



Senegal

The World Bank Group
Country Survey FY 2014

Report of Findings
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Country Opinion Surveys
THE WORLD BANK GROUP

Acknowledgements

The Senegal 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, Svetlana Markova and Jessica Cameron. 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 Senegal country team and the local fielding agency NEXUS GROUPE. In particular, PORG is grateful to Marie-Chantal Uwanyiligira (Country Program Coordinator) and Mademba Ndiaye (Senior Communications Officer) 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 Senegal perceive the Bank Group;
- Obtain systematic feedback from stakeholders in Senegal regarding:
 - Their views regarding the general environment in Senegal;
 - Their overall attitudes toward the World Bank Group in Senegal;
 - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Senegal;
 - Perceptions of the World Bank Group's future role in Senegal.
- Use data to help inform Senegal country team's strategy.

II. Methodology

Between April and July 2014, 2826 stakeholders of the WBG in Senegal 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; elected members of the National Assembly; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral and multilateral agencies; private sector organizations; financial sector/private banks; NGOs; the media; independent government institutions; trade unions; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 269 stakeholders participated in the survey (10% response rate).

Respondents completed questionnaires with a representative of the fielding agency face to face. Respondents were asked about: general issues facing Senegal; 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 Senegal; and the WBG's communication and information sharing.

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.

The results in this year's Country Survey were compared to those in the Country Surveys conducted in FY'11 (N=396; 54% response rate) and FY'07 (N=143; 34% response rate). Data were weighted to reach the same stakeholder composition in three years, which allows for comparisons among three years. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'14 data and the total number of respondents in three years are slightly different from those of the original data reported in appendices A, B, C, D, F, G. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 129).

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

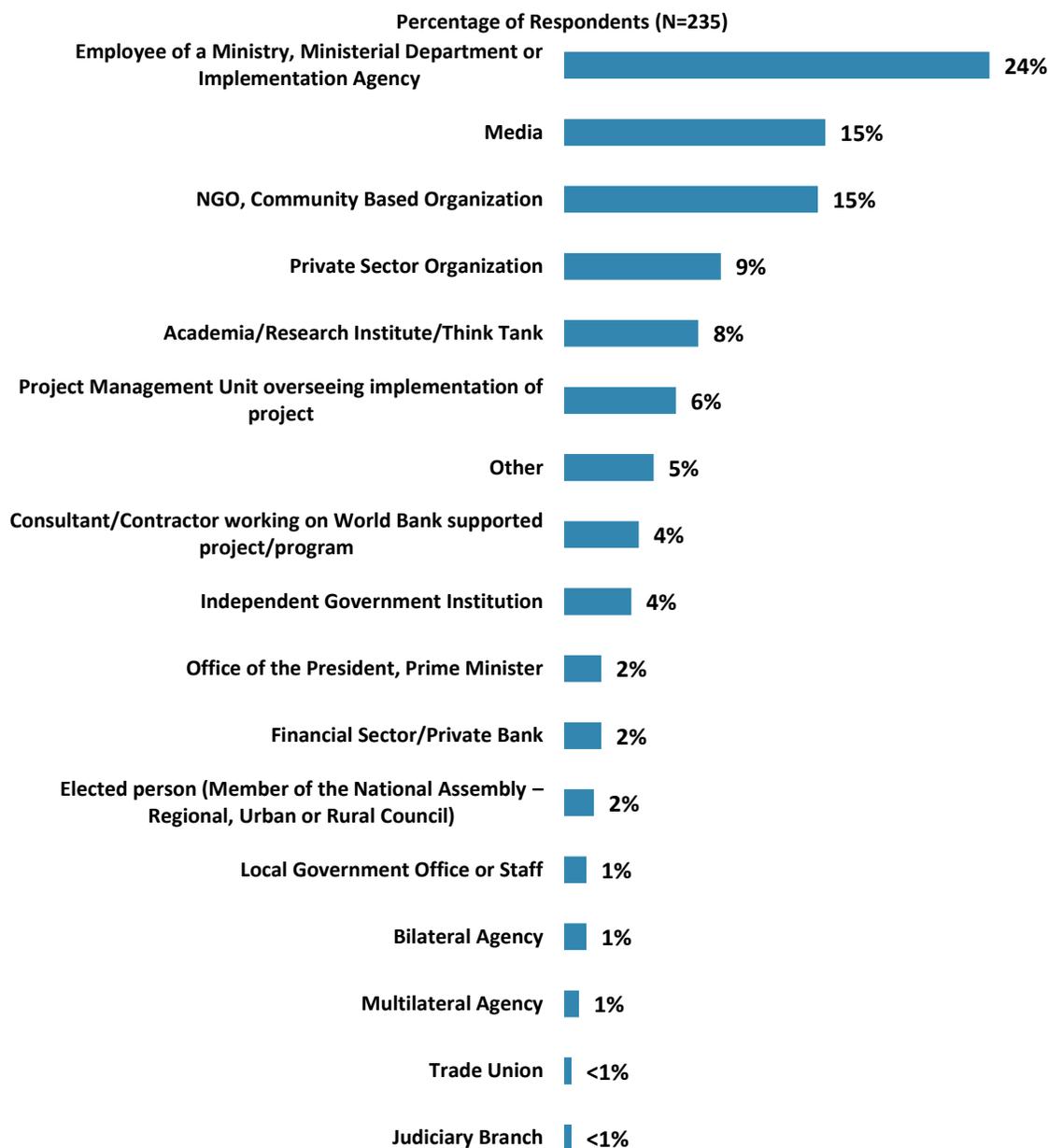
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): their familiarity with the WBG, its effectiveness in Senegal, WBG staff preparedness to help Senegal solve its development challenges, the WBG's local presence, the WBG's capacity building in Senegal, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Senegal, and in which sectoral areas the WBG should focus most of its resources.
- 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 Senegal, the extent to which the WBG meets Senegal's needs for knowledge services and financial instruments, the extent Senegal received value for the WBG's fee-based services, the importance for the WBG to be involved in thirty one development areas, and the WBG's level of effectiveness across these areas, such as public sector governance/reform, education, and agricultural development.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked how often they use the WBG's knowledge work, and were asked 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, and disbursing funds promptly. The respondents were also asked to rate the contribution of the WBG's technical assistance to solving Senegal's development challenges.
- F. The Future Role of the World Bank Group in Senegal: Respondents were asked to indicate what the WBG should do to make itself of greater value in Senegal and which services the WBG should offer more of in the country.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, were asked to rate WBG's responsiveness to information requests, value of its social media channels, levels of easiness to find information they needed, the levels of easiness to navigate the WBG websites, and whether they use WBG data more often than before.
- 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 Senegal, which WBG agencies they work with, their geographic locations, and whether they think that the IFC and the World Bank work well together.

III. Demographics of the Sample

Current Position

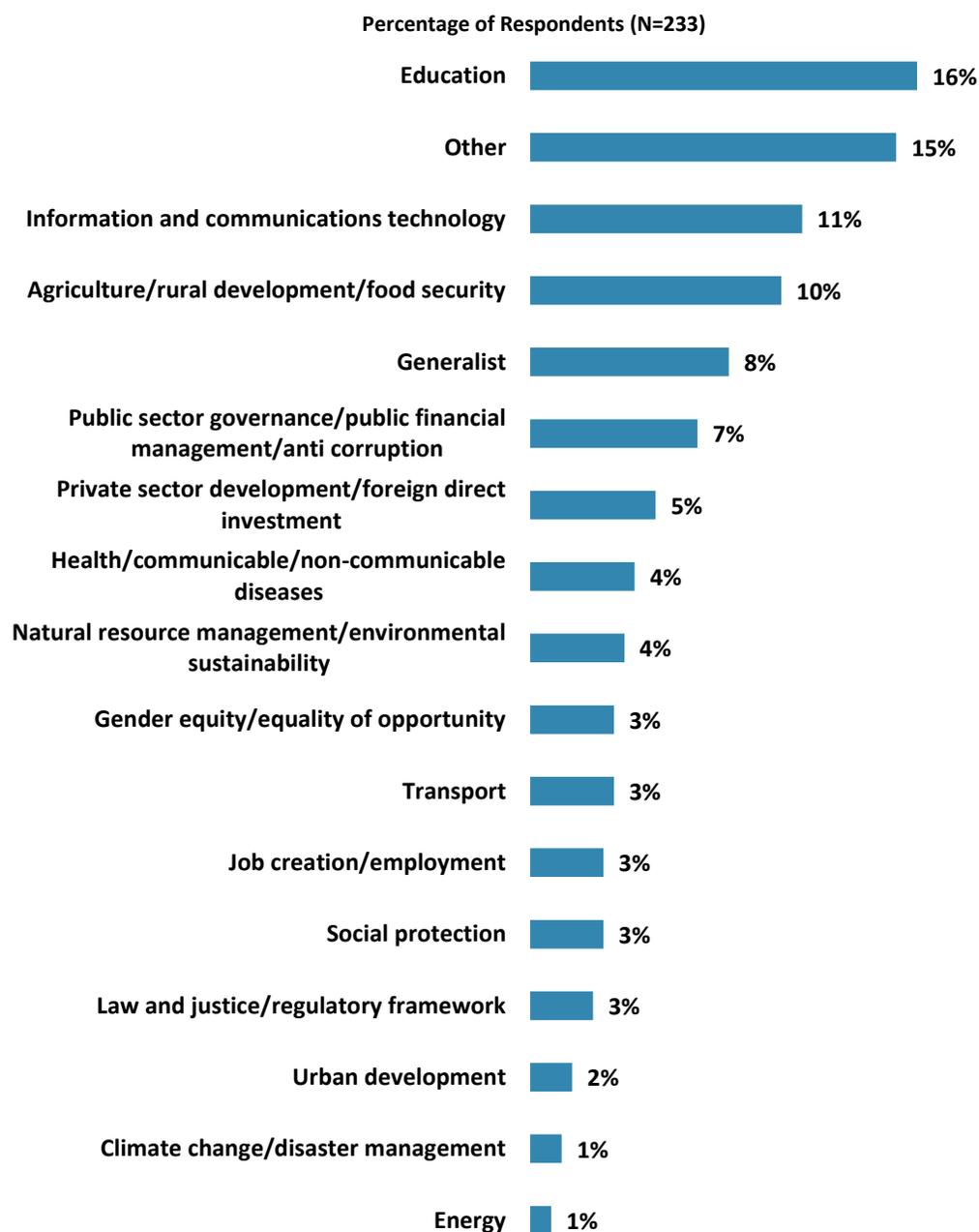
- For further analyses, respondents from ministries/ministerial departments, PMUs, and consultants working WBG projects were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs, CBOs, and trade unions were combined into “CSO.” Few respondents from the Office of President, Prime Minister, National Assembly, local governments, bilateral/multilateral agencies, the judiciary branch and other organizations were included in the “Other” category.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization¹



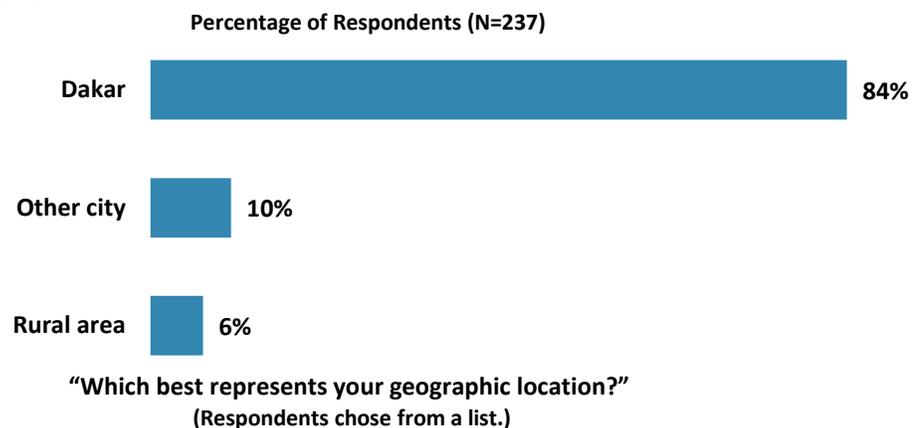
“Please identify the primary specialization of your work.” (Respondents chose from a list.)

¹ Given the large number of respondents specializing in education, information and communications technology, and agriculture/rural development/food security, cross-sectoral analyses were conducted to examine if respondents from these three sectors dominated the overall responses to the multiple choice questions about development priorities and sectoral areas which can contribute to economic growth and poverty reduction in the country.

III. Demographics of the Sample (continued)

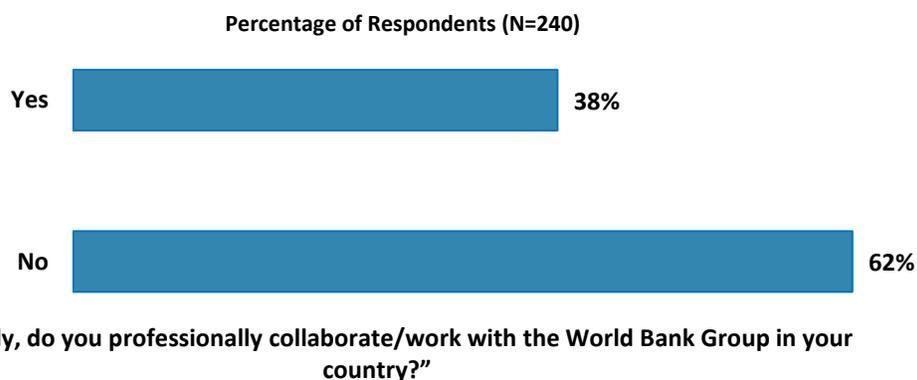
Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 102).



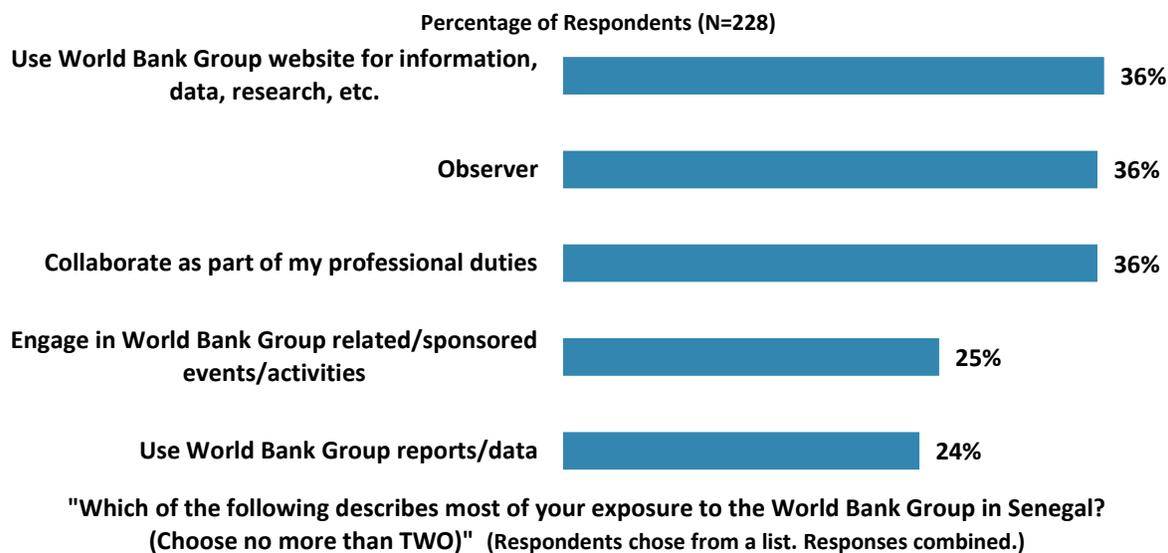
Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Senegal, can be found in Appendix F (see page 131) and Appendix G (see page 132). 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 F.

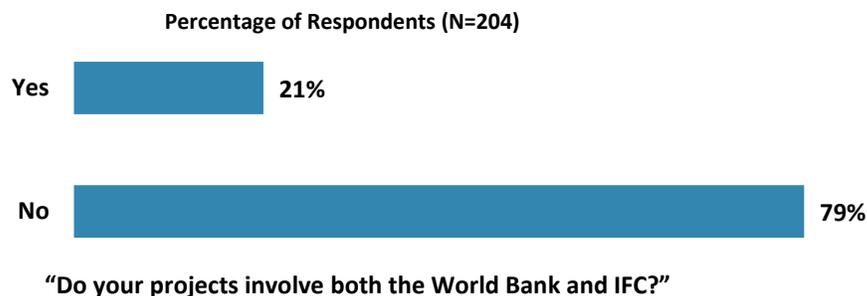
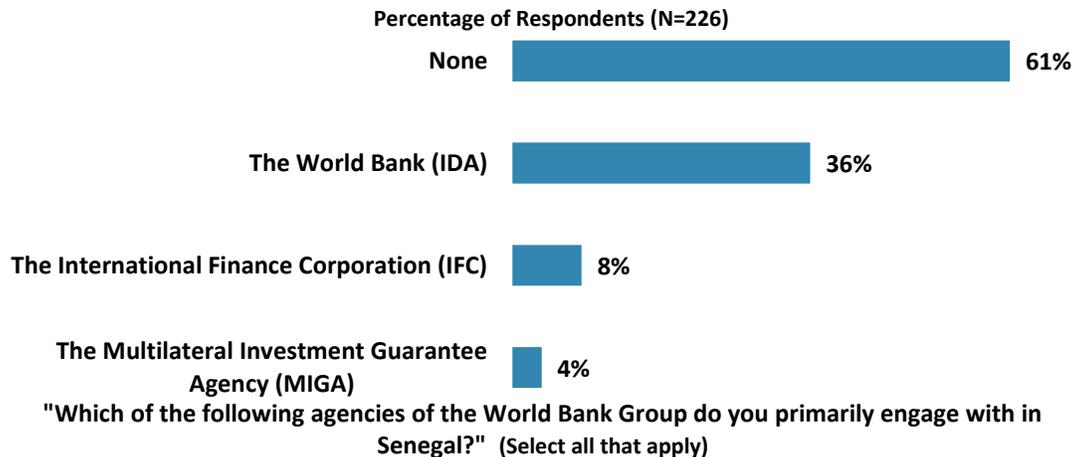


III. Demographics of the Sample (continued)

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



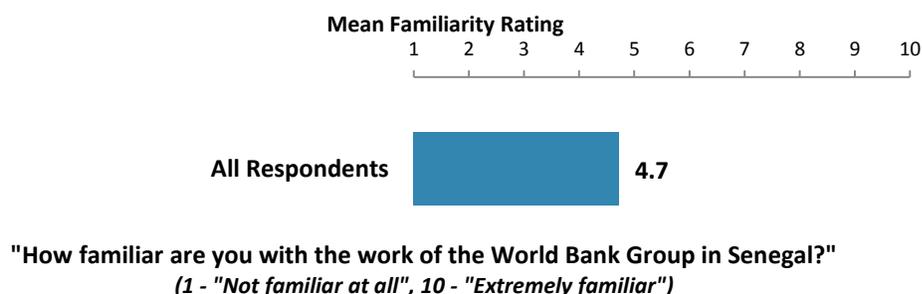
Exposure to Agencies within the World Bank Group



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents of this year's Country Survey had statistically similar levels of familiarity (mean levels of familiarity = 4.8) with the WBG as the respondents in the FY'11 Country Survey (mean levels of familiarity = 5.2). But they were significantly *less* familiar with the WBG than respondents in the FY'07 Country Survey (mean levels of familiarity = 6.2)².
- Among all stakeholder groups, respondents from ministries/PMUs and consultants were most familiar with the WBG, whereas respondents from the media and private sector/financial sector/private banks were significantly *less* familiar with the institution.
- Respondents across geographic locations had statistically similar levels of familiarity with the WBG.
- Respondents who professionally collaborate with the WBG were significantly *more* familiar (mean levels of familiarity = 6.3) with the institution than those who do not collaborate with it (mean levels of familiarity = 3.9).
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Senegal, and significantly, moderately correlated with the respondents' perceptions of the WBG's relevance to Senegal's development or its ability to help achieve development results in Senegal.

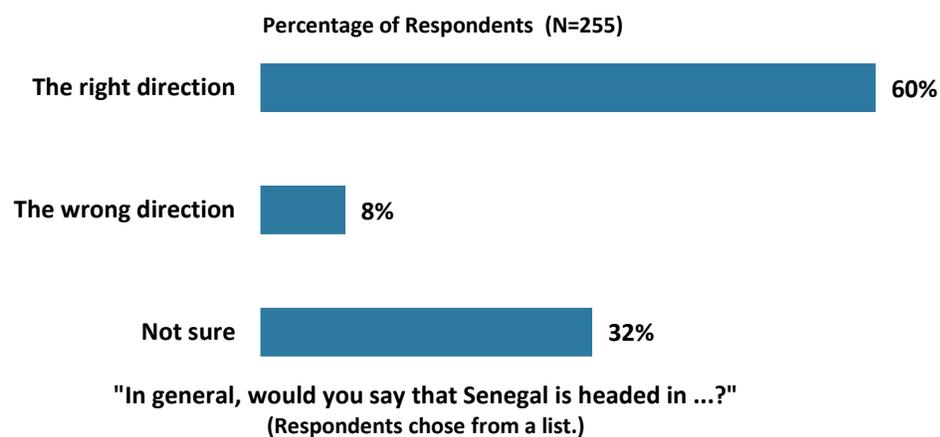


² All means in the description of year comparisons are calculated based on weighted data. Go to Appendix E for more details.

IV. General Issues Facing Senegal

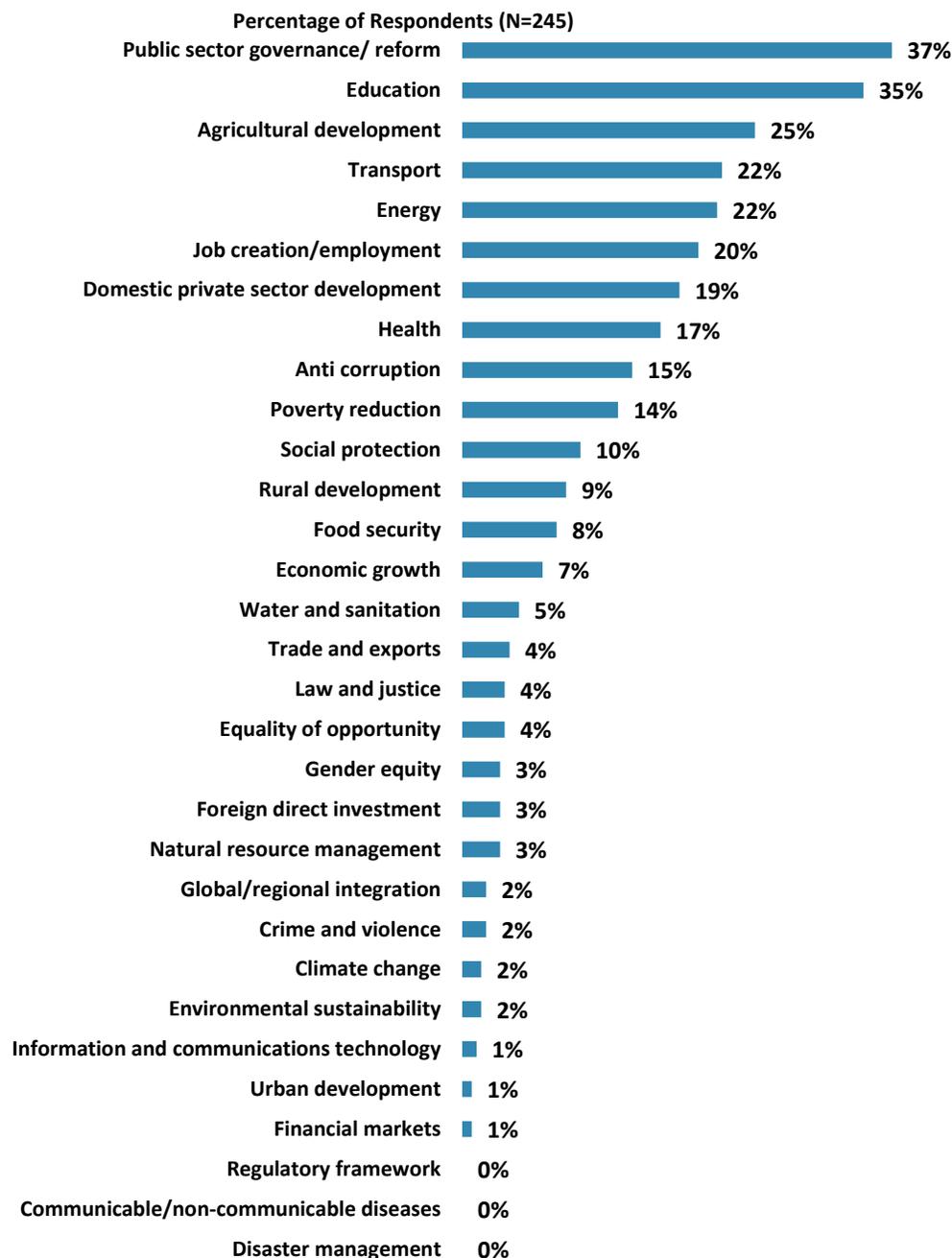
Headed in the Right Direction

- A plurality of respondents across stakeholder groups believed that Senegal is headed in the right direction.
- Respondents across geographic locations had statistically similar views of the country's direction.
- Respondents who do and do not professionally collaborate with the WBG also shared statistically similar views of the country's direction.



IV. General Issues Facing Senegal (continued)

Development Priority³



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

³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the top development priorities.

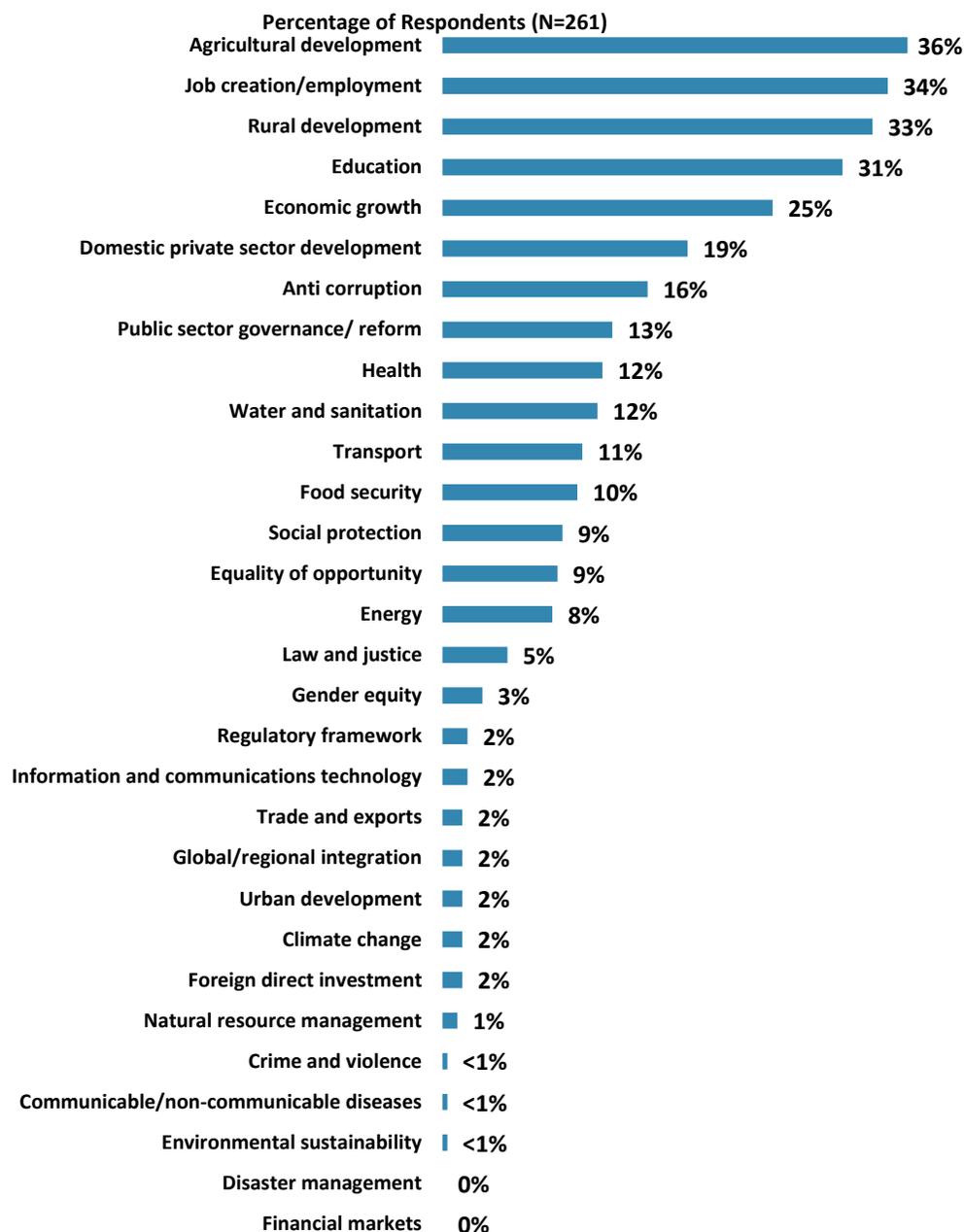
IV. General Issues Facing Senegal (continued)

Development Priority (continued)

- Respondents in the FY'07 Country Survey indicated that “*government effectiveness/governance* (34%)” was considered the most important development priorities for Senegal.
- Respondents in the FY'11 Country Survey indicated that the most important development priority in Senegal was “*improving governance and transparency*” (34%). This year’s respondents indicate that the most important development priorities in Senegal are “*public sector governance/ reform*” (37%) and “*education*” (36%).
- Respondents across stakeholder groups, geographic locations, and levels of collaboration all agreed that “*public sector governance/ reform*” and “*education*” are Senegal’s top two development priorities.
- Respondents who primarily specialize in “*education*” (16% of the sample) were significantly more likely to indicate that “*education*” is the top development priority in Senegal than respondents who specialize in other sectors.
- Respondents who primarily specialize in “*agriculture/ rural development/ food security*” (10% of the sample) were significantly more likely to indicate that “*agricultural development*” is the top development priority in Senegal than respondents who specialize in other sectors.

IV. General Issues Facing Senegal (continued)

What Would Contribute Most to Reducing Poverty ⁴



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

⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.

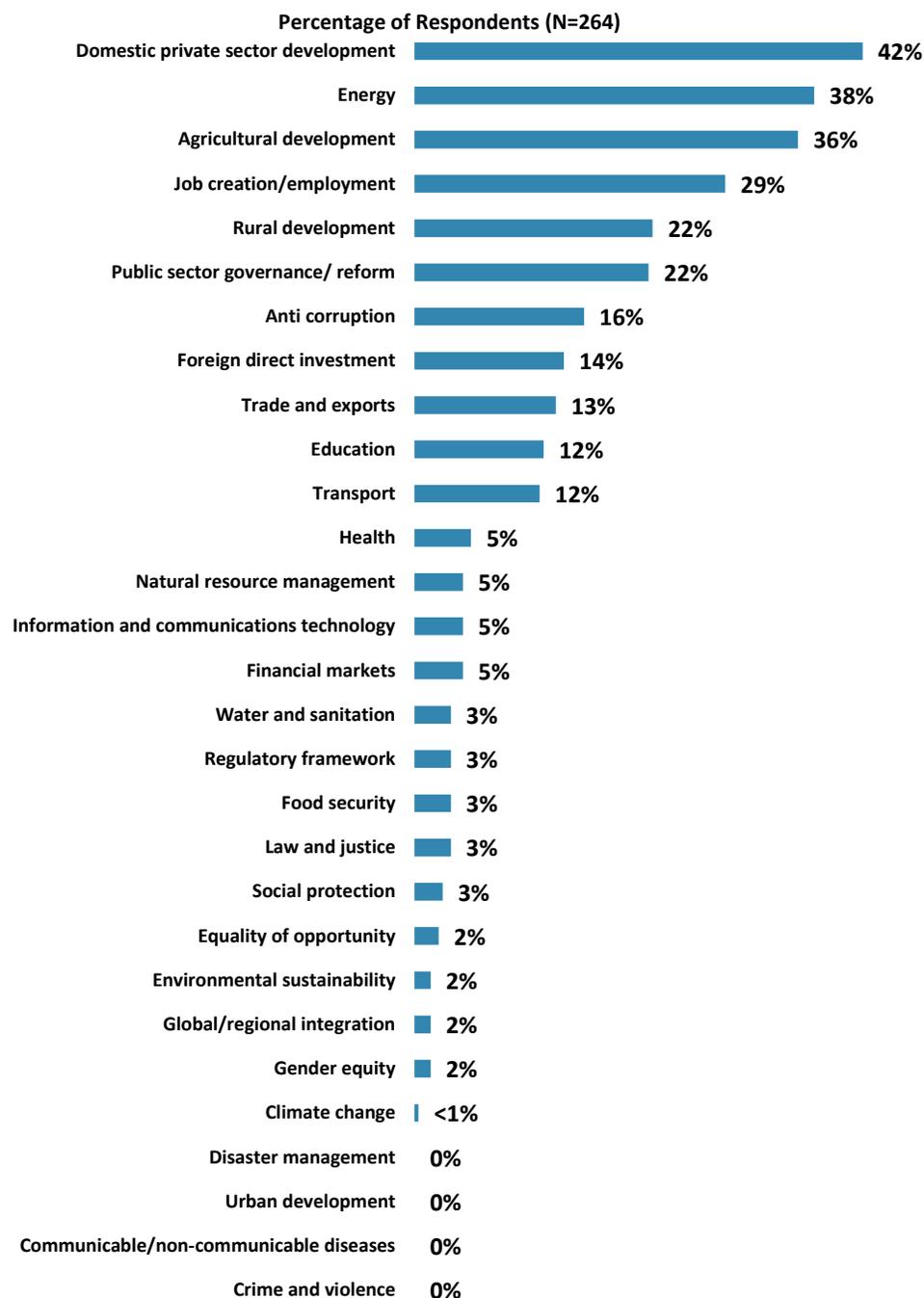
IV. General Issues Facing Senegal (continued)

What Would Contribute Most to Reducing Poverty (continued)

- Respondents in the FY'11 Country Survey indicated that “*increasing employment (39%)*” would contribute most to poverty reduction in Senegal. Similarly, in the FY '07 country survey, respondents indicated that “*agriculture development (45%)*” and “*increasing employment (37%)*” would contribute most to poverty reduction.
- This year’s respondents believed that “*agricultural development*” and “*job creation/employment*” would contribute most to reducing poverty in Senegal.
- Respondents across stakeholder groups, regardless of whether they collaborate with the WBG, all agreed that that “*agricultural development*” and “*job creation/employment*” would contribute most to reducing poverty in Senegal.
- Respondents located in rural areas in Senegal were significantly *less* likely to believe that “*job creation/employment*” would contribute most to poverty reduction in their country than respondents from Dakar and other cities.
- Respondents who primarily specialize in “*agriculture/ rural development/ food security (10% of the sample)*” were significantly *more* likely to indicate that “*agricultural development*” would contribute most to reducing poverty in Senegal than respondents who specialize in other sectors.

IV. General Issues Facing Senegal (continued)

What Would Contribute Most to Generating Economic Growth⁵



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

⁵ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the areas of development that would contribute most to economic growth.

IV. General Issues Facing Senegal (continued)

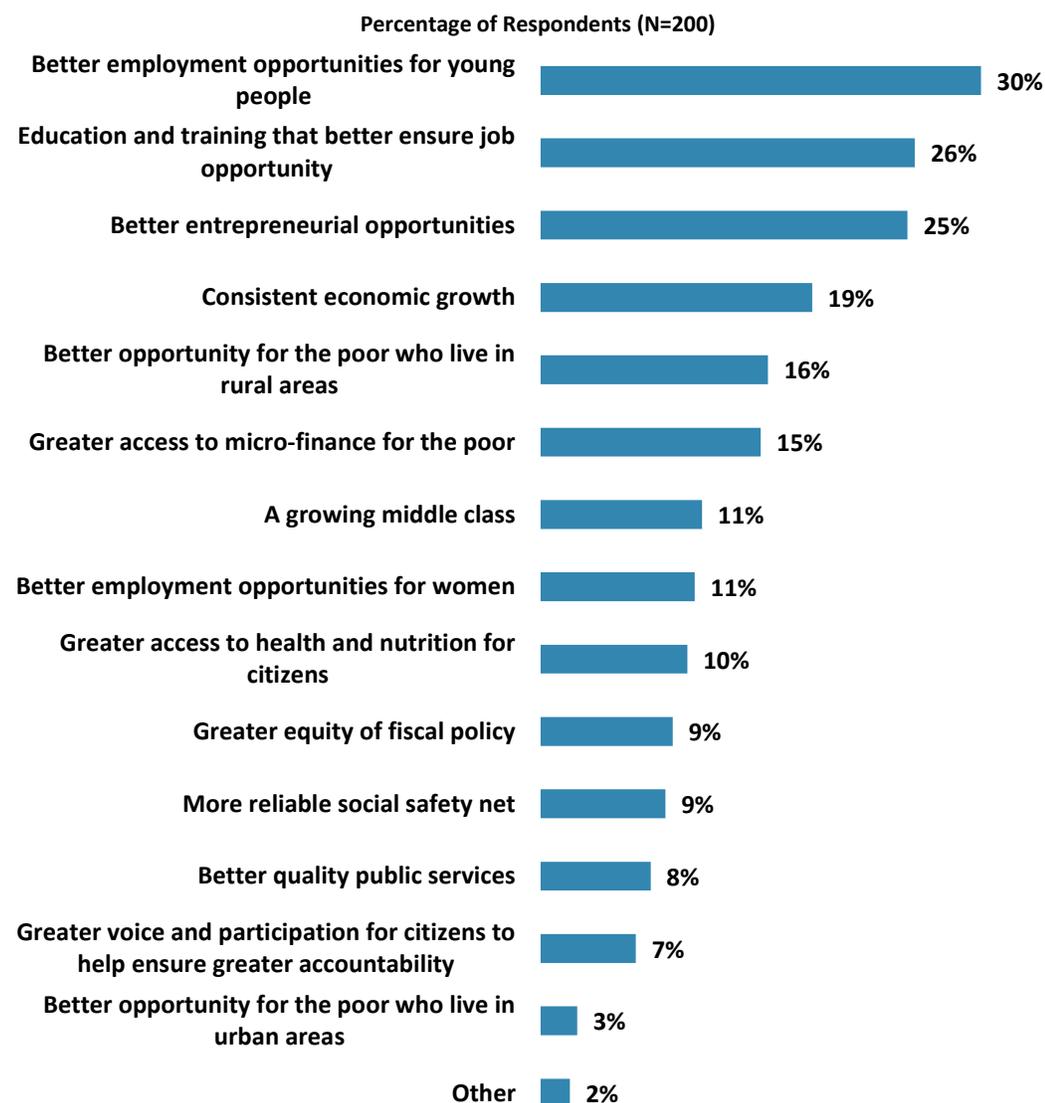
What Would Contribute Most to Generating Economic Growth (continued)

- Respondents in FY'11 Country Survey indicated that “*reducing corruption and improving governance (42%)*” and “*environment for private sector growth (31%)*” would contribute most to generating faster economic growth in Senegal.
- This year’s respondents indicated that “*domestic private sector development (42%)*” would contribute most to economic growth in Senegal.
- Respondents across stakeholder groups and geographic locations all considered “*domestic private sector development*” and “*energy*” the greatest contributors to economic growth in Senegal.
- Respondents who collaborate with the WBG were significantly more likely to indicate that “*domestic private sector development*” is the greatest contributor to Senegal’s economic growth.
- Respondents who primarily specialize in “*information and communications technology (11% of the sample)*” were significantly more likely to indicate that “*domestic private sector development*” is the greatest contributor to Senegal’s economic growth than respondents who specialize in other sectoral areas.

IV. General Issues Facing Senegal (continued)

Factors Contributing to “Shared Prosperity”

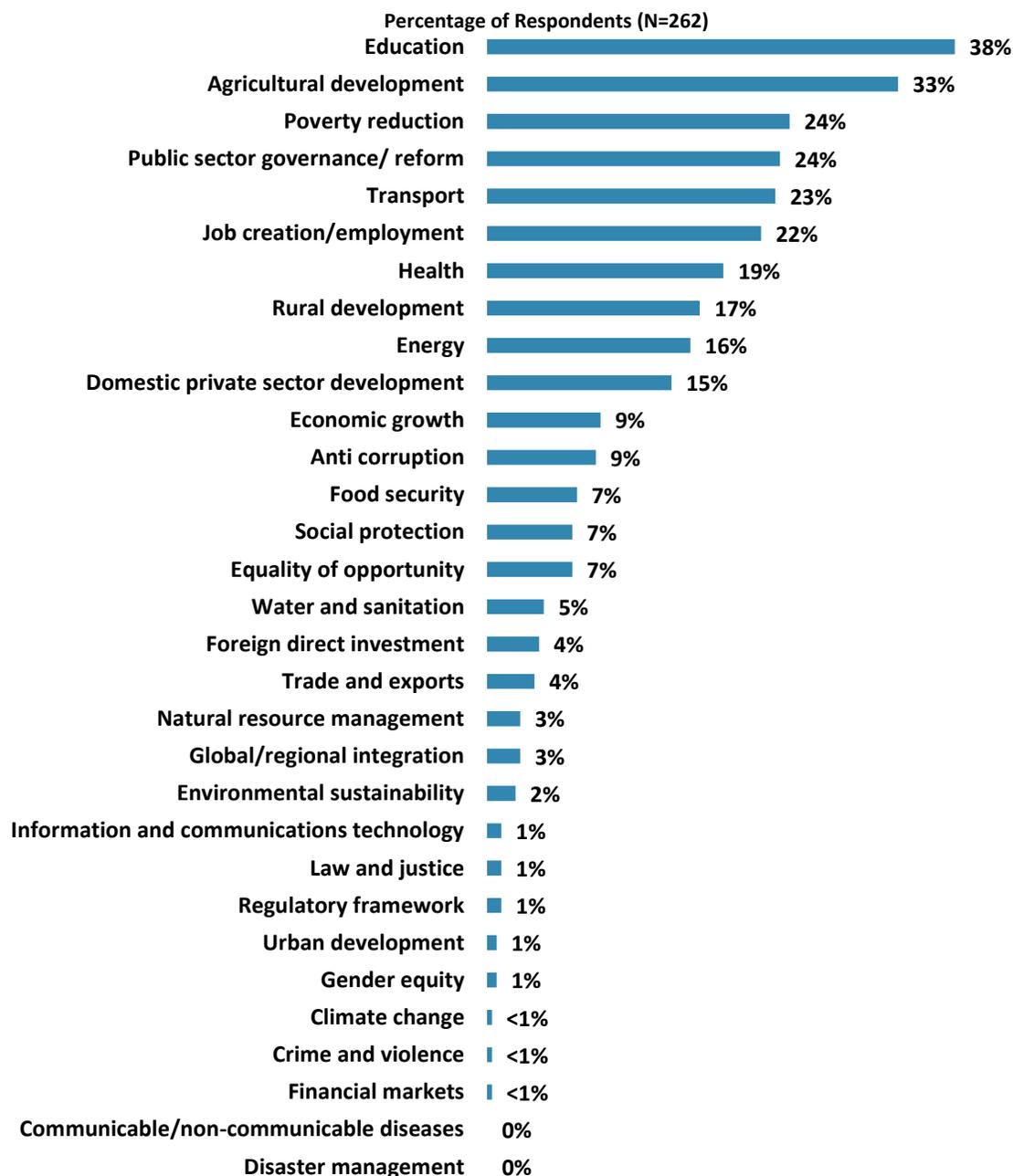
- Respondents across stakeholder groups, geographic locations, regardless of whether they collaborate with the WBG, all agreed that “*better employment opportunities for young people*” would best illustrate how shared prosperity would be achieved in Senegal.



"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Senegal?
(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 Resources⁶



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

⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents’ views about which areas the World Bank Group should focus its attention and resources on.

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

Where the World Bank Group Should Focus its Resources (continued)

- Respondents in the FY'11 Country Survey indicated that it would be most productive for the Bank to focus most of its resources on “*increasing employment* (28%)”. Respondents in the FY '07 Country Survey indicated that the Bank Group should focus its resources on “*economic growth* (24%)” and “*government effectiveness* (23%).” This year’s respondents indicated that “*education*” and “*agricultural development*” are areas where the WBG should focus.
- Respondents across stakeholder groups and geographic locations all indicated that the WBG should focus its resources on “*education*” and “*agricultural development*.”
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should focus its resources on “*agricultural development*” than respondents who do not.
- Respondents who specialize in “*education*” (16% of the sample) were significantly more likely to indicate that the WBG should focus its resources on “*education*” than respondents who specialize in other areas.

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

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

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

- This year’s respondents gave significantly lower ratings for the WBG’s effectiveness in Senegal (weighted mean = 5.5) than respondents in the FY’07 Country Survey (weighted mean = 6.2)⁷. The WBG received statistically similar ratings for its effectiveness in this year and FY’11 (weighted mean = 5.8).
- Respondents from independent government institutions had the highest ratings for the WBG’s effectiveness, whereas respondents from private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the WBG’s effectiveness.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings (6.5) for the WBG’s overall effectiveness in Senegal than respondents who do not collaborate with the WBG (4.9).



**"Overall, please rate your impression of the World Bank Group’s effectiveness in Senegal."
(1 - "Not effective at all", 10 - "Very effective")**

⁷ NOTE: It is worth pointing out that in FY’07, FY’11 and FY’14, the ratings for effectiveness are significantly, strongly correlated with the ratings for familiarity ($r=.49$, $p<.001$). Therefore, although respondents in FY14 gave significantly lower ratings for the WBG’s effectiveness in Senegal than those in FY’07, the drop in ratings could be related to the significantly lower levels of familiarity with the institution in FY14.

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

Effectiveness of the WBG Activities

- There were significant stakeholder differences in respondents' ratings for the WBG's effectiveness in seven of the following activities (listed below). For the most part, respondents from the CSOs had the highest ratings, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
 - *Convening/facilitating*
 - *Policy advice, studies, analyses*
 - *Financial resources*
 - *Technical assistance*
 - *Mobilizing third party financial resources*
 - *Donor coordination*
 - *Linkage to non-Bank expertise*
- Respondents from Dakar had significantly lower ratings for the WBG's effectiveness in "donor coordination" than respondents located in other cities and rural areas.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness in "policy advice, studies, analyses" than those who do not collaborate with the institution.



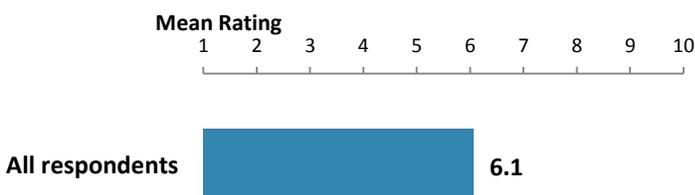
"How effectively do the World Bank Group's activities below support Senegal's efforts to achieve development results? "

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

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

Achieving Development Results (*Indicator Question*)

- Respondents from the media had the highest ratings for the extent the WBG helps to achieve development results in Senegal, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the extent to which the WBG's work helped to achieve development results in Senegal.
- Respondents who professionally collaborate with the WBG had significantly higher ratings for the WBG helping achieve development results in Senegal than those who do not collaborate with the institution.

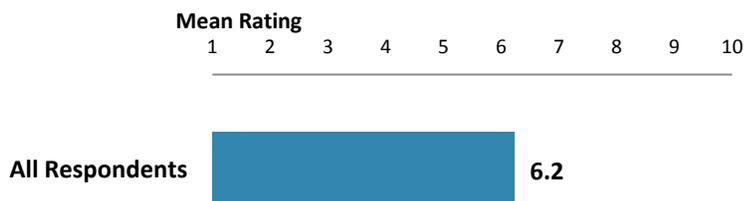


"To what extent does the World Bank Group's work help to achieve development results in Senegal?"

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

Staff Preparedness (*Indicator Question*)

- Respondents from ministries/PMUs and consultants had the highest ratings for the extent to which the WBG's staff is well prepared to help Senegal solve its most complicated development challenges, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic location had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Senegal solve its most complicated development challenges.
- Respondents who collaborate with the WBG had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Senegal solve its most complicated development challenges than those who do not collaborate.

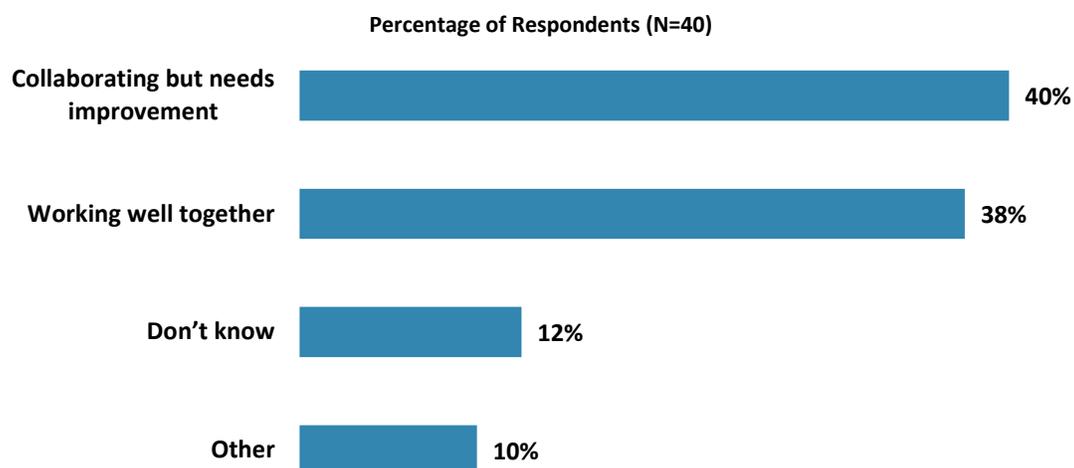


"To what extent do you believe the World Bank Group's staff is well prepared to help Senegal solve its most complicated development challenges?"

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

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

World Bank and IFC Working Together

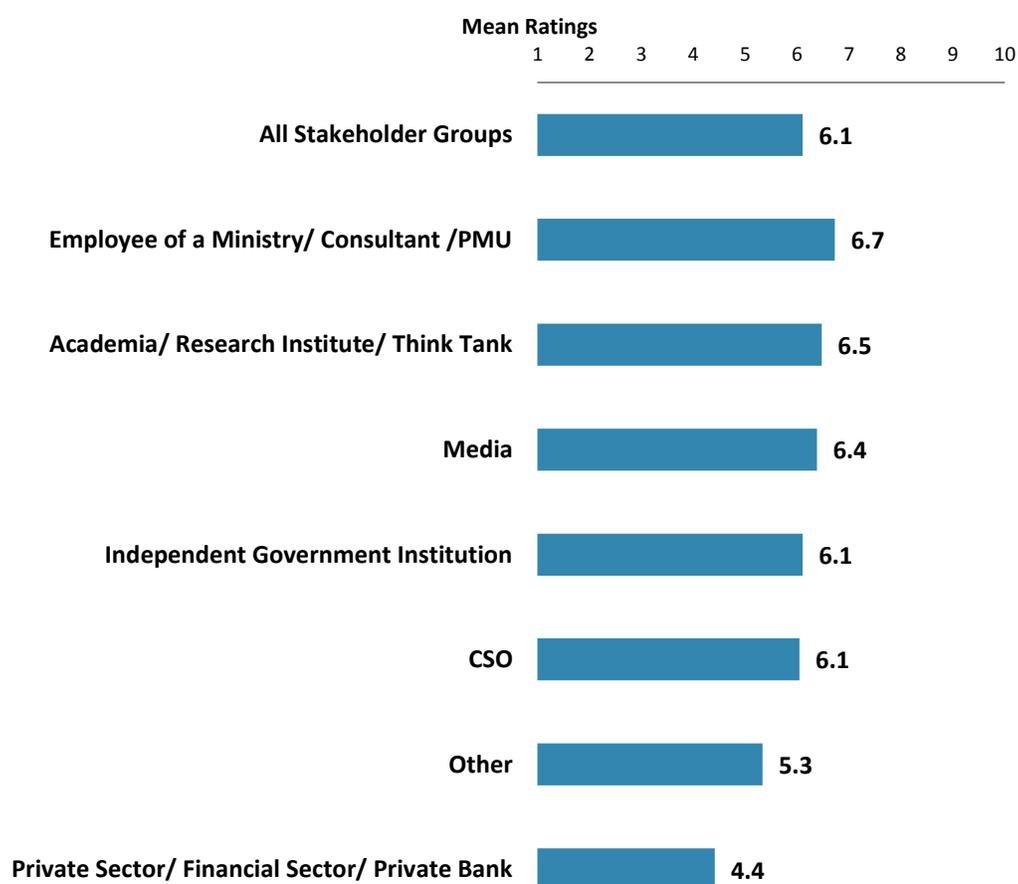


“If your projects involve both the World Bank and IFC, what was your view on the two institutions working together in Senegal?”
(Respondents chose from a list.)

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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were significant stakeholder group differences in their responses to the twenty five indicator questions. Respondents from ministries/PMUs and consultants had the highest ratings, whereas respondents from private sectors/financial sectors/private banks had significantly lower ratings.
- Respondents who collaborate with the World Bank Group had significantly higher ratings (6.6) for the twenty-five indicator questions than respondents who do not collaborate with the WBG (5.8).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix G (page 132).

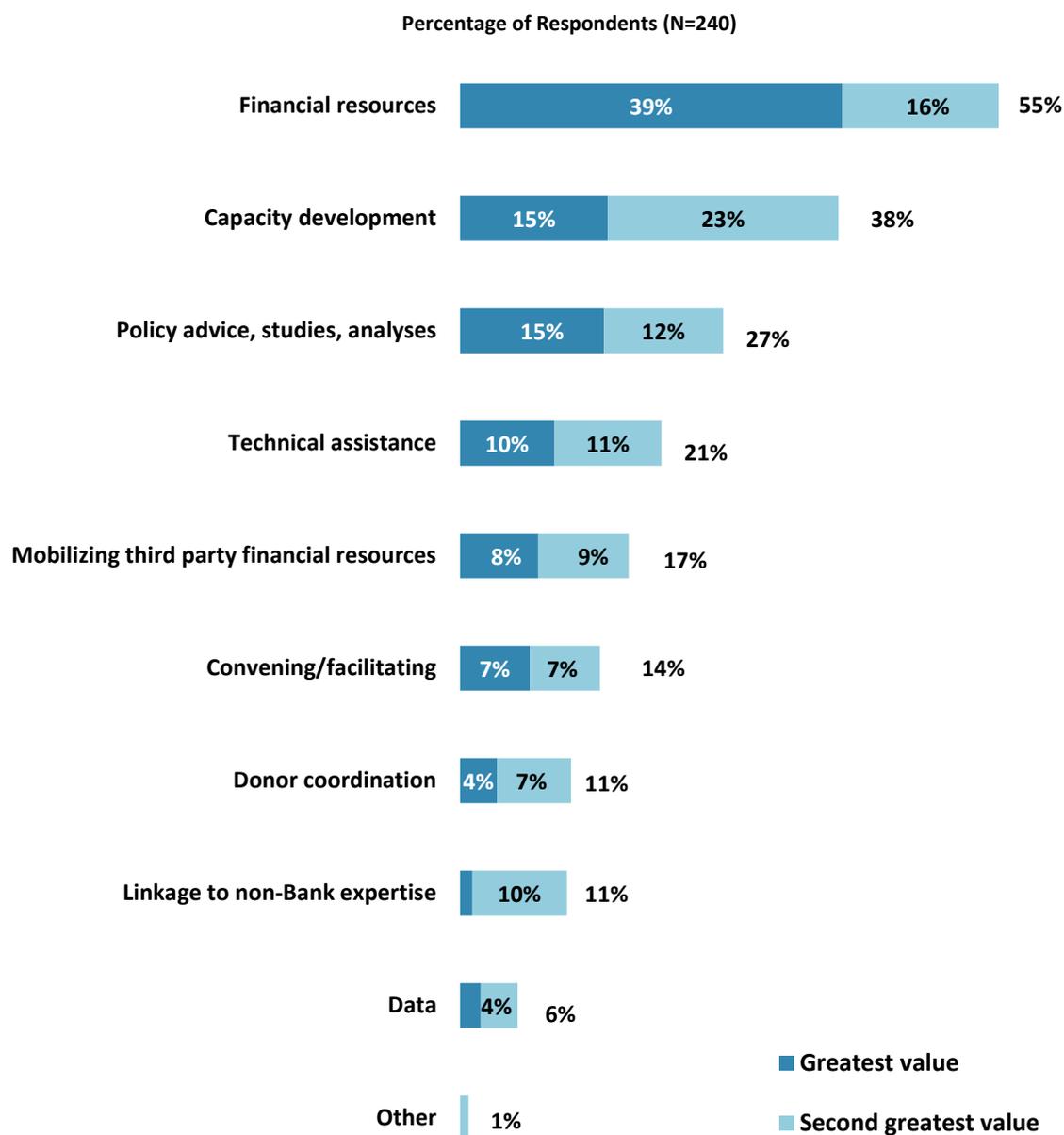


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty five indicator questions can be found in Appendices F and G.

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

Greatest Value

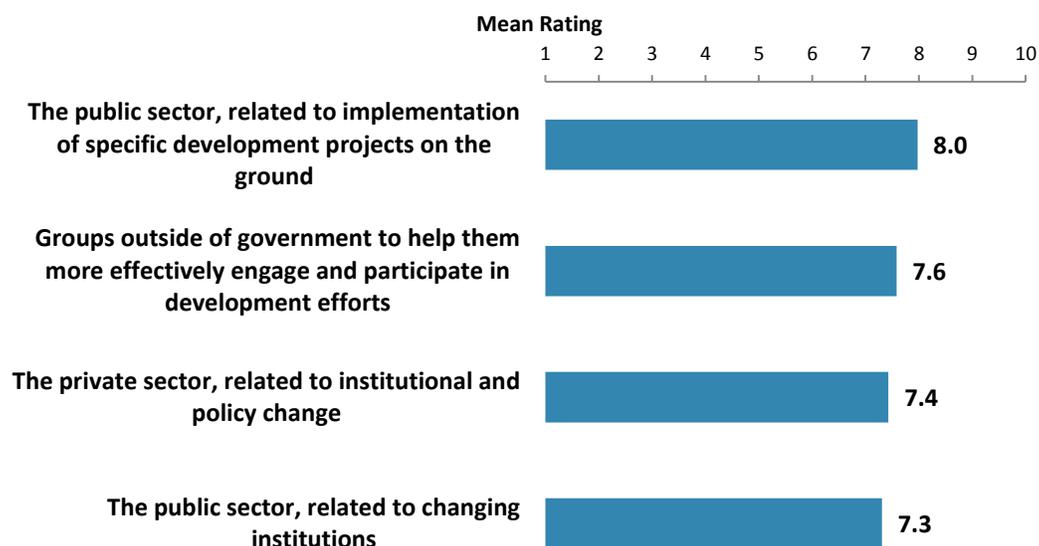


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Senegal?"
(Respondents chose from a list.)

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

Ways of Capacity Building Support

- There were significant stakeholder differences in respondents' ratings for the extent to which Senegal would benefit, if capacity building were to support three of the four areas below (*except the private sector*). For the most part, respondents from CSOs, the media, ministries/PMUs and consultants had the highest ratings, whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations and regardless of whether they collaborate with the WBG gave statistically similar ratings for the extent to which Senegal would benefit, if capacity building were to support all four areas below.

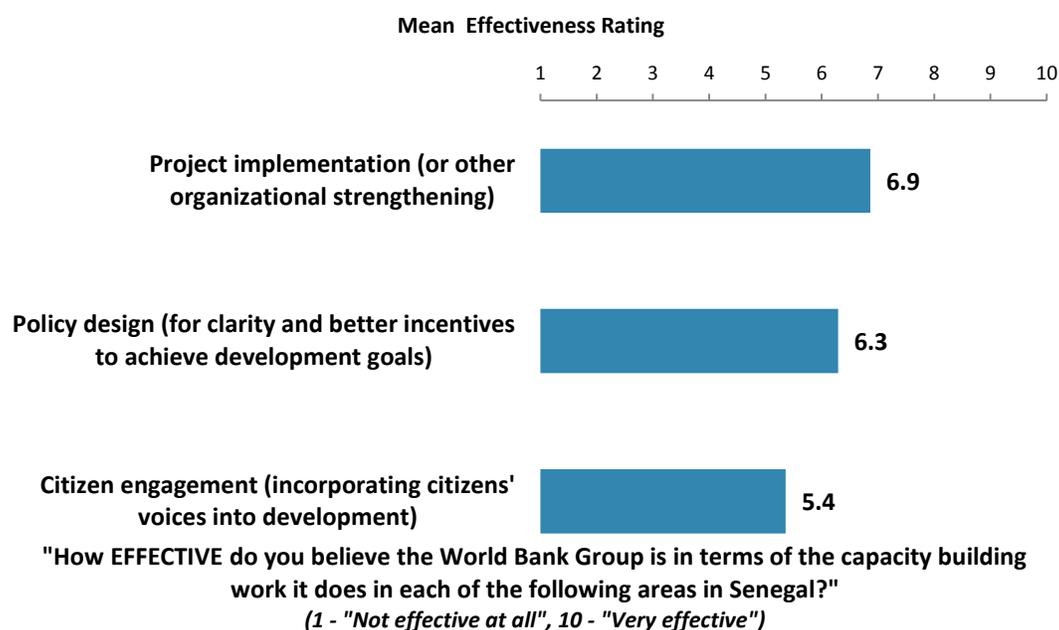


"The World Bank Group can provide capacity building support in a number of ways in Senegal. To which degree would Senegal benefit, if capacity building were to support...? "
 (1 - "To no degree at all", 10 - "To a very significant degree")

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

Effectiveness of WBG's Capacity Building Work

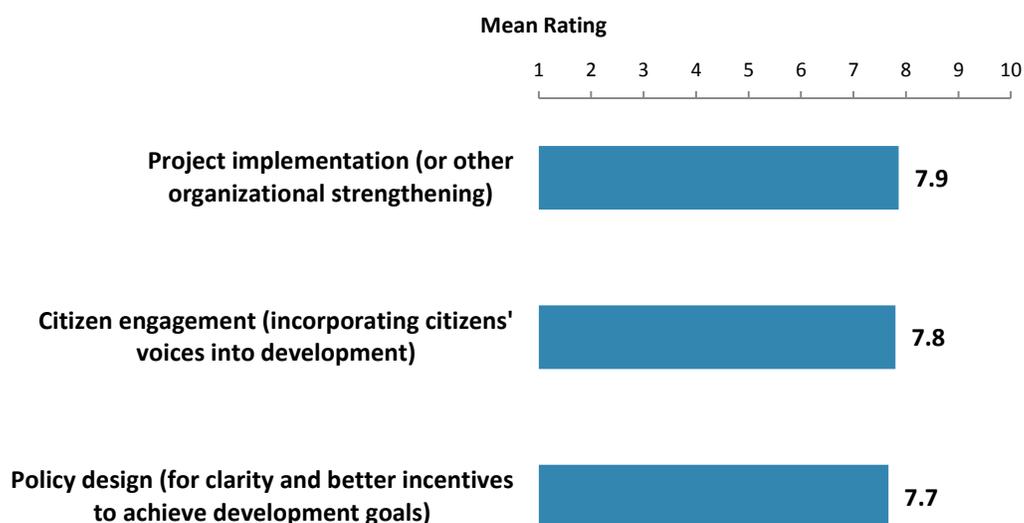
- Respondents from independent government institutions, ministries, PMUs, and consultants working on WBG projects tended to give the highest ratings for the WBG's effectiveness in all three aspects of work in capacity building below, whereas the private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the WBG's effectiveness in all three areas of capacity building work.
- Respondents who professionally collaborate with the WBG had significantly higher ratings for the WBG's effectiveness in "*policy design*" and "*citizen engagement*" than respondents who do not collaborate with the institution.



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

Importance of WBG's Capacity Building Work

- Respondents from CSOs, ministries, PMUs, and consultants working on WBG projects had the highest ratings for the importance of the WBG getting involved in “*policy design*” and “*citizen engagement*,” whereas respondents from the private sector/financial sector/private banks had significantly lower ratings for its importance.
- Respondents across geographic locations had statistically similar ratings for the importance of the WBG being involved in all three aspects of capacity building work in Senegal.
- Respondents who collaborate with the WBG had significantly higher ratings for the importance of the WBG being involved in “*policy design*” than respondents who do not collaborate with the WBG.



"When thinking about how to improve capacity building in Senegal 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

- Respondents in the FY'11 Country Survey indicated that the Bank's greatest weaknesses in its work in Senegal were "*imposing technocratic solutions without regard to political realities* (41%)" and "*not enough public disclosure of its work* (36%)". Respondents in the FY '07 country survey indicated that the Bank's greatest weaknesses were "*imposing technocratic solutions without regard to political realities* (29%)" and "*being too bureaucratic in its operational policies and procedures* (26%)."
- Among all respondents this year, respondents from the private sector/financial sector/private banks (42%) and the media (36%) were most likely to indicate that the WBG's "*staff is too inaccessible.*"

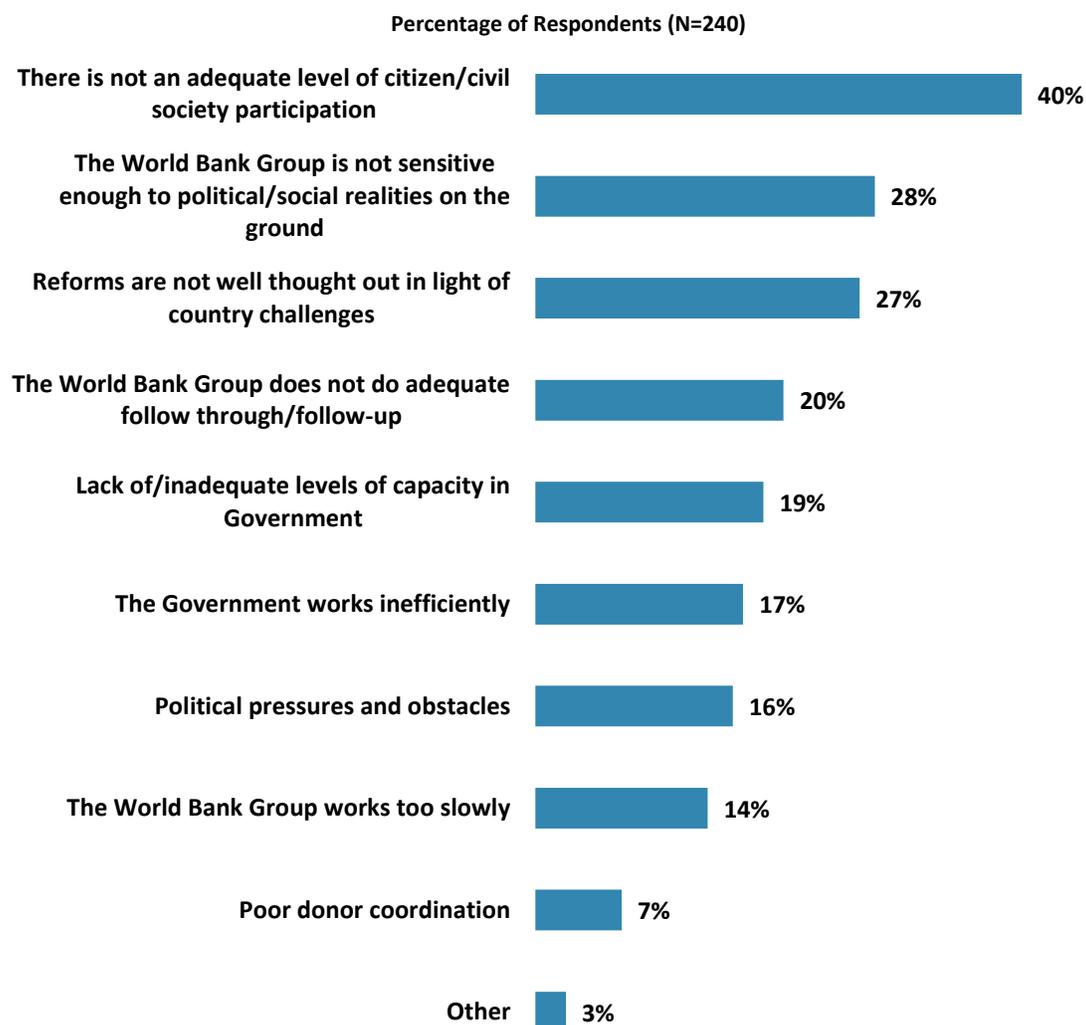


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Senegal? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

Attributing Failed/Slow Reform Efforts

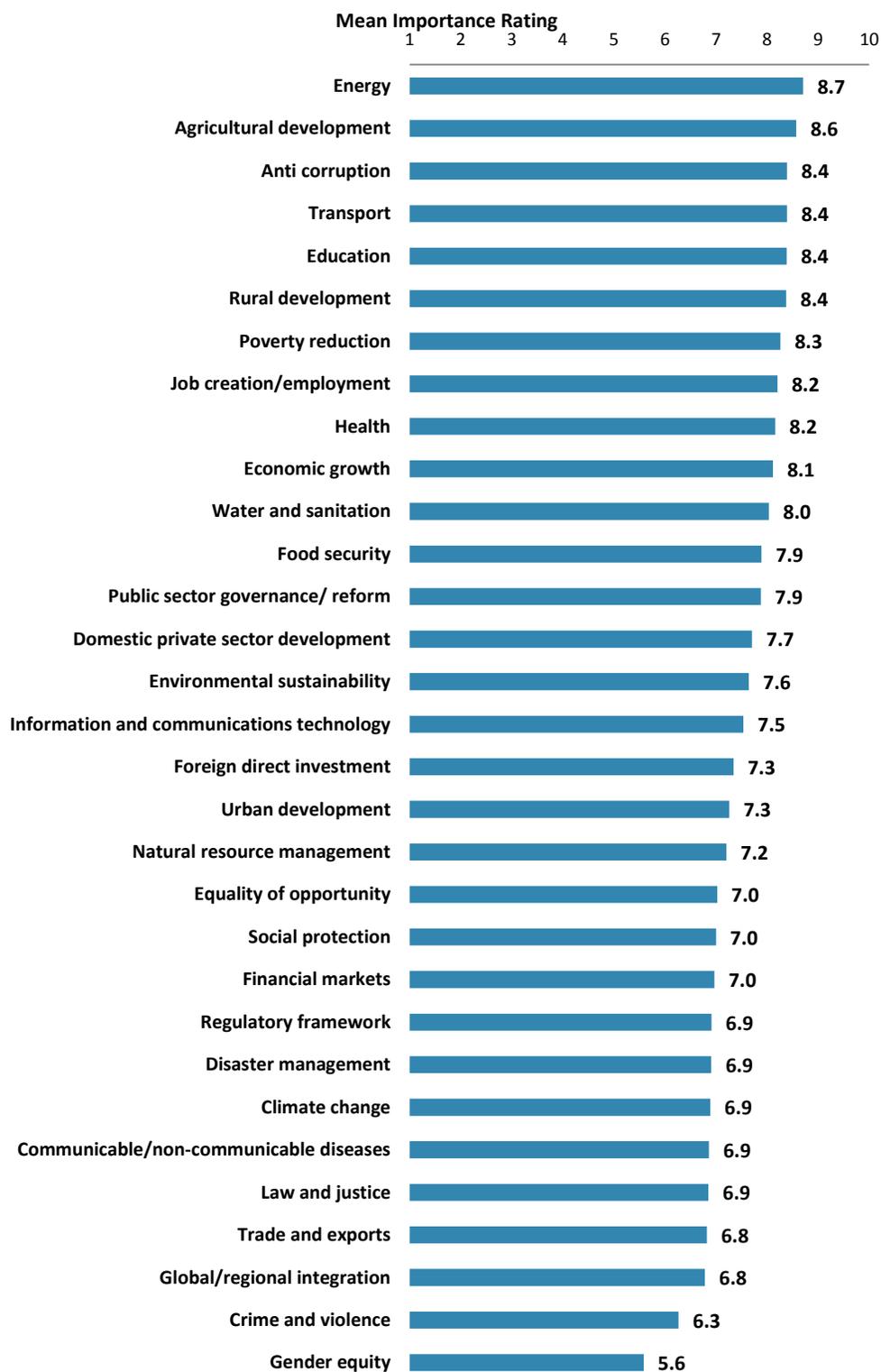
- Respondents from CSOs, independent government institutions, and private sector/financial sector/private banks were significantly more likely to indicate that slow WBG-assisted reforms should be attributed to “*not enough adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.



"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 TWO)"
(Respondents chose from a list. Responses combined.)

VI. Sectoral Importance and Effectiveness

Importance of Sectoral Areas

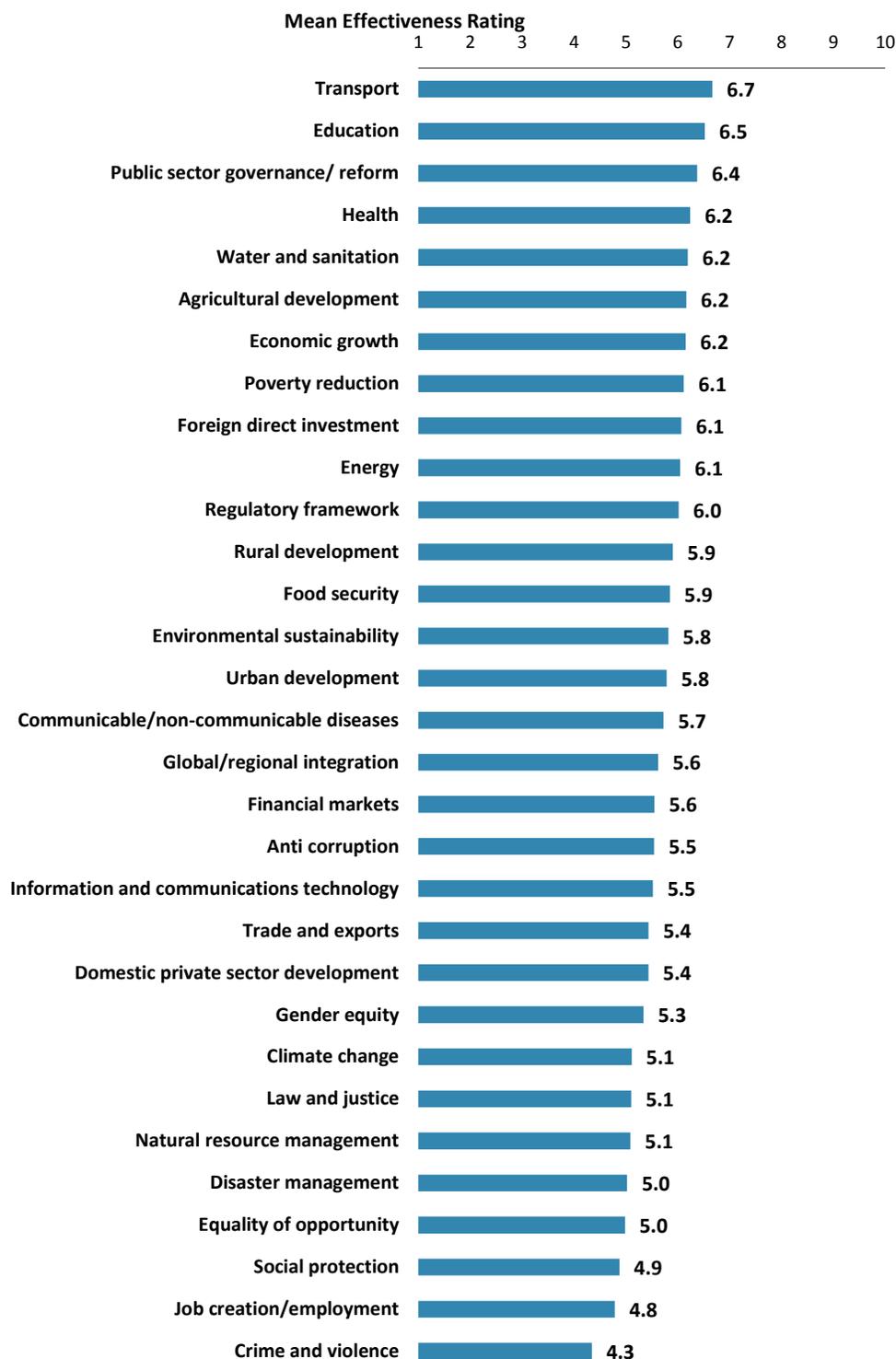


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Senegal?"

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

VI. Sectoral Importance and Effectiveness (continued)

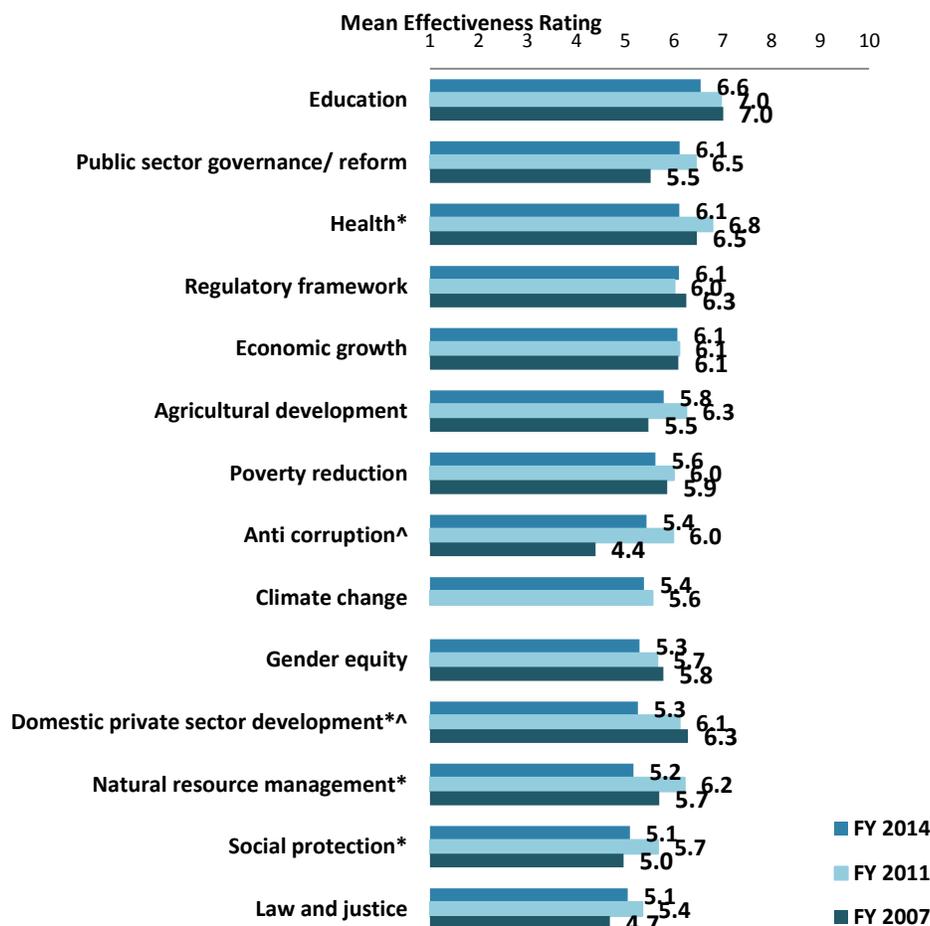
Effectiveness of Sectoral Areas (continued)

- There were significant stakeholder differences in respondents' ratings for the WBG's effectiveness in almost all of the thirty one sectoral areas (except "*gender equity*," "*foreign direct investment*" and "*climate change*"). For detailed ratings, please go to Appendix B (page 83).
- There were significant geographic differences in respondents' ratings for the WBG's effectiveness in eight of the thirty one sectoral areas. Respondents from Dakar tended to give significantly lower ratings than respondents from other cities and rural areas for the WBG's effectiveness in these eight areas. The eight areas include:
 - *Crime and violence*;
 - *Environmental sustainability*;
 - *Disaster management*;
 - *Public sector governance/reform*;
 - *Financial markets*;
 - *Health*;
 - *Rural development*; and
 - *Education*
- Respondents across sectoral specialization gave statistically similar ratings for the WBG's effectiveness in all thirty one development areas.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 69) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Year Comparison⁸

- Respondents from the FY'11 Country Survey had significantly higher ratings for the WBG's effectiveness in four sectoral areas than this year's respondents. These areas include: "health," "domestic private sector development," "natural resource management," and "social protection."
- Respondents from the FY'07 Survey had significantly higher ratings for the WBG's effectiveness in "domestic private sector governance" than this year's respondents.
- However, this year's respondents gave significantly higher ratings for the WBG's effectiveness in the WBG's "anti corruption" effort in Senegal than respondents in FY'07.



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

(*Significantly different between FY14 and FY11)

(^Significantly different between FY14 and FY07)

Note: means in this chart are calculated based on weighted data

⁸ Only those sectoral areas that were asked in the FY'07, FY'11 and FY'14 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data. See Appendix E for more information.

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Senegal?" (1-"Not effective at all", 10-"Very effective")
 (¹Significantly different between respondents who do and do not collaborate with the WBG)

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators (continued)

- Respondents who professionally collaborate/work with the WBG had significantly lower ratings for the WBG's effectiveness than respondents who do not collaborate in the following development areas:
 - *Agricultural development;*
 - *Health;*
 - *Water and sanitation;*
 - *Rural development;*
 - *Energy;*
 - *Environmental sustainability;*
 - *Food security;*
 - *Communicable/non-communicable diseases;*
 - *Urban development; and*
 - *Job creation/employment*

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 Senegal, bivariate correlational analyses were conducted using respondents' ratings of the thirty one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group'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 Group'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 Group's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

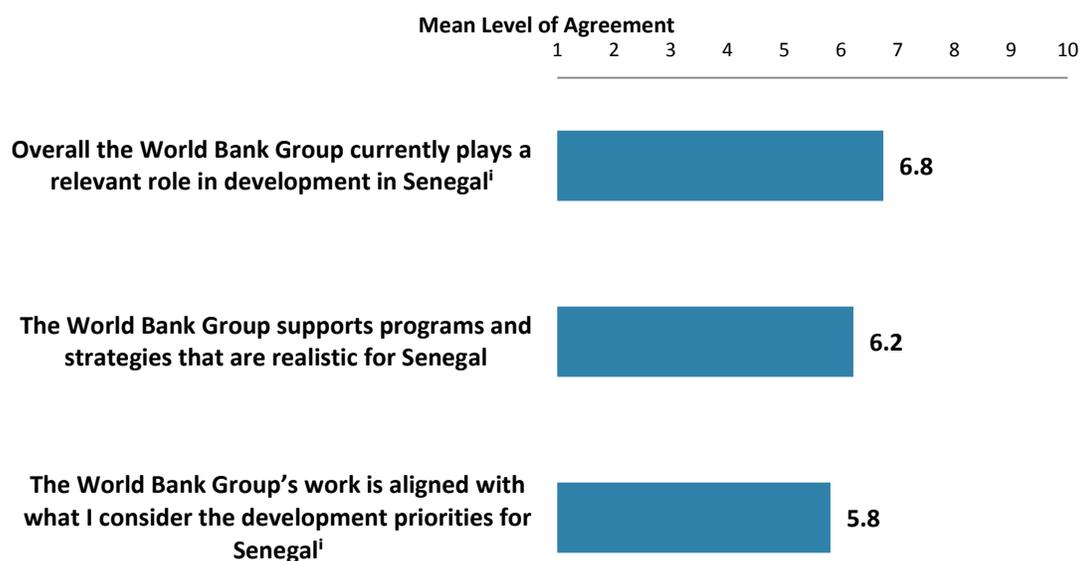
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Senegal. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at rural development;
 - The WBG's effectiveness at equality of opportunity; and,
 - The WBG's effectiveness at poverty reduction.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Senegal, 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 global/regional integration;
 - The WBG's effectiveness economic growth;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at food security.

VII. How the World Bank Group Operates

The World Bank Group's Work in Senegal

- Respondents in FY'07, FY'11, and this year's Country Survey had statistically similar ratings for all three aspects of the WBG's work in Senegal.
- Respondents from ministries/PMUs and consultants working WBG projects had the highest levels of agreement with all three statements, whereas respondents from private sector/financial sector/private banks had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement with all the following three statements about the WBG's work in Senegal.
- Respondents who professionally collaborate/work with WBG had significantly higher levels of agreement with all the following three statements about the WBG's work in Senegal than respondents who do not collaborate with the institution.

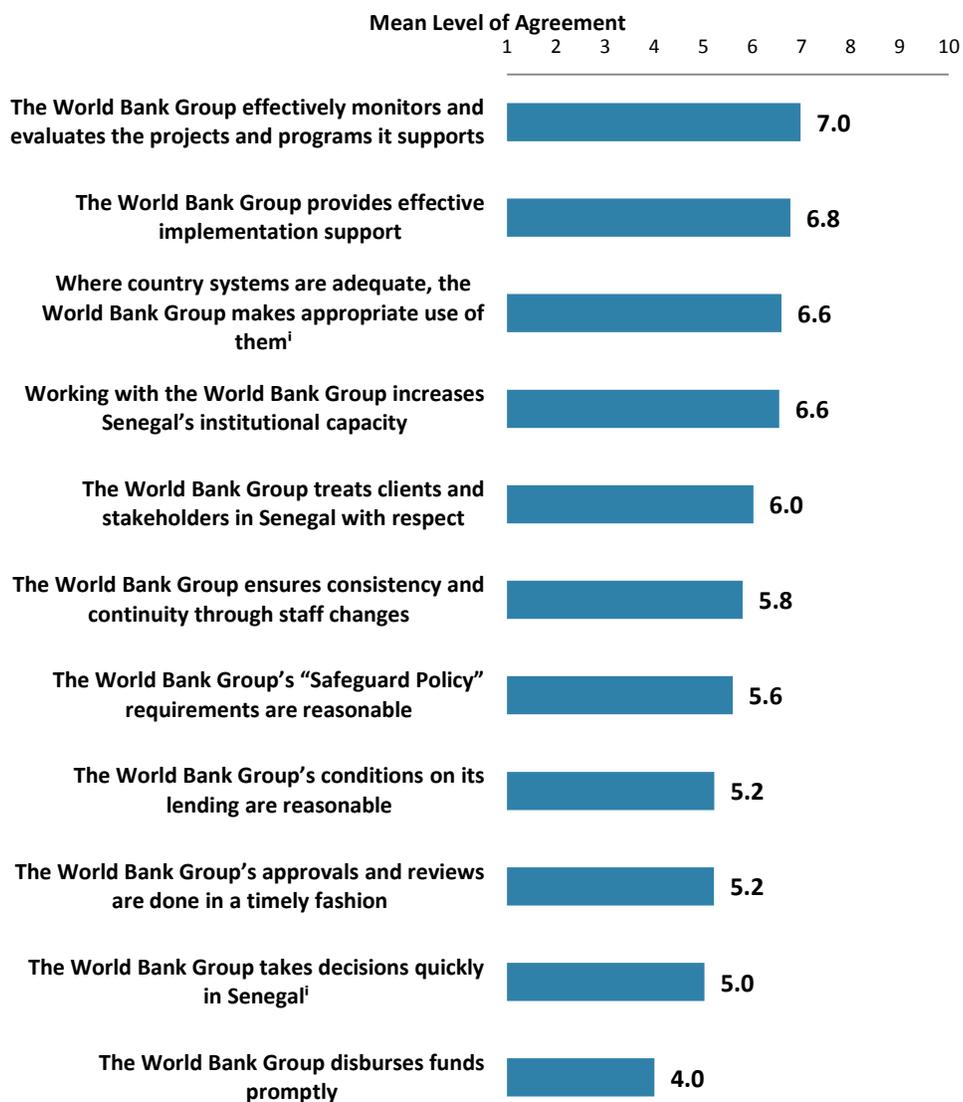


"To what extent do you agree with the following statements about the World Bank Group's work in Senegal?" (1-"Strongly disagree", 10-"Strongly agree")

Indicator Question

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)

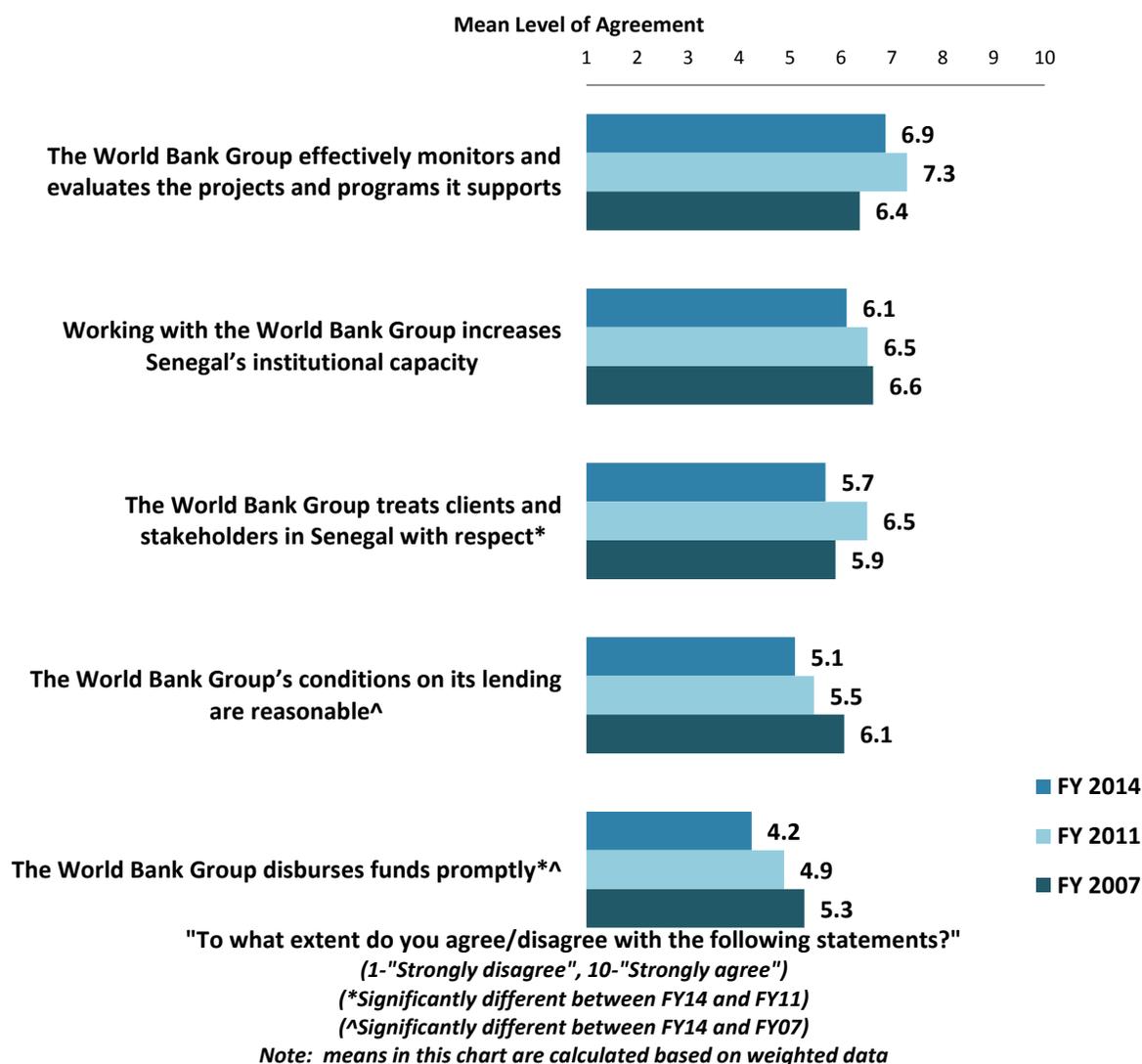
Overall Perceptions (continued)

- Respondents from ministries/PMUs and consultants working WBG projects had the highest levels of agreement with the eight statements below, whereas respondents from private sector/financial sector/private banks had significantly lower levels of agreement with these statements. These statements include:
 - *The WBG treats clients and stakeholders in Senegal with respect;*
 - *The WBG disburses funds promptly;*
 - *The WBG effectively monitors and evaluates the projects and programs it supports*
 - *The WBG’s “Safeguards Policy” requirements are reasonable;*
 - *The WBG’s conditions on its lending are reasonable*
 - *Working with the World Bank Group increases Senegal’s institutional capacity;*
 - *The WBG ensures consistency and continuity through staff changes;*
 - *The WBG provides effective implementation support.*
- Respondents from rural areas in Senegal had significantly higher levels of agreement that “*the WBG effectively monitors and evaluates the projects and programs it supports*” than respondents from other regions of the country.
- Respondents who collaborate with the WBG had significantly higher levels of agreement with the statements below than respondents who do not collaborate with the institution.
 - *The WBG treats clients and stakeholders in Senegal with respect;*
 - *The WBG disburses funds promptly;*
 - *The WBG’s conditions on its lending are reasonable*
 - *The WBG ensures consistency and continuity through staff changes;*

VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹

- Respondents of the FY'11 Country Survey had significantly higher levels of agreement that “the WBG treats clients and stakeholders in Senegal with respect” and “the WBG disburses funds promptly” than respondents of this year’s Country Survey.
- Respondents in the FY'07 Country Survey had significantly higher levels of agreement that “the WBG’s conditions on its lending are reasonable” and “the WBG disburses funds promptly” than respondents of this year’s Country Survey.

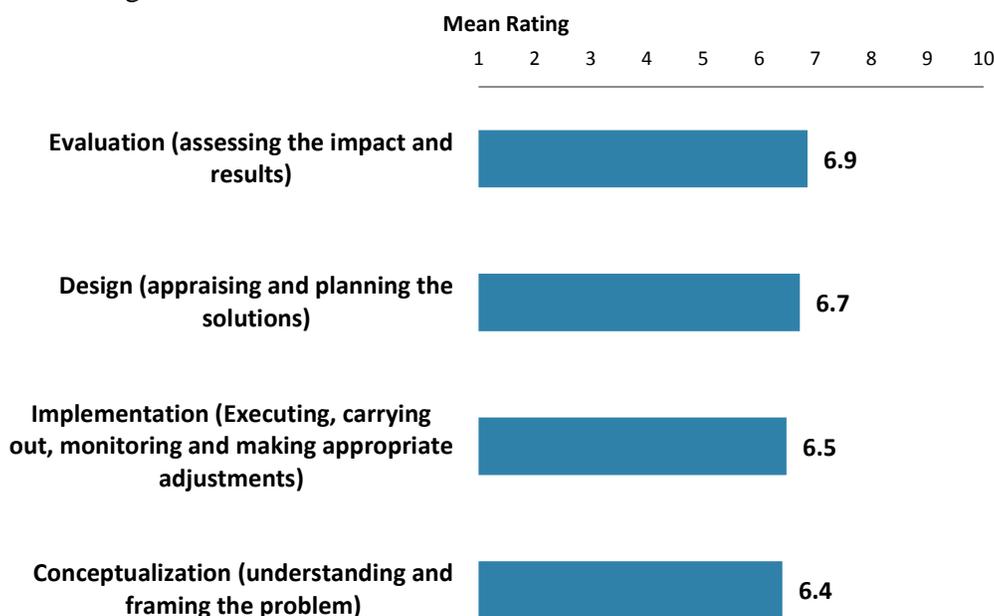


⁹ Only statements that are included in the FY'07, FY'11 and FY'14 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data. This is why the means in FY'14 in this chart are slightly different from those in page 42. For more information about weighting, please see Appendix E.

VII. How the World Bank Group Operates (continued)

WBG’s Technical Assistance/Advisory Work

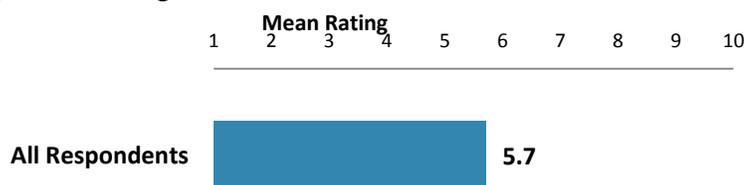
- Respondents from ministries/PMUs and consultants working WBG projects had the highest ratings for the extent to which the following four aspects of the WBG’s technical assistance/advisory work contribute to solving Senegal’s development challenges, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.



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

Internal Measuring and Monitoring

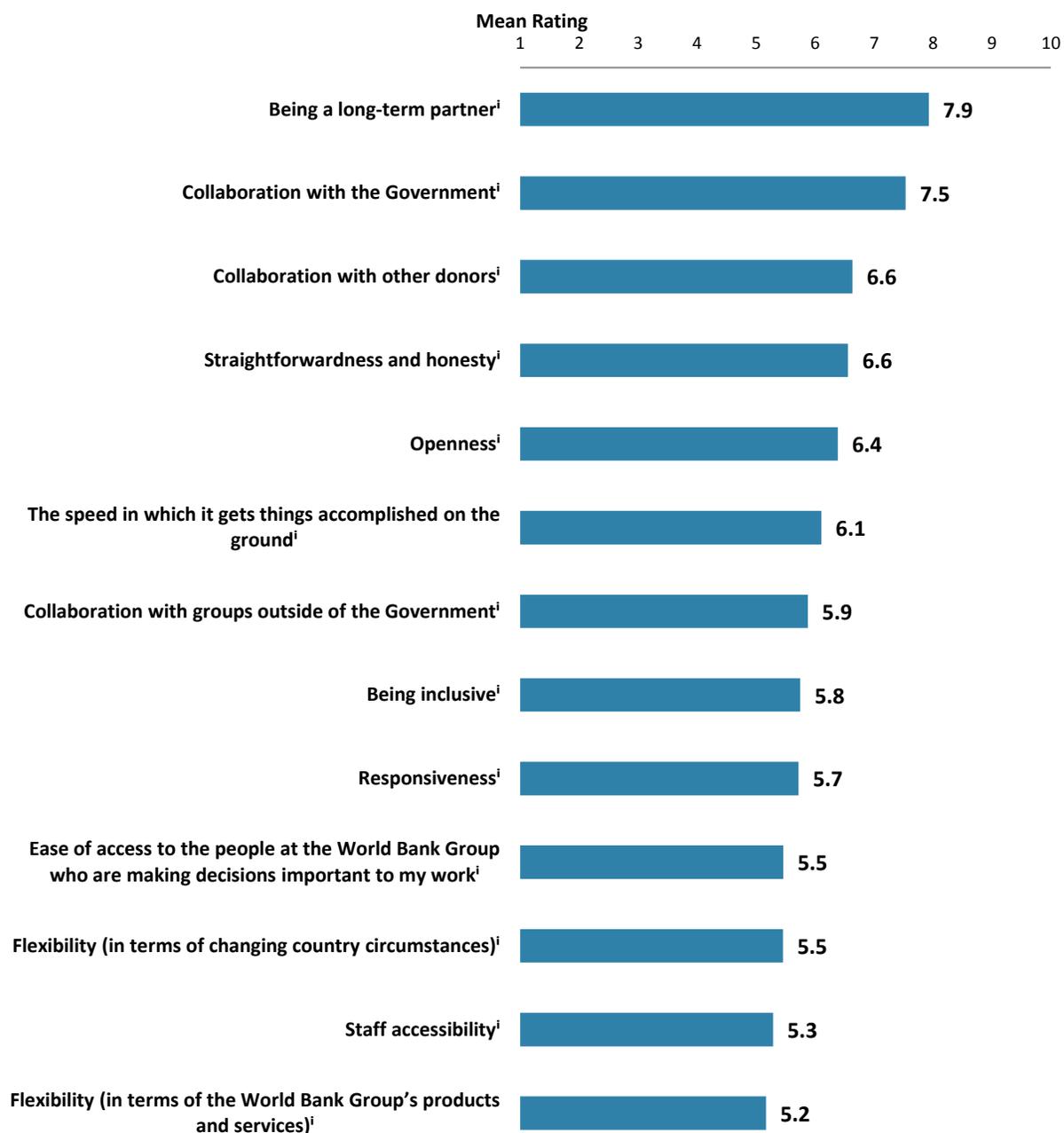
- Respondents from ministries/PMUs and consultants working WBG projects had the highest ratings for the extent to which the WBG measures and corrects its work in real time in Senegal, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.



"To what extent do you believe the World Bank Group measures and corrects its work in real time in Senegal?"
 (1-"To no degree at all", 10-"To a very significant degree")

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner



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

ⁱIndicator Question

VII. How the World Bank Group Operates (continued)

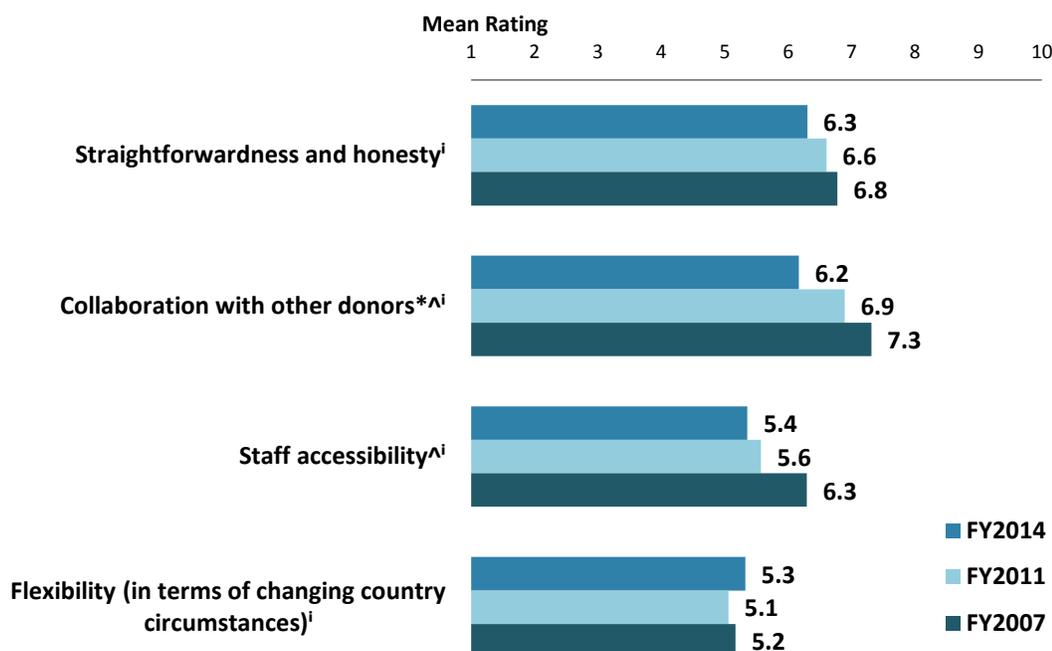
The World Bank Group as an Effective Development Partner (continued)

- There were significant stakeholder differences in the respondents' ratings for all of the WBG's qualities as an effective development partner. In most cases, respondents from ministries/PMUs and consultants working WBG projects had the highest ratings, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
- It is worth mentioning that respondents from CSO gave significantly higher ratings for the WBG's "openness" than respondents from any other stakeholder groups.
- Respondents across geographic locations had statistically similar ratings for all of the thirteen qualities of the WBG as an effective development partner in Senegal.
- Respondents who collaborate with the WBG had significantly higher ratings for some of the qualities of the WBG as an effective development partner in Senegal than respondents who do not collaborate with the institution. These qualities include:
 - *Being inclusive;*
 - *Staff accessibility;*
 - *Straightforwardness and honesty;*
 - *Ease of access to the people at the WBG who are making decisions important to my work;*
 - *Collaboration with groups outside of the Government; and*
 - *The speed in which it gets things accomplished on the ground*

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner: Year Comparison¹⁰

- As indicated in the chart below, respondents of this year’s Country Survey gave significantly lower ratings for the following the WBG’s “*collaboration with other donors*” and “*staff accessibility*” as an effective development partner than respondents in the FY’07 Country Survey.
- Respondents of this year’s Country Survey gave significantly lower ratings for the following the WBG’s “*collaboration with other donors*” than respondents in the FY’11 Country Survey.



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

(*Significantly different between FY14 and FY11)

(^Significantly different between FY14 and FY07)

ⁱIndicator Question

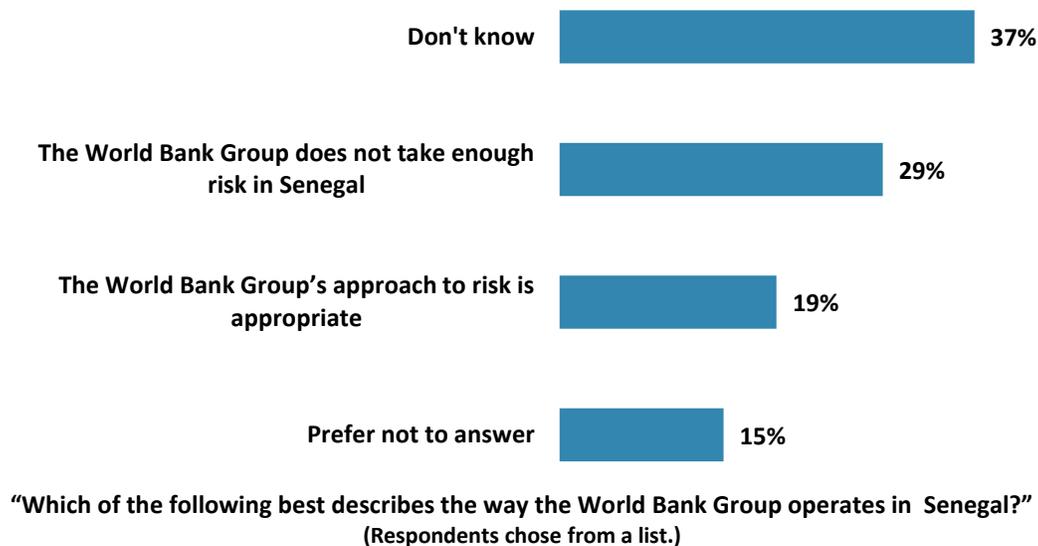
Note: Means in this chart are calculated based on weighted data

¹⁰ Only qualities that are included in FY07, FY’11, and FY’14 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data.

VII. How the World Bank Group Operates (continued)

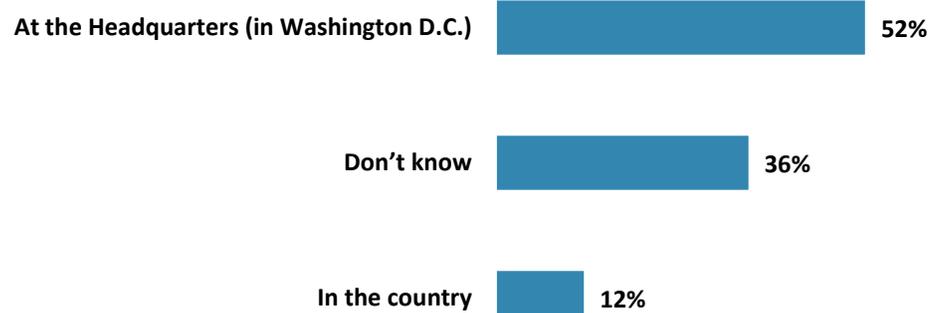
The World Bank Group's Approach to Risk in Senegal

Percentage of Respondents (N=232)



Making Decisions about the WBG Program in Senegal

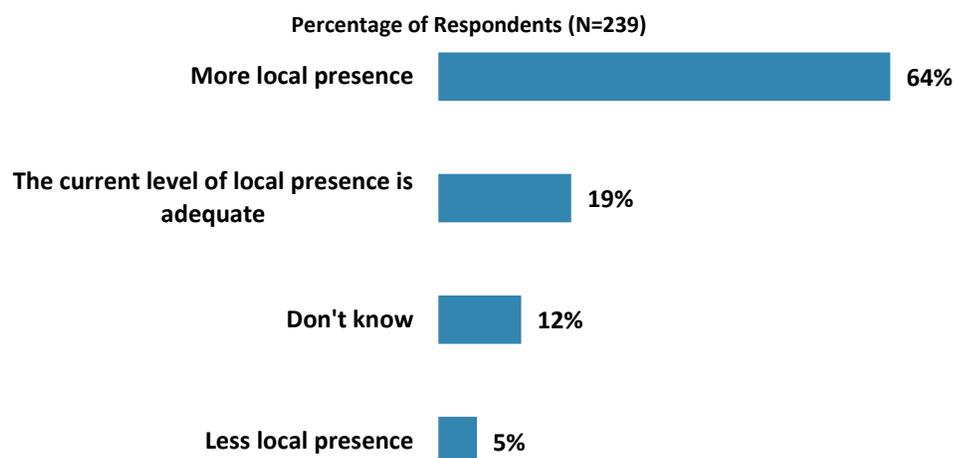
Percentage of Respondents (N=236)



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

VII. How the World Bank Group Operates (continued)

The World Bank Group's Local Presence in Senegal

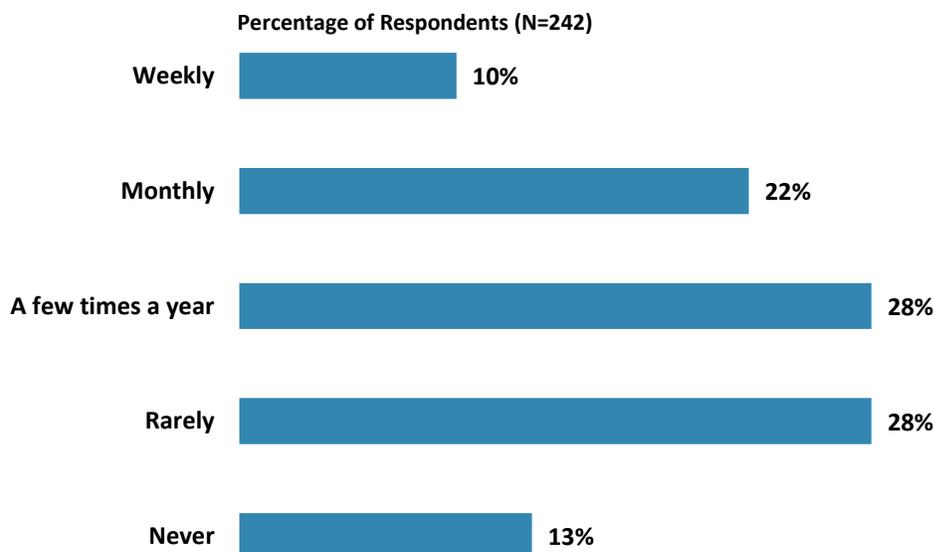


“To be a more effective development partner in Senegal, do you believe that the World Bank Group should have...?”
(Respondents chose from a list.)

VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work

- Pluralities of respondents across stakeholder groups and geographic locations indicated that they consult the WBG knowledge work and activities only a few times a year or rarely.
- Respondents who collaborate with the WBG consulted the WBG knowledge work significantly more frequently than those who do not collaborate with the organization.



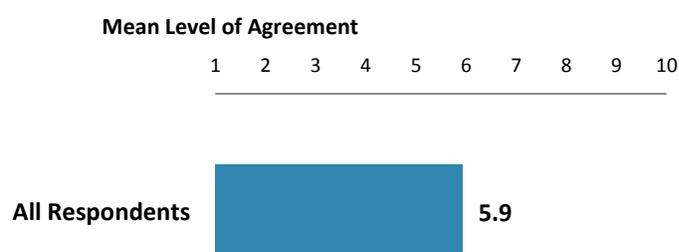
"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)

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

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

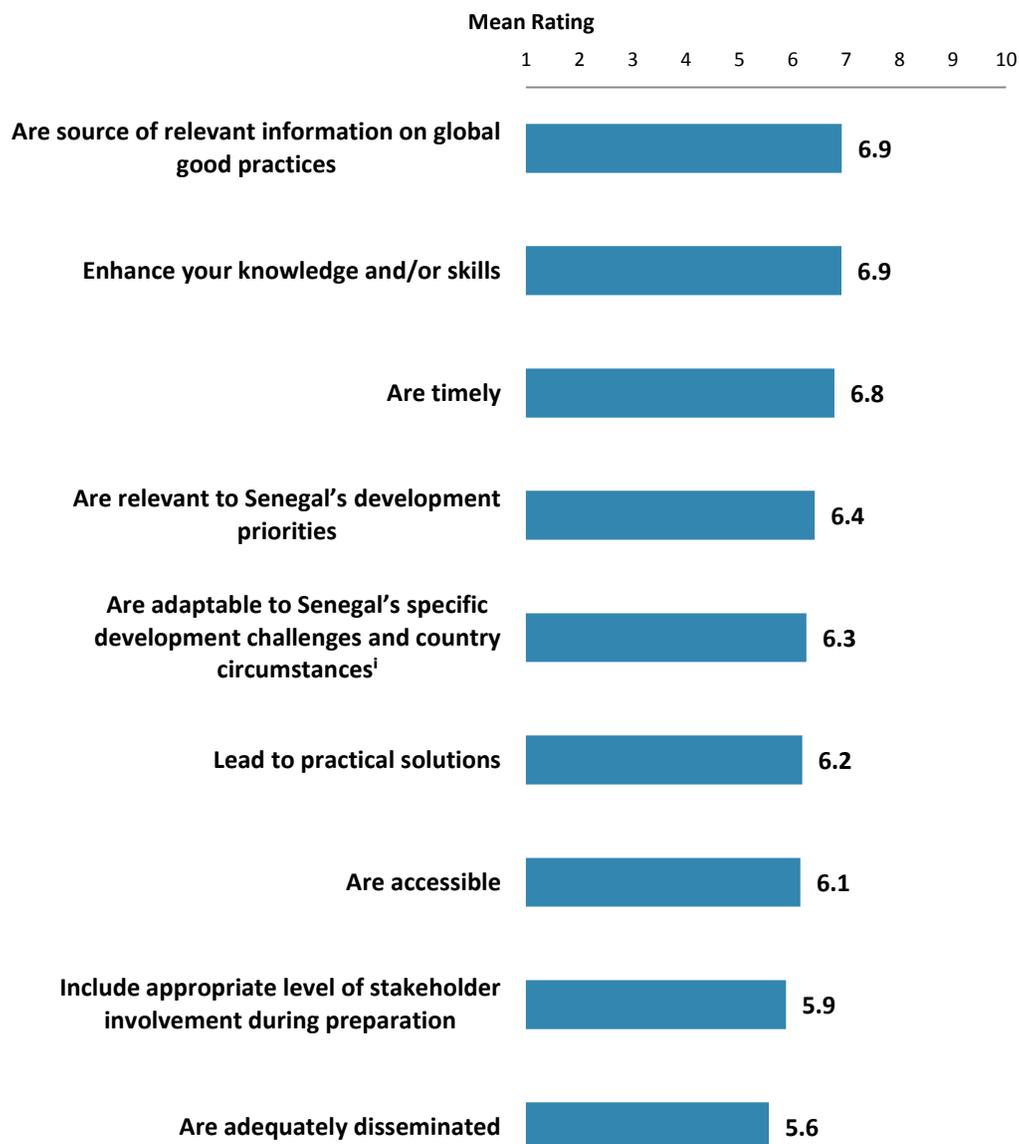
- Respondents across stakeholder groups had statistically similar levels of agreement that World Bank Group meets Senegal's needs for knowledge services.
- Respondents from rural areas of Senegal had significantly higher levels of agreement that the WBG meets Senegal's needs for knowledge services than respondents from Dakar and other cities.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement that World Bank Group meets Senegal's needs for knowledge services.



"The World Bank Group meets Senegal'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



"In Senegal, 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)

Qualities of the WBG's Knowledge Work and Activities (continued)

- Respondents in FY'07, FY'11 and this year's Country Survey had statistically similar ratings for the WBG's knowledge work and activities being "*source of relevant information on global good practices*" and "*adaptable to Senegal's specific development challenges and country circumstances.*" Only these two qualities were explored in the surveys of all three years.
- There were significant stakeholder differences between respondents' ratings for all of the qualities of the WBG's knowledge work and activities (except "*including appropriate level of stakeholder*" and "*enhancing your knowledge and/or skills*"). In most cases, respondents from ministries/PMUs and consultants working on WBG projects had the highest ratings, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for all the qualities of the WBG knowledge work and activities.
- Respondents who collaborate with the WBG gave significantly higher ratings for the following qualities of the WBG knowledge work and activities than those who do not collaborate with the institution.
 - *Being timely*
 - *including appropriate level of stakeholder*
 - *Being relevant to Senegal's development priorities*
 - *Leading to practical solutions*
 - *Being accessible*
 - *Adaptable to Senegal's specific development challenges and country circumstances*

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

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

- Respondents from academia/research institutes/think tanks gave the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Senegal, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations, regardless of whether they collaborate 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 Senegal.



"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 from academia/research institutes/think tanks gave the highest ratings for the technical quality of the WBG's knowledge work and activities in Senegal, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work and activities than those who do not collaborate with the WBG.

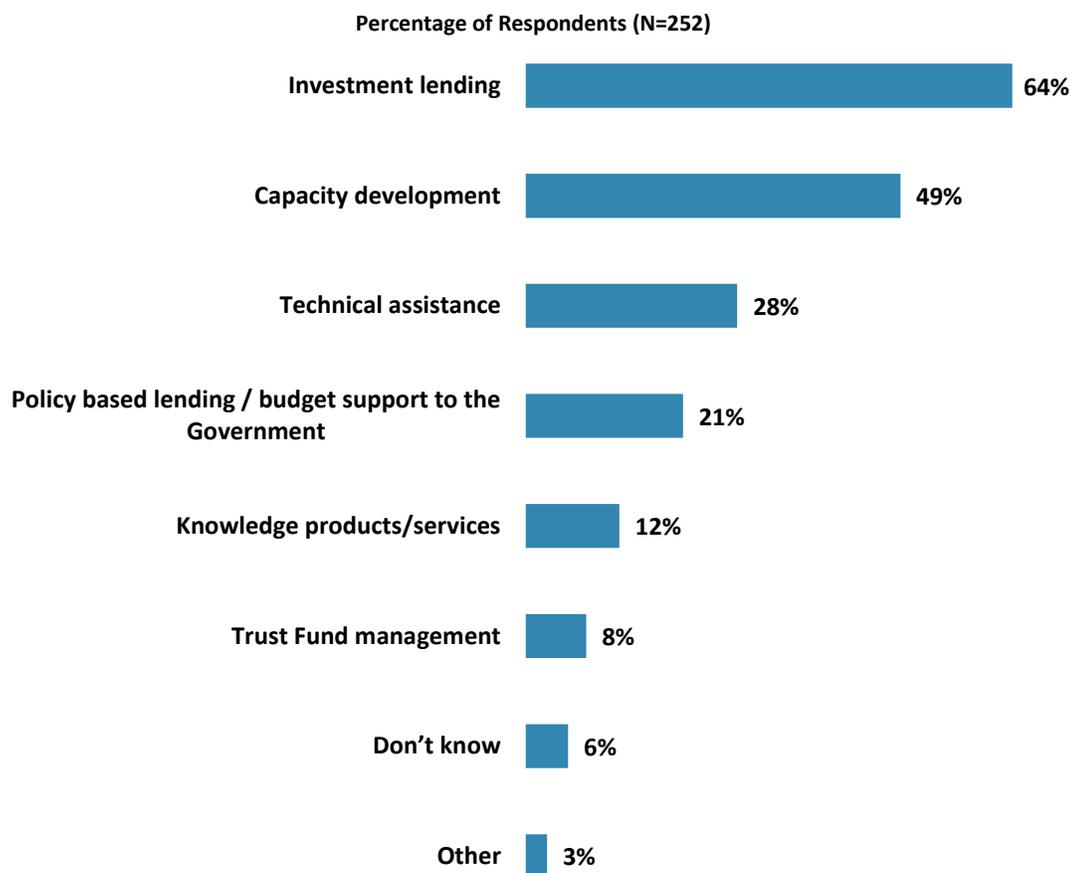


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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

Most Effective Instruments in Reducing Poverty

- Respondents across stakeholder groups and geographic locations all agreed that investment lending and capacity development are the most effective WBG instruments in reducing poverty in Senegal.
- Respondents who collaborate with the WBG were significantly more likely to consider "*investment lending*" as the most effective instrument in reducing poverty in Senegal than respondent who do not collaborate with the institution.

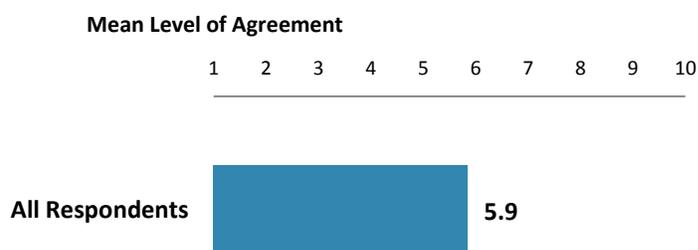


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Senegal?"
(Respondents chose from a list. Responses combined.)

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

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

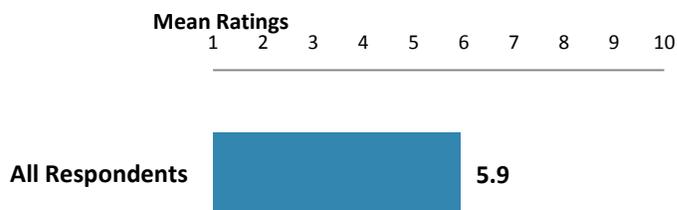
- Respondents from ministries/PMUs and consultants working on WBG projects had the highest levels of agreement that the World Bank Group's financial instruments meet Senegal's needs, whereas respondents from private sector/financial sector/private banks had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that the World Bank Group's financial instruments meet Senegal's needs than respondents who do not collaborate with the WBG.
- Respondents who do and do not collaborate with the WBG had statistically similar levels of agreement that the World Bank Group's financial instruments meet Senegal's needs.



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

Value for Money from the WBG's Fee-based Products

- Respondents from academia/research institutes/think tanks had the highest ratings for the extent Senegal received value for money from the WBG's fee-based products/services, whereas respondents from private sector/financial sector/private banks had significantly lower ratings.

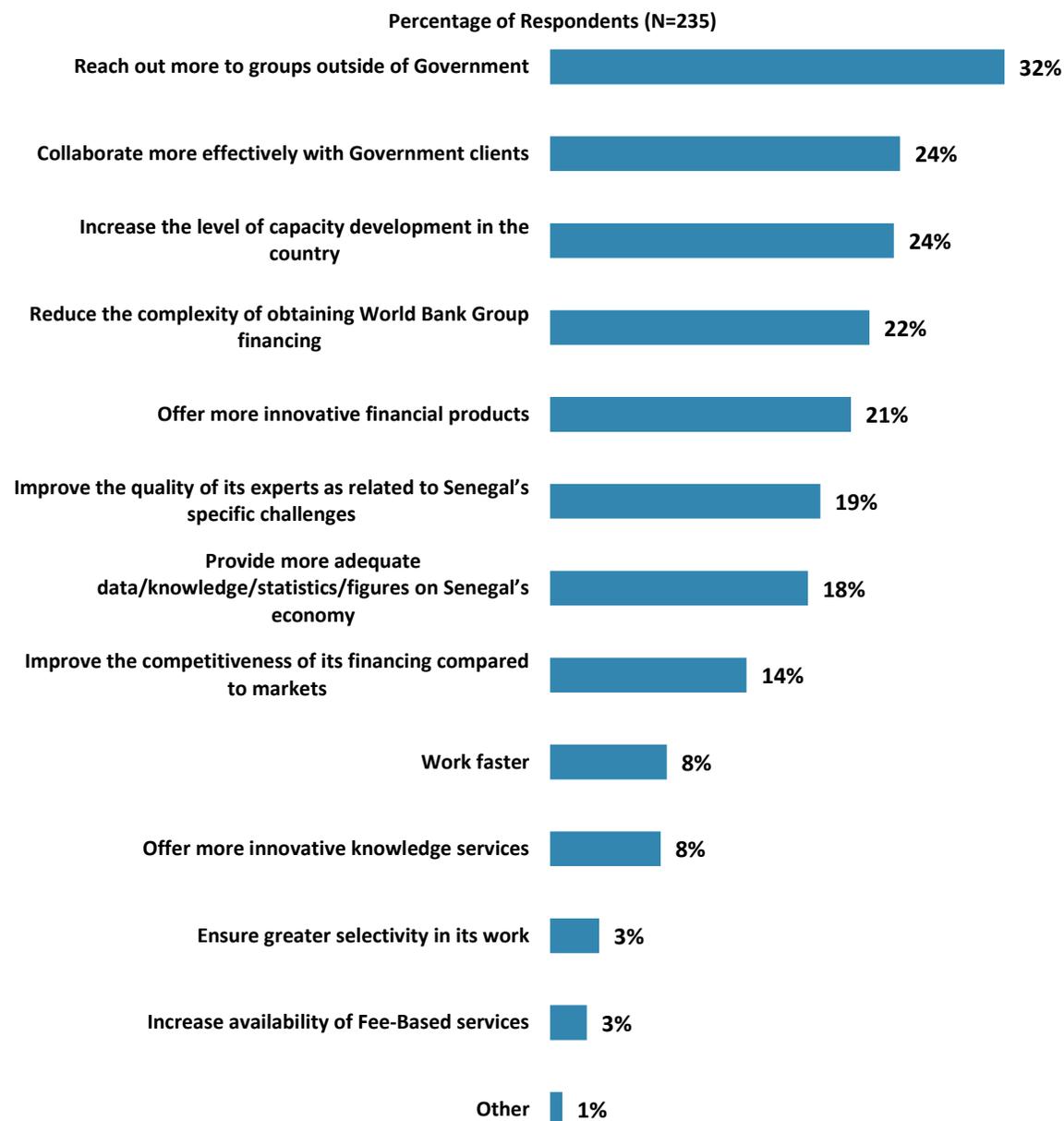


"To what extent do you believe that Senegal received value for money from the World Bank Group's fee-based products/services?"
(1 - "To no degree at all", 10 - "To a very significant degree")

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

Making the World Bank Group of Greater Value

- Respondents in the FY'11 Country Survey indicated that the World Bank should reduce the complexity of obtaining Bank financing to make itself of greater value in Senegal (31%), whereas respondents in this year's Country Survey believed that the WBG should reach out more to groups outside of Government (32%).

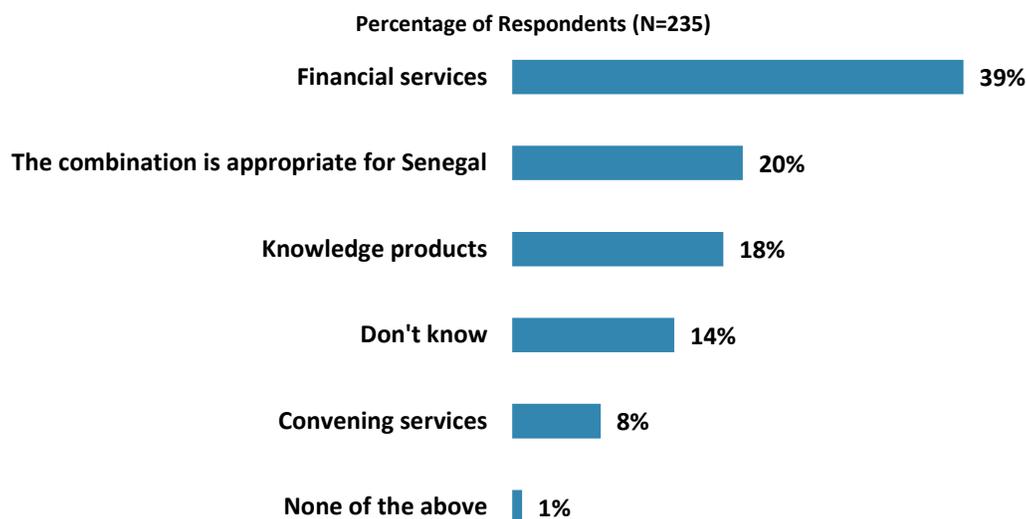


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Senegal? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

World Bank Group's Services in Senegal

- A plurality of respondents across stakeholder groups, geographic locations and regardless of whether they collaborate with the WBG, all agreed that the WBG should offer more financial services in Senegal.



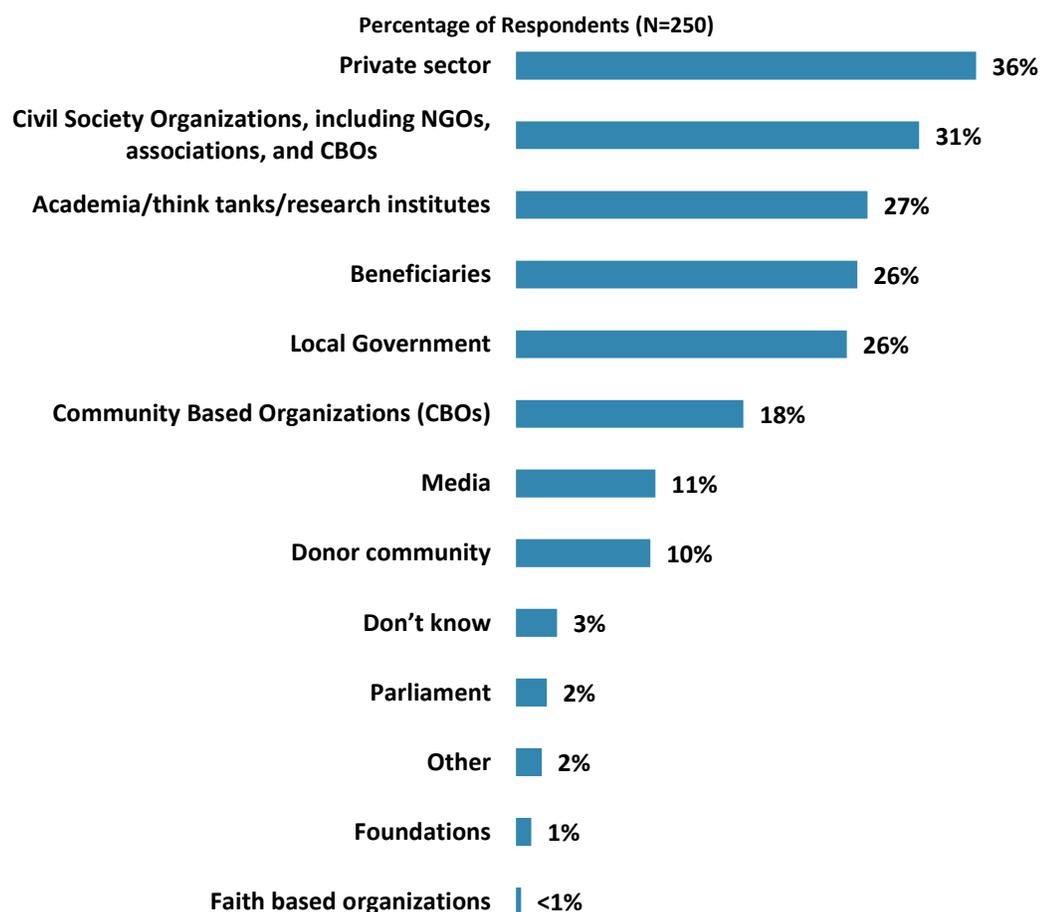
"When considering the combination of services that the World Bank Group offers in Senegal, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Senegal?"
(Respondents chose from a list.)

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

(continued)

Collaborate More with...

- Respondents in the FY'11 Country Survey indicated that the World Bank should work more closely with local government (40%), beneficiaries (35%), NGOs (34%), and private sector (31%) to ensure better development results in Senegal. This year, private sector became the most important group with which the WBG should collaborate more in Senegal to ensure better development results.
- Respondents from the private sector/financial sector/private banks and independent government institutions were significantly more likely to indicate the WBG should work more with private sector than other respondents.
- Respondents from the CSOs were significantly more likely to indicate the WBG should work more with civil society organizations.

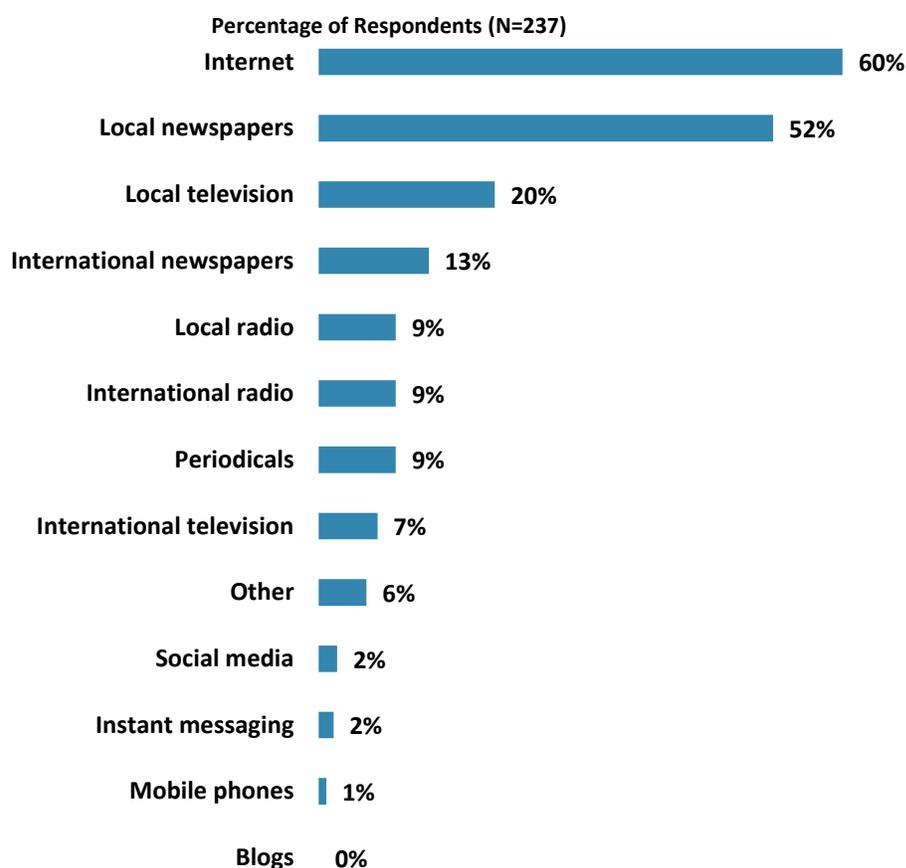


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness

General Information Sources

- Respondents in the FY'11 Country Survey indicated that they got most of their information about economic and social development issues in Senegal from the Internet (54%) and local newspapers (53%). Similarly, this year's respondents also indicated that they obtain most information from the Internet and local newspaper.

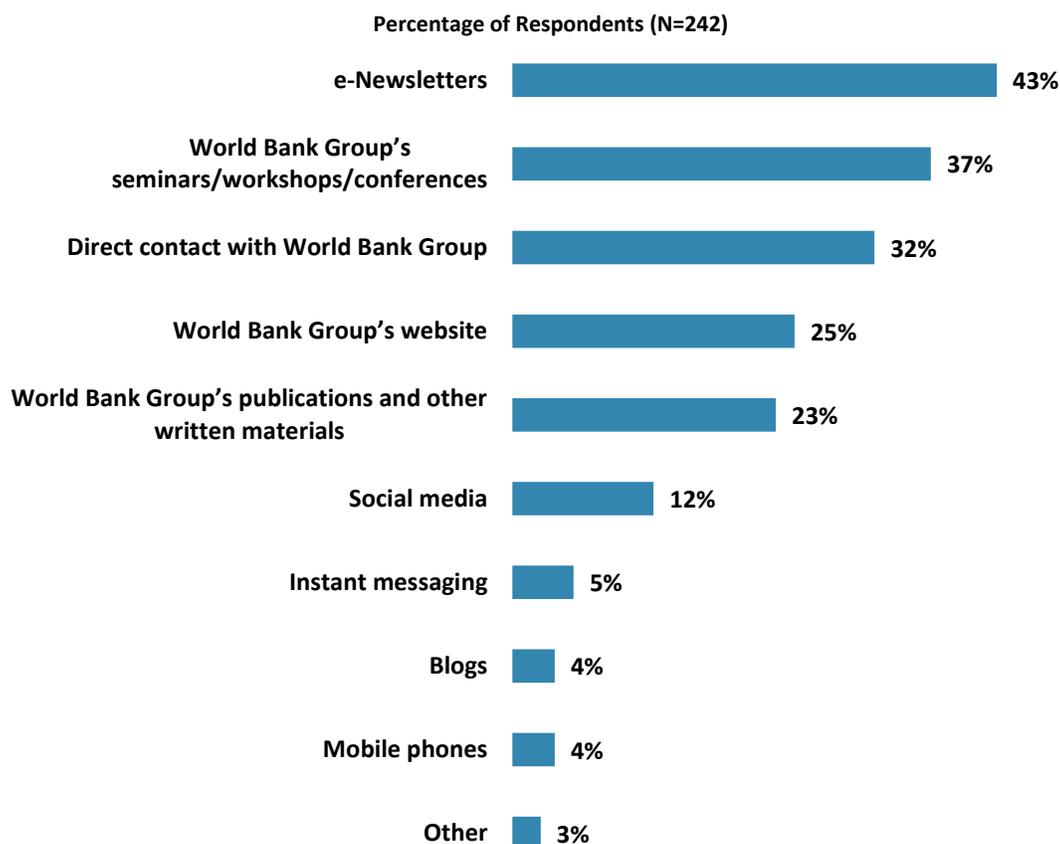


"How do you get most of your information about economic and social development issues in Senegal? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- Respondents from ministries/PMUs and consultants working on WBG projects were significantly more likely to indicate that they would prefer to receive information from the WBG at “*the WBG’s seminars/workshops/conferences,*” than respondents from other stakeholder groups.
- Respondents from CSOs were significantly more likely to indicate that they would prefer to receive information from the WBG through social media than other stakeholder groups.

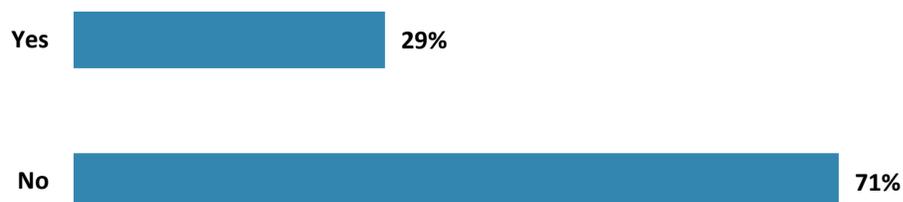


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Access to Information

Percentage of Respondents (N=235)



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

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

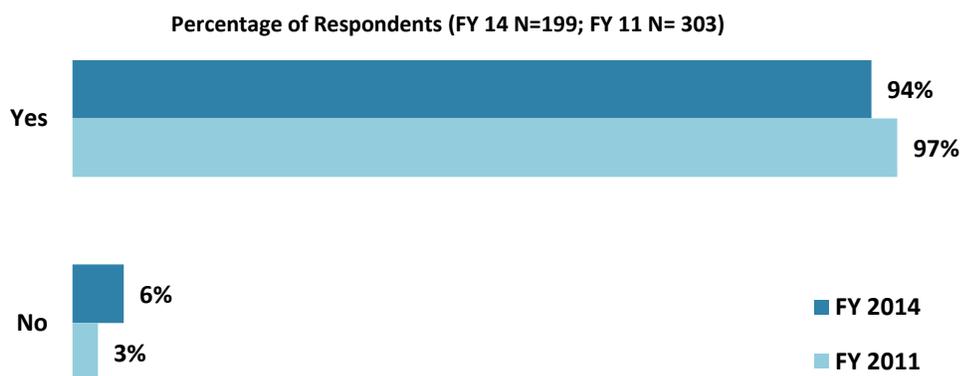


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

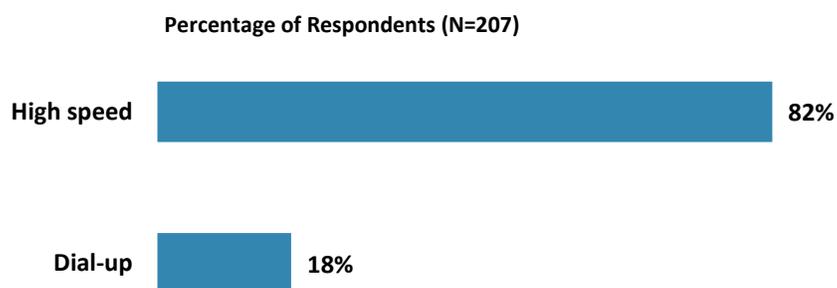
Internet Access

- In FY'11 and year's Country Surveys, a majority of respondents has access to the Internet.



"Do you have access to the Internet?"

Note: percentages in this chart are calculated based on weighted data.

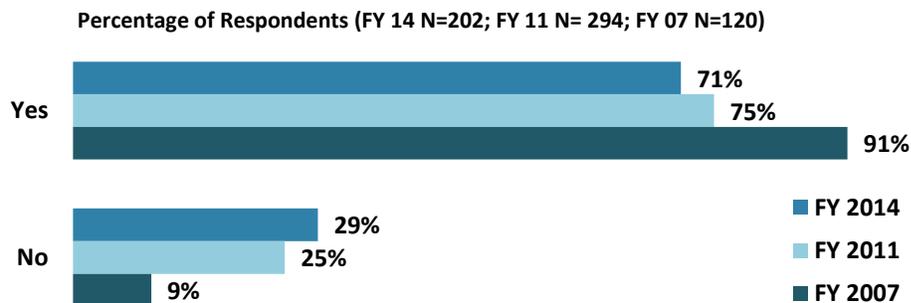


"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

X. Communication and Openness (continued)

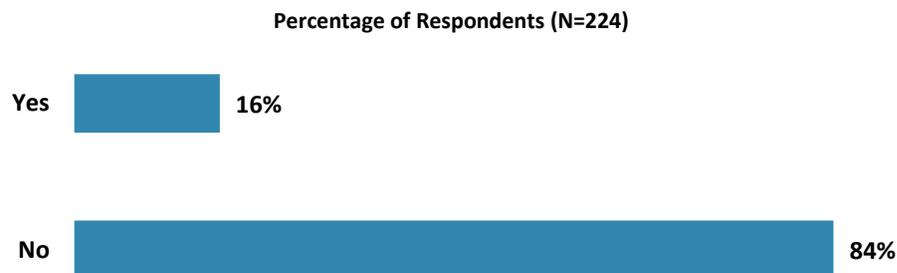
Website Usage

- This year's respondents were significantly less likely to have used the WBG website than respondents in the FY'07 Country Survey.

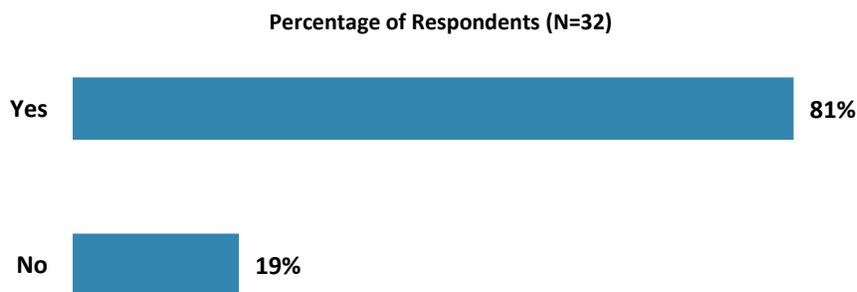


"Do you use/have you used the World Bank Group website?"

Note: percentages in this chart are calculated based on weighted data.



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

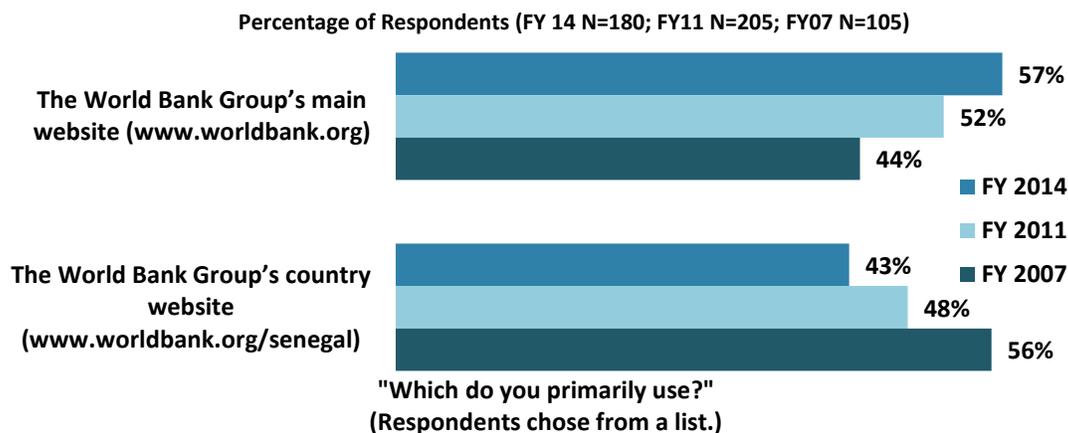


"Were you able to obtain this information?"

X. Communication and Openness (continued)

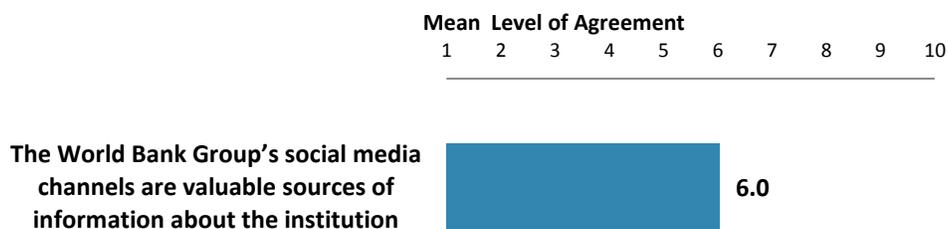
Website Usage (continued)

- Respondents in this year’s Country Survey were significantly more likely to use the WBG’s main website over the country website than respondents in the FY’07 Country Survey.



Note: percentages in this chart are calculated based on weighted data.

Evaluation of WBG’s Social Media Channels

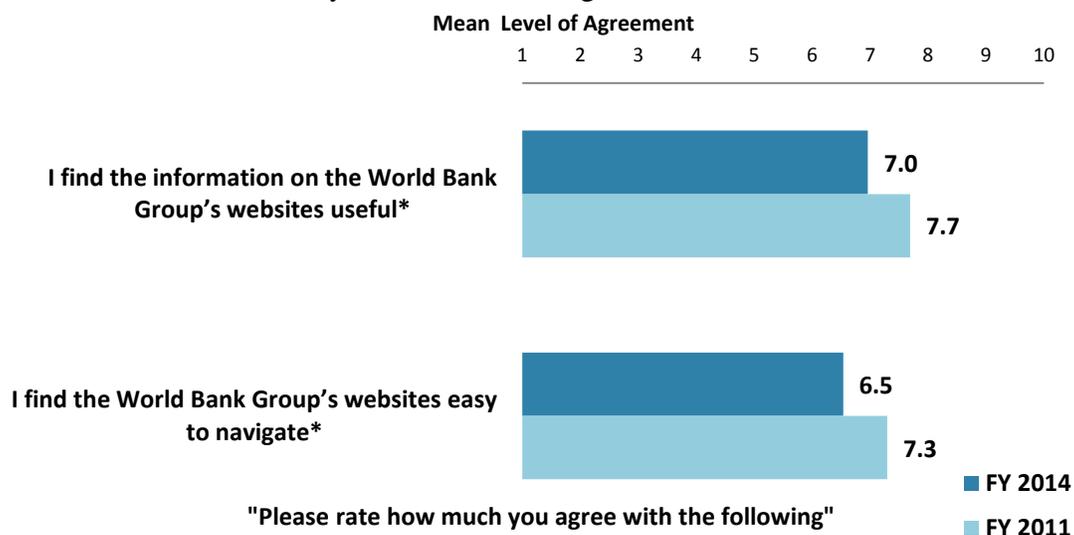


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Website Evaluation

- Respondents of this year’s Country Survey had significantly lower levels of agreement with the following two statements than respondents in the FY’11 Country Survey.
- Respondents from private sector/financial sector/private banks had significantly lower levels of agreement with both statements than respondents from other stakeholder groups.
- Respondents across geographic locations and regardless of whether they collaborate with the WBG had statistically similar levels of agreement with both statements below.



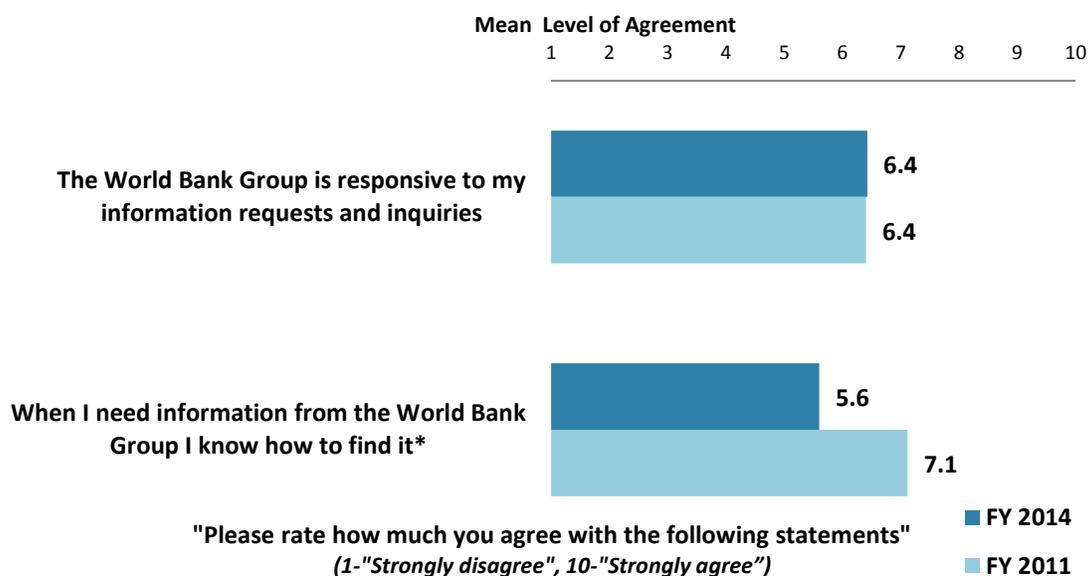
"Please rate how much you agree with the following"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY14 and FY11)

Note: percentages in this chart are calculated based on weighted data.

X. Communication and Openness (continued)

Information Sharing

- Respondents of this year’s Country Survey had significantly lower levels of agreement with the statement that “*when I need information from the WBG, I know how to find it,*” compared to respondents in the FY’11 Country Survey.
- Respondents from private sector/financial sector/private banks had significantly lower levels of agreement with the statement that “*the WBG is responsive to my information requests and inquiries*” than respondents from other stakeholder groups.
- Respondents across geographic locations had statistically similar levels of agreement with the two statements.
- Respondents who professionally work/collaborate with the WBG had the significantly higher levels of agreement with both statements than respondents who do not professionally work with the institution.



"Please rate how much you agree with the following statements"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY14 and FY11)
 Note: percentages in this chart are calculated based on weighted data.

XI. Appendices

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Senegal



Appendix A: Responses to All Questions across All Respondents (N=269)

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 Senegal

1. In general would you say that Senegal is headed in ... ?	Percentage of Respondents (N=255)
The right direction	59.6%
The wrong direction	8.2%
Not sure	32.2%

2. Listed below are a number of development priorities in Senegal. Please identify which of the following you consider the most important development priorities in Senegal? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=245)
Public sector governance/ reform	37.1%
Education	34.7%
Agricultural development	25.3%
Transport	22.4%
Energy	22.0%
Job creation/employment	20.4%
Domestic private sector development	18.8%
Health	17.1%
Anti corruption	14.7%
Poverty reduction	13.5%
Social protection	10.2%
Rural development	9.0%
Food security	8.2%
Economic growth	6.9%
Water and sanitation	4.9%
Trade and exports	4.1%
Law and justice	3.7%
Equality of opportunity	3.7%
Gender equity	3.3%
Foreign direct investment	3.3%
Natural resource management	3.3%
Global/regional integration	2.0%
Crime and violence	2.0%
Climate change	1.6%
Environmental sustainability	1.6%
Information and communications technology	1.2%
Urban development	0.8%
Financial markets	0.8%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

A. General Issues Facing Senegal (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Senegal? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=261)
Agricultural development	35.6%
Job creation/employment	34.1%
Rural development	33.0%
Education	30.7%
Economic growth	25.3%
Domestic private sector development	18.8%
Anti corruption	15.7%
Public sector governance/ reform	13.0%
Health	12.3%
Water and sanitation	11.9%
Transport	10.7%
Food security	10.3%
Social protection	9.2%
Equality of opportunity	8.8%
Energy	8.4%
Law and justice	5.0%
Gender equity	3.1%
Regulatory framework	1.9%
Information and communications technology	1.9%
Trade and exports	1.5%
Global/regional integration	1.5%
Urban development	1.5%
Climate change	1.5%
Foreign direct investment	1.5%
Natural resource management	1.1%
Crime and violence	0.4%
Communicable/non-communicable diseases	0.4%
Environmental sustainability	0.4%
Disaster management	0.0%
Financial markets	0.0%

A. General Issues Facing Senegal (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Senegal? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=264)
Domestic private sector development	42.0%
Energy	37.5%
Agricultural development	36.0%
Job creation/employment	29.2%
Rural development	22.3%
Public sector governance/ reform	22.0%
Anti corruption	15.9%
Foreign direct investment	14.0%
Trade and exports	13.3%
Education	12.1%
Transport	11.7%
Health	5.3%
Natural resource management	4.5%
Information and communications technology	4.5%
Financial markets	4.5%
Water and sanitation	3.4%
Regulatory framework	3.4%
Food security	3.4%
Law and justice	3.4%
Social protection	2.7%
Equality of opportunity	2.3%
Environmental sustainability	1.5%
Global/regional integration	1.5%
Gender equity	1.5%
Climate change	0.4%
Disaster management	0.0%
Urban development	0.0%
Communicable/non-communicable diseases	0.0%
Crime and violence	0.0%
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 Senegal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=200)
Better employment opportunities for young people	30.0%
Education and training that better ensure job opportunity	25.5%
Better entrepreneurial opportunities	25.0%
Consistent economic growth	18.5%
Better opportunity for the poor who live in rural areas	15.5%
Greater access to micro-finance for the poor	15.0%
A growing middle class	11.0%
Better employment opportunities for women	10.5%
Greater access to health and nutrition for citizens	10.0%
Greater equity of fiscal policy	9.0%
More reliable social safety net	8.5%
Better quality public services	7.5%
Greater voice and participation for citizens to help ensure greater accountability	6.5%
Better opportunity for the poor who live in urban areas	2.5%
Other	2.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Senegal? (1-Not familiar at all, 10-Extremely familiar)	255	0	4.72	2.80

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Senegal? (1-Not effective at all, 10-Very effective)	216	41	5.56	2.29

Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Senegal's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	192	64	6.22	2.27

4. When thinking about how the WBG can have the most impact on development results in Senegal, in which sectoral areas do you believe the WBG should focus most of its resources? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=262)
Education	37.8%
Agricultural development	33.2%
Poverty reduction	24.4%
Public sector governance/ reform	23.7%
Transport	23.3%
Job creation/employment	22.1%
Health	19.1%
Rural development	17.2%
Energy	16.4%
Domestic private sector development	14.9%
Economic growth	9.2%
Anti corruption	8.8%
Food security	7.3%
Social protection	6.9%
Equality of opportunity	6.9%
Water and sanitation	4.6%
Foreign direct investment	4.2%
Trade and exports	3.8%
Natural resource management	2.7%
Global/regional integration	2.7%
Environmental sustainability	2.3%
Information and communications technology	1.1%
Law and justice	1.1%
Regulatory framework	1.1%
Urban development	0.8%
Gender equity	0.8%
Climate change	0.4%
Crime and violence	0.4%
Financial markets	0.4%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Senegal?	Percentage of Respondents (N=240)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	38.8%	15.8%	54.6%
Capacity development	15.0%	23.3%	38.3%
Policy advice, studies, analyses	14.6%	12.1%	26.7%
Technical assistance	9.6%	10.8%	20.4%
Mobilizing third party financial resources	7.9%	9.2%	17.1%
Convening/facilitating	7.1%	7.1%	14.2%
Donor coordination	3.8%	7.5%	11.3%
Linkage to non-Bank expertise	1.3%	9.6%	10.8%
Data	2.1%	3.8%	5.8%
Other	0.0%	0.8%	0.8%

How effectively do the WBG's activities below support Senegal's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	144	62	5.66	2.10
7. Data	144	48	6.40	2.13
8. Policy advice, studies, analyses	183	29	6.30	2.37
9. Financial resources	191	27	6.94	2.19
10. Technical assistance	170	34	6.28	2.36
11. Mobilizing third party financial resources	156	50	6.35	2.27
12. Donor coordination	143	58	6.13	2.40
13. Linkage to non-Bank expertise	141	63	5.41	2.41

The World Bank Group can provide capacity building support in a number of ways in Senegal. To which degree would Senegal benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	219	19	7.58	2.20
15. The public sector, related to implementation of specific development projects on the ground	227	16	7.97	2.03
16. The public sector, related to changing institutions	199	20	7.31	2.05
17. The private sector, related to institutional and policy change	208	22	7.43	2.19

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Senegal? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation (or other organizational strengthening)	175	43	6.86	2.29
19. Citizen engagement (incorporating citizens' voices into development)	150	42	5.36	2.37
20. Policy design (for clarity and better incentives to achieve development goals)	168	43	6.29	2.12

When thinking about how to improve capacity building in Senegal 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
21. Project implementation (or other organizational strengthening)	197	43	7.86	2.05
22. Citizen engagement (incorporating citizens' voices into development)	191	42	7.80	2.09
23. Policy design (for clarity and better incentives to achieve development goals)	185	43	7.66	2.03

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

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Senegal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=251)
Staff too inaccessible	18.7%
Too influenced by developed countries	18.7%
Not aligned with country priorities	18.3%
Not adequately sensitive to political/social realities in Senegal	16.7%
Too bureaucratic in its operational policies and procedures	14.7%
World Bank Group's processes too complex	14.3%
World Bank Group's processes too slow	12.4%
Not enough public disclosure of its work	12.0%
Imposing technocratic solutions without regard to political realities	12.0%
Don't know	10.8%
Not collaborating enough with non-state actors	10.8%
Not willing to honestly criticize policies and reform efforts in the country	10.4%
Not exploring alternative policy options	5.6%
Arrogant in its approach	4.8%
Not aligned with other donors' work	2.0%
Other	1.2%
The credibility of its knowledge/data	0.8%
Not client focused	0.8%

25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Senegal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=252)
Investment lending	63.9%
Capacity development	49.2%
Technical assistance	27.8%
Policy based lending / budget support to the Government	20.6%
Knowledge products/services	12.3%
Trust Fund management	7.9%
Don't know	5.6%
Other	2.8%

26. In addition to the regular relations with the national government as its interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=250)
Private sector	35.6%
Civil Society Organizations, including NGOs, associations, and CBOs	31.2%
Academia/think tanks/research institutes	27.2%
Beneficiaries	26.4%
Local Government	25.6%
Community Based Organizations (CBOs)	17.6%
Media	10.8%
Donor community	10.4%
Don't know	3.2%
Parliament	2.4%
Other	2.0%
Foundations	1.2%
Faith based organizations	0.4%

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

To what extent do you agree with the following statements about the World Bank Group's work in Senegal? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
27. Overall the World Bank Group currently plays a relevant role in development in Senegal*	216	32	6.75	2.30
28. The World Bank Group's work is aligned with what I consider the development priorities for Senegal*	205	38	5.81	2.29
29. The World Bank Group supports programs and strategies that are realistic for Senegal	204	34	6.22	2.28
30. The World Bank Group treats clients and stakeholders in Senegal with respect	160	75	6.02	2.43

To what extent is the World Bank Group an effective development partner in Senegal, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness	151	74	5.72	2.17
32. Flexibility (in terms of the World Bank Group's products and services)	156	55	5.17	2.01
33. Flexibility (in terms of changing country circumstances)	147	74	5.46	2.12
34. Being inclusive	112	98	5.75	2.09
35. Openness	156	55	6.38	2.22
36. Staff accessibility	156	59	5.29	2.59
37. Straightforwardness and honesty	145	75	6.56	2.37
38. Ease of access to the people at the World Bank Group who are making decisions important to my work	143	72	5.46	2.47
39. Collaboration with groups outside of the Government	140	76	5.88	2.22
40. Collaboration with the Government	199	37	7.54	1.99
41. Collaboration with other donors	131	89	6.63	2.11
42. The speed in which it gets things accomplished on the ground	147	74	6.11	2.29
43. Being a long-term partner	165	65	7.93	1.93

44. To be a more effective development partner in Senegal, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=239)
More local presence	64.0%
The current level of local presence is adequate	18.8%
Don't know	11.7%
Less local presence	5.4%

45. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (N=240)
There is not an adequate level of citizen/civil society participation	40.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	27.9%
Reforms are not well thought out in light of country challenges	26.7%
The World Bank Group does not do adequate follow through/follow-up	20.4%
Lack of/inadequate levels of capacity in Government	18.8%
The Government works inefficiently	17.1%
Political pressures and obstacles	16.3%
The World Bank Group works too slowly	14.2%
Poor donor coordination	7.1%
Other	2.5%

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 Senegal? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	207	15	8.39	2.11
2. Information and communications technology	184	20	7.54	2.08
3. Transport	195	13	8.39	1.86
4. Crime and violence	165	25	6.27	2.49
5. Law and justice	176	24	6.85	2.34
6. Urban development	185	15	7.26	2.20
7. Environmental sustainability	185	16	7.64	2.12
8. Regulatory framework	171	26	6.91	2.30
9. Communicable/non-communicable diseases	176	18	6.86	2.29
10. Poverty reduction	194	10	8.26	2.17
11. Gender equity	168	25	5.58	2.66
12. Domestic private sector development	195	13	7.71	2.37
13. Foreign direct investment	169	28	7.34	2.26
14. Water and sanitation	194	12	8.04	1.98
15. Trade and exports	169	23	6.82	2.14
16. Economic growth	191	14	8.12	2.12
17. Energy	192	12	8.71	1.88
18. Disaster management	175	22	6.91	2.31
19. Public sector governance/ reform	180	20	7.88	2.15
20. Job creation/employment	190	16	8.21	2.24
21. Financial markets	161	35	6.97	2.15
22. Equality of opportunity	172	27	7.02	2.40
23. Health	187	15	8.16	2.04
24. Rural development	181	16	8.38	1.93
25. Global/regional integration	166	28	6.78	2.15
26. Food security	185	12	7.89	2.17
27. Education	193	10	8.38	2.05
28. Social protection	175	20	7.00	2.44
29. Climate change	181	17	6.89	2.44
30. Agricultural development	196	12	8.57	2.08
31. Natural resource management	186	17	7.20	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 Senegal? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	138	15	5.54	2.70
2. Information and communications technology	123	20	5.52	2.20
3. Transport	159	13	6.67	2.26
4. Crime and violence	102	25	4.34	2.33
5. Law and justice	128	24	5.10	2.33
6. Urban development	135	15	5.79	2.10
7. Environmental sustainability	139	16	5.82	2.31
8. Regulatory framework	118	26	6.02	2.22
9. Communicable/non-communicable diseases	113	18	5.73	2.48
10. Poverty reduction	154	10	6.12	2.38
11. Gender equity	115	25	5.34	2.37
12. Domestic private sector development	126	13	5.44	2.16
13. Foreign direct investment	114	28	6.07	2.27
14. Water and sanitation	143	12	6.20	2.35
15. Trade and exports	105	23	5.44	2.14
16. Economic growth	151	14	6.15	2.23
17. Energy	150	12	6.05	2.25
18. Disaster management	118	22	5.03	2.14
19. Public sector governance/ reform	141	20	6.38	2.32
20. Job creation/employment	140	16	4.79	2.17
21. Financial markets	98	35	5.55	2.14
22. Equality of opportunity	106	37	4.98	2.29
23. Health	155	15	6.24	2.19
24. Rural development	149	16	5.91	2.29
25. Global/regional integration	108	28	5.62	2.23
26. Food security	144	12	5.85	2.33
27. Education	158	10	6.52	2.11
28. Social protection	122	20	4.88	2.07
29. Climate change	117	17	5.11	2.25
30. Agricultural development	153	12	6.16	2.35
31. Natural resource management	115	17	5.09	2.32

3. Where are the World Bank Group's decisions made primarily that support the program in Senegal? (Select only ONE response)	Percentage of Respondents (N=236)
At the Headquarters (in Washington D.C.)	52.1%
In the country	12.3%
Don't know	35.6%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Senegal? (1-To no degree at all, 10-To a very significant degree)	188	50	6.06	2.06

To what extent do you agree with the following statements about the World Bank Group in Senegal? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of Senegal*	190	46	5.85	2.18
6. The World Bank Group meets Senegal's needs for knowledge services*	186	51	5.92	2.11

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

Fee-based Products/Services	N	DK	Mean	SD
7. To what extent do you believe that Senegal received value for money from the World Bank Group's fee-based products/services? (1-To no degree at all, 10-To a very significant degree)	121	122	5.93	2.21
Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Senegal? (1-To no degree at all, 10-To a very significant degree)	140	104	5.72	2.24

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=242)
Weekly	9.5%
Monthly	22.3%
A few times a year	27.7%
Rarely	27.7%
Never	12.8%

In Senegal, 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	168	58	6.78	2.08
3. Include appropriate level of stakeholder involvement during preparation	140	75	5.87	1.98
4. Are relevant to Senegal's development priorities	169	44	6.41	2.19
5. Lead to practical solutions	165	51	6.18	2.26
6. Are accessible	160	52	6.14	2.26
7. Are source of relevant information on global good practices	165	54	6.92	2.21
8. Enhance your knowledge and/or skills	174	42	6.91	2.17
9. Are adequately disseminated	161	55	5.55	2.27
10. Are adaptable to Senegal's specific development challenges and country circumstances*	163	51	6.26	2.11

Overall Evaluations	N	DK	Mean	SD
11. 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)	185	52	6.71	2.00
12. 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)	177	62	6.89	1.93

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Senegal's development challenges? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	168	53	6.42	2.16
2. Design (appraising and planning the solutions)	179	44	6.73	2.04
3. Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	171	45	6.49	2.15
4. Evaluation (assessing the impact and results)	180	47	6.86	2.13

E. Working with the World Bank Group (continued)

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	166	65	4.01	2.44
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	189	40	6.98	2.37
7. The World Bank Group's approvals and reviews are done in a timely fashion	155	68	5.22	2.11
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	124	99	5.60	2.31
9. The World Bank Group's conditions on its lending are reasonable	153	71	5.22	2.33
10. The World Bank Group takes decisions quickly in Senegal*	141	76	5.02	2.30
11. Working with the World Bank Group increases Senegal's institutional capacity	177	43	6.55	2.29
12. The World Bank Group ensures consistency and continuity through staff changes	106	114	5.80	2.35
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	142	80	6.59	2.38
14. The World Bank Group provides effective implementation support	171	50	6.77	2.15
15. Which of the following best describes the way the World Bank Group operates in Senegal? (Select only one response)	Percentage of Respondents (N=232)			
The World Bank Group does not take enough risk in Senegal	28.9%			
The World Bank Group's approach to risk is appropriate	19.4%			
Don't know	37.1%			
Prefer not to answer	14.7%			

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Senegal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=235)
Reach out more to groups outside of Government	31.5%
Collaborate more effectively with Government clients	24.3%
Increase the level of capacity development in the country	23.8%
Reduce the complexity of obtaining World Bank Group financing	22.1%
Offer more innovative financial products	20.9%
Improve the quality of its experts as related to Senegal's specific challenges	18.7%
Provide more adequate data/knowledge/statistics/figures on Senegal's economy	17.9%
Improve the competitiveness of its financing compared to markets	13.6%
Work faster	8.1%
Offer more innovative knowledge services	7.7%
Ensure greater selectivity in its work	3.4%
Increase availability of Fee-Based services	2.6%
Other	0.9%
2. When considering the combination of services that the World Bank Group offers in Senegal 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 Senegal? (Select only ONE response)	Percentage of Respondents (N=235)
Financial services	39.1%
The combination is appropriate for Senegal	20.0%
Knowledge products	18.3%
Don't know	14.0%
Convening services	7.7%
None of the above	.9%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Senegal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=237)
Internet	60.3%
Local newspapers	52.3%
Local television	20.3%
International newspapers	12.7%
Local radio	8.9%
International radio	8.9%
Periodicals	8.9%
International television	6.8%
Other	5.5%
Social media	2.1%
Instant messaging	1.7%
Mobile phones	0.8%
Blogs	0.0%
2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
e-Newsletters	42.6%
World Bank Group's seminars/workshops/conferences	36.8%
Direct contact with World Bank Group	31.8%
World Bank Group's website	24.8%
World Bank Group's publications and other written materials	23.1%
Social media	12.4%
Instant messaging	5.4%
Blogs	3.7%
Mobile phones	3.7%
Other	2.5%
3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=235)
Yes	28.9%
No	71.1%
4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=224)
Yes	16.1%
No	83.9%
5. Were you able to obtain this information?	Percentage of Respondents (N=32)
Yes	81.3%
No	18.8%
6. Do you have access to the Internet?	Percentage of Respondents (N=228)
Yes	93.9%
No	6.1%
7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=231)
Yes	68.4%
No	31.6%

G. Communication and Information Sharing (continued)

8. Which do you primarily use? (Select only ONE response)	Percentage of Respondents (N=204)
The World Bank Group's country website (www.worldbank.org/senegal)	44.1%
The World Bank Group's main website (www.worldbank.org)	55.9%

9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=207)
High speed	82.1%
Dial-up	17.9%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	182	43	5.74	2.92
11. I find the World Bank Group's websites easy to navigate	162	46	6.81	2.19
12. I find the information on the World Bank Group's websites useful	162	44	7.12	2.21
13. The World Bank Group's social media channels are valuable sources of information about the institution	116	100	6.03	2.60
14. When I need information from the World Bank Group I know how to find it	178	46	5.71	3.00
15. The World Bank Group is responsive to my information requests and inquiries	112	102	6.24	2.71

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=235)
Employee of a Ministry, Ministerial Department or Implementation Agency	24.3%
Media	14.9%
NGO, Community Based Organization	14.5%
Private Sector Organization	8.9%
Academia/Research Institute/Think Tank	7.7%
Project Management Unit overseeing implementation of project	6.4%
Other	5.1%
Consultant/Contractor working on World Bank supported project/program	4.3%
Independent Government Institution	3.8%
Office of the President, Prime Minister	2.1%
Financial Sector/Private Bank	2.1%
Elected person (Member of the National Assembly – Regional, Urban or Rural Council)	1.7%
Local Government Office or Staff	1.3%
Bilateral Agency	1.3%
Multilateral Agency	0.9%
Trade Union	0.4%
Judiciary Branch	0.4%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=233)
Education	15.9%
Other	15.0%
Information and communications technology	11.2%
Agriculture/rural development/food security	10.3%
Generalist	8.2%
Public sector governance/public financial management/anti corruption	6.9%
Private sector development/foreign direct investment	5.2%
Health/communicable/non-communicable diseases	4.3%
Natural resource management/environmental sustainability	3.9%
Gender equity/equality of opportunity	3.4%
Transport	3.4%
Job creation/employment	3.0%
Social protection	3.0%
Law and justice/regulatory framework	2.6%
Urban development	1.7%
Climate change/disaster management	1.3%
Energy	.9%
3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=240)
Yes	38.3%
No	61.7%
4. Which of the following agencies of the World Bank Group do you primarily engage with in Senegal? (Select all that apply)	Percentage of Respondents (Responses Combined; N=226)
None	60.6%
The World Bank (IDA)	36.3%
The International Finance Corporation (IFC)	8.4%
The Multilateral Investment Guarantee Agency (MIGA)	3.5%
5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=204)
Yes	20.6%
No	79.4%
6. If yes, what was your view on the two institutions working together in Senegal? (Select only ONE response)	Percentage of Respondents (N=40)
Collaborating but needs improvement	40.0%
Working well together	37.5%
Don't know	12.5%
Other	10.0%
7. Which of the following describes most of your exposure to the World Bank Group in Senegal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=228)
Use World Bank Group website for information, data, research, etc.	36.0%
Observer	35.5%
Collaborate as part of my professional duties	35.5%
Engage in World Bank Group related/sponsored events/activities	25.0%
Use World Bank Group reports/data	23.7%
8. Which best represents your geographic location?	Percentage of Respondents (N=237)
Dakar	84.0%
Other city	9.7%
Rural area	6.3%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Senegal

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The right direction	65.4%	57.7%	65.7%	57.1%	88.9%	58.8%	50.0%
The wrong direction	5.1%	11.5%	0.0%	11.4%	0.0%	0.0%	10.7%
Not sure	29.5%	30.8%	34.3%	31.4%	11.1%	41.2%	39.3%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Social protection	9.2%	20.8%	12.5%	12.9%	0.0%	6.3%	10.7%
Transport	27.6%	4.2%	18.8%	25.8%	11.1%	18.8%	39.3%
Public sector governance/ reform	42.1%	45.8%	28.1%	38.7%	44.4%	50.0%	17.9%
Global/regional integration	2.6%	4.2%	0.0%	0.0%	0.0%	0.0%	3.6%
Gender equity	2.6%	0.0%	6.3%	3.2%	0.0%	6.3%	3.6%
Domestic private sector development	19.7%	25.0%	25.0%	9.7%	22.2%	6.3%	28.6%
Foreign direct investment	5.3%	0.0%	3.1%	3.2%	0.0%	0.0%	3.6%
Water and sanitation	2.6%	4.2%	0.0%	9.7%	0.0%	0.0%	14.3%
Anti corruption*	6.6%	37.5%	15.6%	19.4%	0.0%	12.5%	14.3%
Job creation/employment	22.4%	16.7%	18.8%	19.4%	33.3%	25.0%	10.7%
Rural development	13.2%	0.0%	9.4%	3.2%	0.0%	6.3%	10.7%
Financial markets	1.3%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	1.3%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Environmental sustainability	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	2.6%	0.0%	6.3%	3.2%	0.0%	18.8%	0.0%
Health*	19.7%	8.3%	6.3%	19.4%	55.6%	12.5%	10.7%
Education	38.2%	25.0%	28.1%	25.8%	77.8%	43.8%	39.3%
Poverty reduction	10.5%	12.5%	21.9%	9.7%	22.2%	18.8%	10.7%
Energy	27.6%	20.8%	21.9%	29.0%	11.1%	18.8%	21.4%
Food security	3.9%	16.7%	6.3%	12.9%	0.0%	6.3%	3.6%
Climate change	2.6%	0.0%	3.1%	3.2%	0.0%	0.0%	0.0%
Agricultural development	21.1%	16.7%	43.8%	32.3%	22.2%	6.3%	32.1%
Trade and exports	1.3%	12.5%	0.0%	3.2%	0.0%	0.0%	7.1%
Crime and violence*	0.0%	0.0%	0.0%	9.7%	0.0%	6.3%	0.0%
Economic growth	11.8%	8.3%	6.3%	0.0%	0.0%	18.8%	3.6%
Law and justice	2.6%	4.2%	3.1%	3.2%	0.0%	6.3%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	1.3%	0.0%	3.1%	3.2%	0.0%	6.3%	7.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Senegal (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation	10.0%	8.0%	9.1%	8.8%	0.0%	11.1%	25.0%
Equality of opportunity	7.5%	8.0%	3.0%	11.8%	11.1%	27.8%	3.6%
Economic growth	30.0%	24.0%	18.2%	17.6%	44.4%	5.6%	28.6%
Climate change	2.5%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	4.0%	0.0%	5.9%	0.0%	0.0%	3.6%
Gender equity	2.5%	0.0%	6.1%	2.9%	0.0%	5.6%	3.6%
Rural development	42.5%	24.0%	30.3%	32.4%	22.2%	33.3%	32.1%
Urban development	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	3.8%	4.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Social protection	10.0%	12.0%	9.1%	2.9%	22.2%	16.7%	3.6%
Law and justice	2.5%	4.0%	3.0%	5.9%	0.0%	5.6%	10.7%
Transport	13.8%	8.0%	12.1%	8.8%	0.0%	0.0%	25.0%
Crime and violence	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Information and communications technology	1.3%	0.0%	0.0%	5.9%	11.1%	0.0%	0.0%
Anti corruption	11.3%	20.0%	18.2%	14.7%	22.2%	16.7%	10.7%
Domestic private sector development*	16.3%	36.0%	39.4%	8.8%	11.1%	0.0%	17.9%
Foreign direct investment	1.3%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	30.0%	36.0%	24.2%	26.5%	33.3%	44.4%	28.6%
Energy	6.3%	8.0%	15.2%	11.8%	0.0%	11.1%	7.1%
Public sector governance/ reform	11.3%	12.0%	15.2%	26.5%	11.1%	11.1%	7.1%
Natural resource management	0.0%	0.0%	0.0%	5.9%	0.0%	5.6%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	10.0%	16.0%	12.1%	17.6%	11.1%	11.1%	7.1%
Agricultural development	41.3%	16.0%	42.4%	44.1%	44.4%	27.8%	32.1%
Job creation/employment	32.5%	40.0%	27.3%	29.4%	44.4%	55.6%	35.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Food security	10.0%	12.0%	12.1%	8.8%	11.1%	11.1%	3.6%

*Significantly different between stakeholder groups

A. General Issues facing Senegal (continued)

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

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independ nt Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Energy	48.1%	38.5%	26.5%	40.0%	44.4%	27.8%	39.3%
Gender equity	0.0%	0.0%	5.9%	2.9%	0.0%	0.0%	3.6%
Equality of opportunity	1.2%	3.8%	0.0%	8.6%	0.0%	0.0%	0.0%
Social protection	1.2%	3.8%	0.0%	5.7%	0.0%	0.0%	0.0%
Global/regional integration	1.2%	3.8%	0.0%	0.0%	0.0%	0.0%	3.6%
Climate change	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	16.0%	19.2%	11.8%	8.6%	0.0%	22.2%	17.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	29.6%	15.4%	20.6%	5.7%	22.2%	22.2%	35.7%
Foreign direct investment	12.3%	30.8%	11.8%	14.3%	0.0%	11.1%	10.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	0.0%	8.8%	0.0%	0.0%	0.0%	10.7%
Education	13.6%	11.5%	5.9%	8.6%	22.2%	5.6%	7.1%
Information and communications technology	3.7%	7.7%	2.9%	5.7%	0.0%	11.1%	7.1%
Regulatory framework	3.7%	11.5%	0.0%	0.0%	0.0%	11.1%	3.6%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	12.3%	3.8%	14.7%	14.3%	11.1%	16.7%	25.0%
Public sector governance/ reform*	17.3%	11.5%	41.2%	20.0%	55.6%	38.9%	3.6%
Domestic private sector development	45.7%	46.2%	38.2%	48.6%	44.4%	27.8%	39.3%
Job creation/employment	33.3%	23.1%	32.4%	25.7%	44.4%	38.9%	17.9%
Agricultural development	38.3%	30.8%	35.3%	42.9%	22.2%	38.9%	25.0%
Food security	1.2%	7.7%	5.9%	2.9%	0.0%	0.0%	0.0%
Transport	7.4%	3.8%	17.6%	20.0%	11.1%	16.7%	21.4%
Natural resource management	4.9%	0.0%	2.9%	2.9%	0.0%	11.1%	10.7%
Environmental sustainability	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Health	3.7%	11.5%	8.8%	2.9%	0.0%	0.0%	7.1%
Law and justice	1.2%	3.8%	5.9%	5.7%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	1.2%	7.7%	2.9%	8.6%	11.1%	0.0%	10.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Gov. Institution			Academia/ Research Institute/ Think Tanks			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Better employment opportunities for young people																					
Better employment opportunities for women																					
Greater access to micro-finance for the poor																					
Greater voice and participation for citizens to help ensure greater accountability*																					
Greater access to health and nutrition for citizens																					
Better entrepreneurial opportunities																					
A growing middle class																					
Better opportunity for the poor who live in rural areas																					
Better opportunity for the poor who live in urban areas																					
Consistent economic growth																					
More reliable social safety net																					
Greater equity of fiscal policy																					
Education and training that better ensure job opportunity																					
Better quality public services																					
Other																					

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Senegal?*	81	5.83	2.69	25	2.92	1.80	31	4.52	2.43	35	3.86	2.75	9	5.67	3.00	18	5.00	2.74	29	4.72	2.80

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Senegal.*	71	6.42	1.95	23	3.74	1.84	27	5.33	2.53	26	5.46	1.96	7	7.14	1.95	14	5.21	1.76	27	5.11	2.41

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Senegal solve its most complicated development challenges?*	68	7.19	2.00	20	5.00	2.36	23	5.87	2.26	23	6.04	2.06	7	7.14	1.07	12	5.50	1.93	22	5.86	2.34

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independ ent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Social protection	3.7%	3.8%	9.1%	14.7%	0.0%	16.7%	7.1%
Public sector governance/ reform*	28.0%	15.4%	21.2%	14.7%	44.4%	50.0%	14.3%
Transport	26.8%	23.1%	21.2%	23.5%	11.1%	11.1%	39.3%
Poverty reduction	19.5%	19.2%	30.3%	29.4%	33.3%	27.8%	32.1%
Global/regional integration*	1.2%	11.5%	0.0%	0.0%	0.0%	0.0%	7.1%
Gender equity	0.0%	0.0%	3.0%	0.0%	0.0%	5.6%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	14.6%	23.1%	15.2%	14.7%	11.1%	11.1%	3.6%
Rural development	19.5%	15.4%	24.2%	11.8%	11.1%	11.1%	25.0%
Foreign direct investment	3.7%	3.8%	9.1%	2.9%	11.1%	0.0%	0.0%
Water and sanitation	1.2%	7.7%	9.1%	2.9%	0.0%	11.1%	7.1%
Energy	20.7%	15.4%	21.2%	14.7%	11.1%	16.7%	14.3%
Job creation/employment	17.1%	23.1%	21.2%	29.4%	0.0%	38.9%	10.7%
Financial markets	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	1.2%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	2.4%	0.0%	0.0%	2.9%	0.0%	0.0%	3.6%
Equality of opportunity	2.4%	7.7%	6.1%	14.7%	22.2%	16.7%	3.6%
Health	17.1%	23.1%	12.1%	23.5%	33.3%	16.7%	17.9%
Education	39.0%	38.5%	36.4%	38.2%	55.6%	27.8%	35.7%
Food security	7.3%	7.7%	9.1%	11.8%	11.1%	0.0%	0.0%
Climate change	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	36.6%	23.1%	33.3%	23.5%	44.4%	11.1%	50.0%
Trade and exports	2.4%	7.7%	6.1%	0.0%	0.0%	0.0%	3.6%
Economic growth	15.9%	11.5%	3.0%	2.9%	0.0%	11.1%	7.1%
Law and justice	0.0%	0.0%	3.0%	2.9%	0.0%	5.6%	0.0%
Regulatory framework	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	3.6%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	1.2%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%
Anti corruption	13.4%	7.7%	3.0%	2.9%	0.0%	11.1%	10.7%
Information and communications technology	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Indepe nt Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Convening/facilitating	7.4%	8.7%	12.9%	6.3%	0.0%	0.0%	4.8%
Data	1.2%	0.0%	6.5%	3.1%	0.0%	5.6%	0.0%
Policy advice, studies, analyses	13.6%	17.4%	12.9%	9.4%	0.0%	22.2%	28.6%
Financial resources	42.0%	26.1%	35.5%	28.1%	66.7%	44.4%	28.6%
Capacity development	16.0%	4.3%	19.4%	25.0%	11.1%	16.7%	9.5%
Technical assistance	8.6%	8.7%	3.2%	6.3%	22.2%	5.6%	28.6%
Mobilizing third party financial resources	7.4%	21.7%	3.2%	15.6%	0.0%	5.6%	0.0%
Donor coordination	1.2%	13.0%	6.5%	6.3%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Indepe nt Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Convening/facilitating	6.2%	4.3%	6.5%	6.3%	0.0%	0.0%	14.3%
Data	1.2%	8.7%	0.0%	0.0%	11.1%	5.9%	4.8%
Policy advice, studies, analyses	11.1%	0.0%	16.1%	9.4%	11.1%	23.5%	23.8%
Financial resources	16.0%	30.4%	19.4%	18.8%	22.2%	0.0%	14.3%
Capacity development	28.4%	8.7%	19.4%	25.0%	11.1%	17.6%	14.3%
Technical assistance	14.8%	8.7%	6.5%	3.1%	33.3%	17.6%	0.0%
Mobilizing third party financial resources	11.1%	13.0%	9.7%	9.4%	11.1%	5.9%	4.8%
Donor coordination	2.5%	8.7%	12.9%	9.4%	0.0%	23.5%	14.3%
Linkage to non-Bank expertise	8.6%	17.4%	6.5%	15.6%	0.0%	5.9%	9.5%
Other	0.0%	0.0%	3.2%	3.1%	0.0%	0.0%	0.0%

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating*	47	6.00	1.79	19	4.32	2.11	19	6.42	1.89	20	5.85	1.95	4	4.75	1.26	10	6.20	2.04	16	5.25	2.52
Data	47	6.23	1.76	18	5.50	2.50	18	7.78	1.66	19	6.21	2.23	3	6.33	1.53	13	6.54	2.26	15	6.27	2.43
Policy advice, studies, analyses*	61	6.70	1.93	22	5.09	2.91	20	6.70	1.78	24	5.33	3.12	8	7.00	2.51	14	6.64	2.10	19	6.63	1.67
Financial resources*	70	7.34	1.93	20	5.55	2.28	23	7.26	2.12	24	7.21	2.02	7	8.14	1.68	15	7.27	1.62	17	5.82	2.35
Technical assistance*	62	6.89	1.94	21	5.57	2.42	19	7.21	1.81	22	6.09	2.74	7	5.86	2.85	11	6.45	2.70	16	5.19	2.59
Mobilizing third party financial resources*	53	6.77	1.85	21	4.81	2.62	19	7.32	1.97	22	6.64	2.40	6	5.83	1.94	11	6.36	2.58	13	5.23	2.28
Donor coordination*	57	6.21	2.10	21	4.76	2.72	16	7.81	1.56	17	6.29	2.69	2	4.00	1.41	9	6.78	2.54	14	5.14	2.21
Linkage to non-Bank expertise*	48	5.58	2.25	18	4.22	2.34	18	7.06	1.51	19	5.32	2.50	5	5.20	1.92	10	4.90	3.11	15	4.60	2.44

*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 Senegal. To what degree would Senegal 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?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	70	7.17	2.21	23	6.83	2.72	33	8.21	1.78	31	8.68	1.78	8	7.75	1.75	15	8.40	1.99	22	6.73	2.03
The public sector, related to implementation of specific development projects on the ground*	70	8.71	1.34	23	6.74	2.47	31	7.39	1.96	32	8.00	2.40	8	8.38	1.85	18	8.28	1.41	24	7.58	2.57
The public sector, related to changing institutions*	67	7.67	1.81	22	6.05	2.48	29	7.83	1.42	26	7.23	2.27	6	7.00	1.79	14	7.71	2.33	19	7.00	2.11
The private sector, related to institutional and policy change	61	7.38	1.84	22	7.18	2.81	31	7.68	1.92	30	7.63	2.41	8	8.13	1.55	14	6.71	2.52	23	7.00	2.54

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	64	7.31	1.61	17	4.94	1.98	22	7.27	1.61	20	6.80	2.42	8	7.88	1.96	11	7.36	4.34	19	6.16	2.91
Citizen engagement (incorporating citizens' voices into development)*	46	6.28	1.80	16	3.81	2.29	22	6.09	2.47	19	5.11	2.51	6	5.00	2.00	12	4.58	2.68	13	4.15	2.03
Policy design (for clarity and better incentives to achieve development goals)*	56	7.09	1.78	17	4.41	2.24	25	6.40	1.94	21	6.10	1.76	6	7.00	1.26	12	6.67	2.23	17	5.47	2.94

*Significantly different between stakeholder groups

When thinking about how to improve capacity building in Senegal 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?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	69	8.30	1.75	22	7.45	2.32	30	8.43	1.38	20	7.55	2.04	9	7.22	1.99	15	8.07	1.91	19	7.37	2.65
Citizen engagement (incorporating citizens' voices into development)*	61	8.18	1.78	20	6.80	2.38	30	8.63	1.77	21	7.10	2.30	9	7.67	1.87	16	8.19	2.20	18	6.89	2.40
Policy design (for clarity and better incentives to achieve development goals)*	59	8.37	1.48	21	6.57	2.46	30	8.03	1.50	21	7.05	2.18	8	8.00	2.14	15	7.80	1.90	19	7.11	2.64

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Staff too inaccessible*	8.6%	42.3%	19.4%	36.4%	0.0%	5.9%	14.3%
Not exploring alternative policy options	8.6%	0.0%	6.5%	0.0%	0.0%	0.0%	14.3%
Not adequately sensitive to political/social realities in Senegal	22.2%	26.9%	6.5%	9.1%	12.5%	29.4%	14.3%
Not enough public disclosure of its work	13.6%	7.7%	12.9%	12.1%	0.0%	5.9%	10.7%
Arrogant in its approach	4.9%	3.8%	0.0%	6.1%	0.0%	11.8%	3.6%
Not aligned with country priorities	12.3%	26.9%	19.4%	12.1%	37.5%	17.6%	21.4%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
World Bank Group's processes too complex	17.3%	7.7%	12.9%	27.3%	25.0%	5.9%	10.7%
Not willing to honestly criticize policies and reform efforts in the country	14.8%	0.0%	6.5%	9.1%	25.0%	17.6%	7.1%
Too influenced by developed countries	17.3%	15.4%	19.4%	24.2%	12.5%	17.6%	17.9%
Imposing technocratic solutions without regard to political realities	12.3%	11.5%	12.9%	6.1%	12.5%	29.4%	14.3%
World Bank Group's processes too slow*	22.2%	7.7%	9.7%	3.0%	12.5%	0.0%	17.9%
Too bureaucratic in its operational policies and procedures	12.3%	23.1%	19.4%	12.1%	25.0%	17.6%	3.6%
Not aligned with other donors' work	1.2%	0.0%	0.0%	3.0%	12.5%	0.0%	7.1%
Not collaborating enough with non-state actors	6.2%	3.8%	22.6%	12.1%	25.0%	11.8%	10.7%
Not client focused	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	3.6%
Other	2.5%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	9.9%	7.7%	12.9%	15.2%	0.0%	5.9%	10.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Capacity development	46.9%	56.0%	68.8%	47.1%	37.5%	70.6%	46.4%
Policy based lending / budget support to the Government	24.7%	20.0%	21.9%	14.7%	25.0%	17.6%	25.0%
Knowledge products/services	9.9%	8.0%	12.5%	14.7%	37.5%	17.6%	3.6%
Investment lending	71.6%	72.0%	56.3%	61.8%	75.0%	47.1%	60.7%
Technical assistance	28.4%	20.0%	28.1%	23.5%	0.0%	35.3%	32.1%
Trust Fund management	7.4%	16.0%	3.1%	14.7%	0.0%	5.9%	3.6%
Other	1.2%	0.0%	3.1%	2.9%	0.0%	0.0%	3.6%
Don't know	2.5%	4.0%	0.0%	8.8%	12.5%	0.0%	10.7%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Academia/think tanks/research institutes*	33.8%	12.0%	3.2%	24.2%	44.4%	61.1%	28.6%
Donor community	11.3%	4.0%	16.1%	12.1%	0.0%	11.1%	7.1%
Media*	2.5%	16.0%	0.0%	51.5%	0.0%	0.0%	0.0%
Civil Society Organizations, including NGOs, associations, and CBOs*	23.8%	40.0%	74.2%	12.1%	33.3%	22.2%	25.0%
Local Government	32.5%	20.0%	29.0%	15.2%	22.2%	22.2%	28.6%
Private sector*	45.0%	52.0%	12.9%	24.2%	55.6%	22.2%	39.3%
Parliament	1.3%	0.0%	3.2%	3.0%	0.0%	5.6%	7.1%
Community Based Organizations (CBOs)	13.8%	24.0%	29.0%	24.2%	0.0%	16.7%	14.3%
Beneficiaries	32.5%	12.0%	22.6%	27.3%	22.2%	22.2%	21.4%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	7.1%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Other	1.3%	8.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	4.0%	0.0%	3.0%	11.1%	0.0%	10.7%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Senegal*	76	7.54	1.84	18	4.39	2.43	28	6.54	1.57	26	7.85	2.17	9	6.78	2.59	14	6.64	2.53	26	5.73	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Senegal*	67	6.88	1.76	20	4.00	1.86	25	5.84	2.23	28	5.32	2.78	9	5.22	1.48	15	5.80	1.90	23	5.35	2.53
The World Bank Group supports programs and strategies that are realistic for Senegal*	66	7.00	1.97	21	4.33	2.18	30	6.50	2.01	24	6.58	2.47	9	5.67	2.65	15	6.40	1.72	22	5.45	2.52
The World Bank Group treats clients and stakeholders in Senegal with respect*	60	6.82	2.30	16	4.06	2.43	21	5.71	2.22	15	6.13	2.97	8	6.25	2.05	8	4.88	1.81	19	5.58	2.34

*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in Senegal 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?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	57	6.23	1.85	20	3.90	2.10	18	5.89	1.71	21	6.52	2.64	7	5.57	.98	10	6.50	1.72	12	4.50	2.47
Flexibility (in terms of the World Bank Group's products and services)*	60	5.63	1.90	18	3.39	1.97	20	5.05	1.36	22	6.18	2.30	5	4.40	1.34	11	4.64	1.96	14	4.93	1.69
Flexibility (in terms of changing country circumstances)	52	5.90	1.91	19	4.11	2.11	19	6.05	1.68	18	5.22	2.34	8	5.75	2.19	12	5.08	2.54	12	5.42	2.31
Being inclusive*	35	6.77	1.50	14	4.64	1.74	17	6.65	1.73	18	5.33	2.47	5	5.00	2.24	8	4.50	2.14	8	4.50	2.83
Openness*	54	6.72	2.13	20	4.70	1.72	23	7.43	1.78	22	6.18	2.87	6	6.50	1.05	12	6.17	1.99	12	6.08	2.23
Staff accessibility*	56	6.30	2.47	20	3.60	2.11	21	5.67	2.01	21	4.33	2.92	7	5.71	1.98	9	4.33	2.92	14	5.50	2.71
Straightforwardness and honesty*	55	7.51	1.73	19	4.21	2.35	20	6.70	2.34	16	6.25	2.32	6	7.17	2.14	8	6.00	2.45	13	6.31	3.12
Ease of access to the people at the World Bank Group who are making decisions important to my work*	53	6.47	2.26	18	3.72	2.24	18	6.00	2.25	19	5.16	2.43	6	4.33	1.63	8	4.00	2.73	16	5.44	2.48
Collaboration with groups outside of the Government*	37	6.32	2.16	17	4.00	2.21	22	6.32	1.81	25	6.64	2.06	4	4.25	.96	13	6.62	1.61	15	5.33	2.58
Collaboration with the Government*	67	8.06	1.62	20	5.85	2.64	25	7.76	1.36	28	7.71	1.92	8	7.88	1.36	13	7.54	1.13	21	7.24	2.64
Collaboration with other donors*	43	7.16	2.00	17	5.47	2.50	18	7.06	1.73	21	6.71	2.12	4	6.50	1.73	9	7.44	.73	11	5.27	2.53
The speed in which it gets things accomplished on the ground*	60	6.77	2.20	16	4.19	2.26	18	6.39	2.09	16	7.06	2.05	6	4.83	1.17	10	6.00	2.05	14	4.93	2.34
Being a long-term partner*	56	8.30	1.46	19	5.95	2.46	21	7.95	1.63	21	8.62	1.50	8	8.50	1.51	13	8.46	1.20	16	7.44	2.94

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
More local presence	63.3%	56.0%	64.7%	77.1%	33.3%	72.2%	52.2%
The current level of local presence is adequate	25.3%	32.0%	14.7%	11.4%	22.2%	11.1%	17.4%
Less local presence	1.3%	8.0%	2.9%	8.6%	11.1%	11.1%	8.7%
Don't know	10.1%	4.0%	17.6%	2.9%	33.3%	5.6%	21.7%

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)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group does not do adequate follow through/follow-up	14.3%	12.0%	16.7%	26.5%	0.0%	27.8%	30.8%
There is not an adequate level of citizen/civil society participation*	28.6%	48.0%	63.3%	41.2%	55.6%	44.4%	26.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.9%	32.0%	16.7%	23.5%	22.2%	33.3%	38.5%
Lack of/inadequate levels of capacity in Government	24.7%	32.0%	16.7%	8.8%	11.1%	22.2%	19.2%
Poor donor coordination	3.9%	4.0%	10.0%	11.8%	0.0%	5.6%	11.5%
The World Bank Group works too slowly	13.0%	4.0%	16.7%	20.6%	11.1%	11.1%	19.2%
The Government works inefficiently	18.2%	16.0%	6.7%	23.5%	22.2%	11.1%	11.5%
Political pressures and obstacles*	28.6%	4.0%	13.3%	8.8%	22.2%	11.1%	15.4%
Reforms are not well thought out in light of country challenges	28.6%	24.0%	33.3%	26.5%	55.6%	22.2%	19.2%
Other	2.6%	8.0%	0.0%	2.9%	0.0%	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 Senegal? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	67	8.79	1.51	22	7.32	2.70	27	8.48	1.40	28	8.82	1.93	9	8.67	2.69	15	8.87	2.29	24	7.17	2.99
Information and communications technology	61	7.66	1.97	21	7.24	2.55	26	7.19	1.86	26	8.46	1.70	7	7.57	2.07	13	7.92	1.55	19	6.42	2.57
Transport*	66	9.03	1.01	21	7.67	2.56	25	8.24	1.81	25	8.60	1.53	7	8.29	1.60	15	8.27	1.98	22	7.50	2.82
Crime and violence	54	6.43	2.32	22	5.95	2.65	23	6.87	2.30	20	6.55	3.07	7	4.71	1.89	13	5.62	2.33	16	5.63	2.80
Law and justice	56	7.05	2.42	21	6.38	2.60	25	6.80	1.83	23	7.22	2.26	7	6.57	2.44	13	7.54	2.44	20	5.90	2.59
Urban development*	62	8.21	1.81	21	6.48	2.62	25	6.52	1.83	25	7.12	2.19	7	8.00	1.73	13	7.23	1.83	19	6.26	2.86
Environmental sustainability	61	8.07	1.80	22	6.82	2.65	27	7.33	1.52	26	7.65	2.30	7	8.29	1.60	13	7.77	2.17	18	7.11	3.14
Regulatory framework	54	7.09	2.21	22	6.68	2.53	25	7.44	1.53	23	7.26	2.42	7	6.00	2.58	12	7.67	2.50	17	5.88	2.52
Communicable/non-communicable diseases*	60	7.43	2.03	20	5.60	2.70	24	7.00	1.82	25	7.12	2.32	7	6.71	2.29	12	7.33	1.83	18	5.78	2.84
Poverty reduction*	63	8.97	1.19	21	7.05	3.22	27	8.89	1.31	29	7.62	2.41	7	8.57	1.27	14	9.00	1.88	20	6.90	3.13
Gender equity	52	5.81	2.60	21	4.76	2.49	25	6.28	2.26	22	5.27	2.99	7	5.29	2.75	12	4.75	3.14	18	5.72	2.72
Domestic private sector development	64	8.13	1.86	23	7.09	3.01	25	7.72	1.88	27	7.04	2.83	9	8.56	1.94	13	8.00	2.42	22	7.50	2.86
Foreign direct investment	59	7.86	1.70	22	6.64	2.84	25	7.04	2.01	16	7.63	2.22	7	7.14	2.34	12	6.92	3.20	19	7.00	2.73
Water and sanitation*	67	8.48	1.75	23	7.30	2.62	26	8.04	1.91	26	8.04	1.87	7	8.43	1.27	14	8.71	1.14	20	7.10	2.47
Trade and exports	58	7.00	2.18	22	6.59	2.28	25	7.04	1.59	20	6.75	2.22	7	6.86	1.35	10	7.30	2.58	18	6.17	2.81
Economic growth*	65	8.71	1.66	22	6.86	2.78	24	7.83	1.74	29	8.31	2.14	7	8.86	1.07	15	8.73	1.75	19	6.89	2.79
Energy*	66	9.24	1.24	22	8.09	2.71	26	8.35	1.67	28	8.93	1.84	7	9.14	1.07	13	9.08	1.26	20	7.55	2.74
Disaster management*	59	7.49	2.12	22	6.09	2.74	24	7.17	1.74	22	7.32	2.23	6	6.17	2.32	14	7.79	2.29	17	5.53	2.48
Public sector governance/ reform	58	8.07	1.81	21	7.52	2.34	26	8.31	1.67	24	7.79	2.36	6	7.67	2.58	14	8.93	2.40	19	6.74	2.60
Job creation/employment*	61	8.82	1.57	23	7.17	2.85	27	8.41	1.89	26	8.23	2.14	7	8.57	1.72	13	9.08	2.02	20	7.05	2.74
Financial markets	54	7.26	1.85	19	6.05	2.39	23	6.96	1.66	20	7.80	2.04	6	6.33	2.16	13	6.85	2.97	20	6.60	2.62
Equality of opportunity	54	7.06	2.14	20	6.50	2.95	25	7.36	1.75	23	7.09	2.94	8	7.00	3.12	13	8.00	2.68	19	6.32	2.33
Health*	63	8.54	1.63	20	7.40	2.62	26	8.12	1.68	24	8.58	2.15	7	8.86	.90	13	8.77	1.54	22	6.91	2.52
Rural development*	59	8.95	1.37	22	7.64	2.38	28	8.50	1.60	24	8.08	2.19	5	8.60	1.67	12	8.83	1.47	20	7.70	2.64
Global/regional integration	58	7.02	2.05	20	6.65	2.30	23	7.39	1.62	17	6.88	1.73	7	5.71	2.14	12	6.17	3.01	18	6.33	2.61
Food security	59	8.42	1.51	22	7.59	2.68	26	8.19	1.52	28	7.18	2.82	6	8.50	1.87	12	8.42	1.83	21	7.29	2.39
Education	62	8.66	1.87	22	7.86	2.08	27	8.41	1.34	26	8.35	2.53	7	8.29	2.87	14	9.21	.97	22	7.55	2.76
Social protection*	59	7.47	2.28	21	6.52	2.58	23	7.61	1.47	24	6.08	3.15	7	8.14	1.68	13	7.38	2.53	19	5.95	2.61
Climate change	59	7.37	2.23	22	6.05	2.63	25	7.24	1.36	26	6.38	2.99	7	6.29	2.87	12	7.67	2.23	19	6.53	2.84
Agricultural development*	64	9.27	1.17	21	7.67	2.71	28	8.43	1.55	28	8.04	3.07	7	9.00	1.41	14	9.43	.85	21	7.95	2.65
Natural resource management	64	7.42	2.39	20	6.00	2.58	25	7.80	1.71	25	7.56	2.79	7	7.14	2.12	14	6.86	3.32	19	6.68	2.87

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	45	6.04	2.58	16	3.50	2.45	22	6.27	2.03	18	5.61	2.55	6	5.50	2.59	7	5.00	3.11	13	4.85	3.24
Information and communications technology*	35	6.14	1.97	18	4.06	1.83	19	5.84	1.71	20	5.85	2.60	5	6.20	1.64	6	5.00	2.53	13	4.92	2.50
Transport*	58	7.48	2.00	19	5.00	2.43	20	6.95	1.70	20	6.55	2.33	7	5.29	.95	9	7.11	2.52	18	6.06	2.48
Crime and violence*	28	4.61	1.83	14	2.79	2.04	18	5.33	1.85	16	4.00	2.83	5	4.80	1.64	4	3.00	2.83	10	4.40	2.55
Law and justice*	40	5.60	2.31	18	3.56	2.23	18	6.28	1.45	20	4.60	2.52	6	4.83	1.33	8	5.00	3.16	13	4.62	2.36
Urban development*	44	6.68	1.96	16	3.75	2.08	20	5.90	1.68	18	5.83	2.12	6	5.67	1.03	8	6.63	1.77	16	4.81	2.10
Environmental sustainability*	50	6.88	1.89	16	4.19	2.54	21	6.19	1.86	18	4.78	1.93	7	4.57	1.99	7	5.86	3.02	14	5.29	2.81
Regulatory framework*	37	6.51	2.02	16	4.00	2.22	19	6.53	1.47	14	6.79	2.42	7	5.14	2.41	6	7.33	1.37	13	5.15	2.30
Communicable/non-communicable diseases*	35	6.26	2.34	14	3.64	2.44	20	6.45	1.79	15	5.13	2.80	6	6.33	3.01	5	6.40	2.07	13	5.46	2.63
Poverty reduction*	53	6.81	2.04	20	4.50	2.52	20	7.05	1.57	18	6.22	2.56	7	6.14	2.67	10	6.60	2.32	17	4.41	2.65
Gender equity	34	5.76	2.59	18	4.22	2.34	18	5.67	1.53	14	5.86	2.28	6	4.17	2.56	6	5.33	2.88	12	4.75	2.42
Domestic private sector development*	44	6.18	2.08	18	3.89	2.40	19	6.16	1.38	14	4.57	1.79	6	6.00	2.19	5	5.80	2.28	13	4.69	2.46
Foreign direct investment	35	6.23	2.07	18	4.89	2.95	17	6.53	1.50	16	7.25	1.91	4	5.75	.96	5	6.20	2.68	13	5.62	2.81
Water and sanitation*	50	6.86	2.12	19	4.42	2.59	22	6.36	1.87	18	6.56	2.25	5	6.20	2.95	6	6.83	2.32	15	5.67	2.44
Trade and exports*	30	5.93	2.12	16	3.94	2.14	18	6.22	1.40	15	6.00	2.17	5	5.20	1.48	3	6.33	2.08	12	4.50	2.58
Economic growth*	51	6.86	1.95	19	4.11	2.18	21	6.76	1.64	19	6.47	2.06	9	6.44	2.40	8	6.25	1.67	15	4.87	2.53
Energy*	55	6.75	2.04	20	4.25	2.34	20	6.45	1.32	19	6.21	2.25	7	5.71	1.98	7	5.57	2.51	15	5.00	2.73
Disaster management*	41	5.59	2.07	17	3.65	2.21	18	6.06	1.73	15	5.07	1.79	5	4.40	1.95	5	4.80	3.11	11	3.91	1.97
Public sector governance/ reform*	47	6.89	2.19	19	4.21	2.32	20	7.25	1.41	16	7.75	1.44	7	6.57	1.51	8	6.25	2.19	15	4.93	2.84
Job creation/employment*	47	5.57	2.13	18	3.22	1.96	21	5.14	1.68	18	4.56	2.41	6	5.00	2.19	7	3.86	2.19	16	4.50	2.16
Financial markets*	26	6.12	1.66	16	4.00	2.19	18	6.28	1.53	14	5.57	2.31	5	6.20	.84	4	7.50	1.73	10	4.60	3.20
Equality of opportunity*	33	5.85	2.17	18	3.50	2.09	14	5.50	1.16	14	4.86	2.74	5	5.00	2.35	6	5.17	3.31	11	4.18	2.23
Health*	52	6.90	1.74	20	4.70	2.05	22	6.68	1.91	20	5.85	2.54	9	7.00	2.18	9	5.89	2.09	16	5.44	2.76
Rural development*	53	6.83	2.03	20	4.40	1.70	22	6.27	1.64	19	5.21	2.97	6	5.33	2.42	8	6.75	1.67	14	5.00	2.57
Global/regional integration*	33	6.30	2.10	17	3.71	1.93	17	6.76	1.39	15	5.93	1.91	5	4.80	2.28	5	5.80	2.49	12	5.08	2.75
Food security*	47	6.43	2.17	19	3.95	1.75	22	6.82	1.71	20	6.10	2.65	7	4.43	2.99	9	6.11	2.32	14	5.29	2.40
Education*	53	7.04	1.96	19	4.89	2.02	22	7.41	1.30	20	6.10	2.55	7	5.86	1.95	12	7.00	2.17	15	5.80	2.14
Social protection*	37	4.89	2.13	19	4.11	2.05	18	5.94	1.21	18	4.72	2.11	6	4.50	1.76	7	6.43	1.40	12	4.25	2.49
Climate change	38	5.74	2.34	16	3.88	2.03	18	5.89	1.88	20	4.45	2.24	3	5.67	1.15	4	5.75	2.50	11	5.00	2.53
Agricultural development*	55	7.35	2.10	18	4.33	2.09	21	6.10	1.34	20	6.05	2.46	6	4.17	1.72	8	6.38	1.41	16	4.94	2.69
Natural resource management*	37	5.43	2.51	14	3.14	2.07	16	6.13	1.20	18	4.67	2.40	4	5.00	0.00	5	4.40	2.70	13	5.23	2.39

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
At the Headquarters (in Washington D.C.)	55.0%	58.3%	50.0%	41.2%	77.8%	50.0%	58.6%
In the country	12.5%	4.2%	10.0%	14.7%	11.1%	11.1%	17.2%
Don't know	32.5%	37.5%	40.0%	44.1%	11.1%	38.9%	24.1%

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Senegal?*	71	6.58	1.92	19	3.95	1.78	24	6.00	1.62	23	6.78	2.15	8	6.13	1.55	14	5.79	1.48	21	5.33	2.20

(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 Senegal? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Senegal*	69	6.55	2.00	20	4.55	1.73	24	5.79	1.77	27	5.41	2.80	9	5.11	1.05	12	6.42	1.83	20	5.30	2.18
The World Bank Group meets Senegal's needs for knowledge services	66	6.06	2.00	20	5.10	2.29	24	6.17	1.71	25	6.44	2.47	8	6.00	1.20	16	6.44	1.93	16	5.00	2.16

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Senegal received value for money from the World Bank Group's fee-based products/services?*	34	6.44	1.76	17	3.88	2.06	16	5.81	1.33	18	6.89	2.08	7	5.57	2.07	7	7.14	2.27	16	5.69	2.73

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Senegal?*	46	6.35	2.10	18	4.17	2.18	18	5.67	1.53	17	6.35	2.74	6	6.67	1.21	12	5.42	2.11	16	5.25	2.38

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Weekly	14.8%	0.0%	2.9%	11.4%	0.0%	11.1%	14.3%
Monthly	27.2%	24.0%	14.3%	25.7%	33.3%	38.9%	3.6%
A few times a year	22.2%	28.0%	37.1%	20.0%	44.4%	22.2%	46.4%
Rarely	28.4%	32.0%	40.0%	22.9%	11.1%	22.2%	17.9%
Never	7.4%	16.0%	5.7%	20.0%	11.1%	5.6%	17.9%

In Senegal, 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?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	65	7.20	1.86	17	5.53	2.29	22	7.23	1.72	22	6.64	2.82	5	8.20	1.10	11	6.64	1.36	17	5.65	2.21
Include appropriate level of stakeholder	49	6.53	1.72	14	4.21	2.12	20	6.40	1.31	18	6.06	2.78	8	5.50	1.20	8	5.50	1.69	15	4.87	2.03
Are relevant to Senegal's development priorities*	62	7.18	1.82	16	4.75	2.32	23	6.13	1.74	22	5.95	2.68	7	6.29	1.70	13	6.77	2.17	19	5.53	2.29
Lead to practical solutions*	60	7.03	2.07	18	4.11	1.97	21	6.71	1.55	22	6.14	2.27	7	5.71	1.70	11	6.36	2.06	17	4.35	2.50
Are accessible*	59	6.86	2.00	17	5.12	2.12	22	6.45	2.13	21	6.14	2.63	6	5.50	2.43	10	6.10	2.56	17	4.94	2.36
Are source of relevant information on global good practices*	62	7.52	2.04	17	5.41	2.24	21	7.29	2.00	22	6.91	2.47	5	7.80	1.48	12	7.33	1.67	18	5.67	2.35
Enhance your knowledge and/or skills	63	7.37	2.10	17	6.35	1.97	22	7.41	1.65	22	6.73	2.73	9	6.44	2.24	12	6.92	1.93	21	6.00	2.32
Are adequately disseminated*	57	6.02	1.99	16	4.38	2.00	23	5.96	2.16	23	6.04	2.48	5	6.80	.84	13	5.46	2.96	19	3.95	2.04
Are adaptable to Senegal's specific development challenges and country circumstances*	61	6.93	1.87	15	4.87	2.23	23	6.48	1.81	21	5.52	2.40	5	6.60	1.14	11	6.64	1.69	18	5.39	2.33

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	62	7.10	1.66	21	5.14	2.17	23	6.65	1.75	24	7.13	2.01	8	7.13	1.36	16	7.50	2.13	23	5.78	2.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	64	7.41	1.58	19	5.79	2.04	23	6.74	1.57	19	6.58	1.92	8	7.50	1.69	15	8.00	1.89	22	6.05	2.28

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

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Senegal's development challenges?

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	61	7.10	1.77	19	4.84	2.06	24	6.21	2.11	18	5.89	2.11	8	7.38	1.92	15	7.07	2.19	16	5.31	2.27
Design (appraising and planning the solutions)*	63	7.32	1.68	21	5.52	2.36	26	6.88	1.82	22	6.68	2.25	7	6.29	1.80	14	6.50	2.44	17	5.88	2.20
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)*	62	7.15	1.79	20	5.00	2.53	23	6.22	1.68	21	6.76	2.47	9	6.33	2.60	12	7.50	1.83	17	5.41	2.03
Evaluation (assessing the impact and results)*	63	7.40	1.77	20	4.85	2.30	24	6.92	1.72	23	7.26	2.28	8	6.75	1.75	15	7.73	1.98	17	5.53	2.50

*Significantly different between stakeholder groups

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?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	61	4.93	2.46	17	3.18	2.35	19	4.21	1.99	23	2.78	2.11	7	3.00	1.15	12	3.58	2.23	20	3.80	2.67
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	68	7.40	2.12	19	5.42	2.27	20	6.70	2.43	28	7.93	2.34	9	6.67	2.65	15	6.80	2.21	23	6.13	2.65
The World Bank Group's approvals and reviews are done in a timely fashion	59	5.66	2.26	17	4.29	2.08	18	5.00	1.64	19	4.95	2.12	7	4.43	1.27	12	5.50	2.07	18	4.89	2.03
The World Bank Group's "Safeguard Policy" requirements are reasonable*	43	6.12	2.32	13	3.85	1.63	19	5.53	1.90	14	5.93	2.34	6	5.50	.84	6	6.17	2.86	15	5.00	2.14
The World Bank Group's conditions on its lending are reasonable*	60	6.18	2.30	15	4.20	1.70	20	4.60	1.88	17	5.29	2.57	8	4.13	1.46	11	4.64	2.58	18	4.56	2.45
The World Bank Group takes decisions quickly in Senegal	51	5.67	2.41	16	4.25	1.69	22	5.32	2.23	15	4.27	2.15	7	4.57	.98	8	5.50	2.33	17	4.12	2.42
Working with the World Bank Group increases Senegal's institutional capacity*	56	7.25	1.86	20	5.35	2.41	25	6.60	2.29	25	6.24	2.49	9	6.67	2.29	13	7.23	2.20	22	5.50	2.58
The World Bank Group ensures consistency and continuity through staff changes*	40	6.95	2.16	9	5.89	1.45	15	5.13	1.88	11	5.45	2.02	6	5.33	1.37	6	5.33	2.88	14	3.93	2.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	52	6.85	2.51	13	6.46	2.37	20	6.45	2.28	17	7.41	1.73	7	5.14	1.07	10	7.30	2.16	17	5.24	2.68
The World Bank Group provides effective implementation support*	60	7.23	1.93	18	6.06	2.21	23	6.35	2.17	24	7.25	1.82	7	7.86	.90	12	6.75	2.01	21	5.43	2.79

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Senegal? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group does not take enough risk in Senegal	32.1%	29.2%	22.9%	32.4%	22.2%	35.3%	26.9%
The World Bank Group's approach to risk is appropriate	28.2%	12.5%	11.4%	23.5%	22.2%	17.6%	11.5%
Don't know	33.3%	54.2%	45.7%	20.6%	44.4%	29.4%	42.3%
Prefer not to answer	6.4%	4.2%	20.0%	23.5%	11.1%	17.6%	19.2%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Provide more adequate data/knowledge/statistics/figures on Senegal's economy	12.2%	12.5%	20.7%	22.9%	11.1%	20.0%	24.0%
Collaborate more effectively with Government clients	28.0%	25.0%	20.7%	17.1%	22.2%	33.3%	16.0%
Offer more innovative financial products*	12.2%	41.7%	27.6%	28.6%	11.1%	13.3%	24.0%
Improve the competitiveness of its financing compared to markets	18.3%	4.2%	10.3%	14.3%	11.1%	26.7%	4.0%
Reach out more to groups outside of Government	31.7%	25.0%	41.4%	34.3%	11.1%	20.0%	36.0%
Improve the quality of its experts as related to Senegal's specific challenges	25.6%	8.3%	10.3%	8.6%	33.3%	20.0%	16.0%
Offer more innovative knowledge services*	2.4%	29.2%	6.9%	8.6%	11.1%	0.0%	8.0%
Ensure greater selectivity in its work	3.7%	4.2%	0.0%	8.6%	0.0%	0.0%	4.0%
Increase the level of capacity development in the country	29.3%	12.5%	31.0%	22.9%	11.1%	20.0%	20.0%
Reduce the complexity of obtaining World Bank Group financing	23.2%	25.0%	17.2%	20.0%	66.7%	20.0%	24.0%
Increase availability of Fee-Based services	2.4%	0.0%	3.4%	0.0%	0.0%	6.7%	4.0%
Work faster	4.9%	12.5%	6.9%	5.7%	11.1%	6.7%	16.0%
Other	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Financial services	34.6%	50.0%	41.2%	45.7%	33.3%	58.8%	29.6%
Knowledge products	14.8%	18.2%	23.5%	17.1%	22.2%	23.5%	14.8%
Convening services	8.6%	0.0%	5.9%	11.4%	0.0%	5.9%	11.1%
None of the above	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.7%
The combination is appropriate for Senegal	28.4%	22.7%	5.9%	8.6%	44.4%	5.9%	29.6%
Don't know	13.6%	9.1%	23.5%	14.3%	0.0%	5.9%	11.1%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Local newspapers	50.0%	45.8%	53.1%	65.7%	44.4%	56.3%	50.0%
International newspapers	10.3%	12.5%	6.3%	11.4%	33.3%	12.5%	23.1%
Local radio	5.1%	8.3%	9.4%	20.0%	0.0%	12.5%	7.7%
International radio	7.7%	12.5%	6.3%	2.9%	11.1%	0.0%	19.2%
Local television	17.9%	8.3%	37.5%	14.3%	22.2%	18.8%	30.8%
International television	11.5%	12.5%	3.1%	0.0%	0.0%	6.3%	3.8%
Periodicals	12.8%	12.5%	12.5%	5.7%	0.0%	6.3%	3.8%
Internet	64.1%	62.5%	56.3%	57.1%	66.7%	62.5%	57.7%
Social media	3.8%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	3.8%
Instant messaging	0.0%	0.0%	6.3%	2.9%	0.0%	6.3%	0.0%
Other	7.7%	0.0%	3.1%	2.9%	22.2%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Blogs*	1.2%	8.3%	0.0%	0.0%	0.0%	0.0%	11.1%
Direct contact with World Bank Group	39.5%	25.0%	20.6%	31.4%	33.3%	33.3%	37.0%
e-Newsletters	40.7%	50.0%	47.1%	40.0%	44.4%	33.3%	55.6%
Instant messaging	4.9%	4.2%	2.9%	5.7%	11.1%	20.0%	0.0%
World Bank Group's seminars/workshops/conferences*	50.6%	16.7%	23.5%	40.0%	44.4%	46.7%	25.9%
World Bank Group's publications and other written materials	21.0%	20.8%	20.6%	22.9%	44.4%	33.3%	22.2%
Mobile phones	2.5%	0.0%	8.8%	2.9%	0.0%	0.0%	3.7%
Social media*	3.7%	8.3%	32.4%	25.7%	0.0%	6.7%	11.1%
World Bank Group's website	25.9%	41.7%	26.5%	14.3%	22.2%	6.7%	18.5%
Other	1.2%	0.0%	2.9%	5.7%	0.0%	0.0%	3.7%

*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	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	28.4%	24.0%	34.4%	26.5%	44.4%	29.4%	34.6%
No	71.6%	76.0%	65.6%	73.5%	55.6%	70.6%	65.4%

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	11.4%	15.4%	10.0%	32.3%	11.1%	18.8%	20.8%
No	88.6%	84.6%	90.0%	67.7%	88.9%	81.3%	79.2%

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	100.0%	50.0%	100.0%	75.0%	100.0%	66.7%	75.0%
No	0.0%	50.0%	0.0%	25.0%	0.0%	33.3%	25.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	97.4%	96.2%	90.3%	93.8%	100.0%	94.1%	96.2%
No	2.6%	3.8%	9.7%	6.3%	0.0%	5.9%	3.8%

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	74.4%	57.7%	59.4%	79.4%	77.8%	70.6%	68.0%
No	25.6%	42.3%	40.6%	20.6%	22.2%	29.4%	32.0%

Which do you primarily use?

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group's country website (www.worldbank.org/senegal)	44.7%	33.3%	55.2%	54.8%	28.6%	14.3%	45.5%
The World Bank Group's main website (www.worldbank.org)	55.3%	66.7%	44.8%	45.2%	71.4%	85.7%	54.5%

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
High speed	82.7%	95.5%	75.0%	74.2%	87.5%	86.7%	87.0%
Dial-up	17.3%	4.5%	25.0%	25.8%	12.5%	13.3%	13.0%

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?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	66	6.18	2.73	20	5.20	3.16	24	4.71	2.76	24	6.13	3.23	8	7.13	3.09	14	5.57	3.13	18	4.94	2.48
I find the World Bank Group's websites easy to navigate*	58	7.41	1.92	18	5.67	2.52	25	6.64	1.63	19	7.05	2.39	5	7.60	.89	13	6.62	2.96	15	5.40	2.32
I find the information on the World Bank Group's websites useful*	60	7.65	2.05	18	6.50	2.50	25	7.04	1.62	20	6.65	2.41	5	7.40	1.14	12	8.08	1.98	15	5.40	2.67
The World Bank Group's social media channels are valuable sources of information about the institution	31	5.81	2.65	17	5.35	2.57	20	6.05	2.28	19	6.89	2.79	2	4.00	2.83	9	6.56	2.55	12	5.17	2.52
When I need information from the World Bank Group I know how to find it	59	6.31	2.95	18	4.11	2.85	25	5.44	2.55	27	5.37	3.25	7	6.43	3.26	14	4.93	3.32	19	5.79	2.95
The World Bank Group is responsive to my information requests and inquiries*	37	7.41	2.13	12	3.67	1.87	15	6.53	2.13	19	5.74	3.16	4	6.50	1.73	4	6.00	3.83	15	5.53	3.20

*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	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	69.1%	26.9%	14.7%	20.6%	33.3%	16.7%	31.0%
No	30.9%	73.1%	85.3%	79.4%	66.7%	83.3%	69.0%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Senegal? (Select all that apply)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank (IDA)*	64.1%	13.0%	12.1%	16.1%	50.0%	23.5%	42.3%
The International Finance Corporation (IFC)	10.3%	13.0%	0.0%	6.5%	0.0%	5.9%	19.2%
The Multilateral Investment Guarantee Agency (MIGA)*	0.0%	0.0%	6.1%	9.7%	0.0%	0.0%	7.7%
None*	35.9%	73.9%	84.8%	80.6%	50.0%	70.6%	57.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	33.3%	13.0%	6.1%	3.8%	14.3%	21.4%	33.3%
No	66.7%	87.0%	93.9%	96.2%	85.7%	78.6%	66.7%

*Significantly different between stakeholder groups

If yes, what was your view on the two institutions working together in Senegal? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Working well together	43.5%	0.0%	0.0%	100.0%	100.0%	0.0%	25.0%
Collaborating but needs improvement	34.8%	33.3%	100.0%	0.0%	0.0%	0.0%	62.5%
Other	8.7%	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	13.0%	0.0%	0.0%	0.0%	0.0%	100.0%	12.5%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Consultant /PMU	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Observer*	19.0%	57.1%	48.4%	46.9%	22.2%	29.4%	37.0%
Use World Bank Group reports/data	20.3%	14.3%	41.9%	15.6%	33.3%	23.5%	25.9%
Engage in World Bank Group related/sponsored events/activities	29.1%	9.5%	29.0%	34.4%	11.1%	35.3%	11.1%
Collaborate as part of my professional duties*	58.2%	19.0%	12.9%	12.5%	55.6%	11.8%	44.4%
Use World Bank Group website for information, data, research, etc.	30.4%	38.1%	38.7%	50.0%	33.3%	58.8%	25.9%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Locations

A. General Issues facing Senegal

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

Percentage of Respondents	Dakar	Other city	Rural area
The right direction	60.1%	65.2%	69.2%
The wrong direction	7.8%	4.3%	0.0%
Not sure	32.1%	30.4%	30.8%

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Social protection	11.5%	9.1%	9.1%
Transport	23.1%	22.7%	18.2%
Public sector governance/ reform	37.9%	45.5%	18.2%
Global/regional integration	2.2%	0.0%	9.1%
Gender equity*	2.7%	0.0%	18.2%
Domestic private sector development	21.4%	18.2%	9.1%
Foreign direct investment	2.7%	9.1%	0.0%
Water and sanitation	4.9%	0.0%	0.0%
Anti corruption	13.2%	13.6%	27.3%
Job creation/employment	20.9%	22.7%	0.0%
Rural development*	7.1%	4.5%	27.3%
Financial markets*	0.5%	0.0%	9.1%
Urban development	0.5%	0.0%	0.0%
Environmental sustainability*	0.5%	4.5%	9.1%
Equality of opportunity	3.3%	0.0%	9.1%
Health	18.7%	9.1%	9.1%
Education	37.9%	22.7%	27.3%
Poverty reduction	12.6%	18.2%	9.1%
Energy	23.6%	31.8%	9.1%
Food security*	4.9%	9.1%	27.3%
Climate change	2.2%	0.0%	0.0%
Agricultural development	23.1%	40.9%	36.4%
Trade and exports	2.7%	4.5%	9.1%
Crime and violence	2.2%	0.0%	0.0%
Economic growth	7.7%	9.1%	9.1%
Law and justice	3.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Natural resource management	2.7%	4.5%	0.0%
Disaster management	0.0%	0.0%	0.0%
Information and communications technology	1.1%	0.0%	0.0%

*Significantly different between geographic locations

A. General Issues facing Senegal (continued)

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Water and sanitation	11.3%	13.6%	25.0%
Equality of opportunity	10.3%	0.0%	8.3%
Economic growth	25.6%	18.2%	8.3%
Climate change	1.5%	0.0%	0.0%
Global/regional integration	1.5%	4.5%	0.0%
Gender equity*	2.1%	0.0%	25.0%
Rural development	34.4%	27.3%	50.0%
Urban development	1.5%	0.0%	0.0%
Regulatory framework	2.6%	0.0%	0.0%
Social protection	10.8%	4.5%	0.0%
Law and justice	5.1%	4.5%	0.0%
Transport	11.3%	18.2%	0.0%
Crime and violence*	0.0%	0.0%	8.3%
Communicable/non-communicable diseases	0.5%	0.0%	0.0%
Information and communications technology	1.5%	0.0%	0.0%
Anti corruption	15.9%	4.5%	8.3%
Domestic private sector development	19.0%	22.7%	8.3%
Foreign direct investment	1.5%	0.0%	0.0%
Education	30.3%	36.4%	41.7%
Energy	8.7%	9.1%	0.0%
Public sector governance/ reform	14.4%	9.1%	16.7%
Natural resource management	1.5%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%
Health	10.8%	22.7%	16.7%
Agricultural development	34.4%	40.9%	50.0%
Job creation/employment*	34.4%	50.0%	8.3%
Financial markets	0.0%	0.0%	0.0%
Trade and exports*	0.5%	0.0%	8.3%
Food security	8.7%	13.6%	16.7%

*Significantly different between geographic locations

A. General Issues facing Senegal (continued)

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Energy	42.9%	21.7%	21.4%
Gender equity	2.0%	0.0%	0.0%
Equality of opportunity	1.5%	4.3%	7.1%
Social protection*	0.5%	8.7%	7.1%
Global/regional integration	1.0%	4.3%	0.0%
Climate change	0.5%	0.0%	0.0%
Anti corruption	13.8%	8.7%	21.4%
Disaster management	0.0%	0.0%	0.0%
Rural development*	23.0%	8.7%	50.0%
Foreign direct investment	14.3%	21.7%	0.0%
Urban development	0.0%	0.0%	0.0%
Water and sanitation	2.6%	0.0%	7.1%
Education	10.2%	13.0%	14.3%
Information and communications technology	4.1%	13.0%	7.1%
Regulatory framework	3.6%	8.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Trade and exports	14.8%	4.3%	7.1%
Public sector governance/ reform	22.4%	21.7%	14.3%
Domestic private sector development	44.4%	39.1%	35.7%
Job creation/employment	29.6%	43.5%	14.3%
Agricultural development	35.2%	39.1%	42.9%
Food security	3.1%	0.0%	0.0%
Transport	12.2%	17.4%	14.3%
Natural resource management	4.6%	8.7%	7.1%
Environmental sustainability	1.0%	0.0%	7.1%
Health	5.1%	4.3%	14.3%
Law and justice	1.5%	8.7%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Financial markets	5.1%	0.0%	7.1%

*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 Senegal? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Better employment opportunities for young people	31.6%	16.7%	36.4%
Better employment opportunities for women	9.9%	0.0%	27.3%
Greater access to micro-finance for the poor	13.8%	27.8%	18.2%
Greater voice and participation for citizens to help ensure greater accountability	7.2%	11.1%	0.0%
Greater access to health and nutrition for citizens	8.6%	11.1%	0.0%
Better entrepreneurial opportunities	25.0%	38.9%	18.2%
A growing middle class	11.2%	11.1%	18.2%
Better opportunity for the poor who live in rural areas	15.1%	5.6%	27.3%
Better opportunity for the poor who live in urban areas	2.6%	0.0%	9.1%
Consistent economic growth	17.8%	16.7%	9.1%
More reliable social safety net	8.6%	16.7%	0.0%
Greater equity of fiscal policy	8.6%	22.2%	0.0%
Education and training that better ensure job opportunity	28.3%	5.6%	18.2%
Better quality public services	7.2%	11.1%	9.1%
Other	1.3%	5.6%	0.0%

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Senegal?	192	4.92	2.83	23	4.43	2.11	14	4.64	3.15

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Senegal.	165	5.68	2.24	20	4.70	2.36	12	6.33	2.10

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	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 Senegal solve its most complicated development challenges?	150	6.45	2.22	14	5.43	2.06	11	5.82	2.36

(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 Senegal, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Senegal?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Social protection	7.2%	4.5%	0.0%
Public sector governance/ reform	24.6%	27.3%	14.3%
Transport	23.6%	31.8%	21.4%
Poverty reduction	24.1%	31.8%	21.4%
Global/regional integration	2.6%	4.5%	7.1%
Gender equity	0.5%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Domestic private sector development	14.4%	18.2%	7.1%
Rural development*	16.4%	9.1%	50.0%
Foreign direct investment*	3.1%	13.6%	0.0%
Water and sanitation	5.6%	0.0%	0.0%
Energy	18.5%	18.2%	21.4%
Job creation/employment	20.5%	22.7%	14.3%
Financial markets	0.5%	0.0%	0.0%
Urban development	1.0%	0.0%	0.0%
Environmental sustainability*	1.5%	0.0%	14.3%
Equality of opportunity	7.7%	0.0%	7.1%
Health	19.5%	9.1%	21.4%
Education	39.5%	36.4%	21.4%
Food security	7.2%	4.5%	21.4%
Climate change	0.5%	0.0%	0.0%
Agricultural development	32.3%	40.9%	35.7%
Trade and exports	2.1%	9.1%	7.1%
Economic growth	10.3%	4.5%	7.1%
Law and justice	1.5%	0.0%	0.0%
Regulatory framework	1.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Natural resource management	1.5%	9.1%	0.0%
Anti corruption	10.3%	0.0%	0.0%
Information and communications technology*	0.5%	0.0%	7.1%
Disaster management	0.0%	0.0%	0.0%

*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 Senegal?

Greatest Value			
Percentage of Respondents	Dakar	Other city	Rural area
Convening/facilitating*	6.2%	0.0%	20.0%
Data	1.7%	8.7%	0.0%
Policy advice, studies, analyses	14.0%	21.7%	20.0%
Financial resources	37.1%	43.5%	33.3%
Capacity development	17.4%	8.7%	13.3%
Technical assistance	10.7%	4.3%	6.7%
Mobilizing third party financial resources	7.9%	8.7%	6.7%
Donor coordination	3.9%	4.3%	0.0%
Linkage to non-Bank expertise	1.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

*Significantly different between geographic locations

2 nd Greatest Value			
Percentage of Respondents	Dakar	Other city	Rural area
Convening/facilitating	6.2%	8.7%	14.3%
Data	3.4%	0.0%	7.1%
Policy advice, studies, analyses	14.6%	4.3%	0.0%
Financial resources	16.9%	26.1%	7.1%
Capacity development	21.9%	17.4%	21.4%
Technical assistance	9.6%	13.0%	21.4%
Mobilizing third party financial resources	9.6%	8.7%	7.1%
Donor coordination	7.3%	13.0%	7.1%
Linkage to non-Bank expertise	9.6%	8.7%	14.3%
Other	1.1%	0.0%	0.0%

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

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	114	5.57	2.01	13	5.77	2.28	7	7.29	1.98
Data	113	6.48	2.08	16	6.00	2.56	6	7.33	1.51
Policy advice, studies, analyses	143	6.31	2.31	14	6.57	2.24	9	6.89	1.69
Financial resources	152	6.88	2.20	16	7.69	1.14	9	7.33	2.60
Technical assistance	131	6.33	2.37	16	6.06	2.41	9	7.67	1.50
Mobilizing third party financial resources	121	6.24	2.26	15	6.60	2.47	7	7.57	1.99
Donor coordination*	113	5.87	2.33	14	7.64	2.37	6	6.67	1.51
Linkage to non-Bank expertise	110	5.36	2.33	15	4.93	2.87	6	6.50	1.38

*Significantly different between geographic locations

The World Bank Group can provide capacity building support in a number of ways in Senegal. To what degree would Senegal 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?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	168	7.65	2.18	21	7.10	2.00	11	8.00	1.55
The public sector, related to implementation of specific development projects on the ground	175	8.11	2.00	21	7.52	2.04	10	8.20	1.32
The public sector, related to changing institutions	153	7.36	2.06	21	7.29	1.65	7	7.43	1.90
The private sector, related to institutional and policy change	158	7.48	2.14	22	6.77	2.35	8	7.63	1.60

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	133	6.68	2.12	15	7.20	1.26	11	8.00	1.34
Citizen engagement (incorporating citizens' voices into development)	109	5.35	2.28	15	4.73	2.52	8	6.13	2.47
Policy design (for clarity and better incentives to achieve development goals)	124	6.22	2.15	17	6.71	2.31	9	7.22	1.64

When thinking about how to improve capacity building in Senegal to help ensure better development results, looking forward, how **IMPORTANT** is it for the WBG to be involved in the following aspects of capacity building?

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	154	7.89	2.00	20	8.40	1.47	9	8.67	1.22
Citizen engagement (incorporating citizens' voices into development)	150	7.83	2.08	18	7.39	2.23	7	8.86	.90
Policy design (for clarity and better incentives to achieve development goals)	144	7.67	2.04	20	7.80	1.51	7	9.14	1.07

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Staff too inaccessible	18.1%	21.7%	6.7%
Not exploring alternative policy options	6.4%	0.0%	6.7%
Not adequately sensitive to political/social realities in Senegal	17.0%	21.7%	20.0%
Not enough public disclosure of its work	11.7%	8.7%	6.7%
Arrogant in its approach	5.3%	4.3%	0.0%
Not aligned with country priorities	16.0%	26.1%	33.3%
The credibility of its knowledge/data*	0.5%	0.0%	6.7%
World Bank Group's processes too complex	17.0%	4.3%	20.0%
Not willing to honestly criticize policies and reform efforts in the country	11.7%	8.7%	0.0%
Too influenced by developed countries	17.0%	34.8%	13.3%
Imposing technocratic solutions without regard to political realities	13.3%	8.7%	6.7%
World Bank Group's processes too slow	12.8%	13.0%	13.3%
Too bureaucratic in its operational policies and procedures	13.3%	26.1%	13.3%
Not aligned with other donors' work	2.7%	0.0%	0.0%
Not collaborating enough with non-state actors	11.2%	0.0%	20.0%
Not client focused	1.1%	0.0%	0.0%
Other	1.6%	0.0%	0.0%
Don't know	10.1%	8.7%	13.3%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Capacity development	49.7%	65.2%	35.7%
Policy based lending / budget support to the Government	21.7%	26.1%	21.4%
Knowledge products/services	12.7%	8.7%	14.3%
Investment lending	64.6%	65.2%	64.3%
Technical assistance	27.5%	21.7%	21.4%
Trust Fund management	8.5%	4.3%	14.3%
Other	1.6%	0.0%	7.1%
Don't know	4.8%	4.3%	7.1%

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 should the WBG collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Academia/think tanks/research institutes	30.3%	26.1%	7.1%
Donor community	9.6%	17.4%	21.4%
Media	10.6%	0.0%	7.1%
Civil Society Organizations, including NGOs, associations, and CBOs	28.7%	52.2%	35.7%
Local Government	25.5%	26.1%	14.3%
Private sector*	39.9%	21.7%	14.3%
Parliament	3.2%	0.0%	0.0%
Community Based Organizations (CBOs)*	14.9%	21.7%	50.0%
Beneficiaries	25.5%	21.7%	28.6%
Foundations	1.1%	0.0%	7.1%
Faith based organizations	0.5%	0.0%	0.0%
Other	2.1%	0.0%	0.0%
Don't know	3.2%	0.0%	7.1%

*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Senegal	167	6.84	2.34	18	6.22	2.02	12	7.58	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Senegal	159	5.79	2.25	18	5.50	2.09	12	7.17	2.29
The World Bank Group supports programs and strategies that are realistic for Senegal	155	6.21	2.30	21	6.29	2.05	10	7.20	2.39
The World Bank Group treats clients and stakeholders in Senegal with respect	125	5.89	2.44	15	5.60	2.23	8	7.88	2.42

To what extent is the World Bank Group an effective development partner in Senegal 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?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	122	5.67	2.18	16	6.31	1.99	6	4.67	1.51
Flexibility (in terms of the World Bank Group's products and services)	123	5.24	2.06	17	4.59	1.66	8	5.38	1.60
Flexibility (in terms of changing country circumstances)	116	5.48	2.15	17	5.18	2.10	5	5.60	1.67
Being inclusive	87	5.76	2.19	16	5.94	1.88	4	5.25	1.89
Openness	124	6.28	2.25	18	7.00	2.17	9	6.67	1.73
Staff accessibility	123	5.39	2.71	18	4.89	2.32	8	4.63	1.60
Straightforwardness and honesty	118	6.58	2.43	15	6.07	2.15	6	7.83	1.94
Ease of access to the people at the World Bank Group who are making decisions important to my work	115	5.50	2.57	17	5.59	2.06	5	5.60	2.30
Collaboration with groups outside of the Government	106	5.98	2.33	17	5.88	1.87	9	5.78	1.20
Collaboration with the Government	154	7.50	2.05	18	8.00	1.33	13	8.46	1.33
Collaboration with other donors	106	6.72	2.18	14	5.93	1.69	4	7.50	.58
The speed in which it gets things accomplished on the ground	117	6.09	2.32	19	5.95	2.20	4	7.00	1.83
Being a long-term partner	130	7.88	2.02	18	7.83	1.69	7	9.00	.82

To be more effective development partner in Senegal, do you believe that the WBG should have?

(Select only ONE response)

Percentage of Respondents	Dakar	Other city	Rural area
More local presence	59.3%	77.3%	84.6%
The current level of local presence is adequate	22.2%	13.6%	0.0%
Less local presence	5.8%	0.0%	7.7%
Don't know	12.7%	9.1%	7.7%

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

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
The World Bank Group does not do adequate follow through/follow-up	21.2%	13.6%	14.3%
There is not an adequate level of citizen/civil society participation	37.0%	50.0%	42.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.3%	18.2%	35.7%
Lack of/inadequate levels of capacity in Government	19.6%	31.8%	14.3%
Poor donor coordination	8.2%	4.5%	7.1%
The World Bank Group works too slowly*	11.4%	31.8%	7.1%
The Government works inefficiently	18.5%	4.5%	0.0%
Political pressures and obstacles	15.8%	9.1%	28.6%
Reforms are not well thought out in light of country challenges	27.2%	31.8%	28.6%
Other	2.7%	0.0%	7.1%

*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 Senegal? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	161	8.38	2.17	20	8.20	1.85	10	9.10	.74
Information and communications technology	144	7.47	2.14	21	7.57	1.99	7	9.00	.82
Transport	155	8.38	1.92	19	8.63	1.61	7	8.86	1.07
Crime and violence	128	6.13	2.51	21	6.62	2.36	4	8.25	2.22
Law and justice	140	6.93	2.39	20	6.35	2.32	4	5.75	2.22
Urban development	146	7.27	2.29	20	7.40	1.73	6	6.67	2.07
Environmental sustainability	143	7.60	2.20	20	7.45	2.24	9	8.00	1.50
Regulatory framework	135	6.93	2.32	20	7.50	2.14	4	6.50	2.38
Communicable/non-communicable diseases	141	6.89	2.34	20	6.65	2.18	4	7.25	.50
Poverty reduction	152	8.29	2.24	21	7.95	2.20	7	9.00	1.53
Gender equity	132	5.54	2.77	20	5.95	1.85	6	5.17	2.79
Domestic private sector development	156	7.84	2.33	21	7.24	2.45	6	7.83	.75
Foreign direct investment	132	7.33	2.29	21	7.67	2.42	5	6.80	1.79
Water and sanitation	153	8.09	2.05	22	8.00	1.60	6	7.83	2.04
Trade and exports	136	6.92	2.20	19	6.32	1.89	5	5.80	2.77
Economic growth	152	8.20	2.12	20	7.80	2.07	6	6.33	2.42
Energy	152	8.70	1.98	20	8.70	1.53	8	9.00	1.20
Disaster management	139	6.94	2.41	21	7.52	1.83	3	5.00	2.00
Public sector governance/ reform	140	7.91	2.19	21	8.29	1.74	6	6.33	2.25
Job creation/employment	150	8.23	2.25	22	8.50	2.15	6	7.50	2.17
Financial markets	130	7.04	2.14	20	6.95	2.01	4	6.50	2.38
Equality of opportunity	136	6.96	2.52	21	7.29	1.87	4	6.50	1.73
Health	148	8.14	2.10	19	8.16	1.64	7	9.00	1.15
Rural development	140	8.37	1.95	20	8.15	1.90	8	9.63	.74
Global/regional integration	129	6.73	2.21	19	7.42	1.89	7	7.14	2.04
Food security	149	7.96	2.21	19	7.58	2.09	6	7.83	1.60
Education	152	8.45	2.07	21	8.24	1.92	8	7.75	2.60
Social protection	140	7.11	2.51	20	6.70	2.11	5	5.60	2.79
Climate change	144	6.83	2.55	21	7.24	1.97	4	6.00	1.83
Agricultural development	152	8.63	2.08	21	8.33	2.50	9	9.33	.87
Natural resource management	145	7.14	2.60	21	7.19	2.34	7	8.57	1.40

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	110	5.36	2.76	12	5.92	1.73	6	7.50	3.27
Information and communications technology	95	5.36	2.25	15	6.07	1.49	5	6.60	2.30
Transport	128	6.59	2.34	16	7.19	1.47	7	7.43	2.37
Crime and violence*	81	4.04	2.27	10	5.30	1.57	6	6.83	3.06
Law and justice	104	4.88	2.38	14	5.57	1.87	4	6.25	1.89
Urban development	111	5.69	2.20	12	6.33	1.07	5	6.20	1.92
Environmental sustainability*	114	5.59	2.37	13	7.08	1.44	6	7.17	1.83
Regulatory framework	98	5.82	2.24	11	7.18	1.72	3	6.00	2.00
Communicable/non-communicable diseases	93	5.76	2.53	12	5.42	2.61	4	6.00	1.83
Poverty reduction	121	6.06	2.45	18	6.11	2.08	7	8.29	1.38
Gender equity	90	5.13	2.52	14	6.07	1.38	6	6.83	2.14
Domestic private sector development	100	5.43	2.24	14	5.36	1.91	5	5.20	1.48
Foreign direct investment	93	6.09	2.32	11	6.64	2.29	5	5.60	2.07
Water and sanitation	114	6.17	2.48	17	6.24	1.64	6	7.17	2.40
Trade and exports	82	5.29	2.24	13	6.31	1.32	4	5.75	.96
Economic growth	121	6.11	2.26	16	6.50	2.03	6	7.17	1.94
Energy	119	5.91	2.39	17	6.47	1.66	8	7.00	1.77
Disaster management*	95	4.81	2.19	13	6.31	1.18	5	6.20	2.17
Public sector governance/ reform*	111	6.18	2.44	16	7.38	1.78	7	7.86	.69
Job creation/employment	111	4.83	2.24	18	4.56	1.98	5	5.00	2.00
Financial markets*	76	5.32	2.19	14	6.86	1.88	4	6.00	1.63
Equality of opportunity	85	4.84	2.36	14	5.43	1.83	3	6.67	2.89
Health*	124	6.15	2.22	17	6.24	2.14	8	8.13	1.46
Rural development*	116	5.74	2.35	18	6.00	1.91	9	7.78	1.99
Global/regional integration	86	5.53	2.35	15	6.20	1.70	5	6.20	1.10
Food security	116	5.68	2.39	17	6.71	2.11	6	6.83	1.60
Education*	122	6.36	2.17	19	7.05	1.90	9	8.22	1.48
Social protection	99	4.72	2.15	15	5.93	.96	3	5.33	1.15
Climate change	94	5.13	2.37	14	5.36	1.78	4	5.75	1.26
Agricultural development	123	6.07	2.41	15	6.13	1.96	9	7.89	1.90
Natural resource management	91	4.87	2.38	14	5.93	1.94	4	6.50	2.38

*Significantly different between geographic locations

Where are the World Bank Group's decisions made primarily that support the program in Senegal?

(Select only ONE response)

Percentage of Respondents	Dakar	Other city	Rural area
At the Headquarters (in Washington D.C.)	55.0%	33.3%	46.2%
In the country	12.6%	4.8%	15.4%
Don't know	32.5%	61.9%	38.5%

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	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 Senegal?	152	6.12	2.12	19	5.42	1.39	10	7.00	1.94

(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 Senegal?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Senegal	152	5.89	2.18	18	5.78	1.52	10	6.80	1.99
The World Bank Group meets Senegal's needs for knowledge services*	147	5.91	2.14	17	5.41	1.18	10	7.60	1.65

*Significantly different between geographic locations

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Senegal received value for money from the World Bank Group's fee-based products/services?*	104	5.94	2.27	9	5.22	.97	3	9.00	1.00

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Senegal?	117	5.71	2.32	11	5.09	.83	6	7.50	1.05

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

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?

(Select only ONE response)

Percentage of Respondents	Dakar	Other city	Rural area
Weekly	10.8%	4.3%	6.7%
Monthly	24.1%	17.4%	20.0%
A few times a year	27.2%	39.1%	20.0%
Rarely	25.6%	30.4%	33.3%
Never	12.3%	8.7%	20.0%

In Senegal, 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?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	133	6.76	2.17	16	6.69	1.62	9	7.33	1.66
Include appropriate level of stakeholder involvement during preparation	115	5.83	2.09	13	6.54	1.39	6	5.50	1.05
Are relevant to Senegal's development priorities	133	6.35	2.21	17	6.18	1.81	10	7.40	2.27
Lead to practical solutions	131	6.12	2.38	16	6.56	1.63	9	6.78	1.86
Are accessible	129	6.33	2.32	17	5.53	2.07	6	5.83	1.33
Are source of relevant information on global good practices	132	7.01	2.29	18	6.67	2.03	6	7.17	1.60
Enhance your knowledge and/or skills	141	6.91	2.24	16	6.94	1.77	8	7.00	1.93
Are adequately disseminated	131	5.73	2.32	17	4.88	1.83	8	4.88	2.30
Are adaptable to Senegal's specific development challenges and country circumstances	131	6.18	2.17	16	6.31	1.74	8	7.75	1.67

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	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?	149	6.72	2.04	18	6.50	1.82	11	7.18	1.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	142	6.94	1.92	19	6.95	1.65	9	6.78	2.49

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	134	6.28	2.18	17	6.18	1.70	8	7.75	1.49
Design (appraising and planning the solutions)	142	6.68	2.04	19	6.53	2.12	11	7.82	1.60
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	139	6.45	2.18	18	6.33	1.94	6	7.67	1.63
Evaluation (assessing the impact and results)	143	6.78	2.19	19	6.58	2.04	8	8.00	1.07

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	136	4.00	2.45	14	3.64	1.78	9	5.33	3.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	150	6.93	2.34	18	6.83	2.20	11	8.82	1.33
The World Bank Group's approvals and reviews are done in a timely fashion	126	5.16	2.16	16	5.38	2.00	8	6.13	1.46
The World Bank Group's "Safeguard Policy" requirements are reasonable	97	5.41	2.29	12	6.25	2.34	10	6.50	1.84
The World Bank Group's conditions on its lending are reasonable	130	5.36	2.38	12	4.25	1.71	7	5.43	1.72
The World Bank Group takes decisions quickly in Senegal	110	5.05	2.25	18	5.00	2.20	8	5.63	2.56
Working with the World Bank Group increases Senegal's institutional capacity	142	6.47	2.27	18	6.89	2.17	9	7.33	2.69
The World Bank Group ensures consistency and continuity through staff changes	84	5.82	2.20	11	4.91	2.26	7	6.71	3.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	117	6.49	2.36	13	6.69	2.32	8	8.38	1.51
The World Bank Group provides effective implementation support	140	6.77	2.09	16	6.63	2.19	10	7.20	2.49

*Significantly different between geographic locations

Which of the following best describes the way the World Bank Group operates in Senegal? (Select only ONE response)

Percentage of Respondents	Dakar	Other city	Rural area
The World Bank Group does not take enough risk in Senegal	31.2%	21.7%	6.7%
The World Bank Group's approach to risk is appropriate	21.0%	13.0%	20.0%
Don't know	33.9%	56.5%	40.0%
Prefer not to answer	14.0%	8.7%	33.3%

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

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Provide more adequate data/knowledge/statistics/figures on Senegal's economy	19.0%	4.5%	14.3%
Collaborate more effectively with Government clients	22.8%	22.7%	50.0%
Offer more innovative financial products*	19.6%	40.9%	7.1%
Improve the competitiveness of its financing compared to markets	13.0%	9.1%	21.4%
Reach out more to groups outside of Government	32.6%	22.7%	35.7%
Improve the quality of its experts as related to Senegal's specific challenges	17.4%	18.2%	28.6%
Offer more innovative knowledge services	8.2%	9.1%	0.0%
Ensure greater selectivity in its work	3.8%	4.5%	0.0%
Increase the level of capacity development in the country	25.0%	22.7%	0.0%
Reduce the complexity of obtaining World Bank Group financing	22.8%	22.7%	35.7%
Increase availability of Fee-Based services	2.7%	0.0%	0.0%
Work faster	8.2%	9.1%	7.1%
Other	1.1%	0.0%	0.0%

*Significantly different between geographic locations

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

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

Percentage of Respondents	Dakar	Other city	Rural area
Financial services	38.9%	54.5%	33.3%
Knowledge products	17.4%	22.7%	6.7%
Convening services	7.9%	9.1%	6.7%
None of the above	1.1%	0.0%	0.0%
The combination is appropriate for Senegal	21.6%	13.6%	20.0%
Don't know	13.2%	0.0%	33.3%

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Local newspapers	53.3%	47.8%	46.7%
International newspapers	13.0%	17.4%	0.0%
Local radio	7.6%	13.0%	6.7%
International radio	8.2%	4.3%	20.0%
Local television	19.6%	26.1%	20.0%
International television	6.5%	4.3%	13.3%
Periodicals	9.8%	13.0%	0.0%
Internet	62.0%	60.9%	53.3%
Social media	2.7%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%
Mobile phones	1.1%	0.0%	0.0%
Instant messaging	2.2%	0.0%	0.0%
Other	4.9%	4.3%	13.3%

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Blogs	3.7%	0.0%	6.7%
Direct contact with World Bank Group*	35.3%	9.1%	26.7%
e-Newsletters	41.6%	59.1%	46.7%
Instant messaging	6.3%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	36.8%	45.5%	46.7%
World Bank Group's publications and other written materials	23.2%	31.8%	6.7%
Mobile phones*	2.1%	4.5%	13.3%
Social media	10.5%	27.3%	13.3%
World Bank Group's website	26.3%	18.2%	20.0%
Other	2.1%	0.0%	0.0%

*Significantly different between geographic locations

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	Dakar	Other city	Rural area
Yes	31.7%	30.4%	7.1%
No	68.3%	69.6%	92.9%

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

Percentage of Respondents	Dakar	Other city	Rural area
Yes	15.8%	27.3%	8.3%
No	84.2%	72.7%	91.7%

Were you able to obtain this information?

Percentage of Respondents	Dakar	Other city	Rural area
Yes	80.8%	83.3%	-
No	19.2%	16.7%	-

Do you have access to the Internet?

Percentage of Respondents	Dakar	Other city	Rural area
Yes	95.7%	90.9%	83.3%
No	4.3%	9.1%	16.7%

G. Communication and Information Sharing (continued)**Do you use/have used the World Bank Group website?***

Percentage of Respondents	Dakar	Other city	Rural area
Yes	75.4%	52.2%	25.0%
No	24.6%	47.8%	75.0%

*Significantly different between geographic locations

Which do you primarily use?

Percentage of Respondents	Dakar	Other city	Rural area
The World Bank Group's country website (www.worldbank.org/senegal)	41.1%	45.5%	77.8%
The World Bank Group's main website (www.worldbank.org)	58.9%	54.5%	22.2%

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

Percentage of Respondents	Dakar	Other city	Rural area
High speed	83.6%	77.3%	70.0%
Dial-up	16.4%	22.7%	30.0%

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

	Which best represents your geographic location?								
	Dakar			Other city			Rural area		
	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	149	5.91	2.92	18	5.06	2.41	6	4.50	3.02
I find the World Bank Group's websites easy to navigate	134	6.85	2.20	17	6.18	2.21	3	7.00	2.00
I find the information on the World Bank Group's websites useful	135	7.14	2.27	16	7.06	1.69	3	8.00	1.00
The World Bank Group's social media channels are valuable sources of information about the institution	93	6.17	2.69	16	5.19	2.17	4	7.00	1.63
When I need information from the World Bank Group I know how to find it	147	5.77	3.03	19	5.05	2.41	5	5.20	3.83
The World Bank Group is responsive to my information requests and inquiries	95	6.27	2.77	11	6.09	2.66	2	8.00	0.00

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

Percentage of Respondents	Dakar	Other city	Rural area
Yes	41.6%	30.4%	21.4%
No	58.4%	69.6%	78.6%

Which of the following agencies of the World Bank Group do you primarily engage with in Senegal? (Select all that apply)

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
The World Bank (IDA)	40.7%	21.7%	16.7%
The International Finance Corporation (IFC)	9.3%	8.7%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	3.3%	4.3%	0.0%
None	57.1%	69.6%	83.3%

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

Percentage of Respondents	Dakar	Other city	Rural area
Yes	24.7%	5.0%	0.0%
No	75.3%	95.0%	100.0%

*Significantly different between geographic locations

If yes, what was your view on the two institutions working together in Senegal? (Select only ONE response)

Percentage of Respondents	Dakar	Other city	Rural area
Working well together	38.5%	0.0%	-
Collaborating but needs improvement	38.5%	100.0%	-
Other	10.3%	0.0%	-
Don't know	12.8%	0.0%	-

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

Percentage of Respondents (Responses combined)	Dakar	Other city	Rural area
Observer	33.7%	40.9%	35.7%
Use World Bank Group reports/data	22.8%	31.8%	21.4%
Engage in World Bank Group related/sponsored events/activities	24.5%	27.3%	35.7%
Collaborate as part of my professional duties	38.6%	18.2%	28.6%
Use World Bank Group website for information, data, research, etc.	35.3%	54.5%	28.6%

Appendix D: Responses to All Questions by Levels of Collaboration

A. General Issues facing Senegal

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

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	66.7%	57.4%
The wrong direction	5.6%	7.8%
Not sure	27.8%	34.8%

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Social protection	9.3%	12.9%
Transport	25.6%	21.2%
Public sector governance/ reform	39.5%	35.6%
Global/regional integration	4.7%	0.8%
Gender equity*	0.0%	6.1%
Domestic private sector development	23.3%	18.2%
Foreign direct investment	2.3%	3.8%
Water and sanitation	5.8%	3.0%
Anti corruption	9.3%	17.4%
Job creation/employment	18.6%	20.5%
Rural development	10.5%	6.1%
Financial markets	0.0%	1.5%
Urban development	1.2%	0.8%
Environmental sustainability	1.2%	1.5%
Equality of opportunity	1.2%	4.5%
Health	17.4%	16.7%
Education	41.9%	31.8%
Poverty reduction	8.1%	15.9%
Energy	26.7%	21.2%
Food security	3.5%	9.8%
Climate change	3.5%	0.8%
Agricultural development	27.9%	24.2%
Trade and exports	1.2%	4.5%
Crime and violence	1.2%	2.3%
Economic growth	9.3%	6.8%
Law and justice	3.5%	2.3%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.5%	2.3%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	1.5%

*Significantly different between respondents who do and do not collaborate with the WBG

A. General Issues facing Senegal (continued)

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Water and sanitation	14.6%	10.5%
Equality of opportunity	6.7%	10.5%
Economic growth	23.6%	25.2%
Climate change	2.2%	0.7%
Global/regional integration	0.0%	2.8%
Gender equity	1.1%	4.2%
Rural development	41.6%	30.1%
Urban development*	3.4%	0.0%
Regulatory framework	3.4%	1.4%
Social protection*	4.5%	12.6%
Law and justice*	1.1%	7.0%
Transport	13.5%	9.8%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	1.1%	0.0%
Information and communications technology	1.1%	2.1%
Anti corruption	11.2%	16.8%
Domestic private sector development	22.5%	17.5%
Foreign direct investment*	3.4%	0.0%
Education	39.3%	27.3%
Energy	10.1%	7.7%
Public sector governance/ reform	9.0%	16.1%
Natural resource management	1.1%	1.4%
Environmental sustainability	0.0%	0.0%
Disaster management	0.0%	0.0%
Health	10.1%	13.3%
Agricultural development	37.1%	34.3%
Job creation/employment	31.5%	36.4%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	1.4%
Food security	6.7%	11.2%

*Significantly different between respondents who do and do not collaborate with the WBG

A. General Issues facing Senegal (continued)

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Energy*	53.8%	31.0%
Gender equity	1.1%	2.1%
Equality of opportunity	1.1%	2.8%
Social protection	1.1%	2.8%
Global/regional integration	0.0%	2.1%
Climate change	1.1%	0.0%
Anti corruption	12.1%	15.2%
Disaster management	0.0%	0.0%
Rural development	28.6%	20.0%
Foreign direct investment	14.3%	13.8%
Urban development	0.0%	0.0%
Water and sanitation	1.1%	3.4%
Education	11.0%	11.0%
Information and communications technology	4.4%	5.5%
Regulatory framework	5.5%	2.8%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	9.9%	15.9%
Public sector governance/ reform	18.7%	22.8%
Domestic private sector development*	50.5%	37.2%
Job creation/employment	28.6%	30.3%
Agricultural development	35.2%	37.2%
Food security*	0.0%	4.1%
Transport	8.8%	15.9%
Natural resource management	6.6%	4.1%
Environmental sustainability	0.0%	2.1%
Health	2.2%	7.6%
Law and justice	2.2%	2.8%
Crime and violence	0.0%	0.0%
Financial markets	1.1%	6.2%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people	33.3%	29.2%
Better employment opportunities for women	8.7%	10.6%
Greater access to micro-finance for the poor	14.5%	15.0%
Greater voice and participation for citizens to help ensure greater accountability	7.2%	7.1%
Greater access to health and nutrition for citizens	8.7%	8.8%
Better entrepreneurial opportunities	29.0%	23.9%
A growing middle class	14.5%	9.7%
Better opportunity for the poor who live in rural areas	14.5%	14.2%
Better opportunity for the poor who live in urban areas	4.3%	1.8%
Consistent economic growth	20.3%	15.9%
More reliable social safety net	11.6%	8.0%
Greater equity of fiscal policy	5.8%	11.5%
Education and training that better ensure job opportunity	21.7%	28.3%
Better quality public services	5.8%	8.8%
Other	0.0%	2.7%

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Senegal?*	89	6.27	2.49	143	3.85	2.57

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Senegal*	82	6.46	1.86	115	4.93	2.33

(Not effective at all, 10-Very effective) *Significantly different between respondents who do and do not collaborate with the WBG

	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 Senegal solve its most complicated development challenges?*	80	7.00	2.00	95	5.72	2.28

(1-To no degree at all, 10-To a very significant degree) *Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents (Responses combined)		
	Collaborators	Non-Collaborators
Social protection	5.6%	8.3%
Public sector governance/ reform	24.4%	23.6%
Transport	26.7%	22.9%
Poverty reduction	22.2%	26.4%
Global/regional integration	4.4%	2.1%
Gender equity	0.0%	1.4%
Crime and violence	0.0%	0.0%
Domestic private sector development	11.1%	16.7%
Rural development	15.6%	19.4%
Foreign direct investment	2.2%	4.9%
Water and sanitation*	1.1%	6.9%
Energy	21.1%	16.0%
Job creation/employment	15.6%	24.3%
Financial markets	0.0%	0.7%
Urban development	2.2%	0.0%
Environmental sustainability	3.3%	1.4%
Equality of opportunity	4.4%	8.3%
Health	17.8%	18.8%
Education	41.1%	36.1%
Food security	8.9%	6.3%
Climate change	1.1%	0.0%
Agricultural development*	41.1%	27.8%
Trade and exports	1.1%	4.2%
Economic growth	11.1%	8.3%
Law and justice	1.1%	1.4%
Regulatory framework	0.0%	1.4%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	2.2%	2.1%
Anti corruption	11.1%	7.6%
Information and communications technology	0.0%	1.4%
Disaster management	0.0%	0.0%

*Significantly different between respondents who do and do not collaborate with the WBG

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 Senegal?

Greatest Value			
Percentage of Respondents	Collaborators		Non-Collaborators
Convening/facilitating	9.2%		6.1%
Data	2.3%		2.3%
Policy advice, studies, analyses	17.2%		13.6%
Financial resources	40.2%		37.1%
Capacity development	13.8%		17.4%
Technical assistance	9.2%		9.1%
Mobilizing third party financial resources	4.6%		9.1%
Donor coordination	2.3%		4.5%
Linkage to non-Bank expertise	1.1%		0.8%
Other	0.0%		0.0%

2 nd Greatest Value			
Percentage of Respondents	Collaborators		Non-Collaborators
Convening/facilitating	5.7%		7.6%
Data	2.3%		3.8%
Policy advice, studies, analyses	12.6%		12.2%
Financial resources	20.7%		14.5%
Capacity development	24.1%		18.3%
Technical assistance	11.5%		11.5%
Mobilizing third party financial resources	12.6%		7.6%
Donor coordination*	3.4%		11.5%
Linkage to non-Bank expertise	5.7%		12.2%
Other	1.1%		0.8%

*Significantly different between respondents who do and do not collaborate with the WBG

How effectively do the World Bank Group's activities below support Senegal'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	60	5.73	2.00	76	5.66	2.13
Data	58	6.07	1.96	78	6.72	2.22
Policy advice, studies, analyses*	72	6.86	1.94	96	5.89	2.52
Financial resources	75	7.36	1.96	102	6.76	2.26
Technical assistance	75	6.43	2.14	82	6.35	2.52
Mobilizing third party financial resources	62	6.48	2.05	83	6.25	2.46
Donor coordination	65	5.92	2.33	70	6.29	2.50
Linkage to non-Bank expertise	60	5.37	2.30	72	5.39	2.50

*Significantly different between respondents who do and do not collaborate with the WBG

The World Bank Group can provide capacity building support in a number of ways in Senegal. To what degree would Senegal 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	79	7.33	2.01	124	7.78	2.25
The public sector, related to implementation of specific development projects on the ground	83	8.25	1.70	126	7.89	2.19
The public sector, related to changing institutions	77	7.25	1.86	107	7.44	2.16
The private sector, related to institutional and policy change	75	7.39	1.80	115	7.39	2.42

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 Senegal? (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)	79	7.18	1.82	81	6.58	2.69
Citizen engagement (incorporating citizens' voices into development)*	59	5.98	2.16	76	4.88	2.44
Policy design (for clarity and better incentives to achieve development goals)*	70	6.84	1.95	83	5.92	2.27

*Significantly different between respondents who do and do not collaborate with the WBG

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

When thinking about how to improve capacity building in Senegal to help ensure better development results, looking forward, how IMPORTANT is it for the WBG 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)	83	8.02	1.94	102	7.94	1.97
Citizen engagement (incorporating citizens' voices into development)	77	7.92	1.88	100	7.70	2.27
Policy design (for clarity and better incentives to achieve development goals)*	72	8.07	1.65	101	7.47	2.18

*Significantly different between respondents who do and do not collaborate with the WBG

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Senegal?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Staff too inaccessible*	10.2%	23.6%
Not exploring alternative policy options*	11.4%	2.1%
Not adequately sensitive to political/social realities in Senegal	18.2%	17.9%
Not enough public disclosure of its work	11.4%	12.1%
Arrogant in its approach	2.3%	6.4%
Not aligned with country priorities	14.8%	19.3%
The credibility of its knowledge/data	1.1%	0.7%
World Bank Group's processes too complex	13.6%	16.4%
Not willing to honestly criticize policies and reform efforts in the country*	15.9%	6.4%
Too influenced by developed countries	12.5%	22.1%
Imposing technocratic solutions without regard to political realities	10.2%	14.3%
World Bank Group's processes too slow*	22.7%	6.4%
Too bureaucratic in its operational policies and procedures*	20.5%	10.7%
Not aligned with other donors' work	4.5%	0.7%
Not collaborating enough with non-state actors	9.1%	10.7%
Not client focused	0.0%	1.4%
Other	1.1%	1.4%
Don't know	8.0%	12.1%

*Significantly different between respondents who do and do not collaborate with the WBG

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Senegal?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Capacity development	51.1%	51.8%
Policy based lending / budget support to the Government*	28.4%	17.0%
Knowledge products/services	8.0%	14.2%
Investment lending*	72.7%	58.9%
Technical assistance	20.5%	30.5%
Trust Fund management	8.0%	8.5%
Other	2.3%	1.4%
Don't know	2.3%	7.1%

*Significantly different between respondents who do and do not collaborate with the WBG

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 should the WBG collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators		Non-Collaborators	
Academia/think tanks/research institutes	28.1%		28.1%	
Donor community	13.5%		8.6%	
Media	6.7%		12.2%	
Civil Society Organizations, including NGOs, associations, and CBOs	27.0%		33.1%	
Local Government	25.8%		24.5%	
Private sector*	43.8%		30.2%	
Parliament	2.2%		2.9%	
Community Based Organizations (CBOs)	14.6%		20.9%	
Beneficiaries	30.3%		23.0%	
Foundations	1.1%		1.4%	
Faith based organizations	0.0%		0.7%	
Other	2.2%		1.4%	
Don't know	1.1%		5.0%	

*Significantly different between respondents who do and do not collaborate with the WBG

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

(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 Senegal*	83	7.39	2.02	116	6.40	2.43
The World Bank Group's work is aligned with what I consider the development priorities for Senegal*	82	6.55	1.81	107	5.25	2.45
The World Bank Group supports programs and strategies that are realistic for Senegal*	76	7.04	2.17	111	5.77	2.20
The World Bank Group treats clients and stakeholders in Senegal with respect*	68	6.63	2.39	79	5.39	2.39

*Significantly different between respondents who do and do not collaborate with the WBG

To what extent is the World Bank Group an effective development partner in Senegal 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	72	6.07	1.94	73	5.44	2.36
Flexibility (in terms of the World Bank Group's products and services)	72	5.51	1.83	77	4.90	2.17
Flexibility (in terms of changing country circumstances)	66	5.80	1.82	72	5.15	2.34
Being inclusive*	53	6.32	1.93	53	5.25	2.19
Openness	70	6.51	2.33	80	6.31	2.13
Staff accessibility*	68	6.28	2.49	81	4.53	2.48
Straightforwardness and honesty*	69	7.03	2.20	71	6.18	2.53
Ease of access to the people at the World Bank Group who are making decisions important to my work*	68	6.38	2.25	69	4.67	2.43
Collaboration with groups outside of the Government*	48	6.50	1.89	86	5.66	2.35
Collaboration with the Government	79	7.67	1.96	106	7.54	2.01
Collaboration with other donors	59	6.90	2.26	66	6.47	1.97
The speed in which it gets things accomplished on the ground*	73	6.52	2.15	68	5.69	2.36
Being a long-term partner	71	7.99	1.82	83	7.86	2.06

*Significantly different between respondents who do and do not collaborate with the WBG

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

To be more effective development partner in Senegal, do you believe that the WBG should have? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
More local presence	58.8%	66.2%
The current level of local presence is adequate	28.2%	14.8%
Less local presence	3.5%	6.3%
Don't know	9.4%	12.7%

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)	Collaborators	Non-Collaborators
The World Bank Group does not do adequate follow through/follow-up	15.9%	23.0%
There is not an adequate level of citizen/civil society participation	34.1%	42.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.6%	33.3%
Lack of/inadequate levels of capacity in Government	23.9%	17.8%
Poor donor coordination	4.5%	9.6%
The World Bank Group works too slowly	15.9%	11.1%
The Government works inefficiently*	23.9%	11.1%
Political pressures and obstacles*	23.9%	11.1%
Reforms are not well thought out in light of country challenges	27.3%	27.4%
Other	1.1%	3.7%

*Significantly different between respondents who do and do not collaborate with the WBG

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 Senegal? (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	75	8.33	1.80	119	8.39	2.33
Information and communications technology	71	7.39	1.87	104	7.68	2.23
Transport	76	8.45	1.63	108	8.39	2.01
Crime and violence	63	6.10	2.13	93	6.28	2.72
Law and justice	68	6.85	2.27	98	6.82	2.44
Urban development*	71	7.79	1.87	102	6.90	2.37
Environmental sustainability	73	7.84	1.82	102	7.47	2.37
Regulatory framework	66	6.94	1.95	95	7.01	2.49
Communicable/non-communicable diseases	71	7.15	1.89	96	6.71	2.56
Poverty reduction*	75	8.65	1.72	108	8.00	2.46
Gender equity	66	5.55	2.45	93	5.63	2.83
Domestic private sector development	74	7.99	1.93	110	7.63	2.52
Foreign direct investment	66	7.38	1.97	94	7.33	2.46
Water and sanitation	73	8.11	1.86	110	8.06	2.07
Trade and exports	68	6.93	2.12	94	6.77	2.23
Economic growth	74	8.31	1.92	107	8.00	2.24
Energy	74	8.85	1.70	108	8.63	2.02
Disaster management	69	6.84	2.24	97	7.09	2.39
Public sector governance/ reform	68	7.91	1.79	101	7.92	2.35
Job creation/employment	70	8.30	2.09	109	8.24	2.29
Financial markets	64	6.81	1.93	91	7.10	2.30
Equality of opportunity	64	6.61	2.11	97	7.25	2.58
Health	73	8.22	1.84	103	8.15	2.16
Rural development	67	8.60	1.83	104	8.26	1.98
Global/regional integration	66	6.77	2.05	91	6.85	2.24
Food security	71	8.13	2.01	105	7.74	2.28
Education	71	8.46	1.92	112	8.39	2.14
Social protection	69	7.14	2.40	97	6.94	2.52
Climate change	73	6.96	2.50	99	6.88	2.45
Agricultural development	73	8.96	1.71	112	8.41	2.27
Natural resource management	76	7.29	2.45	99	7.14	2.59

*Significantly different between respondents who do and do not collaborate with the WBG

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 Senegal? (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	54	5.83	2.57	75	5.36	2.82
Information and communications technology	46	5.52	1.93	70	5.60	2.36
Transport	69	7.07	1.99	82	6.40	2.45
Crime and violence	36	4.36	1.96	61	4.39	2.57
Law and justice	48	5.25	1.92	74	4.88	2.56
Urban development*	54	6.24	2.07	73	5.45	2.09
Environmental sustainability*	62	6.39	2.11	71	5.31	2.40
Regulatory framework	49	6.02	1.85	62	5.94	2.47
Communicable/non-communicable diseases*	45	6.29	2.30	62	5.31	2.58
Poverty reduction	63	6.43	2.28	84	5.93	2.51
Gender equity	45	5.36	2.24	64	5.34	2.57
Domestic private sector development	49	5.71	1.95	69	5.20	2.32
Foreign direct investment	44	5.77	2.01	64	6.41	2.43
Water and sanitation*	59	6.75	2.15	77	5.84	2.49
Trade and exports	39	5.67	1.91	59	5.31	2.28
Economic growth	61	6.48	2.01	81	5.93	2.38
Energy*	65	6.45	2.14	79	5.70	2.37
Disaster management	50	5.42	2.00	62	4.76	2.25
Public sector governance/ reform	58	6.66	2.08	75	6.21	2.56
Job creation/employment*	56	5.29	2.09	77	4.47	2.22
Financial markets	33	5.42	1.89	60	5.68	2.35
Equality of opportunity	41	5.51	2.15	60	4.60	2.39
Health*	61	6.77	1.84	87	5.84	2.37
Rural development*	61	6.70	1.98	82	5.32	2.38
Global/regional integration	44	6.00	2.16	61	5.39	2.28
Food security*	58	6.38	2.17	80	5.50	2.43
Education	63	6.84	1.94	87	6.32	2.26
Social protection	47	4.94	2.11	70	4.89	2.03
Climate change	50	5.62	2.44	61	4.84	2.08
Agricultural development*	65	6.94	2.15	81	5.62	2.39
Natural resource management	44	5.32	2.35	64	4.91	2.37

*Significantly different between respondents who do and do not collaborate with the WBG

Where are the WBG's decisions made primarily that support the program in Senegal? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	56.8%	48.6%
In the country	15.9%	9.9%
Don't know	27.3%	41.5%

	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 Senegal?*	82	6.43	1.83	101	5.82	2.23

(1-To no degree at all, 10-To a very significant degree) *Significantly different between respondents who do and do not collaborate with the WBG

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

(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 Senegal*	85	6.42	1.87	98	5.50	2.29
The World Bank Group meets Senegal's needs for knowledge services	79	6.00	2.09	97	5.94	2.10

*Significantly different between respondents who do and do not collaborate with the WBG

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

	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 that Senegal received value for money from the World Bank Group's fee-based products/services?	50	5.96	1.96	68	5.88	2.42

(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
To what extent do you believe the World Bank Group measures and corrects its work in real time in Senegal?	66	5.94	2.12	70	5.51	2.37

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

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

How frequently do you consult WBG's knowledge work and activities in the work you do?*(Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
Weekly	17.6%	4.8%
Monthly	28.6%	19.3%
A few times a year	29.7%	26.2%
Rarely	22.0%	30.3%
Never	2.2%	19.3%

*Significantly different between respondents who do and do not collaborate with the WBG

In Senegal, 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*	80	7.15	1.99	80	6.39	2.18
Include appropriate level of stakeholder involvement during preparation*	63	6.35	1.80	69	5.46	2.13
Are relevant to Senegal's development priorities*	74	6.89	1.79	88	5.98	2.37
Lead to practical solutions*	71	6.75	2.05	86	5.71	2.41
Are accessible*	75	6.55	2.09	78	5.81	2.39
Are source of relevant information on global good practices	74	7.30	2.19	83	6.64	2.22
Enhance your knowledge and/or skills	74	6.96	2.14	91	6.81	2.22
Are adequately disseminated	71	6.11	1.98	85	5.12	2.42
Are adaptable to Senegal's specific development challenges and country circumstances*	72	6.67	1.86	84	5.93	2.26

*Significantly different between respondents who do and do not collaborate with the WBG

	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?	76	7.04	1.79	105	6.47	2.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	75	7.25	1.76	98	6.66	2.02

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

*Significantly different between respondents who do and do not collaborate with the WBG

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Senegal's development challenges? (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
Conceptualization (understanding and framing the problem)	76	6.58	2.05	86	6.14	2.22
Design (appraising and planning the solutions)	79	6.96	1.90	95	6.48	2.14
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	76	6.75	1.99	88	6.26	2.26
Evaluation (assessing the impact and results)	79	6.97	2.06	94	6.69	2.23

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*	73	4.84	2.35	87	3.34	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports	80	7.05	2.21	101	6.86	2.55
The World Bank Group's approvals and reviews are done in a timely fashion	71	5.37	2.17	79	5.14	2.05
The World Bank Group's "Safeguard Policy" requirements are reasonable	50	5.86	2.27	68	5.31	2.34
The World Bank Group's conditions on its lending are reasonable*	69	6.07	2.07	79	4.53	2.35
The World Bank Group takes decisions quickly in Senegal	64	5.41	2.26	72	4.71	2.29
Working with the World Bank Group increases Senegal's institutional capacity	72	6.71	2.21	97	6.36	2.39
The World Bank Group ensures consistency and continuity through staff changes*	48	6.33	2.39	53	5.26	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	64	6.39	2.47	74	6.84	2.32
The World Bank Group provides effective implementation support	75	7.01	2.01	90	6.52	2.26

*Significantly different between respondents who do and do not collaborate with the WBG

Which of the following best describes the way the World Bank Group operates in Senegal?* (Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group does not take enough risk in Senegal	37.2%	23.9%
The World Bank Group's approach to risk is appropriate	27.9%	14.1%
Don't know	30.2%	40.8%
Prefer not to answer	4.7%	21.1%

*Significantly different between respondents who do and do not collaborate with the WBG

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Senegal's economy	13.5%	20.9%
Collaborate more effectively with Government clients	23.6%	23.9%
Offer more innovative financial products	21.3%	19.4%
Improve the competitiveness of its financing compared to markets	16.9%	11.2%
Reach out more to groups outside of Government	29.2%	32.8%
Improve the quality of its experts as related to Senegal's specific challenges	22.5%	15.7%
Offer more innovative knowledge services*	3.4%	11.2%
Ensure greater selectivity in its work	4.5%	3.0%
Increase the level of capacity development in the country	28.1%	22.4%
Reduce the complexity of obtaining World Bank Group financing	20.2%	24.6%
Increase availability of Fee-Based services	1.1%	3.0%
Work faster	11.2%	6.0%
Other	1.1%	0.7%

*Significantly different between respondents who do and do not collaborate with the WBG

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	40.9%	38.7%
Knowledge products	20.5%	16.9%
Convening services	6.8%	8.5%
None of the above	0.0%	1.4%
The combination is appropriate for Senegal	23.9%	17.6%
Don't know	8.0%	16.9%

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Local newspapers	53.5%	50.4%
International newspapers	15.1%	10.8%
Local radio	5.8%	10.8%
International radio	11.6%	7.2%
Local television	18.6%	21.6%
International television	9.3%	5.8%
Periodicals	11.6%	7.9%
Internet	64.0%	57.6%
Social media	1.2%	2.9%
Blogs	0.0%	0.0%
Mobile phones	0.0%	1.4%
Instant messaging	1.2%	2.2%
Other	5.8%	5.8%

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Blogs	5.7%	2.1%
Direct contact with World Bank Group*	42.0%	26.1%
e-Newsletters	36.4%	47.2%
Instant messaging	5.7%	4.9%
World Bank Group's seminars/workshops/conferences*	48.9%	31.0%
World Bank Group's publications and other written materials	25.0%	21.8%
Mobile phones*	0.0%	5.6%
Social media	8.0%	14.8%
World Bank Group's website	20.5%	26.8%
Other	1.1%	3.5%

*Significantly different between respondents who do and do not collaborate with the WBG

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	Collaborators	Non-Collaborators
Yes	39.8%	22.7%
No	60.2%	77.3%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	23.0%	12.0%
No	77.0%	88.0%

*Significantly different between respondents who do and do not collaborate with the WBG

Were you able to obtain this information?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	89.5%	69.2%
No	10.5%	30.8%

G. Communication and Information Sharing (continued)

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	97.7%	91.9%
No	2.3%	8.1%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	82.4%	60.3%
No	17.6%	39.7%

*Significantly different between geographic location

Which do you primarily use?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group's country website (www.worldbank.org/senegal)	42.5%	44.2%
The World Bank Group's main website (www.worldbank.org)	57.5%	55.8%

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

Percentage of Respondents	Collaborators	Non-Collaborators
High speed	85.9%	79.0%
Dial-up	14.1%	21.0%

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*	74	6.76	2.33	101	4.95	3.04
I find the World Bank Group's websites easy to navigate	71	7.08	1.97	85	6.51	2.36
I find the information on the World Bank Group's websites useful	75	7.47	2.00	81	6.78	2.37
The World Bank Group's social media channels are valuable sources of information about the institution	38	5.79	2.65	74	6.11	2.61
When I need information from the World Bank Group I know how to find it*	72	6.88	2.49	100	4.80	3.06
The World Bank Group is responsive to my information requests and inquiries*	50	7.52	2.15	59	5.19	2.74

*Significantly different between respondents who do and do not collaborate with the WBG

H. Background Information

Which of the following agencies of the World Bank Group do you primarily engage with in Senegal? (Select all that apply)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
The World Bank (IDA)*	84.1%	5.3%
The International Finance Corporation (IFC)*	20.5%	0.8%
The Multilateral Investment Guarantee Agency (MIGA)	5.7%	2.3%
None*	9.1%	93.9%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	46.3%	4.1%
No	53.8%	95.9%

*Significantly different between respondents who do and do not collaborate with the WBG

If yes, what was your view on the two institutions working together in Senegal? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
Working well together	40.5%	0.0%
Collaborating but needs improvement	37.8%	66.7%
Other	10.8%	0.0%
Don't know	10.8%	33.3%

Appendix E: Responses to All Questions by Year¹¹

*All data presented in this appendix are weighted. As a result, means of the FY14 data and the total number of respondents each year will be slightly different from those in other appendices.

FY' 07 Number of comparable respondents = 129 • FY '11 Number of comparable respondents = 320

• FY '14 Number of comparable respondents = 219

By weighting, FY11, FY 07 and FY14 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2014	FY2011	FY2007
Office of the President/Prime Minister	10.0%	10.0%	10.0%
Government institutions	20.0%	20.0%	20.0%
Local government	10.0%	10.0%	10.0%
Bilateral/multilateral agencies	10.0%	10.0%	10.0%
Civil society	20.0%	20.0%	20.0%
Private sector	10.0%	10.0%	10.0%
Academia	10.0%	10.0%	10.0%
Media	10.0%	10.0%	10.0%

B. Overall Attitudes toward the World Bank Group

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Senegal? [^]	126	6.22	1.97	309	5.15	2.49	208	4.82	2.71

(1-Not familiar at all, 10-Extremely familiar) [^]Significantly different between FY14 and FY07country surveys

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Senegal. [^]	119	6.17	1.62	281	5.77	1.99	178	5.50	2.26

(1-Not effective at all, 10-Very effective) [^]Significantly different between FY14 and FY07country surveys

NOTE: It is worth pointing out that in FY07, FY11 and FY14, the ratings for effectiveness are significantly, strongly correlated with the ratings for familiarity ($r=.49$, $p<.001$). Therefore, although respondents in FY14 gave significantly lower ratings for the WBG's effectiveness in Senegal than those in FY07, the drop in ratings could be related to the significantly lower levels of familiarity with the institution in FY14.

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

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Senegal	122	6.96	2.24	290	6.52	2.36	178	6.68	2.38
The World Bank Group's work is aligned with what I consider the development priorities for Senegal	119	5.68	2.16	289	5.95	2.42	174	5.89	2.36
The World Bank Group supports programs and strategies that are realistic for Senegal	114	5.70	2.12	275	5.82	2.38	167	6.14	2.28
The World Bank Group treats clients and stakeholders in Senegal with respect*	108	5.89	2.43	267	6.51	2.46	130	5.70	2.37

*Significantly different between FY14 and FY11 country surveys

¹¹ Only those questions that were asked in the FY' 07, FY '11 and FY '14 country surveys, with similar response scales/options, are presented.

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

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

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

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	75	5.17	2.42	154	5.06	2.46	123	5.32	2.11
Staff accessibility [^]	110	6.30	2.41	248	5.57	2.41	135	5.36	2.68
Straightforwardness and honesty	100	6.78	2.61	225	6.60	2.48	128	6.30	2.61
Collaboration with other donors* [^]	98	7.31	2.10	218	6.89	2.34	110	6.17	2.23

[^]Significantly different between FY14 and FY07country surveys *Significantly different between FY14 and FY11 country surveys

C. World Bank Group's Effectiveness and Results

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

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Law and justice	93	4.69	2.25	227	5.35	2.26	107	5.05	2.29
Regulatory framework	92	6.26	2.12	230	6.01	2.19	99	6.10	2.15
Poverty reduction	108	5.86	2.26	281	6.00	2.54	128	5.62	2.62
Domestic private sector development* [^]	99	6.29	2.11	230	6.12	2.22	102	5.26	2.25
Economic growth	103	6.09	2.09	259	6.11	2.30	126	6.07	2.20
Public sector governance/ reform	99	5.52	2.15	240	6.45	2.22	116	6.11	2.48
Anti corruption [^]	100	4.39	2.65	236	5.99	2.36	108	5.44	2.67
Gender equity	90	5.78	2.45	230	5.66	2.26	93	5.30	2.16
Health*	104	6.47	2.51	249	6.79	2.25	135	6.11	2.24
Education	100	7.01	2.20	255	6.96	2.25	133	6.55	2.12
Social protection*	83	4.96	2.23	225	5.67	2.40	99	5.10	2.00
Climate change				225	5.56	2.32	93	5.38	2.45
Agricultural development	104	5.48	2.11	241	6.26	2.46	131	5.79	2.36
Natural resource management*	85	5.70	2.08	226	6.22	2.28	98	5.17	2.28

*Significantly different between FY14 and FY11 country surveys [^]Significantly different between FY14 and FY07country surveys

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

In Senegal, 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)

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	103	7.02	2.38	252	7.11	2.16	144	6.75	2.26
Are adaptable to Senegal's specific development challenges and country circumstances	107	6.01	1.96	253	5.98	2.36	141	6.06	2.24

E. Working with the World Bank Group

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

	year								
	FY 2007			FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly [^]	66	5.28	2.66	143	4.88	2.55	149	4.24	2.48
The World Bank Group effectively monitors and evaluates the projects and programs it supports	80	6.37	2.52	155	7.30	2.40	168	6.87	2.39
The World Bank Group's conditions on its lending are reasonable [^]	93	6.06	2.25	248	5.47	2.70	130	5.10	2.35
Working with the World Bank Group increases Senegal's institutional capacity	76	6.63	2.00	144	6.53	2.31	165	6.12	2.49

[^]Significantly different between FY14 and FY11 country surveys [^]Significantly different between FY14 and FY07 country surveys

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	94.0%	97.0%	-
No	6.0%	3.0%	-

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

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	71.3%	75.2%	90.8%
No	28.7%	24.8%	9.2%

[^]Significantly different between FY14 and FY07 country surveys

Which do you primarily use?[^]

Percentage of Respondents	FY2014	FY2011	FY2007
The World Bank Group's country website (www.worldbank.org/senegal)	42.8%	48.3%	56.2%
The World Bank Group's main website (www.worldbank.org)	57.2%	51.7%	43.8%

[^]Significantly different between FY14 and FY07 country surveys

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

	year					
	FY 2011			FY 2014		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	216	7.30	2.13	138	6.54	2.14
I find the information on the World Bank Group's websites useful*	214	7.69	1.91	139	6.96	2.10
When I need information from the World Bank Group I know how to find it*	222	7.12	2.59	153	5.60	2.97
The World Bank Group is responsive to my information requests and inquiries	172	6.41	2.58	99	6.43	2.79

[^]Significantly different between FY14 and FY11 country surveys

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Senegal? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Senegal.	4.93	6.46	6.19	4.70	5.62	6.02	5.59	6.08	5.21	6.53	5.77	5.63
To what extent do you believe the World Bank Group's staff is well prepared to help Senegal solve its most complicated development challenges?	5.72	7.00	6.67	5.76	6.23	6.93	6.32	6.60	6.08	6.85	6.57	6.07
Overall the World Bank Group currently plays a relevant role in development in Senegal	6.40	7.39	7.26	6.14	6.63	7.72	6.77	7.22	6.54	7.45	7.01	6.67
The World Bank Group's work is aligned with what I consider the development priorities for Senegal	5.25	6.55	6.29	4.97	5.69	6.43	5.81	5.96	5.42	6.56	5.88	5.80
Responsiveness	5.44	6.07	6.16	5.11	5.80	5.92	5.72	6.07	5.60	6.20	5.81	5.88
Flexibility (in terms of the World Bank Group's products and services)	4.90	5.51	5.47	4.67	5.09	5.56	5.16	5.32	4.90	5.66	5.15	5.29
Flexibility (in terms of changing country circumstances)	5.15	5.80	5.80	4.82	5.26	6.11	5.51	5.44	5.05	6.17	5.48	5.49
Being inclusive	5.25	6.32	6.09	5.26	5.65	6.38	5.71	6.20	5.44	6.43	6.18	5.32
Openness	6.31	6.51	6.68	5.88	6.05	7.41	6.46	6.31	6.43	6.40	6.39	6.48
Staff accessibility	4.53	6.28	5.93	4.15	5.04	6.38	5.20	5.79	4.60	6.41	5.67	4.86
Straightforwardness and honesty	6.18	7.03	6.81	6.00	6.50	6.88	6.46	6.94	6.24	7.07	6.67	6.45
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.67	6.38	6.03	4.36	5.19	6.64	5.41	5.91	4.96	6.27	5.87	5.06
Collaboration with groups outside of the Government	5.66	6.50	6.12	5.70	5.69	6.55	5.85	6.29	5.86	6.26	6.10	5.76
Collaboration with the Government	7.54	7.67	7.81	7.23	7.51	7.89	7.68	7.42	7.60	7.63	7.59	7.65
Collaboration with other donors	6.47	6.90	6.96	5.92	6.42	7.27	6.55	6.86	6.65	6.64	6.71	6.57
The speed in which it gets things accomplished on the ground	5.69	6.52	6.54	4.91	5.98	6.53	5.98	6.46	5.99	6.30	6.08	6.19
Being a long-term partner	7.86	7.99	8.12	7.64	8.01	7.90	7.95	8.07	8.00	7.95	7.97	8.00
To what extent does the World Bank Group's work help to achieve development results in Senegal?	5.82	6.43	6.31	5.74	6.03	6.39	6.02	6.42	5.87	6.52	6.26	5.90
The World Bank Group's financial instruments meet the needs of Senegal	5.50	6.42	6.33	5.17	5.80	6.47	5.79	6.53	5.65	6.46	5.92	6.08
The World Bank Group meets Senegal's needs for knowledge services	5.94	6.00	6.27	5.60	5.81	6.67	5.99	6.21	6.03	6.09	6.11	5.94
The World Bank Group's knowledge work and activities are adaptable to Senegal's specific development challenges and country circumstances	5.93	6.67	6.65	5.56	6.08	6.89	6.32	6.31	6.16	6.57	6.19	6.53
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.47	7.04	7.04	6.14	6.50	7.40	6.67	6.93	6.59	7.02	6.80	6.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.66	7.25	7.38	6.02	6.78	7.62	6.88	7.31	6.84	7.26	7.08	6.89
The World Bank Group takes decisions quickly in Senegal	4.71	5.41	5.45	4.09	4.90	5.62	4.99	5.40	4.71	5.61	5.20	4.92
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.84	6.39	6.72	6.28	6.42	7.05	6.71	6.33	6.71	6.44	6.55	6.69

Yellow highlight indicates significant difference between Yes and No mean.

Appendix G: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ Consultant /PMU			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Senegal.*	71	6.42	1.95	23	3.74	1.84	27	5.33	2.53	26	5.46	1.96	7	7.14	1.95	14	5.21	1.76	27	5.11	2.41
To what extent do you believe the World Bank Group's staff is well prepared to help Senegal solve its most complicated development challenges?*	68	7.19	2.00	20	5.00	2.36	23	5.87	2.26	23	6.04	2.06	7	7.14	1.07	12	5.50	1.93	22	5.86	2.34
Overall the World Bank Group currently plays a relevant role in development in Senegal*	76	7.54	1.84	18	4.39	2.43	28	6.54	1.57	26	7.85	2.17	9	6.78	2.59	14	6.64	2.53	26	5.73	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Senegal*	67	6.88	1.76	20	4.00	1.86	25	5.84	2.23	28	5.32	2.78	9	5.22	1.48	15	5.80	1.90	23	5.35	2.53
Responsiveness*	57	6.23	1.85	20	3.90	2.10	18	5.89	1.71	21	6.52	2.64	7	5.57	.98	10	6.50	1.72	12	4.50	2.47
Flexibility (in terms of the World Bank Group's products and services)*	60	5.63	1.90	18	3.39	1.97	20	5.05	1.36	22	6.18	2.30	5	4.40	1.34	11	4.64	1.96	14	4.93	1.69
Flexibility (in terms of changing country circumstances)	52	5.90	1.91	19	4.11	2.11	19	6.05	1.68	18	5.22	2.34	8	5.75	2.19	12	5.08	2.54	12	5.42	2.31
Being inclusive*	35	6.77	1.50	14	4.64	1.74	17	6.65	1.73	18	5.33	2.47	5	5.00	2.24	8	4.50	2.14	8	4.50	2.83
Openness*	54	6.72	2.13	20	4.70	1.72	23	7.43	1.78	22	6.18	2.87	6	6.50	1.05	12	6.17	1.99	12	6.08	2.23
Staff accessibility*	56	6.30	2.47	20	3.60	2.11	21	5.67	2.01	21	4.33	2.92	7	5.71	1.98	9	4.33	2.92	14	5.50	2.71
Straightforwardness and honesty*	55	7.51	1.73	19	4.21	2.35	20	6.70	2.34	16	6.25	2.32	6	7.17	2.14	8	6.00	2.45	13	6.31	3.12
Ease of access to the people at the World Bank Group who are making decisions important to my work*	53	6.47	2.26	18	3.72	2.24	18	6.00	2.25	19	5.16	2.43	6	4.33	1.63	8	4.00	2.73	16	5.44	2.48
Collaboration with groups outside of the Government*	37	6.32	2.16	17	4.00	2.21	22	6.32	1.81	25	6.64	2.06	4	4.25	.96	13	6.62	1.61	15	5.33	2.58
Collaboration with the Government*	67	8.06	1.62	20	5.85	2.64	25	7.76	1.36	28	7.71	1.92	8	7.88	1.36	13	7.54	1.13	21	7.24	2.64
Collaboration with other donors*	43	7.16	2.00	17	5.47	2.50	18	7.06	1.73	21	6.71	2.12	4	6.50	1.73	9	7.44	.73	11	5.27	2.53
The speed in which it gets things accomplished on the ground*	60	6.77	2.20	16	4.19	2.26	18	6.39	2.09	16	7.06	2.05	6	4.83	1.17	10	6.00	2.05	14	4.93	2.34
Being a long-term partner*	56	8.30	1.46	19	5.95	2.46	21	7.95	1.63	21	8.62	1.50	8	8.50	1.51	13	8.46	1.20	16	7.44	2.94
To what extent does the World Bank Group's work help to achieve development results in Senegal?*	71	6.58	1.92	19	3.95	1.78	24	6.00	1.62	23	6.78	2.15	8	6.13	1.55	14	5.79	1.48	21	5.33	2.20
The World Bank Group's financial instruments meet the needs of Senegal*	69	6.55	2.00	20	4.55	1.73	24	5.79	1.77	27	5.41	2.80	9	5.11	1.05	12	6.42	1.83	20	5.30	2.18
The World Bank Group meets Senegal's needs for knowledge services	66	6.06	2.00	20	5.10	2.29	24	6.17	1.71	25	6.44	2.47	8	6.00	1.20	16	6.44	1.93	16	5.00	2.16
The World Bank Group's knowledge work and activities are adaptable to Senegal's specific development challenges and country circumstances*	61	6.93	1.87	15	4.87	2.23	23	6.48	1.81	21	5.52	2.40	5	6.60	1.14	11	6.64	1.69	18	5.39	2.33
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	62	7.10	1.66	21	5.14	2.17	23	6.65	1.75	24	7.13	2.01	8	7.13	1.36	16	7.50	2.13	23	5.78	2.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	64	7.41	1.58	19	5.79	2.04	23	6.74	1.57	19	6.58	1.92	8	7.50	1.69	15	8.00	1.89	22	6.05	2.28
The World Bank Group takes decisions quickly in Senegal	51	5.67	2.41	16	4.25	1.69	22	5.32	2.23	15	4.27	2.15	7	4.57	.98	8	5.50	2.33	17	4.12	2.42
Where country systems are adequate, the World Bank Group makes appropriate use of them	52	6.85	2.51	13	6.46	2.37	20	6.45	2.28	17	7.41	1.73	7	5.14	1.07	10	7.30	2.16	17	5.24	2.68

*Significantly different between stakeholder groups

Appendix H: Senegal FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Senegal

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

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 SENEGAL

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

SECTION A: GENERAL ISSUES

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

SECTION A: GENERAL ISSUES

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

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

SECTION A: GENERAL ISSUES

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

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Senegal? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Senegal?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Senegal.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Senegal solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Senegal, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Senegal? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

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

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

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

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

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

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

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B45. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Senegal? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Senegal?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Senegal?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Senegal	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
		C6	The World Bank Group meets Senegal's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9

C7. To what extent do you believe that Senegal received value for money from the World Bank Group's fee-based products/services?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Senegal?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

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

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

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10		
Not significant at all									Very significant	Don't know	
										<input type="checkbox"/>	

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10		
Very low technical quality									Very high technical quality	Don't know	
										<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	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"/>
E7	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"/>
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank Group takes decisions quickly in Senegal	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E11	Working with the World Bank Group increases Senegal's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E13	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"/>
E14	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"/>

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SENEGAL**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Senegal? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Senegal's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Senegal's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Senegal, 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 Senegal? (Select only ONE response)

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

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

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

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

1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

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SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?

1	Yes
2	No

**H4. Which of the following agencies of the World Bank Group do you work with in Senegal?
(Select all that apply)**

1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)

1	Yes
2	No

H6. If yes, what was your view on the two institutions working together in Senegal? (Select only ONE response)

1	Working well together
2	Collaborating but needs improvement
3	In conflict
4	Other
5	Don't know

**H7. Which of the following describes most of your exposure to the World Bank Group in Senegal?
(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. Which best represents your geographic location?

1	Dakar
2	Other city
3	Rural area

Thank you for completing the survey!