



# Haiti

## The World Bank Group Country Survey FY 2014

Report of Findings  
July 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

## Acknowledgements

The Haiti Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Haiti country team and the local fielding agency DAGMAR GROUP. In particular, PORG is grateful to Mary A. Barton-Dock (Special Envoy), Kanae Watanabe (Country Officer) and Berdine Edmond (Communications Associate) for their ongoing support throughout the Country Opinion Survey process.

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

## II. Methodology

In May, 2014, 409 stakeholders of the World Bank Group in Haiti were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey.

Participants were drawn from the office of the President/Prime Minister, office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on WBG-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; 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 204 stakeholders participated in the survey (50% response rate).

Some respondents received and returned questionnaires through courier. Others received a link to an online version of the questionnaire in the Qualtrics platform. Respondents were asked about: general issues facing Haiti; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Haiti; and the WBG's communication and information sharing in Haiti.

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 Haiti: Respondents were asked to indicate whether Haiti 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 Haiti, and how "shared prosperity" would be best achieved.
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG and other regional development banks, their effectiveness in Haiti, WBG staff preparedness to help Haiti solve its development challenges, WBG's local presence, WBG's capacity building in Haiti, their agreement with various statements

## II. Methodology (continued)

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

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 Haiti, 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. Respondents were also asked to indicate which groups the WBG should collaborate more with in Haiti to ensure better development results.

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 Haiti, the extent to which the WBG meets Haiti's needs for knowledge services and financial instruments, the importance for the WBG to be involved in thirty six development areas, and the WBG's level of effectiveness across twenty seven of these areas, such as education, policy sector governance/reform, job creation/employment, and health.

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's speed in disbursing funds, and whether the WBG takes decisions quickly in Haiti.

F. The Future Role of the World Bank Group in Haiti: Respondents were asked to indicate what the WBG should do to make itself of greater value in Haiti, and which services the Bank should offer more of in the country. They were asked whether WBG has moved to the right direction, and the future role international development cooperation should play in Haiti. Respondents were asked to indicate the areas in which Haiti would benefit the most if the WBG plays a leading role among international partners, and the areas in which Haiti would benefit the most from other donors in Haiti.

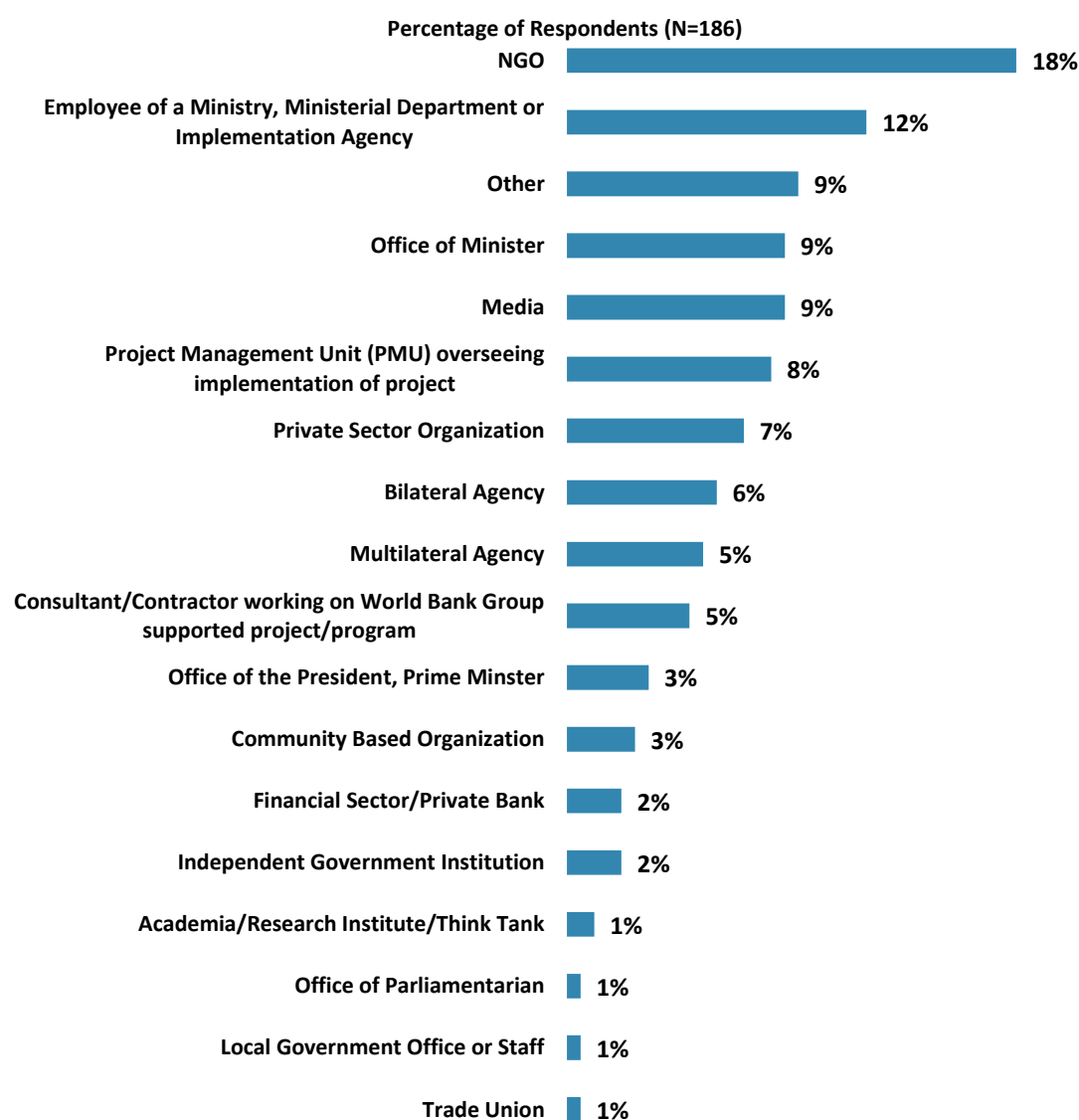
G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, the language in which they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, were asked to rate WBG's responsiveness to information requests, value of its social media channels, and levels of easiness to find information they needed.

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 Haiti, which WBG agencies they work with, whether IFC and the Bank work well together, and their geographic location.

### III. Demographics of the Sample

#### Current Position

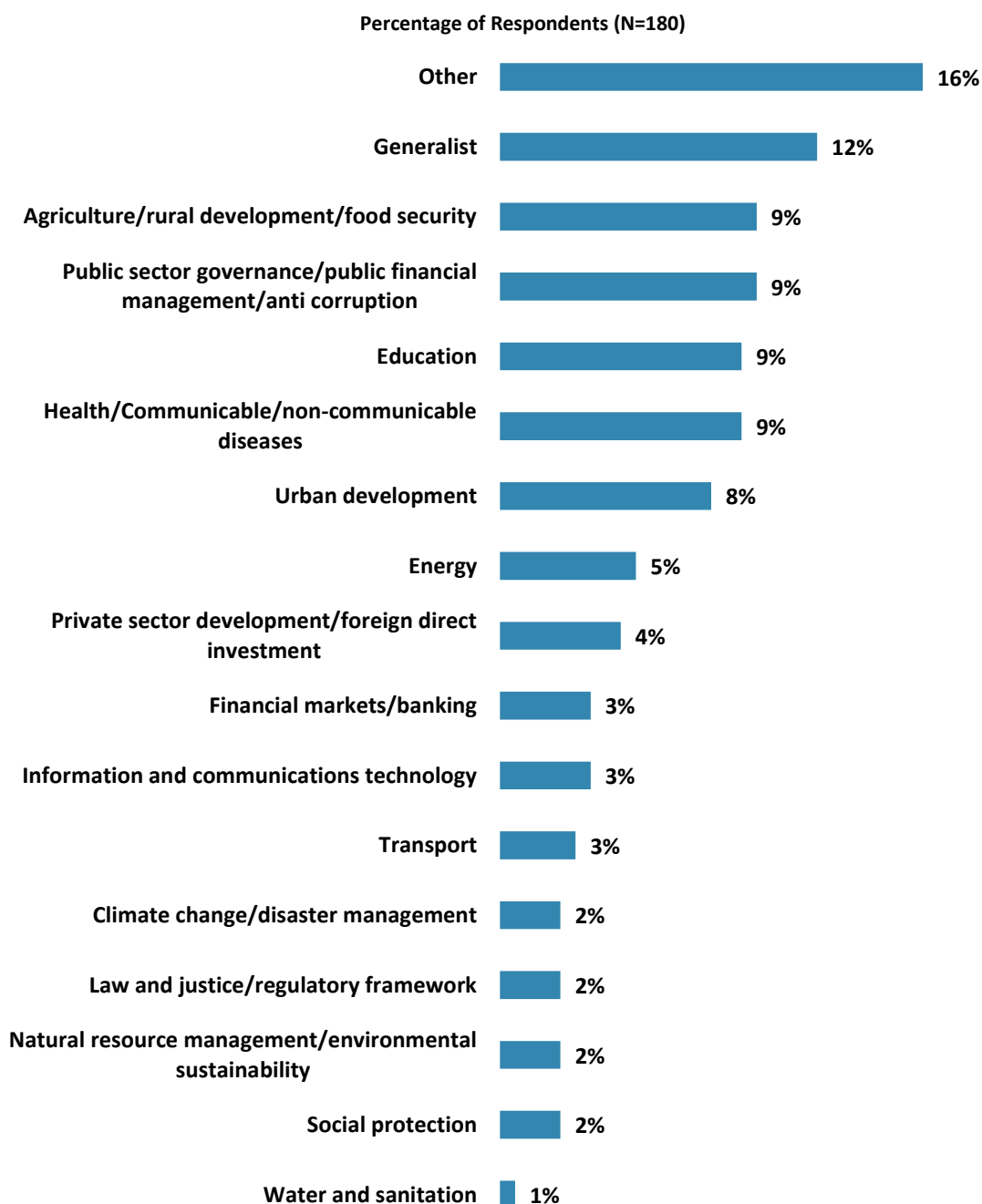
- For further analyses, respondents from the Office of the President, Prime Minister, and the office of a minister were combined, respondents from consultants/contractors working on WBG projects were combined with those from PMUs, respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; Respondents from private foundations, NGOs, CBOs, and trade unions were combined into “CSO.” Few respondents from the office of parliamentarian, local governments, independent government organizations, academia/research institutes/think tanks, and other organizations were included in the “Other” category. There were no respondents from faith-based groups or the judiciary branch.



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

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

#### Area of Primary Specialization

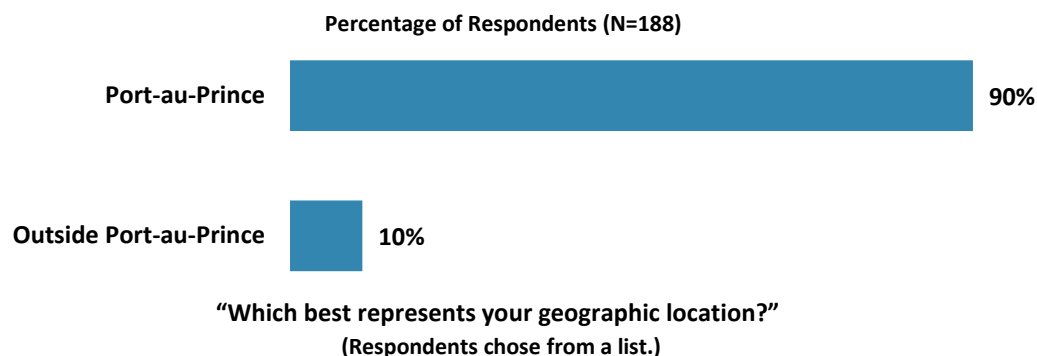


"Please identify the primary specialization of your work." (Respondents chose from a list.)

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

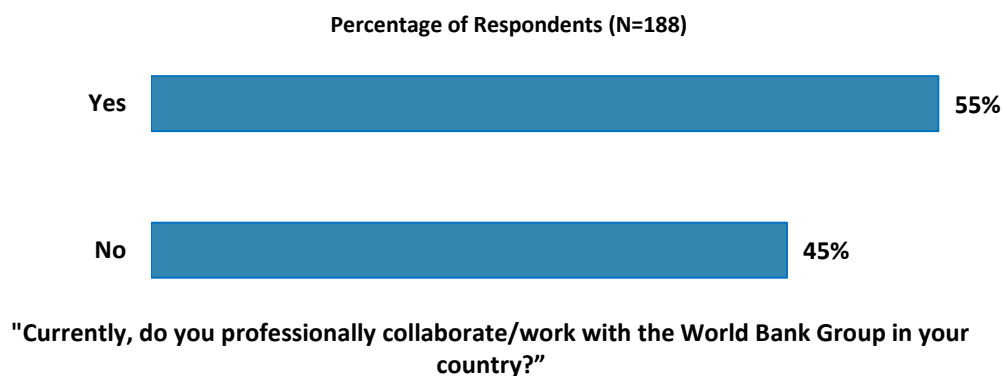
#### Geographic Location

- Responses across both geographic locations for all country survey questions can be found in the Appendix C (see page 101). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



#### Collaboration with and Exposure to the World Bank Group

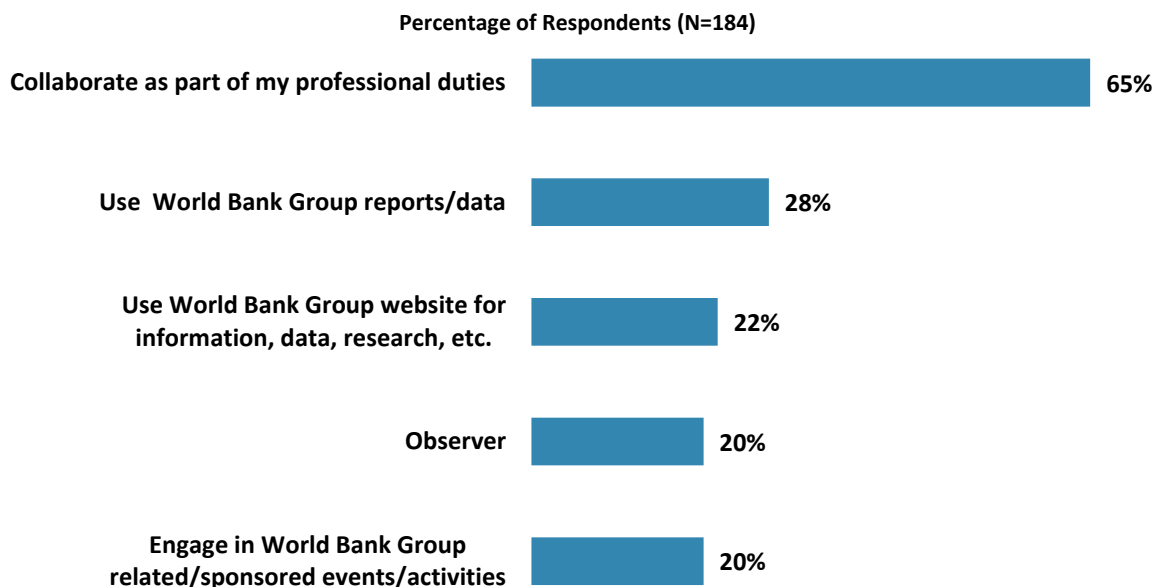
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Haiti, can be found in Appendix D (see page 117) and Appendix E (see page 133). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in Appendix E.





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

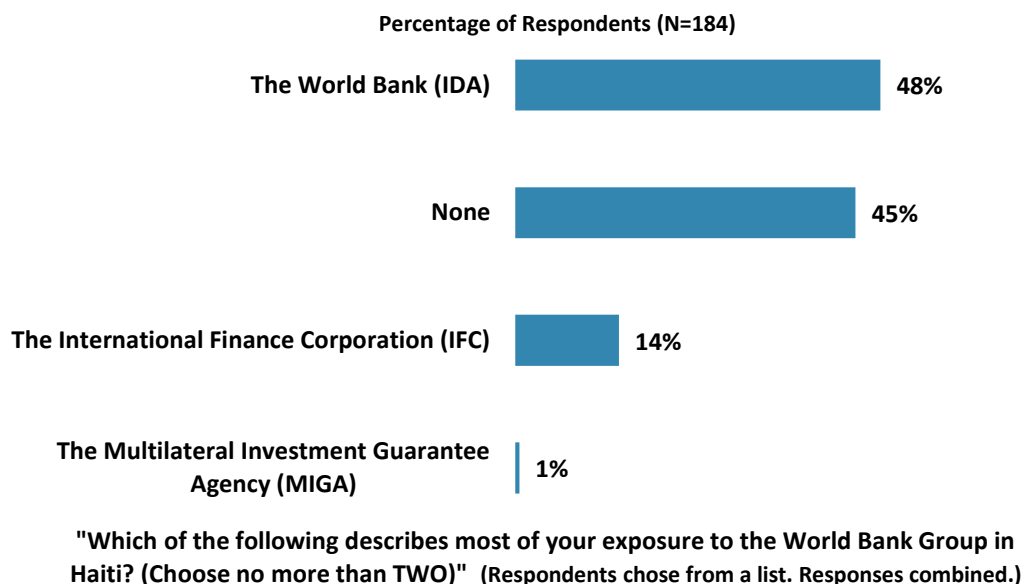
#### Collaboration with and Exposure to the World Bank Group (continued)



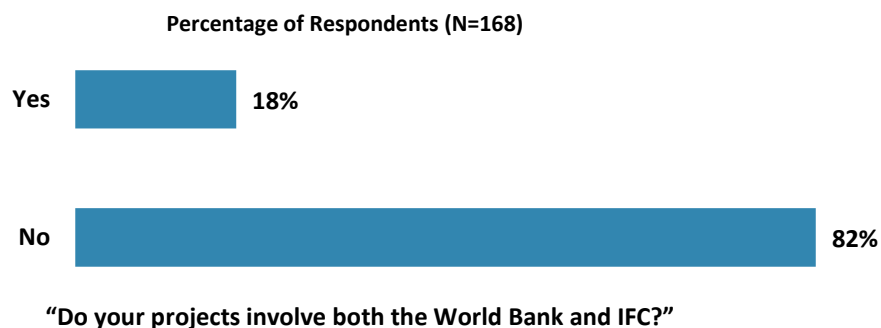
"Which of the following describes most of your exposure to the World Bank Group in Haiti?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Exposure to Agencies within the World Bank Group



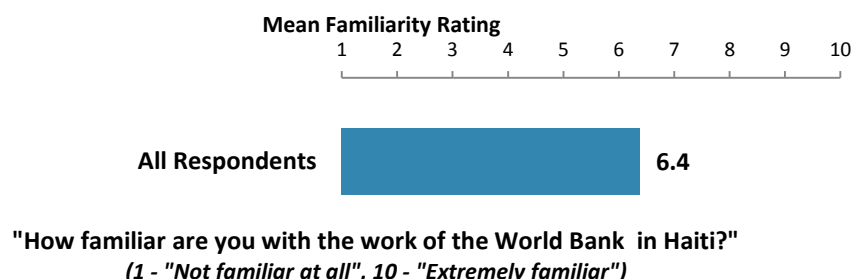
#### Exposure to the World Bank and IFC



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

#### Familiarity with the World Bank

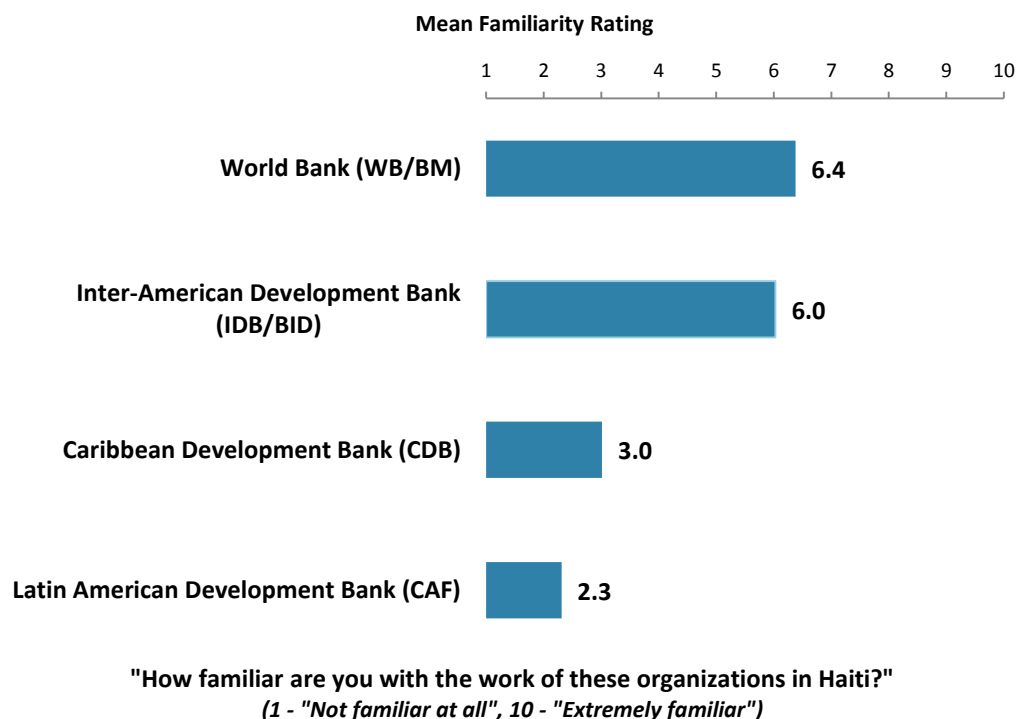
- Respondents from PMUs and consultants/contractors working on WBG projects had the highest levels of familiarity with the World Bank in Haiti, whereas respondents from CSO and the media had significantly lower levels of familiarity with the organization.
- Respondents from Port-au-Prince had significantly higher levels of familiarity with the World Bank than respondents from outside Port-au-Prince.
- Respondents' ratings of familiarity with the World Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Haiti, and significantly, moderately correlated with the Bank's relevance to Haiti's development and its ability to help achieve development results in Haiti.



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

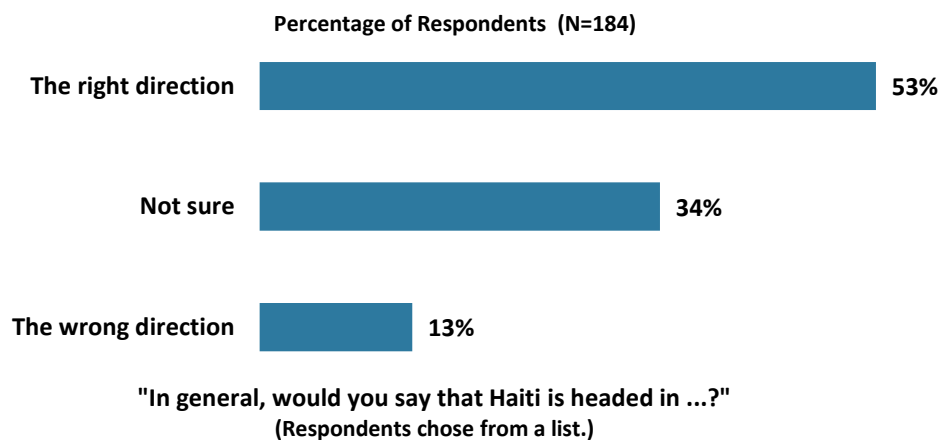
#### Familiarity with Other Organizations

- Respondents had significantly higher levels of familiarity with the World Bank than the Inter-American Development Bank, Caribbean Development Bank, and Latin American Development Bank.



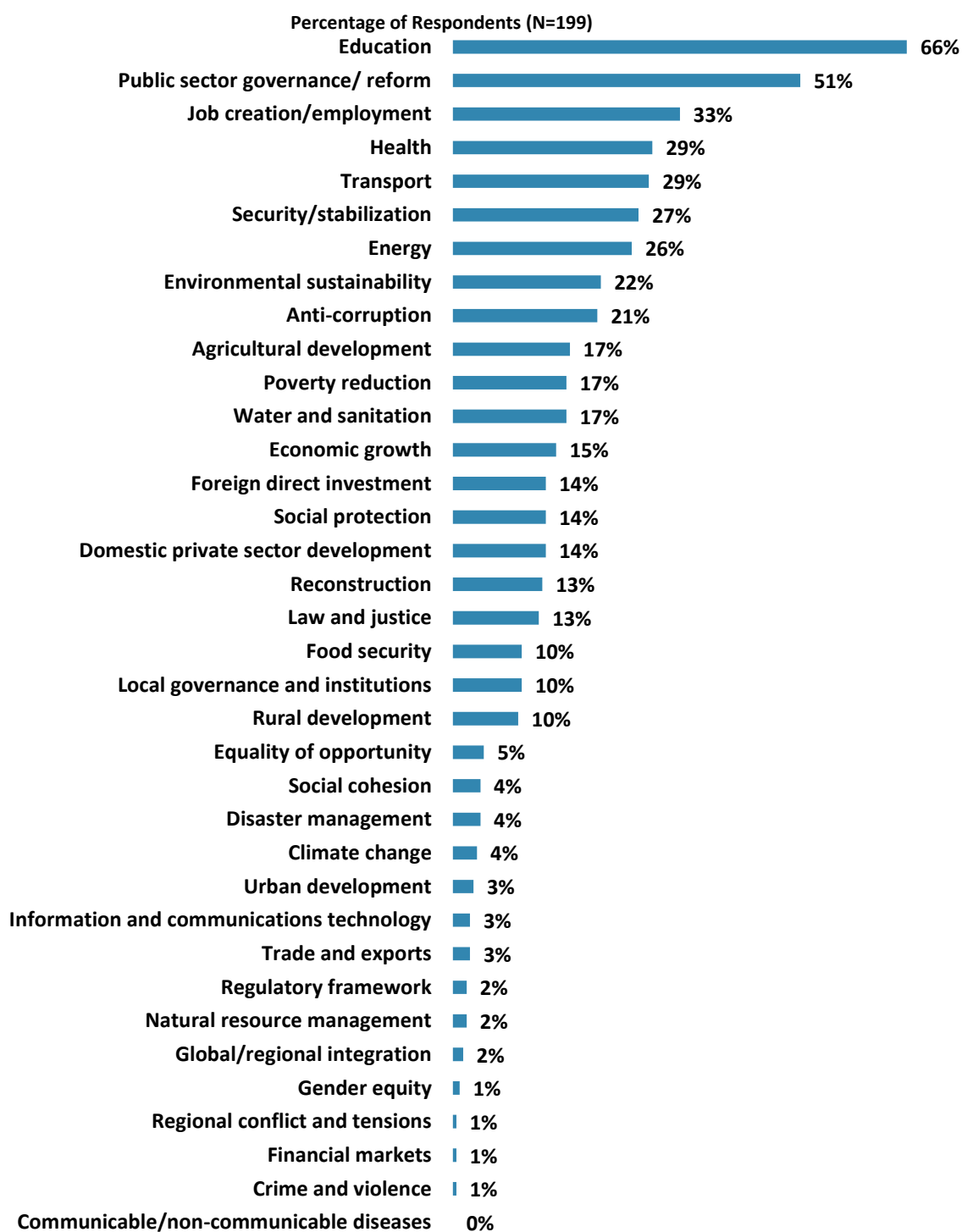
## IV. General Issues Facing Haiti

### Headed in the Right Direction



## IV. General Issues Facing Haiti (continued)

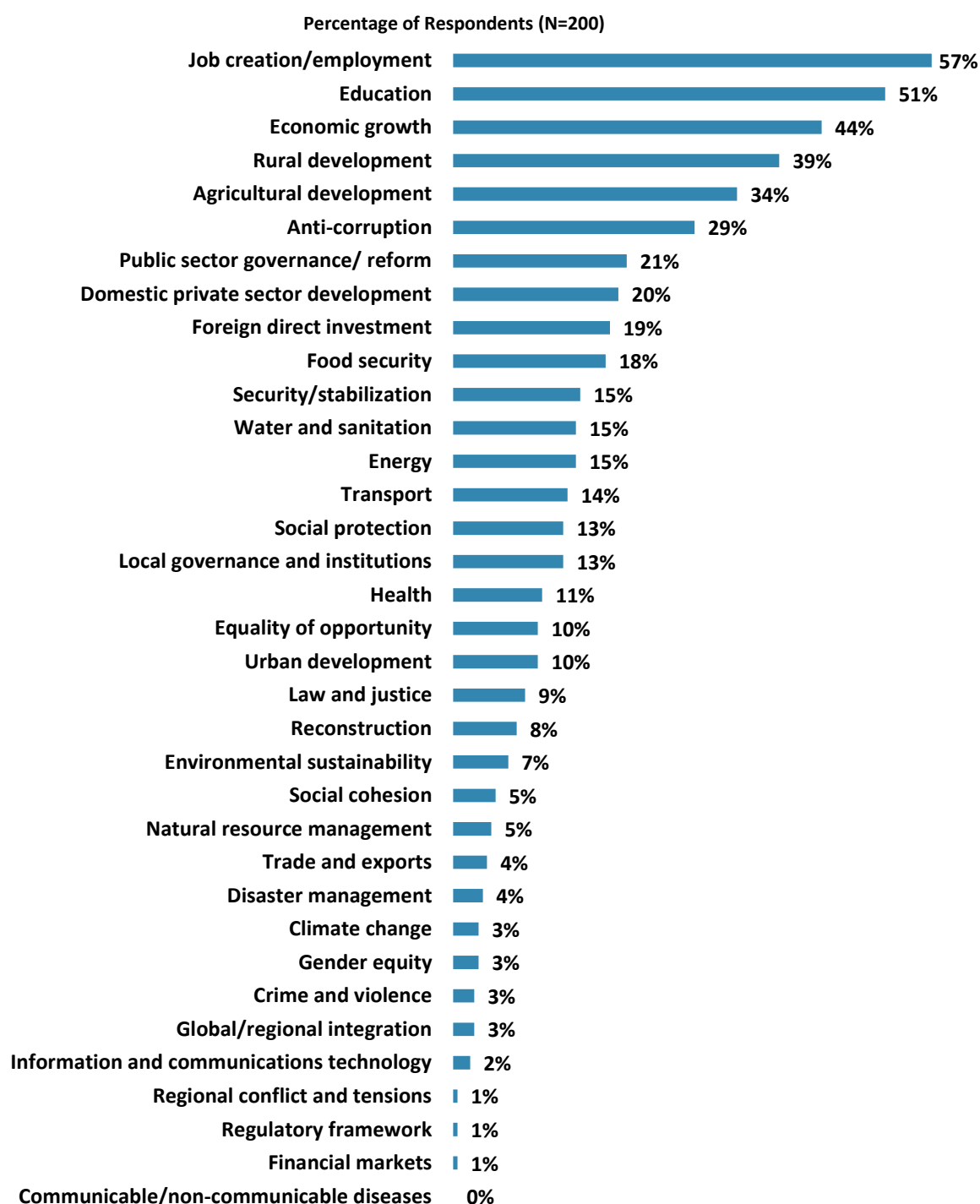
### Development Priority



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

## IV. General Issues Facing Haiti (continued)

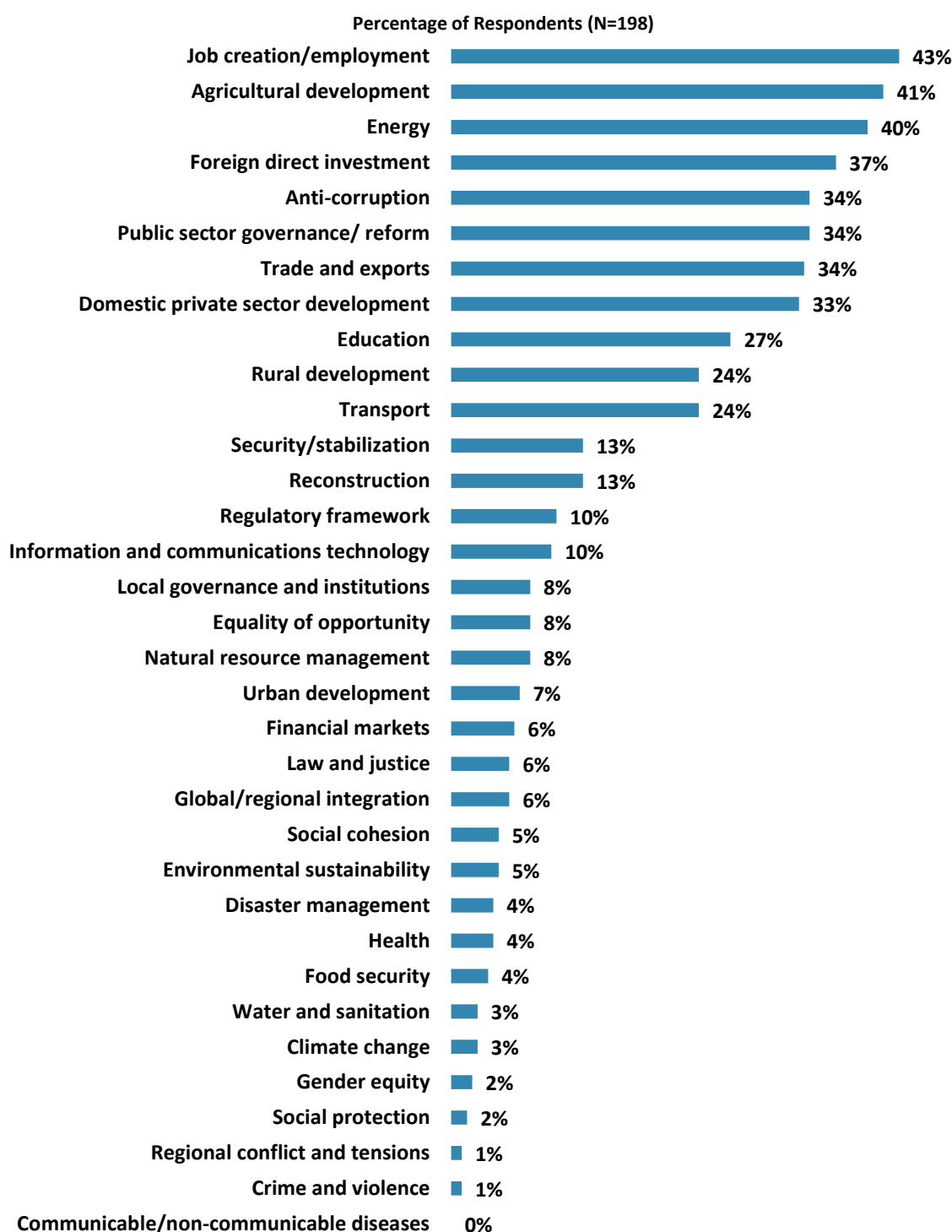
### What Would Contribute Most to Reducing Poverty



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

## IV. General Issues Facing Haiti (continued)

### What Would Contribute Most to Generating Economic Growth

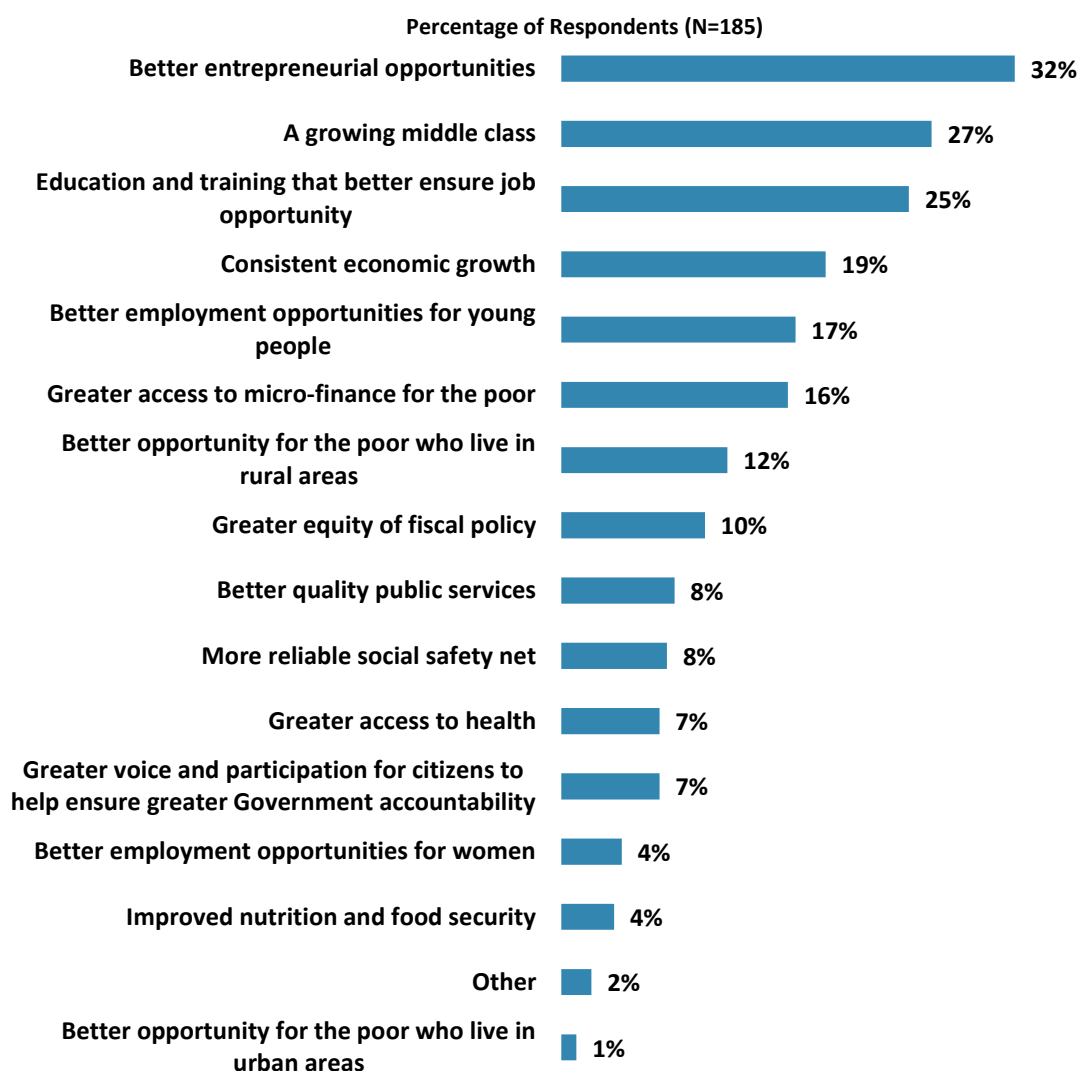


"Economic growth can be driven by a number of factors. Which FIVE areas below do you believe would contribute most to generating economic growth in Haiti? (Choose no more than FIVE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Haiti (continued)

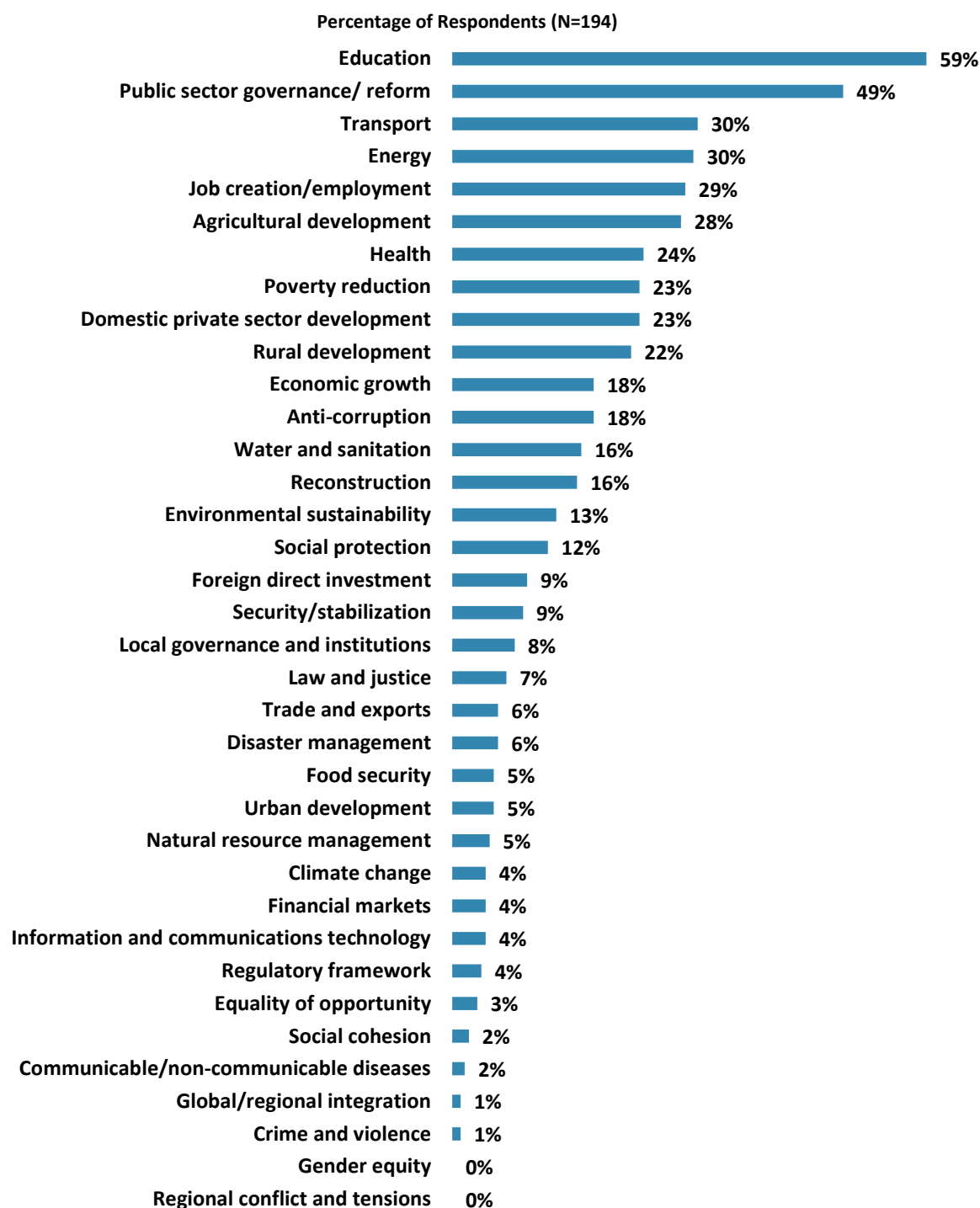
### Factors Contributing to “Shared Prosperity”



"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Haiti? (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



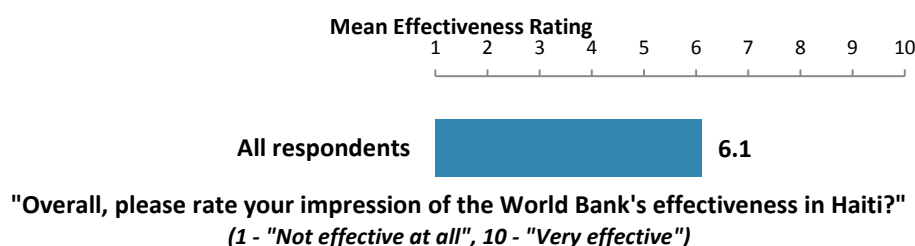
“When thinking about how the World Bank Group can have the most impact on development results in Haiti, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Haiti? (Choose no more than FIVE)”  
(Respondents chose from a list. Responses combined.)

## 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.

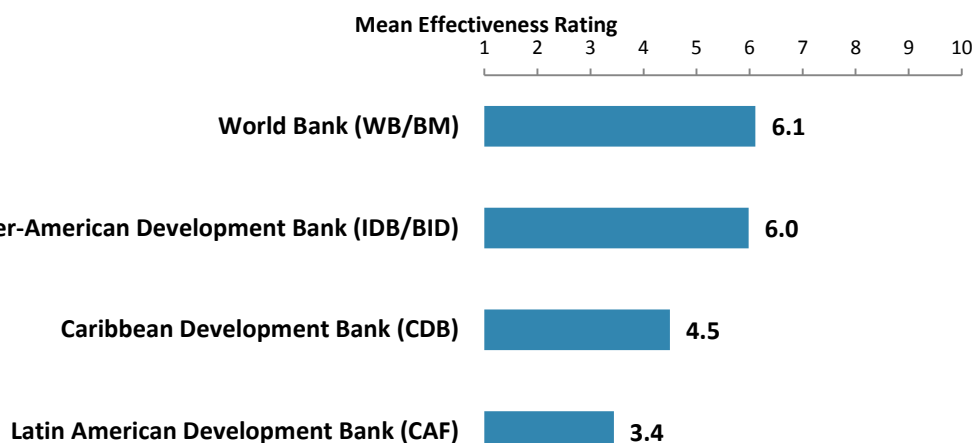
### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the Bank’s overall effectiveness in Haiti.
- Respondents who professionally collaborate/work with the World Bank gave significantly higher ratings for the Bank’s overall effectiveness in Haiti than those who do not collaborate/work with the organization.



### Overall Effectiveness of Other Organizations

- Respondents gave significantly higher ratings for the World Bank’s effectiveness than the effectiveness of the Caribbean Development Bank and Latin American Development Bank.
- Respondents gave statistically similar ratings for the effectiveness of the World Bank and the Inter-American Development Bank.



"Overall, please rate your impression of the effectiveness of these organizations?"  
(1 - "Not effective at all", 10 - "Very effective")

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

### Effectiveness of the WBG Activities

- Respondents across stakeholder groups had statistically similar ratings for the effectiveness of all of the following WBG activities in supporting Haiti's efforts to achieve development results, except its effectiveness in "*policy advice, studies, and analyses*."
- Respondents from bilateral/multilateral agencies had the highest ratings for the WBG's effectiveness in its activities in "*policy advice, studies, and analyses*," whereas respondents from the media had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the effectiveness of all of the following WBG activities in supporting Haiti's efforts to achieve development results.

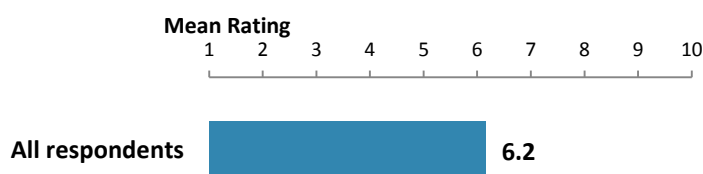


"How effective do the World Bank Group's activities below support Haiti's efforts to achieve development results?"  
 (1 - "Not effective at all", 10 - "Very effective")

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

### Achieving Development Results (*Indicator Question*)

- Respondents from private sector/financial sector/private banks had the highest ratings for the World Bank Group helping achieve development results in Haiti, where respondents from the media had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the World Bank Group helping achieve development results in Haiti.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the World Bank Group helping achieve development results in Haiti.

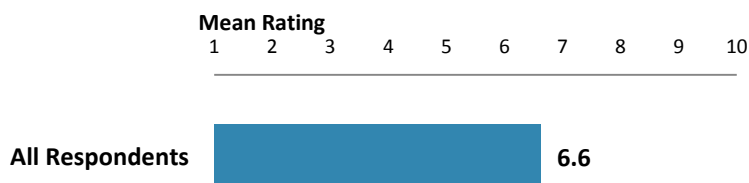


**"To what extent does the World Bank Group's work help to achieve development results in Haiti?"**

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

### Staff Preparedness (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the WBG's staff is well prepared to help Haiti solve its most complicated development challenges.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Haiti solve its most complicated development challenges.



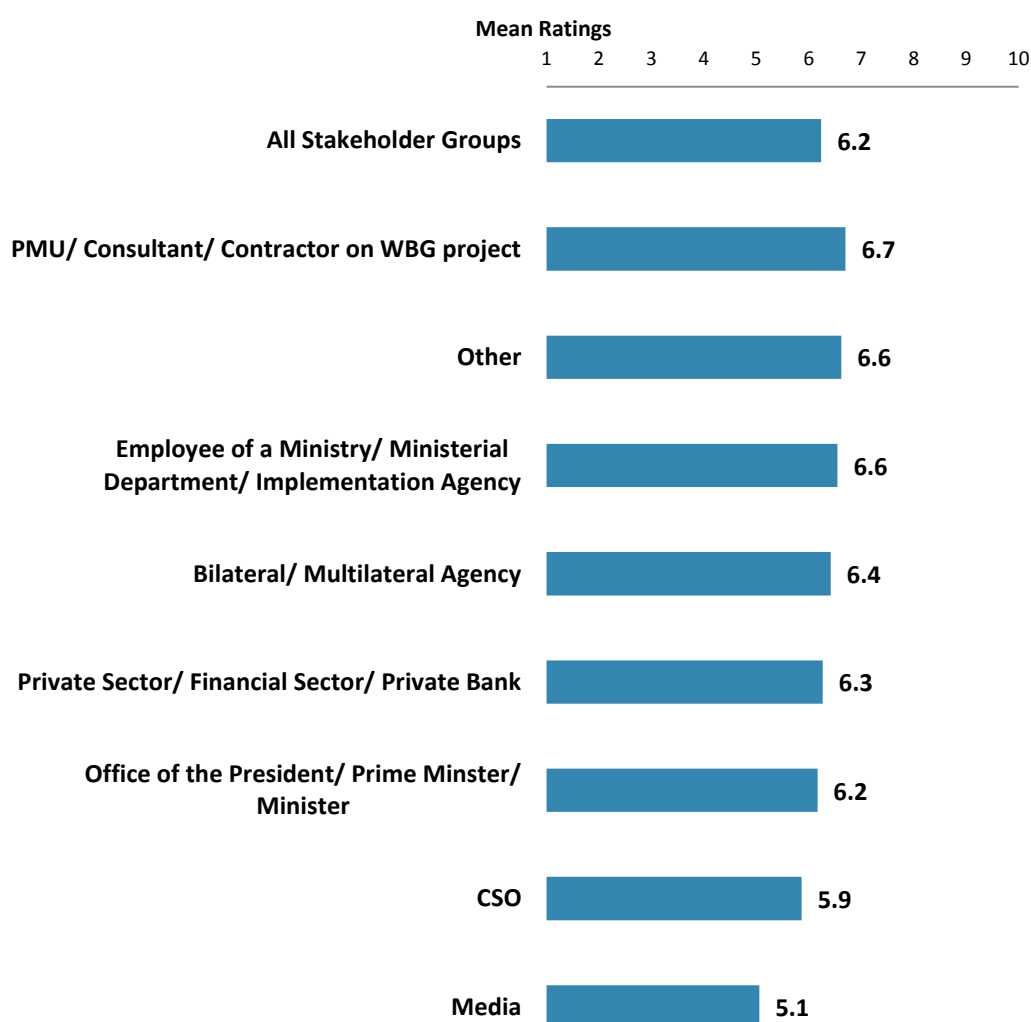
**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Haiti solve its most complicated development challenges?"**

*(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 stakeholder differences in respondents' ratings for twenty seven indicator questions. Respondents from PMUs and consultants/contractors working on WBG projects tended to give the highest ratings for the indicator questions, whereas respondents from the media and CSO tended to give significantly lower ratings.
- Respondents who do and do not professionally collaborate/work with the WBG also gave statistically similar ratings for twenty seven indicator questions.
- Responses for individual indicator questions by stakeholder groups can be found in Appendix F (page 134).

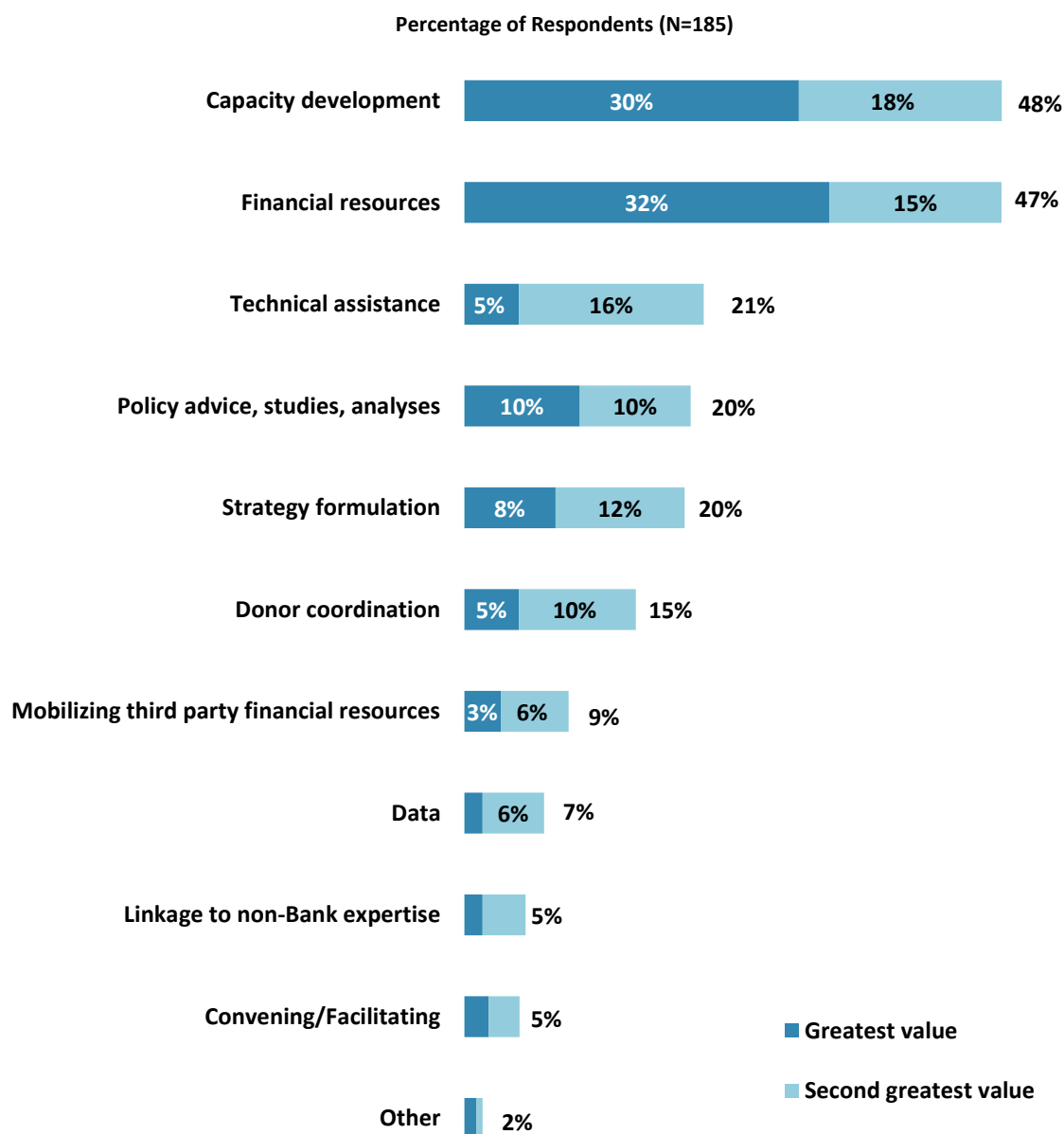


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty seven indicator questions can be found in Appendices E and F.

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

### Greatest Value

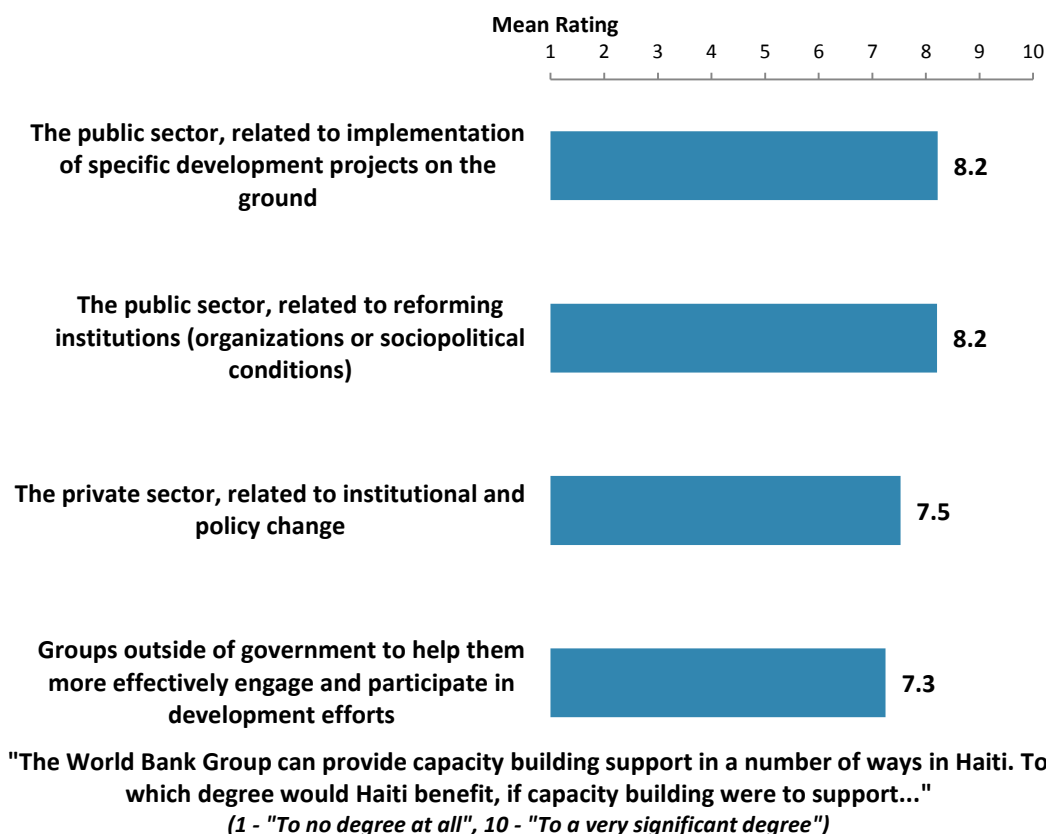


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Haiti?"  
(Respondents chose from a list.)

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

### Ways of Capacity Building Support

- Respondents across stakeholder groups had statistically similar ratings for the extent to which Haiti would benefit, if capacity building were to support all four areas, except for the “*public sector, related to reforming institutions.*” Respondents from the private sector/financial sector/private banks and employees of ministries/ministerial departments/implementation agencies tended to give the highest ratings for the extent to which Haiti would benefit, if the WBG’s capacity building were to support “*public sector, related to reforming institutions,*” whereas respondents from the media gave significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the extent to which Haiti would benefit, if capacity building were to support all four areas.

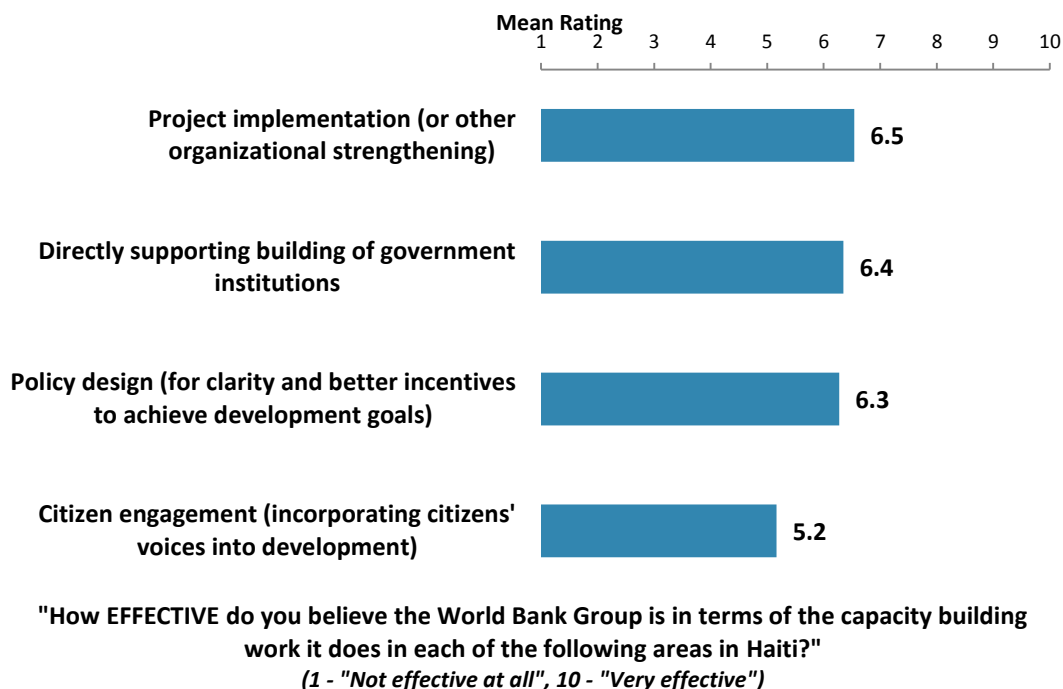




## V. Overall Attitudes toward the World Bank Group (continued)

### Effectiveness of WBG's Capacity Building Work

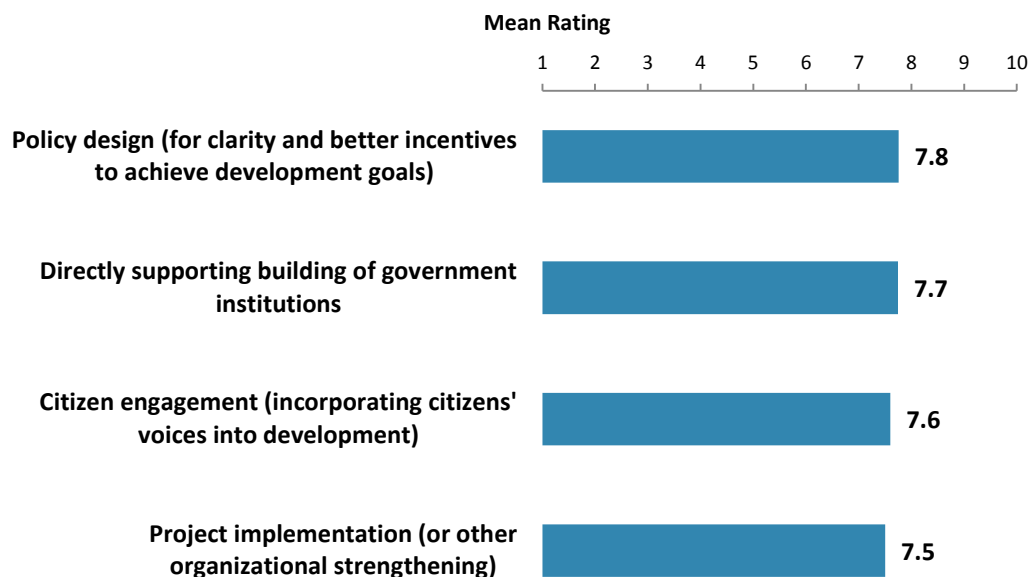
- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the effectiveness of the WBG's capacity building work in all four areas.



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

### Importance of WBG's Capacity Building Work

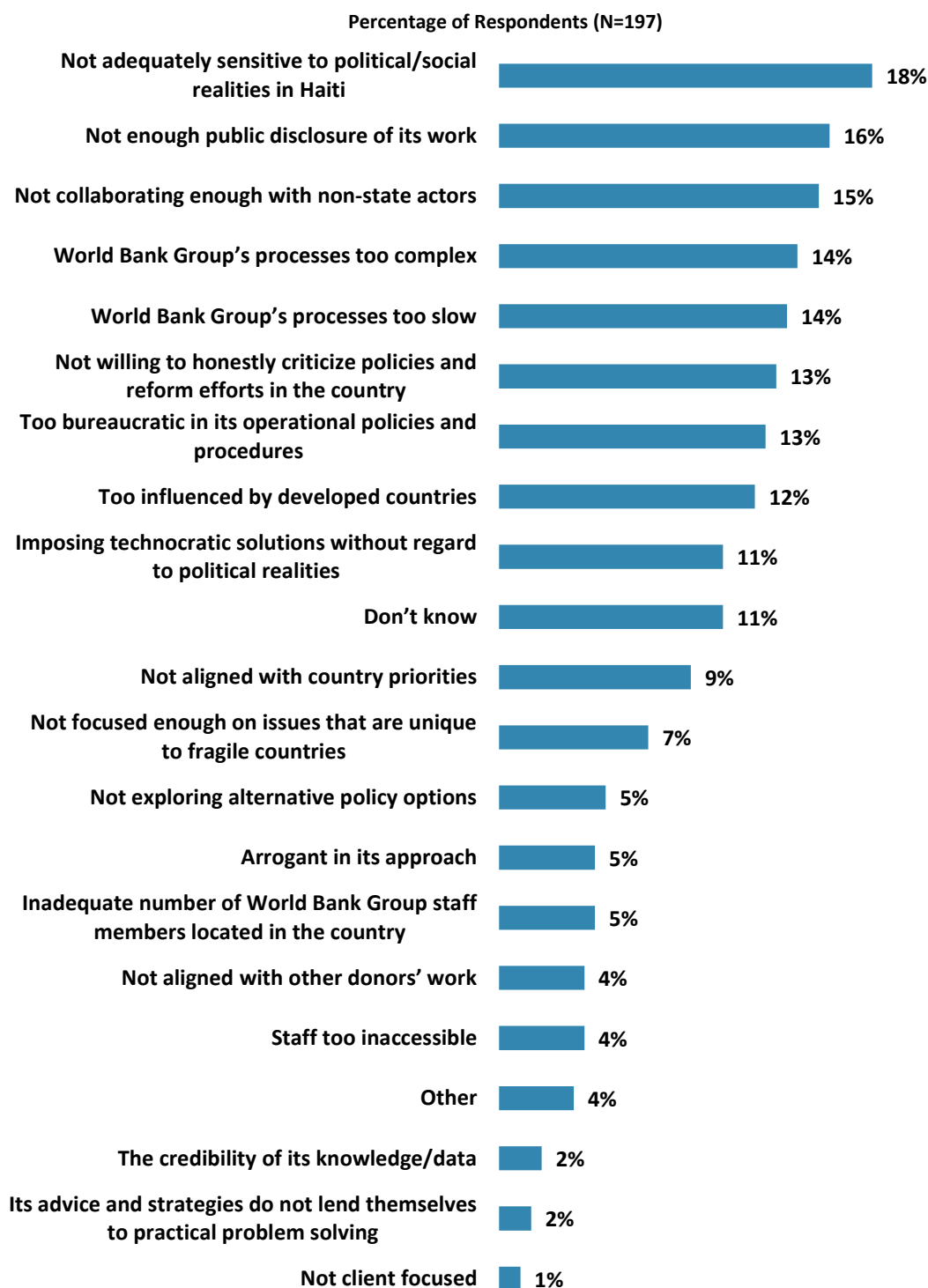
- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the importance of the WBG's capacity building work in all four areas.



"When thinking about how to improve capacity building in Haiti 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")

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

### Greatest Weakness



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

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

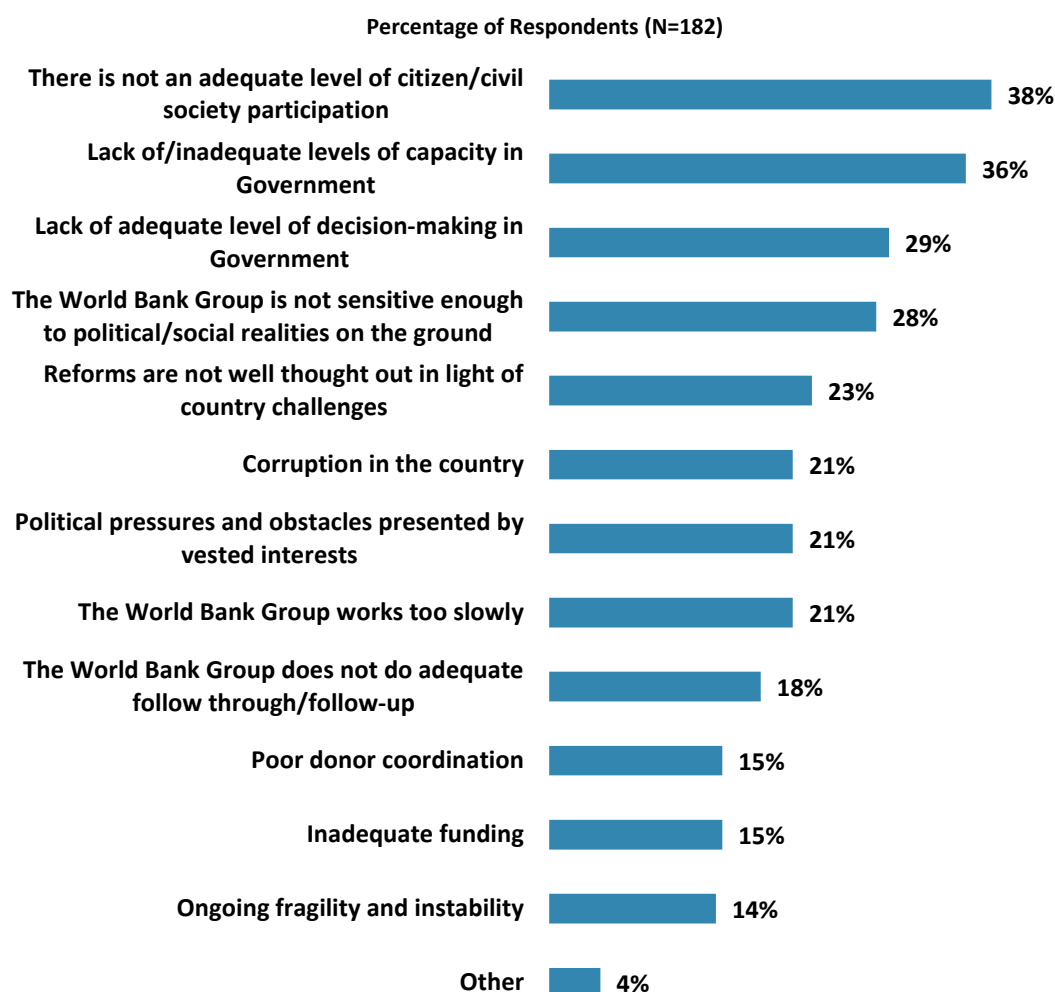
### Greatest Weakness (continued)

- “*Not adequately sensitive to political/social realities in Haiti,*” “*Not enough public disclosure of its work,*” and “*Not collaborating enough with non-state actors*” are perceived as the top three greatest weaknesses of the World Bank Group.
  - Employees of ministries/ministerial departments/implementation agencies were significantly more likely to indicate that the WBG is “*inadequately sensitive to political/social realities in Haiti*” than any other stakeholder groups.
  - Respondents from the media were significantly more likely to say that the WBG does not have “*enough public disclosure of its work,*” than any other stakeholder groups.
  - Respondents from the private sector/financial sector/private banks were significantly more likely to indicate that the WBG is “*not collaborating enough with non-state actors*” than any other stakeholder groups.
- Respondents across geographic locations and whether they professionally collaborate/work with the WBG or not all considered “*Not adequately sensitive to political/social realities in Haiti,*” “*Not enough public disclosure of its work,*” and “*Not collaborating enough with non-state actors*” as the top three greatest weaknesses of the World Bank Group.

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

### Attributing Slow or Failed Reform Efforts

- Respondents from the private sector/financial sector/private banks and CSOs were significantly more likely to indicate that failed or slow WBG-assisted reforms in Haiti were a result of “*inadequate level of citizen/civil society participation*” than respondents from other stakeholder groups.
- Respondents across geographic locations, whether they professionally collaborate/work with the WBG or not all agreed that failed or slow WBG-assisted reforms in Haiti were most likely a result of “*inadequate level of citizen/civil society participation*” and “*lack of levels of capacity in Government.*”

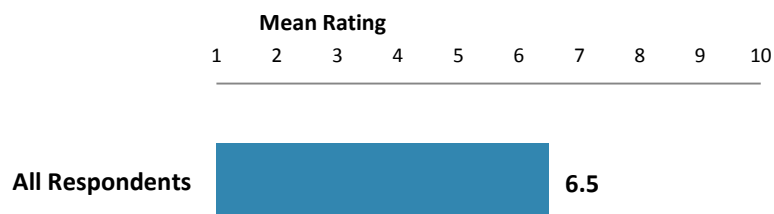


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

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

### World Bank Group Moving in the Right Direction

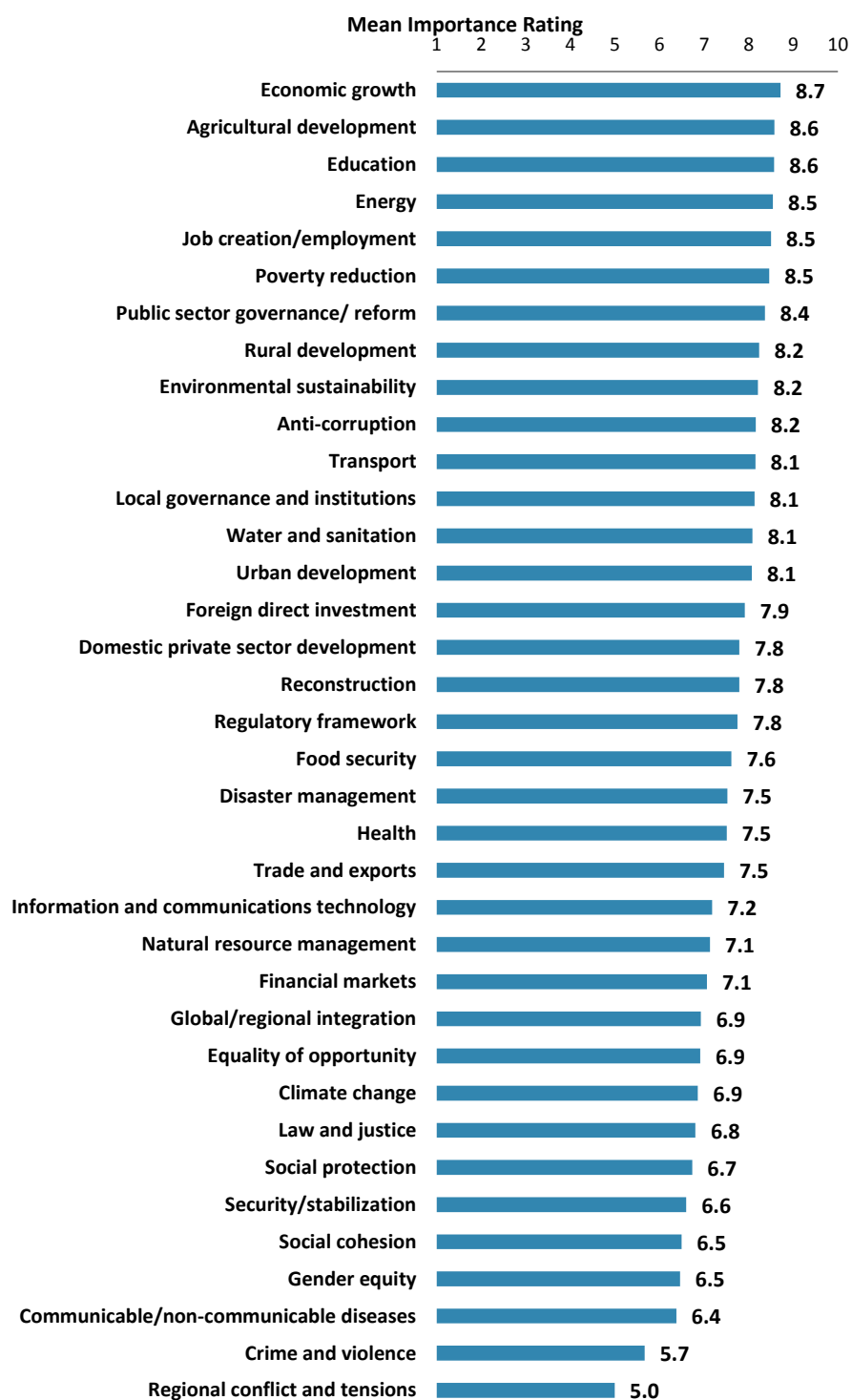
- Respondents across stakeholder groups and geographic locations, whether they professionally collaborate/work with the WBG or not, gave statistically similar ratings for the extent to which they believe the WBG has moved in the right direction in terms of the focus of its work in Haiti.



**"In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Haiti?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

## VI. Sectoral Importance and Effectiveness

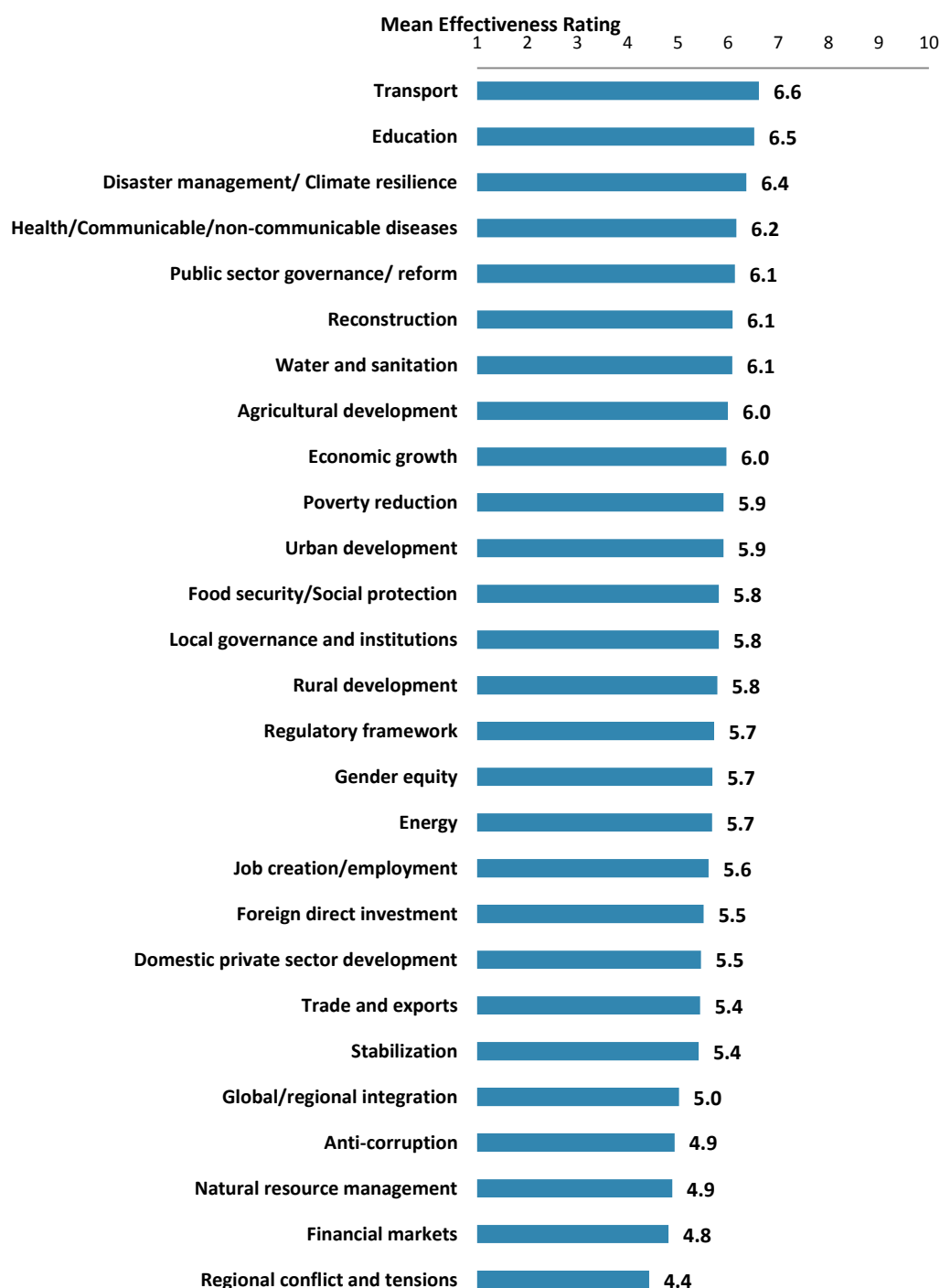
### Importance of Sectoral Areas



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

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Haiti?"

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



## VI. Sectoral Importance and Effectiveness (continued)

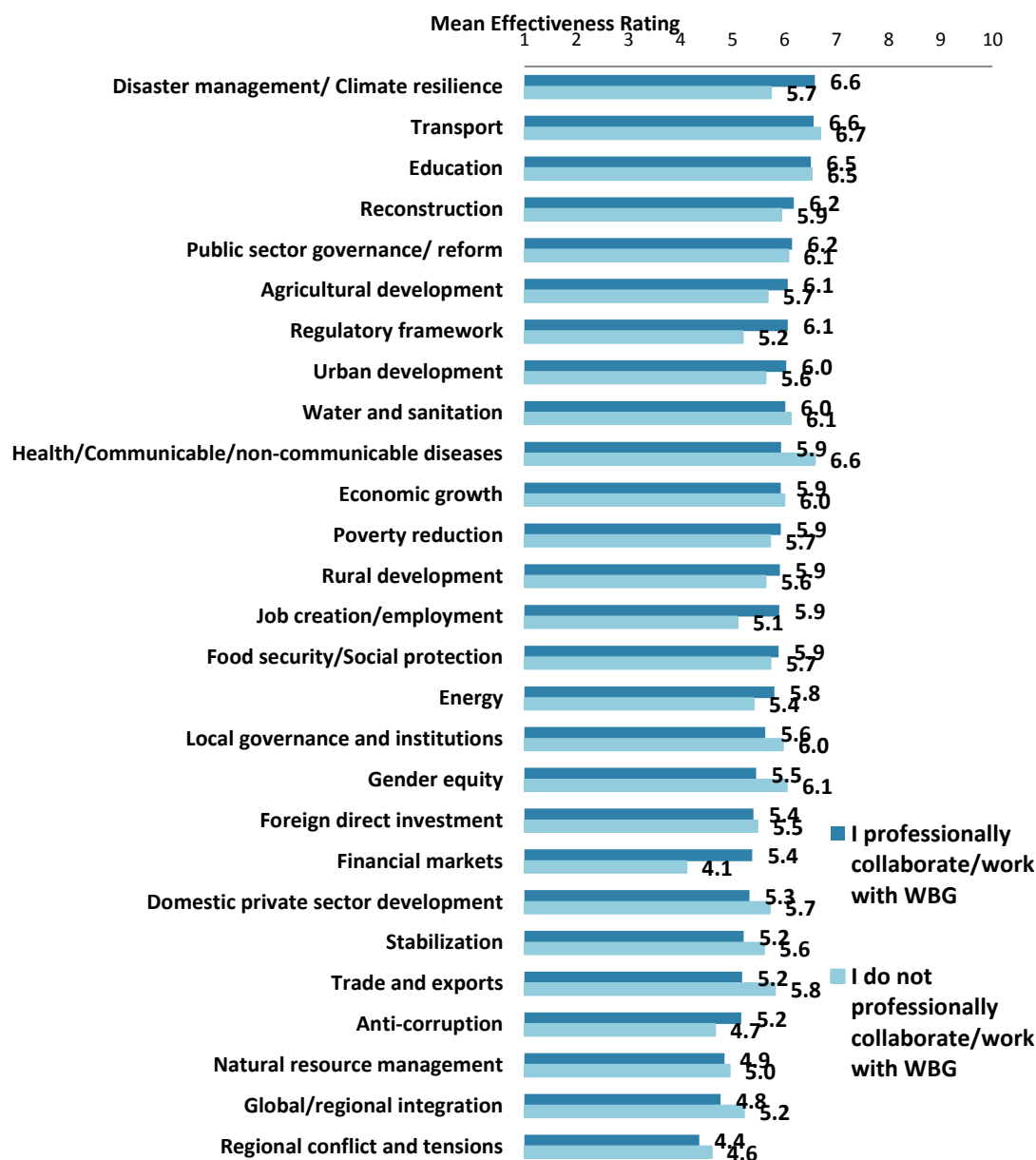
### Effectiveness of Sectoral Areas (continued)

- There were significant stakeholder differences in their ratings for the WBG's effectiveness in a few development areas.
  - Respondents from PMUs and contractors/consultants working on WBG projects had the highest ratings for the WBG's effectiveness in "*regulatory framework*" and "*job creation/employment*," whereas respondents from the media had significantly lower ratings.
  - Respondents from bilateral/multilateral agencies had the highest ratings for the WBG's effectiveness in "*disaster management/climate resilience*," whereas respondents from the media again had significantly lower ratings.
  - Respondents from CSOs had the highest ratings for the WBG's effectiveness in "*financial markets*" whereas respondents from private sector/financial sector/private banks and the media had significantly lower ratings.
- Respondents from outside Port-au-Prince had significantly higher ratings for the WBG's effectiveness in "*regional conflict and tensions*," "*domestic private sector development*," and "*financial markets*" than respondents from Port-au-Prince.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 63) that primarily informed stakeholders responded to this question.

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas (continued)

- Respondents who do and do not professionally collaborate/work with the WBG gave statistically similar ratings for the WBG's effectiveness in all of the following areas. *It is worth noting that only informed stakeholders responded to this question about the WBG's sectoral effectiveness. In some cases, for example, only forty respondents rated the institution's effectiveness in certain areas. Respondents who had no exposure to the WBG's work in a given area were given the option of "Don't Know." For more information about the number of responses, please see Appendix A (page 63).*



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

## 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 Haiti, bivariate correlational analyses were conducted using respondents' ratings of the twenty-seven specific areas of effectiveness.

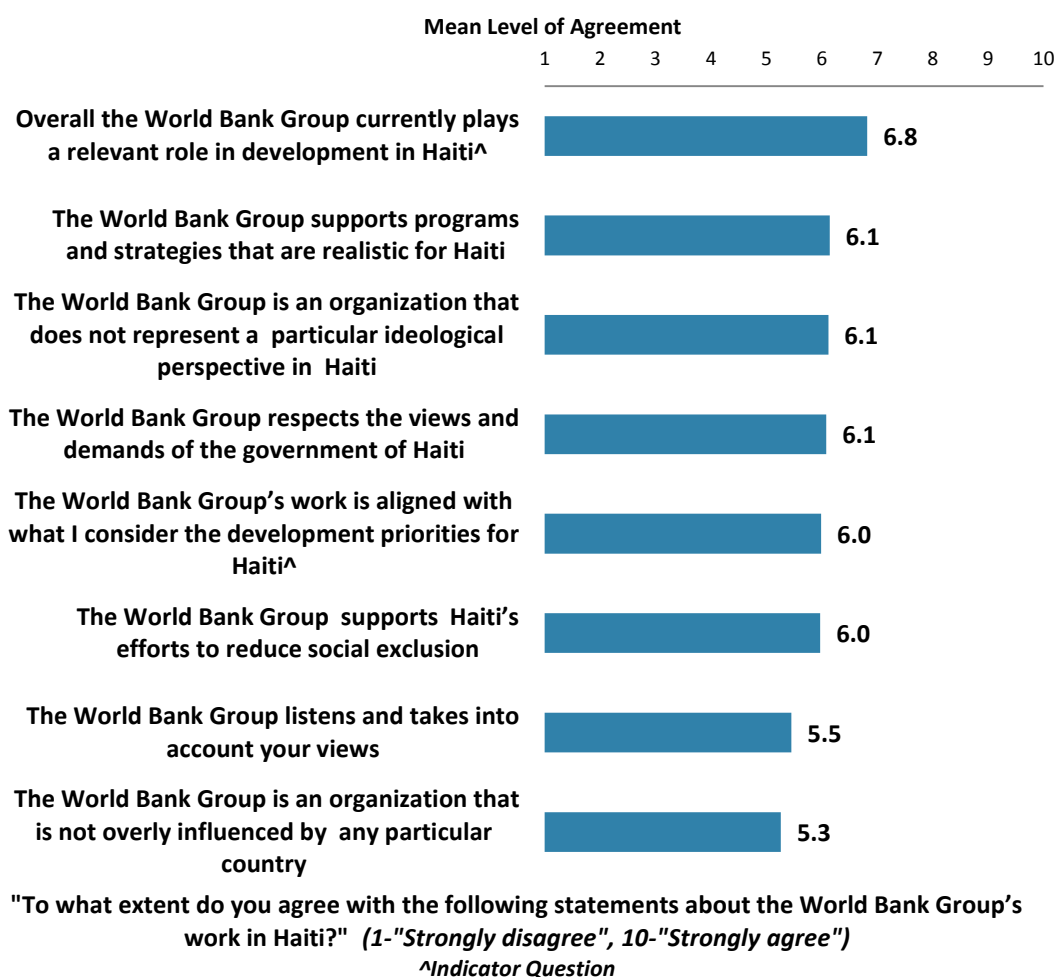
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the 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 Bank'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 Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Haiti. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at energy;
  - The WBG's effectiveness at education;
  - The WBG's effectiveness at disaster management/climate resilience;
  - The WBG's effectiveness at job creation/employment;
  - The WBG's effectiveness at local governance and institutions; and
  - The WBG's effectiveness at natural resource management.
- 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 Haiti, 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 energy;
  - The WBG's effectiveness at local governance and institutions;
  - The WBG's effectiveness at health/communicable/non-communicable diseases;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at natural resource management; and
  - The WBG's effectiveness at domestic private sector development.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Haiti

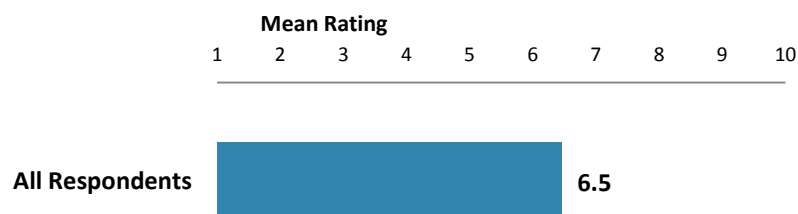
- Respondents across stakeholder groups had statistically similar levels of agreement with all of the statements below including the indicator questions, except the statement that *“the World Bank Group supports programs and strategies that are realistic for Haiti.”* Respondents from PMUs and contractors/consultants working on WBG projects had the highest levels of agreement with this statement, whereas respondents from the media had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement with all of the statements below including the indicator questions.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement with the statement that *“the World Bank Group listens and takes into account your views”* than respondents who do not professionally collaborate/work with the WBG.



## VII. How the World Bank Group Operates (continued)

### Building /Strengthening Country Systems in Haiti

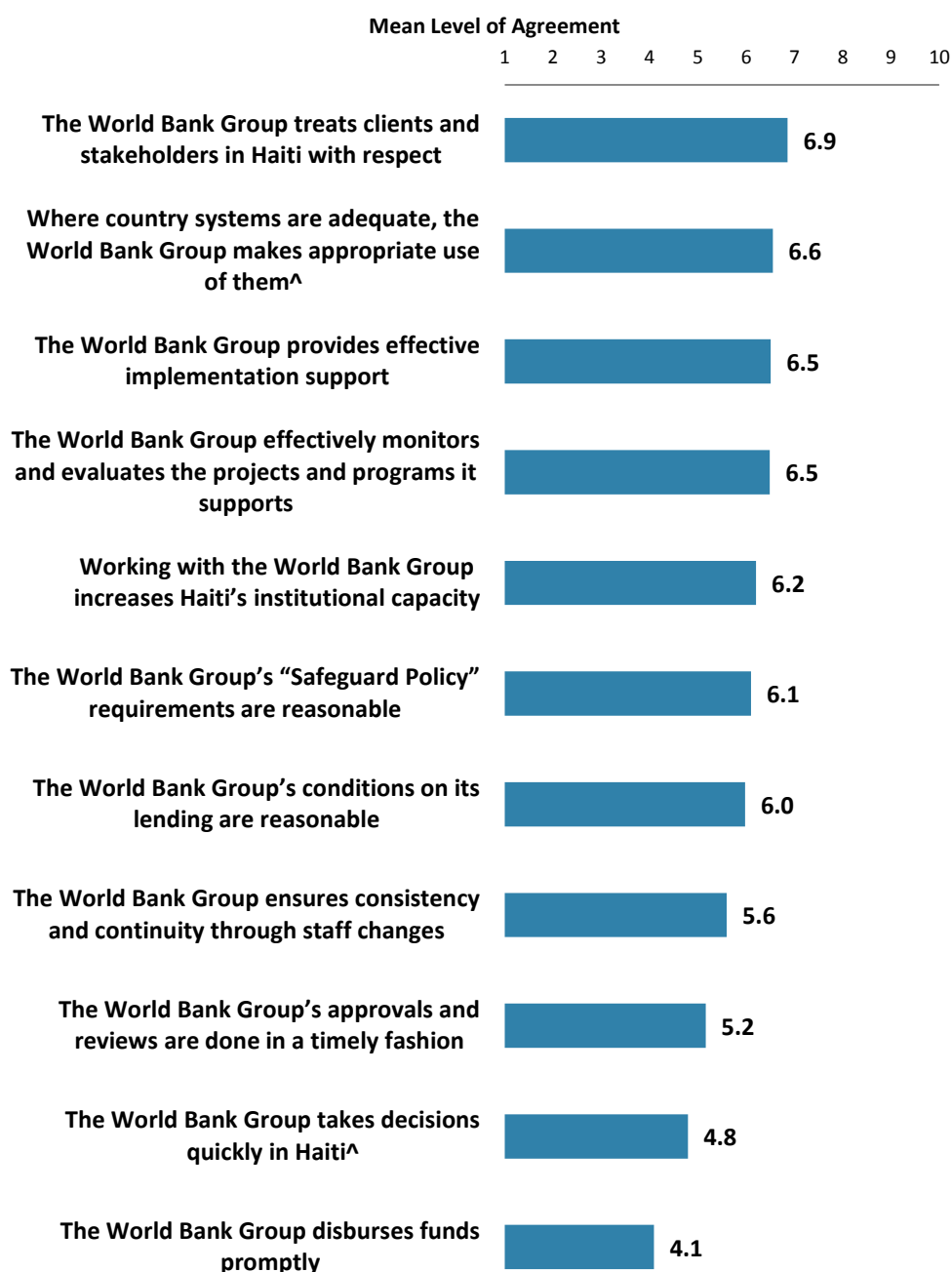
- Respondents from the private sector/financial sector/private banks, PMUs and contractors/consultants working on WBG project had the highest ratings for the extent to which the WBG helps to build/strengthen existing country systems in Haiti, whereas respondents from the media had significantly lower ratings.
- Respondents across geographic locations, whether they collaborate with the WBG or not, had statistically similar ratings for the extent to which the WBG helps to build/strengthen existing country systems in Haiti.



**"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Haiti?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions



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

^Indicator Question

## VII. How the World Bank Group Operates (continued)

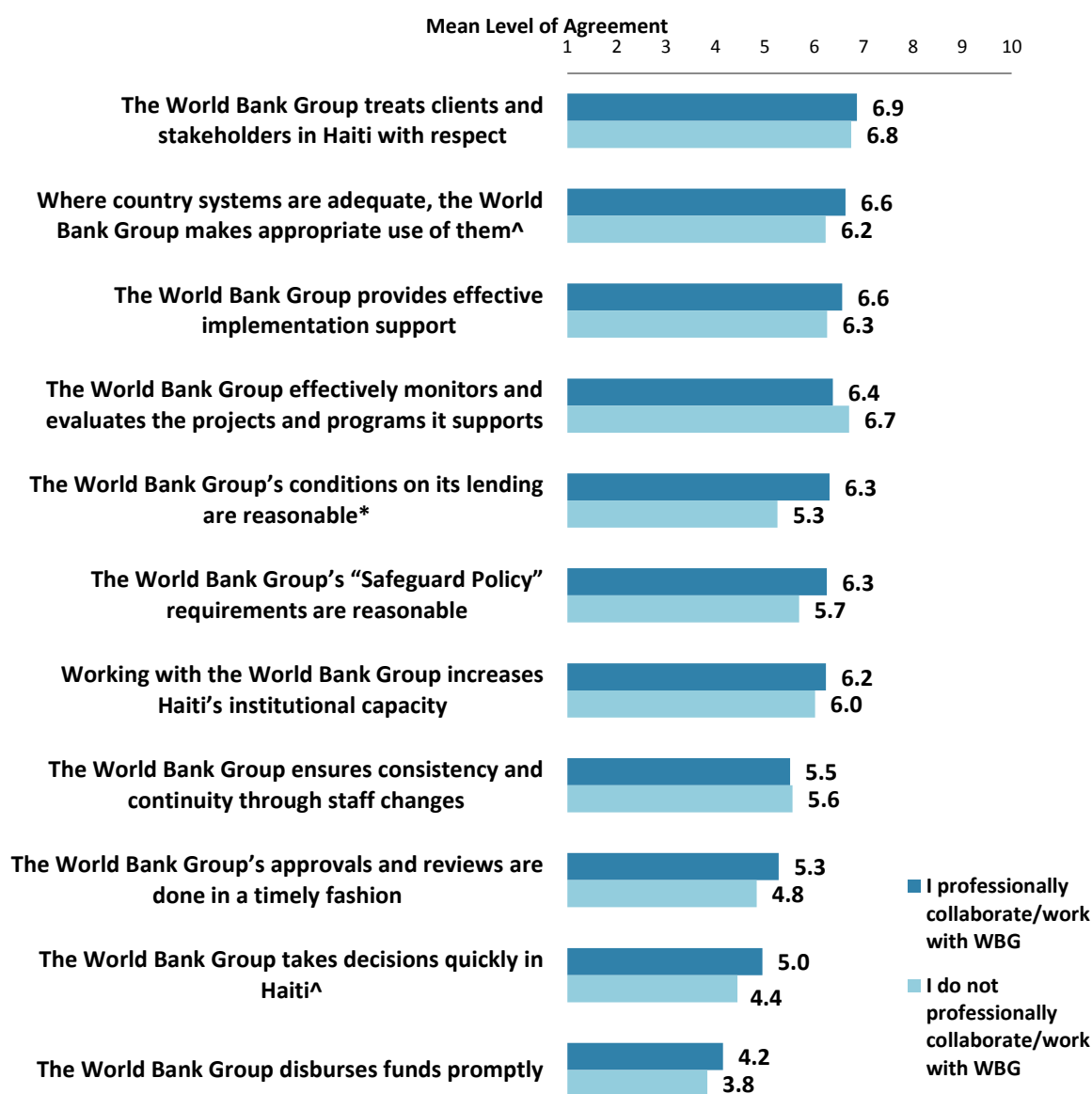
### Overall Perceptions (continued)

- There were significant stakeholder group differences in their levels of agreement with two of the statements above.
  - Respondents from PMUs and consultants/contractors working on WBG projects had the highest levels of agreement that “*the WBG takes decisions quickly in Haiti,*” whereas respondents from private sector/financial sector/private banks and the media had significantly lower levels of agreement.
  - Respondents from PMUs and consultants/contractors working on WBG projects had the highest levels of agreement that “*the WBG provides effective implementation support,*” whereas respondents from the media had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement with all of the statements above.

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions (continued)

- Respondents who professionally collaborate/work with WBG had significantly higher levels of agreement with the statement that “*the WBG’s conditions on its lending are reasonable,*” compared to respondents who do not collaborate/work with WBG.



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

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

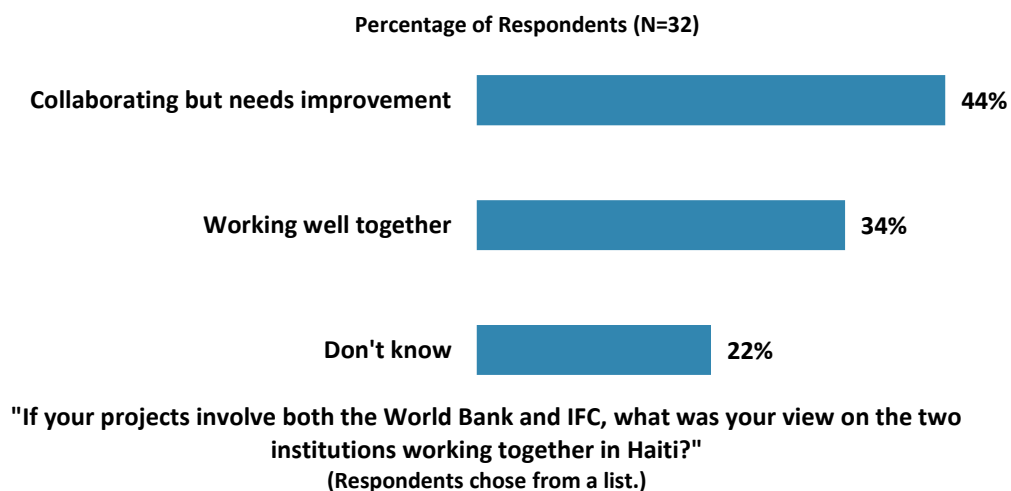
\*Significantly different between respondents who do and do not collaborate/work with WBG

^Indicator Question



## VII. How the World Bank Group Operates (continued)

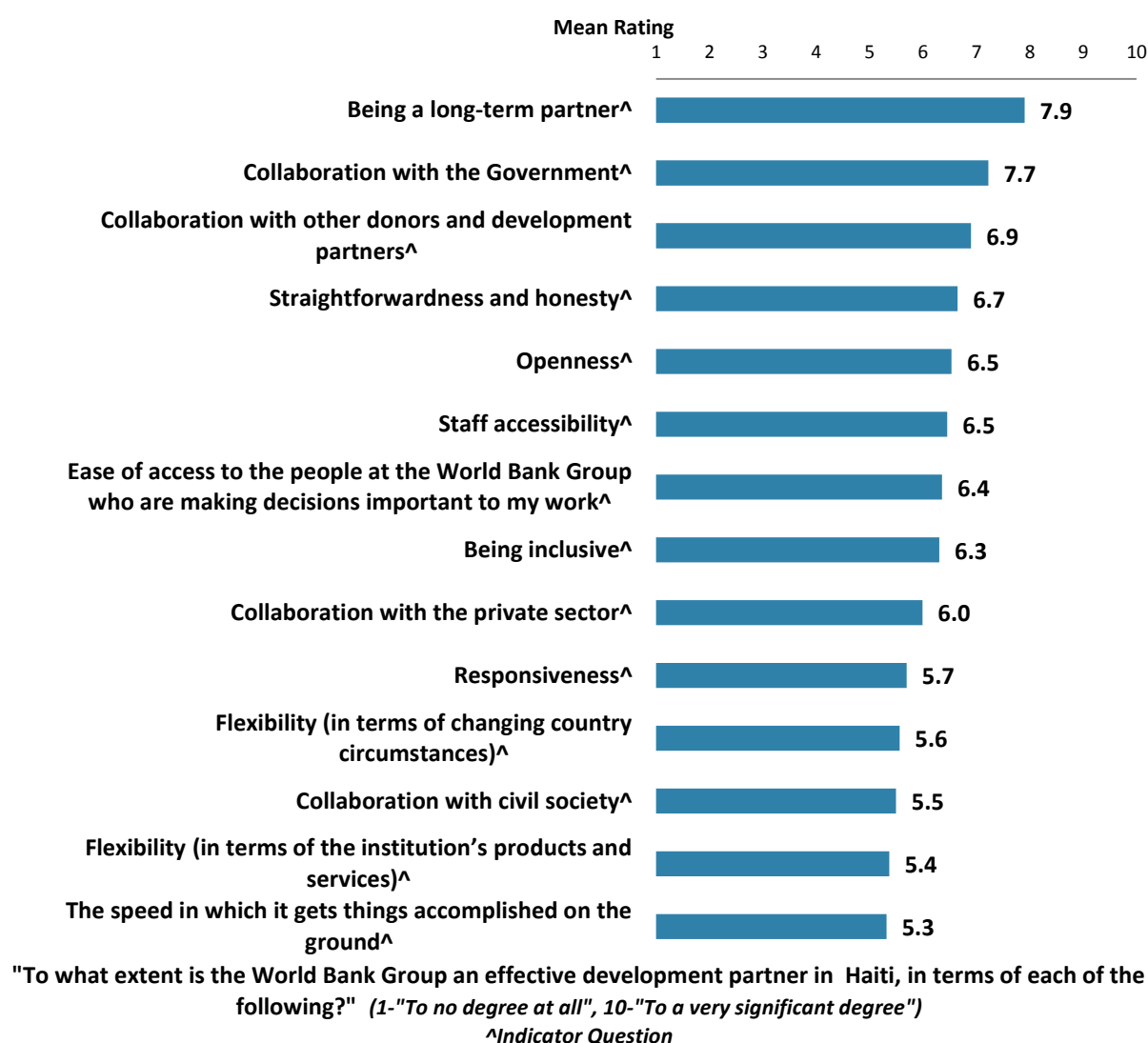
### Collaboration between the World Bank and IFC



## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

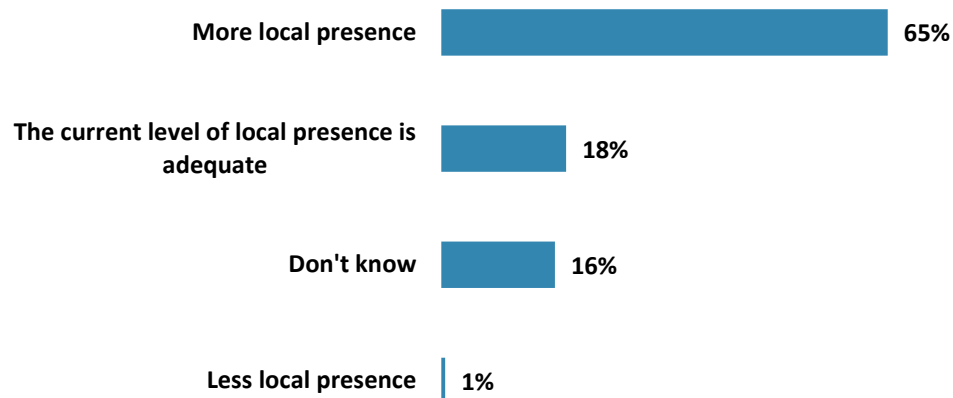
- Respondents from ministries/ministerial departments/implementation agencies, PMUs and contractors/consultants working on WBG projects tended to give the highest ratings for the WBG's "openness," "staff accessibility," "straightforwardness and honesty," "ease of access to the people at the WBG who are making decisions important to my work," "collaboration with other donors and development partners," and "the speed in which it gets things accomplished on the ground," whereas respondents from the media had significantly lower ratings for these qualities of the WBG as an effective development partner.
- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the WBG's "staff accessibility" and "ease of access to the people at the WBG who are making decisions important to my work" than respondents who do not professionally collaborate with the WBG



## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Local Presence in Haiti

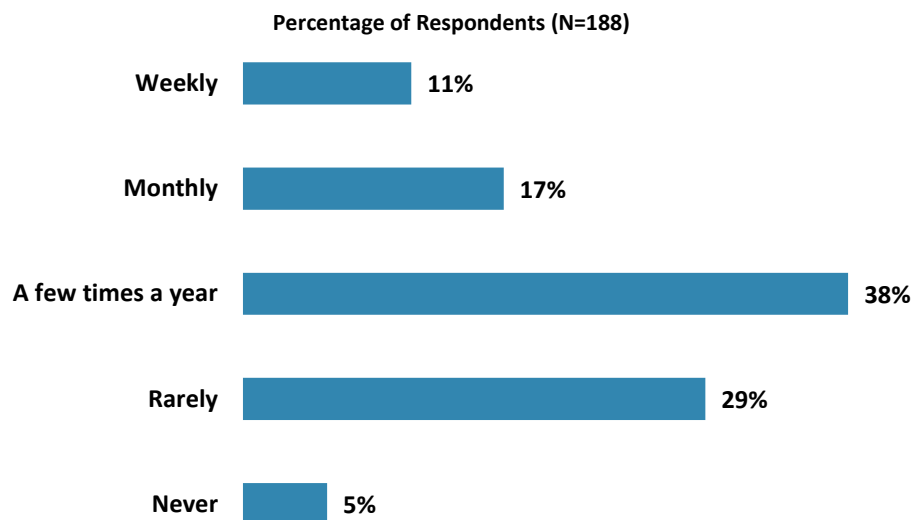
Percentage of Respondents (N=182)



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

## VIII. World Bank Group's Knowledge and Instruments

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



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

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

### Meeting Haiti's Knowledge Needs (*Indicator Question*)

- Respondents from the private sector/financial sector/private banks had the highest levels of agreement that the World Bank Group meets Haiti's needs for knowledge services, whereas respondents from the media had significantly lower levels of agreement.
- Respondents across geographic locations, whether they professionally collaborate/work with the WBG or not, also had statistically similar ratings for the levels of agreement that the World Bank Group meets Haiti's needs for knowledge services.

#### Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

All Respondents



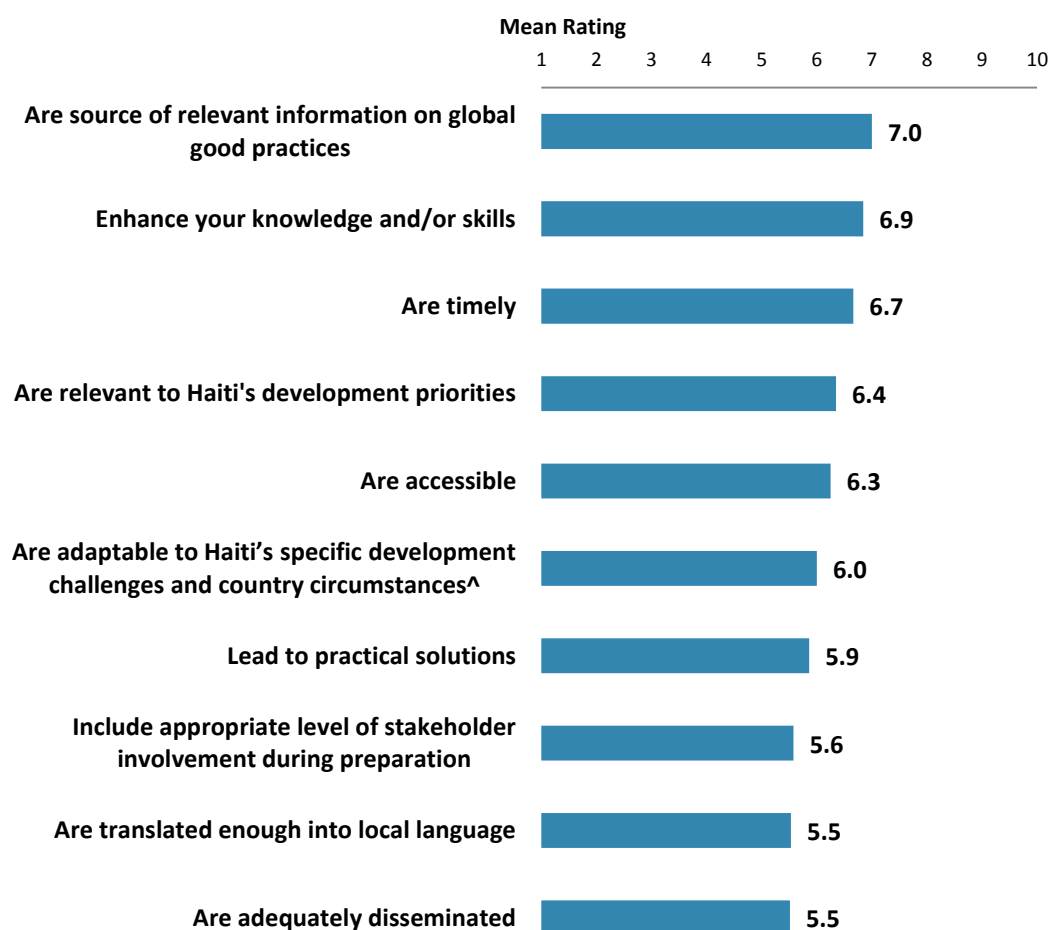
6.0

**"The World Bank Group meets Haiti's needs for knowledge services"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

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

### Qualities of the WBG's Knowledge Work and Activities

- Respondents from PMUs and consultants/contractors working on WBG projects had the highest ratings for two qualities of the WBG knowledge work and activities ("*being accessible*" and "*being adequately disseminated*"), whereas respondents from the media had significantly lower ratings for them.
- Respondents who are located outside Port-au-Prince gave significantly higher ratings for the "*timeliness*" of the WBG knowledge work and activities than respondents from Port-au-Prince.
- Respondents do and do not collaborate/work with the WBG had statistically similar ratings for all of the following qualities of the WBG's knowledge work and activities (including the indicator question).



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

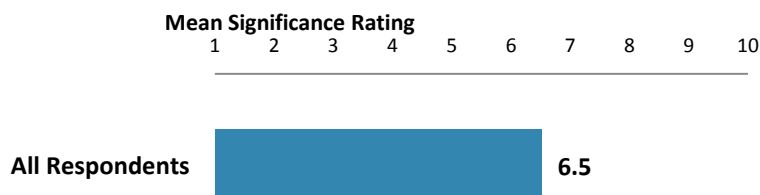
(1-"To no degree at all", 10-"To a very significant degree")

^Indicator Question

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

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

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Haiti.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Haiti.



**"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")*

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

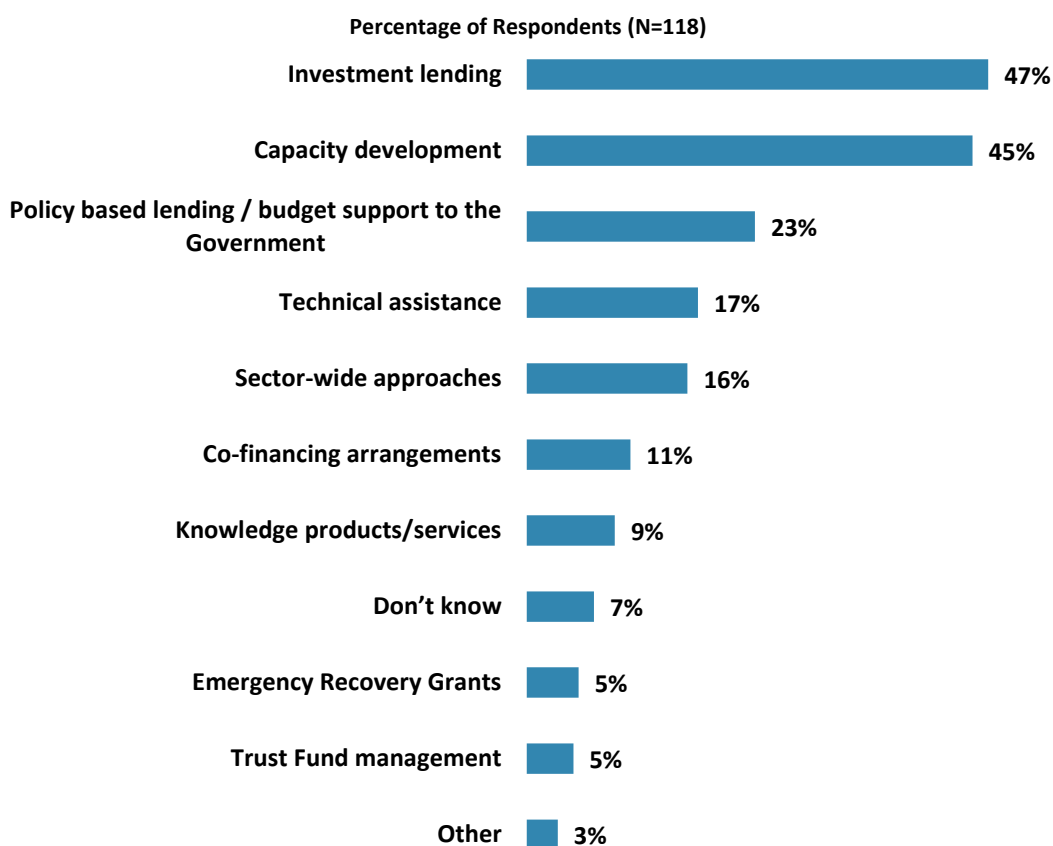
- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the technical quality of the WBG's knowledge work and activities.



**"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



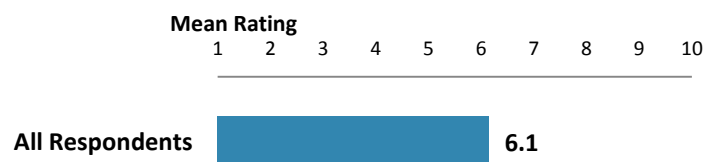
**“Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Haiti? (Choose no more than TWO)”**  
 (Respondents chose from a list. Responses combined.)



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

### Combination of World Bank Group Service

- Respondents from PMUs and consultants/contractors working on WBG projects had the highest ratings for the extent the combination of the WBG's financial, knowledge, and convening services meets the national development needs of Haiti, whereas respondents from the media had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the extent the combination of the WBG's financial, knowledge, and convening services meets the national development needs of Haiti.



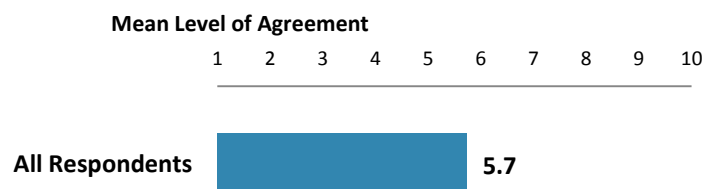
**"When considering the national development needs in Haiti, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Haiti meet the national development needs of Haiti?"**

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

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

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

- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group's financial instruments meet Haiti's needs.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement that the World Bank Group's financial instruments meet Haiti's needs.

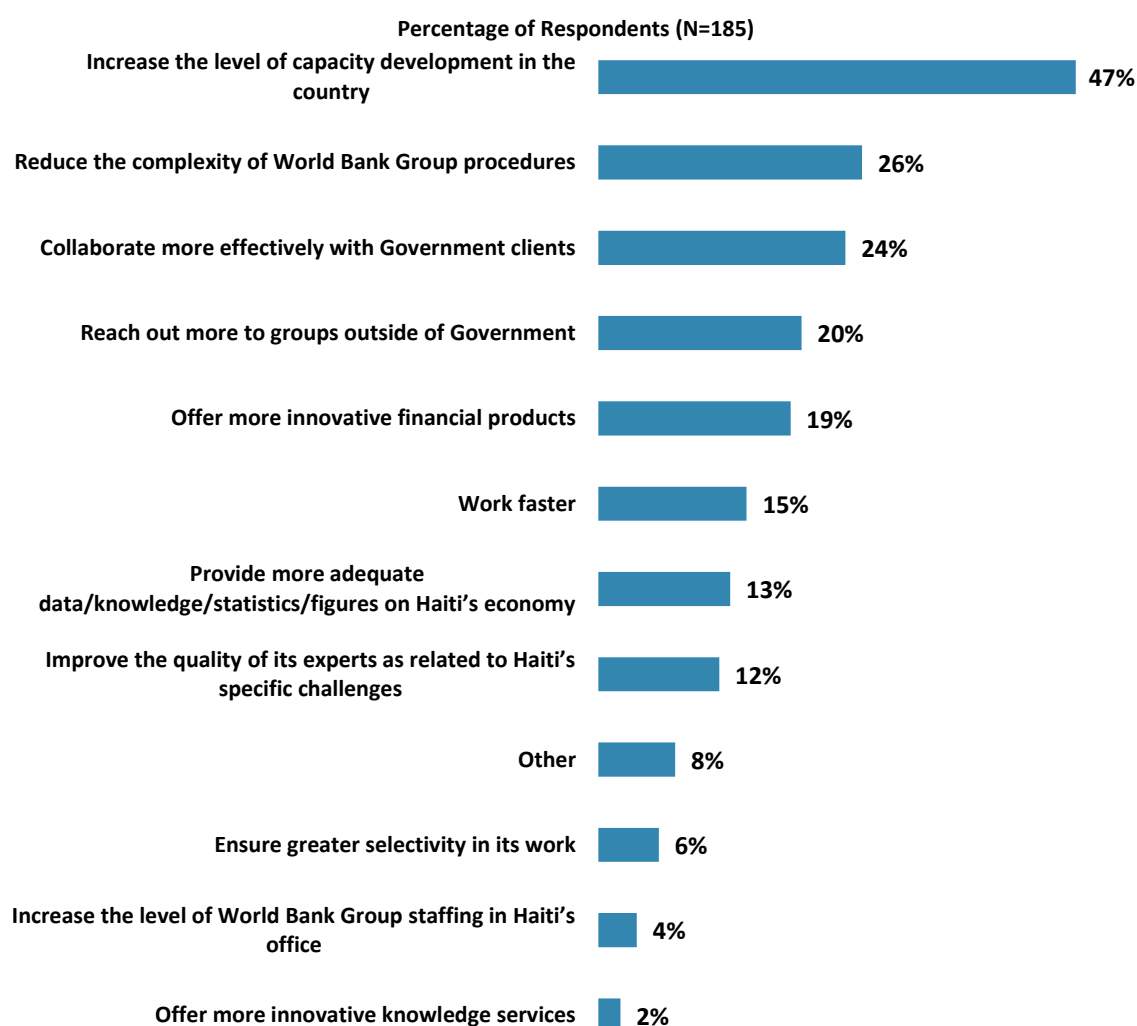


**"The World Bank Group's financial instruments meet the needs of Haiti."**  
*(1-"Strongly disagree", 10-"Strongly agree")*

## IX. The Future Role of the World Bank Group in Haiti

### Making the World Bank Group of Greater Value

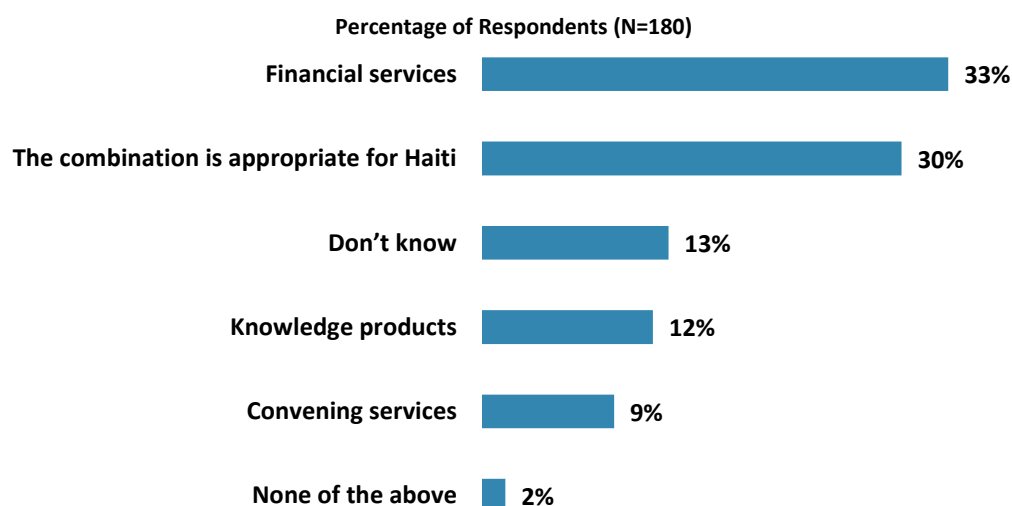
- Nine out of ten respondents from bilateral/multilateral agencies and more than half of the respondents from the Office of President/Prime Minister/Ministers indicated that the WBG should “*increase the level of capacity development in the country*” to make itself of greater value in Haiti. Respondents from CSOs and the media were significantly less to indicate so.
- There weren’t significant differences between respondents who do and do not professionally collaborate/work with the WBG in their responses to this question except their likelihood of choosing the response option “Other.” Respondents who collaborate with the WBG were significantly more likely to choose this option than those who do not collaborate with the WBG.



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

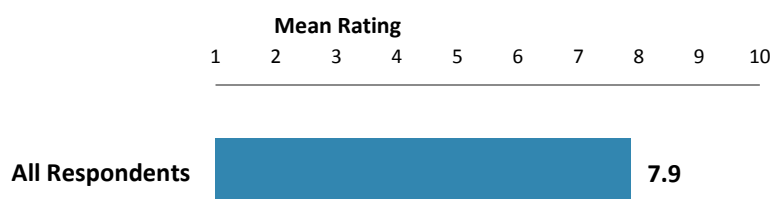
## IX. The Future Role of the World Bank Group in Haiti (continued)

### World Bank Group's Services in Haiti



"When considering the combination of services that the World Bank Group offers in Haiti, 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 Haiti?"  
(Respondents chose from a list.)

### Future Role of International Development in Haiti

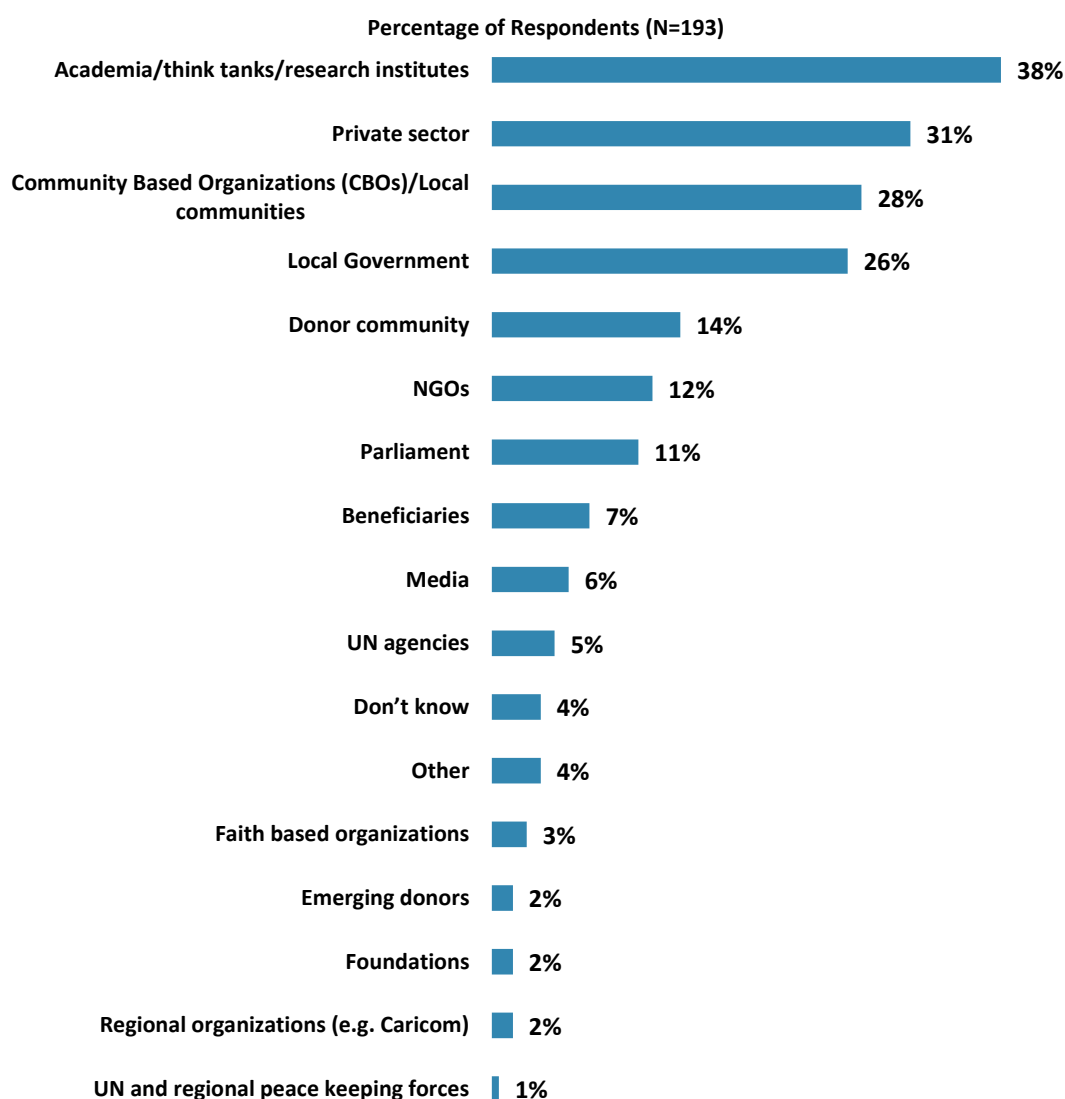


"How significant a role do you believe that international development cooperation SHOULD play in Haiti's development in the near future?"  
(1-"Not a significant role at all", 10-"Very significant role")

## IX. The Future Role of the World Bank Group in Haiti (continued)

### Collaborating with Other Groups

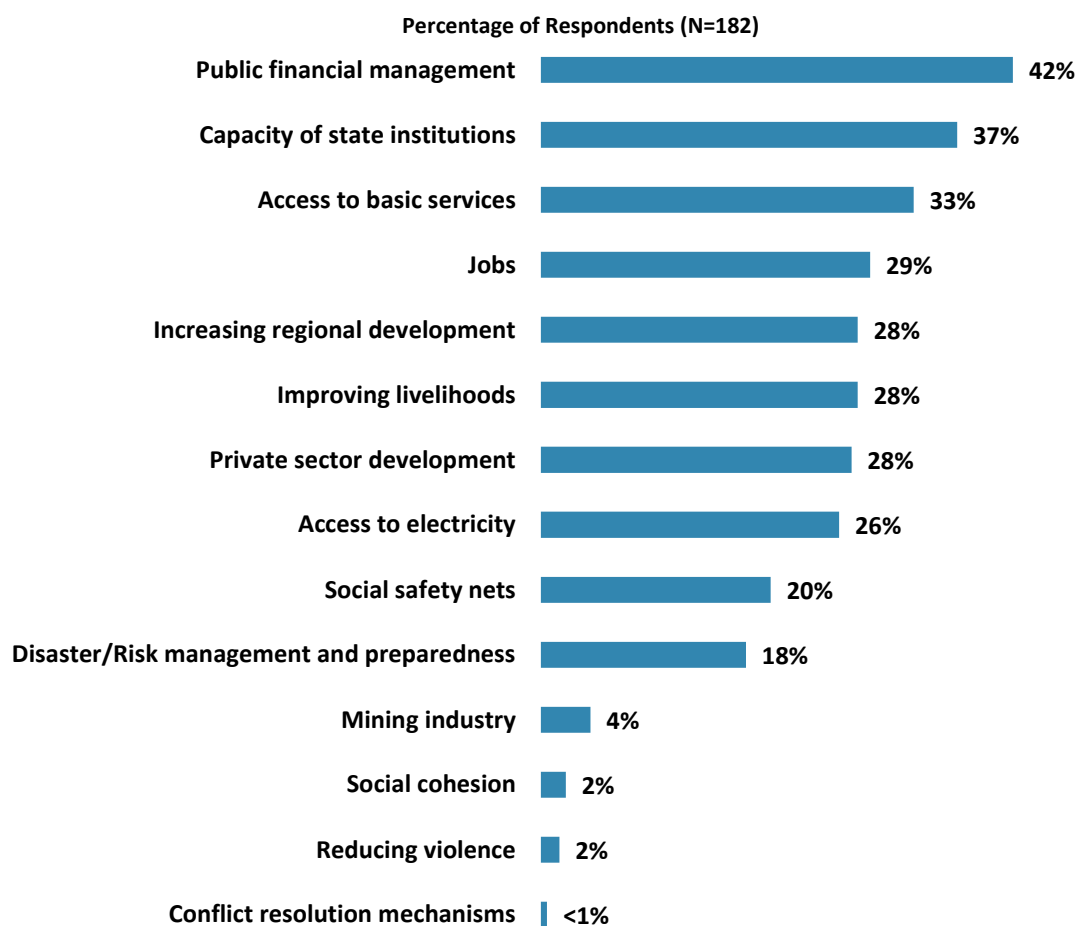
- It is worth noting that respondents from the Office of President/Prime Minister/Ministers, employees of ministries/ministerial departments/implementation agencies, and the private sector/financial sector/private banks were most likely to indicate that the WBG should collaborate more with the “*private sector*,” whereas respondents from the media and bilateral/multilateral agencies were significantly less likely to indicate so.
- Respondents across stakeholder groups all seemed to stress the importance of collaborating more with academia/think tanks/research institutes for the WBG in Haiti in the future.



**"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.)

## IX. The Future Role of the World Bank Group in Haiti (continued)

### World Bank Group Playing a Leading Role in Haiti

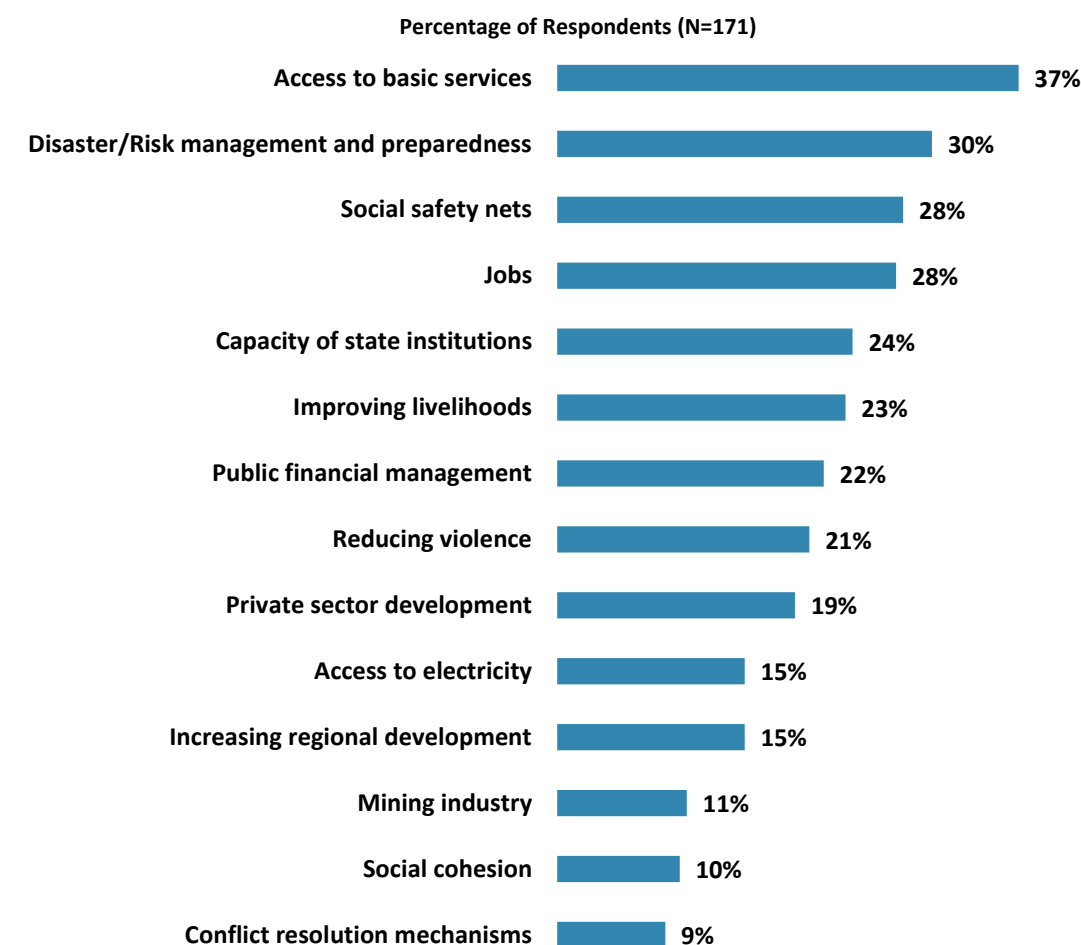


"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti?"

(Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank Group in Haiti (continued)

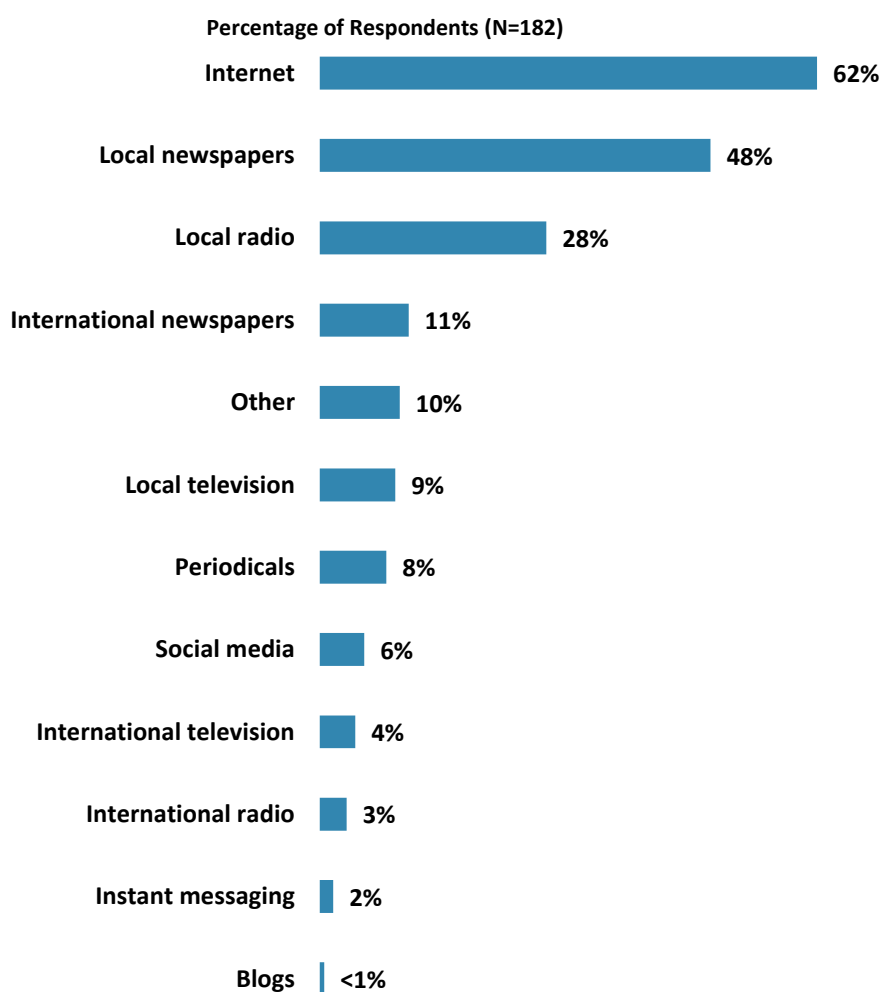
### Other Donors Playing a Leading Role in Haiti



"Which THREE areas below would benefit most from other donors playing a leading role among international partners in Haiti?" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness

### General Information Sources

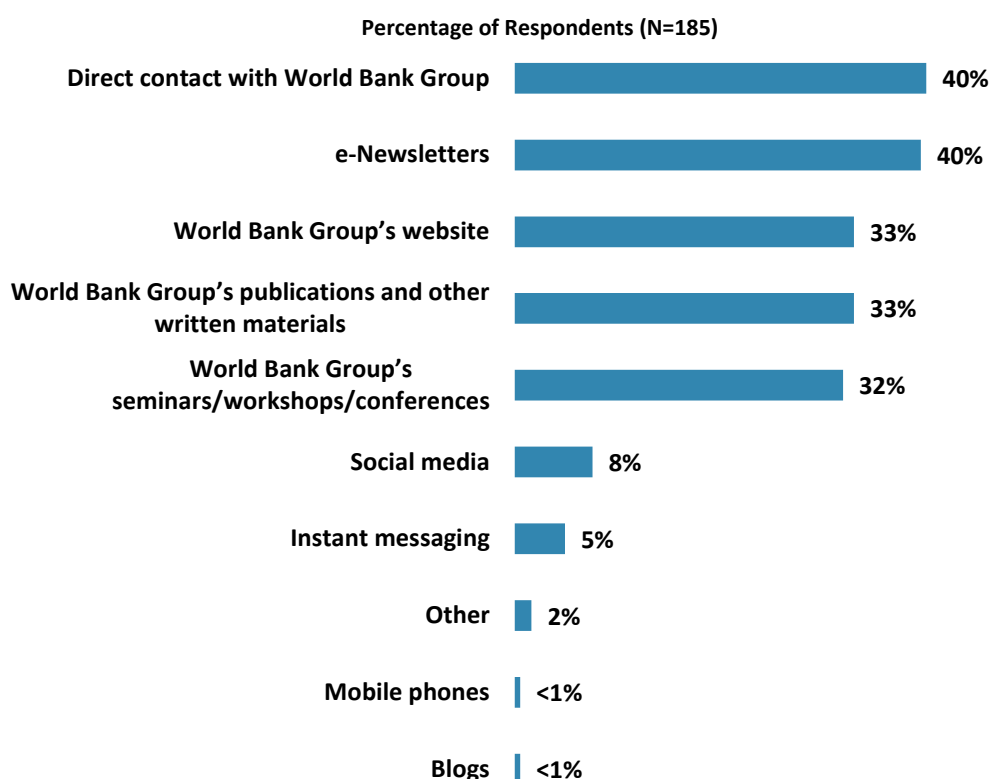


"How do you get most of your information about economic and social development issues in Haiti? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



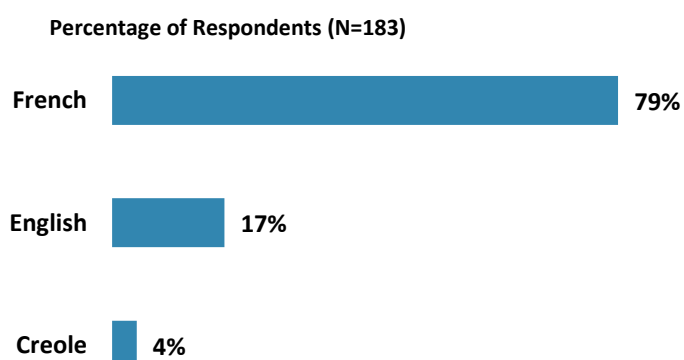
## X. Communication and Openness (continued)

### 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.)

### Preferred Languages

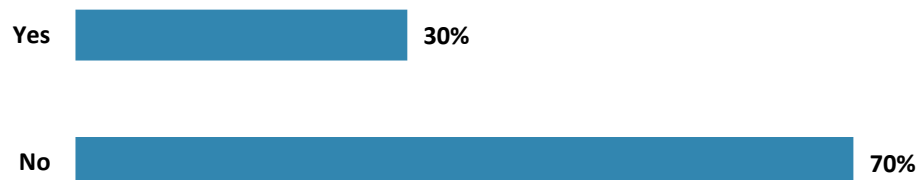


"In which language would you prefer to receive information from the World Bank Group?  
(Select only ONE response)" (Respondents chose from a list.)

## X. Communication and Openness (continued)

### Access to Information

Percentage of Respondents (N=177)



"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=170)



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

Percentage of Respondents (N=36)



"Were you able to obtain this information?"

Mean Level of Agreement

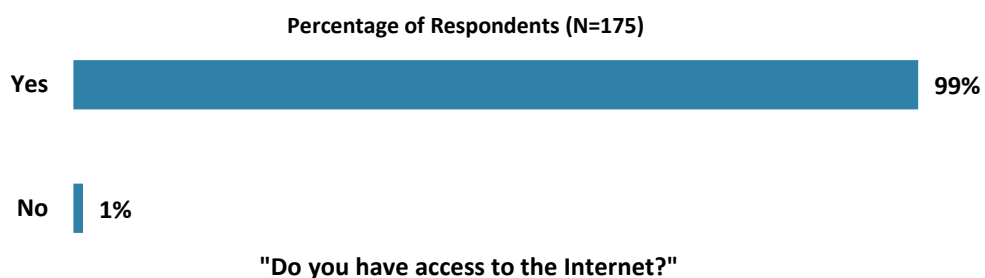
1 2 3 4 5 6 7 8 9 10



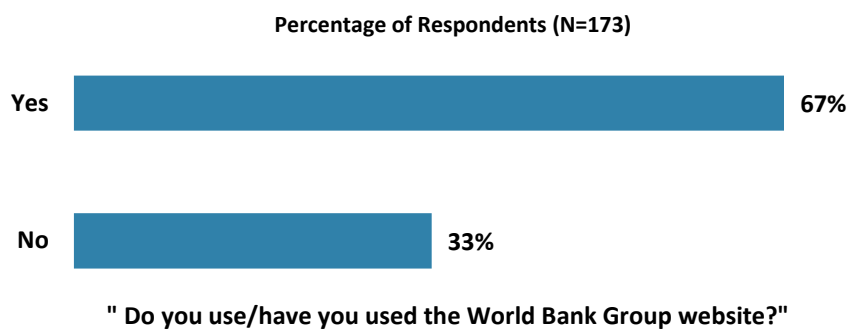
"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

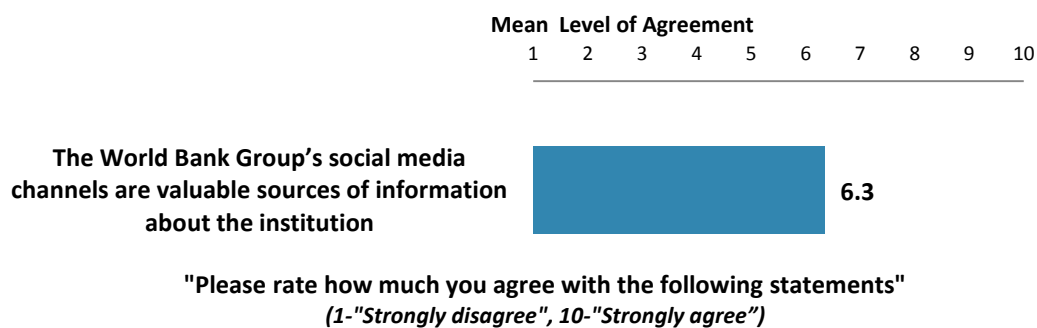
### Internet Access



### Website Usage

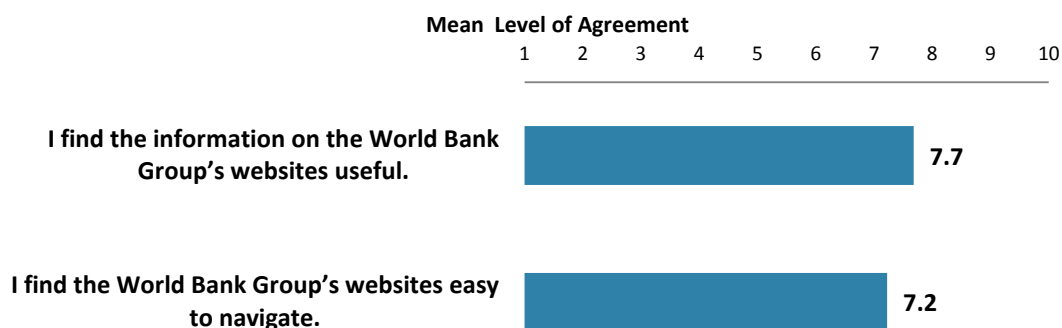


### Evaluation of WBG's Social Media Channels



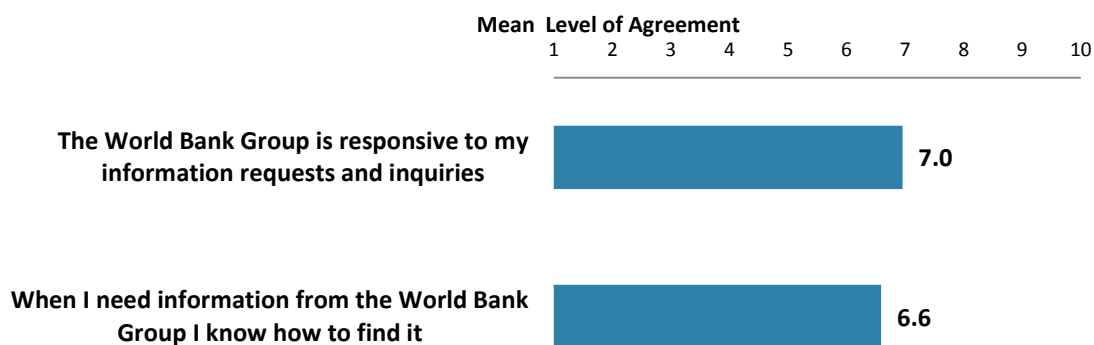
## X. Communication and Openness (continued)

### Website Evaluation



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

### Information Sharing



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

## XI. Appendices

|   |     |
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### Haiti



## Appendix A: Responses to All Questions across All Respondents (N=204)

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 Haiti

| 1. In general would you say that Haiti is headed in ... ? | Percentage of Respondents (N=184) |
|---|-----------------------------------|
| The right direction                                       | 52.7%                             |
| Not sure  | 34.2%                             |
| The wrong direction                                       | 13.0%                             |

| 2. Listed below are a number of development priorities in Haiti. Please identify which of the following you consider the most important development priorities in Haiti? (Choose no more than FIVE) | Percentage of Respondents (Responses Combined; N=199) |
|---|---|
| Education   | 66.3%   |
| Public sector governance/ reform  | 50.8%   |
| Job creation/employment   | 33.2%   |
| Health  | 29.1%   |
| Transport   | 28.6%   |
| Security/stabilization  | 27.1%   |
| Energy  | 26.1%   |
| Environmental sustainability  | 21.6%   |
| Anti-corruption   | 21.1%   |
| Agricultural development  | 17.1%   |
| Poverty reduction   | 16.6%   |
| Water and sanitation  | 16.6%   |
| Economic growth   | 15.1%   |
| Foreign direct investment   | 13.6%   |
| Social protection   | 13.6%   |
| Domestic private sector development   | 13.6%   |
| Reconstruction  | 13.1%   |
| Law and justice   | 12.6%   |
| Food security   | 10.1%   |
| Local governance and institutions   | 10.1%   |
| Rural development   | 9.5%  |
| Equality of opportunity   | 4.5%  |
| Social cohesion   | 4.0%  |
| Disaster management   | 4.0%  |
| Climate change  | 3.5%  |
| Urban development   | 3.0%  |
| Information and communications technology   | 2.5%  |
| Trade and exports   | 2.5%  |
| Regulatory framework  | 2.0%  |
| Natural resource management   | 2.0%  |
| Global/regional integration   | 1.5%  |
| Gender equity   | 1.0%  |
| Regional conflict and tensions  | 0.5%  |
| Financial markets   | 0.5%  |
| Crime and violence  | 0.5%  |
| Communicable/non-communicable diseases  | 0.0%  |

**A. General Issues Facing Haiti (continued)**

| <b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which FIVE areas of development listed below do you believe would contribute most to reducing poverty in Haiti? (Choose no more than FIVE)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=200)</b> |
|---|--|
| Job creation/employment   | 56.5%  |
| Education   | 51.0%  |
| Economic growth   | 43.5%  |
| Rural development   | 38.5%  |
| Agricultural development  | 33.5%  |
| Anti-corruption   | 28.5%  |
| Public sector governance/ reform  | 20.5%  |
| Domestic private sector development   | 19.5%  |
| Foreign direct investment   | 18.5%  |
| Food security   | 18.0%  |
| Security/stabilization  | 15.0%  |
| Water and sanitation  | 14.5%  |
| Energy  | 14.5%  |
| Transport   | 13.5%  |
| Social protection   | 13.0%  |
| Local governance and institutions   | 13.0%  |
| Health  | 10.5%  |
| Equality of opportunity   | 10.0%  |
| Urban development   | 10.0%  |
| Law and justice   | 8.5%   |
| Reconstruction  | 7.5%   |
| Environmental sustainability  | 6.5%   |
| Social cohesion   | 5.0%   |
| Natural resource management   | 4.5%   |
| Trade and exports   | 4.0%   |
| Disaster management   | 3.5%   |
| Climate change  | 3.0%   |
| Gender equity   | 3.0%   |
| Crime and violence  | 2.5%   |
| Global/regional integration   | 2.5%   |
| Information and communications technology   | 2.0%   |
| Regional conflict and tensions  | 0.5%   |
| Regulatory framework  | 0.5%   |
| Financial markets   | 0.5%   |
| Communicable/non-communicable diseases  | 0.0%   |

**A. General Issues Facing Haiti (continued)**

| <b>4. Economic growth can be driven by a number of factors. Which FIVE areas below do you believe would contribute most to generating economic growth in Haiti? (Choose no more than FIVE)</b> | <b>Percentage of Respondents (Responses Combined; N=198)</b> |
|--|--|
| Job creation/employment  | 42.9%  |
| Agricultural development   | 41.4%  |
| Energy   | 39.9%  |
| Foreign direct investment  | 36.9%  |
| Anti-corruption  | 34.3%  |
| Public sector governance/ reform   | 34.3%  |
| Trade and exports  | 33.8%  |
| Domestic private sector development  | 33.3%  |
| Education  | 26.8%  |
| Rural development  | 23.7%  |
| Transport  | 23.7%  |
| Security/stabilization   | 12.6%  |
| Reconstruction   | 12.6%  |
| Regulatory framework   | 10.1%  |
| Information and communications technology  | 9.6%   |
| Local governance and institutions  | 7.6%   |
| Equality of opportunity  | 7.6%   |
| Natural resource management  | 7.6%   |
| Urban development  | 6.6%   |
| Financial markets  | 6.1%   |
| Law and justice  | 5.6%   |
| Global/regional integration  | 5.6%   |
| Social cohesion  | 4.5%   |
| Environmental sustainability   | 4.5%   |
| Disaster management  | 4.0%   |
| Health   | 4.0%   |
| Food security  | 3.5%   |
| Water and sanitation   | 2.5%   |
| Climate change   | 2.5%   |
| Gender equity  | 2.0%   |
| Social protection  | 1.5%   |
| Regional conflict and tensions   | 1.0%   |
| Crime and violence   | 1.0%   |
| Communicable/non-communicable diseases   | 0.0%   |



**A. General Issues Facing Haiti (continued)**

| <b>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 Haiti? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=185)</b> |
|--|--|
| Better entrepreneurial opportunities   | 32.4%  |
| A growing middle class   | 26.5%  |
| Education and training that better ensure job opportunity  | 24.9%  |
| Consistent economic growth   | 18.9%  |
| Better employment opportunities for young people   | 16.8%  |
| Greater access to micro-finance for the poor   | 16.2%  |
| Better opportunity for the poor who live in rural areas  | 11.9%  |
| Greater equity of fiscal policy  | 10.3%  |
| Better quality public services   | 8.1%   |
| More reliable social safety net  | 7.6%   |
| Greater access to health   | 7.0%   |
| Greater voice and participation for citizens to help ensure greater Government accountability  | 7.0%   |
| Better employment opportunities for women  | 4.3%   |
| Improved nutrition and food security   | 3.8%   |
| Other  | 2.2%   |
| Better opportunity for the poor who live in urban areas  | 1.1%   |
| Accelerated reconstruction   | 0.0%   |

**B. Overall Attitudes toward the World Bank Group**

| <b>How familiar are you with the work of these organizations in Haiti?</b><br>(1-Not familiar at all, 10-Extremely familiar) | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|--|----------|-----------|-------------|-----------|
| 1. World Bank (WB/BM)  | 199      | 0         | 6.38        | 2.55      |
| 2. Inter-American Development Bank (IDB/BID)   | 194      | 0         | 6.03        | 2.66      |
| 3. Latin American Development Bank (CAF)   | 187      | 0         | 2.31        | 2.11      |
| 4. Caribbean Development Bank (CDB)  | 191      | 0         | 3.02        | 2.57      |

| <b>Overall, please rate your impression of the effectiveness of these organizations in Haiti.</b><br>(1-Not effective at all, 10-Extremely effective) | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 5. World Bank (WB/BM)*  | 170      | 18        | 6.11        | 1.80      |
| 6. Inter-American Development Bank (IDB/BID)  | 159      | 28        | 5.98        | 1.93      |
| 7. Latin American Development Bank (CAF)  | 41       | 127       | 3.44        | 2.21      |
| 8. Caribbean Development Bank (CDB)   | 64       | 108       | 4.50        | 2.46      |

| <b>Staff Preparedness*</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Haiti's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 140      | 53        | 6.63        | 1.95      |

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

| <b>10. When thinking about how the World Bank Group can have the most impact on development results in Haiti, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Haiti? (Choose no more than FIVE)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=194)</b> |
|--|--|
| Education  | 58.8%  |
| Public sector governance/ reform   | 48.5%  |
| Transport  | 30.4%  |
| Energy   | 29.9%  |
| Job creation/employment  | 28.9%  |
| Agricultural development   | 28.4%  |
| Health   | 23.7%  |
| Poverty reduction  | 23.2%  |
| Domestic private sector development  | 23.2%  |
| Rural development  | 22.2%  |
| Economic growth  | 17.5%  |
| Anti-corruption  | 17.5%  |
| Water and sanitation   | 16.0%  |
| Reconstruction   | 15.5%  |
| Environmental sustainability   | 12.9%  |
| Social protection  | 11.9%  |
| Foreign direct investment  | 9.3%   |
| Security/stabilization   | 8.8%   |
| Local governance and institutions  | 7.7%   |
| Law and justice  | 6.7%   |
| Trade and exports  | 5.7%   |
| Disaster management  | 5.7%   |
| Food security  | 5.2%   |
| Urban development  | 5.2%   |
| Natural resource management  | 4.6%   |
| Climate change   | 4.1%   |
| Financial markets  | 4.1%   |
| Information and communications technology  | 4.1%   |
| Regulatory framework   | 3.6%   |
| Equality of opportunity  | 3.1%   |
| Social cohesion  | 2.1%   |
| Communicable/non-communicable diseases   | 1.5%   |
| Global/regional integration  | 1.0%   |
| Crime and violence   | 1.0%   |
| Gender equity  | 0.0%   |
| Regional conflict and tensions   | 0.0%   |

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

| 11. 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 Haiti? | Percentage of Respondents (N=185) |                                |          |
|--|-----------------------------------|--------------------------------|----------|
|  | Greatest Value                    | 2 <sup>nd</sup> Greatest Value | Combined |
| Capacity development   | 29.7%                             | 18.0%                          | 47.8%    |
| Financial resources  | 32.4%                             | 15.3%                          | 47.7%    |
| Technical assistance   | 4.9%                              | 16.4%                          | 21.3%    |
| Policy advice, studies, analyses   | 10.3%                             | 9.8%                           | 20.1%    |
| Strategy formulation   | 8.1%                              | 11.5%                          | 19.6%    |
| Donor coordination   | 4.9%                              | 10.4%                          | 15.2%    |
| Mobilizing third party financial resources   | 3.2%                              | 6.0%                           | 9.3%     |
| Data   | 1.6%                              | 5.5%                           | 7.1%     |
| Linkage to non-Bank expertise  | 1.6%                              | 3.8%                           | 5.4%     |
| Convening/Facilitating   | 2.2%                              | 2.7%                           | 4.9%     |
| Other  | 1.1%                              | 0.5%                           | 1.6%     |

| How effectively do the World Bank Group's activities below support Haiti's efforts to achieve development results? (1-Not effective at all, 10-Very effective) | Effectiveness |    |      |      |
|--|---------------|----|------|------|
|  | N             | DK | Mean | SD   |
| 12. Convening/Facilitating   | 101           | 62 | 6.06 | 1.77 |
| 13. Data   | 118           | 46 | 6.71 | 1.68 |
| 14. Policy advice, studies, analyses   | 130           | 39 | 6.42 | 1.93 |
| 15. Financial resources  | 148           | 26 | 7.18 | 1.81 |
| 16. Technical assistance   | 143           | 30 | 6.71 | 1.77 |
| 17. Mobilizing third party financial resources   | 117           | 53 | 6.41 | 1.98 |
| 18. Donor coordination   | 130           | 39 | 5.80 | 2.25 |
| 19. Linkage to non-Bank expertise  | 96            | 71 | 5.76 | 1.97 |
| 20. Strategy formulation   | 117           | 56 | 6.45 | 1.88 |

| The World Bank Group can provide capacity building support in a number of ways in Haiti. To which degree would Haiti benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree) | Degree |    |      |      |
|---|--------|----|------|------|
|   | N      | DK | Mean | SD   |
| 21. Groups outside of government to help them more effectively engage and participate in development efforts  | 169    | 15 | 7.25 | 2.13 |
| 22. The public sector, related to implementation of specific development projects on the ground   | 181    | 7  | 8.22 | 1.68 |
| 23. The public sector, related to reforming institutions (organizations or sociopolitical conditions)   | 172    | 10 | 8.21 | 1.61 |
| 24. The private sector, related to institutional and policy change  | 164    | 18 | 7.52 | 1.82 |

| 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 Haiti? (1-Not effective at all, 10-Very effective) | Effectiveness |    |      |      |
|--|---------------|----|------|------|
|  | N             | DK | Mean | SD   |
| 25. Project implementation (or other organizational strengthening)   | 128           | 62 | 6.54 | 1.83 |
| 26. Citizen engagement (incorporating citizens' voices into development)   | 91            | 96 | 5.16 | 2.18 |
| 27. Policy design (for clarity and better incentives to achieve development goals)   | 106           | 83 | 6.27 | 1.79 |
| 28. Directly supporting building of government institutions  | 121           | 68 | 6.35 | 1.85 |

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

| When thinking about how to improve capacity building in Haiti 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) | Effectiveness  |    |      |      |
|--|--|----|------|------|
|  | N  | DK | Mean | SD   |
| 29. Project implementation (or other organizational strengthening)   | 150  | 38 | 7.50 | 2.13 |
| 30. Citizen engagement (incorporating citizens' voices into development)   | 138  | 50 | 7.60 | 1.81 |
| 31. Policy design (for clarity and better incentives to achieve development goals)   | 137  | 50 | 7.76 | 1.70 |
| 32. Directly supporting building of government institutions  | 144  | 44 | 7.74 | 1.99 |
| <b>33. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Haiti? (Choose no more than TWO)</b>  | <b>Percentage of Respondents (Responses Combined; N=197)</b> |    |      |      |
| Not adequately sensitive to political/social realities in Haiti  | 17.8%  |    |      |      |
| Not enough public disclosure of its work   | 15.7%  |    |      |      |
| Not collaborating enough with non-state actors   | 15.2%  |    |      |      |
| World Bank Group's processes too complex   | 14.2%  |    |      |      |
| World Bank Group's processes too slow  | 13.7%  |    |      |      |
| Not willing to honestly criticize policies and reform efforts in the country   | 13.2%  |    |      |      |
| Too bureaucratic in its operational policies and procedures  | 12.7%  |    |      |      |
| Too influenced by developed countries  | 12.2%  |    |      |      |
| Imposing technocratic solutions without regard to political realities  | 10.7%  |    |      |      |
| Don't know   | 10.7%  |    |      |      |
| Not aligned with country priorities  | 9.1%   |    |      |      |
| Not focused enough on issues that are unique to fragile countries  | 7.1%   |    |      |      |
| Not exploring alternative policy options   | 5.1%   |    |      |      |
| Arrogant in its approach   | 4.6%   |    |      |      |
| Inadequate number of World Bank Group staff members located in the country   | 4.6%   |    |      |      |
| Not aligned with other donors' work  | 4.1%   |    |      |      |
| Staff too inaccessible   | 4.1%   |    |      |      |
| Other  | 3.6%   |    |      |      |
| The credibility of its knowledge/data  | 2.0%   |    |      |      |
| Its advice and strategies do not lend themselves to practical problem solving  | 1.5%   |    |      |      |
| Not client focused   | 1.0%   |    |      |      |
| <b>34. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Haiti? (Choose no more than TWO)</b>  | <b>Percentage of Respondents (Responses Combined; N=191)</b> |    |      |      |
| Investment lending   | 46.6%  |    |      |      |
| Capacity development   | 45.0%  |    |      |      |
| Policy based lending / budget support to the Government  | 23.0%  |    |      |      |
| Technical assistance   | 17.3%  |    |      |      |
| Sector-wide approaches   | 16.2%  |    |      |      |
| Co-financing arrangements  | 10.5%  |    |      |      |
| Knowledge products/services  | 8.9%   |    |      |      |
| Don't know   | 6.8%   |    |      |      |
| Emergency Recovery Grants  | 5.2%   |    |      |      |
| Trust Fund management  | 4.7%   |    |      |      |
| Other  | 3.1%   |    |      |      |

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

| <b>35. 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)</b> | <b>Percentage of Respondents (Responses Combined; N=193)</b> |
|--|--|
| Academia/think tanks/research institutes   | 37.8%  |
| Private sector   | 31.1%  |
| Community Based Organizations (CBOs)/Local communities   | 27.5%  |
| Local Government   | 26.4%  |
| Donor community  | 14.0%  |
| NGOs   | 11.9%  |
| Parliament   | 10.9%  |
| Beneficiaries  | 7.3%   |
| Media  | 5.7%   |
| UN agencies  | 4.7%   |
| Don't know   | 3.6%   |
| Other  | 3.6%   |
| Faith based organizations  | 2.6%   |
| Emerging donors  | 1.6%   |
| Foundations  | 1.6%   |
| Regional organizations (e.g. Caricom)  | 1.6%   |
| UN and regional peace keeping forces   | 0.5%   |

| <b>To what extent do you agree with the following statements about the World Bank Group's work in Haiti? (1-Strongly disagree, 10-Strongly agree)</b> | <b>Level of Agreement</b> |           |             |           |
|---|---------------------------|-----------|-------------|-----------|
|   | <b>N</b>                  | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 36. Overall the World Bank Group currently plays a relevant role in development in Haiti*   | 168                       | 22        | 6.82        | 1.95      |
| 37. The World Bank Group's work is aligned with what I consider the development priorities for Haiti*   | 159                       | 31        | 5.99        | 1.92      |
| 38. The World Bank Group supports Haiti's efforts to reduce social exclusion  | 141                       | 44        | 5.97        | 2.02      |
| 39. The World Bank Group supports programs and strategies that are realistic for Haiti  | 154                       | 33        | 6.14        | 2.03      |
| 40. The World Bank Group treats clients and stakeholders in Haiti with respect  | 128                       | 54        | 6.86        | 2.07      |
| 41. The World Bank Group is an organization that does not represent a particular ideological perspective in Haiti                                     | 127                       | 53        | 6.12        | 2.69      |
| 42. The World Bank Group is an organization that is not overly influenced by any particular country   | 122                       | 58        | 5.26        | 2.80      |
| 43. The World Bank Group respects the views and demands of the government of Haiti  | 139                       | 46        | 6.08        | 2.13      |
| 44. The World Bank Group listens and takes into account your views  | 146                       | 36        | 5.45        | 2.28      |

| <b>Combination of services</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 45. When considering the national development needs in Haiti, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Haiti meet the national development needs of Haiti? (1-To no degree at all, 10-To a very significant degree) | 154      | 30        | 6.14        | 1.79      |

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

| To what extent is the World Bank Group an effective development partner in Haiti, in terms of each of the following?<br>(1-To no degree at all, 10-To a very significant degree) | Degree |    |      |      |
|--|--------|----|------|------|
|  | N      | DK | Mean | SD   |
| 46. Responsiveness*  | 117    | 56 | 5.69 | 1.90 |
| 47. Flexibility (in terms of the institution's products and services)*   | 123    | 51 | 5.37 | 1.84 |
| 48. Flexibility (in terms of changing country circumstances)*  | 123    | 48 | 5.56 | 1.76 |
| 49. Being inclusive*   | 115    | 56 | 6.30 | 1.81 |
| 50. Openness*  | 137    | 37 | 6.53 | 1.96 |
| 51. Staff accessibility*   | 135    | 41 | 6.45 | 2.04 |
| 52. Straightforwardness and honesty*   | 113    | 58 | 6.65 | 2.02 |
| 53. Ease of access to the people at the World Bank Group who are making decisions important to my work*  | 130    | 46 | 6.35 | 2.33 |
| 54. Collaboration with civil society*  | 101    | 73 | 5.50 | 2.12 |
| 55. Collaboration with the Government*   | 143    | 37 | 7.22 | 1.86 |
| 56. Collaboration with other donors and development partners*  | 115    | 59 | 6.90 | 2.07 |
| 57. Collaboration with the private sector*   | 92     | 84 | 5.99 | 1.90 |
| 58. The speed in which it gets things accomplished on the ground*  | 120    | 56 | 5.32 | 2.11 |
| 59. Being a long-term partner*   | 122    | 54 | 7.90 | 1.76 |

| 60. To be a more effective development partner in Haiti, do you believe that the World Bank Group should have...? (Select only ONE response) | Percentage of Respondents (N=182) |
|--|-----------------------------------|
| More local presence  | 64.8%                             |
| The current level of local presence is adequate  | 18.1%                             |
| Don't know   | 16.5%                             |
| Less local presence  | .5%                               |

| 61. 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 THREE) | Percentage of Respondents (Responses Combined; N=182) |
|---|---|
| There is not an adequate level of citizen/civil society participation   | 37.9%   |
| Lack of/inadequate levels of capacity in Government   | 35.7%   |
| Lack of adequate level of decision-making in Government   | 29.1%   |
| The World Bank Group is not sensitive enough to political/social realities on the ground  | 28.0%   |
| Reforms are not well thought out in light of country challenges   | 22.5%   |
| Corruption in the country   | 20.9%   |
| Political pressures and obstacles presented by vested interests   | 20.9%   |
| The World Bank Group works too slowly   | 20.9%   |
| The World Bank Group does not do adequate follow through/follow-up  | 18.1%   |
| Poor donor coordination   | 14.8%   |
| Inadequate funding  | 14.8%   |
| Ongoing fragility and instability   | 14.3%   |
| Other   | 4.4%  |

**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 Haiti?<br>(1-Not important at all, 10-Very important) | Importance |    |      |      |
|--|------------|----|------|------|
|  | N          | DK | Mean | SD   |
| 1. Anti-corruption   | 157        | 17 | 8.16 | 1.91 |
| 2. Information and communications technology   | 161        | 12 | 7.18 | 2.30 |
| 3. Transport   | 175        | 6  | 8.15 | 1.95 |
| 4. Crime and violence  | 135        | 32 | 5.67 | 2.39 |
| 5. Regional conflict and tensions  | 129        | 35 | 4.99 | 2.56 |
| 6. Law and justice   | 149        | 23 | 6.81 | 2.52 |
| 7. Urban development   | 162        | 11 | 8.07 | 1.67 |
| 8. Environmental sustainability  | 167        | 8  | 8.21 | 1.71 |
| 9. Regulatory framework  | 147        | 20 | 7.75 | 1.79 |
| 10. Communicable/non-communicable diseases   | 141        | 22 | 6.38 | 2.54 |
| 11. Poverty reduction  | 165        | 8  | 8.46 | 1.71 |
| 12. Gender equity  | 148        | 20 | 6.46 | 2.28 |
| 13. Domestic private sector development  | 161        | 13 | 7.79 | 1.92 |
| 14. Foreign direct investment  | 157        | 17 | 7.91 | 1.83 |
| 15. Local governance and institutions  | 164        | 8  | 8.13 | 1.67 |
| 16. Water and sanitation   | 166        | 7  | 8.08 | 1.79 |
| 17. Trade and exports  | 161        | 12 | 7.45 | 2.20 |
| 18. Economic growth  | 165        | 9  | 8.72 | 1.28 |
| 19. Reconstruction   | 159        | 9  | 7.79 | 1.95 |
| 20. Energy   | 168        | 9  | 8.54 | 1.75 |
| 21. Disaster management  | 164        | 8  | 7.52 | 1.98 |
| 22. Public sector governance/ reform   | 173        | 7  | 8.36 | 1.87 |
| 23. Job creation/employment  | 170        | 8  | 8.50 | 1.74 |
| 24. Social cohesion  | 148        | 18 | 6.49 | 2.34 |
| 25. Financial markets  | 140        | 31 | 7.06 | 2.14 |
| 26. Equality of opportunity  | 150        | 21 | 6.91 | 2.26 |
| 27. Health   | 166        | 10 | 7.51 | 2.23 |
| 28. Rural development  | 167        | 7  | 8.23 | 1.75 |
| 29. Global/regional integration  | 152        | 20 | 6.93 | 2.33 |
| 30. Food security  | 157        | 12 | 7.61 | 2.23 |
| 31. Education  | 173        | 6  | 8.57 | 1.87 |
| 32. Security/stabilization   | 150        | 16 | 6.60 | 2.59 |
| 33. Social protection  | 156        | 17 | 6.73 | 2.41 |
| 34. Climate change   | 149        | 23 | 6.86 | 2.35 |
| 35. Agricultural development   | 171        | 8  | 8.57 | 1.70 |
| 36. Natural resource management  | 154        | 19 | 7.13 | 2.49 |

**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 Haiti?<br>(1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|---|---------------|-----|------|------|
|   | N             | DK  | Mean | SD   |
| 1. Anti-corruption  | 61            | 114 | 4.93 | 2.17 |
| 2. Transport  | 83            | 89  | 6.61 | 1.83 |
| 3. Regional conflict and tensions   | 35            | 133 | 4.43 | 2.13 |
| 4. Urban development  | 88            | 86  | 5.91 | 1.85 |
| 5. Regulatory framework   | 72            | 96  | 5.72 | 2.03 |
| 6. Health/Communicable/non-communicable diseases  | 71            | 101 | 6.17 | 2.21 |
| 7. Poverty reduction  | 100           | 73  | 5.91 | 1.86 |
| 8. Gender equity  | 55            | 109 | 5.69 | 1.83 |
| 9. Domestic private sector development  | 69            | 95  | 5.46 | 1.94 |
| 10. Foreign direct investment   | 62            | 104 | 5.52 | 2.23 |
| 11. Local governance and institutions   | 92            | 75  | 5.82 | 2.06 |
| 12. Water and sanitation  | 95            | 72  | 6.08 | 1.97 |
| 13. Trade and exports   | 54            | 111 | 5.44 | 2.38 |
| 14. Economic growth   | 90            | 77  | 5.97 | 2.02 |
| 15. Energy  | 69            | 94  | 5.68 | 2.39 |
| 16. Disaster management/ Climate resilience   | 82            | 86  | 6.37 | 2.17 |
| 17. Public sector governance/ reform  | 104           | 66  | 6.13 | 2.09 |
| 18. Job creation/employment   | 83            | 90  | 5.61 | 2.16 |
| 19. Financial markets   | 38            | 130 | 4.82 | 2.08 |
| 20. Rural development   | 79            | 91  | 5.78 | 2.10 |
| 21. Global/regional integration   | 42            | 121 | 5.02 | 2.42 |
| 22. Education   | 102           | 70  | 6.52 | 2.01 |
| 23. Stabilization   | 46            | 117 | 5.41 | 2.33 |
| 24. Food security/Social protection   | 76            | 95  | 5.82 | 2.19 |
| 25. Reconstruction  | 90            | 83  | 6.09 | 2.09 |
| 26. Agricultural development  | 78            | 95  | 6.00 | 2.35 |
| 27. Natural resource management   | 45            | 123 | 4.89 | 2.42 |

| Achieving Development Results*   | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in Haiti?* (1-To no degree at all, 10-To a very significant degree) | 158 | 35 | 6.16 | 1.84 |

| Building/Strengthening Existing Country Systems   | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Haiti?* (1-To no degree at all, 10-To a very significant degree) | 139 | 53 | 6.45 | 1.98 |

| To what extent do you agree with the following statements about the World Bank Group in Haiti? (1-Strongly disagree, 10-Strongly agree) | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 5. The World Bank Group's financial instruments meet the needs of Haiti*  | 141 | 46 | 5.73 | 1.92 |
| 6. The World Bank Group meets Haiti's needs for knowledge services*   | 154 | 37 | 6.03 | 2.01 |



**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=188) |
|---|-----------------------------------|
| Weekly  | 10.6%                             |
| Monthly   | 16.5%                             |
| A few times a year  | 38.3%                             |
| Rarely  | 29.3%                             |
| Never   | 5.3%                              |

| In Haiti, 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   | 128    | 40 | 6.66 | 1.76 |
| 3. Include appropriate level of stakeholder involvement during preparation  | 121    | 51 | 5.58 | 1.95 |
| 4. Are relevant to Haiti's development priorities   | 141    | 34 | 6.35 | 1.69 |
| 5. Lead to practical solutions  | 131    | 41 | 5.86 | 1.80 |
| 6. Are accessible   | 142    | 32 | 6.25 | 1.86 |
| 7. Are source of relevant information on global good practices  | 135    | 37 | 7.00 | 1.60 |
| 8. Enhance your knowledge and/or skills   | 142    | 32 | 6.85 | 1.90 |
| 9. Are adequately disseminated  | 131    | 43 | 5.51 | 2.20 |
| 10. Are translated enough into local language   | 124    | 50 | 5.53 | 2.55 |
| 11. Are adaptable to Haiti's specific development challenges and country circumstances*   | 131    | 42 | 6.00 | 1.86 |

| 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) | 147 | 39 | 6.52 | 1.63 |
| 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)                                | 149 | 36 | 7.09 | 1.59 |

**E. Working with the World Bank Group**

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement |     |      |      |
|--|--------------------|-----|------|------|
|  | N                  | DK  | Mean | SD   |
| 1. The World Bank Group disburses funds promptly   | 137                | 53  | 4.09 | 2.07 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports             | 145                | 46  | 6.49 | 1.84 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion                                 | 123                | 61  | 5.16 | 1.97 |
| 4. The World Bank Group's "Safeguard Policy" requirements are reasonable                                     | 90                 | 94  | 6.10 | 1.84 |
| 5. The World Bank Group's conditions on its lending are reasonable   | 90                 | 93  | 5.98 | 2.11 |
| 6. The World Bank Group takes decisions quickly in Haiti*  | 127                | 56  | 4.80 | 2.10 |
| 7. Working with the World Bank Group increases Haiti's institutional capacity                                | 146                | 40  | 6.21 | 1.88 |
| 8. The World Bank Group ensures consistency and continuity through staff changes                             | 82                 | 100 | 5.60 | 2.05 |
| 9. Where country systems are adequate, the World Bank Group makes appropriate use of them*                   | 85                 | 97  | 6.55 | 2.16 |
| 10. The World Bank Group provides effective implementation support   | 127                | 59  | 6.51 | 1.87 |

**F. Recent Trends and the Future Role of the World Bank Group in Haiti**

| <b>World Bank Group Moving in the Right Direction</b>   | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Haiti? (1-To no degree at all, 10-To a very significant degree) | 132      | 51        | 6.50        | 1.66      |

| <b>Role of International Development Cooperation</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 2. How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Haiti's development in the near future? (1-Not a significant role at all, 10-Very significant role) | 175      | 9         | 7.87        | 1.86      |

| <b>3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=185)</b> |
|---|--|
| Increase the level of capacity development in the country   | 47.0%  |
| Reduce the complexity of World Bank Group procedures  | 25.9%  |
| Collaborate more effectively with Government clients  | 24.3%  |
| Reach out more to groups outside of Government  | 20.0%  |
| Offer more innovative financial products  | 18.9%  |
| Work faster   | 14.6%  |
| Provide more adequate data/knowledge/statistics/figures on Haiti's economy  | 13.0%  |
| Improve the quality of its experts as related to Haiti's specific challenges  | 11.9%  |
| Other   | 7.6%   |
| Ensure greater selectivity in its work  | 5.9%   |
| Increase the level of World Bank Group staffing in Haiti's office   | 3.8%   |
| Offer more innovative knowledge services  | 2.2%   |

| <b>4. When considering the combination of services that the World Bank Group offers in Haiti, 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 Haiti? (Select only ONE response)</b> | <b>Percentage of Respondents (N=180)</b> |
|--|--|
| Financial services   | 33.3%                                    |
| The combination is appropriate for Haiti   | 30.0%                                    |
| Don't know   | 13.3%                                    |
| Knowledge products   | 12.2%                                    |
| Convening services   | 9.4%                                     |
| None of the above  | 1.7%                                     |

**F. Recent Trends and the Future Role of the World Bank Group in Haiti (continued)**

| <b>5a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=182)</b> |
|---|--|
| Public financial management   | 41.8%  |
| Capacity of state institutions  | 36.8%  |
| Access to basic services  | 33.0%  |
| Jobs  | 29.1%  |
| Increasing regional development   | 28.0%  |
| Improving livelihoods   | 28.0%  |
| Private sector development  | 27.5%  |
| Access to electricity   | 26.4%  |
| Social safety nets  | 20.3%  |
| Disaster/Risk management and preparedness   | 18.1%  |
| Mining industry   | 4.4%   |
| Social cohesion   | 2.2%   |
| Reducing violence   | 1.6%   |
| Conflict resolution mechanisms  | 0.5%   |

| <b>5b. Which THREE areas below would benefit most from other donors in Haiti? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=171)</b> |
|---|--|
| Access to basic services  | 37.4%  |
| Disaster/Risk management and preparedness   | 30.4%  |
| Social safety nets  | 28.1%  |
| Jobs  | 27.5%  |
| Capacity of state institutions  | 24.0%  |
| Improving livelihoods   | 23.4%  |
| Public financial management   | 21.6%  |
| Reducing violence   | 20.5%  |
| Private sector development  | 19.3%  |
| Access to electricity   | 15.2%  |
| Increasing regional development   | 15.2%  |
| Mining industry   | 10.5%  |
| Social cohesion   | 9.9%   |
| Conflict resolution mechanisms  | 8.8%   |

**G. Communication and Information Sharing**

| <b>1. How do you get most of your information about economic and social development issues in Haiti? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=182)</b> |
|--|--|
| Internet   | 61.5%  |
| Local newspapers   | 48.4%  |
| Local radio  | 28.0%  |
| International newspapers   | 11.0%  |
| Other  | 9.9%   |
| Local television   | 9.3%   |
| Periodicals  | 8.2%   |
| Social media   | 5.5%   |
| International television   | 4.4%   |
| International radio  | 3.3%   |
| Instant messaging  | 1.6%   |
| Blogs  | 0.5%   |
| Mobile phones  | 0.0%   |

**G. Communication and Information Sharing (continued)**

| <b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>   | <b>Percentage of Respondents (Responses Combined; N=185)</b> |           |             |           |
|--|--|-----------|-------------|-----------|
| Direct contact with World Bank Group   | 40.0%  |           |             |           |
| e-Newsletters  | 39.5%  |           |             |           |
| World Bank Group's website   | 33.0%  |           |             |           |
| World Bank Group's publications and other written materials  | 33.0%  |           |             |           |
| World Bank Group's seminars/workshops/conferences  | 31.9%  |           |             |           |
| Social media   | 7.6%   |           |             |           |
| Instant messaging  | 4.9%   |           |             |           |
| Other  | 1.6%   |           |             |           |
| Mobile phones  | 0.5%   |           |             |           |
| Blogs  | 0.5%   |           |             |           |
| <b>3. In which language would you prefer to receive information from the World Bank Group?</b>   | <b>Percentage of Respondents (N=183)</b>                     |           |             |           |
| French   | 78.7%  |           |             |           |
| English  | 17.5%  |           |             |           |
| Creole   | 3.8%   |           |             |           |
| <b>4. 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?</b> | <b>Percentage of Respondents (N=177)</b>                     |           |             |           |
| Yes  | 29.9%  |           |             |           |
| No   | 70.1%  |           |             |           |
| <b>5. Have you requested information from the World Bank Group on its activities in the past year?</b>   | <b>Percentage of Respondents (N=170)</b>                     |           |             |           |
| Yes  | 18.8%  |           |             |           |
| No   | 81.2%  |           |             |           |
| <b>6. Were you able to obtain this information?</b>  | <b>Percentage of Respondents (N=36)</b>                      |           |             |           |
| Yes  | 88.9%  |           |             |           |
| No   | 11.1%  |           |             |           |
| <b>7. Do you have access to the Internet?</b>  | <b>Percentage of Respondents (N=175)</b>                     |           |             |           |
| Yes  | 98.9%  |           |             |           |
| No   | 1.1%   |           |             |           |
| <b>8. Do you use/have used the World Bank Group's website?</b>   | <b>Percentage of Respondents (N=173)</b>                     |           |             |           |
| Yes  | 66.5%  |           |             |           |
| No   | 33.5%  |           |             |           |
| <b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>  | <b>Level of Agreement</b>                                    |           |             |           |
|  | <b>N</b>   | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 9. I use/consult World Bank Group's data more often than I did a few years ago   | 162  | 18        | 6.15        | 2.68      |
| 10. I find the World Bank Group's websites easy to navigate.   | 119  | 40        | 7.23        | 1.84      |
| 11. I find the information on the World Bank Group's websites useful.  | 119  | 32        | 7.68        | 1.69      |
| 12. The World Bank Group's social media channels are valuable sources of information about the institution   | 67   | 102       | 6.34        | 2.35      |
| 13. When I need information from the World Bank Group I know how to find it  | 145  | 30        | 6.59        | 2.47      |
| 14. The World Bank Group is responsive to my information requests and inquiries  | 112  | 56        | 6.96        | 2.02      |

**H. Background Information**

| <b>1. Which of the following best describes your current position?<br/>(Please mark only ONE response)</b> | <b>Percentage of Respondents<br/>(N=186)</b> |
|--|--|
| NGO  | 17.7%  |
| Employee of a Ministry, Ministerial Department or Implementation Agency                                    | 11.8%  |
| Other  | 9.1%   |
| Office of Minister   | 8.6%   |
| Media  | 8.6%   |
| Project Management Unit (PMU) overseeing implementation of project   | 8.1%   |
| Private Sector Organization  | 7.0%   |
| Bilateral Agency   | 5.9%   |
| Multilateral Agency  | 5.4%   |
| Consultant/Contractor working on World Bank Group supported project/program                                | 4.8%   |
| Office of the President, Prime Minister  | 3.2%   |
| Community Based Organization   | 2.7%   |
| Financial Sector/Private Bank  | 2.2%   |
| Independent Government Institution   | 2.2%   |
| Academia/Research Institute/Think Tank   | 1.1%   |
| Office of Parliamentarian  | .5%  |
| Local Government Office or Staff   | .5%  |
| Trade Union  | .5%  |

| <b>2. Please identify the primary specialization of your work.<br/>(Please mark only ONE response)</b> | <b>Percentage of Respondents<br/>(N=180)</b> |
|--|--|
| Other  | 15.6%  |
| Generalist   | 11.7%  |
| Agriculture/rural development/food security  | 9.4%   |
| Public sector governance/public financial management/anti corruption                                   | 9.4%   |
| Education  | 8.9%   |
| Health/Communicable/non-communicable diseases  | 8.9%   |
| Urban development  | 7.8%   |
| Energy   | 5.0%   |
| Private sector development/foreign direct investment   | 4.4%   |
| Financial markets/banking  | 3.3%   |
| Information and communications technology  | 3.3%   |
| Transport  | 2.8%   |
| Climate change/disaster management   | 2.2%   |
| Law and justice/regulatory framework   | 2.2%   |
| Natural resource management/environmental sustainability   | 2.2%   |
| Social protection  | 2.2%   |
| Water and sanitation   | .6%  |

| <b>3. Currently, do you professionally collaborate/work with the World Bank Group<br/>in your country?</b> | <b>Percentage of Respondents<br/>(N=188)</b> |
|--|--|
| Yes  | 55.3%  |
| No   | 44.7%  |

**H. Background Information (continued)**

| <b>4. Which of the following agencies of the World Bank Group do you work with in Haiti? (Select all that apply)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=184)</b> |
|--|--|
| The World Bank (IDA)   | 47.8%  |
| None   | 44.6%  |
| The International Finance Corporation (IFC)  | 13.6%  |
| The Multilateral Investment Guarantee Agency (MIGA)  | 0.5%   |

| <b>5. Do your projects involve both the World Bank and IFC?</b> | <b>Percentage of Respondents<br/>(N=168)</b> |
|---|--|
| Yes   | 17.9%  |
| No  | 82.1%  |

| <b>6. If yes, what was your view on the two institutions working together in Haiti?<br/>(Select only ONE response)</b> | <b>Percentage of Respondents<br/>(N=32)</b> |
|--|---|
| Collaborating but needs improvement  | 43.8%                                       |
| Working well together  | 34.4%                                       |
| Don't know   | 21.9%                                       |

| <b>7. Which of the following describes most of your exposure to the World Bank Group in Haiti? (Choose no more than TWO)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=184)</b> |
|--|--|
| Collaborate as part of my professional duties  | 65.2%  |
| Use World Bank Group reports/data  | 27.7%  |
| Use World Bank Group website for information, data, research, etc.   | 21.7%  |
| Observer   | 20.1%  |
| Engage in World Bank Group related/sponsored events/activities   | 20.1%  |

| <b>8. Which best represents your geographic location?</b> | <b>Percentage of Respondents<br/>(N=188)</b> |
|---|--|
| Port-au-Prince  | 90.4%  |
| Outside Port-au-Prince                                    | 9.6%   |

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

### A. General Issues facing Haiti

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

| Percentage of Respondents | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------|--|-------|-------|-------|
| The right direction       | 94.7%  | 61.9%  | 66.7%                                     | 38.1%                          | 53.3%  | 37.8% | 33.3% | 40.9% |
| The wrong direction       | 0.0%   | 9.5%   | 0.0%                                      | 9.5%                           | 13.3%  | 21.6% | 33.3% | 22.7% |
| Not sure                  | 5.3%   | 28.6%  | 33.3%                                     | 52.4%                          | 33.3%  | 40.5% | 33.3% | 36.4% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------|--|-------|-------|-------|
| Social protection                              | 18.2%  | 18.2%  | 0.0%                                      | 19.0%                          | 0.0%   | 15.4% | 20.0% | 8.0%  |
| Transport                                      | 36.4%  | 36.4%  | 34.8%                                     | 9.5%                           | 35.3%  | 20.5% | 40.0% | 28.0% |
| Security/stabilization                         | 22.7%  | 22.7%  | 21.7%                                     | 28.6%                          | 35.3%  | 23.1% | 46.7% | 32.0% |
| Reconstruction                                 | 9.1%   | 13.6%  | 8.7%                                      | 14.3%                          | 0.0%   | 12.8% | 20.0% | 8.0%  |
| Public sector governance/ reform               | 45.5%  | 45.5%  | 39.1%                                     | 71.4%                          | 58.8%  | 51.3% | 60.0% | 56.0% |
| Global/regional integration                    | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 2.6%  | 0.0%  | 4.0%  |
| Gender equity                                  | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 2.6%  | 6.7%  | 0.0%  |
| Domestic private sector development*           | 27.3%  | 22.7%  | 17.4%                                     | 0.0%                           | 35.3%  | 7.7%  | 6.7%  | 8.0%  |
| Foreign direct investment                      | 13.6%  | 18.2%  | 26.1%                                     | 4.8%                           | 17.6%  | 5.1%  | 13.3% | 16.0% |
| Water and sanitation                           | 4.5%   | 13.6%  | 17.4%                                     | 38.1%                          | 5.9%   | 20.5% | 6.7%  | 24.0% |
| Energy*  | 40.9%  | 27.3%  | 26.1%                                     | 14.3%                          | 35.3%  | 7.7%  | 20.0% | 48.0% |
| Regional conflict and tensions                 | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 0.0%  | 4.0%  |
| Job creation/employment                        | 22.7%  | 27.3%  | 52.2%                                     | 57.1%                          | 29.4%  | 30.8% | 20.0% | 36.0% |
| Rural development                              | 18.2%  | 0.0%   | 21.7%                                     | 4.8%                           | 5.9%   | 15.4% | 6.7%  | 4.0%  |
| Financial markets                              | 0.0%   | 0.0%   | 0.0%                                      | 4.8%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Urban development                              | 9.1%   | 4.5%   | 4.3%                                      | 4.8%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Environmental sustainability                   | 36.4%  | 27.3%  | 26.1%                                     | 9.5%                           | 17.6%  | 20.5% | 33.3% | 16.0% |
| Equality of opportunity                        | 4.5%   | 4.5%   | 0.0%                                      | 9.5%                           | 11.8%  | 5.1%  | 6.7%  | 0.0%  |
| Health   | 22.7%  | 31.8%  | 34.8%                                     | 9.5%                           | 23.5%  | 35.9% | 13.3% | 40.0% |
| Education                                      | 63.6%  | 68.2%  | 65.2%                                     | 47.6%                          | 82.4%  | 74.4% | 53.3% | 60.0% |
| Poverty reduction                              | 13.6%  | 18.2%  | 8.7%                                      | 23.8%                          | 11.8%  | 15.4% | 6.7%  | 20.0% |
| Food security*                                 | 0.0%   | 0.0%   | 0.0%                                      | 23.8%                          | 0.0%   | 23.1% | 6.7%  | 8.0%  |
| Social cohesion                                | 9.1%   | 9.1%   | 4.3%                                      | 0.0%                           | 0.0%   | 2.6%  | 0.0%  | 4.0%  |
| Climate change                                 | 4.5%   | 0.0%   | 4.3%                                      | 4.8%                           | 0.0%   | 5.1%  | 0.0%  | 0.0%  |
| Agricultural development                       | 27.3%  | 22.7%  | 13.0%                                     | 19.0%                          | 11.8%  | 17.9% | 13.3% | 12.0% |
| Trade and exports                              | 0.0%   | 9.1%   | 0.0%                                      | 0.0%                           | 5.9%   | 5.1%  | 0.0%  | 0.0%  |
| Crime and violence                             | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 6.7%  | 0.0%  |
| Economic growth                                | 18.2%  | 22.7%  | 13.0%                                     | 9.5%                           | 11.8%  | 10.3% | 6.7%  | 28.0% |
| Law and justice                                | 4.5%   | 13.6%  | 26.1%                                     | 19.0%                          | 17.6%  | 10.3% | 26.7% | 0.0%  |
| Regulatory framework                           | 0.0%   | 4.5%   | 4.3%                                      | 4.8%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Communicable/non-communicable diseases         | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Local governance and institutions*             | 9.1%   | 4.5%   | 4.3%                                      | 28.6%                          | 0.0%   | 17.9% | 0.0%  | 12.0% |
| Natural resource management                    | 0.0%   | 4.5%   | 0.0%                                      | 0.0%                           | 0.0%   | 7.7%  | 0.0%  | 0.0%  |
| Anti-corruption*                               | 13.6%  | 9.1%   | 21.7%                                     | 19.0%                          | 41.2%  | 17.9% | 53.3% | 8.0%  |
| Disaster management*                           | 4.5%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 12.8% | 0.0%  | 0.0%  |
| Information and communications technology      | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 5.9%   | 0.0%  | 6.7%  | 12.0% |

\*Significantly different between stakeholder groups

**A. General Issues facing Haiti (continued)**

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

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Water and sanitation                              | 18.2%  | 9.1%   | 12.5%   | 9.5%                                 | 5.9%   | 21.1% | 13.3% | 12.0% |
| Equality of opportunity                           | 13.6%  | 9.1%   | 0.0%  | 9.5%                                 | 0.0%   | 15.8% | 6.7%  | 16.0% |
| Economic growth                                   | 27.3%  | 45.5%  | 50.0%   | 61.9%                                | 35.3%  | 31.6% | 46.7% | 64.0% |
| Climate change                                    | 0.0%   | 0.0%   | 0.0%  | 4.8%                                 | 0.0%   | 7.9%  | 0.0%  | 0.0%  |
| Regional conflict and tensions                    | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 6.7%  | 0.0%  |
| Global/regional integration                       | 4.5%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 2.6%  | 6.7%  | 0.0%  |
| Gender equity                                     | 0.0%   | 0.0%   | 4.2%  | 9.5%                                 | 5.9%   | 2.6%  | 6.7%  | 0.0%  |
| Rural development                                 | 22.7%  | 45.5%  | 29.2%   | 38.1%                                | 47.1%  | 44.7% | 33.3% | 52.0% |
| Urban development                                 | 9.1%   | 9.1%   | 16.7%   | 14.3%                                | 11.8%  | 15.8% | 0.0%  | 4.0%  |
| Regulatory framework                              | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Local governance and institutions                 | 0.0%   | 9.1%   | 4.2%  | 19.0%                                | 23.5%  | 15.8% | 6.7%  | 16.0% |
| Social protection                                 | 22.7%  | 13.6%  | 8.3%  | 14.3%                                | 5.9%   | 15.8% | 13.3% | 12.0% |
| Law and justice                                   | 9.1%   | 4.5%   | 8.3%  | 4.8%                                 | 17.6%  | 5.3%  | 6.7%  | 16.0% |
| Transport   | 18.2%  | 18.2%  | 25.0%   | 4.8%                                 | 11.8%  | 5.3%  | 0.0%  | 20.0% |
| Crime and violence                                | 4.5%   | 4.5%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 13.3% | 4.0%  |
| Communicable/non-communicable diseases            | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Information and communications technology         | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 2.6%  | 13.3% | 4.0%  |
| Security/stabilization                            | 9.1%   | 9.1%   | 16.7%   | 0.0%                                 | 23.5%  | 18.4% | 26.7% | 20.0% |
| Anti-corruption*                                  | 22.7%  | 36.4%  | 25.0%   | 19.0%                                | 5.9%   | 34.2% | 60.0% | 16.0% |
| Domestic private sector development               | 22.7%  | 18.2%  | 25.0%   | 19.0%                                | 11.8%  | 23.7% | 13.3% | 12.0% |
| Foreign direct investment                         | 27.3%  | 18.2%  | 25.0%   | 9.5%                                 | 17.6%  | 13.2% | 13.3% | 20.0% |
| Energy  | 22.7%  | 13.6%  | 20.8%   | 9.5%                                 | 5.9%   | 2.6%  | 13.3% | 32.0% |
| Public sector governance/ reform                  | 22.7%  | 18.2%  | 16.7%   | 38.1%                                | 11.8%  | 23.7% | 13.3% | 24.0% |
| Social cohesion                                   | 0.0%   | 9.1%   | 8.3%  | 0.0%                                 | 11.8%  | 7.9%  | 0.0%  | 0.0%  |
| Education   | 50.0%  | 63.6%  | 41.7%   | 52.4%                                | 70.6%  | 36.8% | 60.0% | 48.0% |
| Natural resource management                       | 9.1%   | 0.0%   | 4.2%  | 0.0%                                 | 11.8%  | 5.3%  | 0.0%  | 0.0%  |
| Environmental sustainability                      | 9.1%   | 4.5%   | 4.2%  | 4.8%                                 | 11.8%  | 10.5% | 6.7%  | 4.0%  |
| Health  | 13.6%  | 18.2%  | 20.8%   | 0.0%                                 | 0.0%   | 7.9%  | 0.0%  | 12.0% |
| Agricultural development                          | 40.9%  | 27.3%  | 41.7%   | 57.1%                                | 41.2%  | 28.9% | 20.0% | 24.0% |
| Disaster management                               | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 10.5% | 6.7%  | 0.0%  |
| Job creation/employment                           | 59.1%  | 50.0%  | 45.8%   | 61.9%                                | 82.4%  | 60.5% | 60.0% | 48.0% |
| Financial markets                                 | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 6.7%  | 0.0%  |
| Trade and exports                                 | 0.0%   | 4.5%   | 16.7%   | 0.0%                                 | 0.0%   | 5.3%  | 6.7%  | 0.0%  |
| Food security                                     | 27.3%  | 18.2%  | 12.5%   | 33.3%                                | 23.5%  | 13.2% | 6.7%  | 16.0% |
| Reconstruction                                    | 9.1%   | 13.6%  | 8.3%  | 4.8%                                 | 5.9%   | 5.3%  | 13.3% | 4.0%  |

\*Significantly different between stakeholder groups



**A. General Issues facing Haiti (continued)**

Economic growth can be driven by a number of factors. Which FIVE areas below do you believe would contribute most to generating economic growth in Haiti?

(Choose no more than FIVE)

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Energy  | 63.6%  | 28.6%  | 25.0%   | 33.3%                                | 41.2%  | 35.1% | 43.8% | 52.0% |
| Gender equity                                     | 0.0%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 5.4%  | 0.0%  | 0.0%  |
| Equality of opportunity                           | 9.1%   | 0.0%   | 0.0%  | 14.3%                                | 11.8%  | 10.8% | 6.3%  | 4.0%  |
| Global/regional integration                       | 4.5%   | 4.8%   | 4.2%  | 0.0%                                 | 17.6%  | 0.0%  | 6.3%  | 12.0% |
| Social protection                                 | 0.0%   | 0.0%   | 0.0%  | 4.8%                                 | 0.0%   | 0.0%  | 6.3%  | 4.0%  |
| Climate change                                    | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 8.1%  | 0.0%  | 0.0%  |
| Anti-corruption                                   | 31.8%  | 23.8%  | 25.0%   | 19.0%                                | 35.3%  | 51.4% | 50.0% | 20.0% |
| Disaster management                               | 0.0%   | 0.0%   | 0.0%  | 14.3%                                | 0.0%   | 5.4%  | 6.3%  | 0.0%  |
| Regional conflict and tensions                    | 0.0%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 4.0%  |
| Rural development                                 | 31.8%  | 19.0%  | 16.7%   | 23.8%                                | 23.5%  | 27.0% | 43.8% | 20.0% |
| Foreign direct investment*                        | 50.0%  | 52.4%  | 45.8%   | 23.8%                                | 47.1%  | 16.2% | 37.5% | 48.0% |
| Urban development                                 | 9.1%   | 9.5%   | 4.2%  | 0.0%                                 | 5.9%   | 16.2% | 0.0%  | 0.0%  |
| Water and sanitation                              | 0.0%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 2.7%  | 0.0%  | 12.0% |
| Trade and exports                                 | 31.8%  | 42.9%  | 50.0%   | 28.6%                                | 47.1%  | 32.4% | 37.5% | 20.0% |
| Information and communications technology         | 4.5%   | 19.0%  | 0.0%  | 0.0%                                 | 17.6%  | 8.1%  | 18.8% | 16.0% |
| Regulatory framework                              | 9.1%   | 14.3%  | 25.0%   | 14.3%                                | 5.9%   | 2.7%  | 6.3%  | 12.0% |
| Communicable/non-communicable diseases            | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Social cohesion*                                  | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 13.5% | 12.5% | 0.0%  |
| Public sector governance/ reform*                 | 36.4%  | 28.6%  | 20.8%   | 76.2%                                | 23.5%  | 37.8% | 18.8% | 28.0% |
| Domestic private sector development               | 31.8%  | 47.6%  | 33.3%   | 38.1%                                | 35.3%  | 29.7% | 31.3% | 24.0% |
| Job creation/employment                           | 31.8%  | 57.1%  | 54.2%   | 42.9%                                | 29.4%  | 48.6% | 31.3% | 40.0% |
| Agricultural development                          | 50.0%  | 33.3%  | 50.0%   | 57.1%                                | 41.2%  | 37.8% | 25.0% | 44.0% |
| Food security                                     | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 5.9%   | 2.7%  | 6.3%  | 8.0%  |
| Transport   | 27.3%  | 23.8%  | 33.3%   | 19.0%                                | 23.5%  | 16.2% | 37.5% | 24.0% |
| Security/stabilization                            | 13.6%  | 19.0%  | 16.7%   | 19.0%                                | 11.8%  | 5.4%  | 6.3%  | 8.0%  |
| Education   | 18.2%  | 28.6%  | 25.0%   | 33.3%                                | 23.5%  | 29.7% | 6.3%  | 36.0% |
| Natural resource management                       | 4.5%   | 0.0%   | 0.0%  | 9.5%                                 | 11.8%  | 18.9% | 0.0%  | 4.0%  |
| Environmental sustainability                      | 13.6%  | 4.8%   | 4.2%  | 0.0%                                 | 0.0%   | 2.7%  | 0.0%  | 12.0% |
| Health*   | 4.5%   | 4.8%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 6.3%  | 20.0% |
| Reconstruction                                    | 13.6%  | 23.8%  | 8.3%  | 4.8%                                 | 17.6%  | 8.1%  | 12.5% | 0.0%  |
| Law and justice                                   | 0.0%   | 0.0%   | 4.2%  | 14.3%                                | 5.9%   | 5.4%  | 12.5% | 8.0%  |
| Local governance and institutions                 | 0.0%   | 0.0%   | 20.8%   | 0.0%                                 | 11.8%  | 10.8% | 6.3%  | 12.0% |
| Crime and violence*                               | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 12.5% | 0.0%  |
| Financial markets                                 | 0.0%   | 9.5%   | 12.5%   | 4.8%                                 | 5.9%   | 8.1%  | 6.3%  | 4.0%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents<br>(Responses combined)   | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Better employment opportunities for young people  | 10.5%  | 5.0%   | 18.2%   | 15.0%                                | 6.3%   | 27.0% | 15.4% | 20.8% |
| Better employment opportunities for women   | 10.5%  | 5.0%   | 4.5%  | 5.0%                                 | 0.0%   | 8.1%  | 0.0%  | 0.0%  |
| Greater access to micro-finance for the poor*   | 26.3%  | 30.0%  | 0.0%  | 0.0%                                 | 12.5%  | 27.0% | 15.4% | 12.5% |
| Improved nutrition and food security*   | 5.3%   | 0.0%   | 0.0%  | 20.0%                                | 6.3%   | 0.0%  | 7.7%  | 0.0%  |
| Greater access to health  | 5.3%   | 10.0%  | 4.5%  | 5.0%                                 | 6.3%   | 8.1%  | 7.7%  | 8.3%  |
| Better entrepreneurial opportunities  | 36.8%  | 30.0%  | 31.8%   | 30.0%                                | 43.8%  | 32.4% | 38.5% | 20.8% |
| Accelerated reconstruction  | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Better opportunity for the poor who live in rural areas                                       | 5.3%   | 20.0%  | 22.7%   | 5.0%                                 | 6.3%   | 10.8% | 7.7%  | 12.5% |
| Better opportunity for the poor who live in urban areas                                       | 0.0%   | 0.0%   | 4.5%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 4.2%  |
| Consistent economic growth  | 10.5%  | 15.0%  | 22.7%   | 15.0%                                | 37.5%  | 10.8% | 23.1% | 33.3% |
| More reliable social safety net   | 5.3%   | 10.0%  | 9.1%  | 15.0%                                | 0.0%   | 8.1%  | 15.4% | 4.2%  |
| Greater equity of fiscal policy   | 0.0%   | 5.0%   | 0.0%  | 15.0%                                | 6.3%   | 10.8% | 30.8% | 12.5% |
| Education and training that better ensure job opportunity                                     | 42.1%  | 25.0%  | 27.3%   | 40.0%                                | 25.0%  | 16.2% | 15.4% | 16.7% |
| Better quality public services  | 5.3%   | 10.0%  | 9.1%  | 0.0%                                 | 0.0%   | 16.2% | 0.0%  | 12.5% |
| Greater voice and participation for citizens to help ensure greater Government accountability | 5.3%   | 5.0%   | 0.0%  | 10.0%                                | 12.5%  | 10.8% | 0.0%  | 8.3%  |
| A growing middle class  | 26.3%  | 30.0%  | 45.5%   | 15.0%                                | 37.5%  | 13.5% | 23.1% | 25.0% |
| Other   | 0.0%   | 0.0%   | 0.0%  | 5.0%                                 | 0.0%   | 2.7%  | 0.0%  | 8.3%  |

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group**

How familiar are you with the work of these organizations in Haiti?

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
|  |  |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
| World Bank (WB/BM)*                        | 22   | 7.23 | 1.80 | 21   | 7.29 | 2.19 | 24   | 7.75 | 1.82 | 21                             | 7.29 | 1.93 | 17   | 7.00 | 2.24 | 39  | 5.08 | 2.63 | 14    | 5.00 | 1.75 | 25    | 6.36 | 2.50 |
| Inter-American Development Bank (IDB/BID)* | 22   | 7.23 | 1.93 | 20   | 6.40 | 2.30 | 23   | 6.39 | 2.62 | 21                             | 6.52 | 2.62 | 17   | 7.47 | 1.59 | 38  | 4.61 | 2.75 | 14    | 5.00 | 1.96 | 24    | 6.29 | 2.69 |
| Latin American Development Bank (CAF)*     | 22   | 3.50 | 2.74 | 18   | 2.50 | 2.48 | 22   | 1.50 | .86  | 21                             | 2.33 | 2.37 | 17   | 2.12 | 1.83 | 36  | 1.86 | 1.25 | 12    | 2.92 | 2.97 | 24    | 2.33 | 1.74 |
| Caribbean Development Bank (CDB)*          | 22   | 4.14 | 2.78 | 18   | 3.72 | 3.03 | 22   | 3.55 | 3.04 | 21                             | 2.90 | 2.66 | 17   | 3.47 | 2.40 | 39  | 2.15 | 1.65 | 13    | 2.92 | 2.78 | 24    | 2.29 | 1.85 |

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

Overall, please rate your impression of the effectiveness of these organizations in Haiti?

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
|  |  |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
| World Bank (WB/BM)                         | 19   | 6.47 | 1.78 | 19   | 6.53 | 1.54 | 23   | 6.43 | 1.88 | 20                             | 6.25 | 1.16 | 16   | 6.06 | 1.61 | 33  | 5.91 | 1.77 | 10    | 4.50 | 1.84 | 21    | 6.14 | 1.77 |
| Inter-American Development Bank (IDB/BID)* | 20   | 6.60 | 2.14 | 17   | 6.59 | 1.62 | 21   | 5.86 | 1.88 | 18                             | 6.00 | 1.71 | 17   | 6.29 | 1.31 | 27  | 5.78 | 1.55 | 12    | 3.58 | 1.83 | 19    | 6.37 | 1.71 |
| Latin American Development Bank (CAF)*     | 5  | 4.60 | 2.61 | 2  | 7.50 | 2.12 | 3  | 4.33 | .58  | 3                              | 4.67 | 2.52 | 7  | 2.00 | 1.73 | 6   | 3.83 | 1.94 | 6     | 1.83 | 1.17 | 5     | 2.80 | .45  |
| Caribbean Development Bank (CDB)*          | 8  | 5.38 | 2.67 | 8  | 6.38 | 2.00 | 9  | 6.00 | 1.58 | 6                              | 5.00 | 2.10 | 9  | 3.44 | 2.65 | 8   | 5.13 | 2.23 | 6     | 1.50 | .84  | 5     | 2.80 | .45  |

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

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

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Haiti solve its most complicated development challenges? | 17   | 7.12 | 1.69 | 17   | 7.00 | 1.84 | 21   | 6.95 | 2.04 | 16                             | 6.75 | 1.73 | 14   | 6.43 | 1.87 | 23  | 6.22 | 2.09 | 8     | 5.50 | 2.00 | 17    | 6.47 | 1.74 |

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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/C ontractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------|--|-------|-------|-------|
| Social protection                              | 10.0%  | 22.7%  | 0.0%                                      | 14.3%                          | 0.0%   | 18.4% | 12.5% | 8.7%  |
| Security/stabilization*                        | 10.0%  | 4.5%   | 4.3%                                      | 9.5%                           | 0.0%   | 7.9%  | 31.3% | 0.0%  |
| Public sector governance/ reform*              | 50.0%  | 31.8%  | 26.1%                                     | 81.0%                          | 58.8%  | 55.3% | 31.3% | 65.2% |
| Transport                                      | 20.0%  | 36.4%  | 43.5%                                     | 28.6%                          | 41.2%  | 21.1% | 25.0% | 30.4% |
| Poverty reduction                              | 10.0%  | 31.8%  | 21.7%                                     | 14.3%                          | 11.8%  | 28.9% | 31.3% | 26.1% |
| Global/regional integration                    | 5.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Gender equity                                  | 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%   | 2.6%  | 6.3%  | 0.0%  |
| Rural development                              | 35.0%  | 18.2%  | 34.8%                                     | 9.5%                           | 23.5%  | 15.8% | 31.3% | 26.1% |
| Domestic private sector development*           | 25.0%  | 13.6%  | 21.7%                                     | 23.8%                          | 58.8%  | 15.8% | 18.8% | 13.0% |
| Foreign direct investment                      | 5.0%   | 13.6%  | 8.7%                                      | 9.5%                           | 5.9%   | 5.3%  | 0.0%  | 26.1% |
| Water and sanitation                           | 0.0%   | 22.7%  | 17.4%                                     | 19.0%                          | 17.6%  | 15.8% | 6.3%  | 26.1% |
| Energy*  | 35.0%  | 31.8%  | 17.4%                                     | 28.6%                          | 35.3%  | 15.8% | 25.0% | 60.9% |
| Social cohesion                                | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 6.3%  | 0.0%  |
| Job creation/employment                        | 20.0%  | 27.3%  | 56.5%                                     | 28.6%                          | 29.4%  | 26.3% | 31.3% | 21.7% |
| Financial markets                              | 10.0%  | 0.0%   | 8.7%                                      | 0.0%                           | 5.9%   | 2.6%  | 0.0%  | 8.7%  |
| Urban development                              | 10.0%  | 9.1%   | 8.7%                                      | 9.5%                           | 5.9%   | 2.6%  | 0.0%  | 0.0%  |
| Environmental sustainability                   | 15.0%  | 13.6%  | 8.7%                                      | 14.3%                          | 0.0%   | 21.1% | 12.5% | 17.4% |
| Equality of opportunity                        | 5.0%   | 0.0%   | 4.3%                                      | 0.0%                           | 5.9%   | 2.6%  | 12.5% | 0.0%  |
| Regional conflict and tensions                 | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Health   | 20.0%  | 31.8%  | 34.8%                                     | 4.8%                           | 11.8%  | 28.9% | 12.5% | 30.4% |
| Education*                                     | 60.0%  | 81.8%  | 73.9%                                     | 33.3%                          | 47.1%  | 55.3% | 56.3% | 52.2% |
| Food security                                  | 5.0%   | 0.0%   | 0.0%                                      | 4.8%                           | 5.9%   | 10.5% | 12.5% | 0.0%  |
| Climate change                                 | 5.0%   | 0.0%   | 0.0%                                      | 4.8%                           | 0.0%   | 10.5% | 0.0%  | 0.0%  |
| Agricultural development                       | 35.0%  | 31.8%  | 34.8%                                     | 28.6%                          | 23.5%  | 26.3% | 18.8% | 26.1% |
| Trade and exports                              | 10.0%  | 9.1%   | 0.0%                                      | 0.0%                           | 5.9%   | 10.5% | 6.3%  | 0.0%  |
| Economic growth                                | 20.0%  | 13.6%  | 17.4%                                     | 33.3%                          | 29.4%  | 10.5% | 6.3%  | 17.4% |
| Law and justice                                | 5.0%   | 4.5%   | 17.4%                                     | 4.8%                           | 11.8%  | 5.3%  | 12.5% | 0.0%  |
| Local governance and institutions              | 20.0%  | 0.0%   | 0.0%                                      | 9.5%                           | 5.9%   | 7.9%  | 6.3%  | 13.0% |
| Regulatory framework*                          | 0.0%   | 0.0%   | 0.0%                                      | 4.8%                           | 23.5%  | 5.3%  | 0.0%  | 0.0%  |
| Communicable/non-communicable diseases         | 0.0%   | 4.5%   | 0.0%                                      | 4.8%                           | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Natural resource management                    | 5.0%   | 4.5%   | 0.0%                                      | 4.8%                           | 5.9%   | 7.9%  | 0.0%  | 0.0%  |
| Information and communications technology      | 10.0%  | 9.1%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 6.3%  | 13.0% |
| Anti-corruption*                               | 15.0%  | 9.1%   | 4.3%                                      | 19.0%                          | 17.6%  | 18.4% | 56.3% | 4.3%  |
| Disaster management                            | 0.0%   | 0.0%   | 13.0%                                     | 14.3%                          | 5.9%   | 5.3%  | 6.3%  | 0.0%  |
| Reconstruction                                 | 15.0%  | 22.7%  | 13.0%                                     | 28.6%                          | 5.9%   | 13.2% | 12.5% | 13.0% |

\*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 Haiti?

| Greatest Value                             | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------|--|-------|-------|-------|
| Percentage of Respondents                  |  |  |   |                                |  |       |       |       |
| Convening/Facilitating                     | 0.0%   | 4.8%   | 4.3%                                      | 0.0%                           | 6.3%   | 2.8%  | 0.0%  | 0.0%  |
| Data                                       | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 6.3%   | 5.6%  | 0.0%  | 0.0%  |
| Policy advice, studies, analyses           | 0.0%   | 9.5%   | 17.4%                                     | 20.0%                          | 12.5%  | 0.0%  | 7.7%  | 12.5% |
| Financial resources                        | 35.0%  | 23.8%  | 43.5%                                     | 35.0%                          | 25.0%  | 33.3% | 30.8% | 41.7% |
| Capacity development                       | 35.0%  | 42.9%  | 17.4%                                     | 30.0%                          | 18.8%  | 30.6% | 38.5% | 16.7% |
| Technical assistance                       | 10.0%  | 4.8%   | 4.3%                                      | 0.0%                           | 12.5%  | 5.6%  | 0.0%  | 4.2%  |
| Mobilizing third party financial resources | 0.0%   | 4.8%   | 4.3%                                      | 0.0%                           | 0.0%   | 0.0%  | 7.7%  | 12.5% |
| Donor coordination                         | 5.0%   | 4.8%   | 0.0%                                      | 0.0%                           | 6.3%   | 5.6%  | 15.4% | 4.2%  |
| Linkage to non-Bank expertise              | 0.0%   | 0.0%   | 4.3%                                      | 0.0%                           | 0.0%   | 2.8%  | 0.0%  | 4.2%  |
| Strategy formulation                       | 15.0%  | 4.8%   | 4.3%                                      | 10.0%                          | 12.5%  | 13.9% | 0.0%  | 4.2%  |
| Other                                      | 0.0%   | 0.0%   | 0.0%                                      | 5.0%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%  |

| 2 <sup>nd</sup> Greatest Value             | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------|--|-------|-------|-------|
| Percentage of Respondents                  |  |  |   |                                |  |       |       |       |
| Convening/Facilitating                     | 0.0%   | 4.8%   | 0.0%                                      | 10.0%                          | 0.0%   | 2.9%  | 7.7%  | 0.0%  |
| Data                                       | 15.0%  | 9.5%   | 4.3%                                      | 5.0%                           | 0.0%   | 5.7%  | 0.0%  | 4.3%  |
| Policy advice, studies, analyses           | 15.0%  | 9.5%   | 17.4%                                     | 15.0%                          | 6.3%   | 5.7%  | 0.0%  | 13.0% |
| Financial resources                        | 15.0%  | 23.8%  | 8.7%                                      | 25.0%                          | 6.3%   | 11.4% | 15.4% | 8.7%  |
| Capacity development                       | 10.0%  | 9.5%   | 17.4%                                     | 15.0%                          | 25.0%  | 25.7% | 7.7%  | 17.4% |
| Technical assistance                       | 5.0%   | 14.3%  | 26.1%                                     | 25.0%                          | 31.3%  | 17.1% | 7.7%  | 8.7%  |
| Mobilizing third party financial resources | 5.0%   | 4.8%   | 8.7%                                      | 0.0%                           | 6.3%   | 14.3% | 0.0%  | 4.3%  |
| Donor coordination*                        | 20.0%  | 0.0%   | 0.0%                                      | 5.0%                           | 6.3%   | 5.7%  | 38.5% | 17.4% |
| Linkage to non-Bank expertise              | 10.0%  | 4.8%   | 0.0%                                      | 0.0%                           | 6.3%   | 5.7%  | 7.7%  | 0.0%  |
| Strategy formulation                       | 5.0%   | 19.0%  | 17.4%                                     | 0.0%                           | 12.5%  | 5.7%  | 15.4% | 21.7% |
| Other                                      | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 0.0%  | 0.0%  | 4.3%  |

\*Significantly different between stakeholder groups

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

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Convening/Facilitating                     | 9  | 5.78 | 1.09 | 9  | 6.56 | 1.33 | 13   | 6.46 | 1.98 | 14                             | 5.86 | 1.56 | 9  | 6.11 | 1.76 | 21  | 6.33 | 1.85 | 7     | 4.57 | 2.37 | 14    | 5.64 | 1.86 |
| Data                                       | 11   | 5.82 | 1.40 | 16   | 7.25 | 1.77 | 13   | 6.92 | 1.89 | 17                             | 6.53 | 1.50 | 11   | 6.09 | 2.02 | 22  | 6.91 | 1.69 | 6     | 5.50 | 1.22 | 16    | 7.19 | 1.52 |
| Policy advice, studies, analyses*          | 13   | 6.85 | 2.08 | 14   | 6.07 | 1.86 | 19   | 6.63 | 1.86 | 17                             | 7.12 | 1.58 | 13   | 6.38 | 1.76 | 23  | 6.13 | 1.63 | 8     | 4.00 | 2.33 | 17    | 6.82 | 1.38 |
| Financial resources                        | 18   | 6.50 | 1.92 | 17   | 7.53 | 1.87 | 20   | 7.35 | 2.01 | 19                             | 7.16 | 1.61 | 15   | 7.20 | 1.15 | 27  | 7.22 | 1.55 | 7     | 5.71 | 2.21 | 18    | 7.50 | 1.92 |
| Technical assistance                       | 18   | 6.50 | 1.98 | 16   | 6.06 | 1.61 | 20   | 6.75 | 1.65 | 16                             | 6.69 | 1.25 | 14   | 7.29 | 1.38 | 26  | 6.54 | 1.58 | 8     | 5.63 | 2.13 | 16    | 7.25 | 1.77 |
| Mobilizing third party financial resources | 13   | 5.62 | 1.98 | 12   | 6.75 | 1.96 | 18   | 6.50 | 1.98 | 12                             | 6.17 | 2.21 | 12   | 6.42 | 1.68 | 23  | 6.74 | 1.79 | 8     | 5.13 | 2.47 | 13    | 7.00 | 1.58 |
| Donor coordination                         | 15   | 5.80 | 2.01 | 15   | 5.93 | 2.28 | 18   | 6.06 | 2.15 | 17                             | 5.82 | 2.01 | 12   | 5.83 | 1.59 | 22  | 5.55 | 2.84 | 9     | 4.00 | 2.50 | 17    | 6.47 | 1.77 |
| Linkage to non-Bank expertise              | 13   | 5.54 | 1.51 | 8  | 5.75 | 2.12 | 13   | 5.77 | 2.49 | 9                              | 5.89 | 1.54 | 11   | 6.18 | 1.40 | 18  | 5.78 | 2.26 | 7     | 4.71 | 2.36 | 11    | 6.18 | 1.47 |
| Strategy formulation                       | 14   | 6.29 | 1.49 | 13   | 6.54 | 2.57 | 18   | 6.06 | 2.04 | 14                             | 6.36 | 1.22 | 13   | 6.62 | 1.56 | 19  | 6.95 | 2.01 | 6     | 4.67 | 1.86 | 15    | 6.40 | 1.68 |

\*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 Haiti. To what degree would Haiti benefit, if capacity building were to support...?

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

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Groups outside of government to help them more effectively engage and participate in development efforts | 16   | 6.00 | 2.50 | 17   | 7.29 | 2.08 | 20   | 6.90 | 1.94 | 21                             | 6.67 | 2.11 | 17   | 8.41 | 1.58 | 33  | 7.45 | 2.11 | 13    | 7.54 | 2.50 | 22    | 7.23 | 1.66 |
| The public sector, related to implementation of specific development projects on the ground              | 21   | 8.52 | 1.54 | 21   | 8.43 | 1.33 | 23   | 8.13 | 1.74 | 20                             | 8.10 | 1.92 | 17   | 8.59 | 1.12 | 36  | 7.97 | 1.54 | 12    | 6.67 | 2.74 | 21    | 8.43 | 1.60 |
| The public sector, related to reforming institutions (organizations or sociopolitical conditions)*       | 20   | 7.70 | 1.49 | 18   | 8.78 | .88  | 21   | 8.29 | 1.55 | 21                             | 8.71 | 1.31 | 17   | 8.82 | 1.29 | 35  | 7.86 | 1.46 | 11    | 6.09 | 2.84 | 20    | 8.75 | 1.16 |
| The private sector, related to institutional and policy change   | 18   | 7.44 | 1.92 | 17   | 8.59 | 1.00 | 20   | 7.15 | 1.76 | 21                             | 7.52 | 1.54 | 17   | 8.29 | 2.11 | 33  | 7.18 | 1.93 | 11    | 6.82 | 2.44 | 20    | 7.30 | 1.56 |

\*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 Haiti? (1-Not effective at all, 10-Very effective)

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Project implementation (or other organizational strengthening)                 | 17   | 6.35 | 1.46 | 14   | 6.93 | 1.54 | 22   | 7.36 | 1.68 | 15                             | 6.07 | 1.58 | 9  | 7.22 | 1.39 | 24  | 6.29 | 1.88 | 5     | 5.20 | 3.03 | 18    | 6.28 | 2.11 |
| Citizen engagement (incorporating citizens' voices into development)           | 15   | 5.53 | 2.00 | 8  | 5.50 | 2.27 | 9  | 4.00 | 2.24 | 12                             | 5.33 | 1.92 | 10   | 5.40 | 1.84 | 15  | 5.73 | 1.94 | 7     | 3.43 | 2.76 | 11    | 5.09 | 2.26 |
| Policy design (for clarity and better incentives to achieve development goals) | 16   | 5.88 | 1.96 | 10   | 6.50 | 1.84 | 15   | 6.13 | 1.51 | 15                             | 6.67 | 1.63 | 11   | 6.09 | 1.87 | 17  | 6.06 | 1.39 | 4     | 5.00 | 2.94 | 14    | 6.86 | 1.70 |
| Directly supporting building of government institutions                        | 20   | 6.45 | 1.61 | 13   | 6.62 | 2.10 | 15   | 6.33 | 1.72 | 16                             | 6.56 | 1.67 | 12   | 5.92 | 1.51 | 19  | 6.00 | 2.24 | 5     | 4.80 | 2.86 | 16    | 6.94 | 1.48 |

When thinking about how to improve capacity building in Haiti 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)

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Project implementation (or other organizational strengthening)                 | 15   | 7.47 | 1.96 | 18   | 8.11 | 1.88 | 24   | 7.71 | 2.68 | 17                             | 7.35 | 1.93 | 10   | 7.90 | 1.45 | 30  | 6.83 | 2.21 | 8     | 6.38 | 2.39 | 20    | 7.35 | 1.90 |
| Citizen engagement (incorporating citizens' voices into development)           | 16   | 7.75 | 1.65 | 15   | 7.07 | 2.15 | 15   | 7.93 | 1.49 | 18                             | 7.06 | 1.83 | 12   | 8.17 | 1.34 | 28  | 7.64 | 1.87 | 8     | 7.00 | 2.88 | 17    | 7.53 | 1.55 |
| Policy design (for clarity and better incentives to achieve development goals) | 15   | 7.33 | 1.59 | 14   | 7.50 | 2.14 | 17   | 7.47 | 2.21 | 18                             | 7.94 | .94  | 12   | 8.17 | 1.47 | 27  | 7.96 | 1.51 | 7     | 6.00 | 2.71 | 18    | 8.33 | .91  |
| Directly supporting building of government institutions                        | 17   | 7.47 | 1.94 | 16   | 7.56 | 1.86 | 18   | 7.00 | 2.09 | 18                             | 8.56 | 1.50 | 12   | 8.33 | 1.23 | 29  | 7.48 | 2.26 | 7     | 6.14 | 2.97 | 18    | 8.33 | 1.37 |

**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 Haiti? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)                             | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Staff too inaccessible  | 0.0%   | 4.5%   | 0.0%  | 4.8%                                 | 0.0%   | 5.1%  | 12.5% | 4.3%  |
| Not exploring alternative policy options                                      | 5.0%   | 4.5%   | 4.2%  | 4.8%                                 | 0.0%   | 7.7%  | 0.0%  | 4.3%  |
| Not adequately sensitive to political/social realities in Haiti*              | 20.0%  | 40.9%  | 25.0%   | 0.0%                                 | 23.5%  | 12.8% | 12.5% | 17.4% |
| Not enough public disclosure of its work*                                     | 10.0%  | 0.0%   | 16.7%   | 19.0%                                | 11.8%  | 20.5% | 43.8% | 13.0% |
| Arrogant in its approach  | 5.0%   | 9.1%   | 8.3%  | 9.5%                                 | 0.0%   | 0.0%  | 0.0%  | 8.7%  |
| Not aligned with country priorities*  | 15.0%  | 0.0%   | 8.3%  | 0.0%                                 | 17.6%  | 2.6%  | 18.8% | 21.7% |
| The credibility of its knowledge/data   | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 7.7%  | 0.0%  | 0.0%  |
| World Bank Group's processes too complex*                                     | 35.0%  | 13.6%  | 8.3%  | 23.8%                                | 23.5%  | 7.7%  | 0.0%  | 13.0% |
| Not willing to honestly criticize policies and reform efforts in the country  | 10.0%  | 13.6%  | 12.5%   | 23.8%                                | 11.8%  | 15.4% | 12.5% | 8.7%  |
| Too influenced by developed countries   | 15.0%  | 22.7%  | 12.5%   | 4.8%                                 | 0.0%   | 7.7%  | 18.8% | 8.7%  |
| Imposing technocratic solutions without regard to political realities*        | 15.0%  | 27.3%  | 12.5%   | 14.3%                                | 0.0%   | 0.0%  | 25.0% | 4.3%  |
| World Bank Group's processes too slow   | 20.0%  | 13.6%  | 16.7%   | 4.8%                                 | 17.6%  | 15.4% | 6.3%  | 8.7%  |
| Too bureaucratic in its operational policies and procedures                   | 20.0%  | 13.6%  | 20.8%   | 9.5%                                 | 11.8%  | 12.8% | 12.5% | 8.7%  |
| Not aligned with other donors' work   | 0.0%   | 0.0%   | 0.0%  | 14.3%                                | 0.0%   | 5.1%  | 0.0%  | 8.7%  |
| Not collaborating enough with non-state actors*                               | 5.0%   | 4.5%   | 16.7%   | 9.5%                                 | 35.3%  | 30.8% | 6.3%  | 13.0% |
| Not client focused  | 0.0%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0%   | 4.5%   | 0.0%  | 0.0%                                 | 5.9%   | 0.0%  | 6.3%  | 0.0%  |
| Not focused enough on issues that are unique to fragile countries*            | 0.0%   | 9.1%   | 0.0%  | 0.0%                                 | 11.8%  | 2.6%  | 18.8% | 17.4% |
| Inadequate number of World Bank Group staff members located in the country*   | 10.0%  | 0.0%   | 0.0%  | 19.0%                                | 5.9%   | 0.0%  | 6.3%  | 4.3%  |
| Other   | 0.0%   | 4.5%   | 0.0%  | 4.8%                                 | 0.0%   | 7.7%  | 0.0%  | 4.3%  |
| Don't know  | 5.0%   | 0.0%   | 12.5%   | 14.3%                                | 11.8%  | 15.4% | 6.3%  | 13.0% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents<br>(Responses combined)       | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Capacity development                                    | 50.0%  | 45.5%  | 50.0%   | 60.0%                                | 25.0%  | 38.5% | 56.3% | 39.1% |
| Policy based lending / budget support to the Government | 15.0%  | 45.5%  | 20.8%   | 25.0%                                | 6.3%   | 28.2% | 12.5% | 21.7% |
| Knowledge products/services                             | 5.0%   | 9.1%   | 0.0%  | 20.0%                                | 18.8%  | 12.8% | 0.0%  | 0.0%  |
| Investment lending*                                     | 55.0%  | 31.8%  | 62.5%   | 20.0%                                | 62.5%  | 43.6% | 37.5% | 60.9% |
| Technical assistance                                    | 10.0%  | 18.2%  | 12.5%   | 30.0%                                | 25.0%  | 10.3% | 6.3%  | 30.4% |
| Trust Fund management                                   | 10.0%  | 0.0%   | 8.3%  | 10.0%                                | 0.0%   | 2.6%  | 6.3%  | 0.0%  |
| Co-financing arrangements                               | 10.0%  | 4.5%   | 8.3%  | 10.0%                                | 18.8%  | 5.1%  | 18.8% | 13.0% |
| Sector-wide approaches                                  | 10.0%  | 13.6%  | 20.8%   | 10.0%                                | 12.5%  | 28.2% | 18.8% | 8.7%  |
| Emergency Recovery Grants                               | 10.0%  | 4.5%   | 0.0%  | 0.0%                                 | 0.0%   | 7.7%  | 6.3%  | 8.7%  |
| Other   | 0.0%   | 4.5%   | 4.2%  | 5.0%                                 | 6.3%   | 2.6%  | 6.3%  | 0.0%  |
| Don't know  | 10.0%  | 9.1%   | 0.0%  | 5.0%                                 | 6.3%   | 7.7%  | 12.5% | 8.7%  |

\*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 TOW 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<br>(Responses combined)      | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------------|--|-------|-------|-------|
| Academia/think tanks/research institutes               | 45.5%  | 45.5%  | 41.7%   | 25.0%                                | 37.5%  | 33.3% | 37.5% | 34.8% |
| Donor community  | 13.6%  | 9.1%   | 8.3%  | 15.0%                                | 6.3%   | 17.9% | 12.5% | 21.7% |
| Media*   | 4.5%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 50.0% | 8.7%  |
| NGOs*  | 4.5%   | 9.1%   | 8.3%  | 0.0%                                 | 0.0%   | 35.9% | 6.3%  | 4.3%  |
| Local Government                                       | 40.9%  | 36.4%  | 25.0%   | 20.0%                                | 31.3%  | 23.1% | 12.5% | 30.4% |
| Private sector*  | 40.9%  | 31.8%  | 29.2%   | 35.0%                                | 81.3%  | 12.8% | 6.3%  | 34.8% |
| Parliament   | 9.1%   | 9.1%   | 12.5%   | 20.0%                                | 18.8%  | 5.1%  | 6.3%  | 17.4% |
| Community Based Organizations (CBOs)/Local communities | 22.7%  | 18.2%  | 41.7%   | 10.0%                                | 12.5%  | 38.5% | 37.5% | 17.4% |
| Beneficiaries  | 4.5%   | 4.5%   | 12.5%   | 15.0%                                | 0.0%   | 7.7%  | 0.0%  | 13.0% |
| Foundations  | 4.5%   | 4.5%   | 0.0%  | 0.0%                                 | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Faith based organizations                              | 9.1%   | 0.0%   | 4.2%  | 5.0%                                 | 0.0%   | 0.0%  | 6.3%  | 0.0%  |
| UN and regional peace keeping forces                   | 0.0%   | 0.0%   | 0.0%  | 5.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Emerging donors  | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 6.3%  | 0.0%  |
| UN agencies  | 0.0%   | 4.5%   | 8.3%  | 20.0%                                | 0.0%   | 2.6%  | 0.0%  | 4.3%  |
| Regional organizations (e.g. Caricom)                  | 0.0%   | 0.0%   | 4.2%  | 5.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Other  | 0.0%   | 9.1%   | 0.0%  | 5.0%                                 | 0.0%   | 7.7%  | 0.0%  | 0.0%  |
| Don't know   | 0.0%   | 4.5%   | 0.0%  | 10.0%                                | 6.3%   | 5.1%  | 6.3%  | 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 Haiti? (1-Strongly disagree, 10-Strongly agree)

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                      |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the<br>President/ Prime<br>Minster/ Minister       |      |      | Employee of a Ministry/<br>Ministerial Dep/<br>Implementation Agency |      |      | PMU/ Consultant/<br>Contractor on WBG<br>project |      |      | Bilateral/<br>Multilateral<br>Agency |      |      | Private Sector/<br>Financial Sector/<br>Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Overall the World Bank Group currently plays a relevant role in development in Haiti                          | 20   | 6.80 | 2.09 | 16   | 7.06 | 1.53 | 23   | 6.96 | 2.31 | 19                                   | 7.21 | 1.36 | 16   | 6.94 | 1.98 | 33  | 6.48 | 1.62 | 13    | 5.85 | 2.76 | 20    | 7.25 | 1.77 |
| The World Bank Group's work is aligned with what I consider the development priorities for Haiti              | 17   | 5.18 | 1.94 | 19   | 5.74 | 1.59 | 23   | 6.57 | 2.04 | 18                                   | 6.89 | 1.23 | 14   | 6.00 | 1.62 | 30  | 5.97 | 1.87 | 12    | 5.42 | 2.81 | 19    | 5.84 | 1.89 |
| The World Bank Group supports Haiti's efforts to reduce social exclusion                                      | 15   | 5.13 | 1.77 | 16   | 5.94 | 2.43 | 20   | 6.65 | 1.46 | 16                                   | 6.44 | 1.46 | 13   | 6.23 | 1.69 | 26  | 5.65 | 2.06 | 11    | 4.91 | 2.88 | 17    | 6.18 | 1.91 |
| The World Bank Group supports programs and strategies that are realistic for Haiti*                           | 17   | 5.41 | 1.94 | 16   | 6.00 | 1.86 | 24   | 6.96 | 1.85 | 18                                   | 6.78 | 1.17 | 13   | 6.46 | 1.98 | 28  | 5.71 | 2.07 | 12    | 4.25 | 2.63 | 20    | 6.85 | 1.63 |
| The World Bank Group treats clients and stakeholders in Haiti with respect                                    | 12   | 7.17 | 1.75 | 13   | 6.46 | 2.07 | 21   | 7.05 | 2.11 | 18                                   | 7.39 | 1.79 | 16   | 6.38 | 1.86 | 20  | 7.05 | 2.01 | 7     | 6.14 | 3.02 | 15    | 6.40 | 2.23 |
| The World Bank Group is an organization that does not represent a particular ideological perspective in Haiti | 15   | 7.20 | 2.48 | 15   | 4.93 | 2.99 | 20   | 6.80 | 2.78 | 14                                   | 6.29 | 2.64 | 12   | 6.00 | 2.73 | 21  | 6.48 | 2.20 | 9     | 3.89 | 2.89 | 15    | 6.27 | 2.09 |
| The World Bank Group is an organization that is not overly influenced by any particular country               | 14   | 5.93 | 2.62 | 12   | 4.67 | 3.11 | 17   | 5.29 | 2.73 | 14                                   | 5.43 | 2.50 | 12   | 5.08 | 2.61 | 20  | 5.45 | 3.03 | 11    | 3.64 | 2.84 | 16    | 5.31 | 2.80 |
| The World Bank Group respects the views and demands of the government of Haiti                                | 18   | 5.28 | 1.74 | 17   | 6.47 | 2.15 | 23   | 6.48 | 2.11 | 15                                   | 6.33 | 2.02 | 14   | 6.21 | 2.04 | 20  | 6.35 | 1.63 | 9     | 4.33 | 2.55 | 18    | 6.22 | 2.18 |
| The World Bank Group listens and takes into account your views  | 21   | 5.19 | 1.72 | 15   | 5.87 | 2.29 | 21   | 5.86 | 1.85 | 17                                   | 6.18 | 2.27 | 13   | 4.92 | 1.85 | 25  | 4.96 | 2.42 | 11    | 4.09 | 2.81 | 16    | 6.19 | 2.17 |

\*Significantly different between stakeholder groups

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

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| When considering the national development needs in Haiti, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Haiti meet the national development needs of Haiti?* | 18   | 5.83 | 2.09 | 17   | 6.24 | 2.08 | 22   | 6.73 | 2.07 | 19                             | 6.11 | 1.33 | 14   | 5.57 | 1.40 | 30  | 6.20 | 1.37 | 10    | 4.40 | 2.01 | 17    | 6.76 | 1.48 |

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

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

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Responsiveness  | 11   | 5.82 | 2.14 | 12   | 6.08 | 1.93 | 18   | 6.06 | 1.35 | 17                             | 5.71 | 1.83 | 11   | 5.73 | 1.19 | 25  | 5.24 | 2.15 | 5     | 3.80 | 2.68 | 15    | 6.20 | 1.74 |
| Flexibility (in terms of the institution's products and services)                                   | 13   | 5.15 | 1.68 | 14   | 5.21 | 1.97 | 20   | 6.10 | 1.89 | 14                             | 5.14 | 1.61 | 12   | 5.08 | .90  | 25  | 5.24 | 2.01 | 6     | 4.00 | 2.19 | 16    | 5.63 | 1.50 |
| Flexibility (in terms of changing country circumstances)  | 12   | 5.33 | 1.83 | 13   | 5.85 | 1.95 | 19   | 6.05 | 1.54 | 14                             | 5.64 | 1.65 | 12   | 5.33 | 1.07 | 27  | 5.48 | 1.42 | 6     | 5.50 | 2.59 | 16    | 4.81 | 1.97 |
| Being inclusive   | 12   | 6.42 | 1.98 | 12   | 6.08 | 2.15 | 19   | 7.16 | 1.34 | 14                             | 6.21 | 1.25 | 11   | 6.55 | 1.37 | 24  | 5.71 | 2.01 | 5     | 5.00 | 1.41 | 15    | 6.53 | 1.73 |
| Openness*   | 12   | 6.67 | 1.50 | 13   | 7.62 | 1.56 | 21   | 7.19 | 1.63 | 20                             | 6.30 | 1.66 | 12   | 6.42 | 1.68 | 29  | 5.76 | 2.13 | 6     | 5.33 | 2.42 | 18    | 6.72 | 1.84 |
| Staff accessibility*  | 14   | 6.79 | 1.97 | 13   | 7.77 | 1.74 | 22   | 7.09 | 1.63 | 17                             | 6.94 | 1.34 | 13   | 6.46 | 1.94 | 26  | 5.04 | 2.01 | 8     | 5.38 | 2.13 | 16    | 6.44 | 1.86 |
| Straightforwardness and honesty*  | 13   | 6.62 | 2.29 | 13   | 6.62 | 2.22 | 18   | 6.89 | 1.97 | 16                             | 7.31 | 1.49 | 13   | 7.00 | 1.68 | 19  | 5.68 | 2.00 | 5     | 4.60 | 1.52 | 13    | 7.38 | 1.61 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work* | 15   | 7.20 | 1.61 | 14   | 7.14 | 2.54 | 20   | 6.60 | 2.58 | 19                             | 6.58 | 2.12 | 13   | 6.38 | 1.61 | 25  | 5.24 | 2.44 | 6     | 3.67 | 2.34 | 15    | 7.00 | 1.60 |
| Collaboration with civil society  | 10   | 6.20 | 2.10 | 7  | 6.00 | 2.08 | 14   | 5.50 | 1.87 | 9                              | 5.44 | 2.19 | 10   | 4.90 | 1.37 | 26  | 5.31 | 2.40 | 8     | 4.38 | 2.50 | 13    | 6.15 | 1.52 |
| Collaboration with the Government   | 15   | 7.27 | 2.09 | 16   | 7.38 | 1.75 | 22   | 7.27 | 1.93 | 17                             | 7.59 | 1.23 | 11   | 6.55 | 1.75 | 31  | 7.45 | 1.57 | 9     | 5.67 | 2.65 | 17    | 7.53 | 1.59 |
| Collaboration with other donors and development partners*   | 12   | 6.92 | 2.27 | 12   | 7.58 | 1.73 | 17   | 7.59 | 1.23 | 20                             | 6.95 | 1.57 | 8  | 6.50 | 1.51 | 24  | 6.67 | 2.73 | 6     | 4.33 | 2.34 | 13    | 7.15 | 1.46 |
| Collaboration with the private sector   | 11   | 5.55 | 1.75 | 8  | 6.63 | 1.92 | 12   | 6.08 | 2.19 | 10                             | 6.30 | 1.77 | 12   | 5.08 | 1.93 | 19  | 6.21 | 1.78 | 2     | 5.00 | 0.00 | 13    | 6.23 | 1.36 |
| The speed in which it gets things accomplished on the ground*                                       | 14   | 4.79 | 2.22 | 16   | 6.00 | 1.90 | 17   | 5.94 | 2.28 | 12                             | 4.92 | 1.78 | 13   | 4.23 | 1.96 | 26  | 5.88 | 2.07 | 5     | 3.20 | 1.79 | 14    | 5.14 | 1.51 |
| Being a long-term partner   | 15   | 7.67 | 2.38 | 16   | 8.25 | 1.48 | 17   | 8.24 | 1.35 | 16                             | 7.94 | 1.06 | 13   | 7.31 | 2.10 | 20  | 8.20 | 1.58 | 7     | 6.86 | 2.34 | 15    | 8.20 | 1.32 |

\*Significantly different between stakeholder groups



**B. Overall Attitudes toward the World Bank Group (continued)****To be more effective development partner in Haiti, 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/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------|--|-------|-------|-------|
| More local presence                             | 63.2%  | 55.0%  | 70.8%                                     | 70.0%                          | 62.5%  | 59.0% | 64.3% | 72.7% |
| The current level of local presence is adequate | 15.8%  | 30.0%  | 20.8%                                     | 15.0%                          | 25.0%  | 20.5% | 14.3% | 9.1%  |
| Less local presence                             | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Don't know                                      | 21.1%  | 15.0%  | 8.3%                                      | 15.0%                          | 12.5%  | 17.9% | 21.4% | 18.2% |

**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 THREE)**

| Percentage of Respondents (Responses combined)   | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------|--|-------|-------|-------|
| The World Bank Group does not do adequate follow through/follow-up                       | 14.3%  | 19.0%  | 13.0%                                     | 19.0%                          | 13.3%  | 16.7% | 28.6% | 27.3% |
| There is not an adequate level of citizen/civil society participation*                   | 19.0%  | 42.9%  | 30.4%                                     | 9.5%                           | 66.7%  | 55.6% | 28.6% | 31.8% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 52.4%  | 33.3%  | 21.7%                                     | 9.5%                           | 26.7%  | 22.2% | 42.9% | 27.3% |
| Corruption in the country  | 9.5%   | 9.5%   | 13.0%                                     | 23.8%                          | 20.0%  | 25.0% | 28.6% | 31.8% |
| Poor donor coordination  | 14.3%  | 14.3%  | 0.0%                                      | 14.3%                          | 33.3%  | 16.7% | 21.4% | 9.1%  |
| The World Bank Group works too slowly  | 33.3%  | 23.8%  | 26.1%                                     | 14.3%                          | 26.7%  | 22.2% | 14.3% | 9.1%  |
| Lack of adequate level of decision-making in Government                                  | 28.6%  | 19.0%  | 39.1%                                     | 38.1%                          | 20.0%  | 22.2% | 21.4% | 40.9% |
| Political pressures and obstacles presented by vested interests                          | 14.3%  | 0.0%   | 21.7%                                     | 33.3%                          | 13.3%  | 27.8% | 14.3% | 31.8% |
| Reforms are not well thought out in light of country challenges                          | 28.6%  | 19.0%  | 26.1%                                     | 33.3%                          | 13.3%  | 11.1% | 28.6% | 31.8% |
| Ongoing fragility and instability*   | 9.5%   | 4.8%   | 34.8%                                     | 23.8%                          | 0.0%   | 8.3%  | 14.3% | 18.2% |
| Inadequate funding*  | 23.8%  | 42.9%  | 21.7%                                     | 4.8%                           | 0.0%   | 13.9% | 7.1%  | 4.5%  |
| Lack of/inadequate levels of capacity in Government*                                     | 19.0%  | 38.1%  | 30.4%                                     | 66.7%                          | 60.0%  | 27.8% | 14.3% | 36.4% |
| Other  | 4.8%   | 14.3%  | 4.3%                                      | 0.0%                           | 0.0%   | 8.3%  | 0.0%  | 0.0%  |

\*Significantly different between stakeholder groups

### 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 Haiti? (1-Not important at all, 10-Very important)

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Anti-corruption                            | 14   | 7.64 | 1.95 | 12   | 7.75 | 2.49 | 19   | 8.26 | 2.05 | 19                             | 7.74 | 1.41 | 16   | 8.69 | 1.78 | 37  | 8.38 | 1.67 | 10    | 8.70 | 2.87 | 23    | 7.57 | 1.80 |
| Information and communications technology* | 14   | 6.71 | 1.77 | 16   | 7.44 | 1.97 | 18   | 7.22 | 2.44 | 20                             | 4.85 | 2.50 | 15   | 7.93 | 1.62 | 34  | 7.09 | 2.45 | 13    | 8.38 | 1.85 | 24    | 7.54 | 1.74 |
| Transport*                                 | 16   | 8.13 | 1.75 | 19   | 8.89 | 1.29 | 24   | 8.92 | 1.77 | 21                             | 6.76 | 2.43 | 16   | 9.19 | .83  | 36  | 7.64 | 1.78 | 11    | 7.00 | 2.86 | 24    | 8.21 | 1.69 |
| Crime and violence                         | 13   | 6.00 | 1.83 | 12   | 5.33 | 2.27 | 17   | 5.65 | 2.47 | 19                             | 4.63 | 2.54 | 12   | 6.17 | 2.37 | 30  | 6.00 | 2.30 | 8     | 5.88 | 3.31 | 20    | 5.45 | 2.39 |
| Regional conflict and tensions             | 13   | 5.38 | 2.06 | 11   | 4.09 | 2.47 | 14   | 5.00 | 2.60 | 17                             | 3.59 | 2.15 | 13   | 5.69 | 2.18 | 29  | 5.31 | 2.79 | 8     | 5.63 | 3.46 | 19    | 5.05 | 2.41 |
| Law and justice                            | 12   | 6.58 | 2.15 | 13   | 5.77 | 2.65 | 16   | 6.94 | 3.11 | 17                             | 6.00 | 2.72 | 15   | 7.60 | 1.80 | 34  | 6.85 | 2.43 | 12    | 7.83 | 2.37 | 23    | 6.61 | 2.29 |
| Urban development                          | 15   | 7.47 | 1.64 | 17   | 8.24 | 1.56 | 19   | 8.63 | 1.71 | 19                             | 7.37 | 1.83 | 16   | 8.50 | 1.37 | 35  | 8.31 | 1.62 | 12    | 8.00 | 1.54 | 23    | 7.48 | 1.75 |
| Environmental sustainability               | 16   | 8.44 | 1.67 | 19   | 8.58 | 1.71 | 20   | 8.45 | 1.47 | 20                             | 7.75 | 1.59 | 14   | 8.14 | 1.61 | 37  | 8.11 | 1.91 | 11    | 8.36 | 2.06 | 23    | 7.70 | 1.74 |
| Regulatory framework                       | 15   | 7.00 | 1.25 | 16   | 7.19 | 2.32 | 16   | 7.75 | 1.84 | 20                             | 8.00 | 1.30 | 12   | 8.50 | 1.38 | 31  | 7.84 | 1.46 | 9     | 8.22 | 1.79 | 22    | 7.23 | 2.37 |
| Communicable/non-communicable diseases     | 14   | 6.86 | 1.56 | 15   | 6.40 | 2.61 | 14   | 6.79 | 2.29 | 18                             | 4.61 | 2.25 | 13   | 5.62 | 1.76 | 33  | 6.48 | 2.85 | 9     | 6.78 | 3.27 | 20    | 6.75 | 2.53 |
| Poverty reduction                          | 15   | 7.87 | 1.81 | 18   | 8.89 | 1.32 | 21   | 8.90 | 1.51 | 19                             | 8.47 | 1.26 | 15   | 8.13 | 1.51 | 36  | 8.36 | 1.74 | 11    | 8.82 | 1.40 | 24    | 8.00 | 2.43 |
| Gender equity*                             | 15   | 6.60 | 1.72 | 13   | 4.62 | 2.22 | 16   | 6.88 | 2.60 | 19                             | 6.58 | 2.22 | 14   | 6.36 | 2.17 | 35  | 7.11 | 2.22 | 10    | 5.80 | 1.75 | 21    | 5.76 | 2.30 |
| Domestic private sector development*       | 15   | 7.20 | 1.61 | 17   | 7.82 | 1.51 | 19   | 8.42 | 1.46 | 20                             | 7.45 | 2.14 | 15   | 9.07 | .96  | 35  | 7.51 | 2.03 | 11    | 7.36 | 2.38 | 22    | 7.18 | 2.22 |
| Foreign direct investment                  | 14   | 7.86 | 1.70 | 16   | 8.00 | 1.90 | 20   | 8.65 | 1.42 | 19                             | 7.11 | 2.18 | 14   | 8.21 | 1.48 | 34  | 7.68 | 1.92 | 10    | 7.30 | 2.11 | 22    | 7.86 | 1.75 |
| Local governance and institutions          | 14   | 7.57 | 1.50 | 17   | 7.65 | 1.90 | 21   | 8.19 | 1.78 | 20                             | 8.20 | 1.47 | 15   | 8.33 | 1.50 | 36  | 8.50 | 1.21 | 11    | 7.73 | 2.69 | 24    | 8.04 | 1.76 |
| Water and sanitation                       | 16   | 7.81 | 1.83 | 17   | 8.24 | 1.79 | 22   | 8.55 | 1.53 | 20                             | 7.20 | 1.96 | 15   | 7.93 | 1.49 | 37  | 7.97 | 1.74 | 10    | 8.70 | 1.57 | 22    | 8.09 | 2.18 |
| Trade and exports                          | 15   | 6.87 | 1.92 | 16   | 7.19 | 2.74 | 21   | 7.57 | 2.04 | 20                             | 6.90 | 2.15 | 15   | 7.87 | 1.41 | 34  | 7.71 | 2.48 | 11    | 8.09 | 1.70 | 22    | 7.05 | 2.54 |
| Economic growth                            | 15   | 8.47 | 1.19 | 17   | 8.82 | 1.19 | 22   | 8.82 | 1.10 | 18                             | 8.61 | 1.38 | 16   | 8.88 | 1.09 | 36  | 8.78 | 1.31 | 10    | 8.60 | 1.65 | 23    | 8.39 | 1.56 |
| Reconstruction                             | 14   | 7.71 | 1.82 | 17   | 8.29 | 1.40 | 21   | 8.48 | 1.81 | 17                             | 7.47 | 2.07 | 16   | 7.69 | 1.70 | 36  | 7.22 | 2.11 | 11    | 8.18 | 2.18 | 21    | 7.38 | 2.13 |
| Energy                                     | 16   | 8.25 | 1.91 | 19   | 9.00 | 1.11 | 21   | 8.67 | 1.74 | 20                             | 8.10 | 1.41 | 15   | 9.20 | .94  | 37  | 8.19 | 2.05 | 12    | 8.08 | 2.81 | 22    | 8.68 | 1.59 |
| Disaster management                        | 16   | 7.31 | 1.40 | 17   | 7.76 | 1.60 | 20   | 8.00 | 2.13 | 21                             | 7.24 | 2.02 | 14   | 6.79 | 1.63 | 37  | 7.57 | 2.17 | 10    | 8.10 | 1.85 | 23    | 7.04 | 2.33 |
| Public sector governance/ reform           | 17   | 7.76 | 2.36 | 17   | 7.71 | 2.52 | 22   | 8.23 | 1.82 | 21                             | 9.00 | 1.22 | 16   | 8.81 | 1.22 | 37  | 8.46 | 1.50 | 12    | 7.92 | 3.03 | 24    | 8.46 | 1.74 |
| Job creation/employment                    | 16   | 8.19 | 1.76 | 17   | 8.59 | 1.50 | 22   | 8.82 | 1.84 | 20                             | 8.65 | 1.04 | 15   | 8.73 | 1.28 | 35  | 8.51 | 1.77 | 14    | 8.00 | 2.72 | 23    | 8.04 | 2.03 |
| Social cohesion                            | 14   | 6.21 | 2.22 | 17   | 6.88 | 2.47 | 17   | 6.59 | 2.40 | 19                             | 5.84 | 1.68 | 14   | 7.00 | 1.75 | 30  | 6.67 | 2.58 | 9     | 5.78 | 2.49 | 21    | 5.81 | 2.62 |
| Financial markets*                         | 13   | 7.08 | 1.50 | 14   | 6.14 | 1.88 | 18   | 7.83 | 1.76 | 17                             | 5.41 | 1.91 | 14   | 6.71 | 2.27 | 30  | 8.07 | 2.16 | 9     | 6.56 | 2.74 | 20    | 6.90 | 1.77 |
| Equality of opportunity                    | 13   | 6.85 | 1.77 | 16   | 5.94 | 2.95 | 18   | 7.17 | 2.12 | 18                             | 6.61 | 2.40 | 14   | 6.86 | 1.88 | 35  | 7.54 | 2.19 | 10    | 6.70 | 2.41 | 20    | 6.20 | 2.04 |
| Health                                     | 15   | 7.80 | 1.90 | 17   | 7.65 | 2.18 | 21   | 8.10 | 1.87 | 20                             | 6.35 | 2.21 | 15   | 7.33 | 1.95 | 37  | 7.14 | 2.43 | 12    | 7.25 | 3.02 | 21    | 7.90 | 2.05 |
| Rural development                          | 16   | 7.63 | 1.78 | 16   | 8.69 | 1.40 | 23   | 8.39 | 2.04 | 19                             | 7.58 | 1.74 | 16   | 8.94 | 1.00 | 36  | 8.44 | 1.68 | 11    | 8.00 | 2.19 | 23    | 7.70 | 1.82 |
| Global/regional integration*               | 14   | 6.57 | 1.79 | 15   | 6.27 | 2.25 | 19   | 7.16 | 2.65 | 20                             | 5.50 | 2.26 | 15   | 7.33 | 1.91 | 32  | 7.78 | 1.96 | 11    | 7.09 | 3.02 | 20    | 6.50 | 2.42 |
| Food security                              | 14   | 7.00 | 1.96 | 16   | 7.81 | 1.76 | 19   | 7.42 | 2.41 | 20                             | 6.65 | 2.39 | 14   | 7.57 | 1.83 | 37  | 7.81 | 2.46 | 11    | 8.09 | 2.12 | 20    | 7.80 | 2.35 |
| Education                                  | 18   | 8.50 | 1.76 | 19   | 9.16 | 1.38 | 22   | 8.73 | 1.55 | 21                             | 7.57 | 2.44 | 16   | 8.56 | 1.26 | 37  | 8.43 | 2.23 | 12    | 8.33 | 2.53 | 22    | 8.86 | 1.17 |
| Security/stabilization                     | 15   | 7.20 | 2.24 | 14   | 6.07 | 2.46 | 18   | 6.33 | 2.52 | 19                             | 5.16 | 2.91 | 14   | 7.50 | 1.65 | 33  | 6.79 | 2.37 | 10    | 5.90 | 3.73 | 20    | 6.70 | 2.52 |
| Social protection                          | 15   | 6.67 | 2.79 | 15   | 6.80 | 2.57 | 20   | 5.70 | 2.54 | 19                             | 7.32 | 1.77 | 14   | 6.86 | 1.83 | 35  | 6.97 | 2.38 | 11    | 5.82 | 3.25 | 20    | 6.65 | 2.23 |
| Climate change                             | 13   | 6.62 | 1.89 | 15   | 5.93 | 2.76 | 18   | 7.06 | 2.90 | 19                             | 6.58 | 2.50 | 14   | 7.00 | 2.00 | 35  | 7.23 | 2.17 | 8     | 7.25 | 2.19 | 22    | 6.64 | 2.36 |
| Agricultural development                   | 17   | 7.76 | 2.36 | 17   | 8.88 | 1.83 | 22   | 8.73 | 1.55 | 20                             | 7.85 | 1.79 | 15   | 9.00 | .76  | 37  | 8.68 | 1.70 | 11    | 8.36 | 2.06 | 24    | 8.71 | 1.40 |
| Natural resource management                | 14   | 6.50 | 2.74 | 15   | 6.80 | 2.60 | 18   | 6.89 | 2.89 | 19                             | 6.89 | 2.11 | 15   | 8.73 | 1.16 | 35  | 7.29 | 2.26 | 11    | 6.00 | 3.77 | 22    | 7.14 | 2.32 |

\*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 Haiti? (1-Not effective at all, 10-Very effective)**

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Anti-corruption                               | 6  | 6.50 | 1.64 | 5  | 4.20 | 2.17 | 7  | 5.71 | 1.25 | 10                             | 5.50 | 2.59 | 6  | 5.17 | 1.72 | 12  | 4.92 | 2.11 | 6     | 3.17 | 2.64 | 9     | 4.11 | 1.96 |
| Transport                                     | 9  | 6.67 | 1.12 | 10   | 6.30 | 2.41 | 9  | 6.78 | 1.39 | 13                             | 6.69 | 1.89 | 11   | 7.64 | 1.57 | 13  | 6.15 | 1.77 | 5     | 5.40 | 1.95 | 10    | 7.10 | 1.10 |
| Regional conflict and tensions                | 5  | 5.40 | .89  | 4  | 4.75 | 2.22 | 1  | 2.00 |      | 9                              | 4.78 | 1.99 | 4  | 5.00 | 1.63 | 8   | 4.50 | 2.78 | 2     | 1.00 | 0.00 | 2     | 3.00 | 1.41 |
| Urban development                             | 10   | 6.10 | .74  | 9  | 7.11 | 1.90 | 10   | 5.90 | 1.52 | 9                              | 6.11 | 1.90 | 10   | 5.70 | 1.95 | 24  | 6.04 | 2.05 | 5     | 3.60 | 1.95 | 9     | 6.11 | 1.05 |
| Regulatory framework*                         | 11   | 6.36 | 1.36 | 5  | 5.60 | 1.82 | 8  | 6.63 | 1.51 | 9                              | 6.00 | 2.24 | 10   | 6.30 | 1.95 | 11  | 5.45 | 1.69 | 4     | 2.75 | 1.26 | 12    | 5.83 | 2.12 |
| Health/Communicable/non-communicable diseases | 8  | 6.88 | 1.89 | 8  | 5.63 | 2.77 | 11   | 6.73 | 1.95 | 10                             | 5.80 | 1.62 | 5  | 6.00 | 2.83 | 15  | 6.33 | 2.35 | 5     | 3.40 | 1.95 | 8     | 6.88 | 1.46 |
| Poverty reduction                             | 10   | 5.60 | 1.58 | 8  | 4.88 | 1.64 | 12   | 6.42 | 1.98 | 15                             | 6.00 | 1.69 | 9  | 6.44 | 1.88 | 26  | 5.81 | 1.94 | 7     | 4.43 | 1.40 | 11    | 6.36 | 1.57 |
| Gender equity                                 | 7  | 6.00 | 1.73 | 4  | 4.50 | 2.38 | 4  | 6.75 | 1.50 | 10                             | 5.90 | 1.52 | 5  | 4.40 | 2.51 | 12  | 6.42 | 1.93 | 5     | 5.20 | .45  | 8     | 5.25 | 1.83 |
| Domestic private sector development           | 10   | 5.00 | 1.63 | 6  | 4.50 | 1.76 | 7  | 5.00 | 2.77 | 8                              | 5.88 | 1.73 | 11   | 5.27 | 2.15 | 13  | 6.23 | 2.31 | 4     | 5.50 | .58  | 10    | 5.70 | 1.42 |
| Foreign direct investment                     | 10   | 4.80 | 1.87 | 4  | 4.50 | 1.73 | 8  | 6.13 | 3.09 | 10                             | 5.60 | 1.51 | 8  | 4.25 | 2.12 | 9   | 6.78 | 2.22 | 4     | 5.75 | 1.50 | 8     | 5.38 | 2.33 |
| Local governance and institutions             | 10   | 6.40 | 1.07 | 10   | 6.10 | 1.97 | 10   | 5.90 | 2.23 | 15                             | 5.67 | 1.76 | 9  | 4.78 | 2.22 | 21  | 6.48 | 2.44 | 5     | 4.80 | 2.59 | 12    | 5.25 | 1.76 |
| Water and sanitation                          | 10   | 6.50 | 1.65 | 10   | 5.70 | 2.21 | 13   | 6.23 | 1.79 | 11                             | 6.00 | 1.73 | 10   | 5.60 | 1.96 | 20  | 5.85 | 2.37 | 4     | 6.25 | 1.26 | 14    | 6.86 | 1.66 |
| Trade and exports                             | 7  | 4.86 | 1.35 | 2  | 4.00 | 2.83 | 7  | 6.14 | 3.02 | 7                              | 5.57 | 1.90 | 7  | 4.71 | 2.14 | 14  | 6.36 | 2.59 | 4     | 3.00 | 1.41 | 6     | 6.00 | 2.61 |
| Economic growth                               | 10   | 6.10 | 1.10 | 6  | 5.17 | 1.72 | 13   | 6.38 | 2.43 | 14                             | 6.14 | 1.79 | 10   | 6.10 | 1.52 | 18  | 6.44 | 2.43 | 7     | 4.14 | 2.79 | 11    | 5.91 | 1.51 |
| Energy  | 8  | 5.63 | 1.77 | 5  | 6.00 | 2.92 | 10   | 6.40 | 2.59 | 11                             | 6.27 | 1.85 | 10   | 5.80 | 2.20 | 8   | 5.63 | 2.92 | 5     | 3.00 | 2.35 | 11    | 5.36 | 2.50 |
| Disaster management/ Climate resilience*      | 7  | 6.71 | 1.98 | 6  | 7.00 | 1.90 | 9  | 6.33 | 1.50 | 14                             | 7.07 | 1.27 | 7  | 5.57 | 1.90 | 22  | 6.91 | 2.58 | 7     | 3.14 | 1.86 | 9     | 6.11 | 1.45 |
| Public sector governance/ reform              | 9  | 6.00 | 1.94 | 10   | 6.60 | 1.78 | 14   | 6.14 | 1.41 | 19                             | 6.63 | 1.86 | 10   | 5.60 | 2.22 | 24  | 6.21 | 2.65 | 8     | 4.63 | 2.33 | 9     | 6.44 | 1.94 |
| Job creation/employment*                      | 11   | 5.73 | 1.85 | 8  | 5.13 | 1.36 | 12   | 6.42 | 2.27 | 10                             | 5.90 | 2.02 | 10   | 5.20 | 2.30 | 16  | 6.38 | 2.06 | 7     | 2.71 | 1.60 | 9     | 5.89 | 2.09 |
| Financial markets*                            | 7  | 5.71 | 1.89 | 3  | 3.67 | 3.06 | 2  | 4.00 | 1.41 | 4                              | 6.00 | .82  | 6  | 3.33 | 1.21 | 8   | 6.25 | 2.31 | 5     | 3.20 | 1.30 | 3     | 4.67 | 1.53 |
| Rural development                             | 9  | 5.44 | 1.42 | 10   | 5.60 | 2.01 | 7  | 6.29 | 2.81 | 9                              | 6.00 | 2.00 | 9  | 5.56 | 1.24 | 20  | 5.95 | 2.37 | 5     | 3.60 | 2.61 | 10    | 6.70 | 1.83 |
| Global/regional integration                   | 5  | 5.80 | 1.79 | 5  | 5.00 | 2.00 | 4  | 4.00 | 3.46 | 5                              | 6.00 | 1.22 | 4  | 5.00 | 1.41 | 9   | 5.33 | 3.08 | 5     | 2.60 | 1.14 | 4     | 5.25 | 2.87 |
| Education                                     | 13   | 7.00 | 1.68 | 12   | 6.58 | 1.83 | 12   | 7.17 | 1.80 | 12                             | 6.17 | 2.04 | 11   | 6.09 | 2.17 | 17  | 6.65 | 2.06 | 9     | 5.44 | 2.70 | 14    | 6.71 | 1.77 |
| Stabilization                                 | 4  | 5.75 | 2.36 | 3  | 5.33 | 1.53 | 4  | 6.00 | 3.37 | 7                              | 5.29 | 2.43 | 7  | 5.14 | 2.41 | 9   | 5.67 | 2.12 | 4     | 3.00 | 2.45 | 7     | 6.14 | 2.34 |
| Food security/Social protection               | 10   | 6.00 | 1.56 | 6  | 5.00 | 2.00 | 6  | 6.17 | 2.32 | 11                             | 5.82 | 1.83 | 7  | 5.71 | 2.14 | 19  | 6.42 | 2.19 | 6     | 3.50 | 2.07 | 10    | 6.70 | 2.26 |
| Reconstruction                                | 11   | 6.18 | 1.60 | 11   | 6.27 | 2.53 | 9  | 5.89 | 2.15 | 13                             | 7.00 | 1.58 | 8  | 6.50 | 2.07 | 19  | 6.21 | 2.10 | 9     | 4.33 | 2.24 | 8     | 6.38 | 1.85 |
| Agricultural development                      | 10   | 6.50 | 1.65 | 5  | 6.40 | 2.70 | 8  | 6.00 | 1.60 | 10                             | 5.70 | 2.26 | 9  | 6.00 | 2.24 | 16  | 6.56 | 2.39 | 7     | 4.14 | 2.41 | 9     | 6.33 | 2.18 |
| Natural resource management                   | 4  | 5.00 | 1.83 | 3  | 6.00 | 3.61 | 4  | 4.00 | 2.94 | 7                              | 4.71 | 2.14 | 8  | 5.13 | 2.36 | 8   | 6.13 | 2.23 | 4     | 2.00 | 1.15 | 6     | 5.67 | 1.97 |

\*Significantly different between stakeholder groups

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

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| To what extent does the World Bank Group's work help to achieve development results in Haiti?*        | 19   | 5.89 | 1.91 | 18   | 6.33 | 2.17 | 23   | 6.35 | 2.04 | 19                             | 6.11 | 1.24 | 15   | 6.73 | 1.67 | 30  | 6.37 | 1.50 | 10    | 4.00 | 1.94 | 18    | 6.33 | 1.50 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Haiti?* | 16   | 6.75 | 2.14 | 17   | 6.41 | 2.00 | 22   | 6.95 | 2.01 | 15                             | 6.00 | 1.81 | 14   | 6.93 | 1.77 | 24  | 6.54 | 1.72 | 8     | 4.13 | 1.55 | 19    | 6.47 | 1.87 |

(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 Haiti? (1-Strongly disagree, 10-Strongly agree)**

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| The World Bank Group's financial instruments meet the needs of Haiti | 18   | 5.61 | 2.00 | 16   | 6.13 | 2.03 | 18   | 5.78 | 1.93 | 17                             | 5.71 | 1.72 | 16   | 6.06 | 1.48 | 27  | 5.63 | 1.90 | 8     | 3.88 | 1.96 | 15    | 6.13 | 1.64 |
| The World Bank Group meets Haiti's needs for knowledge services*     | 17   | 5.18 | 1.81 | 19   | 6.21 | 1.90 | 21   | 6.00 | 2.17 | 16                             | 5.63 | 1.59 | 16   | 6.63 | 1.59 | 32  | 6.44 | 1.97 | 8     | 3.88 | 2.17 | 19    | 6.63 | 1.54 |

\*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/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------|--|-------|-------|-------|
| Weekly                    | 10.5%  | 13.6%  | 20.8%                                     | 10.0%                          | 5.9%   | 2.6%  | 12.5% | 16.7% |
| Monthly                   | 15.8%  | 22.7%  | 16.7%                                     | 20.0%                          | 5.9%   | 20.5% | 18.8% | 8.3%  |
| A few times a year        | 52.6%  | 40.9%  | 37.5%                                     | 30.0%                          | 52.9%  | 38.5% | 18.8% | 41.7% |
| Rarely                    | 21.1%  | 22.7%  | 25.0%                                     | 40.0%                          | 35.3%  | 28.2% | 31.3% | 20.8% |
| Never                     | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 10.3% | 18.8% | 12.5% |

**D. The World Bank Group's Knowledge Work and Activities (continued)****In Haiti, 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)**

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Are timely  | 14   | 6.29 | 2.02 | 16   | 7.06 | 1.39 | 18   | 7.11 | 1.18 | 14                             | 6.21 | 1.48 | 13   | 6.69 | 1.84 | 23  | 6.57 | 1.62 | 9     | 5.67 | 2.65 | 17    | 7.18 | 1.81 |
| Include appropriate level of stakeholder involvement during preparation             | 15   | 6.00 | 1.69 | 13   | 5.62 | 1.98 | 17   | 5.88 | 2.06 | 13                             | 4.85 | 1.91 | 12   | 6.42 | 1.78 | 28  | 5.36 | 2.02 | 7     | 4.43 | 2.30 | 12    | 5.75 | 1.86 |
| Are relevant to Haiti's development priorities                                      | 19   | 5.89 | 1.52 | 15   | 6.60 | 1.30 | 21   | 6.67 | 1.77 | 17                             | 6.59 | 1.42 | 13   | 6.46 | 1.71 | 29  | 6.21 | 1.76 | 9     | 4.89 | 2.09 | 15    | 7.07 | 1.58 |
| Lead to practical solutions   | 18   | 5.56 | 1.38 | 16   | 6.13 | 1.45 | 17   | 6.47 | 1.84 | 15                             | 5.80 | 1.52 | 12   | 5.75 | 1.22 | 26  | 5.88 | 2.10 | 8     | 4.13 | 2.36 | 15    | 6.47 | 1.68 |
| Are accessible*   | 17   | 6.12 | 1.36 | 17   | 6.76 | 1.79 | 20   | 6.70 | 1.95 | 16                             | 5.19 | 1.60 | 14   | 6.57 | 1.55 | 27  | 6.26 | 1.85 | 9     | 4.44 | 2.19 | 18    | 7.00 | 1.94 |
| Are source of relevant information on global good practices                         | 17   | 6.65 | 1.58 | 16   | 7.13 | 1.36 | 19   | 7.42 | 1.07 | 16                             | 7.00 | 1.67 | 14   | 7.00 | 1.18 | 27  | 6.81 | 1.75 | 6     | 5.67 | 2.07 | 16    | 7.75 | 1.65 |
| Enhance your knowledge and/or skills  | 18   | 6.39 | 1.14 | 16   | 7.75 | 1.44 | 20   | 7.55 | 2.04 | 17                             | 6.88 | 1.54 | 14   | 6.79 | 1.48 | 28  | 6.50 | 2.12 | 8     | 5.75 | 2.60 | 17    | 7.24 | 1.89 |
| Are adequately disseminated*  | 16   | 4.94 | 1.84 | 15   | 5.93 | 2.09 | 20   | 6.45 | 2.31 | 15                             | 5.40 | 2.13 | 13   | 5.54 | 1.51 | 24  | 5.29 | 2.24 | 8     | 3.13 | 2.30 | 15    | 6.00 | 2.36 |
| Are translated enough into local language   | 15   | 4.80 | 2.18 | 17   | 5.59 | 2.53 | 18   | 6.00 | 2.59 | 13                             | 6.23 | 2.55 | 12   | 6.42 | 2.47 | 24  | 5.04 | 2.79 | 10    | 4.20 | 2.15 | 12    | 6.17 | 2.55 |
| Are adaptable to Haiti's specific development challenges and country circumstances* | 16   | 5.44 | 1.75 | 15   | 5.87 | 1.73 | 19   | 6.58 | 1.71 | 14                             | 6.14 | 1.35 | 13   | 6.31 | 1.38 | 27  | 6.33 | 1.92 | 9     | 4.00 | 2.12 | 15    | 6.40 | 1.55 |

\*Significantly different between stakeholder groups

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 19   | 6.42 | 1.46 | 16   | 6.81 | 1.22 | 20   | 6.80 | 1.82 | 15                             | 5.87 | 1.46 | 13   | 6.85 | 1.52 | 29  | 6.14 | 1.55 | 12    | 5.75 | 2.22 | 18    | 7.17 | 1.38 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 15   | 6.80 | 1.08 | 16   | 7.31 | .95  | 22   | 7.27 | 1.88 | 16                             | 7.19 | 1.33 | 15   | 7.33 | 1.11 | 27  | 6.70 | 1.59 | 12    | 6.08 | 2.54 | 20    | 7.70 | 1.45 |

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

### E. Working with the World Bank Group

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

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| The World Bank Group disburses funds promptly   | 20   | 3.55 | 1.73 | 15   | 3.80 | 1.82 | 22   | 5.09 | 2.37 | 15                             | 4.00 | 1.51 | 12   | 3.58 | 1.51 | 25  | 4.40 | 2.20 | 9     | 3.44 | 1.94 | 15    | 4.20 | 2.46 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 18   | 5.72 | 1.93 | 17   | 6.82 | 1.98 | 23   | 7.30 | 1.64 | 17                             | 6.12 | 1.45 | 13   | 6.69 | 1.11 | 28  | 6.46 | 2.08 | 7     | 5.57 | 2.23 | 20    | 6.40 | 1.88 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 15   | 4.47 | 1.85 | 13   | 5.15 | 1.77 | 20   | 6.05 | 2.04 | 14                             | 5.50 | 1.99 | 12   | 5.33 | 1.78 | 24  | 5.04 | 1.97 | 7     | 4.14 | 1.57 | 14    | 5.00 | 1.80 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 14   | 5.50 | 1.34 | 11   | 5.36 | 2.01 | 17   | 7.18 | 1.85 | 9                              | 6.22 | 1.56 | 6  | 5.67 | 1.51 | 14  | 6.07 | 1.49 | 6     | 5.50 | 2.66 | 11    | 6.64 | 1.75 |
| The World Bank Group's conditions on its lending are reasonable                               | 14   | 6.43 | 2.38 | 7  | 5.29 | 2.43 | 16   | 6.75 | 1.69 | 9                              | 7.00 | 2.00 | 10   | 5.30 | 2.00 | 13  | 5.54 | 2.03 | 6     | 4.33 | 1.21 | 12    | 5.83 | 1.95 |
| The World Bank Group takes decisions quickly in Haiti*  | 17   | 4.47 | 2.03 | 14   | 4.57 | 1.79 | 18   | 5.56 | 2.25 | 15                             | 5.40 | 1.92 | 12   | 3.92 | 1.62 | 23  | 4.87 | 2.30 | 9     | 3.11 | 1.54 | 15    | 5.47 | 1.73 |
| Working with the World Bank Group increases Haiti's institutional capacity                    | 18   | 5.72 | 2.05 | 16   | 6.31 | 1.89 | 21   | 6.67 | 1.74 | 18                             | 6.28 | 1.67 | 14   | 5.86 | 1.92 | 29  | 6.28 | 1.81 | 9     | 5.11 | 2.32 | 18    | 6.78 | 1.66 |
| The World Bank Group ensures consistency and continuity through staff changes                 | 14   | 4.71 | 1.38 | 8  | 5.00 | 1.77 | 13   | 6.54 | 1.39 | 11                             | 5.73 | 2.00 | 9  | 5.89 | 2.15 | 11  | 5.45 | 2.50 | 4     | 4.25 | 2.99 | 9     | 7.00 | 1.58 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 10   | 5.80 | 1.81 | 11   | 6.82 | 1.94 | 17   | 6.65 | 2.03 | 11                             | 7.09 | 1.76 | 8  | 6.63 | 2.26 | 11  | 7.27 | 1.68 | 4     | 4.25 | 2.75 | 10    | 6.40 | 2.63 |
| The World Bank Group provides effective implementation support*                               | 17   | 5.76 | 2.02 | 16   | 6.94 | 1.69 | 19   | 7.74 | 1.52 | 13                             | 6.08 | 1.44 | 12   | 6.42 | 1.73 | 25  | 6.48 | 1.76 | 7     | 4.57 | 2.07 | 17    | 6.65 | 1.97 |

\*Significantly different between stakeholder groups

### F. Recent Trends and the Future Role of the World Bank Group in Haiti

|   | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|---|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|   | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Haiti? | 17   | 6.12 | 1.65 | 16   | 6.75 | 1.57 | 19   | 7.00 | 1.60 | 17                             | 6.41 | 1.23 | 12   | 6.17 | 1.90 | 22  | 6.55 | 1.60 | 10    | 5.90 | 2.38 | 17    | 6.88 | 1.27 |
| How significant a role do you believe that international development cooperation SHOULD play in Haiti's development in the near future?                       | 19   | 7.84 | 2.57 | 21   | 7.76 | 1.70 | 22   | 7.64 | 2.06 | 21                             | 8.14 | 1.46 | 16   | 7.31 | 1.54 | 35  | 7.71 | 1.47 | 15    | 7.33 | 2.89 | 22    | 8.73 | 1.12 |

(1-To no degree at all, 10-To a very significant degree; 1-Not a significant role at all, 10-Very significant role)

### F. Recent Trends and the Future Role of the World Bank Group in Haiti (continued)

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

| Percentage of Respondents<br>(Responses combined)                            | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------------|--|-------|-------|-------|
| Provide more adequate data/knowledge/statistics/figures on Haiti's economy*  | 10.0%  | 27.3%  | 4.3%  | 0.0%                                 | 0.0%   | 15.8% | 40.0% | 12.0% |
| Collaborate more effectively with Government clients                         | 30.0%  | 18.2%  | 34.8%   | 15.0%                                | 18.8%  | 26.3% | 13.3% | 28.0% |
| Offer more innovative financial products                                     | 30.0%  | 13.6%  | 21.7%   | 10.0%                                | 18.8%  | 21.1% | 13.3% | 20.0% |
| Increase the level of capacity development in the country*                   | 55.0%  | 45.5%  | 43.5%   | 90.0%                                | 43.8%  | 31.6% | 33.3% | 44.0% |
| Improve the quality of its experts as related to Haiti's specific challenges | 15.0%  | 13.6%  | 13.0%   | 5.0%                                 | 6.3%   | 10.5% | 20.0% | 8.0%  |
| Offer more innovative knowledge services                                     | 0.0%   | 9.1%   | 0.0%  | 0.0%                                 | 6.3%   | 2.6%  | 0.0%  | 0.0%  |
| Ensure greater selectivity in its work                                       | 5.0%   | 9.1%   | 8.7%  | 0.0%                                 | 0.0%   | 7.9%  | 13.3% | 4.0%  |
| Reach out more to groups outside of Government*                              | 0.0%   | 4.5%   | 8.7%  | 10.0%                                | 50.0%  | 34.2% | 33.3% | 20.0% |
| Reduce the complexity of World Bank Group procedures                         | 45.0%  | 22.7%  | 34.8%   | 25.0%                                | 31.3%  | 13.2% | 13.3% | 32.0% |
| Work faster  | 10.0%  | 18.2%  | 13.0%   | 5.0%                                 | 18.8%  | 13.2% | 20.0% | 24.0% |
| Increase the level of World Bank Group staffing in Haiti's office            | 0.0%   | 0.0%   | 8.7%  | 15.0%                                | 0.0%   | 2.6%  | 0.0%  | 4.0%  |
| Other  | 0.0%   | 9.1%   | 4.3%  | 15.0%                                | 6.3%   | 15.8% | 0.0%  | 4.0%  |

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Haiti, 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 Haiti? (Select only ONE response)

| Percentage of Respondents                | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------------|--|-------|-------|-------|
| Financial services                       | 35.0%  | 40.0%  | 31.8%   | 30.0%                                | 31.3%  | 33.3% | 18.8% | 44.0% |
| Knowledge products                       | 10.0%  | 15.0%  | 4.5%  | 15.0%                                | 12.5%  | 10.3% | 18.8% | 12.0% |
| Convening services                       | 10.0%  | 0.0%   | 9.1%  | 5.0%                                 | 18.8%  | 12.8% | 18.8% | 4.0%  |
| None of the above                        | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 6.3%   | 2.6%  | 6.3%  | 0.0%  |
| The combination is appropriate for Haiti | 35.0%  | 40.0%  | 50.0%   | 30.0%                                | 18.8%  | 17.9% | 18.8% | 32.0% |
| Don't know                               | 10.0%  | 5.0%   | 4.5%  | 20.0%                                | 12.5%  | 23.1% | 18.8% | 8.0%  |

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Social safety nets*                               | 15.0%  | 18.2%  | 20.8%   | 42.9%                                | 0.0%   | 18.4% | 41.7% | 8.7%  |
| Public financial management                       | 35.0%  | 36.4%  | 29.2%   | 71.4%                                | 53.3%  | 34.2% | 50.0% | 43.5% |
| Reducing violence                                 | 0.0%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 2.6%  | 0.0%  | 0.0%  |
| Conflict resolution mechanisms                    | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Access to basic services*                         | 10.0%  | 50.0%  | 37.5%   | 19.0%                                | 20.0%  | 47.4% | 33.3% | 26.1% |
| Capacity of state institutions                    | 55.0%  | 40.9%  | 33.3%   | 38.1%                                | 40.0%  | 36.8% | 25.0% | 30.4% |
| Mining industry                                   | 0.0%   | 4.5%   | 0.0%  | 4.8%                                 | 20.0%  | 2.6%  | 0.0%  | 8.7%  |
| Improving livelihoods                             | 30.0%  | 31.8%  | 33.3%   | 9.5%                                 | 6.7%   | 34.2% | 41.7% | 34.8% |
| Social cohesion                                   | 5.0%   | 4.5%   | 0.0%  | 0.0%                                 | 6.7%   | 2.6%  | 0.0%  | 0.0%  |
| Disaster/Risk management and preparedness         | 15.0%  | 18.2%  | 20.8%   | 23.8%                                | 6.7%   | 15.8% | 8.3%  | 26.1% |
| Access to electricity                             | 35.0%  | 22.7%  | 29.2%   | 28.6%                                | 26.7%  | 15.8% | 25.0% | 26.1% |
| Increasing regional development                   | 35.0%  | 31.8%  | 33.3%   | 9.5%                                 | 46.7%  | 18.4% | 41.7% | 30.4% |
| Jobs  | 40.0%  | 13.6%  | 33.3%   | 28.6%                                | 26.7%  | 36.8% | 25.0% | 26.1% |
| Private sector development                        | 20.0%  | 27.3%  | 25.0%   | 23.8%                                | 46.7%  | 26.3% | 8.3%  | 39.1% |

\*Significantly different between stakeholder groups

### F. Recent Trends and the Future Role of the World Bank Group in Haiti (continued)

Which THREE areas below would benefit most from other donors in Haiti? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Social safety nets                                | 30.0%  | 30.0%  | 17.4%   | 20.0%                                | 40.0%  | 32.4% | 0.0%  | 45.5% |
| Public financial management                       | 30.0%  | 15.0%  | 21.7%   | 5.0%                                 | 40.0%  | 26.5% | 16.7% | 18.2% |
| Reducing violence                                 | 20.0%  | 20.0%  | 26.1%   | 30.0%                                | 20.0%  | 11.8% | 25.0% | 22.7% |
| Conflict resolution mechanisms                    | 10.0%  | 5.0%   | 17.4%   | 10.0%                                | 0.0%   | 8.8%  | 8.3%  | 9.1%  |
| Access to basic services                          | 40.0%  | 35.0%  | 21.7%   | 60.0%                                | 33.3%  | 44.1% | 33.3% | 31.8% |
| Capacity of state institutions                    | 5.0%   | 20.0%  | 21.7%   | 30.0%                                | 20.0%  | 26.5% | 33.3% | 36.4% |
| Mining industry                                   | 15.0%  | 10.0%  | 8.7%  | 0.0%                                 | 20.0%  | 5.9%  | 33.3% | 9.1%  |
| Improving livelihoods                             | 15.0%  | 35.0%  | 30.4%   | 25.0%                                | 6.7%   | 23.5% | 16.7% | 22.7% |
| Social cohesion                                   | 10.0%  | 0.0%   | 13.0%   | 10.0%                                | 20.0%  | 2.9%  | 8.3%  | 18.2% |
| Disaster/Risk management and preparedness         | 15.0%  | 20.0%  | 30.4%   | 40.0%                                | 20.0%  | 44.1% | 41.7% | 31.8% |
| Access to electricity                             | 20.0%  | 30.0%  | 8.7%  | 15.0%                                | 13.3%  | 20.6% | 0.0%  | 9.1%  |
| Increasing regional development                   | 20.0%  | 20.0%  | 4.3%  | 10.0%                                | 20.0%  | 14.7% | 8.3%  | 22.7% |
| Jobs  | 30.0%  | 40.0%  | 34.8%   | 25.0%                                | 13.3%  | 23.5% | 33.3% | 9.1%  |
| Private sector development*                       | 25.0%  | 15.0%  | 39.1%   | 10.0%                                | 33.3%  | 8.8%  | 25.0% | 4.5%  |

\*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 Haiti? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---|--|--|---|--------------------------------------|--|-------|-------|-------|
| Local newspapers                                  | 23.8%  | 45.5%  | 68.2%   | 50.0%                                | 50.0%  | 61.5% | 40.0% | 39.1% |
| International newspapers                          | 4.8%   | 4.5%   | 13.6%   | 11.1%                                | 18.8%  | 15.4% | 6.7%  | 8.7%  |
| Local radio*                                      | 33.3%  | 50.0%  | 18.2%   | 11.1%                                | 37.5%  | 23.1% | 53.3% | 17.4% |
| International radio                               | 0.0%   | 0.0%   | 9.1%  | 0.0%                                 | 0.0%   | 5.1%  | 6.7%  | 4.3%  |
| Local television                                  | 23.8%  | 9.1%   | 9.1%  | 16.7%                                | 6.3%   | 2.6%  | 0.0%  | 8.7%  |
| International television                          | 4.8%   | 4.5%   | 0.0%  | 5.6%                                 | 6.3%   | 5.1%  | 6.7%  | 4.3%  |
| Periodicals                                       | 19.0%  | 4.5%   | 13.6%   | 0.0%                                 | 12.5%  | 5.1%  | 13.3% | 4.3%  |
| Internet  | 61.9%  | 50.0%  | 59.1%   | 66.7%                                | 56.3%  | 66.7% | 40.0% | 78.3% |
| Social media*                                     | 4.8%   | 0.0%   | 0.0%  | 5.6%                                 | 6.3%   | 2.6%  | 26.7% | 8.7%  |
| Blogs   | 4.8%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Mobile phones                                     | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Instant messaging                                 | 0.0%   | 4.5%   | 0.0%  | 5.6%                                 | 0.0%   | 0.0%  | 0.0%  | 4.3%  |
| Other   | 9.5%   | 4.5%   | 4.5%  | 27.8%                                | 6.3%   | 7.7%  | 0.0%  | 17.4% |

\*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<br>(Responses combined)            | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------------|--|-------|-------|-------|
| World Bank Group's website                                   | 33.3%  | 31.8%  | 45.8%   | 19.0%                                | 40.0%  | 28.2% | 20.0% | 45.5% |
| Direct contact with World Bank Group                         | 38.1%  | 27.3%  | 41.7%   | 52.4%                                | 33.3%  | 56.4% | 40.0% | 18.2% |
| e-Newsletters  | 28.6%  | 54.5%  | 20.8%   | 38.1%                                | 26.7%  | 46.2% | 26.7% | 54.5% |
| Instant messaging  | 0.0%   | 9.1%   | 0.0%  | 4.8%                                 | 6.7%   | 2.6%  | 6.7%  | 13.6% |
| World Bank Group's seminars/workshops/conferences            | 42.9%  | 36.4%  | 37.5%   | 14.3%                                | 33.3%  | 30.8% | 46.7% | 22.7% |
| World Bank Group's publications and other written materials* | 38.1%  | 27.3%  | 45.8%   | 57.1%                                | 46.7%  | 15.4% | 26.7% | 31.8% |
| Mobile phones  | 0.0%   | 4.5%   | 0.0%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Social media   | 19.0%  | 0.0%   | 4.2%  | 0.0%                                 | 13.3%  | 7.7%  | 20.0% | 4.5%  |
| Blogs  | 0.0%   | 0.0%   | 4.2%  | 0.0%                                 | 0.0%   | 0.0%  | 0.0%  | 0.0%  |
| Other  | 0.0%   | 0.0%   | 0.0%  | 4.8%                                 | 0.0%   | 2.6%  | 0.0%  | 4.5%  |

*\*Significantly different between stakeholder groups***In which language would you prefer to receive information from the World Bank Group?\* (Select only ONE response)**

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------------|--|-------|-------|-------|
| French                    | 90.5%  | 95.2%  | 87.5%   | 57.1%                                | 56.3%  | 81.6% | 93.3% | 65.2% |
| Creole                    | 4.8%   | 4.8%   | 0.0%  | 0.0%                                 | 0.0%   | 7.9%  | 6.7%  | 4.3%  |
| English                   | 4.8%   | 0.0%   | 12.5%   | 42.9%                                | 43.8%  | 10.5% | 0.0%  | 30.4% |

*\*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<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------------|--|-------|-------|-------|
| Yes                       | 30.0%  | 36.4%  | 33.3%   | 47.4%                                | 31.3%  | 13.2% | 18.2% | 39.1% |
| No                        | 70.0%  | 63.6%  | 66.7%   | 52.6%                                | 68.8%  | 86.8% | 81.8% | 60.9% |

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

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------------|--|-------|-------|-------|
| Yes                       | 11.1%  | 25.0%  | 13.0%   | 40.0%                                | 18.8%  | 18.4% | 20.0% | 9.1%  |
| No                        | 88.9%  | 75.0%  | 87.0%   | 60.0%                                | 81.3%  | 81.6% | 80.0% | 90.9% |

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

| Percentage of Respondents | Office of<br>President/Prime<br>Minister/ Minister | Employee of Ministry/<br>Ministerial Dep/<br>Implementation Agency | PMU/Consultant/<br>Contractor on<br>WBG project | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media  | Other  |
|---------------------------|--|--|---|--------------------------------------|--|-------|--------|--------|
| Yes                       | 100.0%   | 100.0%   | 100.0%  | 100.0%                               | 66.7%  | 70.0% | 100.0% | 100.0% |
| No                        | 0.0%   | 0.0%   | 0.0%  | 0.0%                                 | 33.3%  | 30.0% | 0.0%   | 0.0%   |

**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/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media  | Other |
|---------------------------|--|--|---|--------------------------------|--|-------|--------|-------|
| Yes                       | 100.0%                                       | 100.0%   | 100.0%                                    | 100.0%                         | 100.0%   | 97.4% | 100.0% | 95.7% |
| No                        | 0.0%   | 0.0%   | 0.0%                                      | 0.0%                           | 0.0%   | 2.6%  | 0.0%   | 4.3%  |

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

| Percentage of Respondents | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------|--|-------|-------|-------|
| Yes                       | 76.2%  | 66.7%  | 73.9%                                     | 70.6%                          | 80.0%  | 59.5% | 33.3% | 65.2% |
| No                        | 23.8%  | 33.3%  | 26.1%                                     | 29.4%                          | 20.0%  | 40.5% | 66.7% | 34.8% |

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

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| I use/consult World Bank Group's data more often than I did a few years ago                            | 19   | 6.84 | 2.06 | 17   | 7.29 | 2.34 | 22   | 5.77 | 2.67 | 19                             | 5.63 | 2.95 | 13   | 6.08 | 2.81 | 35  | 5.43 | 3.04 | 14    | 5.93 | 2.70 | 20    | 6.95 | 2.37 |
| I find the World Bank Group's websites easy to navigate*   | 14   | 7.21 | 1.81 | 14   | 8.29 | 1.38 | 15   | 7.67 | 1.23 | 16                             | 6.75 | 1.91 | 10   | 6.90 | 1.52 | 24  | 6.75 | 1.65 | 7     | 6.00 | 2.65 | 16    | 7.88 | 1.75 |
| I find the information on the World Bank Group's websites useful.                                      | 14   | 7.57 | 1.40 | 14   | 7.71 | 2.05 | 17   | 8.18 | 1.47 | 15                             | 7.93 | 1.33 | 12   | 7.50 | 1.68 | 24  | 7.21 | 1.84 | 6     | 6.17 | 2.64 | 15    | 8.53 | 1.06 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 12   | 6.17 | 2.08 | 5  | 7.20 | .84  | 11   | 7.45 | 2.02 | 7                              | 6.00 | 3.11 | 3  | 6.00 | 1.00 | 15  | 5.33 | 2.69 | 5     | 6.40 | 3.51 | 6     | 6.00 | 1.79 |
| When I need information from the World Bank Group I know how to find it*                               | 17   | 6.53 | 2.00 | 18   | 7.89 | 2.35 | 19   | 7.26 | 2.21 | 19                             | 7.63 | 1.83 | 12   | 6.17 | 2.25 | 32  | 4.84 | 2.29 | 9     | 6.56 | 2.83 | 18    | 6.83 | 2.66 |
| The World Bank Group is responsive to my information requests and inquiries*                           | 13   | 7.31 | 1.38 | 14   | 7.93 | 1.64 | 16   | 7.56 | 1.63 | 18                             | 7.00 | 2.09 | 11   | 6.27 | 1.90 | 18  | 5.72 | 2.35 | 7     | 5.57 | 2.82 | 13    | 7.77 | 1.30 |

\*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/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------|--|-------|-------|-------|
| Yes                       | 68.2%  | 81.0%  | 75.0%                                     | 81.0%                          | 41.2%  | 42.1% | 6.3%  | 45.8% |
| No                        | 31.8%  | 19.0%  | 25.0%                                     | 19.0%                          | 58.8%  | 57.9% | 93.8% | 54.2% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined)      | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media  | Other |
|---|--|--|---|--------------------------------|--|-------|--------|-------|
| The World Bank (IDA)*                               | 61.9%  | 75.0%  | 78.3%                                     | 85.7%                          | 17.6%  | 27.0% | 0.0%   | 37.5% |
| The International Finance Corporation (IFC)*        | 14.3%  | 0.0%   | 8.7%                                      | 23.8%                          | 47.1%  | 2.7%  | 0.0%   | 20.8% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0%   | 0.0%   | 0.0%                                      | 4.8%                           | 0.0%   | 0.0%  | 0.0%   | 0.0%  |
| None*   | 28.6%  | 25.0%  | 17.4%                                     | 14.3%                          | 41.2%  | 70.3% | 100.0% | 50.0% |

\*Significantly different between stakeholder groups

Do your projects involve both the World Bank and IFC?

| Percentage of Respondents | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|---------------------------|--|--|---|--------------------------------|--|-------|-------|-------|
| Yes                       | 37.5%  | 10.5%  | 18.2%                                     | 20.0%                          | 28.6%  | 16.2% | 7.1%  | 8.7%  |
| No                        | 62.5%  | 89.5%  | 81.8%                                     | 80.0%                          | 71.4%  | 83.8% | 92.9% | 91.3% |

If yes, what was your view on the two institutions working together in Haiti?

| Percentage of Respondents           | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media  | Other |
|-------------------------------------|--|--|---|--------------------------------|--|-------|--------|-------|
| Working well together               | 33.3%  | 0.0%   | 33.3%                                     | 50.0%                          | 33.3%  | 33.3% | 0.0%   | 50.0% |
| Collaborating but needs improvement | 50.0%  | 66.7%  | 33.3%                                     | 25.0%                          | 50.0%  | 33.3% | 100.0% | 50.0% |
| Don't know                          | 16.7%  | 33.3%  | 33.3%                                     | 25.0%                          | 16.7%  | 33.3% | 0.0%   | 0.0%  |

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

| Percentage of Respondents (Responses Combined)                     | Office of President/Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on WBG project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Other |
|--|--|--|---|--------------------------------|--|-------|-------|-------|
| Observer*  | 4.5%   | 14.3%  | 13.0%                                     | 9.5%                           | 47.1%  | 22.2% | 43.8% | 13.0% |
| Use World Bank Group reports/data                                  | 22.7%  | 23.8%  | 17.4%                                     | 33.3%                          | 23.5%  | 41.7% | 31.3% | 26.1% |
| Engage in World Bank Group related/sponsored events/activities     | 31.8%  | 33.3%  | 21.7%                                     | 9.5%                           | 17.6%  | 19.4% | 6.3%  | 17.4% |
| Collaborate as part of my professional duties*                     | 72.7%  | 90.5%  | 78.3%                                     | 90.5%                          | 47.1%  | 52.8% | 31.3% | 60.9% |
| Use World Bank Group website for information, data, research, etc. | 27.3%  | 9.5%   | 8.7%                                      | 14.3%                          | 11.8%  | 30.6% | 37.5% | 30.4% |

\*Significantly different between stakeholder groups

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

### A. General Issues facing Haiti

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

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| The right direction       | 54.5%          | 41.2%                  |
| The wrong direction       | 12.3%          | 29.4%                  |
| Not sure                  | 33.1%          | 29.4%                  |

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

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Social protection                                 | 12.7%          | 16.7%                  |
| Transport   | 28.9%          | 27.8%                  |
| Security/stabilization                            | 29.5%          | 16.7%                  |
| Reconstruction                                    | 11.4%          | 11.1%                  |
| Public sector governance/ reform                  | 51.2%          | 61.1%                  |
| Global/regional integration*                      | 0.6%           | 11.1%                  |
| Gender equity                                     | 0.6%           | 5.6%                   |
| Domestic private sector development               | 15.1%          | 11.1%                  |
| Foreign direct investment                         | 14.5%          | 5.6%                   |
| Water and sanitation                              | 16.9%          | 22.2%                  |
| Energy  | 29.5%          | 11.1%                  |
| Regional conflict and tensions                    | 0.6%           | 0.0%                   |
| Job creation/employment                           | 36.7%          | 16.7%                  |
| Rural development                                 | 8.4%           | 22.2%                  |
| Financial markets                                 | 0.6%           | 0.0%                   |
| Urban development                                 | 3.0%           | 0.0%                   |
| Environmental sustainability*                     | 19.9%          | 44.4%                  |
| Equality of opportunity                           | 4.8%           | 5.6%                   |
| Health  | 27.7%          | 27.8%                  |
| Education   | 66.3%          | 50.0%                  |
| Poverty reduction                                 | 13.9%          | 27.8%                  |
| Food security*                                    | 7.8%           | 22.2%                  |
| Social cohesion                                   | 3.6%           | 5.6%                   |
| Climate change                                    | 2.4%           | 5.6%                   |
| Agricultural development                          | 16.3%          | 16.7%                  |
| Trade and exports                                 | 2.4%           | 5.6%                   |
| Crime and violence                                | 0.6%           | 0.0%                   |
| Economic growth                                   | 15.1%          | 11.1%                  |
| Law and justice                                   | 13.9%          | 11.1%                  |
| Regulatory framework                              | 2.4%           | 0.0%                   |
| Communicable/non-communicable diseases            | 0.0%           | 0.0%                   |
| Local governance and institutions                 | 11.4%          | 5.6%                   |
| Natural resource management                       | 1.8%           | 5.6%                   |
| Anti-corruption                                   | 21.7%          | 11.1%                  |
| Disaster management                               | 3.0%           | 5.6%                   |
| Information and communications technology         | 3.0%           | 0.0%                   |

\*Significantly different between geographic locations

**A. General Issues facing Haiti (continued)**

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

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Water and sanitation                              | 13.8%          | 11.1%                  |
| Equality of opportunity                           | 9.6%           | 11.1%                  |
| Economic growth                                   | 46.1%          | 33.3%                  |
| Climate change*                                   | 1.2%           | 11.1%                  |
| Regional conflict and tensions                    | 0.6%           | 0.0%                   |
| Global/regional integration                       | 2.4%           | 0.0%                   |
| Gender equity                                     | 3.6%           | 0.0%                   |
| Rural development                                 | 38.3%          | 44.4%                  |
| Urban development                                 | 10.2%          | 16.7%                  |
| Regulatory framework*                             | 0.0%           | 5.6%                   |
| Local governance and institutions                 | 12.0%          | 16.7%                  |
| Social protection                                 | 13.8%          | 11.1%                  |
| Law and justice                                   | 7.8%           | 11.1%                  |
| Transport   | 13.2%          | 11.1%                  |
| Crime and violence                                | 3.0%           | 0.0%                   |
| Communicable/non-communicable diseases            | 0.0%           | 0.0%                   |
| Information and communications technology         | 1.8%           | 5.6%                   |
| Security/stabilization                            | 15.6%          | 16.7%                  |
| Anti-corruption                                   | 25.7%          | 44.4%                  |
| Domestic private sector development               | 19.2%          | 22.2%                  |
| Foreign direct investment                         | 19.8%          | 5.6%                   |
| Energy  | 14.4%          | 11.1%                  |
| Public sector governance/ reform                  | 23.4%          | 5.6%                   |
| Social cohesion                                   | 4.8%           | 5.6%                   |
| Education   | 50.3%          | 55.6%                  |
| Natural resource management                       | 3.6%           | 5.6%                   |
| Environmental sustainability                      | 6.6%           | 11.1%                  |
| Health  | 10.8%          | 5.6%                   |
| Agricultural development                          | 35.3%          | 27.8%                  |
| Disaster management*                              | 1.2%           | 16.7%                  |
| Job creation/employment                           | 58.7%          | 44.4%                  |
| Financial markets                                 | 0.6%           | 0.0%                   |
| Trade and exports                                 | 3.6%           | 5.6%                   |
| Food security                                     | 18.6%          | 22.2%                  |
| Reconstruction                                    | 7.8%           | 5.6%                   |

\*Significantly different between geographic locations

**A. General Issues facing Haiti (continued)**

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

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Energy  | 39.2%          | 44.4%                  |
| Gender equity                                     | 1.2%           | 5.6%                   |
| Equality of opportunity                           | 6.6%           | 11.1%                  |
| Global/regional integration                       | 4.8%           | 11.1%                  |
| Social protection                                 | 1.2%           | 5.6%                   |
| Climate change*                                   | 0.6%           | 11.1%                  |
| Anti-corruption                                   | 31.3%          | 44.4%                  |
| Disaster management                               | 3.0%           | 5.6%                   |
| Regional conflict and tensions                    | 1.2%           | 0.0%                   |
| Rural development                                 | 25.3%          | 16.7%                  |
| Foreign direct investment                         | 40.4%          | 22.2%                  |
| Urban development                                 | 5.4%           | 16.7%                  |
| Water and sanitation                              | 2.4%           | 5.6%                   |
| Trade and exports                                 | 34.9%          | 33.3%                  |
| Information and communications technology         | 9.0%           | 16.7%                  |
| Regulatory framework*                             | 9.0%           | 27.8%                  |
| Communicable/non-communicable diseases            | 0.0%           | 0.0%                   |
| Social cohesion                                   | 3.0%           | 11.1%                  |
| Public sector governance/ reform                  | 36.7%          | 16.7%                  |
| Domestic private sector development               | 34.3%          | 27.8%                  |
| Job creation/employment                           | 44.6%          | 33.3%                  |
| Agricultural development                          | 44.6%          | 33.3%                  |
| Food security                                     | 3.0%           | 0.0%                   |
| Transport   | 25.9%          | 11.1%                  |
| Security/stabilization                            | 12.7%          | 5.6%                   |
| Education   | 27.7%          | 16.7%                  |
| Natural resource management                       | 6.6%           | 11.1%                  |
| Environmental sustainability                      | 4.8%           | 5.6%                   |
| Health  | 4.8%           | 0.0%                   |
| Reconstruction                                    | 9.0%           | 22.2%                  |
| Law and justice                                   | 6.6%           | 0.0%                   |
| Local governance and institutions                 | 8.4%           | 5.6%                   |
| Crime and violence                                | 1.2%           | 0.0%                   |
| Financial markets                                 | 6.0%           | 11.1%                  |

\*Significantly different between geographic locations

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

| Percentage of Respondents<br>(Responses combined)   | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Better employment opportunities for young people  | 15.7%          | 5.6%                   |
| Better employment opportunities for women   | 5.2%           | 0.0%                   |
| Greater access to micro-finance for the poor  | 15.7%          | 22.2%                  |
| Improved nutrition and food security  | 4.6%           | 0.0%                   |
| Greater access to health  | 7.8%           | 0.0%                   |
| Better entrepreneurial opportunities  | 34.6%          | 22.2%                  |
| Accelerated reconstruction  | 0.0%           | 0.0%                   |
| Better opportunity for the poor who live in rural areas                                       | 9.2%           | 22.2%                  |
| Better opportunity for the poor who live in urban areas                                       | 1.3%           | 0.0%                   |
| Consistent economic growth  | 19.0%          | 33.3%                  |
| More reliable social safety net   | 7.8%           | 11.1%                  |
| Greater equity of fiscal policy   | 9.8%           | 11.1%                  |
| Education and training that better ensure job opportunity                                     | 27.5%          | 11.1%                  |
| Better quality public services  | 7.2%           | 11.1%                  |
| Greater voice and participation for citizens to help ensure greater Government accountability | 5.9%           | 16.7%                  |
| A growing middle class  | 26.1%          | 27.8%                  |
| Other   | 2.6%           | 0.0%                   |

**B. Overall Attitudes toward the World Bank Group****How familiar are you with the work of these organizations in Haiti?**

|   | Which best represents your geographic location? |      |      |                        |      |      |
|---|---|------|------|------------------------|------|------|
|   | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|   | N   | Mean | SD   | N                      | Mean | SD   |
| World Bank (WB/BM)*                       | 167   | 6.75 | 2.34 | 18                     | 5.17 | 2.43 |
| Inter-American Development Bank (IDB/BID) | 164   | 6.26 | 2.56 | 17                     | 5.24 | 2.39 |
| Latin American Development Bank (CAF)     | 159   | 2.35 | 2.07 | 16                     | 2.19 | 2.23 |
| Caribbean Development Bank (CDB)          | 161   | 3.08 | 2.56 | 17                     | 2.94 | 2.68 |

*(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between geographic locations***Overall, please rate your impression of the effectiveness of these organizations in Haiti?**

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| World Bank (WB/BM)                         | 146   | 6.19 | 1.65 | 17                     | 5.47 | 2.48 |
| Inter-American Development Bank (IDB/BID)* | 137   | 6.09 | 1.83 | 16                     | 4.81 | 2.04 |
| Latin American Development Bank (CAF)      | 36  | 3.28 | 2.15 | 2                      | 5.00 | 2.83 |
| Caribbean Development Bank (CDB)           | 56  | 4.45 | 2.49 | 4                      | 5.75 | 2.50 |

*(1-Not effective at all, 10-Very effective) \*Significantly different between geographic locations*

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Haiti solve its most complicated development challenges? | 122   | 6.64 | 1.98 | 12                     | 6.75 | 1.42 |

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

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

When thinking about how the World Bank Group can have the most impact on development results in Haiti, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Haiti?

(Choose no more than FIVE)

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Social protection                                 | 12.2%          | 11.8%                  |
| Security/stabilization                            | 9.1%           | 0.0%                   |
| Public sector governance/ reform                  | 50.6%          | 47.1%                  |
| Transport   | 30.5%          | 29.4%                  |
| Poverty reduction                                 | 22.6%          | 23.5%                  |
| Global/regional integration                       | 1.2%           | 0.0%                   |
| Gender equity                                     | 0.0%           | 0.0%                   |
| Crime and violence                                | 1.2%           | 0.0%                   |
| Rural development                                 | 21.3%          | 23.5%                  |
| Domestic private sector development               | 24.4%          | 11.8%                  |
| Foreign direct investment                         | 11.0%          | 0.0%                   |
| Water and sanitation                              | 15.2%          | 23.5%                  |
| Energy  | 31.1%          | 29.4%                  |
| Social cohesion                                   | 1.2%           | 0.0%                   |
| Job creation/employment                           | 29.9%          | 23.5%                  |
| Financial markets                                 | 4.3%           | 5.9%                   |
| Urban development                                 | 6.1%           | 0.0%                   |
| Environmental sustainability*                     | 11.6%          | 35.3%                  |
| Equality of opportunity                           | 3.0%           | 5.9%                   |
| Regional conflict and tensions                    | 0.0%           | 0.0%                   |
| Health  | 22.6%          | 23.5%                  |
| Education   | 59.1%          | 47.1%                  |
| Food security                                     | 4.9%           | 11.8%                  |
| Climate change                                    | 3.0%           | 5.9%                   |
| Agricultural development                          | 28.7%          | 23.5%                  |
| Trade and exports                                 | 6.1%           | 0.0%                   |
| Economic growth                                   | 17.1%          | 23.5%                  |
| Law and justice                                   | 7.9%           | 0.0%                   |
| Local governance and institutions                 | 7.3%           | 11.8%                  |
| Regulatory framework                              | 3.7%           | 5.9%                   |
| Communicable/non-communicable diseases*           | 0.6%           | 11.8%                  |
| Natural resource management                       | 3.7%           | 5.9%                   |
| Information and communications technology         | 4.3%           | 5.9%                   |
| Anti-corruption                                   | 15.2%          | 29.4%                  |
| Disaster management                               | 5.5%           | 0.0%                   |
| Reconstruction                                    | 15.9%          | 17.6%                  |

\*Significantly different between geographic locations



**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 Haiti?

| Greatest Value                             |                |                        |
|--|----------------|------------------------|
| Percentage of Respondents                  | Port-au-Prince | Outside Port-au-Prince |
| Convening/Facilitating                     | 2.5%           | 0.0%                   |
| Data                                       | 1.9%           | 0.0%                   |
| Policy advice, studies, analyses           | 9.6%           | 5.9%                   |
| Financial resources                        | 32.5%          | 29.4%                  |
| Capacity development                       | 30.6%          | 23.5%                  |
| Technical assistance                       | 4.5%           | 11.8%                  |
| Mobilizing third party financial resources | 3.2%           | 5.9%                   |
| Donor coordination                         | 5.1%           | 5.9%                   |
| Linkage to non-Bank expertise              | 1.9%           | 0.0%                   |
| Strategy formulation                       | 7.6%           | 17.6%                  |
| Other                                      | 0.6%           | 0.0%                   |

| 2 <sup>nd</sup> Greatest Value             |                |                        |
|--|----------------|------------------------|
| Percentage of Respondents                  | Port-au-Prince | Outside Port-au-Prince |
| Convening/Facilitating                     | 2.6%           | 5.9%                   |
| Data                                       | 5.8%           | 5.9%                   |
| Policy advice, studies, analyses           | 9.6%           | 17.6%                  |
| Financial resources                        | 14.1%          | 17.6%                  |
| Capacity development                       | 16.7%          | 17.6%                  |
| Technical assistance                       | 17.3%          | 11.8%                  |
| Mobilizing third party financial resources | 5.8%           | 11.8%                  |
| Donor coordination                         | 10.9%          | 5.9%                   |
| Linkage to non-Bank expertise              | 4.5%           | 0.0%                   |
| Strategy formulation                       | 12.2%          | 5.9%                   |
| Other                                      | 0.6%           | 0.0%                   |

How effectively do the World Bank Group's activities below support Haiti's efforts to achieve development results?

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

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| Convening/Facilitating                     | 89  | 5.93 | 1.72 | 6                      | 7.00 | 2.61 |
| Data                                       | 100   | 6.58 | 1.68 | 12                     | 7.33 | 1.78 |
| Policy advice, studies, analyses           | 113   | 6.35 | 1.94 | 10                     | 6.60 | 1.96 |
| Financial resources                        | 128   | 7.06 | 1.84 | 12                     | 7.42 | 1.51 |
| Technical assistance                       | 122   | 6.64 | 1.71 | 12                     | 6.50 | 2.20 |
| Mobilizing third party financial resources | 103   | 6.25 | 2.00 | 7                      | 7.00 | 1.63 |
| Donor coordination                         | 114   | 5.67 | 2.29 | 9                      | 6.00 | 1.73 |
| Linkage to non-Bank expertise              | 84  | 5.60 | 2.00 | 6                      | 7.00 | 1.41 |
| Strategy formulation                       | 104   | 6.36 | 1.84 | 7                      | 7.00 | 2.58 |

The World Bank Group can provide capacity building support in a number of ways in Haiti. To what degree would Haiti benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| Groups outside of government to help them more effectively engage and participate in development efforts | 150   | 7.17 | 2.12 | 11                     | 7.45 | 2.62 |
| The public sector, related to implementation of specific development projects on the ground              | 156   | 8.24 | 1.69 | 17                     | 7.71 | 1.72 |
| The public sector, related to reforming institutions (organizations or sociopolitical conditions)        | 152   | 8.22 | 1.65 | 13                     | 8.23 | 1.09 |
| The private sector, related to institutional and policy change   | 146   | 7.48 | 1.85 | 13                     | 8.00 | 1.87 |

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

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

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| Project implementation (or other organizational strengthening)                 | 114   | 6.52 | 1.81 | 9                      | 6.56 | 2.30 |
| Citizen engagement (incorporating citizens' voices into development)           | 80  | 5.10 | 2.13 | 8                      | 5.00 | 2.56 |
| Policy design (for clarity and better incentives to achieve development goals) | 96  | 6.17 | 1.75 | 6                      | 7.33 | 1.63 |
| Directly supporting building of government institutions                        | 111   | 6.28 | 1.89 | 6                      | 7.00 | .89  |

When thinking about how to improve capacity building in Haiti 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)

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| Project implementation (or other organizational strengthening)                 | 128   | 7.44 | 2.11 | 14                     | 7.21 | 2.52 |
| Citizen engagement (incorporating citizens' voices into development)           | 116   | 7.49 | 1.82 | 14                     | 7.93 | 1.98 |
| Policy design (for clarity and better incentives to achieve development goals) | 116   | 7.71 | 1.72 | 13                     | 8.00 | 1.63 |
| Directly supporting building of government institutions                        | 125   | 7.67 | 2.02 | 12                     | 8.33 | 1.44 |

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

| Percentage of Respondents<br>(Responses combined)                             | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Staff too inaccessible  | 3.6%           | 5.6%                   |
| Not exploring alternative policy options                                      | 4.8%           | 0.0%                   |
| Not adequately sensitive to political/social realities in Haiti               | 17.5%          | 16.7%                  |
| Not enough public disclosure of its work                                      | 16.9%          | 16.7%                  |
| Arrogant in its approach  | 5.4%           | 0.0%                   |
| Not aligned with country priorities   | 9.6%           | 11.1%                  |
| The credibility of its knowledge/data   | 1.2%           | 0.0%                   |
| World Bank Group's processes too complex                                      | 15.7%          | 5.6%                   |
| Not willing to honestly criticize policies and reform efforts in the country  | 12.0%          | 22.2%                  |
| Too influenced by developed countries   | 9.6%           | 16.7%                  |
| Imposing technocratic solutions without regard to political realities         | 11.4%          | 11.1%                  |
| World Bank Group's processes too slow   | 14.5%          | 11.1%                  |
| Too bureaucratic in its operational policies and procedures                   | 13.9%          | 11.1%                  |
| Not aligned with other donors' work   | 4.8%           | 0.0%                   |
| Not collaborating enough with non-state actors                                | 15.1%          | 27.8%                  |
| Not client focused  | 0.6%           | 5.6%                   |
| Its advice and strategies do not lend themselves to practical problem solving | 1.8%           | 0.0%                   |
| Not focused enough on issues that are unique to fragile countries             | 6.6%           | 11.1%                  |
| Inadequate number of World Bank Group staff members located in the country    | 5.4%           | 0.0%                   |
| Other   | 3.0%           | 5.6%                   |
| Don't know  | 11.4%          | 5.6%                   |

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

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

| Percentage of Respondents<br>(Responses combined)       | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Capacity development                                    | 46.6%          | 33.3%                  |
| Policy based lending / budget support to the Government | 24.5%          | 11.1%                  |
| Knowledge products/services                             | 8.0%           | 11.1%                  |
| Investment lending                                      | 46.6%          | 44.4%                  |
| Technical assistance                                    | 17.8%          | 11.1%                  |
| Trust Fund management                                   | 4.9%           | 0.0%                   |
| Co-financing arrangements                               | 11.7%          | 0.0%                   |
| Sector-wide approaches                                  | 14.7%          | 27.8%                  |
| Emergency Recovery Grants                               | 4.3%           | 11.1%                  |
| Other   | 3.1%           | 5.6%                   |
| Don't know*   | 5.5%           | 22.2%                  |

\*Significantly different between geographic locations

In addition to the regular relations with the national government as its main interlocutor, which TOW 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<br>(Responses combined)       | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Academia/think tanks/research institutes                | 39.4%          | 27.8%                  |
| Donor community   | 14.5%          | 11.1%                  |
| Media   | 6.7%           | 0.0%                   |
| NGOs  | 9.1%           | 22.2%                  |
| Local Government  | 27.3%          | 22.2%                  |
| Private sector  | 33.9%          | 16.7%                  |
| Parliament  | 10.9%          | 16.7%                  |
| Community Based Organizations (CBOs)/Local communities* | 23.0%          | 50.0%                  |
| Beneficiaries   | 7.3%           | 5.6%                   |
| Foundations   | 1.2%           | 5.6%                   |
| Faith based organizations                               | 3.0%           | 0.0%                   |
| UN and regional peace keeping forces                    | 0.6%           | 0.0%                   |
| Emerging donors   | 1.8%           | 0.0%                   |
| UN agencies   | 5.5%           | 0.0%                   |
| Regional organizations (e.g. Caricom)                   | 0.6%           | 5.6%                   |
| Other   | 3.0%           | 5.6%                   |
| Don't know  | 3.6%           | 5.6%                   |

\*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

|   | Which best represents your geographic location? |      |      |                        |      |      |
|---|---|------|------|------------------------|------|------|
|   | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|   | N   | Mean | SD   | N                      | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Haiti                          | 147   | 6.80 | 1.89 | 14                     | 6.86 | 2.71 |
| The World Bank Group's work is aligned with what I consider the development priorities for Haiti              | 139   | 5.91 | 1.89 | 14                     | 6.29 | 2.43 |
| The World Bank Group supports Haiti's efforts to reduce social exclusion                                      | 121   | 5.86 | 1.96 | 13                     | 6.00 | 2.48 |
| The World Bank Group supports programs and strategies that are realistic for Haiti                            | 136   | 6.09 | 2.01 | 12                     | 6.17 | 2.44 |
| The World Bank Group treats clients and stakeholders in Haiti with respect                                    | 112   | 6.79 | 2.05 | 11                     | 7.36 | 2.38 |
| The World Bank Group is an organization that does not represent a particular ideological perspective in Haiti | 111   | 6.18 | 2.68 | 10                     | 4.90 | 3.11 |
| The World Bank Group is an organization that is not overly influenced by any particular country               | 108   | 5.29 | 2.76 | 9                      | 3.89 | 3.22 |
| The World Bank Group respects the views and demands of the government of Haiti                                | 122   | 6.03 | 2.08 | 11                     | 5.73 | 2.69 |
| The World Bank Group listens and takes into account your views  | 129   | 5.41 | 2.26 | 11                     | 5.73 | 2.20 |

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

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| When considering the national development needs in Haiti, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Haiti meet the national development needs of Haiti? | 133   | 6.11 | 1.79 | 14                     | 5.93 | 1.86 |

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

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

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

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| Responsiveness   | 103   | 5.58 | 1.87 | 10                     | 6.40 | 2.12 |
| Flexibility (in terms of the institution's products and services)                                  | 109   | 5.20 | 1.78 | 9                      | 6.33 | 1.66 |
| Flexibility (in terms of changing country circumstances)   | 107   | 5.39 | 1.66 | 10                     | 6.30 | 2.06 |
| Being inclusive  | 99  | 6.21 | 1.80 | 11                     | 6.73 | 1.90 |
| Openness   | 120   | 6.49 | 1.91 | 10                     | 5.90 | 2.02 |
| Staff accessibility  | 119   | 6.39 | 1.97 | 10                     | 6.10 | 2.42 |
| Straightforwardness and honesty  | 99  | 6.63 | 2.04 | 10                     | 6.30 | 1.42 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work | 116   | 6.26 | 2.33 | 10                     | 6.80 | 2.10 |
| Collaboration with civil society   | 86  | 5.30 | 2.02 | 11                     | 6.09 | 2.59 |
| Collaboration with the Government  | 125   | 7.15 | 1.89 | 13                     | 7.38 | 1.61 |
| Collaboration with other donors and development partners   | 103   | 6.84 | 2.13 | 8                      | 7.13 | 1.55 |
| Collaboration with the private sector  | 79  | 5.91 | 1.89 | 8                      | 5.63 | 1.77 |
| The speed in which it gets things accomplished on the ground                                       | 108   | 5.19 | 2.06 | 9                      | 6.11 | 2.42 |
| Being a long-term partner  | 109   | 7.82 | 1.79 | 10                     | 8.70 | 1.34 |

**To be more effective development partner in Haiti, do you believe that the World Bank Group should have?**

(Select only ONE response)

| Percentage of Respondents                       | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| More local presence                             | 65.4%          | 50.0%                  |
| The current level of local presence is adequate | 18.6%          | 22.2%                  |
| Less local presence                             | .6%            | 0.0%                   |
| Don't know                                      | 15.4%          | 27.8%                  |

**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 THREE)**

| Percentage of Respondents<br>(Responses combined)  | Port-au-Prince | Outside Port-au-Prince |
|--|----------------|------------------------|
| The World Bank Group does not do adequate follow through/follow-up                       | 19.7%          | 6.3%                   |
| There is not an adequate level of citizen/civil society participation                    | 35.7%          | 43.8%                  |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 26.8%          | 43.8%                  |
| Corruption in the country  | 21.0%          | 6.3%                   |
| Poor donor coordination  | 14.6%          | 12.5%                  |
| The World Bank Group works too slowly  | 22.3%          | 12.5%                  |
| Lack of adequate level of decision-making in Government                                  | 29.9%          | 25.0%                  |
| Political pressures and obstacles presented by vested interests                          | 19.7%          | 18.8%                  |
| Reforms are not well thought out in light of country challenges*                         | 21.0%          | 43.8%                  |
| Ongoing fragility and instability  | 15.3%          | 6.3%                   |
| Inadequate funding   | 14.0%          | 31.3%                  |
| Lack of/inadequate levels of capacity in Government                                      | 37.6%          | 31.3%                  |
| Other  | 4.5%           | 6.3%                   |

\*Significantly different between geographic locations

### 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 Haiti? (1-Not important at all, 10-Very important)

|   | Which best represents your geographic location? |      |      |                        |      |      |
|---|---|------|------|------------------------|------|------|
|   | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|   | N   | Mean | SD   | N                      | Mean | SD   |
| Anti-corruption                           | 137   | 8.08 | 1.95 | 15                     | 8.67 | 1.59 |
| Information and communications technology | 141   | 7.12 | 2.32 | 15                     | 7.20 | 2.27 |
| Transport                                 | 153   | 8.14 | 1.99 | 16                     | 8.25 | 1.81 |
| Crime and violence                        | 120   | 5.64 | 2.43 | 12                     | 5.67 | 2.35 |
| Regional conflict and tensions            | 113   | 4.97 | 2.59 | 13                     | 4.85 | 2.64 |
| Law and justice                           | 130   | 6.75 | 2.53 | 15                     | 6.80 | 2.60 |
| Urban development                         | 143   | 8.03 | 1.62 | 15                     | 8.20 | 2.11 |
| Environmental sustainability              | 145   | 8.15 | 1.74 | 16                     | 8.44 | 1.63 |
| Regulatory framework                      | 129   | 7.71 | 1.82 | 15                     | 8.07 | 1.49 |
| Communicable/non-communicable diseases    | 122   | 6.30 | 2.51 | 15                     | 6.33 | 2.74 |
| Poverty reduction                         | 144   | 8.44 | 1.71 | 16                     | 8.50 | 1.90 |
| Gender equity                             | 129   | 6.37 | 2.27 | 15                     | 6.67 | 2.44 |
| Domestic private sector development       | 143   | 7.76 | 1.95 | 15                     | 8.07 | 1.62 |
| Foreign direct investment                 | 137   | 7.94 | 1.81 | 13                     | 7.31 | 2.21 |
| Local governance and institutions         | 143   | 8.12 | 1.71 | 16                     | 8.13 | 1.45 |
| Water and sanitation                      | 145   | 8.07 | 1.83 | 16                     | 8.00 | 1.63 |
| Trade and exports                         | 141   | 7.43 | 2.21 | 15                     | 7.27 | 2.31 |
| Economic growth                           | 144   | 8.68 | 1.29 | 15                     | 8.93 | 1.28 |
| Reconstruction                            | 138   | 7.83 | 1.92 | 16                     | 7.25 | 2.29 |
| Energy                                    | 147   | 8.49 | 1.81 | 16                     | 8.81 | 1.28 |
| Disaster management                       | 143   | 7.48 | 1.98 | 16                     | 7.50 | 2.10 |
| Public sector governance/ reform          | 152   | 8.38 | 1.91 | 15                     | 8.27 | 1.91 |
| Job creation/employment                   | 150   | 8.55 | 1.70 | 14                     | 7.79 | 2.29 |
| Social cohesion                           | 130   | 6.51 | 2.25 | 14                     | 5.79 | 3.02 |
| Financial markets                         | 123   | 7.03 | 2.11 | 14                     | 7.14 | 2.54 |
| Equality of opportunity                   | 131   | 6.85 | 2.23 | 15                     | 7.00 | 2.56 |
| Health                                    | 144   | 7.56 | 2.18 | 16                     | 6.69 | 2.63 |
| Rural development                         | 145   | 8.23 | 1.78 | 17                     | 8.06 | 1.68 |
| Global/regional integration               | 133   | 6.89 | 2.28 | 15                     | 6.80 | 2.83 |
| Food security                             | 136   | 7.60 | 2.22 | 16                     | 7.25 | 2.52 |
| Education                                 | 152   | 8.60 | 1.88 | 17                     | 8.18 | 1.94 |
| Security/stabilization                    | 130   | 6.60 | 2.61 | 15                     | 5.87 | 2.45 |
| Social protection                         | 136   | 6.63 | 2.47 | 15                     | 7.07 | 1.67 |
| Climate change                            | 130   | 6.69 | 2.39 | 15                     | 7.93 | 1.83 |
| Agricultural development                  | 149   | 8.58 | 1.73 | 16                     | 8.38 | 1.71 |
| Natural resource management               | 136   | 7.10 | 2.51 | 14                     | 6.79 | 2.36 |

**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 Haiti? (1-Not effective at all, 10-Very effective)

|   | Which best represents your geographic location? |      |      |                        |      |      |
|---|---|------|------|------------------------|------|------|
|   | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|   | N   | Mean | SD   | N                      | Mean | SD   |
| Anti-corruption                               | 56  | 5.07 | 2.17 | 4                      | 3.25 | 1.71 |
| Transport                                     | 79  | 6.61 | 1.84 | 3                      | 6.33 | 2.08 |
| Regional conflict and tensions*               | 33  | 4.24 | 1.95 | 2                      | 7.50 | 3.54 |
| Urban development                             | 81  | 5.94 | 1.84 | 6                      | 5.67 | 2.34 |
| Regulatory framework                          | 66  | 5.71 | 2.02 | 6                      | 5.83 | 2.32 |
| Health/Communicable/non-communicable diseases | 63  | 6.08 | 2.22 | 5                      | 6.40 | 2.51 |
| Poverty reduction                             | 86  | 5.84 | 1.83 | 10                     | 5.70 | 1.77 |
| Gender equity                                 | 48  | 5.69 | 1.86 | 6                      | 5.50 | 1.87 |
| Domestic private sector development*          | 62  | 5.42 | 1.99 | 7                      | 5.86 | 1.46 |
| Foreign direct investment                     | 59  | 5.42 | 2.14 | 2                      | 6.00 | 4.24 |
| Local governance and institutions             | 81  | 5.80 | 2.09 | 9                      | 6.00 | 2.12 |
| Water and sanitation                          | 86  | 6.03 | 1.92 | 6                      | 6.50 | 2.74 |
| Trade and exports                             | 50  | 5.44 | 2.34 | 3                      | 5.67 | 4.04 |
| Economic growth                               | 79  | 6.09 | 1.95 | 10                     | 5.00 | 2.54 |
| Energy  | 62  | 5.84 | 2.34 | 6                      | 4.00 | 2.61 |
| Disaster management/ Climate resilience       | 69  | 6.36 | 2.16 | 11                     | 6.18 | 2.36 |
| Public sector governance/ reform              | 93  | 6.15 | 2.11 | 10                     | 6.10 | 2.13 |
| Job creation/employment                       | 75  | 5.57 | 2.14 | 7                      | 6.00 | 2.71 |
| Financial markets*                            | 34  | 4.59 | 1.92 | 4                      | 6.75 | 2.63 |
| Rural development                             | 69  | 5.80 | 2.15 | 8                      | 5.75 | 2.05 |
| Global/regional integration                   | 40  | 4.85 | 2.35 | 1                      | 8.00 |      |
| Education                                     | 95  | 6.51 | 2.03 | 6                      | 6.67 | 1.97 |
| Stabilization                                 | 44  | 5.30 | 2.31 | 2                      | 8.00 | 1.41 |
| Food security/Social protection               | 66  | 5.88 | 2.22 | 8                      | 5.50 | 2.33 |
| Reconstruction                                | 82  | 6.16 | 2.12 | 7                      | 5.14 | 1.68 |
| Agricultural development                      | 67  | 5.99 | 2.32 | 8                      | 5.38 | 2.45 |
| Natural resource management                   | 40  | 4.80 | 2.47 | 4                      | 5.50 | 2.38 |

\*Significantly different between geographic locations

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

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Haiti?        | 140   | 6.16 | 1.75 | 14                     | 5.71 | 2.61 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Haiti? | 125   | 6.34 | 1.93 | 11                     | 7.18 | 2.27 |

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

**To what extent do you agree with the following statements about the World Bank Group in Haiti?**

(1-Strongly disagree, 10-Strongly agree)

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Haiti | 127   | 5.70 | 1.93 | 9                      | 5.44 | 1.81 |
| The World Bank Group meets Haiti's needs for knowledge services      | 135   | 6.01 | 1.98 | 14                     | 5.64 | 2.31 |

**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 | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Weekly                    | 10.4%          | 17.6%                  |
| Monthly                   | 17.7%          | 11.8%                  |
| A few times a year        | 39.0%          | 41.2%                  |
| Rarely                    | 27.4%          | 23.5%                  |
| Never                     | 5.5%           | 5.9%                   |

**In Haiti, 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)

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| Are timely*  | 115   | 6.52 | 1.71 | 8                      | 8.50 | 1.41 |
| Include appropriate level of stakeholder involvement during preparation            | 107   | 5.50 | 1.92 | 10                     | 6.70 | 2.11 |
| Are relevant to Haiti's development priorities                                     | 128   | 6.33 | 1.71 | 9                      | 6.78 | 1.72 |
| Lead to practical solutions  | 118   | 5.80 | 1.79 | 9                      | 6.11 | 2.03 |
| Are accessible   | 130   | 6.25 | 1.80 | 10                     | 6.20 | 2.74 |
| Are source of relevant information on global good practices                        | 124   | 6.98 | 1.53 | 9                      | 7.00 | 2.55 |
| Enhance your knowledge and/or skills   | 128   | 6.78 | 1.82 | 11                     | 7.36 | 2.62 |
| Are adequately disseminated  | 118   | 5.50 | 2.12 | 10                     | 5.00 | 2.71 |
| Are translated enough into local language  | 111   | 5.50 | 2.51 | 9                      | 4.67 | 2.87 |
| Are adaptable to Haiti's specific development challenges and country circumstances | 118   | 5.99 | 1.83 | 10                     | 5.70 | 2.11 |

\*Significantly different between geographic locations

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | 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? | 130   | 6.43 | 1.60 | 11                     | 7.00 | 1.79 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 133   | 7.03 | 1.55 | 11                     | 7.55 | 2.07 |

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

### E. Working with the World Bank Group

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

|   | Which best represents your geographic location? |      |      |                        |      |      |
|---|---|------|------|------------------------|------|------|
|   | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|   | N   | Mean | SD   | N                      | Mean | SD   |
| The World Bank Group disburses funds promptly   | 125   | 3.97 | 2.07 | 9                      | 5.11 | 1.62 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 130   | 6.47 | 1.81 | 11                     | 7.00 | 2.24 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 112   | 5.11 | 1.97 | 7                      | 5.43 | 2.23 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 79  | 5.97 | 1.85 | 8                      | 6.63 | 1.30 |
| The World Bank Group's conditions on its lending are reasonable                               | 83  | 5.96 | 2.13 | 6                      | 5.67 | 1.75 |
| The World Bank Group takes decisions quickly in Haiti   | 117   | 4.72 | 2.04 | 8                      | 5.38 | 2.83 |
| Working with the World Bank Group increases Haiti's institutional capacity                    | 133   | 6.11 | 1.86 | 10                     | 6.80 | 1.75 |
| The World Bank Group ensures consistency and continuity through staff changes                 | 75  | 5.49 | 2.00 | 5                      | 6.20 | 2.77 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 76  | 6.55 | 2.19 | 5                      | 6.80 | 2.17 |
| The World Bank Group provides effective implementation support                                | 113   | 6.50 | 1.90 | 10                     | 6.60 | 1.78 |

### F. Recent Trends and the Future Role of the World Bank Group in Haiti

|   | Which best represents your geographic location? |      |      |                        |      |      |
|---|---|------|------|------------------------|------|------|
|   | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|   | N   | Mean | SD   | N                      | Mean | SD   |
| In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Haiti? | 118   | 6.45 | 1.67 | 11                     | 7.09 | 1.58 |
| How significant a role do you believe that international development cooperation SHOULD play in Haiti's development in the near future?                       | 155   | 7.82 | 1.89 | 16                     | 8.50 | 1.63 |

(1-To no degree at all, 10-To a very significant degree; 1-Not a significant role at all, 10-Very significant role)

Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti?

(Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)                            | Port-au-Prince | Outside Port-au-Prince |
|--|----------------|------------------------|
| Provide more adequate data/knowledge/statistics/figures on Haiti's economy   | 12.3%          | 23.5%                  |
| Collaborate more effectively with Government clients                         | 23.9%          | 35.3%                  |
| Offer more innovative financial products                                     | 20.2%          | 5.9%                   |
| Increase the level of capacity development in the country                    | 47.2%          | 41.2%                  |
| Improve the quality of its experts as related to Haiti's specific challenges | 12.9%          | 0.0%                   |
| Offer more innovative knowledge services                                     | 2.5%           | 0.0%                   |
| Ensure greater selectivity in its work*                                      | 4.9%           | 17.6%                  |
| Reach out more to groups outside of Government*                              | 16.6%          | 52.9%                  |
| Reduce the complexity of World Bank Group procedures                         | 26.4%          | 17.6%                  |
| Work faster  | 16.6%          | 0.0%                   |
| Increase the level of World Bank Group staffing in Haiti's office            | 4.3%           | 0.0%                   |
| Other  | 8.0%           | 0.0%                   |

\*Significantly different between geographic locations

When considering the combination of services that the World Bank Group offers in Haiti, 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 Haiti?

(Select only ONE response)

| Percentage of Respondents                | Port-au-Prince | Outside Port-au-Prince |
|--|----------------|------------------------|
| Financial services                       | 30.4%          | 56.3%                  |
| Knowledge products                       | 11.8%          | 18.8%                  |
| Convening services                       | 9.3%           | 12.5%                  |
| None of the above                        | 1.9%           | 0.0%                   |
| The combination is appropriate for Haiti | 32.9%          | 0.0%                   |
| Don't know                               | 13.7%          | 12.5%                  |



**F. Recent Trends and the Future Role of the World Bank Group in Haiti (continued)**

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Social safety nets                                | 20.8%          | 22.2%                  |
| Public financial management                       | 43.4%          | 22.2%                  |
| Reducing violence                                 | 1.3%           | 0.0%                   |
| Conflict resolution mechanisms                    | 0.6%           | 0.0%                   |
| Access to basic services                          | 30.2%          | 50.0%                  |
| Capacity of state institutions                    | 39.0%          | 27.8%                  |
| Mining industry                                   | 4.4%           | 0.0%                   |
| Improving livelihoods*                            | 24.5%          | 55.6%                  |
| Social cohesion*                                  | 1.3%           | 11.1%                  |
| Disaster/Risk management and preparedness         | 16.4%          | 33.3%                  |
| Access to electricity                             | 27.0%          | 16.7%                  |
| Increasing regional development                   | 30.2%          | 16.7%                  |
| Jobs  | 29.6%          | 22.2%                  |
| Private sector development                        | 28.9%          | 22.2%                  |

\*Significantly different between geographic locations

Which THREE areas below would benefit most from Outside Port-au-Prince donors in Haiti? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Social safety nets                                | 28.3%          | 26.7%                  |
| Public financial management                       | 21.7%          | 20.0%                  |
| Reducing violence                                 | 21.7%          | 13.3%                  |
| Conflict resolution mechanisms                    | 9.9%           | 0.0%                   |
| Access to basic services                          | 35.5%          | 46.7%                  |
| Capacity of state institutions                    | 24.3%          | 26.7%                  |
| Mining industry                                   | 10.5%          | 13.3%                  |
| Improving livelihoods                             | 23.7%          | 20.0%                  |
| Social cohesion                                   | 11.2%          | 0.0%                   |
| Disaster/Risk management and preparedness         | 30.3%          | 26.7%                  |
| Access to electricity                             | 13.8%          | 26.7%                  |
| Increasing regional development                   | 15.1%          | 13.3%                  |
| Jobs  | 27.0%          | 40.0%                  |
| Private sector development                        | 20.4%          | 13.3%                  |

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Haiti?

(Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined) | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| Local newspapers                                  | 49.4%          | 47.1%                  |
| International newspapers                          | 10.0%          | 11.8%                  |
| Local radio                                       | 30.6%          | 11.8%                  |
| International radio                               | 3.8%           | 0.0%                   |
| Local television                                  | 10.6%          | 0.0%                   |
| International television                          | 3.8%           | 11.8%                  |
| Periodicals                                       | 8.1%           | 11.8%                  |
| Internet  | 60.0%          | 70.6%                  |
| Social media                                      | 5.0%           | 11.8%                  |
| Blogs   | 0.6%           | 0.0%                   |
| Mobile phones                                     | 0.0%           | 0.0%                   |
| Instant messaging                                 | 1.9%           | 0.0%                   |
| Other   | 8.8%           | 17.6%                  |

**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<br>(Responses combined)           | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| World Bank Group's website                                  | 32.9%          | 31.3%                  |
| Direct contact with World Bank Group                        | 39.6%          | 37.5%                  |
| e-Newsletters   | 37.8%          | 50.0%                  |
| Instant messaging   | 5.5%           | 0.0%                   |
| World Bank Group's seminars/workshops/conferences           | 29.9%          | 50.0%                  |
| World Bank Group's publications and other written materials | 34.8%          | 25.0%                  |
| Mobile phones   | 0.6%           | 0.0%                   |
| Social media  | 8.5%           | 0.0%                   |
| Blogs   | 0.6%           | 0.0%                   |
| Other   | 1.8%           | 0.0%                   |

**In which language would you prefer to receive information from the World Bank Group?\* (Select only ONE response)**

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| French                    | 77.6%          | 82.4%                  |
| Creole                    | 3.7%           | 5.9%                   |
| English                   | 18.6%          | 11.8%                  |

**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 | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 30.6%          | 13.3%                  |
| No                        | 69.4%          | 86.7%                  |

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

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 20.1%          | 12.5%                  |
| No                        | 79.9%          | 87.5%                  |

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

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 87.1%          | 100.0%                 |
| No                        | 12.9%          | 0.0%                   |

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

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 99.4%          | 100.0%                 |
| No                        | .6%            | 0.0%                   |

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

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 67.5%          | 60.0%                  |
| No                        | 32.5%          | 40.0%                  |

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

|  | Which best represents your geographic location? |      |      |                        |      |      |
|--|---|------|------|------------------------|------|------|
|  | Port-au-Prince                                  |      |      | Outside Port-au-Prince |      |      |
|  | N   | Mean | SD   | N                      | Mean | SD   |
| I use/consult World Bank Group's data more often than I did a few years ago                            | 144   | 6.30 | 2.63 | 14                     | 5.14 | 3.16 |
| I find the World Bank Group's websites easy to navigate.   | 109   | 7.20 | 1.84 | 9                      | 7.22 | 1.79 |
| I find the information on the World Bank Group's websites useful.                                      | 109   | 7.73 | 1.66 | 9                      | 7.33 | 1.94 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 63  | 6.37 | 2.39 | 2                      | 5.50 | 2.12 |
| When I need information from the World Bank Group I know how to find it*                               | 130   | 6.85 | 2.36 | 13                     | 4.15 | 2.27 |
| The World Bank Group is responsive to my information requests and inquiries                            | 105   | 7.06 | 2.04 | 5                      | 5.60 | .89  |

*\*Significantly different between geographic locations*

## H. Background Information

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

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 56.3%          | 50.0%                  |
| No                        | 43.7%          | 50.0%                  |

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

| Percentage of Respondents<br>(Responses Combined)   | Port-au-Prince | Outside Port-au-Prince |
|---|----------------|------------------------|
| The World Bank (IDA)                                | 49.1%          | 35.3%                  |
| The International Finance Corporation (IFC)         | 13.9%          | 11.8%                  |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.6%           | 0.0%                   |
| None  | 43.0%          | 58.8%                  |

Do your projects involve both the World Bank and IFC?

| Percentage of Respondents | Port-au-Prince | Outside Port-au-Prince |
|---------------------------|----------------|------------------------|
| Yes                       | 17.3%          | 26.7%                  |
| No                        | 82.7%          | 73.3%                  |

If yes, what was your view on the two institutions working together in Haiti?

| Percentage of Respondents           | Port-au-Prince | Outside Port-au-Prince |
|-------------------------------------|----------------|------------------------|
| Working well together               | 35.7%          | 25.0%                  |
| Collaborating but needs improvement | 42.9%          | 50.0%                  |
| Don't know                          | 21.4%          | 25.0%                  |

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

| Percentage of Respondents<br>(Responses Combined)                  | Port-au-Prince | Outside Port-au-Prince |
|--|----------------|------------------------|
| Observer   | 21.2%          | 12.5%                  |
| Use World Bank Group reports/data                                  | 27.3%          | 31.3%                  |
| Engage in World Bank Group related/sponsored events/activities     | 20.6%          | 12.5%                  |
| Collaborate as part of my professional duties                      | 65.5%          | 62.5%                  |
| Use World Bank Group website for information, data, research, etc. | 21.8%          | 25.0%                  |

## Appendix D: Responses to All Questions by Levels of Collaboration

### A. General Issues facing Haiti

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

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| The right direction       | 57.1%  | 46.6% |
| The wrong direction       | 9.2%   | 20.5% |
| Not sure                  | 33.7%  | 32.9% |

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

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Social protection                                 | 11.9%  | 13.3% |
| Transport   | 24.8%  | 31.3% |
| Security/stabilization                            | 24.8%  | 32.5% |
| Reconstruction                                    | 11.9%  | 12.0% |
| Public sector governance/ reform                  | 51.5%  | 51.8% |
| Global/regional integration                       | 0.0%   | 3.6%  |
| Gender equity                                     | 2.0%   | 0.0%  |
| Domestic private sector development               | 18.8%  | 9.6%  |
| Foreign direct investment                         | 14.9%  | 10.8% |
| Water and sanitation*                             | 23.8%  | 10.8% |
| Energy  | 26.7%  | 27.7% |
| Regional conflict and tensions                    | 1.0%   | 0.0%  |
| Job creation/employment*                          | 43.6%  | 25.3% |
| Rural development                                 | 10.9%  | 8.4%  |
| Financial markets                                 | 1.0%   | 0.0%  |
| Urban development*                                | 5.0%   | 0.0%  |
| Environmental sustainability                      | 21.8%  | 22.9% |
| Equality of opportunity                           | 5.0%   | 4.8%  |
| Health  | 24.8%  | 32.5% |
| Education*  | 56.4%  | 77.1% |
| Poverty reduction                                 | 14.9%  | 15.7% |
| Food security                                     | 10.9%  | 7.2%  |
| Social cohesion                                   | 5.9%   | 1.2%  |
| Climate change                                    | 3.0%   | 2.4%  |
| Agricultural development                          | 17.8%  | 15.7% |
| Trade and exports                                 | 2.0%   | 3.6%  |
| Crime and violence                                | 0.0%   | 1.2%  |
| Economic growth                                   | 17.8%  | 10.8% |
| Law and justice                                   | 11.9%  | 15.7% |
| Regulatory framework                              | 2.0%   | 2.4%  |
| Communicable/non-communicable diseases            | 0.0%   | 0.0%  |
| Local governance and institutions                 | 10.9%  | 10.8% |
| Natural resource management                       | 1.0%   | 3.6%  |
| Anti-corruption*                                  | 13.9%  | 27.7% |
| Disaster management                               | 4.0%   | 2.4%  |
| Information and communications technology         | 2.0%   | 3.6%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Haiti (continued)**

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

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Water and sanitation                              | 13.6%  | 13.6% |
| Equality of opportunity                           | 10.7%  | 8.6%  |
| Economic growth                                   | 46.6%  | 42.0% |
| Climate change                                    | 1.0%   | 3.7%  |
| Regional conflict and tensions                    | 1.0%   | 0.0%  |
| Global/regional integration                       | 1.9%   | 2.5%  |
| Gender equity                                     | 1.9%   | 4.9%  |
| Rural development                                 | 35.9%  | 42.0% |
| Urban development                                 | 14.6%  | 6.2%  |
| Regulatory framework                              | 0.0%   | 1.2%  |
| Local governance and institutions*                | 17.5%  | 6.2%  |
| Social protection                                 | 17.5%  | 8.6%  |
| Law and justice                                   | 5.8%   | 11.1% |
| Transport   | 11.7%  | 12.3% |
| Crime and violence                                | 2.9%   | 2.5%  |
| Communicable/non-communicable diseases            | 0.0%   | 0.0%  |
| Information and communications technology*        | 0.0%   | 4.9%  |
| Security/stabilization*                           | 9.7%   | 22.2% |
| Anti-corruption*                                  | 19.4%  | 35.8% |
| Domestic private sector development               | 23.3%  | 14.8% |
| Foreign direct investment                         | 22.3%  | 12.3% |
| Energy  | 14.6%  | 13.6% |
| Public sector governance/ reform                  | 22.3%  | 21.0% |
| Social cohesion                                   | 6.8%   | 2.5%  |
| Education   | 45.6%  | 58.0% |
| Natural resource management                       | 2.9%   | 4.9%  |
| Environmental sustainability                      | 6.8%   | 7.4%  |
| Health  | 8.7%   | 12.3% |
| Agricultural development                          | 38.8%  | 30.9% |
| Disaster management                               | 1.0%   | 4.9%  |
| Job creation/employment                           | 62.1%  | 53.1% |
| Financial markets                                 | 0.0%   | 1.2%  |
| Trade and exports                                 | 3.9%   | 4.9%  |
| Food security                                     | 16.5%  | 22.2% |
| Reconstruction                                    | 7.8%   | 7.4%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Haiti (continued)**

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

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Energy  | 38.2%  | 42.0% |
| Gender equity                                     | 2.0%   | 1.2%  |
| Equality of opportunity                           | 7.8%   | 6.2%  |
| Global/regional integration                       | 4.9%   | 6.2%  |
| Social protection                                 | 1.0%   | 2.5%  |
| Climate change                                    | 1.0%   | 2.5%  |
| Anti-corruption*                                  | 21.6%  | 46.9% |
| Disaster management                               | 2.9%   | 3.7%  |
| Regional conflict and tensions                    | 0.0%   | 2.5%  |
| Rural development                                 | 25.5%  | 23.5% |
| Foreign direct investment                         | 40.2%  | 34.6% |
| Urban development                                 | 7.8%   | 4.9%  |
| Water and sanitation                              | 2.0%   | 3.7%  |
| Trade and exports                                 | 36.3%  | 33.3% |
| Information and communications technology         | 10.8%  | 8.6%  |
| Regulatory framework                              | 12.7%  | 8.6%  |
| Communicable/non-communicable diseases            | 0.0%   | 0.0%  |
| Social cohesion*                                  | 0.0%   | 8.6%  |
| Public sector governance/ reform                  | 34.3%  | 33.3% |
| Domestic private sector development               | 34.3%  | 32.1% |
| Job creation/employment*                          | 51.0%  | 34.6% |
| Agricultural development                          | 44.1%  | 44.4% |
| Food security                                     | 2.0%   | 4.9%  |
| Transport   | 28.4%  | 19.8% |
| Security/stabilization                            | 13.7%  | 9.9%  |
| Education   | 26.5%  | 27.2% |
| Natural resource management                       | 3.9%   | 8.6%  |
| Environmental sustainability                      | 6.9%   | 2.5%  |
| Health  | 2.9%   | 6.2%  |
| Reconstruction                                    | 10.8%  | 11.1% |
| Law and justice                                   | 3.9%   | 8.6%  |
| Local governance and institutions                 | 7.8%   | 8.6%  |
| Crime and violence                                | 0.0%   | 2.5%  |
| Financial markets                                 | 6.9%   | 4.9%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

| Percentage of Respondents<br>(Responses combined)   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Better employment opportunities for young people  | 15.8%  | 16.9% |
| Better employment opportunities for women   | 4.2%   | 5.2%  |
| Greater access to micro-finance for the poor  | 15.8%  | 16.9% |
| Improved nutrition and food security  | 4.2%   | 3.9%  |
| Greater access to health  | 6.3%   | 6.5%  |
| Better entrepreneurial opportunities  | 32.6%  | 32.5% |
| Accelerated reconstruction  | 0.0%   | 0.0%  |
| Better opportunity for the poor who live in rural areas                                       | 10.5%  | 13.0% |
| Better opportunity for the poor who live in urban areas                                       | 2.1%   | 0.0%  |
| Consistent economic growth  | 17.9%  | 23.4% |
| More reliable social safety net   | 9.5%   | 6.5%  |
| Greater equity of fiscal policy   | 8.4%   | 10.4% |
| Education and training that better ensure job opportunity                                     | 24.2%  | 27.3% |
| Better quality public services  | 9.5%   | 6.5%  |
| Greater voice and participation for citizens to help ensure greater Government accountability | 7.4%   | 6.5%  |
| A growing middle class  | 28.4%  | 22.1% |
| Other   | 2.1%   | 2.6%  |

### B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Haiti?

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| World Bank (WB/BM)*                        | 103  | 7.47 | 1.85 | 82 | 5.40 | 2.47 |
| Inter-American Development Bank (IDB/BID)* | 99   | 6.55 | 2.45 | 82 | 5.70 | 2.59 |
| Latin American Development Bank (CAF)      | 97   | 2.38 | 2.03 | 78 | 2.29 | 2.14 |
| Caribbean Development Bank (CDB)           | 99   | 3.38 | 2.57 | 80 | 2.73 | 2.51 |

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Overall, please rate your impression of the effectiveness of these organizations in Haiti?

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| World Bank (WB/BM)*                       | 98   | 6.34 | 1.62 | 64 | 5.77 | 1.92 |
| Inter-American Development Bank (IDB/BID) | 85   | 6.19 | 1.69 | 68 | 5.68 | 2.11 |
| Latin American Development Bank (CAF)     | 17   | 3.53 | 2.03 | 21 | 3.24 | 2.32 |
| Caribbean Development Bank (CDB)          | 33   | 5.00 | 2.36 | 28 | 4.00 | 2.54 |

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Haiti solve its most complicated development challenges? | 91   | 6.65 | 1.80 | 43 | 6.49 | 2.19 |

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

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

When thinking about how the World Bank Group can have the most impact on development results in Haiti, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Haiti?

(Choose no more than FIVE)

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Social protection                                 | 13.1%  | 9.8%  |
| Security/stabilization                            | 5.1%   | 12.2% |
| Public sector governance/ reform                  | 48.5%  | 51.2% |
| Transport   | 28.3%  | 32.9% |
| Poverty reduction                                 | 20.2%  | 25.6% |
| Global/regional integration                       | 1.0%   | 1.2%  |
| Gender equity                                     | 0.0%   | 0.0%  |
| Crime and violence                                | 0.0%   | 2.4%  |
| Rural development                                 | 22.2%  | 23.2% |
| Domestic private sector development               | 28.3%  | 17.1% |
| Foreign direct investment                         | 12.1%  | 7.3%  |
| Water and sanitation                              | 18.2%  | 14.6% |
| Energy  | 28.3%  | 32.9% |
| Social cohesion                                   | 0.0%   | 2.4%  |
| Job creation/employment*                          | 38.4%  | 18.3% |
| Financial markets                                 | 7.1%   | 1.2%  |
| Urban development*                                | 9.1%   | 1.2%  |
| Environmental sustainability                      | 14.1%  | 13.4% |
| Equality of opportunity                           | 2.0%   | 4.9%  |
| Regional conflict and tensions                    | 0.0%   | 0.0%  |
| Health  | 21.2%  | 26.8% |
| Education   | 54.5%  | 62.2% |
| Food security                                     | 3.0%   | 7.3%  |
| Climate change                                    | 3.0%   | 3.7%  |
| Agricultural development                          | 31.3%  | 26.8% |
| Trade and exports                                 | 5.1%   | 4.9%  |
| Economic growth                                   | 20.2%  | 13.4% |
| Law and justice                                   | 5.1%   | 9.8%  |
| Local governance and institutions                 | 8.1%   | 6.1%  |
| Regulatory framework                              | 4.0%   | 3.7%  |
| Communicable/non-communicable diseases            | 1.0%   | 2.4%  |
| Natural resource management                       | 2.0%   | 6.1%  |
| Information and communications technology         | 2.0%   | 7.3%  |
| Anti-corruption*                                  | 10.1%  | 23.2% |
| Disaster management                               | 7.1%   | 3.7%  |
| Reconstruction                                    | 19.2%  | 12.2% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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 Haiti?

| Greatest Value<br>Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Convening/Facilitating                      | 2.1%   | 2.6%  |
| Data  | 1.0%   | 2.6%  |
| Policy advice, studies, analyses            | 12.4%  | 5.2%  |
| Financial resources                         | 27.8%  | 39.0% |
| Capacity development                        | 32.0%  | 26.0% |
| Technical assistance*                       | 8.2%   | 1.3%  |
| Mobilizing third party financial resources  | 3.1%   | 3.9%  |
| Donor coordination*                         | 2.1%   | 9.1%  |
| Linkage to non-Bank expertise               | 2.1%   | 1.3%  |
| Strategy formulation                        | 9.3%   | 7.8%  |
| Other                                       | 0.0%   | 1.3%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally



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

| 2 <sup>nd</sup> Greatest Value<br>Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Convening/Facilitating                                      | 3.1%   | 2.7%  |
| Data  | 6.1%   | 5.3%  |
| Policy advice, studies, analyses                            | 13.3%  | 6.7%  |
| Financial resources*  | 20.4%  | 6.7%  |
| Capacity development*                                       | 11.2%  | 25.3% |
| Technical assistance  | 18.4%  | 14.7% |
| Mobilizing third party financial resources                  | 5.1%   | 6.7%  |
| Donor coordination*   | 6.1%   | 17.3% |
| Linkage to non-Bank expertise                               | 3.1%   | 4.0%  |
| Strategy formulation  | 13.3%  | 9.3%  |
| Other   | 0.0%   | 1.3%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**How effectively do the World Bank Group's activities below support Haiti's efforts to achieve development results?**

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

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| Convening/Facilitating                     | 62   | 5.82 | 1.63 | 32 | 6.19 | 1.97 |
| Data                                       | 74   | 6.68 | 1.71 | 38 | 6.58 | 1.60 |
| Policy advice, studies, analyses           | 80   | 6.44 | 1.78 | 44 | 6.18 | 2.18 |
| Financial resources                        | 92   | 7.18 | 1.86 | 49 | 7.00 | 1.78 |
| Technical assistance                       | 87   | 6.64 | 1.64 | 49 | 6.59 | 1.91 |
| Mobilizing third party financial resources | 72   | 6.15 | 1.90 | 41 | 6.66 | 2.07 |
| Donor coordination                         | 80   | 5.55 | 2.07 | 45 | 6.02 | 2.54 |
| Linkage to non-Bank expertise              | 60   | 5.48 | 2.02 | 32 | 6.06 | 1.85 |
| Strategy formulation                       | 71   | 6.21 | 1.87 | 40 | 6.68 | 1.89 |

**The World Bank Group can provide capacity building support in a number of ways in Haiti. To what degree would Haiti benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)**

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| Groups outside of government to help them more effectively engage and participate in development efforts* | 88   | 6.78 | 2.07 | 73 | 7.70 | 2.15 |
| The public sector, related to implementation of specific development projects on the ground               | 100  | 8.20 | 1.66 | 73 | 8.14 | 1.75 |
| The public sector, related to reforming institutions (organizations or sociopolitical conditions)         | 97   | 8.19 | 1.53 | 68 | 8.31 | 1.66 |
| The private sector, related to institutional and policy change  | 91   | 7.51 | 1.66 | 69 | 7.49 | 2.05 |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**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 Haiti? (1-Not effective at all, 10-Very effective)**

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| Project implementation (or other organizational strengthening)                 | 83   | 6.67 | 1.77 | 42 | 6.14 | 1.91 |
| Citizen engagement (incorporating citizens' voices into development)           | 55   | 5.05 | 2.09 | 33 | 5.09 | 2.26 |
| Policy design (for clarity and better incentives to achieve development goals) | 66   | 6.35 | 1.74 | 35 | 5.83 | 1.72 |
| Directly supporting building of government institutions                        | 74   | 6.22 | 1.77 | 42 | 6.43 | 2.03 |

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

When thinking about how to improve capacity building in Haiti 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)

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| Project implementation (or other organizational strengthening)                 | 89   | 7.39 | 2.20 | 53 | 7.51 | 2.04 |
| Citizen engagement (incorporating citizens' voices into development)           | 77   | 7.32 | 1.91 | 52 | 7.79 | 1.67 |
| Policy design (for clarity and better incentives to achieve development goals) | 80   | 7.71 | 1.69 | 48 | 7.75 | 1.73 |
| Directly supporting building of government institutions                        | 83   | 7.59 | 2.05 | 52 | 7.94 | 1.90 |

Which of the following do you identify as the WBG's greatest **WEAKNESSES** in its work in Haiti? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)                             | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Staff too inaccessible  | 2.9%   | 4.9%  |
| Not exploring alternative policy options                                      | 6.8%   | 1.2%  |
| Not adequately sensitive to political/social realities in Haiti               | 18.4%  | 18.5% |
| Not enough public disclosure of its work                                      | 12.6%  | 21.0% |
| Arrogant in its approach*   | 7.8%   | 1.2%  |
| Not aligned with country priorities*  | 4.9%   | 16.0% |
| The credibility of its knowledge/data   | 1.9%   | 1.2%  |
| World Bank Group's processes too complex                                      | 16.5%  | 11.1% |
| Not willing to honestly criticize policies and reform efforts in the country  | 10.7%  | 16.0% |
| Too influenced by developed countries   | 13.6%  | 8.6%  |
| Imposing technocratic solutions without regard to political realities         | 13.6%  | 8.6%  |
| World Bank Group's processes too slow   | 12.6%  | 16.0% |
| Too bureaucratic in its operational policies and procedures*                  | 18.4%  | 7.4%  |
| Not aligned with other donors' work   | 4.9%   | 3.7%  |
| Not collaborating enough with non-state actors                                | 15.5%  | 16.0% |
| Not client focused  | 1.0%   | 1.2%  |
| Its advice and strategies do not lend themselves to practical problem solving | 1.9%   | 1.2%  |
| Not focused enough on issues that are unique to fragile countries             | 3.9%   | 9.9%  |
| Inadequate number of World Bank Group staff members located in the country    | 6.8%   | 2.5%  |
| Other*  | 5.8%   | 0.0%  |
| Don't know*   | 6.8%   | 16.0% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which WBG's instruments do you believe are the **MOST** effective in reducing poverty in Haiti?(Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)       | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Capacity development                                    | 45.5%  | 42.5% |
| Policy based lending / budget support to the Government | 24.8%  | 21.3% |
| Knowledge products/services                             | 7.9%   | 10.0% |
| Investment lending*                                     | 53.5%  | 37.5% |
| Technical assistance                                    | 17.8%  | 16.3% |
| Trust Fund management                                   | 6.9%   | 1.3%  |
| Co-financing arrangements                               | 12.9%  | 8.8%  |
| Sector-wide approaches                                  | 14.9%  | 18.8% |
| Emergency Recovery Grants                               | 4.0%   | 5.0%  |
| Other   | 2.0%   | 5.0%  |
| Don't know*   | 2.0%   | 13.8% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**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<br>(Responses combined)      | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|--|--|-------|
|  | Yes  | No    |
| Academia/think tanks/research institutes               | 35.3%  | 40.7% |
| Donor community  | 13.7%  | 14.8% |
| Media*   | 2.0%   | 11.1% |
| NGOs   | 8.8%   | 13.6% |
| Local Government*                                      | 32.4%  | 18.5% |
| Private sector   | 35.3%  | 27.2% |
| Parliament   | 12.7%  | 9.9%  |
| Community Based Organizations (CBOs)/Local communities | 26.5%  | 27.2% |
| Beneficiaries  | 8.8%   | 6.2%  |
| Foundations  | 2.0%   | 1.2%  |
| Faith based organizations                              | 2.9%   | 2.5%  |
| UN and regional peace keeping forces                   | 1.0%   | 0.0%  |
| Emerging donors*                                       | 0.0%   | 3.7%  |
| UN agencies  | 5.9%   | 3.7%  |
| Regional organizations (e.g. Caricom)                  | 2.0%   | 0.0%  |
| Other  | 2.9%   | 3.7%  |
| Don't know   | 2.9%   | 4.9%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

(1-Strongly disagree, 10-Strongly agree)

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Haiti                          | 93   | 6.83 | 1.82 | 68 | 6.72 | 2.15 |
| The World Bank Group's work is aligned with what I consider the development priorities for Haiti              | 93   | 6.00 | 1.94 | 62 | 5.89 | 1.93 |
| The World Bank Group supports Haiti's efforts to reduce social exclusion                                      | 81   | 5.94 | 1.91 | 54 | 5.83 | 2.11 |
| The World Bank Group supports programs and strategies that are realistic for Haiti                            | 94   | 6.21 | 2.01 | 55 | 5.84 | 2.04 |
| The World Bank Group treats clients and stakeholders in Haiti with respect                                    | 81   | 6.86 | 2.11 | 44 | 6.75 | 2.04 |
| The World Bank Group is an organization that does not represent a particular ideological perspective in Haiti | 73   | 6.12 | 2.63 | 49 | 5.94 | 2.85 |
| The World Bank Group is an organization that is not overly influenced by any particular country               | 67   | 5.13 | 2.75 | 50 | 5.16 | 2.85 |
| The World Bank Group respects the views and demands of the government of Haiti                                | 80   | 6.16 | 2.02 | 55 | 5.73 | 2.17 |
| The World Bank Group listens and takes into account your views*   | 91   | 5.71 | 2.24 | 49 | 4.80 | 2.08 |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| When considering the national development needs in Haiti, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Haiti meet the national development needs of Haiti? | 90   | 6.18 | 1.88 | 57 | 5.91 | 1.60 |

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

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

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

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

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| Responsiveness  | 75   | 5.67 | 1.95 | 39 | 5.64 | 1.86 |
| Flexibility (in terms of the institution's products and services)                                   | 81   | 5.26 | 1.88 | 39 | 5.41 | 1.63 |
| Flexibility (in terms of changing country circumstances)  | 77   | 5.44 | 1.74 | 42 | 5.50 | 1.64 |
| Being inclusive   | 74   | 6.28 | 1.78 | 38 | 6.16 | 1.84 |
| Openness  | 86   | 6.48 | 2.00 | 46 | 6.35 | 1.77 |
| Staff accessibility*  | 87   | 6.72 | 2.01 | 43 | 5.63 | 1.84 |
| Straightforwardness and honesty   | 79   | 6.68 | 2.02 | 31 | 6.29 | 1.94 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work* | 88   | 6.69 | 2.22 | 39 | 5.49 | 2.38 |
| Collaboration with civil society  | 54   | 5.54 | 2.05 | 45 | 5.29 | 2.14 |
| Collaboration with the Government   | 82   | 7.20 | 1.87 | 56 | 7.13 | 1.86 |
| Collaboration with other donors and development partners  | 70   | 6.80 | 2.03 | 41 | 6.90 | 2.21 |
| Collaboration with the private sector   | 59   | 5.75 | 1.95 | 30 | 6.20 | 1.63 |
| The speed in which it gets things accomplished on the ground  | 77   | 5.23 | 2.13 | 39 | 5.28 | 2.06 |
| Being a long-term partner   | 77   | 7.79 | 1.76 | 42 | 8.02 | 1.80 |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**To be more effective development partner in Haiti, do you believe that the World Bank Group should have?**

(Select only ONE response)

| Percentage of Respondents                       | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| More local presence                             | 65.0%  | 61.3% |
| The current level of local presence is adequate | 22.0%  | 14.7% |
| Less local presence                             | 1.0%   | 0.0%  |
| Don't know                                      | 12.0%  | 24.0% |

**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)   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|--|--|-------|
|  | Yes  | No    |
| The World Bank Group does not do adequate follow through/follow-up                       | 17.0%  | 20.3% |
| There is not an adequate level of citizen/civil society participation                    | 32.0%  | 41.9% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 27.0%  | 28.4% |
| Corruption in the country*   | 11.0%  | 33.8% |
| Poor donor coordination  | 15.0%  | 13.5% |
| The World Bank Group works too slowly  | 25.0%  | 16.2% |
| Lack of adequate level of decision-making in Government                                  | 34.0%  | 21.6% |
| Political pressures and obstacles presented by vested interests                          | 25.0%  | 14.9% |
| Reforms are not well thought out in light of country challenges                          | 25.0%  | 21.6% |
| Ongoing fragility and instability  | 15.0%  | 13.5% |
| Inadequate funding   | 18.0%  | 12.2% |
| Lack of/inadequate levels of capacity in Government                                      | 35.0%  | 37.8% |
| Other  | 4.0%   | 5.4%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### 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 Haiti? (1-Not important at all, 10-Very important)

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| Anti-corruption                            | 83   | 7.84 | 1.85 | 69 | 8.43 | 1.95 |
| Information and communications technology* | 86   | 6.60 | 2.44 | 71 | 7.75 | 1.95 |
| Transport                                  | 97   | 8.02 | 1.95 | 72 | 8.24 | 1.99 |
| Crime and violence*                        | 76   | 5.11 | 2.30 | 55 | 6.40 | 2.39 |
| Regional conflict and tensions*            | 73   | 4.52 | 2.51 | 54 | 5.57 | 2.57 |
| Law and justice*                           | 76   | 6.24 | 2.52 | 68 | 7.26 | 2.43 |
| Urban development                          | 89   | 7.98 | 1.62 | 70 | 8.13 | 1.75 |
| Environmental sustainability               | 93   | 8.01 | 1.70 | 69 | 8.36 | 1.72 |
| Regulatory framework                       | 85   | 7.69 | 1.66 | 58 | 7.76 | 1.99 |
| Communicable/non-communicable diseases     | 78   | 6.05 | 2.54 | 60 | 6.67 | 2.51 |
| Poverty reduction                          | 91   | 8.45 | 1.66 | 70 | 8.43 | 1.81 |
| Gender equity                              | 83   | 6.37 | 2.26 | 62 | 6.52 | 2.37 |
| Domestic private sector development        | 90   | 7.67 | 2.02 | 67 | 7.93 | 1.80 |
| Foreign direct investment                  | 84   | 7.70 | 1.89 | 66 | 8.06 | 1.78 |
| Local governance and institutions          | 92   | 7.99 | 1.59 | 67 | 8.28 | 1.78 |
| Water and sanitation*                      | 92   | 7.77 | 1.93 | 70 | 8.47 | 1.54 |
| Trade and exports                          | 90   | 7.20 | 2.24 | 67 | 7.79 | 2.09 |
| Economic growth                            | 92   | 8.64 | 1.26 | 68 | 8.81 | 1.31 |
| Reconstruction                             | 89   | 7.70 | 2.06 | 66 | 7.91 | 1.84 |
| Energy                                     | 92   | 8.36 | 1.79 | 72 | 8.74 | 1.73 |
| Disaster management                        | 92   | 7.37 | 1.92 | 68 | 7.66 | 2.08 |
| Public sector governance/ reform           | 94   | 8.13 | 2.02 | 73 | 8.62 | 1.69 |
| Job creation/employment                    | 93   | 8.55 | 1.49 | 72 | 8.43 | 2.05 |
| Social cohesion                            | 85   | 6.36 | 2.28 | 60 | 6.60 | 2.44 |
| Financial markets                          | 80   | 6.83 | 2.14 | 57 | 7.33 | 2.14 |
| Equality of opportunity                    | 84   | 6.82 | 2.20 | 62 | 7.02 | 2.37 |
| Health*                                    | 91   | 7.15 | 2.24 | 70 | 7.89 | 2.19 |
| Rural development                          | 92   | 8.14 | 1.71 | 71 | 8.35 | 1.77 |
| Global/regional integration                | 84   | 6.69 | 2.33 | 64 | 7.22 | 2.33 |
| Food security                              | 87   | 7.29 | 2.33 | 66 | 7.95 | 2.09 |
| Education                                  | 97   | 8.33 | 1.96 | 73 | 8.86 | 1.74 |
| Security/stabilization*                    | 82   | 6.09 | 2.52 | 63 | 7.22 | 2.55 |
| Social protection                          | 85   | 6.56 | 2.32 | 67 | 6.82 | 2.52 |
| Climate change                             | 84   | 6.63 | 2.32 | 61 | 7.11 | 2.37 |
| Agricultural development                   | 93   | 8.40 | 1.87 | 72 | 8.76 | 1.51 |
| Natural resource management                | 86   | 6.91 | 2.54 | 64 | 7.38 | 2.44 |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**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 Haiti?** (1-Not effective at all, 10-Very effective)

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| Anti-corruption                               | 36   | 5.17 | 1.99 | 24 | 4.67 | 2.43 |
| Transport                                     | 50   | 6.56 | 1.73 | 32 | 6.69 | 2.02 |
| Regional conflict and tensions                | 25   | 4.36 | 1.63 | 10 | 4.60 | 3.17 |
| Urban development                             | 54   | 6.04 | 1.82 | 33 | 5.64 | 1.90 |
| Regulatory framework                          | 46   | 6.07 | 1.94 | 25 | 5.20 | 2.08 |
| Health/Communicable/non-communicable diseases | 45   | 5.93 | 2.14 | 24 | 6.58 | 2.30 |
| Poverty reduction                             | 57   | 5.93 | 1.71 | 40 | 5.73 | 1.96 |
| Gender equity                                 | 33   | 5.45 | 1.68 | 22 | 6.05 | 2.03 |
| Domestic private sector development           | 43   | 5.33 | 2.03 | 25 | 5.72 | 1.81 |
| Foreign direct investment                     | 37   | 5.41 | 2.30 | 23 | 5.48 | 2.04 |
| Local governance and institutions             | 54   | 5.63 | 2.11 | 36 | 5.97 | 1.96 |
| Water and sanitation                          | 60   | 6.02 | 1.89 | 33 | 6.12 | 2.12 |
| Trade and exports                             | 32   | 5.19 | 2.31 | 22 | 5.82 | 2.50 |
| Economic growth                               | 57   | 5.93 | 1.97 | 32 | 6.00 | 2.17 |
| Energy  | 41   | 5.80 | 2.24 | 27 | 5.41 | 2.62 |
| Disaster management/ Climate resilience       | 53   | 6.58 | 1.98 | 27 | 5.74 | 2.40 |
| Public sector governance/ reform              | 62   | 6.15 | 1.96 | 41 | 6.07 | 2.31 |
| Job creation/employment                       | 51   | 5.90 | 2.01 | 31 | 5.10 | 2.36 |
| Financial markets                             | 21   | 5.38 | 1.77 | 17 | 4.12 | 2.26 |
| Rural development                             | 45   | 5.91 | 1.99 | 33 | 5.64 | 2.30 |
| Global/regional integration                   | 22   | 4.77 | 2.16 | 18 | 5.22 | 2.67 |
| Education                                     | 61   | 6.51 | 1.94 | 40 | 6.53 | 2.16 |
| Stabilization                                 | 23   | 5.22 | 2.07 | 23 | 5.61 | 2.61 |
| Food security/Social protection               | 45   | 5.89 | 1.92 | 30 | 5.73 | 2.60 |
| Reconstruction                                | 55   | 6.18 | 1.95 | 35 | 5.94 | 2.31 |
| Agricultural development                      | 45   | 6.07 | 2.18 | 31 | 5.68 | 2.51 |
| Natural resource management                   | 26   | 4.85 | 2.11 | 19 | 4.95 | 2.86 |

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Haiti?        | 91   | 6.13 | 1.77 | 62 | 6.06 | 1.94 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Haiti? | 82   | 6.50 | 1.96 | 53 | 6.26 | 2.03 |

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

**To what extent do you agree with the following statements about the World Bank Group in Haiti?**

(1-Strongly disagree, 10-Strongly agree)

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Haiti | 81   | 5.69 | 1.91 | 56 | 5.63 | 1.88 |
| The World Bank Group meets Haiti's needs for knowledge services      | 90   | 5.90 | 1.99 | 60 | 6.03 | 1.97 |

### 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 | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Weekly                    | 15.0%  | 4.9%  |
| Monthly                   | 22.0%  | 11.1% |
| A few times a year        | 36.0%  | 42.0% |
| Rarely                    | 26.0%  | 30.9% |
| Never                     | 1.0%   | 11.1% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

In Haiti, 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)

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| Are timely   | 79   | 6.84 | 1.55 | 47 | 6.28 | 2.01 |
| Include appropriate level of stakeholder involvement during preparation            | 80   | 5.54 | 1.91 | 40 | 5.63 | 2.06 |
| Are relevant to Haiti's development priorities                                     | 89   | 6.36 | 1.68 | 51 | 6.29 | 1.74 |
| Lead to practical solutions  | 85   | 5.81 | 1.65 | 45 | 5.89 | 2.04 |
| Are accessible   | 90   | 6.30 | 1.74 | 51 | 6.14 | 2.08 |
| Are source of relevant information on global good practices                        | 87   | 6.93 | 1.41 | 47 | 7.11 | 1.91 |
| Enhance your knowledge and/or skills   | 88   | 6.95 | 1.71 | 53 | 6.64 | 2.19 |
| Are adequately disseminated  | 82   | 5.51 | 2.06 | 47 | 5.47 | 2.41 |
| Are translated enough into local language  | 79   | 5.44 | 2.48 | 44 | 5.61 | 2.67 |
| Are adaptable to Haiti's specific development challenges and country circumstances | 83   | 5.96 | 1.74 | 47 | 5.98 | 1.99 |

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | 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? | 84   | 6.42 | 1.51 | 58 | 6.55 | 1.75 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 88   | 7.08 | 1.43 | 58 | 7.03 | 1.81 |

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

### E. Working with the World Bank Group

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

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| The World Bank Group disburses funds promptly   | 85   | 4.15 | 2.07 | 48 | 3.83 | 1.95 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 90   | 6.38 | 1.86 | 51 | 6.71 | 1.83 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 78   | 5.28 | 1.84 | 43 | 4.84 | 2.15 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 62   | 6.26 | 1.76 | 26 | 5.69 | 2.02 |
| The World Bank Group's conditions on its lending are reasonable*                              | 58   | 6.31 | 2.04 | 31 | 5.26 | 2.07 |
| The World Bank Group takes decisions quickly in Haiti   | 80   | 4.95 | 2.02 | 45 | 4.44 | 2.20 |
| Working with the World Bank Group increases Haiti's institutional capacity                    | 89   | 6.24 | 1.89 | 54 | 6.02 | 1.82 |
| The World Bank Group ensures consistency and continuity through staff changes                 | 55   | 5.51 | 1.91 | 25 | 5.56 | 2.29 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 57   | 6.63 | 2.07 | 26 | 6.23 | 2.39 |
| The World Bank Group provides effective implementation support                                | 81   | 6.57 | 1.86 | 42 | 6.26 | 1.91 |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### F. Recent Trends and the Future Role of the World Bank Group in Haiti

|   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|---|--|------|------|----|------|------|
|   | Yes  |      |      | No |      |      |
|   | N  | Mean | SD   | N  | Mean | SD   |
| In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Haiti? | 83   | 6.64 | 1.57 | 46 | 6.17 | 1.80 |
| How significant a role do you believe that international development cooperation SHOULD play in Haiti's development in the near future?                       | 101  | 7.90 | 1.68 | 70 | 7.74 | 2.11 |

(1-To no degree at all, 10-To a very significant degree; 1-Not a significant role at all, 10-Very significant role)

Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti?

(Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)                            | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|--|--|-------|
|  | Yes  | No    |
| Provide more adequate data/knowledge/statistics/figures on Haiti's economy   | 11.9%  | 13.9% |
| Collaborate more effectively with Government clients                         | 24.8%  | 25.3% |
| Offer more innovative financial products                                     | 16.8%  | 22.8% |
| Increase the level of capacity development in the country                    | 44.6%  | 48.1% |
| Improve the quality of its experts as related to Haiti's specific challenges | 13.9%  | 8.9%  |
| Offer more innovative knowledge services                                     | 2.0%   | 2.5%  |
| Ensure greater selectivity in its work                                       | 6.9%   | 5.1%  |
| Reach out more to groups outside of Government                               | 14.9%  | 26.6% |
| Reduce the complexity of World Bank Group procedures                         | 30.7%  | 19.0% |
| Work faster  | 11.9%  | 19.0% |
| Increase the level of World Bank Group staffing in Haiti's office            | 5.9%   | 1.3%  |
| Other*   | 10.9%  | 2.5%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally



**F. Recent Trends and the Future Role of the World Bank Group in Haiti (continued)**

When considering the combination of services that the World Bank Group offers in Haiti, 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 Haiti?

(Select only ONE response)

| Percentage of Respondents                | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|--|--|-------|
|  | Yes  | No    |
| Financial services                       | 30.6%  | 35.4% |
| Knowledge products                       | 15.3%  | 8.9%  |
| Convening services                       | 7.1%   | 11.4% |
| None of the above                        | 2.0%   | 1.3%  |
| The combination is appropriate for Haiti | 35.7%  | 24.1% |
| Don't know                               | 9.2%   | 19.0% |

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Social safety nets                                | 21.8%  | 18.2% |
| Public financial management                       | 37.6%  | 46.8% |
| Reducing violence                                 | 0.0%   | 2.6%  |
| Conflict resolution mechanisms                    | 1.0%   | 0.0%  |
| Access to basic services                          | 29.7%  | 35.1% |
| Capacity of state institutions                    | 36.6%  | 37.7% |
| Mining industry                                   | 5.9%   | 2.6%  |
| Improving livelihoods                             | 25.7%  | 31.2% |
| Social cohesion                                   | 3.0%   | 1.3%  |
| Disaster/Risk management and preparedness         | 18.8%  | 16.9% |
| Access to electricity                             | 26.7%  | 26.0% |
| Increasing regional development                   | 30.7%  | 26.0% |
| Jobs  | 31.7%  | 27.3% |
| Private sector development                        | 28.7%  | 26.0% |

Which THREE areas below would benefit most from other donors in Haiti? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Social safety nets                                | 26.6%  | 29.7% |
| Public financial management                       | 22.3%  | 21.6% |
| Reducing violence*                                | 26.6%  | 13.5% |
| Conflict resolution mechanisms*                   | 12.8%  | 4.1%  |
| Access to basic services                          | 34.0%  | 41.9% |
| Capacity of state institutions                    | 21.3%  | 28.4% |
| Mining industry                                   | 9.6%   | 12.2% |
| Improving livelihoods                             | 24.5%  | 21.6% |
| Social cohesion                                   | 8.5%   | 12.2% |
| Disaster/Risk management and preparedness         | 26.6%  | 33.8% |
| Access to electricity                             | 18.1%  | 9.5%  |
| Increasing regional development                   | 17.0%  | 13.5% |
| Jobs  | 28.7%  | 25.7% |
| Private sector development                        | 18.1%  | 21.6% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Haiti?

(Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined) | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| Local newspapers                                  | 44.9%  | 55.0% |
| International newspapers                          | 9.2%   | 12.5% |
| Local radio                                       | 25.5%  | 31.3% |
| International radio                               | 3.1%   | 3.8%  |
| Local television                                  | 10.2%  | 8.8%  |
| International television                          | 4.1%   | 5.0%  |
| Periodicals                                       | 8.2%   | 8.8%  |
| Internet  | 65.3%  | 56.3% |
| Social media                                      | 5.1%   | 6.3%  |
| Blogs   | 1.0%   | 0.0%  |
| Mobile phones                                     | 0.0%   | 0.0%  |
| Instant messaging                                 | 2.0%   | 1.3%  |
| Other*  | 14.3%  | 3.8%  |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

| Percentage of Respondents<br>(Responses combined)           | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| World Bank Group's website                                  | 30.4%  | 36.7% |
| Direct contact with World Bank Group                        | 43.1%  | 34.2% |
| e-Newsletters   | 41.2%  | 36.7% |
| Instant messaging   | 4.9%   | 5.1%  |
| World Bank Group's seminars/workshops/conferences           | 34.3%  | 29.1% |
| World Bank Group's publications and other written materials | 32.4%  | 35.4% |
| Mobile phones   | 1.0%   | 0.0%  |
| Social media  | 5.9%   | 10.1% |
| Blogs   | 0.0%   | 1.3%  |
| Other   | 1.0%   | 2.5%  |

In which language would you prefer to receive information from the World Bank Group? (Select only ONE response)

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| French                    | 83.8%  | 72.5% |
| Creole                    | 4.0%   | 3.8%  |
| English                   | 12.1%  | 23.8% |

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 | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Yes                       | 34.0%  | 23.7% |
| No                        | 66.0%  | 76.3% |

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

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Yes                       | 27.7%  | 6.9%  |
| No                        | 72.3%  | 93.1% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Were you able to obtain this information?

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Yes                       | 92.6%  | 75.0% |
| No                        | 7.4%   | 25.0% |

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

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Yes                       | 100.0%   | 97.4% |
| No                        | 0.0%   | 2.6%  |

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

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Yes                       | 75.8%  | 55.4% |
| No                        | 24.2%  | 44.6% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

|  | Currently, do you professionally collaborate/work with the World Bank Group in your country? |      |      |    |      |      |
|--|--|------|------|----|------|------|
|  | Yes  |      |      | No |      |      |
|  | N  | Mean | SD   | N  | Mean | SD   |
| I use/consult World Bank Group's data more often than I did a few years ago*                           | 89   | 6.52 | 2.61 | 69 | 5.67 | 2.67 |
| I find the World Bank Group's websites easy to navigate  | 74   | 7.18 | 1.69 | 43 | 7.19 | 2.04 |
| I find the information on the World Bank Group's websites useful                                       | 75   | 7.72 | 1.56 | 43 | 7.56 | 1.89 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 37   | 6.35 | 2.10 | 29 | 6.28 | 2.70 |
| When I need information from the World Bank Group I know how to find it*                               | 90   | 6.99 | 2.14 | 54 | 5.87 | 2.79 |
| The World Bank Group is responsive to my information requests and inquiries                            | 77   | 7.12 | 1.91 | 33 | 6.39 | 2.14 |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**H. Background Information****Which of the following agencies of the World Bank Group do you work with in Haiti? (Select all that apply)**

| Percentage of Respondents (Responses Combined)      | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---|--|-------|
|   | Yes  | No    |
| The World Bank (IDA)*                               | 79.2%  | 8.8%  |
| The International Finance Corporation (IFC)*        | 20.8%  | 5.0%  |
| The Multilateral Investment Guarantee Agency (MIGA) | 1.0%   | 0.0%  |
| None*   | 9.9%   | 87.5% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**Do your projects involve both the World Bank and IFC?\***

| Percentage of Respondents | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|---------------------------|--|-------|
|                           | Yes  | No    |
| Yes                       | 23.6%  | 11.8% |
| No                        | 76.4%  | 88.2% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**If yes, what was your view on the two institutions working together in Haiti?\***

| Percentage of Respondents           | Currently, do you professionally collaborate/work with the World Bank Group in your country? |       |
|-------------------------------------|--|-------|
|                                     | Yes  | No    |
| Working well together               | 36.4%  | 30.0% |
| Collaborating but needs improvement | 54.5%  | 20.0% |
| Don't know                          | 9.1%   | 50.0% |

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

| Indicator Question   | Currently, do you professionally collaborate/work with the World Bank in your country? |          | Which of the following describes most of your exposure to the World Bank in Haiti? (Choose no more than TWO) |          |                     |          |                         |          |             |          |                |          |
|--|--|----------|--|----------|---------------------|----------|-------------------------|----------|-------------|----------|----------------|----------|
|  |  |          | Observer   |          | Use WB reports/data |          | Engage in WB activities |          | Collaborate |          | Use WB website |          |
|  | No Mean  | Yes Mean | No Mean  | Yes Mean | No Mean             | Yes Mean | No Mean                 | Yes Mean | No Mean     | Yes Mean | No Mean        | Yes Mean |
| Please rate your impression of the effectiveness of the World Bank   | 5.77   | 6.34     | 6.35   | 5.18     | 6.23                | 5.93     | 5.98                    | 6.74     | 5.96        | 6.23     | 6.01           | 6.79     |
| To what extent do you believe the World Bank Group's staff is well prepared to help Haiti solve its most complicated development challenges?             | 6.49   | 6.65     | 6.81   | 5.74     | 6.63                | 6.73     | 6.65                    | 6.69     | 6.53        | 6.70     | 6.49           | 7.50     |
| Overall the World Bank Group currently plays a relevant role in development in Haiti   | 6.72   | 6.83     | 6.88   | 6.47     | 6.96                | 6.39     | 6.65                    | 7.38     | 6.60        | 6.90     | 6.83           | 6.69     |
| The World Bank Group's work is aligned with what I consider the development priorities for Haiti   | 5.89   | 6.00     | 6.00   | 5.82     | 6.23                | 5.32     | 5.84                    | 6.42     | 5.64        | 6.13     | 5.99           | 5.86     |
| Responsiveness   | 5.64   | 5.67     | 5.88   | 4.90     | 5.79                | 5.47     | 5.57                    | 6.12     | 5.68        | 5.71     | 5.59           | 6.20     |
| Flexibility (in terms of the institution's products and services)  | 5.41   | 5.26     | 5.46   | 4.80     | 5.43                | 5.14     | 5.12                    | 6.15     | 5.65        | 5.24     | 5.33           | 5.45     |
| Flexibility (in terms of changing country circumstances)   | 5.50   | 5.44     | 5.57   | 5.14     | 5.46                | 5.57     | 5.36                    | 5.96     | 5.59        | 5.46     | 5.43           | 5.81     |
| Being inclusive  | 6.16   | 6.28     | 6.49   | 5.28     | 6.27                | 6.34     | 6.24                    | 6.43     | 5.79        | 6.47     | 6.27           | 6.37     |
| Openness   | 6.35   | 6.48     | 6.57   | 5.82     | 6.43                | 6.49     | 6.38                    | 6.73     | 6.32        | 6.50     | 6.37           | 6.79     |
| Staff accessibility  | 5.63   | 6.72     | 6.62   | 5.16     | 6.52                | 6.09     | 6.30                    | 6.76     | 5.53        | 6.72     | 6.54           | 5.78     |
| Straightforwardness and honesty  | 6.29   | 6.68     | 6.70   | 5.94     | 6.66                | 6.35     | 6.57                    | 6.64     | 6.29        | 6.67     | 6.58           | 6.65     |
| Ease of access to the people at the World Bank Group who are making decisions important to my work   | 5.49   | 6.69     | 6.67   | 4.47     | 6.42                | 6.09     | 6.14                    | 6.94     | 5.36        | 6.68     | 6.52           | 5.52     |
| Collaboration with civil society   | 5.29   | 5.54     | 5.80   | 4.15     | 5.55                | 5.27     | 5.49                    | 5.36     | 4.74        | 5.93     | 5.44           | 5.52     |
| Collaboration with the Government  | 7.12   | 7.20     | 7.26   | 6.74     | 7.12                | 7.30     | 7.14                    | 7.28     | 7.24        | 7.14     | 7.05           | 7.63     |
| Collaboration with other donors and development partners   | 6.90   | 6.80     | 7.10   | 5.44     | 6.80                | 7.00     | 6.73                    | 7.22     | 6.23        | 7.10     | 6.83           | 6.95     |
| Collaboration with the private sector  | 6.20   | 5.75     | 5.97   | 5.70     | 5.98                | 5.84     | 6.00                    | 5.71     | 5.83        | 5.98     | 5.75           | 6.67     |
| The speed in which it gets things accomplished on the ground   | 5.28   | 5.23     | 5.38   | 4.29     | 5.33                | 5.06     | 5.08                    | 5.78     | 5.28        | 5.23     | 5.10           | 5.86     |
| Being a long-term partner  | 8.02   | 7.79     | 7.92   | 7.68     | 7.94                | 7.74     | 7.83                    | 8.04     | 7.68        | 7.96     | 7.80           | 8.22     |
| To what extent does the World Bank Group's work help to achieve development results in Haiti?  | 6.06   | 6.13     | 6.19   | 6.15     | 6.29                | 5.87     | 6.02                    | 6.69     | 6.13        | 6.20     | 6.17           | 6.22     |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Haiti?   | 6.26   | 6.50     | 6.58   | 5.96     | 6.43                | 6.57     | 6.31                    | 6.97     | 6.38        | 6.51     | 6.48           | 6.43     |
| The World Bank Group's financial instruments meet the needs of Haiti   | 5.63   | 5.69     | 5.74   | 5.67     | 5.87                | 5.35     | 5.63                    | 6.03     | 5.60        | 5.78     | 5.65           | 6.04     |
| The World Bank Group meets Haiti's needs for knowledge services  | 6.03   | 5.90     | 5.96   | 6.20     | 5.90                | 6.23     | 5.88                    | 6.36     | 6.13        | 5.94     | 5.95           | 6.21     |
| The World Bank Group's knowledge work and activities are adaptable to Haiti's specific development challenges and country circumstances                  | 5.98   | 5.96     | 5.92   | 6.15     | 5.95                | 5.95     | 5.79                    | 6.45     | 6.13        | 5.88     | 5.99           | 5.81     |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 6.55   | 6.42     | 6.51   | 6.25     | 6.57                | 6.20     | 6.25                    | 7.19     | 6.64        | 6.38     | 6.40           | 6.68     |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 7.03   | 7.08     | 7.19   | 6.42     | 6.98                | 7.25     | 6.95                    | 7.45     | 7.13        | 7.03     | 7.00           | 7.29     |
| The World Bank Group takes decisions quickly in Haiti  | 4.44   | 4.95     | 4.87   | 4.27     | 4.92                | 4.29     | 4.56                    | 5.48     | 4.74        | 4.78     | 4.65           | 5.25     |
| Where country systems are adequate, the World Bank Group makes appropriate use of them   | 6.23   | 6.63     | 6.64   | 5.86     | 6.39                | 7.04     | 6.22                    | 7.42     | 6.62        | 6.56     | 6.60           | 6.43     |

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Indicator Questions by Stakeholder Groups

|  | Which of the following best describes your current position? |      |      |  |      |      |  |      |      |                                |      |      |  |      |      |     |      |      |       |      |      |       |      |      |
|--|--|------|------|--|------|------|--|------|------|--------------------------------|------|------|--|------|------|-----|------|------|-------|------|------|-------|------|------|
|  | Office of the President/ Prime Minister/ Minister            |      |      | Employee of a Ministry/ Ministerial Dep/ Implementation Agency |      |      | PMU/ Consultant/ Contractor on WBG project |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | 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   |
| Please rate your impression of the effectiveness of the World Bank   | 19   | 6.47 | 1.78 | 19   | 6.53 | 1.54 | 23   | 6.43 | 1.88 | 20                             | 6.25 | 1.16 | 16   | 6.06 | 1.61 | 33  | 5.91 | 1.77 | 10    | 4.50 | 1.84 | 21    | 6.14 | 1.77 |
| To what extent do you believe the World Bank Group's staff is well prepared to help Haiti solve its most complicated development challenges?             | 17   | 7.12 | 1.69 | 17   | 7.00 | 1.84 | 21   | 6.95 | 2.04 | 16                             | 6.75 | 1.73 | 14   | 6.43 | 1.87 | 23  | 6.22 | 2.09 | 8     | 5.50 | 2.00 | 17    | 6.47 | 1.74 |
| Overall the World Bank Group currently plays a relevant role in development in Haiti   | 20   | 6.80 | 2.09 | 16   | 7.06 | 1.53 | 23   | 6.96 | 2.31 | 19                             | 7.21 | 1.36 | 16   | 6.94 | 1.98 | 33  | 6.48 | 1.62 | 13    | 5.85 | 2.76 | 20    | 7.25 | 1.77 |
| The World Bank Group's work is aligned with what I consider the development priorities for Haiti   | 17   | 5.18 | 1.94 | 19   | 5.74 | 1.59 | 23   | 6.57 | 2.04 | 18                             | 6.89 | 1.23 | 14   | 6.00 | 1.62 | 30  | 5.97 | 1.87 | 12    | 5.42 | 2.81 | 19    | 5.84 | 1.89 |
| Responsiveness   | 11   | 5.82 | 2.14 | 12   | 6.08 | 1.93 | 18   | 6.06 | 1.35 | 17                             | 5.71 | 1.83 | 11   | 5.73 | 1.19 | 25  | 5.24 | 2.15 | 5     | 3.80 | 2.68 | 15    | 6.20 | 1.74 |
| Flexibility (in terms of the institution's products and services)  | 13   | 5.15 | 1.68 | 14   | 5.21 | 1.97 | 20   | 6.10 | 1.89 | 14                             | 5.14 | 1.61 | 12   | 5.08 | .90  | 25  | 5.24 | 2.01 | 6     | 4.00 | 2.19 | 16    | 5.63 | 1.50 |
| Flexibility (in terms of changing country circumstances)   | 12   | 5.33 | 1.83 | 13   | 5.85 | 1.95 | 19   | 6.05 | 1.54 | 14                             | 5.64 | 1.65 | 12   | 5.33 | 1.07 | 27  | 5.48 | 1.42 | 6     | 5.50 | 2.59 | 16    | 4.81 | 1.97 |
| Being inclusive  | 12   | 6.42 | 1.98 | 12   | 6.08 | 2.15 | 19   | 7.16 | 1.34 | 14                             | 6.21 | 1.25 | 11   | 6.55 | 1.37 | 24  | 5.71 | 2.01 | 5     | 5.00 | 1.41 | 15    | 6.53 | 1.73 |
| Openness*  | 12   | 6.67 | 1.50 | 13   | 7.62 | 1.56 | 21   | 7.19 | 1.63 | 20                             | 6.30 | 1.66 | 12   | 6.42 | 1.68 | 29  | 5.76 | 2.13 | 6     | 5.33 | 2.42 | 18    | 6.72 | 1.84 |
| Staff accessibility*   | 14   | 6.79 | 1.97 | 13   | 7.77 | 1.74 | 22   | 7.09 | 1.63 | 17                             | 6.94 | 1.34 | 13   | 6.46 | 1.94 | 26  | 5.04 | 2.01 | 8     | 5.38 | 2.13 | 16    | 6.44 | 1.86 |
| Straightforwardness and honesty*   | 13   | 6.62 | 2.29 | 13   | 6.62 | 2.22 | 18   | 6.89 | 1.97 | 16                             | 7.31 | 1.49 | 13   | 7.00 | 1.68 | 19  | 5.68 | 2.00 | 5     | 4.60 | 1.52 | 13    | 7.38 | 1.61 |
| Ease of access to the people at the World Bank Group who are making decisions important to my work*  | 15   | 7.20 | 1.61 | 14   | 7.14 | 2.54 | 20   | 6.60 | 2.58 | 19                             | 6.58 | 2.12 | 13   | 6.38 | 1.61 | 25  | 5.24 | 2.44 | 6     | 3.67 | 2.34 | 15    | 7.00 | 1.60 |
| Collaboration with civil society   | 10   | 6.20 | 2.10 | 7  | 6.00 | 2.08 | 14   | 5.50 | 1.87 | 9                              | 5.44 | 2.19 | 10   | 4.90 | 1.37 | 26  | 5.31 | 2.40 | 8     | 4.38 | 2.50 | 13    | 6.15 | 1.52 |
| Collaboration with the Government  | 15   | 7.27 | 2.09 | 16   | 7.38 | 1.75 | 22   | 7.27 | 1.93 | 17                             | 7.59 | 1.23 | 11   | 6.55 | 1.75 | 31  | 7.45 | 1.57 | 9     | 5.67 | 2.65 | 17    | 7.53 | 1.59 |
| Collaboration with other donors and development partners*  | 12   | 6.92 | 2.27 | 12   | 7.58 | 1.73 | 17   | 7.59 | 1.23 | 20                             | 6.95 | 1.57 | 8  | 6.50 | 1.51 | 24  | 6.67 | 2.73 | 6     | 4.33 | 2.34 | 13    | 7.15 | 1.46 |
| Collaboration with the private sector  | 11   | 5.55 | 1.75 | 8  | 6.63 | 1.92 | 12   | 6.08 | 2.19 | 10                             | 6.30 | 1.77 | 12   | 5.08 | 1.93 | 19  | 6.21 | 1.78 | 2     | 5.00 | 0.00 | 13    | 6.23 | 1.36 |
| The speed in which it gets things accomplished on the ground*  | 14   | 4.79 | 2.22 | 16   | 6.00 | 1.90 | 17   | 5.94 | 2.28 | 12                             | 4.92 | 1.78 | 13   | 4.23 | 1.96 | 26  | 5.88 | 2.07 | 5     | 3.20 | 1.79 | 14    | 5.14 | 1.51 |
| Being a long-term partner  | 15   | 7.67 | 2.38 | 16   | 8.25 | 1.48 | 17   | 8.24 | 1.35 | 16                             | 7.94 | 1.06 | 13   | 7.31 | 2.10 | 20  | 8.20 | 1.58 | 7     | 6.86 | 2.34 | 15    | 8.20 | 1.32 |
| To what extent does the World Bank Group's work help to achieve development results in Haiti?*   | 19   | 5.89 | 1.91 | 18   | 6.33 | 2.17 | 23   | 6.35 | 2.04 | 19                             | 6.11 | 1.24 | 15   | 6.73 | 1.67 | 30  | 6.37 | 1.50 | 10    | 4.00 | 1.94 | 18    | 6.33 | 1.50 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Haiti?*  | 16   | 6.75 | 2.14 | 17   | 6.41 | 2.00 | 22   | 6.95 | 2.01 | 15                             | 6.00 | 1.81 | 14   | 6.93 | 1.77 | 24  | 6.54 | 1.72 | 8     | 4.13 | 1.55 | 19    | 6.47 | 1.87 |
| The World Bank Group's financial instruments meet the needs of Haiti   | 18   | 5.61 | 2.00 | 16   | 6.13 | 2.03 | 18   | 5.78 | 1.93 | 17                             | 5.71 | 1.72 | 16   | 6.06 | 1.48 | 27  | 5.63 | 1.90 | 8     | 3.88 | 1.96 | 15    | 6.13 | 1.64 |
| The World Bank Group meets Haiti's needs for knowledge services*   | 17   | 5.18 | 1.81 | 19   | 6.21 | 1.90 | 21   | 6.00 | 2.17 | 16                             | 5.63 | 1.59 | 16   | 6.63 | 1.59 | 32  | 6.44 | 1.97 | 8     | 3.88 | 2.17 | 19    | 6.63 | 1.54 |
| The World Bank Group's knowledge work and activities are adaptable to Haiti's specific development challenges and country circumstances*                 | 16   | 5.44 | 1.75 | 15   | 5.87 | 1.73 | 19   | 6.58 | 1.71 | 14                             | 6.14 | 1.35 | 13   | 6.31 | 1.38 | 27  | 6.33 | 1.92 | 9     | 4.00 | 2.12 | 15    | 6.40 | 1.55 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 19   | 6.42 | 1.46 | 16   | 6.81 | 1.22 | 20   | 6.80 | 1.82 | 15                             | 5.87 | 1.46 | 13   | 6.85 | 1.52 | 29  | 6.14 | 1.55 | 12    | 5.75 | 2.22 | 18    | 7.17 | 1.38 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 15   | 6.80 | 1.08 | 16   | 7.31 | .95  | 22   | 7.27 | 1.88 | 16                             | 7.19 | 1.33 | 15   | 7.33 | 1.11 | 27  | 6.70 | 1.59 | 12    | 6.08 | 2.54 | 20    | 7.70 | 1.45 |
| The World Bank Group takes decisions quickly in Haiti*   | 17   | 4.47 | 2.03 | 14   | 4.57 | 1.79 | 18   | 5.56 | 2.25 | 15                             | 5.40 | 1.92 | 12   | 3.92 | 1.62 | 23  | 4.87 | 2.30 | 9     | 3.11 | 1.54 | 15    | 5.47 | 1.73 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them   | 10   | 5.80 | 1.81 | 11   | 6.82 | 1.94 | 17   | 6.65 | 2.03 | 11                             | 7.09 | 1.76 | 8  | 6.63 | 2.26 | 11  | 7.27 | 1.68 | 4     | 4.25 | 2.75 | 10    | 6.40 | 2.63 |

\*Significantly different between stakeholder groups

## Appendix G: Haiti FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Haiti**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Haiti or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Haiti, 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 Haiti.

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 HAITI**

| <b>A1. In general would you say that Haiti is headed in ... ?</b> |                     |
|---|---------------------|
| 1   | The right direction |
| 2   | The wrong direction |
| 3   | Not sure            |

**SECTION A: GENERAL ISSUES**

|  |  |    |  |
|--|--|----|--|
| <b>A2. Listed below are a number of development priorities in Haiti.</b>                                       |  |    |  |
| <b>Please identify which of the following you consider the most important development priorities in Haiti?</b> |  |    |  |
| <b>(Choose no more than FIVE)</b>  |  |    |  |
| 1  | Social protection (e.g., pensions, targeted social assistance)   | 19 | Health   |
| 2  | Transport (e.g., roads, bridges, transportation)   | 20 | Education  |
| 3  | Security/stabilization   | 21 | Poverty reduction                                    |
| 4  | Reconstruction (neighborhood, infrastructure, and housing)   | 22 | Food security  |
| 5  | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 23 | Social cohesion                                      |
| 6  | Global/regional integration  | 24 | Climate change (e.g., mitigation, adaptation)        |
| 7  | Gender equity  | 25 | Agricultural development                             |
| 8  | Domestic private sector development  | 26 | Trade and exports                                    |
| 9  | Foreign direct investment  | 27 | Crime and violence                                   |
| 10   | Water and sanitation   | 28 | Economic growth                                      |
| 11   | Energy (e.g. electricity)  | 29 | Law and justice (e.g., judicial system)              |
| 12   | Regional conflict and tensions   | 30 | Regulatory framework                                 |
| 13   | Job creation/employment  | 31 | Communicable/non-communicable diseases               |
| 14   | Rural development  | 32 | Local governance and institutions                    |
| 15   | Financial markets  | 33 | Natural resource management (e.g., oil, gas, mining) |
| 16   | Urban development  | 34 | Anti-corruption                                      |
| 17   | Environmental sustainability   | 35 | Disaster management                                  |
| 18   | Equality of opportunity (i.e., equity)   | 36 | Information and communications technology            |

**SECTION A: GENERAL ISSUES**

|   |  |    |  |
|---|--|----|--|
| <b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>   |  |    |  |
| <b>Which FIVE areas of development listed below do you believe would contribute most to reducing poverty in Haiti? (Choose no more than FIVE)</b> |  |    |  |
| 1   | Water and sanitation   | 19 | Anti-corruption  |
| 2   | Equality of opportunity (i.e., equity)                         | 20 | Domestic private sector development  |
| 3   | Economic growth  | 21 | Foreign direct investment  |
| 4   | Climate change (e.g., mitigation, adaptation)                  | 22 | Energy (e.g. electricity)  |
| 5   | Regional conflict and tensions                                 | 23 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 6   | Global/regional integration                                    | 24 | Social cohesion  |
| 7   | Gender equity  | 25 | Education  |
| 8   | Rural development  | 26 | Natural resource management (e.g., oil, gas, mining)   |
| 9   | Urban development  | 27 | Environmental sustainability   |
| 10  | Regulatory framework   | 28 | Health   |
| 11  | Local governance and institutions                              | 29 | Agricultural development   |
| 12  | Social protection (e.g., pensions, targeted social assistance) | 30 | Disaster management  |
| 13  | Law and justice (e.g., judicial system)                        | 31 | Job creation/employment  |
| 14  | Transport (e.g., roads, bridges, transportation)               | 32 | Financial markets  |
| 15  | Crime and violence   | 33 | Trade and exports  |
| 16  | Communicable/non-communicable diseases                         | 34 | Food security  |
| 17  | Information and communications technology                      | 35 | Reconstruction (neighborhood, infrastructure, and housing)   |
| 18  | Security/stabilization   |    |  |

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



**SECTION A: GENERAL ISSUES****A4. Economic growth can be driven by a number of factors.**

**Which FIVE areas below do you believe would contribute most to generating economic growth in Haiti? (Choose no more than FIVE)**

|    |  |    |  |
|----|--|----|--|
| 1  | Energy (e.g. electricity)                                      | 18 | Social cohesion  |
| 2  | Gender equity  | 19 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 3  | Equality of opportunity (i.e., equity)                         | 20 | Domestic private sector development  |
| 4  | Global/regional integration                                    | 21 | Job creation/employment  |
| 5  | Social protection (e.g., pensions, targeted social assistance) | 22 | Agricultural development   |
| 6  | Climate change (e.g., mitigation, adaptation)                  | 23 | Food security  |
| 7  | Anti-corruption  | 24 | Transport (e.g., roads, bridges, transportation)   |
| 8  | Disaster management  | 25 | Security/stabilization   |
| 9  | Regional conflict and tensions                                 | 26 | Education  |
| 10 | Rural development  | 27 | Natural resource management (e.g., oil, gas, mining)   |
| 11 | Foreign direct investment                                      | 28 | Environmental sustainability   |
| 12 | Urban development  | 29 | Health   |
| 13 | Water and sanitation   | 30 | Reconstruction (neighborhood, infrastructure, and housing)   |
| 14 | Trade and exports  | 31 | Law and justice (e.g., judicial system)  |
| 15 | Information and communications technology                      | 32 | Local governance and institutions  |
| 16 | Regulatory framework   | 33 | Crime and violence   |
| 17 | Communicable/non-communicable diseases                         | 34 | Financial markets  |

**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 Haiti? (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  | Improved nutrition and food security  |
| 5  | Greater access to health  |
| 6  | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)       |
| 7  | Accelerated reconstruction  |
| 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 | Greater voice and participation for citizens to help ensure greater Government accountability |
| 16 | A growing middle class  |
| 17 | Other (please specify): _____   |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

| How familiar are you with the work of these organizations in Haiti? |   |                        |   |   |   |   |   |   |   |   |                       |
|---|---|------------------------|---|---|---|---|---|---|---|---|-----------------------|
|   |   | Not familiar<br>at all |   |   |   |   |   |   |   |   | Extremely<br>familiar |
| <b>B1</b>   | World Bank (WB/BM)                        | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                    |
| <b>B2</b>   | Inter-American Development Bank (IDB/BID) | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                    |
| <b>B3</b>   | Latin American Development Bank (CAF)     | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                    |
| <b>B4</b>   | Caribbean Development Bank (CDB)          | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                    |

| Overall, please rate your impression of the effectiveness of these organizations in Haiti. |   |                         |   |   |   |   |   |   |   |                        |    |                          |                          |
|--|---|-------------------------|---|---|---|---|---|---|---|------------------------|----|--------------------------|--------------------------|
|  |   | Not effective<br>at all |   |   |   |   |   |   |   | Extremely<br>effective |    | Don't<br>know            | Prefer not<br>to answer  |
| B5   | World Bank (WB/BM)                        | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                      | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| B6   | Inter-American Development Bank (IDB/BID) | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                      | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| B7   | Latin American Development Bank (CAF)     | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                      | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| B8   | Caribbean Development Bank (CDB)          | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                      | 10 | <input type="checkbox"/> | <input type="checkbox"/> |

| <b>B9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Haiti solve its most complicated development challenges?</b> |   |   |   |   |   |   |   |   |                                 |  |               |                          |                          |
|--|---|---|---|---|---|---|---|---|---------------------------------|--|---------------|--------------------------|--------------------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                              |  |               | <input type="checkbox"/> | <input type="checkbox"/> |
| To no degree<br>at all   |   |   |   |   |   |   |   |   | To a very significant<br>degree |  | Don't<br>know | Prefer not<br>to answer  |                          |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B10. When thinking about how the World Bank Group can have the most impact on development results in Haiti, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Haiti? (Choose no more than FIVE)**

|    |  |    |  |
|----|--|----|--|
| 1  | Social protection (e.g., pensions, targeted social assistance)   | 19 | Equality of opportunity (i.e., equity)                     |
| 2  | Security/stabilization   | 20 | Regional conflict and tensions                             |
| 3  | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 21 | Health   |
| 4  | Transport (e.g., roads, bridges, transportation)   | 22 | Education  |
| 5  | Poverty reduction  | 23 | Food security  |
| 6  | Global/regional integration  | 24 | Climate change (e.g., mitigation, adaptation)              |
| 7  | Gender equity  | 25 | Agricultural development                                   |
| 8  | Crime and violence   | 26 | Trade and exports  |
| 9  | Rural development  | 27 | Economic growth  |
| 10 | Domestic private sector development  | 28 | Law and justice (e.g., judicial system)                    |
| 11 | Foreign direct investment  | 29 | Local governance and institutions                          |
| 12 | Water and sanitation   | 30 | Regulatory framework                                       |
| 13 | Energy (e.g. electricity)  | 31 | Communicable/non-communicable diseases                     |
| 14 | Social cohesion  | 32 | Natural resource management (e.g., oil, gas, mining)       |
| 15 | Job creation/employment  | 33 | Information and communications technology                  |
| 16 | Financial markets  | 34 | Anti-corruption  |
| 17 | Urban development  | 35 | Disaster management  |
| 18 | Environmental sustainability   | 36 | Reconstruction (neighborhood, infrastructure, and housing) |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B11. 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 Haiti?**

|    |   | Greatest Value<br>(Choose only ONE) | Second Greatest Value<br>(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. directly supporting the building of government 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 (e.g., South-South knowledge sharing)                     | <input type="checkbox"/>            | <input type="checkbox"/>                   |
| 10 | Strategy formulation (e.g., PRSP assistance)  | <input type="checkbox"/>            | <input type="checkbox"/>                   |
| 11 | Other (please specify): _____   | <input type="checkbox"/>            | <input type="checkbox"/>                   |

**How effectively do the World Bank Group's activities below support Haiti's efforts to achieve development results?**

|            |   | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           |                          | Don't know | Prefer not to answer |
|------------|---|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|------------|----------------------|
|            |   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |                          |            |                      |
| <b>B12</b> | Convening/Facilitating  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B13</b> | Data  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B14</b> | Policy advice, studies, analyses                                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B15</b> | Financial resources   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B16</b> | Technical assistance  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B17</b> | Mobilizing third party financial resources                          | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B18</b> | Donor coordination  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B19</b> | Linkage to non-Bank expertise (i.e., South-South knowledge sharing) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B20</b> | Strategy formulation (e.g., PRSP assistance)                        | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |

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

|            |   | To no degree at all |   |   |   |   |   |   |   |   |    | To a very significant degree |                          | Don't know | Prefer not to answer |
|------------|---|---------------------|---|---|---|---|---|---|---|---|----|------------------------------|--------------------------|------------|----------------------|
|            |   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                              |                          |            |                      |
| <b>B21</b> | 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"/>     | <input type="checkbox"/> |            |                      |
| <b>B22</b> | 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"/>     | <input type="checkbox"/> |            |                      |
| <b>B23</b> | The public sector, related to reforming institutions (organizations or sociopolitical conditions)                                     | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     | <input type="checkbox"/> |            |                      |
| <b>B24</b> | The private sector, related to institutional and policy change  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>     | <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 Haiti? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)**

|            |  | Not effective<br>at all |   |   |   |   |   |   |   |   |    | Very<br>effective | Don't<br>know            | Prefer not<br>to answer  |
|------------|--|-------------------------|---|---|---|---|---|---|---|---|----|-------------------|--------------------------|--------------------------|
| <b>B25</b> | Project implementation (or other organizational strengthening)                 | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B26</b> | Citizen engagement (incorporating citizens' voices into development)           | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B27</b> | Policy design (for clarity and better incentives to achieve development goals) | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B28</b> | Directly supporting building of government institutions                        | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |

**When thinking about how to improve capacity building in Haiti 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<br>at all |   |   |   |   |   |   |   |   |    | Very<br>important | Don't<br>know            | Prefer not<br>to answer  |
|------------|--|-------------------------|---|---|---|---|---|---|---|---|----|-------------------|--------------------------|--------------------------|
| <b>B29</b> | Project implementation (or other organizational strengthening)                 | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B30</b> | Citizen engagement (incorporating citizens' voices into development)           | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B31</b> | Policy design (for clarity and better incentives to achieve development goals) | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B32</b> | Directly supporting building of government institutions                        | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                   | <input type="checkbox"/> | <input type="checkbox"/> |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

|  |   |
|--|---|
| <b>B33. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Haiti? (Choose no more than TWO)</b> |   |
| 1  | Staff too inaccessible  |
| 2  | Not exploring alternative policy options                                      |
| 3  | Not adequately sensitive to political/social realities in Haiti               |
| 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   | Its advice and strategies do not lend themselves to practical problem solving |
| 18   | Not focused enough on issues that are unique to fragile countries             |
| 19   | Inadequate number of World Bank Group staff members located in the country    |
| 20   | Other (please specify): _____   |
| 21   | Don't know  |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B34. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Haiti? (Choose no more than TWO)**

|    |   |
|----|---|
| 1  | Capacity development (e.g. directly supporting the building of government 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  | Co-financing arrangements (i.e., with other donors)                                     |
| 8  | Sector-wide approaches  |
| 9  | Emergency Recovery Grants   |
| 10 | Other (please specify): _____   |
| 11 | Don't know  |

**B35. 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)/Local communities |
| 9  | Beneficiaries  |
| 10 | Foundations  |
| 11 | Faith based organizations                              |
| 12 | UN and regional peace keeping forces                   |
| 13 | Emerging donors  |
| 14 | UN agencies  |
| 15 | Regional organizations (e.g. Caricom)                  |
| 16 | Other (please specify): _____                          |
| 17 | Don't know   |

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

| To what extent do you agree with the following statements about the World Bank Group's work in Haiti? |   |                   |   |   |   |   |   |   |   |   |    |                          |                          |            |                      |
|---|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|------------|----------------------|
|   |   | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           |                          | Don't know | Prefer not to answer |
| <b>B36</b>  | Overall the World Bank Group currently plays a relevant role in development in Haiti                          | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B37</b>  | The World Bank Group's work is aligned with what I consider the development priorities for Haiti              | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B38</b>  | The World Bank Group supports Haiti's efforts to reduce social exclusion                                      | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B39</b>  | The World Bank Group supports programs and strategies that are realistic for Haiti                            | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B40</b>  | The World Bank Group treats clients and stakeholders in Haiti with respect                                    | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B41</b>  | The World Bank Group is an organization that does not represent a particular ideological perspective in Haiti | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B42</b>  | The World Bank Group is an organization that is not overly influenced by any particular country               | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B43</b>  | The World Bank Group respects the views and demands of the government of Haiti                                | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>B44</b>  | The World Bank Group listens and takes into account your views  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |

**B45. When considering the national development needs in Haiti, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Haiti meet the national development needs of Haiti?**

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



**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

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

|            |  | To no degree<br>at all |   |   |   |   |   |   |   |   |    | To a very<br>significant degree |  | Don't<br>know            | Prefer not<br>to answer  |
|------------|--|------------------------|---|---|---|---|---|---|---|---|----|---------------------------------|--|--------------------------|--------------------------|
|            |  | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                                 |  |                          |                          |
| <b>B46</b> | Responsiveness   |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B47</b> | Flexibility (in terms of the institution's products and services)                                  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B48</b> | Flexibility (in terms of changing country circumstances)   |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B49</b> | Being inclusive  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B50</b> | Openness (sharing data and other information)  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B51</b> | Staff accessibility  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B52</b> | Straightforwardness and honesty  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B53</b> | Ease of access to the people at the World Bank Group who are making decisions important to my work |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B54</b> | Collaboration with civil society   |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B55</b> | Collaboration with the Government  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B56</b> | Collaboration with other donors and development partners   |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B57</b> | Collaboration with the private sector  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B58</b> | The speed in which it gets things accomplished on the ground                                       |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B59</b> | Being a long-term partner  |                        |   |   |   |   |   |   |   |   |    |                                 |  | <input type="checkbox"/> | <input type="checkbox"/> |

**B60. To be a more effective development partner in Haiti, 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 |
|--|--|--|-------------------------------------|

**B61. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)**

|    |  |
|----|--|
| 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  | Corruption in the country  |
| 5  | Poor donor coordination  |
| 6  | The World Bank Group works too slowly  |
| 7  | Lack of adequate level of decision-making in Government                                  |
| 8  | Political pressures and obstacles presented by vested interests                          |
| 9  | Reforms are not well thought out in light of country challenges                          |
| 10 | Ongoing fragility and instability  |
| 11 | Inadequate funding   |
| 12 | Lack of/inadequate levels of capacity in Government                                      |
| 13 | Other (please specify): _____  |

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

| <b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Haiti?</b> |  |                         |   |   |   |   |   |   |   |   |    |                          |                          |                         |
|---|--|-------------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|-------------------------|
|   |  | Not important<br>at all |   |   |   |   |   |   |   |   |    | Very<br>important        | Don't<br>know            | Prefer not<br>to answer |
|   |  | 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"/> | <input type="checkbox"/> |                         |
| 2   | Information and communications technology  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 3   | Transport (e.g., roads, bridges, transportation)   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 4   | Crime and violence   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 5   | Regional conflict and tensions   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 6   | Law and justice (e.g., judicial system)  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 7   | Urban development  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 8   | Environmental sustainability   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 9   | Regulatory framework   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 10  | Communicable/non-communicable diseases   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 11  | Poverty reduction  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 12  | Gender equity  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 13  | Domestic private sector development  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 14  | Foreign direct investment  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 15  | Local governance and institutions  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 16  | Water and sanitation   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 17  | Trade and exports  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 18  | Economic growth  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 19  | Reconstruction (neighborhood, infrastructure, and housing)   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 20  | Energy (e.g. electricity)  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 21  | Disaster management  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 22  | 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"/> | <input type="checkbox"/> |                         |
| 23  | Job creation/employment  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 24  | Social cohesion  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 25  | Financial markets  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 26  | Equality of opportunity (i.e., equity)   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 27  | Health   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 28  | Rural development  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 29  | Global/regional integration  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 30  | Food security  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 31  | Education  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 32  | Security/stabilization   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 33  | Social protection (e.g., pensions, targeted social assistance)   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 34  | Climate change (e.g., mitigation, adaptation)  | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 35  | Agricultural development   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                         |
| 36  | Natural resource management (e.g., oil, gas, mining)   | 1                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <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 Haiti? (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               | Prefer not to answer |
|----|--|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|----------------------|
|    |  | 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"/> | <input type="checkbox"/> |                      |
| 2  | Transport (e.g., roads, bridges, transportation)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 3  | Regional conflict and tensions   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 4  | Urban development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 5  | Regulatory framework   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 6  | Health/Communicable/non-communicable diseases  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 7  | Poverty reduction  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 8  | Gender equity  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 9  | Domestic private sector development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 10 | Foreign direct investment  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 11 | Local governance and institutions  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 12 | Water and sanitation   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 13 | Trade and exports  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 14 | Economic growth  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 15 | Energy (e.g. electricity)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 16 | Disaster management/ Climate resilience (e.g., mitigation, adaptation)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 17 | 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"/> | <input type="checkbox"/> |                      |
| 18 | Job creation/employment  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 19 | Financial markets  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 20 | Rural development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 21 | Global/regional integration  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 22 | Education  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 23 | Stabilization  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 24 | Food security/Social protection (e.g. targeted social assistance)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 25 | Reconstruction (neighborhood, infrastructure, and housing)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 26 | Agricultural development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| 27 | Natural resource management (e.g., oil, gas, mining)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

| <b>C3. To what extent does the World Bank Group's work help to achieve development results in Haiti?</b> |   |   |   |   |   |   |   |   |                              |  |  |                          |                          |
|--|---|---|---|---|---|---|---|---|------------------------------|--|--|--------------------------|--------------------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           |  |  | <input type="checkbox"/> | <input type="checkbox"/> |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree |  |  | Don't know               | Prefer not to answer     |

| <b>C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Haiti?</b> |   |   |   |   |   |   |   |   |                              |  |  |                          |                          |
|---|---|---|---|---|---|---|---|---|------------------------------|--|--|--------------------------|--------------------------|
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           |  |  | <input type="checkbox"/> | <input type="checkbox"/> |
| To no degree at all   |   |   |   |   |   |   |   |   | To a very significant degree |  |  | Don't know               | Prefer not to answer     |

| <b>To what extent do you agree with the following statements about the World Bank Group in Haiti?</b> |   |                   |   |   |   |   |   |   |   |   |    |                          |                          |                      |
|---|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|----------------------|
|   |   | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know               | Prefer not to answer |
| <b>C5</b>   | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Haiti | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |                      |
| <b>C6</b>   | The World Bank Group meets Haiti'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"/> | <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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

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

|  |   |   |   |   |   |   |   |   |    |                          |                          |            |                      |  |
|--|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|------------|----------------------|--|
| <b>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?</b> |   |   |   |   |   |   |   |   |    |                          |                          |            |                      |  |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |  |
| Not significant at all   |   |   |   |   |   |   |   |   |    | Very significant         |                          | Don't know | Prefer not to answer |  |

|  |   |   |   |   |   |   |   |   |    |                             |                          |            |                      |  |
|--|---|---|---|---|---|---|---|---|----|-----------------------------|--------------------------|------------|----------------------|--|
| <b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b> |   |   |   |   |   |   |   |   |    |                             |                          |            |                      |  |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>    | <input type="checkbox"/> |            |                      |  |
| Very low technical quality   |   |   |   |   |   |   |   |   |    | Very high technical quality |                          | Don't know | Prefer not to answer |  |

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN HAITI**

**F1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Haiti?**

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

**F2. How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Haiti's development in the near future?**

|                               |   |   |   |   |                       |   |   |   |    |                          |                          |
|-------------------------------|---|---|---|---|-----------------------|---|---|---|----|--------------------------|--------------------------|
| 1                             | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| Not a significant role at all |   |   |   |   | Very significant role |   |   |   |    | Don't know               | Prefer not to answer     |

**F3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti? (Choose no more than TWO)**

|    |  |
|----|--|
| 1  | Provide more adequate data/knowledge/statistics/figures on Haiti's economy   |
| 2  | Collaborate more effectively with Government clients (e.g., national, state, local)  |
| 3  | Offer more innovative financial products   |
| 4  | Increase the level of capacity development in the country (e.g. directly supporting the building of government institutions) |
| 5  | Improve the quality of its experts as related to Haiti's specific challenges   |
| 6  | Offer more innovative knowledge services   |
| 7  | Ensure greater selectivity in its work   |
| 8  | Reach out more to groups outside of Government   |
| 9  | Reduce the complexity of World Bank Group procedures   |
| 10 | Work faster  |
| 11 | Increase the level of World Bank Group staffing in Haiti's office  |
| 12 | Other (please specify): _____  |

**F4. When considering the combination of services that the World Bank Group offers in Haiti, 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 Haiti?**

|   |  |
|---|--|
| 1 | Financial services                       |
| 2 | Knowledge products                       |
| 3 | Convening services                       |
| 4 | None of the above                        |
| 5 | The combination is appropriate for Haiti |
| 6 | Don't know                               |

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN HAITI**

| <b>F5. Please answer the following questions:</b> |   | <b>(Choose no more than THREE for each column)</b>   |  |
|---|---|--|--|
|   |   | <b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti?</b> | <b>B. Which THREE areas below would benefit most from other donors in Haiti?</b> |
| 1   | Social safety nets                        | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 2   | Public financial management               | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 3   | Reducing violence                         | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 4   | Conflict resolution mechanisms            | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 5   | Access to basic services                  | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 6   | Capacity of state institutions            | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 7   | Mining industry                           | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 8   | Improving livelihoods                     | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 9   | Social cohesion                           | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 10  | Disaster/Risk management and preparedness | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 11  | Access to electricity                     | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 12  | Increasing regional development           | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 13  | Jobs                                      | <input type="checkbox"/>   | <input type="checkbox"/>   |
| 14  | Private sector development                | <input type="checkbox"/>   | <input type="checkbox"/>   |



**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Haiti?  
(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. In which language would you prefer to receive information from the World Bank Group?  
(Select only ONE response)**

|   |         |
|---|---------|
| 1 | French  |
| 2 | Creole  |
| 3 | English |

|           |  |            |           |
|-----------|--|------------|-----------|
| <b>G4</b> | 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? | <b>Yes</b> | <b>No</b> |
| <b>G5</b> | Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>                       | <b>Yes</b> | <b>No</b> |
| <b>G6</b> | Were you able to obtain this information?  | <b>Yes</b> | <b>No</b> |
| <b>G7</b> | Do you have access to the Internet?  | <b>Yes</b> | <b>No</b> |
| <b>G8</b> | Do you use/have you used the World Bank Group website?   | <b>Yes</b> | <b>No</b> |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| Please rate how much you agree with the following statements. |   |                   |   |   |   |   |   |   |   |   |    |                          |                          |            |                      |
|---|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|------------|----------------------|
|   |   | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           |                          | Don't know | Prefer not to answer |
|   |   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |                          |            |                      |
| <b>G9</b>   | I use/consult World Bank Group's data more often than I did a few years ago   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>G10</b>  | I find the World Bank Group's websites easy to navigate.  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>G11</b>  | I find the information on the World Bank Group's websites useful.   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>G12</b>  | The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>G13</b>  | 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.)                           | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |            |                      |
| <b>G14</b>  | The World Bank Group is responsive to my information requests and inquiries   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <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**

| <b>H1. Which of the following best describes your current position? (Select only ONE response)</b> |  |
|--|--|
| 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   | Financial Sector/Private Bank  |
| 12   | NGO  |
| 13   | Community Based Organization   |
| 14   | Media (Press, Radio, TV, Web, etc.)  |
| 15   | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 16   | Trade Union  |
| 17   | Faith-Based Group  |
| 18   | Academia/Research Institute/Think Tank   |
| 19   | Judiciary Branch   |
| 20   | Other (please specify): _____  |

| <b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b> |   |    |  |
|--|---|----|--|
| 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**

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

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

|   |     |
|---|-----|
| <b>H5. Do your projects involve both the World Bank and IFC?<br/>(If YES please go to Question H6; If NO please go to H7)</b> |     |
| 1   | Yes |
| 2   | No  |

|   |                                     |
|---|-------------------------------------|
| <b>H6. If yes, what was your view on the two institutions working together in Haiti? (Select only ONE response)</b> |                                     |
| 1   | Working well together               |
| 2   | Collaborating but needs improvement |
| 3   | In conflict                         |
| 4   | Other                               |
| 5   | Don't know                          |

|   |   |
|---|---|
| <b>H7. Which of the following describes most of your exposure to the World Bank Group in Haiti?<br/>(Choose no more than TWO)</b> |   |
| 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.        |

|  |                        |
|--|------------------------|
| <b>H8. Which best represents your geographic location?</b> |                        |
| 1  | Port-au-Prince         |
| 2  | Outside Port-au-Prince |

**Thank you for completing the survey!**