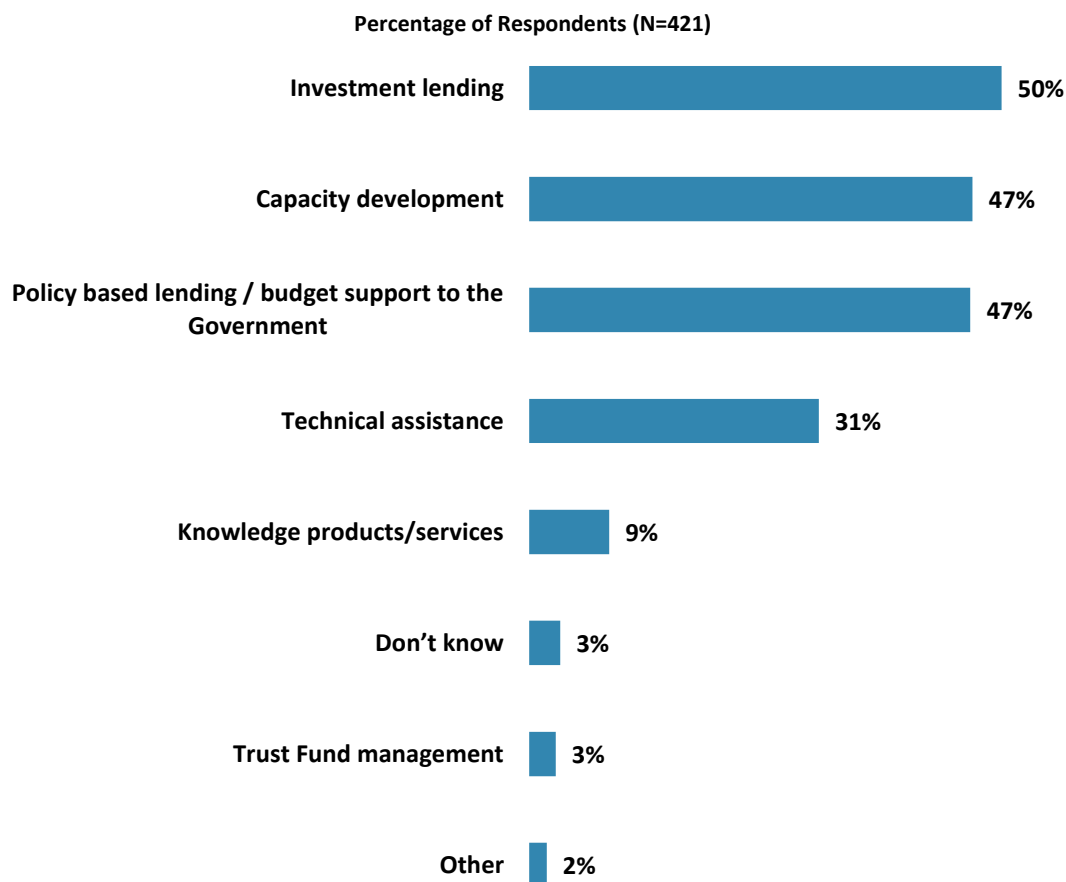


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?"

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

VIII. World Bank Knowledge and Instruments (continued)

Most Effective Instruments

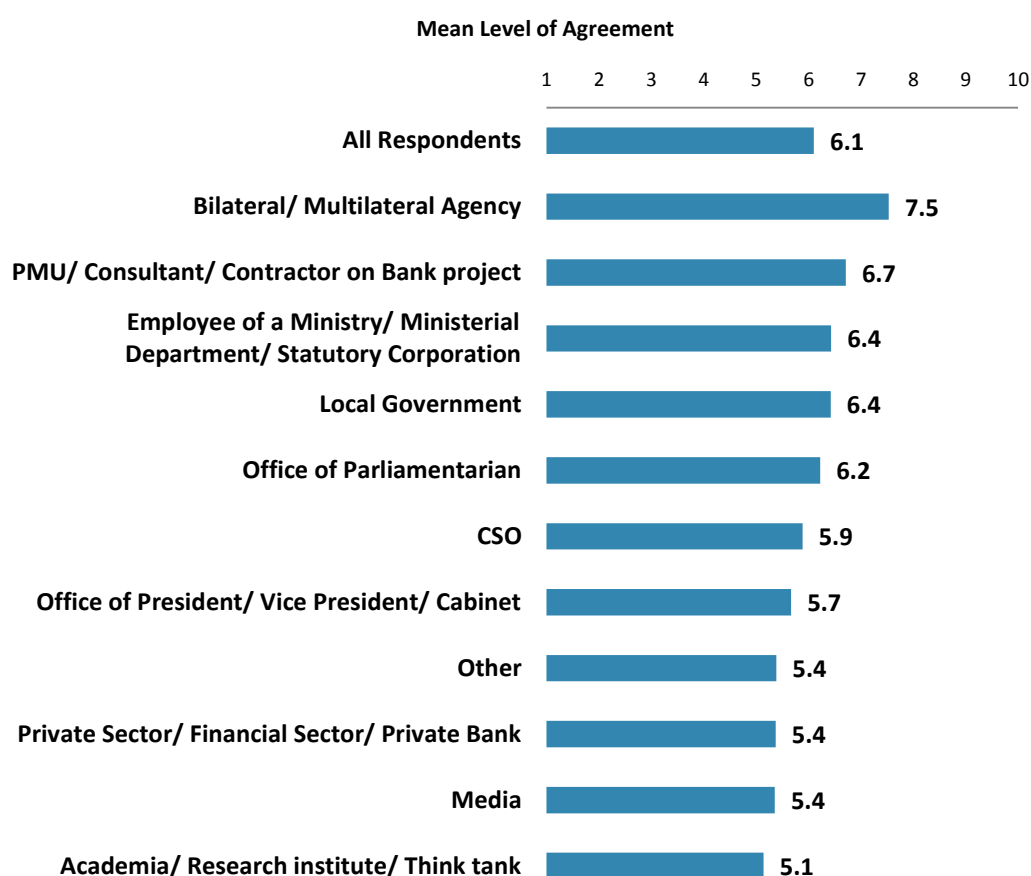


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Malawi? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents from bilateral/multilateral agencies had the highest levels of agreement that the Bank's financial instruments meet Malawi's needs, whereas respondents from the media and academia/research institutes/think tanks had significantly *lower* levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Malawi's needs.

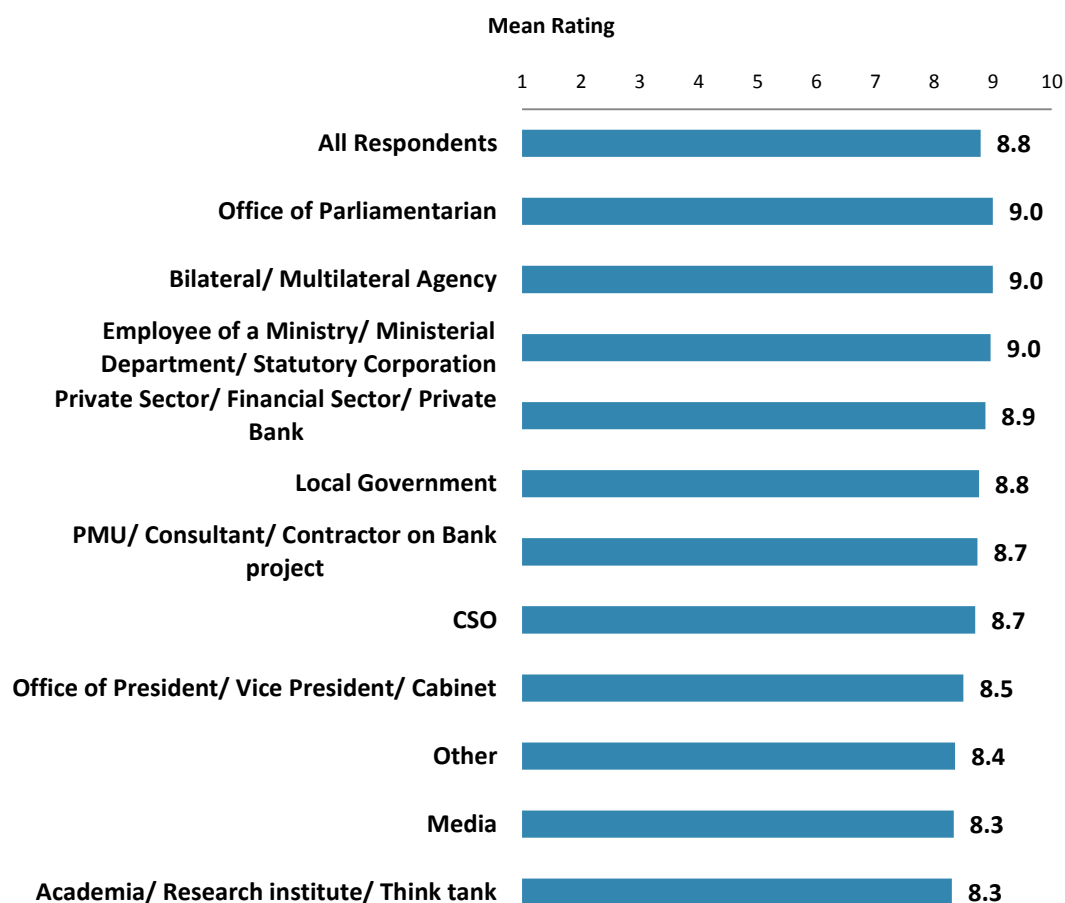


"The World Bank's financial instruments meet the needs of Malawi"
(1-"Strongly disagree", 10-"Strongly agree")

IX. The Future Role of the World Bank in Malawi

Role Significance

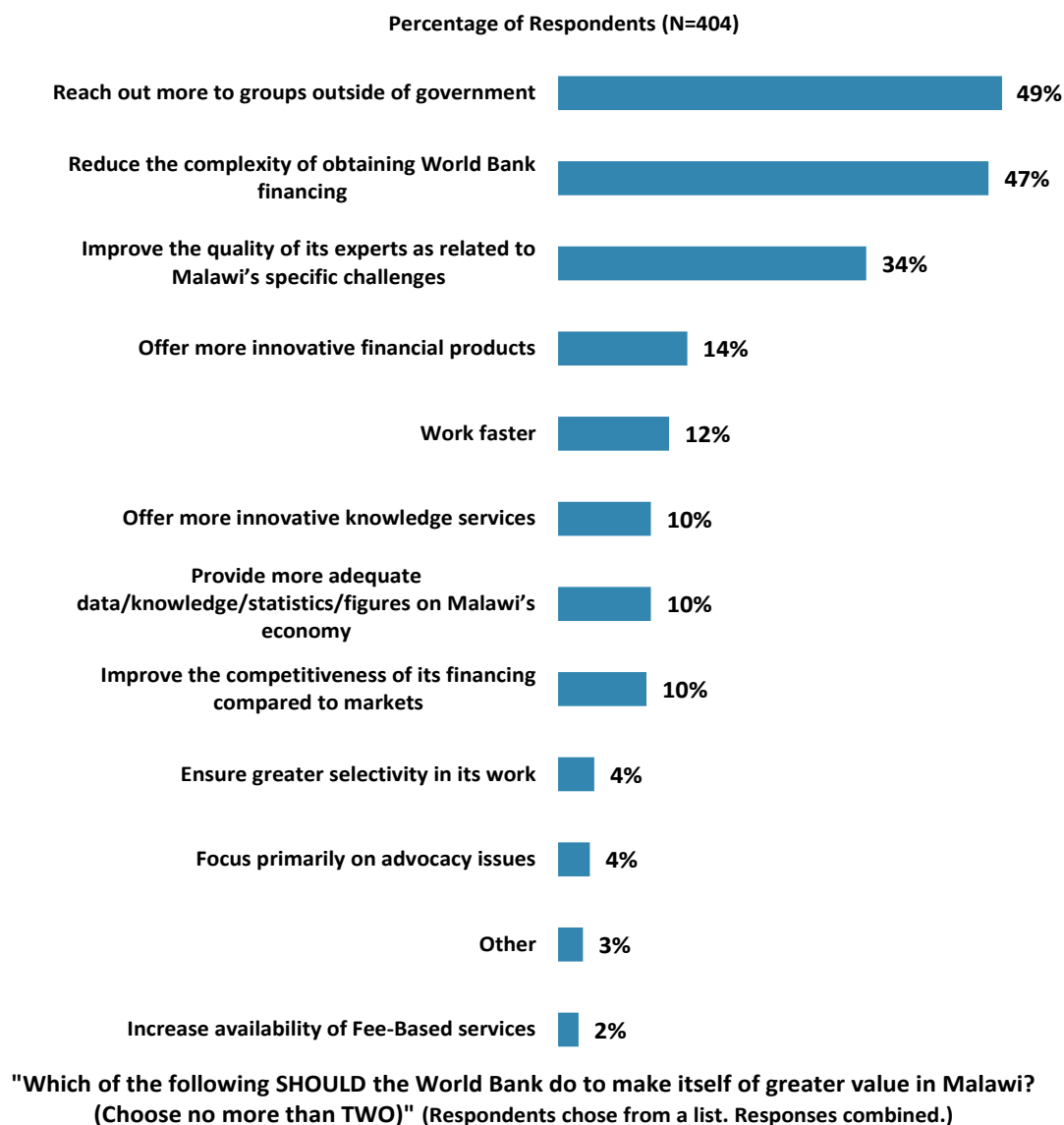
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the Bank's future role in Malawi's development.



"How significant a role do you believe the World Bank SHOULD play in Malawi's development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

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

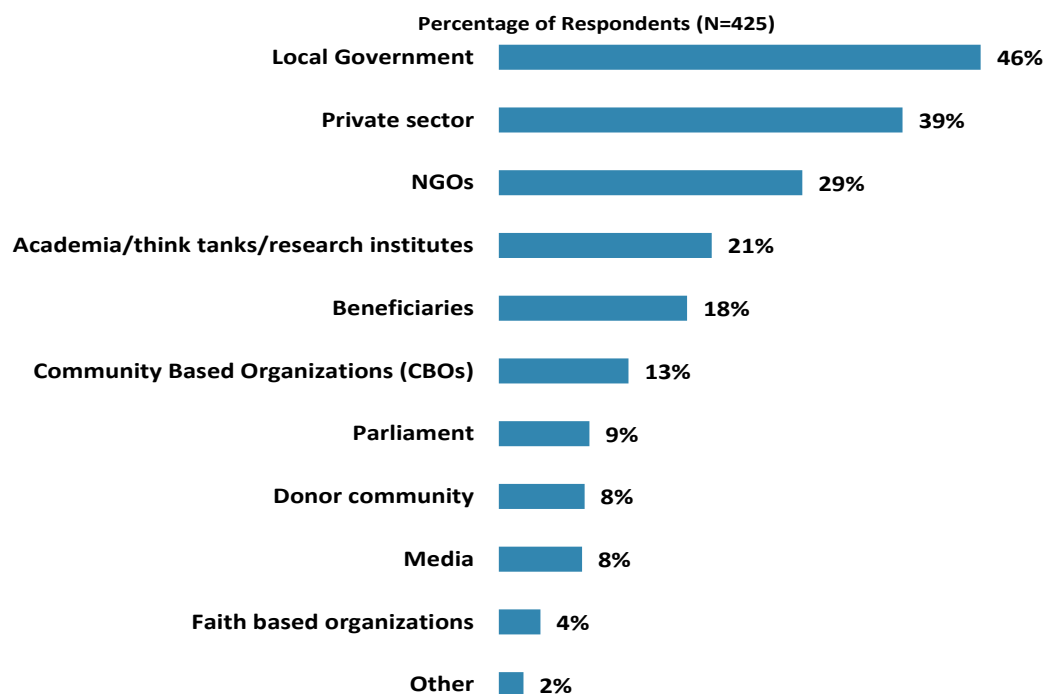
Making the World Bank of Greater Value



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

Collaborating with Stakeholders in Malawi

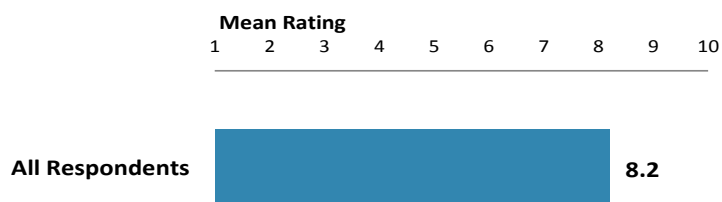
- In the FY '10 country survey*, respondents indicated that the World Bank should work more closely with local government (45%) to ensure better development results in Malawi.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?"
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '10 survey.

Influencing the Global Development Agenda

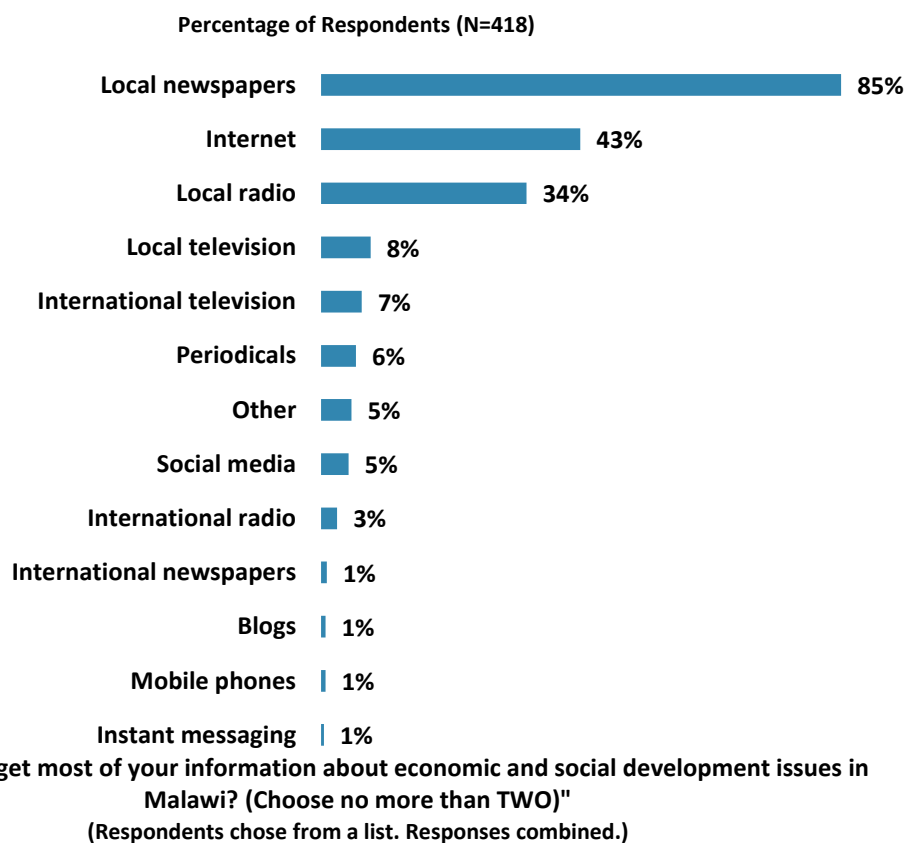


"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods'?"
(1 - "To no degree at all", 10 - "To a very significant degree")

X. Communication and Openness

Information Sources

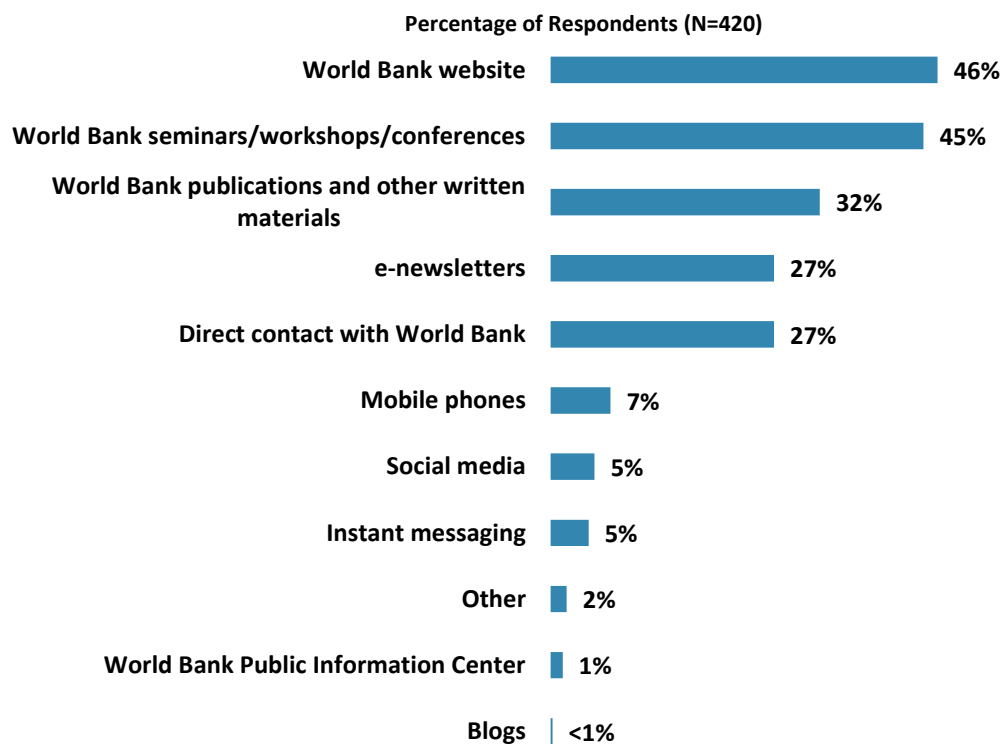
- Respondents from the FY '06 survey* indicated that they utilized local newspapers (77%) to get most of their information about economic and social development issues in Malawi. Respondents from the FY '10 survey* also indicated that they got most their information from local newspapers (81%).



*Not all of the response options provided in the FY '13 survey were provided in the FY '06 and FY'10 surveys.

X. Communication and Openness (continued)

Preferred Information Sources



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

X. Communication and Openness (continued)

Access to Information

- Respondents from the media, PMUs, consultants/contractors working on Bank projects were most likely to be aware of the Bank's Informational Policy, whereas respondents from local governments and CSOs were significantly *less* likely to be aware of it.

Percentage of Respondents (N=398)



"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?"

- Respondents from the media and the office of President/Vice President/Cabinet were most likely to have requested information from the World Bank on its activities in the past year, whereas respondents from local governments were significantly *less* likely to have done so.

Percentage of Respondents (N=394)



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

Percentage of Respondents (N=118)

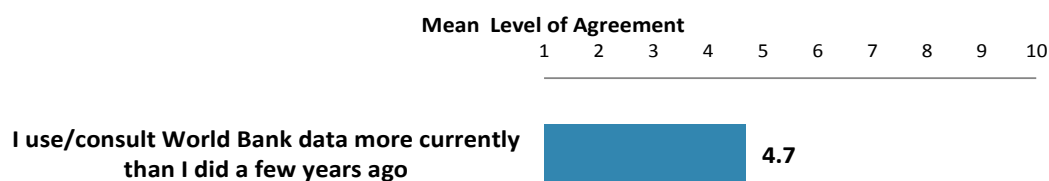


"Were you able to obtain this information?"

X. Communication and Openness (continued)

Access to Information (continued)

- Respondents from academia/research institutes/think tanks were most likely to indicate that “I use/consult World Bank data more often than I did a few years ago,” whereas respondents from the private sector/financial sector/private banks were significantly *less* likely to say so.
- Respondents from City (Blantyre, Zomba, Lilongwe, Mzuzu) were most likely to indicate that “I use/consult World Bank data more often than I did a few years ago,” whereas respondents from Town and District-Northern region were significantly *less* likely to say so.

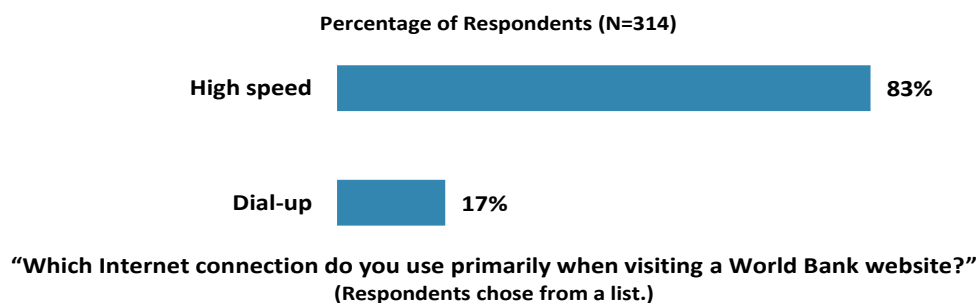
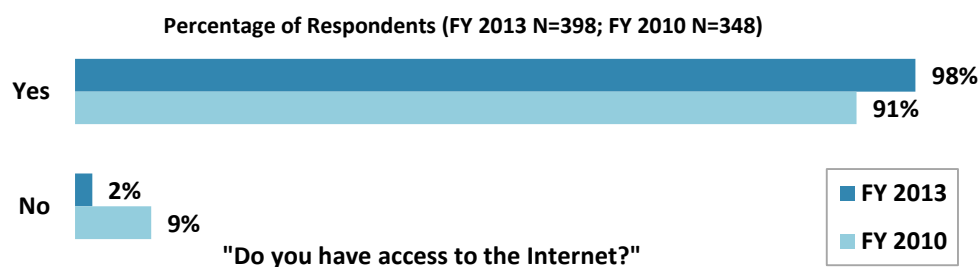


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Internet Access

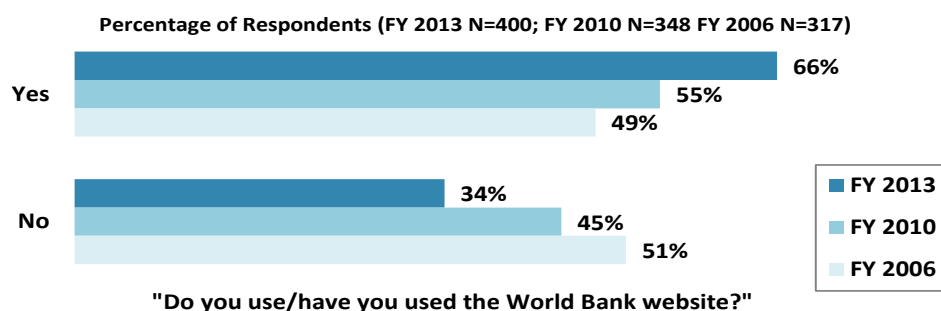
- There was a significant increase in the percentage of respondents who indicated that they had access to the Internet from FY' 10 to FY' 13.
- Respondents from District-Southern region and City (Blantyre, Zomba, Lilongwe, Mzuzu) were significantly *more* likely to have access to the Internet than respondents from Town and District-Northern region.



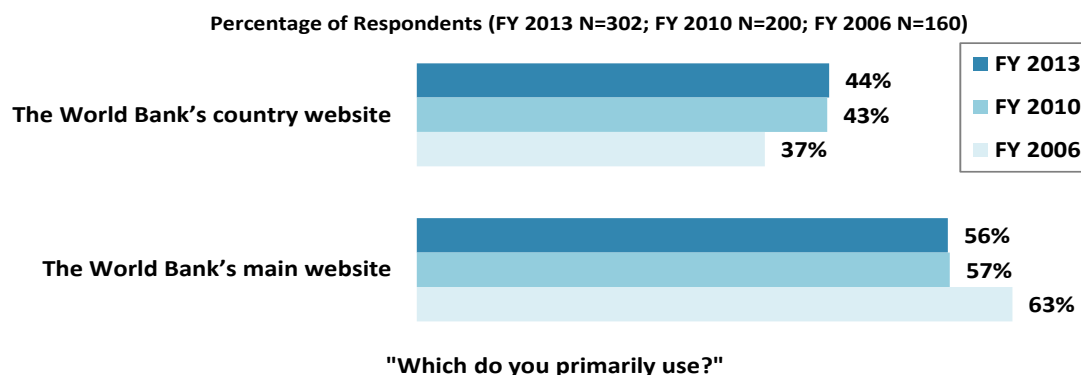
X. Communication and Openness (continued)

Website Usage

- Respondents from this year's survey were significantly more likely to have used the Bank website compared to respondents in the FY '06 and FY '10 surveys.
- Respondents from PMUs and consultants/contractors working on Bank projects were most likely to have used the World Bank website, whereas respondents from the office of a parliamentarian were significantly *less* likely to have done so.
- Respondents from City (Blantyre, Zomba, Lilongwe, Mzuzu) were significantly *more* likely to have used the Bank website than respondents from Town and District-Northern region.



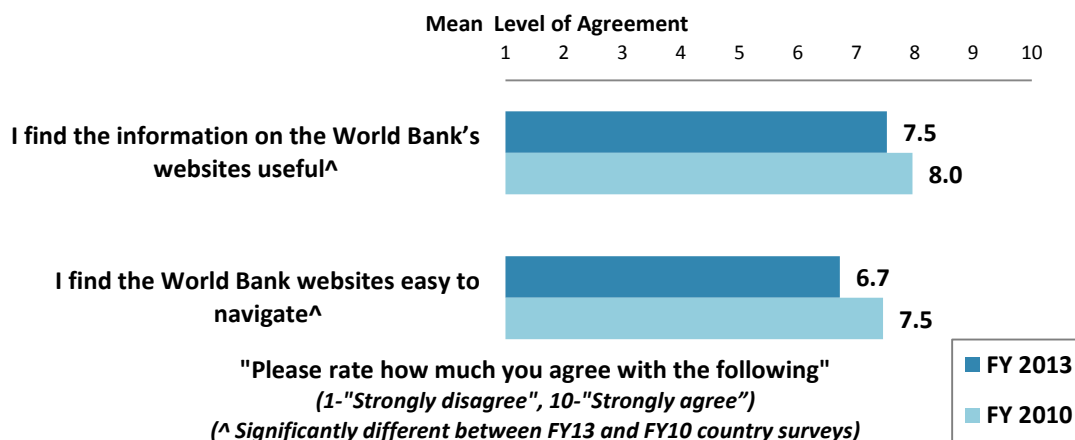
- Respondents from the media were most likely to primarily use the World Bank's country website, whereas respondents from PMUs and consultants/contractors working on Bank projects were significantly less likely to primarily use the World Bank's country website.
- Respondents from Town and District-Northern region were most likely to primarily use the World Bank's country website, whereas respondents from City (Blantyre, Zomba, Lilongwe, Mzuzu) were significantly less likely to primarily use the World Bank's country website.



X. Communication and Openness (continued)

Website Evaluation

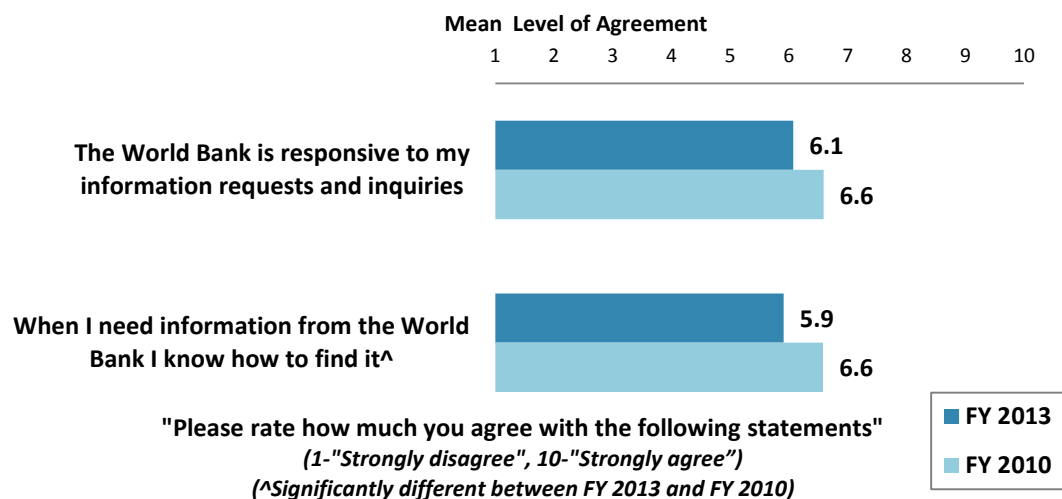
- Respondents in this year's country survey tended to have significantly *lower* levels of agreement that "I find the information on the World Bank's website useful" and "I find the World Bank website easy to navigate" compared to respondents from the FY '10 country survey.
- Respondents from PMUs and consultants/contractors working at Bank projects had the highest levels of agreement that "I find the information on the World Bank's website useful," whereas respondents from local governments had significantly *lower* levels of agreement.
- Respondents from City (Blantyre, Zomba, Lilongwe, Mzuzu) had the highest levels of agreement that "I find the information on the World Bank's website useful" and "I find the World Bank website easy to navigate," whereas respondents from Town and District-Northern region had significantly *lower* levels of agreement.



X. Communication and Openness (continued)

Information Sharing

- Respondents in this year's country survey tended to have significantly *lower* levels of agreement that "when I need information from the World Bank I know how to find it" compared to respondents from the FY '10 country survey.
- Respondents from PMUs and consultants/contractors working at Bank projects had the highest levels of agreement that "when I need information from the World Bank I know how to find it," whereas respondents from local governments had significantly *lower* levels of agreement.
- Respondents from bilateral/multilateral agencies had the highest levels of agreement that "The World Bank is responsive to my information request and inquiries," whereas respondents from the media had significantly *lower* levels of agreement.
- Respondents from City (Blantyre, Zomba, Lilongwe, Mzuzu) had the highest levels of agreement that "when I need information from the World Bank I know how to find it" and "The World Bank is responsive to my information request and inquiries," whereas respondents from District-Southern region had significantly *lower* levels of agreement.



XI. Appendices

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Malawi



Appendix A: Responses to All Questions across All Respondents (N=427)

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

A. General Issues Facing Malawi

1. In general would you say that Malawi is headed in ... ?	Percentage of Respondents (N=409)
The right direction	57.7%
The wrong direction	18.3%
Not sure	24.0%

2. Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=415)
Food security	41.0%
Education	32.0%
Agricultural development/commercialization	23.1%
Poverty reduction	21.2%
Public sector governance/ reform	20.0%
Energy	19.3%
Trade and exports	15.9%
Economic growth	15.4%
Transport	14.9%
Social protection	13.7%
Job creation/employment	13.7%
Enhancing environment for private sector development and foreign direct investment	13.3%
Rural development	9.2%
Anti corruption	8.2%
Accountability	5.1%
HIV and nutrition	4.8%
Natural resource management	4.8%
Basic infrastructure	4.3%
Water and sanitation	3.9%
Environmental sustainability	3.6%
Gender equity	3.1%
Climate change and disaster management	2.7%
Information and communications technology	2.4%
Urban development	1.0%
Global/regional integration	0.5%
Financial markets	0.5%
Regulatory framework	0.2%

A. General Issues Facing Malawi (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 Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=400)
Agricultural development/commercialization	41.8%
Education	39.0%
Economic growth	36.5%
Rural development	28.0%
Job creation/employment	27.3%
Food security	19.8%
Public sector governance/ reform	14.8%
Trade and exports	13.8%
Transport	13.0%
Social protection	11.3%
Enhancing environment for private sector development and foreign direct investment	8.8%
Anti corruption	7.8%
Energy	6.5%
Water and sanitation	5.8%
Accountability	5.5%
Gender equity	4.0%
Basic infrastructure	3.8%
Natural resource management	2.5%
Information and communications technology	1.8%
Climate change and disaster management	1.8%
HIV and nutrition	1.8%
Environmental sustainability	1.5%
Financial markets	1.0%
Global/regional integration	0.7%
Urban development	0.5%
Regulatory framework	0.0%

A. General Issues Facing Malawi (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 Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=396)
Trade and exports	50.8%
Energy	45.5%
Agricultural development/commercialization	40.9%
Education	23.0%
Enhancing environment for private sector development and foreign direct investment	21.5%
Public sector governance/ reform	20.2%
Job creation/employment	17.4%
Transport	14.6%
Rural development	12.9%
Natural resource management	9.1%
Food security	7.6%
Anti corruption	7.3%
Basic infrastructure	5.6%
Information and communications technology	4.3%
Social protection	3.3%
Global/regional integration	3.0%
Regulatory framework	2.5%
Accountability	2.0%
Water and sanitation	1.3%
Gender equity	1.3%
Urban development	1.0%
Climate change and disaster management	1.0%
Environmental sustainability	1.0%
Financial markets	1.0%
HIV and nutrition	0.8%

A. General Issues Facing Malawi (continued)

5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=370)
Education and training that better ensure job opportunity	33.5%
Better entrepreneurial opportunities	30.8%
Consistent economic growth	22.7%
Greater voice and participation for citizens to help ensure greater accountability	21.6%
Greater access to micro-finance for the poor	17.0%
Better employment opportunities for young people	15.9%
Better quality public services	15.7%
A growing middle class	13.2%
Better opportunity for the poor who live in rural areas	10.8%
Greater equity of fiscal policy	5.7%
Greater access to health and nutrition for citizens	5.1%
Better employment opportunities for women	4.6%
Other	1.6%
Better opportunity for the poor who live in urban areas	1.4%
More effective risk management	0.8%

B. Overall Attitudes toward the World Bank

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank in Malawi? (1-Not familiar at all, 10-Extremely familiar)	425	0	6.60	2.10
Overall Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Malawi? (1-Not effective at all, 10-Very effective)	412	13	6.38	1.90
Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared to help Malawi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	372	51	6.51	1.97

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Malawi, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=424)
Education	39.2%
Public sector governance/ reform	33.7%
Agricultural development/commercialization	28.1%
Energy	20.5%
Transport	18.9%
Rural development	17.2%
Poverty reduction	15.1%
Economic growth	14.9%
Food security	14.4%
Enhancing environment for private sector development and foreign direct investment	14.2%
Trade and exports	13.9%
Social protection	12.0%
Job creation/employment	9.2%
Anti corruption	5.4%
Basic infrastructure	5.4%
Natural resource management	5.2%
Water and sanitation	5.0%
Accountability	5.0%
HIV and nutrition	3.8%
Environmental sustainability	3.8%
Information and communications technology	3.5%
Gender equity	2.4%
Financial markets	1.7%
Regulatory framework	1.7%
Urban development	1.7%
Climate change and disaster management	1.4%
Global/regional integration	0.2%

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?	Percentage of Respondents (N=388)		
	Greatest Value	2nd Greatest Value	Combined
Financial resources: policy based lending / budget support to the Government	39.7%	17.3%	57.0%
Financial resources: investment lending	29.4%	12.4%	41.8%
Technical assistance	8.8%	17.6%	26.3%
Training/capacity building	9.5%	16.0%	25.6%
Policy advice	4.1%	10.6%	14.7%
Donor coordination	4.4%	9.8%	14.2%
Mobilizing third party financial resources	1.8%	6.2%	8.0%
Studies/analyses	1.0%	3.6%	4.6%
Linkage to non-Bank expertise	0.8%	2.3%	3.1%
Data	0.3%	1.8%	2.1%
Convening/facilitating	0.0%	1.3%	1.3%
Other	0.3%	1.0%	1.3%

B. Overall Attitudes toward the World Bank (continued)

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=403)
Too influenced by developed countries	30.8%
Not adequately sensitive to political/social realities in Malawi	27.8%
World Bank processes too slow and complex	20.8%
Too bureaucratic in its operational policies and procedures	20.1%
Not enough public disclosure of its work	18.6%
Imposing technocratic solutions without regard to political realities	13.9%
Not willing to honestly criticize policies and reform efforts in the country	11.4%
Not collaborating enough with non-state actors	10.7%
Not exploring alternative policy options	9.2%
Not aligned with country priorities	8.7%
Staff too inaccessible	7.4%
Arrogant in its approach	4.2%
Other	3.7%
Not client focused	3.2%
Not aligned with other donors' work	0.7%
The credibility of its knowledge/data	0.2%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=421)
Investment lending	50.4%
Capacity development	47.3%
Policy based lending / budget support to the Government	47.0%
Technical assistance	30.9%
Knowledge products/services	8.6%
Don't know	3.3%
Trust Fund management	2.9%
Other	1.9%

Influencing Global Development Agenda	N	DK	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?" (1-To no degree at all, 10-To a very significant degree)	397	17	8.20	1.86

B. Overall Attitudes toward the World Bank (continued)

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=425)
Local Government	46.4%
Private sector	38.8%
NGOs	29.2%
Academia/think tanks/research institutes	20.5%
Beneficiaries	18.1%
Community Based Organizations (CBOs)	12.5%
Parliament	8.7%
Donor community	8.2%
Media	8.0%
Faith based organizations	4.0%
Other	2.4%
Foundations	0.0%

To what extent do you agree with the following statements about the World Bank's work in Malawi? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Malawi*	414	7	7.57	1.91
11. The World Bank's work is aligned with what I consider the development priorities for Malawi*	408	9	6.67	2.22
12. The World Bank supports programs and strategies that are realistic for Malawi	408	11	6.71	2.07
13. The World Bank treats clients and stakeholders in Malawi with respect	373	41	6.79	2.22

To what extent is the World Bank an effective development partner in Malawi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Responsiveness*	391	23	6.55	1.98
15. Flexibility (in terms of the World Bank's products and services)	378	33	5.33	2.16
16. Flexibility (in terms of changing country circumstances)	384	30	5.44	2.05
17. Being inclusive	373	31	5.88	2.10
18. Openness*	389	21	6.55	2.34
19. Staff accessibility	368	41	5.74	2.52
20. Straightforwardness and honesty	372	39	6.80	2.29
21. Collaboration with groups outside of the Government*	368	40	6.06	2.27
22. Collaboration with the Government*	405	14	8.24	1.62
23. Collaboration with other donors*	371	39	8.35	1.64
24. The speed in which it gets things accomplished on the ground	372	39	5.85	2.07
25. Follow through over time	338	70	6.52	2.06

B. Overall Attitudes toward the World Bank (continued)

26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=417)
Reforms are not well thought out in light of country challenges	34.5%
The Government works inefficiently	34.1%
Lack of/inadequate levels of capacity in Government	28.5%
There is not an adequate level of citizen/civil society participation	26.9%
The World Bank is not sensitive enough to political/social realities on the ground	25.4%
Political pressures and obstacles	20.9%
The World Bank works too slowly	15.1%
Poor donor coordination	5.0%
The World Bank does not do adequate follow through/follow-up	4.1%
Other	1.0%

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 Malawi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	333	70	5.69	2.39
2. Information and communications technology	317	78	6.16	1.99
3. Transport	349	49	6.29	2.10
4. Accountability	361	39	6.98	2.13
5. Urban development	333	62	5.64	2.02
6. Environmental sustainability	340	53	6.42	2.05
7. Regulatory framework	324	66	6.73	1.88
8. Basic infrastructure	352	44	6.49	2.09
9. HIV and nutrition	333	59	6.60	2.09
10. Poverty reduction	379	24	6.66	2.15
11. Gender equity	326	66	6.24	2.05
12. Enhancing environment for private sector development and foreign direct investment	328	61	6.18	2.19
13. Water and sanitation	356	40	7.00	1.93
14. Trade and exports	325	69	5.73	2.05
15. Economic growth	378	22	6.57	2.05
16. Energy	341	53	6.11	2.20
17. Public sector governance/ reform	374	25	6.84	2.15
18. Job creation/employment	353	47	4.78	2.06
19. Financial markets	307	73	5.55	2.17
20. Rural development	370	28	6.27	2.21
21. Global/regional integration	318	73	6.25	2.06
22. Food security	369	31	6.81	2.01
23. Education	377	28	7.06	2.00
24. Social protection	358	43	6.65	2.18
25. Climate change and disaster management	338	58	6.24	2.01
26. Agricultural development/commercialization	361	40	6.27	2.23
27. Natural resource management	319	79	5.18	2.32

C. World Bank Effectiveness and Results (continued)

Achieving Development Results*	N	DK	Mean	SD
1. To what extent does the World Bank's work help to achieve development results in Malawi? (1-To no degree at all, 10-To a very significant degree)	407	13	6.81	1.74
To what extent do you agree with the following statements about the World Bank in Malawi? (1-Strongly disagree, 10-Strongly agree)				
2. The World Bank's financial instruments meet the needs of Malawi*	390	28	6.10	1.97
3. The World Bank meets Malawi's needs for knowledge services *	381	28	6.17	2.00

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

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=421)
Weekly	4.8%
Monthly	14.0%
A few times a year	33.0%
Rarely	33.0%
Never	15.2%
2. When thinking about the development challenges in Malawi, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?(Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=424)
Public sector governance/ reform	38.2%
Education	29.7%
Agricultural development/commercialization	25.7%
Energy	22.9%
Enhancing environment for private sector development and foreign direct investment	20.0%
Trade and exports	19.6%
Economic growth	18.4%
Poverty reduction	16.0%
Rural development	15.3%
Food security	12.0%
Transport	10.8%
Job creation/employment	9.9%
Social protection	8.3%
Natural resource management	8.0%
Anti corruption	7.8%
Water and sanitation	5.0%
Information and communications technology	4.5%
Environmental sustainability	3.8%
HIV and nutrition	3.5%
Basic infrastructure	3.5%
Accountability	3.3%
Climate change and disaster management	3.1%
Urban development	3.1%
Gender equity	2.4%
Global/regional integration	1.2%
Financial markets	1.2%
Regulatory framework	0.7%

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

In Malawi, how effective do you believe the World Bank's knowledge work and activities: <i>(1-Not effective at all, 10- Very effective)</i>	Degree			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	386	24	5.84	2.27
4. Contributing to good policy making	389	21	6.59	1.99
5. Providing support for program implementation	390	24	7.14	1.93

In Malawi, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	359	44	5.73	2.13
7. Include appropriate level of stakeholder involvement during preparation	372	35	5.99	2.24
8. Are relevant to Malawi's development priorities	388	19	6.57	2.16
9. Provide feasible recommendations	370	36	6.47	2.06
10. Are accessible (well written and easy to understand)	372	36	6.29	2.35
11. Are source of relevant information on global good practices.	380	29	7.25	2.06
12. Are useful in terms of the work you do	382	22	7.02	2.29
13. Are adequately disseminated	373	28	5.43	2.33
14. Are translated enough into local language	341	65	3.39	2.24
15. Are adaptable to Malawi's specific development challenges and country circumstances*	388	25	5.57	2.25

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	399	17	6.71	1.79
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	390	27	7.24	1.85

E. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank disburses funds promptly	363	56	5.50	2.35
2. The World Bank effectively monitors and evaluates the projects and programs it supports	388	36	7.41	1.95
3. The World Bank's approvals and reviews are done in a timely fashion	366	53	5.78	2.27
4. The World Bank's "Safeguard Policy" requirements are reasonable	307	106	6.23	2.13
5. The World Bank's conditions on its lending are reasonable	347	67	5.52	2.32
6. Working with the World Bank increases Malawi's institutional capacity	403	17	7.35	1.87
7. The World Bank ensures consistency and continuity through staff changes	294	116	6.35	2.08
8. The World Bank's teams and visits are well coordinated	333	80	6.93	2.12
9. Where country systems are adequate, the World Bank makes appropriate use of them*	331	84	6.90	2.30
10. The World Bank provides effective implementation support	377	39	7.31	1.97

F. The Future Role of the World Bank in Malawi

Future Role of the World Bank	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Malawi's development in the near future? (1-Not a significant role at all, 10-Very significant role)	409	3	8.79	1.51

2. Which of the following SHOULD the World Bank do to make itself of greater value in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=404)
Reach out more to groups outside of government	48.5%
Reduce the complexity of obtaining World Bank financing	47.0%
Improve the quality of its experts as related to Malawi's specific challenges	33.7%
Offer more innovative financial products	14.1%
Work faster	12.1%
Offer more innovative knowledge services	10.1%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	10.1%
Improve the competitiveness of its financing compared to markets	9.7%
Ensure greater selectivity in its work	4.0%
Focus primarily on advocacy issues	3.5%
Other	2.7%
Increase availability of Fee-Based services	2.2%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=418)
Local newspapers	85.4%
Internet	42.6%
Local radio	33.7%
Local television	8.1%
International television	6.7%
Periodicals	5.7%
Other	5.0%
Social media	4.5%
International radio	2.6%
International newspapers	1.0%
Blogs	0.7%
Mobile phones	0.7%
Instant messaging	0.5%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=420)
World Bank website	46.2%
World Bank seminars/workshops/conferences	44.5%
World Bank publications and other written materials	32.1%
e-newsletters	26.7%
Direct contact with World Bank	26.7%
Mobile phones	7.1%
Social media	5.2%
Instant messaging	4.5%
Other	1.9%
World Bank Public Information Center	1.4%
Blogs	0.2%

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=398)
Yes	17.8%
No	82.2%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=394)
Yes	21.1%
No	78.9%

5. Were you able to obtain this information?	Percentage of Respondents (N=118)
Yes	56.8%
No	43.2%

G. Communication and Information Sharing (continued)

6. Do you have access to the Internet?	Percentage of Respondents (N=398)
Yes	98.0%
No	2.0%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=400)
Yes	65.5%
No	34.5%

8. Which do you primarily use?	Percentage of Respondents (N=302)
The World Bank's country website	43.7%
The World Bank's main website	56.3%

9. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=314)
High speed	83.1%
Dial-up	16.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank data more often than I did a few years ago	351	25	4.69	2.79
11. I find the World Bank websites easy to navigate	280	40	6.72	2.39
12. I find the information on the World Bank's websites useful	275	37	7.52	2.12
13. When I need information from the World Bank I know how to find it	328	32	5.91	3.09
14. The World Bank is responsive to my information requests and inquiries	259	78	6.07	2.69

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=400)
Employee of a Ministry, Ministerial Department or Statutory Corporation	26.8%
NGO	16.8%
Local Government Office or Staff	10.5%
Private Sector Organization	7.3%
Academia/Research Institute/Think Tank	5.8%
Parliamentarian or Parliament staff	4.8%
Project Management Unit (PMU) overseeing implementation of project	4.8%
Media	4.0%
Financial Sector/Private Bank	2.8%
Bilateral Agency	2.5%
Multilateral Agency	2.3%
Independent Government Institution	2.0%
Faith-Based Group	1.8%
Consultant/Contractor working on World Bank supported Project/Program	1.5%
Trade Union	1.5%
Office of the President, or Vice President	1.3%
Cabinet	1.3%
Other	1.3%
Community Based Organization	1.0%
Private Foundation	.3%
Judiciary Branch	.3%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=395)
Agriculture/ rural development / food security	21.0%
Education	16.5%
Public sector governance/public financial management/anti corruption	12.4%
Other	9.6%
Media	7.3%
Health/communicable/non-communicable diseases	6.1%
Social protection	4.3%
Financial markets/banking	4.1%
Law and justice/regulatory framework/legislature	3.0%
Private sector development/foreign direct investment	3.0%
Natural resource management/environmental sustainability	2.8%
Water and sanitation	2.5%
Information and communications technology	2.0%
Urban development	2.0%
Energy	1.0%
Transport	1.0%
Climate change / disaster management	.8%
Job creation/employment/trade union	.5%

H. Background Information (continued)

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=405)
Yes	62.0%
No	38.0%

4. Which of the following describes most of your exposure to the World Bank in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=409)
Engage in World Bank related/sponsored events/activities	44.0%
Collaborate as part of my professional duties	31.3%
Use World Bank reports/data	30.6%
Observer	27.4%
Use World Bank website for information, data, research, etc.	26.4%

5. Which best represents your geographic location?	Percentage of Respondents (N=412)
City (Blantyre, Zomba, Lilongwe, Mzuzu)	70.4%
Town	1.2%
District – Central region	10.9%
District – Northern region	6.6%
District – Southern region	10.9%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Malawi

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

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The right direction	100.0%	47.4%	69.3%	54.2%	65.9%	66.7%	54.1%	47.0%	40.0%	43.5%	58.3%
The wrong direction	0.0%	31.6%	9.9%	12.5%	12.2%	0.0%	21.6%	24.1%	33.3%	34.8%	33.3%
Not sure	0.0%	21.1%	20.8%	33.3%	22.0%	33.3%	24.3%	28.9%	26.7%	21.7%	8.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection	22.2%	10.5%	17.9%	8.3%	5.1%	11.1%	12.8%	17.9%	6.3%	4.8%	0.0%
Transport	11.1%	36.8%	16.0%	4.2%	15.4%	5.6%	17.9%	13.1%	25.0%	4.8%	7.1%
Food security*	44.4%	63.2%	42.5%	20.8%	53.8%	38.9%	25.6%	44.0%	68.8%	23.8%	21.4%
Global/regional integration	0.0%	0.0%	0.9%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	5.3%	2.8%	4.2%	0.0%	11.1%	0.0%	2.4%	0.0%	9.5%	7.1%
Enhancing environment for private sector development and foreign direct investment*	11.1%	0.0%	17.0%	4.2%	15.4%	16.7%	25.6%	9.5%	0.0%	4.8%	42.9%
Trade and exports	22.2%	15.8%	17.9%	16.7%	10.3%	11.1%	23.1%	8.3%	43.8%	14.3%	14.3%
Anti corruption*	11.1%	10.5%	3.8%	0.0%	0.0%	0.0%	12.8%	6.0%	12.5%	28.6%	28.6%
Job creation/employment*	11.1%	5.3%	10.4%	29.2%	12.8%	27.8%	10.3%	11.9%	37.5%	9.5%	0.0%
Rural development*	0.0%	0.0%	7.5%	16.7%	28.2%	5.6%	10.3%	3.6%	12.5%	4.8%	0.0%
Basic infrastructure	0.0%	0.0%	2.8%	8.3%	10.3%	0.0%	5.1%	2.4%	12.5%	0.0%	0.0%
Urban development	0.0%	0.0%	0.9%	0.0%	2.6%	0.0%	0.0%	1.2%	0.0%	4.8%	0.0%
Environmental sustainability	11.1%	5.3%	1.9%	0.0%	7.7%	0.0%	2.6%	7.1%	6.3%	0.0%	0.0%
Education*	11.1%	42.1%	34.0%	20.8%	15.4%	27.8%	28.2%	45.2%	25.0%	52.4%	28.6%
Poverty reduction	44.4%	21.1%	18.9%	33.3%	23.1%	38.9%	17.9%	19.0%	18.8%	19.0%	7.1%
Energy	22.2%	21.1%	24.5%	20.8%	15.4%	11.1%	23.1%	14.3%	6.3%	4.8%	42.9%
Public sector governance/ reform*	22.2%	10.5%	15.1%	12.5%	17.9%	27.8%	17.9%	31.0%	0.0%	19.0%	42.9%
Climate change and disaster management*	22.2%	0.0%	1.9%	4.2%	0.0%	0.0%	0.0%	6.0%	6.3%	0.0%	0.0%
Agricultural development/commercialization*	0.0%	31.6%	25.5%	41.7%	23.1%	5.6%	28.2%	15.5%	6.3%	33.3%	21.4%
Water and sanitation*	11.1%	15.8%	6.6%	12.5%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Accountability	0.0%	0.0%	0.9%	12.5%	2.6%	5.6%	7.7%	6.0%	6.3%	14.3%	14.3%
Economic growth	11.1%	0.0%	14.2%	20.8%	28.2%	16.7%	23.1%	11.9%	6.3%	23.8%	14.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%
HIV and nutrition*	11.1%	0.0%	1.9%	0.0%	0.0%	27.8%	0.0%	10.7%	0.0%	4.8%	7.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	7.5%	4.2%	7.7%	5.6%	5.1%	3.6%	0.0%	9.5%	0.0%
Information and communications technology	0.0%	5.3%	1.9%	4.2%	0.0%	0.0%	2.6%	2.4%	0.0%	4.8%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Water and sanitation*	30.0%	15.8%	3.7%	16.0%	2.4%	0.0%	0.0%	7.1%	6.3%	0.0%	7.1%
Economic growth	30.0%	15.8%	37.4%	36.0%	50.0%	26.3%	46.2%	29.4%	56.3%	34.8%	35.7%
Climate change and disaster management	10.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	2.8%	4.0%	0.0%	21.1%	0.0%	4.7%	0.0%	13.0%	7.1%
Rural development	30.0%	36.8%	32.7%	16.0%	45.2%	26.3%	30.8%	20.0%	12.5%	26.1%	14.3%
Urban development	0.0%	0.0%	0.0%	0.0%	2.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	5.3%	1.9%	8.0%	4.8%	5.3%	7.7%	3.5%	6.3%	0.0%	0.0%
Social protection	10.0%	31.6%	9.3%	20.0%	11.9%	15.8%	2.6%	10.6%	12.5%	13.0%	0.0%
Transport	10.0%	31.6%	10.3%	16.0%	9.5%	5.3%	5.1%	16.5%	31.3%	8.7%	14.3%
Accountability	10.0%	0.0%	4.7%	4.0%	2.4%	10.5%	7.7%	8.2%	6.3%	4.3%	0.0%
HIV and nutrition	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	7.1%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	6.3%	4.3%	0.0%
Anti corruption*	10.0%	0.0%	5.6%	0.0%	2.4%	5.3%	7.7%	10.6%	12.5%	17.4%	28.6%
Enhancing environment for private sector development and foreign direct investment	20.0%	5.3%	7.5%	0.0%	7.1%	5.3%	23.1%	7.1%	6.3%	8.7%	14.3%
Education*	20.0%	42.1%	43.0%	24.0%	23.8%	36.8%	56.4%	40.0%	18.8%	56.5%	35.7%
Energy	10.0%	15.8%	5.6%	12.0%	11.9%	0.0%	2.6%	4.7%	6.3%	4.3%	7.1%
Public sector governance/ reform	10.0%	15.8%	11.2%	12.0%	16.7%	15.8%	10.3%	20.0%	6.3%	17.4%	28.6%
Natural resource management	0.0%	0.0%	2.8%	0.0%	7.1%	5.3%	0.0%	1.2%	6.3%	0.0%	7.1%
Environmental sustainability*	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	2.6%	2.4%	0.0%	0.0%	14.3%
Agricultural development/commercialization	40.0%	42.1%	48.6%	48.0%	42.9%	52.6%	41.0%	32.9%	25.0%	34.8%	42.9%
Job creation/employment	40.0%	15.8%	29.9%	36.0%	21.4%	42.1%	17.9%	29.4%	25.0%	21.7%	14.3%
Financial markets	0.0%	0.0%	0.9%	0.0%	2.4%	0.0%	2.6%	0.0%	0.0%	0.0%	7.1%
Trade and exports*	20.0%	0.0%	13.1%	36.0%	16.7%	5.3%	12.8%	11.8%	18.8%	13.0%	0.0%
Food security	0.0%	15.8%	22.4%	12.0%	19.0%	15.8%	23.1%	21.2%	25.0%	21.7%	14.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Energy	50.0%	52.9%	50.0%	37.5%	57.1%	47.4%	37.5%	38.6%	31.3%	47.8%	50.0%
Gender equity	0.0%	0.0%	1.9%	4.2%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	7.1%
Social protection	0.0%	5.9%	0.9%	0.0%	9.5%	0.0%	7.5%	4.8%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	4.7%	0.0%	2.4%	10.5%	5.0%	1.2%	0.0%	0.0%	7.1%
Climate change and disaster management	0.0%	0.0%	0.0%	4.2%	2.4%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Anti corruption	10.0%	11.8%	5.7%	0.0%	2.4%	10.5%	12.5%	7.2%	12.5%	8.7%	14.3%
Rural development*	0.0%	5.9%	10.4%	25.0%	31.0%	0.0%	12.5%	10.8%	6.3%	13.0%	14.3%
Urban development	0.0%	0.0%	0.9%	4.2%	0.0%	0.0%	0.0%	1.2%	6.3%	0.0%	0.0%
Water and sanitation	10.0%	5.9%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	35.3%	26.4%	16.7%	14.3%	15.8%	22.5%	28.9%	12.5%	30.4%	14.3%
Information and communications technology	0.0%	0.0%	3.8%	8.3%	2.4%	0.0%	2.5%	6.0%	0.0%	8.7%	7.1%
Regulatory framework	0.0%	0.0%	2.8%	0.0%	0.0%	10.5%	2.5%	3.6%	0.0%	0.0%	0.0%
HIV and nutrition	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Trade and exports*	60.0%	52.9%	56.6%	66.7%	50.0%	31.6%	52.5%	42.2%	81.3%	30.4%	35.7%
Public sector governance/ reform*	20.0%	29.4%	15.1%	8.3%	9.5%	36.8%	20.0%	21.7%	25.0%	34.8%	42.9%
Enhancing environment for private sector development and foreign direct investment	30.0%	11.8%	19.8%	20.8%	21.4%	36.8%	30.0%	16.9%	12.5%	13.0%	50.0%
Job creation/employment	30.0%	17.6%	13.2%	25.0%	16.7%	5.3%	17.5%	21.7%	37.5%	8.7%	14.3%
Agricultural development/commercialization	40.0%	17.6%	44.3%	50.0%	42.9%	57.9%	50.0%	36.1%	25.0%	47.8%	14.3%
Food security	0.0%	11.8%	5.7%	8.3%	7.1%	0.0%	0.0%	9.6%	18.8%	17.4%	14.3%
Transport	20.0%	17.6%	14.2%	16.7%	16.7%	10.5%	7.5%	16.9%	25.0%	4.3%	14.3%
Natural resource management	10.0%	11.8%	12.3%	0.0%	7.1%	10.5%	5.0%	10.8%	6.3%	13.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	1.2%	0.0%	4.3%	0.0%
Basic infrastructure	10.0%	11.8%	7.5%	0.0%	4.8%	10.5%	7.5%	2.4%	0.0%	8.7%	0.0%
Accountability	0.0%	0.0%	0.9%	4.2%	0.0%	0.0%	2.5%	4.8%	0.0%	4.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	2.4%	0.0%	4.3%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Malawi (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Better employment opportunities for young people	57.1%	25.0%	12.2%	17.4%	20.0%	29.4%	10.3%	16.3%	12.5%	10.0%	0.0%
Better employment opportunities for women	0.0%	0.0%	2.0%	4.3%	5.0%	0.0%	2.6%	11.3%	6.3%	0.0%	8.3%
Greater access to micro-finance for the poor	0.0%	25.0%	23.5%	17.4%	7.5%	17.6%	25.6%	8.8%	18.8%	15.0%	25.0%
Greater voice and participation for citizens to help ensure greater accountability	28.6%	0.0%	18.4%	13.0%	22.5%	17.6%	17.9%	35.0%	18.8%	25.0%	8.3%
Greater access to health and nutrition for citizens	0.0%	0.0%	6.1%	0.0%	2.5%	11.8%	2.6%	6.3%	0.0%	20.0%	0.0%
Better entrepreneurial opportunities	28.6%	37.5%	32.7%	34.8%	37.5%	35.3%	20.5%	25.0%	18.8%	25.0%	58.3%
A growing middle class	14.3%	25.0%	12.2%	8.7%	12.5%	5.9%	15.4%	10.0%	25.0%	10.0%	33.3%
Better opportunity for the poor who live in rural areas	14.3%	6.3%	8.2%	13.0%	17.5%	29.4%	10.3%	7.5%	12.5%	15.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	6.3%	2.0%	4.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	14.3%	0.0%	20.4%	30.4%	27.5%	5.9%	38.5%	18.8%	31.3%	25.0%	33.3%
More effective risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	6.3%	9.2%	8.7%	0.0%	5.9%	5.1%	2.5%	12.5%	10.0%	0.0%
Education and training that better ensure job opportunity	28.6%	50.0%	36.7%	21.7%	27.5%	41.2%	30.8%	40.0%	18.8%	30.0%	16.7%
Better quality public services	14.3%	12.5%	13.3%	17.4%	20.0%	0.0%	17.9%	15.0%	18.8%	20.0%	33.3%
Other	0.0%	6.3%	2.0%	4.3%	0.0%	0.0%	2.6%	0.0%	6.3%	0.0%	0.0%

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
How familiar are you with the work of the World Bank in Malawi?*	10	8.50	.97	19	6.26	2.18	107	6.95	1.94	25	7.36	2.08	41	6.98	2.04	19	6.79	2.12	40	6.05	2.05	85	5.80	2.15	15	6.67	2.02	23	6.70	2.29	14	6.71	1.68

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

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Malawi?*	10	7.10	1.52	19	5.95	1.54	106	7.08	1.67	25	6.20	2.20	42	6.64	2.18	17	7.12	1.17	38	5.58	1.46	79	5.87	1.87	15	6.53	1.60	22	5.18	1.92	12	5.75	1.82

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Malawi solve its most complicated development challenges?*	10	6.90	1.79	19	6.63	1.98	97	6.94	1.86	24	6.88	1.94	36	6.06	2.19	17	7.53	1.42	33	6.30	1.91	69	6.25	1.85	12	6.25	1.66	21	5.24	1.92	9	6.11	1.45

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

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection	10.0%	15.8%	12.3%	16.0%	9.5%	10.5%	7.5%	14.1%	6.7%	13.0%	0.0%
Public sector governance/ reform*	30.0%	31.6%	21.7%	36.0%	14.3%	42.1%	40.0%	43.5%	33.3%	39.1%	61.5%
Transport	20.0%	36.8%	20.8%	16.0%	28.6%	15.8%	7.5%	15.3%	33.3%	17.4%	15.4%
Poverty reduction	30.0%	15.8%	17.9%	8.0%	23.8%	15.8%	7.5%	14.1%	20.0%	8.7%	7.7%
Global/regional integration	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	1.9%	4.0%	2.4%	5.3%	0.0%	2.4%	0.0%	8.7%	7.7%
Accountability	0.0%	0.0%	0.9%	4.0%	2.4%	5.3%	5.0%	8.2%	13.3%	13.0%	7.7%
Enhancing environment for private sector development and foreign direct investment	30.0%	5.3%	14.2%	12.0%	4.8%	26.3%	25.0%	15.3%	6.7%	4.3%	15.4%
Rural development*	0.0%	10.5%	19.8%	16.0%	38.1%	10.5%	20.0%	14.1%	6.7%	13.0%	0.0%
Water and sanitation*	0.0%	10.5%	7.5%	20.0%	4.8%	0.0%	0.0%	2.4%	0.0%	4.3%	0.0%
Energy	40.0%	26.3%	27.4%	28.0%	16.7%	26.3%	20.0%	15.3%	6.7%	8.7%	23.1%
Job creation/employment	10.0%	10.5%	8.5%	16.0%	7.1%	10.5%	7.5%	8.2%	13.3%	13.0%	7.7%
Financial markets	0.0%	0.0%	0.9%	0.0%	2.4%	0.0%	0.0%	3.5%	6.7%	0.0%	0.0%
Urban development	0.0%	5.3%	0.9%	0.0%	7.1%	5.3%	0.0%	1.2%	0.0%	0.0%	0.0%
Environmental sustainability	10.0%	0.0%	2.8%	0.0%	2.4%	5.3%	2.5%	7.1%	0.0%	0.0%	7.7%
Education	40.0%	52.6%	41.5%	20.0%	31.0%	36.8%	37.5%	42.4%	33.3%	56.5%	38.5%
Food security	10.0%	15.8%	17.0%	8.0%	19.0%	0.0%	10.0%	15.3%	20.0%	17.4%	0.0%
Climate change and disaster management	10.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%
Agricultural development/commercialization	10.0%	26.3%	29.2%	36.0%	23.8%	15.8%	40.0%	24.7%	33.3%	34.8%	30.8%
Trade and exports	10.0%	10.5%	16.0%	24.0%	11.9%	21.1%	12.5%	8.2%	26.7%	13.0%	15.4%
Economic growth	20.0%	5.3%	15.1%	0.0%	21.4%	21.1%	22.5%	14.1%	6.7%	17.4%	7.7%
Regulatory framework	0.0%	0.0%	0.9%	4.0%	0.0%	5.3%	2.5%	3.5%	0.0%	0.0%	0.0%
HIV and nutrition*	0.0%	0.0%	1.9%	0.0%	2.4%	10.5%	0.0%	7.1%	0.0%	0.0%	23.1%
Basic infrastructure	0.0%	5.3%	5.7%	12.0%	7.1%	0.0%	5.0%	4.7%	13.3%	0.0%	0.0%
Natural resource management	10.0%	0.0%	5.7%	8.0%	7.1%	5.3%	2.5%	4.7%	0.0%	8.7%	7.7%
Anti corruption*	0.0%	15.8%	1.9%	0.0%	2.4%	5.3%	12.5%	3.5%	0.0%	4.3%	23.1%
Information and communications technology	10.0%	0.0%	2.8%	4.0%	0.0%	0.0%	0.0%	5.9%	13.3%	4.3%	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 Malawi?

Greatest Value	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Percentage of Respondents											
Financial resources: investment lending*	50.0%	11.8%	27.6%	72.7%	24.3%	21.1%	25.6%	32.1%	30.0%	28.6%	21.4%
Financial resources: policy based lending / budget support to the Government*	40.0%	52.9%	54.1%	9.1%	51.4%	42.1%	28.2%	32.1%	20.0%	23.8%	35.7%
Mobilizing third party financial resources	0.0%	0.0%	1.0%	0.0%	5.4%	0.0%	2.6%	1.3%	0.0%	4.8%	0.0%
Technical assistance	0.0%	17.6%	5.1%	9.1%	2.7%	10.5%	12.8%	10.3%	10.0%	14.3%	21.4%
Policy advice*	0.0%	5.9%	0.0%	0.0%	0.0%	21.1%	5.1%	5.1%	20.0%	4.8%	14.3%
Donor coordination	0.0%	11.8%	2.0%	4.5%	5.4%	0.0%	10.3%	1.3%	10.0%	4.8%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Training/capacity building	10.0%	0.0%	9.2%	4.5%	10.8%	5.3%	12.8%	11.5%	0.0%	19.0%	7.1%
Studies/analyses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	2.6%	10.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Percentage of Respondents											
Financial resources: investment lending	20.0%	11.8%	15.2%	13.6%	10.8%	21.1%	16.2%	5.2%	0.0%	14.3%	14.3%
Financial resources: policy based lending / budget support to the Government	20.0%	17.6%	18.2%	27.3%	24.3%	21.1%	13.5%	15.6%	18.2%	14.3%	14.3%
Mobilizing third party financial resources	0.0%	17.6%	6.1%	4.5%	2.7%	5.3%	5.4%	5.2%	0.0%	9.5%	14.3%
Technical assistance	0.0%	17.6%	14.1%	22.7%	21.6%	31.6%	18.9%	22.1%	27.3%	0.0%	14.3%
Policy advice	20.0%	17.6%	6.1%	4.5%	0.0%	15.8%	13.5%	15.6%	27.3%	4.8%	7.1%
Donor coordination	10.0%	11.8%	16.2%	0.0%	8.1%	0.0%	5.4%	15.6%	0.0%	4.8%	0.0%
Data	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	2.7%	2.6%	9.1%	9.5%	0.0%
Training/capacity building	10.0%	5.9%	13.1%	22.7%	21.6%	0.0%	16.2%	11.7%	18.2%	23.8%	28.6%
Studies/analyses	0.0%	0.0%	6.1%	0.0%	8.1%	5.3%	0.0%	1.3%	0.0%	9.5%	0.0%
Convening/facilitating	10.0%	0.0%	3.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	10.0%	0.0%	1.0%	0.0%	0.0%	0.0%	5.4%	2.6%	0.0%	9.5%	7.1%
Other	0.0%	0.0%	0.0%	4.5%	2.7%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%

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 Malawi? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Staff too inaccessible	0.0%	5.3%	6.8%	4.2%	13.5%	0.0%	10.5%	11.4%	6.7%	0.0%	0.0%
Not exploring alternative policy options	30.0%	5.3%	6.8%	16.7%	5.4%	5.9%	15.8%	6.3%	0.0%	13.6%	15.4%
Not adequately sensitive to political/social realities in Malawi	10.0%	21.1%	25.2%	25.0%	37.8%	0.0%	28.9%	29.1%	46.7%	27.3%	38.5%
Not enough public disclosure of its work	10.0%	26.3%	20.4%	20.8%	21.6%	17.6%	13.2%	20.3%	26.7%	9.1%	0.0%
Arrogant in its approach	10.0%	0.0%	1.9%	0.0%	2.7%	0.0%	7.9%	6.3%	6.7%	9.1%	7.7%
Not aligned with country priorities	0.0%	10.5%	7.8%	8.3%	10.8%	5.9%	13.2%	3.8%	13.3%	22.7%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	10.5%	7.8%	8.3%	13.5%	41.2%	21.1%	7.6%	13.3%	9.1%	0.0%
Too influenced by developed countries*	30.0%	26.3%	40.8%	8.3%	32.4%	5.9%	36.8%	24.1%	26.7%	27.3%	53.8%
Imposing technocratic solutions without regard to political realities	40.0%	21.1%	12.6%	12.5%	10.8%	17.6%	10.5%	7.6%	20.0%	18.2%	30.8%
World Bank processes too slow and complex*	40.0%	21.1%	21.4%	41.7%	27.0%	41.2%	7.9%	16.5%	6.7%	18.2%	15.4%
Too bureaucratic in its operational policies and procedures	30.0%	36.8%	22.3%	20.8%	13.5%	23.5%	10.5%	17.7%	33.3%	18.2%	15.4%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	5.3%	3.9%	0.0%	0.0%	5.9%	15.8%	31.6%	0.0%	9.1%	23.1%
Not client focused	0.0%	0.0%	6.8%	4.2%	2.7%	0.0%	0.0%	1.3%	0.0%	13.6%	0.0%
Other	0.0%	5.3%	4.9%	8.3%	2.7%	5.9%	0.0%	6.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Capacity development*	10.0%	63.2%	44.8%	40.0%	53.7%	11.1%	50.0%	47.6%	68.8%	69.6%	50.0%
Policy based lending / budget support to the Government	70.0%	47.4%	57.1%	32.0%	53.7%	66.7%	35.0%	40.5%	37.5%	39.1%	42.9%
Knowledge products/services	0.0%	10.5%	6.7%	12.0%	2.4%	22.2%	5.0%	10.7%	0.0%	21.7%	7.1%
Investment lending	70.0%	36.8%	57.1%	64.0%	61.0%	44.4%	55.0%	39.3%	43.8%	30.4%	42.9%
Technical assistance	40.0%	36.8%	23.8%	32.0%	14.6%	33.3%	32.5%	39.3%	43.8%	30.4%	50.0%
Trust Fund management	0.0%	0.0%	2.9%	4.0%	2.4%	11.1%	5.0%	1.2%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.9%	4.0%	0.0%	5.6%	0.0%	2.4%	0.0%	4.3%	0.0%
Don't know	0.0%	5.3%	1.9%	4.0%	2.4%	0.0%	5.0%	6.0%	6.3%	0.0%	0.0%

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?"	9	7.44	2.24	19	8.00	2.11	96	8.30	1.80	24	7.25	2.33	38	8.29	2.18	17	8.71	1.83	40	8.33	1.61	79	8.44	1.49	15	7.40	2.10	21	8.10	2.00	13	7.46	2.50

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

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
NGOs*	10.0%	10.5%	17.8%	28.0%	14.6%	26.3%	12.5%	73.8%	37.5%	13.0%	7.1%
Local Government*	50.0%	42.1%	67.3%	44.0%	95.1%	26.3%	15.0%	29.8%	43.8%	17.4%	28.6%
Beneficiaries	20.0%	15.8%	17.8%	20.0%	17.1%	21.1%	20.0%	13.1%	12.5%	21.7%	28.6%
Private sector*	60.0%	36.8%	36.4%	48.0%	19.5%	52.6%	82.5%	27.4%	31.3%	21.7%	64.3%
Community Based Organizations (CBOs)*	0.0%	5.3%	11.2%	16.0%	14.6%	10.5%	10.0%	19.0%	18.8%	21.7%	0.0%
Donor community	0.0%	0.0%	10.3%	12.0%	4.9%	31.6%	5.0%	8.3%	6.3%	0.0%	7.1%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	10.0%	10.5%	19.6%	20.0%	17.1%	15.8%	27.5%	9.5%	0.0%	87.0%	35.7%
Parliament*	20.0%	78.9%	7.5%	0.0%	2.4%	0.0%	10.0%	2.4%	6.3%	8.7%	7.1%
Media*	20.0%	0.0%	6.5%	4.0%	2.4%	0.0%	7.5%	2.4%	43.8%	0.0%	0.0%
Faith based organizations*	10.0%	0.0%	0.0%	0.0%	2.4%	5.3%	0.0%	11.9%	0.0%	8.7%	7.1%
Other	0.0%	0.0%	2.8%	4.0%	4.9%	0.0%	2.5%	1.2%	0.0%	0.0%	14.3%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)**To what extent do you agree with the following statements about the World Bank's work in Malawi? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Malawi*	10	7.30	1.70	19	7.00	1.86	107	8.11	1.85	25	8.08	2.06	38	7.79	1.97	18	8.50	1.25	38	7.13	1.70	83	7.13	1.94	16	7.19	2.40	21	6.33	1.80	13	7.62	1.39
The World Bank's work is aligned with what I consider the development priorities for Malawi*	10	7.00	2.67	18	6.44	2.01	106	6.98	2.31	24	7.50	2.40	38	7.05	2.29	17	8.41	1.46	38	5.89	1.90	83	6.48	1.98	14	5.86	2.41	21	5.00	2.02	14	6.29	2.16
The World Bank supports programs and strategies that are realistic for Malawi*	10	6.90	2.02	19	6.37	1.86	105	7.23	2.02	24	7.42	2.17	38	6.71	2.23	17	8.18	1.63	39	5.87	2.02	82	6.38	1.93	14	6.00	2.00	21	5.33	1.85	13	6.23	1.79
The World Bank treats clients and stakeholders in Malawi with respect*	9	6.22	2.59	17	6.82	1.70	97	7.11	2.17	24	7.25	2.49	34	6.47	2.18	15	8.40	1.35	37	6.73	2.09	73	6.62	2.15	11	7.00	2.83	20	5.55	2.33	14	5.86	1.99

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	10	6.30	2.41	17	6.35	1.69	103	6.93	1.89	24	7.08	2.00	36	6.64	1.90	17	7.47	1.66	36	5.69	1.69	77	6.34	2.02	13	6.62	1.66	20	5.20	2.31	13	6.23	2.31
Flexibility (in terms of the World Bank's products and services)*	10	5.80	2.44	18	5.22	1.96	99	5.62	2.08	23	5.78	2.49	36	5.31	2.15	17	6.59	1.84	34	4.94	2.01	74	5.20	2.16	10	3.60	1.84	21	4.29	1.74	12	5.08	2.94
Flexibility (in terms of changing country circumstances)*	9	6.56	2.30	17	5.47	1.66	97	5.69	2.06	24	5.79	2.38	36	5.44	2.13	17	6.88	1.69	36	4.92	1.93	78	5.19	1.96	11	5.36	2.01	22	4.27	1.86	13	5.15	2.12
Being inclusive*	10	5.80	2.04	17	6.35	1.84	95	6.39	2.22	23	6.17	2.12	34	5.79	2.23	16	6.94	1.81	38	5.55	1.70	74	5.35	1.93	12	6.33	1.56	20	4.65	2.08	12	4.92	2.11
Openness*	10	5.40	2.07	17	6.59	2.53	100	6.90	2.40	22	7.64	1.89	35	6.49	2.54	17	6.94	2.25	36	6.50	2.22	80	6.13	2.27	13	4.62	2.22	22	6.59	2.15	13	6.23	2.49
Staff accessibility*	10	5.40	2.50	18	5.44	2.33	93	6.44	2.61	24	6.88	2.88	32	4.91	2.29	16	7.63	1.50	35	5.49	2.38	75	4.68	2.24	12	4.42	2.43	19	5.58	2.12	12	6.00	2.34
Straightforwardness and honesty*	10	6.90	1.60	18	6.61	2.33	95	7.29	2.26	22	7.32	2.40	34	6.62	2.27	15	8.67	.90	36	6.83	2.01	73	6.16	2.43	12	6.33	1.56	21	6.19	2.38	12	6.42	2.71
Collaboration with groups outside of the Government*	7	6.43	3.21	19	6.32	2.31	88	6.67	2.21	23	6.09	2.33	33	6.88	2.15	13	6.77	1.09	37	5.54	2.26	81	5.26	2.20	11	6.09	1.64	21	5.14	2.29	11	5.36	1.91
Collaboration with the Government	10	8.00	1.76	19	8.26	1.24	105	8.33	1.70	25	8.64	1.68	38	8.05	1.69	17	8.41	1.12	36	7.89	1.55	83	8.31	1.64	14	8.43	1.16	21	7.95	1.96	13	7.92	1.89
Collaboration with other donors	9	8.44	1.24	18	8.72	1.27	95	8.49	1.71	22	8.55	1.71	36	8.00	1.77	17	8.29	1.45	34	8.15	1.44	75	8.05	1.92	13	9.00	1.00	16	8.63	1.31	13	8.38	1.71
The speed in which it gets things accomplished on the ground*	9	4.89	2.15	18	6.11	2.22	98	6.28	2.09	24	5.67	2.55	35	6.37	2.24	16	6.31	1.35	36	5.11	1.79	71	5.37	2.09	10	5.60	1.51	19	5.21	1.58	13	6.08	2.22
Follow through over time*	9	6.00	2.12	16	6.38	1.96	87	7.16	1.87	21	6.29	2.26	34	6.94	2.00	12	7.58	1.73	33	5.82	1.88	67	6.01	2.26	9	6.44	1.42	17	5.59	2.15	12	6.00	2.26

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	50.0%	21.1%	15.4%	25.0%	21.4%	11.1%	13.2%	11.9%	6.7%	8.7%	14.3%
The Government works inefficiently	20.0%	57.9%	30.8%	41.7%	26.2%	38.9%	34.2%	32.1%	40.0%	34.8%	28.6%
There is not an adequate level of citizen/civil society participation*	10.0%	21.1%	22.1%	16.7%	26.2%	11.1%	13.2%	44.0%	20.0%	34.8%	28.6%
Poor donor coordination	10.0%	0.0%	4.8%	4.2%	2.4%	16.7%	5.3%	3.6%	13.3%	4.3%	7.1%
The World Bank does not do adequate follow through/follow-up	10.0%	5.3%	4.8%	4.2%	4.8%	0.0%	0.0%	4.8%	0.0%	4.3%	7.1%
Lack of/inadequate levels of capacity in Government*	60.0%	21.1%	32.7%	33.3%	9.5%	72.2%	28.9%	23.8%	20.0%	26.1%	28.6%
Political pressures and obstacles	0.0%	15.8%	20.2%	16.7%	26.2%	11.1%	28.9%	22.6%	20.0%	13.0%	14.3%
Reforms are not well thought out in light of country challenges	20.0%	31.6%	43.3%	33.3%	52.4%	16.7%	31.6%	25.0%	33.3%	43.5%	28.6%
The World Bank is not sensitive enough to political/social realities on the ground	20.0%	26.3%	24.0%	16.7%	26.2%	5.6%	31.6%	26.2%	46.7%	30.4%	42.9%
Other	0.0%	0.0%	1.0%	0.0%	0.0%	5.6%	2.6%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results

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

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	9	5.44	2.19	16	5.38	2.47	78	6.31	2.29	20	6.70	2.32	35	5.89	2.49	10	6.50	2.27	33	5.52	2.27	70	5.40	2.36	12	4.83	2.12	21	4.43	2.60	12	4.50	2.15
Information and communications technology*	10	5.40	1.78	16	6.38	1.78	76	6.46	2.05	19	7.00	1.80	31	6.19	2.01	8	6.75	1.75	28	5.57	1.73	66	6.15	2.01	11	6.73	1.90	22	5.00	1.90	11	5.73	2.33
Transport	10	6.10	1.37	15	5.67	2.16	86	6.43	2.06	23	6.00	2.63	36	6.53	2.20	13	6.15	2.34	35	6.26	2.05	68	6.57	1.89	11	5.82	2.71	20	5.20	2.17	12	5.92	1.24
Accountability*	10	7.30	2.31	18	6.44	2.12	84	7.46	2.10	20	7.40	2.37	37	7.51	1.87	15	7.60	1.06	35	6.63	2.00	74	6.73	2.14	12	6.08	2.07	21	6.67	2.13	13	5.92	2.53
Urban development	10	6.00	1.94	18	6.00	2.11	80	5.85	2.01	20	5.55	2.42	33	5.45	2.20	12	5.75	2.05	34	5.18	2.08	64	5.58	1.89	10	6.10	2.64	20	5.30	1.98	11	4.91	1.30
Environmental sustainability*	10	6.90	1.45	16	5.56	2.34	87	6.61	2.10	18	6.67	2.28	35	7.20	1.86	13	6.92	1.80	33	5.70	1.96	65	6.35	1.96	11	5.64	2.01	21	5.43	1.96	10	6.50	1.72
Regulatory framework*	10	5.90	1.97	14	6.07	2.79	80	6.84	2.01	20	7.25	1.80	29	6.76	1.57	14	7.57	1.40	32	6.94	1.81	68	6.60	1.71	8	4.63	2.20	19	6.32	1.60	12	7.25	1.48
Basic infrastructure	10	6.50	1.78	17	5.94	1.82	88	6.74	1.97	22	6.73	2.35	37	6.89	2.39	9	6.78	2.33	34	6.09	2.23	68	6.25	2.05	12	6.08	2.43	21	6.00	2.00	11	5.64	1.80
HIV and nutrition	10	7.40	1.78	16	6.38	2.06	81	6.68	1.90	19	6.68	2.14	33	6.97	2.26	12	7.42	1.93	31	6.29	1.88	67	6.45	2.19	13	6.38	2.36	19	5.68	2.11	11	6.91	2.77
Poverty reduction*	10	6.90	2.42	18	6.89	2.11	93	7.05	1.99	23	6.78	2.50	39	6.82	2.47	15	7.47	1.55	35	5.57	2.06	76	6.66	2.23	14	6.14	2.11	21	5.71	1.71	12	6.25	2.18
Gender equity	9	6.89	1.83	17	6.76	1.86	79	6.46	2.00	19	6.21	2.27	33	6.85	2.02	10	5.70	1.64	30	6.00	1.98	65	6.23	2.07	11	5.00	2.28	21	5.76	2.23	12	5.83	1.85
Enhancing environment for private sector development and foreign direct investment*	10	6.50	2.07	17	5.82	2.83	81	6.62	2.18	18	6.78	1.80	27	6.44	1.83	16	7.13	1.26	34	5.24	2.10	62	6.15	2.14	12	5.33	2.15	21	5.48	2.40	10	6.00	2.26
Water and sanitation	10	7.30	1.42	17	6.18	2.04	88	7.13	2.00	22	7.41	2.32	36	7.28	2.01	13	7.92	1.04	33	6.70	2.01	67	6.69	1.82	12	7.00	1.28	21	6.62	1.96	12	7.17	1.75
Trade and exports*	9	6.33	2.29	16	5.00	1.97	86	5.66	2.02	18	6.39	2.17	29	5.79	2.02	14	7.29	1.33	31	5.00	1.91	60	5.80	2.08	11	5.00	2.72	20	5.20	1.82	11	5.91	2.07
Economic growth	10	6.60	2.41	17	6.47	1.94	100	6.80	1.95	20	7.00	2.49	35	6.71	2.02	16	7.19	1.87	33	5.94	1.56	77	6.62	2.15	12	6.00	2.45	21	5.43	2.06	12	6.00	2.09
Energy	10	5.80	2.57	17	5.71	2.31	85	5.92	2.37	21	6.57	2.31	31	6.48	2.29	13	7.00	2.80	32	6.16	1.99	69	5.88	2.01	11	6.09	2.12	20	5.90	1.89	11	6.00	2.45
Public sector governance/ reform	10	6.60	2.50	17	7.00	2.18	91	7.23	1.98	22	7.14	2.08	36	7.19	1.64	15	7.40	1.72	36	6.36	2.27	76	6.41	2.40	15	6.33	2.69	21	6.19	2.18	11	5.91	2.02
Job creation/employment	9	4.44	2.19	17	4.35	2.12	88	4.91	1.99	22	4.95	2.40	32	5.56	2.49	13	6.23	1.88	34	4.65	1.91	73	4.48	1.98	11	4.00	1.61	21	4.24	2.00	11	4.18	1.72
Financial markets	9	5.33	2.12	16	5.31	2.60	68	5.63	2.09	17	5.65	1.97	29	5.62	2.56	12	7.33	2.15	34	5.56	2.35	65	5.43	2.02	10	4.00	1.49	19	5.47	1.78	9	4.89	2.03
Rural development	10	5.80	1.99	17	6.41	2.06	93	6.40	2.25	20	6.85	2.56	38	6.84	2.37	13	6.85	1.77	35	5.29	1.92	74	6.01	2.22	13	6.38	2.18	21	5.38	1.94	12	5.83	2.33
Global/regional integration	9	5.11	1.90	15	6.40	2.16	84	6.48	1.94	17	6.29	2.08	28	6.32	2.60	9	6.44	2.07	31	5.42	1.77	67	6.39	2.04	10	5.50	1.78	20	5.80	1.94	8	5.38	2.00
Food security*	10	6.10	1.60	18	7.11	1.71	92	7.24	1.92	21	7.14	2.17	39	7.05	2.04	14	7.36	1.65	35	5.74	1.84	73	6.79	1.99	12	6.58	1.73	21	5.71	2.24	12	6.17	2.17
Education*	9	7.67	1.80	19	6.95	1.39	95	7.29	1.98	23	7.09	2.07	38	7.74	1.95	11	7.91	1.64	33	6.30	1.81	78	6.87	2.08	13	7.23	2.20	22	6.00	1.90	12	7.08	1.98
Social protection*	10	7.00	2.45	18	6.94	1.86	95	6.86	2.18	20	7.00	2.20	35	6.57	2.28	15	7.73	1.44	32	6.41	2.01	67	6.52	2.18	14	6.86	1.61	19	4.95	2.59	11	5.91	2.07
Climate change and disaster management	10	6.00	1.25	18	5.89	2.37	83	6.42	1.98	20	6.35	1.53	35	6.66	2.15	10	6.90	1.66	31	5.29	1.74	67	6.36	1.97	11	5.73	1.95	20	6.00	2.58	12	6.00	2.52
Agricultural development/commercialization*	10	6.90	1.91	17	5.65	2.69	92	6.64	2.06	22	6.64	2.28	35	6.23	2.28	13	7.92	1.26	35	5.06	2.11	71	6.32	2.14	12	5.75	2.34	21	5.38	2.46	12	5.33	2.50
Natural resource management	10	5.10	2.28	17	4.59	2.62	78	5.13	2.51	22	5.64	2.28	30	4.93	2.35	10	7.10	2.18	30	4.83	2.21	62	5.37	2.13	11	5.73	2.65	20	4.35	1.98	12	4.83	2.04

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Malawi?*	10	6.60	1.43	18	6.61	1.54	103	7.32	1.53	25	7.20	2.00	42	6.67	1.98	17	7.71	1.10	38	6.24	1.32	79	6.53	1.99	15	6.73	1.75	22	6.14	1.81	13	6.31	1.65

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

To what extent do you agree with the following statements about the World Bank in Malawi? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Malawi*	9	5.67	2.18	18	6.22	1.83	100	6.43	1.92	24	6.71	2.22	38	6.42	2.19	17	7.53	1.23	35	5.37	1.83	78	5.88	1.93	14	5.36	1.82	21	5.14	2.15	13	5.38	1.61
The World Bank meets Malawi's needs for knowledge services	10	4.70	2.45	17	6.65	2.12	100	6.50	1.90	22	6.59	1.84	38	6.34	2.11	16	6.69	1.25	33	5.91	1.91	73	6.12	2.05	13	5.31	2.14	22	5.64	2.24	13	5.77	2.35

*Significantly different between stakeholder groups

D. The World Bank's Knowledge

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

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Weekly	10.0%	0.0%	3.8%	12.5%	2.4%	21.1%	0.0%	3.5%	12.5%	0.0%	7.1%
Monthly	20.0%	5.3%	16.3%	29.2%	9.5%	42.1%	5.1%	8.2%	12.5%	13.0%	28.6%
A few times a year	20.0%	26.3%	38.5%	33.3%	28.6%	15.8%	33.3%	30.6%	18.8%	56.5%	28.6%
Rarely	50.0%	52.6%	26.0%	25.0%	35.7%	21.1%	38.5%	36.5%	50.0%	30.4%	28.6%
Never	0.0%	15.8%	15.4%	0.0%	23.8%	0.0%	23.1%	21.2%	6.3%	0.0%	7.1%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

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

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Public sector governance/ reform	40.0%	52.6%	39.4%	16.0%	21.4%	36.8%	35.0%	43.5%	50.0%	30.4%	50.0%
Gender equity	0.0%	0.0%	1.9%	8.0%	0.0%	10.5%	0.0%	3.5%	0.0%	0.0%	0.0%
Enhancing environment for private sector development and foreign direct investment	20.0%	10.5%	26.9%	20.0%	9.5%	31.6%	22.5%	15.3%	12.5%	17.4%	28.6%
Water and sanitation	0.0%	0.0%	6.7%	16.0%	7.1%	0.0%	2.5%	2.4%	0.0%	8.7%	0.0%
Trade and exports*	30.0%	21.1%	17.3%	36.0%	26.2%	10.5%	25.0%	9.4%	56.3%	17.4%	14.3%
Energy	30.0%	31.6%	29.8%	32.0%	19.0%	15.8%	25.0%	14.1%	25.0%	13.0%	21.4%
Social protection	0.0%	5.3%	10.6%	4.0%	7.1%	21.1%	7.5%	9.4%	0.0%	8.7%	0.0%
Climate change and disaster management	0.0%	0.0%	4.8%	4.0%	7.1%	0.0%	0.0%	3.5%	0.0%	0.0%	7.1%
Poverty reduction*	20.0%	10.5%	8.7%	24.0%	26.2%	31.6%	10.0%	18.8%	31.3%	13.0%	0.0%
Anti corruption	0.0%	10.5%	7.7%	0.0%	4.8%	5.3%	12.5%	5.9%	12.5%	4.3%	28.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	2.4%	5.3%	2.5%	1.2%	0.0%	0.0%	7.1%
Urban development	10.0%	0.0%	1.0%	4.0%	11.9%	0.0%	2.5%	4.7%	0.0%	0.0%	0.0%
Accountability	0.0%	0.0%	1.0%	12.0%	2.4%	0.0%	2.5%	5.9%	0.0%	0.0%	14.3%
Education*	0.0%	57.9%	35.6%	12.0%	21.4%	10.5%	27.5%	37.6%	25.0%	47.8%	7.1%
Global/regional integration	0.0%	0.0%	1.0%	4.0%	0.0%	5.3%	0.0%	1.2%	0.0%	0.0%	7.1%
Information and communications technology*	10.0%	0.0%	1.0%	8.0%	0.0%	0.0%	0.0%	9.4%	6.3%	8.7%	0.0%
Transport	20.0%	26.3%	11.5%	8.0%	19.0%	5.3%	2.5%	10.6%	12.5%	0.0%	14.3%
Agricultural development/commercialization	20.0%	26.3%	24.0%	24.0%	21.4%	26.3%	45.0%	22.4%	25.0%	43.5%	28.6%
Natural resource management	10.0%	0.0%	7.7%	12.0%	11.9%	5.3%	5.0%	10.6%	6.3%	17.4%	0.0%
Job creation/employment*	10.0%	0.0%	7.7%	16.0%	2.4%	31.6%	7.5%	9.4%	6.3%	8.7%	7.1%
Economic growth	50.0%	5.3%	16.3%	12.0%	16.7%	21.1%	32.5%	17.6%	12.5%	21.7%	28.6%
Rural development*	10.0%	15.8%	16.3%	16.0%	35.7%	15.8%	12.5%	7.1%	0.0%	17.4%	7.1%
Food security	10.0%	15.8%	14.4%	8.0%	14.3%	0.0%	10.0%	10.6%	12.5%	8.7%	7.1%
Environmental sustainability	10.0%	5.3%	2.9%	0.0%	4.8%	0.0%	5.0%	5.9%	0.0%	0.0%	7.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	1.2%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	1.9%	4.0%	2.4%	5.3%	0.0%	7.1%	6.3%	4.3%	0.0%
HIV and nutrition	0.0%	0.0%	1.9%	0.0%	4.8%	5.3%	0.0%	9.4%	0.0%	0.0%	14.3%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)**In Malawi, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)**

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Enhancing your knowledge and/or skills*	10	5.20	2.30	18	5.00	2.00	98	6.66	2.03	24	7.21	2.23	35	5.77	2.30	16	6.56	1.93	37	4.89	2.18	74	5.38	2.23	14	5.14	1.92	22	5.59	2.26	14	4.86	2.77
Contributing to good policy making*	10	6.20	2.30	18	6.50	1.86	98	7.14	1.86	23	7.04	1.82	35	6.77	1.61	17	7.29	1.31	38	6.34	2.12	78	6.22	2.11	14	5.79	2.15	21	5.43	2.06	13	5.77	2.20
Providing support for program implementation*	10	6.20	2.44	18	7.33	1.88	97	7.81	1.67	25	7.84	1.62	37	7.70	1.78	17	7.94	1.34	36	6.39	1.69	77	6.42	2.15	15	6.87	1.85	21	6.05	1.91	13	6.38	2.06

Significantly different between stakeholder groups*In Malawi, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)**

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	9	4.78	2.91	18	5.56	2.33	93	6.48	1.94	23	6.48	1.83	35	5.54	2.31	16	6.63	1.67	32	5.03	1.79	66	5.20	2.11	15	4.67	1.50	20	4.75	2.02	10	5.90	2.51
Include appropriate level of stakeholder involvement during preparation*	10	6.20	1.81	18	5.44	2.57	96	6.74	2.10	24	6.63	1.93	34	6.18	2.43	17	6.94	1.56	35	5.69	1.98	73	5.33	2.16	12	4.75	1.96	22	5.00	2.62	9	5.89	2.98
Are relevant to Malawi's development priorities*	10	6.50	2.32	18	6.44	2.38	98	7.19	1.91	24	7.08	1.84	37	7.00	2.35	17	8.24	1.25	38	5.42	2.02	76	6.42	2.14	15	5.47	2.13	21	4.90	1.89	10	5.90	2.13
Provide feasible recommendations*	10	6.00	2.62	17	6.35	2.37	95	7.07	1.78	23	6.78	1.57	36	6.28	2.21	16	7.44	1.50	35	5.66	2.30	72	6.53	1.94	14	5.86	2.41	21	5.14	1.85	11	5.18	2.32
Are accessible (well written and easy to understand)*	10	5.80	2.62	18	5.50	2.48	96	6.91	2.26	24	6.63	2.32	36	5.86	2.58	15	8.13	1.55	35	6.00	1.91	74	5.74	2.39	13	5.46	2.57	21	6.14	2.39	10	6.80	2.39
Are source of relevant information on global good practices.*	10	6.40	2.67	18	6.67	2.25	95	7.85	1.75	23	7.57	1.88	38	7.55	1.90	16	7.94	1.73	37	6.70	2.03	77	6.95	2.11	14	6.14	2.54	20	6.70	2.36	11	7.55	2.02
Are useful in terms of the work you do*	10	6.60	1.96	18	7.33	2.06	98	7.63	2.01	24	8.04	2.03	36	7.25	2.29	16	7.75	1.69	36	5.86	2.37	73	6.40	2.44	14	6.14	3.06	22	7.09	1.77	11	6.00	3.19
Are adequately disseminated	9	4.89	2.32	17	5.47	2.48	95	5.84	2.28	23	5.96	2.23	36	5.22	2.13	15	6.87	1.88	34	5.00	2.26	77	4.81	2.45	12	5.50	2.20	20	5.25	2.31	11	5.64	2.87
Are translated enough into local language	9	3.11	1.83	18	4.28	2.72	88	3.45	2.24	20	3.75	2.20	33	3.33	2.09	8	4.63	2.72	31	3.55	2.36	70	3.10	2.11	15	3.20	2.83	19	2.47	1.47	9	3.44	2.19
Are adaptable to Malawi's specific development challenges and country circumstances*	10	5.00	2.31	18	5.56	2.45	95	6.03	1.91	25	6.80	2.20	38	5.92	2.27	15	7.27	1.39	38	4.55	2.23	77	5.36	2.29	14	5.00	2.42	22	3.77	1.97	11	4.45	1.81

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in Malawi?*	10	6.10	1.79	18	6.78	2.02	101	7.14	1.64	25	7.24	1.69	39	6.87	1.87	16	7.38	1.26	39	6.21	1.89	79	6.54	1.92	16	6.00	1.46	19	5.68	1.60	13	6.08	1.66
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*	10	6.50	2.32	18	7.22	2.10	100	7.66	1.58	24	7.25	1.89	38	7.00	1.99	16	8.19	1.11	38	6.87	1.88	80	7.01	1.95	14	6.57	2.28	20	6.55	2.04	10	7.50	1.72

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

E. Working with the World Bank

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

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	9	5.44	2.65	17	5.24	2.36	97	6.04	2.24	23	6.57	2.43	39	5.18	2.48	15	6.47	1.96	31	4.90	2.33	66	4.79	2.23	15	4.47	2.10	19	5.37	1.89	10	5.80	2.74
The World Bank effectively monitors and evaluates the projects and programs it supports	10	6.90	2.23	18	7.44	1.89	101	7.73	1.71	25	7.56	2.16	41	7.98	1.44	14	7.57	1.95	30	7.40	1.85	77	6.90	2.27	16	7.06	2.05	21	6.86	2.33	11	7.64	1.80
The World Bank's approvals and reviews are done in a timely fashion	10	5.50	2.46	17	5.65	2.06	96	6.08	2.15	23	5.96	2.40	37	5.46	2.34	16	6.81	1.76	31	6.16	2.22	69	5.32	2.43	13	5.23	2.05	19	4.79	1.62	12	5.17	2.76
The World Bank's "Safeguard Policy" requirements are reasonable*	7	6.43	1.81	16	5.19	1.80	81	6.60	1.97	21	6.90	2.17	36	6.81	2.34	9	7.67	.87	22	6.18	2.30	58	5.59	2.04	11	5.27	2.45	18	5.39	1.42	9	5.56	2.60
The World Bank's conditions on its lending are reasonable*	10	6.00	2.67	18	5.44	2.43	85	6.02	2.25	22	6.36	2.38	35	5.37	2.45	13	7.46	1.39	32	5.44	1.90	66	4.88	2.16	12	4.08	2.43	19	4.37	1.89	11	5.36	3.20
Working with the World Bank increases Malawi's institutional capacity	10	6.70	2.26	18	7.11	1.91	100	7.77	1.66	24	7.71	1.60	40	7.28	2.08	17	7.59	1.50	37	6.95	2.03	82	7.22	2.01	15	6.73	1.91	21	6.86	1.93	12	7.17	1.59
The World Bank ensures consistency and continuity through staff changes	9	6.33	2.50	14	6.43	2.28	78	6.60	2.13	22	6.68	2.17	26	6.23	2.14	11	6.18	2.18	23	6.39	2.23	57	6.23	1.94	10	6.70	1.06	16	5.00	1.75	10	5.70	2.41
The World Bank's teams and visits are well coordinated	9	6.22	2.49	16	6.75	2.24	92	7.43	1.84	22	7.05	1.91	33	7.52	2.28	16	6.94	1.48	29	6.93	1.96	58	6.43	2.46	11	5.91	1.81	17	6.00	1.97	10	6.70	2.71
Where country systems are adequate, the World Bank makes appropriate use of them	10	5.50	2.72	18	6.67	2.52	91	7.03	2.30	23	7.83	1.99	37	7.38	2.38	15	7.40	1.80	25	6.56	2.08	55	6.95	2.15	11	6.27	2.15	17	5.88	2.29	10	6.90	2.77
The World Bank provides effective implementation support*	9	6.33	2.40	18	7.17	2.01	100	7.62	1.84	24	7.92	2.22	40	7.88	1.59	16	7.56	1.82	33	7.00	1.84	70	7.01	2.15	14	6.64	2.17	19	6.42	1.95	11	7.27	1.49

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Malawi

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Malawi's development in the near future?	10	8.50	1.58	19	9.00	1.20	104	8.96	1.37	23	8.74	1.74	38	8.76	1.44	18	9.00	1.14	39	8.87	1.22	80	8.70	1.67	15	8.33	1.99	23	8.30	1.89	14	8.36	1.98

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

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

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Malawi's specific challenges	50.0%	50.0%	34.3%	33.3%	43.2%	5.3%	22.5%	30.9%	20.0%	39.1%	33.3%
Reduce the complexity of obtaining World Bank financing*	60.0%	38.9%	59.6%	45.8%	59.5%	36.8%	40.0%	39.5%	66.7%	26.1%	33.3%
Focus primarily on advocacy issues	0.0%	0.0%	1.0%	4.2%	5.4%	10.5%	5.0%	4.9%	0.0%	4.3%	0.0%
Improve the competitiveness of its financing compared to markets	10.0%	5.6%	12.1%	12.5%	8.1%	10.5%	20.0%	4.9%	0.0%	8.7%	8.3%
Reach out more to groups outside of government*	0.0%	61.1%	36.4%	45.8%	10.8%	47.4%	57.5%	76.5%	46.7%	60.9%	50.0%
Ensure greater selectivity in its work	0.0%	5.6%	4.0%	12.5%	2.7%	10.5%	7.5%	1.2%	0.0%	0.0%	8.3%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	20.0%	0.0%	10.1%	0.0%	16.2%	21.1%	5.0%	8.6%	13.3%	17.4%	8.3%
Offer more innovative financial products	30.0%	11.1%	13.1%	20.8%	18.9%	5.3%	20.0%	9.9%	13.3%	13.0%	16.7%
Offer more innovative knowledge services	10.0%	16.7%	11.1%	4.2%	10.8%	15.8%	7.5%	8.6%	13.3%	8.7%	8.3%
Increase availability of Fee-Based services	0.0%	0.0%	2.0%	4.2%	5.4%	0.0%	2.5%	0.0%	6.7%	4.3%	8.3%
Work faster	20.0%	11.1%	11.1%	16.7%	13.5%	21.1%	5.0%	9.9%	20.0%	8.7%	25.0%
Other	0.0%	0.0%	3.0%	0.0%	5.4%	10.5%	2.5%	2.5%	0.0%	4.3%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Local newspapers	77.8%	89.5%	91.5%	87.5%	82.5%	89.5%	87.5%	80.7%	80.0%	73.9%	78.6%
International newspapers*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.5%	1.2%	0.0%	0.0%	0.0%
Local radio*	11.1%	68.4%	36.8%	41.7%	42.5%	10.5%	17.5%	32.5%	26.7%	26.1%	21.4%
International radio	0.0%	0.0%	2.8%	4.2%	2.5%	10.5%	0.0%	2.4%	0.0%	4.3%	7.1%
Local television	0.0%	5.3%	9.4%	8.3%	7.5%	0.0%	7.5%	12.0%	6.7%	8.7%	7.1%
International television	22.2%	0.0%	3.8%	12.5%	10.0%	5.3%	10.0%	7.2%	6.7%	13.0%	0.0%
Periodicals	0.0%	0.0%	5.7%	0.0%	2.5%	5.3%	7.5%	7.2%	13.3%	4.3%	7.1%
Internet	77.8%	26.3%	44.3%	33.3%	30.0%	47.4%	42.5%	42.2%	53.3%	52.2%	50.0%
Social media	0.0%	0.0%	2.8%	8.3%	10.0%	10.5%	2.5%	4.8%	0.0%	0.0%	7.1%
Blogs*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	6.7%	0.0%	0.0%
Mobile phones	0.0%	5.3%	0.9%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Other	11.1%	5.3%	0.9%	4.2%	5.0%	21.1%	5.0%	6.0%	6.7%	8.7%	7.1%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
World Bank website	55.6%	31.6%	52.4%	37.5%	47.5%	57.9%	30.0%	35.3%	60.0%	56.5%	50.0%
Direct contact with World Bank	44.4%	36.8%	22.9%	25.0%	20.0%	15.8%	32.5%	38.8%	26.7%	17.4%	14.3%
e-newsletters*	44.4%	15.8%	24.8%	20.8%	22.5%	26.3%	42.5%	32.9%	6.7%	8.7%	42.9%
Instant messaging	11.1%	10.5%	3.8%	4.2%	7.5%	0.0%	0.0%	2.4%	13.3%	8.7%	0.0%
World Bank seminars/workshops/conferences*	11.1%	63.2%	39.0%	62.5%	45.0%	26.3%	35.0%	49.4%	53.3%	60.9%	35.7%
World Bank Public Information Center	0.0%	0.0%	3.8%	0.0%	2.5%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank publications and other written materials	22.2%	15.8%	37.1%	37.5%	20.0%	47.4%	40.0%	27.1%	20.0%	34.8%	50.0%
Mobile phones	11.1%	10.5%	8.6%	8.3%	17.5%	0.0%	2.5%	7.1%	13.3%	0.0%	0.0%
Social media	0.0%	15.8%	3.8%	0.0%	7.5%	0.0%	10.0%	3.5%	6.7%	0.0%	0.0%
Blogs	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.9%	0.0%	7.5%	10.5%	0.0%	0.0%	0.0%	4.3%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	22.2%	22.2%	15.3%	41.7%	5.6%	26.3%	13.5%	12.3%	30.8%	18.2%	21.4%
No	77.8%	77.8%	84.7%	58.3%	94.4%	73.7%	86.5%	87.7%	69.2%	81.8%	78.6%

*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 President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	44.4%	29.4%	19.8%	25.0%	5.6%	42.1%	13.9%	21.7%	35.7%	10.0%	15.4%
No	55.6%	70.6%	80.2%	75.0%	94.4%	57.9%	86.1%	78.3%	64.3%	90.0%	84.6%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

Were you able to obtain this information?

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	60.0%	80.0%	52.2%	85.7%	20.0%	77.8%	57.1%	43.3%	100.0%	33.3%	66.7%
No	40.0%	20.0%	47.8%	14.3%	80.0%	22.2%	42.9%	56.7%	0.0%	66.7%	33.3%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	94.9%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%
No	0.0%	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	87.5%	47.1%	55.1%	92.0%	59.5%	89.5%	64.9%	66.7%	64.3%	73.9%	76.9%
No	12.5%	52.9%	44.9%	8.0%	40.5%	10.5%	35.1%	33.3%	35.7%	26.1%	23.1%

*Significantly different between stakeholder groups

Which do you primarily use?*

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank's country website	37.5%	58.3%	40.8%	13.0%	50.0%	16.7%	50.0%	57.6%	78.6%	37.5%	10.0%
The World Bank's main website	62.5%	41.7%	59.2%	87.0%	50.0%	83.3%	50.0%	42.4%	21.4%	62.5%	90.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
High speed	87.5%	91.7%	76.3%	82.6%	93.3%	83.3%	82.4%	85.3%	84.6%	77.8%	88.9%
Dial-up	12.5%	8.3%	23.8%	17.4%	6.7%	16.7%	17.6%	14.7%	15.4%	22.2%	11.1%

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

	Which of the following best describes your current position?																																
	Office of President/ Vice President/ Cabinet			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Statutory Corporation			PMU/ Consultant/ Contractor on Bank project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
I use/consult World Bank data more often than I did a few years ago*	9	5.78	2.33	15	4.47	2.85	92	4.82	2.85	23	5.65	2.46	36	4.11	2.44	18	5.67	2.77	34	3.76	2.69	78	4.49	2.75	12	3.92	2.31	20	6.00	3.09	12	4.42	3.73
I find the World Bank websites easy to navigate	8	7.50	1.20	9	6.00	2.29	65	6.91	2.28	21	7.90	2.12	33	5.85	2.93	18	6.89	1.71	25	6.76	2.26	60	6.28	2.47	13	6.08	2.60	17	7.29	2.14	9	7.78	2.44
I find the information on the World Bank's websites useful*	8	8.13	1.64	9	7.33	1.80	65	7.92	1.86	22	8.45	1.18	32	6.25	3.05	18	7.22	1.66	25	7.76	1.45	56	7.27	2.26	12	6.83	2.41	17	7.76	2.17	9	8.33	1.87
When I need information from the World Bank I know how to find it*	9	7.56	2.07	13	5.77	3.24	84	6.21	3.17	24	8.04	2.10	34	5.09	3.11	19	6.63	2.85	30	5.83	2.82	71	5.15	2.98	11	5.82	3.40	19	5.37	2.93	12	5.42	4.19
The World Bank is responsive to my information requests and inquiries*	8	7.25	1.83	10	5.90	2.42	68	6.35	2.78	24	7.17	2.18	29	5.66	2.77	15	7.73	1.83	18	5.89	2.05	54	5.41	2.74	9	5.00	3.39	15	5.40	2.95	8	5.25	3.41

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	80.0%	64.7%	78.0%	87.5%	73.7%	83.3%	39.5%	34.5%	64.3%	38.1%	57.1%
No	20.0%	35.3%	22.0%	12.5%	26.3%	16.7%	60.5%	65.5%	35.7%	61.9%	42.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Vice President/Cabinet	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Statutory Corporation	PMU/Consultant/ Contractor on Bank project	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Observer*	0.0%	47.4%	18.3%	0.0%	18.4%	11.1%	42.1%	41.5%	35.7%	27.3%	28.6%
Use World Bank reports/data*	30.0%	26.3%	27.9%	17.4%	31.6%	33.3%	21.1%	42.7%	28.6%	45.5%	0.0%
Engage in World Bank related/sponsored events/activities*	80.0%	42.1%	59.6%	43.5%	60.5%	22.2%	44.7%	23.2%	21.4%	36.4%	42.9%
Collaborate as part of my professional duties*	20.0%	21.1%	36.5%	56.5%	28.9%	83.3%	15.8%	17.1%	35.7%	13.6%	57.1%
Use World Bank website for information, data, research, etc.*	40.0%	26.3%	18.3%	30.4%	15.8%	22.2%	23.7%	41.5%	28.6%	45.5%	14.3%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Malawi

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

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
The right direction	55.6%	77.4%	57.8%	50.0%
The wrong direction	19.3%	9.7%	20.0%	20.5%
Not sure	25.1%	12.9%	22.2%	29.5%

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Social protection	12.9%	9.4%	20.5%	15.6%
Transport	15.4%	15.6%	6.8%	17.8%
Food security*	35.0%	40.6%	54.5%	66.7%
Global/regional integration	0.7%	0.0%	0.0%	0.0%
Gender equity	4.2%	0.0%	2.3%	0.0%
Enhancing environment for private sector development and foreign direct investment	13.6%	15.6%	11.4%	11.1%
Trade and exports	18.2%	12.5%	11.4%	11.1%
Anti corruption	9.8%	3.1%	4.5%	4.4%
Job creation/employment	14.0%	21.9%	15.9%	4.4%
Rural development*	5.9%	15.6%	15.9%	20.0%
Basic infrastructure	4.5%	6.3%	4.5%	2.2%
Urban development	1.0%	0.0%	0.0%	0.0%
Environmental sustainability	3.8%	3.1%	4.5%	2.2%
Education	31.8%	37.5%	27.3%	35.6%
Poverty reduction	19.2%	31.3%	22.7%	22.2%
Energy*	22.7%	18.8%	6.8%	8.9%
Public sector governance/ reform	22.4%	21.9%	13.6%	11.1%
Climate change and disaster management	2.1%	3.1%	0.0%	4.4%
Agricultural development/commercialization	23.1%	18.8%	31.8%	22.2%
Water and sanitation	4.9%	0.0%	2.3%	0.0%
Accountability	6.6%	0.0%	4.5%	0.0%
Economic growth	14.3%	12.5%	20.5%	22.2%
Regulatory framework	0.3%	0.0%	0.0%	0.0%
HIV and nutrition	4.5%	3.1%	2.3%	6.7%
Financial markets	0.3%	0.0%	0.0%	0.0%
Natural resource management	3.8%	6.3%	6.8%	8.9%
Information and communications technology	2.1%	3.1%	4.5%	2.2%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Water and sanitation	4.4%	3.3%	7.1%	6.8%
Economic growth	34.8%	43.3%	33.3%	43.2%
Climate change and disaster management	1.1%	3.3%	2.4%	0.0%
Global/regional integration	0.7%	0.0%	2.4%	0.0%
Gender equity	5.6%	3.3%	0.0%	0.0%
Rural development	27.0%	23.3%	31.0%	31.8%
Urban development*	0.0%	0.0%	0.0%	2.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	4.1%	6.7%	4.8%	0.0%
Social protection*	8.1%	10.0%	14.3%	29.5%
Transport	13.7%	20.0%	11.9%	9.1%
Accountability	6.7%	0.0%	4.8%	4.5%
HIV and nutrition	0.7%	0.0%	2.4%	4.5%
Information and communications technology	1.1%	0.0%	2.4%	6.8%
Anti corruption	8.5%	10.0%	9.5%	2.3%
Enhancing environment for private sector development and foreign direct investment	10.0%	10.0%	7.1%	2.3%
Education	40.4%	43.3%	33.3%	34.1%
Energy	5.9%	6.7%	7.1%	9.1%
Public sector governance/ reform	15.9%	6.7%	16.7%	15.9%
Natural resource management	2.2%	3.3%	4.8%	2.3%
Environmental sustainability	2.2%	0.0%	0.0%	0.0%
Agricultural development/commercialization	40.7%	40.0%	57.1%	40.9%
Job creation/employment	28.9%	36.7%	14.3%	20.5%
Financial markets	1.1%	0.0%	2.4%	0.0%
Trade and exports	14.8%	20.0%	9.5%	4.5%
Food security	20.0%	10.0%	21.4%	27.3%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Energy	45.0%	55.2%	39.0%	47.7%
Gender equity	1.9%	0.0%	0.0%	0.0%
Social protection	2.2%	3.4%	7.3%	6.8%
Global/regional integration	3.0%	3.4%	2.4%	4.5%
Climate change and disaster management	1.1%	0.0%	2.4%	0.0%
Anti corruption	8.2%	6.9%	4.9%	4.5%
Rural development	10.8%	13.8%	19.5%	18.2%
Urban development	1.5%	0.0%	0.0%	0.0%
Water and sanitation	1.5%	0.0%	2.4%	0.0%
Education	21.9%	31.0%	29.3%	18.2%
Information and communications technology	4.8%	3.4%	0.0%	6.8%
Regulatory framework	3.0%	3.4%	0.0%	0.0%
HIV and nutrition	0.7%	0.0%	0.0%	2.3%
Trade and exports	52.4%	41.4%	48.8%	50.0%
Public sector governance/ reform	21.9%	24.1%	14.6%	13.6%
Enhancing environment for private sector development and foreign direct investment	24.2%	17.2%	14.6%	13.6%
Job creation/employment	16.0%	27.6%	19.5%	15.9%
Agricultural development/commercialization	40.1%	37.9%	43.9%	47.7%
Food security	5.6%	3.4%	12.2%	11.4%
Transport	13.4%	13.8%	19.5%	18.2%
Natural resource management	8.9%	3.4%	12.2%	9.1%
Environmental sustainability	1.5%	0.0%	0.0%	0.0%
Basic infrastructure	5.2%	6.9%	4.9%	9.1%
Accountability	2.2%	3.4%	0.0%	2.3%
Financial markets	1.5%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Better employment opportunities for young people	15.9%	14.8%	21.6%	14.0%
Better employment opportunities for women	4.4%	3.7%	5.4%	7.0%
Greater access to micro-finance for the poor	15.9%	18.5%	18.9%	20.9%
Greater voice and participation for citizens to help ensure greater accountability	20.2%	37.0%	21.6%	20.9%
Greater access to health and nutrition for citizens	5.2%	3.7%	2.7%	9.3%
Better entrepreneurial opportunities	29.8%	40.7%	35.1%	30.2%
A growing middle class	15.1%	11.1%	5.4%	7.0%
Better opportunity for the poor who live in rural areas	11.5%	3.7%	16.2%	7.0%
Better opportunity for the poor who live in urban areas	1.2%	0.0%	0.0%	4.7%
Consistent economic growth	22.6%	22.2%	10.8%	32.6%
More effective risk management	0.8%	0.0%	0.0%	2.3%
Greater equity of fiscal policy	6.7%	3.7%	5.4%	0.0%
Education and training that better ensure job opportunity	34.5%	25.9%	37.8%	25.6%
Better quality public services	16.7%	14.8%	13.5%	14.0%
Other	1.2%	0.0%	2.7%	4.7%

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Malawi?	290	6.66	2.13	32	5.88	2.17	44	6.36	2.14	44	6.93	1.62

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Malawi?	277	6.26	1.83	31	6.90	2.09	44	6.16	1.82	45	6.78	2.02

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Malawi solve its most complicated development challenges?	250	6.59	1.84	25	6.28	2.26	40	6.23	2.08	42	6.31	2.23

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Social protection	11.5%	12.5%	15.9%	11.1%
Public sector governance/ reform	37.2%	37.5%	25.0%	20.0%
Transport	17.7%	28.1%	15.9%	22.2%
Poverty reduction	14.2%	18.8%	22.7%	11.1%
Global/regional integration	0.3%	0.0%	0.0%	0.0%
Gender equity	3.5%	0.0%	0.0%	0.0%
Accountability	6.3%	3.1%	4.5%	0.0%
Enhancing environment for private sector development and foreign direct investment	17.0%	6.3%	9.1%	6.7%
Rural development*	14.2%	15.6%	25.0%	31.1%
Water and sanitation	5.6%	9.4%	2.3%	0.0%
Energy	21.9%	21.9%	15.9%	15.6%
Job creation/employment	8.7%	12.5%	9.1%	8.9%
Financial markets	1.4%	0.0%	0.0%	2.2%
Urban development	1.0%	3.1%	0.0%	0.0%
Environmental sustainability	3.5%	0.0%	4.5%	4.4%
Education	35.4%	43.8%	47.7%	46.7%
Food security*	11.1%	18.8%	15.9%	31.1%
Climate change and disaster management	1.4%	3.1%	2.3%	0.0%
Agricultural development/commercialization	27.8%	28.1%	31.8%	33.3%
Trade and exports*	17.4%	3.1%	11.4%	2.2%
Economic growth	17.0%	6.3%	13.6%	13.3%
Regulatory framework	2.1%	0.0%	0.0%	2.2%
HIV and nutrition	3.1%	6.3%	4.5%	6.7%
Basic infrastructure	5.6%	3.1%	9.1%	4.4%
Natural resource management	5.2%	3.1%	6.8%	4.4%
Anti corruption	5.9%	6.3%	4.5%	2.2%
Information and communications technology*	1.7%	9.4%	2.3%	11.1%

*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 Malawi?

Greatest Value	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Percentage of Respondents				
Financial resources: investment lending*	35.2%	16.1%	16.2%	16.7%
Financial resources: policy based lending / budget support to the Government*	34.1%	48.4%	56.8%	54.8%
Mobilizing third party financial resources	1.5%	6.5%	0.0%	2.4%
Technical assistance	8.0%	6.5%	16.2%	4.8%
Policy advice	4.9%	6.5%	0.0%	0.0%
Donor coordination	4.2%	6.5%	5.4%	4.8%
Data	0.4%	0.0%	0.0%	0.0%
Training/capacity building	9.5%	9.7%	5.4%	16.7%
Studies/analyses	1.1%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.8%	0.0%	0.0%	0.0%
Other	0.4%	0.0%	0.0%	0.0%

*Significantly different between locations

2nd Greatest Value	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Percentage of Respondents				
Financial resources: investment lending	12.2%	9.7%	7.9%	22.0%
Financial resources: policy based lending / budget support to the Government	17.1%	19.4%	18.4%	12.2%
Mobilizing third party financial resources	6.5%	3.2%	7.9%	4.9%
Technical assistance	17.9%	9.7%	18.4%	19.5%
Policy advice	11.8%	9.7%	13.2%	2.4%
Donor coordination*	6.8%	22.6%	7.9%	19.5%
Data	2.3%	0.0%	2.6%	0.0%
Training/capacity building	16.3%	19.4%	18.4%	9.8%
Studies/analyses	4.2%	3.2%	0.0%	4.9%
Convening/facilitating	1.1%	0.0%	5.3%	0.0%
Linkage to non-Bank expertise	2.3%	3.2%	0.0%	4.9%
Other	1.5%	0.0%	0.0%	0.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Staff too inaccessible*	4.4%	23.3%	10.0%	15.9%
Not exploring alternative policy options*	8.8%	23.3%	10.0%	0.0%
Not adequately sensitive to political/social realities in Malawi	29.9%	20.0%	25.0%	20.5%
Not enough public disclosure of its work	16.1%	30.0%	25.0%	18.2%
Arrogant in its approach	3.6%	6.7%	7.5%	4.5%
Not aligned with country priorities	8.4%	6.7%	7.5%	11.4%
The credibility of its knowledge/data	0.4%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	12.8%	10.0%	12.5%	4.5%
Too influenced by developed countries*	31.4%	26.7%	17.5%	45.5%
Imposing technocratic solutions without regard to political realities	15.7%	6.7%	10.0%	13.6%
World Bank processes too slow and complex	20.8%	16.7%	27.5%	18.2%
Too bureaucratic in its operational policies and procedures	19.3%	20.0%	20.0%	22.7%
Not aligned with other donors' work	1.1%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	12.4%	6.7%	5.0%	9.1%
Not client focused	3.6%	0.0%	7.5%	0.0%
Other	3.6%	0.0%	5.0%	4.5%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Capacity development	44.9%	56.3%	52.3%	53.3%
Policy based lending / budget support to the Government	43.5%	50.0%	52.3%	62.2%
Knowledge products/services	9.8%	3.1%	6.8%	4.4%
Investment lending	50.5%	62.5%	52.3%	37.8%
Technical assistance	33.3%	21.9%	20.5%	28.9%
Trust Fund management	3.2%	0.0%	4.5%	2.2%
Other	2.5%	0.0%	2.3%	0.0%
Don't know	4.2%	0.0%	2.3%	2.2%

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?"	272	8.18	1.82	28	8.21	1.73	41	8.63	1.80	42	7.93	2.15

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

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
NGOs	31.5%	28.1%	22.7%	26.7%
Local Government*	36.3%	71.9%	70.5%	68.9%
Beneficiaries	19.0%	18.8%	22.7%	11.1%
Private sector*	46.4%	21.9%	18.2%	20.0%
Community Based Organizations (CBOs)	10.4%	15.6%	18.2%	17.8%
Donor community	9.3%	3.1%	4.5%	6.7%
Foundations	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	22.1%	12.5%	15.9%	17.8%
Parliament	7.3%	9.4%	11.4%	13.3%
Media	7.3%	12.5%	4.5%	11.1%
Faith based organizations	5.2%	0.0%	2.3%	2.2%
Other	2.4%	0.0%	4.5%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Malawi	281	7.56	1.86	32	7.41	2.06	42	7.24	2.02	44	8.02	1.97
The World Bank's work is aligned with what I consider the development priorities for Malawi	277	6.65	2.22	32	6.78	2.00	42	6.62	2.26	42	6.57	2.39
The World Bank supports programs and strategies that are realistic for Malawi	276	6.64	1.99	32	6.78	2.37	41	6.51	2.24	44	7.02	2.22
The World Bank treats clients and stakeholders in Malawi with respect	253	6.85	2.16	29	6.48	2.60	35	6.31	2.03	42	6.69	2.43

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

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	263	6.44	1.97	31	6.90	2.20	39	6.46	1.89	44	6.70	1.94
Flexibility (in terms of the World Bank's products and services)	258	5.41	2.16	29	4.76	2.15	36	4.69	2.20	41	5.44	1.84
Flexibility (in terms of changing country circumstances)	264	5.47	2.02	28	5.00	2.34	38	5.24	1.98	40	5.48	2.03
Being inclusive	258	5.86	1.99	28	5.57	2.54	36	5.72	2.19	37	5.97	2.34
Openness	265	6.62	2.28	32	6.09	2.44	37	6.24	2.55	41	6.68	2.58
Staff accessibility*	249	6.02	2.43	27	4.07	2.51	38	5.68	2.56	39	4.87	2.58
Straightforwardness and honesty	251	6.82	2.23	29	6.24	2.46	36	6.75	2.32	41	6.93	2.55
Collaboration with groups outside of the Government*	249	5.86	2.23	27	5.85	2.05	37	7.16	2.27	42	6.21	2.56
Collaboration with the Government	274	8.26	1.53	32	8.38	1.56	40	7.83	1.85	44	8.32	1.91
Collaboration with other donors	248	8.29	1.57	29	8.55	1.90	36	8.06	2.10	43	8.65	1.59
The speed in which it gets things accomplished on the ground	254	5.71	1.99	28	5.89	2.22	37	6.08	2.06	40	6.20	2.31
Follow through over time	232	6.42	2.02	25	7.12	1.90	35	6.80	2.27	34	6.29	2.14

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
The World Bank works too slowly	15.4%	16.7%	14.3%	13.3%
The Government works inefficiently	34.4%	33.3%	28.6%	40.0%
There is not an adequate level of citizen/civil society participation	27.7%	40.0%	33.3%	13.3%
Poor donor coordination	4.6%	6.7%	2.4%	6.7%
The World Bank does not do adequate follow through/follow-up	4.2%	3.3%	4.8%	4.4%
Lack of/inadequate levels of capacity in Government*	32.6%	23.3%	16.7%	15.6%
Political pressures and obstacles	18.9%	23.3%	21.4%	22.2%
Reforms are not well thought out in light of country challenges	34.4%	26.7%	38.1%	42.2%
The World Bank is not sensitive enough to political/social realities on the ground	22.1%	26.7%	35.7%	37.8%
Other	0.7%	0.0%	0.0%	0.0%

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 Malawi?

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	221	5.58	2.32	26	5.38	2.59	38	6.45	2.45	35	5.46	2.49
Information and communications technology	211	6.05	1.98	26	5.92	2.08	36	6.58	1.99	33	6.36	2.09
Transport	235	6.22	2.06	24	6.13	2.05	38	6.39	2.55	38	6.50	2.06
Accountability	244	6.82	2.07	26	7.00	2.35	38	7.71	2.19	38	7.08	2.17
Urban development	229	5.52	1.97	22	5.73	2.07	35	6.49	1.85	36	5.36	2.37
Environmental sustainability	230	6.30	2.02	25	6.20	2.31	38	6.95	2.03	36	6.69	2.25
Regulatory framework	226	6.75	1.86	21	6.38	1.75	33	6.85	2.11	32	6.28	1.90
Basic infrastructure	234	6.32	2.08	27	6.59	2.27	39	6.67	2.11	38	6.79	1.97
HIV and nutrition	219	6.49	2.12	26	6.62	2.30	35	6.60	1.90	38	6.79	2.00
Poverty reduction	253	6.56	2.07	29	6.72	2.25	42	6.40	2.44	40	7.10	2.35
Gender equity*	218	6.06	1.93	23	5.65	2.35	38	6.84	2.26	35	6.77	2.00
Enhancing environment for private sector development and foreign direct investment	225	6.12	2.14	22	5.36	2.36	34	6.35	2.51	34	6.29	2.04
Water and sanitation	242	7.02	1.91	27	7.04	2.07	35	6.80	1.95	37	6.70	1.88
Trade and exports	221	5.75	2.02	21	5.00	1.84	36	5.53	2.25	33	5.67	1.87
Economic growth	255	6.47	1.99	27	6.89	2.15	41	6.32	2.32	40	6.98	2.04
Energy	231	6.08	2.13	24	5.71	2.63	36	6.25	2.27	36	6.06	2.32
Public sector governance/ reform	256	6.73	2.10	27	6.63	2.40	39	6.92	2.45	39	7.38	2.03
Job creation/employment	243	4.66	1.93	28	4.18	2.00	35	4.91	2.43	35	5.40	2.21
Financial markets	212	5.40	2.15	22	5.27	2.37	33	5.64	2.12	29	5.93	2.12
Rural development*	250	6.01	2.18	28	6.54	2.22	41	6.78	2.24	39	6.82	2.33
Global/regional integration	218	6.02	1.94	24	6.83	2.28	36	6.64	2.18	32	6.50	2.37
Food security	248	6.58	1.97	28	7.29	1.70	40	6.80	2.05	40	7.35	2.15
Education*	251	6.82	2.00	31	7.71	1.94	41	7.24	2.09	40	7.53	1.81
Social protection	239	6.51	2.15	27	6.96	2.26	41	6.63	1.96	40	6.80	2.47
Climate change and disaster management	226	6.10	1.84	24	5.75	2.45	39	6.54	2.19	37	6.54	2.38
Agricultural development/commercialization	243	6.15	2.15	26	6.23	2.16	38	6.47	2.32	39	6.23	2.58
Natural resource management	220	5.22	2.25	19	4.32	2.65	35	5.37	2.64	35	4.91	2.12

*Significantly different between locations

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Malawi?	274	6.69	1.66	30	7.13	1.87	45	6.62	1.81	43	7.21	1.90

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

To what extent do you agree with the following statements about the World Bank in Malawi?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Malawi	266	5.99	1.98	27	6.33	2.15	40	5.95	1.71	43	6.19	1.92
The World Bank meets Malawi's needs for knowledge services	256	6.09	1.96	27	6.15	2.30	42	6.14	1.70	41	6.34	2.16

D. The World Bank's Knowledge

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

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Weekly	6.3%	0.0%	4.4%	0.0%
Monthly	15.8%	19.4%	6.7%	4.4%
A few times a year	33.3%	12.9%	35.6%	40.0%
Rarely	31.6%	48.4%	31.1%	33.3%
Never	13.0%	19.4%	22.2%	22.2%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Public sector governance/ reform*	38.9%	58.1%	33.3%	26.7%
Gender equity	3.1%	0.0%	0.0%	0.0%
Enhancing environment for private sector development and foreign direct investment	22.6%	12.9%	17.8%	15.6%
Water and sanitation*	5.9%	12.9%	0.0%	0.0%
Trade and exports	21.2%	12.9%	15.6%	20.0%
Energy	22.6%	29.0%	20.0%	22.2%
Social protection	8.3%	6.5%	11.1%	8.9%
Climate change and disaster management	2.4%	0.0%	8.9%	2.2%
Poverty reduction	15.6%	9.7%	26.7%	15.6%
Anti corruption	7.6%	12.9%	8.9%	4.4%
Financial markets	1.4%	0.0%	0.0%	2.2%
Urban development	3.8%	0.0%	0.0%	2.2%
Accountability	3.1%	0.0%	4.4%	0.0%
Education*	26.4%	25.8%	33.3%	46.7%
Global/regional integration	1.0%	3.2%	2.2%	0.0%
Information and communications technology*	4.5%	0.0%	0.0%	11.1%
Transport	10.1%	12.9%	13.3%	11.1%
Agricultural development/commercialization	25.0%	29.0%	26.7%	31.1%
Natural resource management	9.4%	6.5%	4.4%	4.4%
Job creation/employment	10.8%	3.2%	8.9%	6.7%
Economic growth	20.5%	9.7%	17.8%	11.1%
Rural development	14.6%	19.4%	13.3%	20.0%
Food security*	8.0%	16.1%	22.2%	20.0%
Environmental sustainability	3.1%	3.2%	4.4%	8.9%
Regulatory framework	1.0%	0.0%	0.0%	0.0%
Basic infrastructure	3.5%	6.5%	2.2%	2.2%
HIV and nutrition	2.8%	9.7%	2.2%	6.7%

*Significantly different between locations

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

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	266	5.86	2.28	29	5.17	2.35	39	5.36	2.11	38	6.21	2.12
Contributing to good policy making	266	6.56	1.96	31	6.19	1.99	39	6.41	2.07	38	6.63	2.02
Providing support for program implementation	265	7.03	1.94	30	7.13	1.68	41	6.95	2.10	39	7.69	1.72

D. The World Bank's Knowledge (continued)

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

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

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	245	5.74	2.13	26	5.35	1.92	37	5.22	2.27	37	5.86	2.02
Include appropriate level of stakeholder involvement during preparation	255	5.89	2.16	28	6.11	2.22	38	5.66	2.42	36	6.31	2.56
Are relevant to Malawi's development priorities	264	6.42	2.10	30	7.10	2.14	39	6.18	2.42	40	7.05	2.21
Provide feasible recommendations	253	6.31	2.00	27	6.67	2.13	36	6.17	2.31	39	7.05	1.82
Are accessible (well written and easy to understand)	255	6.37	2.32	28	6.18	2.47	35	5.54	2.23	39	5.82	2.47
Are source of relevant information on global good practices.	257	7.21	2.07	28	7.50	2.25	39	6.56	2.29	41	7.61	1.51
Are useful in terms of the work you do	259	6.95	2.28	30	6.27	2.50	38	6.87	2.44	40	7.65	2.03
Are adequately disseminated	251	5.45	2.36	29	4.69	2.05	39	5.08	1.84	39	5.44	2.44
Are translated enough into local language	232	3.39	2.26	26	2.69	1.95	34	3.32	2.04	38	3.47	2.17
Are adaptable to Malawi's specific development challenges and country circumstances	264	5.50	2.20	30	5.70	2.48	39	5.03	2.35	40	5.68	2.07

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in Malawi?	272	6.60	1.74	30	7.10	1.83	42	6.40	1.98	41	7.05	1.73
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	263	7.16	1.84	30	7.37	2.03	42	6.86	1.96	40	7.73	1.54

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

E. Working with the World Bank

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	240	5.49	2.26	29	4.76	2.67	40	5.00	2.52	41	5.90	2.21
The World Bank effectively monitors and evaluates the projects and programs it supports	258	7.38	1.94	30	7.17	2.31	42	7.45	1.77	43	7.51	2.09
The World Bank's approvals and reviews are done in a timely fashion	242	5.83	2.21	30	5.53	2.64	40	5.25	2.24	40	5.60	2.27
The World Bank's "Safeguard Policy" requirements are reasonable	194	6.25	2.08	27	6.15	1.94	37	5.65	2.39	38	6.32	2.23
The World Bank's conditions on its lending are reasonable	235	5.61	2.28	25	5.12	2.65	38	5.13	2.37	36	5.19	2.21
Working with the World Bank increases Malawi's institutional capacity	272	7.31	1.79	31	7.58	2.09	42	6.86	2.15	44	7.61	1.86
The World Bank ensures consistency and continuity through staff changes	203	6.39	2.01	20	6.25	2.67	31	5.52	2.19	29	6.66	1.99
The World Bank's teams and visits are well coordinated	220	6.91	1.99	25	6.92	2.34	38	6.39	2.47	37	7.27	2.46
Where country systems are adequate, the World Bank makes appropriate use of them	215	6.84	2.26	26	6.92	2.40	38	6.84	2.24	39	6.74	2.61
The World Bank provides effective implementation support	250	7.24	1.91	29	7.24	2.31	41	7.32	2.11	43	7.53	2.04

F. The Future Role of the World Bank in Malawi

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	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 Malawi's development in the near future?	279	8.80	1.49	32	8.69	1.20	39	8.79	1.66	44	8.70	1.71

(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 Malawi? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Improve the quality of its experts as related to Malawi's specific challenges	32.1%	30.0%	34.1%	39.5%
Reduce the complexity of obtaining World Bank financing*	44.4%	73.3%	46.3%	41.9%
Focus primarily on advocacy issues	3.2%	3.3%	2.4%	7.0%
Improve the competitiveness of its financing compared to markets	9.7%	6.7%	19.5%	2.3%
Reach out more to groups outside of government	52.0%	40.0%	46.3%	41.9%
Ensure greater selectivity in its work	4.0%	3.3%	0.0%	4.7%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	10.1%	6.7%	9.8%	11.6%
Offer more innovative financial products	14.1%	13.3%	12.2%	16.3%
Offer more innovative knowledge services	10.5%	6.7%	7.3%	16.3%
Increase availability of Fee-Based services	2.2%	3.3%	2.4%	2.3%
Work faster	12.3%	10.0%	12.2%	14.0%
Other	3.2%	0.0%	2.4%	2.3%

*Significantly different between locations

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Local newspapers	84.9%	96.9%	83.7%	88.6%
International newspapers	1.1%	0.0%	2.3%	0.0%
Local radio*	28.2%	50.0%	46.5%	47.7%
International radio	3.5%	0.0%	0.0%	0.0%
Local television	8.1%	9.4%	2.3%	13.6%
International television	7.4%	3.1%	4.7%	4.5%
Periodicals	6.7%	3.1%	7.0%	0.0%
Internet	45.1%	34.4%	32.6%	34.1%
Social media	4.9%	3.1%	7.0%	2.3%
Blogs	0.7%	0.0%	0.0%	0.0%
Mobile phones	0.4%	0.0%	2.3%	2.3%
Instant messaging	0.4%	0.0%	0.0%	2.3%
Other	5.6%	0.0%	9.3%	2.3%

*Significantly different between locations

G. Communication and Information Sharing (continued)**How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
World Bank website	45.5%	62.5%	41.9%	43.2%
Direct contact with World Bank	29.4%	28.1%	20.9%	15.9%
e-newsletters	28.3%	15.6%	18.6%	29.5%
Instant messaging	3.8%	0.0%	9.3%	6.8%
World Bank seminars/workshops/conferences	42.7%	43.8%	53.5%	52.3%
World Bank Public Information Center	1.4%	0.0%	4.7%	0.0%
World Bank publications and other written materials	34.3%	28.1%	18.6%	34.1%
Mobile phones*	4.9%	18.8%	11.6%	6.8%
Social media*	4.2%	0.0%	14.0%	6.8%
Blogs*	0.0%	3.1%	0.0%	0.0%
Other	2.1%	0.0%	2.3%	2.3%

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 on a list of exceptions?**

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Yes	19.5%	14.8%	16.7%	9.3%
No	80.5%	85.2%	83.3%	90.7%

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

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Yes	24.0%	10.3%	18.6%	9.8%
No	76.0%	89.7%	81.4%	90.2%

Were you able to obtain this information?

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Yes	62.5%	33.3%	42.9%	40.0%
No	37.5%	66.7%	57.1%	60.0%

Do you have access to the Internet?*

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Yes	99.3%	85.7%	97.7%	100.0%
No	0.7%	14.3%	2.3%	0.0%

Significantly different between locations*Do you use/have used the World Bank website?***

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Yes	71.7%	36.7%	53.5%	50.0%
No	28.3%	63.3%	46.5%	50.0%

Significantly different between locations*Which do you primarily use?***

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
The World Bank's country website	35.3%	75.0%	59.4%	69.2%
The World Bank's main website	64.7%	25.0%	40.6%	30.8%

Significantly different between locations*Which Internet connection do you use primarily when visiting a World Bank website?**

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
High speed	84.2%	87.5%	76.5%	79.3%
Dial-up	15.8%	12.5%	23.5%	20.7%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements.

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	City (Blantyre, Zomba, Lilongwe, Mzuzu)			Town and District - Northern region			District – Central region			District – Southern region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more often than I did a few years ago*	241	5.04	2.83	25	2.96	2.13	36	4.22	2.36	36	3.72	2.72
I find the World Bank websites easy to navigate*	197	7.12	2.19	16	5.38	2.73	28	5.54	2.74	27	5.78	2.52
I find the information on the World Bank's websites useful*	194	7.70	1.89	17	6.65	2.94	27	7.56	2.15	25	6.40	2.84
When I need information from the World Bank I know how to find it*	229	6.13	3.04	20	4.75	3.35	31	5.77	2.99	35	4.57	3.02
The World Bank is responsive to my information requests and inquiries*	179	6.25	2.64	15	5.40	3.11	27	5.81	2.51	27	4.78	2.82

*Significantly different between locations

H. Background Information

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

Percentage of Respondents	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Yes	61.6%	45.2%	75.6%	64.3%
No	38.4%	54.8%	24.4%	35.7%

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

Percentage of Respondents (Responses Combined)	City (Blantyre, Zomba, Lilongwe, Mzuzu)	Town and District - Northern region	District – Central region	District – Southern region
Observer	27.1%	33.3%	20.5%	31.8%
Use World Bank reports/data	29.9%	33.3%	22.7%	40.9%
Engage in World Bank related/sponsored events/activities*	40.1%	46.7%	61.4%	50.0%
Collaborate as part of my professional duties	34.2%	23.3%	31.8%	20.5%
Use World Bank website for information, data, research, etc.	28.5%	20.0%	22.7%	18.2%

*Significantly different between locations

Appendix D: Responses to All Questions by Year¹

FY '06 Response Number = 347 • FY' 10 Response Number=372 • FY '13 Response Number = 427

B. Overall Attitudes toward the World Bank

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Malawi?*	337	6.23	2.08	361	6.51	2.13	425	6.60	2.10

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY13 and FY06 country surveys

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Malawi?^	320	6.26	2.27	338	6.98	2.00	412	6.38	1.90

(1-Not effective at all, 10-Very effective) ^Significantly different between FY13 and FY10 country surveys

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

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Malawi	334	7.31	2.26	357	7.62	2.01	414	7.57	1.91
The World Bank's work is aligned with what I consider the development priorities for Malawi	313	6.35	2.44	352	6.78	2.24	408	6.67	2.22
The World Bank supports programs and strategies that are realistic for Malawi*	312	5.52	2.47	345	6.43	2.28	408	6.71	2.07
The World Bank treats clients and stakeholders in Malawi with respect*	297	6.27	2.47	327	7.09	2.27	373	6.79	2.22

*Significantly different between FY13 and FY06 country surveys

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

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

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)^	150	5.41	2.74	168	6.23	2.70	384	5.44	2.05
Staff accessibility^	291	6.03	2.63	312	6.26	2.54	368	5.74	2.52
Straightforwardness and honesty^	291	6.90	2.84	307	7.39	2.60	372	6.80	2.29

^Significantly different between FY13 and FY10 country surveys

¹ Only those questions that were asked in the FY '06, FY' 10 and FY '13 country surveys, with similar response scales/options, are presented.

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 Malawi?

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

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*^	293	6.49	2.51	306	6.22	2.68	333	5.69	2.39
Urban development*	269	5.26	2.50	302	5.47	2.45	333	5.64	2.02
Environmental sustainability	282	6.34	2.64	305	6.54	2.51	340	6.42	2.05
Regulatory framework*^	276	6.35	2.32	303	6.23	2.23	324	6.73	1.88
Basic infrastructure*^	296	6.86	2.38	318	7.14	2.36	352	6.49	2.09
HIV and nutrition^				306	6.18	2.34	333	6.60	2.09
Poverty reduction	314	6.63	2.37	334	6.59	2.19	379	6.66	2.15
Gender equity	273	5.97	2.50	300	5.99	2.49	326	6.24	2.05
Enhancing environment for private sector development and foreign direct investment^	288	5.94	2.45	314	5.80	2.41	328	6.18	2.19
Economic growth*	295	6.91	2.36	334	6.77	2.18	378	6.57	2.05
Public sector governance/ reform^	291	6.60	2.38	310	6.47	2.28	374	6.84	2.15
Global/regional integration*	271	5.73	2.56	299	6.39	2.42	318	6.25	2.06
Education	294	7.15	2.51	328	7.16	2.30	377	7.06	2.00
Social protection*^	262	5.66	2.46	291	6.01	2.40	358	6.65	2.18
Climate change and disaster management^				300	5.80	2.74	338	6.24	2.01
Agricultural development/commercialization*^	306	6.96	2.41	327	7.27	2.20	361	6.27	2.23
Natural resource management*^	276	6.12	2.35	309	6.50	2.37	319	5.18	2.32

*Significantly different between FY13 and FY06 country surveys

^Significantly different between FY13 and FY10 country surveys

D. The World Bank's Knowledge

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

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

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices.	299	7.37	2.33	311	7.45	2.23	380	7.25	2.06
Are useful in terms of the work you do*^	297	8.11	1.93	307	8.34	1.84	382	7.02	2.29
Are adaptable to Malawi's specific development challenges and country circumstances*^	304	6.17	2.35	323	6.74	2.16	388	5.57	2.25

*Significantly different between FY13 and FY06 country surveys

^Significantly different between FY13 and FY10 country surveys

E. Working with the World Bank

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

(1-Strongly disagree; 10-Strongly agree)

	year								
	FY 2006			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly^	142	5.62	2.58	162	6.43	2.67	363	5.50	2.35
The World Bank effectively monitors and evaluates the projects and programs it supports^	149	7.15	2.15	172	8.22	1.91	388	7.41	1.95
The World Bank's conditions on its lending are reasonable^	299	5.56	2.74	308	6.07	2.65	347	5.52	2.32
Working with the World Bank increases Malawi's institutional capacity*	142	6.76	2.46	162	7.52	2.28	403	7.35	1.87

*Significantly different between FY13 and FY06 country surveys

^Significantly different between FY13 and FY10 country surveys

G. Communication and Information Sharing

Do you have access to the Internet?^

Percentage of Respondents	FY 2010	FY 2013
Yes	91.1%	98.0%
No	8.9%	2.0%

^Significantly different between FY13 and FY10 country surveys

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

Percentage of Respondents	FY 2006	FY 2010	FY 2013
Yes	48.6%	54.6%	65.5%
No	51.4%	45.4%	34.5%

*Significantly different between FY13 and FY06 country surveys

^Significantly different between FY13 and FY10 country surveys

Which do you primarily use?

Percentage of Respondents	FY 2006	FY 2010	FY 2013
The World Bank's country website	36.9%	43.5%	43.7%
The World Bank's main website	63.1%	56.5%	56.3%

Please rate how much you agree with the following statements.

(1-Strongly disagree; 10-Strongly agree)

	year					
	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank websites easy to navigate^	176	7.45	2.23	280	6.72	2.39
I find the information on the World Bank's websites useful^	177	7.96	2.08	275	7.52	2.12
When I need information from the World Bank I know how to find it^	217	6.58	3.08	328	5.91	3.09
The World Bank is responsive to my information requests and inquiries	192	6.59	2.89	259	6.07	2.69

^Significantly different between FY13 and FY10 country surveys

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Malawi? (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 Malawi?	5.81	6.73	6.61	5.70	6.34	6.42	6.10	6.69	6.22	6.68	6.32	6.49
To what extent do you believe the World Bank's staff is well prepared to help Malawi solve its most complicated development challenges?	6.14	6.73	6.74	5.86	6.45	6.70	6.44	6.63	6.38	6.81	6.33	7.04
Overall the World Bank currently plays a relevant role in development in Malawi	7.14	7.86	7.78	7.11	7.58	7.63	7.44	7.79	7.43	7.96	7.59	7.60
The World Bank's work is aligned with what I consider the development priorities for Malawi	5.99	7.12	7.08	5.52	6.62	6.76	6.41	6.99	6.42	7.20	6.60	6.85
Responsiveness	5.99	6.90	6.74	6.04	6.59	6.50	6.44	6.71	6.42	6.86	6.52	6.67
Openness	5.96	6.99	6.82	5.93	6.38	7.02	6.40	6.81	6.45	6.89	6.56	6.63
Collaboration with groups outside of the Government	5.20	6.69	6.34	5.35	6.04	6.13	5.76	6.45	5.92	6.39	5.98	6.29
Collaboration with the Government	8.10	8.39	8.38	7.94	8.19	8.42	8.27	8.26	8.24	8.31	8.12	8.65
Collaboration with other donors	8.32	8.35	8.35	8.43	8.32	8.47	8.40	8.33	8.38	8.34	8.29	8.59
To what extent does the World Bank's work help to achieve development results in Malawi?	6.37	7.12	7.05	6.22	6.77	6.97	6.58	7.14	6.73	7.03	6.82	6.84
The World Bank's financial instruments meet the needs of Malawi	5.39	6.49	6.37	5.33	6.06	6.18	5.80	6.48	5.90	6.51	6.08	6.16
The World Bank meets Malawi's needs for knowledge services	5.80	6.38	6.39	5.58	6.05	6.46	6.02	6.37	6.07	6.40	6.10	6.38
The World Bank's knowledge work and activities are adaptable to Malawi's specific development challenges and country circumstances	4.88	6.01	5.94	4.56	5.44	5.85	5.25	5.96	5.36	6.00	5.41	5.98
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in Malawi?	6.29	6.95	6.96	6.10	6.62	6.97	6.51	6.99	6.66	6.86	6.64	6.95
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.83	7.49	7.49	6.67	7.22	7.38	7.03	7.57	7.19	7.43	7.12	7.66
Where country systems are adequate, the World Bank makes appropriate use of them	6.49	7.09	7.08	6.43	6.83	7.14	6.76	7.09	6.93	6.91	6.82	7.23

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Malawi FY 2013 Questionnaire



World Bank Country Survey FY13 – Malawi

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Malawi 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 Malawi, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Malawi. The World Bank commissioned independent consultants to oversee the logistics of this effort in Malawi. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES FACING MALAWI

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Malawi.			
Please identify which of the following you consider the most important development priorities in Malawi?			
(Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, Fertilizer Input Subsidy Program)	15	Poverty reduction
2	Transport (e.g., roads, bridges, transportation)	16	Energy
3	Food security	17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Global/regional integration	18	Climate change and disaster management
5	Gender equity	19	Agricultural development/commercialization
6	Enhancing environment for private sector development and foreign direct investment	20	Water and sanitation
7	Trade and exports	21	Accountability
8	Anti corruption	22	Economic growth
9	Job creation/employment	23	Regulatory framework
10	Rural development	24	HIV and nutrition
11	Basic infrastructure	25	Financial markets
12	Urban development	26	Natural resource management (e.g., oil, gas, mining)
13	Environmental sustainability	27	Information and communications technology
14	Education		

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Malawi? (Choose no more than THREE)			
1	Water and sanitation	14	Information and communications technology
2	Economic growth	15	Anti corruption
3	Climate change and disaster management	16	Enhancing environment for private sector development and foreign direct investment
4	Global/regional integration	17	Education
5	Gender equity	18	Energy
6	Rural development	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Urban development	20	Natural resource management (e.g., oil, gas, mining)
8	Regulatory framework	21	Environmental sustainability
9	Basic infrastructure	22	Agricultural development/commercialization
10	Social protection (e.g., pensions, targeted social assistance, Fertilizer Input Subsidy Program)	23	Job creation/employment
11	Transport (e.g., roads, bridges, transportation)	24	Financial markets
12	Accountability	25	Trade and exports
13	HIV and nutrition	26	Food security

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

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.
Which THREE areas below do you believe would contribute most to generating economic growth in Malawi? (Choose no more than THREE)

1	Energy	14	Trade and exports
2	Gender equity	15	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Social protection (e.g., pensions, targeted social assistance, Fertilizer Input Subsidy Program)	16	Enhancing environment for private sector development and foreign direct investment
4	Global/regional integration	17	Job creation/employment
5	Climate change and disaster management	18	Agricultural development/commercialization
6	Anti corruption	19	Food security
7	Rural development	20	Transport (e.g., roads, bridges, transportation)
8	Urban development	21	Natural resource management (e.g., oil, gas, mining)
9	Water and sanitation	22	Environmental sustainability
10	Education	23	Basic infrastructure
11	Information and communications technology	24	Accountability
12	Regulatory framework	25	Financial markets
13	HIV and nutrition		

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Malawi? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More effective risk management
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Malawi, on a ten point scale?

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

B2. Overall, please rate your impression of the World Bank's effectiveness in Malawi, on a ten point scale?

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

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Malawi solve its most complicated development challenges, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

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

1	Social protection (e.g., pensions, targeted social assistance, Fertilizer Input Subsidy Program)	15	Environmental sustainability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Education
3	Transport (e.g., roads, bridges, transportation)	17	Food security
4	Poverty reduction	18	Climate change and disaster management
5	Global/regional integration	19	Agricultural development/commercialization
6	Gender equity	20	Trade and exports
7	Accountability	21	Economic growth
8	Enhancing environment for private sector development and foreign direct investment	22	Regulatory framework
9	Rural development	23	HIV and nutrition
10	Water and sanitation	24	Basic infrastructure
11	Energy	25	Natural resource management (e.g., oil, gas, mining)
12	Job creation/employment	26	Anti corruption
13	Financial markets	27	Information and communications technology
14	Urban development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Malawi
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Malawi? (Choose no more than TWO)

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
To no degree at all						To a very significant degree				Don't know	

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

To what extent is the World Bank an effective development partner in Malawi, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Malawi, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Accountability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	HIV and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Enhancing environment for private sector development and foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Social protection (e.g., pensions, targeted social assistance, Fertilizer Input Subsidy Program)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Climate change and disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Agricultural development/commercialization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C28. To what extent does the World Bank's work help to achieve development results in Malawi, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Malawi, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
C29	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Malawi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C30	The World Bank meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

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

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Malawi, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Global/regional integration
2	Gender equity	16	Information and communications technology
3	Enhancing environment for private sector development and foreign direct investment	17	Transport (e.g., roads, bridges, transportation)
4	Water and sanitation	18	Agricultural development/commercialization
5	Trade and exports	19	Natural resource management (e.g., oil, gas, mining)
6	Energy	20	Job creation/employment
7	Social protection (e.g., pensions, targeted social assistance, Fertilizer Input Subsidy Program)	21	Economic growth
8	Climate change and disaster management	22	Rural development
9	Poverty reduction	23	Food security
10	Anti corruption	24	Environmental sustainability
11	Financial markets	25	Regulatory framework
12	Urban development	26	Basic infrastructure
13	Accountability	27	HIV and nutrition
14	Education		

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

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

In Malawi, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are relevant to Malawi's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are adaptable to Malawi's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality	Don't know		

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	Working with the World Bank increases Malawi's institutional capacity											<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING**G1. How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center (located at the National Library, Lilongwe)
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

G9. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed (e.g. wireless, mobile phone)
2	Dial-up (modem using a ground phone)

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

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

SECTION H: BACKGROUND INFORMATION

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

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

SECTION H: BACKGROUND INFORMATION

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

H4. Which of the following describes most of your exposure to the World Bank in Malawi? (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	City (Blantyre, Zomba, Lilongwe, Mzuzu)
2	Town
3	District – Central region
4	District – Northern region
5	District – Southern region

Thank you for completing the survey!