



Gabon

The World Bank Group
Country Survey FY 2014

Report of Findings
March 2014



CountryOpinionSurveys
THE WORLD BANK GROUP

Acknowledgements

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In January 2014, 250 stakeholders of the World Bank Group in Gabon were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; 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 222 stakeholders participated in the survey (89% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via email and returned it accordingly. Respondents were asked about: general issues facing Gabon; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Gabon; and the WBG's communication and information sharing in Gabon.

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

- A. General Issues Facing Gabon: Respondents were asked to indicate whether Gabon is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Gabon, and how "shared prosperity" would be best achieved in Gabon.

II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Gabon, WBG staff preparedness to help Gabon solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Gabon, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Gabon, the extent to which the WBG meets Gabon's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across thirty one development areas, such as economic growth, governance, private sector development, education, and job creation.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG'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 Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Gabon: Respondents were asked to indicate what the WBG should do to make itself of greater value in Gabon, and which services the WBG should offer more of in the country.
- 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 WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Gabon, which WBG agencies they work with, and their geographic location.

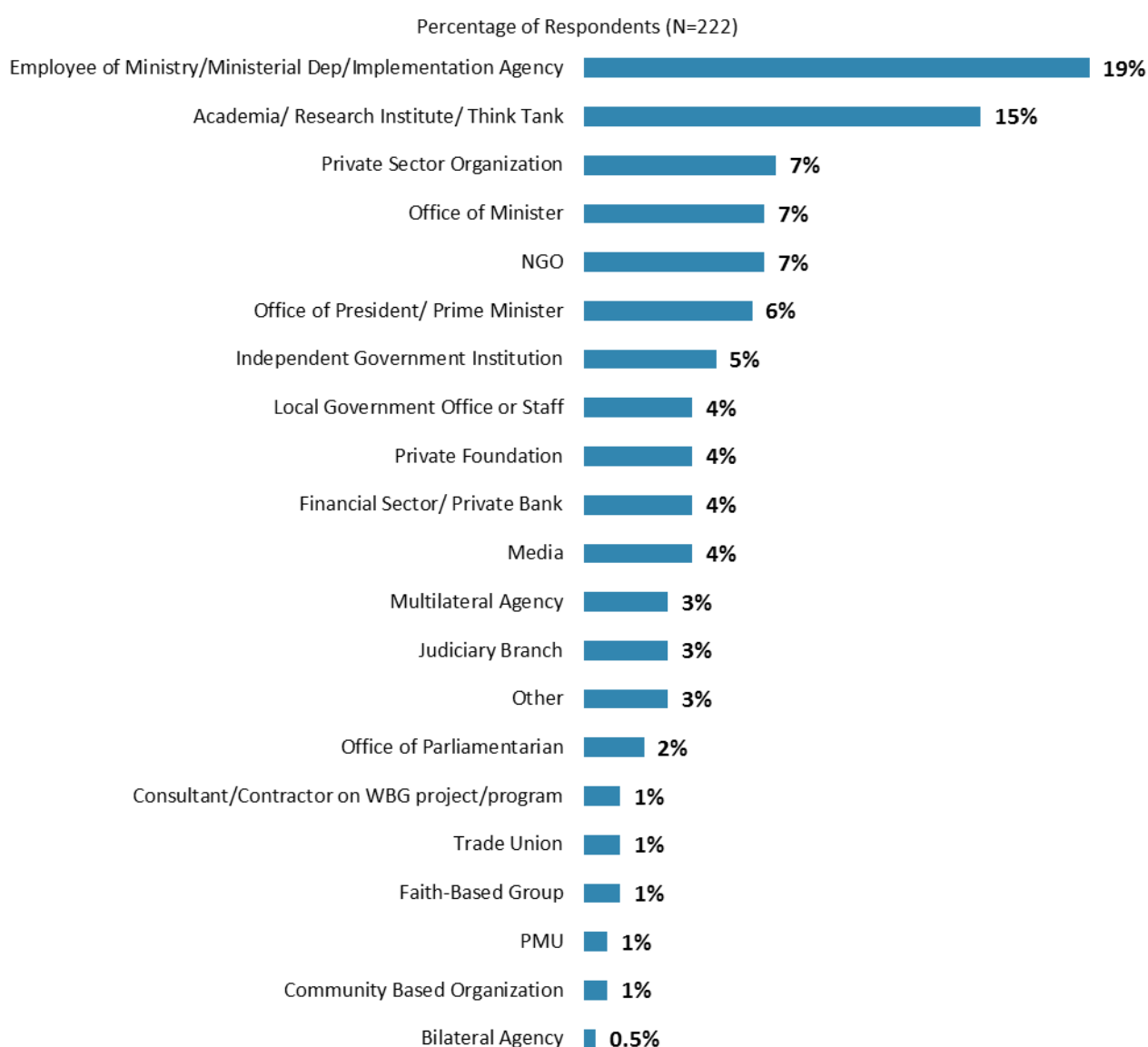
When possible, responses from respondents completing this year's country survey were compared to responses from 116 respondents (73% response rate) who completed the survey in FY 2011 and 181 respondents (60% response rate) who completed the survey in FY 2005.

Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

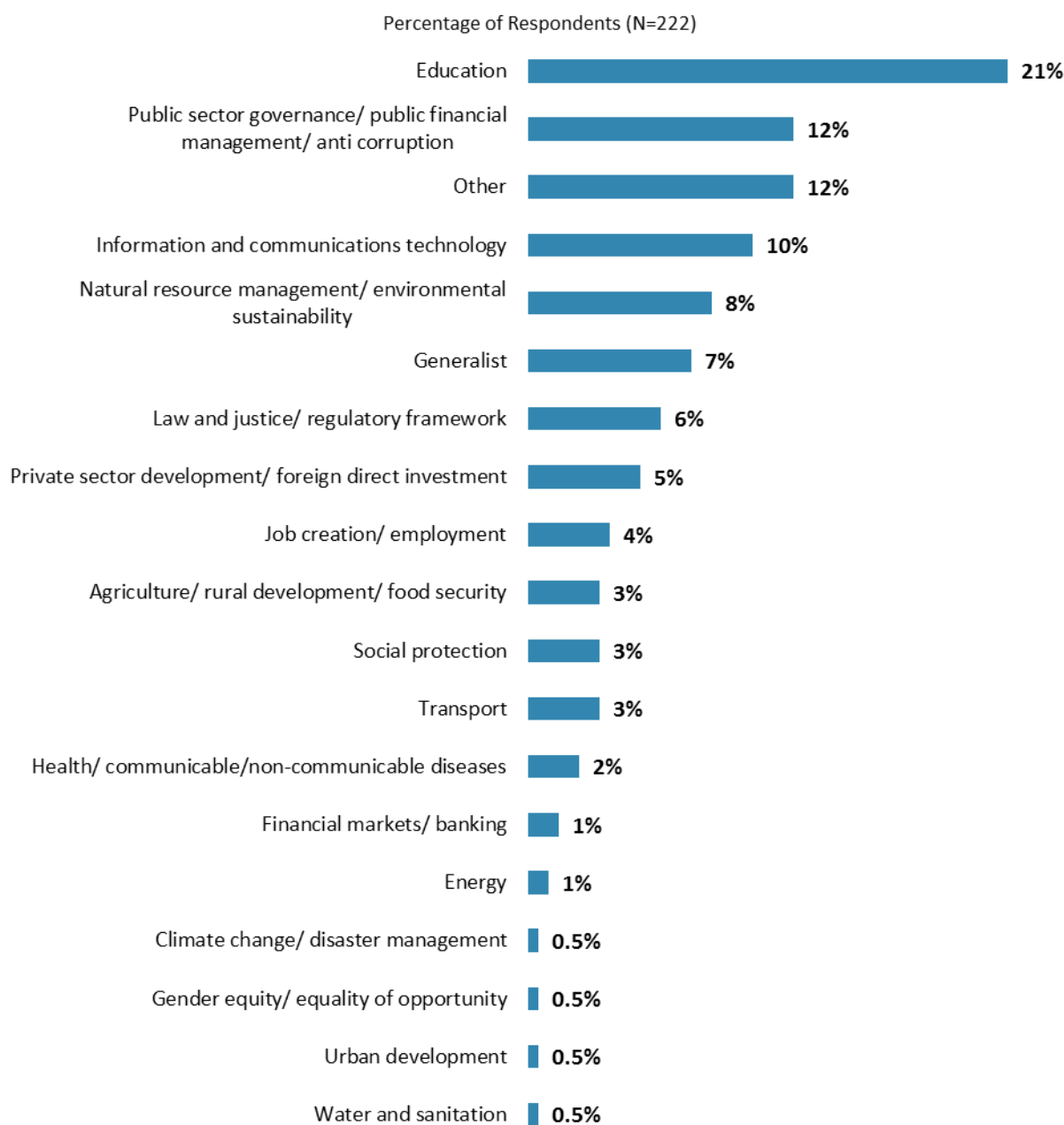
- For further analyses, respondents from the office of the President, Prime Minister were combined with respondents from the office of a minister; a small number of respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and the few respondents from the office of a parliamentarian, PMUs, consultants/contractors working on WBG-supported projects/programs, and the judiciary branch were included in the “Other” category. Note that respondents from NGOs, community based organizations, trade unions, and faith-based groups were combined under the “CSO” 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

- Nearly all respondents indicated that they were located in Libreville. Because of the small number of respondents from outside Libreville, statistical comparisons across geographic locations were not possible.

Percentage of Respondents (N=220)



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

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank Group

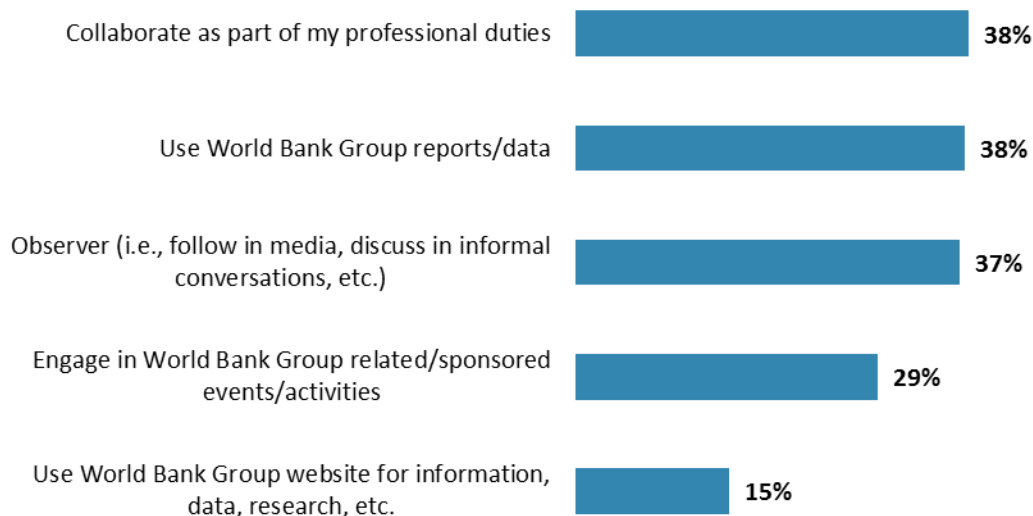
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Gabon, can be found in Appendix D (see page 98). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.

Percentage of Respondents (N=222)



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

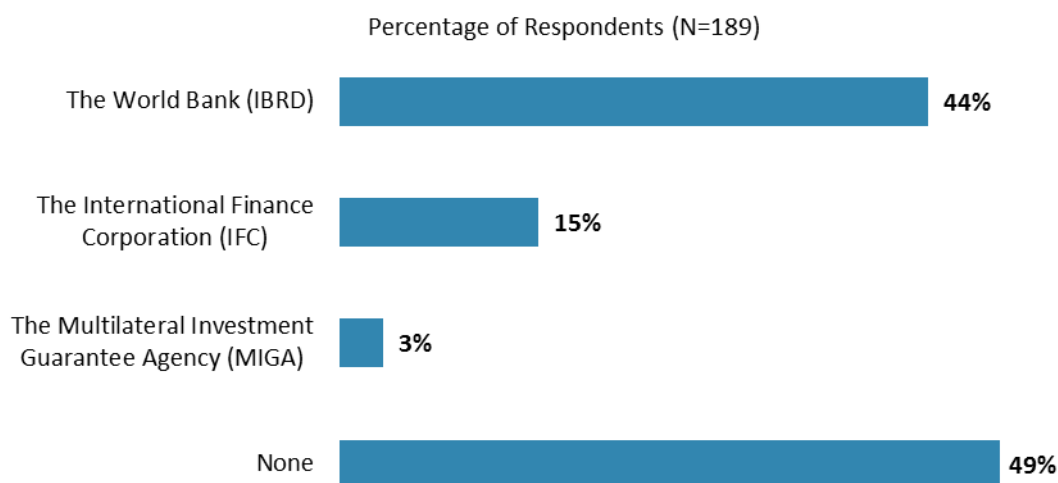
Percentage of Respondents (N=216)



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

III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group

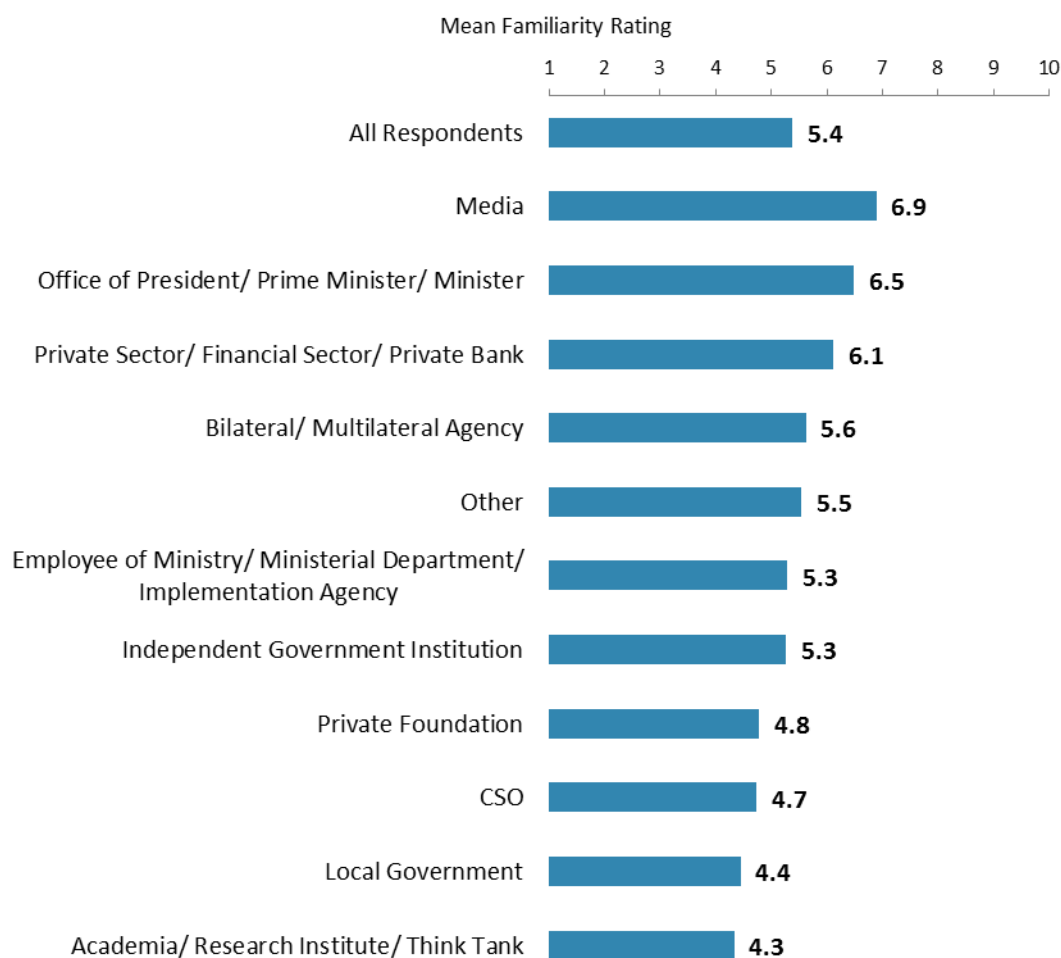


"Which of the following agencies of the World Bank Group do you work with in Gabon?
(Select all that apply)." (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Across all respondents, familiarity with the World Bank Group received a mean rating of 5.4; this was statistically similar to the mean ratings received in the FY '11 country survey (5.0) and in the FY '05 country survey (5.6).
- Respondents from the media and the office of President/Prime Minister/Minister had the highest levels of familiarity with the WBG whereas respondents from academia/research institutes/think tanks had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Gabon, and significantly, moderately correlated with their perceptions of the WBG's relevance to Gabon's development, and the WBG's ability to help achieve development results in Gabon.

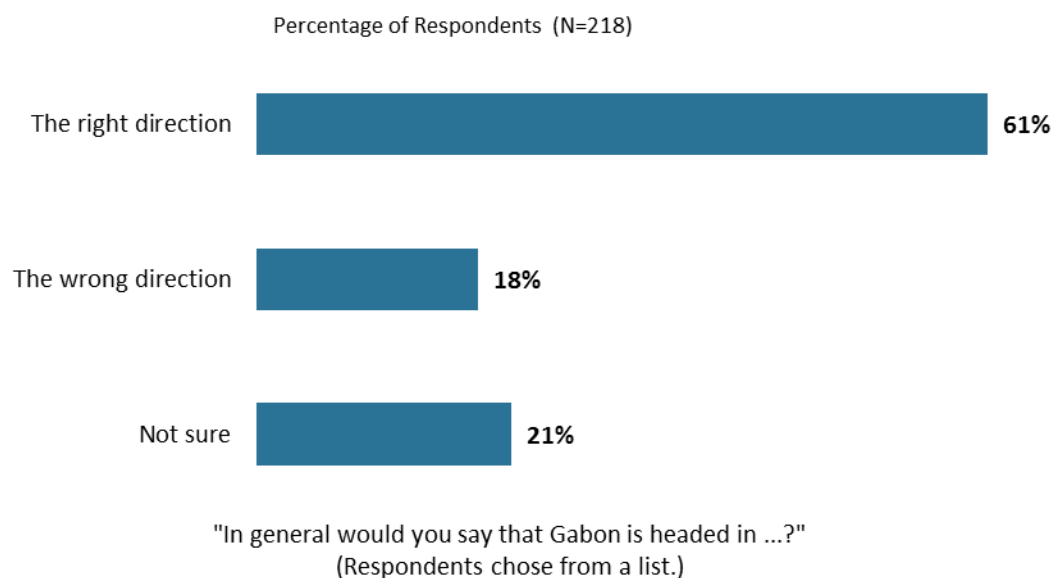


"How familiar are you with the work of the World Bank Group in Gabon?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Gabon

Headed in the Right Direction

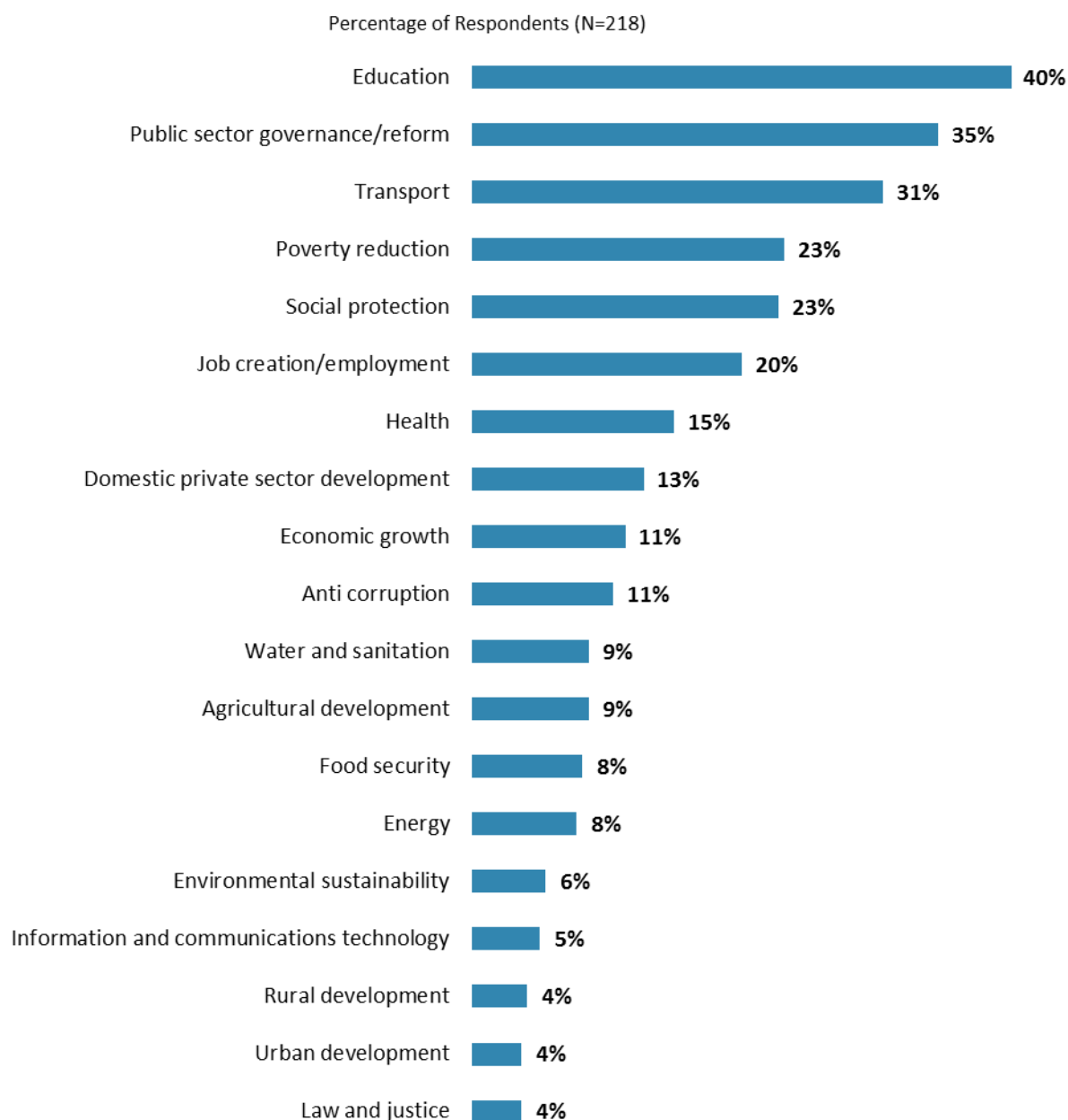
- A majority of respondents across stakeholder groups indicated that Gabon is headed in the right direction.
- Respondents from local governments and private foundations tended to indicate that Gabon is headed in the wrong direction.
- Respondents from academia/research institutes/think tanks tended to indicate that they were not sure whether Gabon is headed in the right or wrong direction.



IV. General Issues Facing Gabon (continued)

Development Priority

- In the FY '11 country survey*, government effectiveness/governance (51%) and improving the roads/transport sector (42%) were considered the most important development priorities for Gabon.



"Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon.

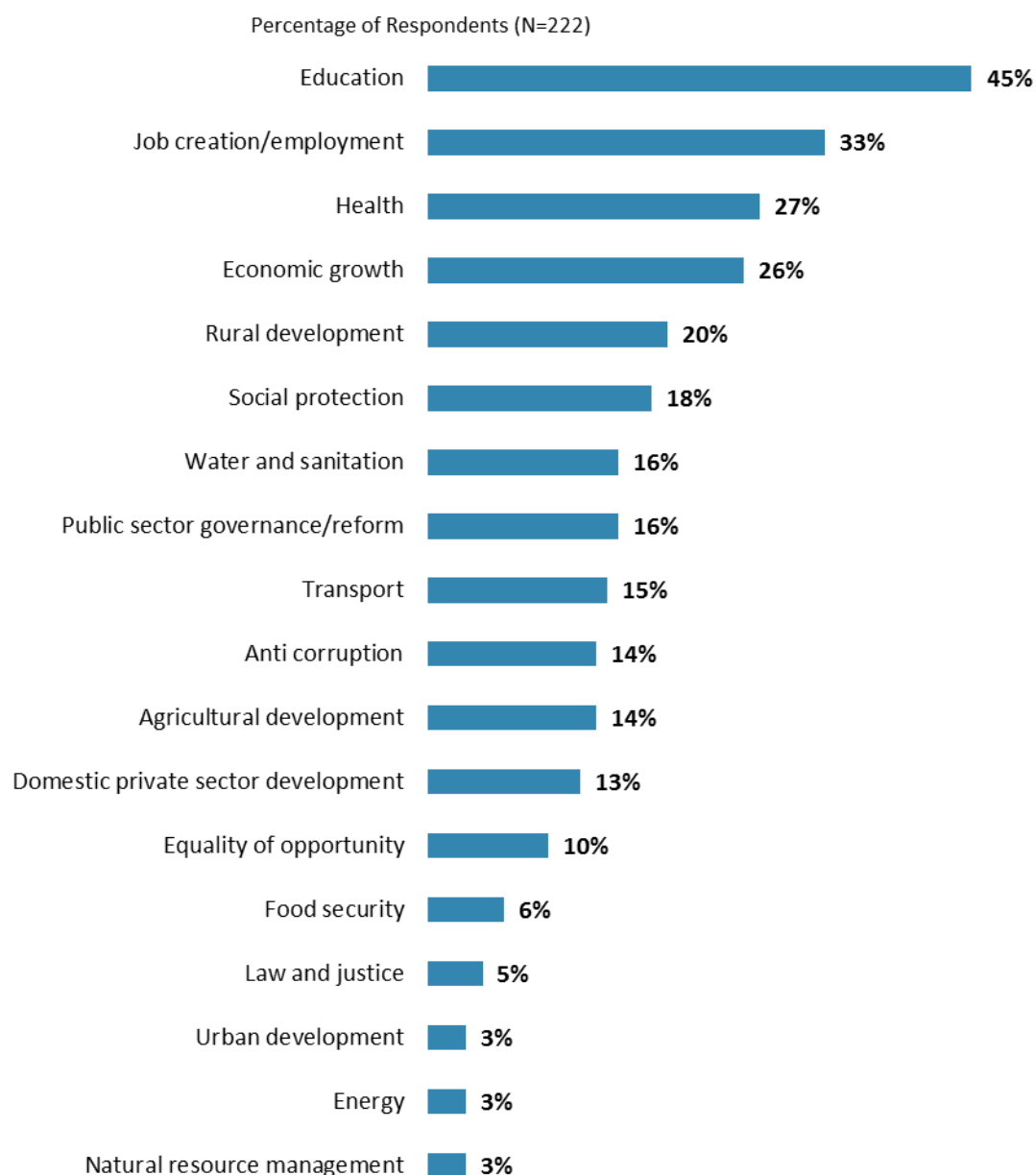
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '14 survey were provided in the FY '11 survey.

IV. General Issues Facing Gabon (continued)

What Would Contribute Most to Reducing Poverty

- In the FY '11 country survey*, respondents indicated that government effectiveness/governance (30%) would contribute most to poverty reduction in Gabon.

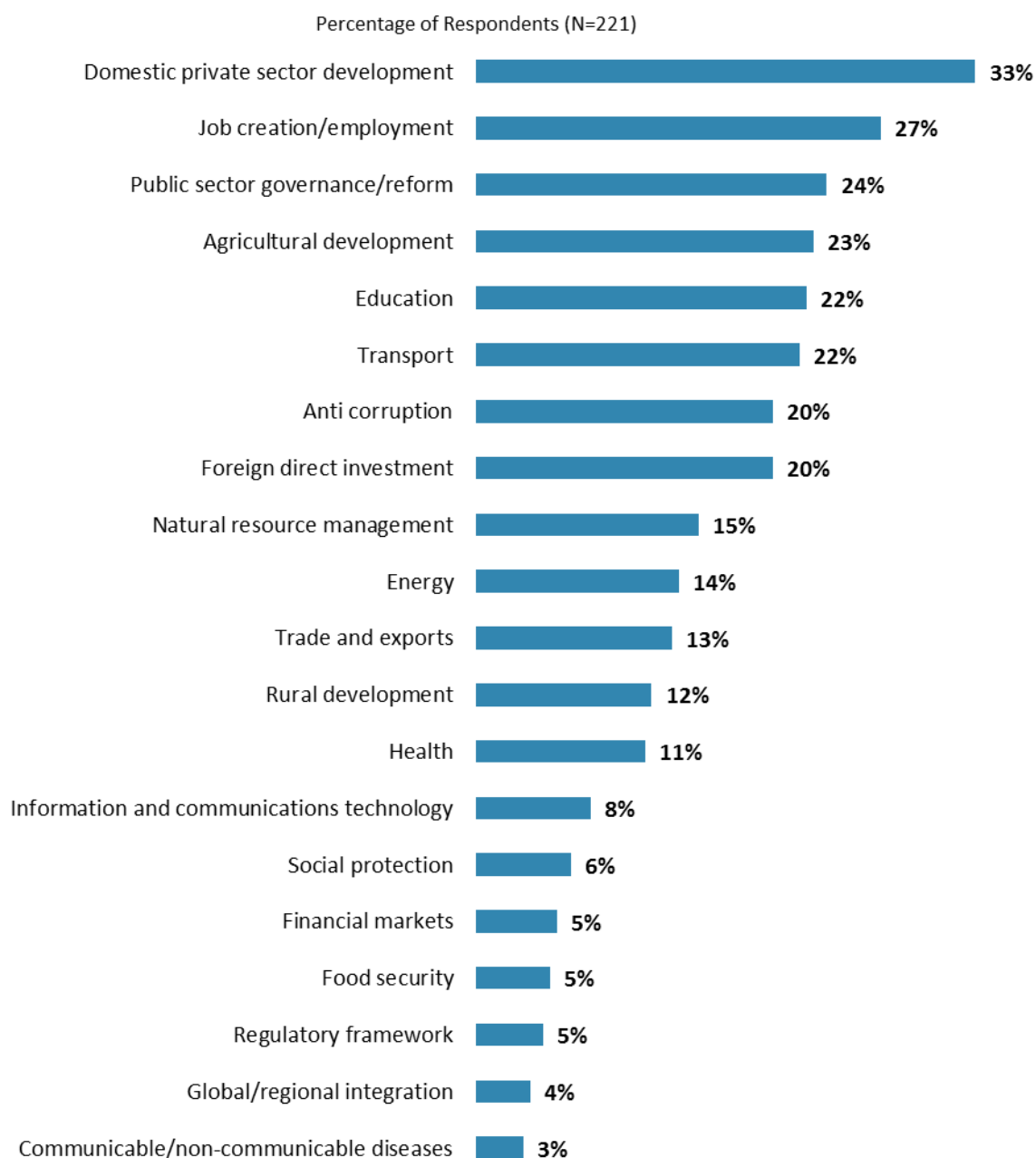


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Gabon? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '14 survey were provided in the FY '11 survey.

IV. General Issues Facing Gabon (continued)

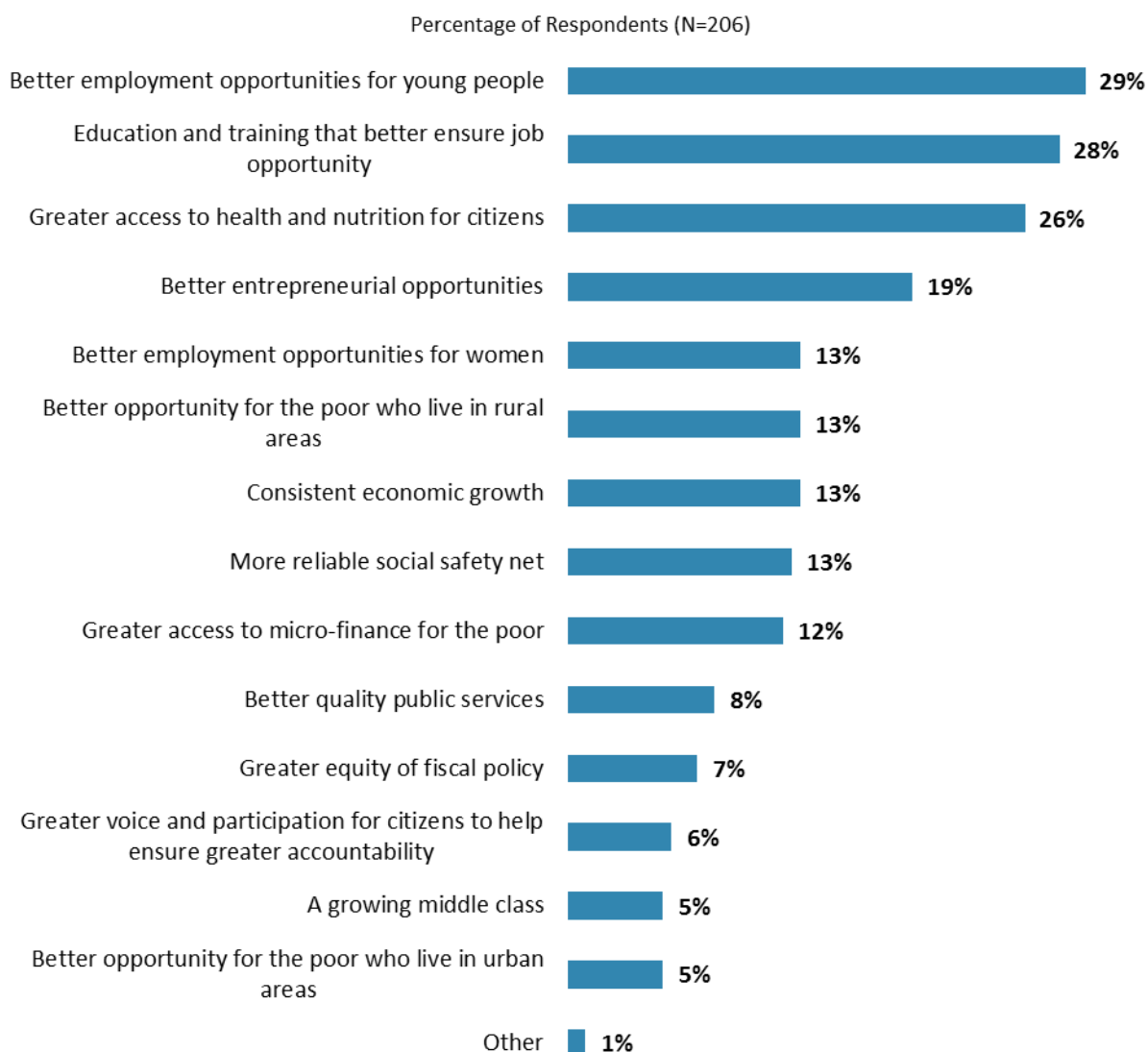
What Would Contribute Most to Generating Economic Growth



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

IV. General Issues Facing Gabon (continued)

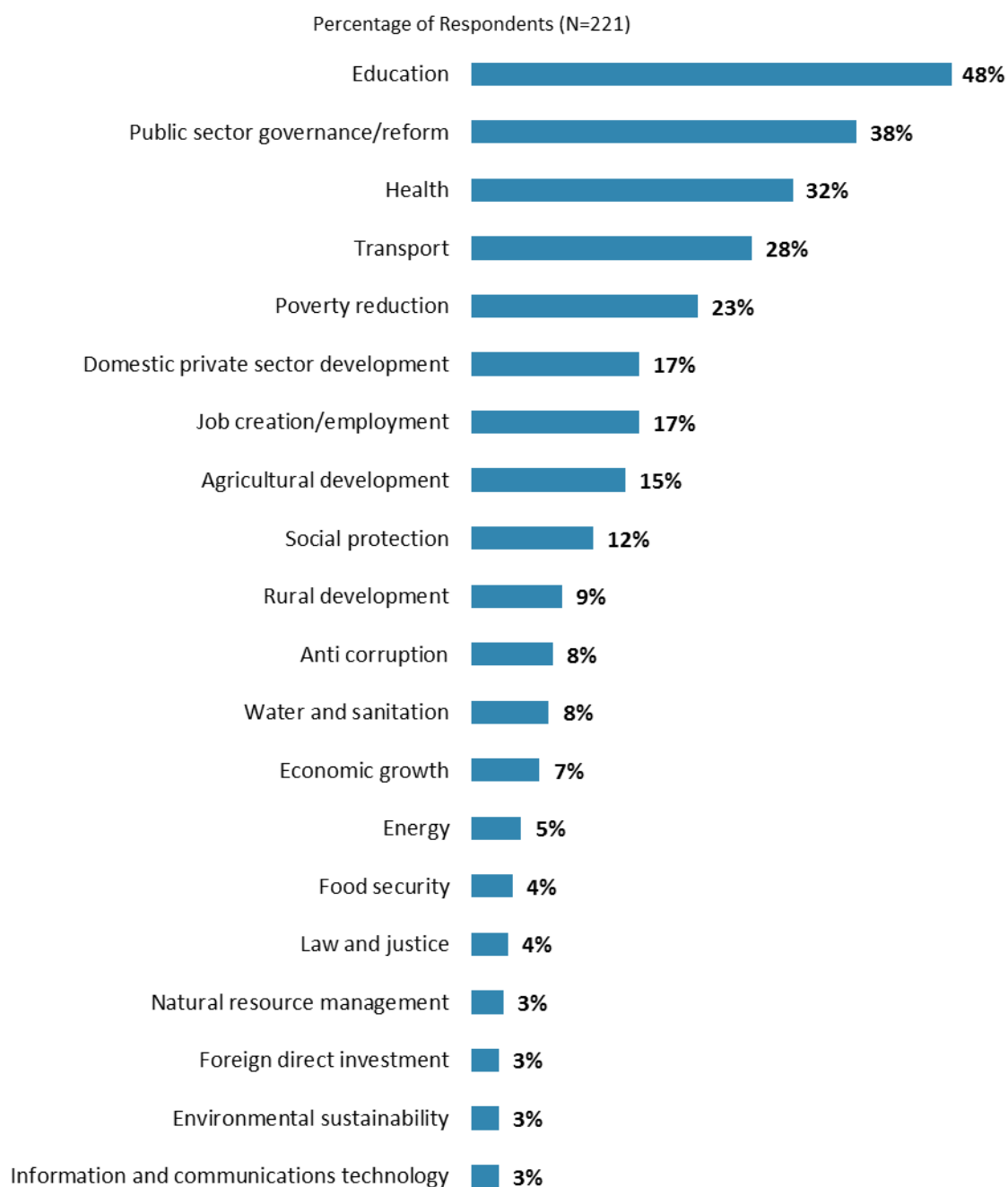
Factors Contributing to “Shared Prosperity”



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

V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources



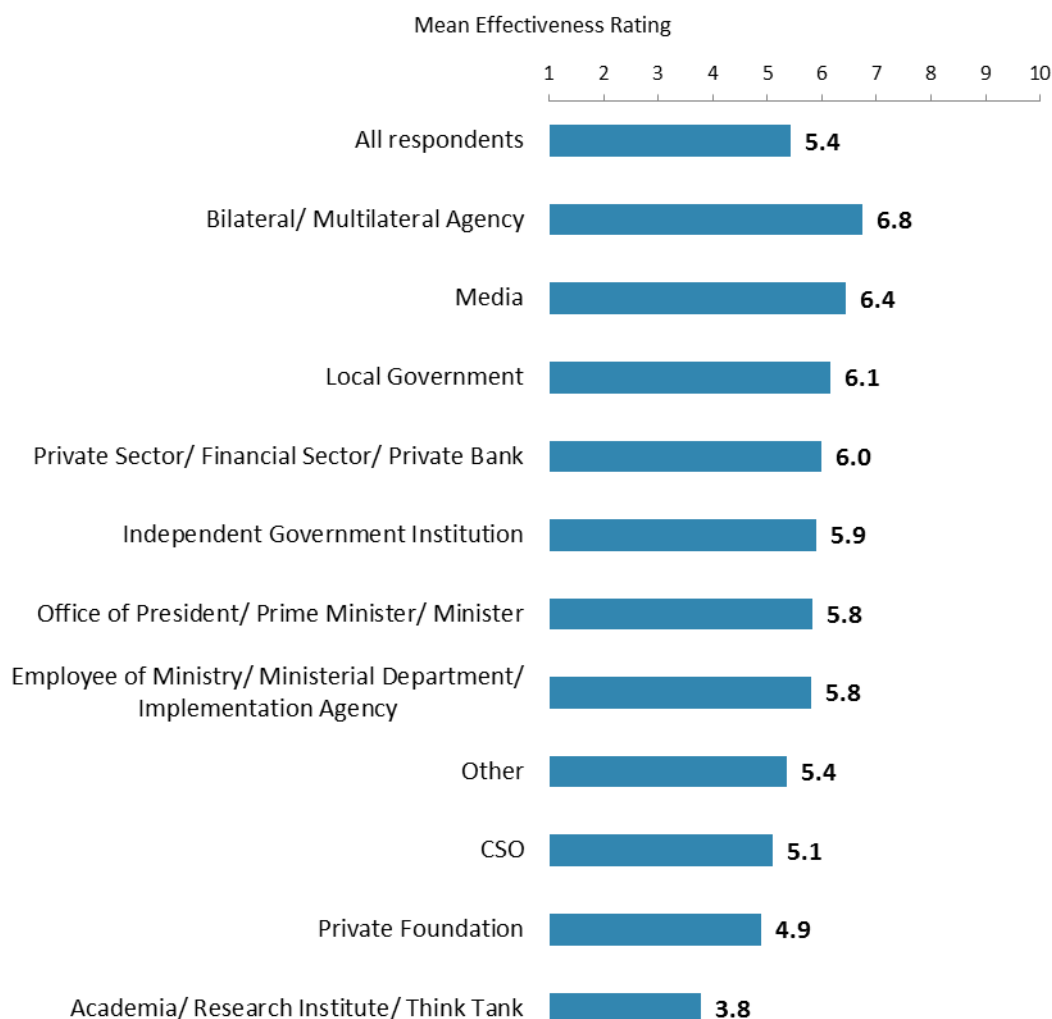
“When thinking about how the World Bank Group can have the most impact on development results in Gabon, in which sectoral areas do you believe the WBG should focus most of its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)”
(Respondents chose from a list. Responses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

V. Overall Attitudes toward the World Bank Group (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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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

- The World Bank Group’s effectiveness in Gabon received a mean rating of 5.4 across all respondents. This was statistically similar to the mean ratings received in the FY ’11 country survey (5.0) and in the FY ’05 country survey (5.9).
- Respondents from bilateral/multilateral agencies and the media gave the highest ratings for the WBG’s overall effectiveness in Gabon whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.

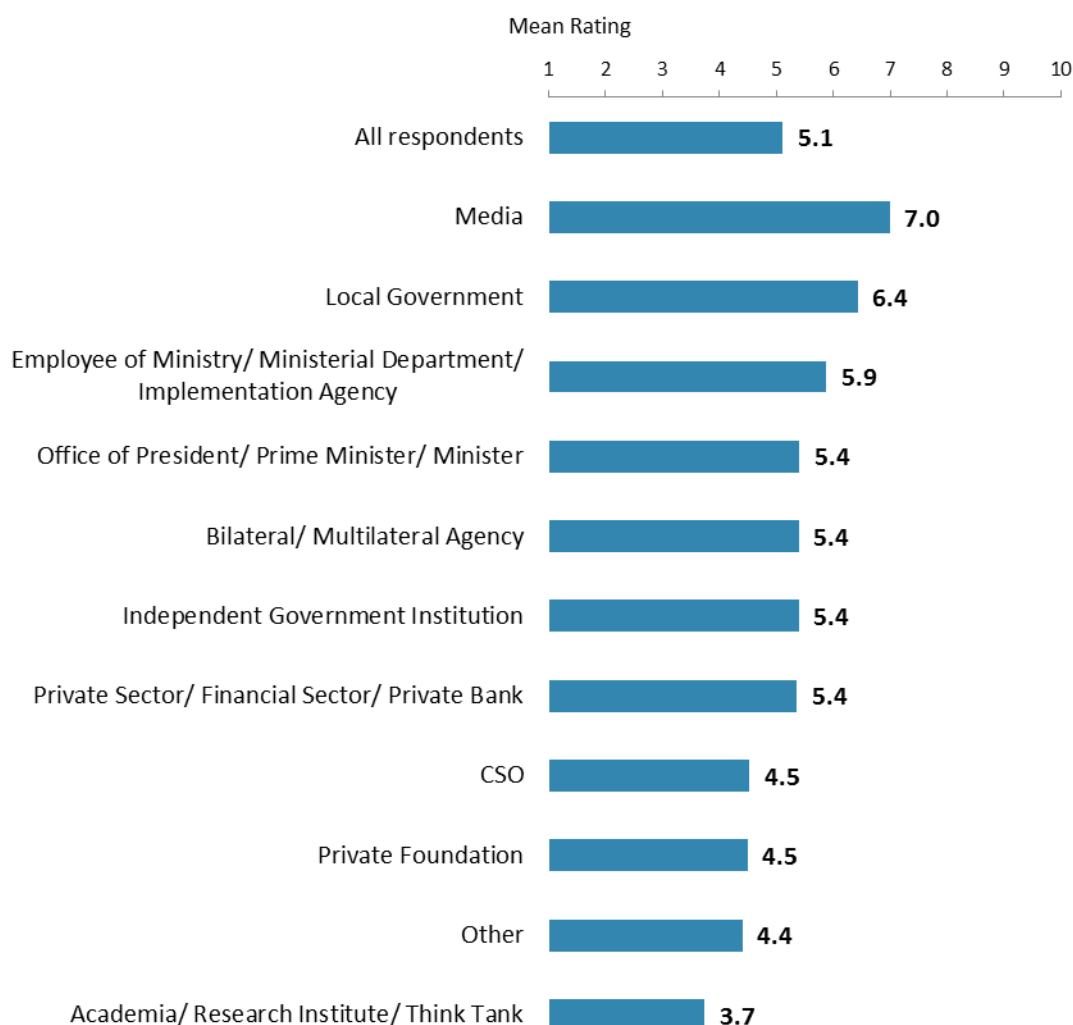


"Overall, please rate your impression of the World Bank Group's effectiveness in Gabon?"
(1 - "Not effective at all", 10 - "Very effective")

V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results (*Indicator Question*)

- Respondents from the media and local governments gave the highest ratings for the World Bank Group helping achieve development results in Gabon whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.

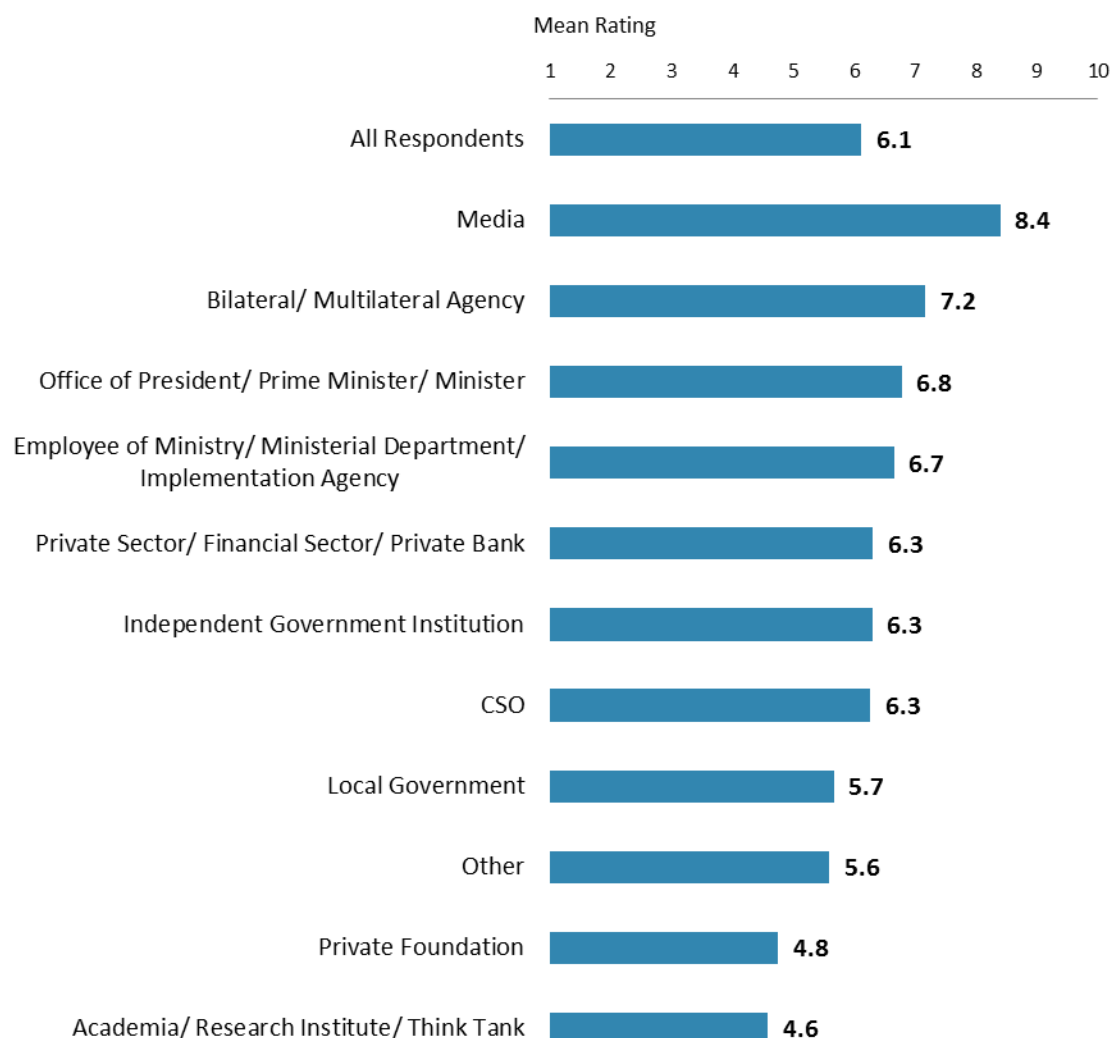


"To what extent does the World Bank Group's work help to achieve development results in Gabon?"
 (1 - "To no degree at all", 10 - "To a very significant degree")

V. Overall Attitudes toward the World Bank Group (continued)

Staff Preparedness (*Indicator Question*)

- Respondents from the media gave the highest ratings for the extent to which the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges whereas respondents from private foundations and academia/ research institutes/think tanks gave significantly lower ratings.

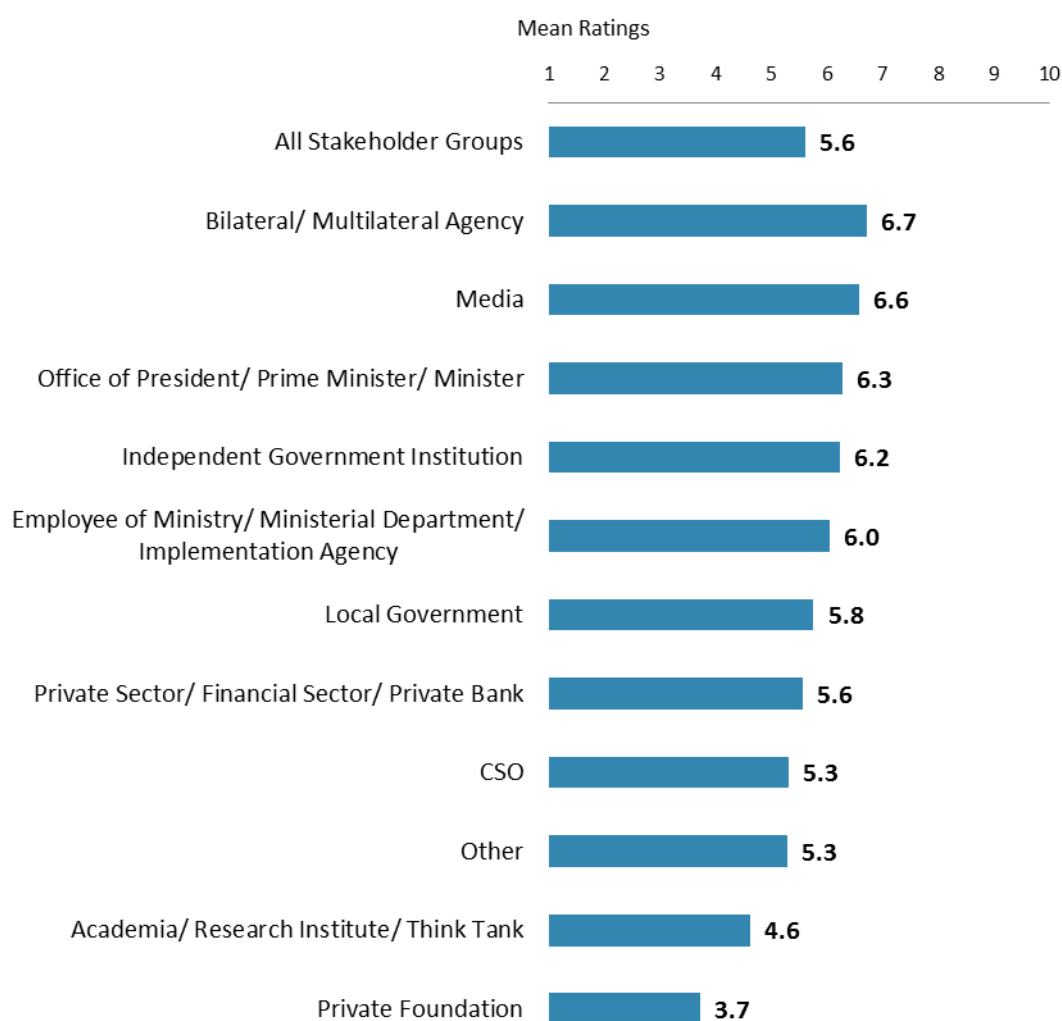


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Gabon solve its most complicated development challenges?"
 (1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were significant differences across stakeholder groups in their aggregated responses to twenty five indicator questions. Respondents from bilateral/multilateral agencies and the media gave the highest ratings whereas respondents from private foundations and academia/research institutes/think tanks gave significantly lower ratings.
- Responses for individual indicator questions by stakeholder groups can be found in Appendix E (page 99).



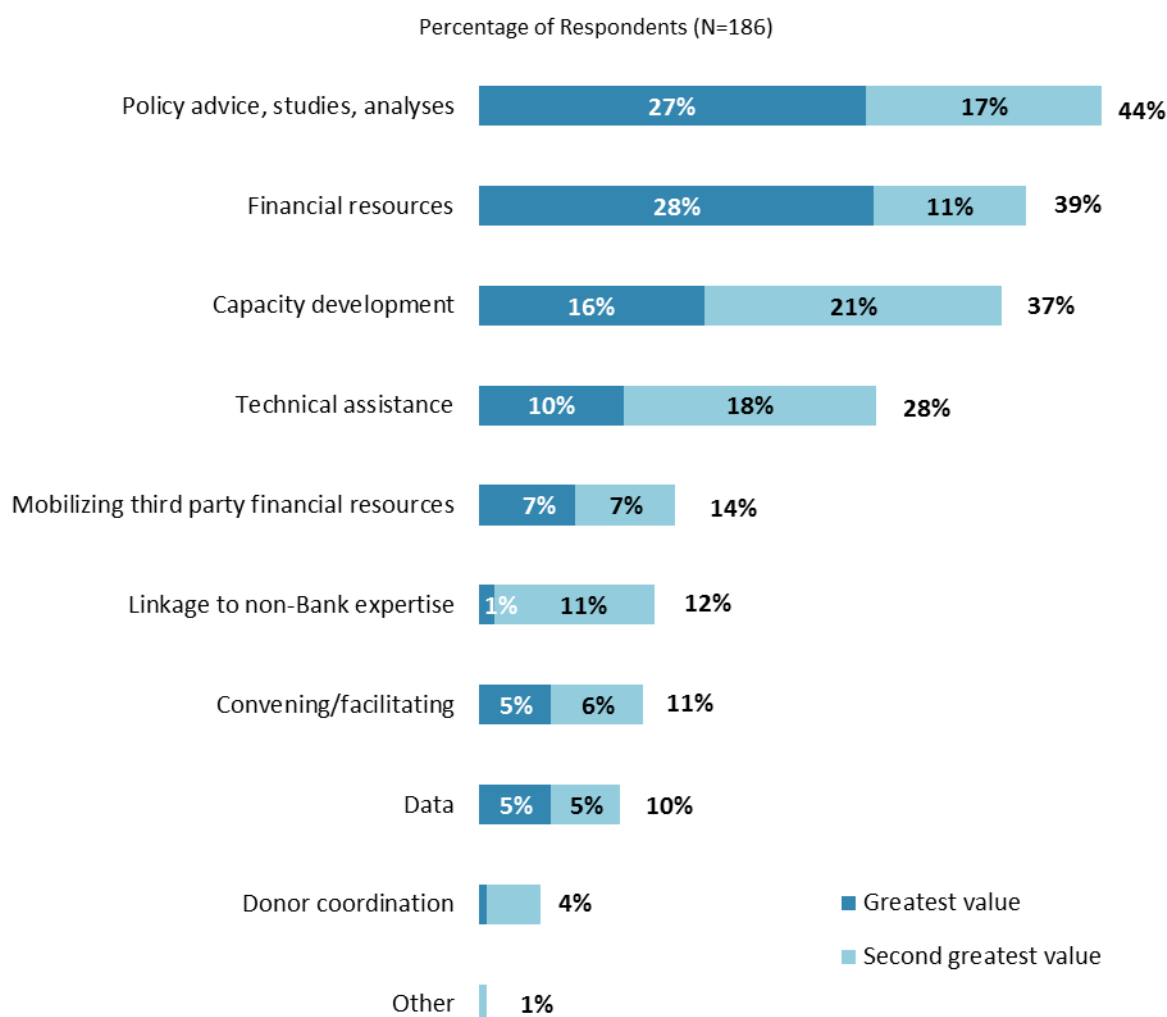
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty five indicator questions can be found in Appendices D and E.

V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- In the FY '11 and FY '05 country surveys*, respondents indicated that the Bank's greatest value to Gabon was its knowledge (46% and 44% respectively).

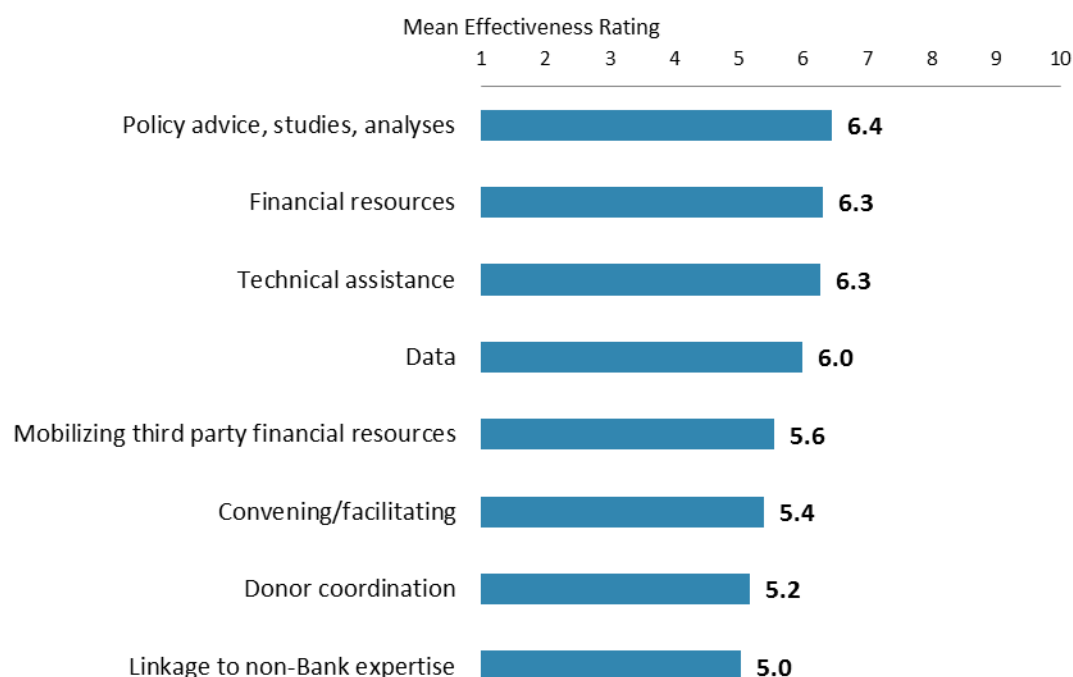


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Gabon?" (Respondents chose from a list.)

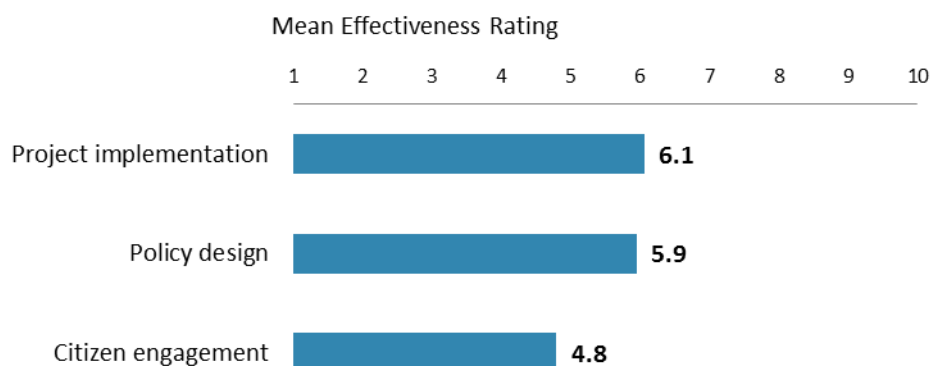
*Not all of the response options provided in the FY '14 survey were provided in the FY '11 and FY '05 surveys.

V. Overall Attitudes toward the World Bank Group (continued)

Effectiveness of the WBG Activities



"How effectively do the World Bank Group's activities support Gabon's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")

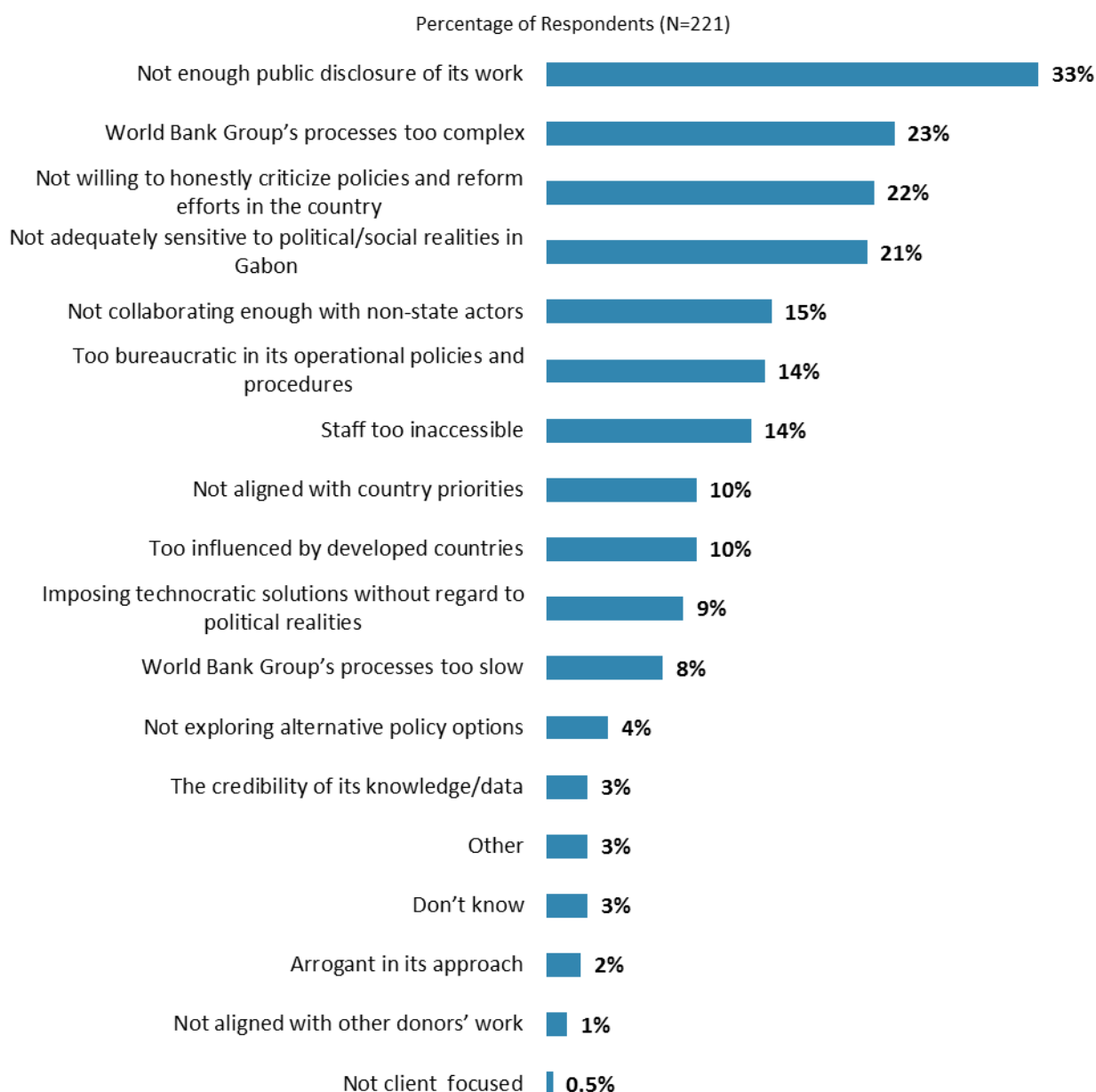


"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Gabon?" (1 - "Not effective at all", 10 - "Very effective")

V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- In the FY '11 country survey*, respondents indicated that the Bank's greatest weakness in its work in Gabon was being too bureaucratic in its operational policies and procedures (65%).



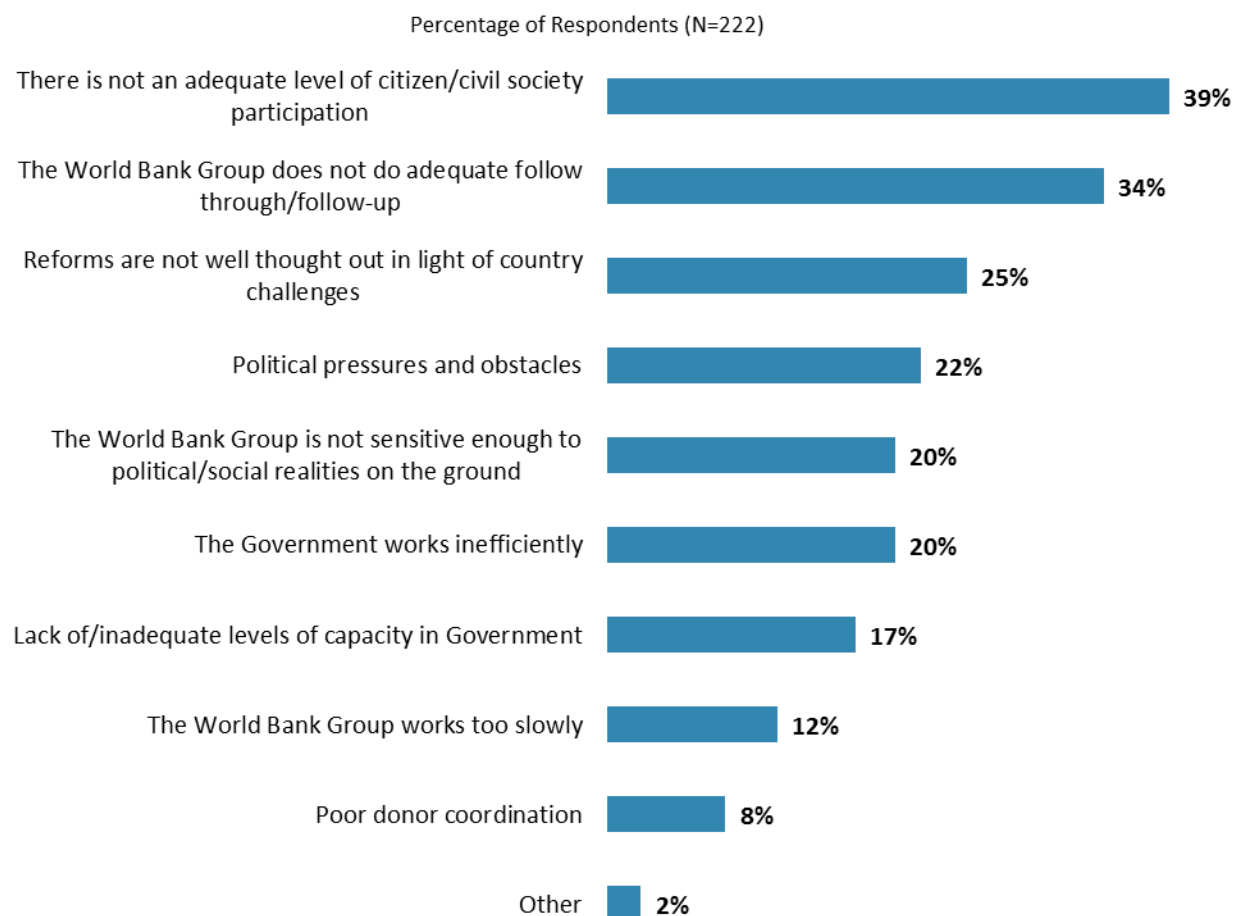
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '14 survey were provided in the FY '11 survey.

V. Overall Attitudes toward the World Bank Group (continued)

Attributing Slow or Failed Reform Efforts

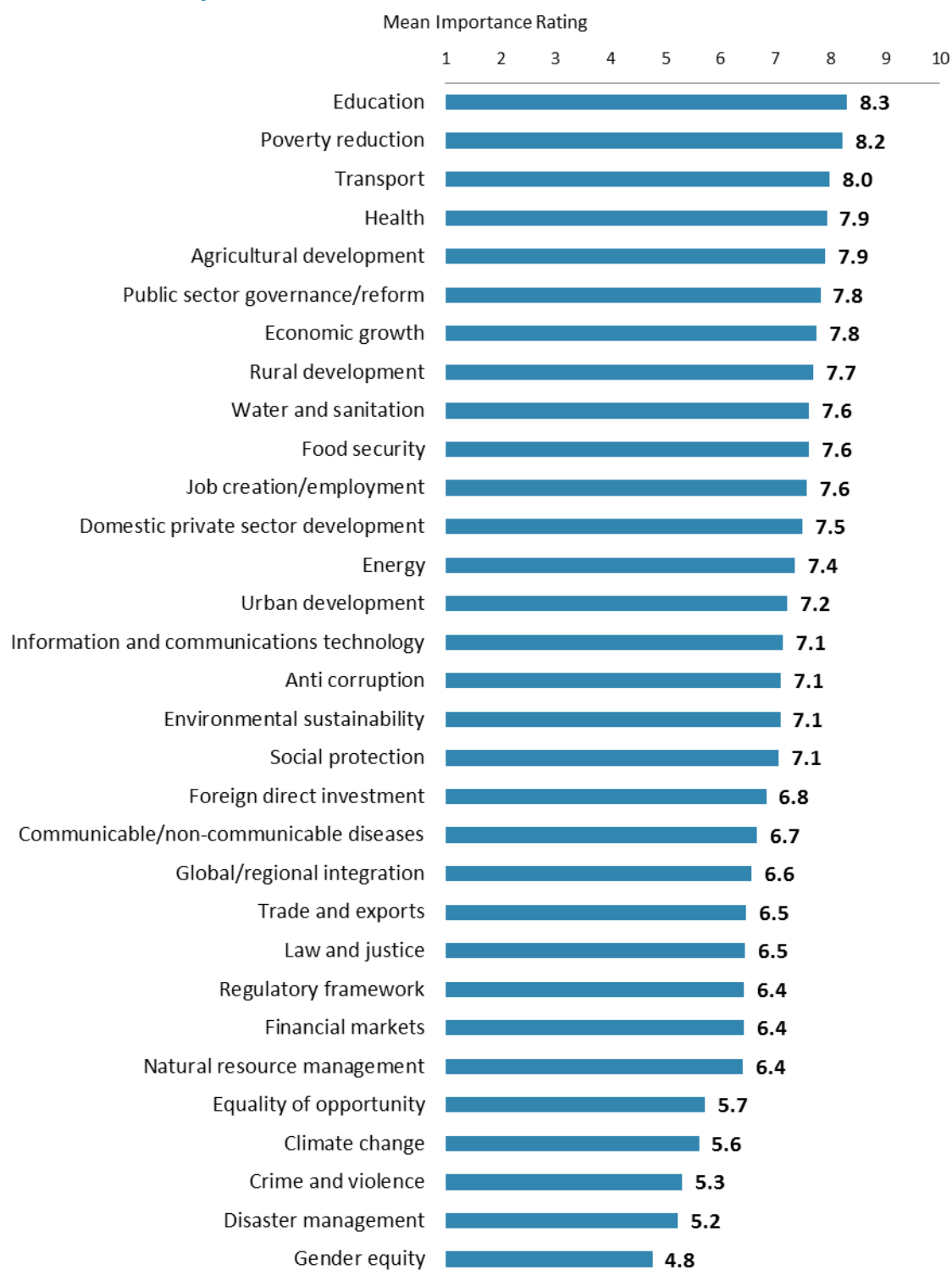
- While respondents from private foundations and academia/research institutes/think tanks tended to indicate that there is not an adequate level of citizen/civil society participation, employees of ministries/ministerial departments/implementation agencies and respondents from the media tended to attribute slow or failed reform efforts to the WBG not doing adequate follow through/follow-up.



"When World Bank Group 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 Importance and Effectiveness

Specific Areas of Importance



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

VI. Sectoral Importance and Effectiveness (continued)

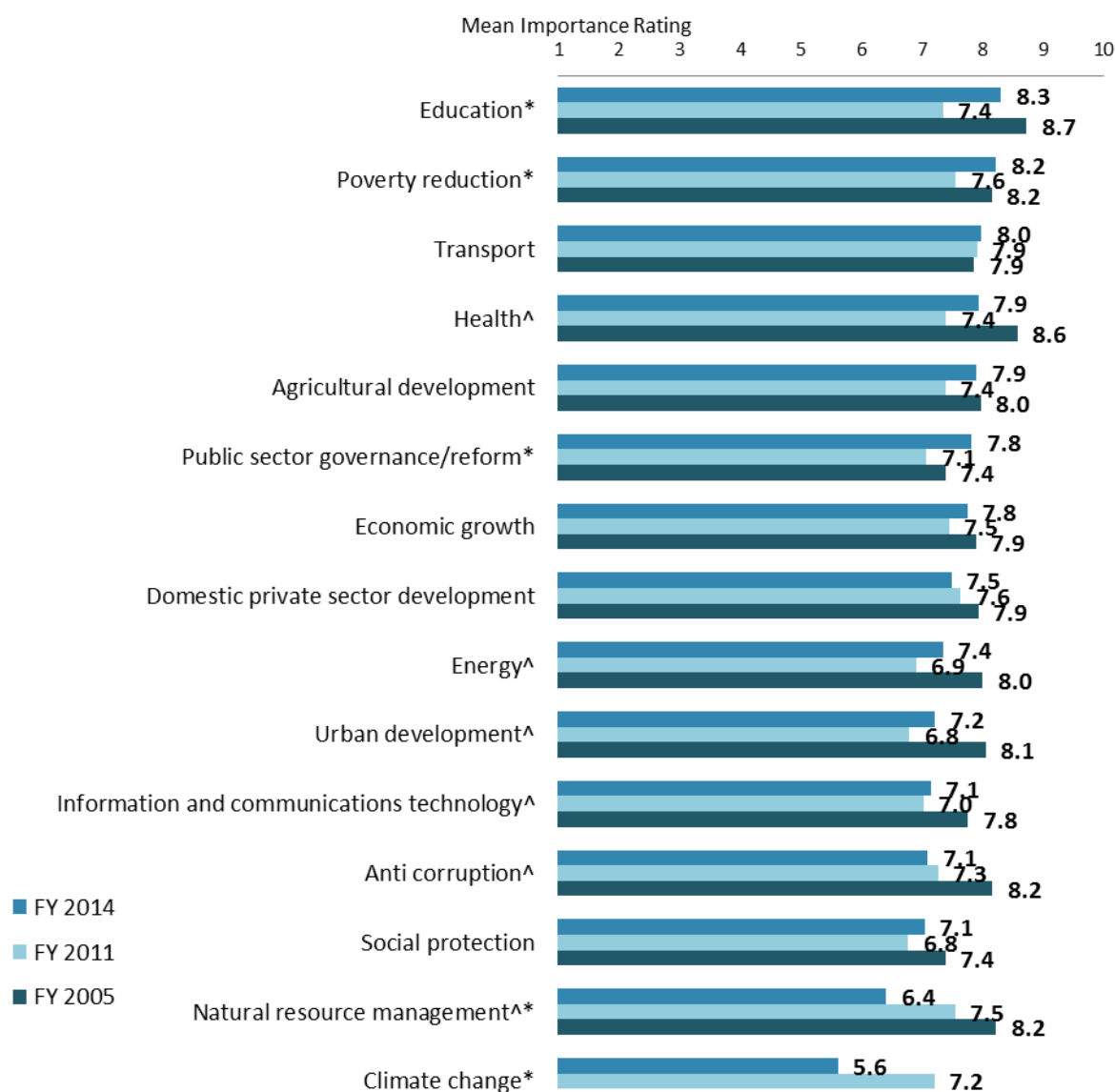
Specific Areas of Importance (continued)

- There were significant stakeholder group differences in their ratings for the importance of the World Bank Group to be involved in most of these thirty-one development areas, except social protection, health, communicable/non-communicable diseases, and global/regional integration. For the most part, respondents from the office of President/Prime Minister/Minister and employees of ministries/ministerial departments/implementation agencies tended to have the highest ratings for the importance of the WBG to be involved in these sectors whereas respondents from the private sector/financial sector/private banks and local governments tended to have significantly lower ratings.
- Responses across all stakeholder groups can be found in Appendix B (page 74).

VI. Sectoral Importance and Effectiveness (continued)

Specific Areas of Importance (continued)

- Respondents in this year's country survey gave significantly *higher* ratings for the importance of the WBG to be involved in education, poverty reduction, and public sector governance, and significantly *lower* ratings for the importance to be involved in natural resource management and climate change compared to respondents in the FY'11 country survey.
- Respondents in this year's country survey gave significantly *lower* ratings for the importance of the WBG to be involved in health, energy, urban development, information and communications technology, anti corruption, and natural resource management compared to respondents in the FY'05 country survey.

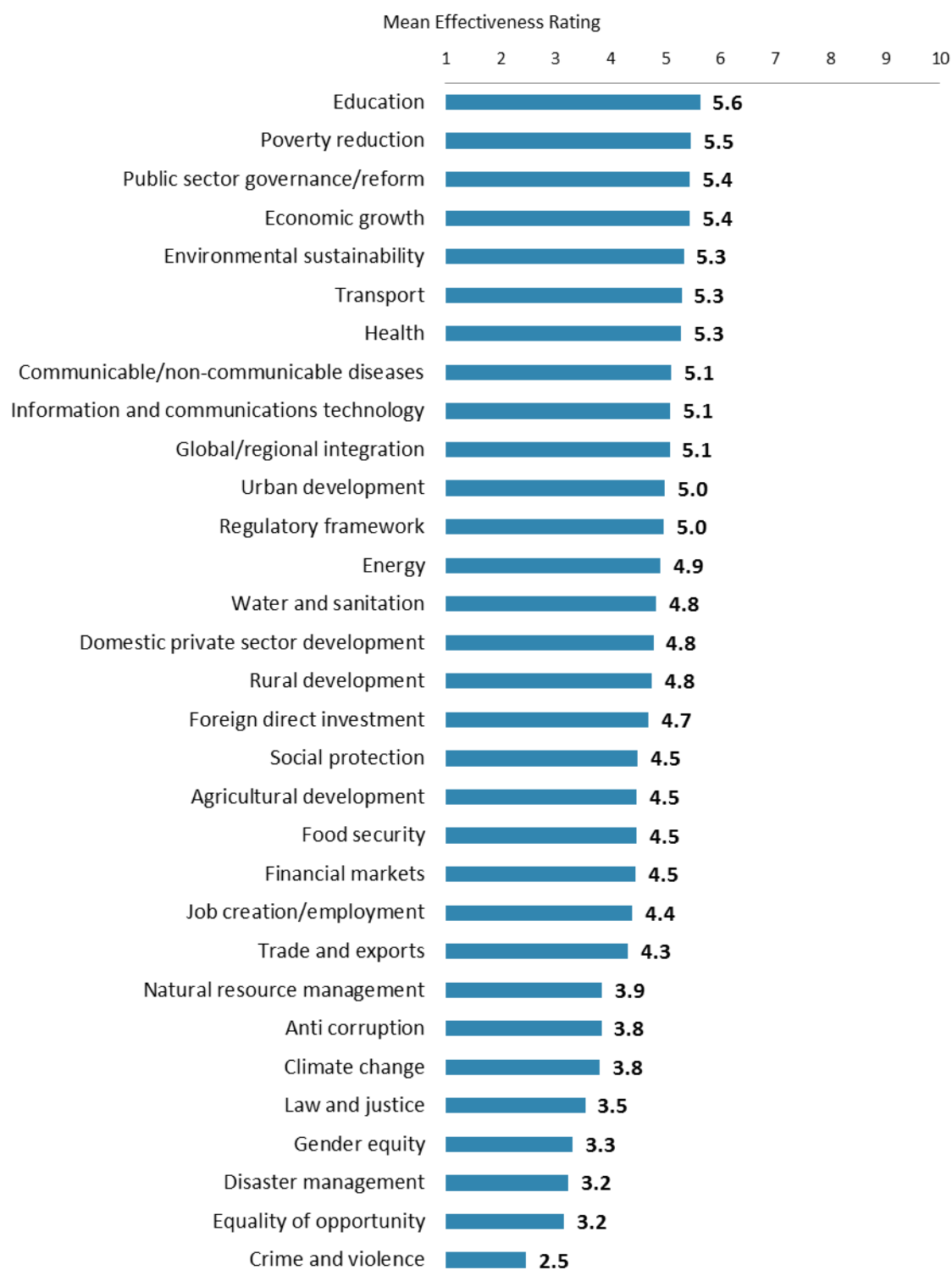


(1-"Not important at all", 10-"Very important")

^Significantly different between FY 2014 and FY 2005; *Significantly different between FY 2014 and FY 2011

VI. Sectoral Importance and Effectiveness (continued)

Specific Areas of Effectiveness



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

VI. Sectoral Importance and Effectiveness (continued)

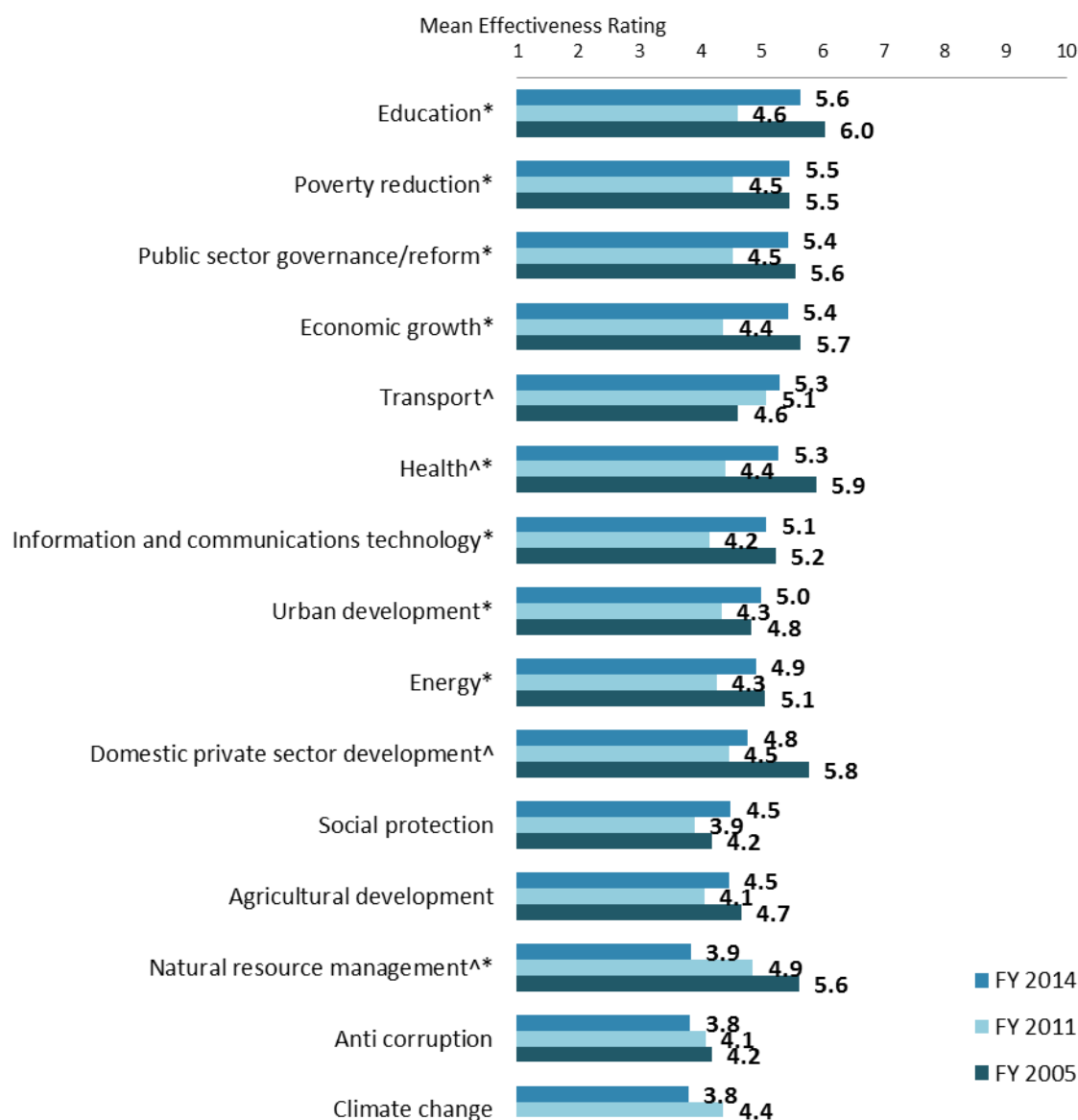
Specific Areas of Effectiveness (continued)

- There were significant differences across stakeholder groups in their ratings of the WBG's effectiveness across nearly all of these thirty-one development areas, except global/regional integration, social protection, and disaster management. For the most part, employees of ministries/ministerial departments/implementation agencies, respondents from bilateral/multilateral agencies, and the media tended to give the highest ratings for the WBG's effectiveness, whereas respondents from private foundations and academia/research institutes/think tanks tended to give significantly lower ratings.
- Responses across all stakeholder groups can be found in Appendix B (page 74).

VI. Sectoral Importance and Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *higher* ratings for the WBG's effectiveness in education, poverty reduction, public sector governance, economic growth, health, information and communications technology, urban development, and energy, and significantly *lower* ratings for effectiveness in natural resource management compared to respondents in the FY'11 country survey.
- Respondents in this year's country survey gave significantly *higher* ratings for the WBG's effectiveness in transport and significantly *lower* ratings for effectiveness in health, private sector development, and natural resource management compared to respondents in the FY'05 country survey.



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

^Significantly different between FY 2014 and FY 2005; *Significantly different between FY 2014 and FY 2011

VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

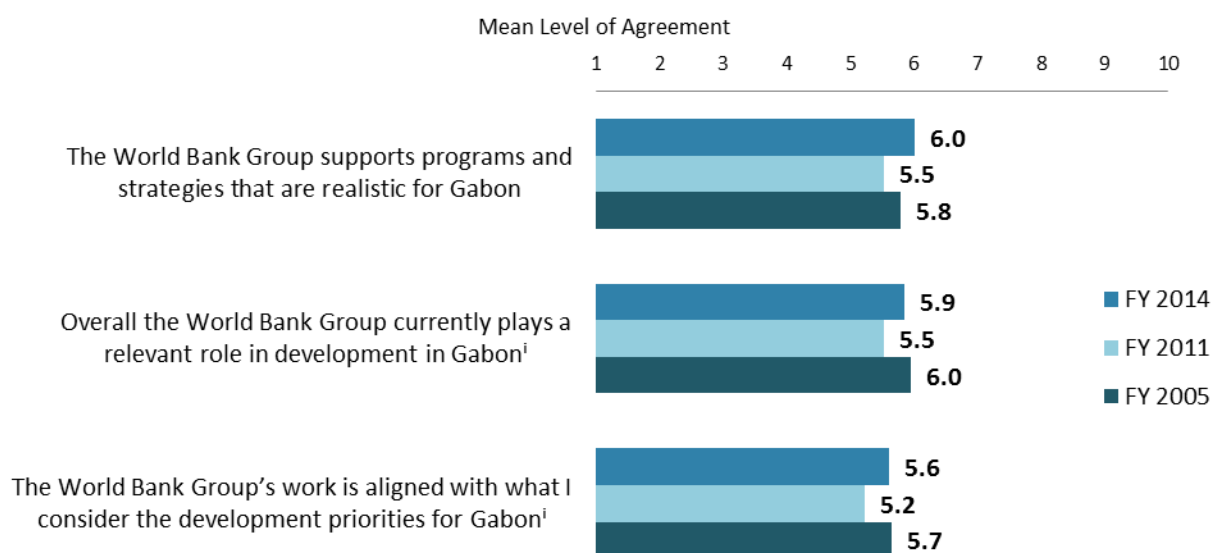
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG's overall effectiveness or perceptions of the WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Gabon. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at information and communications technology; and
 - The WBG's effectiveness at poverty reduction.
- 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 WBG's ability to help achieve development results in Gabon, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at agricultural development; and
 - The WBG's effectiveness at education.

VII. How the World Bank Group Operates

The World Bank Group's Work in Gabon

- Respondents in this year's country survey had statistically similar levels of agreement regarding all of these statements compared to respondents in the FY '11 and FY '05 country surveys.
- There were significant stakeholder group differences in their levels of agreement across all of these areas of the WBG's work. For the most part, respondents from bilateral/multilateral agencies and the media tended to have the highest levels of agreement, whereas respondents from private foundations and academia/research institutes/think tanks tended to have significantly lower levels of agreement.



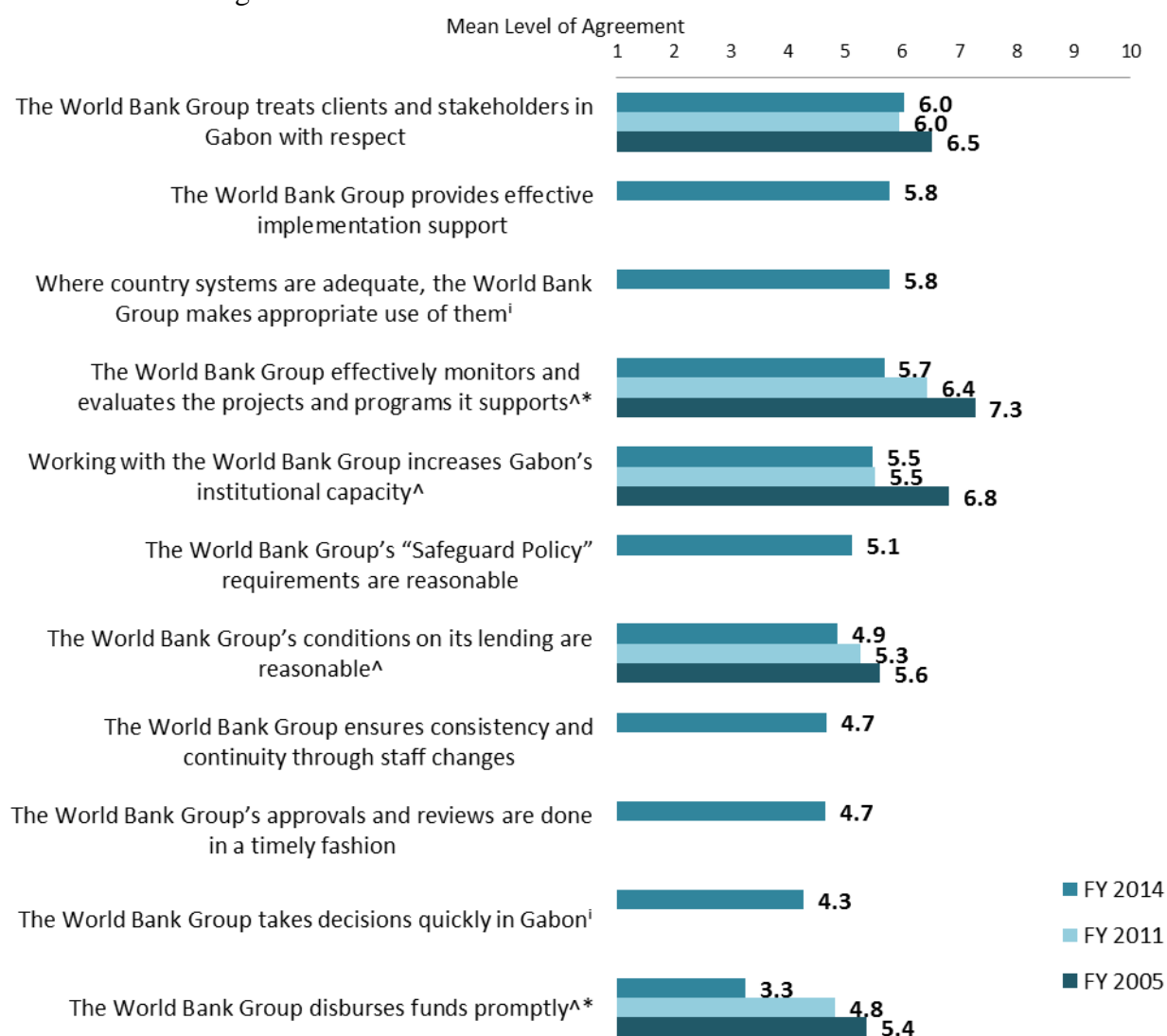
"To what extent do you agree with the following statements about the World Bank Group's work in Gabon?" (1-"Strongly disagree", 10-"Strongly agree")

ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had significantly *lower* levels of agreement that the WBG effectively monitors and evaluates its projects/programs and that the WBG disburses funds promptly compared to respondents from the FY '11 and FY '05 country surveys.
- In addition, respondents in this year's country survey had significantly *lower* levels of agreement that the WBG increases Gabon's institutional capacity and that the WBG's conditions on its lending are reasonable compared to respondents from the FY '05 country survey.
- Respondents from bilateral/multilateral agencies had the highest levels of agreement with the indicator questions, whereas respondents from private foundations had significantly lower levels of agreement.



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

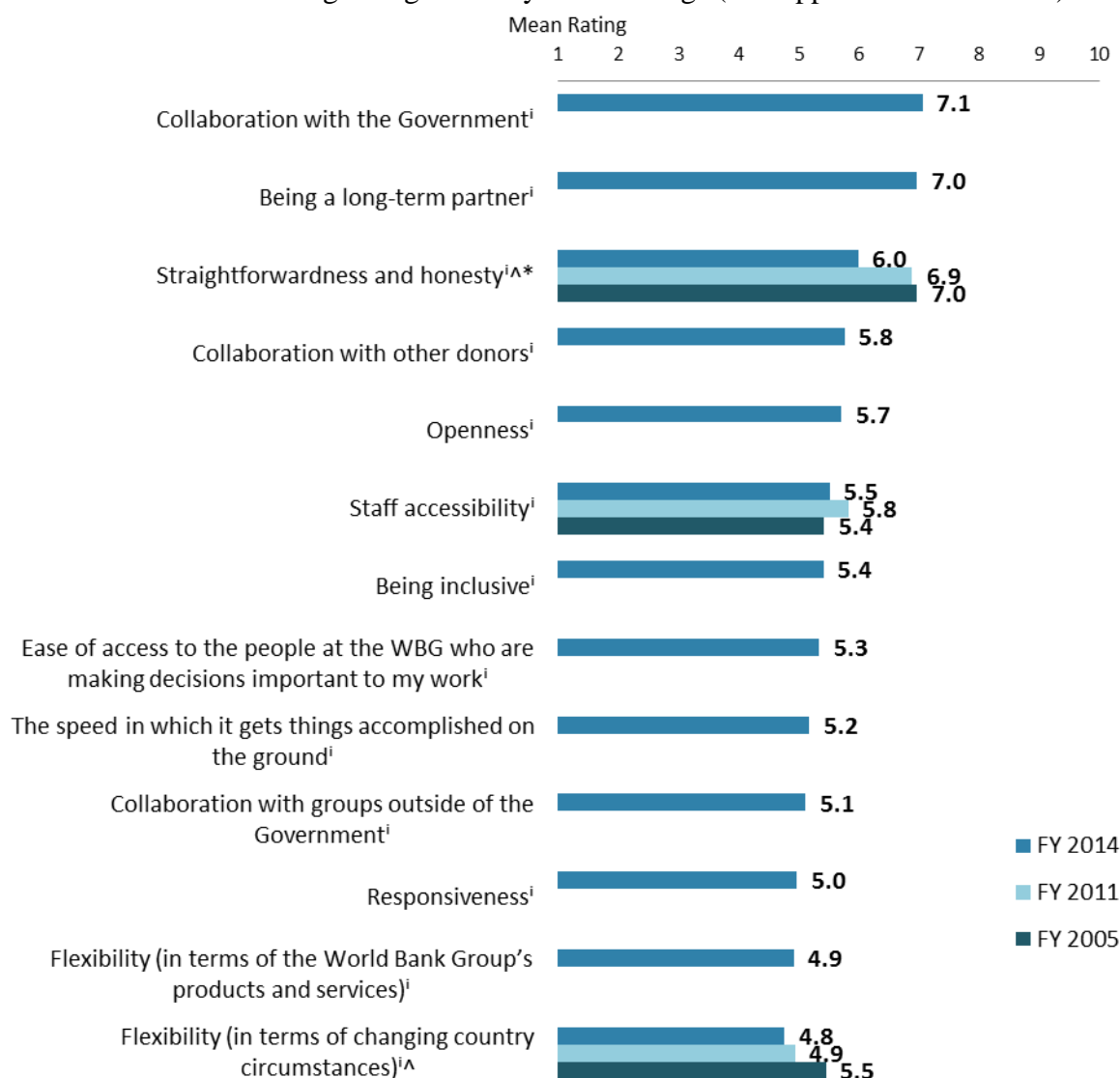
[^]Significantly different between FY 2014 and FY 2005; ^{*}Significantly different between FY 2014 and FY 2011

ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- Respondents in this year's country survey had significantly *lower* ratings for the following qualities of the WBG as an effective development partner: straightforwardness and honesty (compared to respondents from the FY '11 and FY '05 country surveys) and flexibility in terms of changing country circumstances (compared to respondents from the FY '05 country survey).
- There were significant stakeholder group differences in their ratings across many of these qualities (all indicator questions). For the most part, respondents from bilateral/multilateral agencies tended to give the highest ratings, whereas respondents from private foundations tended to give significantly lower ratings (see Appendix B for details).



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

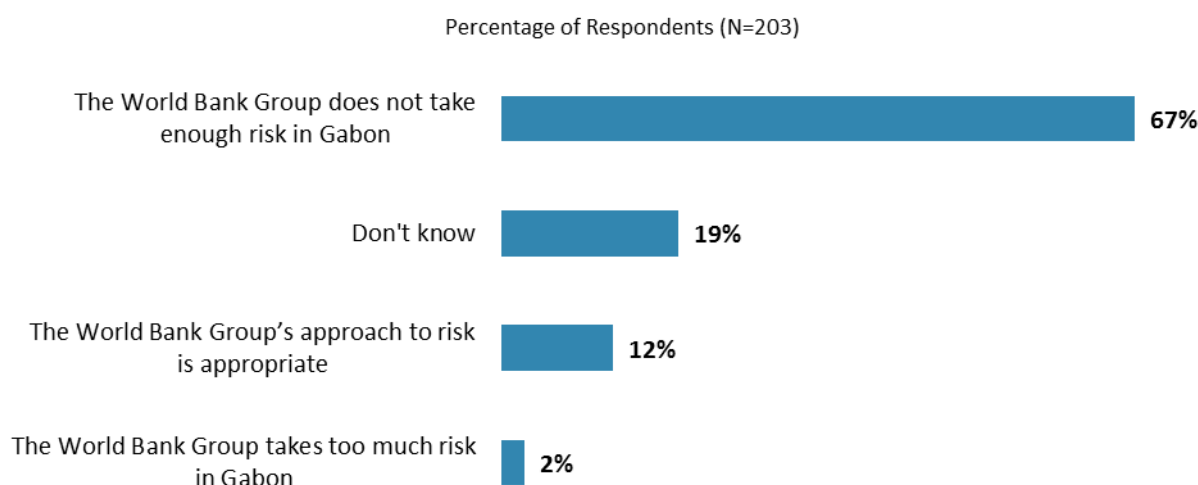
^aSignificantly different between FY 2014 and FY 2005; *Significantly different between FY 2014 and FY 2011

ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

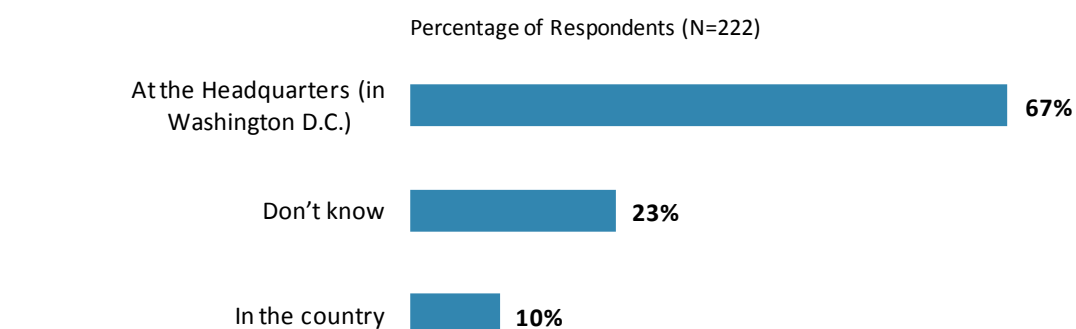
The World Bank Group's Approach to Risk in Gabon

- While a majority of respondents across stakeholder groups tended to indicate that the World Bank Group does not take enough risk in Gabon, respondents from bilateral/multilateral agencies tended to agree that the WBG's approach to risk in Gabon is appropriate.



"Which of the following best describes the way the World Bank Group operates in Gabon?"
(Respondents chose from a list.)

Making Decisions about the WBG Program in Gabon

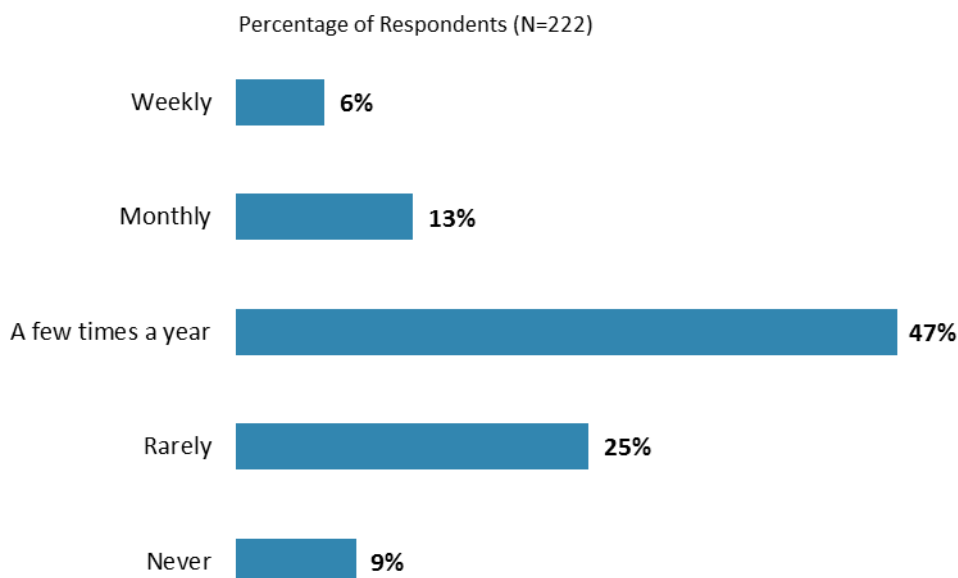


"Where are the World Bank Group's decisions made primarily that support the program in Gabon?"
(Respondents chose from a list.)

VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting World Bank Group's Knowledge Work and Activities

- Respondents from the office of President/Prime Minister/Minister and the media tended to indicate that they consulted WBG's knowledge *more often* than respondents from other stakeholder groups.

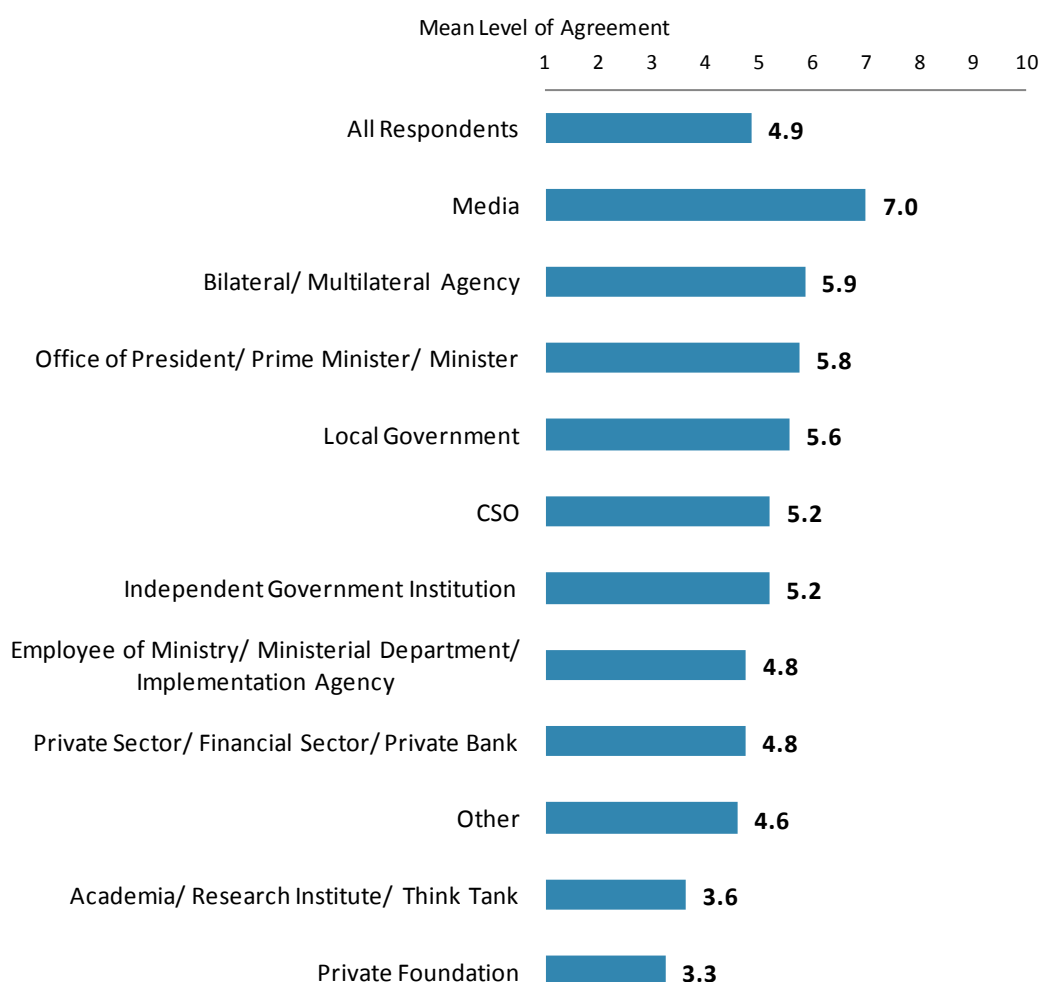


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Respondents from the media had the highest levels of agreement that the World Bank Group meets Gabon's needs for knowledge services, whereas respondents from private foundations and academia/research institutes/think tanks had significantly lower levels of agreement.



"The World Bank Group meets Gabon's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

- There were significant stakeholder group differences in their ratings across most of these qualities of the WBG's knowledge work and activities (including the indicator question), except the WBG's knowledge being translated enough into local language. For the most part, employees of ministries/ministerial departments/implementation agencies, respondents from bilateral/multilateral agencies, and the media tended to give the highest ratings, whereas respondents from private foundations tended to give significantly lower ratings (see Appendix B for details).
- Respondents in this year's country survey gave statistically similar ratings for the indicator question compared to respondents in the FY '11 and FY '05 country surveys.



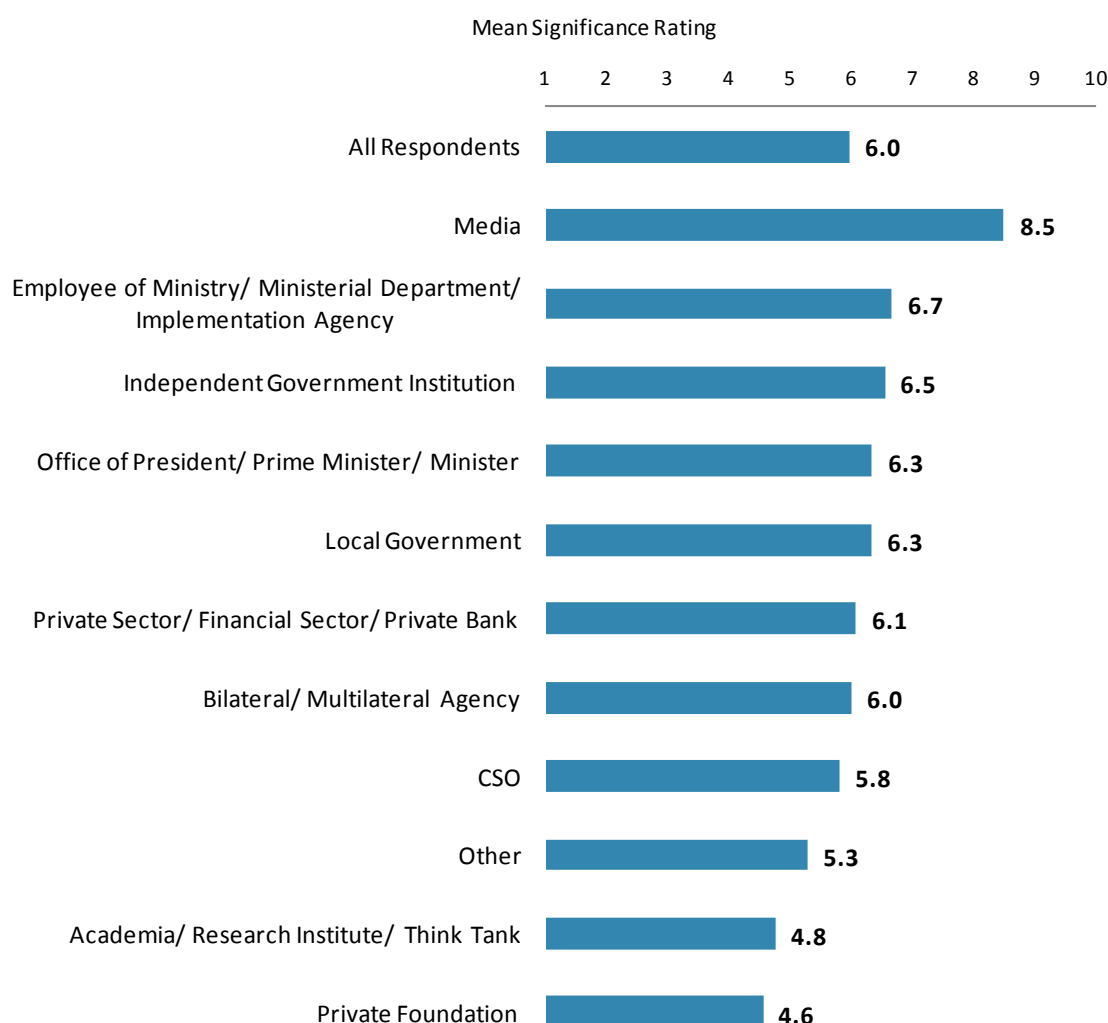
"In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities:"
(1-"To no degree at all", 10-"To a very significant degree")

ⁱIndicator Question

VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Respondents from the media gave the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Gabon, whereas respondents from private foundations and academia/research institutes/think tanks gave significantly lower ratings.

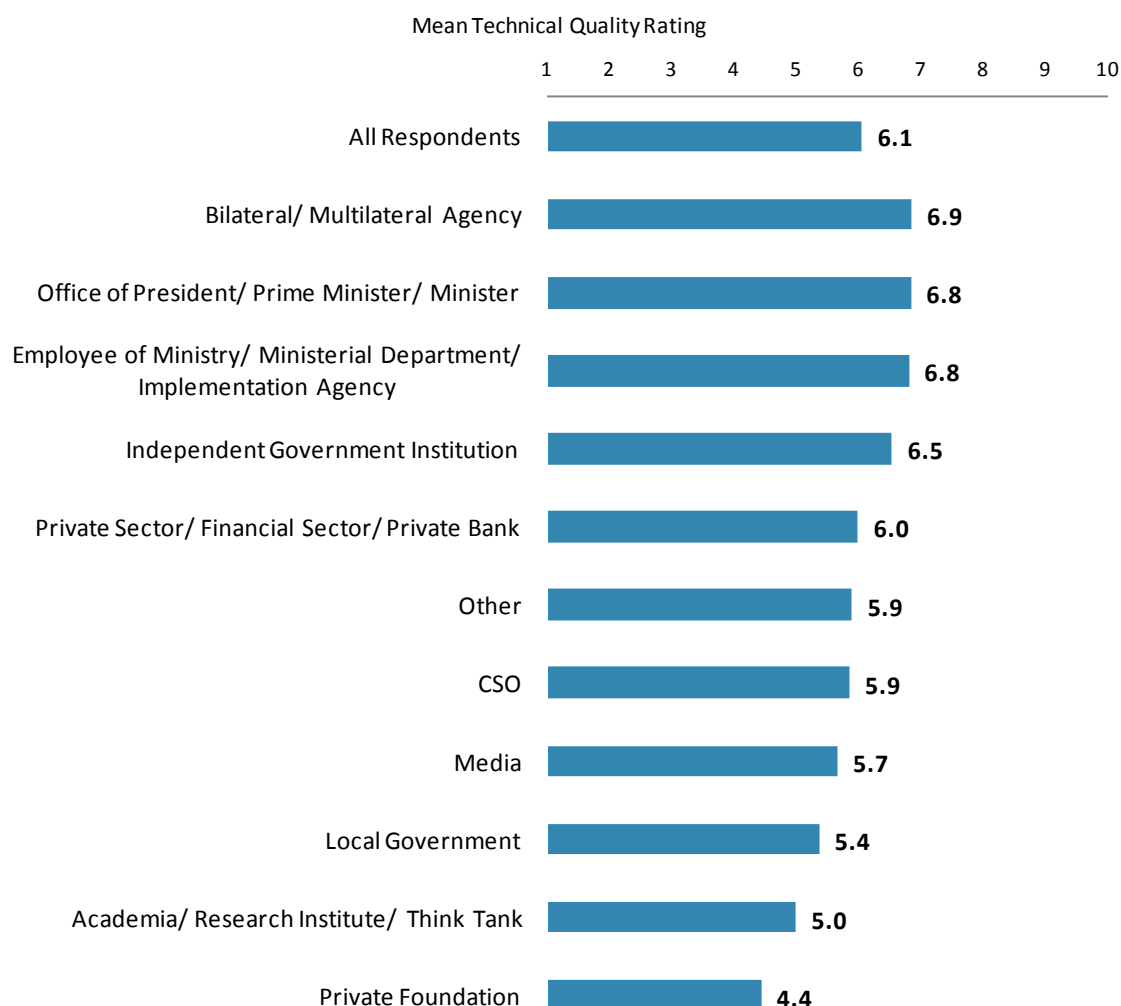


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
 (1-"Not significant at all", 10-"Very significant")

VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Respondents from bilateral/multilateral agencies, the office of President/Prime Minister/Minister, and employees of ministries/ministerial departments/implementation agencies gave the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from private foundations gave significantly lower ratings.

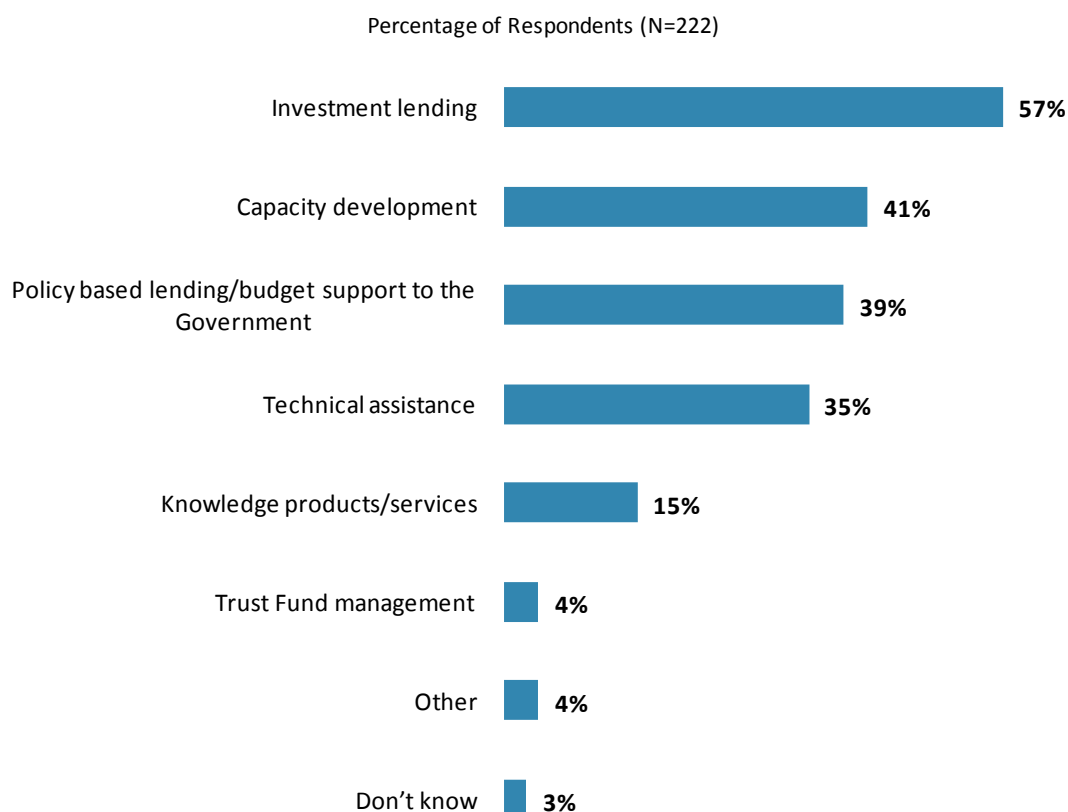


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

VIII. World Bank Group's Knowledge and Instruments (continued)

Most Effective Instruments in Reducing Poverty

- While a majority of respondents across stakeholder groups tended to indicate “investment lending” as the WBG’s most effective instrument, respondents from bilateral/multilateral agencies also tended to indicate “capacity development”, respondents from the private sector/financial sector/private banks and other organizations tended to indicate “policy based lending/budget support to the Government”, and respondents from private foundations and independent government institutions tended to indicate “technical assistance” as the WBG’s most effective instrument in reducing poverty in Gabon.

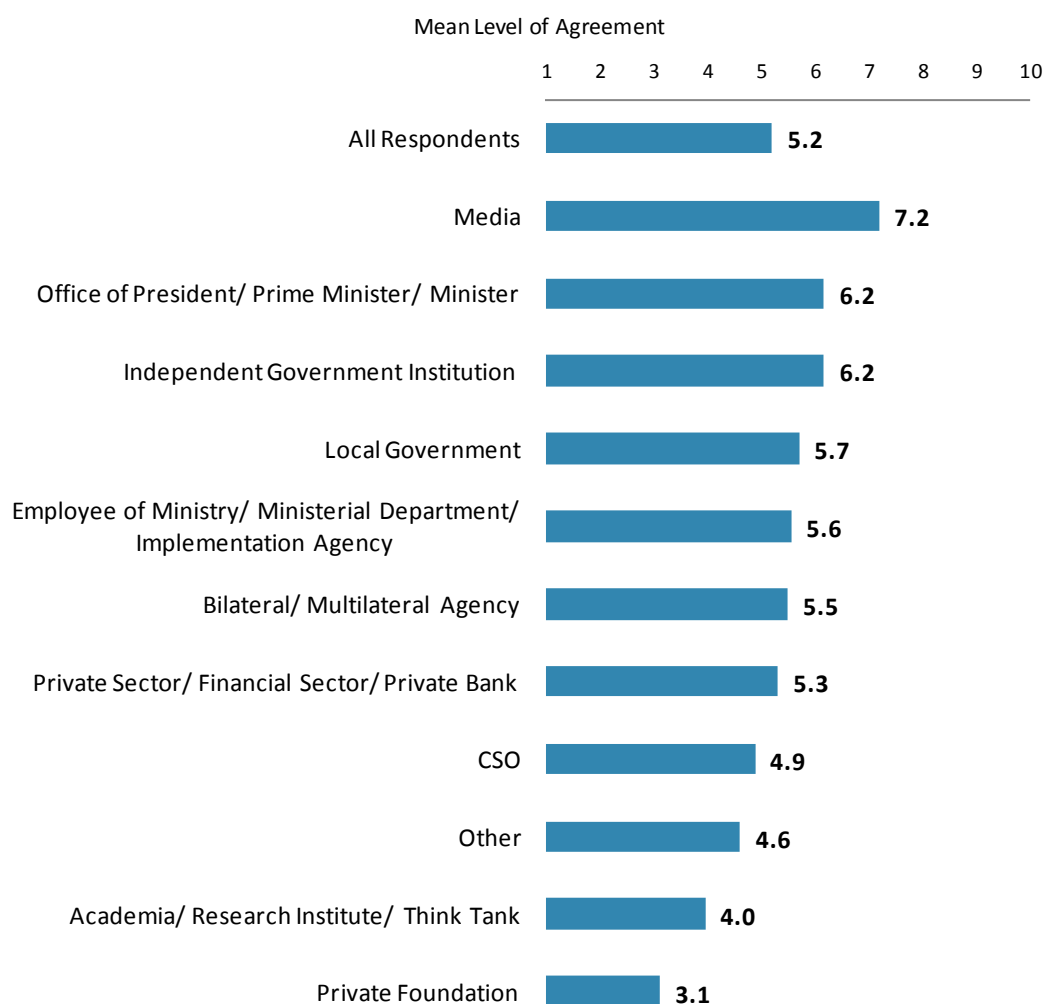


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Gabon? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VIII. World Bank Group's Knowledge and Instruments (continued)

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

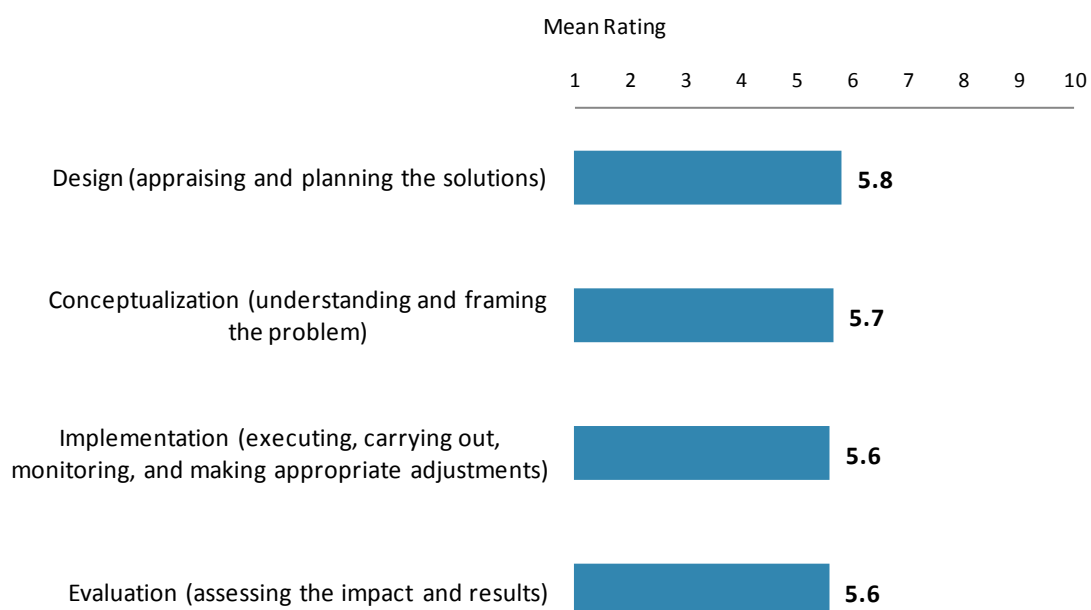
- Respondents from the media had the highest levels of agreement that the World Bank Group's financial instruments meet Gabon's needs, whereas respondents from private foundations and academia/research institutes/think tanks had significantly lower levels of agreement.



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Gabon"
 (1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group's Knowledge and Instruments (continued)

Contribution of the WBG's Delivery Work



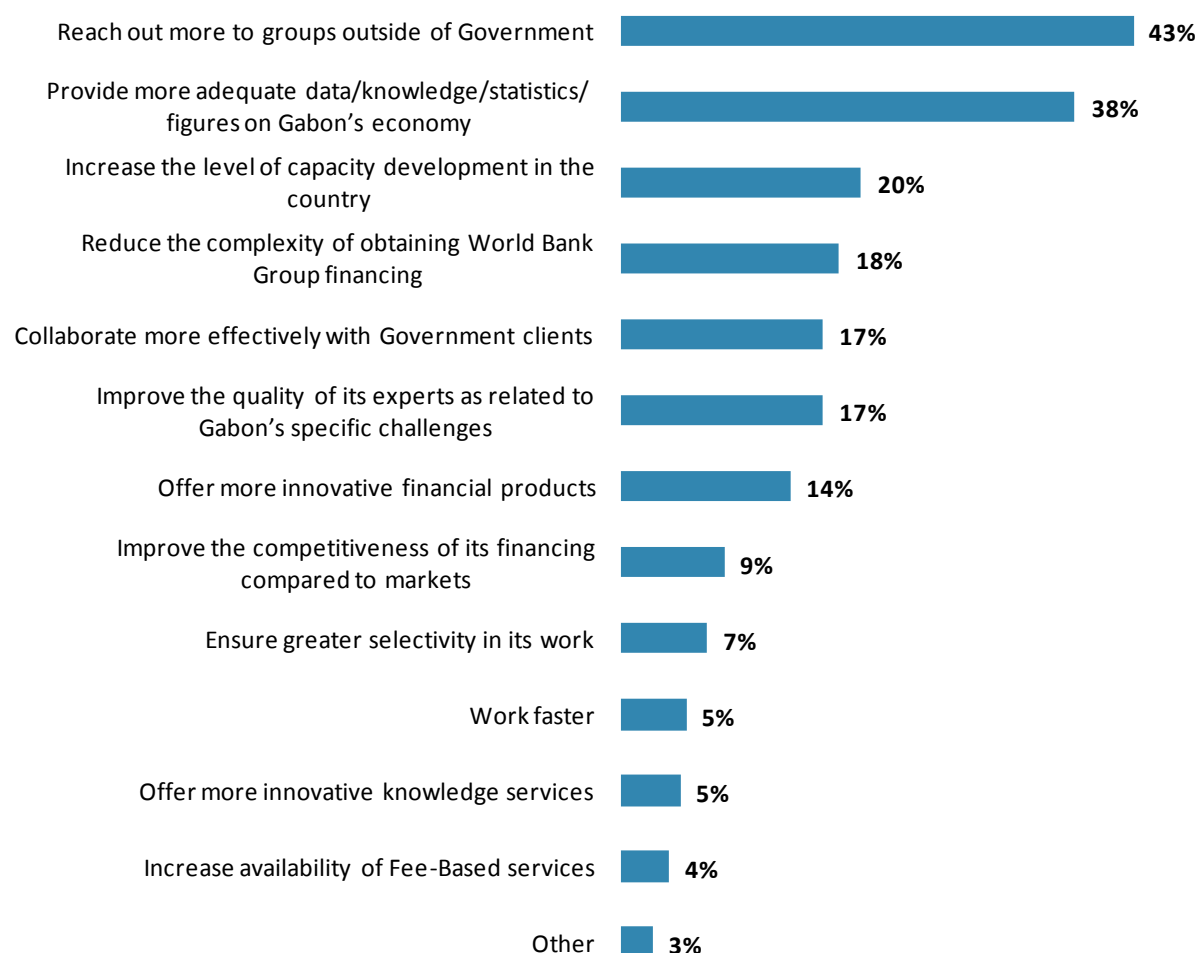
"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Gabon's development challenges?"
 (1-"To no degree at all", 10-"To a very significant degree")

IX. The Future Role of the World Bank Group in Gabon

Making the World Bank Group of Greater Value

- In the FY '11 country survey*, respondents indicated that the Bank should reduce the complexity of obtaining its financing (41%) to make itself of greater value in Gabon.
- While respondents from CSOs, private foundations, academia/research institutes/think tanks, and independent government institutions tended to indicate that the WBG should reach out more to *groups outside of the Government*, employees of ministries/ministerial departments/implementation agencies, local governments, the private sector/financial sector/private banks, and the media tended to indicate that the WBG should provide more adequate *data/knowledge/statistics/figures on Gabon's economy*, and respondents from bilateral/multilateral agencies tended to indicate that the WBG should increase the level of *capacity development* in the country to make itself of greater value in Gabon.

Percentage of Respondents (N=221)

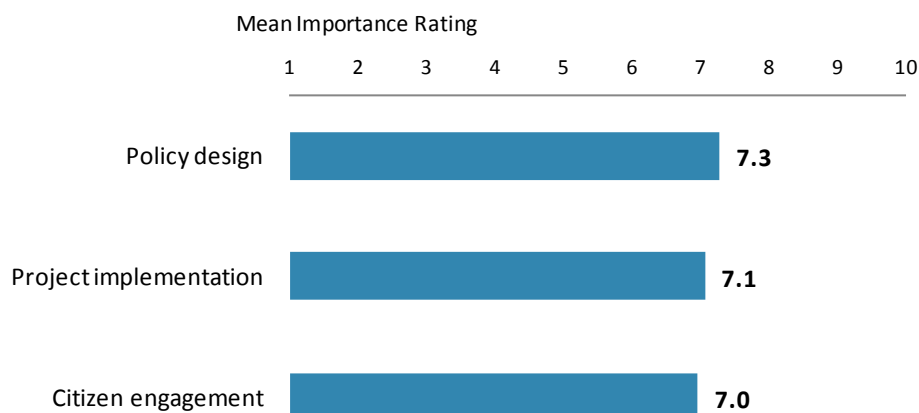
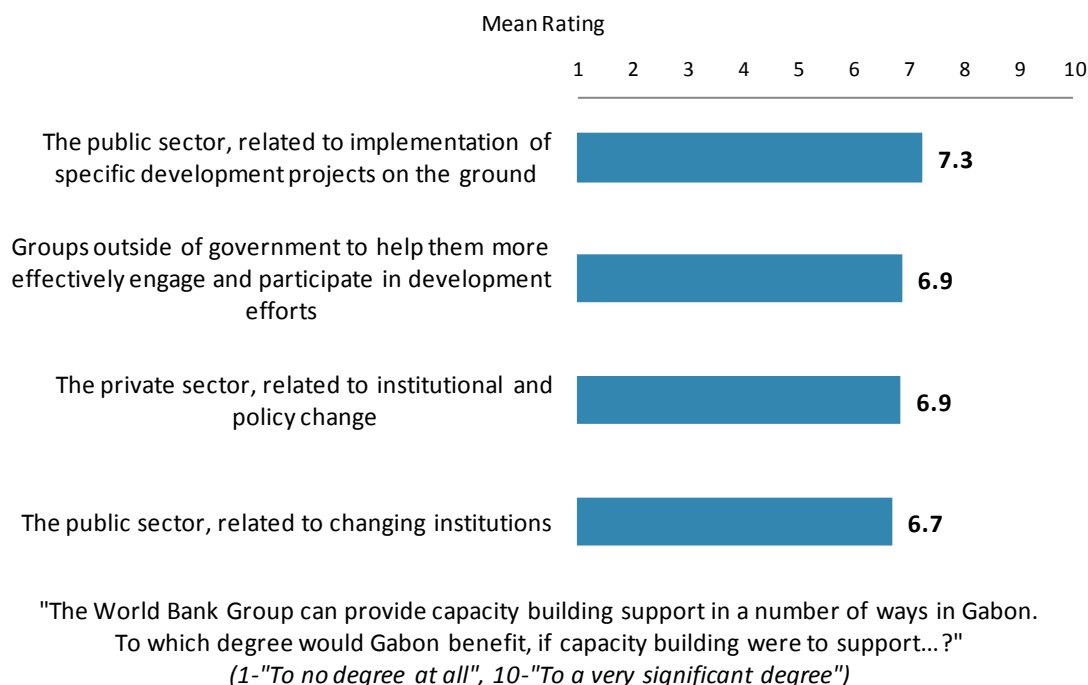


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '14 survey were provided in the FY '11 survey.

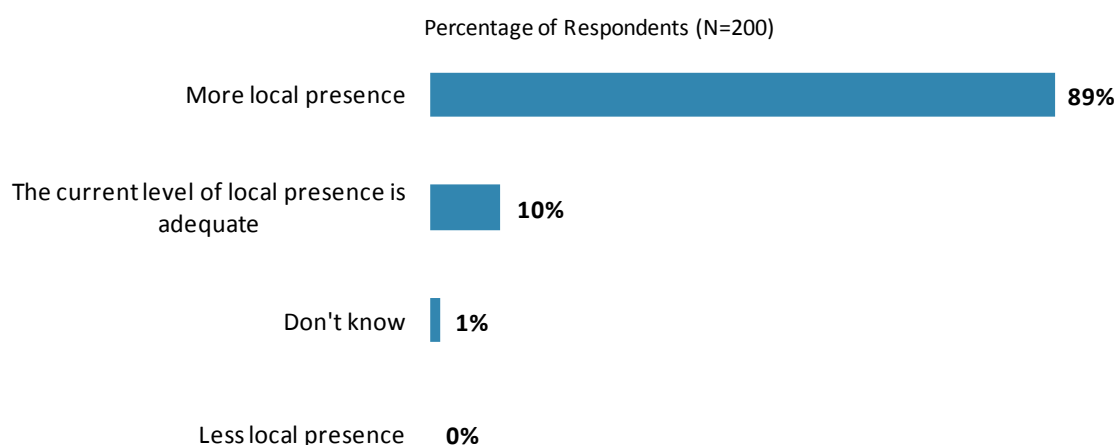
IX. The Future Role of the World Bank Group in Gabon (cont.)

Capacity Building Support



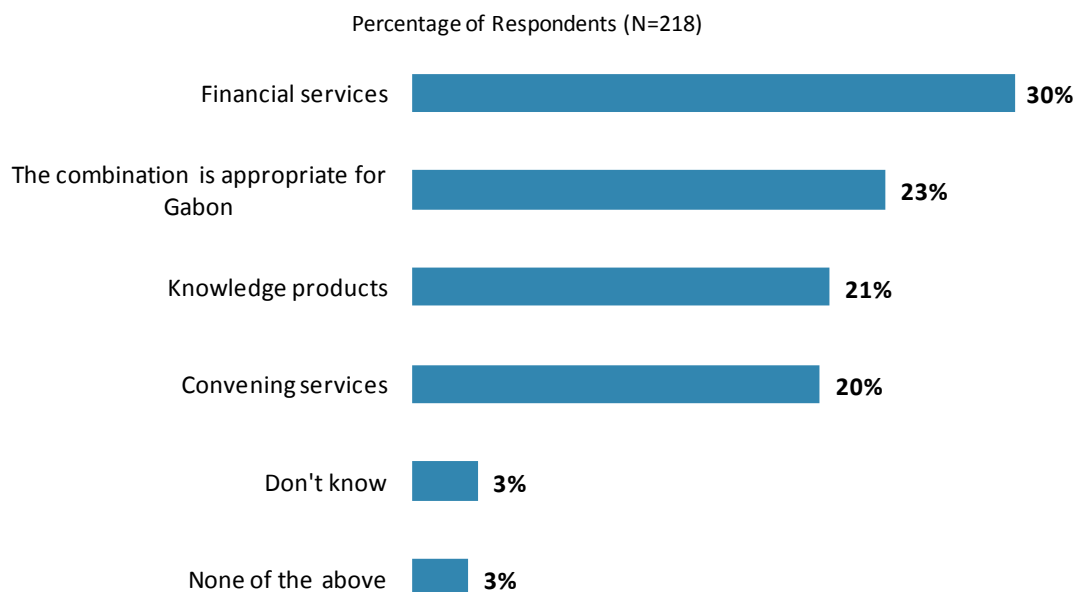
IX. The Future Role of the World Bank Group in Gabon (cont.)

World Bank Group's Presence in Gabon



"To be a more effective development partner in Gabon, do you believe that the World Bank Group should have ... ?" (Respondents chose from a list.)

World Bank Group's Services in Gabon

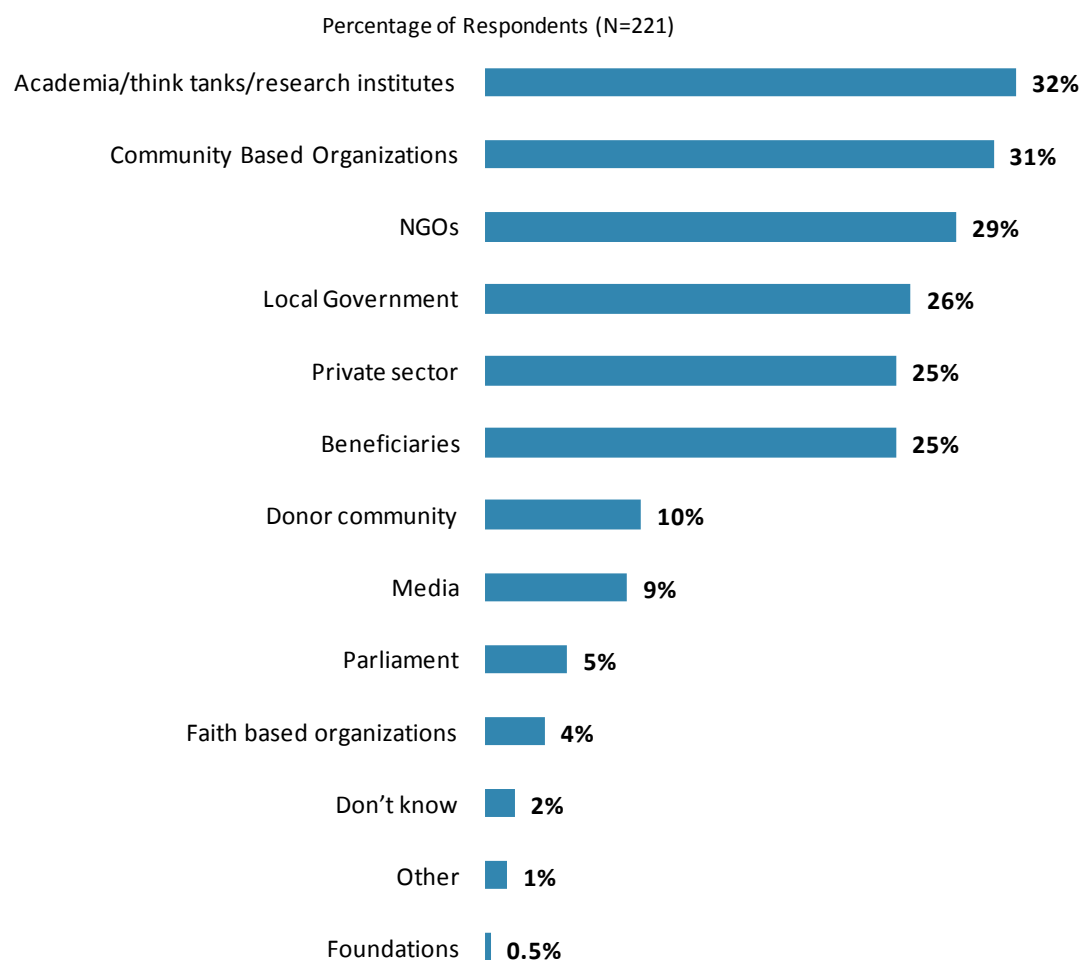


"When considering the combination of services that the World Bank Group offers in Gabon, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Gabon?" (Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Gabon (cont.)

Collaborating with Stakeholders in Gabon

- In the FY '11 country survey*, respondents indicated that the Bank should work more with NGOs (50%), the private sector (47%), and local government (40%) to ensure better development results in Gabon.

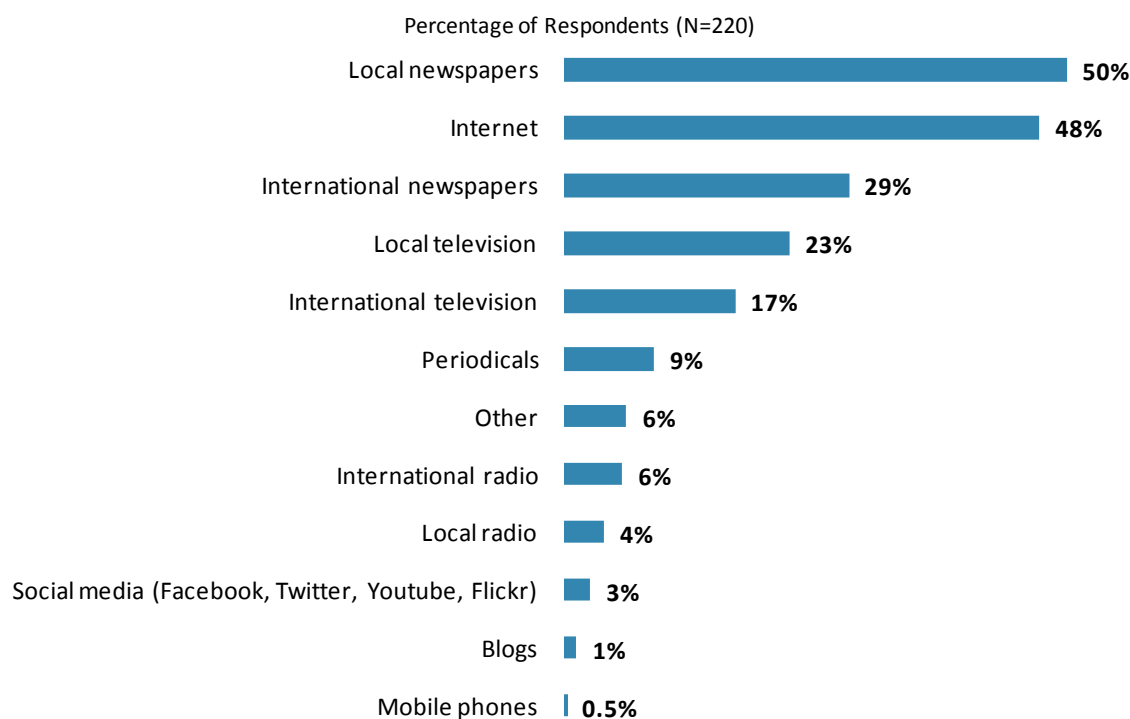


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '14 survey were provided in the FY '11 survey.

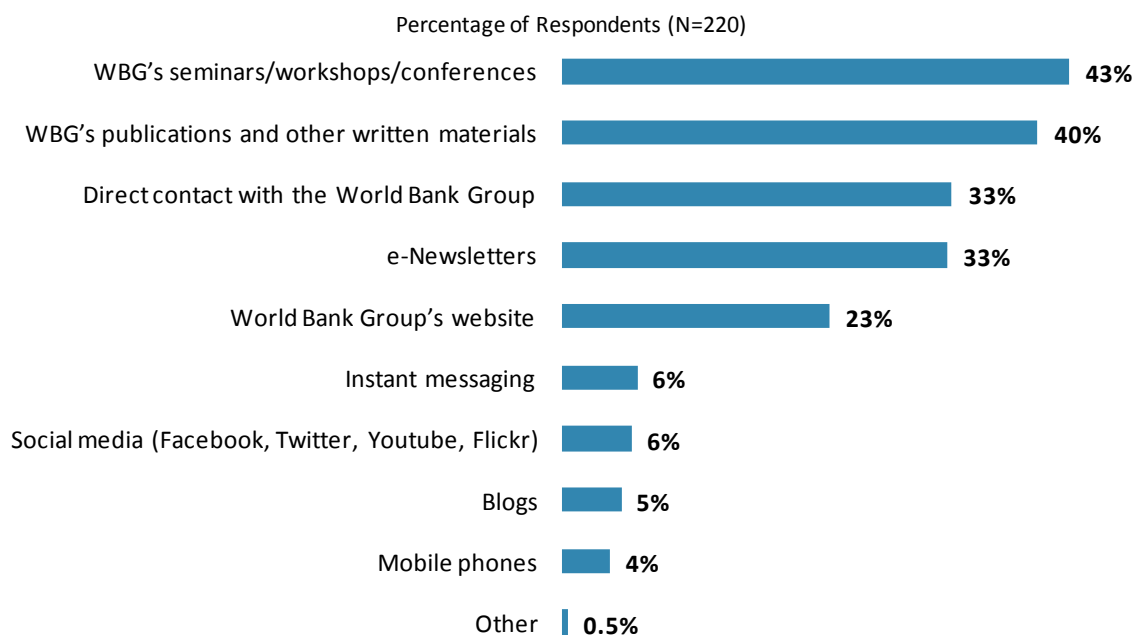
X. Communication and Openness

General Information Sources



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

Preferred Information Sources



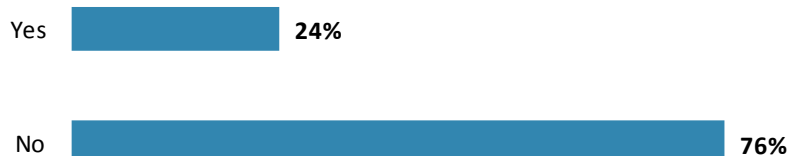
"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Access to Information

- Respondents from the office of President/Prime Minister/Minister and the private sector/financial sector/private banks were significantly *more* likely to be aware of the WBG's Access to Information Policy compared to respondents from other stakeholder groups.

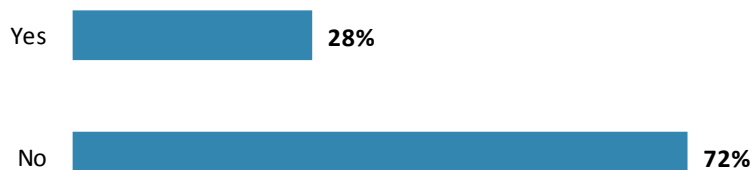
Percentage of Respondents (N=219)



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

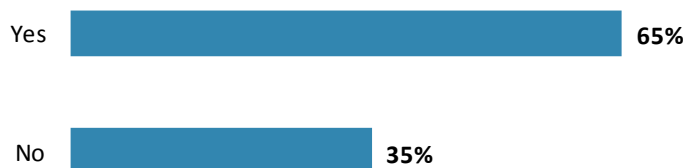
- While respondents from the office of President/Prime Minister/Minister, the private sector/financial sector/private banks, CSOs, and independent government institutions were significantly *more* likely to have requested the information from the WBG, respondents from bilateral/multilateral agencies, private foundations, and independent government institutions were significantly *more* likely to obtain the requested information compared to respondents from other stakeholder groups.

Percentage of Respondents (N=217)



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

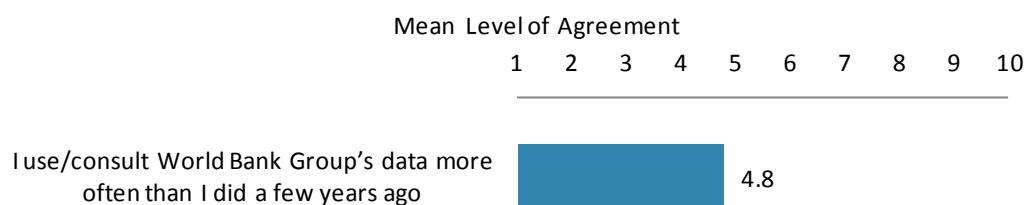
Percentage of Respondents (N=85)



"Were you able to obtain this information?"

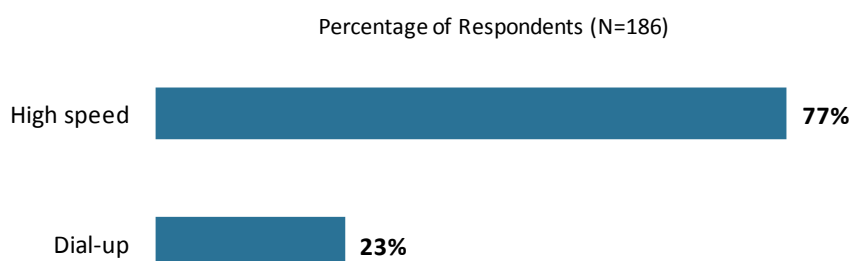
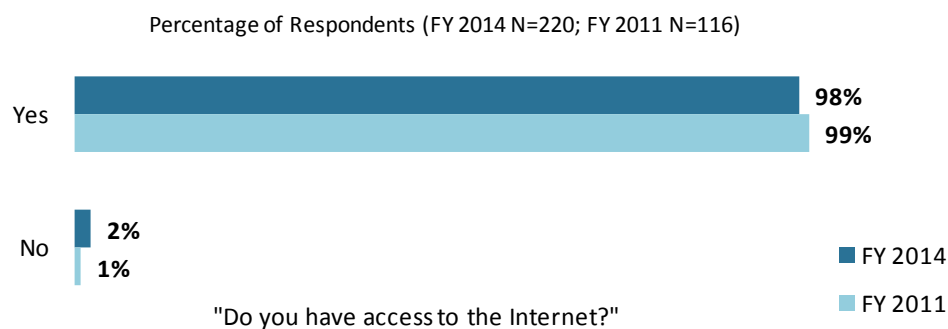
X. Communication and Openness (continued)

Access to Information (continued)



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

Internet Access



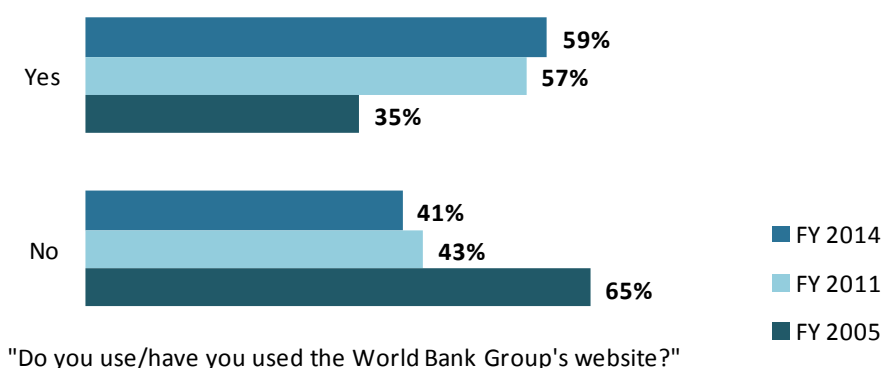
"Which Internet connection do you use primarily when visiting a World Bank Group website?"

X. Communication and Openness (continued)

Website Usage

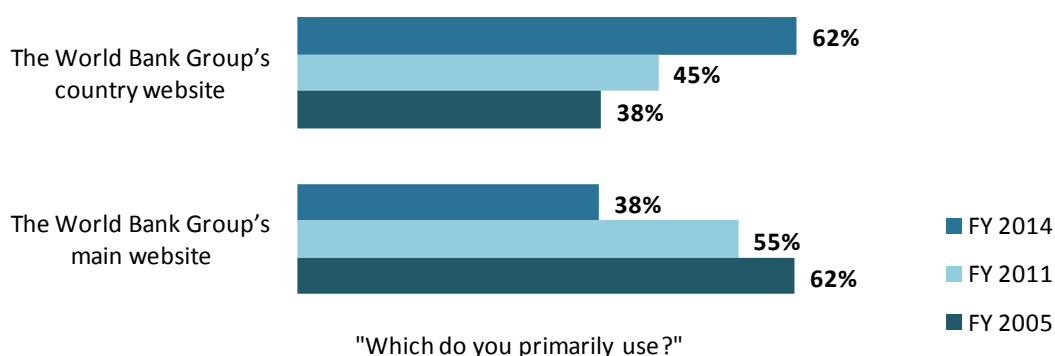
- Respondents in this year's country survey were significantly *more* likely to have used the WBG's website compared to respondents from the FY '05 country survey.

Percentage of Respondents (FY 2014 N=219; FY 2011 N=106; FY 2005 N=162)



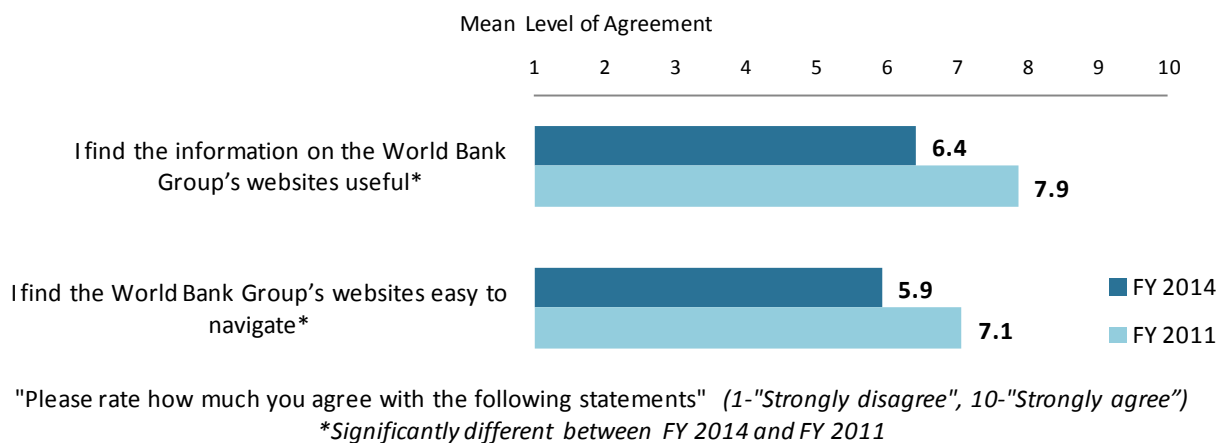
- Respondents in this year's country survey were significantly *more* likely to use the WBG's country website and significantly *less* likely to use the WBG's main website compared to respondents from the FY '05 country survey.
- While respondents from local governments, the private sector/financial sector/private banks, CSOs, and private foundations were significantly *more* likely to use the WBG's country website, respondents from bilateral/multilateral agencies were significantly *more* likely to use the WBG's main website.

Percentage of Respondents (FY 2014 N=170; FY 2011 N=60; FY 2005 N=58)

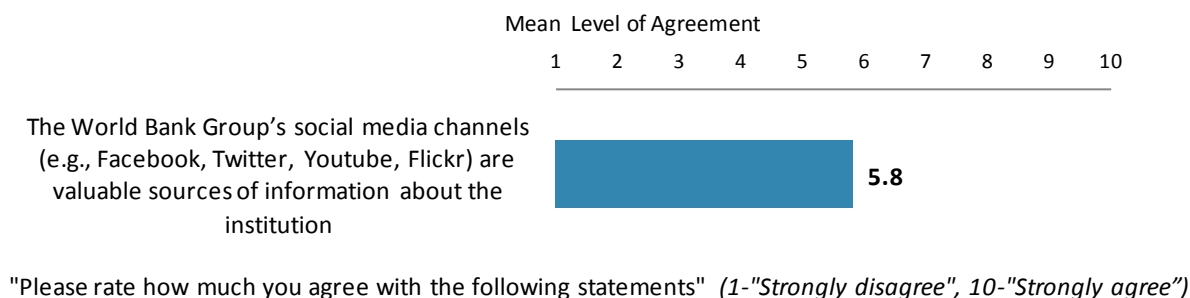


X. Communication and Openness (continued)

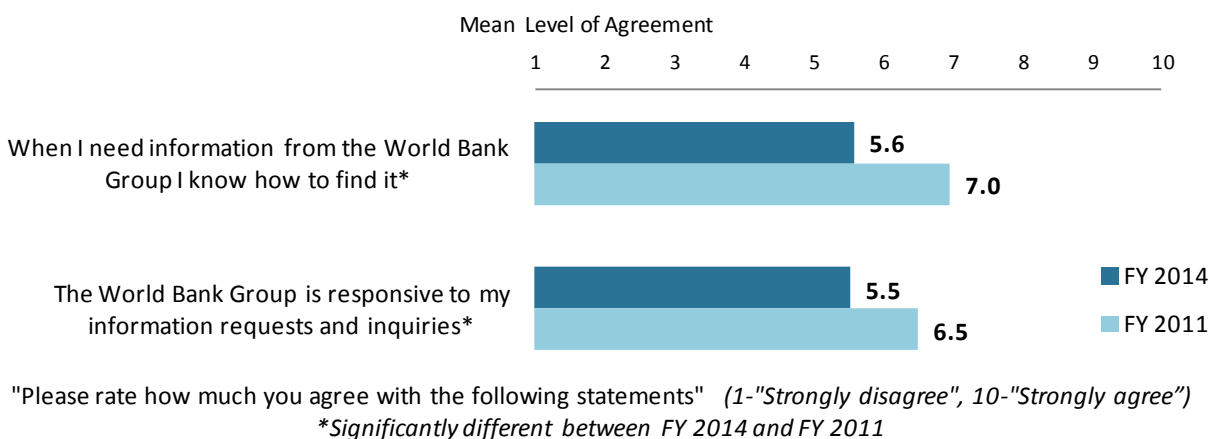
Website Evaluation



Evaluation of WBG's Social Media Channels



Information Sharing



XI. Appendices

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Gabon



Appendix A: Responses to All Questions across All Respondents (N=222)

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 Gabon

1. In general would you say that Gabon is headed in ... ?	Percentage of Respondents (N=218)
The right direction	60.6%
The wrong direction	18.3%
Not sure	21.1%

2. Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=218)
Education	40.4%
Public sector governance/reform	34.9%
Transport	30.7%
Poverty reduction	23.4%
Social protection	22.9%
Job creation/employment	20.2%
Health	15.1%
Domestic private sector development	12.8%
Economic growth	11.5%
Anti corruption	10.6%
Water and sanitation	8.7%
Agricultural development	8.7%
Food security	8.3%
Energy	7.8%
Environmental sustainability	5.5%
Information and communications technology	5.0%
Rural development	4.1%
Urban development	3.7%
Law and justice	3.7%
Equality of opportunity	3.2%
Communicable/non-communicable diseases	3.2%
Natural resource management	3.2%
Crime and violence	2.3%
Foreign direct investment	1.8%
Financial markets	1.8%
Climate change	1.4%
Global/regional integration	0.9%
Gender equity	0.5%
Regulatory framework	0.5%
Disaster management	0.5%
Trade and exports	0.0%

A. General Issues Facing Gabon (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 Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=222)
Education	45.0%
Job creation/employment	32.9%
Health	27.5%
Economic growth	26.1%
Rural development	19.8%
Social protection	18.5%
Water and sanitation	15.8%
Public sector governance/reform	15.8%
Transport	14.9%
Anti corruption	14.0%
Agricultural development	14.0%
Domestic private sector development	12.6%
Equality of opportunity	9.9%
Food security	6.3%
Law and justice	4.5%
Urban development	3.2%
Energy	3.2%
Natural resource management	3.2%
Environmental sustainability	2.3%
Financial markets	2.3%
Crime and violence	1.8%
Communicable/non-communicable diseases	1.4%
Information and communications technology	1.4%
Foreign direct investment	1.4%
Global/regional integration	0.9%
Regulatory framework	0.9%
Gender equity	0.5%
Disaster management	0.5%
Climate change	0.0%
Trade and exports	0.0%

A. General Issues Facing Gabon (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 Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=221)
Domestic private sector development	33.5%
Job creation/employment	27.1%
Public sector governance/reform	23.5%
Agricultural development	22.6%
Education	22.2%
Transport	21.7%
Anti corruption	19.9%
Foreign direct investment	19.9%
Natural resource management	14.9%
Energy	13.6%
Trade and exports	13.1%
Rural development	11.8%
Health	11.3%
Information and communications technology	7.7%
Social protection	6.3%
Financial markets	5.4%
Food security	5.0%
Regulatory framework	4.5%
Global/regional integration	3.6%
Communicable/non-communicable diseases	3.2%
Environmental sustainability	2.3%
Urban development	1.8%
Water and sanitation	1.4%
Disaster management	0.9%
Gender equity	0.5%
Equality of opportunity	0.5%
Law and justice	0.5%
Climate change	0.0%
Crime and violence	0.0%

A. General Issues Facing Gabon (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 Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=206)
Better employment opportunities for young people	29.1%
Education and training that better ensure job opportunity	27.7%
Greater access to health and nutrition for citizens	25.7%
Better entrepreneurial opportunities	19.4%
Better employment opportunities for women	13.1%
Better opportunity for the poor who live in rural areas	13.1%
Consistent economic growth	13.1%
More reliable social safety net	12.6%
Greater access to micro-finance for the poor	12.1%
Better quality public services	8.3%
Greater equity of fiscal policy	7.3%
Greater voice and participation for citizens to help ensure greater accountability	5.8%
A growing middle class	5.3%
Better opportunity for the poor who live in urban areas	5.3%
Other	1.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Gabon? (1-Not familiar at all, 10-Extremely familiar)	222	0	5.39	2.29

Overall Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Gabon? (1-Not effective at all, 10-Very effective)	191	30	5.43	2.00

Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	178	42	6.12	2.20

B. Overall Attitudes toward the World Bank Group (continued)

4. When thinking about how the World Bank Group can have the most impact on development results in Gabon, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=221)
Education	48.0%
Public sector governance/reform	38.5%
Health	32.1%
Transport	28.1%
Poverty reduction	22.6%
Domestic private sector development	16.7%
Job creation/employment	16.7%
Agricultural development	15.4%
Social protection	12.2%
Rural development	9.0%
Anti corruption	8.1%
Water and sanitation	7.7%
Economic growth	6.8%
Energy	5.0%
Food security	4.1%
Law and justice	3.6%
Natural resource management	3.2%
Foreign direct investment	2.7%
Environmental sustainability	2.7%
Information and communications technology	2.7%
Financial markets	2.3%
Regulatory framework	2.3%
Trade and exports	1.8%
Urban development	1.4%
Equality of opportunity	1.4%
Global/regional integration	0.9%
Crime and violence	0.9%
Climate change	0.5%
Communicable/non-communicable diseases	0.5%
Disaster management	0.5%
Gender equity	0.0%

B. Overall Attitudes toward the World Bank Group (continued)

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Gabon?	Percentage of Respondents (N=186)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	27.3%	16.7%	43.9%
Financial resources	27.8%	10.8%	38.6%
Capacity development	15.9%	21.0%	36.9%
Technical assistance	10.2%	17.7%	28.0%
Mobilizing third party financial resources	6.8%	7.0%	13.8%
Linkage to non-Bank expertise	1.1%	11.3%	12.4%
Convening/facilitating	5.1%	6.5%	11.6%
Data	5.1%	4.8%	10.0%
Donor coordination	0.6%	3.8%	4.3%
Other	0.0%	0.5%	0.5%

How effectively do the World Bank Group's activities below support Gabon's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	154	49	5.40	1.78
7. Data	159	35	5.99	1.91
8. Policy advice, studies, analyses	175	26	6.45	2.01
9. Financial resources	172	28	6.30	2.06
10. Technical assistance	177	24	6.28	1.82
11. Mobilizing third party financial resources	154	49	5.55	2.02
12. Donor coordination	149	51	5.18	2.01
13. Linkage to non-Bank expertise	137	63	5.04	2.07

The World Bank Group can provide capacity building support in a number of ways in Gabon. To which degree would Gabon benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	198	11	6.88	2.06
15. The public sector, related to implementation of specific development projects on the ground	204	9	7.25	2.07
16. The public sector, related to changing institutions	190	15	6.70	2.02
17. The private sector, related to institutional and policy change	200	11	6.86	2.16

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Gabon? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation	164	50	6.06	2.03
19. Citizen engagement	156	54	4.79	2.08
20. Policy design	171	45	5.95	2.08

B. Overall Attitudes toward the World Bank Group (continued)

When thinking about how to improve capacity building in Gabon to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
21. Project implementation	189	25	7.07	2.14
22. Citizen engagement	179	35	6.98	2.21
23. Policy design	187	25	7.29	2.23

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=221)
Not enough public disclosure of its work	32.6%
World Bank Group's processes too complex	23.1%
Not willing to honestly criticize policies and reform efforts in the country	21.7%
Not adequately sensitive to political/social realities in Gabon	21.3%
Not collaborating enough with non-state actors	14.9%
Too bureaucratic in its operational policies and procedures	14.5%
Staff too inaccessible	13.6%
Not aligned with country priorities	10.0%
Too influenced by developed countries	10.0%
Imposing technocratic solutions without regard to political realities	9.0%
World Bank Group's processes too slow	7.7%
Not exploring alternative policy options	4.1%
The credibility of its knowledge/data	2.7%
Other	2.7%
Don't know	2.7%
Arrogant in its approach	2.3%
Not aligned with other donors' work	1.4%
Not client focused	0.5%

25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=222)
Investment lending	56.8%
Capacity development	41.4%
Policy based lending/budget support to the Government	38.7%
Technical assistance	34.7%
Knowledge products/services	15.3%
Trust Fund management	4.1%
Other	4.1%
Don't know	2.7%

B. Overall Attitudes toward the World Bank Group (continued)

26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=221)
Academia/think tanks/research institutes	32.1%
Community Based Organizations	30.8%
NGOs	28.5%
Local Government	25.8%
Private sector	24.9%
Beneficiaries	24.9%
Donor community	9.5%
Media	8.6%
Parliament	5.0%
Faith based organizations	3.6%
Don't know	1.8%
Other	1.4%
Foundations	0.5%

To what extent do you agree with the following statements about the World Bank Group's work in Gabon? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
27. Overall the World Bank Group currently plays a relevant role in development in Gabon*	192	27	5.85	2.39
28. The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	182	30	5.62	2.32
29. The World Bank Group supports programs and strategies that are realistic for Gabon	180	32	6.02	2.32
30. The World Bank Group treats clients and stakeholders in Gabon with respect	152	57	6.04	2.37

B. Overall Attitudes toward the World Bank Group (continued)

To what extent is the World Bank Group an effective development partner in Gabon in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness*	155	56	4.97	2.03
32. Flexibility (in terms of the World Bank Group's products and services)*	158	50	4.92	1.79
33. Flexibility (in terms of changing country circumstances)*	158	52	4.77	1.86
34. Being inclusive*	133	73	5.41	2.00
35. Openness*	178	30	5.71	2.05
36. Staff accessibility*	172	37	5.52	2.33
37. Straightforwardness and honesty*	168	42	5.99	2.33
38. Ease of access to the people at the World Bank Group who are making decisions important to my work*	157	52	5.34	2.19
39. Collaboration with groups outside of the Government*	168	42	5.12	2.34
40. Collaboration with the Government*	183	27	7.06	2.00
41. Collaboration with other donors*	137	69	5.76	2.15
42. The speed in which it gets things accomplished on the ground*	154	55	5.18	1.95
43. Being a long-term partner*	162	51	6.97	2.28

44. To be a more effective development partner in Gabon, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=220)
More local presence	88.6%
The current level of local presence is adequate	10.0%
Less local presence	0.0%
Don't know	1.4%

45. When World Bank Group 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=222)
There is not an adequate level of citizen/civil society participation	38.7%
The World Bank Group does not do adequate follow through/follow-up	34.2%
Reforms are not well thought out in light of country challenges	24.8%
Political pressures and obstacles	21.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.8%
The Government works inefficiently	19.8%
Lack of/inadequate levels of capacity in Government	17.1%
The World Bank Group works too slowly	11.7%
Poor donor coordination	8.1%
Other	2.3%

C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Gabon? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
Anti corruption	198	13	7.10	2.74
Information and communications technology	199	10	7.15	2.14
Transport	208	5	7.99	1.77
Crime and violence	174	32	5.30	3.12
Law and justice	187	20	6.45	2.60
Urban development	195	10	7.22	1.98
Environmental sustainability	193	12	7.09	2.14
Regulatory framework	181	19	6.43	2.08
Communicable/non-communicable diseases	177	26	6.67	2.15
Poverty reduction	200	7	8.23	1.79
Gender equity	177	26	4.76	2.70
Domestic private sector development	193	13	7.50	1.95
Foreign direct investment	182	23	6.84	2.33
Water and sanitation	195	12	7.62	2.04
Trade and exports	176	24	6.47	2.33
Economic growth	201	11	7.76	1.89
Energy	189	16	7.35	2.24
Disaster management	167	32	5.23	2.83
Public sector governance/reform	206	7	7.83	2.08
Job creation/employment	201	11	7.57	2.02
Financial markets	167	32	6.43	2.25
Equality of opportunity	173	24	5.72	2.97
Health	193	11	7.94	1.99
Rural development	197	11	7.69	1.97
Global/regional integration	182	20	6.58	2.18
Food security	197	10	7.61	2.16
Education	193	10	8.31	1.81
Social protection	191	15	7.06	2.24
Climate change	179	25	5.61	2.86
Agricultural development	200	10	7.91	2.08
Natural resource management	193	16	6.41	3.09

C. World Bank Group's Effectiveness and Results (continued)

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Anti corruption	146	71	3.84	2.27
Information and communications technology	148	64	5.09	2.04
Transport	170	43	5.30	2.28
Crime and violence	125	87	2.47	1.60
Law and justice	131	80	3.54	1.86
Urban development	153	57	4.99	2.17
Environmental sustainability	157	53	5.34	2.34
Regulatory framework	143	66	4.98	1.87
Communicable/non-communicable diseases	139	71	5.11	2.10
Poverty reduction	164	46	5.47	2.23
Gender equity	131	77	3.32	2.22
Domestic private sector development	153	56	4.78	2.03
Foreign direct investment	130	78	4.70	1.92
Water and sanitation	152	59	4.83	2.14
Trade and exports	122	84	4.33	1.98
Economic growth	150	58	5.44	2.00
Energy	140	68	4.91	2.16
Disaster management	120	89	3.23	2.26
Public sector governance/reform	169	41	5.44	2.19
Job creation/employment	151	58	4.40	2.10
Financial markets	115	91	4.46	2.07
Equality of opportunity	119	86	3.16	2.17
Health	161	47	5.29	2.25
Rural development	159	50	4.75	2.17
Global/regional integration	138	69	5.08	2.07
Food security	146	63	4.47	2.05
Education	159	45	5.64	2.25
Social protection	135	73	4.50	2.25
Climate change	133	72	3.80	2.34
Agricultural development	160	50	4.48	2.18
Natural resource management	142	69	3.85	2.64

3. Where are the World Bank Group's decisions made primarily that support the program in Gabon? (Select only ONE response)	Percentage of Respondents (N=222)
At the Headquarters (in Washington D.C.)	67.1%
In the country	9.9%
Don't know	23.0%

Achieving Development Results	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Gabon?* (1-To no degree at all, 10-To a very significant degree)	179	42	5.12	1.80

C. World Bank Group's Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group in Gabon? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Gabon*	193	28	5.22	2.29
6. The World Bank Group meets Gabon's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	188	27	4.86	2.12

Fee-Based Products/Services	N	DK	Mean	SD
7. To what extent do you believe that Gabon received value for money from the World Bank Group's fee-based products/services? (1-To no degree at all, 10-To a very significant degree)	160	62	4.87	1.77

Internal Evaluation Mechanisms	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Gabon? (1-To no degree at all, 10-To a very significant degree)	148	74	5.59	2.13

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=222)
Weekly	6.3%
Monthly	12.6%
A few times a year	47.3%
Rarely	25.2%
Never	8.6%

In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	185	28	6.36	1.96
3. Include appropriate level of stakeholder involvement during preparation	176	35	5.37	1.94
4. Are relevant to Gabon's development priorities	198	18	6.01	2.23
5. Lead to practical solutions	186	26	5.49	2.15
6. Are accessible (well written and easy to understand)	182	28	5.36	1.96
7. Are source of relevant information on global good practices	186	27	6.25	2.23
8. Enhance your knowledge and/or skills	193	19	6.23	2.23
9. Are adequately disseminated	190	19	4.64	2.15
10. Are translated enough into local language	180	29	4.54	2.50
11. Are adaptable to Gabon's specific development challenges and country circumstances*	194	22	5.77	2.15

D. The World Bank Group's Knowledge Work and Activities (continued)

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	190	32	5.97	2.06
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	195	27	6.06	2.00

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Gabon's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	179	35	5.66	2.11
2. Design (appraising and planning the solutions)	182	32	5.82	2.15
3. Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	182	33	5.60	1.95
4. Evaluation (assessing the impact and results)	176	38	5.59	2.10

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	171	47	3.26	2.21
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	195	25	5.69	2.47
7. The World Bank Group's approvals and reviews are done in a timely fashion	174	44	4.66	2.03
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	150	67	5.12	2.10
9. The World Bank Group's conditions on its lending are reasonable	165	52	4.87	2.22
10. The World Bank Group takes decisions quickly in Gabon*	158	57	4.27	2.32
11. Working with the World Bank Group increases Gabon's institutional capacity	192	27	5.49	2.31
12. The World Bank Group ensures consistency and continuity through staff changes	149	70	4.67	2.11
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	155	61	5.77	2.37
14. The World Bank Group provides effective implementation support	175	42	5.78	2.41

15. Which of the following best describes the way the World Bank Group operates in Gabon? (Select only ONE response)	Percentage of Respondents (N=203)
The World Bank Group takes too much risk in Gabon	2.5%
The World Bank Group does not take enough risk in Gabon	67.0%
The World Bank Group's approach to risk is appropriate	11.8%
Don't know	18.7%

F. The Future Role of the World Bank Group in Gabon

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=221)
Reach out more to groups outside of Government	42.5%
Provide more adequate data/knowledge/statistics/figures on Gabon's economy	37.6%
Increase the level of capacity development in the country	19.9%
Reduce the complexity of obtaining World Bank Group financing	18.1%
Collaborate more effectively with Government clients	16.7%
Improve the quality of its experts as related to Gabon's specific challenges	16.7%
Offer more innovative financial products	14.0%
Improve the competitiveness of its financing compared to markets	8.6%
Ensure greater selectivity in its work	7.2%
Work faster	5.4%
Offer more innovative knowledge services	5.0%
Increase availability of Fee-Based services	4.1%
Other	2.7%

2. When considering the combination of services that the World Bank Group offers in Gabon, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Gabon? (Select only ONE response)	Percentage of Respondents (N=218)
Financial services	29.8%
The combination is appropriate for Gabon	23.4%
Knowledge products	20.6%
Convening services	20.2%
Don't know	3.2%
None of the above	2.8%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=220)
Local newspapers	50.5%
Internet	47.7%
International newspapers	28.6%
Local television	22.7%
International television	17.3%
Periodicals	9.1%
Other	6.4%
International radio	5.9%
Local radio	4.1%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	2.7%
Blogs	1.4%
Mobile phones	0.5%
Instant messaging	0.0%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=220)
World Bank Group's seminars/workshops/conferences	43.2%
World Bank Group's publications and other written materials	40.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	33.2%
e-Newsletters	32.7%
World Bank Group's website	22.7%
Instant messaging	6.4%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	5.9%
Blogs	5.0%
Mobile phones	4.1%
Other	0.5%

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=219)
Yes	24.2%
No	75.8%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=217)
Yes	28.1%
No	71.9%

5. Were you able to obtain this information?	Percentage of Respondents (N=85)
Yes	64.7%
No	35.3%

6. Do you have access to the Internet?	Percentage of Respondents (N=220)
Yes	97.7%
No	2.3%

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=219)
Yes	59.4%
No	40.6%

8. Which do you primarily use?	Percentage of Respondents (N=170)
The World Bank Group's country website	62.4%
The World Bank Group's main website	37.6%

9. Which do you primarily use?	Percentage of Respondents (N=186)
High speed	76.9%
Dial-up	23.1%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I use/consult World Bank Group's data more often than I did a few years ago	193	23	4.79	2.44
10. I find the World Bank Group's websites easy to navigate	141	62	5.94	2.18
11. I find the information on the World Bank Group's websites useful	145	53	6.42	2.10
12. The World Bank Group's social media channels are valuable sources of information about the institution	120	88	5.82	2.47
13. When I need information from the World Bank Group I know how to find it	170	45	5.58	2.62
14. The World Bank Group is responsive to my information requests and inquiries	146	66	5.53	2.47

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=222)
Employee of a Ministry, Ministerial Department or Implementation Agency	18.9%
Academia/Research Institute/Think Tank	14.9%
Private Sector Organization	7.2%
Office of Minister	6.8%
NGO	6.8%
Office of the President, Prime Minister	6.3%
Independent Government Institution	5.0%
Local Government Office or Staff	4.1%
Private Foundation	4.1%
Financial Sector/Private Bank	4.1%
Media	4.1%
Multilateral Agency	3.2%
Judiciary Branch	3.2%
Other	3.2%
Office of Parliamentarian	2.3%
Consultant/Contractor working on World Bank supported project/program	1.4%
Trade Union	1.4%
Faith-Based Group	1.4%
Project Management Unit overseeing implementation of project	0.9%
Community Based Organization	0.9%
Bilateral Agency	0.5%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=222)
Education	21.2%
Public sector governance/public financial management/anti corruption	11.7%
Other	11.7%
Information and communications technology	9.9%
Natural resource management/environmental sustainability	8.1%
Generalist	7.2%
Law and justice/regulatory framework	5.9%
Private sector development/foreign direct investment	5.0%
Job creation/employment	3.6%
Agriculture/rural development/food security	3.2%
Social protection	3.2%
Transport	3.2%
Health/communicable/non-communicable diseases	2.3%
Financial markets/banking	1.4%
Energy	0.9%
Climate change/disaster management	0.5%
Gender equity/equality of opportunity	0.5%
Urban development	0.5%
Water and sanitation	0.5%

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=222)
Yes	41.0%
No	59.0%

4. Which of the following agencies of the World Bank Group do you work with in Gabon? (Select all that apply)	Percentage of Respondents (Responses Combined; N=189)
The World Bank (IBRD)	43.9%
The International Finance Corporation (IFC)	14.8%
The Multilateral Investment Guarantee Agency (MIGA)	3.2%
None	49.2%

5. Which of the following describes most of your exposure to the World Bank Group in Gabon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=216)
Collaborate as part of my professional duties	38.0%
Use World Bank Group reports/data	37.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	37.0%
Engage in World Bank Group related/sponsored events/activities	29.2%
Use World Bank Group website for information, data, research, etc.	14.8%

6. Which best represents your geographic location?	Percentage of Respondents (N=220)
Libreville	96.8%
Outside Libreville	3.2%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Gabon

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
The right direction	82.8%	80.5%	33.3%	85.7%	64.0%	33.3%	43.5%	66.7%	63.6%	29.0%	62.5%
The wrong direction	10.3%	4.9%	44.4%	0.0%	24.0%	44.4%	21.7%	22.2%	27.3%	19.4%	20.8%
Not sure	6.9%	14.6%	22.2%	14.3%	12.0%	22.2%	34.8%	11.1%	9.1%	51.6%	16.7%

*Significantly different between stakeholder groups

Listed below are a number of development priorities in Gabon. Please identify which of the following you consider the most important development priorities in Gabon? (Choose THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Social protection	34.5%	24.4%	11.1%	12.5%	20.0%	33.3%	13.0%	57.1%	18.2%	15.6%	25.0%
Transport	27.6%	39.0%	22.2%	25.0%	36.0%	33.3%	30.4%	14.3%	54.5%	28.1%	16.7%
Public sector governance/reform	34.5%	48.8%	22.2%	62.5%	24.0%	0.0%	26.1%	57.1%	45.5%	34.4%	29.2%
Global/regional integration	0.0%	2.4%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	24.1%	4.9%	22.2%	12.5%	16.0%	11.1%	13.0%	14.3%	9.1%	9.4%	12.5%
Foreign direct investment	3.4%	2.4%	0.0%	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	6.9%	14.6%	11.1%	12.5%	4.0%	0.0%	13.0%	0.0%	0.0%	9.4%	8.3%
Anti corruption	3.4%	9.8%	0.0%	0.0%	8.0%	22.2%	8.7%	28.6%	9.1%	25.0%	4.2%
Job creation/employment	27.6%	22.0%	0.0%	25.0%	24.0%	0.0%	21.7%	28.6%	9.1%	21.9%	16.7%
Rural development	0.0%	2.4%	11.1%	12.5%	4.0%	0.0%	4.3%	14.3%	0.0%	6.3%	4.2%
Financial markets*	0.0%	0.0%	0.0%	0.0%	16.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	11.1%	0.0%	4.0%	0.0%	0.0%	14.3%	9.1%	6.3%	8.3%
Environmental sustainability	3.4%	7.3%	11.1%	0.0%	4.0%	11.1%	8.7%	28.6%	0.0%	0.0%	4.2%
Equality of opportunity	6.9%	4.9%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	3.1%	4.2%
Health	10.3%	9.8%	11.1%	12.5%	4.0%	22.2%	17.4%	0.0%	9.1%	21.9%	37.5%
Education	41.4%	29.3%	44.4%	25.0%	52.0%	55.6%	26.1%	28.6%	18.2%	56.3%	50.0%
Poverty reduction	17.2%	14.6%	33.3%	50.0%	28.0%	44.4%	39.1%	0.0%	36.4%	12.5%	20.8%
Energy	13.8%	4.9%	11.1%	12.5%	16.0%	0.0%	8.7%	0.0%	0.0%	3.1%	8.3%
Food security	3.4%	12.2%	22.2%	12.5%	8.0%	11.1%	4.3%	0.0%	27.3%	3.1%	4.2%
Climate change	3.4%	2.4%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Agricultural development	6.9%	4.9%	22.2%	12.5%	8.0%	11.1%	4.3%	0.0%	0.0%	12.5%	16.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	2.4%	0.0%	0.0%	0.0%	11.1%	8.7%	0.0%	0.0%	3.1%	0.0%
Economic growth	13.8%	12.2%	22.2%	12.5%	8.0%	0.0%	8.7%	0.0%	27.3%	9.4%	12.5%
Law and justice	6.9%	2.4%	0.0%	0.0%	0.0%	0.0%	17.4%	0.0%	0.0%	3.1%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	4.3%	0.0%	9.1%	6.3%	4.2%
Natural resource management	6.9%	2.4%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	9.1%	6.3%	0.0%
Disaster management	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	3.4%	9.8%	0.0%	0.0%	8.0%	11.1%	4.3%	14.3%	9.1%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Water and sanitation*	10.3%	26.2%	0.0%	0.0%	28.0%	0.0%	13.0%	11.1%	45.5%	9.1%	8.3%
Equality of opportunity	10.3%	9.5%	0.0%	25.0%	8.0%	0.0%	21.7%	22.2%	0.0%	9.1%	4.2%
Economic growth	37.9%	11.9%	22.2%	25.0%	8.0%	22.2%	39.1%	22.2%	27.3%	27.3%	45.8%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Rural development	20.7%	33.3%	11.1%	12.5%	16.0%	22.2%	13.0%	22.2%	36.4%	15.2%	8.3%
Urban development	3.4%	2.4%	11.1%	12.5%	8.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
Regulatory framework	0.0%	0.0%	11.1%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	10.3%	19.0%	11.1%	50.0%	12.0%	22.2%	21.7%	22.2%	36.4%	18.2%	12.5%
Law and justice*	3.4%	0.0%	11.1%	12.5%	0.0%	0.0%	8.7%	33.3%	0.0%	0.0%	8.3%
Transport	10.3%	14.3%	11.1%	0.0%	16.0%	33.3%	21.7%	11.1%	18.2%	6.1%	25.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	4.3%	11.1%	0.0%	3.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	0.0%	4.2%
Information and communications technology	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Anti corruption	0.0%	16.7%	11.1%	0.0%	28.0%	11.1%	21.7%	11.1%	0.0%	21.2%	8.3%
Domestic private sector development	20.7%	7.1%	0.0%	12.5%	16.0%	0.0%	4.3%	0.0%	9.1%	24.2%	16.7%
Foreign direct investment*	0.0%	2.4%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	58.6%	40.5%	77.8%	50.0%	36.0%	33.3%	30.4%	11.1%	45.5%	60.6%	41.7%
Energy	3.4%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	9.1%	6.1%	8.3%
Public sector governance/reform	24.1%	23.8%	11.1%	12.5%	12.0%	0.0%	8.7%	22.2%	0.0%	18.2%	12.5%
Natural resource management*	0.0%	0.0%	22.2%	0.0%	4.0%	22.2%	8.7%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	2.4%	0.0%	0.0%	4.0%	22.2%	0.0%	11.1%	0.0%	0.0%	0.0%
Disaster management	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	17.2%	11.9%	66.7%	25.0%	40.0%	33.3%	30.4%	0.0%	45.5%	24.2%	41.7%
Agricultural development	6.9%	16.7%	0.0%	0.0%	24.0%	11.1%	21.7%	22.2%	9.1%	12.1%	12.5%
Job creation/employment*	44.8%	45.2%	22.2%	62.5%	16.0%	11.1%	17.4%	22.2%	9.1%	42.4%	33.3%
Financial markets	0.0%	2.4%	0.0%	0.0%	12.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	10.3%	9.5%	0.0%	0.0%	0.0%	11.1%	4.3%	33.3%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Energy*	27.6%	19.0%	11.1%	12.5%	8.0%	22.2%	4.5%	44.4%	0.0%	6.1%	4.2%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection*	0.0%	0.0%	22.2%	0.0%	8.0%	11.1%	22.7%	11.1%	9.1%	0.0%	8.3%
Global/regional integration	3.4%	2.4%	22.2%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	9.1%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	17.2%	14.3%	33.3%	0.0%	16.0%	22.2%	27.3%	0.0%	36.4%	30.3%	16.7%
Disaster management	0.0%	2.4%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development*	3.4%	4.8%	0.0%	0.0%	32.0%	11.1%	13.6%	0.0%	9.1%	18.2%	16.7%
Foreign direct investment	27.6%	28.6%	11.1%	25.0%	20.0%	11.1%	9.1%	44.4%	9.1%	12.1%	16.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	9.1%	6.1%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	11.1%	0.0%	0.0%	4.2%
Education	27.6%	7.1%	55.6%	12.5%	16.0%	22.2%	31.8%	11.1%	18.2%	27.3%	29.2%
Information and communications technology*	3.4%	7.1%	0.0%	12.5%	4.0%	0.0%	13.6%	11.1%	45.5%	6.1%	0.0%
Regulatory framework	6.9%	9.5%	0.0%	0.0%	0.0%	11.1%	0.0%	22.2%	0.0%	3.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	8.0%	11.1%	0.0%	11.1%	0.0%	0.0%	12.5%
Trade and exports	17.2%	23.8%	11.1%	0.0%	16.0%	11.1%	9.1%	11.1%	0.0%	6.1%	12.5%
Public sector governance/reform*	37.9%	38.1%	22.2%	50.0%	12.0%	11.1%	9.1%	22.2%	9.1%	21.2%	12.5%
Domestic private sector development*	41.4%	40.5%	11.1%	75.0%	36.0%	0.0%	0.0%	22.2%	54.5%	39.4%	33.3%
Job creation/employment	17.2%	11.9%	22.2%	25.0%	36.0%	44.4%	40.9%	22.2%	27.3%	27.3%	41.7%
Agricultural development	10.3%	33.3%	0.0%	37.5%	20.0%	0.0%	13.6%	44.4%	36.4%	27.3%	20.8%
Food security*	3.4%	0.0%	0.0%	0.0%	12.0%	44.4%	4.5%	0.0%	0.0%	0.0%	8.3%
Transport	27.6%	16.7%	22.2%	12.5%	16.0%	11.1%	45.5%	11.1%	18.2%	24.2%	16.7%
Natural resource management	24.1%	23.8%	22.2%	37.5%	8.0%	11.1%	13.6%	0.0%	0.0%	9.1%	8.3%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	4.0%	11.1%	4.5%	0.0%	0.0%	3.0%	4.2%
Health*	0.0%	2.4%	0.0%	0.0%	24.0%	22.2%	13.6%	0.0%	18.2%	15.2%	25.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	14.3%	22.2%	0.0%	4.0%	0.0%	9.1%	0.0%	0.0%	0.0%	4.2%

*Significantly different between stakeholder groups

A. General Issues facing Gabon (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 Gabon? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Better employment opportunities for young people*	11.1%	20.0%	50.0%	37.5%	52.0%	42.9%	18.2%	33.3%	18.2%	24.1%	50.0%
Better employment opportunities for women*	0.0%	0.0%	37.5%	12.5%	40.0%	28.6%	13.6%	0.0%	0.0%	3.4%	35.0%
Greater access to micro-finance for the poor*	3.7%	10.0%	0.0%	0.0%	8.0%	14.3%	18.2%	44.4%	36.4%	6.9%	15.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	2.5%	12.5%	0.0%	8.0%	14.3%	13.6%	11.1%	0.0%	10.3%	0.0%
Greater access to health and nutrition for citizens	29.6%	42.5%	25.0%	25.0%	24.0%	14.3%	13.6%	22.2%	36.4%	20.7%	10.0%
Better entrepreneurial opportunities*	0.0%	27.5%	12.5%	25.0%	12.0%	0.0%	18.2%	0.0%	27.3%	37.9%	25.0%
A growing middle class	11.1%	5.0%	0.0%	0.0%	8.0%	0.0%	0.0%	11.1%	0.0%	3.4%	10.0%
Better opportunity for the poor who live in rural areas	18.5%	12.5%	12.5%	0.0%	8.0%	28.6%	18.2%	22.2%	18.2%	3.4%	15.0%
Better opportunity for the poor who live in urban areas	3.7%	2.5%	0.0%	0.0%	0.0%	28.6%	13.6%	11.1%	0.0%	3.4%	10.0%
Consistent economic growth	25.9%	17.5%	0.0%	25.0%	4.0%	0.0%	18.2%	33.3%	9.1%	3.4%	5.0%
More reliable social safety net	22.2%	15.0%	25.0%	12.5%	8.0%	0.0%	9.1%	0.0%	27.3%	10.3%	5.0%
Greater equity of fiscal policy	3.7%	7.5%	12.5%	0.0%	8.0%	0.0%	18.2%	0.0%	0.0%	10.3%	5.0%
Education and training that better ensure job opportunity*	55.6%	25.0%	12.5%	62.5%	12.0%	28.6%	13.6%	0.0%	9.1%	51.7%	10.0%
Better quality public services	14.8%	10.0%	0.0%	0.0%	8.0%	0.0%	13.6%	11.1%	9.1%	3.4%	5.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?*	29	6.48	2.71	42	5.29	2.00	9	4.44	1.81	8	5.63	2.07	25	6.12	1.94	9	4.78	2.05	23	4.74	2.16	9	6.89	3.59	11	5.27	1.10	33	4.33	2.22	24	5.54	2.13

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.*	28	5.82	2.25	34	5.79	1.49	7	6.14	1.07	4	6.75	1.50	25	6.00	1.58	9	4.89	1.90	21	5.10	2.10	7	6.43	2.51	9	5.89	1.45	27	3.78	2.08	20	5.35	2.01

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

B. Overall Attitudes toward the World Bank Group (continued)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?*	27	6.78	2.15	29	6.66	2.14	9	5.67	2.29	6	7.17	1.60	23	6.30	1.94	8	4.75	1.83	19	6.26	2.21	5	8.40	1.34	10	6.30	1.89	22	4.59	2.46	20	5.60	1.88

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Social protection	13.8%	4.9%	11.1%	0.0%	8.0%	22.2%	17.4%	33.3%	9.1%	21.2%	4.2%
Public sector governance/reform*	44.8%	51.2%	33.3%	75.0%	16.0%	0.0%	43.5%	77.8%	27.3%	33.3%	29.2%
Transport*	37.9%	41.5%	0.0%	12.5%	16.0%	33.3%	34.8%	0.0%	54.5%	24.2%	16.7%
Poverty reduction	13.8%	24.4%	22.2%	50.0%	28.0%	33.3%	13.0%	22.2%	9.1%	18.2%	33.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	27.6%	29.3%	11.1%	25.0%	20.0%	0.0%	4.3%	11.1%	0.0%	9.1%	16.7%
Rural development	3.4%	17.1%	11.1%	12.5%	4.0%	0.0%	8.7%	11.1%	27.3%	3.0%	8.3%
Foreign direct investment	3.4%	0.0%	0.0%	12.5%	4.0%	11.1%	0.0%	11.1%	0.0%	0.0%	4.2%
Water and sanitation	0.0%	17.1%	0.0%	0.0%	8.0%	0.0%	8.7%	22.2%	9.1%	3.0%	8.3%
Energy	17.2%	2.4%	0.0%	0.0%	4.0%	11.1%	0.0%	0.0%	0.0%	3.0%	8.3%
Job creation/employment	20.7%	7.3%	0.0%	12.5%	8.0%	22.2%	30.4%	11.1%	9.1%	27.3%	20.8%
Financial markets	0.0%	9.8%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	0.0%	12.5%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	8.3%
Equality of opportunity	3.4%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Health*	17.2%	12.2%	77.8%	12.5%	64.0%	66.7%	30.4%	0.0%	45.5%	30.3%	37.5%
Education*	55.2%	19.5%	77.8%	12.5%	68.0%	55.6%	52.2%	0.0%	54.5%	60.6%	58.3%
Food security	0.0%	4.9%	0.0%	0.0%	4.0%	22.2%	4.3%	0.0%	9.1%	0.0%	8.3%
Climate change	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	10.3%	17.1%	11.1%	0.0%	4.0%	11.1%	8.7%	33.3%	27.3%	27.3%	16.7%
Trade and exports	3.4%	2.4%	0.0%	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Economic growth	10.3%	2.4%	11.1%	25.0%	8.0%	11.1%	4.3%	22.2%	0.0%	3.0%	4.2%
Law and justice	0.0%	2.4%	11.1%	0.0%	4.0%	0.0%	4.3%	0.0%	9.1%	6.1%	4.2%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	8.7%	11.1%	0.0%	0.0%	4.2%
Communicable/non-communicable diseases*	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	13.8%	2.4%	0.0%	0.0%	0.0%	0.0%	4.3%	11.1%	0.0%	0.0%	0.0%
Anti corruption	0.0%	14.6%	0.0%	25.0%	4.0%	0.0%	0.0%	11.1%	9.1%	18.2%	4.2%
Information and communications technology	3.4%	2.4%	11.1%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	3.0%	4.2%
Disaster management	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group (continued)

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

Greatest Value	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Percentage of Respondents											
Convening/facilitating	0.0%	5.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	12.9%	6.7%
Data	7.4%	2.5%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	12.5%	9.7%	6.7%
Policy advice, studies, analyses*	44.4%	15.0%	0.0%	75.0%	23.1%	50.0%	35.3%	25.0%	37.5%	16.1%	20.0%
Financial resources*	22.2%	50.0%	40.0%	0.0%	23.1%	25.0%	11.8%	0.0%	12.5%	25.8%	40.0%
Capacity development	14.8%	12.5%	60.0%	25.0%	15.4%	0.0%	17.6%	12.5%	25.0%	12.9%	13.3%
Technical assistance	7.4%	12.5%	0.0%	0.0%	15.4%	25.0%	11.8%	12.5%	0.0%	12.9%	6.7%
Mobilizing third party financial resources	3.7%	0.0%	0.0%	0.0%	7.7%	0.0%	11.8%	37.5%	12.5%	9.7%	6.7%
Donor coordination	0.0%	2.5%	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%	5.9%	12.5%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2 nd Greatest Value	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Percentage of Respondents											
Convening/facilitating*	0.0%	2.4%	0.0%	12.5%	5.6%	0.0%	11.8%	37.5%	0.0%	9.4%	6.7%
Data	3.6%	4.9%	0.0%	0.0%	5.6%	16.7%	5.9%	12.5%	0.0%	6.3%	0.0%
Policy advice, studies, analyses	21.4%	12.2%	0.0%	25.0%	22.2%	0.0%	17.6%	12.5%	0.0%	21.9%	20.0%
Financial resources	10.7%	12.2%	40.0%	12.5%	5.6%	0.0%	11.8%	0.0%	0.0%	12.5%	13.3%
Capacity development	21.4%	26.8%	0.0%	25.0%	27.8%	66.7%	17.6%	0.0%	12.5%	15.6%	13.3%
Technical assistance	25.0%	17.1%	0.0%	12.5%	5.6%	0.0%	11.8%	25.0%	62.5%	15.6%	20.0%
Mobilizing third party financial resources	10.7%	7.3%	0.0%	0.0%	11.1%	0.0%	0.0%	12.5%	0.0%	6.3%	13.3%
Donor coordination	3.6%	2.4%	20.0%	12.5%	0.0%	0.0%	5.9%	0.0%	0.0%	6.3%	0.0%
Linkage to non-Bank expertise	3.6%	14.6%	40.0%	0.0%	16.7%	16.7%	17.6%	0.0%	25.0%	6.3%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%

*Significantly different between stakeholder groups

How effectively do the World Bank Group's activities below support Gabon's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating*	25	5.00	1.73	26	5.42	1.75	6	5.83	1.17	2	7.00	0.00	21	6.48	1.17	8	4.00	2.83	19	5.11	1.88	4	7.75	0.50	8	5.75	1.04	19	4.42	1.50	16	5.63	1.67
Data	25	6.44	1.87	29	6.10	1.76	8	6.00	1.85	4	7.25	1.26	21	6.43	1.75	8	4.25	3.01	17	6.06	1.82	2	8.00	1.41	8	6.00	1.60	23	5.13	1.91	14	6.00	1.62
Policy advice, studies, analyses*	28	7.39	2.25	31	6.42	2.00	6	5.17	1.17	5	7.40	0.55	24	6.71	1.63	7	5.71	2.63	19	5.89	1.94	4	7.50	2.52	9	5.67	1.00	21	5.62	2.18	21	6.76	1.84
Financial resources	26	6.42	2.35	33	6.27	2.04	6	5.50	1.38	3	6.33	1.15	21	7.14	1.28	8	4.75	2.25	18	6.33	1.97	4	7.75	1.71	10	6.00	1.25	22	6.14	2.71	21	6.19	2.04
Technical assistance	27	7.00	2.09	34	6.15	1.64	7	5.14	1.07	4	6.50	1.29	24	6.46	1.44	8	4.75	1.75	17	5.94	1.82	4	7.25	1.89	10	6.50	0.85	24	5.88	2.36	18	6.78	1.63
Mobilizing third party financial resources	24	5.46	2.13	28	6.07	2.05	7	5.29	1.38	2	5.50	0.71	21	5.95	1.69	9	4.33	1.80	15	5.13	2.13	6	7.17	2.32	6	4.83	1.33	19	5.16	2.46	17	5.59	1.87
Donor coordination	25	5.32	2.06	28	5.32	2.20	7	5.00	1.15	3	6.33	1.15	22	5.73	1.67	8	3.50	1.60	14	5.71	2.05	3	7.00	2.00	4	5.50	1.29	20	4.85	2.52	15	4.13	1.30
Linkage to non-Bank expertise	24	5.13	2.15	25	5.36	2.10	7	5.00	1.00	2	6.00	0.00	19	5.16	1.80	7	3.14	1.77	14	5.57	2.47	3	6.67	3.06	5	5.00	2.55	17	4.59	2.35	14	4.64	1.39

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group (continued)

The World Bank Group can provide capacity building support in a number of ways in Gabon. To which degree would Gabon benefit, if capacity building were to support...?

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	26	6.69	2.09	39	7.90	1.70	7	6.14	1.86	7	7.43	1.62	23	5.65	1.56	8	5.75	2.60	21	7.00	1.92	8	8.50	2.07	11	6.91	2.39	28	6.36	2.20	20	7.00	1.92
The public sector, related to implementation of specific development projects on the ground*	29	8.03	1.52	39	8.59	1.46	8	6.13	2.10	8	7.75	1.04	23	6.26	1.98	8	5.00	2.51	21	7.10	2.19	7	7.57	2.37	10	6.80	2.30	28	6.86	2.26	23	6.70	1.69
The public sector, related to changing institutions*	27	7.67	1.54	39	7.67	1.84	7	5.86	1.77	8	7.50	0.76	23	5.87	1.89	7	3.86	1.57	20	6.45	2.06	4	6.00	1.83	9	7.22	2.11	26	6.27	2.38	20	6.15	1.42
The private sector, related to institutional and policy change*	29	7.62	1.74	38	7.61	1.91	8	6.50	2.45	8	7.50	0.53	25	6.48	2.18	8	4.63	2.56	21	6.10	2.26	5	7.80	2.59	9	7.11	2.20	25	6.24	2.55	24	6.79	1.74

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Gabon? (1-Not effective at all, 10-Very effective)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	22	6.95	1.73	33	6.91	1.77	7	5.57	1.27	4	6.50	2.38	24	5.63	1.71	6	4.83	0.98	19	5.58	2.29	4	8.25	2.36	7	5.86	1.21	20	5.05	2.84	18	5.72	1.36
Citizen engagement	21	4.86	2.15	27	4.74	2.03	7	4.86	1.07	4	5.25	2.06	23	4.91	1.56	7	4.43	2.23	19	5.16	2.75	4	7.00	1.41	5	5.20	1.64	19	3.37	1.71	20	5.15	2.25
Policy design	24	6.50	2.11	31	6.19	2.23	8	6.00	2.00	5	7.60	0.55	24	5.54	1.44	6	5.17	1.83	20	5.60	2.28	7	6.29	2.14	8	7.00	1.69	21	5.29	2.81	17	5.65	1.50

*Significantly different between stakeholder groups

When thinking about how to improve capacity building in Gabon to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	28	7.39	2.25	40	8.13	1.73	8	6.50	2.33	8	7.88	1.13	25	6.28	2.13	6	4.83	0.41	19	6.63	2.11	4	8.25	2.87	9	6.89	1.90	21	7.00	2.49	21	6.48	1.94
Citizen engagement*	22	7.73	1.98	36	8.19	1.60	6	5.33	1.51	7	7.29	1.11	24	5.88	2.15	8	4.88	1.64	18	6.56	2.41	8	8.63	2.07	8	6.63	1.85	22	6.82	2.82	20	6.55	1.76
Policy design*	27	8.37	1.86	37	8.27	1.92	7	5.00	1.53	7	8.71	1.11	25	6.20	2.18	6	5.33	1.75	20	7.20	2.14	7	7.43	2.64	9	7.44	1.81	21	6.90	2.79	21	6.71	1.68

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Staff too inaccessible*	13.8%	9.5%	22.2%	0.0%	8.0%	22.2%	17.4%	62.5%	0.0%	12.1%	12.5%
Not exploring alternative policy options*	17.2%	0.0%	0.0%	0.0%	8.0%	0.0%	4.3%	0.0%	0.0%	0.0%	4.2%
Not adequately sensitive to political/social realities in Gabon	17.2%	28.6%	22.2%	12.5%	24.0%	11.1%	17.4%	12.5%	9.1%	27.3%	20.8%
Not enough public disclosure of its work*	6.9%	38.1%	44.4%	0.0%	32.0%	33.3%	30.4%	50.0%	63.6%	36.4%	37.5%
Arrogant in its approach	3.4%	0.0%	0.0%	12.5%	0.0%	11.1%	0.0%	0.0%	0.0%	6.1%	0.0%
Not aligned with country priorities	13.8%	16.7%	0.0%	12.5%	4.0%	0.0%	13.0%	0.0%	0.0%	12.1%	8.3%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	4.3%	0.0%	0.0%	0.0%	12.5%
World Bank Group's processes too complex	24.1%	23.8%	44.4%	12.5%	16.0%	44.4%	17.4%	0.0%	45.5%	18.2%	25.0%
Not willing to honestly criticize policies and reform efforts in the country	13.8%	23.8%	22.2%	12.5%	48.0%	22.2%	17.4%	25.0%	36.4%	12.1%	12.5%
Too influenced by developed countries	17.2%	11.9%	0.0%	0.0%	8.0%	0.0%	4.3%	12.5%	9.1%	18.2%	4.2%
Imposing technocratic solutions without regard to political realities*	3.4%	26.2%	11.1%	0.0%	0.0%	11.1%	0.0%	12.5%	0.0%	9.1%	8.3%
World Bank Group's processes too slow*	24.1%	0.0%	0.0%	25.0%	8.0%	0.0%	8.7%	12.5%	0.0%	3.0%	8.3%
Too bureaucratic in its operational policies and procedures	6.9%	11.9%	11.1%	12.5%	16.0%	44.4%	13.0%	0.0%	9.1%	15.2%	25.0%
Not aligned with other donors' work	3.4%	0.0%	0.0%	12.5%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	10.3%	4.8%	11.1%	25.0%	20.0%	0.0%	30.4%	12.5%	27.3%	18.2%	12.5%
Not client focused*	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	4.2%
Don't know*	3.4%	0.0%	0.0%	37.5%	0.0%	0.0%	4.3%	0.0%	0.0%	3.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Capacity development	37.9%	45.2%	33.3%	50.0%	48.0%	22.2%	34.8%	33.3%	27.3%	45.5%	50.0%
Policy based lending/budget support to the Government	20.7%	38.1%	22.2%	25.0%	52.0%	22.2%	43.5%	44.4%	54.5%	30.3%	62.5%
Knowledge products/services*	27.6%	2.4%	11.1%	37.5%	16.0%	22.2%	21.7%	11.1%	18.2%	21.2%	0.0%
Investment lending	65.5%	78.6%	66.7%	50.0%	36.0%	55.6%	47.8%	44.4%	36.4%	51.5%	58.3%
Technical assistance	31.0%	26.2%	44.4%	25.0%	44.0%	66.7%	39.1%	44.4%	54.5%	30.3%	20.8%
Trust Fund management	3.4%	2.4%	22.2%	12.5%	4.0%	0.0%	0.0%	0.0%	9.1%	6.1%	0.0%
Other	6.9%	2.4%	0.0%	0.0%	0.0%	11.1%	8.7%	0.0%	0.0%	3.0%	8.3%
Don't know	3.4%	2.4%	0.0%	0.0%	0.0%	0.0%	4.3%	11.1%	0.0%	6.1%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Academia/think tanks/research institutes*	31.0%	29.3%	44.4%	25.0%	8.0%	33.3%	21.7%	11.1%	36.4%	78.8%	12.5%
Donor community*	13.8%	9.8%	11.1%	50.0%	12.0%	0.0%	4.3%	0.0%	9.1%	0.0%	12.5%
Media*	6.9%	4.9%	22.2%	0.0%	4.0%	11.1%	4.3%	66.7%	18.2%	0.0%	8.3%
NGOs	24.1%	26.8%	0.0%	25.0%	28.0%	33.3%	43.5%	22.2%	27.3%	36.4%	25.0%
Local Government	34.5%	36.6%	11.1%	12.5%	8.0%	0.0%	30.4%	11.1%	36.4%	24.2%	33.3%
Private sector*	48.3%	22.0%	22.2%	37.5%	44.0%	0.0%	4.3%	22.2%	9.1%	15.2%	29.2%
Parliament	3.4%	2.4%	0.0%	12.5%	0.0%	0.0%	8.7%	11.1%	9.1%	3.0%	12.5%
Community Based Organizations*	10.3%	46.3%	44.4%	0.0%	56.0%	55.6%	39.1%	33.3%	0.0%	15.2%	25.0%
Beneficiaries	17.2%	19.5%	11.1%	37.5%	36.0%	33.3%	34.8%	11.1%	45.5%	9.1%	37.5%
Foundations	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Faith based organizations	3.4%	0.0%	11.1%	0.0%	0.0%	11.1%	4.3%	11.1%	9.1%	3.0%	4.2%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	3.0%	0.0%
Don't know	0.0%	0.0%	11.1%	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	3.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon*	28	6.50	2.59	37	6.62	2.05	7	6.14	2.12	6	6.50	1.64	22	6.27	1.49	8	4.00	2.00	20	5.15	2.58	7	7.00	2.83	9	6.56	1.94	26	4.62	2.91	22	5.18	1.99
The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	27	6.15	2.38	29	6.21	2.04	6	5.33	1.97	5	7.80	1.10	24	5.50	1.56	8	3.50	2.20	21	4.95	2.42	6	6.67	3.27	9	6.56	1.81	25	4.64	2.87	22	5.77	1.93
The World Bank Group supports programs and strategies that are realistic for Gabon*	26	6.46	2.42	32	6.91	2.16	6	5.67	1.75	6	7.67	0.82	23	5.70	1.82	8	3.88	2.10	21	5.52	2.56	6	7.00	3.35	10	7.00	1.70	22	4.82	2.65	20	5.90	1.68
The World Bank Group treats clients and stakeholders in Gabon with respect*	25	7.08	2.43	22	7.05	1.76	6	5.33	1.51	4	8.25	1.50	21	5.48	1.36	7	4.29	2.36	18	5.67	2.72	5	7.00	3.74	8	6.75	1.67	18	5.00	3.03	18	5.28	1.74

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group (continued)**To what extent is the World Bank Group an effective development partner in Gabon in terms of each of the following?** (1-To no degree at all, 10-To a very significant degree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	26	5.62	2.17	31	4.84	2.15	7	5.00	1.00	2	6.50	0.71	22	5.50	1.57	8	3.88	2.30	15	4.73	1.98	4	5.25	2.99	8	5.50	1.51	18	3.78	2.41	14	5.07	1.44
Flexibility (in terms of the World Bank Group's products and services)*	28	5.50	2.08	29	5.14	1.62	7	4.71	1.50	4	6.25	1.26	21	4.86	1.11	8	3.38	1.77	16	5.13	2.13	3	4.33	2.52	8	5.63	0.92	20	4.00	2.00	14	4.79	1.42
Flexibility (in terms of changing country circumstances)*	26	5.38	2.25	30	4.97	1.47	8	5.50	2.07	4	6.75	1.50	22	4.73	0.98	8	3.13	1.46	17	4.47	2.27	3	4.00	2.65	8	5.63	1.30	20	3.85	2.06	12	4.50	1.17
Being inclusive*	20	6.85	2.03	26	6.12	1.84	5	5.00	1.22	3	7.33	1.15	18	5.33	1.37	8	3.00	1.31	13	4.92	2.18	3	5.33	4.16	5	5.00	0.71	18	4.44	1.82	14	5.14	1.51
Openness*	25	6.76	1.85	39	5.97	2.01	7	5.57	1.62	6	8.00	0.89	21	5.52	1.50	8	3.63	1.85	18	5.06	2.26	5	5.00	2.83	9	6.00	1.41	23	4.78	2.30	17	6.06	1.56
Staff accessibility*	28	6.89	2.75	36	5.17	2.50	7	5.43	0.53	4	6.75	1.26	22	5.82	1.37	8	4.13	2.10	19	5.32	2.40	5	4.80	2.68	8	6.38	1.41	19	4.05	2.37	16	5.69	1.74
Straightforwardness and honesty*	28	6.71	2.48	33	6.00	2.44	5	5.80	0.84	5	7.60	1.14	21	6.57	1.33	8	4.38	2.33	20	5.55	2.67	3	6.67	3.06	10	6.80	1.40	16	4.25	2.77	19	5.95	1.99
Ease of access to the people at the World Bank Group who are making decisions important to my work*	27	6.37	2.34	28	5.21	2.04	6	5.67	1.21	1	6.00		20	5.85	1.90	8	3.75	2.12	19	5.32	2.56	4	4.25	2.87	9	5.78	1.20	18	3.83	2.43	17	5.59	1.37
Collaboration with groups outside of the Government*	25	5.92	2.40	33	5.91	2.23	6	5.33	1.63	1	8.00		23	5.30	2.20	7	3.14	1.77	20	4.95	2.24	5	4.80	3.56	10	6.40	1.90	23	3.17	1.95	15	4.87	1.73
Collaboration with the Government*	27	7.93	1.64	38	7.82	1.50	8	5.88	0.99	5	8.40	0.89	23	6.39	1.64	8	4.13	1.73	20	6.70	2.36	6	7.00	2.68	8	7.25	1.04	22	6.86	2.59	18	7.06	1.73
Collaboration with other donors*	19	7.00	2.03	23	6.74	2.07	6	4.83	1.47	6	7.17	0.75	21	5.05	1.94	8	4.00	2.07	12	4.75	1.82	4	6.50	3.00	6	5.83	1.94	18	5.50	2.60	14	5.29	1.38
The speed in which it gets things accomplished on the ground	22	5.82	2.17	32	5.47	1.95	7	5.29	1.89	3	7.00	1.00	21	5.67	1.62	8	3.63	1.30	15	5.20	2.65	4	5.50	1.29	7	5.00	1.15	18	4.39	2.09	17	4.41	1.23
Being a long-term partner*	22	7.77	2.00	36	8.14	1.59	6	6.83	2.23	4	8.25	0.96	22	6.14	1.98	8	4.50	1.77	15	6.20	3.00	6	6.67	2.42	4	7.25	1.26	23	6.61	2.64	16	6.63	2.19

*Significantly different between stakeholder groups

To be a more effective development partner in Gabon, do you believe that the World Bank Group should have ... ? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
More local presence	86.2%	85.4%	75.0%	75.0%	100.0%	100.0%	95.7%	88.9%	90.9%	81.8%	91.7%
The current level of local presence is adequate	13.8%	9.8%	12.5%	25.0%	0.0%	0.0%	4.3%	11.1%	9.1%	18.2%	8.3%
Less local presence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	4.9%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group (continued)**When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	31.0%	50.0%	22.2%	37.5%	36.0%	22.2%	43.5%	66.7%	27.3%	18.2%	20.8%
There is not an adequate level of citizen/civil society participation	20.7%	31.0%	22.2%	37.5%	40.0%	66.7%	43.5%	44.4%	27.3%	57.6%	41.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	13.8%	16.7%	11.1%	12.5%	20.0%	22.2%	17.4%	11.1%	27.3%	33.3%	20.8%
Lack of/inadequate levels of capacity in Government	34.5%	19.0%	11.1%	37.5%	20.0%	11.1%	13.0%	0.0%	18.2%	6.1%	12.5%
Poor donor coordination	0.0%	2.4%	22.2%	0.0%	8.0%	11.1%	21.7%	11.1%	9.1%	3.0%	16.7%
The World Bank Group works too slowly	17.2%	2.4%	33.3%	0.0%	8.0%	22.2%	4.3%	11.1%	18.2%	12.1%	20.8%
The Government works inefficiently	24.1%	19.0%	11.1%	50.0%	28.0%	11.1%	13.0%	11.1%	18.2%	21.2%	12.5%
Political pressures and obstacles	20.7%	26.2%	33.3%	0.0%	16.0%	22.2%	17.4%	0.0%	27.3%	27.3%	25.0%
Reforms are not well thought out in light of country challenges	34.5%	31.0%	33.3%	12.5%	24.0%	11.1%	21.7%	44.4%	18.2%	12.1%	25.0%
Other	3.4%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	9.1%	3.0%	4.2%

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Gabon? (1-Not important at all, 10-Very important)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	27	6.89	2.71	38	8.18	2.17	6	4.00	2.00	8	7.88	2.36	23	5.52	2.76	9	5.78	3.38	19	7.47	3.03	6	7.50	2.59	11	7.36	2.42	29	7.83	2.51	22	6.73	2.73
Information and communications technology*	26	8.04	1.84	39	8.05	1.96	8	5.63	1.92	7	7.00	1.83	22	6.36	1.43	9	5.44	2.74	20	7.10	2.31	7	6.43	2.88	10	7.20	1.87	29	7.31	2.30	22	6.59	1.84
Transport*	27	8.70	1.66	41	8.83	1.45	8	5.38	0.92	6	7.83	1.33	24	6.83	1.49	9	6.78	1.86	21	8.24	1.61	7	7.86	1.95	10	8.30	1.70	31	8.23	1.76	24	7.63	1.50
Crime and violence*	25	6.12	2.92	34	6.29	2.88	6	3.17	2.04	5	3.40	1.14	21	3.10	2.90	9	4.11	3.44	15	5.00	3.44	5	7.20	3.83	8	5.63	2.00	25	6.88	2.37	21	4.29	3.29
Law and justice*	26	6.69	2.54	34	7.32	2.50	7	4.29	1.50	7	7.00	2.31	22	4.64	2.46	9	4.56	2.74	17	6.59	2.43	6	7.83	2.71	9	6.67	2.35	27	7.56	2.01	23	6.04	2.74
Urban development*	26	7.27	2.18	38	7.84	1.64	7	5.00	2.16	7	7.43	0.98	22	6.36	1.43	9	6.44	3.21	19	7.63	1.67	6	8.17	2.14	10	7.50	1.43	29	7.28	2.14	22	7.09	2.00
Environmental sustainability*	26	8.04	1.73	39	7.67	1.98	7	4.43	2.23	6	6.83	1.60	22	6.50	1.57	9	5.67	3.08	19	7.42	2.01	7	8.00	2.77	9	7.67	2.29	28	6.75	2.19	21	6.67	1.80
Regulatory framework*	24	7.04	1.81	36	6.81	1.89	6	4.17	1.17	6	6.83	1.60	22	5.14	2.05	9	5.33	2.83	17	6.88	2.15	5	8.60	2.19	9	7.00	2.06	26	6.62	1.83	21	6.05	1.83
Communicable/non-communicable diseases	26	6.92	2.21	32	6.66	2.46	7	5.43	1.27	4	6.25	1.26	22	6.77	1.54	9	6.33	3.00	15	6.60	2.26	7	7.57	2.30	9	6.56	1.81	24	6.42	2.47	22	6.95	1.91
Poverty reduction*	26	8.58	1.70	41	9.02	1.11	7	6.71	1.11	7	8.86	0.90	24	7.38	1.35	9	7.00	2.96	18	8.44	1.98	6	8.33	1.86	10	8.30	1.89	29	8.07	2.25	23	8.04	1.52
Gender equity*	25	4.84	2.62	33	5.42	2.39	7	3.86	2.34	7	5.86	1.07	20	2.65	2.48	9	4.67	3.71	16	4.75	2.54	6	6.83	3.31	7	4.43	1.51	26	5.85	2.34	21	3.81	2.96
Domestic private sector development*	26	8.62	1.53	34	8.06	1.61	7	6.29	1.25	8	7.88	1.46	23	6.61	2.08	9	6.56	2.01	19	7.26	1.82	5	7.60	2.30	10	6.90	2.13	29	7.72	1.93	23	7.04	2.33
Foreign direct investment*	26	7.92	2.12	36	7.61	2.22	6	5.50	0.84	7	7.57	1.72	22	6.09	2.18	9	6.44	2.79	13	6.00	1.53	6	7.50	2.43	7	5.71	2.14	28	7.00	2.36	22	5.77	2.67
Water and sanitation*	27	8.37	1.92	38	8.68	1.63	7	5.86	1.68	6	7.67	0.52	22	6.18	1.79	9	6.33	3.20	20	7.90	1.97	6	6.67	2.42	10	8.00	1.05	29	7.90	2.02	21	6.81	1.63
Trade and exports*	25	7.60	2.25	35	7.34	1.95	6	5.50	2.59	4	6.25	1.26	21	5.48	2.04	9	4.33	3.39	13	6.15	2.30	6	6.83	2.48	9	6.00	2.00	26	7.04	1.97	22	5.55	2.22
Economic growth*	25	8.56	1.50	39	8.62	1.41	7	5.57	1.99	8	8.50	1.07	23	6.78	1.68	9	6.33	3.08	19	7.74	2.02	8	7.00	1.60	10	8.20	1.32	30	8.00	1.82	23	7.13	1.82
Energy*	26	8.50	1.58	37	8.32	2.00	6	5.00	1.10	7	7.71	1.89	22	6.50	1.85	9	5.56	3.50	18	7.44	1.92	6	6.00	2.76	10	7.00	1.89	26	7.27	2.38	22	7.05	2.17
Disaster management*	25	7.16	2.48	31	6.32	1.87	6	4.67	2.88	4	3.25	1.50	22	3.27	2.53	8	4.63	4.17	15	5.00	3.09	5	6.20	3.90	5	5.20	2.77	25	5.32	2.41	21	4.00	2.63
Public sector governance/reform*	29	8.38	1.99	38	8.84	1.37	8	6.75	1.98	8	9.00	0.93	23	6.57	1.95	9	5.56	3.05	21	7.95	2.18	7	7.14	2.67	10	7.90	1.91	31	8.10	1.80	22	7.23	2.00
Job creation/employment*	27	8.07	1.96	39	8.51	1.55	7	6.00	2.16	7	7.43	1.40	24	6.79	1.72	9	6.78	3.11	19	7.63	1.86	6	6.83	2.14	10	7.60	1.84	30	7.63	2.25	23	7.09	2.02
Financial markets*	25	7.20	2.12	33	7.55	1.86	6	5.50	1.87	5	6.40	2.07	20	5.10	1.97	9	5.56	2.65	12	6.92	2.35	5	6.20	3.11	5	5.00	2.45	26	6.58	2.32	21	5.57	1.83
Equality of opportunity*	24	5.92	3.05	34	7.18	2.38	7	3.43	2.44	6	6.17	1.33	21	3.33	3.09	9	5.22	4.18	17	6.29	2.80	5	8.00	2.55	5	5.00	2.45	26	6.00	2.28	19	5.11	2.98
Health	26	8.12	2.21	39	8.67	1.84	7	6.14	2.04	7	8.14	0.90	19	7.16	1.42	9	7.22	3.03	18	7.89	1.91	5	7.80	2.68	9	8.56	1.24	31	8.13	2.17	23	7.52	1.62
Rural development*	27	7.78	2.15	40	8.75	1.43	7	6.00	1.53	6	7.67	1.37	24	6.58	1.69	9	7.67	2.50	19	7.53	2.01	5	8.60	1.67	10	8.40	1.65	28	7.57	2.41	22	7.18	1.44
Global/regional integration	26	6.85	2.34	35	7.17	1.95	6	5.50	1.38	4	6.50	1.73	23	5.57	2.09	9	5.89	3.62	18	6.89	1.84	6	8.17	1.94	9	6.78	1.39	25	6.80	2.38	21	5.90	1.81
Food security*	26	7.88	2.29	41	8.61	1.70	7	5.00	2.52	6	7.33	0.82	23	6.74	1.54	9	8.22	1.92	18	7.44	2.31	6	8.00	3.52	10	7.90	1.37	29	7.62	2.40	22	6.91	2.07
Education*	27	8.59	1.62	38	8.92	1.68	5	6.40	2.30	6	8.50	1.05	23	7.43	1.31	8	8.63	1.51	20	8.55	1.64	5	8.20	2.05	9	8.11	2.15	29	8.48	2.05	23	7.78	2.02
Social protection	26	7.62	2.32	38	7.29	2.04	7	4.86	1.77	7	7.00	1.83	21	6.57	1.54	9	7.22	3.03	17	7.00	2.15	7	7.43	2.99	9	7.33	1.58	28	7.50	2.52	22	6.36	2.40
Climate change*	26	7.35	2.12	36	6.83	2.12	6	3.17	2.14	6	5.67	2.07	22	3.27	2.83	9	4.11	3.98	14	4.86	2.82	6	6.67	3.08	7	5.86	2.54	26	6.23	2.45	21	4.52	2.73
Agricultural development*	26	8.38	1.92	40	8.90	1.58	7	5.57	2.07	6	7.83	0.41	24	6.96	1.88	9	7.78	2.44	20	7.45	2.26	6	8.17	3.54	10	7.90	1.73	29	8.07	2.15	23	7.52	2.00
Natural resource management*	27	8.15	2.18	37	7.43	2.26	7	2.71	2.21	7	7.14	1.95	23	4.48	3.33	9	4.44	4.36	20	6.50	2.82	5	8.00	2.92	8	6.63	2.62	28	6.96	2.65	22	5.14	3.54

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon? (1-Not effective at all, 10-Very effective)**

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	21	4.38	3.01	21	4.48	2.29	6	3.33	1.51	5	4.40	2.88	19	4.00	1.80	7	1.14	0.38	18	4.11	2.47	2	5.00	1.41	8	4.50	2.00	19	2.95	1.65	20	3.60	2.09
Information and communications technology*	20	5.65	2.50	21	5.90	1.79	7	5.14	2.27	3	5.00	2.00	21	5.38	1.91	7	3.00	1.29	17	4.41	1.94	3	5.33	2.31	9	5.78	1.99	18	3.56	1.58	22	5.64	1.50
Transport*	24	4.54	2.45	31	6.55	2.06	8	4.00	1.51	3	6.00	1.00	23	6.00	1.95	7	3.43	2.07	19	5.74	2.40	4	6.75	2.06	10	6.30	2.58	19	3.42	1.57	22	5.14	1.75
Crime and violence*	17	2.88	2.00	16	3.69	1.66	7	1.43	0.53	3	2.00	0.00	19	2.26	1.97	7	1.29	0.49	10	2.60	1.58	3	2.67	2.08	5	3.00	1.22	19	2.26	1.24	19	2.16	1.17
Law and justice*	16	3.75	2.29	15	4.73	2.25	7	3.43	1.40	5	4.20	2.59	20	3.05	1.47	7	2.29	1.11	13	3.38	1.98	4	5.25	1.50	7	4.57	0.98	19	2.89	1.66	18	3.28	1.41
Urban development*	22	4.86	2.57	23	6.00	2.11	8	5.25	2.05	4	5.25	2.22	22	5.59	1.56	7	3.43	1.72	17	5.18	2.56	4	6.00	2.31	7	6.14	1.57	18	3.22	1.59	21	4.57	1.75
Environmental sustainability*	23	6.04	2.20	24	6.17	2.18	8	4.75	2.76	5	6.40	2.61	22	5.41	1.87	7	2.57	1.51	17	5.29	3.04	4	5.25	1.89	7	6.57	1.99	20	3.95	2.28	20	5.40	1.60
Regulatory framework*	23	5.57	2.21	20	5.40	2.06	6	4.67	0.52	4	6.50	1.91	20	5.35	1.27	7	3.14	1.57	16	4.75	1.98	4	6.25	2.75	7	5.29	1.11	18	3.83	1.82	18	4.78	1.22
Communicable/non-communicable diseases*	19	4.47	2.52	19	5.84	1.83	7	5.71	2.06	2	3.50	2.12	21	5.71	1.52	7	3.57	1.72	15	5.27	2.12	3	6.00	1.00	7	6.14	0.90	19	3.89	2.28	20	5.40	2.14
Poverty reduction*	24	5.88	2.56	25	6.08	2.14	8	4.50	1.69	4	5.75	3.59	22	5.77	1.54	7	4.00	2.24	18	5.67	2.25	4	7.75	1.71	9	6.78	1.30	22	4.36	2.42	21	4.76	1.84
Gender equity*	17	3.76	2.68	16	5.13	2.16	7	2.14	1.95	2	3.00	1.41	20	2.30	1.87	7	2.00	1.15	14	3.64	1.98	4	6.50	3.70	6	3.83	1.47	19	3.11	1.85	19	2.58	1.46
Domestic private sector development*	22	5.00	1.98	23	5.65	2.31	6	4.00	1.67	5	6.40	1.52	22	5.14	1.86	7	3.57	2.15	18	4.61	2.00	3	6.33	1.53	8	5.13	1.25	18	3.78	2.07	21	4.14	1.74
Foreign direct investment*	19	5.63	2.39	19	5.74	1.59	6	4.33	0.82	2	6.50	2.12	20	4.55	1.43	7	2.71	1.38	12	5.00	2.30	3	6.00	1.00	5	4.60	1.67	18	3.50	1.50	19	4.32	1.73
Water and sanitation*	19	5.16	2.46	26	6.08	2.04	7	3.86	1.35	3	5.00	2.65	22	5.50	1.65	7	3.00	1.73	14	5.00	2.48	4	6.50	2.38	9	5.78	1.39	20	3.25	1.65	21	3.86	1.49
Trade and exports*	16	5.00	2.25	15	6.27	1.53	5	3.60	1.95	1	5.00		19	4.37	1.71	7	2.14	1.21	12	4.17	1.75	4	5.50	0.58	6	3.67	1.51	17	3.76	2.05	20	3.75	1.68
Economic growth*	22	5.86	2.34	20	6.65	1.76	6	4.50	2.07	4	7.50	0.58	22	5.59	1.18	6	3.83	1.94	18	5.17	2.04	4	6.75	1.50	8	6.25	1.04	19	4.32	2.36	21	4.71	1.55
Energy*	20	5.15	2.25	18	6.39	2.25	5	4.60	1.52	2	6.50	0.71	20	4.95	1.47	7	2.86	1.57	18	5.28	2.30	4	6.00	2.16	8	5.63	1.30	17	3.35	1.66	21	4.48	2.32
Disaster management	17	3.12	1.93	13	4.62	2.63	6	4.00	3.46	1	4.00		21	3.14	2.59	7	1.29	0.49	12	3.00	2.13	3	6.00	4.58	5	3.20	1.30	18	2.89	1.64	17	2.94	1.56
Public sector governance/reform*	24	5.71	2.39	28	6.39	2.08	8	6.25	1.75	5	6.80	2.28	23	5.52	1.47	7	3.57	1.81	18	5.17	2.23	5	6.80	2.39	9	5.44	1.51	22	4.50	2.69	20	4.65	1.84
Job creation/employment*	18	4.17	2.01	24	4.79	2.34	8	4.25	1.39	3	7.67	0.58	22	4.82	1.59	7	2.86	1.86	15	4.67	2.69	4	7.00	2.16	8	4.88	1.36	21	3.52	2.16	21	3.86	1.53
Financial markets*	17	4.71	2.42	14	6.43	2.10	5	4.80	0.84	1	8.00		21	4.57	1.36	7	3.43	1.90	9	3.67	2.55	4	6.00	2.16	2	4.00	1.41	16	3.69	1.82	19	3.53	1.47
Equality of opportunity*	15	3.53	2.53	11	5.18	2.60	6	2.67	1.86	2	3.50	0.71	20	1.90	1.41	7	1.71	1.11	14	2.79	1.93	4	6.50	3.79	2	4.50	0.71	19	3.32	1.67	19	2.95	1.58
Health*	22	5.09	2.69	28	5.75	2.08	8	5.88	1.81	3	4.67	0.58	23	6.00	2.00	7	3.57	2.44	16	5.75	2.62	3	5.67	0.58	8	6.13	0.83	22	3.95	2.01	21	5.19	2.32
Rural development*	21	4.43	2.23	26	6.04	2.42	7	4.86	0.69	3	5.00	2.65	23	5.65	2.06	7	3.00	2.00	18	4.72	1.84	4	4.25	2.06	8	5.75	1.58	20	3.35	1.69	22	4.14	1.96
Global/regional integration	19	5.89	2.16	18	5.61	1.20	7	5.71	2.14	1	7.00		21	4.81	2.02	7	3.29	1.70	15	5.07	2.28	3	7.33	1.15	7	5.14	0.90	19	4.63	2.56	21	4.52	1.99
Food security*	20	4.20	1.85	22	5.18	2.06	7	4.29	1.70	2	6.00	2.83	21	5.76	2.05	7	3.43	1.99	16	4.31	2.02	4	5.50	1.91	6	5.33	1.37	20	3.45	2.01	21	3.62	1.72
Education*	23	6.00	2.22	24	6.04	2.16	7	5.57	0.98	4	6.75	1.89	21	6.00	1.90	6	4.33	2.42	18	6.17	2.81	3	8.00	1.00	9	6.33	2.24	23	3.91	1.98	21	5.38	2.06
Social protection	18	4.28	2.40	16	4.56	2.03	7	5.29	2.36	4	4.75	1.71	22	5.14	2.23	7	3.14	1.77	14	5.00	2.35	4	6.25	2.63	6	5.83	2.04	16	3.06	1.53	21	4.19	2.38
Climate change*	22	5.27	2.80	17	5.06	1.75	5	2.80	1.79	2	5.00	1.41	22	2.82	2.22	7	1.71	1.25	13	3.69	2.25	3	4.33	3.06	4	3.25	1.50	19	3.74	2.10	19	3.21	2.02
Agricultural development*	22	4.14	2.40	23	5.52	2.23	7	5.14	2.27	3	5.33	2.52	23	5.17	1.72	7	2.71	1.38	18	4.94	2.31	4	4.25	2.63	9	5.44	1.74	22	3.41	2.09	22	3.55	1.63
Natural resource management*	24	5.29	2.54	18	6.06	2.34	6	2.50	1.97	2	7.50	0.71	22	2.64	2.26	7	1.29	0.49	16	4.31	3.09	3	3.00	3.46	3	2.00	1.00	20	2.95	1.64	21	3.38	2.25

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)**Where are the World Bank Group's decisions made primarily that support the program in Gabon? (Select only ONE response)**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
At the Headquarters (in Washington D.C.)	79.3%	50.0%	55.6%	50.0%	80.0%	88.9%	52.2%	77.8%	81.8%	63.6%	79.2%
In the country	6.9%	11.9%	0.0%	25.0%	12.0%	11.1%	17.4%	22.2%	9.1%	3.0%	4.2%
Don't know	13.8%	38.1%	44.4%	25.0%	8.0%	0.0%	30.4%	0.0%	9.1%	33.3%	16.7%

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Gabon?*	27	5.41	2.02	32	5.88	1.10	7	6.43	1.72	5	5.40	1.14	22	5.36	1.73	8	4.50	2.07	19	4.53	1.71	6	7.00	2.10	10	5.40	1.26	23	3.74	1.54	20	4.40	1.67

(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 Group in Gabon? (1-Strongly disagree, 10-Strongly agree)

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Gabon*	27	6.19	2.59	39	5.56	2.16	7	5.71	2.36	6	5.50	1.52	25	5.32	2.25	8	3.13	1.73	18	4.89	2.25	5	7.20	2.39	11	6.18	1.72	26	3.96	2.07	21	4.62	1.96
The World Bank Group meets Gabon's needs for knowledge services*	25	5.76	2.35	38	4.76	1.82	7	5.57	2.44	7	5.86	1.21	24	4.75	1.82	8	3.25	1.49	19	5.21	2.68	5	7.00	3.32	10	5.20	2.10	25	3.64	1.80	20	4.60	1.54

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Gabon received value for money from the World Bank Group's fee-based products/services?*	22	5.82	2.13	30	4.67	1.65	5	5.60	1.14	3	5.00	1.00	21	5.05	1.24	9	4.56	1.59	19	5.00	1.76	5	5.60	2.30	10	5.10	1.37	19	3.53	1.87	17	4.71	1.72
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Gabon?	19	6.58	2.09	24	6.04	2.33	7	6.00	1.91	2	4.50	3.54	21	5.43	1.54	8	5.63	2.33	17	5.41	2.21	5	7.00	2.92	8	5.88	1.13	22	4.77	2.51	15	4.53	1.13

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

D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Weekly	24.1%	7.1%	0.0%	0.0%	0.0%	0.0%	4.3%	11.1%	9.1%	3.0%	0.0%
Monthly	10.3%	16.7%	0.0%	0.0%	20.0%	22.2%	21.7%	22.2%	0.0%	3.0%	12.5%
A few times a year	34.5%	45.2%	66.7%	62.5%	60.0%	55.6%	39.1%	33.3%	45.5%	48.5%	50.0%
Rarely	27.6%	23.8%	22.2%	37.5%	20.0%	22.2%	26.1%	0.0%	45.5%	27.3%	25.0%
Never	3.4%	7.1%	11.1%	0.0%	0.0%	0.0%	8.7%	33.3%	0.0%	18.2%	12.5%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	29	6.45	1.76	33	7.61	1.69	8	5.50	0.76	7	7.00	1.00	21	6.14	1.46	9	5.33	2.35	17	6.35	2.26	4	6.75	2.50	10	6.40	1.71	27	5.41	2.52	20	6.20	1.47
Include appropriate level of stakeholder involvement during preparation*	26	6.35	2.19	33	6.03	1.98	7	5.14	1.46	6	5.33	0.82	21	5.14	2.03	9	4.11	1.76	20	5.40	2.19	4	6.50	1.29	9	5.11	1.17	21	3.86	1.31	20	5.35	1.42
Are relevant to Gabon's development priorities*	28	6.39	2.11	38	7.05	1.71	8	5.00	1.07	7	7.29	1.11	24	5.79	2.21	9	3.44	2.07	21	5.90	2.53	4	7.00	2.45	11	6.91	2.30	27	4.96	2.34	21	5.71	1.95
Lead to practical solutions*	26	5.81	2.14	39	6.33	2.09	9	5.33	2.00	4	6.50	1.29	22	4.95	1.96	9	3.22	1.99	20	5.60	2.14	4	8.50	1.91	10	5.90	1.97	24	4.38	1.76	19	5.37	1.89
Are accessible (well written and easy to understand)*	26	6.27	2.16	37	5.97	1.79	8	4.75	0.89	5	5.20	1.30	21	4.86	1.68	9	3.56	2.13	19	5.42	2.14	3	5.00	1.73	10	5.60	2.01	24	4.75	2.35	20	5.25	1.16
Are source of relevant information on global good practices*	26	6.77	1.56	35	7.57	1.70	8	4.88	1.25	6	7.33	1.51	22	5.68	2.17	9	3.56	1.81	19	5.84	2.22	3	7.33	3.06	10	6.10	2.42	26	6.00	2.71	22	6.00	2.14
Enhance your knowledge and/or skills*	28	7.11	1.64	38	7.42	2.04	8	5.25	1.28	6	5.33	3.20	23	6.04	2.08	9	3.56	2.07	21	5.67	1.98	3	7.67	2.52	10	6.60	1.96	25	5.24	2.35	22	6.23	2.05
Are adequately disseminated*	26	5.92	2.62	38	4.76	2.11	7	4.29	1.11	6	4.83	1.60	22	5.14	2.19	9	3.00	2.29	21	4.38	2.11	4	3.75	2.22	10	4.20	1.48	25	3.76	2.15	22	4.77	1.41
Are translated enough into local language	27	4.70	2.52	34	3.97	2.60	7	4.86	0.90	4	4.25	3.30	20	4.90	2.34	9	3.56	2.19	20	4.20	2.53	4	3.50	1.91	8	5.00	2.00	27	4.96	3.01	20	5.15	2.37
Are adaptable to Gabon's specific development challenges and country circumstances*	28	6.11	1.89	39	6.54	1.89	9	5.67	1.87	6	7.00	1.10	23	5.39	1.85	9	3.44	2.30	19	5.11	2.26	3	7.33	3.06	10	6.50	2.07	27	5.67	2.67	21	5.19	1.66

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	26	6.35	2.04	33	6.67	1.88	9	6.33	1.58	4	6.00	1.15	25	6.08	1.80	9	4.56	1.88	21	5.81	2.20	6	8.50	1.76	11	6.55	1.69	25	4.76	2.18	21	5.29	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	26	6.85	1.89	37	6.81	1.58	8	5.38	2.07	7	6.86	0.90	24	6.00	1.64	9	4.44	2.24	21	5.86	2.15	6	5.67	3.08	11	6.55	1.75	26	5.00	2.45	20	5.90	1.41

(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 Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Gabon's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization*	24	6.42	1.95	36	6.08	2.02	7	5.29	1.25	6	6.67	1.03	22	5.50	1.47	7	4.14	2.12	18	5.50	2.57	4	8.00	1.41	10	6.60	1.90	25	4.84	2.54	20	4.80	1.82
Design*	25	6.60	2.29	37	6.51	1.68	7	4.86	0.69	4	6.75	0.96	25	5.92	2.02	7	4.00	2.08	18	5.22	2.37	4	8.25	1.71	11	6.45	2.16	25	5.00	2.42	19	4.95	1.81
Implementation*	26	6.04	1.82	36	6.44	1.54	9	6.22	1.79	4	6.00	1.41	23	5.30	1.64	7	3.86	1.86	18	5.00	2.43	5	7.80	1.30	10	5.50	1.08	24	4.42	2.08	20	5.60	1.96
Evaluation*	24	6.33	2.01	39	6.44	1.83	7	5.14	1.07	4	5.25	2.22	23	5.52	1.73	7	4.14	1.95	18	5.44	2.43	4	8.25	1.71	10	5.90	1.79	22	3.95	2.28	18	5.00	1.61

*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	27	4.78	2.61	33	3.42	1.94	8	2.25	2.05	4	5.25	2.22	22	2.82	1.56	9	1.44	0.88	15	2.67	1.99	5	2.60	3.58	8	2.75	1.49	21	3.10	2.39	19	3.21	1.90
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	28	6.96	2.17	37	6.32	2.26	6	4.17	2.79	5	7.00	1.58	25	4.92	1.73	9	3.22	1.86	20	5.00	2.53	6	7.33	2.73	11	6.36	1.96	27	4.85	2.97	21	5.86	2.15
The World Bank Group's approvals and reviews are done in a timely fashion*	27	5.41	2.34	33	5.42	1.44	8	3.75	1.91	3	6.00	2.65	24	4.50	1.74	9	2.78	1.72	16	3.81	1.83	5	6.00	2.92	9	4.44	1.13	22	3.86	2.53	18	4.89	1.28
The World Bank Group's "Safeguard Policy" requirements are reasonable*	21	6.38	1.75	22	5.82	1.74	9	5.33	2.06	2	8.00	0.00	23	4.57	1.50	9	3.00	1.66	14	5.07	2.46	3	7.00	2.00	8	5.38	1.19	20	4.30	2.74	19	4.68	1.73
The World Bank Group's conditions on its lending are reasonable*	23	6.30	2.44	30	5.33	1.54	9	4.00	2.00	5	6.80	1.30	24	4.33	1.83	9	3.00	1.50	15	4.87	2.33	4	6.25	2.87	7	4.71	0.95	20	4.10	3.09	19	4.42	1.64
The World Bank Group takes decisions quickly in Gabon*	27	5.96	2.47	23	4.70	2.16	7	3.43	1.99	2	6.00	1.41	22	4.09	1.90	9	2.56	2.01	16	4.00	2.03	4	5.75	2.99	8	4.25	1.04	19	2.95	2.39	21	3.81	2.04
Working with the World Bank Group increases Gabon's institutional capacity*	27	6.44	2.33	38	6.26	2.21	9	5.78	2.33	5	7.00	1.58	23	4.91	1.83	9	3.56	1.67	18	5.39	2.55	5	6.00	2.92	10	6.20	1.81	26	4.31	2.49	22	4.95	1.84
The World Bank Group ensures consistency and continuity through staff changes*	22	5.77	2.71	24	4.92	2.17	9	5.22	2.05				20	4.90	1.80	9	3.11	1.45	17	4.24	1.82	3	5.67	3.06	8	4.88	0.99	18	3.50	1.76	19	4.58	1.92
Where country systems are adequate, the World Bank Group makes appropriate use of them*	24	6.92	2.55	27	7.15	1.90	8	5.50	2.45	4	7.75	0.50	22	4.91	1.82	7	3.29	1.70	15	5.07	2.74	2	7.00	4.24	7	5.71	1.25	20	5.15	2.54	19	5.11	1.73
The World Bank Group provides effective implementation support*	25	7.12	2.24	36	6.69	1.65	9	4.78	2.54	5	7.20	0.84	22	4.95	1.86	7	3.43	1.81	17	5.59	2.81	5	7.40	3.58	8	6.00	1.77	21	4.62	2.82	20	5.15	2.18

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)**Which of the following best describes the way the World Bank Group operates in Gabon? (Select only ONE response)***

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
The World Bank Group takes too much risk in Gabon	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	4.8%	11.1%	0.0%	3.1%	0.0%
The World Bank Group does not take enough risk in Gabon	74.1%	63.9%	71.4%	25.0%	77.3%	77.8%	76.2%	66.7%	60.0%	53.1%	77.3%
The World Bank Group's approach to risk is appropriate	11.1%	8.3%	14.3%	50.0%	13.6%	0.0%	4.8%	11.1%	20.0%	9.4%	13.6%
Don't know	14.8%	27.8%	14.3%	25.0%	9.1%	0.0%	14.3%	11.1%	20.0%	34.4%	9.1%

Significantly different between stakeholder groups*F. The Future Role of the World Bank Group in Gabon****Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Provide more adequate data/knowledge/statistics/figures on Gabon's economy*	13.8%	46.3%	44.4%	37.5%	56.0%	22.2%	47.8%	66.7%	18.2%	36.4%	25.0%
Collaborate more effectively with Government clients	10.3%	17.1%	33.3%	25.0%	36.0%	22.2%	17.4%	11.1%	18.2%	3.0%	12.5%
Offer more innovative financial products	27.6%	24.4%	0.0%	0.0%	12.0%	11.1%	8.7%	11.1%	0.0%	6.1%	16.7%
Improve the competitiveness of its financing compared to markets	13.8%	12.2%	0.0%	0.0%	8.0%	11.1%	4.3%	22.2%	9.1%	3.0%	8.3%
Reach out more to groups outside of Government*	27.6%	31.7%	33.3%	12.5%	28.0%	66.7%	65.2%	33.3%	45.5%	66.7%	45.8%
Improve the quality of its experts as related to Gabon's specific challenges	24.1%	29.3%	11.1%	0.0%	12.0%	22.2%	4.3%	11.1%	18.2%	15.2%	12.5%
Offer more innovative knowledge services	10.3%	2.4%	0.0%	12.5%	4.0%	0.0%	4.3%	11.1%	9.1%	6.1%	0.0%
Ensure greater selectivity in its work	10.3%	2.4%	11.1%	0.0%	12.0%	0.0%	13.0%	0.0%	9.1%	6.1%	8.3%
Increase the level of capacity development in the country*	20.7%	29.3%	22.2%	87.5%	16.0%	0.0%	4.3%	0.0%	18.2%	18.2%	16.7%
Reduce the complexity of obtaining World Bank Group financing*	31.0%	0.0%	0.0%	25.0%	12.0%	22.2%	4.3%	33.3%	36.4%	24.2%	33.3%
Increase availability of Fee-Based services*	0.0%	0.0%	33.3%	0.0%	4.0%	11.1%	4.3%	0.0%	9.1%	6.1%	0.0%
Work faster	3.4%	2.4%	11.1%	0.0%	0.0%	0.0%	13.0%	0.0%	9.1%	3.0%	16.7%
Other	6.9%	0.0%	0.0%	0.0%	0.0%	11.1%	4.3%	0.0%	0.0%	6.1%	0.0%

**Significantly different between stakeholder groups*

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

When considering the combination of services that the World Bank Group offers in Gabon, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Gabon? (Select only ONE response)*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Financial services	27.6%	31.7%	62.5%	25.0%	25.0%	33.3%	30.4%	33.3%	27.3%	18.8%	37.5%
Knowledge products	27.6%	17.1%	0.0%	25.0%	16.7%	11.1%	13.0%	22.2%	27.3%	31.3%	20.8%
Convening services	17.2%	9.8%	37.5%	0.0%	50.0%	33.3%	21.7%	22.2%	36.4%	3.1%	20.8%
None of the above	3.4%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	12.5%	0.0%
The combination is appropriate for Gabon	24.1%	39.0%	0.0%	37.5%	4.2%	11.1%	34.8%	0.0%	9.1%	31.3%	16.7%
Don't know	0.0%	2.4%	0.0%	12.5%	4.2%	0.0%	0.0%	22.2%	0.0%	3.1%	4.2%

*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 Gabon? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Local newspapers*	34.5%	47.6%	44.4%	50.0%	76.0%	77.8%	68.2%	66.7%	63.6%	18.8%	54.2%
International newspapers	37.9%	23.8%	22.2%	50.0%	24.0%	11.1%	13.6%	22.2%	18.2%	43.8%	33.3%
Local radio	0.0%	2.4%	11.1%	12.5%	0.0%	0.0%	9.1%	0.0%	18.2%	0.0%	8.3%
International radio	3.4%	9.5%	0.0%	0.0%	4.0%	22.2%	0.0%	0.0%	18.2%	6.3%	4.2%
Local television*	13.8%	11.9%	44.4%	0.0%	40.0%	22.2%	27.3%	0.0%	27.3%	18.8%	41.7%
International television	13.8%	21.4%	11.1%	0.0%	16.0%	33.3%	13.6%	22.2%	9.1%	21.9%	16.7%
Periodicals*	27.6%	14.3%	0.0%	12.5%	8.0%	0.0%	0.0%	0.0%	0.0%	6.3%	4.2%
Internet	55.2%	57.1%	44.4%	75.0%	32.0%	33.3%	40.9%	66.7%	36.4%	53.1%	33.3%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	9.4%	0.0%
Blogs	0.0%	2.4%	11.1%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Mobile phones	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	10.3%	2.4%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	9.1%	15.6%	4.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Blogs*	0.0%	0.0%	33.3%	0.0%	4.0%	22.2%	9.1%	22.2%	0.0%	0.0%	4.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	24.1%	16.7%	33.3%	42.9%	56.0%	33.3%	50.0%	44.4%	27.3%	24.2%	41.7%
e-Newsletters	44.8%	47.6%	0.0%	28.6%	20.0%	11.1%	18.2%	22.2%	36.4%	36.4%	37.5%
Instant messaging	10.3%	7.1%	11.1%	14.3%	4.0%	11.1%	4.5%	11.1%	0.0%	3.0%	4.2%
World Bank Group's seminars/workshops/conferences	37.9%	47.6%	55.6%	0.0%	68.0%	44.4%	27.3%	33.3%	36.4%	42.4%	45.8%
World Bank Group's publications and other written materials	44.8%	38.1%	22.2%	28.6%	32.0%	33.3%	31.8%	11.1%	72.7%	54.5%	45.8%
Mobile phones	3.4%	7.1%	11.1%	0.0%	4.0%	22.2%	0.0%	0.0%	0.0%	3.0%	0.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	3.4%	0.0%	11.1%	0.0%	8.0%	0.0%	13.6%	22.2%	0.0%	12.1%	0.0%
World Bank Group's website*	20.7%	31.0%	22.2%	71.4%	0.0%	22.2%	31.8%	11.1%	27.3%	21.2%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Yes	34.5%	12.2%	11.1%	25.0%	52.0%	11.1%	26.1%	12.5%	9.1%	21.2%	26.1%
No	65.5%	87.8%	88.9%	75.0%	48.0%	88.9%	73.9%	87.5%	90.9%	78.8%	73.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Yes	41.4%	2.4%	25.0%	25.0%	44.0%	33.3%	43.5%	22.2%	40.0%	18.8%	34.8%
No	58.6%	97.6%	75.0%	75.0%	56.0%	66.7%	56.5%	77.8%	60.0%	81.3%	65.2%

*Significantly different between stakeholder groups

Were you able to obtain this information?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Private Founda- tion	CSO	Media	Indepen- dent Govt. Institution	Academia	Other
Yes	85.7%	12.5%	66.7%	100.0%	84.6%	100.0%	61.5%	50.0%	100.0%	30.8%	70.0%
No	14.3%	87.5%	33.3%	0.0%	15.4%	0.0%	38.5%	50.0%	0.0%	69.2%	30.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)**Do you have access to the Internet?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Yes	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	86.4%	100.0%	100.0%	96.9%	100.0%
No	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	3.1%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Yes	71.4%	39.0%	66.7%	75.0%	68.0%	66.7%	65.2%	44.4%	72.7%	53.1%	62.5%
No	28.6%	61.0%	33.3%	25.0%	32.0%	33.3%	34.8%	55.6%	27.3%	46.9%	37.5%

Which do you primarily use?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
The World Bank Group's country website	46.2%	65.5%	85.7%	16.7%	81.0%	83.3%	76.5%	60.0%	66.7%	43.5%	66.7%
The World Bank Group's main website	53.8%	34.5%	14.3%	83.3%	19.0%	16.7%	23.5%	40.0%	33.3%	56.5%	33.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
High speed	70.4%	83.8%	66.7%	100.0%	87.5%	85.7%	70.6%	50.0%	77.8%	65.2%	81.0%
Dial-up	29.6%	16.2%	33.3%	0.0%	12.5%	14.3%	29.4%	50.0%	22.2%	34.8%	19.0%

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

	Office of President/Prime Minister/Minister			Employee of Ministry			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	27	5.67	2.88	35	4.86	2.63	8	4.88	2.47	7	4.57	2.23	22	4.91	1.95	8	4.13	1.81	20	5.35	2.72	4	7.50	1.91	10	6.00	1.49	31	3.19	2.04	21	4.48	1.83
I find the World Bank Group's websites easy to navigate*	20	6.65	2.83	21	7.57	1.99	6	4.50	1.87	6	6.17	1.17	18	5.17	1.25	6	4.33	1.75	16	5.25	2.08	5	8.00	1.58	8	6.75	1.98	19	4.68	2.00	16	5.94	1.24
I find the information on the World Bank Group's websites useful*	21	7.43	2.38	24	7.50	1.96	6	6.00	2.10	6	7.17	0.41	18	5.39	1.38	6	4.17	1.72	17	5.65	1.97	4	8.25	1.71	8	7.50	1.93	18	6.11	2.40	17	5.59	1.18
The World Bank Group's social media channels are valuable sources of information about the institution	15	5.80	3.00	21	6.76	2.77	8	5.88	2.10	2	4.00	1.41	14	4.64	0.74	6	4.83	2.14	14	5.93	2.84	2	8.00	2.83	5	6.60	2.19	18	5.33	2.66	15	6.13	2.10
When I need information from the World Bank Group I know how to find it*	24	7.54	2.57	30	5.47	2.91	7	5.86	1.86	7	5.86	1.86	20	5.55	1.73	7	4.29	2.14	19	5.26	2.90	4	8.00	2.31	9	6.67	2.24	22	3.91	2.39	21	4.90	2.19
The World Bank Group is responsive to my information requests and inquiries*	21	7.10	2.57	23	4.87	2.97	7	4.71	1.70	6	6.50	2.26	21	5.81	1.99	6	4.17	1.72	19	5.58	2.80	2	8.00	2.83	7	6.57	1.72	16	4.56	2.19	18	4.78	1.80

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Yes	69.0%	42.9%	22.2%	62.5%	60.0%	0.0%	17.4%	44.4%	72.7%	18.2%	37.5%
No	31.0%	57.1%	77.8%	37.5%	40.0%	100.0%	82.6%	55.6%	27.3%	81.8%	62.5%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Gabon? (Select all that apply)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
The World Bank (IBRD)*	75.0%	56.1%	20.0%	71.4%	23.8%	0.0%	17.6%	44.4%	54.5%	23.3%	50.0%
The International Finance Corporation (IFC)*	28.6%	4.9%	0.0%	28.6%	47.6%	0.0%	5.9%	11.1%	18.2%	6.7%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	7.1%	2.4%	0.0%	14.3%	4.8%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
None*	25.0%	41.5%	80.0%	28.6%	33.3%	100.0%	76.5%	55.6%	27.3%	76.7%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation	CSO	Media	Independent Govt. Institution	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	17.2%	21.4%	87.5%	25.0%	24.0%	100.0%	57.1%	100.0%	9.1%	46.7%	25.0%
Use World Bank Group reports/data*	31.0%	38.1%	12.5%	50.0%	52.0%	11.1%	19.0%	0.0%	36.4%	60.0%	45.8%
Engage in World Bank Group related/sponsored events/activities*	24.1%	21.4%	50.0%	12.5%	52.0%	33.3%	33.3%	22.2%	54.5%	6.7%	37.5%
Collaborate as part of my professional duties*	82.8%	57.1%	12.5%	75.0%	32.0%	0.0%	14.3%	11.1%	36.4%	10.0%	33.3%
Use World Bank Group website for information, data, research, etc.*	10.3%	19.0%	0.0%	0.0%	0.0%	22.2%	23.8%	44.4%	0.0%	20.0%	16.7%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Year¹

FY '05 Response Number = 181 • FY '11 Response Number = 116 • FY '14 Response Number = 222

B. Overall Attitudes toward the World Bank Group

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Gabon?	174	5.57	2.42	112	5.04	2.21	222	5.39	2.29

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

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.	153	5.91	2.45	106	5.04	1.89	191	5.43	2.00

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

To what extent do you agree with the following statements about the World Bank Group's work in Gabon?

(1-Strongly disagree, 10-Strongly agree)

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Gabon	167	5.95	2.75	103	5.53	2.28	192	5.85	2.39
The World Bank Group's work is aligned with what I consider the development priorities for Gabon	160	5.65	3.02	100	5.23	2.22	182	5.62	2.32
The World Bank Group supports programs and strategies that are realistic for Gabon	161	5.80	2.95	100	5.53	2.21	180	6.02	2.32
The World Bank Group treats clients and stakeholders in Gabon with respect	139	6.53	2.58	98	5.96	2.35	152	6.04	2.37

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

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

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances) [^]	113	5.45	2.58	63	4.94	2.32	158	4.77	1.86
Staff accessibility	144	5.42	2.36	97	5.82	2.41	172	5.52	2.33
Straightforwardness and honesty ^{**}	133	6.97	2.33	88	6.88	2.47	168	5.99	2.33

[^]Significantly different between FY14 and FY05 country surveys; ^{**}Significantly different between FY14 and FY11 country surveys

¹ Only those questions that were asked in the FY '05, FY11, and FY '14 country surveys, with similar response scales/options, are presented.

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Gabon? (1-Not important at all, 10-Very important)

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption [^]	151	8.17	2.63	91	7.27	2.68	198	7.10	2.74
Information and communications technology [^]	146	7.77	2.39	83	7.04	2.77	199	7.15	2.14
Transport	151	7.87	2.60	91	7.92	2.15	208	7.99	1.77
Urban development [^]	156	8.05	2.48	91	6.80	2.88	195	7.22	1.98
Poverty reduction*	170	8.16	2.47	89	7.56	2.62	200	8.23	1.79
Domestic private sector development	155	7.94	2.22	88	7.65	2.39	193	7.50	1.95
Economic growth	154	7.90	2.25	89	7.46	2.30	201	7.76	1.89
Energy [^]	148	8.01	2.37	87	6.91	2.66	189	7.35	2.24
Public sector governance/reform*	149	7.39	2.45	88	7.08	2.53	206	7.83	2.08
Health [^]	152	8.58	2.38	89	7.40	2.56	193	7.94	1.99
Education*	149	8.73	2.11	88	7.35	2.62	193	8.31	1.81
Social protection	151	7.39	2.78	87	6.78	2.85	191	7.06	2.24
Climate change*				85	7.21	2.69	179	5.61	2.86
Agricultural development	155	7.98	2.68	89	7.39	2.66	200	7.91	2.08
Natural resource management ^{^*}	151	8.23	2.35	93	7.55	2.32	193	6.41	3.09

[^]Significantly different between FY14 and FY05 country surveys; *Significantly different between FY14 and FY11 country surveys

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

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	142	4.18	2.55	82	4.09	2.32	146	3.84	2.27
Information and communications technology*	129	5.24	2.68	77	4.16	2.09	148	5.09	2.04
Transport [^]	141	4.62	2.71	80	5.09	2.40	170	5.30	2.28
Urban development*	148	4.85	2.65	83	4.35	2.33	153	4.99	2.17
Poverty reduction*	163	5.47	2.33	90	4.54	2.37	164	5.47	2.23
Domestic private sector development [^]	142	5.79	2.66	81	4.47	2.13	153	4.78	2.03
Economic growth*	146	5.65	2.27	84	4.38	1.86	150	5.44	2.00
Energy*	130	5.07	2.57	81	4.27	1.97	140	4.91	2.16
Public sector governance/reform*	138	5.57	2.32	77	4.53	2.09	169	5.44	2.19
Health ^{^*}	140	5.90	2.43	83	4.41	2.02	161	5.29	2.25
Education*	137	6.04	2.51	80	4.61	2.10	159	5.64	2.25
Social protection	134	4.19	2.21	79	3.91	1.90	135	4.50	2.25
Climate change				84	4.38	2.05	133	3.80	2.34
Agricultural development	145	4.68	2.68	79	4.06	2.12	160	4.48	2.18
Natural resource management ^{^*}	144	5.63	2.52	83	4.87	2.16	142	3.85	2.64

[^]Significantly different between FY14 and FY05 country surveys; *Significantly different between FY14 and FY11 country surveys

D. The World Bank Group's Knowledge Work and Activities

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

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

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Gabon's specific development challenges and country circumstances	144	5.61	2.25	91	5.45	1.96	194	5.77	2.15

E. Working with the World Bank Group

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

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly [*]	113	5.38	2.95	57	4.82	2.12	171	3.26	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports [^]	114	7.28	2.10	61	6.44	2.18	195	5.69	2.47
The World Bank Group's conditions on its lending are reasonable [^]	136	5.62	3.07	95	5.27	2.32	165	4.87	2.22
Working with the World Bank Group increases Gabon's institutional capacity [^]	114	6.82	2.45	60	5.53	2.24	192	5.49	2.31

[^]Significantly different between FY14 and FY05 country surveys; ^{*}Significantly different between FY14 and FY11 country surveys

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY 2005	FY 2011	FY 2014
Yes		99.1%	97.7%
No		0.9%	2.3%

Do you use/have used the World Bank Group website?[^]

Percentage of Respondents	FY 2005	FY 2011	FY 2014
Yes	35.2%	56.6%	59.4%
No	64.8%	43.4%	40.6%

[^]Significantly different between FY14 and FY05 country surveys

Which do you primarily use?[^]

Percentage of Respondents	FY 2005	FY 2011	FY 2014
The World Bank Group's country website	37.9%	45.0%	62.4%
The World Bank Group's main website	62.1%	55.0%	37.6%

[^]Significantly different between FY14 and FY05 country surveys

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

	FY 2005			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate [*]				52	7.08	2.15	141	5.94	2.18
I find the information on the World Bank Group's websites useful [*]				53	7.87	1.72	145	6.42	2.10
When I need information from the World Bank Group I know how to find it [*]				71	6.96	2.49	170	5.58	2.62
The World Bank Group is responsive to my information requests and inquiries [*]				58	6.50	2.37	146	5.53	2.47

^{*}Significantly different between FY14 and FY11 country surveys

Appendix D: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the WBG in Gabon? (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 Group's effectiveness in Gabon.	4.76	6.33	5.58	5.12	5.41	5.44	5.25	5.81	5.08	6.00	5.46	5.21
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?	5.49	6.91	6.23	5.93	6.29	5.87	6.07	6.27	5.59	6.97	6.16	5.96
Overall the World Bank Group currently plays a relevant role in development in Gabon	4.97	6.90	5.99	5.42	5.97	5.58	5.78	5.88	5.32	6.54	5.88	5.45
The World Bank Group's work is aligned with what I consider the development priorities for Gabon	5.05	6.30	5.88	5.17	5.72	5.51	5.54	5.88	5.36	6.10	5.66	5.56
Responsiveness	4.44	5.63	5.15	4.65	4.82	5.22	4.82	5.30	4.69	5.40	5.08	4.29
Flexibility (in terms of the World Bank Group's products and services)	4.42	5.51	5.19	4.39	4.78	5.15	4.84	5.08	4.57	5.42	5.04	4.18
Flexibility (in terms of changing country circumstances)	4.20	5.47	4.97	4.25	4.63	4.86	4.73	4.69	4.36	5.28	4.83	3.95
Being inclusive	4.84	6.16	5.85	4.56	5.49	5.29	5.62	4.95	4.83	6.30	5.23	6.32
Openness	5.14	6.43	6.08	4.95	5.51	6.00	5.71	5.71	5.20	6.47	5.70	5.76
Staff accessibility	4.79	6.45	5.98	4.63	5.50	5.55	5.27	6.04	4.96	6.35	5.53	5.46
Straightforwardness and honesty	5.38	6.75	6.25	5.47	5.89	6.20	5.94	6.16	5.61	6.58	6.04	5.83
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.70	6.16	5.58	4.86	5.32	5.39	5.20	5.65	4.96	5.94	5.46	4.65
Collaboration with groups outside of the Government	4.47	6.03	5.47	4.45	5.27	4.85	4.96	5.46	4.67	5.87	5.19	4.76
Collaboration with the Government	6.54	7.69	7.33	6.52	7.23	6.79	7.18	6.79	6.54	7.89	6.97	7.52
Collaboration with other donors	5.35	6.31	5.90	5.51	5.95	5.50	6.00	5.28	5.21	6.72	5.59	6.75
The speed in which it gets things accomplished on the ground	4.79	5.68	5.27	5.02	5.31	4.96	5.23	5.08	4.78	5.79	5.25	4.84
Being a long-term partner	6.62	7.43	7.35	6.33	7.19	6.69	7.18	6.56	6.42	7.83	6.82	7.88
To what extent does the World Bank Group's work help to achieve development results in Gabon?	4.77	5.55	5.16	5.03	5.18	5.01	4.97	5.40	4.88	5.52	5.15	4.88
The World Bank Group's financial instruments meet the needs of Gabon	4.70	5.86	5.36	4.79	5.33	4.89	5.13	5.22	4.68	5.93	5.18	5.04
The World Bank Group meets Gabon's needs for knowledge services	4.39	5.48	5.08	4.33	4.84	4.77	4.78	4.87	4.49	5.37	4.80	4.89
The WBG's knowledge work and activities are adaptable to Gabon's specific development challenges and country circumstances	5.39	6.29	5.95	5.28	5.64	5.87	5.84	5.47	5.32	6.38	5.69	5.97
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.55	6.52	5.90	5.91	6.08	5.62	5.96	5.79	5.65	6.33	5.87	6.11
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5.74	6.47	6.32	5.61	6.07	6.08	6.26	5.68	5.56	6.90	6.01	6.45
The World Bank Group takes decisions quickly in Gabon	3.51	5.31	4.79	3.42	4.22	4.44	4.37	4.16	3.73	5.28	4.28	4.46
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.25	6.39	6.12	4.90	5.79	5.63	5.77	5.63	5.13	6.62	5.63	6.35

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Indicator Questions by Stakeholder Groups

Indicator Question	Office of President/ Prime Minister/ Minister			Employee of Ministry			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			Private Foundation			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Gabon.*	28	5.82	2.25	34	5.79	1.49	7	6.14	1.07	4	6.75	1.50	25	6.00	1.58	9	4.89	1.90	21	5.10	2.10	7	6.43	2.51	9	5.89	1.45	27	3.78	2.08	20	5.35	2.01
To what extent do you believe the World Bank Group's staff is well prepared to help Gabon solve its most complicated development challenges?*	27	6.78	2.15	29	6.66	2.14	9	5.67	2.29	6	7.17	1.60	23	6.30	1.94	8	4.75	1.83	19	6.26	2.21	5	8.40	1.34	10	6.30	1.89	22	4.59	2.46	20	5.60	1.88
Overall the World Bank Group currently plays a relevant role in development in Gabon*	28	6.50	2.59	37	6.62	2.05	7	6.14	2.12	6	6.50	1.64	22	6.27	1.49	8	4.00	2.00	20	5.15	2.58	7	7.00	2.83	9	6.56	1.94	26	4.62	2.91	22	5.18	1.99
The World Bank Group's work is aligned with what I consider the development priorities for Gabon*	27	6.15	2.38	29	6.21	2.04	6	5.33	1.97	5	7.80	1.10	24	5.50	1.56	8	3.50	2.20	21	4.95	2.42	6	6.67	3.27	9	6.56	1.81	25	4.64	2.87	22	5.77	1.93
Responsiveness	26	5.62	2.17	31	4.84	2.15	7	5.00	1.00	2	6.50	0.71	22	5.50	1.57	8	3.88	2.30	15	4.73	1.98	4	5.25	2.99	8	5.50	1.51	18	3.78	2.41	14	5.07	1.44
Flexibility (in terms of the World Bank Group's products and services)*	28	5.50	2.08	29	5.14	1.62	7	4.71	1.50	4	6.25	1.26	21	4.86	1.11	8	3.38	1.77	16	5.13	2.13	3	4.33	2.52	8	5.63	0.92	20	4.00	2.00	14	4.79	1.42
Flexibility (in terms of changing country circumstances)*	26	5.38	2.25	30	4.97	1.47	8	5.50	2.07	4	6.75	1.50	22	4.73	0.98	8	3.13	1.46	17	4.47	2.27	3	4.00	2.65	8	5.63	1.30	20	3.85	2.06	12	4.50	1.17
Being inclusive*	20	6.85	2.03	26	6.12	1.84	5	5.00	1.22	3	7.33	1.15	18	5.33	1.37	8	3.00	1.31	13	4.92	2.18	3	5.33	4.16	5	5.00	0.71	18	4.44	1.82	14	5.14	1.51
Openness*	25	6.76	1.85	39	5.97	2.01	7	5.57	1.62	6	8.00	0.89	21	5.52	1.50	8	3.63	1.85	18	5.06	2.26	5	5.00	2.83	9	6.00	1.41	23	4.78	2.30	17	6.06	1.56
Staff accessibility*	28	6.89	2.75	36	5.17	2.50	7	5.43	0.53	4	6.75	1.26	22	5.82	1.37	8	4.13	2.10	19	5.32	2.40	5	4.80	2.68	8	6.38	1.41	19	4.05	2.37	16	5.69	1.74
Straightforwardness and honesty*	28	6.71	2.48	33	6.00	2.44	5	5.80	0.84	5	7.60	1.14	21	6.57	1.33	8	4.38	2.33	20	5.55	2.67	3	6.67	3.06	10	6.80	1.40	16	4.25	2.77	19	5.95	1.99
Ease of access to the people at the World Bank Group who are making decisions important to my work*	27	6.37	2.34	28	5.21	2.04	6	5.67	1.21	1	6.00		20	5.85	1.90	8	3.75	2.12	19	5.32	2.56	4	4.25	2.87	9	5.78	1.20	18	3.83	2.43	17	5.59	1.37
Collaboration with groups outside of the Government*	25	5.92	2.40	33	5.91	2.23	6	5.33	1.63	1	8.00		23	5.30	2.20	7	3.14	1.77	20	4.95	2.24	5	4.80	3.56	10	6.40	1.90	23	3.17	1.95	15	4.87	1.73
Collaboration with the Government*	27	7.93	1.64	38	7.82	1.50	8	5.88	0.99	5	8.40	0.89	23	6.39	1.64	8	4.13	1.73	20	6.70	2.36	6	7.00	2.68	8	7.25	1.04	22	6.86	2.59	18	7.06	1.73
Collaboration with other donors*	19	7.00	2.03	23	6.74	2.07	6	4.83	1.47	6	7.17	0.75	21	5.05	1.94	8	4.00	2.07	12	4.75	1.82	4	6.50	3.00	6	5.83	1.94	18	5.50	2.60	14	5.29	1.38
The speed in which it gets things accomplished on the ground	22	5.82	2.17	32	5.47	1.95	7	5.29	1.89	3	7.00	1.00	21	5.67	1.62	8	3.63	1.30	15	5.20	2.65	4	5.50	1.29	7	5.00	1.15	18	4.39	2.09	17	4.41	1.23
Being a long-term partner*	22	7.77	2.00	36	8.14	1.59	6	6.83	2.23	4	8.25	0.96	22	6.14	1.98	8	4.50	1.77	15	6.20	3.00	6	6.67	2.42	4	7.25	1.26	23	6.61	2.64	16	6.63	2.19
To what extent does the World Bank Group's work help to achieve development results in Gabon?*	27	5.41	2.02	32	5.88	1.10	7	6.43	1.72	5	5.40	1.14	22	5.36	1.73	8	4.50	2.07	19	4.53	1.71	6	7.00	2.10	10	5.40	1.26	23	3.74	1.54	20	4.40	1.67
The World Bank Group's financial instruments meet the needs of Gabon*	27	6.19	2.59	39	5.56	2.16	7	5.71	2.36	6	5.50	1.52	25	5.32	2.25	8	3.13	1.73	18	4.89	2.25	5	7.20	2.39	11	6.18	1.72	26	3.96	2.07	21	4.62	1.96
The World Bank Group meets Gabon's needs for knowledge services*	25	5.76	2.35	38	4.76	1.82	7	5.57	2.44	7	5.86	1.21	24	4.75	1.82	8	3.25	1.49	19	5.21	2.68	5	7.00	3.32	10	5.20	2.10	25	3.64	1.80	20	4.60	1.54
The WBG's knowledge work and activities are adaptable to Gabon's specific development challenges and country circumstances*	28	6.11	1.89	39	6.54	1.89	9	5.67	1.87	6	7.00	1.10	23	5.39	1.85	9	3.44	2.30	19	5.11	2.26	3	7.33	3.06	10	6.50	2.07	27	5.67	2.67	21	5.19	1.66
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	26	6.35	2.04	33	6.67	1.88	9	6.33	1.58	4	6.00	1.15	25	6.08	1.80	9	4.56	1.88	21	5.81	2.20	6	8.50	1.76	11	6.55	1.69	25	4.76	2.18	21	5.29	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	26	6.85	1.89	37	6.81	1.58	8	5.38	2.07	7	6.86	0.90	24	6.00	1.64	9	4.44	2.24	21	5.86	2.15	6	5.67	3.08	11	6.55	1.75	26	5.00	2.45	20	5.90	1.41
The World Bank Group takes decisions quickly in Gabon*	27	5.96	2.47	23	4.70	2.16	7	3.43	1.99	2	6.00	1.41	22	4.09	1.90	9	2.56	2.01	16	4.00	2.03	4	5.75	2.99	8	4.25	1.04	19	2.95	2.39	21	3.81	2.04
Where country systems are adequate, the World Bank Group makes appropriate use of them*	24	6.92	2.55	27	7.15	1.90	8	5.50	2.45	4	7.75	0.50	22	4.91	1.82	7	3.29	1.70	15	5.07	2.74	2	7.00	4.24	7	5.71	1.25	20	5.15	2.54	19	5.11	1.73

*Significantly different between stakeholder groups

Appendix F: Gabon FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Gabon

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Gabon or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Gabon, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Gabon.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING GABON

A1. In general would you say that Gabon 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 Gabon.**

Please identify which of the following you consider the most important development priorities in Gabon? (Choose no more than THREE)

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

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 Gabon? (Choose no more than THREE)

1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Domestic private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Communicable/non-communicable diseases	29	Trade and exports
15	Information and communications technology	30	Food security

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

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 Gabon? (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 reliable social safety net
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 GROUP

B1. How familiar are you with the work of the World Bank Group in Gabon?									
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 Group's effectiveness in Gabon.										
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 Group's staff is well prepared (e.g., skills and knowledge) to help Gabon solve its most complicated development challenges?										
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 Group can have the most impact on development results in Gabon, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Gabon? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Gabon?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., training for staff at state institutions)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Gabon's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Gabon. To which degree would Gabon benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Gabon? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B18	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

When thinking about how to improve capacity building in Gabon to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B21	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B24. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Gabon? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Gabon
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	World Bank Group’s processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group’s processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors’ work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Gabon? (Choose no more than TWO)**

1	Capacity development (e.g., training for staff at state institutions)
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

B26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Gabon?

		Strongly disagree										Strongly agree	Don't know
B27	Overall the World Bank Group currently plays a relevant role in development in Gabon	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B28	The World Bank Group's work is aligned with what I consider the development priorities for Gabon	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	The World Bank Group supports programs and strategies that are realistic for Gabon	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	The World Bank Group treats clients and stakeholders in Gabon with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B31	Responsiveness												<input type="checkbox"/>
B32	Flexibility (in terms of the World Bank Group's products and services)												<input type="checkbox"/>
B33	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B34	Being inclusive												<input type="checkbox"/>
B35	Openness (sharing data and other information)												<input type="checkbox"/>
B36	Staff accessibility												<input type="checkbox"/>
B37	Straightforwardness and honesty												<input type="checkbox"/>
B38	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
B39	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)												<input type="checkbox"/>
B40	Collaboration with the Government												<input type="checkbox"/>
B41	Collaboration with other donors												<input type="checkbox"/>
B42	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B43	Being a long-term partner												<input type="checkbox"/>

B44. To be a more effective development partner in Gabon, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B45. When World Bank Group 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 Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Gabon?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	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 GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Gabon? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	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 GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Gabon? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Gabon?

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 Group in Gabon?

		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Gabon	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets Gabon'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"/>	

C7. To what extent do you believe that Gabon received value for money from the World Bank Group's fee-based products/services?

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

C8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Gabon?

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

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

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

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

In Gabon, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Are relevant to Gabon's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D11	Are adaptable to Gabon's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?													
1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
Not significant at all									Very significant		Don't know		

D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
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 GROUP

To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Gabon's development challenges?												
		To no degree at all										To a very significant degree
		1	2	3	4	5	6	7	8	9	10	Don't know
E1	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>
E2	Design (appraising and planning the solutions)											<input type="checkbox"/>
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)											<input type="checkbox"/>
E4	Evaluation (assessing the impact and results)											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree										Strongly agree
		1	2	3	4	5	6	7	8	9	10	Don't know
E5	The World Bank Group disburses funds promptly											<input type="checkbox"/>
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
E7	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
E9	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
E10	The World Bank Group takes decisions quickly in Gabon											<input type="checkbox"/>
E11	Working with the World Bank Group increases Gabon's institutional capacity											<input type="checkbox"/>
E12	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>

E15. Which of the following best describes the way the World Bank Group operates in Gabon? (Select only one response)	
1	The World Bank Group takes too much risk in Gabon
2	The World Bank Group does not take enough risk in Gabon
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GABON

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Gabon? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Gabon's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Gabon's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Gabon, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Gabon? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Gabon
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Gabon? (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 (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

G3	Are you aware of the World Bank Group'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 Group 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 Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/gabon, www.banquemondiale.org/gabon)
2	The World Bank Group's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I use/consult World Bank Group's data more often than I did a few years ago												<input type="checkbox"/>
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank Group 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. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION H: BACKGROUND INFORMATION

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

H4. Which of the following agencies of the World Bank Group do you work with in Gabon? (Select all that apply)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

H5. Which of the following describes most of your exposure to the World Bank Group in Gabon? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H6. Which best represents your geographic location?	
1	Libreville
2	Outside Libreville

Thank you for completing the survey!