

# **Liberia**

## **The World Bank Group Country Survey FY 2014**

**Report of Findings  
December 2014**



Country **Opinion** Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Liberia 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 Liberia country team and the local fielding agency Liberia Media Center. In particular, PORG is grateful to Kafu Kofi Tsikata (Senior Communications Officer); Michael Nyumah Sahr (Communications Associate) for their ongoing support throughout the Country Opinion Survey process.

# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	6
IV. General Issues Facing Liberia.....	11
V. Overall Attitudes toward the World Bank Group.....	20
VI. Sectoral Importance and Effectiveness.....	33
VII. How the World Bank Group Operates .....	40
VIII. World Bank Group's Knowledge and Instruments .....	51
IX. The Future Role of the World Bank Group in Liberia .....	58
X. Communication and Openness.....	65
XI. Appendices.....	73



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

## II. Methodology

Between April and May 2014<sup>1</sup>, 700 stakeholders of the WBG in Liberia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 639 stakeholders participated in the survey (91% response rate).

Respondents completed questionnaires with a representative of the fielding agency face to face. Respondents were asked about: general issues facing Liberia; 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 Liberia; 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. Data were weighted to reach the same stakeholder composition in two years, which allows for comparisons between two 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 two 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 149).

A. General Issues Facing Liberia: Respondents were asked to indicate whether Liberia is headed in the right direction, what they thought were the most important development

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<sup>1</sup> The survey was conducted before the large-scale outbreak of Ebola in Liberia in 2014.

## II. Methodology (continued)

- A. General Issues Facing Liberia: priorities, which areas would contribute most to reducing poverty and generating economic growth, and how “shared prosperity” would be best achieved.
- B. Overall Attitudes toward the World Bank Group (WBG): their familiarity with the WBG, its effectiveness in Liberia, WBG staff preparedness to help Liberia solve its development challenges, the WBG’s local presence, its collaboration with the UN, the WBG’s capacity building in Liberia, 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 Liberia, 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 Liberia, the extent to which the WBG meets Liberia’s needs for knowledge services and financial instruments, the extent the WBG helps build existing country systems, the importance for the WBG to be involved in thirty five development areas, and the WBG’s level of effectiveness across these areas, such as education, energy, job creation/employment and transport.
- 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 whether they think the organization is risk-averse and to rate the extent to which the WBG is adequately staffed locally and the contribution of the WBG’s technical assistance to solving Liberia’s development challenges.
- F. The Future Role of the World Bank Group in Liberia: Respondents were asked to indicate what the WBG should do to make itself of greater value in Liberia and which services the WBG should offer more of in the country. They were asked what areas the country would benefit most from the WBG playing a leading role and what areas it would benefit most from other donors.
- 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 Liberia, which WBG agencies they work with, their geographic locations, and whether they think that the IFC and the World Bank work well together.

## II. Methodology (continued)

### **\*Please note:**

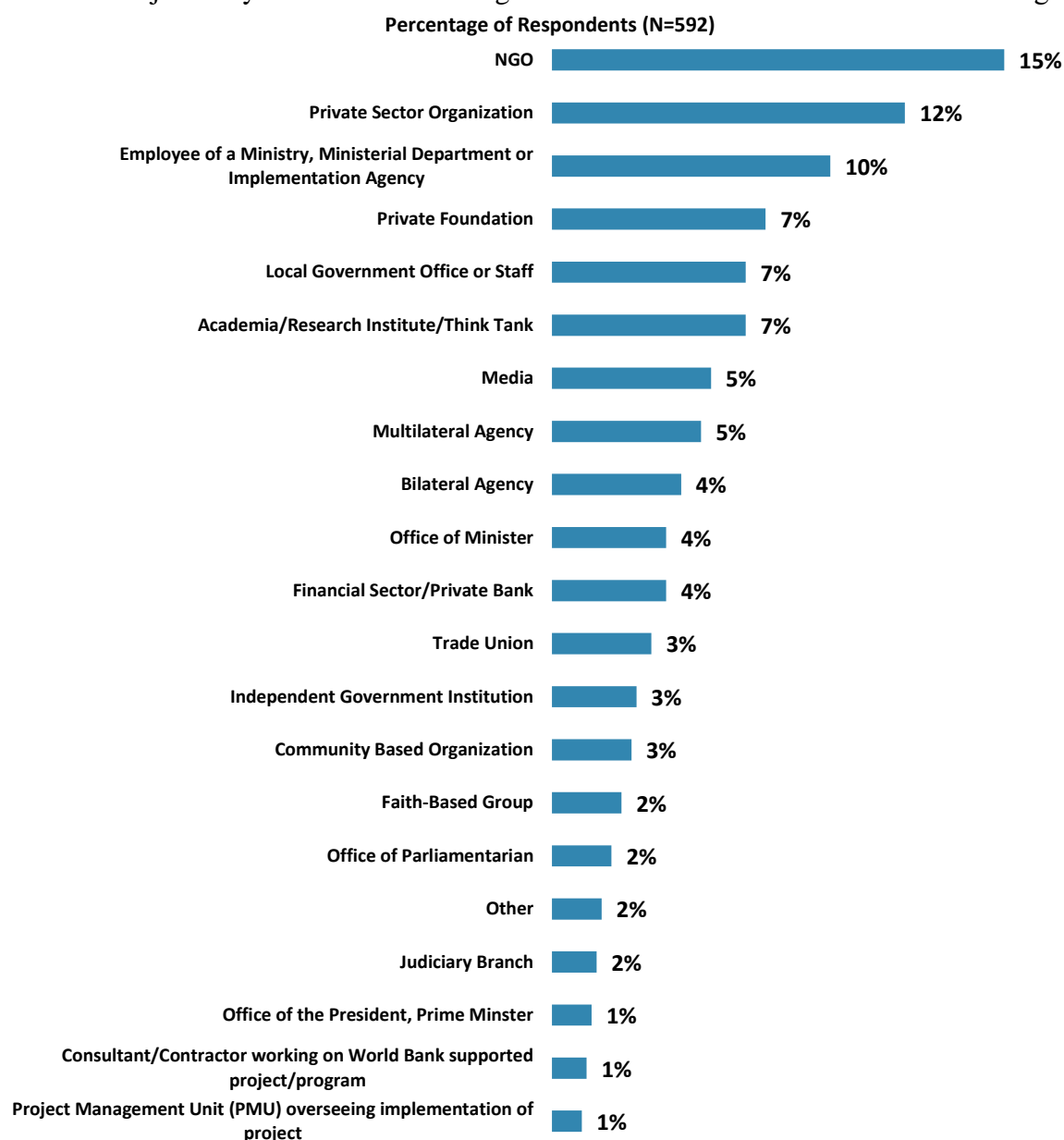
Only a quarter of this year's respondents indicate that they professionally collaborate/work with the World Bank Group in Liberia. This is worth noting because respondents who do not collaborate with the WBG had significantly lower levels of familiarity with the institution than those who do, and respondents' levels of familiarity with the organization are significantly correlated with their ratings for all indicator questions. Therefore, when interpreting the findings throughout the report, please take into consideration the low percentage of respondents who collaborate/work with the WBG this year and their comparatively lower familiarity with the WBG.

Comparisons between responses from those who do and do not collaborate with the WBG are described throughout the body of the report and in Appendix D (see page 133).

### III. Demographics of the Sample

#### Current Position

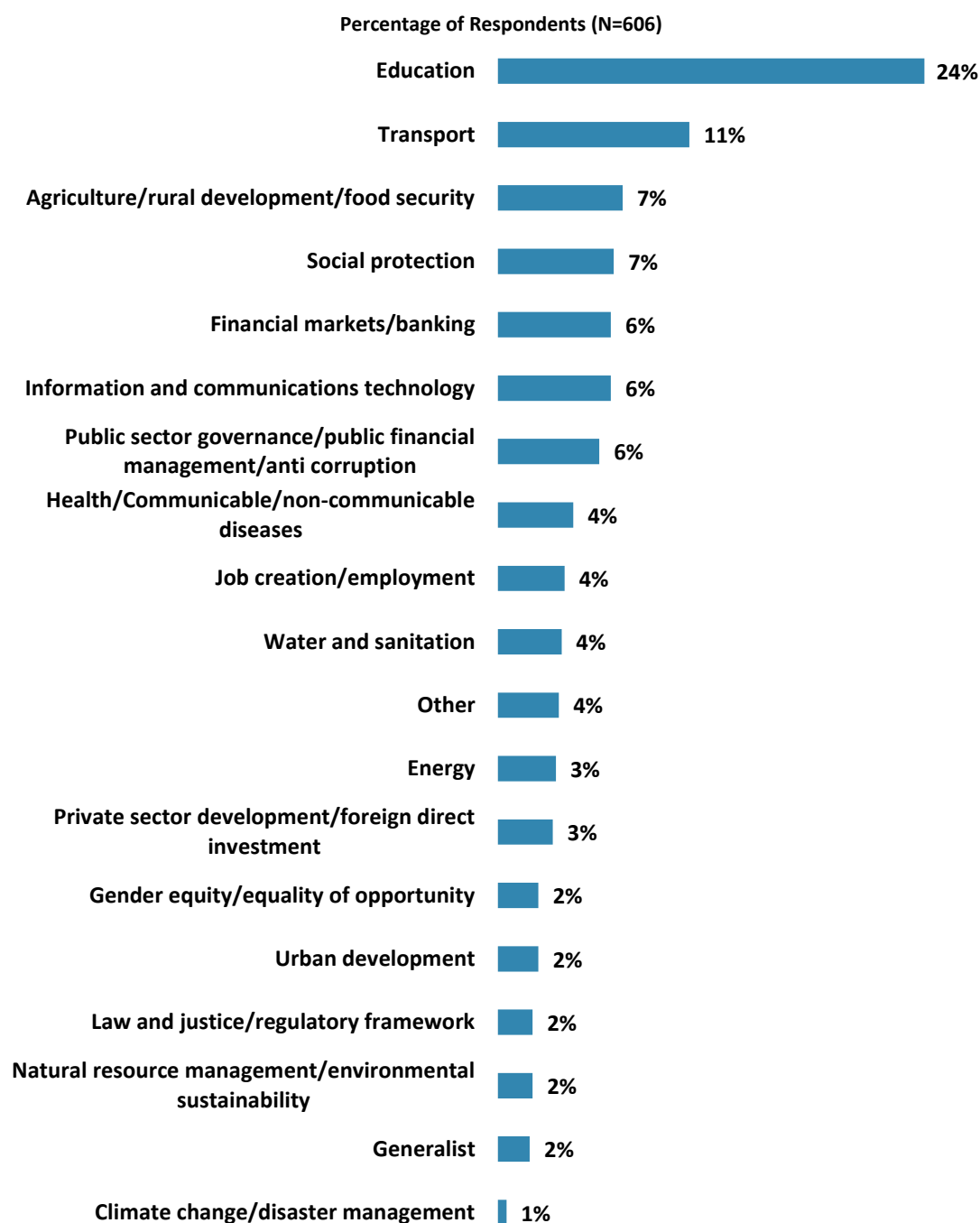
- For further analyses, respondents from the Office of the President, Prime Minister were combined with respondents from the office of a minister, respondents from ministries/ministerial departments, PMUs, and consultants working WBG projects were combined, respondents from the financial sector/private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



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

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

#### Area of Primary Specialization<sup>2</sup>



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

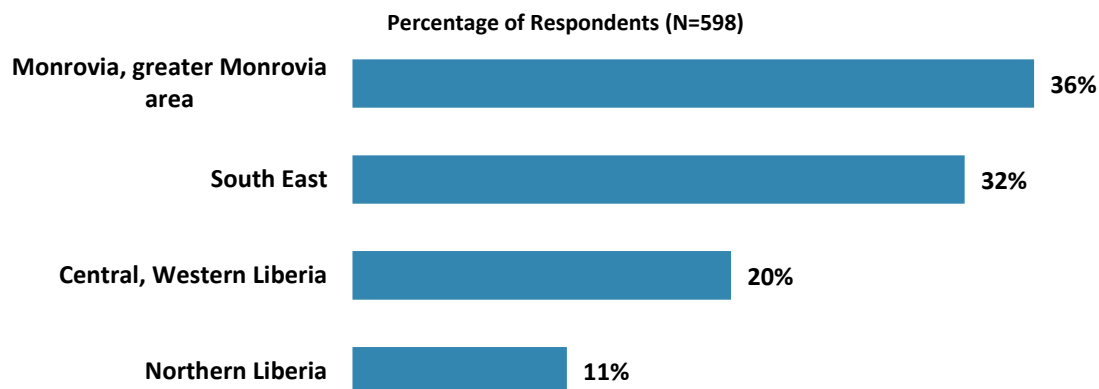
<sup>2</sup> Given the large number of respondents specializing in education and transport, cross-sectoral analyses were conducted to examine if respondents from these two sectors dominated the overall responses to the multiple choice questions about development priorities and sectoral areas which can contribute to economic growth and poverty reduction in the country.



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

#### Geographic Location

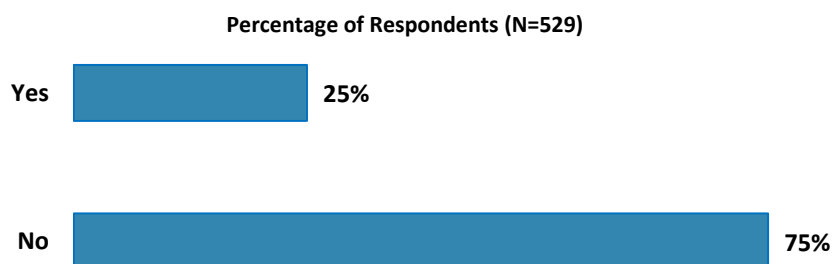
- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 116).



**“Which best represents your geographic location?”**  
 (Respondents chose from a list.)  
 (Note: percentages may not total 100 due to rounding)

#### 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 Liberia, can be found in Appendix F (see page 152) and Appendix G (see page 153). 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.

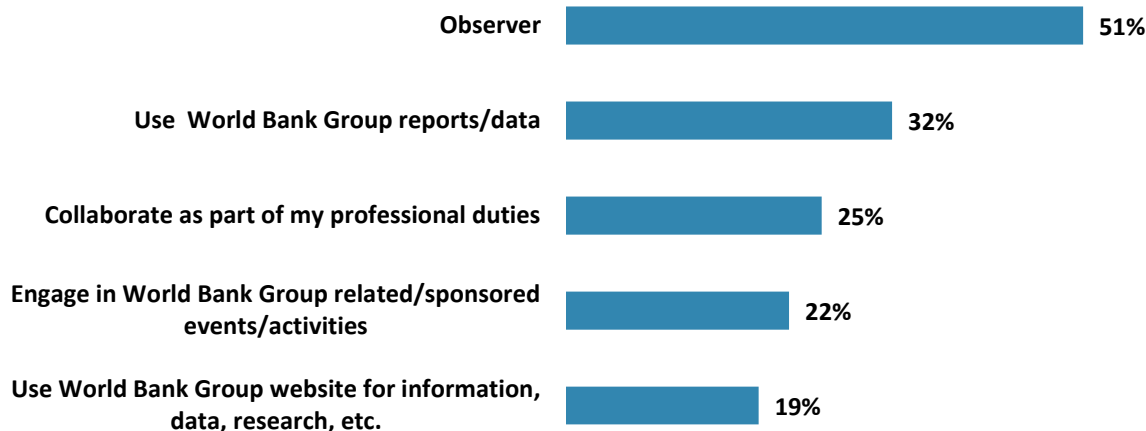


**“Currently, do you professionally collaborate/work with the World Bank Group in your country?”**

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

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

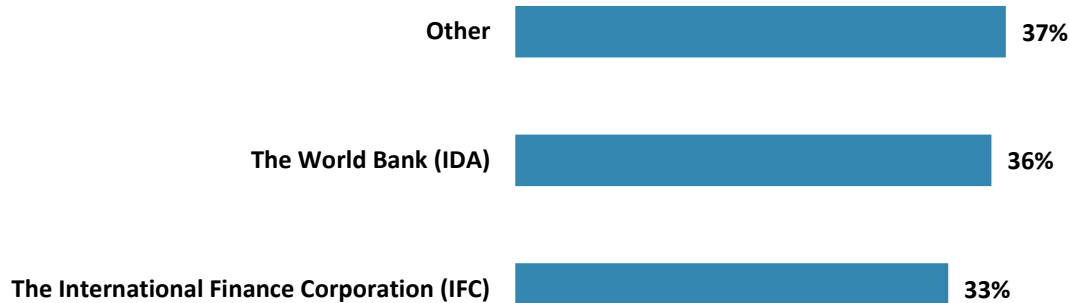
Percentage of Respondents (N=528)



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

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

Percentage of Respondents (N=274)



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

Percentage of Respondents (N=436)

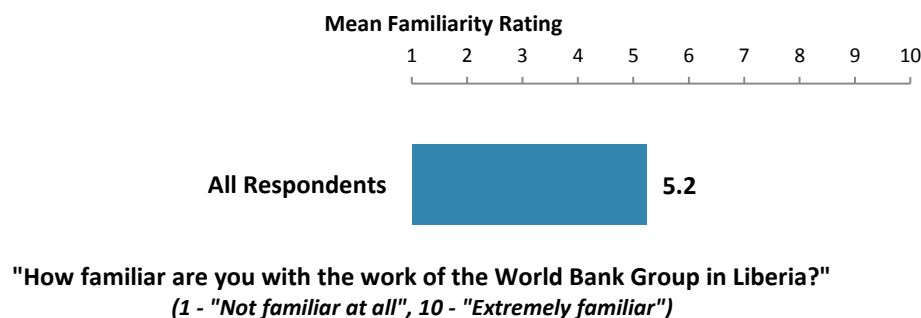


"Do your projects involve both the World Bank and IFC?"

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

#### Familiarity with the World Bank Group

- Respondents of this year's Country Survey were significantly *less* familiar with the WBG (mean levels of familiarity = 5.2) than respondents in the FY'11 Country Survey (mean levels of familiarity = 6.8)<sup>3</sup>.
- Among all stakeholder groups, respondents from bilateral/multilateral agencies were most familiar with the WBG, whereas respondents from the media and independent government institutions were significantly *less* familiar with the institution.
- Respondents from North Liberia were significantly *less* familiar with the WBG than respondents from other regions of the country.
- Respondents who professionally collaborate with the WBG were significantly *more* familiar (mean levels of familiarity = 6.1) with the institution than those who do not collaborate with it (mean levels of familiarity = 5.1).
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Liberia, and significantly, moderately correlated with the respondents' perceptions of the WBG's relevance to Liberia's development or its ability to help achieve development results in Liberia.

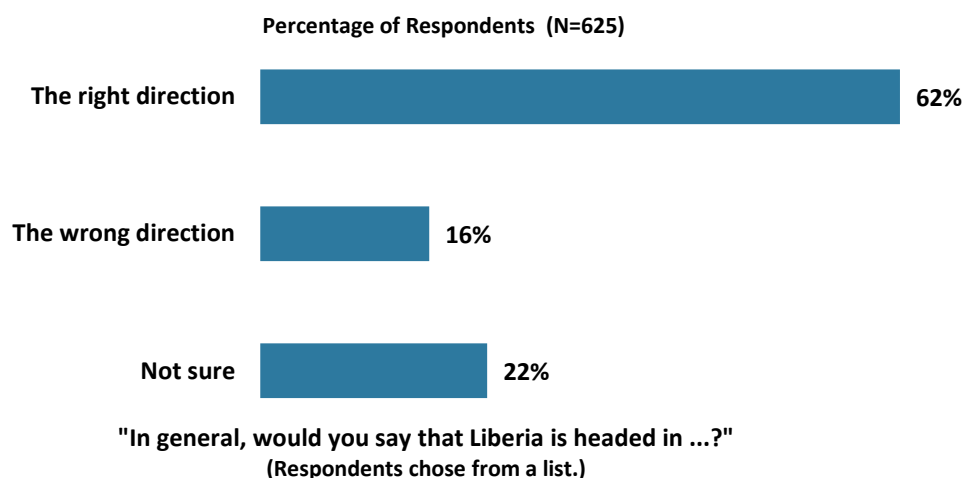


<sup>3</sup> All means in the description of year comparisons are calculated based on weighted data. Go to Appendix E for more details.

## IV. General Issues Facing Liberia

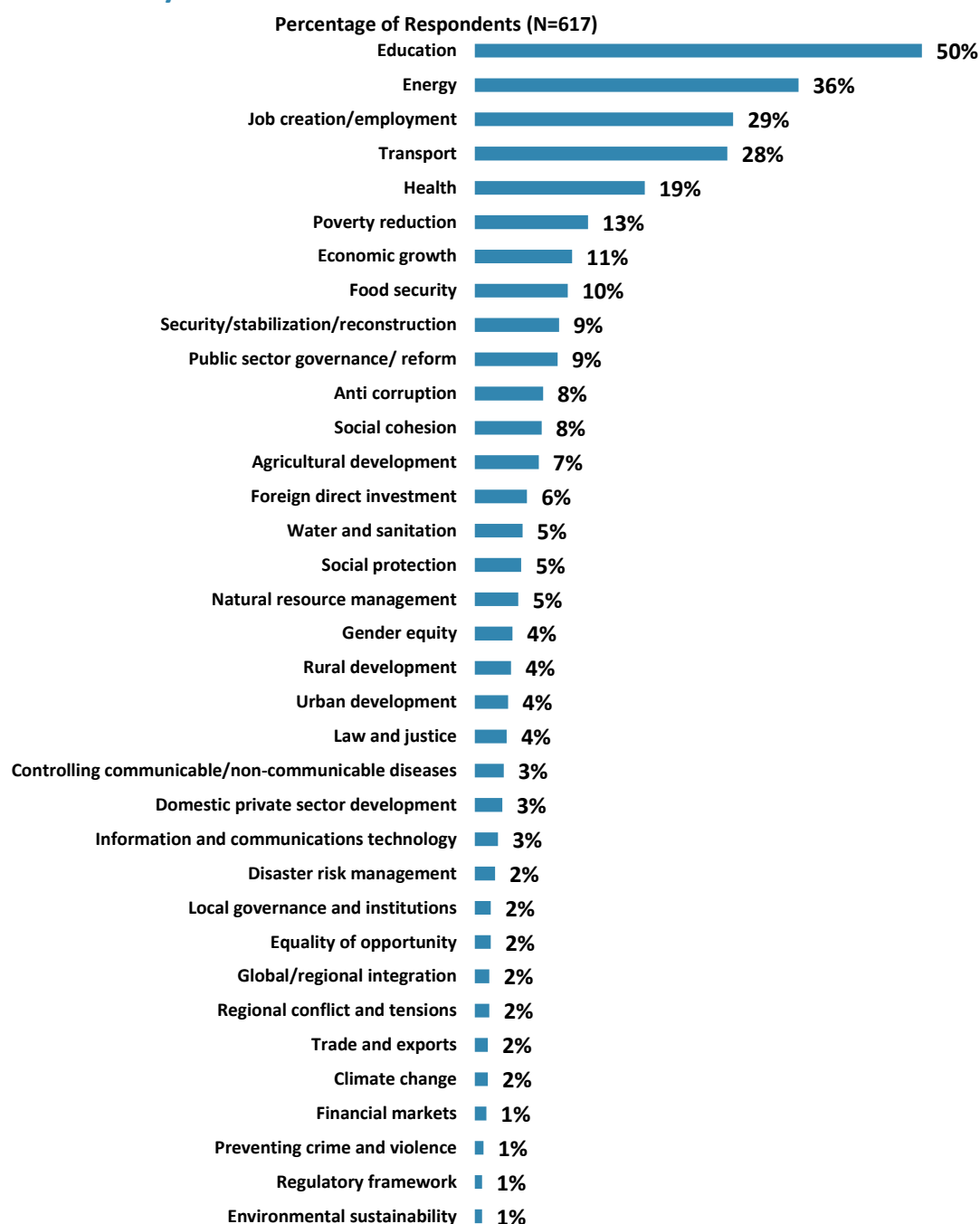
### Headed in the Right Direction

- A plurality of respondents believed that Liberia is headed in the right direction. Among all respondents, those working with the office of parliamentarians were most optimistic about the country's direction, whereas respondents from the Office of President/Prime Minister/Minister were most divided about the country's 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 Liberia (continued)

### Development Priority<sup>4</sup>



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

<sup>4</sup> 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.

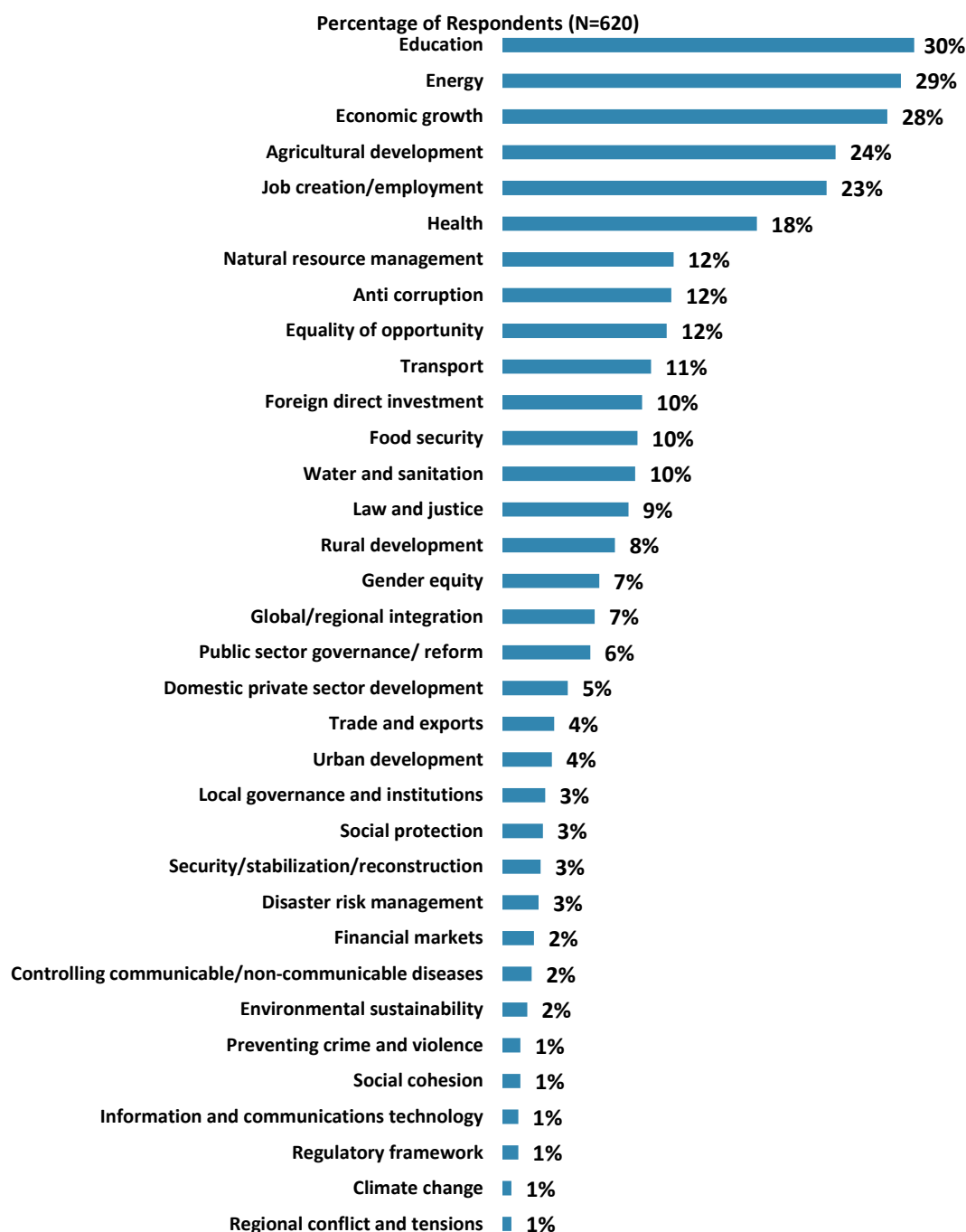
## IV. General Issues Facing Liberia (continued)

### Development Priority (continued)

- Respondents in the FY'11 Country Survey indicated that the most important development priority in Liberia was “*peace and security*” (38%), whereas this year’s respondents indicate that the most important development priorities in Liberia are “*education*” (50%) and “*energy*” (36%).
- Respondents across stakeholder groups, geographic locations, and levels of collaboration all agreed that “*education*” and “*energy*” are Liberia’s top two development priorities.
- Respondents who primarily specialize in “*education*” (24% of the sample) and “*transport*” (11% of the sample) also agreed with other stakeholders that “*education*” and “*energy*” are Liberia’s top two development priorities.

## IV. General Issues Facing Liberia (continued)

### What Would Contribute Most to Reducing Poverty<sup>5</sup>



"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 Liberia?"  
(Respondents chose from a list. Responses combined.)

<sup>5</sup> 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 Liberia (continued)

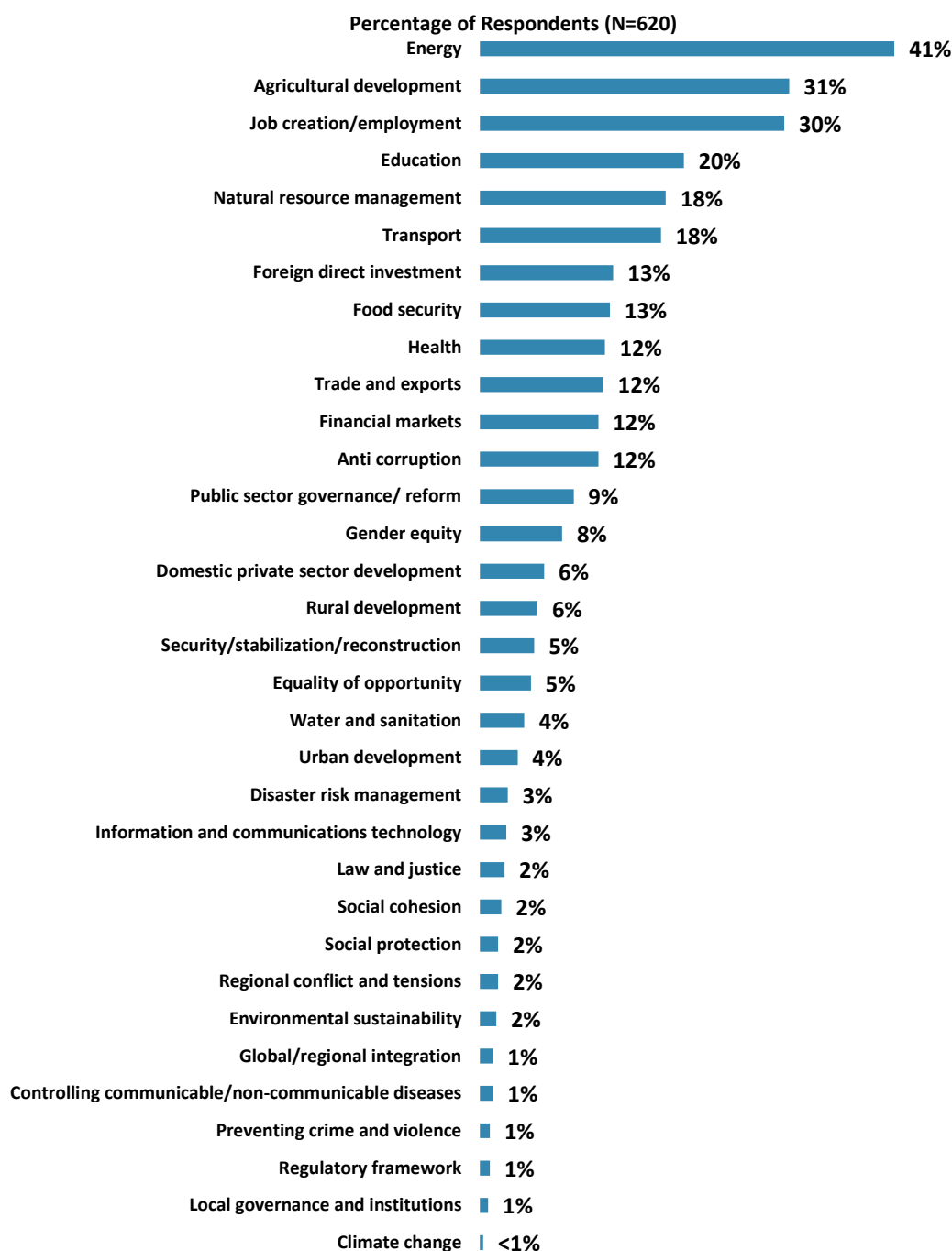
### What Would Contribute Most to Reducing Poverty (continued)

- In the FY'11 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Liberia were “*agriculture development*” (47%) and “*education*” (35%), whereas this year’s respondents believe that “*education*” and “*energy*” will contribute most to reducing poverty in Liberia.
- While overall “*education*” is perceived as the greatest contributor to poverty reduction in Liberia, respondents from the office of parliamentarian and media were significantly more likely consider it the greatest contributor to reducing poverty in Liberia than respondents from other stakeholder groups.
- Respondents from bilateral/multilateral agencies were significantly more likely to indicate that “*energy*” is the greatest contributor to reducing poverty in Liberia compared to respondents from other stakeholder groups.
- Respondents from South East of Liberia were significantly more likely to indicate that “*energy*” is the greatest contributor to reducing poverty in Liberia than respondents from other regions of the country.
- Respondents across sectoral focuses, whether they collaborate with the WBG or not, all agreed that “*education*” and “*energy*” are the top two contributors to reducing poverty in Liberia.



## IV. General Issues Facing Liberia (continued)

### What Would Contribute Most to Generating Economic Growth<sup>6</sup>



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

<sup>6</sup> 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.

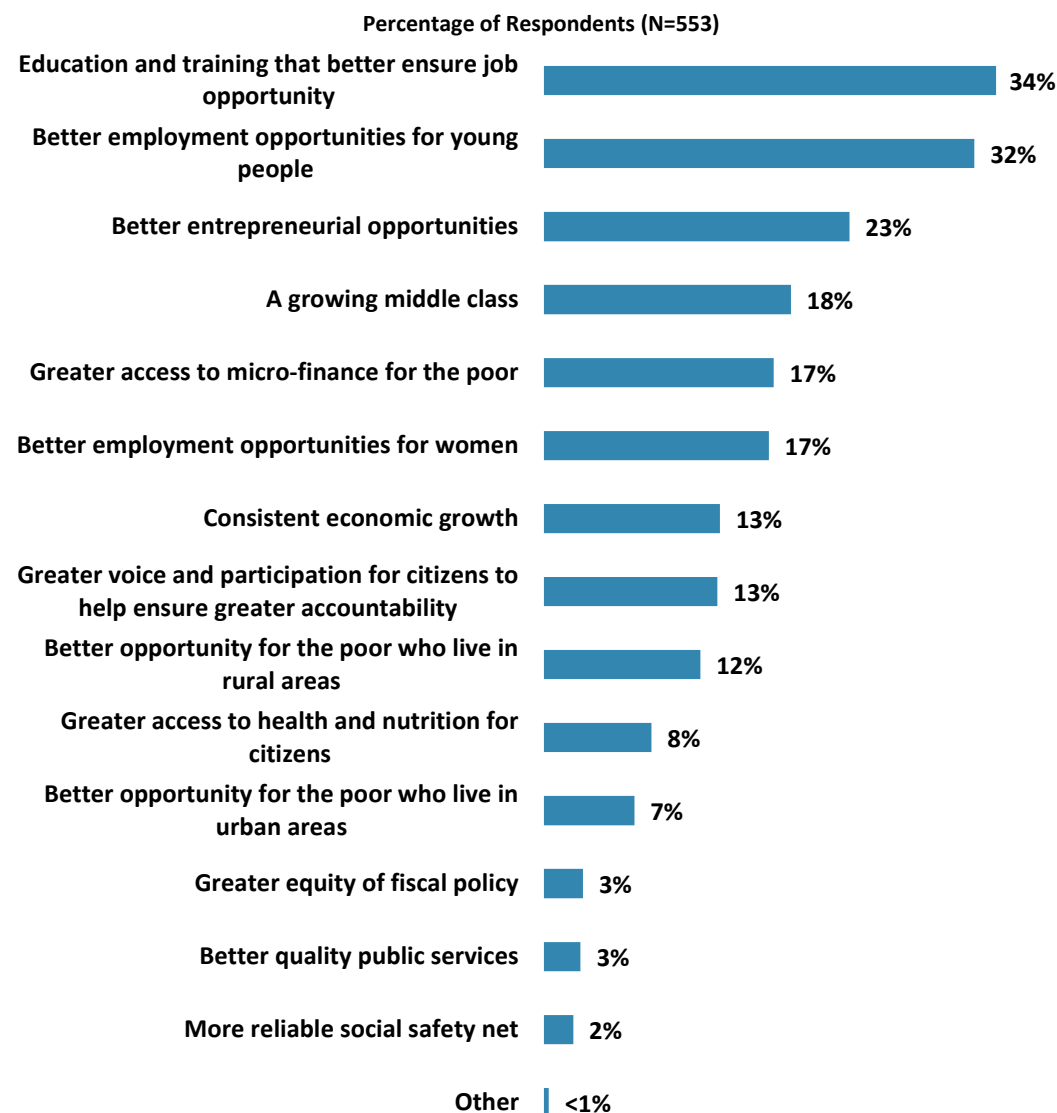
## IV. General Issues Facing Liberia (continued)

### What Would Contribute Most to Generating Economic Growth (continued)

- In the FY'11 Country Survey, respondents indicated that the greatest contributors to economic growth in Liberia were “*increasing agricultural productivity*” (54%) and “*improving infrastructure (roads, transport)*” (31%), whereas this year’s respondents believe that “*energy*” and “*agricultural development*” will contribute most to economic growth in Liberia.
- Respondents across stakeholder groups, geographic locations, and sectoral specialization all considered “*energy*” and “*agricultural development*” the greatest contributors to economic growth in Liberia.
- Respondents who collaborate with the WBG were significantly more likely to indicate that “*energy*” is the greatest contributor to Liberia’s economic growth.

## IV. General Issues Facing Liberia (continued)

### Factors Contributing to “Shared Prosperity”



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

(Respondents chose from a list. Responses combined.)

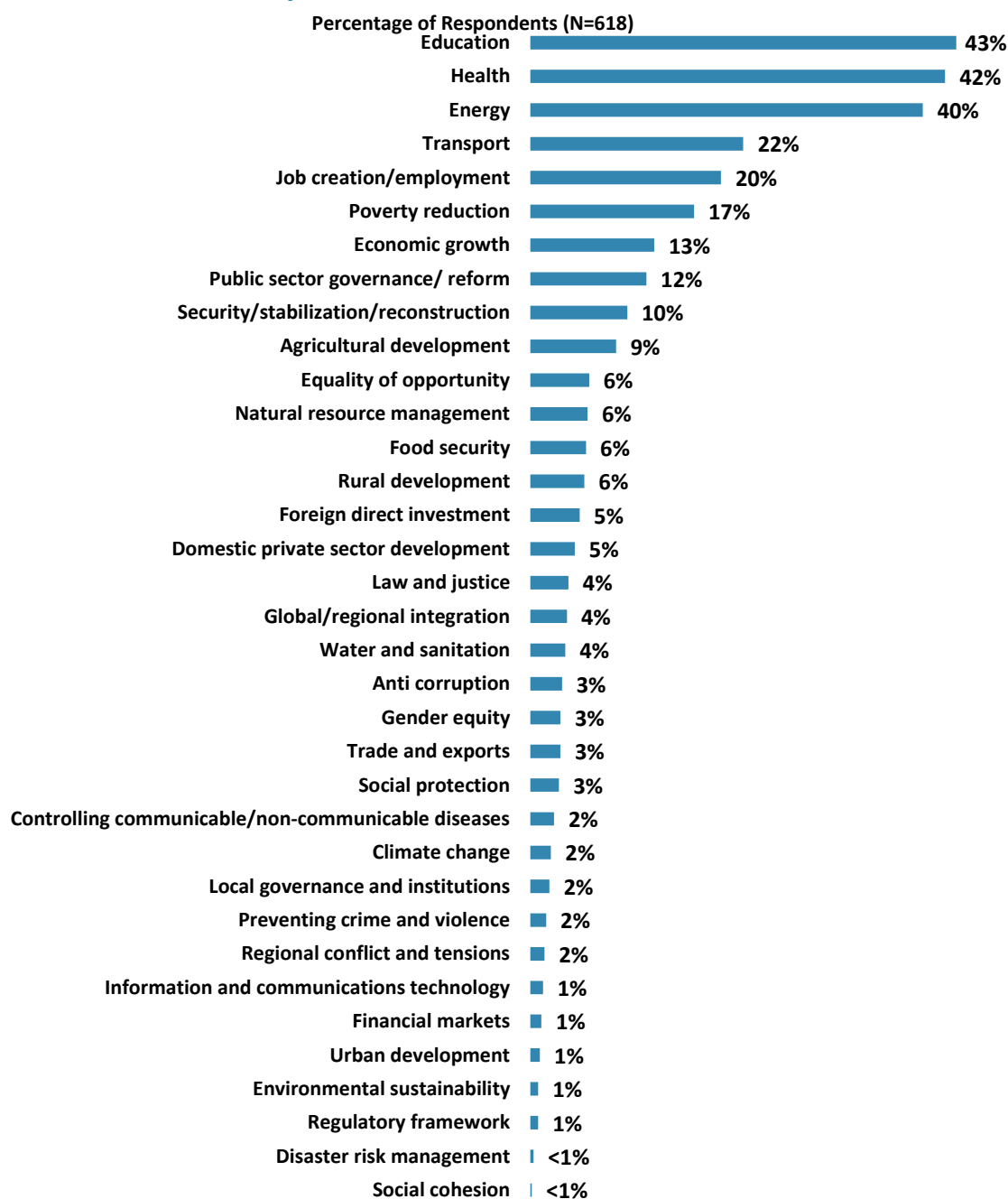
## IV. General Issues Facing Liberia (continued)

### Factors Contributing to “Shared Prosperity” (continued)

- Respondents from local governments were significantly more likely to believe that “*better employment opportunities for young people*” will contribute most to achieving shared prosperity in Liberia than respondents from other stakeholder groups.
- Respondents from the office of parliamentarian were significantly more likely to believe that “*education and training that better ensure job opportunity*” will contribute most to achieving shared prosperity in Liberia than respondents from other stakeholder groups.
- Respondents from Central, Western Liberia were significantly more likely to believe that “*education and training that better ensure job opportunity*” will contribute most to achieving shared prosperity in Liberia than respondents from other regions of the country.
- Respondents who do not collaborate with the WBG were significantly more likely to believe that “*education and training that better ensure job opportunity*” will contribute most to achieving shared prosperity in Liberia than respondents who do.

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources<sup>7</sup>



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

(Choose no more than THREE)”

(Respondents chose from a list. Responses combined.)

<sup>7</sup> 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 the WBG should focus its resources in "*peace and security*" (40%), whereas respondents in this year's Country Survey believe that that WBG should focus mostly on "*education*," "*health*" and "*energy*."
- Among the top areas in which stakeholders believe the WBG should focus its resources, respondents from bilateral/multilateral agencies were significantly more likely to think that the WBG should focus its resources on "*energy*" and "*health*" than respondents from other stakeholder groups.
- Respondents from independent government institutions, CSOs and private sector/financial sector/private banks were significantly more likely to indicate that the WBG should focus its resources on "*energy*" and "*health*" than respondents from other regions of the country.
- Respondent who do not collaborate with the WBG were significantly more likely to indicate that the WBG should focus its resources on "*health*" than respondents who do.
- Respondent who specialize in "*education*" (24% 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.
- Respondent who specialize in "*transport*" (11% of the sample) were significantly more likely to indicate that the WBG should focus its resources on "*health*" 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 Liberia (weighted mean = 6.5) than respondents in the FY’11 Country Survey (weighted mean = 7.5)<sup>8</sup>.
- Respondents across stakeholder groups had statistically similar ratings for the WBG’s overall effectiveness in Liberia.
- Respondents located in Central, Western Liberia had significantly higher ratings for the WBG’s effectiveness in Liberia than respondents located in other regions of the country.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the WBG’s overall effectiveness in Liberia as well.



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

<sup>8</sup> NOTE: It is worth pointing out that in FY11 and FY14, the ratings for effectiveness are significantly, strongly correlated with the ratings for familiarity ( $r=.63$ ,  $p<.01$ ). Therefore, although respondents in FY14 gave significantly lower ratings for the WBG’s effectiveness in Liberia than those in FY11, 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 four of the following activities (listed below). For the most part, respondents from the office of parliamentarians and local governments had the highest ratings, whereas respondents from the Office of President/Prime Minister/Ministers had significantly lower ratings.
  - *Convening/facilitating*
  - *Policy advice, studies, analyses*
  - *Mobilizing third party financial resources*
  - *Donor coordination*
- Respondents across geographic locations had statistically similar ratings for the effectiveness of the following WBG activities in supporting Liberia's efforts to achieve development results.
- Respondents who do not collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness in building "*linkage to South-South knowledge sharing*" than those who do collaborate with the institution.



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

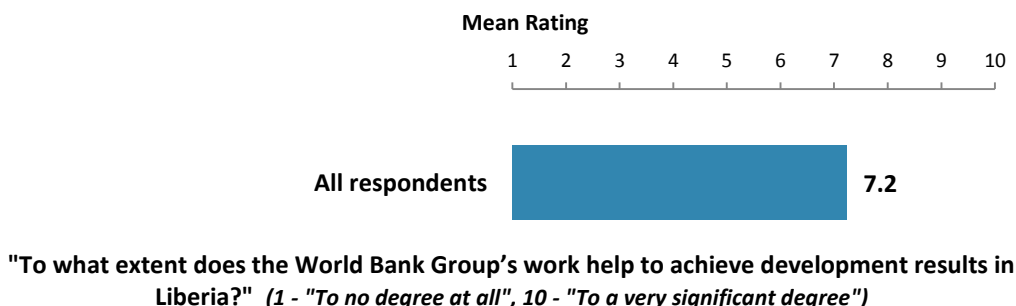
(1 - "Not effective at all", 10 - "Very effective")



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

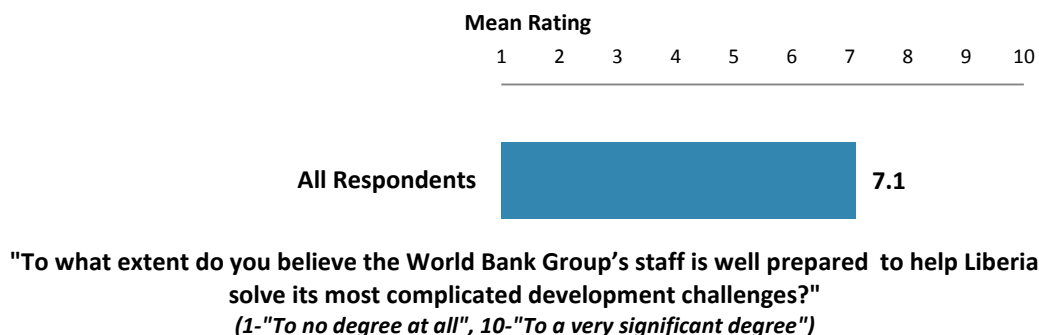
### Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's work helped to achieve development results in Liberia.
- Respondents who do and do not professionally collaborate with the WBG had statistically similar ratings for the WBG helping achieve development results in Liberia.



### Staff Preparedness (*Indicator Question*)

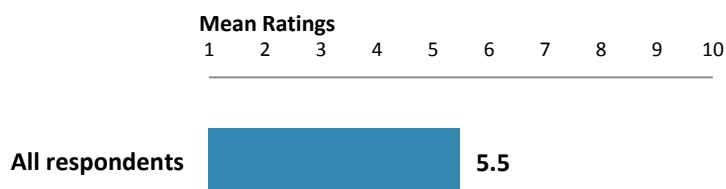
- Respondents across stakeholder groups and levels of collaboration had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Liberia solve its most complicated development challenges.
- Respondents from Central, Western Liberia had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Liberia solve its most complicated development challenges than respondents from other regions of the country.



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

### Adequate staffing

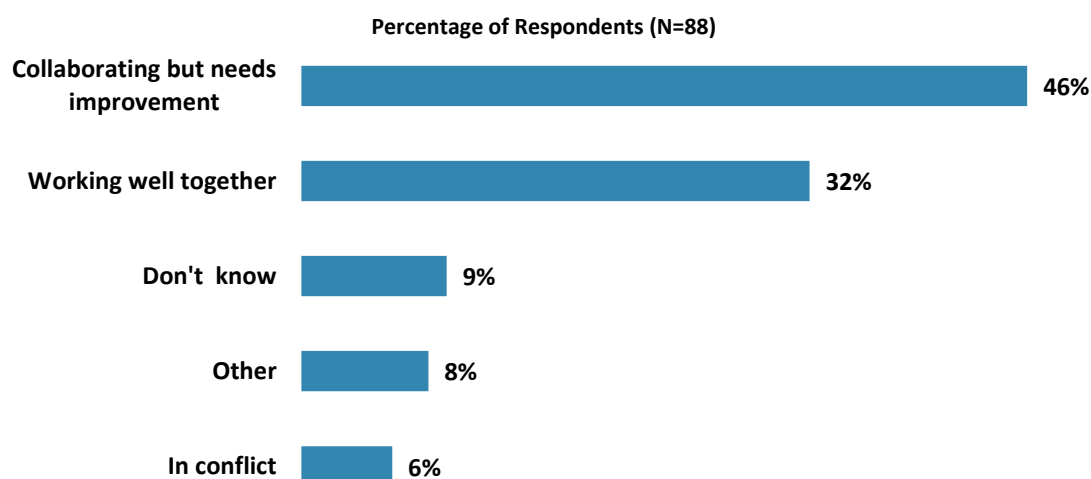
- Respondents from local governments had the highest ratings for the extent they believe that the WBG is adequately staffed in Liberia, whereas respondents from independent government institutions and academia/research institutes/think tanks had significantly lower ratings.
- Respondents across geographic locations and levels of collaboration had statistically similar ratings for the extent they believe that the WBG is adequately staffed in Liberia.



"To what extent do you believe the World Bank Group is adequately staffed in Liberia?"  
(1-"to no degree at all", 10-"To a very significant degree")

### World Bank and IFC Working Together

- Respondents who collaborate with the WBG were significantly more likely to indicate that the WB and IFC "*work well together*" than respondents who do not collaborate with the WBG.

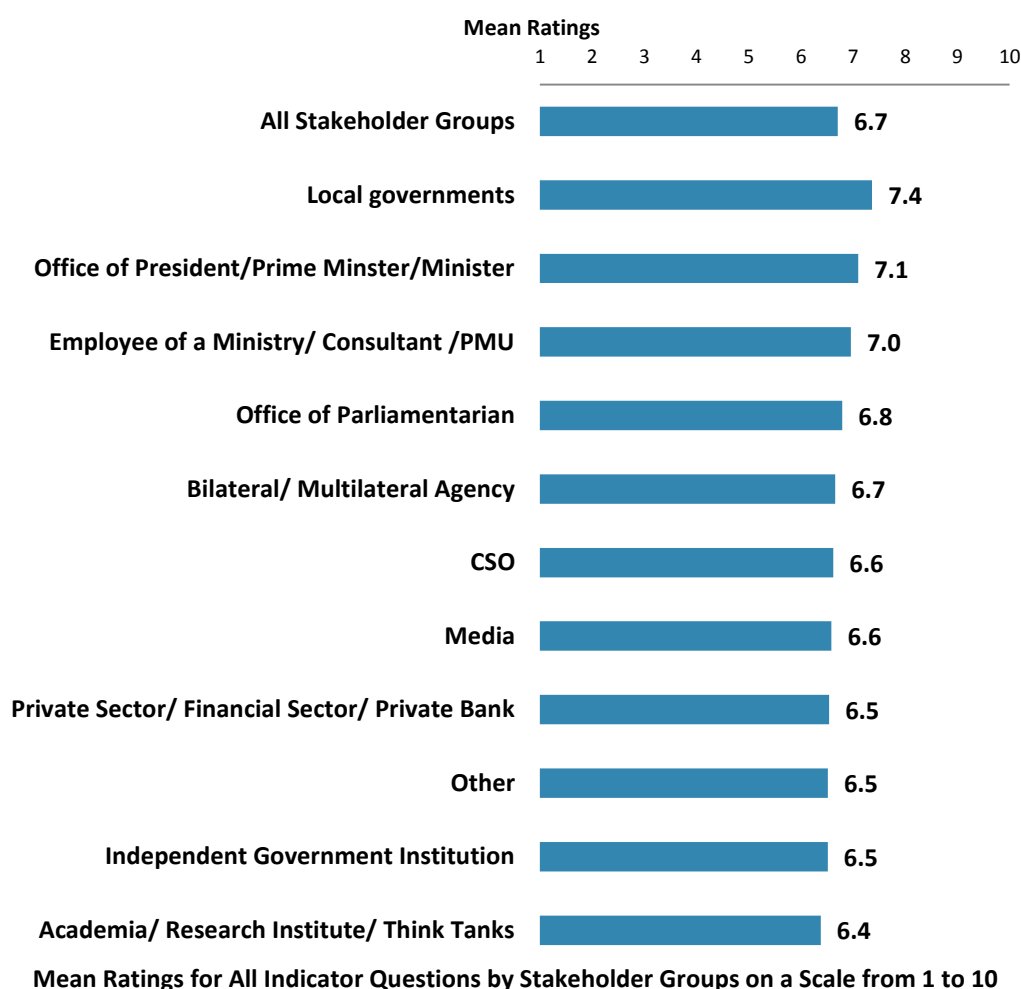


"If your projects involve both the World Bank and IFC, what was your view on the two institutions working together in Liberia?"  
(Respondents chose from a list.)

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

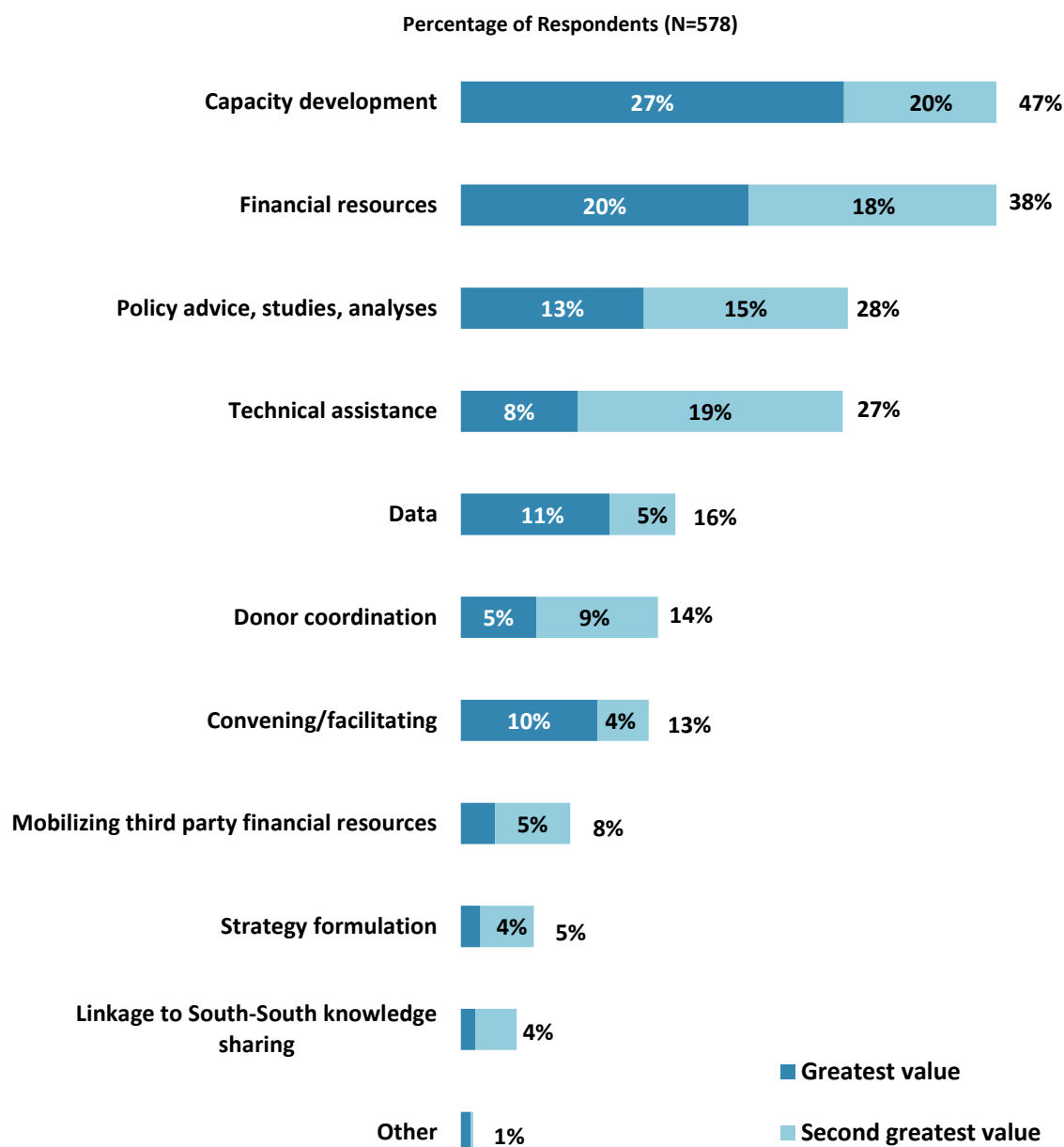
- Respondents across stakeholder groups overall had statistically similar responses to twenty eight indicator questions.
- Respondents who do and do not collaborate with the World Bank Group had statistically similar responses to the twenty-eight indicator questions. Although respondents, whether or not they collaborate with the WBG, had statistically similar ratings for the indicator questions, collaborators and non-collaborators do differ in their responses to many other questions, as noted throughout the body of the report and in the appendix D (page 133).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix G (page 153).



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

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

### Greatest Value



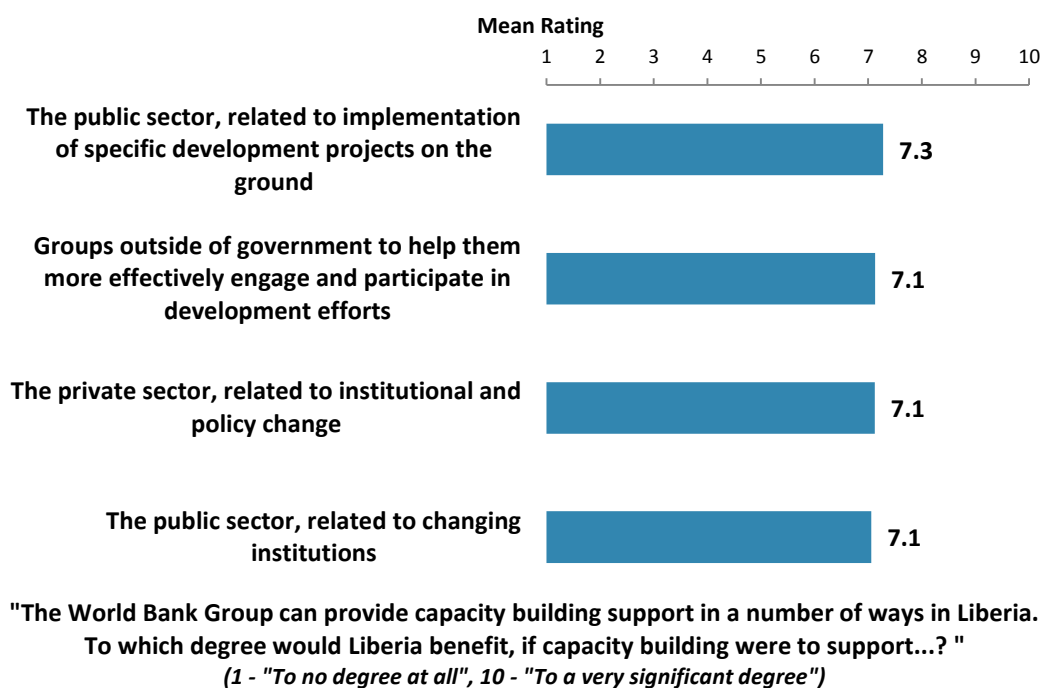
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Liberia?"

(Respondents chose from a list.)

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

### Ways of Capacity Building Support

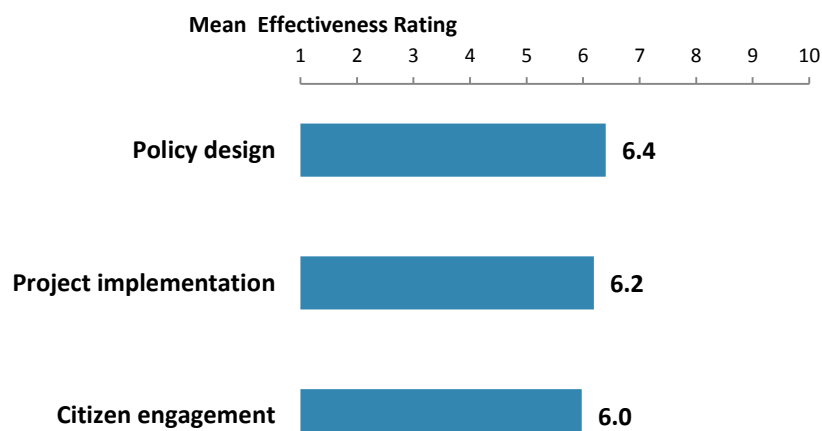
- There were significant stakeholder differences in respondents' ratings for the extent to which Liberia would benefit, if capacity building were to support all four areas below. For the most part, respondents from the office of parliamentarian had the highest ratings, whereas respondents from bilateral/multilateral agencies had significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which Liberia would benefit, if capacity building were to support all four areas below.
- Respondents who do not collaborate/work with the WBG gave significantly higher ratings for the extent to which Liberia would benefit, if capacity building were to support *"the public sector, related to changing institutions"* and *"the private sector, related to institutional and policy change"* compared to respondents who do collaborate with the WBG.



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

### Effectiveness of WBG's Capacity Building Work

- Respondents from local governments gave the highest ratings for the WBG's effectiveness in "*project implementation*," whereas respondents from bilateral/multilateral agencies gave 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 do and do not professionally collaborate with the WBG had statistically similar ratings for the WBG's effectiveness in all three areas of capacity building work.

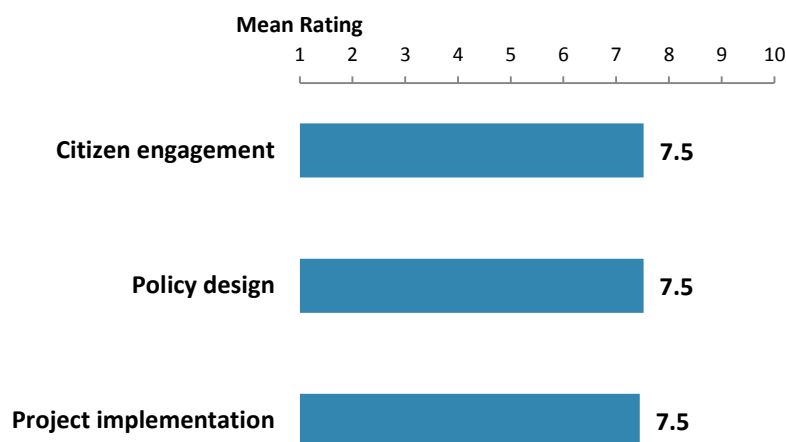


"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Liberia?"  
 (1 - "Not effective at all", 10 - "Very effective")

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

### Importance of WBG's Capacity Building Work

- Respondents from the office of parliamentarian had the highest ratings for the importance of the WBG getting involved in “*project implementation*” and “*citizen engagement*,” whereas respondents from bilateral/multilateral agencies had significantly lower ratings for its importance.
- Respondents from academia/research institutes/think tanks had the highest ratings for the importance of the WBG getting involved in “*policy design*,” whereas respondents from bilateral/multilateral agencies had significantly lower ratings for its importance.
- Respondents from Central, Western Liberia had significantly higher ratings for the importance of the WBG being involved in “*project implementation*” than respondents from other regions of the country.
- Respondents who do and do not collaborate with the WBG had statistically similar ratings for the importance of the WBG being involved in all three aspects of capacity building.

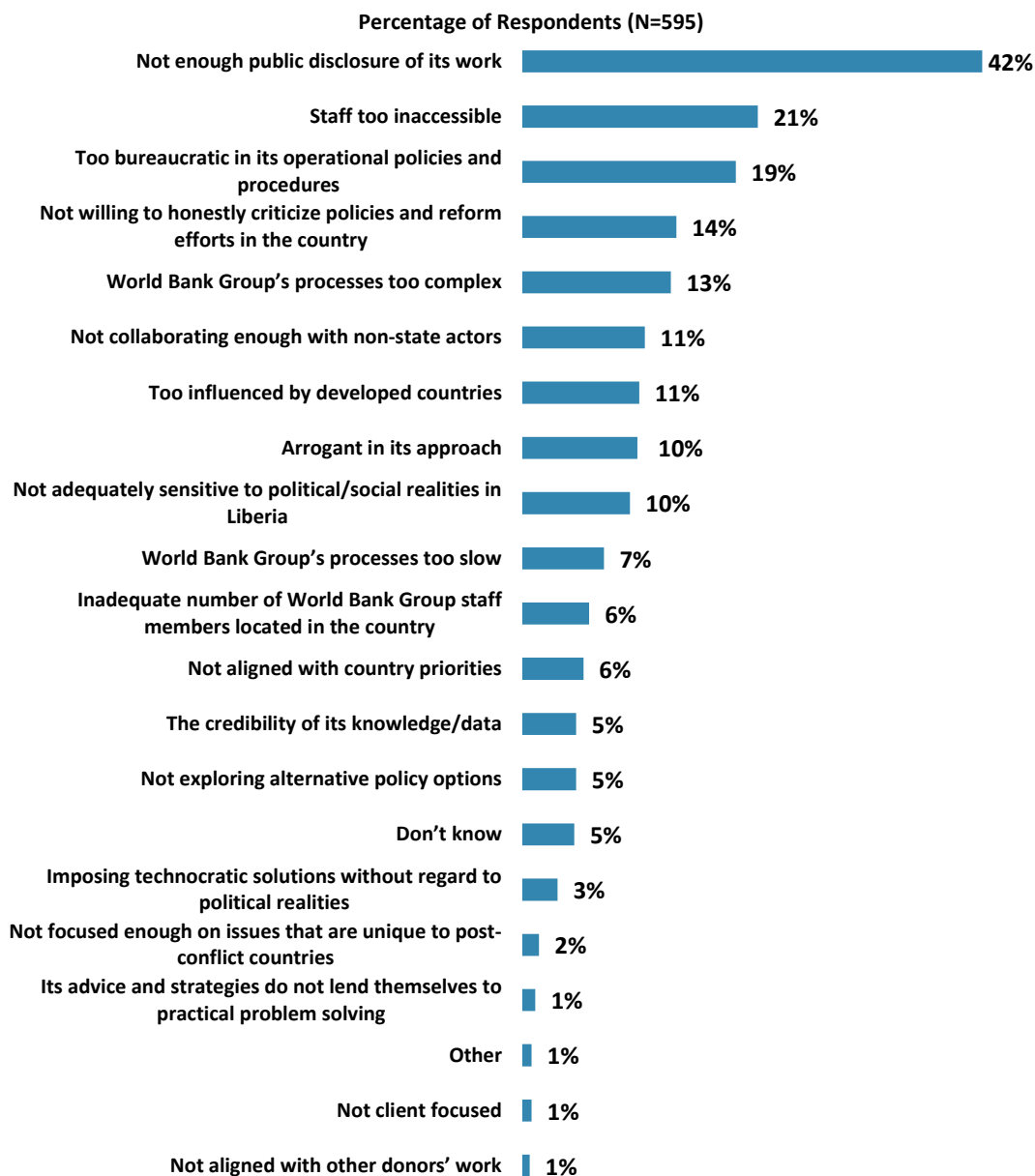


**"When thinking about how to improve capacity building in Liberia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? "**  
**(1 - "Not important at all", 10 - "Very important")**

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

### Greatest Weakness

- Respondents in the FY'11 Country Survey indicated that the Bank's greatest weakness in its work in Liberia was being too bureaucratic in its operational policies and procedures (46%), whereas a plurality of this year's respondents indicates that *"not enough public disclosure of its work"* is the WBG's greatest weakness.
- Among all respondents this year, respondents from the office of parliamentarian were significantly more likely to indicate so than respondents from other stakeholder groups.



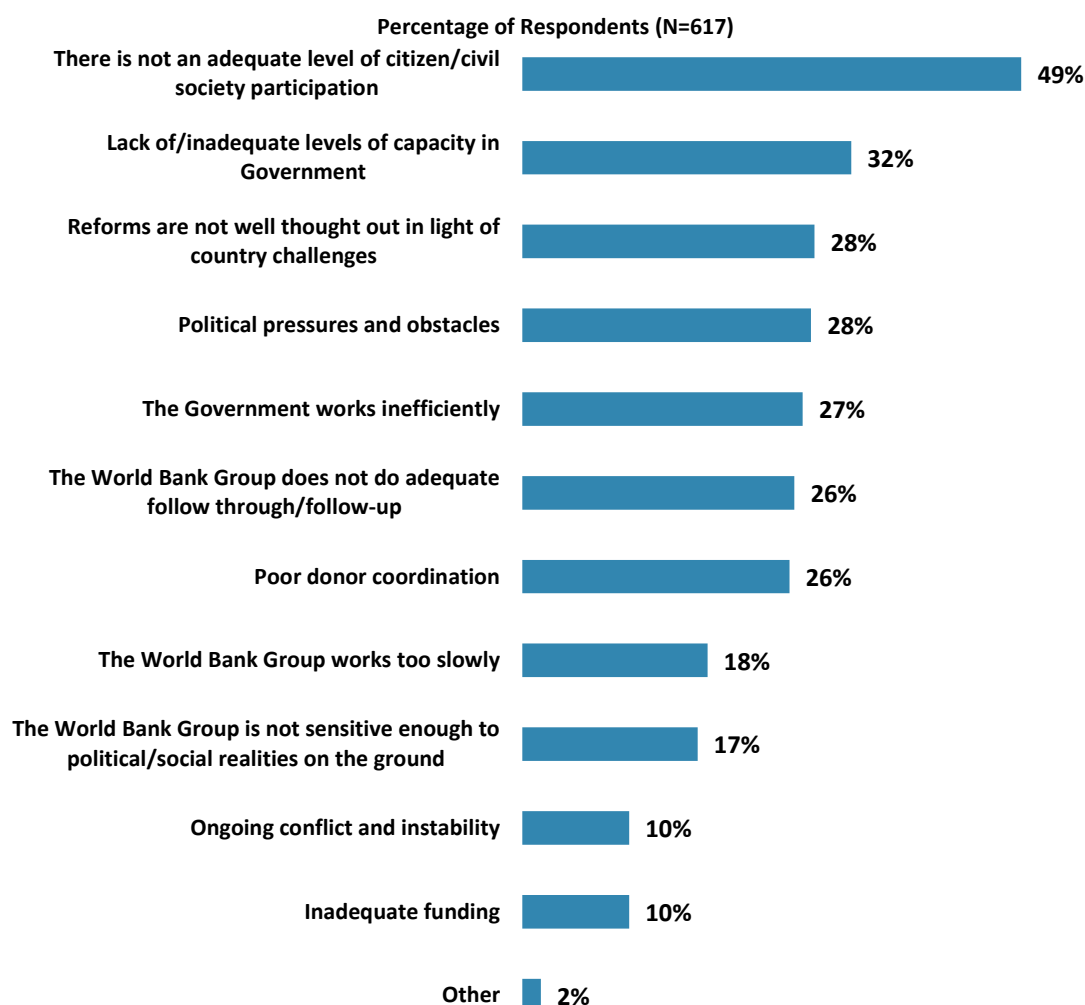
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Attributing Failed/Slow Reform Efforts

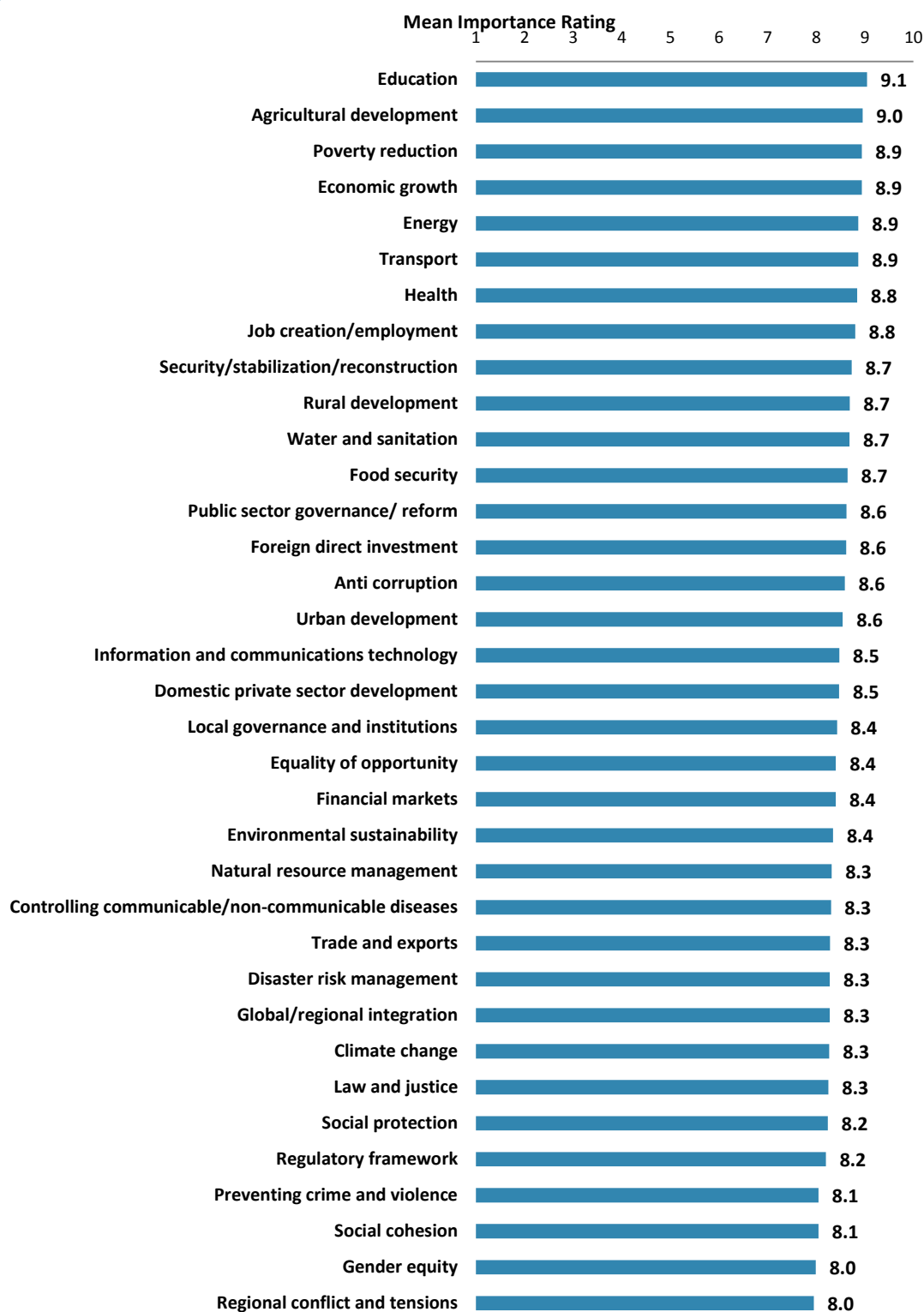
- Respondents in the FY'11 Country Survey indicated that they most often attributed failures of World Bank-assisted reform efforts to inadequate citizen/civil society participation (37%). A plurality of this year's respondents also indicates so.
- Among all respondents this year, consultants working on WBG projects, respondents from ministries/PMUs, and academia/research institutes/think tanks 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.
- And respondents from Central, Western Liberia were significantly more likely to say so than respondents located in other regions.



"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

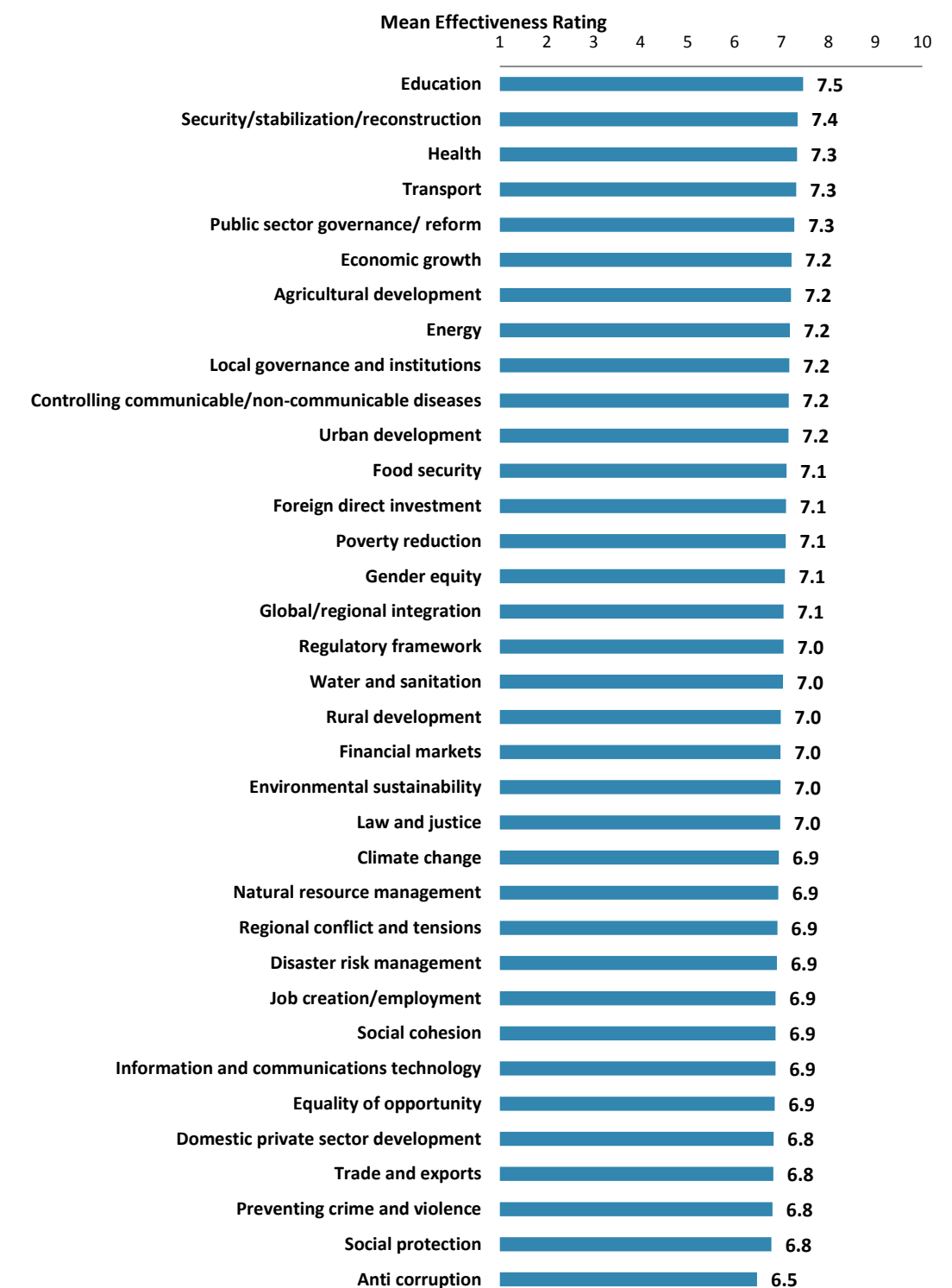


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Liberia?"

(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 Liberia?"

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

## VI. Sectoral Importance and Effectiveness (continued)

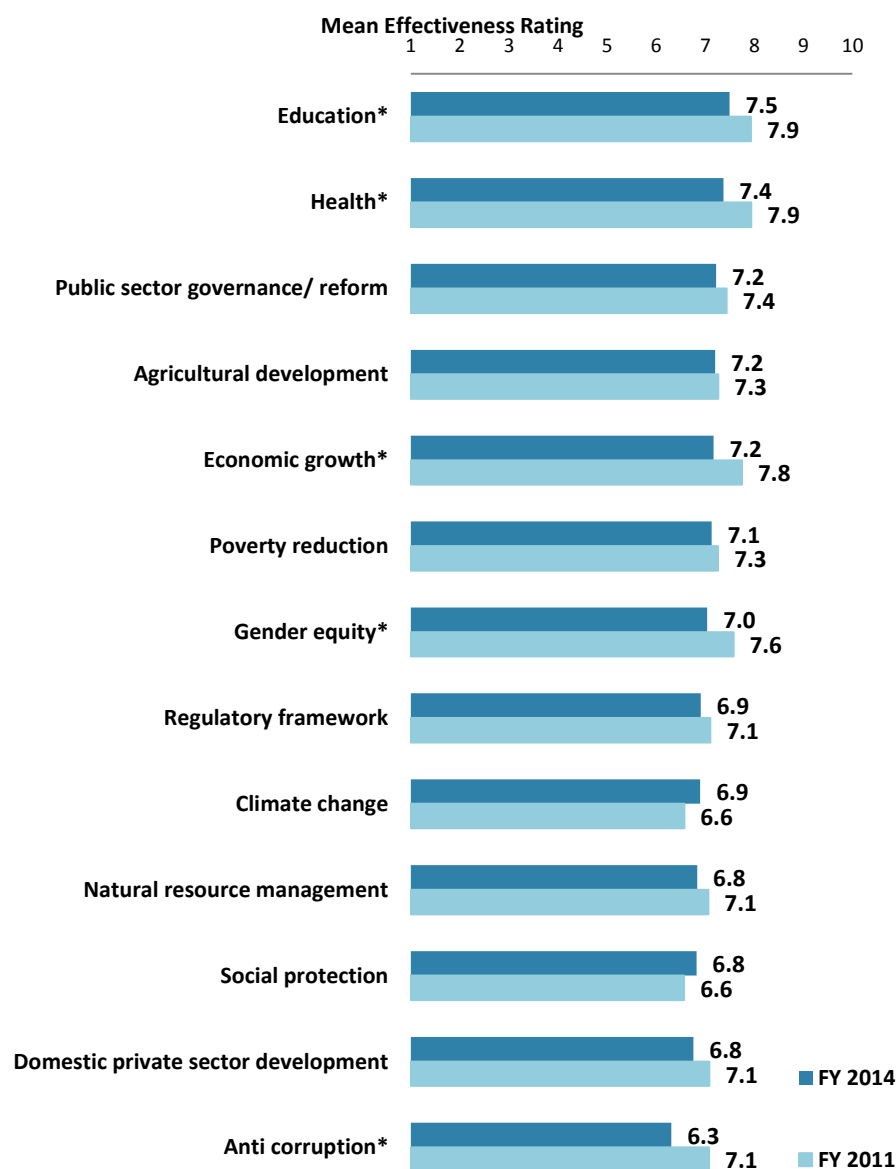
### Effectiveness of Sectoral Areas (continued)

- There were significant stakeholder differences in respondents' ratings for the WBG's effectiveness in all of the thirty five sectoral areas (except "*transport*"). For detailed ratings, please go to Appendix B (page 94).
- There were significant geographic differences in respondents' ratings for the WBG's effectiveness in eighteen of the thirty five sectoral areas. For detailed ratings, please go to Appendix C (page 116).
- It is worth pointing out that respondents who specialize in "*transport*" (11% of the sample) gave significantly higher ratings for the WBG's effectiveness in almost all of the thirty five sectoral areas (including "*transport*") than respondents specialized in "*education*" and other areas.
- Respondents across sectoral specialization gave statistically similar ratings for the WBG's effectiveness in "*health*."
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 76) 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 Comparison<sup>9</sup>

- Respondents from the FY'11 Country Survey had significantly higher ratings for the WBG's effectiveness in five sectoral areas than this year's respondents. These areas include: "education," "health," "economic growth," "gender equity," and "anti corruption."



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

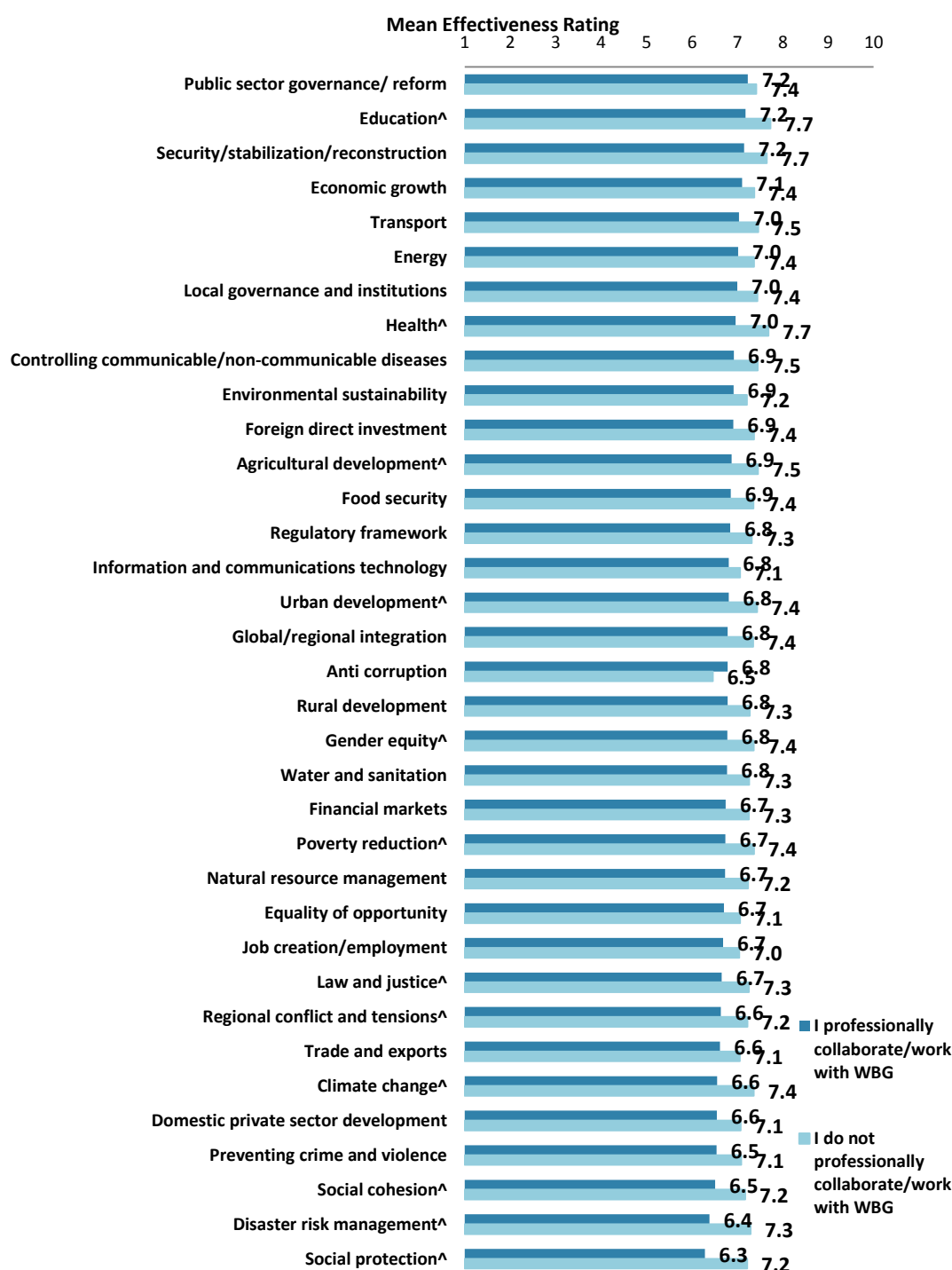
(\*Significantly different between FY14 and FY11)

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

<sup>9</sup> Only those sectoral areas that were asked in the FY'11 and FY'14 Country Surveys are explored in this chart. All means presented 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 Liberia?" (1-"Not effective at all", 10-"Very effective")  
(^Significantly 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:
  - *Regional conflict and tensions;*
  - *Law and justice;*
  - *Urban development;*
  - *Poverty reduction;*
  - *Gender equity;*
  - *Disaster risk management;*
  - *Social cohesion;*
  - *Health;*
  - *Education;*
  - *Social protection;*
  - *Climate change; and*
  - *Agricultural development*

## 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 Liberia, bivariate correlational analyses were conducted using respondents' ratings of the thirty five 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.

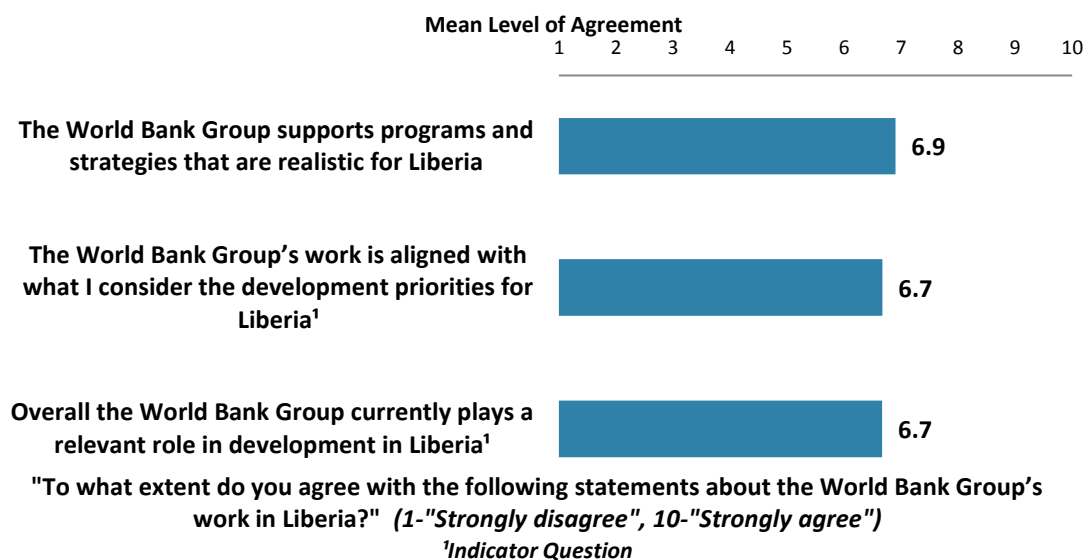
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Liberia. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at regulatory framework;
  - The WBG's effectiveness at transport;
  - The WBG's effectiveness at local governance and institutions;
  - The WBG's effectiveness at economic growth; and,
  - The WBG's effectiveness at law and justice.
- 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 Liberia, 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 regulatory framework;
  - The WBG's effectiveness economic growth;
  - The WBG's effectiveness at transport;
  - The WBG's effectiveness at health; and
  - The WBG's effectiveness at security/stabilization/reconstruction.



## VII. How the World Bank Group Operates

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

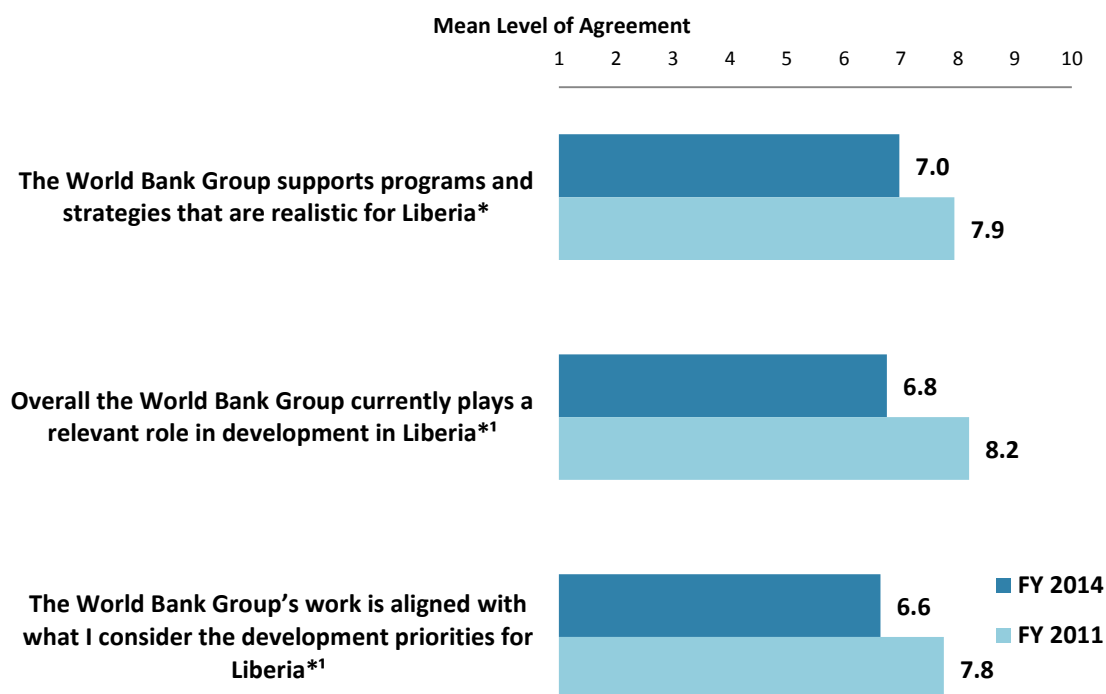
- Respondents from local governments had the highest levels of agreement that “*overall the WBG currently plays a relevant role in development in Liberia,*” whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement with this statement.
- Respondents from local governments had the highest levels of agreement that “*the WBG supports programs and strategies that are realistic for Liberia,*” whereas respondents from the office of parliamentarian had significantly lower levels of agreement with this statement.
- Respondents across geographic locations had statistically similar levels of agreement with all the following three statements about the WBG's work in Liberia.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar levels of agreement with all the following three statements about the WBG's work in Liberia.



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

### The World Bank Group's Work in Liberia: Year Comparison<sup>10</sup>

- This year's respondents had significantly lower levels of agreement with all three statements below than respondents in the FY'11 Country Survey.



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

(\*Significantly different between FY14 and FY11)

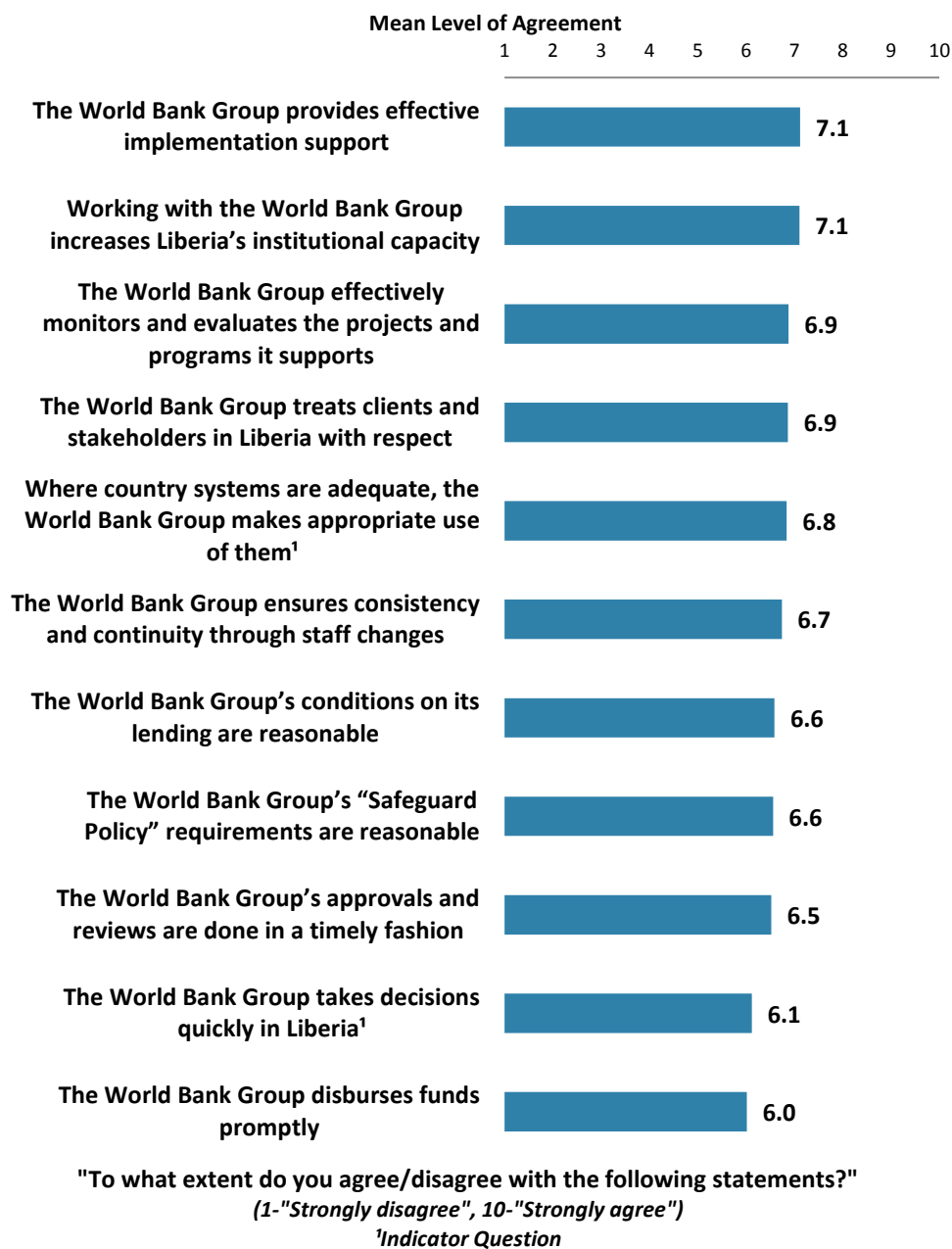
<sup>1</sup>Indicator Question

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

<sup>10</sup> All means presented 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 the previous page. For more information about weighting, please see Appendix E.

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

### Overall Perceptions



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

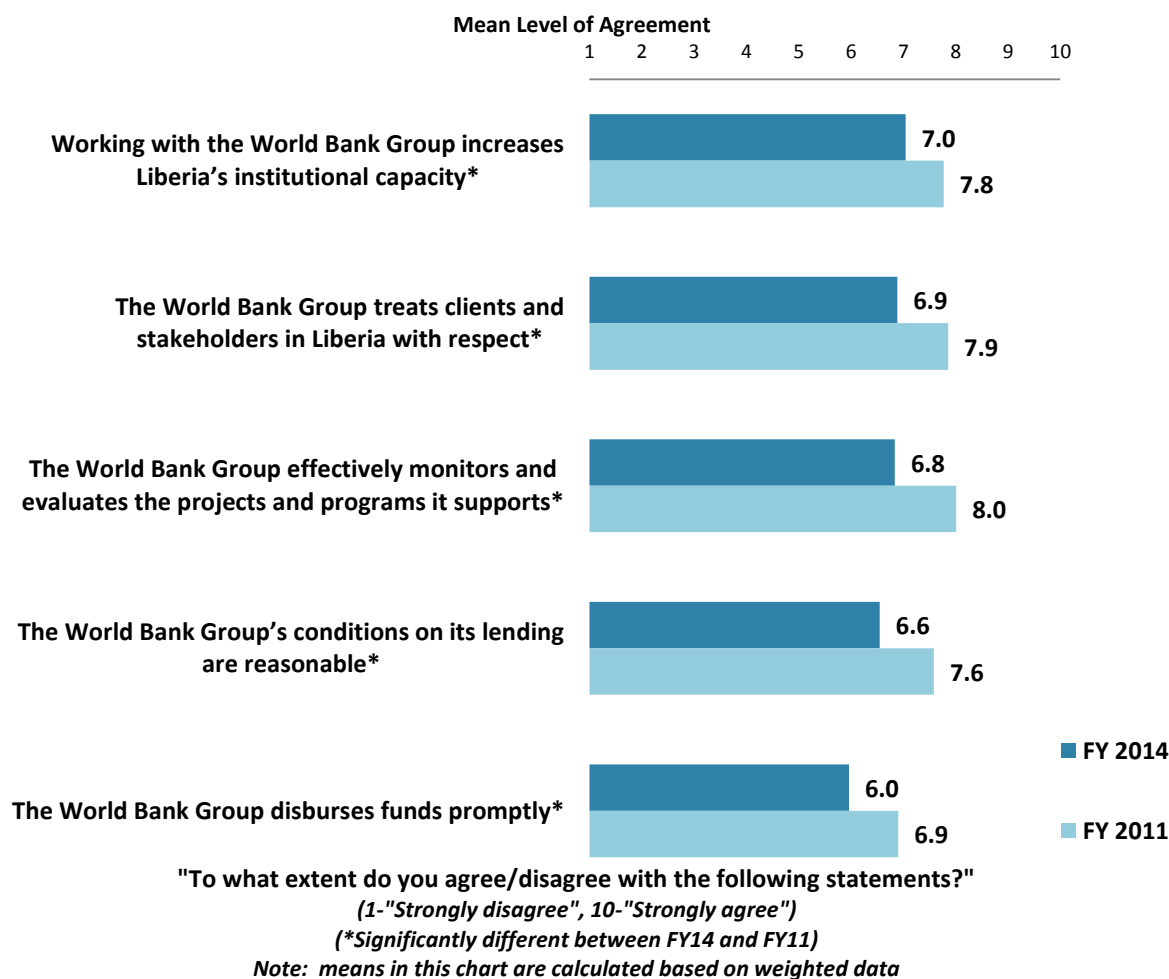
### Overall Perceptions (continued)

- Respondents from the local governments had the highest levels of agreement with the three statements below, whereas respondents from bilateral/multilateral agencies and academia/research institutes/think tanks had significantly lower levels of agreement with these statements. These statements include:
  - *The WBG effectively monitors and evaluates the projects and programs it supports*
  - *The WBG's conditions on its lending are reasonable*
  - *The WBG's "Safeguard Policy" requirements are reasonable*
- Respondents from South East Liberia had significantly higher levels of agreement with the three statements below than respondents from other regions of the country. The statements are:
  - *The WBG's approvals and reviews are done in a timely fashion*
  - *The WBG's conditions on its lending are reasonable*
  - *The WBG's takes decisions quickly in Liberia*
- Respondents who do not collaborate with the WBG had significantly higher levels of agreement that *"the WBG provides effective implementation support"* than respondents who do collaborate with the institution.

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

### Overall Perceptions: Year Comparison<sup>11</sup>

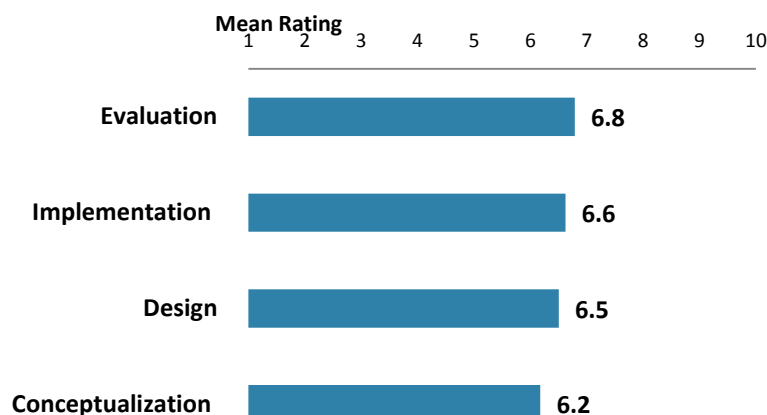
- Respondents of the FY'11 Country Survey had significantly higher levels of agreement with all statements below than respondents in this year's Country Survey.



<sup>11</sup> Only statements that are included in both the 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 44. For more information about weighting, please see Appendix E.

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

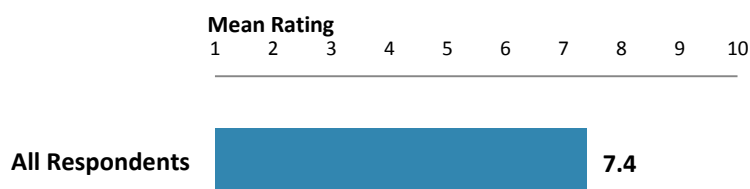
### WBG's Technical Assistance/Advisory Work



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

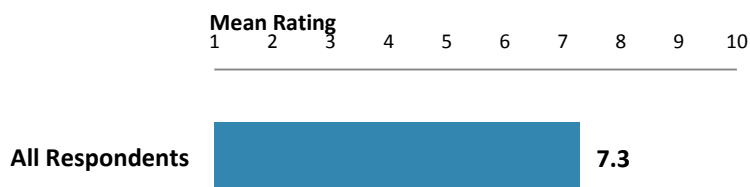
### Strengthening Existing Country Systems (Indicator Question)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the WBG helps build/strengthen existing country systems in Liberia.
- Respondents who do and do not collaborate with the WBG gave statistically similar ratings for the extent to which the WBG helps build/strengthen existing country systems in Liberia.



"To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?"  
(1-"To no degree at all", 10-"To a very significant degree")

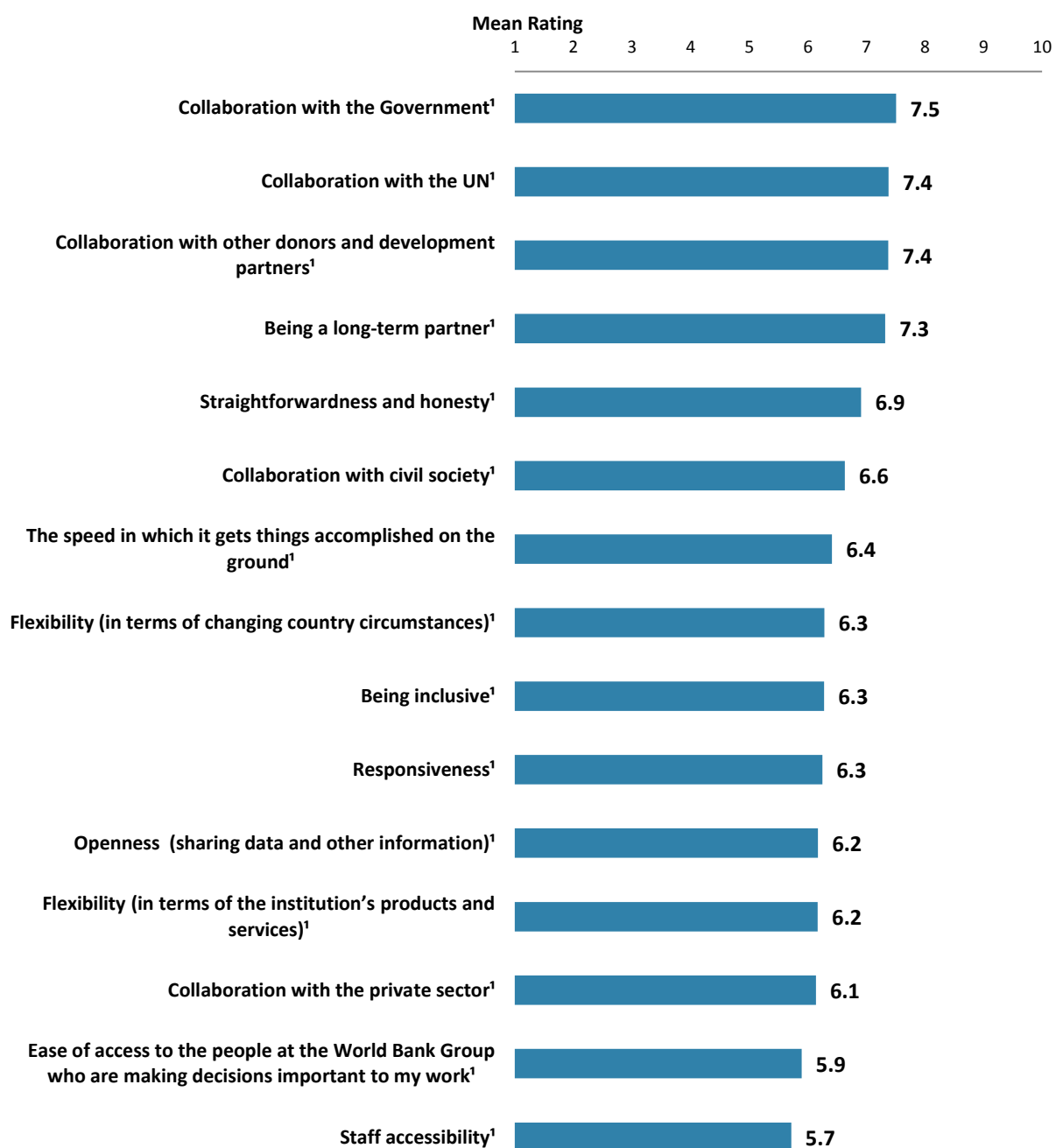
### Internal Measuring and Monitoring



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

<sup>1</sup>Indicator Question

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

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

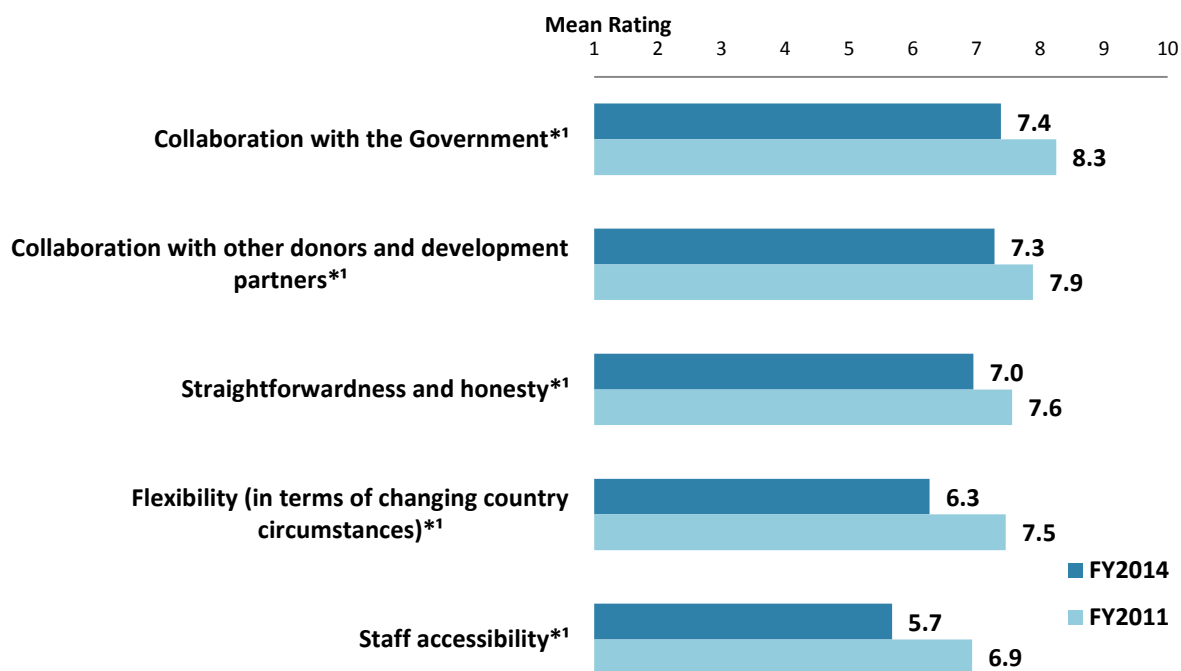
- There were significant stakeholder differences in the respondents' ratings for several of the WBG's qualities as an effective development partner. There is not an overall trend emerging from these differences. For more details of these differences, please go to Appendix B.
- Respondents from Monrovia, greater Monrovia area had significantly lower ratings for the following qualities of the WBG as an effective development partner in Liberia than respondents from other regions of the country.
  - *Staff accessibility*
  - *Ease of access to the people at the World Bank Group who are making decisions important to my work*
  - *Collaboration with other donors and development partners*
- Respondents who do and do not collaborate with the WBG had statistically similar ratings for all of the fifteen qualities of the WBG as an effective development partner in Liberia.



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

### The World Bank Group as an Effective Development Partner: Year Comparison<sup>12</sup>

- As indicated in the chart below, respondents of this year's Country Survey gave significantly lower ratings for the following qualities of the WBG as an effective development partner than respondents in the FY'11 Country Survey.



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

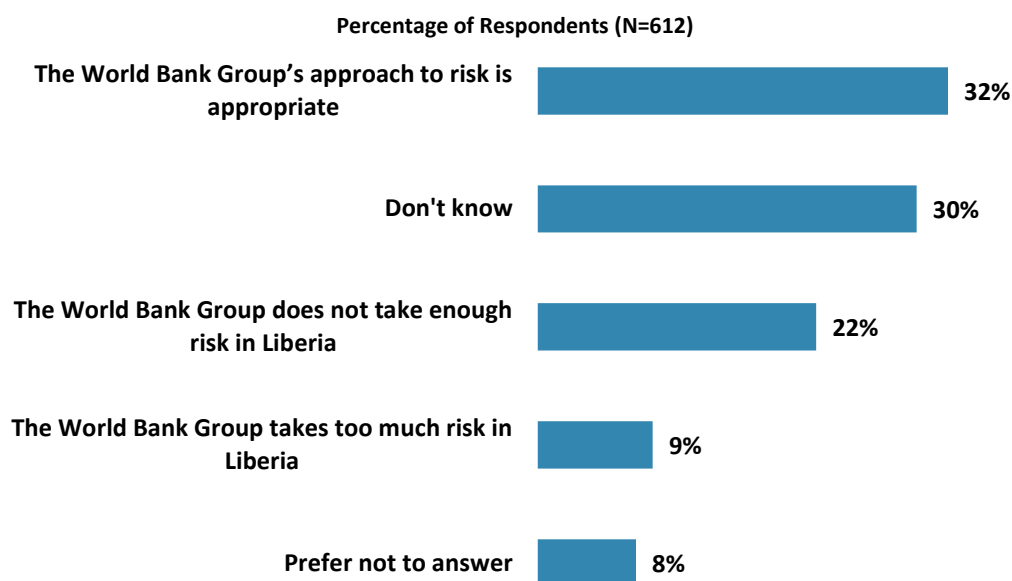
(\*Significantly different between FY14 and FY11) <sup>1</sup>Indicator Question

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

<sup>12</sup> Only qualities that are included in both the FY'11 and FY'14 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data.

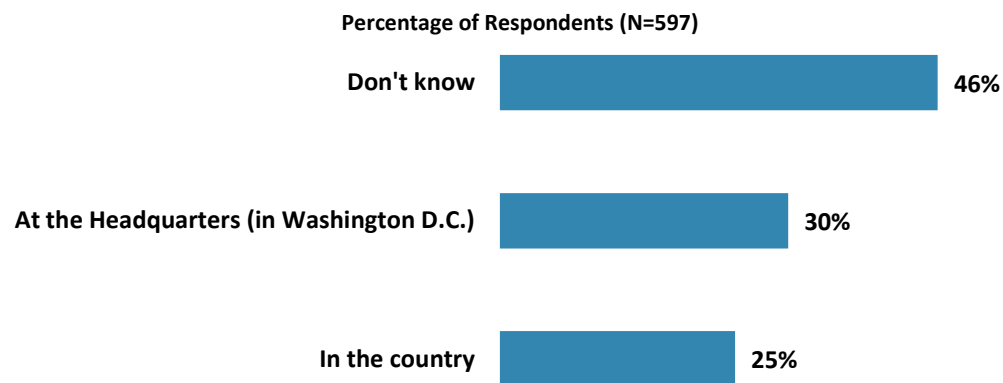
## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Approach to Risk in Liberia



"Which of the following best describes the way the World Bank Group operates in Liberia?"  
 (Respondents chose from a list.)  
 (Note: Percentages may not total 100 due to rounding)

### Making Decisions about the WBG Program in Liberia

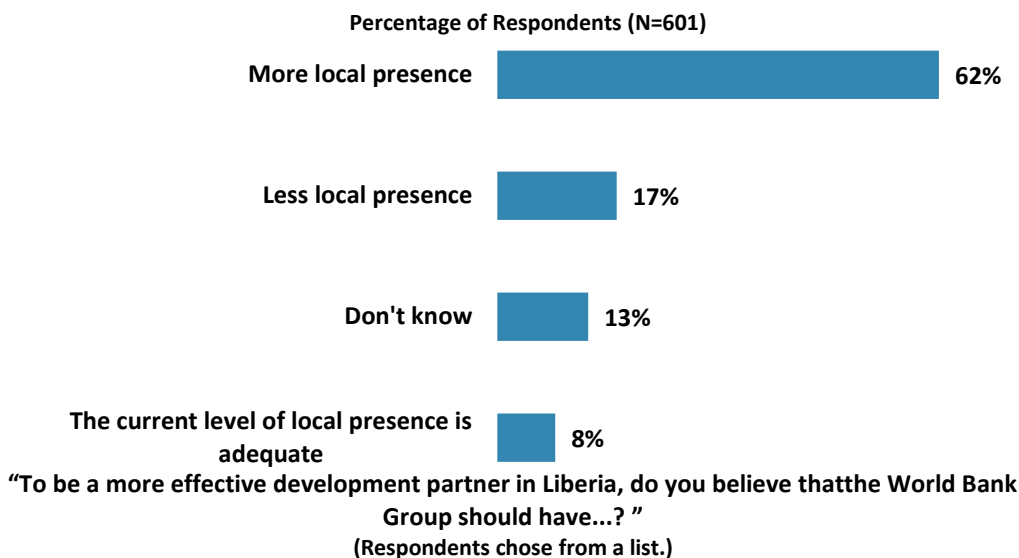


"Where are the World Bank Group's decisions made primarily that support the program in Liberia?" (Respondents chose from a list.)  
 (Note: Percentages may not total 100 due to rounding)

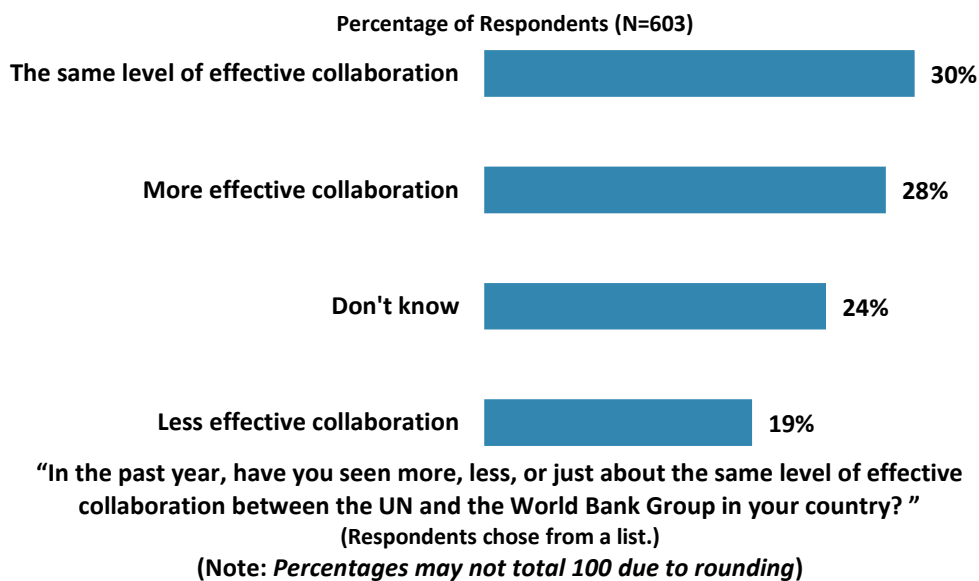
## VII. How the World Bank Group Operates (continued)

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

- Among all respondents, those from the office of parliamentarian and local governments were most likely to indicate that the WBG should have *“more local presence.”*
- Respondents from Central, Western Liberia were significantly more likely to indicate that the WBG should have *“more local presence”* than respondents from other regions of the country.



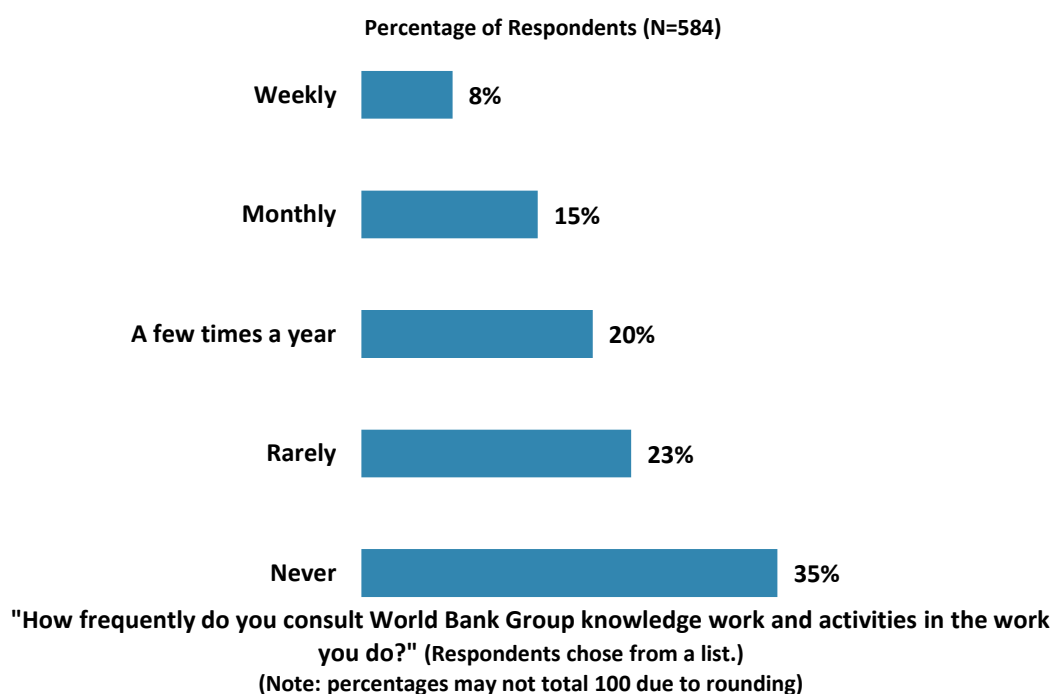
### The World Bank Group's Collaboration with UN



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

### Frequency of Consulting WBG Knowledge Work

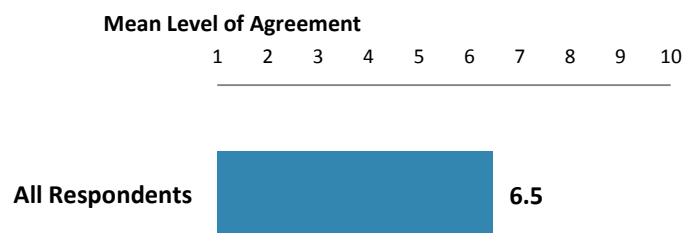
- Among all respondents, those who work for bilateral/multilateral agencies tended to consult the WBG knowledge work and activities most frequently, whereas respondents from local government consulted the WBG knowledge work least frequently.
- Respondents located at Central, Western Liberia consulted the WBG knowledge work and activities least frequently among all respondents.
- Respondents who collaborate with the WBG consulted the WBG knowledge work significantly more frequently than those who do not collaborate with the organization.



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

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

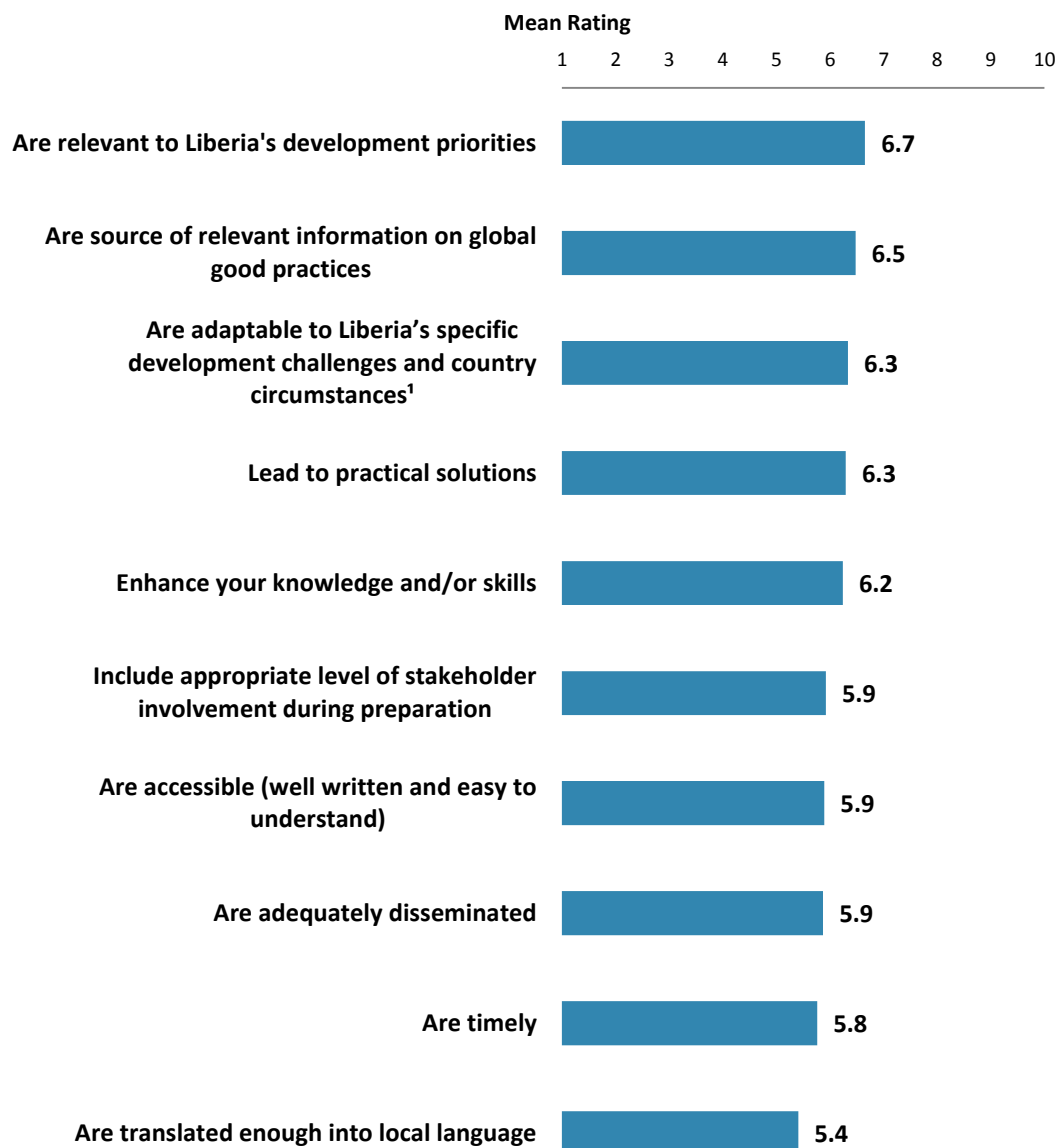
- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement that World Bank Group meets Liberia's needs for knowledge services.
- Respondents who professionally collaborate/work with the WBG had significantly lower levels of agreement that World Bank Group meets Liberia's needs for knowledge services than those respondents who do not collaborate with the WBG.



**"The World Bank Group meets Liberia'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 Liberia, 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")

<sup>1</sup>Indicator Question

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

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

- Respondents in the FY'11 Country Survey had significantly higher ratings for the extent to which the WBG knowledge work and activities are “*source of relevant information on global good practices* (weighted mean = 7.6),” and “*adaptable to Liberia's specific development challenges and country circumstances* (weighted mean = 7.7)” compared to respondents in this year's Country Survey (weighted means = 6.4 and 6.4).
- There were significant stakeholder differences between respondents' ratings for four of the qualities of the WBG's knowledge work and activities. In most cases, respondents from local governments have the highest ratings for the extent to which the WBG knowledge work and activities are “*accessible*,” “*relevant to Liberia's development priorities*,” “*source of relevant information on global good practices*,” and “*translated enough into local language*,” whereas respondents from academia/research institutes/think tanks had significantly lower ratings.
- Respondents from South East of Liberia had significantly higher ratings for the extent to which the WBG knowledge work and activities are “*including appropriate level of stakeholder involvement during preparation*,” and “*translated enough into local language*,” compared to respondents from other regions of the country.
- Respondents who do and do not collaborate with the WBG gave statistically similar ratings for all the qualities of the WBG knowledge work and activities.

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

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

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

Mean Significance Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



7.6

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

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

- Respondents across stakeholder groups and geographic locations 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.

Mean Technical Quality Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



7.3

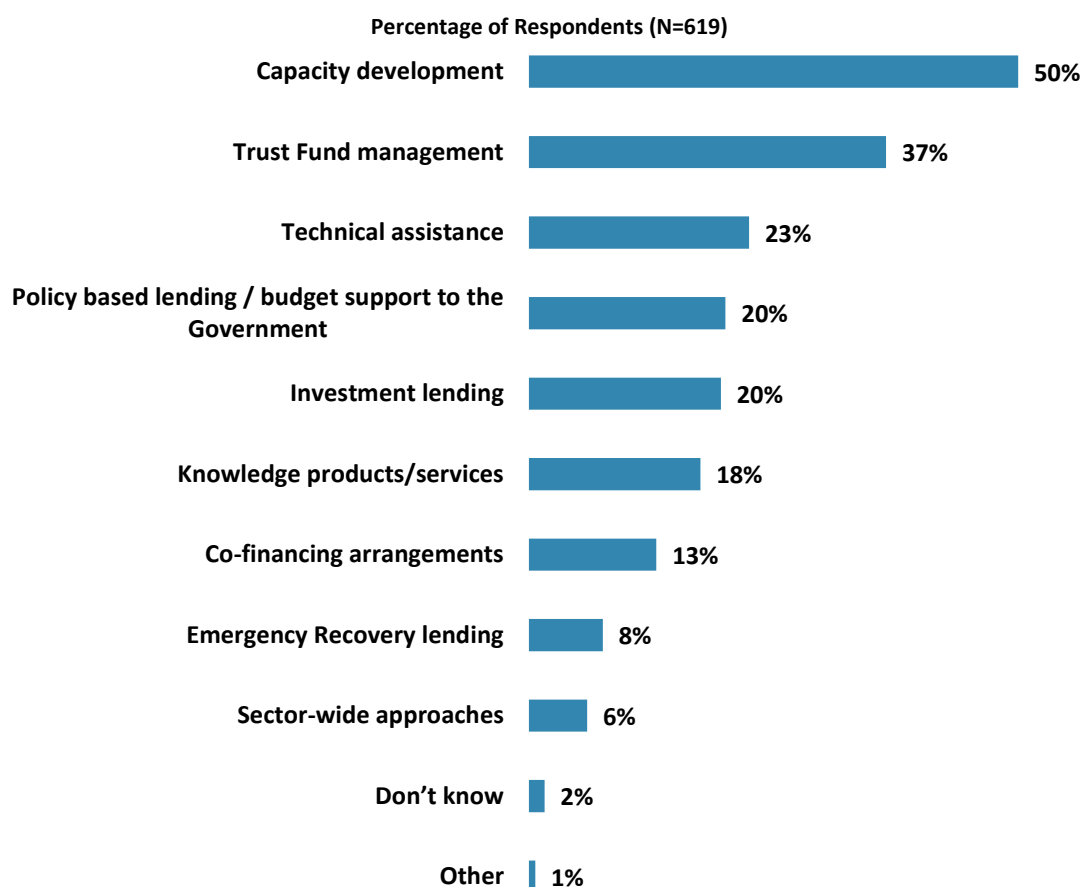
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")



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

### Most Effective Instruments in Reducing Poverty

- Respondents from office of parliamentarians and local governments were significantly more likely to indicate that the most effective instrument in reducing poverty in Liberia is “*capacity development*” compared to respondents in other stakeholder groups.
- Respondents from Central, Western Liberia were significantly more likely to indicate that the most effective instrument in reducing poverty in Liberia is “*capacity development*” compared to respondents in other regions of the country.
- Respondents who do not collaborate with the WBG were significantly more likely to consider “*capacity development*” as the most effective instrument in reducing poverty in Liberia than respondent who do collaborate with the institution.



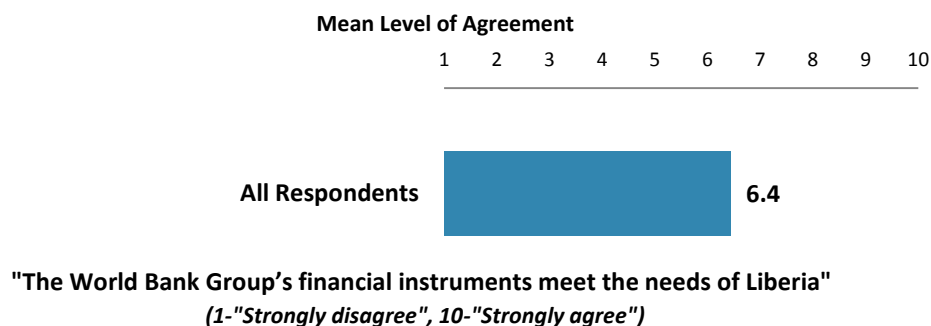
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Liberia?"

(Respondents chose from a list. Responses combined.)

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

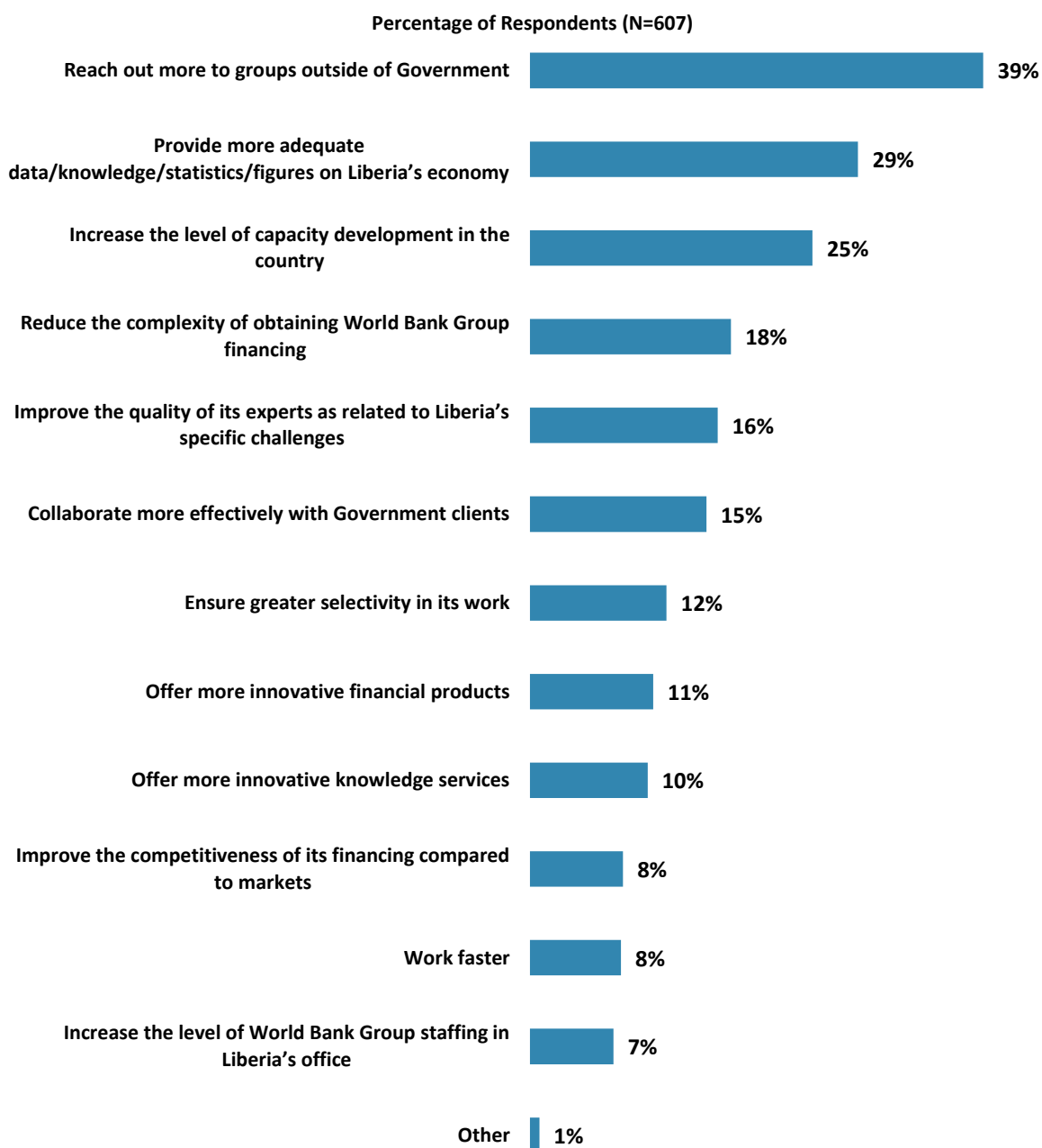
### Meeting Liberia's Needs for Financial Instruments (*Indicator Question*)

- Respondents across stakeholder groups, geographic locations and levels of collaboration had statistically similar levels of agreement that the World Bank Group's financial instruments meet Liberia's needs.



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

### Making the World Bank Group of Greater Value



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

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

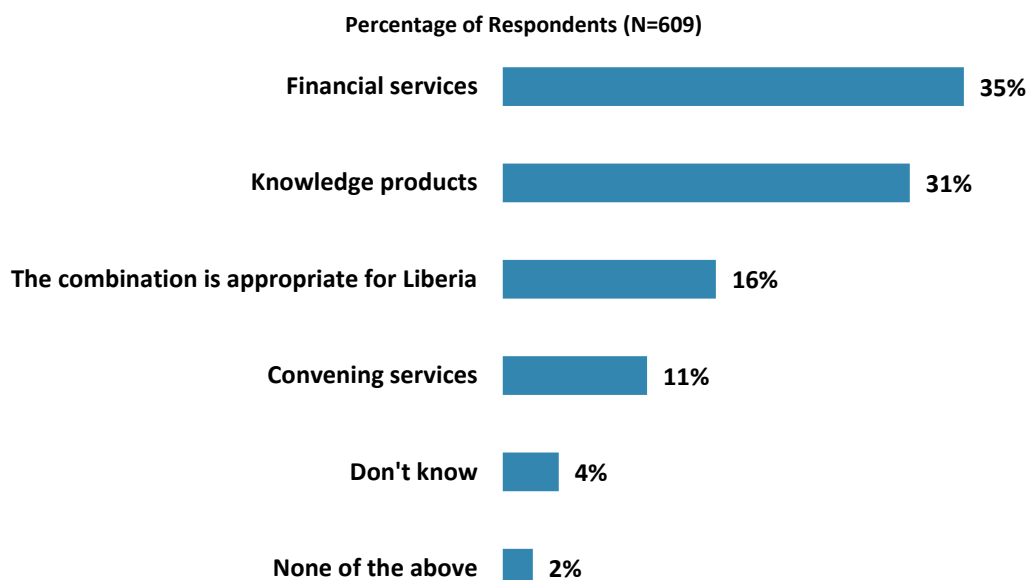
### Making the World Bank Group of Greater Value (continued)

- Respondents from the FY'11 Country Survey indicated that the World Bank should improve the quality of its experts as related to Liberia's specific challenges to make itself of greater value in Liberia (45%), whereas respondents in this year's Country Survey believed that the WBG should reach out more to groups outside of Government (39%).
- Respondents from Central, Western Liberia were significantly more likely to indicate that the WBG should "*provide more adequate data/knowledge/statistics/figures on Liberia's economy*" than respondents from other regions of the country.
- Respondents from media, independent government institutions, academia/research institutes/think tanks were significantly more likely to indicate that the WBG should "*reach out more to groups outside government*" than respondents from other stakeholder groups.

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

### World Bank Group's Services in Liberia

- Respondents from local governments were mostly likely to indicate that the WBG should offer more “*financial services*” in Liberia among all respondents.
- A plurality of respondents across geographic locations and levels of collaboration agreed that the WBG should offer more financial services in Liberia.

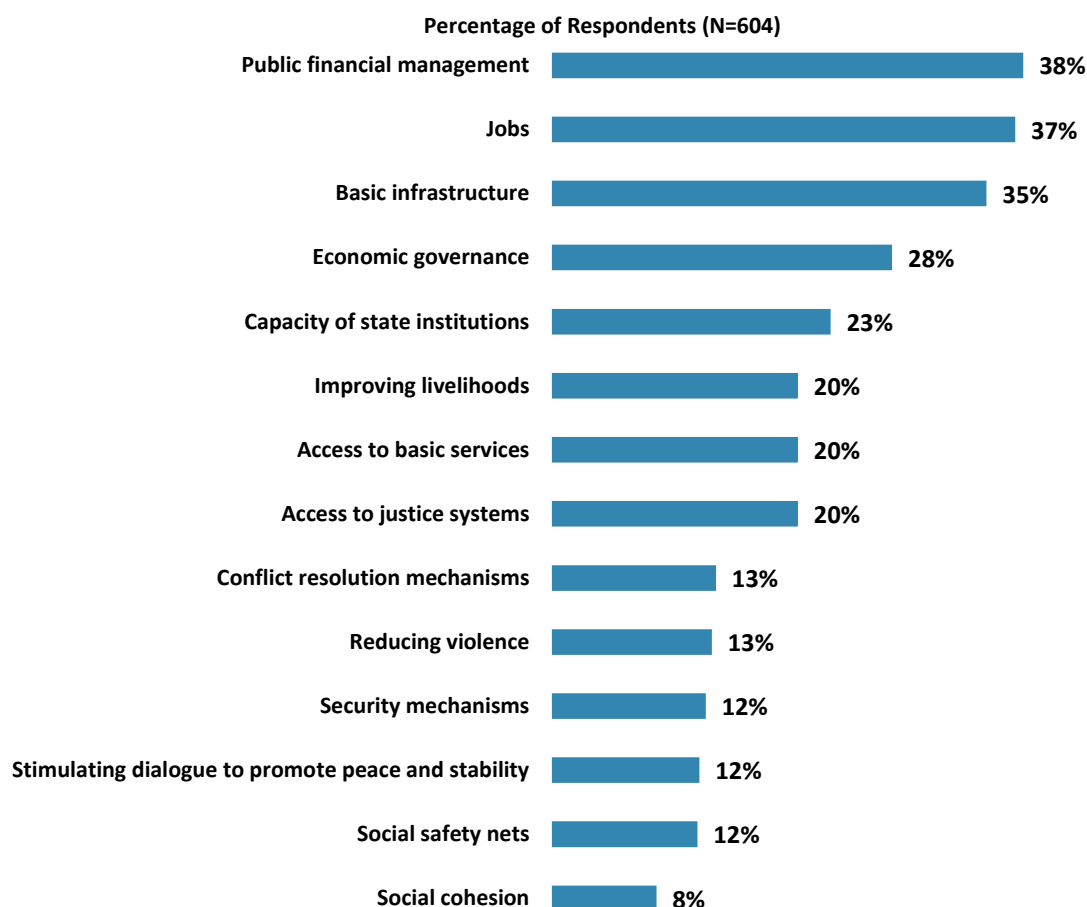


"When considering the combination of services that the World Bank Group offers in Liberia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Liberia?"  
(Respondents chose from a list.)

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

### World Bank Group Playing a Leading Role

- Respondents from academia/research institutes/think tanks were significantly *more* likely to indicate that the Liberia would benefit most from the WBG playing a leading role in “*basic infrastructure*” compared to respondents from other stakeholder groups.
- Respondents from the office of parliamentarians were significantly *more* likely to indicate that the Liberia would benefit most from the WBG playing a leading role in “*public financial management*” compared to respondents from other stakeholder groups.
- Respondents from South East were significantly more likely to indicate that the Liberia would benefit most from the WBG playing a leading role in “*public financial management*” compared to respondents from other regions of the country.
- Respondents from Central, Western Liberia were significantly more likely to indicate that the Liberia would benefit most from the WBG playing a leading role in “*jobs*” compared to respondents from other regions.



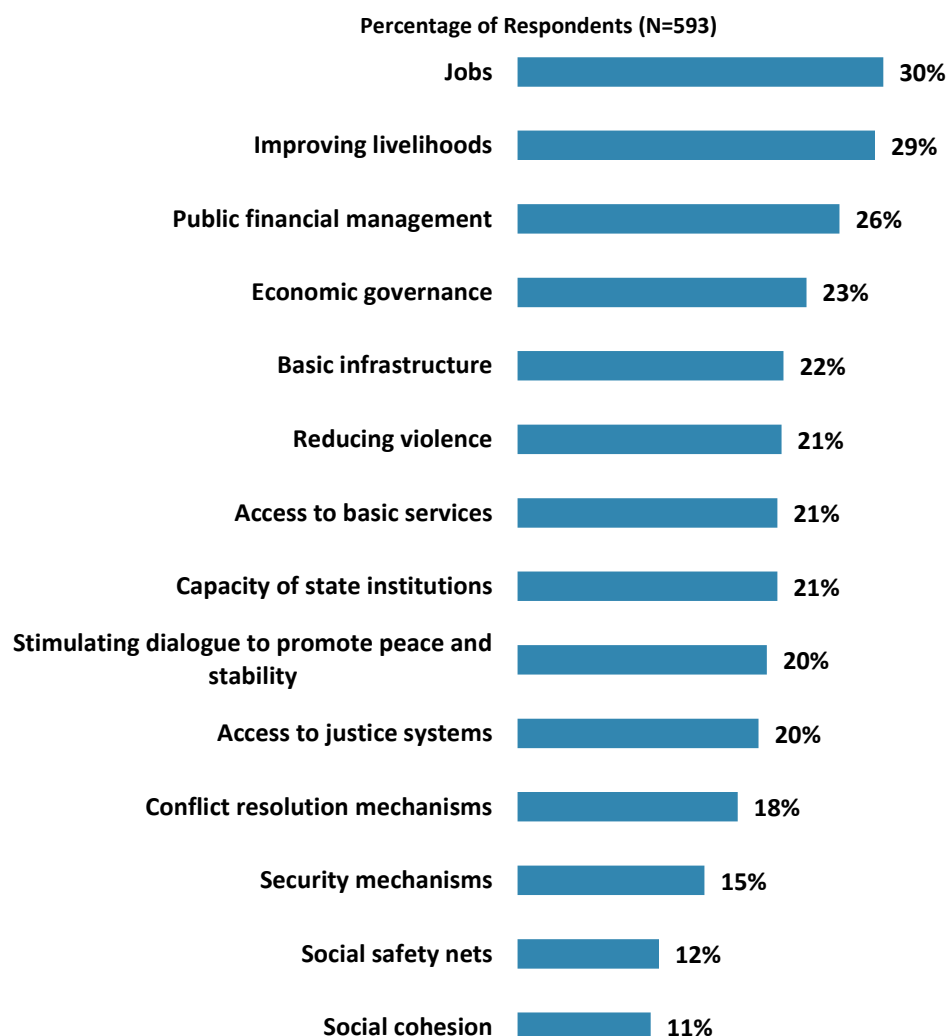
"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia?"

(Respondents chose from a list. Responses combined.)

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

### Other Donors Playing a Leading Role

- Respondents from academia/research institutes/think tanks were significantly *more* likely to indicate that Liberia would benefit most from other donors playing a leading role in “jobs” compared to respondents from other stakeholder groups.
- Respondents across geographic locations and levels of collaboration all agreed that that Liberia would benefit most from other donors playing a leading role in “jobs”.

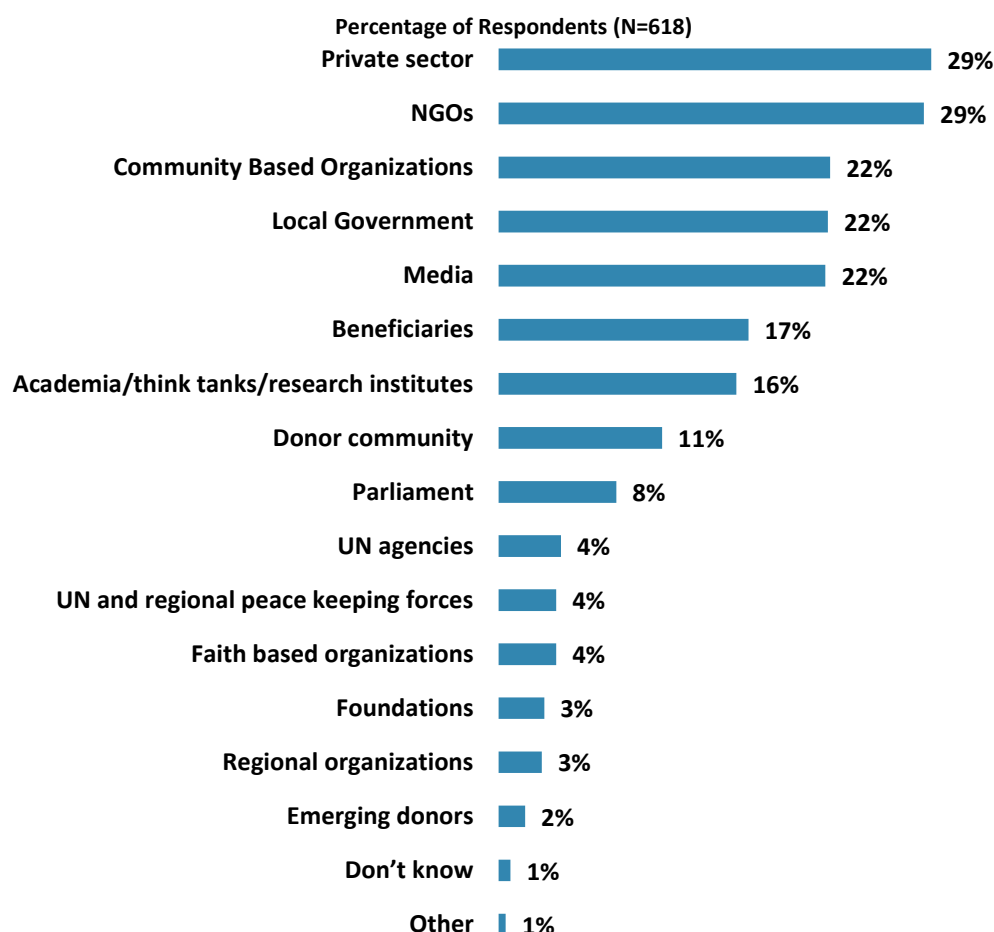


"Which THREE areas below would benefit most from other donors playing a leading role among international partners in Liberia?" (Respondents chose from a list. Responses combined.)

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

### Collaborate More with...

- Respondents in the FY'11 Country Survey indicated that the World Bank should collaborate more with NGO (42%) and local governments (36%), and respondents in this year's Country Survey believe that the WBG should collaborate more with the private sector and NGOs.
- Respondents from the Office of President/Prime Minister/Ministers and CSOs, and respondents from South East Liberia were significantly more likely to indicate the WBG should work more with NGOs than others.
- Respondents from academia/research institutes/think tanks and private sector/financial sector/private banks were significantly more likely to indicate that the WBG should collaborate more with the private sector.



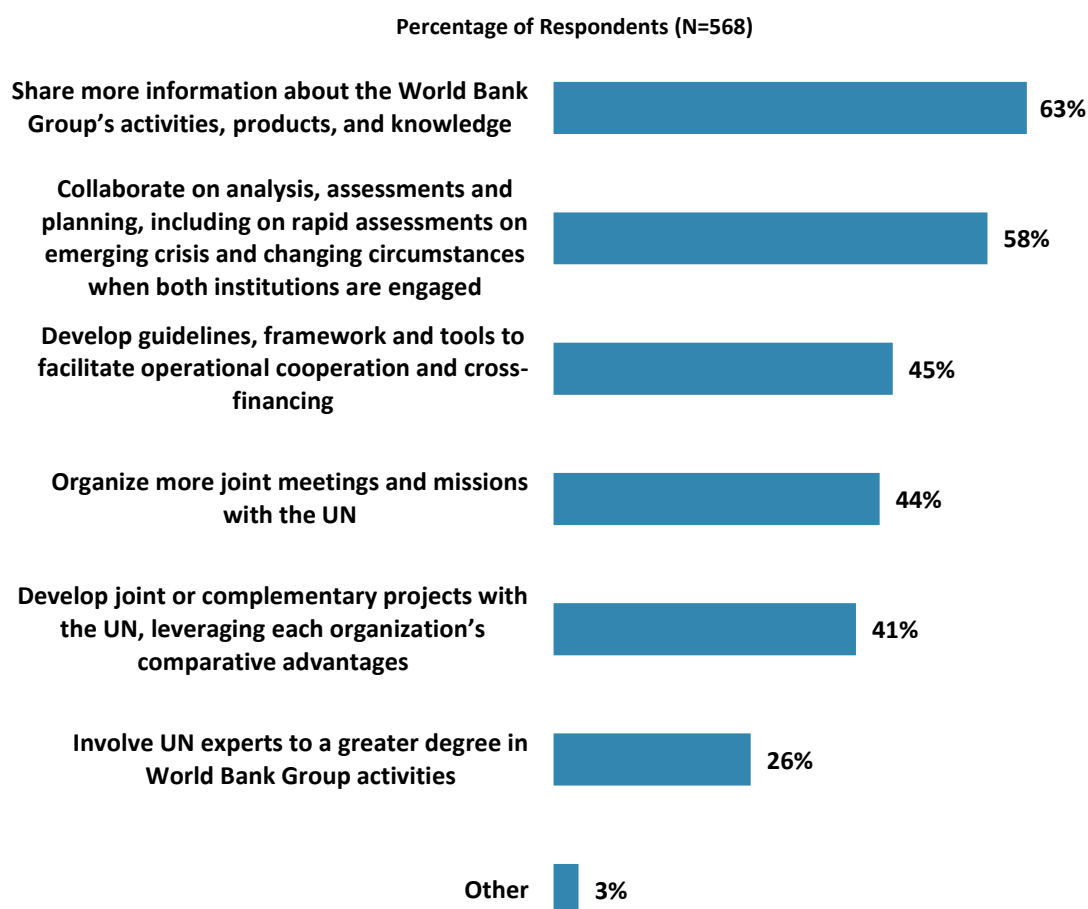
"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"  
(Respondents chose from a list. Responses combined.)



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

### Collaboration with the UN in the Field

- Respondents from the office of parliamentarian were significantly more likely to indicate that the WBG should “*share more information about the WBG’s activities, products, and knowledge*” to improve collaboration with the UN in the field than respondents from other stakeholder groups.

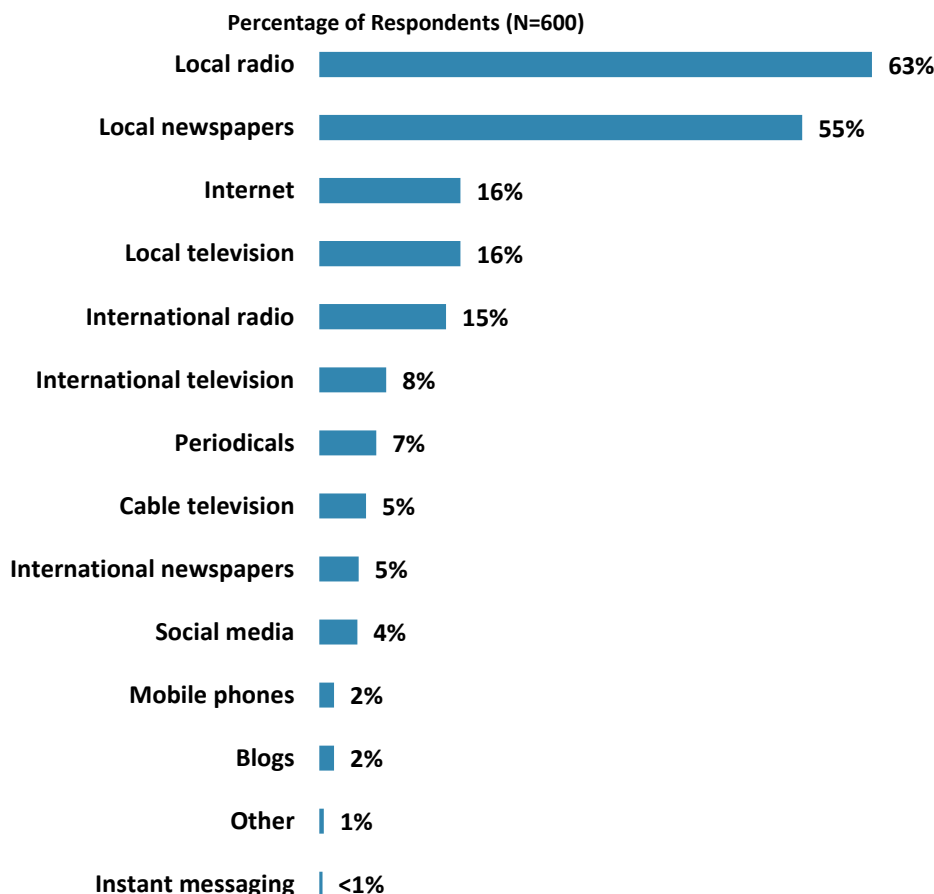


"What should the World Bank Group do to improve collaboration with the UN in the field?"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness

### General Information Sources

- Respondents of the FY'11 Country Survey indicated that they got most of their information about economic and social development issues in Liberia from local newspapers (78%), whereas this year's respondents indicate that they obtain most information from local radio and local newspaper.
- Respondents from local governments were most likely to get information about economic and social development issues in Liberia from local radio, and respondents from the office of parliamentarians were most likely to receive the information from local newspapers among all respondents.
- Respondents from Central, Western Liberia were significantly more likely to get most of their information about economic and social development issues in Liberia through local newspapers than respondents from other regions.

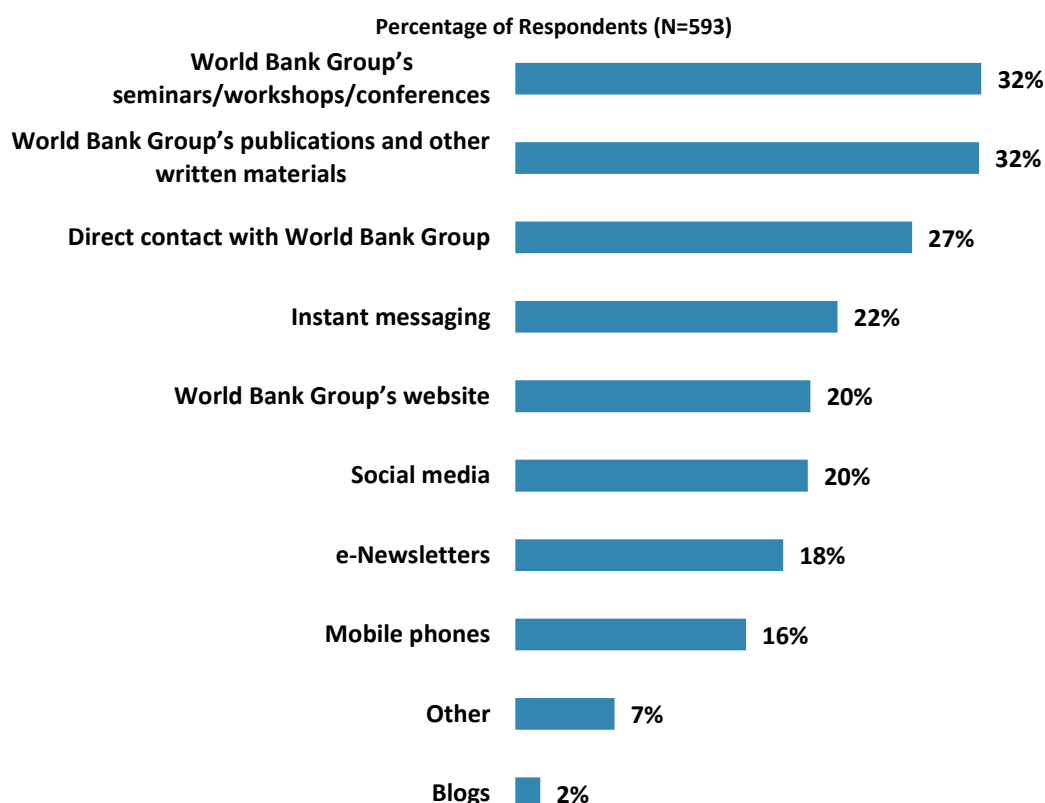


"How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Preferred Information Sources

- A plurality of respondents of the FY'11 Country Survey indicated they would prefer to receive information from the World Bank through the World Bank website (55%), whereas respondents in this year's Country Survey preferred to obtain information from the WBG through WBG seminars/workshops/conferences and the WBG's publications and other written materials.
- Respondents from the office of parliamentarians were significantly more likely to indicate that they would prefer to receive information from the WBG at "*the WBG's publications and other written materials*," than respondents from other stakeholder groups.



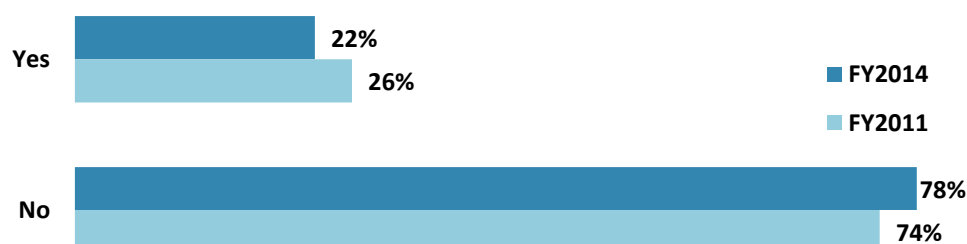
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Respondents in the FY'11 and FY'14 Country Surveys were both mostly unaware of the Access to Information Policy of the WBG.
- It is worth mentioning that in the FY'14 Country Survey respondents from the media were least likely to be aware of the Policy of all respondents.

Percentage of Respondents (FY 14 N=514; FY 11 N= 488)



"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?"  
*(Note: percentages in this chart are calculated based on weighted data.)*

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

I use/consult World Bank Group's data more often than I did a few years ago

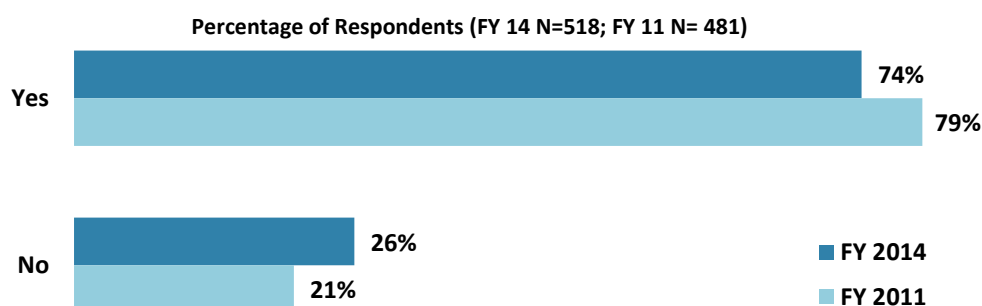
4.6

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

## X. Communication and Openness (continued)

### Internet Access

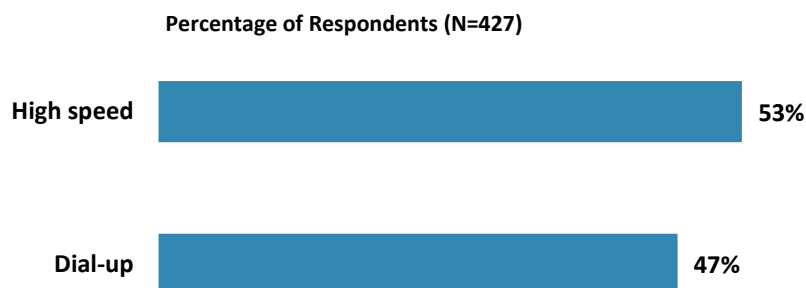
- Respondents in this year's Country Survey were significantly less likely to have access to the Internet than respondent in the FY'11 Country Survey.
- In this year's Country Survey, although a plurality of respondents has access to the Internet, respondents from the Office of President/Prime Minister/Minister and bilateral/multilateral agencies were significantly less likely to have access to the Internet compared to other respondents.
- Respondents located in Monrovia, greater Monrovia area were significantly more likely to have access to the Internet than respondents from other regions.



"Do you have access to the Internet?"

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

- Respondents from South East were significantly more likely to use high speed Internet than respondents from other regions.

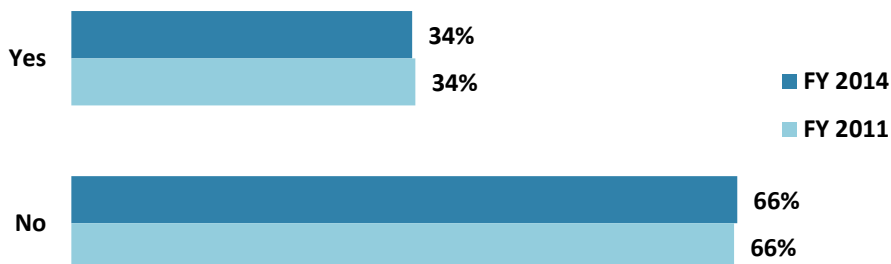


"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

## X. Communication and Openness (continued)

### Website Usage

Percentage of Respondents (FY 14 N=511; FY 11 N= 385)



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

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

- Respondents from bilateral/multilateral agencies and respondents located in Monrovia, greater Monrovia area were significantly more likely to have requested information from the WBG on its activities than other respondents.

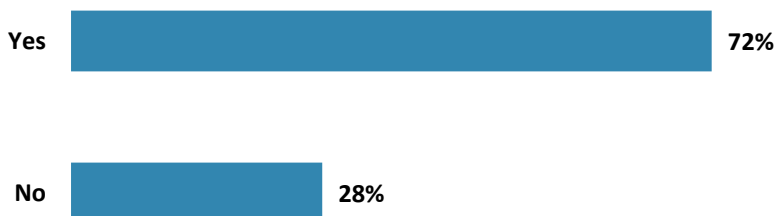
Percentage of Respondents (FY 14 N=476; FY 11 N= 460)



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

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

Percentage of Respondents (N=71)

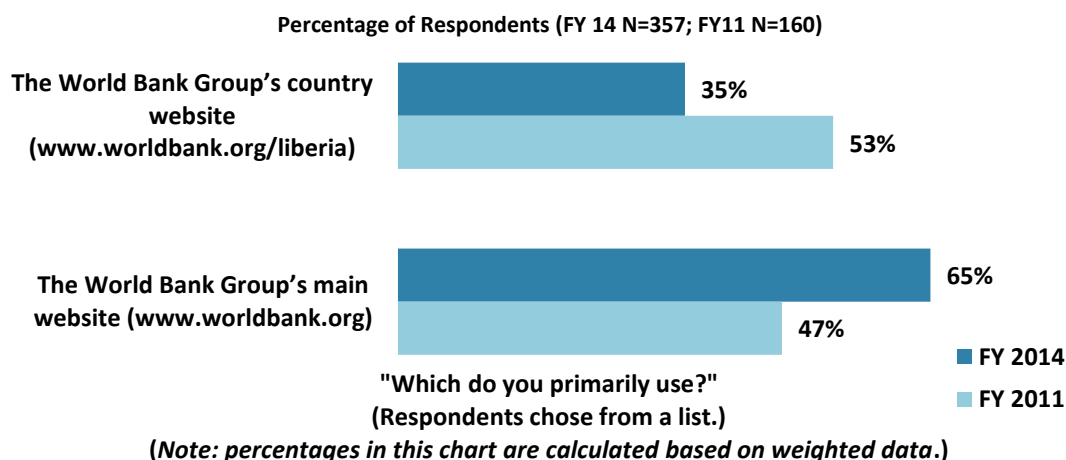


"Were you able to obtain this information?"

## X. Communication and Openness (continued)

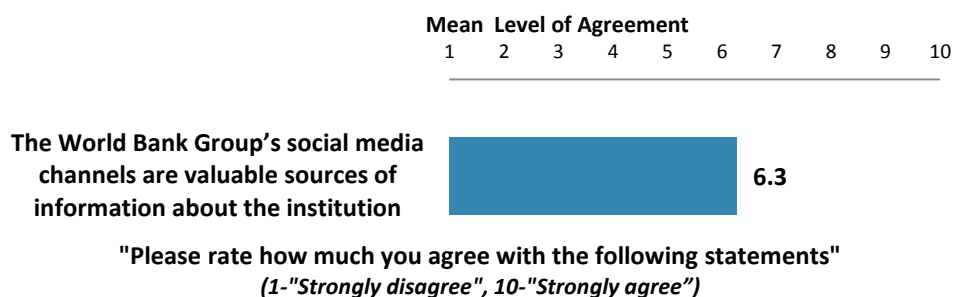
### Website Usage (continued)

- Respondents in this year's Country Survey are significantly more likely to use the WBG's main website than respondents in the FY'11 Country Survey.
- In this year's Survey, Respondents from independent government institutions were most likely to use the WBG's main website, and respondents from the media were most likely to use the WBG's country website.
- Respondents from South East were significantly more likely to use the WBG's main website than respondents from other regions of the country.



### Evaluation of WBG's Social Media Channels

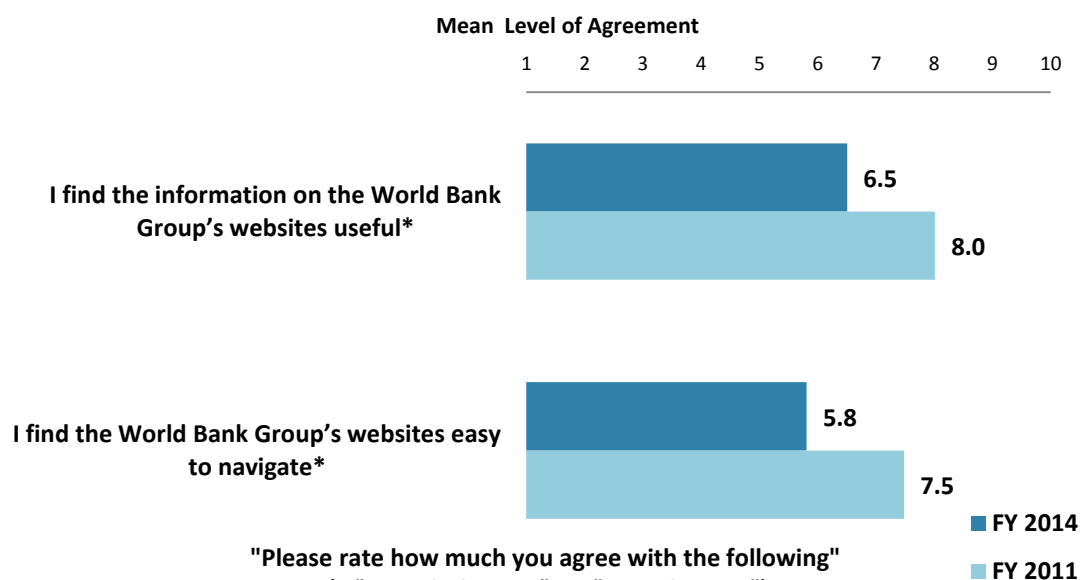
- Respondents from local governments and CSOs had the highest levels of agreement that *"the WBG's social media channels are valuable sources of information about the institution,"* whereas respondents from the media and independent government institutions had significantly lower levels of agreement with the statement.
- Respondents from Central, Western Liberia had significantly higher levels of agreement with the statement than respondents from other regions.



## 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 independent government institutions had significantly lower levels of agreement with both statements than respondents from other stakeholder groups.
- Respondents located in Monrovia, greater Monrovia area and Northern Liberia had significantly lower levels of agreement with both statements than respondents from other regions.



"Please rate how much you agree with the following"

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

(\*Significantly different between FY14 and FY11)

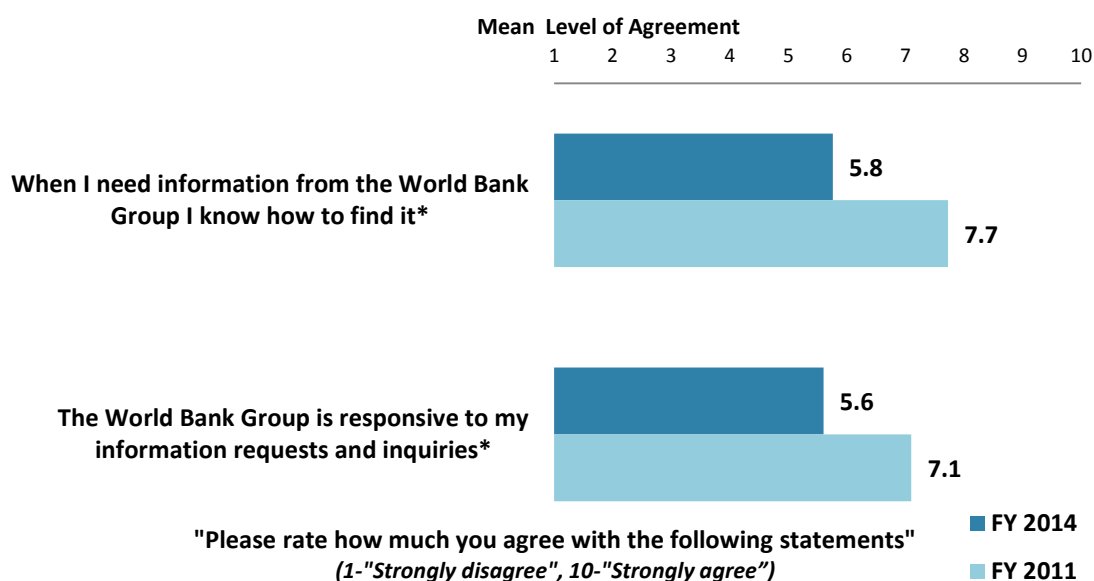
*Note: percentages in this chart are calculated based on weighted data.*



## X. Communication and Openness (continued)

### Information Sharing

- Respondents of this year's Country Survey had significantly lower levels of agreement with the following two statements than respondents in the FY'11 Country Survey.
- Respondents from independent government institutions had significantly lower levels of agreement with both statements 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 that "*the WBG is responsive to my information requests and inquiries*" than respondents who do not professionally work with the institution.



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

## XI. Appendices

A. Responses to All Questions across All Respondents .....	74
B. Responses to All Questions by Stakeholder Groups.....	92
C. Responses to All Questions by Geographic Location.....	114
D. Responses to All Questions by Levels of Collaboration .....	131
E. Responses to All Questions by Year .....	147
F. Indicator Questions as a Function of Exposure to the WBG.....	150
G. Indicator Questions by Stakeholder Groups .....	151
H. WBG Country Opinion Survey FY 14 – Liberia Questionnaire .....	152

### **Liberia**



## Appendix A: Responses to All Questions across All Respondents (N=639)

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 Liberia

1. In general would you say that Liberia is headed in ... ?	Percentage of Respondents (N=625)
The right direction	61.8%
The wrong direction	16.3%
Not sure	21.9%

2. Listed below are a number of development priorities in Liberia. Please identify which of the following you consider the most important development priorities in Liberia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=617)
Education	49.9%
Energy	36.1%
Job creation/employment	28.8%
Transport	28.2%
Health	19.0%
Poverty reduction	12.6%
Economic growth	10.9%
Food security	10.4%
Security/stabilization/reconstruction	9.4%
Public sector governance/ reform	9.2%
Anti corruption	7.6%
Social cohesion	7.5%
Agricultural development	7.1%
Foreign direct investment	5.8%
Water and sanitation	5.3%
Social protection	5.2%
Natural resource management	4.9%
Gender equity	4.2%
Rural development	4.1%
Urban development	3.7%
Law and justice	3.6%
Controlling communicable/non-communicable diseases	3.2%
Domestic private sector development	3.1%
Information and communications technology	2.6%
Disaster risk management	2.3%
Local governance and institutions	1.8%
Equality of opportunity	1.8%
Global/regional integration	1.6%
Regional conflict and tensions	1.6%
Trade and exports	1.5%
Climate change	1.5%
Financial markets	1.3%
Preventing crime and violence	1.0%
Regulatory framework	0.8%
Environmental sustainability	0.8%

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

<b>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 Liberia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=620)</b>
Education	29.5%
Energy	28.5%
Economic growth	27.6%
Agricultural development	23.9%
Job creation/employment	23.2%
Health	18.2%
Natural resource management	12.3%
Anti corruption	12.1%
Equality of opportunity	11.8%
Transport	10.6%
Foreign direct investment	10.0%
Food security	9.7%
Water and sanitation	9.5%
Law and justice	9.0%
Rural development	8.1%
Gender equity	6.9%
Global/regional integration	6.6%
Public sector governance/ reform	6.3%
Domestic private sector development	4.7%
Trade and exports	3.7%
Urban development	3.5%
Local governance and institutions	3.1%
Social protection	2.9%
Security/stabilization/reconstruction	2.7%
Disaster risk management	2.6%
Financial markets	2.3%
Controlling communicable/non-communicable diseases	2.1%
Environmental sustainability	1.8%
Preventing crime and violence	1.3%
Social cohesion	1.3%
Information and communications technology	1.1%
Regulatory framework	1.1%
Climate change	0.6%
Regional conflict and tensions	0.6%

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

<b>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 Liberia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=620)</b>
Energy	40.6%
Agricultural development	30.3%
Job creation/employment	29.8%
Education	20.0%
Natural resource management	18.2%
Transport	17.7%
Foreign direct investment	13.1%
Food security	12.7%
Health	12.3%
Trade and exports	12.1%
Financial markets	11.6%
Anti corruption	11.6%
Public sector governance/ reform	9.2%
Gender equity	8.1%
Domestic private sector development	6.3%
Rural development	5.6%
Security/stabilization/reconstruction	5.3%
Equality of opportunity	5.0%
Water and sanitation	4.4%
Urban development	3.7%
Disaster risk management	2.7%
Information and communications technology	2.6%
Law and justice	2.4%
Social cohesion	2.1%
Social protection	1.8%
Regional conflict and tensions	1.8%
Environmental sustainability	1.6%
Global/regional integration	1.3%
Controlling communicable/non-communicable diseases	1.3%
Preventing crime and violence	1.0%
Regulatory framework	1.0%
Local governance and institutions	0.8%
Climate change	0.3%

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

5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=553)
Education and training that better ensure job opportunity	33.5%
Better employment opportunities for young people	31.8%
Better entrepreneurial opportunities	22.6%
A growing middle class	18.3%
Greater access to micro-finance for the poor	17.0%
Better employment opportunities for women	16.6%
Consistent economic growth	13.0%
Greater voice and participation for citizens to help ensure greater accountability	12.8%
Better opportunity for the poor who live in rural areas	11.6%
Greater access to health and nutrition for citizens	8.0%
Better opportunity for the poor who live in urban areas	6.7%
Greater equity of fiscal policy	2.9%
Better quality public services	2.7%
More reliable social safety net	2.2%
Other	0.4%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Liberia? (1-Not familiar at all, 10-Extremely familiar)	608	0	5.23	2.68

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Liberia? (1-Not effective at all, 10-Very effective)	522	86	6.43	2.40

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Liberia's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	495	111	7.11	2.47

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=618)</b>
Education	43.4%
Health	42.2%
Energy	40.0%
Transport	21.7%
Job creation/employment	19.4%
Poverty reduction	16.7%
Economic growth	12.6%
Public sector governance/ reform	11.8%
Security/stabilization/reconstruction	9.9%
Agricultural development	8.7%
Equality of opportunity	6.0%
Natural resource management	5.8%
Food security	5.7%
Rural development	5.5%
Foreign direct investment	5.0%
Domestic private sector development	4.5%
Law and justice	3.9%
Global/regional integration	3.7%
Water and sanitation	3.6%
Anti corruption	3.2%
Gender equity	3.1%
Trade and exports	3.1%
Social protection	2.9%
Controlling communicable/non-communicable diseases	2.4%
Climate change	2.1%
Local governance and institutions	1.9%
Preventing crime and violence	1.6%
Regional conflict and tensions	1.5%
Information and communications technology	1.3%
Financial markets	1.1%
Urban development	1.0%
Environmental sustainability	0.8%
Regulatory framework	0.8%
Disaster risk management	0.3%
Social cohesion	0.2%

**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 Liberia?	Percentage of Respondents (N=578)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development	27.3%	19.6%	46.9%
Financial resources	20.5%	17.8%	38.3%
Policy advice, studies, analyses	13.0%	14.5%	27.6%
Technical assistance	8.3%	18.9%	27.2%
Data	10.6%	4.7%	15.3%
Donor coordination	5.4%	8.7%	14.0%
Convening/facilitating	9.7%	3.6%	13.4%
Mobilizing third party financial resources	2.4%	5.4%	7.8%
Strategy formulation	1.4%	3.8%	5.2%
Linkage to South-South knowledge sharing	1.0%	2.9%	4.0%
Other	0.7%	0.2%	0.9%

How effectively do the WBG's activities below support Liberia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	431	103	5.80	2.23
7. Data	419	81	6.25	2.19
8. Policy advice, studies, analyses	407	83	6.35	2.24
9. Financial resources	439	62	6.72	2.35
10. Technical assistance	436	64	6.44	2.29
11. Mobilizing third party financial resources	404	85	6.28	2.14
12. Donor coordination	432	74	6.72	2.25
13. Linkage to South-South knowledge sharing	390	105	6.10	2.24
14. Strategy formulation	417	92	6.44	2.26

The World Bank Group can provide capacity building support in a number of ways in Liberia. To which degree would Liberia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Groups outside of government to help them more effectively engage and participate in development efforts	543	33	7.13	2.55
16. The public sector, related to implementation of specific development projects on the ground	531	21	7.28	2.35
17. The public sector, related to changing institutions	503	38	7.06	2.33
18. The private sector, related to institutional and policy change	517	32	7.12	2.42

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Liberia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
19. Project implementation	496	108	6.19	2.57
20. Citizen engagement	447	124	5.98	2.44
21. Policy design	467	110	6.40	2.39

When thinking about how to improve capacity building in Liberia 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
22. Project implementation	521	64	7.45	2.51
23. Citizen engagement	498	81	7.52	2.40
24. Policy design	512	69	7.52	2.37



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

<b>25. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=595)</b>
Not enough public disclosure of its work	41.7%
Staff too inaccessible	21.3%
Too bureaucratic in its operational policies and procedures	19.3%
Not willing to honestly criticize policies and reform efforts in the country	13.9%
World Bank Group's processes too complex	13.4%
Not collaborating enough with non-state actors	11.1%
Too influenced by developed countries	10.6%
Arrogant in its approach	10.4%
Not adequately sensitive to political/social realities in Liberia	9.7%
World Bank Group's processes too slow	7.4%
Inadequate number of World Bank Group staff members located in the country	6.1%
Not aligned with country priorities	5.5%
The credibility of its knowledge/data	4.9%
Not exploring alternative policy options	4.9%
Don't know	4.7%
Imposing technocratic solutions without regard to political realities	3.2%
Not focused enough on issues that are unique to post-conflict countries	1.5%
Its advice and strategies do not lend themselves to practical problem solving	1.2%
Other	0.8%
Not client focused	0.8%
Not aligned with other donors' work	0.7%

<b>26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Liberia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=619)</b>
Capacity development	50.2%
Trust Fund management	36.7%
Technical assistance	22.6%
Policy based lending / budget support to the Government	20.2%
Investment lending	19.7%
Knowledge products/services	17.6%
Co-financing arrangements	13.1%
Emergency Recovery lending	7.6%
Sector-wide approaches	6.0%
Don't know	1.6%
Other	0.6%

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

<b>27. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=618)</b>
Private sector	29.1%
NGOs	28.6%
Community Based Organizations	22.3%
Local Government	22.2%
Media	22.0%
Beneficiaries	16.8%
Academia/think tanks/research institutes	16.0%
Donor community	11.0%
Parliament	7.9%
UN agencies	4.2%
UN and regional peace keeping forces	3.9%
Faith based organizations	3.9%
Foundations	3.1%
Regional organizations	2.9%
Emerging donors	1.8%
Don't know	0.8%
Other	0.5%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Liberia? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. Overall the WBG currently plays a relevant role in development in Liberia*	564	32	6.67	2.53
29. The WBG's work is aligned with what I consider the development priorities for Liberia*	532	37	6.67	2.22
30. The WBG supports programs and strategies that are realistic for Liberia	532	35	6.90	2.17
31. The WBG treats clients and stakeholders in Liberia with respect	480	85	6.87	2.24

<b>To what extent is the World Bank Group an effective development partner in Liberia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
32. Responsiveness*	464	109	6.25	2.28
33. Flexibility (in terms of the institution's products and services)*	418	117	6.17	2.13
34. Flexibility (in terms of changing country circumstances)*	430	116	6.28	2.21
35. Being inclusive*	405	115	6.28	2.26
36. Openness (sharing data and other information)*	461	77	6.17	2.46
37. Staff accessibility*	442	94	5.72	2.46
38. Straightforwardness and honesty*	410	106	6.91	2.12
39. Ease of access to the people at the World Bank Group who are making decisions important to my work*	436	113	5.90	2.28
40. Collaboration with civil society*	406	126	6.63	2.20
41. Collaboration with the UN*	390	136	7.38	2.23
42. Collaboration with the Government*	444	94	7.51	2.12
43. Collaboration with other donors and development partners*	418	125	7.37	2.03
44. Collaboration with the private sector*	412	125	6.14	2.17
45. The speed in which it gets things accomplished on the ground*	419	123	6.41	2.15
46. Being a long-term partner*	450	107	7.32	2.22

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

<b>47. To be a more effective development partner in Liberia, do you believe that the World Bank Group should have...? (Select only ONE response)</b>	<b>Percentage of Respondents (N=601)</b>
More local presence	62.2%
Less local presence	16.8%
Don't know	12.8%
The current level of local presence is adequate	8.2%

<b>48. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=603)</b>
The same level of effective collaboration	29.9%
More effective collaboration	27.9%
Don't know	23.7%
Less effective collaboration	18.6%

<b>49. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=617)</b>
There is not an adequate level of citizen/civil society participation	48.5%
Lack of/inadequate levels of capacity in Government	31.9%
Reforms are not well thought out in light of country challenges	28.4%
Political pressures and obstacles	28.0%
The Government works inefficiently	27.2%
The World Bank Group does not do adequate follow through/follow-up	26.4%
Poor donor coordination	25.9%
The World Bank Group works too slowly	18.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.0%
Ongoing conflict and instability	10.4%
Inadequate funding	10.4%
Other	1.8%

**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 Liberia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	558	21	8.59	2.22
2. Information and communications technology	519	13	8.48	2.08
3. Transport	547	14	8.86	1.92
4. Preventing crime and violence	514	22	8.05	2.37
5. Regional conflict and tensions	503	23	7.95	2.48
6. Law and justice	524	23	8.25	2.31
7. Urban development	527	17	8.55	2.04
8. Environmental sustainability	509	22	8.35	2.06
9. Regulatory framework	502	33	8.20	2.17
10. Controlling communicable/non-communicable diseases	521	23	8.31	2.05
11. Poverty reduction	529	15	8.94	1.69
12. Gender equity	516	20	7.99	2.36
13. Domestic private sector development	516	25	8.47	2.04
14. Foreign direct investment	521	25	8.62	1.85
15. Local governance and institutions	513	22	8.43	1.88
16. Water and sanitation	516	18	8.68	1.68
17. Trade and exports	506	23	8.28	2.07
18. Economic growth	545	17	8.94	1.61
19. Energy	522	16	8.87	1.75
20. Disaster risk management	504	23	8.28	2.02
21. Public sector governance/ reform	529	19	8.63	1.80
22. Job creation/employment	552	15	8.80	1.92
23. Social cohesion	500	32	8.05	2.29
24. Financial markets	514	23	8.40	2.02
25. Equality of opportunity	513	20	8.41	2.04
26. Health	543	16	8.84	1.84
27. Rural development	532	18	8.69	1.83
28. Global/regional integration	504	26	8.28	2.12
29. Food security	522	22	8.65	1.91
30. Education	547	17	9.05	1.66
31. Security/stabilization/reconstruction	521	23	8.73	1.93
32. Social protection	517	28	8.24	2.20
33. Climate change	512	31	8.27	2.08
34. Agricultural development	547	16	8.95	1.73
35. Natural resource management	545	19	8.32	2.47

**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 Liberia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	430	156	6.48	2.80
2. Information and communications technology	410	134	6.87	2.50
3. Transport	473	78	7.32	2.42
4. Preventing crime and violence	400	137	6.81	2.56
5. Regional conflict and tensions	400	132	6.92	2.56
6. Law and justice	409	118	6.97	2.55
7. Urban development	446	94	7.15	2.45
8. Environmental sustainability	418	123	6.98	2.47
9. Regulatory framework	407	134	7.04	2.49
10. Controlling communicable/non-communicable diseases	415	131	7.16	2.46
11. Poverty reduction	462	89	7.10	2.50
12. Gender equity	425	116	7.08	2.43
13. Domestic private sector development	412	130	6.83	2.55
14. Foreign direct investment	411	121	7.10	2.49
15. Local governance and institutions	427	117	7.17	2.35
16. Water and sanitation	441	104	7.03	2.58
17. Trade and exports	401	136	6.83	2.59
18. Economic growth	458	96	7.21	2.45
19. Energy	436	105	7.18	2.57
20. Disaster risk management	392	147	6.91	2.56
21. Public sector governance/ reform	437	115	7.28	2.42
22. Job creation/employment	433	112	6.88	2.61
23. Social cohesion	388	151	6.87	2.60
24. Financial markets	408	135	6.98	2.50
25. Equality of opportunity	413	132	6.85	2.61
26. Health	443	100	7.33	2.45
27. Rural development	428	109	6.99	2.55
28. Global/regional integration	399	137	7.05	2.50
29. Food security	427	114	7.11	2.55
30. Education	451	101	7.46	2.47
31. Security/stabilization/reconstruction	429	112	7.35	2.50
32. Social protection	409	143	6.79	2.71
33. Climate change	404	144	6.94	2.62
34. Agricultural development	450	103	7.21	2.63
35. Natural resource management	419	133	6.93	2.83

3. Where are the World Bank Group's decisions made primarily that support the program in Liberia? (Select only ONE response)	Percentage of Respondents (N=597)
Don't know	45.6%
At the Headquarters (in Washington D.C.)	30.0%
In the country	24.5%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Liberia? (1-To no degree at all, 10-To a very significant degree)	504	123	7.24	2.18

Building Existing Country Systems*	N	DK	Mean	SD
5. To what extent does the WBG help to build/strengthen existing country systems in Liberia? (1-To no degree at all, 10-To a very significant degree)	463	163	7.40	2.13

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

To what extent do you agree with the following statements about the World Bank Group in Liberia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments meet the needs of Liberia*	494	119	6.43	2.40
7. The World Bank Group meets Liberia's needs for knowledge services*	466	133	6.47	2.26
<b>Measuring and Correcting Work</b>				
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia? (1-To no degree at all, 10-To a very significant degree)	376	243	7.30	1.96

**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=584)			
Weekly	7.7%			
Monthly	14.9%			
A few times a year	19.5%			
Rarely	22.8%			
Never	35.1%			
In Liberia, 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	446	121	5.76	2.15
3. Include appropriate level of stakeholder involvement during preparation	455	96	5.92	2.03
4. Are relevant to Liberia's development priorities	504	64	6.65	2.21
5. Lead to practical solutions	428	102	6.30	2.08
6. Are accessible (well written and easy to understand)	462	85	5.90	2.25
7. Are source of relevant information on global good practices	445	94	6.48	2.08
8. Enhance your knowledge and/or skills	436	97	6.24	2.17
9. Are adequately disseminated	414	115	5.87	2.14
10. Are translated enough into local language	412	109	5.41	2.51
11. Are adaptable to Liberia's specific development challenges and country circumstances*	455	96	6.34	2.23
<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	478	122	7.63	2.11
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	457	146	7.30	2.25

**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 Liberia's development challenges? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	498	89	6.18	2.14
2. Design (appraising and planning the solutions)	488	79	6.51	1.98
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	511	73	6.62	2.10
4. Evaluation (assessing the impact and results)	506	73	6.79	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	460	129	6.01	2.33
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	512	71	6.88	2.27
7. The World Bank Group's approvals and reviews are done in a timely fashion	457	109	6.52	2.16
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	442	117	6.56	2.13
9. The World Bank Group's conditions on its lending are reasonable	440	111	6.59	2.04
10. The World Bank Group takes decisions quickly in Liberia*	442	110	6.12	2.29
11. Working with the World Bank Group increases Liberia's institutional capacity	461	81	7.10	2.09
12. The World Bank Group ensures consistency and continuity through staff changes	418	136	6.74	2.08
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	454	116	6.84	2.14
14. The World Bank Group provides effective implementation support	484	92	7.12	2.15
<b>15. Which of the following best describes the way the World Bank Group operates in Liberia? (Select only one response)</b>	<b>Percentage of Respondents (N=612)</b>			
The World Bank Group's approach to risk is appropriate	32.0%			
Don't know	29.6%			
The World Bank Group does not take enough risk in Liberia	21.7%			
The World Bank Group takes too much risk in Liberia	9.0%			
Prefer not to answer	7.7%			
<b>WBG Staffing</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
16. To what extent do you believe the WBG is adequately staffed in Liberia? (1-To no degree at all, 10-To a very significant degree)	379	232	5.48	2.75

**F. The Future Role of the World Bank Group in Liberia**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=607)
Reach out more to groups outside of Government	39.4%
Provide more adequate data/knowledge/statistics/figures on Liberia's economy	28.5%
Increase the level of capacity development in the country	24.5%
Reduce the complexity of obtaining World Bank Group financing	17.5%
Improve the quality of its experts as related to Liberia's specific challenges	16.3%
Collaborate more effectively with Government clients	15.3%
Ensure greater selectivity in its work	11.9%
Offer more innovative financial products	10.7%
Offer more innovative knowledge services	10.2%
Improve the competitiveness of its financing compared to markets	8.1%
Work faster	7.9%
Increase the level of World Bank Group staffing in Liberia's office	7.2%
Other	0.8%

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

<b>2. When considering the combination of services that the World Bank Group offers in Liberia 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 Liberia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=609)</b>
Financial services	35.1%
Knowledge products	31.0%
The combination is appropriate for Liberia	16.3%
Convening services	11.0%
Don't know	4.3%
None of the above	2.3%

<b>3a. Which THREE areas below would benefit most from the WBG playing a leading role among international partners in Liberia?</b>	<b>Percentage of Respondents (Responses Combined; N=604)</b>
Public financial management	38.1%
Jobs	37.4%
Basic infrastructure	35.1%
Economic governance	27.5%
Capacity of state institutions	22.5%
Improving livelihoods	19.9%
Access to basic services	19.9%
Access to justice systems	19.9%
Conflict resolution mechanisms	13.2%
Reducing violence	12.9%
Security mechanisms	12.4%
Stimulating dialogue to promote peace and stability	11.9%
Social safety nets	11.8%
Social cohesion	8.4%

<b>3b. Which THREE areas below would benefit most from other donors in Liberia?</b>	<b>Percentage of Respondents (Responses Combined; N=593)</b>
Jobs	29.7%
Improving livelihoods	29.0%
Public financial management	26.1%
Economic governance	23.4%
Basic infrastructure	21.6%
Reducing violence	21.4%
Access to basic services	21.1%
Capacity of state institutions	21.1%
Stimulating dialogue to promote peace and stability	20.2%
Access to justice systems	19.6%
Conflict resolution mechanisms	17.9%
Security mechanisms	15.2%
Social safety nets	11.5%
Social cohesion	10.8%



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

<b>4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)</b>	<b>Percentage of Respondents (N=568)</b>
Share more information about the World Bank Group's activities, products, and knowledge	63.4%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	58.1%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	45.4%
Organize more joint meetings and missions with the UN	43.7%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	40.5%
Involve UN experts to a greater degree in World Bank Group activities	26.4%
Other	3.3%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=600)</b>
Local radio	63.3%
Local newspapers	55.3%
Internet	16.2%
Local television	16.2%
International radio	14.5%
International television	7.7%
Periodicals	6.5%
Cable television	5.3%
International newspapers	4.5%
Social media	4.3%
Mobile phones	1.7%
Blogs	1.7%
Other	0.5%
Instant messaging	0.3%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=593)</b>
World Bank Group's seminars/workshops/conferences	31.7%
World Bank Group's publications and other written materials	31.5%
Direct contact with World Bank Group	27.0%
Instant messaging	21.9%
World Bank Group's website	20.1%
Social media	19.9%
e-Newsletters	18.2%
Mobile phones	15.7%
Other	6.7%
Blogs	1.7%

<b>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?</b>	<b>Percentage of Respondents (N=572)</b>
Yes	21.0%
No	79.0%

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

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=528)
Yes	14.0%
No	86.0%

5. Were you able to obtain this information?	Percentage of Respondents (N=71)
Yes	71.8%
No	28.2%

6. Do you have access to the Internet?	Percentage of Respondents (N=577)
Yes	75.9%
No	24.1%

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=569)
Yes	33.9%
No	66.1%

8. Which do you primarily use? (Select only ONE response)	Percentage of Respondents (N=388)
The World Bank Group's country website (www.worldbank.org/liberia)	33.5%
The World Bank Group's main website (www.worldbank.org)	66.5%

9. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=427)
High speed	52.9%
Dial-up	47.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	471	107	4.59	2.55
11. I find the World Bank Group's websites easy to navigate	349	113	6.09	2.52
12. I find the information on the World Bank Group's websites useful	340	111	6.67	2.46
13. The World Bank Group's social media channels are valuable sources of information about the institution	377	151	6.28	2.52
14. When I need information from the World Bank Group I know how to find it	399	140	5.93	2.73
15. The World Bank Group is responsive to my information requests and inquiries	403	147	5.84	2.82

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=592)</b>
NGO	15.4%
Private Sector Organization	12.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	9.5%
Private Foundation	7.3%
Local Government Office or Staff	6.6%
Academia/Research Institute/Think Tank	6.6%
Media	5.4%
Multilateral Agency	5.1%
Bilateral Agency	4.4%
Office of Minister	3.9%
Financial Sector/Private Bank	3.9%
Trade Union	3.4%
Independent Government Institution	2.9%
Community Based Organization	2.7%
Faith-Based Group	2.4%
Office of Parliamentarian	2.0%
Other	1.7%
Judiciary Branch	1.5%
Office of the President, Prime Minister	1.4%
Consultant/Contractor working on World Bank supported project/program	1.2%
Project Management Unit (PMU) overseeing implementation of project	1.0%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=606)</b>
Education	24.3%
Transport	10.9%
Agriculture/rural development/food security	7.1%
Social protection	6.6%
Financial markets/banking	6.4%
Information and communications technology	6.4%
Public sector governance/public financial management/anti-corruption	5.8%
Health/Communicable/non-communicable diseases	4.3%
Job creation/employment	3.8%
Water and sanitation	3.6%
Other	3.5%
Energy	3.3%
Private sector development/foreign direct investment	3.1%
Gender equity/equality of opportunity	2.3%
Urban development	2.3%
Law and justice/regulatory framework	2.0%
Natural resource management/environmental sustainability	2.0%
Generalist	1.8%
Climate change/disaster management	.5%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=529)</b>
Yes	25.1%
No	74.9%
<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Liberia? (Select all that apply)</b>	<b>Percentage of Respondents (Responses Combined; N=274)</b>
Other	37.2%
The World Bank (IDA)	36.1%
The International Finance Corporation (IFC)	32.8%
<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=436)</b>
Yes	20.4%
No	79.6%
<b>6. Which of the following describes most of your exposure to the World Bank Group in Liberia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=88)</b>
Collaborating but needs improvement	45.5%
Working well together	31.8%
Don't know	9.1%
Other	8.0%
In conflict	5.7%
<b>7. Which of the following describes most of your exposure to the World Bank Group in Liberia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=528)</b>
Observer	51.3%
Use World Bank Group reports/data	32.4%
Collaborate as part of my professional duties	25.4%
Engage in World Bank Group related/sponsored events/activities	22.2%
Use World Bank Group website for information, data, research, etc.	19.1%
<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=598)</b>
Monrovia, greater Monrovia area	36.1%
South East	32.4%
Central, Western Liberia	20.1%
Northern Liberia	11.4%

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

### A. General Issues facing Liberia

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
The right direction	38.7%	91.7%	75.8%	71.1%	46.4%	65.9%	56.4%	67.7%	76.5%	68.4%	84.2%
The wrong direction	32.3%	0.0%	12.1%	13.2%	26.8%	18.7%	13.8%	9.7%	11.8%	7.9%	10.5%
Not sure	29.0%	8.3%	12.1%	15.8%	26.8%	15.4%	29.8%	22.6%	11.8%	23.7%	5.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Social protection*	3.3%	0.0%	6.3%	15.8%	1.8%	2.2%	4.4%	3.2%	0.0%	10.3%	15.8%
Transport*	20.0%	33.3%	31.7%	34.2%	7.3%	22.6%	35.4%	32.3%	6.3%	28.2%	26.3%
Security/stabilization/reconstruction	20.0%	16.7%	11.1%	10.5%	5.5%	5.4%	7.2%	12.9%	6.3%	12.8%	21.1%
Public sector governance/ reform	3.3%	8.3%	20.6%	5.3%	1.8%	7.5%	9.4%	6.5%	12.5%	10.3%	10.5%
Global/regional integration*	3.3%	0.0%	0.0%	0.0%	9.1%	0.0%	1.1%	3.2%	0.0%	2.6%	0.0%
Gender equity	10.0%	0.0%	6.3%	5.3%	1.8%	4.3%	2.2%	0.0%	0.0%	5.1%	10.5%
Domestic private sector development	6.7%	0.0%	1.6%	0.0%	0.0%	5.4%	3.9%	0.0%	12.5%	0.0%	0.0%
Foreign direct investment	6.7%	0.0%	1.6%	0.0%	7.3%	5.4%	7.2%	3.2%	6.3%	17.9%	5.3%
Water and sanitation*	3.3%	25.0%	3.2%	7.9%	7.3%	1.1%	4.4%	22.6%	6.3%	0.0%	5.3%
Energy	33.3%	33.3%	36.5%	39.5%	45.5%	40.9%	39.8%	19.4%	43.8%	17.9%	15.8%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	5.5%	3.2%	1.7%	3.2%	0.0%	0.0%	0.0%
Job creation/employment*	20.0%	41.7%	38.1%	34.2%	9.1%	29.0%	37.0%	32.3%	18.8%	20.5%	21.1%
Rural development	13.3%	0.0%	3.2%	5.3%	5.5%	0.0%	2.8%	6.5%	6.3%	5.1%	5.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	3.2%	5.3%	3.6%	1.1%	6.1%	0.0%	0.0%	7.7%	0.0%
Environmental sustainability	3.3%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	8.3%	1.6%	0.0%	1.8%	0.0%	3.3%	3.2%	0.0%	2.6%	0.0%
Health*	16.7%	16.7%	30.2%	31.6%	21.8%	8.6%	13.8%	29.0%	31.3%	23.1%	15.8%
Education	60.0%	66.7%	49.2%	50.0%	58.2%	59.1%	44.2%	32.3%	50.0%	46.2%	36.8%
Poverty reduction*	3.3%	8.3%	6.3%	13.2%	9.1%	21.5%	12.7%	16.1%	6.3%	28.2%	5.3%
Food security	13.3%	0.0%	7.9%	13.2%	9.1%	7.5%	11.6%	6.5%	18.8%	7.7%	21.1%
Social cohesion*	20.0%	8.3%	3.2%	2.6%	25.5%	4.3%	6.1%	0.0%	0.0%	0.0%	0.0%
Climate change	3.3%	0.0%	1.6%	2.6%	1.8%	1.1%	0.6%	3.2%	12.5%	0.0%	0.0%
Agricultural development	6.7%	0.0%	3.2%	7.9%	3.6%	9.7%	6.1%	9.7%	25.0%	12.8%	10.5%
Trade and exports	3.3%	0.0%	1.6%	0.0%	3.6%	0.0%	1.7%	0.0%	0.0%	2.6%	0.0%
Preventing crime and violence	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	1.7%	0.0%	6.3%	0.0%	0.0%
Economic growth*	3.3%	0.0%	4.8%	2.6%	5.5%	20.4%	11.6%	19.4%	6.3%	23.1%	5.3%
Law and justice*	3.3%	8.3%	1.6%	2.6%	1.8%	7.5%	1.7%	6.5%	6.3%	0.0%	15.8%
Regulatory framework	0.0%	0.0%	1.6%	0.0%	3.6%	1.1%	0.6%	0.0%	0.0%	0.0%	0.0%
Controlling communicable/non-communicable diseases	0.0%	0.0%	3.2%	2.6%	9.1%	4.3%	2.8%	3.2%	0.0%	2.6%	0.0%
Local governance and institutions*	6.7%	0.0%	0.0%	0.0%	0.0%	3.2%	0.6%	0.0%	6.3%	2.6%	10.5%
Natural resource management	6.7%	25.0%	6.3%	2.6%	5.5%	3.2%	5.5%	3.2%	0.0%	0.0%	10.5%
Anti corruption*	0.0%	0.0%	4.8%	0.0%	14.5%	9.7%	6.1%	12.9%	0.0%	10.3%	21.1%
Disaster risk management	0.0%	0.0%	1.6%	0.0%	5.5%	4.3%	3.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	3.3%	0.0%	3.2%	0.0%	3.6%	1.1%	1.1%	9.7%	12.5%	0.0%	10.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation	7.1%	8.3%	7.4%	10.3%	12.7%	10.9%	9.9%	3.1%	0.0%	7.7%	15.8%
Equality of opportunity	21.4%	25.0%	16.2%	0.0%	16.4%	8.7%	8.8%	12.5%	6.7%	10.3%	21.1%
Economic growth	28.6%	0.0%	29.4%	30.8%	21.8%	25.0%	28.7%	25.0%	20.0%	41.0%	36.8%
Climate change	0.0%	0.0%	1.5%	0.0%	0.0%	1.1%	0.6%	3.1%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	1.5%	0.0%	0.0%	2.2%	0.6%	0.0%	0.0%	0.0%	0.0%
Global/regional integration*	17.9%	8.3%	1.5%	2.6%	27.3%	5.4%	5.0%	3.1%	6.7%	0.0%	0.0%
Gender equity	10.7%	0.0%	7.4%	5.1%	16.4%	5.4%	3.9%	9.4%	0.0%	5.1%	10.5%
Rural development*	10.7%	0.0%	17.6%	2.6%	5.5%	5.4%	5.0%	15.6%	6.7%	17.9%	15.8%
Urban development	0.0%	0.0%	1.5%	2.6%	5.5%	2.2%	3.9%	3.1%	6.7%	2.6%	5.3%
Regulatory framework	0.0%	8.3%	1.5%	0.0%	5.5%	0.0%	0.6%	0.0%	0.0%	2.6%	0.0%
Local governance and institutions	7.1%	0.0%	4.4%	2.6%	5.5%	1.1%	3.3%	0.0%	6.7%	2.6%	5.3%
Social protection	7.1%	0.0%	5.9%	5.1%	5.5%	1.1%	1.7%	0.0%	0.0%	0.0%	5.3%
Law and justice	14.3%	0.0%	5.9%	10.3%	9.1%	13.0%	9.9%	3.1%	6.7%	0.0%	0.0%
Transport*	3.6%	25.0%	16.2%	20.5%	0.0%	6.5%	15.5%	3.1%	0.0%	10.3%	5.3%
Preventing crime and violence	0.0%	0.0%	0.0%	0.0%	3.6%	1.1%	1.1%	6.3%	0.0%	2.6%	0.0%
Controlling communicable/non-communicable diseases*	0.0%	0.0%	0.0%	5.1%	3.6%	2.2%	0.0%	6.3%	0.0%	7.7%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.6%	12.5%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	10.7%	0.0%	2.9%	2.6%	0.0%	3.3%	1.1%	9.4%	0.0%	5.1%	0.0%
Anti corruption*	0.0%	8.3%	2.9%	7.7%	3.6%	20.7%	11.0%	12.5%	20.0%	30.8%	15.8%
Domestic private sector development*	7.1%	16.7%	11.8%	5.1%	0.0%	2.2%	3.3%	0.0%	26.7%	0.0%	5.3%
Foreign direct investment*	7.1%	0.0%	7.4%	0.0%	1.8%	21.7%	11.0%	3.1%	6.7%	20.5%	5.3%
Energy*	28.6%	33.3%	23.5%	20.5%	43.6%	23.9%	36.5%	15.6%	20.0%	15.4%	15.8%
Public sector governance/ reform	7.1%	8.3%	10.3%	5.1%	5.5%	3.3%	5.0%	9.4%	20.0%	0.0%	10.5%
Social cohesion*	7.1%	8.3%	0.0%	0.0%	3.6%	1.1%	0.6%	0.0%	0.0%	0.0%	0.0%
Education*	25.0%	50.0%	30.9%	28.2%	10.9%	33.7%	35.4%	53.1%	26.7%	15.4%	21.1%
Natural resource management*	0.0%	0.0%	7.4%	12.8%	0.0%	19.6%	13.3%	15.6%	26.7%	33.3%	5.3%
Environmental sustainability	3.6%	0.0%	2.9%	2.6%	1.8%	2.2%	0.6%	0.0%	0.0%	2.6%	0.0%
Health	7.1%	16.7%	22.1%	23.1%	25.5%	14.1%	19.9%	15.6%	0.0%	10.3%	21.1%
Agricultural development	28.6%	16.7%	30.9%	43.6%	9.1%	23.9%	22.7%	28.1%	33.3%	25.6%	21.1%
Disaster risk management	3.6%	0.0%	1.5%	0.0%	5.5%	3.3%	1.7%	0.0%	6.7%	2.6%	5.3%
Job creation/employment*	7.1%	58.3%	25.0%	35.9%	10.9%	26.1%	23.2%	21.9%	13.3%	23.1%	31.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	5.5%	1.1%	2.8%	3.1%	6.7%	5.1%	0.0%
Trade and exports	10.7%	0.0%	0.0%	2.6%	7.3%	1.1%	5.0%	0.0%	6.7%	0.0%	0.0%
Food security*	17.9%	8.3%	2.9%	10.3%	27.3%	5.4%	8.3%	6.3%	20.0%	0.0%	15.8%

\*Significantly different between stakeholder groups

**A. General Issues facing Liberia (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 Liberia?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Energy	30.0%	41.7%	30.9%	41.0%	33.3%	46.7%	46.1%	37.5%	20.0%	48.7%	42.1%
Gender equity*	26.7%	0.0%	5.9%	0.0%	33.3%	4.3%	4.4%	3.1%	6.7%	5.1%	0.0%
Equality of opportunity	3.3%	0.0%	8.8%	2.6%	7.4%	6.5%	5.0%	0.0%	6.7%	2.6%	0.0%
Global/regional integration	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	2.6%	10.5%
Social protection	6.7%	0.0%	1.5%	0.0%	0.0%	2.2%	1.1%	0.0%	0.0%	0.0%	5.3%
Climate change*	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Anti corruption	6.7%	0.0%	13.2%	7.7%	7.4%	10.9%	13.3%	15.6%	26.7%	15.4%	10.5%
Disaster risk management*	6.7%	0.0%	0.0%	2.6%	9.3%	3.3%	1.1%	0.0%	6.7%	0.0%	5.3%
Regional conflict and tensions	3.3%	0.0%	1.5%	0.0%	3.7%	2.2%	1.1%	0.0%	0.0%	2.6%	0.0%
Rural development*	6.7%	0.0%	8.8%	5.1%	7.4%	1.1%	4.4%	12.5%	20.0%	0.0%	5.3%
Foreign direct investment	13.3%	8.3%	20.6%	7.7%	11.1%	16.3%	11.1%	6.3%	13.3%	17.9%	15.8%
Urban development	10.0%	8.3%	0.0%	7.7%	5.6%	4.3%	3.9%	0.0%	0.0%	2.6%	0.0%
Water and sanitation	3.3%	8.3%	0.0%	5.1%	13.0%	3.3%	3.9%	6.3%	0.0%	5.1%	0.0%
Trade and exports*	16.7%	33.3%	33.8%	7.7%	3.7%	7.6%	6.7%	15.6%	6.7%	12.8%	21.1%
Information and communications technology	0.0%	0.0%	1.5%	5.1%	5.6%	1.1%	1.7%	6.3%	6.7%	2.6%	5.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	3.7%	2.2%	0.6%	0.0%	0.0%	0.0%	0.0%
Controlling communicable/non-communicable diseases*	6.7%	0.0%	0.0%	0.0%	5.6%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%
Social cohesion	6.7%	0.0%	0.0%	2.6%	5.6%	1.1%	1.7%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	20.0%	8.3%	17.6%	10.3%	5.6%	6.5%	7.2%	12.5%	0.0%	2.6%	10.5%
Domestic private sector development	6.7%	16.7%	13.2%	5.1%	1.9%	4.3%	6.1%	0.0%	13.3%	2.6%	15.8%
Job creation/employment	16.7%	33.3%	32.4%	43.6%	14.8%	27.2%	32.8%	40.6%	26.7%	28.2%	21.1%
Agricultural development	30.0%	33.3%	25.0%	35.9%	22.2%	33.7%	30.6%	34.4%	13.3%	35.9%	52.6%
Food security	20.0%	8.3%	17.6%	17.9%	20.4%	9.8%	11.1%	3.1%	0.0%	5.1%	26.3%
Transport*	6.7%	25.0%	10.3%	12.8%	3.7%	22.8%	25.6%	12.5%	26.7%	28.2%	5.3%
Security/stabilization/reconstruction*	3.3%	0.0%	0.0%	0.0%	1.9%	14.1%	4.4%	9.4%	6.7%	7.7%	5.3%
Education	16.7%	25.0%	22.1%	20.5%	11.1%	18.5%	25.6%	25.0%	40.0%	12.8%	0.0%
Natural resource management*	6.7%	16.7%	11.8%	23.1%	3.7%	19.6%	20.0%	34.4%	33.3%	35.9%	5.3%
Environmental sustainability	0.0%	0.0%	1.5%	2.6%	1.9%	2.2%	1.1%	0.0%	6.7%	0.0%	5.3%
Health	6.7%	8.3%	11.8%	17.9%	20.4%	10.9%	11.7%	9.4%	0.0%	17.9%	10.5%
Law and justice	3.3%	0.0%	1.5%	0.0%	1.9%	5.4%	2.2%	0.0%	0.0%	2.6%	0.0%
Local governance and institutions	0.0%	0.0%	2.9%	0.0%	0.0%	1.1%	0.6%	0.0%	0.0%	0.0%	5.3%
Preventing crime and violence	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	6.7%	0.0%	0.0%
Financial markets*	10.0%	25.0%	1.5%	15.4%	35.2%	8.7%	8.3%	9.4%	6.7%	2.6%	15.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minster/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Better employment opportunities for young people*	32.0%	41.7%	37.9%	57.1%	8.9%	28.9%	36.2%	25.9%	25.0%	25.0%	26.3%
Better employment opportunities for women*	44.0%	8.3%	19.0%	0.0%	46.7%	7.2%	12.9%	11.1%	6.3%	13.9%	5.3%
Greater access to micro-finance for the poor	20.0%	25.0%	20.7%	14.3%	20.0%	16.9%	10.4%	25.9%	18.8%	8.3%	15.8%
Greater voice and participation for citizens to help ensure greater accountability*	16.0%	25.0%	12.1%	5.7%	15.6%	12.0%	9.8%	11.1%	43.8%	11.1%	15.8%
Greater access to health and nutrition for citizens	4.0%	8.3%	5.2%	11.4%	20.0%	4.8%	7.4%	14.8%	6.3%	2.8%	5.3%
Better entrepreneurial opportunities	8.0%	16.7%	27.6%	25.7%	11.1%	28.9%	23.9%	25.9%	12.5%	33.3%	21.1%
A growing middle class*	8.0%	8.3%	5.2%	11.4%	15.6%	19.3%	27.6%	7.4%	18.8%	25.0%	31.6%
Better opportunity for the poor who live in rural areas*	16.0%	0.0%	19.0%	8.6%	28.9%	9.6%	6.7%	7.4%	0.0%	8.3%	21.1%
Better opportunity for the poor who live in urban areas*	24.0%	0.0%	5.2%	0.0%	11.1%	7.2%	6.1%	11.1%	0.0%	2.8%	5.3%
Consistent economic growth	8.0%	0.0%	3.4%	11.4%	8.9%	13.3%	16.0%	11.1%	12.5%	22.2%	31.6%
More reliable social safety net	0.0%	0.0%	0.0%	2.9%	0.0%	2.4%	1.8%	3.7%	6.3%	2.8%	5.3%
Greater equity of fiscal policy	0.0%	0.0%	3.4%	2.9%	0.0%	6.0%	3.7%	3.7%	6.3%	0.0%	0.0%
Education and training that better ensure job opportunity*	24.0%	66.7%	37.9%	42.9%	11.1%	39.8%	35.0%	29.6%	37.5%	44.4%	21.1%
Better quality public services	0.0%	0.0%	5.2%	2.9%	2.2%	3.6%	1.8%	7.4%	6.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ Consultant			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
How familiar are you with the work of the World Bank Group in Liberia?*	30	5.20	2.89	12	5.50	3.53	66	5.47	2.97	34	5.97	3.19	52	6.42	2.59	92	4.70	2.31	178	5.17	2.43	30	4.33	2.20	17	4.00	3.08	39	4.90	2.36	18	5.89	2.95

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Ministry/Consultant /PMU			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall, please rate your impression of the World Bank Group's effectiveness in Liberia.	22	6.36	2.90	10	6.10	3.28	58	6.48	2.82	31	7.16	2.89	44	6.95	2.05	77	6.55	1.85	161	6.29	2.15	22	6.36	2.30	12	6.58	2.15	33	5.97	2.14	16	6.63	2.90

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Ministry/ Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	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 Liberia solve its most complicated development challenges?	22	7.36	2.70	7	7.57	2.44	51	6.39	2.63	30	7.73	2.35	42	6.93	2.23	81	7.42	2.34	151	7.27	2.50	25	7.16	1.86	12	6.08	2.57	30	7.53	2.57	14	6.64	2.68

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



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Social protection	3.3%	0.0%	1.5%	10.3%	3.7%	1.1%	1.1%	3.2%	0.0%	7.7%	5.3%
Security/stabilization/reconstruction*	16.7%	8.3%	2.9%	15.4%	7.4%	12.1%	8.9%	6.5%	43.8%	2.6%	10.5%
Public sector governance/ reform*	20.0%	16.7%	32.4%	12.8%	1.9%	3.3%	6.7%	9.7%	0.0%	15.4%	36.8%
Transport*	6.7%	41.7%	23.5%	20.5%	5.6%	16.5%	32.4%	12.9%	6.3%	28.2%	15.8%
Poverty reduction	16.7%	33.3%	20.6%	20.5%	18.5%	16.5%	15.6%	19.4%	6.3%	12.8%	15.8%
Global/regional integration*	10.0%	0.0%	1.5%	5.1%	13.0%	4.4%	1.1%	0.0%	0.0%	0.0%	0.0%
Gender equity*	3.3%	0.0%	1.5%	0.0%	7.4%	1.1%	1.7%	6.5%	18.8%	2.6%	5.3%
Preventing crime and violence	0.0%	0.0%	0.0%	0.0%	3.7%	3.3%	0.6%	0.0%	0.0%	2.6%	5.3%
Rural development*	3.3%	8.3%	1.5%	2.6%	5.6%	2.2%	5.6%	12.9%	6.3%	7.7%	26.3%
Domestic private sector development	10.0%	8.3%	7.4%	0.0%	9.3%	3.3%	2.2%	0.0%	6.3%	7.7%	10.5%
Foreign direct investment*	0.0%	0.0%	1.5%	2.6%	5.6%	3.3%	3.9%	12.9%	6.3%	25.6%	0.0%
Water and sanitation	3.3%	8.3%	1.5%	2.6%	1.9%	2.2%	3.4%	12.9%	6.3%	5.1%	5.3%
Energy*	36.7%	33.3%	32.4%	38.5%	53.7%	33.0%	49.7%	38.7%	12.5%	30.8%	21.1%
Social cohesion	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	20.0%	41.7%	17.6%	25.6%	5.6%	20.9%	24.6%	9.7%	25.0%	12.8%	26.3%
Financial markets	3.3%	0.0%	2.9%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	1.5%	0.0%	1.9%	0.0%	1.1%	3.2%	0.0%	2.6%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	6.3%	0.0%	5.3%
Equality of opportunity	10.0%	0.0%	10.3%	2.6%	0.0%	9.9%	4.5%	6.5%	12.5%	10.3%	0.0%
Regional conflict and tensions	3.3%	0.0%	0.0%	0.0%	0.0%	2.2%	2.2%	3.2%	0.0%	0.0%	0.0%
Health*	53.3%	16.7%	30.9%	38.5%	75.9%	48.4%	36.9%	38.7%	37.5%	30.8%	26.3%
Education*	26.7%	41.7%	47.1%	46.2%	20.4%	51.6%	51.4%	45.2%	62.5%	46.2%	15.8%
Food security*	13.3%	25.0%	4.4%	12.8%	5.6%	2.2%	5.6%	0.0%	0.0%	2.6%	5.3%
Climate change	3.3%	0.0%	4.4%	0.0%	5.6%	3.3%	0.6%	0.0%	12.5%	0.0%	0.0%
Agricultural development*	13.3%	0.0%	19.1%	15.4%	3.7%	5.5%	5.0%	19.4%	0.0%	7.7%	15.8%
Trade and exports	3.3%	0.0%	4.4%	5.1%	7.4%	3.3%	1.7%	0.0%	0.0%	2.6%	0.0%
Economic growth*	6.7%	8.3%	2.9%	10.3%	9.3%	28.6%	11.2%	9.7%	12.5%	15.4%	10.5%
Law and justice	0.0%	8.3%	2.9%	2.6%	1.9%	5.5%	2.8%	6.5%	12.5%	2.6%	10.5%
Local governance and institutions	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	2.8%	3.2%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	1.1%	3.2%	0.0%	0.0%	0.0%
Controlling communicable/non-communicable diseases*	0.0%	0.0%	1.5%	0.0%	9.3%	2.2%	1.1%	0.0%	6.3%	7.7%	5.3%
Natural resource management	3.3%	0.0%	10.3%	5.1%	1.9%	2.2%	6.7%	6.5%	0.0%	5.1%	15.8%
Information and communications technology	3.3%	0.0%	2.9%	0.0%	0.0%	1.1%	0.6%	3.2%	0.0%	2.6%	0.0%
Anti corruption	3.3%	0.0%	0.0%	5.1%	5.6%	5.5%	2.2%	6.5%	0.0%	2.6%	5.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	1.9%	1.1%	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 Liberia?

Greatest Value	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Percentage of Respondents											
Convening/facilitating*	7.4%	0.0%	1.7%	0.0%	5.7%	19.8%	11.3%	10.3%	12.5%	23.5%	0.0%
Data*	37.0%	0.0%	6.9%	5.4%	35.8%	7.7%	3.0%	3.4%	18.8%	5.9%	0.0%
Policy advice, studies, analyses	14.8%	0.0%	10.3%	0.0%	15.1%	12.1%	15.5%	17.2%	12.5%	11.8%	5.6%
Financial resources	14.8%	36.4%	32.8%	29.7%	15.1%	18.7%	17.3%	17.2%	31.3%	8.8%	33.3%
Capacity development*	14.8%	63.6%	29.3%	51.4%	11.3%	19.8%	31.0%	31.0%	12.5%	32.4%	33.3%
Technical assistance	3.7%	0.0%	8.6%	8.1%	1.9%	12.1%	9.5%	3.4%	12.5%	11.8%	11.1%
Mobilizing third party financial resources	3.7%	0.0%	1.7%	0.0%	3.8%	2.2%	1.2%	3.4%	6.3%	5.9%	5.6%
Donor coordination	3.7%	0.0%	8.6%	5.4%	3.8%	5.5%	7.7%	6.9%	0.0%	0.0%	0.0%
Linkage to South-South knowledge sharing	0.0%	0.0%	0.0%	0.0%	3.8%	1.1%	1.2%	3.4%	0.0%	0.0%	0.0%
Strategy formulation	0.0%	0.0%	0.0%	0.0%	3.8%	1.1%	0.6%	3.4%	6.3%	0.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	5.6%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Percentage of Respondents											
Convening/facilitating	0.0%	0.0%	1.7%	5.4%	5.7%	4.4%	2.9%	3.4%	6.3%	2.9%	5.6%
Data*	0.0%	0.0%	3.4%	0.0%	15.1%	4.4%	4.7%	3.4%	6.3%	0.0%	5.6%
Policy advice, studies, analyses	29.6%	25.0%	10.2%	5.4%	11.3%	7.7%	15.9%	13.8%	18.8%	14.7%	5.6%
Financial resources*	22.2%	0.0%	11.9%	27.0%	26.4%	23.1%	14.1%	34.5%	12.5%	11.8%	0.0%
Capacity development	22.2%	8.3%	27.1%	8.1%	17.0%	19.8%	21.2%	20.7%	18.8%	23.5%	22.2%
Technical assistance	7.4%	33.3%	25.4%	29.7%	5.7%	18.7%	20.0%	10.3%	31.3%	20.6%	16.7%
Mobilizing third party financial resources	0.0%	25.0%	5.1%	5.4%	5.7%	4.4%	4.7%	6.9%	6.3%	8.8%	11.1%
Donor coordination	0.0%	8.3%	10.2%	8.1%	7.5%	9.9%	11.2%	3.4%	0.0%	5.9%	16.7%
Linkage to South-South knowledge sharing	3.7%	0.0%	3.4%	2.7%	3.8%	3.3%	1.8%	0.0%	6.3%	5.9%	11.1%
Strategy formulation	11.1%	0.0%	1.7%	5.4%	0.0%	4.4%	3.5%	3.4%	6.3%	5.9%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Ministry/ Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Convening/facilitating*	22	3.86	2.08	5	6.60	1.34	43	5.88	2.41	19	6.47	2.34	45	4.82	1.89	69	6.09	2.22	126	6.33	2.00	22	5.95	2.21	12	4.83	2.17	27	4.96	1.79	13	6.15	3.18
Data	22	6.18	2.30	5	7.80	.84	44	6.64	2.41	20	7.05	2.52	40	5.78	1.76	67	5.99	2.19	124	6.27	2.13	21	6.67	2.39	14	6.07	2.81	27	6.11	1.50	13	7.00	2.80
Policy advice, studies, analyses*	17	4.59	2.76	7	6.57	1.51	44	6.95	2.55	20	7.25	2.27	34	5.18	1.70	65	6.35	2.03	125	6.28	2.04	21	6.24	1.89	12	6.83	2.55	26	6.46	1.86	14	6.71	3.56
Financial resources	22	6.36	2.61	8	7.63	1.51	49	6.76	2.94	26	7.69	2.26	33	5.82	2.40	68	6.60	2.14	134	6.81	2.20	22	7.36	2.06	11	6.36	2.46	29	6.31	2.19	16	7.56	2.80
Technical assistance	20	5.60	2.41	6	8.00	1.41	49	6.69	2.56	21	6.52	2.94	42	5.79	2.15	70	6.44	2.18	131	6.66	2.08	20	6.35	1.95	11	6.00	2.61	27	6.37	2.36	13	7.62	2.43
Mobilizing third party financial resources*	23	5.13	2.91	8	8.38	1.30	43	6.37	2.50	15	7.40	1.84	41	5.59	1.84	65	6.40	1.83	118	6.57	2.01	19	6.11	1.49	9	5.33	2.06	23	5.65	1.64	14	6.07	3.12
Donor coordination*	22	5.77	2.25	8	8.25	2.05	47	7.15	2.55	18	8.06	2.07	44	6.14	2.02	68	6.60	2.12	123	6.80	2.12	21	6.76	2.49	11	5.45	2.62	27	6.26	2.10	16	7.00	2.58
Linkage to South-South knowledge sharing	19	5.47	2.67	4	6.75	1.71	40	6.28	2.49	12	6.50	2.07	38	5.74	1.69	64	6.20	2.15	119	6.30	2.24	20	5.60	1.93	10	5.80	2.82	26	5.85	1.95	13	5.54	3.13
Strategy formulation	24	6.29	2.79	4	7.00	2.45	46	6.43	2.68	18	6.61	2.25	43	5.84	1.95	64	6.52	1.96	120	6.65	2.16	20	6.50	1.85	10	5.80	2.39	27	5.93	2.02	15	7.13	2.95

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

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	26	6.96	2.86	8	8.38	2.00	54	7.33	2.66	27	7.63	2.95	48	4.85	1.81	84	6.98	2.44	169	7.78	2.13	26	7.85	2.03	15	5.93	3.06	37	7.35	2.69	17	7.06	3.27
The public sector, related to implementation of specific development projects on the ground*	20	6.50	3.12	10	8.60	1.65	56	7.39	2.54	28	8.04	2.28	48	5.29	1.80	82	7.16	2.10	165	7.85	2.09	26	7.42	1.63	15	6.80	2.51	36	7.25	2.68	15	7.07	3.28
The public sector, related to changing institutions*	19	6.47	3.31	9	7.44	2.65	48	6.85	2.48	26	7.88	2.29	46	5.26	1.67	82	7.11	1.94	160	7.65	2.13	25	7.40	1.63	12	6.50	2.43	37	7.14	2.66	13	6.31	3.35
The private sector, related to institutional and policy change*	22	6.68	3.01	8	7.75	2.55	51	7.53	2.35	24	7.50	2.70	46	5.48	1.87	84	7.01	2.09	164	7.48	2.37	25	7.36	1.89	11	6.00	2.83	36	7.58	2.56	16	6.38	3.40

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Project implementation*	27	5.89	3.13	7	6.86	2.27	52	6.44	2.65	25	7.32	2.58	53	4.92	2.23	72	6.11	2.49	146	6.35	2.37	21	6.43	2.18	16	6.50	2.94	30	6.67	2.71	16	6.25	3.30
Citizen engagement	22	5.64	2.61	4	5.25	3.50	40	5.30	2.95	26	7.35	2.42	50	5.26	2.00	68	6.29	2.12	137	5.96	2.39	19	6.21	2.15	14	6.14	2.74	29	5.79	2.50	11	6.36	3.23
Policy design	24	6.71	2.48	5	7.00	1.87	48	6.56	2.70	25	7.64	2.45	47	5.45	2.08	69	6.42	2.17	143	6.36	2.19	20	6.45	1.93	15	5.87	2.83	28	5.93	2.79	13	6.31	3.75

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Ministry/ Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Project implementation*	27	6.78	2.69	9	9.22	1.30	54	7.50	2.75	27	8.11	2.44	49	5.43	2.37	82	7.60	2.46	148	7.74	2.13	26	7.31	2.59	16	7.75	2.65	35	8.69	1.49	17	7.65	3.37
Citizen engagement*	26	7.08	2.56	7	9.86	.38	48	7.60	2.92	29	7.62	2.99	48	5.60	2.03	76	7.70	2.05	145	7.88	2.15	24	7.75	2.23	15	6.87	2.33	35	8.51	1.85	15	7.13	2.95
Policy design*	28	7.54	2.43	8	7.38	3.46	56	7.39	2.85	27	8.11	2.64	51	5.69	2.22	78	7.97	1.97	149	7.70	2.17	22	7.77	1.80	16	6.63	2.00	33	8.30	2.24	15	8.60	2.23

\*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 Liberia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minster/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Staff too inaccessible*	10.3%	30.0%	14.9%	27.8%	1.9%	28.1%	26.7%	35.5%	6.3%	24.3%	22.2%
Not exploring alternative policy options	13.8%	0.0%	6.0%	0.0%	9.3%	3.4%	5.1%	3.2%	6.3%	0.0%	5.6%
Not adequately sensitive to political/social realities in Liberia*	17.2%	20.0%	11.9%	2.8%	16.7%	13.5%	3.4%	9.7%	12.5%	0.0%	16.7%
Not enough public disclosure of its work*	20.7%	60.0%	37.3%	30.6%	18.5%	56.2%	47.2%	54.8%	56.3%	51.4%	27.8%
Arrogant in its approach*	10.3%	0.0%	1.5%	2.8%	37.0%	12.4%	9.7%	0.0%	12.5%	2.7%	5.6%
Not aligned with country priorities	6.9%	0.0%	6.0%	2.8%	9.3%	2.2%	6.3%	6.5%	0.0%	2.7%	0.0%
The credibility of its knowledge/data*	20.7%	0.0%	0.0%	2.8%	16.7%	3.4%	3.4%	3.2%	0.0%	2.7%	5.6%
World Bank Group's processes too complex*	10.3%	10.0%	10.4%	8.3%	25.9%	10.1%	11.4%	9.7%	37.5%	10.8%	5.6%
Not willing to honestly criticize policies and reform efforts in the country*	6.9%	10.0%	9.0%	19.4%	22.2%	11.2%	10.8%	9.7%	18.8%	13.5%	61.1%
Too influenced by developed countries*	13.8%	20.0%	20.9%	13.9%	14.8%	5.6%	8.5%	0.0%	12.5%	5.4%	22.2%
Imposing technocratic solutions without regard to political realities	6.9%	0.0%	3.0%	2.8%	5.6%	2.2%	2.3%	3.2%	6.3%	2.7%	5.6%
World Bank Group's processes too slow*	27.6%	0.0%	11.9%	8.3%	1.9%	3.4%	5.7%	12.9%	6.3%	8.1%	5.6%
Too bureaucratic in its operational policies and procedures	20.7%	10.0%	26.9%	19.4%	11.1%	23.6%	19.3%	22.6%	12.5%	24.3%	0.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	6.3%	0.0%	0.0%
Not collaborating enough with non-state actors*	3.4%	10.0%	13.4%	8.3%	1.9%	7.9%	18.8%	9.7%	0.0%	18.9%	5.6%
Not client focused	0.0%	0.0%	1.5%	0.0%	0.0%	1.1%	1.7%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	3.4%	0.0%	0.0%	2.8%	0.0%	0.0%	1.1%	0.0%	6.3%	2.7%	5.6%
Not focused enough on issues that are unique to post-conflict countries	0.0%	10.0%	3.0%	2.8%	1.9%	0.0%	1.1%	3.2%	0.0%	0.0%	0.0%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.0%	7.5%	8.3%	0.0%	9.0%	6.3%	0.0%	0.0%	16.2%	11.1%
Other*	3.4%	10.0%	0.0%	0.0%	0.0%	0.0%	0.6%	3.2%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	4.5%	16.7%	1.9%	3.4%	4.5%	6.5%	0.0%	2.7%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minster/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Capacity development*	36.7%	63.6%	60.6%	64.1%	14.3%	50.5%	58.5%	43.8%	58.8%	51.3%	57.9%
Policy based lending / budget support to the Government*	36.7%	18.2%	18.2%	23.1%	33.9%	13.2%	14.8%	25.0%	17.6%	10.3%	31.6%
Knowledge products/services*	16.7%	9.1%	9.1%	10.3%	30.4%	27.5%	15.3%	18.8%	17.6%	17.9%	5.3%
Investment lending*	10.0%	9.1%	30.3%	12.8%	28.6%	15.4%	18.0%	12.5%	47.1%	17.9%	21.1%
Technical assistance	33.3%	36.4%	27.3%	25.6%	23.2%	22.0%	22.4%	15.6%	17.6%	30.8%	5.3%
Trust Fund management	26.7%	18.2%	27.3%	35.9%	30.4%	42.9%	43.7%	37.5%	17.6%	46.2%	31.6%
Co-financing arrangements	6.7%	27.3%	7.6%	12.8%	19.6%	15.4%	9.8%	18.8%	5.9%	7.7%	21.1%
Sector-wide approaches*	16.7%	0.0%	4.5%	5.1%	10.7%	4.4%	2.7%	6.3%	11.8%	0.0%	21.1%
Emergency Recovery lending	6.7%	0.0%	7.6%	7.7%	7.1%	3.3%	7.7%	9.4%	5.9%	10.3%	5.3%
Other	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	5.3%
Don't know	3.3%	0.0%	1.5%	0.0%	1.8%	2.2%	1.1%	6.3%	0.0%	2.6%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Academia/think tanks/research institutes*	10.0%	18.2%	19.7%	5.1%	27.8%	13.0%	7.1%	21.9%	23.5%	25.6%	15.8%
Donor community	13.3%	27.3%	12.1%	20.5%	9.3%	6.5%	12.1%	12.5%	0.0%	0.0%	21.1%
Media	23.3%	27.3%	15.2%	25.6%	20.4%	16.3%	28.0%	31.3%	11.8%	12.8%	21.1%
NGOs*	40.0%	18.2%	30.3%	17.9%	22.2%	27.2%	39.6%	18.8%	11.8%	25.6%	21.1%
Local Government*	20.0%	27.3%	28.8%	48.7%	18.5%	17.4%	20.9%	15.6%	11.8%	15.4%	26.3%
Private sector*	10.0%	0.0%	21.2%	10.3%	24.1%	47.8%	29.1%	18.8%	41.2%	53.8%	15.8%
Parliament*	10.0%	27.3%	4.5%	5.1%	20.4%	10.9%	4.4%	6.3%	11.8%	0.0%	5.3%
Community Based Organizations	23.3%	18.2%	33.3%	33.3%	16.7%	19.6%	19.2%	28.1%	23.5%	25.6%	36.8%
Beneficiaries*	13.3%	27.3%	21.2%	23.1%	13.0%	18.5%	15.9%	3.1%	41.2%	28.2%	0.0%
Foundations	6.7%	0.0%	3.0%	0.0%	9.3%	2.2%	2.2%	3.1%	0.0%	2.6%	0.0%
Faith based organizations	3.3%	0.0%	1.5%	0.0%	3.7%	4.3%	5.5%	6.3%	5.9%	2.6%	5.3%
UN and regional peace keeping forces*	6.7%	0.0%	0.0%	5.1%	7.4%	1.1%	3.3%	9.4%	17.6%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	0.0%	1.9%	2.2%	2.2%	0.0%	0.0%	0.0%	10.5%
UN agencies	10.0%	9.1%	1.5%	0.0%	1.9%	2.2%	6.6%	3.1%	0.0%	2.6%	10.5%
Regional organizations	10.0%	0.0%	4.5%	2.6%	0.0%	3.3%	2.2%	0.0%	0.0%	5.1%	5.3%
Other	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	5.3%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.5%	6.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ Consultant			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	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 Liberia*	29	6.59	3.15	9	7.44	1.94	61	7.23	2.53	30	7.97	2.39	50	5.34	2.05	84	6.40	2.25	167	6.71	2.43	30	6.87	2.50	15	6.33	2.82	37	7.30	2.44	17	6.94	3.31
The World Bank Group's work is aligned with what I consider the development priorities for Liberia	26	6.38	3.26	6	6.83	1.83	56	6.64	2.40	23	7.78	2.21	50	6.10	1.99	81	6.68	1.94	164	6.66	2.20	26	6.69	1.76	14	6.79	2.15	35	6.74	2.25	16	7.06	2.77
The World Bank Group supports programs and strategies that are realistic for Liberia*	25	7.40	2.60	8	4.88	3.00	57	7.21	2.27	28	7.86	2.35	50	6.24	1.96	78	6.99	1.65	161	6.71	2.17	26	6.65	1.94	14	6.79	2.36	35	7.26	1.93	17	7.88	2.80
The World Bank Group treats clients and stakeholders in Liberia with respect	25	7.16	2.41	5	7.80	1.30	49	6.86	2.58	23	8.22	2.09	50	6.40	2.28	78	6.87	1.72	143	6.77	2.20	23	6.74	2.16	13	7.62	2.90	27	6.70	2.43	12	6.50	2.71

\*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 Liberia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ Consultant			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Responsiveness*	24	5.96	2.35	6	6.00	1.67	54	6.89	2.39	26	7.42	2.12	47	5.53	2.12	65	5.86	2.07	141	6.32	2.29	24	6.38	1.79	14	5.86	2.82	24	6.17	2.10	13	6.38	3.23
Flexibility (in terms of the institution's products and services)	20	6.15	2.13	6	6.67	1.63	48	5.94	2.56	21	7.19	2.25	43	6.26	1.98	59	5.83	1.93	132	6.35	2.10	20	6.10	1.92	11	5.45	2.62	23	5.52	1.78	10	6.10	3.11
Flexibility (in terms of changing country circumstances)	23	6.61	2.44	6	6.00	1.79	45	6.49	2.51	24	7.29	2.18	44	6.00	2.23	63	5.97	1.93	134	6.37	2.23	20	6.25	.97	15	5.27	2.81	22	5.86	1.83	10	5.50	2.76
Being inclusive	18	6.50	2.18	6	5.67	2.25	48	6.54	2.71	24	6.38	2.70	33	6.27	2.11	57	6.18	1.89	133	6.33	2.21	18	5.78	1.96	11	5.91	3.14	24	5.79	1.84	11	5.91	2.91
Openness (sharing data and other information)	21	6.86	2.24	6	6.50	1.38	51	6.65	2.37	20	6.60	2.84	37	6.08	2.20	71	5.80	2.31	155	6.16	2.61	26	5.46	2.27	12	6.58	3.03	26	5.04	2.11	15	6.67	2.92
Staff accessibility*	21	6.71	2.51	6	6.50	1.87	44	5.91	2.73	25	6.00	2.43	34	6.59	2.26	69	5.23	2.09	140	5.50	2.38	26	4.96	2.47	13	6.69	2.75	27	4.85	2.80	14	5.07	2.73
Straightforwardness and honesty*	19	7.68	1.97	5	7.60	1.14	48	7.73	1.84	20	8.10	2.10	37	6.43	2.18	57	6.74	1.85	135	6.70	2.08	20	6.30	1.89	13	6.46	2.73	24	6.71	2.31	10	6.30	3.02
Ease of access to the people at the World Bank Group who are making decisions important to my work	21	6.57	2.56	6	5.67	2.66	40	5.90	2.60	23	6.22	2.58	40	6.00	2.00	71	5.72	2.10	144	5.78	2.19	21	5.57	2.11	13	5.92	2.75	22	5.36	2.22	10	5.10	2.81
Collaboration with civil society	21	7.62	2.04	5	7.00	1.58	44	6.86	2.56	25	6.48	2.06	37	6.16	2.39	54	6.44	1.92	130	6.74	2.14	19	6.53	1.39	14	7.21	2.67	24	6.13	2.01	11	5.64	2.80
Collaboration with the UN*	21	7.29	2.72	3	9.00	1.73	50	7.90	2.39	17	8.24	2.36	31	6.29	2.02	54	6.85	1.88	124	7.69	1.95	20	7.10	2.61	11	6.09	3.36	22	6.41	2.04	14	7.86	2.41
Collaboration with the Government*	21	7.24	2.47	8	8.88	1.25	60	8.05	2.24	27	7.78	2.06	35	6.66	2.26	58	6.84	1.76	133	7.88	1.90	23	7.00	2.24	14	6.43	2.93	27	6.93	2.25	16	7.81	2.14
Collaboration with other donors and development partners	23	7.43	2.45	5	8.20	2.17	49	7.88	2.18	26	7.77	2.35	38	6.79	1.80	53	6.94	1.81	127	7.54	1.83	22	6.68	1.73	15	7.60	2.77	24	6.58	2.12	15	7.60	2.50
Collaboration with the private sector	21	6.52	2.44	4	6.75	1.71	39	6.64	2.36	23	6.09	2.66	40	6.48	1.83	70	6.06	1.87	123	6.03	2.11	21	6.05	1.91	12	6.08	2.19	28	4.79	2.35	12	6.00	2.98
The speed in which it gets things accomplished on the ground	22	7.14	2.40	6	6.67	2.07	51	6.22	2.14	24	6.50	2.65	43	6.47	2.19	59	6.24	1.69	120	6.38	2.03	22	6.14	2.29	14	7.21	2.64	20	6.00	2.18	14	5.07	2.95
Being a long-term partner*	22	6.91	2.76	7	8.71	.95	56	7.96	2.53	24	8.04	2.22	44	7.07	2.15	62	6.79	1.98	130	7.31	2.03	24	7.67	1.66	14	6.86	2.77	26	6.27	2.01	16	7.94	2.62

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
More local presence	23.1%	91.7%	71.4%	81.6%	11.3%	65.6%	69.1%	71.0%	60.0%	81.6%	84.2%
The current level of local presence is adequate	15.4%	0.0%	14.3%	5.3%	7.5%	6.7%	6.7%	19.4%	13.3%	2.6%	5.3%
Less local presence	26.9%	0.0%	4.8%	7.9%	41.5%	17.8%	14.6%	3.2%	20.0%	10.5%	5.3%
Don't know	34.6%	8.3%	9.5%	5.3%	39.6%	10.0%	9.6%	6.5%	6.7%	5.3%	5.3%

\*Significantly different between stakeholder groups

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
More effective collaboration	14.8%	33.3%	31.1%	39.5%	9.4%	34.8%	27.9%	48.4%	12.5%	21.1%	42.1%
The same level of effective collaboration	14.8%	8.3%	34.4%	21.1%	9.4%	31.5%	38.5%	29.0%	18.8%	47.4%	26.3%
Less effective collaboration	37.0%	0.0%	9.8%	15.8%	37.7%	15.2%	16.8%	6.5%	31.3%	5.3%	10.5%
Don't know	33.3%	58.3%	24.6%	23.7%	43.4%	18.5%	16.8%	16.1%	37.5%	26.3%	21.1%

\*Significantly different between stakeholder groups

**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)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	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*	10.0%	41.7%	39.7%	36.1%	7.3%	21.5%	31.9%	25.0%	29.4%	19.4%	26.3%
There is not an adequate level of citizen/civil society participation*	43.3%	25.0%	63.2%	55.6%	18.2%	50.5%	49.5%	34.4%	64.7%	66.7%	57.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	13.3%	33.3%	14.7%	22.2%	18.2%	8.6%	20.3%	21.9%	17.6%	13.9%	10.5%
Lack of/inadequate levels of capacity in Government	36.7%	16.7%	30.9%	22.2%	40.0%	34.4%	32.4%	25.0%	41.2%	25.0%	36.8%
Poor donor coordination*	50.0%	8.3%	25.0%	33.3%	40.0%	21.5%	20.3%	34.4%	29.4%	11.1%	26.3%
The World Bank Group works too slowly	10.0%	33.3%	17.6%	27.8%	25.5%	15.1%	13.7%	25.0%	11.8%	11.1%	15.8%
The Government works inefficiently*	36.7%	8.3%	19.1%	33.3%	40.0%	17.2%	31.3%	18.8%	41.2%	19.4%	31.6%
Political pressures and obstacles*	30.0%	8.3%	14.7%	13.9%	32.7%	41.9%	27.5%	46.9%	11.8%	47.2%	10.5%
Reforms are not well thought out in light of country challenges	30.0%	50.0%	23.5%	22.2%	23.6%	33.3%	27.5%	18.8%	29.4%	38.9%	36.8%
Ongoing conflict and instability*	6.7%	0.0%	17.6%	11.1%	25.5%	6.5%	7.7%	9.4%	5.9%	0.0%	5.3%
Inadequate funding	13.3%	8.3%	11.8%	5.6%	14.5%	10.8%	8.2%	9.4%	5.9%	5.6%	31.6%
Other*	6.7%	16.7%	2.9%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%	2.8%	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 Liberia? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Anti corruption	27	8.52	2.56	12	9.67	.65	60	9.02	1.49	32	8.47	2.72	50	8.24	2.34	79	8.49	1.81	170	8.59	2.24	27	9.07	1.59	16	8.06	2.77	36	8.22	2.82	16	7.88	3.46
Information and communications technology	23	8.04	2.96	11	9.18	1.25	58	8.67	1.66	28	8.36	2.50	40	8.73	1.99	78	8.55	1.78	161	8.30	2.20	25	8.56	1.58	14	8.21	2.08	36	8.53	2.08	15	7.73	3.03
Transport	27	8.70	2.57	10	9.10	1.60	60	8.97	1.64	33	8.97	1.81	43	8.44	2.03	77	8.86	1.69	166	8.94	1.90	28	8.89	1.59	16	8.81	2.01	38	8.92	2.19	16	7.94	3.28
Preventing crime and violence	23	8.35	2.46	10	7.20	3.26	58	8.33	1.83	27	8.22	2.55	43	8.51	2.00	75	8.23	2.00	156	7.81	2.53	23	7.78	2.28	16	8.00	2.63	35	7.40	2.74	15	6.60	3.31
Regional conflict and tensions*	23	8.22	2.68	11	6.55	3.42	57	8.14	2.12	28	8.11	2.38	41	8.59	2.12	74	8.28	2.06	152	7.83	2.49	23	7.87	2.60	16	8.31	1.85	34	6.71	3.10	14	5.50	3.44
Law and justice*	27	8.56	2.41	11	9.00	1.18	57	8.47	1.63	31	8.48	2.29	45	8.36	2.26	75	8.59	1.64	158	8.15	2.49	25	7.80	2.36	15	8.67	1.84	36	7.00	3.22	14	6.64	3.41
Urban development	21	8.10	2.91	11	8.27	1.90	58	8.34	1.74	30	8.40	2.42	44	8.61	1.92	79	8.85	1.78	164	8.57	2.12	26	8.35	1.83	14	8.93	1.38	36	8.69	2.18	14	7.07	2.92
Environmental sustainability	26	8.38	2.28	11	8.73	1.27	53	8.47	1.86	25	8.52	1.78	46	8.24	2.35	74	8.20	1.97	155	8.25	2.18	25	8.60	1.53	14	8.57	1.87	35	8.23	2.17	14	7.21	3.36
Regulatory framework	25	8.44	2.22	11	8.09	1.64	58	8.29	1.96	26	8.23	2.23	43	8.33	2.19	73	8.19	1.96	153	8.08	2.35	24	8.42	1.32	14	8.93	1.27	33	7.64	2.50	11	6.91	3.14
Controlling communicable/non-communicable diseases*	27	8.67	2.00	11	8.18	1.89	58	8.50	1.75	27	8.63	1.90	49	8.45	1.92	77	7.95	1.99	155	8.45	1.95	26	8.31	1.52	13	8.38	1.85	33	7.39	2.74	15	5.93	3.61
Poverty reduction	25	8.60	2.04	11	9.36	1.03	62	8.90	1.63	30	8.47	2.45	41	8.73	1.88	80	9.06	1.42	160	8.92	1.76	27	9.11	1.25	13	8.23	1.83	35	9.49	.74	16	8.25	2.62
Gender equity	27	8.37	2.10	9	8.22	1.99	56	7.93	2.05	29	7.93	2.58	47	8.43	2.05	74	8.09	2.09	158	7.80	2.53	24	7.96	2.33	16	8.94	1.24	34	6.97	3.16	13	6.38	2.29
Domestic private sector development	25	8.60	1.83	12	9.33	.78	57	8.28	1.93	27	8.26	2.30	40	8.63	1.78	77	8.73	1.73	160	8.22	2.33	28	8.39	1.91	16	8.81	1.22	34	8.79	2.14	13	7.08	2.84
Foreign direct investment*	22	8.14	2.36	11	9.09	1.22	58	8.31	2.02	27	8.07	2.43	46	8.52	1.96	78	8.99	1.38	157	8.78	1.66	26	8.15	1.99	14	8.00	1.75	37	8.86	1.67	14	7.43	3.11
Local governance and institutions	26	8.62	1.79	10	8.90	1.29	58	8.41	1.72	27	8.44	2.12	41	8.54	1.86	77	8.30	1.91	158	8.46	1.82	27	8.48	1.87	14	8.36	1.78	34	7.85	2.31	13	7.08	2.72
Water and sanitation	22	8.45	2.06	11	9.09	1.58	59	8.71	1.52	27	8.44	2.01	45	8.71	1.56	76	8.39	1.77	157	8.72	1.66	25	9.08	1.32	15	9.00	1.31	34	8.59	1.60	15	7.53	2.83
Trade and exports	25	8.76	1.69	10	7.90	3.45	58	8.40	1.88	27	7.74	2.55	48	8.56	1.75	74	8.18	2.08	148	8.28	1.97	25	7.84	2.39	14	8.21	1.76	35	8.29	2.07	15	6.47	3.16
Economic growth	25	8.96	1.84	11	8.36	2.25	61	9.13	1.18	31	8.58	2.23	43	8.56	1.79	81	8.98	1.51	165	8.98	1.57	28	9.04	1.23	16	9.31	.95	36	9.14	1.25	16	8.06	2.77
Energy	24	8.71	1.83	11	9.00	2.68	60	9.00	1.88	30	8.73	2.36	45	8.56	1.83	74	8.78	1.56	161	8.96	1.66	25	8.88	1.45	14	9.14	1.17	35	8.54	1.38	15	8.20	3.12
Disaster risk management*	23	8.65	2.14	10	8.70	1.34	59	8.51	1.55	24	8.04	2.54	47	8.40	2.01	77	8.05	2.19	150	8.38	1.80	25	8.36	1.55	14	8.21	1.63	34	7.68	2.77	14	5.93	2.84
Public sector governance/ reform	28	9.21	1.50	11	8.27	1.95	56	9.07	1.40	29	8.28	2.56	51	8.63	1.73	78	8.44	1.74	161	8.57	1.76	22	8.18	1.94	14	8.43	1.40	33	8.85	1.30	16	7.69	3.09
Job creation/employment	27	8.85	1.96	12	9.33	1.44	62	8.76	1.35	32	9.00	2.13	50	8.48	2.05	82	9.02	1.88	161	8.67	2.05	27	8.85	1.54	16	8.81	2.04	36	9.36	.99	16	7.25	3.32
Social cohesion*	25	8.56	2.08	11	7.00	3.52	56	8.02	1.78	25	7.60	2.48	46	8.46	2.23	74	8.26	2.13	154	7.87	2.35	23	8.22	1.73	14	8.57	1.70	32	7.91	2.59	11	4.82	2.60
Financial markets*	25	8.52	2.20	11	6.82	3.37	57	8.33	1.92	27	8.67	1.73	49	8.45	1.99	76	8.45	2.06	157	8.44	1.83	23	8.35	1.37	13	8.92	1.19	33	8.33	2.04	15	6.07	3.63
Equality of opportunity*	24	8.88	1.75	11	7.73	2.15	59	8.54	1.48	25	8.04	2.67	48	8.42	2.12	75	8.59	2.09	155	8.23	2.03	24	8.42	1.64	14	9.36	1.01	33	8.30	2.38	14	6.29	3.17
Health*	27	8.93	1.96	11	9.18	1.54	61	9.02	1.50	30	8.83	1.88	49	8.57	1.96	80	9.16	1.50	161	8.80	1.77	29	8.97	1.21	15	8.87	1.68	34	8.85	2.32	15	6.40	3.52
Rural development	24	8.88	1.80	11	8.45	2.77	60	8.83	1.46	26	8.19	2.47	44	8.55	1.85	77	8.99	1.49	163	8.53	1.93	28	8.68	1.63	16	9.06	1.39	34	9.03	1.38	17	7.41	2.79
Global/regional integration*	25	8.72	2.32	9	8.33	2.06	58	8.33	1.93	26	8.69	1.72	47	8.64	1.79	75	8.32	1.97	150	8.03	2.23	23	8.52	1.81	16	9.25	1.13	34	8.03	2.38	13	5.31	2.95
Food security*	23	8.70	1.92	11	8.73	1.95	59	8.81	1.43	27	8.67	1.82	48	8.85	1.68	72	8.75	1.65	160	8.54	2.06	26	8.38	1.60	16	9.06	1.29	35	8.69	2.03	15	6.67	3.60
Education*	28	9.18	1.49	11	9.82	.40	61	9.25	1.25	29	8.66	2.18	48	8.81	1.67	83	9.45	.99	159	8.96	1.67	28	8.86	2.24	16	9.06	1.29	36	9.08	1.50	15	7.13	3.25
Security/stabilization/reconstruction	22	8.41	2.40	11	9.00	1.41	59	8.78	1.50	29	8.48	2.20	49	8.76	1.69	76	9.13	1.42	154	8.55	2.21	26	9.04	1.37	16	8.75	1.61	35	8.74	2.11	15	7.40	2.85
Social protection*	24	8.67	2.10	11	7.27	3.00	59	7.88	2.53	27	7.89	2.49	48	8.96	1.32	79	8.48	1.77	155	8.25	2.19	24	8.38	1.76	14	8.36	2.34	33	7.45	2.50	14	6.14	3.06
Climate change*	26	8.69	1.89	11	7.09	3.27	59	8.25	2.14	25	7.84	2.44	47	8.98	1.36	75	8.28	1.84	157	8.23	2.06	25	8.12	1.83	13	8.69	1.75	34	7.79	2.47	13	5.69	2.72
Agricultural development*	24	8.92	1.74	11	9.00	1.10	62	8.92	1.61	31	8.81	2.18	48	9.04	1.41	83	9.19	1.46	160	8.88	1.73	28	9.29	.90	15	9.53	.99	35	8.86	1.93	16	7.00	3.43
Natural resource management*	25	8.84	1.97	11	8.82	1.60	60	8.55	2.07	28	8.32	2.79	50	8.94	1.46	83	7.96	2.94	162	8.20	2.49	27	8.44	2.39	17	8.82	1.94	36	6.81	3.26	14	7.36	2.90

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Ministry/ Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Anti corruption*	25	6.20	2.60	5	5.00	3.16	50	5.46	3.16	19	6.53	2.76	50	7.84	2.49	59	7.08	2.52	129	6.21	2.61	17	6.47	1.87	13	5.46	3.62	19	5.32	2.38	12	5.17	3.74
Information and communications technology*	20	6.15	2.87	7	7.14	2.27	45	6.27	2.37	21	7.81	2.46	46	8.13	2.29	58	7.03	2.34	126	6.52	2.42	18	6.44	2.09	12	7.17	2.44	18	6.00	2.25	12	6.00	3.28
Transport	24	7.21	2.75	6	7.50	1.76	52	7.50	2.01	24	8.38	2.00	45	7.91	2.48	68	7.19	2.33	149	7.03	2.37	23	6.39	2.69	12	7.00	2.49	25	6.96	1.86	16	6.81	3.80
Preventing crime and violence*	22	6.41	2.72	7	7.57	2.15	44	6.68	2.28	18	7.44	2.01	46	8.24	2.27	54	6.63	2.49	123	6.49	2.53	18	6.22	2.21	11	6.45	2.58	18	5.61	2.25	11	4.82	3.71
Regional conflict and tensions*	23	7.39	2.62	5	6.20	1.64	46	7.04	2.24	17	7.41	2.35	43	7.98	2.35	56	6.54	2.55	122	6.49	2.60	17	6.53	2.12	11	7.45	1.75	19	6.26	2.21	13	4.23	3.39
Law and justice*	24	7.75	2.57	5	6.40	2.19	46	6.74	2.31	20	7.10	2.27	43	8.35	2.27	55	6.35	2.67	128	6.76	2.45	21	6.81	2.60	10	5.90	2.88	16	6.00	2.00	12	5.42	3.09
Urban development*	24	7.54	2.38	8	7.00	2.73	52	7.02	2.24	24	8.00	2.00	45	8.33	2.25	62	6.79	2.57	131	6.85	2.34	22	6.82	2.28	11	6.45	2.34	24	6.04	2.49	15	5.93	3.01
Environmental sustainability*	23	7.43	2.39	7	5.71	2.56	46	6.96	2.03	21	6.76	2.32	40	8.60	2.20	58	6.60	2.46	130	6.62	2.35	17	7.12	2.52	12	5.92	2.68	19	5.68	2.03	13	5.92	2.93
Regulatory framework*	26	7.62	2.80	6	6.83	1.60	51	7.02	2.38	17	7.47	2.12	45	8.31	2.24	59	6.73	2.48	115	6.67	2.38	20	6.25	2.63	12	6.08	2.07	17	5.71	1.79	12	5.00	3.52
Controlling communicable/non-communicable diseases*	24	8.17	2.55	5	6.00	1.73	46	7.43	2.05	21	7.71	2.17	46	8.33	2.25	57	6.54	2.38	127	6.73	2.42	18	6.83	2.50	11	7.09	2.12	19	5.47	2.32	11	4.73	3.23
Poverty reduction*	25	7.88	2.40	10	5.80	1.69	53	7.13	2.20	25	7.80	2.71	45	8.16	2.35	62	6.92	2.37	137	6.64	2.56	23	7.30	2.05	13	6.69	2.53	26	6.23	2.27	15	5.20	3.41
Gender equity*	23	7.91	2.45	5	6.00	1.00	46	7.00	2.13	20	7.95	2.09	48	8.15	2.43	55	6.87	2.28	134	6.57	2.44	21	6.81	2.25	10	6.90	2.23	19	5.95	2.25	16	6.19	3.29
Domestic private sector development*	23	7.26	3.02	6	6.33	1.86	44	6.55	2.27	20	7.40	2.50	43	8.19	2.41	56	6.71	2.36	127	6.46	2.52	19	6.89	2.33	13	6.08	2.29	19	5.26	2.23	13	5.46	3.04
Foreign direct investment*	23	7.00	2.94	7	7.00	1.15	44	6.59	2.43	20	8.25	1.97	45	8.16	2.38	59	6.93	2.16	123	6.77	2.55	21	7.00	2.24	9	6.00	3.12	21	6.05	2.16	13	6.69	3.04
Local governance and institutions*	25	7.52	2.55	7	6.29	1.60	48	7.21	2.03	23	7.87	2.16	46	8.17	2.42	59	6.85	2.25	130	6.77	2.37	18	6.50	2.01	11	6.55	2.38	18	6.56	2.38	14	6.36	2.56
Water and sanitation*	24	7.67	2.62	7	6.43	1.40	52	7.06	2.13	23	7.96	2.12	49	8.20	2.34	58	7.03	2.38	126	6.62	2.68	22	6.45	2.32	13	5.46	2.63	20	5.95	2.63	17	5.71	3.42
Trade and exports*	21	7.95	2.69	6	6.50	1.64	39	6.49	2.59	20	7.75	2.10	43	8.26	2.16	60	6.75	2.40	122	6.34	2.61	19	6.37	2.29	12	5.58	2.50	19	6.00	2.13	13	4.62	2.84
Economic growth*	26	8.08	2.42	7	6.29	2.29	52	7.00	2.28	26	7.77	2.32	46	8.22	2.24	63	7.29	2.22	135	7.03	2.47	24	6.63	2.36	14	5.79	2.42	24	6.33	2.08	13	5.54	2.99
Energy*	21	8.00	2.93	9	7.44	2.46	46	7.09	2.55	24	7.08	2.78	46	8.43	2.19	59	6.73	2.42	135	6.99	2.60	22	6.77	2.33	13	6.38	2.02	20	5.95	2.01	14	5.71	2.97
Disaster risk management*	24	7.71	2.68	7	6.00	2.38	41	6.63	2.23	17	7.76	2.05	42	8.31	2.38	56	6.73	2.41	116	6.33	2.54	17	6.59	1.73	13	6.08	2.36	17	5.76	2.54	13	5.23	3.35
Public sector governance/ reform*	28	7.89	2.35	8	7.38	2.50	45	7.93	1.70	20	7.55	1.99	48	8.42	2.16	62	6.85	2.41	127	6.80	2.41	19	6.37	2.61	13	5.77	2.86	19	6.11	2.23	16	6.63	3.26
Job creation/employment*	22	7.95	2.38	6	6.33	2.34	46	6.61	2.73	21	7.81	2.18	47	8.40	2.37	62	6.71	2.48	132	6.38	2.64	20	6.30	1.84	11	5.64	3.29	24	5.88	2.05	15	5.87	2.80
Social cohesion*	22	8.05	2.44	6	6.33	1.97	40	6.78	2.40	18	7.22	2.49	42	8.31	2.34	60	6.83	2.48	116	6.31	2.48	16	6.56	2.28	9	6.33	3.24	17	5.47	2.98	11	4.00	2.61
Financial markets*	23	7.30	2.62	7	6.86	2.48	45	6.60	2.72	16	7.06	2.05	47	8.36	2.24	60	6.77	2.47	123	6.50	2.38	16	6.25	1.73	11	7.09	3.11	18	6.78	2.46	13	5.46	2.73
Equality of opportunity*	26	7.65	2.56	4	5.25	1.71	45	6.87	2.51	22	7.59	2.09	44	8.27	2.36	59	6.56	2.44	122	6.30	2.49	17	6.41	2.32	12	6.33	3.63	18	6.22	2.73	13	4.77	3.30
Health*	26	7.58	2.76	7	7.00	2.45	52	8.08	1.90	24	8.04	2.18	47	8.36	2.29	64	7.02	2.41	126	6.67	2.35	22	6.91	2.24	10	8.30	1.89	20	6.75	2.69	15	5.53	3.40
Rural development*	23	7.52	2.64	6	7.00	2.00	51	7.18	2.30	20	7.35	2.60	46	8.22	2.36	57	6.68	2.47	127	6.43	2.36	21	6.76	2.49	11	6.36	3.29	21	6.00	2.81	14	6.07	2.87
Global/regional integration*	22	7.27	2.53	5	7.20	1.92	46	7.35	2.34	19	7.79	2.23	43	8.28	2.30	56	6.70	2.56	122	6.34	2.40	17	6.88	2.29	10	6.90	3.00	17	6.06	2.44	11	5.55	2.66
Food security*	23	7.61	2.55	5	7.20	2.28	53	7.62	2.11	25	7.56	2.66	49	8.18	2.31	59	6.80	2.48	120	6.61	2.45	19	7.00	2.00	12	6.25	3.17	21	6.33	2.65	13	4.38	3.04
Education*	29	8.28	2.36	6	7.67	1.86	52	8.15	1.92	25	7.84	2.43	43	8.23	2.39	60	7.22	2.39	137	6.95	2.53	23	7.26	2.32	10	7.30	2.31	20	6.25	2.29	14	5.93	3.29
Security/stabilization/reconstruction*	24	8.04	2.56	6	7.50	1.87	48	7.65	2.01	24	7.79	2.65	45	8.24	2.52	59	7.07	2.44	126	6.77	2.50	20	6.75	2.53	13	7.00	2.86	19	6.74	2.05	16	6.75	3.28
Social protection*	26	7.69	2.54	6	6.83	2.40	40	7.10	2.55	18	7.50	2.48	47	8.28	2.33	60	6.78	2.35	127	6.00	2.65	18	5.94	2.55	11	7.00	2.65	18	5.67	2.91	12	4.58	3.50
Climate change*	21	7.52	2.40	6	6.50	1.87	48	7.25	2.43	20	7.20	2.65	47	8.47	2.20	57	6.70	2.34	118	6.25	2.58	18	5.94	2.34	12	6.67	2.90	17	6.18	2.94	11	4.91	3.62
Agricultural development*	24	7.75	2.56	7	6.86	1.77	55	7.65	2.35	25	8.04	2.37	49	8.47	2.14	62	6.84	2.44	128	6.85	2.67	21	6.24	2.55	12	6.92	2.68	23	6.00	2.68	14	4.86	3.28
Natural resource management*	26	7.88	2.39	5	6.80	2.86	48	6.56	3.09	20	6.65	3.17	44	8.59	2.17	59	6.90	2.46	125	6.54	2.76	20	6.00	2.25	12	5.67	3.60	21	5.81	2.89	11	5.27	3.64

\*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 Liberia?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
At the Headquarters (in Washington D.C.)	17.9%	50.0%	37.3%	34.2%	18.0%	20.5%	35.3%	37.5%	23.5%	28.2%	42.1%
In the country	39.3%	8.3%	20.9%	13.2%	40.0%	28.4%	21.4%	15.6%	17.6%	17.9%	36.8%
Don't know	42.9%	41.7%	41.8%	52.6%	42.0%	51.1%	43.4%	46.9%	58.8%	53.8%	21.1%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	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 Liberia?	23	7.48	3.53	7	7.71	1.38	56	7.73	2.20	34	7.71	2.42	29	7.55	2.40	75	7.37	1.78	161	7.00	1.92	28	7.21	1.73	16	6.75	2.49	31	6.90	1.56	17	7.29	2.71

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant			Local governments			Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?	20	7.55	2.72	7	7.57	1.81	54	7.93	1.94	29	7.86	2.20	28	8.11	2.33	61	7.48	1.89	147	7.05	1.92	25	7.60	2.10	16	6.63	2.99	31	6.87	1.71	16	7.25	2.86

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank Group's financial instruments meet the needs of Liberia	22	6.68	3.09	6	7.00	1.79	54	6.81	2.42	30	7.17	2.94	32	5.84	2.05	79	6.46	2.25	148	6.27	2.20	29	6.59	2.41	16	4.69	2.02	34	6.47	2.03	15	6.53	2.85
The World Bank Group meets Liberia's needs for knowledge services	18	5.72	2.91	6	7.00	1.41	53	7.06	2.15	25	6.96	2.28	29	6.07	2.00	77	6.35	2.16	141	6.33	2.15	24	6.46	2.15	16	6.19	2.29	34	6.56	2.44	17	6.76	2.66

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	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 Liberia?	11	7.36	3.07	4	6.50	2.65	46	7.00	2.00	24	7.29	2.18	23	8.13	2.01	55	7.31	2.15	118	7.38	1.57	23	6.57	2.13	14	7.64	1.65	20	7.25	1.21	13	6.46	2.30

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Weekly	7.1%	8.3%	8.1%	2.9%	21.6%	11.1%	4.0%	3.1%	6.3%	7.7%	0.0%
Monthly	21.4%	8.3%	12.9%	14.7%	31.4%	11.1%	12.7%	6.3%	12.5%	7.7%	11.1%
A few times a year	42.9%	8.3%	19.4%	11.8%	25.5%	13.3%	21.4%	12.5%	31.3%	10.3%	11.1%
Rarely	10.7%	41.7%	22.6%	23.5%	11.8%	22.2%	24.3%	37.5%	12.5%	28.2%	27.8%
Never	17.9%	33.3%	37.1%	47.1%	9.8%	42.2%	37.6%	40.6%	37.5%	46.2%	50.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant /PMU			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	24	5.96	2.60	7	4.71	2.98	52	6.29	2.19	19	6.11	2.23	45	5.96	2.29	63	5.41	1.68	138	5.85	2.00	18	5.33	2.09
Include appropriate level of stakeholder involvement during preparation	20	5.80	2.44	4	5.25	1.71	48	6.38	1.90	19	6.63	2.29	44	6.36	1.78	76	5.53	1.69	141	5.91	2.04	23	5.78	1.98
Are relevant to Liberia's development priorities*	26	7.04	2.49	8	6.75	1.91	56	7.20	2.30	29	8.24	2.08	47	6.26	1.97	76	6.37	1.76	148	6.45	2.21	25	6.44	1.94
Lead to practical solutions	19	6.21	2.32	5	6.60	2.07	47	6.98	2.07	21	7.38	2.58	40	6.13	1.45	70	6.03	1.79	137	6.12	2.04	20	6.30	2.39
Are accessible (well written and easy to understand)*	23	6.65	2.35	5	5.80	1.30	50	6.56	2.30	19	7.11	2.42	42	6.52	1.77	75	5.27	1.93	142	5.72	2.23	22	5.59	2.09
Are source of relevant information on global good practices*	22	6.09	2.65	5	6.80	1.48	49	7.14	2.13	21	7.38	2.36	45	6.13	1.44	66	6.05	1.78	144	6.53	2.10	18	6.17	1.92
Enhance your knowledge and/or skills	20	6.05	2.91	5	5.80	3.03	51	6.49	2.41	17	7.06	2.51	38	6.39	1.53	65	6.02	1.77	140	6.16	2.18	22	6.23	1.77
Are adequately disseminated	21	5.86	2.69	5	5.20	1.92	49	5.86	1.97	16	7.00	1.83	42	6.45	1.68	63	5.70	1.91	132	5.92	2.30	18	5.50	1.69
Are translated enough into local language*	16	4.94	2.72	4	4.75	2.63	48	5.15	2.53	16	6.00	2.66	33	6.70	2.21	69	5.17	2.37	128	5.60	2.41	19	4.58	2.59
Are adaptable to Liberia's specific development challenges and country circumstances	24	6.63	2.63	5	6.60	1.67	56	6.79	2.30	21	7.38	2.22	44	6.68	1.97	65	5.92	2.08	135	6.04	2.18	21	6.38	1.80

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant /PMU			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	17	7.47	3.02	5	7.40	2.30	62	7.79	2.17	32	8.44	1.97	35	8.17	2.42	64	7.75	1.94	147	7.30	1.96	26	7.38	2.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	20	7.50	2.82	5	7.40	2.07	53	7.43	2.21	27	7.85	2.54	33	8.24	2.32	65	6.80	2.16	141	7.13	2.15	24	7.67	1.61

(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 Liberia's development challenges?

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

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant/PMU			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	24	5.29	2.40	6	6.33	2.34	53	6.79	1.99	26	7.31	2.56	48	5.48	1.97	84	6.14	1.99	150	6.13	2.03	19	6.11	1.73	15	5.67	1.84	34	6.47	2.21	15	6.80	3.12
Design (appraising and planning the solutions)*	25	5.80	1.89	6	6.50	1.64	50	6.90	1.91	22	7.41	2.13	44	6.02	2.16	82	6.59	1.76	146	6.42	2.00	20	6.85	1.53	15	5.53	1.92	32	6.59	1.98	17	7.06	2.44
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	26	6.27	2.29	6	7.33	1.75	53	6.87	2.24	30	7.43	2.74	49	6.08	1.85	82	6.67	1.73	154	6.63	2.13	19	6.89	1.76	15	5.80	2.01	31	6.52	1.73	16	6.63	2.96
Evaluation (assessing the impact and results)	28	6.82	2.45	6	6.83	1.47	53	7.08	2.14	25	7.52	2.14	49	6.12	1.92	80	6.95	1.86	154	6.69	2.21	20	7.45	1.70	14	6.93	1.64	32	6.03	2.06	16	7.50	2.94

\*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?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant/PMU			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	26	6.27	2.99	6	6.67	2.58	51	5.39	2.59	27	6.22	3.29	50	5.72	1.74	65	5.78	2.02	136	6.29	2.22	18	5.94	1.86	11	6.18	1.78	25	6.28	2.07	14	5.43	3.44
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	28	6.93	2.52	8	6.25	1.91	58	6.43	2.59	30	7.63	2.68	51	6.16	1.85	77	6.75	2.10	151	7.28	2.12	21	7.24	2.51	13	7.38	1.04	27	6.26	2.05	15	6.87	3.31
The World Bank Group's approvals and reviews are done in a timely fashion	24	6.29	2.76	8	5.63	2.39	53	6.30	2.33	25	7.52	2.80	48	6.00	1.75	68	6.47	2.03	138	6.77	1.99	16	6.31	1.30	11	6.36	1.80	23	6.09	1.88	13	5.85	3.78
The World Bank Group's "Safeguard Policy" requirements are reasonable*	25	6.56	2.75	6	6.67	1.63	53	5.98	2.45	24	7.67	2.44	42	6.19	1.97	68	6.54	1.94	130	6.77	1.82	21	7.33	1.74	10	6.60	.97	23	5.78	1.68	12	5.17	3.71
The World Bank Group's conditions on its lending are reasonable*	26	6.81	2.59	6	6.83	1.33	48	6.40	2.30	24	7.25	2.33	43	6.16	1.73	70	6.57	1.74	131	6.82	1.94	15	6.40	2.20	12	6.67	1.50	28	6.25	1.96	10	4.40	2.84
The World Bank Group takes decisions quickly in Liberia	25	6.80	2.55	8	6.50	2.33	50	5.32	2.42	23	5.87	2.96	40	6.25	2.11	63	6.35	1.83	133	6.32	2.25	22	5.77	2.35	13	6.15	1.52	26	5.35	2.17	12	4.83	2.89
Working with the World Bank Group increases Liberia's institutional capacity	26	7.38	2.59	7	7.00	1.91	51	7.22	1.92	25	7.64	1.98	41	6.32	2.14	66	7.27	1.84	141	7.31	2.01	23	7.04	1.74	13	6.85	1.34	28	6.39	2.25	14	6.71	3.41
The World Bank Group ensures consistency and continuity through staff changes	20	6.50	2.89	5	6.20	2.59	46	6.59	2.27	24	7.08	2.76	42	6.55	1.89	66	6.97	1.68	125	6.74	1.96	16	6.56	2.10	12	6.75	1.71	24	6.50	1.50	11	6.27	3.29
Where country systems are adequate, the World Bank Group makes appropriate use of them	28	7.00	2.91	5	6.80	1.92	49	6.78	2.44	26	7.31	2.77	49	6.59	1.82	71	6.92	1.86	132	6.73	2.02	17	6.94	1.85	14	7.21	1.76	23	6.22	1.54	12	6.08	3.03
The World Bank Group provides effective implementation support	24	7.46	2.55	6	6.50	2.51	55	7.33	2.13	25	7.92	2.40	47	6.98	2.16	74	7.16	2.05	143	6.98	2.07	23	7.22	1.93	15	7.00	1.60	29	6.21	1.86	15	7.13	3.14

\*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 Liberia? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
The World Bank Group takes too much risk in Liberia	20.7%	0.0%	9.0%	10.5%	20.8%	5.4%	7.3%	3.1%	11.8%	0.0%	5.6%
The World Bank Group does not take enough risk in Liberia	27.6%	25.0%	20.9%	18.4%	17.0%	17.2%	24.7%	18.8%	17.6%	17.9%	33.3%
The World Bank Group's approach to risk is appropriate	31.0%	25.0%	32.8%	31.6%	18.9%	44.1%	33.1%	34.4%	23.5%	41.0%	27.8%
Don't know	13.8%	50.0%	26.9%	34.2%	39.6%	26.9%	27.0%	25.0%	41.2%	33.3%	27.8%
Prefer not to answer	6.9%	0.0%	10.4%	5.3%	3.8%	6.5%	7.9%	18.8%	5.9%	7.7%	5.6%

	Which of the following best describes your current position?																																
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe the World Bank Group is adequately staffed in Liberia?*	12	6.75	2.60	5	6.40	.89	36	5.58	3.01	28	7.32	2.71	24	7.17	3.23	59	4.59	2.61	129	5.22	2.39	18	5.56	2.85	15	4.47	3.20	26	4.38	2.21	9	4.89	2.71

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	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 Liberia's economy*	22.6%	33.3%	25.8%	45.5%	3.8%	31.9%	39.0%	23.3%	11.8%	33.3%	15.8%
Collaborate more effectively with Government clients	22.6%	33.3%	19.7%	15.2%	3.8%	18.7%	12.1%	20.0%	0.0%	12.8%	21.1%
Offer more innovative financial products*	25.8%	16.7%	7.6%	15.2%	20.8%	6.6%	8.8%	3.3%	11.8%	5.1%	5.3%
Improve the competitiveness of its financing compared to markets	6.5%	0.0%	9.1%	6.1%	7.5%	8.8%	4.9%	20.0%	23.5%	2.6%	5.3%
Reach out more to groups outside of Government*	41.9%	33.3%	31.8%	21.2%	32.1%	44.0%	41.2%	53.3%	64.7%	51.3%	21.1%
Improve the quality of its experts as related to Liberia's specific challenges*	6.5%	16.7%	22.7%	24.2%	28.3%	15.4%	16.5%	10.0%	5.9%	2.6%	21.1%
Offer more innovative knowledge services*	0.0%	0.0%	6.1%	3.0%	24.5%	6.6%	8.2%	13.3%	0.0%	15.4%	26.3%
Ensure greater selectivity in its work*	38.7%	0.0%	3.0%	12.1%	28.3%	9.9%	8.8%	0.0%	11.8%	5.1%	15.8%
Increase the level of capacity development in the country*	9.7%	25.0%	40.9%	30.3%	28.3%	24.2%	19.2%	26.7%	29.4%	20.5%	36.8%
Reduce the complexity of obtaining World Bank Group financing	12.9%	16.7%	18.2%	15.2%	13.2%	17.6%	15.9%	16.7%	41.2%	30.8%	15.8%
Work faster	9.7%	8.3%	10.6%	3.0%	3.8%	3.3%	11.5%	6.7%	0.0%	10.3%	10.5%
Increase the level of World Bank Group staffing in Liberia's office	3.2%	0.0%	3.0%	9.1%	1.9%	13.2%	9.9%	6.7%	5.9%	5.1%	5.3%
Other	0.0%	8.3%	0.0%	0.0%	1.9%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Financial services	35.7%	16.7%	25.4%	66.7%	27.8%	35.5%	40.1%	32.3%	6.7%	28.9%	31.6%
Knowledge products	39.3%	16.7%	31.3%	16.7%	46.3%	40.9%	24.2%	25.8%	20.0%	36.8%	26.3%
Convening services	7.1%	8.3%	4.5%	2.8%	20.4%	10.8%	11.5%	12.9%	13.3%	13.2%	10.5%
None of the above	3.6%	0.0%	0.0%	0.0%	0.0%	2.2%	3.8%	0.0%	6.7%	2.6%	0.0%
The combination is appropriate for Liberia	14.3%	58.3%	34.3%	13.9%	3.7%	6.5%	13.7%	16.1%	53.3%	18.4%	26.3%
Don't know	0.0%	0.0%	4.5%	0.0%	1.9%	4.3%	6.6%	12.9%	0.0%	0.0%	5.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Social safety nets	10.0%	0.0%	7.7%	13.5%	11.1%	6.5%	17.8%	17.2%	12.5%	8.1%	5.3%
Public financial management*	23.3%	66.7%	53.8%	40.5%	35.2%	38.0%	32.2%	20.7%	50.0%	51.4%	21.1%
Reducing violence*	20.0%	0.0%	9.2%	5.4%	29.6%	13.0%	11.7%	17.2%	12.5%	5.4%	5.3%
Access to justice systems	20.0%	8.3%	23.1%	29.7%	11.1%	22.8%	16.1%	27.6%	25.0%	13.5%	26.3%
Security mechanisms*	13.3%	8.3%	20.0%	13.5%	14.8%	12.0%	7.8%	24.1%	18.8%	2.7%	0.0%
Conflict resolution mechanisms*	30.0%	0.0%	7.7%	10.8%	29.6%	8.7%	12.2%	3.4%	12.5%	5.4%	15.8%
Access to basic services	20.0%	33.3%	13.8%	13.5%	29.6%	15.2%	20.0%	20.7%	31.3%	10.8%	21.1%
Capacity of state institutions	20.0%	50.0%	27.7%	24.3%	16.7%	18.5%	19.4%	31.0%	31.3%	16.2%	36.8%
Jobs	46.7%	41.7%	35.4%	45.9%	24.1%	34.8%	45.0%	34.5%	37.5%	24.3%	47.4%
Improving livelihoods	16.7%	8.3%	10.8%	29.7%	24.1%	23.9%	17.2%	20.7%	25.0%	21.6%	36.8%
Social cohesion*	13.3%	0.0%	6.2%	2.7%	18.5%	12.0%	5.6%	0.0%	6.3%	2.7%	5.3%
Stimulating dialogue to promote peace and stability*	20.0%	8.3%	4.6%	5.4%	31.5%	13.0%	11.7%	10.3%	0.0%	2.7%	21.1%
Basic infrastructure*	13.3%	58.3%	36.9%	32.4%	14.8%	34.8%	41.7%	41.4%	18.8%	75.7%	26.3%
Economic governance*	20.0%	16.7%	38.5%	21.6%	5.6%	43.5%	27.2%	20.7%	6.3%	45.9%	31.6%

\*Significantly different between stakeholder groups

**F. Recent Trends and the Future Role of the World Bank Group in Liberia (continued)****Which THREE areas below would benefit most from other donors in Liberia? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Social safety nets	14.3%	0.0%	12.5%	5.4%	18.2%	8.8%	11.1%	10.0%	0.0%	5.3%	21.1%
Public financial management	25.0%	27.3%	29.7%	16.2%	27.3%	35.2%	24.6%	26.7%	18.8%	28.9%	15.8%
Reducing violence*	32.1%	18.2%	17.2%	29.7%	27.3%	30.8%	14.0%	30.0%	6.3%	18.4%	26.3%
Access to justice systems	14.3%	9.1%	23.4%	13.5%	20.0%	24.2%	19.3%	23.3%	12.5%	10.5%	21.1%
Security mechanisms	7.1%	27.3%	4.7%	21.6%	14.5%	12.1%	18.7%	10.0%	25.0%	15.8%	10.5%
Conflict resolution mechanisms*	21.4%	36.4%	14.1%	18.9%	30.9%	22.0%	11.1%	6.7%	25.0%	13.2%	21.1%
Access to basic services	25.0%	27.3%	12.5%	24.3%	23.6%	16.5%	22.8%	23.3%	25.0%	21.1%	15.8%
Capacity of state institutions	17.9%	9.1%	32.8%	21.6%	21.8%	19.8%	19.3%	26.7%	25.0%	21.1%	5.3%
Jobs*	21.4%	9.1%	31.3%	21.6%	30.9%	27.5%	28.1%	30.0%	31.3%	57.9%	26.3%
Improving livelihoods*	14.3%	27.3%	31.3%	16.2%	14.5%	24.2%	38.6%	30.0%	50.0%	34.2%	36.8%
Social cohesion	14.3%	9.1%	9.4%	16.2%	14.5%	9.9%	8.8%	10.0%	18.8%	7.9%	5.3%
Stimulating dialogue to promote peace and stability*	21.4%	63.6%	15.6%	16.2%	29.1%	18.7%	18.1%	26.7%	12.5%	18.4%	26.3%
Basic infrastructure	42.9%	9.1%	23.4%	27.0%	12.7%	27.5%	23.4%	16.7%	6.3%	15.8%	31.6%
Economic governance*	7.1%	27.3%	31.3%	35.1%	10.9%	19.8%	24.6%	26.7%	43.8%	26.3%	31.6%

\*Significantly different between stakeholder groups

**What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Share more information about the World Bank Group's activities, products, and knowledge*	36.4%	100.0%	52.5%	87.5%	27.7%	68.9%	68.9%	61.3%	80.0%	83.8%	63.2%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged*	54.5%	54.5%	54.1%	50.0%	83.0%	57.8%	58.8%	51.6%	26.7%	51.4%	47.4%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	63.6%	45.5%	41.0%	34.4%	48.9%	35.6%	44.1%	22.6%	40.0%	35.1%	36.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	36.4%	36.4%	59.0%	53.1%	40.4%	47.8%	38.4%	41.9%	60.0%	54.1%	47.4%
Organize more joint meetings and missions with the UN	54.5%	45.5%	42.6%	43.8%	53.2%	35.6%	45.2%	41.9%	46.7%	29.7%	52.6%
Involve UN experts to a greater degree in World Bank Group activities	27.3%	9.1%	37.7%	25.0%	23.4%	25.6%	23.2%	35.5%	20.0%	24.3%	36.8%
Other	13.6%	0.0%	3.3%	0.0%	6.4%	1.1%	2.3%	6.5%	6.7%	0.0%	5.3%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Local newspapers*	42.3%	80.0%	72.3%	68.4%	25.9%	61.8%	51.4%	76.7%	23.5%	71.1%	70.6%
International newspapers*	11.5%	0.0%	3.1%	5.3%	11.1%	2.2%	3.3%	0.0%	11.8%	0.0%	0.0%
Local radio*	53.8%	60.0%	69.2%	84.2%	27.8%	67.4%	68.3%	80.0%	58.8%	63.2%	58.8%
International radio*	15.4%	10.0%	9.2%	2.6%	37.0%	16.9%	13.1%	6.7%	11.8%	7.9%	5.9%
Local television	19.2%	20.0%	4.6%	13.2%	20.4%	18.0%	20.8%	10.0%	5.9%	13.2%	11.8%
International television*	7.7%	20.0%	4.6%	5.3%	18.5%	4.5%	9.8%	0.0%	11.8%	2.6%	5.9%
Cable television	3.8%	0.0%	1.5%	2.6%	11.1%	4.5%	4.4%	3.3%	5.9%	2.6%	0.0%
Periodicals*	15.4%	0.0%	4.6%	2.6%	14.8%	7.9%	4.9%	0.0%	17.6%	2.6%	0.0%
Internet	7.7%	0.0%	21.5%	7.9%	20.4%	12.4%	17.5%	10.0%	23.5%	26.3%	11.8%
Social media	11.5%	0.0%	4.6%	5.3%	5.6%	1.1%	2.7%	6.7%	5.9%	0.0%	11.8%
Blogs	0.0%	0.0%	0.0%	0.0%	3.7%	1.1%	1.6%	3.3%	5.9%	0.0%	11.8%
Mobile phones*	3.8%	0.0%	1.5%	0.0%	1.9%	0.0%	0.5%	6.7%	11.8%	2.6%	5.9%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%
Other	0.0%	0.0%	1.5%	0.0%	0.0%	1.1%	0.5%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Blogs	4.3%	0.0%	0.0%	2.8%	7.3%	2.2%	0.5%	3.4%	0.0%	0.0%	0.0%
Direct contact with World Bank Group*	17.4%	33.3%	37.5%	41.7%	16.4%	25.6%	23.6%	41.4%	43.8%	28.2%	22.2%
e-Newsletters*	21.7%	8.3%	7.8%	8.3%	27.3%	25.6%	19.2%	10.3%	18.8%	7.7%	27.8%
Instant messaging*	30.4%	25.0%	9.4%	25.0%	32.7%	28.9%	24.7%	10.3%	25.0%	5.1%	16.7%
World Bank Group's seminars/workshops/conferences	34.8%	33.3%	39.1%	38.9%	21.8%	25.6%	29.7%	34.5%	37.5%	38.5%	27.8%
World Bank Group's publications and other written materials*	13.0%	66.7%	32.8%	16.7%	29.1%	36.7%	29.1%	31.0%	37.5%	46.2%	22.2%
Mobile phones	21.7%	8.3%	18.8%	5.6%	25.5%	14.4%	14.8%	6.9%	6.3%	12.8%	27.8%
Social media	30.4%	8.3%	21.9%	30.6%	23.6%	15.6%	20.3%	6.9%	6.3%	15.4%	16.7%
World Bank Group's website	17.4%	0.0%	23.4%	22.2%	10.9%	17.8%	19.2%	41.4%	18.8%	25.6%	22.2%
Other	0.0%	8.3%	3.1%	0.0%	1.8%	8.9%	9.9%	10.3%	0.0%	12.8%	11.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	38.5%	16.7%	19.0%	19.4%	42.3%	12.8%	19.5%	14.8%	12.5%	15.4%	26.3%
No	61.5%	83.3%	81.0%	80.6%	57.7%	87.2%	80.5%	85.2%	87.5%	84.6%	73.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	21.4%	8.3%	14.3%	24.1%	32.0%	7.4%	7.2%	22.7%	12.5%	13.9%	29.4%
No	78.6%	91.7%	85.7%	75.9%	68.0%	92.6%	92.8%	77.3%	87.5%	86.1%	70.6%

\*Significantly different between stakeholder groups



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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Yes	83.3%	100.0%	77.8%	50.0%	73.3%	16.7%	83.3%	100.0%	100.0%	60.0%	100.0%
No	16.7%	0.0%	22.2%	50.0%	26.7%	83.3%	16.7%	0.0%	0.0%	40.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Yes	44.4%	83.3%	81.4%	70.6%	44.4%	84.4%	86.2%	77.8%	64.3%	86.5%	77.8%
No	55.6%	16.7%	18.6%	29.4%	55.6%	15.6%	13.8%	22.2%	35.7%	13.5%	22.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
Yes	38.5%	25.0%	31.7%	19.4%	39.6%	29.9%	41.0%	18.5%	26.7%	47.4%	22.2%
No	61.5%	75.0%	68.3%	80.6%	60.4%	70.1%	59.0%	81.5%	73.3%	52.6%	77.8%

**Which do you primarily use?\***

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
The World Bank Group's country website	34.8%	50.0%	46.2%	42.9%	14.5%	20.4%	38.1%	63.2%	8.3%	33.3%	53.8%
The World Bank Group's main website	65.2%	50.0%	53.8%	57.1%	85.5%	79.6%	61.9%	36.8%	91.7%	66.7%	46.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/Consultant /PMU	Local Gov.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Gov. Institution	Academia/Research Institute/Think Tanks	Other
High speed	84.2%	80.0%	56.8%	45.0%	45.1%	52.1%	58.0%	42.1%	38.5%	44.4%	33.3%
Dial-up	15.8%	20.0%	43.2%	55.0%	54.9%	47.9%	42.0%	57.9%	61.5%	55.6%	66.7%

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

	Which of the following best describes your current position?																							
	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/Consultant /PMU			Local governments			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	24	3.88	2.52	7	5.00	3.42	50	4.30	2.93	25	3.96	2.62	50	4.98	1.89	72	4.21	2.20	138	5.01	2.56	22	4.05	2.21
I find the World Bank Group's websites easy to navigate*	19	5.84	2.65	3	8.00	1.00	32	5.88	2.45	15	5.27	2.89	49	5.82	2.04	48	6.00	2.29	103	6.76	2.47	15	4.93	2.52
I find the information on the World Bank Group's websites useful*	18	6.28	2.82	4	8.00	1.83	33	6.85	2.31	16	6.63	2.70	50	5.96	2.19	44	6.61	2.09	98	7.39	2.32	14	6.43	2.82
The World Bank Group's social media channels are valuable sources of information about the institution*	19	6.21	3.01	4	6.75	2.99	40	6.43	2.51	18	7.33	2.40	49	5.88	2.20	55	6.11	2.31	105	6.77	2.31	19	5.16	3.17
When I need information from the World Bank Group I know how to find it*	20	5.95	3.30	6	6.00	4.00	45	6.36	2.53	21	6.33	2.96	46	5.85	2.20	59	5.93	2.63	109	6.28	2.63	20	5.10	3.01
The World Bank Group is responsive to my information requests and inquiries*	23	6.22	3.23	6	7.67	3.44	42	5.90	2.80	21	5.33	3.26	46	6.17	2.35	59	5.80	2.23	110	6.00	2.82	21	4.81	2.87

\*Significantly different between stakeholder groups

## H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	17.2%	10.0%	30.2%	17.6%	30.9%	19.7%	28.9%	24.1%	18.8%	14.3%	47.1%
No	82.8%	90.0%	69.8%	82.4%	69.1%	80.3%	71.1%	75.9%	81.3%	85.7%	52.9%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
The World Bank (IDA)*	77.8%	28.6%	43.2%	38.1%	30.8%	20.0%	42.2%	40.0%	14.3%	7.7%	21.4%
The International Finance Corporation (IFC)*	33.3%	0.0%	18.9%	28.6%	53.8%	60.0%	22.2%	20.0%	57.1%	23.1%	50.0%
Other*	0.0%	71.4%	37.8%	47.6%	15.4%	22.9%	43.3%	40.0%	28.6%	69.2%	28.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Yes	18.5%	0.0%	31.3%	20.8%	21.3%	24.5%	14.4%	16.7%	21.4%	12.5%	53.3%
No	81.5%	100.0%	68.8%	79.2%	78.7%	75.5%	85.6%	83.3%	78.6%	87.5%	46.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Working well together	20.0%	-	28.6%	66.7%	41.7%	25.0%	31.6%	33.3%	0.0%	66.7%	42.9%
Collaborating but needs improvement	40.0%	-	50.0%	33.3%	33.3%	66.7%	36.8%	33.3%	100.0%	33.3%	28.6%
In conflict	0.0%	-	14.3%	0.0%	8.3%	8.3%	0.0%	33.3%	0.0%	0.0%	0.0%
Other	40.0%	-	0.0%	0.0%	8.3%	0.0%	15.8%	0.0%	0.0%	0.0%	14.3%
Don't know	0.0%	-	7.1%	0.0%	8.3%	0.0%	15.8%	0.0%	0.0%	0.0%	14.3%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ Consultant /PMU	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institution	Academia/ Research Institute/ Think Tanks	Other
Observer*	19.2%	72.7%	48.2%	45.2%	32.6%	60.3%	61.2%	48.1%	43.8%	72.4%	46.7%
Use World Bank Group reports/data*	57.7%	27.3%	33.9%	38.7%	58.7%	20.5%	25.5%	37.0%	12.5%	13.8%	6.7%
Engage in World Bank Group related/sponsored events/activities	26.9%	9.1%	23.2%	22.6%	23.9%	19.2%	18.8%	22.2%	56.3%	13.8%	33.3%
Collaborate as part of my professional duties*	34.6%	0.0%	33.9%	32.3%	39.1%	19.2%	21.8%	18.5%	12.5%	17.2%	26.7%
Use World Bank Group website for information, data, research, etc.	11.5%	18.2%	23.2%	16.1%	26.1%	12.3%	21.8%	22.2%	31.3%	20.7%	20.0%

\*Significantly different between stakeholder groups

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

### A. General Issues facing Liberia

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
The right direction	55.1%	67.3%	60.0%	57.6%
The wrong direction	16.9%	12.8%	20.0%	21.2%
Not sure	28.0%	19.9%	20.0%	21.2%

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Social protection	7.6%	4.7%	4.8%	1.5%
Transport	23.7%	27.0%	33.5%	18.5%
Security/stabilization/reconstruction	9.3%	8.5%	10.1%	6.2%
Public sector governance/ reform*	10.2%	11.8%	3.7%	10.8%
Global/regional integration	0.8%	3.3%	0.5%	1.5%
Gender equity	6.8%	1.9%	4.3%	6.2%
Domestic private sector development	2.5%	1.9%	3.2%	6.2%
Foreign direct investment	5.9%	7.1%	3.7%	6.2%
Water and sanitation	4.2%	8.1%	2.7%	4.6%
Energy	32.2%	36.0%	42.0%	29.2%
Regional conflict and tensions	0.0%	1.9%	1.6%	4.6%
Job creation/employment	35.6%	31.8%	22.9%	27.7%
Rural development	6.8%	3.3%	2.1%	4.6%
Financial markets	1.7%	0.5%	1.6%	1.5%
Urban development	4.2%	3.3%	4.8%	1.5%
Environmental sustainability	0.0%	0.5%	1.1%	0.0%
Equality of opportunity	2.5%	1.9%	0.5%	4.6%
Health	17.8%	18.0%	19.1%	26.2%
Education	46.6%	46.0%	55.3%	60.0%
Poverty reduction	16.1%	15.2%	11.2%	4.6%
Food security	8.5%	8.1%	13.8%	13.8%
Social cohesion*	5.1%	7.1%	12.8%	0.0%
Climate change	0.8%	2.8%	0.0%	3.1%
Agricultural development	9.3%	6.2%	7.4%	6.2%
Trade and exports	0.8%	0.9%	3.2%	0.0%
Preventing crime and violence	0.0%	1.4%	1.1%	1.5%
Economic growth	12.7%	13.7%	8.5%	6.2%
Law and justice	3.4%	4.7%	2.7%	0.0%
Regulatory framework	0.0%	0.9%	1.1%	0.0%
Controlling communicable/non-communicable diseases	1.7%	2.4%	4.8%	6.2%
Local governance and institutions	0.8%	2.8%	1.6%	1.5%
Natural resource management	8.5%	3.3%	3.7%	7.7%
Anti corruption	9.3%	7.1%	5.3%	13.8%
Disaster risk management	1.7%	1.9%	2.1%	3.1%
Information and communications technology*	0.8%	3.3%	0.5%	10.8%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Water and sanitation	10.1%	9.4%	7.9%	10.0%
Equality of opportunity	12.6%	12.7%	9.4%	13.3%
Economic growth*	28.6%	24.9%	35.1%	15.0%
Climate change	0.8%	0.5%	0.0%	1.7%
Regional conflict and tensions	1.7%	0.0%	1.0%	0.0%
Global/regional integration	6.7%	6.1%	6.3%	6.7%
Gender equity	8.4%	3.8%	8.9%	6.7%
Rural development	5.9%	7.5%	8.9%	11.7%
Urban development	3.4%	4.2%	2.1%	6.7%
Regulatory framework	0.8%	1.4%	1.6%	0.0%
Local governance and institutions	4.2%	3.8%	0.5%	6.7%
Social protection	1.7%	2.3%	2.6%	6.7%
Law and justice	13.4%	8.5%	5.8%	11.7%
Transport	10.1%	13.6%	9.4%	5.0%
Preventing crime and violence	1.7%	1.4%	1.6%	0.0%
Controlling communicable/non-communicable diseases	1.7%	1.9%	2.6%	1.7%
Information and communications technology	1.7%	1.4%	0.5%	1.7%
Security/stabilization/reconstruction	4.2%	3.3%	1.6%	1.7%
Anti corruption	11.8%	15.0%	10.5%	8.3%
Domestic private sector development	2.5%	4.7%	7.3%	0.0%
Foreign direct investment*	8.4%	14.1%	8.4%	3.3%
Energy*	21.0%	26.3%	36.1%	30.0%
Public sector governance/ reform	5.0%	6.6%	5.8%	10.0%
Social cohesion	0.0%	2.3%	1.6%	0.0%
Education	34.5%	30.0%	28.8%	31.7%
Natural resource management	15.1%	13.1%	9.9%	10.0%
Environmental sustainability	1.7%	0.9%	1.0%	5.0%
Health	10.1%	18.3%	21.5%	20.0%
Agricultural development	22.7%	23.0%	27.2%	20.0%
Disaster risk management	0.0%	3.3%	2.1%	5.0%
Job creation/employment*	35.3%	23.0%	15.7%	25.0%
Financial markets	0.0%	2.8%	2.6%	3.3%
Trade and exports	1.7%	2.8%	6.3%	1.7%
Food security*	12.6%	7.0%	7.9%	18.3%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Energy	33.1%	41.1%	46.8%	40.3%
Gender equity	6.8%	9.8%	8.4%	4.8%
Equality of opportunity	1.7%	5.1%	5.8%	6.5%
Global/regional integration	0.8%	0.0%	2.1%	3.2%
Social protection*	0.8%	1.4%	1.1%	6.5%
Climate change	0.0%	0.9%	0.0%	0.0%
Anti corruption	15.3%	10.7%	10.5%	8.1%
Disaster risk management	2.5%	2.8%	2.1%	3.2%
Regional conflict and tensions*	1.7%	0.5%	4.2%	0.0%
Rural development*	6.8%	3.7%	3.7%	12.9%
Foreign direct investment	11.0%	15.0%	16.3%	6.5%
Urban development	3.4%	3.3%	4.7%	3.2%
Water and sanitation	3.4%	3.7%	5.3%	3.2%
Trade and exports	17.8%	9.8%	11.6%	14.5%
Information and communications technology	1.7%	2.8%	2.1%	4.8%
Regulatory framework	0.0%	0.9%	2.1%	0.0%
Controlling communicable/non-communicable diseases	3.4%	0.5%	0.5%	1.6%
Social cohesion	2.5%	2.3%	2.1%	1.6%
Public sector governance/ reform*	8.5%	4.7%	12.1%	17.7%
Domestic private sector development	6.8%	7.9%	4.7%	4.8%
Job creation/employment	31.4%	34.6%	24.2%	24.2%
Agricultural development	33.1%	29.0%	30.5%	30.6%
Food security*	17.8%	7.9%	16.3%	9.7%
Transport	17.8%	21.5%	15.3%	11.3%
Security/stabilization/reconstruction	5.1%	7.5%	3.2%	4.8%
Education	17.8%	18.7%	22.1%	24.2%
Natural resource management	21.2%	20.6%	12.1%	16.1%
Environmental sustainability	0.0%	1.9%	2.1%	3.2%
Health*	11.0%	17.8%	8.4%	9.7%
Law and justice	1.7%	1.4%	2.1%	4.8%
Local governance and institutions	0.8%	0.5%	0.0%	3.2%
Preventing crime and violence	0.0%	0.9%	1.6%	0.0%
Financial markets	12.7%	9.3%	13.7%	12.9%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Better employment opportunities for young people	40.2%	27.5%	28.7%	31.7%
Better employment opportunities for women*	8.8%	16.6%	23.4%	13.3%
Greater access to micro-finance for the poor	15.7%	16.1%	18.0%	20.0%
Greater voice and participation for citizens to help ensure greater accountability	11.8%	13.0%	10.2%	23.3%
Greater access to health and nutrition for citizens	8.8%	4.1%	11.4%	11.7%
Better entrepreneurial opportunities	15.7%	28.0%	22.2%	23.3%
A growing middle class	15.7%	20.7%	19.8%	13.3%
Better opportunity for the poor who live in rural areas	9.8%	11.9%	12.6%	5.0%
Better opportunity for the poor who live in urban areas*	3.9%	9.3%	8.4%	0.0%
Consistent economic growth	16.7%	13.0%	9.0%	10.0%
More reliable social safety net	1.0%	2.1%	3.0%	3.3%
Greater equity of fiscal policy	2.9%	2.6%	1.8%	5.0%
Education and training that better ensure job opportunity*	46.1%	31.6%	28.7%	35.0%
Better quality public services	3.9%	2.1%	3.6%	1.7%
Other*	0.0%	0.0%	0.0%	3.3%

\*Significantly different between geographic locations

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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 Liberia?*	115	5.63	2.89	213	5.15	2.51	182	5.59	2.61	64	3.88	2.45

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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 Liberia.*	101	7.00	2.67	185	6.35	2.14	161	6.50	2.24	50	5.48	2.63

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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 Liberia solve its most complicated development challenges?*	91	7.54	2.57	180	7.15	2.38	147	7.06	2.50	52	6.29	2.38

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

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

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Social protection*	6.8%	2.4%	1.6%	1.6%
Security/stabilization/reconstruction*	11.9%	10.0%	4.2%	16.1%
Public sector governance/ reform	17.8%	8.5%	12.0%	9.7%
Transport	21.2%	20.4%	24.6%	16.1%
Poverty reduction	21.2%	16.1%	16.2%	9.7%
Global/regional integration	4.2%	2.4%	4.7%	3.2%
Gender equity	3.4%	2.4%	3.7%	4.8%
Preventing crime and violence	0.0%	0.9%	3.7%	1.6%
Rural development	5.1%	3.8%	6.8%	6.5%
Domestic private sector development	4.2%	6.6%	3.1%	4.8%
Foreign direct investment	3.4%	4.3%	6.8%	6.5%
Water and sanitation*	0.8%	5.7%	2.1%	6.5%
Energy*	34.7%	42.2%	47.1%	25.8%
Social cohesion	0.0%	0.5%	0.0%	0.0%
Job creation/employment*	22.0%	22.7%	10.5%	29.0%
Financial markets	0.8%	1.9%	1.0%	0.0%
Urban development	0.8%	1.4%	1.0%	0.0%
Environmental sustainability	0.8%	0.0%	1.6%	1.6%
Equality of opportunity	3.4%	5.7%	7.3%	8.1%
Regional conflict and tensions	0.0%	1.4%	1.6%	3.2%
Health*	31.4%	45.0%	51.3%	32.3%
Education	44.9%	46.9%	42.4%	43.5%
Food security	5.1%	5.2%	7.3%	3.2%
Climate change*	0.0%	1.9%	1.6%	8.1%
Agricultural development	9.3%	4.7%	9.4%	14.5%
Trade and exports	2.5%	3.3%	2.6%	3.2%
Economic growth*	17.8%	14.2%	7.9%	9.7%
Law and justice	4.2%	4.7%	2.1%	4.8%
Local governance and institutions	1.7%	1.9%	0.5%	4.8%
Regulatory framework	2.5%	0.0%	0.5%	1.6%
Controlling communicable/non-communicable diseases	4.2%	2.4%	1.0%	4.8%
Natural resource management	5.9%	3.3%	7.9%	6.5%
Information and communications technology	2.5%	0.5%	1.0%	1.6%
Anti corruption	1.7%	2.8%	2.6%	6.5%
Disaster risk management	0.0%	0.5%	0.5%	0.0%

\*Significantly different between geographic locations

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 Liberia?

Greatest Value	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Percentage of Respondents				
Convening/facilitating	7.4%	13.6%	6.2%	10.2%
Data*	3.7%	11.6%	14.6%	10.2%
Policy advice, studies, analyses	13.9%	12.1%	16.9%	6.8%
Financial resources	14.8%	18.1%	24.7%	25.4%
Capacity development	32.4%	30.7%	20.8%	23.7%
Technical assistance*	13.0%	4.5%	10.7%	6.8%
Mobilizing third party financial resources	3.7%	1.5%	2.2%	3.4%
Donor coordination	5.6%	6.5%	2.2%	10.2%
Linkage to South-South knowledge sharing	0.9%	0.5%	1.1%	1.7%
Strategy formulation	2.8%	1.0%	0.6%	1.7%
Other	1.9%	0.0%	1.1%	0.0%

\*Significantly different between geographic locations

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

2 <sup>nd</sup> Greatest Value				
Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Convening/facilitating	5.6%	4.0%	2.8%	3.3%
Data	1.9%	3.5%	7.2%	6.7%
Policy advice, studies, analyses*	11.1%	14.1%	21.7%	5.0%
Financial resources	20.4%	19.6%	11.7%	23.3%
Capacity development	19.4%	19.6%	19.4%	13.3%
Technical assistance	20.4%	17.6%	18.9%	20.0%
Mobilizing third party financial resources	3.7%	7.5%	3.9%	6.7%
Donor coordination	11.1%	8.0%	6.7%	11.7%
Linkage to South-South knowledge sharing	0.9%	4.0%	3.3%	3.3%
Strategy formulation	4.6%	2.0%	5.0%	5.0%
Other	0.9%	0.0%	0.0%	0.0%

\*Significantly different between geographic locations

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

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	75	6.07	2.54	163	5.88	2.11	134	5.63	2.21	43	5.42	2.12
Data	70	6.33	2.42	159	6.02	2.07	128	6.38	2.24	49	6.35	2.20
Policy advice, studies, analyses	74	6.54	2.44	158	6.22	2.18	117	6.36	2.18	44	6.32	2.32
Financial resources	84	7.06	2.64	167	6.51	2.25	122	6.79	2.31	52	6.69	2.20
Technical assistance	85	6.47	2.71	157	6.50	2.07	135	6.35	2.32	43	6.42	2.10
Mobilizing third party financial resources	71	6.11	2.49	153	6.31	1.99	127	6.39	2.16	39	6.08	1.95
Donor coordination	83	6.93	2.42	160	6.63	2.18	129	6.72	2.26	44	6.43	2.13
Linkage to South-South knowledge sharing	64	6.25	2.68	154	5.94	2.01	119	6.16	2.31	40	6.10	2.10
Strategy formulation	73	6.25	2.66	153	6.39	1.93	134	6.70	2.37	41	6.07	2.14

**The World Bank Group can provide capacity building support in a number of ways in Liberia. To what degree would Liberia 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?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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	98	7.40	2.78	197	7.19	2.44	167	6.96	2.48	55	6.51	2.64
The public sector, related to implementation of specific development projects on the ground	99	7.41	2.52	189	7.30	2.20	163	7.26	2.44	57	6.93	2.30
The public sector, related to changing institutions	87	7.05	2.50	187	7.16	2.08	151	6.99	2.48	55	6.55	2.46
The private sector, related to institutional and policy change	88	7.19	2.66	192	7.18	2.27	158	7.28	2.41	57	6.39	2.47

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	91	6.52	2.80	178	6.11	2.39	146	6.09	2.54	59	6.10	2.83
Citizen engagement	84	6.24	2.76	153	5.78	2.28	134	5.84	2.47	59	6.34	2.52
Policy design	83	6.71	2.55	167	6.25	2.27	138	6.45	2.37	57	6.14	2.57

**When thinking about how to improve capacity building in Liberia 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?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	91	8.01	2.44	185	7.48	2.44	157	7.08	2.46	63	7.30	2.69
Citizen engagement	93	7.87	2.62	168	7.52	2.39	152	7.41	2.23	62	7.06	2.53
Policy design	90	7.74	2.62	179	7.55	2.40	161	7.32	2.32	59	7.37	2.19

\*Significantly different between geographic locations



**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 Liberia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Staff too inaccessible*	26.1%	25.6%	10.6%	16.1%
Not exploring alternative policy options	4.3%	4.3%	5.6%	3.2%
Not adequately sensitive to political/social realities in Liberia	7.0%	9.2%	9.4%	16.1%
Not enough public disclosure of its work	44.3%	47.3%	35.6%	43.5%
Arrogant in its approach	7.8%	8.7%	13.9%	11.3%
Not aligned with country priorities	4.3%	5.3%	7.2%	3.2%
The credibility of its knowledge/data	5.2%	4.8%	4.4%	8.1%
World Bank Group's processes too complex	12.2%	11.1%	18.3%	12.9%
Not willing to honestly criticize policies and reform efforts in the country	11.3%	13.5%	13.3%	21.0%
Too influenced by developed countries*	11.3%	7.7%	15.6%	3.2%
Imposing technocratic solutions without regard to political realities	1.7%	3.4%	3.3%	4.8%
World Bank Group's processes too slow	8.7%	6.3%	7.8%	8.1%
Too bureaucratic in its operational policies and procedures	16.5%	23.2%	19.4%	16.1%
Not aligned with other donors' work	0.0%	0.0%	1.7%	1.6%
Not collaborating enough with non-state actors	14.8%	10.1%	12.8%	6.5%
Not client focused	0.0%	1.0%	1.1%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.9%	1.9%	1.1%	0.0%
Not focused enough on issues that are unique to post-conflict countries	2.6%	1.0%	1.1%	1.6%
Inadequate number of World Bank Group staff members located in the country	7.8%	8.2%	4.4%	0.0%
Other	0.0%	1.0%	1.7%	0.0%
Don't know	4.3%	2.4%	5.6%	8.1%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Capacity development*	58.1%	54.7%	40.5%	47.0%
Policy based lending / budget support to the Government*	17.9%	12.1%	30.0%	24.2%
Knowledge products/services	17.9%	20.1%	14.7%	19.7%
Investment lending	19.7%	21.0%	20.5%	12.1%
Technical assistance*	27.4%	15.0%	25.8%	31.8%
Trust Fund management*	33.3%	43.9%	34.7%	24.2%
Co-financing arrangements	8.5%	15.4%	14.2%	12.1%
Sector-wide approaches	5.1%	4.7%	6.3%	10.6%
Emergency Recovery lending	6.8%	7.0%	8.4%	7.6%
Other	0.9%	0.0%	1.1%	0.0%
Don't know	1.7%	2.3%	0.5%	1.5%

\*Significantly different between geographic locations

**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)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Academia/think tanks/research institutes	13.7%	15.9%	16.9%	18.2%
Donor community	9.4%	11.7%	8.5%	13.6%
Media	23.1%	25.7%	19.6%	19.7%
NGOs*	20.5%	29.0%	36.5%	24.2%
Local Government	28.2%	20.1%	19.6%	19.7%
Private sector	31.6%	31.8%	28.0%	24.2%
Parliament*	1.7%	10.7%	8.5%	10.6%
Community Based Organizations*	28.2%	16.4%	25.4%	24.2%
Beneficiaries	20.5%	18.7%	14.3%	15.2%
Foundations	1.7%	2.8%	3.2%	4.5%
Faith based organizations	4.3%	2.8%	2.6%	9.1%
UN and regional peace keeping forces	2.6%	2.8%	5.3%	6.1%
Emerging donors	2.6%	0.5%	2.6%	1.5%
UN agencies	4.3%	5.6%	3.7%	1.5%
Regional organizations	4.3%	1.9%	2.1%	4.5%
Other	0.9%	0.5%	0.0%	0.0%
Don't know	0.0%	0.9%	0.5%	0.0%

\*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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 Liberia	104	7.20	2.71	194	6.49	2.45	176	6.61	2.49	63	6.37	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Liberia	90	6.91	2.46	188	6.55	2.12	170	6.83	2.28	59	6.24	1.93
The World Bank Group supports programs and strategies that are realistic for Liberia	96	7.06	2.49	184	6.78	2.04	168	7.02	2.12	60	6.50	2.19
The World Bank Group treats clients and stakeholders in Liberia with respect	81	7.12	2.37	161	6.75	2.10	159	6.86	2.29	55	6.71	2.34

To what extent is the World Bank Group an effective development partner in Liberia 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?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	86	6.44	2.45	160	6.09	2.10	147	6.26	2.23	52	6.02	2.64
Flexibility (in terms of the institution's products and services)	80	6.23	2.34	144	5.97	2.04	137	6.33	2.10	44	6.05	2.19
Flexibility (in terms of changing country circumstances)	84	6.31	2.47	147	6.12	2.02	134	6.46	2.06	47	6.00	2.61
Being inclusive	83	6.33	2.62	139	5.98	2.01	129	6.53	2.22	40	6.25	2.32
Openness (sharing data and other information)	87	6.38	2.87	159	5.77	2.31	144	6.49	2.41	50	6.24	2.22
Staff accessibility*	84	5.70	2.80	158	5.20	2.36	135	6.27	2.30	47	6.23	2.21
Straightforwardness and honesty	75	6.72	2.43	143	6.76	1.92	129	7.08	2.10	44	6.91	2.36
Ease of access to the people at the World Bank Group who are making decisions important to my work*	81	5.64	2.57	159	5.49	2.24	129	6.32	2.05	46	6.28	2.03
Collaboration with civil society	76	6.71	2.52	139	6.35	2.01	126	6.95	2.21	46	6.61	2.19
Collaboration with the UN	67	7.67	2.26	128	7.15	2.22	129	7.36	2.22	49	7.45	2.17
Collaboration with the Government	78	7.71	2.11	156	7.29	2.06	144	7.61	2.26	49	7.31	2.01
Collaboration with other donors and development partners*	77	7.62	2.07	134	6.91	1.93	141	7.57	2.08	50	7.54	2.04
Collaboration with the private sector	78	6.04	2.52	145	5.94	2.07	128	6.47	2.16	42	6.17	1.74
The speed in which it gets things accomplished on the ground	77	6.40	2.58	143	6.02	1.86	136	6.62	2.17	43	6.74	2.06
Being a long-term partner	84	7.45	2.41	153	7.19	2.09	143	7.33	2.27	51	7.16	2.22

\*Significantly different between geographic locations

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

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
More local presence	69.6%	64.8%	54.3%	59.7%
The current level of local presence is adequate	5.2%	11.9%	7.1%	6.5%
Less local presence	13.0%	11.9%	24.5%	19.4%
Don't know	12.2%	11.4%	14.1%	14.5%

\*Significantly different between geographic locations

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?\* (Select only ONE response)

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
More effective collaboration	30.1%	27.0%	24.2%	28.1%
The same level of effective collaboration	29.2%	36.0%	27.4%	18.8%
Less effective collaboration	12.4%	15.2%	27.4%	18.8%
Don't know	28.3%	21.8%	21.0%	34.4%

\*Significantly different between geographic locations

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)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
The World Bank Group does not do adequate follow through/follow-up	26.5%	30.0%	21.5%	28.6%
There is not an adequate level of citizen/civil society participation*	60.7%	41.8%	50.8%	42.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.2%	14.6%	18.8%	23.8%
Lack of/inadequate levels of capacity in Government	35.0%	28.6%	35.1%	34.9%
Poor donor coordination	22.2%	23.5%	29.8%	25.4%
The World Bank Group works too slowly	16.2%	18.3%	15.2%	23.8%
The Government works inefficiently	29.9%	24.4%	30.9%	25.4%
Political pressures and obstacles	26.5%	33.3%	24.6%	20.6%
Reforms are not well thought out in light of country challenges	20.5%	34.3%	26.7%	27.0%
Ongoing conflict and instability	9.4%	10.3%	12.6%	4.8%
Inadequate funding	12.0%	10.3%	6.3%	15.9%
Other	0.0%	2.3%	3.1%	0.0%

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	98	8.54	2.45	202	8.42	2.10	175	8.74	2.30	60	8.55	2.24
Information and communications technology	92	8.62	2.14	189	8.30	1.94	172	8.55	2.11	47	8.57	2.28
Transport	100	8.88	2.08	195	8.75	1.95	171	9.13	1.67	56	8.57	2.02
Preventing crime and violence	91	8.20	2.57	183	7.77	2.40	172	8.22	2.26	50	7.92	2.42
Regional conflict and tensions	93	7.85	2.79	176	7.80	2.45	166	8.14	2.37	51	7.75	2.62
Law and justice	94	8.35	2.45	186	8.24	2.12	175	8.22	2.42	51	8.00	2.59
Urban development	93	8.69	2.08	191	8.54	1.95	169	8.57	2.10	53	8.15	2.23
Environmental sustainability	92	8.28	2.27	182	8.31	2.00	167	8.53	1.95	48	7.77	2.30
Regulatory framework	91	7.99	2.58	181	8.23	1.99	164	8.35	2.07	48	7.77	2.36
Controlling communicable/non-communicable diseases	90	8.26	2.32	193	8.15	1.97	168	8.54	1.83	50	8.04	2.59
Poverty reduction	102	9.07	1.76	184	8.99	1.47	172	8.87	1.83	50	8.80	1.75
Gender equity	92	7.74	2.80	185	8.05	2.14	170	8.01	2.39	51	8.00	2.35
Domestic private sector development	93	8.58	2.26	188	8.62	1.89	165	8.41	2.02	50	7.90	2.32
Foreign direct investment	92	8.68	2.03	182	8.67	1.77	174	8.74	1.61	49	8.29	2.00
Local governance and institutions	92	8.42	2.19	184	8.40	1.81	168	8.45	1.79	50	8.28	1.94
Water and sanitation	95	8.63	1.82	185	8.78	1.55	167	8.65	1.62	49	8.49	1.93
Trade and exports	88	7.91	2.67	184	8.40	1.81	167	8.45	1.96	48	7.85	2.19
Economic growth	98	8.91	1.93	195	8.97	1.48	175	8.97	1.47	53	8.81	1.68
Energy	97	8.98	1.99	189	8.89	1.68	167	8.86	1.67	49	8.49	1.87
Disaster risk management*	92	8.18	2.39	182	8.24	1.95	164	8.57	1.62	47	7.55	2.61
Public sector governance/ reform	97	8.61	2.12	187	8.74	1.54	171	8.66	1.70	53	8.19	2.04
Job creation/employment	101	8.86	2.13	195	8.89	1.79	173	8.73	1.80	59	8.66	2.06
Social cohesion	85	7.86	2.77	182	7.95	2.30	167	8.27	1.96	48	7.73	2.51
Financial markets	91	8.38	2.39	184	8.18	2.15	171	8.60	1.65	50	8.42	2.01
Equality of opportunity	93	8.45	2.46	190	8.35	1.82	163	8.56	1.84	46	8.04	2.57
Health	101	8.95	1.92	195	8.88	1.79	172	8.89	1.63	54	8.41	2.39
Rural development	99	8.65	2.13	192	8.84	1.56	170	8.55	1.87	50	8.72	1.92
Global/regional integration	88	8.08	2.65	184	8.29	1.98	164	8.39	1.92	49	8.29	2.25
Food security	96	8.64	2.18	188	8.69	1.74	168	8.67	1.86	51	8.67	2.00
Education	101	9.19	1.83	194	9.15	1.42	173	8.84	1.70	55	9.15	1.84
Security/stabilization/reconstruction	94	8.74	2.34	189	8.75	1.86	167	8.67	1.75	52	8.88	2.12
Social protection	93	8.20	2.37	185	8.28	2.11	168	8.26	2.09	50	8.04	2.61
Climate change	90	8.32	2.32	184	8.21	1.94	169	8.35	1.98	50	7.96	2.60
Agricultural development	98	9.16	1.71	192	9.13	1.42	177	8.72	1.86	54	8.87	2.01
Natural resource management	99	8.39	2.57	193	8.35	2.48	173	8.31	2.32	58	8.21	2.59

\*Significantly different between geographic locations

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	72	6.61	3.03	144	6.20	2.68	146	6.42	2.85	48	6.85	2.70
Information and communications technology	74	6.85	2.88	139	6.53	2.47	137	6.95	2.46	42	7.60	1.81
Transport	91	7.54	2.53	167	6.93	2.50	149	7.43	2.36	45	7.53	2.04
Preventing crime and violence*	72	6.88	2.73	135	6.27	2.64	133	7.17	2.49	41	7.15	1.96
Regional conflict and tensions*	68	6.82	2.72	128	6.37	2.57	144	7.36	2.49	41	6.90	2.27
Law and justice*	79	6.84	2.84	137	6.43	2.52	134	7.50	2.35	42	7.33	2.37
Urban development*	80	7.03	2.86	155	6.74	2.40	151	7.58	2.30	41	7.24	2.19
Environmental sustainability*	79	6.84	2.74	137	6.52	2.48	139	7.42	2.39	44	7.05	2.07
Regulatory framework*	68	6.74	2.88	142	6.60	2.50	136	7.65	2.33	43	7.05	2.12
Controlling communicable/non-communicable diseases*	74	7.26	2.58	134	6.66	2.47	145	7.47	2.41	41	7.27	2.21
Poverty reduction	83	6.93	2.69	152	6.78	2.47	159	7.47	2.43	47	6.89	2.47
Gender equity*	80	7.03	2.54	140	6.63	2.41	144	7.44	2.42	42	7.14	2.21
Domestic private sector development	70	6.66	2.87	140	6.56	2.39	140	7.26	2.58	45	6.58	2.44
Foreign direct investment	77	7.25	2.66	139	6.83	2.37	132	7.30	2.59	41	6.98	2.27
Local governance and institutions	76	6.99	2.62	145	6.85	2.26	143	7.55	2.32	44	7.18	2.25
Water and sanitation	81	6.80	2.75	145	6.76	2.49	150	7.37	2.52	42	6.71	2.66
Trade and exports	66	6.73	2.66	137	6.50	2.56	132	7.12	2.72	46	6.80	2.15
Economic growth*	85	7.11	2.74	155	6.94	2.37	148	7.66	2.35	47	6.81	2.31
Energy	81	7.11	2.92	152	6.99	2.44	139	7.50	2.49	43	6.84	2.32
Disaster risk management*	70	6.76	2.94	129	6.45	2.38	132	7.39	2.51	43	6.84	2.47
Public sector governance/ reform	82	7.41	2.52	147	7.07	2.37	144	7.54	2.31	45	6.56	2.69
Job creation/employment	77	6.84	2.81	145	6.69	2.48	143	7.13	2.63	48	6.58	2.51
Social cohesion	65	6.62	2.73	129	6.55	2.62	131	7.20	2.61	42	6.79	2.38
Financial markets	70	6.81	2.69	141	6.86	2.45	133	7.28	2.53	44	6.75	2.32
Equality of opportunity	78	6.64	2.79	134	6.57	2.61	132	7.17	2.53	48	7.04	2.47
Health*	74	6.82	2.82	151	7.01	2.49	152	7.90	2.12	42	7.10	2.43
Rural development*	76	6.46	2.93	142	6.74	2.47	146	7.43	2.32	42	7.00	2.61
Global/regional integration*	69	6.65	2.81	134	6.70	2.52	132	7.55	2.27	46	7.02	2.51
Food security*	78	6.82	2.89	140	6.75	2.51	140	7.61	2.39	46	6.70	2.42
Education	81	7.16	2.75	151	7.12	2.54	145	7.86	2.24	50	7.36	2.37
Security/stabilization/reconstruction*	79	7.10	2.82	142	6.89	2.49	143	7.92	2.24	43	7.05	2.49
Social protection*	72	6.46	2.90	140	6.29	2.68	131	7.31	2.59	46	7.07	2.60
Climate change*	67	6.40	2.79	131	6.53	2.50	142	7.53	2.55	45	6.89	2.66
Agricultural development	83	7.10	2.74	150	6.87	2.60	151	7.54	2.56	45	7.09	2.67
Natural resource management*	75	6.61	2.91	140	6.58	2.69	139	7.55	2.78	46	6.37	2.93

\*Significantly different between geographic locations

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

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

(Select only ONE response)

Percentage of Respondents	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
At the Headquarters (in Washington D.C.)	26.7%			28.2%			32.4%			30.3%		
In the country	22.4%			21.1%			27.8%			27.3%		
Don't know	50.9%			50.7%			39.8%			42.4%		

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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 Liberia?	91	7.36	2.33	172	7.17	1.93	160	7.54	2.06	57	6.89	2.56

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

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?	80	7.48	2.37	160	7.34	1.95	149	7.60	1.98	53	6.91	2.59

(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 Liberia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Liberia	93	6.59	2.91	173	6.41	2.24	151	6.34	2.32	54	6.30	2.29
The World Bank Group meets Liberia's needs for knowledge services	84	6.38	2.76	164	6.43	2.14	146	6.49	2.19	50	6.38	2.13

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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 Liberia?	62	7.18	2.56	134	7.30	1.72	118	7.64	1.67	44	6.77	2.09

(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 World Bank Group's knowledge work and activities in the work you do?\*

(Select only ONE response)

Percentage of Respondents	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
Weekly	4.3%			7.3%			9.8%			11.3%		
Monthly	16.2%			14.6%			17.2%			9.7%		
A few times a year	20.5%			14.6%			21.3%			24.2%		
Rarely	14.5%			30.1%			23.0%			19.4%		
Never	44.4%			33.5%			28.7%			35.5%		

\*Significantly different between geographic locations

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

In Liberia, 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?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	80	5.88	2.64	152	5.59	2.00	146	5.79	1.95	50	5.78	2.25
Include appropriate level of stakeholder involvement during preparation*	81	5.72	2.37	162	5.69	2.00	148	6.40	1.83	45	5.69	1.79
Are relevant to Liberia's development priorities	91	6.64	2.59	170	6.42	2.09	167	6.93	2.03	55	6.33	2.28
Lead to practical solutions	74	6.15	2.50	150	6.19	1.95	144	6.48	1.97	45	5.89	1.94
Are accessible (well written and easy to understand)	82	5.66	2.67	160	5.69	2.08	150	6.21	2.04	49	5.51	2.36
Are source of relevant information on global good practices	82	6.59	2.46	148	6.33	2.01	152	6.58	1.95	49	6.16	2.07
Enhance your knowledge and/or skills	75	5.87	2.64	145	6.28	2.10	155	6.43	1.96	44	6.07	2.00
Are adequately disseminated	72	5.58	2.68	144	5.92	2.02	141	6.02	2.00	42	5.67	2.03
Are translated enough into local language*	73	5.44	2.83	138	5.07	2.48	140	5.92	2.31	44	5.18	2.18
Are adaptable to Liberia's specific development challenges and country circumstances	78	6.09	2.57	148	6.24	2.12	161	6.52	2.16	51	6.45	2.07

\*Significantly different between geographic locations

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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?	94	7.66	2.43	164	7.41	1.96	142	7.88	2.03	56	7.43	2.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	91	7.00	2.98	159	7.09	2.00	136	7.64	2.11	49	7.18	1.79

(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 Liberia's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	79	6.59	2.41	178	5.96	2.10	163	6.19	1.97	53	5.62	2.13
Design (appraising and planning the solutions)	80	6.59	2.34	174	6.42	1.86	161	6.51	1.88	51	6.22	1.99
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	91	6.81	2.44	175	6.56	2.02	165	6.63	1.89	55	6.45	2.32
Evaluation (assessing the impact and results)	85	7.07	2.43	179	6.63	2.05	161	6.77	1.91	57	6.93	2.31

\*Significantly different between geographic locations

**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)**

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	88	5.68	2.87	159	5.81	2.02	148	6.36	2.22	44	5.84	2.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports	102	7.29	2.54	169	6.65	2.19	166	6.83	2.08	52	6.96	2.40
The World Bank Group's approvals and reviews are done in a timely fashion*	87	6.57	2.77	162	6.16	1.86	148	6.87	2.00	40	6.35	2.17
The World Bank Group's "Safeguard Policy" requirements are reasonable	81	6.46	2.64	156	6.51	1.85	149	6.70	2.15	38	6.08	1.91
The World Bank Group's conditions on its lending are reasonable*	78	6.45	2.47	158	6.34	1.83	146	6.94	2.03	38	6.26	1.80
The World Bank Group takes decisions quickly in Liberia*	83	5.59	2.71	150	5.94	1.94	148	6.47	2.35	43	6.21	2.17
Working with the World Bank Group increases Liberia's institutional capacity	88	7.26	2.28	155	6.91	1.85	154	7.25	2.14	47	6.72	2.24
The World Bank Group ensures consistency and continuity through staff changes	78	7.03	2.50	144	6.52	1.76	136	6.90	2.03	41	6.61	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	81	6.73	2.63	152	6.55	1.93	150	7.19	1.97	50	7.00	2.08
The World Bank Group provides effective implementation support	86	7.27	2.54	169	6.91	1.98	159	7.28	2.13	50	6.96	2.01

*\*Significantly different between geographic locations***Which of the following best describes the way the World Bank Group operates in Liberia?\*** (Select only ONE response)

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
The World Bank Group takes too much risk in Liberia	11.0%	6.5%	7.5%	17.2%
The World Bank Group does not take enough risk in Liberia	20.3%	19.2%	29.6%	14.1%
The World Bank Group's approach to risk is appropriate	29.7%	36.4%	31.7%	20.3%
Don't know	32.2%	28.0%	24.7%	45.3%
Prefer not to answer	6.8%	9.8%	6.5%	3.1%

*\*Significantly different between geographic locations*

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Liberia?	75	5.17	3.01	137	5.34	2.60	110	5.92	2.62	42	5.40	2.94

*(1-To no degree at all, 10-To a very significant degree)***F. Recent Trends and the Future Role of the World Bank Group in Liberia****Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia?****(Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Provide more adequate data/knowledge/statistics/figures on Liberia's economy*	34.7%	32.7%	22.5%	21.0%
Collaborate more effectively with Government clients	16.1%	12.8%	17.6%	16.1%
Offer more innovative financial products*	5.1%	9.5%	18.2%	6.5%
Improve the competitiveness of its financing compared to markets	9.3%	7.6%	5.9%	11.3%
Reach out more to groups outside of Government	36.4%	43.1%	36.4%	38.7%
Improve the quality of its experts as related to Liberia's specific challenges	14.4%	14.7%	18.2%	21.0%
Offer more innovative knowledge services	9.3%	8.1%	12.3%	11.3%
Ensure greater selectivity in its work	8.5%	11.8%	13.4%	14.5%
Increase the level of capacity development in the country	32.2%	19.9%	24.1%	29.0%
Reduce the complexity of obtaining World Bank Group financing	16.9%	17.5%	16.0%	22.6%
Work faster*	6.8%	12.3%	5.9%	3.2%
Increase the level of World Bank Group staffing in Liberia's office	9.3%	9.0%	5.3%	1.6%
Other	0.8%	0.5%	1.6%	0.0%

*\*Significantly different between geographic locations*



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

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Financial services	38.5%	30.5%	36.8%	37.1%
Knowledge products	23.1%	33.3%	35.8%	27.4%
Convening services	12.0%	10.5%	10.5%	9.7%
None of the above	1.7%	2.4%	2.1%	1.6%
The combination is appropriate for Liberia	17.1%	20.5%	10.5%	21.0%
Don't know	7.7%	2.9%	4.2%	3.2%

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Social safety nets	13.6%	9.4%	15.3%	6.1%
Public financial management*	30.0%	37.7%	47.4%	28.8%
Reducing violence	11.8%	11.3%	15.3%	13.6%
Access to justice systems	23.6%	19.3%	17.9%	19.7%
Security mechanisms	10.0%	10.4%	16.3%	10.6%
Conflict resolution mechanisms*	21.8%	9.0%	12.1%	19.7%
Access to basic services	22.7%	15.1%	22.6%	19.7%
Capacity of state institutions	15.5%	25.5%	22.6%	30.3%
Jobs*	43.6%	42.9%	28.4%	34.8%
Improving livelihoods	20.9%	20.3%	13.7%	25.8%
Social cohesion	9.1%	7.5%	8.9%	9.1%
Stimulating dialogue to promote peace and stability	9.1%	11.3%	12.1%	18.2%
Basic infrastructure*	28.2%	43.9%	32.6%	27.3%
Economic governance	28.2%	31.1%	25.8%	21.2%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Social safety nets	15.6%	10.0%	9.3%	11.1%
Public financial management	25.7%	29.4%	22.0%	25.4%
Reducing violence	15.6%	19.4%	24.2%	30.2%
Access to justice systems	14.7%	18.0%	24.7%	22.2%
Security mechanisms	17.4%	15.6%	13.2%	15.9%
Conflict resolution mechanisms	16.5%	16.6%	19.8%	19.0%
Access to basic services	17.4%	24.6%	20.9%	20.6%
Capacity of state institutions	18.3%	18.5%	26.9%	15.9%
Jobs	26.6%	29.9%	32.4%	30.2%
Improving livelihoods	30.3%	33.2%	26.9%	20.6%
Social cohesion	12.8%	6.6%	13.7%	14.3%
Stimulating dialogue to promote peace and stability	23.9%	21.3%	18.1%	12.7%
Basic infrastructure	22.9%	20.9%	18.1%	23.8%
Economic governance*	26.6%	27.5%	16.5%	27.0%

\*Significantly different between geographic locations

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Share more information about the W's activities, products, and knowledge	66.7%	66.5%	56.7%	61.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	55.0%	58.0%	60.8%	52.5%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	43.2%	41.0%	38.6%	45.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	40.5%	42.0%	50.3%	52.5%
Organize more joint meetings and missions with the UN	45.0%	41.0%	41.5%	50.8%
Involve UN experts to a greater degree in World Bank Group activities	31.5%	23.0%	29.2%	23.7%
Other	3.6%	3.0%	4.7%	0.0%

**G. Communication and Information Sharing**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Local newspapers*	63.2%	59.1%	48.7%	46.7%
International newspapers	1.7%	3.4%	7.5%	6.7%
Local radio	69.2%	62.0%	57.8%	70.0%
International radio	14.5%	15.9%	12.8%	15.0%
Local television	15.4%	17.8%	17.6%	11.7%
International television	4.3%	6.3%	11.2%	10.0%
Cable television	2.6%	6.3%	5.9%	3.3%
Periodicals	3.4%	6.7%	8.6%	5.0%
Internet	17.1%	14.9%	17.1%	15.0%
Social media	2.6%	4.3%	6.4%	1.7%
Blogs	0.9%	1.9%	2.1%	1.7%
Mobile phones	2.6%	0.5%	1.1%	5.0%
Instant messaging	0.0%	0.0%	1.1%	0.0%
Other	0.0%	0.5%	1.1%	0.0%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Blogs	1.7%	2.4%	1.6%	0.0%
Direct contact with World Bank Group	28.2%	28.3%	23.6%	33.3%
e-Newsletters	14.5%	19.5%	20.3%	15.0%
Instant messaging	18.8%	22.0%	22.0%	25.0%
World Bank Group's seminars/workshops/conferences	35.0%	28.3%	32.4%	36.7%
World Bank Group's publications and other written materials	23.9%	37.1%	30.8%	35.0%
Mobile phones	17.9%	10.7%	17.6%	20.0%
Social media*	25.6%	16.6%	23.1%	10.0%
World Bank Group's website	17.9%	23.9%	19.8%	13.3%
Other	7.7%	8.3%	4.9%	3.3%

\*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	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	18.1%	20.6%	22.8%	25.4%
No	81.9%	79.4%	77.2%	74.6%

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	11.7%	20.0%	11.0%	9.6%
No	88.3%	80.0%	89.0%	90.4%

\*Significantly different between geographic locations

Were you able to obtain this information?

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	81.8%	75.0%	62.5%	83.3%
No	18.2%	25.0%	37.5%	16.7%

Do you have access to the Internet?\*

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	78.4%	82.2%	70.2%	72.4%
No	21.6%	17.8%	29.8%	27.6%

\*Significantly different between geographic location

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	39.4%	34.3%	31.9%	33.9%
No	60.6%	65.7%	68.1%	66.1%

**G. Communication and Information Sharing (continued)****Which do you primarily use?\***

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
The World Bank Group's country website (www.worldbank.org/liberia)	49.4%	31.0%	23.1%	39.1%
The World Bank Group's main website (www.worldbank.org)	50.6%	69.0%	76.9%	60.9%

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
High speed	50.0%	50.3%	62.7%	40.9%
Dial-up	50.0%	49.7%	37.3%	59.1%

*\*Significantly different between geographic locations***Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Which best represents your geographic location?											
	Central, Western Liberia			Monrovia, greater Monrovia area			South East			Northern Liberia		
	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	85	4.72	2.88	159	4.52	2.34	158	4.63	2.50	52	4.42	2.86
I find the World Bank Group's websites easy to navigate*	59	6.14	2.64	120	5.78	2.43	113	6.64	2.35	44	5.70	2.94
I find the information on the World Bank Group's websites useful*	56	7.00	2.51	118	6.38	2.46	107	7.07	2.11	44	5.75	2.97
The World Bank Group's social media channels are valuable sources of information about the institution*	67	6.91	2.88	125	5.99	2.46	127	6.32	2.19	41	5.49	2.78
When I need information from the World Bank Group I know how to find it	69	6.17	3.33	142	5.69	2.74	130	6.18	2.30	42	5.45	2.90
The World Bank Group is responsive to my information requests and inquiries	71	5.58	3.34	137	5.73	2.61	137	6.26	2.64	43	5.21	2.96

*\*Significantly different between geographic locations***H. Background Information****Currently, do you professionally collaborate/work with the World Bank Group in your country?**

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	27.3%	27.7%	22.5%	25.4%
No	72.7%	72.3%	77.5%	74.6%

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

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
The World Bank (IDA)	34.8%	33.7%	41.3%	31.6%
The International Finance Corporation (IFC)*	39.4%	28.8%	21.3%	57.9%
Other	40.9%	40.4%	38.7%	10.5%

*\*Significantly different between geographic locations***Do your projects involve both the World Bank and IFC?**

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Yes	16.5%	23.8%	15.1%	28.3%
No	83.5%	76.2%	84.9%	71.7%

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

Percentage of Respondents	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Working well together	42.9%	22.9%	50.0%	15.4%
Collaborating but needs improvement	57.1%	60.0%	15.0%	38.5%
In conflict	0.0%	8.6%	5.0%	0.0%
Other	0.0%	5.7%	10.0%	23.1%
Don't know	0.0%	2.9%	20.0%	23.1%

*\*Significantly different between geographic locations***Which of the following describes most of your exposure to the World Bank Group in Liberia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Central, Western Liberia	Monrovia, greater Monrovia area	South East	Northern Liberia
Observer*	60.6%	53.6%	40.3%	52.5%
Use World Bank Group reports/data*	30.8%	28.1%	44.7%	18.6%
Engage in World Bank Group related/sponsored events/activities	21.2%	24.5%	18.9%	23.7%
Collaborate as part of my professional duties	26.9%	23.4%	27.0%	25.4%
Use World Bank Group website for information, data, research, etc.	12.5%	20.3%	21.4%	18.6%

*\*Significantly different between geographic locations*

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

### A. General Issues facing Liberia

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

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	66.9%	59.1%
The wrong direction	16.2%	17.1%
Not sure	16.9%	23.8%

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Social protection	6.1%	4.7%
Transport	22.1%	25.8%
Security/stabilization/reconstruction	12.2%	8.4%
Public sector governance/ reform	11.5%	8.1%
Global/regional integration	3.1%	1.6%
Gender equity	6.1%	4.4%
Domestic private sector development	3.8%	2.6%
Foreign direct investment	2.3%	4.4%
Water and sanitation	6.9%	5.7%
Energy	39.7%	39.2%
Regional conflict and tensions	1.5%	1.8%
Job creation/employment*	20.6%	32.6%
Rural development	3.8%	4.7%
Financial markets	2.3%	1.3%
Urban development	1.5%	4.7%
Environmental sustainability	1.5%	0.5%
Equality of opportunity	2.3%	2.1%
Health	14.5%	21.4%
Education	52.7%	52.0%
Poverty reduction	5.3%	9.9%
Food security	8.4%	9.9%
Social cohesion	8.4%	9.1%
Climate change	2.3%	1.6%
Agricultural development	9.2%	7.3%
Trade and exports	1.5%	1.8%
Preventing crime and violence	0.0%	1.3%
Economic growth	9.2%	7.0%
Law and justice	3.1%	3.7%
Regulatory framework	1.5%	0.8%
Controlling communicable/non-communicable diseases*	6.1%	2.3%
Local governance and institutions	2.3%	1.6%
Natural resource management	6.1%	4.7%
Anti corruption	10.7%	6.5%
Disaster risk management*	5.3%	1.8%
Information and communications technology	3.8%	2.6%

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Water and sanitation	8.3%	10.4%
Equality of opportunity	11.3%	12.5%
Economic growth	21.8%	26.6%
Climate change	0.8%	0.8%
Regional conflict and tensions	0.8%	0.8%
Global/regional integration*	12.0%	6.0%
Gender equity	9.0%	7.8%
Rural development	7.5%	9.4%
Urban development	3.0%	3.9%
Regulatory framework	2.3%	0.8%
Local governance and institutions*	6.8%	2.3%
Social protection	4.5%	2.6%
Law and justice	10.5%	9.9%
Transport	8.3%	10.7%
Preventing crime and violence	1.5%	1.6%
Controlling communicable/non-communicable diseases	1.5%	1.8%
Information and communications technology	0.0%	1.6%
Security/stabilization/reconstruction	3.0%	2.9%
Anti corruption	9.8%	9.9%
Domestic private sector development	6.0%	5.5%
Foreign direct investment	5.3%	4.4%
Energy	33.1%	31.6%
Public sector governance/ reform*	10.5%	5.0%
Social cohesion	1.5%	1.6%
Education	34.6%	28.7%
Natural resource management	4.5%	8.1%
Environmental sustainability	3.0%	1.6%
Health	14.3%	20.9%
Agricultural development	19.5%	25.1%
Disaster risk management	4.5%	2.3%
Job creation/employment	20.3%	24.3%
Financial markets	3.0%	2.6%
Trade and exports	4.5%	4.2%
Food security	12.8%	10.7%

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Energy*	47.7%	36.1%
Gender equity	9.8%	8.9%
Equality of opportunity	6.1%	5.5%
Global/regional integration	3.0%	1.0%
Social protection	0.8%	2.6%
Climate change*	1.5%	0.0%
Anti corruption*	7.6%	14.1%
Disaster risk management	5.3%	2.1%
Regional conflict and tensions	1.5%	2.4%
Rural development	7.6%	5.0%
Foreign direct investment	13.6%	11.5%
Urban development	3.8%	3.1%
Water and sanitation	5.3%	4.5%
Trade and exports	8.3%	14.7%
Information and communications technology	2.3%	3.4%
Regulatory framework	0.0%	1.6%
Controlling communicable/non-communicable diseases	1.5%	1.3%
Social cohesion	3.0%	2.4%
Public sector governance/ reform	6.1%	9.9%
Domestic private sector development*	12.1%	4.7%
Job creation/employment*	20.5%	36.4%
Agricultural development	28.8%	33.8%
Food security	12.1%	15.4%
Transport*	16.7%	8.9%
Security/stabilization/reconstruction*	0.0%	4.2%
Education*	28.0%	17.8%
Natural resource management	12.1%	14.7%
Environmental sustainability	3.0%	1.3%
Health	12.1%	13.6%
Law and justice	4.5%	2.1%
Local governance and institutions	0.8%	0.8%
Preventing crime and violence	0.8%	1.3%
Financial markets	10.6%	14.1%

\*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 Liberia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people	35.8%	32.4%
Better employment opportunities for women	20.0%	19.0%
Greater access to micro-finance for the poor	15.0%	19.3%
Greater voice and participation for citizens to help ensure greater accountability	13.3%	14.3%
Greater access to health and nutrition for citizens	9.2%	8.6%
Better entrepreneurial opportunities	15.0%	16.7%
A growing middle class*	24.2%	15.2%
Better opportunity for the poor who live in rural areas	14.2%	14.0%
Better opportunity for the poor who live in urban areas	8.3%	7.7%
Consistent economic growth	8.3%	12.5%
More reliable social safety net	4.2%	1.5%
Greater equity of fiscal policy	4.2%	3.3%
Education and training that better ensure job opportunity*	22.5%	33.3%
Better quality public services	4.2%	2.4%
Other	0.0%	0.6%

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

**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 Liberia?*	129	6.09	2.67	379	5.09	2.72

(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 Liberia.	123	6.72	2.43	316	6.37	2.45

(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
To what extent do you believe the World Bank Group's staff is well prepared to help Liberia solve its most complicated development challenges?	116	6.99	2.55	291	6.86	2.39

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Social protection	1.5%	3.4%
Security/stabilization/reconstruction	9.2%	9.4%
Public sector governance/ reform	11.5%	12.2%
Transport	21.5%	19.3%
Poverty reduction	18.5%	18.5%
Global/regional integration*	8.5%	2.9%
Gender equity	1.5%	4.2%
Preventing crime and violence	1.5%	1.8%
Rural development	6.2%	6.0%
Domestic private sector development	6.9%	4.9%
Foreign direct investment	6.2%	4.4%
Water and sanitation	3.8%	3.6%
Energy	44.6%	41.1%
Social cohesion	0.0%	0.3%
Job creation/employment	14.6%	20.3%
Financial markets	0.8%	1.6%
Urban development	0.8%	1.3%
Environmental sustainability	2.3%	0.5%
Equality of opportunity	7.7%	6.8%
Regional conflict and tensions	1.5%	1.6%
Health*	32.3%	43.8%
Education	41.5%	39.6%
Food security	3.8%	7.3%
Climate change	3.8%	2.1%
Agricultural development	6.2%	9.4%
Trade and exports	6.2%	2.6%
Economic growth	7.7%	9.4%
Law and justice	6.2%	3.6%
Local governance and institutions	3.1%	1.8%
Regulatory framework	1.5%	0.8%
Controlling communicable/non-communicable diseases	4.6%	2.1%
Natural resource management	6.9%	5.7%
Information and communications technology	1.5%	1.6%
Anti corruption	2.3%	3.4%
Disaster risk management	0.0%	0.5%

\*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 Liberia?

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/facilitating	2.5%	4.2%
Data	13.1%	12.1%
Policy advice, studies, analyses	10.7%	16.6%
Financial resources	25.4%	20.8%
Capacity development	24.6%	29.8%
Technical assistance	9.8%	8.1%
Mobilizing third party financial resources	3.3%	2.0%
Donor coordination	4.9%	5.1%
Linkage to South-South knowledge sharing	2.5%	0.6%
Strategy formulation	1.6%	0.8%
Other	1.6%	0.6%

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/facilitating	2.4%	3.7%
Data	4.0%	5.3%
Policy advice, studies, analyses	17.6%	15.7%
Financial resources	16.8%	19.9%
Capacity development	17.6%	17.7%
Technical assistance	19.2%	15.7%
Mobilizing third party financial resources	2.4%	6.7%
Donor coordination	9.6%	8.7%
Linkage to South-South knowledge sharing	4.8%	3.1%
Strategy formulation	4.0%	3.7%
Other	0.8%	0.0%

How effectively do the World Bank Group's activities below support Liberia'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	91	5.78	2.48	278	5.73	2.27
Data	87	5.97	2.26	274	6.43	2.26
Policy advice, studies, analyses	86	5.99	2.40	266	6.50	2.29
Financial resources	100	6.50	2.64	274	6.92	2.31
Technical assistance	98	6.43	2.38	272	6.50	2.35
Mobilizing third party financial resources	87	6.05	2.39	259	6.42	2.17
Donor coordination	95	6.45	2.39	278	6.89	2.29
Linkage to South-South knowledge sharing*	84	5.64	2.31	252	6.29	2.32
Strategy formulation	88	6.22	2.34	269	6.60	2.31

\*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 Liberia. To what degree would Liberia 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	115	6.65	2.85	335	6.96	2.52
The public sector, related to implementation of specific development projects on the ground	112	6.89	2.76	329	7.18	2.29
The public sector, related to changing institutions*	110	6.45	2.81	305	7.03	2.23
The private sector, related to institutional and policy change*	113	6.61	2.80	314	7.14	2.24

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



**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 Liberia? (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	118	6.34	2.80	304	6.15	2.59
Citizen engagement	100	5.70	2.54	274	6.18	2.49
Policy design	108	6.41	2.58	286	6.56	2.34

When thinking about how to improve capacity building in Liberia 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	112	7.11	2.75	321	7.24	2.51
Citizen engagement	106	7.09	2.42	303	7.29	2.46
Policy design	111	6.99	2.52	313	7.44	2.32

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Staff too inaccessible*	8.5%	16.6%
Not exploring alternative policy options	3.1%	6.3%
Not adequately sensitive to political/social realities in Liberia	11.5%	10.9%
Not enough public disclosure of its work	36.2%	37.1%
Arrogant in its approach	13.8%	10.9%
Not aligned with country priorities	7.7%	6.0%
The credibility of its knowledge/data	6.2%	5.7%
World Bank Group's processes too complex	14.6%	15.8%
Not willing to honestly criticize policies and reform efforts in the country	20.8%	13.6%
Too influenced by developed countries	11.5%	11.4%
Imposing technocratic solutions without regard to political realities	3.1%	3.5%
World Bank Group's processes too slow	7.7%	9.0%
Too bureaucratic in its operational policies and procedures	17.7%	19.3%
Not aligned with other donors' work	0.8%	0.8%
Not collaborating enough with non-state actors*	20.8%	9.5%
Not client focused	1.5%	0.8%
Its advice and strategies do not lend themselves to practical problem solving	1.5%	0.8%
Not focused enough on issues that are unique to post-conflict countries	2.3%	1.4%
Inadequate number of World Bank Group staff members located in the country	5.4%	6.0%
Other	1.5%	0.8%
Don't know*	0.8%	6.0%

\*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 Liberia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Capacity development*	42.9%	52.9%
Policy based lending / budget support to the Government	27.1%	21.4%
Knowledge products/services	12.8%	15.1%
Investment lending	25.6%	19.3%
Technical assistance	27.8%	24.0%
Trust Fund management	28.6%	32.8%
Co-financing arrangements	15.8%	12.0%
Sector-wide approaches	9.0%	6.0%
Emergency Recovery lending	6.8%	8.6%
Other	0.0%	1.0%
Don't know	1.5%	1.8%

\*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	21.4%	17.2%
Donor community	14.5%	10.4%
Media	22.9%	23.2%
NGOs	28.2%	27.1%
Local Government	22.9%	22.1%
Private sector	22.1%	25.0%
Parliament	9.9%	7.8%
Community Based Organizations	24.4%	25.8%
Beneficiaries*	5.3%	16.7%
Foundations*	6.9%	2.3%
Faith based organizations	2.3%	4.9%
UN and regional peace keeping forces	4.6%	4.2%
Emerging donors	1.5%	2.3%
UN agencies	5.3%	3.9%
Regional organizations	3.8%	2.6%
Other	0.0%	0.8%
Don't know	0.0%	1.0%

\*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 Liberia?**

(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 Liberia	121	6.46	2.72	349	6.55	2.57
The World Bank Group's work is aligned with what I consider the development priorities for Liberia	117	6.55	2.42	324	6.59	2.21
The World Bank Group supports programs and strategies that are realistic for Liberia	113	6.52	2.25	327	6.94	2.16
The World Bank Group treats clients and stakeholders in Liberia with respect	108	6.59	2.25	291	6.94	2.32

**To what extent is the World Bank Group an effective development partner in Liberia 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	106	6.36	2.59	304	6.24	2.25
Flexibility (in terms of the institution's products and services)	104	6.39	2.32	270	6.12	2.10
Flexibility (in terms of changing country circumstances)	99	6.48	2.28	288	6.24	2.24
Being inclusive	100	6.25	2.24	261	6.32	2.34
Openness (sharing data and other information)	108	6.69	2.51	287	6.36	2.35
Staff accessibility	104	6.13	2.39	270	5.88	2.46
Straightforwardness and honesty	100	6.71	2.28	258	6.98	2.13
Ease of access to the people at the World Bank Group who are making decisions important to my work	107	6.07	2.31	269	5.98	2.29
Collaboration with civil society	100	6.41	2.20	266	6.77	2.21
Collaboration with the UN	94	7.28	2.21	261	7.33	2.32
Collaboration with the Government	107	7.44	2.17	293	7.47	2.17
Collaboration with other donors and development partners	101	7.38	2.05	282	7.35	2.06
Collaboration with the private sector	100	6.34	2.28	254	6.39	2.07
The speed in which it gets things accomplished on the ground	102	6.38	2.14	280	6.40	2.20
Being a long-term partner	112	7.16	2.37	292	7.42	2.23

**B. Overall Attitudes toward the World Bank Group (continued)****To be more effective development partner in Liberia, do you believe that the WBG should have? (Select only ONE response)**

Percentage of Respondents	Collaborators	Non-Collaborators
More local presence	55.5%	58.4%
The current level of local presence is adequate	9.4%	8.5%
Less local presence	19.5%	19.1%
Don't know	15.6%	14.1%

**In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)**

Percentage of Respondents	Collaborators	Non-Collaborators
More effective collaboration	28.7%	23.9%
The same level of effective collaboration	27.9%	27.4%
Less effective collaboration	20.2%	20.7%
Don't know	23.3%	27.9%

**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	24.2%	26.5%
There is not an adequate level of citizen/civil society participation	40.2%	48.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.5%	16.4%
Lack of/inadequate levels of capacity in Government*	50.8%	32.2%
Poor donor coordination	27.3%	29.9%
The World Bank Group works too slowly	22.0%	19.0%
The Government works inefficiently	24.2%	31.9%
Political pressures and obstacles	20.5%	20.8%
Reforms are not well thought out in light of country challenges	23.5%	27.8%
Ongoing conflict and instability	13.6%	11.2%
Inadequate funding	15.9%	10.1%
Other*	0.0%	2.9%

\*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 Liberia? (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*	119	8.11	2.81	352	8.80	2.02
Information and communications technology*	106	8.04	2.47	333	8.65	1.98
Transport*	117	8.36	2.50	343	8.95	1.77
Preventing crime and violence*	113	7.37	2.68	324	8.28	2.24
Regional conflict and tensions*	108	7.24	2.83	322	8.16	2.36
Law and justice	112	7.51	2.64	339	8.41	2.27
Urban development	111	8.20	2.41	332	8.54	1.98
Environmental sustainability*	113	7.66	2.42	323	8.58	1.90
Regulatory framework	109	7.84	2.46	322	8.26	2.13
Controlling communicable/non-communicable diseases*	112	7.79	2.50	334	8.48	1.91
Poverty reduction*	115	8.43	2.16	333	9.05	1.53
Gender equity*	112	7.48	2.65	333	8.12	2.29
Domestic private sector development	117	8.10	2.31	324	8.48	1.97
Foreign direct investment*	108	8.15	2.34	333	8.71	1.63
Local governance and institutions	113	8.23	1.97	329	8.53	1.85
Water and sanitation*	112	8.29	2.14	331	8.86	1.48
Trade and exports*	113	7.69	2.41	324	8.51	1.90
Economic growth*	115	8.55	2.04	346	9.09	1.37
Energy	113	8.65	2.27	334	8.96	1.54
Disaster risk management*	112	7.96	2.28	323	8.40	1.94
Public sector governance/ reform *	117	8.37	2.03	332	8.77	1.70
Job creation/employment*	115	8.45	2.20	350	8.86	1.81
Social cohesion*	108	7.63	2.46	321	8.17	2.21
Financial markets *	112	7.92	2.49	329	8.60	1.77
Equality of opportunity*	108	8.06	2.25	334	8.54	1.97
Health*	116	8.28	2.23	344	8.94	1.74
Rural development*	112	8.04	2.28	340	8.85	1.58
Global/regional integration*	108	7.44	2.80	323	8.53	1.80
Food security*	113	7.95	2.59	334	8.88	1.58
Education*	117	8.55	2.07	346	9.16	1.50
Security/stabilization/reconstruction*	111	8.09	2.33	329	8.85	1.82
Social protection*	114	7.62	2.63	324	8.44	2.03
Climate change*	115	7.74	2.46	322	8.50	1.87
Agricultural development*	117	8.38	2.20	346	9.09	1.55
Natural resource management	115	8.26	2.28	346	8.71	2.17

\*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 Liberia? (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	102	6.78	3.04	279	6.46	2.73
Information and communications technology	95	6.81	2.75	273	7.06	2.38
Transport	113	7.04	2.67	299	7.46	2.33
Preventing crime and violence	100	6.54	2.83	260	7.08	2.41
Regional conflict and tensions*	104	6.63	2.86	260	7.22	2.36
Law and justice*	108	6.66	2.68	264	7.25	2.45
Urban development*	116	6.81	2.53	284	7.44	2.33
Environmental sustainability	107	6.92	2.47	269	7.21	2.42
Regulatory framework	107	6.84	2.73	265	7.32	2.33
Controlling communicable/non-communicable diseases	103	6.92	2.70	268	7.45	2.26
Poverty reduction*	111	6.74	2.76	304	7.37	2.33
Gender equity*	105	6.78	2.65	275	7.36	2.30
Domestic private sector development	107	6.55	2.75	266	7.07	2.45
Foreign direct investment	100	6.91	2.70	269	7.36	2.33
Local governance and institutions	115	7.00	2.53	269	7.44	2.20
Water and sanitation	110	6.77	2.77	292	7.26	2.47
Trade and exports	99	6.62	2.86	260	7.06	2.49
Economic growth	114	7.11	2.65	296	7.37	2.31
Energy	114	7.02	2.74	280	7.37	2.42
Disaster risk management*	101	6.39	2.84	249	7.29	2.38
Public sector governance/ reform	117	7.23	2.52	277	7.42	2.31
Job creation/employment	108	6.69	2.75	277	7.04	2.52
Social cohesion*	100	6.51	2.82	250	7.18	2.50
Financial markets	105	6.74	2.76	262	7.26	2.34
Equality of opportunity	104	6.70	2.77	267	7.06	2.55
Health*	109	6.96	2.61	290	7.68	2.26
Rural development	111	6.78	2.58	277	7.27	2.47
Global/regional integration	98	6.79	2.75	263	7.35	2.32
Food security	109	6.85	2.88	278	7.36	2.36
Education*	112	7.18	2.67	290	7.73	2.30
Security/stabilization/reconstruction	110	7.15	2.66	280	7.65	2.30
Social protection*	105	6.29	3.05	265	7.22	2.50
Climate change*	99	6.56	2.88	267	7.36	2.41
Agricultural development*	117	6.87	2.70	291	7.46	2.54
Natural resource management	108	6.73	2.83	271	7.24	2.77

\*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 Liberia?\* (Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	38.8%	29.8%
In the country	36.4%	23.3%
Don't know	24.8%	46.9%

\*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 does the World Bank Group's work help to achieve development results in Liberia?	109	7.68	2.24	310	7.20	2.25

(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 does the World Bank Group help to build/strengthen existing country systems in Liberia?	107	7.61	2.32	287	7.40	2.16

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

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

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

(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 Liberia	112	6.00	2.61	297	6.30	2.45
The World Bank Group meets Liberia's needs for knowledge services*	106	5.70	2.47	277	6.52	2.27

\*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 measures and corrects its work in real time in Liberia?	91	7.22	1.99	230	7.43	2.01

(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	9.7%	9.1%
Monthly	25.0%	15.2%
A few times a year	24.2%	18.7%
Rarely	27.4%	23.4%
Never	13.7%	33.6%

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

In Liberia, 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	103	5.99	2.21	279	5.71	2.18
Include appropriate level of stakeholder involvement during preparation	103	6.15	1.96	282	6.05	2.11
Are relevant to Liberia's development priorities	114	6.43	2.31	310	6.71	2.25
Lead to practical solutions	103	6.20	2.02	269	6.41	2.19
Are accessible (well written and easy to understand)	105	6.25	2.08	288	5.96	2.32
Are source of relevant information on global good practices	106	6.40	2.15	280	6.60	2.09
Enhance your knowledge and/or skills	104	6.34	2.07	272	6.32	2.25
Are adequately disseminated	104	6.07	1.98	261	5.85	2.29
Are translated enough into local language	92	5.74	2.38	250	5.61	2.59
Are adaptable to Liberia's specific development challenges and country circumstances	109	6.29	2.07	285	6.41	2.35

	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?	109	7.88	2.06	289	7.61	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	107	7.79	1.86	275	7.24	2.45

(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 Liberia'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)	115	6.09	2.53	301	6.04	2.10
Design (appraising and planning the solutions)	113	6.45	2.31	297	6.38	1.90
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	120	6.43	2.39	305	6.65	2.07
Evaluation (assessing the impact and results)	115	6.63	2.34	310	6.82	2.15

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	111	5.97	2.44	282	6.03	2.39
The World Bank Group effectively monitors and evaluates the projects and programs it supports	117	6.84	2.33	323	6.99	2.34
The World Bank Group's approvals and reviews are done in a timely fashion	111	6.37	2.30	282	6.67	2.17
The World Bank Group's "Safeguard Policy" requirements are reasonable	105	6.30	2.25	271	6.69	2.19
The World Bank Group's conditions on its lending are reasonable	102	6.34	2.16	274	6.72	2.07
The World Bank Group takes decisions quickly in Liberia	103	5.96	2.34	276	6.19	2.38
Working with the World Bank Group increases Liberia's institutional capacity	108	6.88	2.29	291	7.26	2.05
The World Bank Group ensures consistency and continuity through staff changes	99	6.61	2.28	258	6.92	2.05
Where country systems are adequate, the World Bank Group makes appropriate use of them	109	6.58	2.25	278	7.03	2.17
The World Bank Group provides effective implementation support*	120	6.87	2.26	298	7.40	2.12

\*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 Liberia? (Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Liberia	12.2%	9.4%
The World Bank Group does not take enough risk in Liberia	27.5%	22.6%
The World Bank Group's approach to risk is appropriate	27.5%	27.0%
Don't know	26.0%	32.8%
Prefer not to answer	6.9%	8.1%

	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 is adequately staffed in Liberia?	80	6.05	2.80	214	5.93	2.74

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

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Liberia's economy	22.0%	26.9%
Collaborate more effectively with Government clients	12.1%	17.3%
Offer more innovative financial products	11.4%	12.5%
Improve the competitiveness of its financing compared to markets	7.6%	9.3%
Reach out more to groups outside of Government	28.0%	35.6%
Improve the quality of its experts as related to Liberia's specific challenges*	28.8%	14.9%
Offer more innovative knowledge services	10.6%	11.7%
Ensure greater selectivity in its work	16.7%	12.8%
Increase the level of capacity development in the country	28.0%	25.5%
Reduce the complexity of obtaining World Bank Group financing	14.4%	18.1%
Work faster	10.6%	8.0%
Increase the level of World Bank Group staffing in Liberia's office	6.1%	5.1%
Other	0.0%	1.3%

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Financial services	32.1%	33.4%
Knowledge products	33.6%	31.3%
Convening services	10.7%	11.1%
None of the above	3.8%	2.4%
The combination is appropriate for Liberia	16.8%	17.6%
Don't know	3.1%	4.2%

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Social safety nets*	20.6%	8.2%
Public financial management	34.4%	37.7%
Reducing violence	12.2%	15.4%
Access to justice systems	18.3%	22.3%
Security mechanisms	12.2%	14.3%
Conflict resolution mechanisms*	20.6%	13.3%
Access to basic services	17.6%	23.6%
Capacity of state institutions	26.0%	24.1%
Jobs	38.2%	38.7%
Improving livelihoods	19.1%	19.4%
Social cohesion	8.4%	9.5%
Stimulating dialogue to promote peace and stability	16.0%	11.7%
Basic infrastructure	32.8%	28.4%
Economic governance	20.6%	22.8%

\*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 Liberia (continued)**

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Social safety nets	14.4%	10.3%
Public financial management	23.7%	25.2%
Reducing violence	25.4%	22.8%
Access to justice systems	16.9%	22.3%
Security mechanisms	15.3%	16.2%
Conflict resolution mechanisms	19.5%	19.1%
Access to basic services	20.3%	23.1%
Capacity of state institutions	26.3%	20.4%
Jobs	22.0%	26.5%
Improving livelihoods	22.9%	26.0%
Social cohesion	14.4%	11.1%
Stimulating dialogue to promote peace and stability*	28.8%	20.2%
Basic infrastructure	22.9%	21.2%
Economic governance	24.6%	22.3%

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

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Share more information about the World Bank Group's activities, products, and knowledge	52.8%	61.7%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged*	67.5%	54.9%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	52.0%	42.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	42.3%	45.6%
Organize more joint meetings and missions with the UN	44.7%	43.7%
Involve UN experts to a greater degree in World Bank Group activities	30.9%	28.2%
Other	1.6%	4.8%

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

**G. Communication and Information Sharing**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Local newspapers	44.4%	51.5%
International newspapers	4.8%	5.3%
Local radio*	44.4%	65.5%
International radio	15.3%	16.7%
Local television	16.9%	15.1%
International television	9.7%	8.8%
Cable television	8.9%	5.3%
Periodicals	10.6%	6.9%
Internet*	27.4%	15.4%
Social media	4.8%	4.8%
Blogs	4.0%	1.3%
Mobile phones	3.2%	1.6%
Instant messaging*	1.6%	0.0%
Other	1.6%	0.3%

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Blogs*	4.8%	1.1%
Direct contact with World Bank Group	27.2%	26.6%
e-Newsletters	21.6%	15.2%
Instant messaging	20.8%	22.5%
World Bank Group's seminars/workshops/conferences	25.6%	33.3%
World Bank Group's publications and other written materials	28.0%	30.6%
Mobile phones	18.4%	17.9%
Social media	20.8%	23.0%
World Bank Group's website*	30.4%	20.3%
Other	0.8%	4.3%

\*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	31.1%	20.3%
No	68.9%	79.7%

\*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	26.7%	10.7%
No	73.3%	89.3%

\*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	86.7%	58.8%
No	13.3%	41.2%

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	83.5%	69.5%
No	16.5%	30.5%

\*Significantly different between geographic location

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	57.6%	31.3%
No	42.4%	68.7%

\*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/liberia)	36.8%	31.0%
The World Bank Group's main website (www.worldbank.org)	63.2%	69.0%

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

Percentage of Respondents	Collaborators	Non-Collaborators
High speed	54.1%	55.6%
Dial-up	45.9%	44.4%

**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*	119	5.30	2.71	294	4.51	2.48
I find the World Bank Group's websites easy to navigate	106	6.43	2.65	228	6.04	2.42
I find the information on the World Bank Group's websites useful	104	6.67	2.71	223	6.68	2.32
The World Bank Group's social media channels are valuable sources of information about the institution	105	6.34	2.55	248	6.33	2.53
When I need information from the World Bank Group I know how to find it	114	6.30	2.75	256	5.90	2.70
The World Bank Group is responsive to my information requests and inquiries*	113	6.52	2.56	250	5.77	2.89

\*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 Liberia? (Select all that apply)

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
The World Bank (IDA)*	61.0%	21.1%
The International Finance Corporation (IFC)*	42.0%	26.5%
Other*	8.0%	56.0%

\*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	47.4%	10.6%
No	52.6%	89.4%

\*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 Liberia?\*(Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
Working well together	43.4%	15.6%
Collaborating but needs improvement	41.5%	53.1%
In conflict	7.5%	3.1%
Other	3.8%	15.6%
Don't know	3.8%	12.5%

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

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

Percentage of Respondents (Responses combined)	Collaborators	Non-Collaborators
Observer*	30.1%	51.6%
Use World Bank Group reports/data	42.3%	33.3%
Engage in World Bank Group related/sponsored events/activities*	32.5%	21.5%
Collaborate as part of my professional duties*	36.6%	24.2%
Use World Bank Group website for information, data, research, etc.	27.6%	19.5%

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

## Appendix E: Responses to All Questions by Year<sup>13</sup>

\*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 '11 Number of comparable respondents = 527 • FY '14 Number of comparable respondents = 570**

By weighting, FY11 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
Office of the President/Prime Minister	10.0%	10.0%
Government institutions	20.0%	20.0%
Local government	10.0%	10.0%
Bilateral/multilateral agencies	10.0%	10.0%
Civil society	20.0%	20.0%
Private sector	10.0%	10.0%
Academia	10.0%	10.0%
Media	10.0%	10.0%

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

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Liberia?*	545	5.21	2.70	498	6.83	2.53

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY14 and FY11 country surveys

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Liberia.*	458	6.48	2.40	452	7.47	2.18

(1-Not effective at all, 10-Very effective) \*Significantly different between FY14 and FY11 country surveys

**NOTE: It is worth pointing out that in FY11 and FY14, the ratings for effectiveness are significantly, strongly correlated with the ratings for familiarity ( $r=.63$ ,  $p<.01$ ). Therefore, although respondents in FY14 gave significantly lower ratings for the WBG's effectiveness in Liberia than those in FY11, 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 Liberia?**

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Liberia*	512	6.76	2.59	444	8.20	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Liberia*	476	6.64	2.30	400	7.75	2.35
The World Bank Group supports programs and strategies that are realistic for Liberia*	479	6.97	2.18	406	7.94	2.37
The World Bank Group treats clients and stakeholders in Liberia with respect*	430	6.89	2.31	378	7.86	2.18

\*Significantly different between FY14 and FY11 country surveys

<sup>13</sup> Only those questions that were asked in the 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 Liberia in terms of each of the following?

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

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*	389	6.27	2.23	201	7.46	2.67
Staff accessibility*	402	5.68	2.53	346	6.93	2.75
Straightforwardness and honesty*	370	6.95	2.15	335	7.56	2.55
Collaboration with the Government*	410	7.38	2.22	192	8.25	2.09
Collaboration with other donors and development partners*	391	7.28	2.12	376	7.89	2.17

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

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
Anti corruption*	384	6.30	2.79	331	7.08	2.82
Regulatory framework	370	6.90	2.54	317	7.11	2.73
Poverty reduction	419	7.13	2.48	355	7.26	2.67
Gender equity*	379	7.04	2.43	313	7.58	2.52
Domestic private sector development	368	6.76	2.57	312	7.08	2.79
Economic growth*	421	7.17	2.43	337	7.75	2.46
Public sector governance/ reform	387	7.22	2.41	314	7.44	2.51
Health*	400	7.37	2.45	327	7.94	2.34
Education*	409	7.49	2.44	332	7.93	2.41
Social protection	367	6.82	2.69	291	6.57	2.92
Climate change	362	6.90	2.62	308	6.57	2.83
Agricultural development	409	7.20	2.61	331	7.27	2.83
Natural resource management	382	6.83	2.83	316	7.06	2.78

\*Significantly different between FY14 and FY11 country surveys

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

In Liberia, 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 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices*	399	6.41	2.09	365	7.62	2.38
Are adaptable to Liberia's specific development challenges and country circumstances*	415	6.41	2.22	357	7.65	2.29

\*Significantly different between FY14 and FY11 country surveys

### 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 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	415	5.96	2.41	190	6.90	3.04
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	460	6.84	2.34	199	8.01	2.51
The World Bank Group's conditions on its lending are reasonable*	397	6.55	2.13	363	7.58	2.51
Working with the World Bank Group increases Liberia's institutional capacity*	422	7.04	2.12	203	7.77	2.44

\*Significantly different between FY14 and FY11 country surveys

### G. Communication and Information Sharing

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

Percentage of Respondents	FY2014	FY2011
Yes	22.2%	25.6%
No	77.8%	74.4%

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

Percentage of Respondents	FY2014	FY2011
Yes	17.0%	20.7%
No	83.0%	79.3%

Were you able to obtain this information?\*

Percentage of Respondents	FY2014	FY2011
Yes	73.7%	33.0%
No	26.3%	67.0%

\*Significantly different between FY14 and FY11 country surveys

Do you have access to the Internet?\*

Percentage of Respondents	FY2014	FY2011
Yes	73.7%	79.4%
No	26.3%	20.6%

\*Significantly different between FY14 and FY11 country surveys

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

Percentage of Respondents	FY2014	FY2011
Yes	33.9%	34.2%
No	66.1%	65.8%

Which do you primarily use?\*

Percentage of Respondents	FY2014	FY2011
The World Bank Group's country website (www.worldbank.org/liberia)	35.0%	53.1%
The World Bank Group's main website (www.worldbank.org)	65.0%	46.9%

\*Significantly different between FY14 and FY11 country surveys

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

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	313	5.81	2.54	179	7.48	2.53
I find the information on the World Bank Group's websites useful*	306	6.50	2.55	167	8.01	2.44
When I need information from the World Bank Group I know how to find it*	366	5.76	2.79	215	7.73	2.60
The World Bank Group is responsive to my information requests and inquiries*	369	5.60	2.90	209	7.10	2.72

\*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 Liberia? (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 Liberia.	6.37	6.72	6.76	6.23	6.37	6.74	6.33	7.05	6.48	6.52	6.50	6.44
To what extent do you believe the World Bank Group's staff is well prepared to help Liberia solve its most complicated development challenges?	6.86	6.99	6.93	7.25	7.13	7.02	7.08	7.15	7.21	6.74	7.15	6.90
Overall the World Bank Group currently plays a relevant role in development in Liberia	6.55	6.46	6.35	6.82	6.96	5.81	6.52	6.85	6.67	6.36	6.68	6.22
The World Bank Group's work is aligned with what I consider the development priorities for Liberia	6.59	6.55	6.42	6.78	6.73	6.34	6.63	6.53	6.72	6.30	6.62	6.54
Responsiveness	6.24	6.36	6.26	6.35	6.52	5.89	6.29	6.34	6.28	6.37	6.26	6.45
Flexibility (in terms of the institution's products and services)	6.12	6.39	6.37	6.11	6.20	6.32	6.19	6.42	6.34	5.98	6.22	6.33
Flexibility (in terms of changing country circumstances)	6.24	6.48	6.47	6.16	6.33	6.30	6.31	6.35	6.37	6.19	6.28	6.49
Being inclusive	6.32	6.25	6.49	6.15	6.24	6.49	6.32	6.35	6.28	6.43	6.39	6.06
Openness (sharing data and other information)	6.36	6.69	6.82	5.82	6.08	6.80	6.22	6.57	6.29	6.31	6.14	6.91
Staff accessibility	5.88	6.13	6.49	5.22	5.47	6.72	5.74	6.24	5.77	6.09	5.82	6.01
Straightforwardness and honesty	6.98	6.71	7.13	6.69	6.89	6.98	6.95	6.82	6.80	7.23	6.96	6.76
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.98	6.07	6.19	5.80	5.94	6.13	5.99	6.05	5.87	6.36	5.99	6.05
Collaboration with civil society	6.77	6.41	6.79	6.58	6.60	6.88	6.76	6.47	6.64	6.81	6.67	6.73
Collaboration with the UN	7.33	7.28	7.17	7.58	7.48	7.16	7.38	7.33	7.35	7.42	7.48	6.96
Collaboration with the Government	7.47	7.44	7.39	7.78	7.60	7.55	7.69	7.28	7.54	7.71	7.60	7.53
Collaboration with other donors and development partners	7.35	7.38	7.38	7.38	7.39	7.36	7.37	7.42	7.36	7.44	7.37	7.41
Collaboration with the private sector	6.39	6.34	6.59	5.90	6.14	6.47	6.16	6.52	6.21	6.36	6.21	6.39
The speed in which it gets things accomplished on the ground	6.40	6.38	6.63	6.12	6.28	6.62	6.42	6.31	6.31	6.62	6.36	6.53
Being a long-term partner	7.42	7.16	7.25	7.34	7.32	7.24	7.22	7.51	7.20	7.53	7.40	6.90
To what extent does the World Bank Group's work help to achieve development results in Liberia?	7.20	7.68	7.65	7.00	7.17	7.64	7.24	7.50	7.26	7.47	7.23	7.65
To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?	7.40	7.61	7.80	7.20	7.38	7.75	7.41	7.76	7.51	7.43	7.44	7.73
The World Bank Group's financial instruments meet the needs of Liberia	6.30	6.00	6.29	6.59	6.49	6.36	6.54	6.18	6.50	6.27	6.52	6.17
The World Bank Group meets Liberia's needs for knowledge services	6.52	5.70	6.31	6.65	6.57	6.31	6.59	6.19	6.48	6.54	6.53	6.36
The World Bank Group's knowledge work and activities are adaptable to Liberia's specific development challenges and country circumstances	6.41	6.29	6.64	6.02	6.07	6.86	6.35	6.29	6.15	6.85	6.46	5.87
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.61	7.88	7.77	7.40	7.50	7.77	7.56	7.63	7.43	8.02	7.50	7.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.24	7.79	7.60	6.99	7.19	7.50	7.29	7.25	7.18	7.62	7.17	7.73
The World Bank Group takes decisions quickly in Liberia	6.19	5.96	6.48	5.83	6.06	6.35	6.21	6.00	6.18	6.10	6.06	6.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.03	6.58	6.93	6.65	6.85	6.70	6.74	6.97	6.90	6.54	6.78	6.87

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?																																
	Office of President/Prime Minister/Minster			Office of Parliamentarian			Employee of a Ministry/ Consultant /PMU			Local governments			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government 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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall, please rate your impression of the World Bank Group's effectiveness in Liberia.	22	6.36	2.90	10	6.10	3.28	58	6.48	2.82	31	7.16	2.89	44	6.95	2.05	77	6.55	1.85	161	6.29	2.15	22	6.36	2.30	12	6.58	2.15	33	5.97	2.14	16	6.63	2.99
To what extent do you believe the World Bank Group's staff is well prepared to help Liberia solve its most complicated development challenges?	22	7.36	2.70	7	7.57	2.44	51	6.39	2.63	30	7.73	2.35	42	6.93	2.23	81	7.42	2.34	151	7.27	2.50	25	7.16	1.86	12	6.08	2.57	30	7.53	2.57	14	6.64	2.68
Overall the World Bank Group currently plays a relevant role in development in Liberia*	29	6.59	3.15	9	7.44	1.94	61	7.23	2.53	30	7.97	2.39	50	5.34	2.05	84	6.40	2.25	167	6.71	2.43	30	6.87	2.50	15	6.33	2.82	37	7.30	2.44	17	6.94	3.31
The World Bank Group's work is aligned with what I consider the development priorities for Liberia	26	6.38	3.26	6	6.83	1.83	56	6.64	2.40	23	7.78	2.21	50	6.10	1.99	81	6.68	1.94	164	6.66	2.20	26	6.69	1.76	14	6.79	2.15	35	6.74	2.25	16	7.06	2.77
Responsiveness*	24	5.96	2.35	6	6.00	1.67	54	6.89	2.39	26	7.42	2.12	47	5.53	2.12	65	5.86	2.07	141	6.32	2.29	24	6.38	1.79	14	5.86	2.82	24	6.17	2.10	13	6.38	3.23
Flexibility (in terms of the institution's products and services)	20	6.15	2.13	6	6.67	1.63	48	5.94	2.56	21	7.19	2.25	43	6.26	1.98	59	5.83	1.93	132	6.35	2.10	20	6.10	1.92	11	5.45	2.62	23	5.52	1.78	10	6.10	3.11
Flexibility (in terms of changing country circumstances)	23	6.61	2.44	6	6.00	1.79	45	6.49	2.51	24	7.29	2.18	44	6.00	2.23	63	5.97	1.93	134	6.37	2.23	20	6.25	.97	15	5.27	2.81	22	5.86	1.83	10	5.50	2.76
Being inclusive	18	6.50	2.18	6	5.67	2.25	48	6.54	2.71	24	6.38	2.70	33	6.27	2.11	57	6.18	1.89	133	6.33	2.21	18	5.78	1.96	11	5.91	3.14	24	5.79	1.84	11	5.91	2.91
Openness (sharing data and other information)	21	6.86	2.24	6	6.50	1.38	51	6.65	2.37	20	6.60	2.84	37	6.08	2.20	71	5.80	2.31	155	6.16	2.61	26	5.46	2.27	12	6.58	3.03	26	5.04	2.11	15	6.67	2.92
Staff accessibility*	21	6.71	2.51	6	6.50	1.87	44	5.91	2.73	25	6.00	2.43	34	6.59	2.26	69	5.23	2.09	140	5.50	2.38	26	4.96	2.47	13	6.69	2.75	27	4.85	2.80	14	5.07	2.73
Straightforwardness and honesty*	19	7.68	1.97	5	7.60	1.14	48	7.73	1.84	20	8.10	2.10	37	6.43	2.18	57	6.74	1.85	135	6.70	2.08	20	6.30	1.89	13	6.46	2.73	24	6.71	2.31	10	6.30	3.02
Ease of access to the people at the World Bank Group who are making decisions important to my work	21	6.57	2.56	6	5.67	2.66	40	5.90	2.60	23	6.22	2.58	40	6.00	2.00	71	5.72	2.10	144	5.78	2.19	21	5.57	2.11	13	5.92	2.75	22	5.36	2.22	10	5.10	2.81
Collaboration with civil society	21	7.62	2.04	5	7.00	1.58	44	6.86	2.56	25	6.48	2.06	37	6.16	2.39	54	6.44	1.92	130	6.74	2.14	19	6.53	1.39	14	7.21	2.67	24	6.13	2.01	11	5.64	2.80
Collaboration with the UN*	21	7.29	2.72	3	9.00	1.73	50	7.90	2.39	17	8.24	2.36	31	6.29	2.02	54	6.85	1.88	124	7.69	1.95	20	7.10	2.61	11	6.09	3.36	22	6.41	2.04	14	7.86	2.41
Collaboration with the Government*	21	7.24	2.47	8	8.88	1.25	60	8.05	2.24	27	7.78	2.06	35	6.66	2.26	58	6.84	1.76	133	7.88	1.90	23	7.00	2.24	14	6.43	2.93	27	6.93	2.25	16	7.81	2.14
Collaboration with other donors and development partners	23	7.43	2.45	5	8.20	2.17	49	7.88	2.18	26	7.77	2.35	38	6.79	1.80	53	6.94	1.81	127	7.54	1.83	22	6.68	1.73	15	7.60	2.77	24	6.58	2.12	15	7.60	2.50
Collaboration with the private sector	21	6.52	2.44	4	6.75	1.71	39	6.64	2.36	23	6.09	2.66	40	6.48	1.83	70	6.06	1.87	123	6.03	2.11	21	6.05	1.91	12	6.08	2.19	28	4.79	2.35	12	6.00	2.98
The speed in which it gets things accomplished on the ground	22	7.14	2.40	6	6.67	2.07	51	6.22	2.14	24	6.50	2.65	43	6.47	2.19	59	6.24	1.69	120	6.38	2.03	22	6.14	2.29	14	7.21	2.64	20	6.00	2.18	14	5.07	2.95
Being a long-term partner*	22	6.91	2.76	7	8.71	.95	56	7.96	2.53	24	8.04	2.22	44	7.07	2.15	62	6.79	1.98	130	7.31	2.03	24	7.67	1.66	14	6.86	2.77	26	6.27	2.01	16	7.94	2.62
To what extent does the World Bank Group's work help to achieve development results in Liberia?	23	7.48	3.53	7	7.71	1.38	56	7.73	2.20	34	7.71	2.42	29	7.55	2.40	75	7.37	1.78	161	7.00	1.92	28	7.21	1.73	16	6.75	2.49	31	6.90	1.56	17	7.29	2.71
To what extent does the World Bank Group help to build/strengthen existing country systems in Liberia?	20	7.55	2.72	7	7.57	1.81	54	7.93	1.94	29	7.86	2.20	28	8.11	2.33	61	7.48	1.89	147	7.05	1.92	25	7.60	2.10	16	6.63	2.99	31	6.87	1.71	16	7.25	2.86
The World Bank Group's financial instruments meet the needs of Liberia	22	6.68	3.09	6	7.00	1.79	54	6.81	2.42	30	7.17	2.94	32	5.84	2.05	79	6.46	2.25	148	6.27	2.20	29	6.59	2.41	16	4.69	2.02	34	6.47	2.03	15	6.53	2.85
The World Bank Group meets Liberia's needs for knowledge services	18	5.72	2.91	6	7.00	1.41	53	7.06	2.15	25	6.96	2.28	29	6.07	2.00	77	6.35	2.16	141	6.33	2.15	24	6.46	2.15	16	6.19	2.29	34	6.56	2.44	17	6.76	2.66
Are adaptable to Liberia's specific development challenges and country circumstances	24	6.63	2.63	5	6.60	1.67	56	6.79	2.30	21	7.38	2.22	44	6.68	1.97	65	5.92	2.08	135	6.04	2.18	21	6.38	1.80	14	6.64	1.74	29	5.79	2.44	15	6.20	2.78
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	17	7.47	3.02	5	7.40	2.30	62	7.79	2.17	32	8.44	1.97	35	8.17	2.42	64	7.75	1.94	147	7.30	1.96	26	7.38	2.08	16	7.50	1.71	33	7.82	1.63	14	7.71	2.40
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	20	7.50	2.82	5	7.40	2.07	53	7.43	2.21	27	7.85	2.54	33	8.24	2.32	65	6.80	2.16	141	7.13	2.15	24	7.67	1.61	16	7.50	1.71	30	7.17	1.78	15	6.80	2.88
The World Bank Group takes decisions quickly in Liberia	25	6.80	2.55	8	6.50	2.33	50	5.32	2.42	23	5.87	2.96	40	6.25	2.11	63	6.35	1.83	133	6.32	2.25	22	5.77	2.35	13	6.15	1.52	26	5.35	2.17	12	4.83	2.89
Where country systems are adequate, the World Bank Group makes appropriate use of them	28	7.00	2.91	5	6.80	1.92	49	6.78	2.44	26	7.31	2.77	49	6.59	1.82	71	6.92	1.86	132	6.73	2.02	17	6.94	1.85	14	7.21	1.76	23	6.22	1.54	12	6.08	3.03

\*Significantly different between stakeholder groups



## Appendix H: Liberia FY 2014 Questionnaire



### **World Bank Group Client Survey FY14 – Liberia**

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

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 the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for Settlement of Investment Disputes (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 LIBERIA**

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

**SECTION A: GENERAL ISSUES**

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

**SECTION A: GENERAL ISSUES**

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

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Liberia? (Choose no more than THREE)</b>			
1	Energy	18	Social cohesion
2	Gender equity	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	20	Domestic private sector development
4	Global/regional integration	21	Job creation/employment
5	Social protection (e.g., pensions, targeted social assistance)	22	Agricultural development
6	Climate change (e.g., mitigation, adaptation)	23	Food security
7	Anti corruption	24	Transport (e.g., roads, bridges, transportation)
8	Disaster risk management	25	Security/stabilization/reconstruction
9	Regional conflict and tensions	26	Education
10	Rural development	27	Natural resource management (e.g., oil, gas, mining)
11	Foreign direct investment	28	Environmental sustainability
12	Urban development	29	Health
13	Water and sanitation	30	Law and justice (e.g., judicial system)
14	Trade and exports	31	Local governance and institutions
15	Information and communications technology	32	Preventing crime and violence
16	Regulatory framework	33	Financial markets
17	Controlling communicable/non-communicable diseases		

<b>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 Liberia? (Choose no more than TWO)</b>	
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**

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Liberia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Health
4	Transport (e.g., roads, bridges, transportation)	22	Education
5	Poverty reduction	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Gender equity	25	Agricultural development
8	Preventing crime and violence	26	Trade and exports
9	Rural development	27	Economic growth
10	Domestic private sector development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Water and sanitation	30	Regulatory framework
13	Energy	31	Controlling communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	33	Information and communications technology
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster risk management
18	Environmental sustainability		

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

<b>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 Liberia?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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	<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 South-South knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the following World Bank Group's activities support Liberia's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to South-South knowledge sharing	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Strategy formulation (e.g., PRSP assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>The World Bank Group can provide capacity building support in a number of ways in Liberia. To which degree would Liberia benefit, if capacity building were to support...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	<b>Groups outside of government</b> (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"/>	
<b>B16</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	<b>The private sector</b> , 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 Liberia?** *(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		
<b>B19</b>	Project implementation (or other organizational and institution building/strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**When thinking about how to improve capacity building in Liberia 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		
<b>B22</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B25. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Liberia
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

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

**B26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Liberia? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

**B27. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., ECOWAS, Mano River Union, African Union)
16	Other (please specify): _____
17	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B28</b>	Overall the World Bank Group currently plays a relevant role in development in Liberia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	The World Bank Group's work is aligned with what I consider the development priorities for Liberia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The World Bank Group supports programs and strategies that are realistic for Liberia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	The World Bank Group treats clients and stakeholders in Liberia 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 Liberia, 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		
<b>B32</b>	Responsiveness												<input type="checkbox"/>
<b>B33</b>	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
<b>B34</b>	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
<b>B35</b>	Being inclusive												<input type="checkbox"/>
<b>B36</b>	Openness (sharing data and other information)												<input type="checkbox"/>
<b>B37</b>	Staff accessibility												<input type="checkbox"/>
<b>B38</b>	Straightforwardness and honesty												<input type="checkbox"/>
<b>B39</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
<b>B40</b>	Collaboration with civil society												<input type="checkbox"/>
<b>B41</b>	Collaboration with the UN												<input type="checkbox"/>
<b>B42</b>	Collaboration with the Government												<input type="checkbox"/>
<b>B43</b>	Collaboration with other donors and development partners												<input type="checkbox"/>
<b>B44</b>	Collaboration with the private sector												<input type="checkbox"/>
<b>B45</b>	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
<b>B46</b>	Being a long-term partner												<input type="checkbox"/>

**B47. To be a more effective development partner in Liberia, 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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**B48. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)**

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B49. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	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	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Liberia?</b>													
		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	Preventing crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Controlling communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	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"/>	
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	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 Liberia?** *(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	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	Preventing crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Controlling communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	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"/>	
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	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 Liberia? (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 Liberia?**

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

**C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Liberia?**

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 Liberia?**

		Strongly disagree										Strongly agree	Don't know
<b>C6</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Liberia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	The World Bank Group meets Liberia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Liberia?**

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)

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

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

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

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

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

**To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Liberia'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		
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E3</b>	Implementation (executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E4</b>	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		
<b>E5</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E6</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E7</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E9</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E10</b>	The World Bank Group takes decisions quickly in Liberia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E11</b>	Working with the World Bank Group increases Liberia's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E12</b>	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E13</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>E14</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**E15. Which of the following best describes the way the World Bank Group operates in Liberia?**  
**(Select only one response)**

1	The World Bank Group takes too much risk in Liberia
2	The World Bank Group does not take enough risk in Liberia
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

**E16. To what extent do you believe the World Bank Group is adequately staffed in Liberia?**

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

1	Provide more adequate data/knowledge/statistics/figures on Liberia'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 Liberia'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	Work faster
12	Increase the level of World Bank Group staffing in Liberia's office
13	Other (please specify): _____

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

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

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

<b>F3. Please answer the following questions:</b>		<b>(Choose no more than THREE for each column)</b>	
		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia?</b>	<b>B. Which THREE areas below would benefit most from other donors in Liberia?</b>
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>
13	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
14	Economic governance	<input type="checkbox"/>	<input type="checkbox"/>

<b>F4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)</b>	
1	Share more information about the World Bank Group's activities, products, and knowledge
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

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

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

**SECTION H: BACKGROUND INFORMATION**

**H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

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

- |   |   |
|---|---|
| 1 | The World Bank (IDA)                        |
| 2 | The International Finance Corporation (IFC) |
| 3 | Other (please specify): _____               |

**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 Liberia? (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 Liberia? (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 | Central, Western Liberia        |
| 2 | Monrovia, greater Monrovia area |
| 3 | South East                      |
| 4 | Northern Liberia                |

**Thank you for completing the survey!**