

FY16 Nigeria Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Nigeria 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 Nigeria country team and the local fielding agency NOIPolls. In particular, PORG is grateful for the support from Ngozi Ijeoma Udolisa (Operations Officer) and Obadiah Tohomdet (Senior Communications Officer) who coordinated the survey related activities from Abuja, Nigeria.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Nigeria perceive the WBG. The survey explored:

- *General Issues Facing Nigeria*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Nigeria*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to May 2016, 520 stakeholders of the WBG in Nigeria 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; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 510 stakeholders participated in the survey (98% response rate).

Respondents received and completed with the presence of a representative of the independent fielding agency. Respondents were asked about: general issues facing Nigeria; 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 Nigeria; 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.

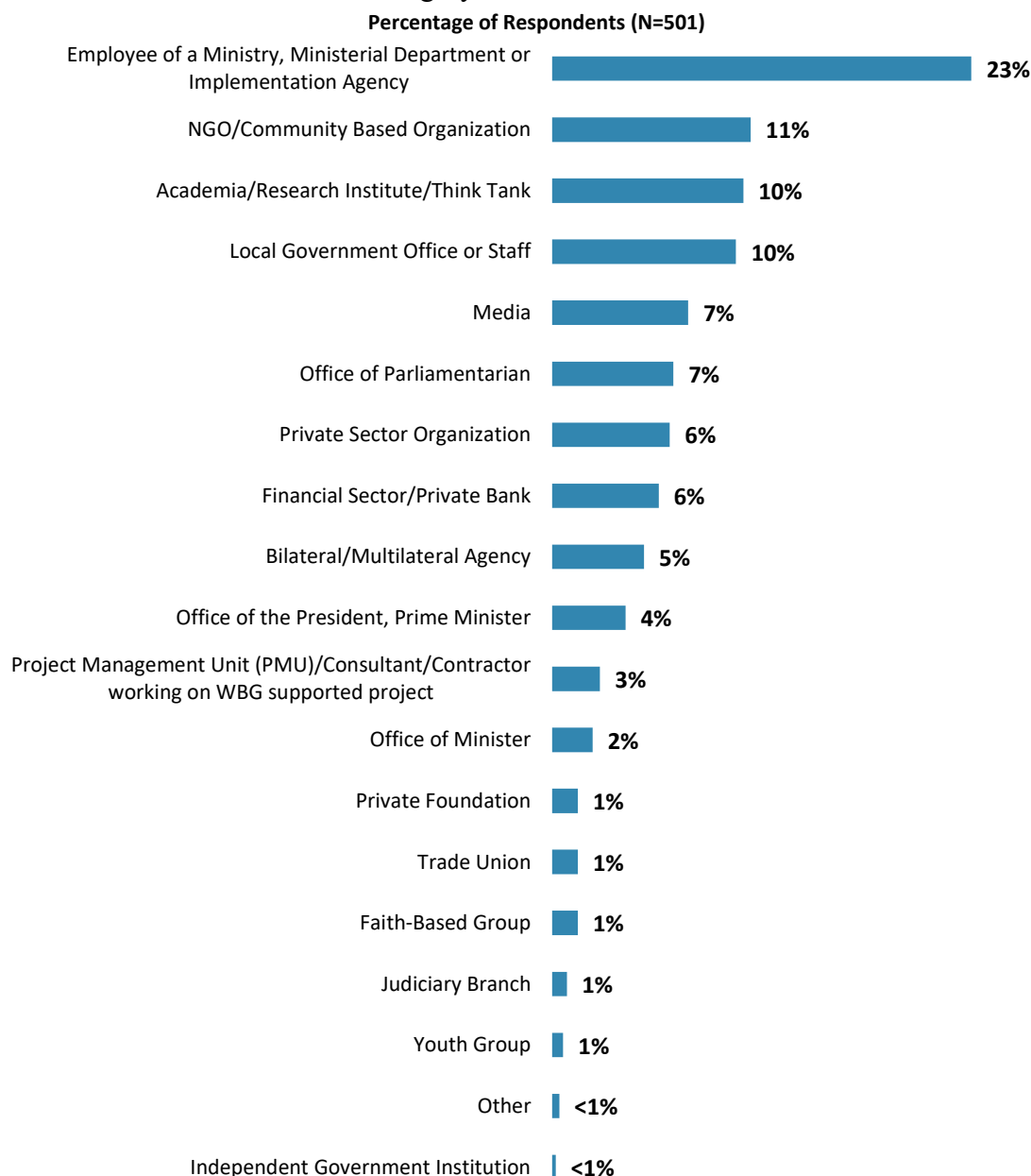
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 97%, N=835). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'16 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 98).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the office of the President, Prime Minister and Office of a Minister were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from non-profit organizations/community based organizations, private foundations, faith-based groups, trade unions, and youth groups were combined in the “CSO” category. Few respondents from independent government institutions, the judiciary branch, and other organizations were included in the “Other” category.

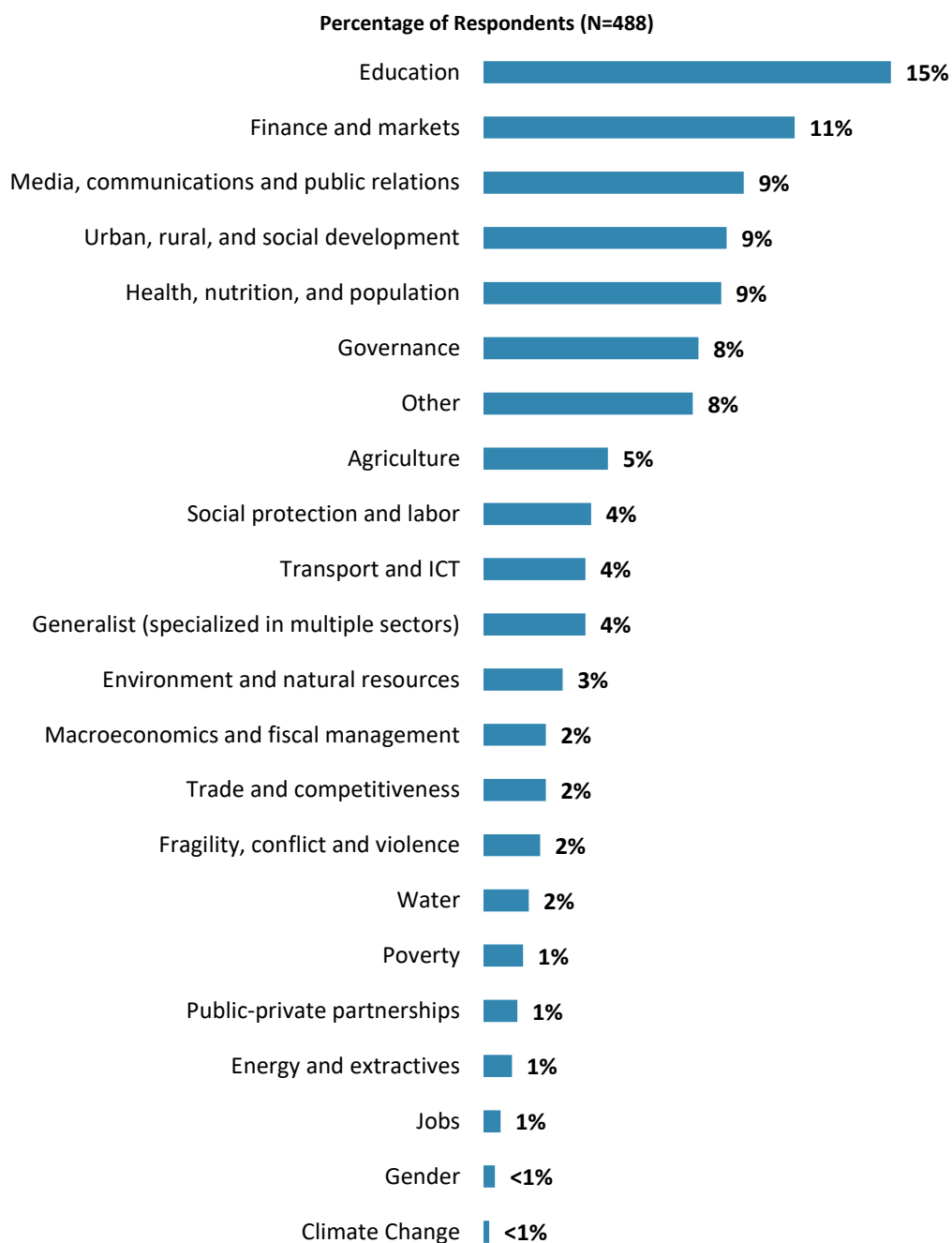


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

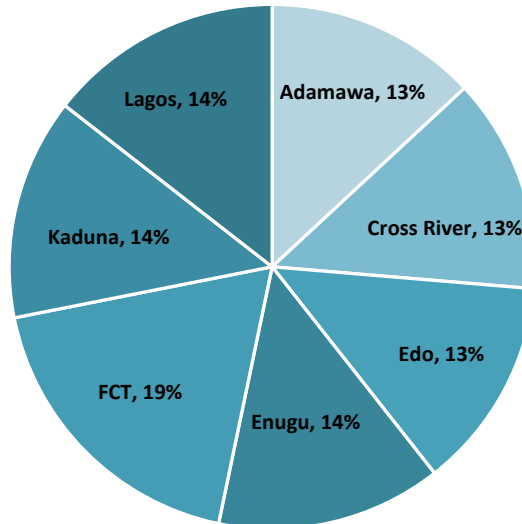


III. Demographics of the Sample (continued)

Geographic locations

- For comparisons between geographic locations, please go to appendix C (page 88).

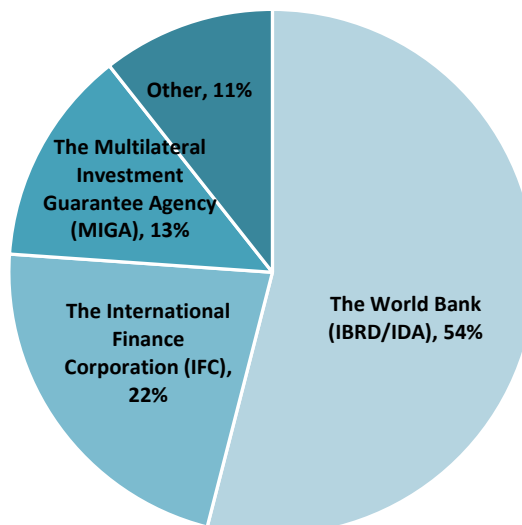
Percentage of Respondents (N=505)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=226)



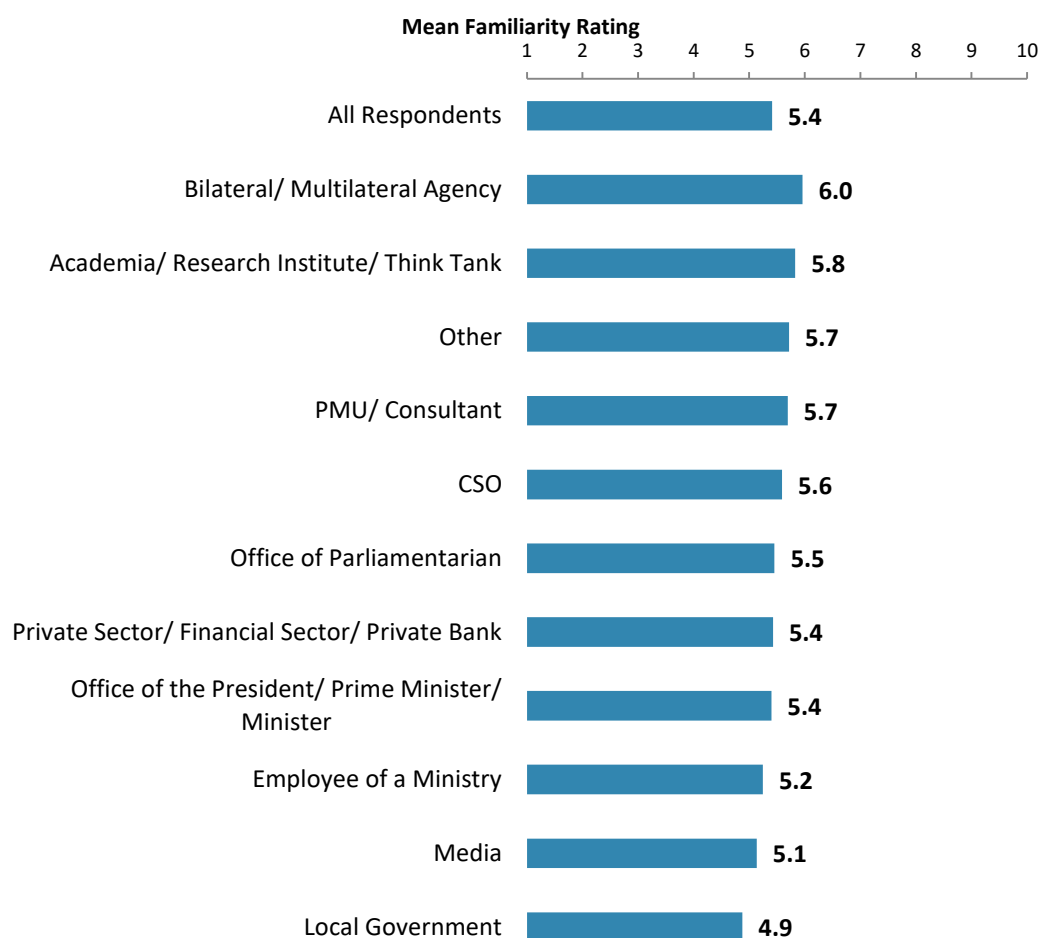
"Which of the following agencies of the World Bank Group do you primarily engage with in Nigeria?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey are significantly less familiar with the WBG than respondents in the FY'13 Country Survey (weighted mean in FY'16 = 5.5; weighted mean in FY'13 = 5.9)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Nigeria, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Nigeria and the extent to which the WBG contributes to the country's development results.



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

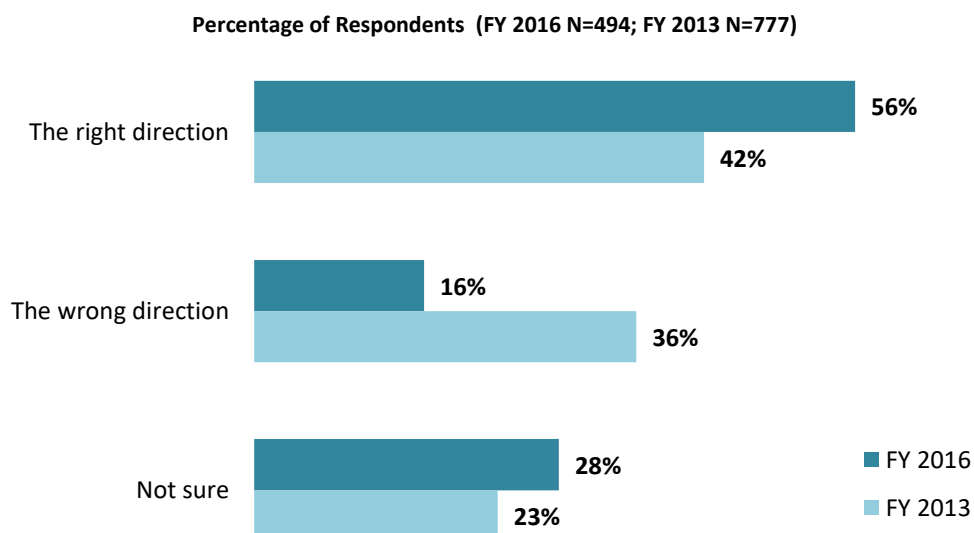
¹ Please refer to Appendix E (page 98) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Nigeria

Headed in the Right Direction²

- **Year comparison:** this year's respondents were significantly more likely to indicate that Nigeria is headed in the right direction, compared to respondents in the FY'13 Country Survey.



"In general, would you say that Nigeria is headed in ...?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

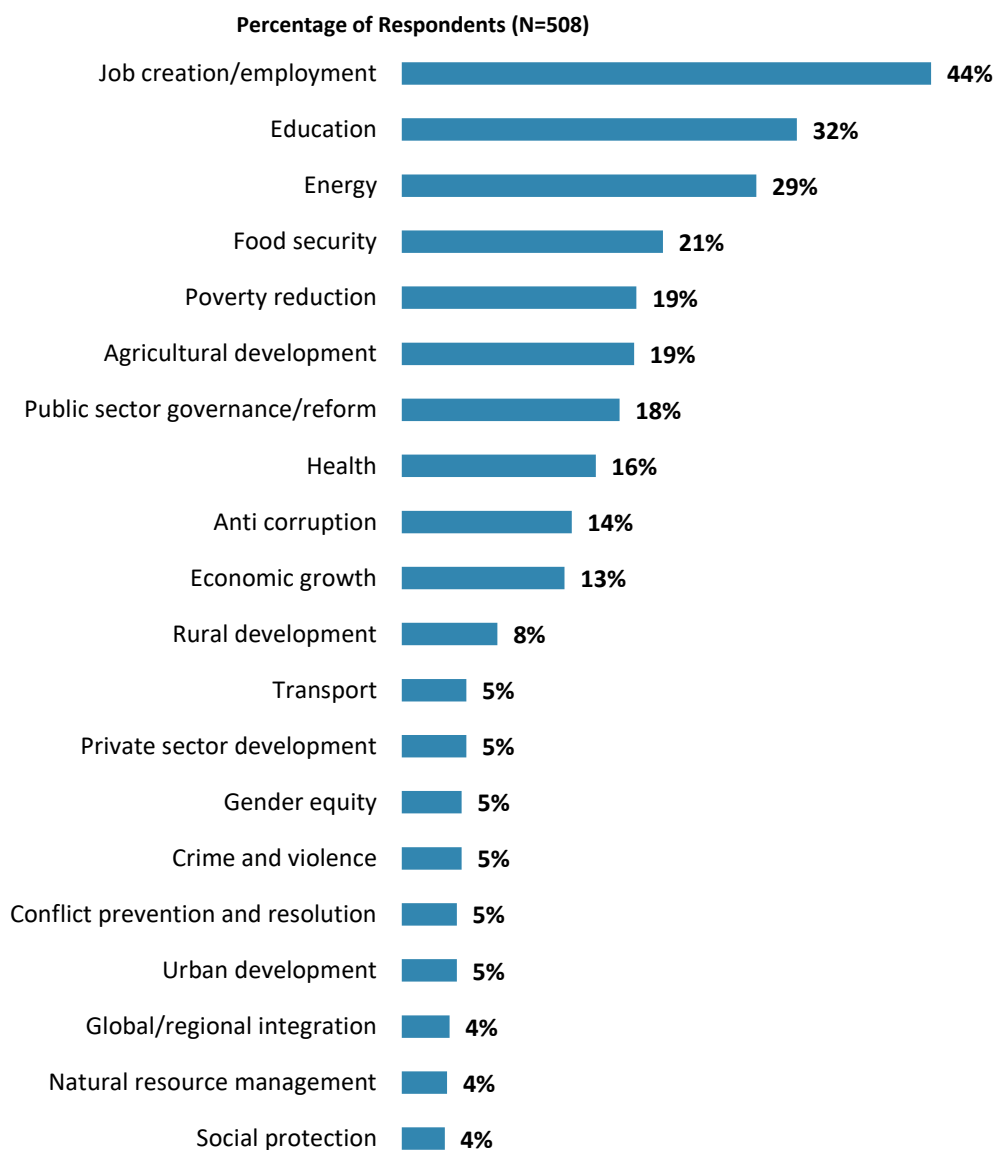
²All percentages presented in the chart were calculated based on weighted data from FY 2016 and FY 2013 Country Surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Nigeria (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Nigeria were “*education*” (25%) and “*rural development*” (14%).



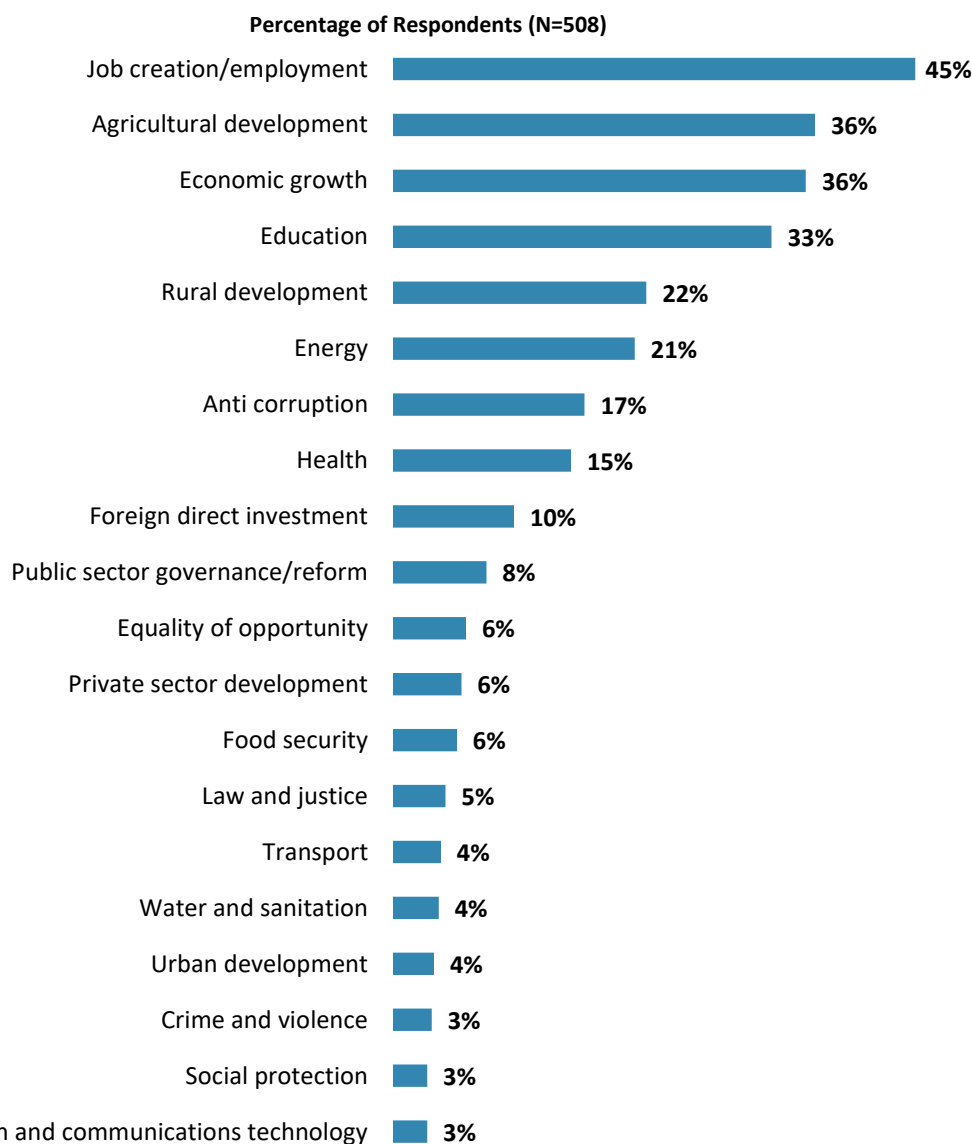
"Listed below are a number of development priorities in Nigeria. Please identify which of the following you consider the most important development priorities in Nigeria. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IV. General Issues Facing Nigeria (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Nigeria were “*job creation*” (36%), “*education*” (35%), and “*economic growth*” (31%).

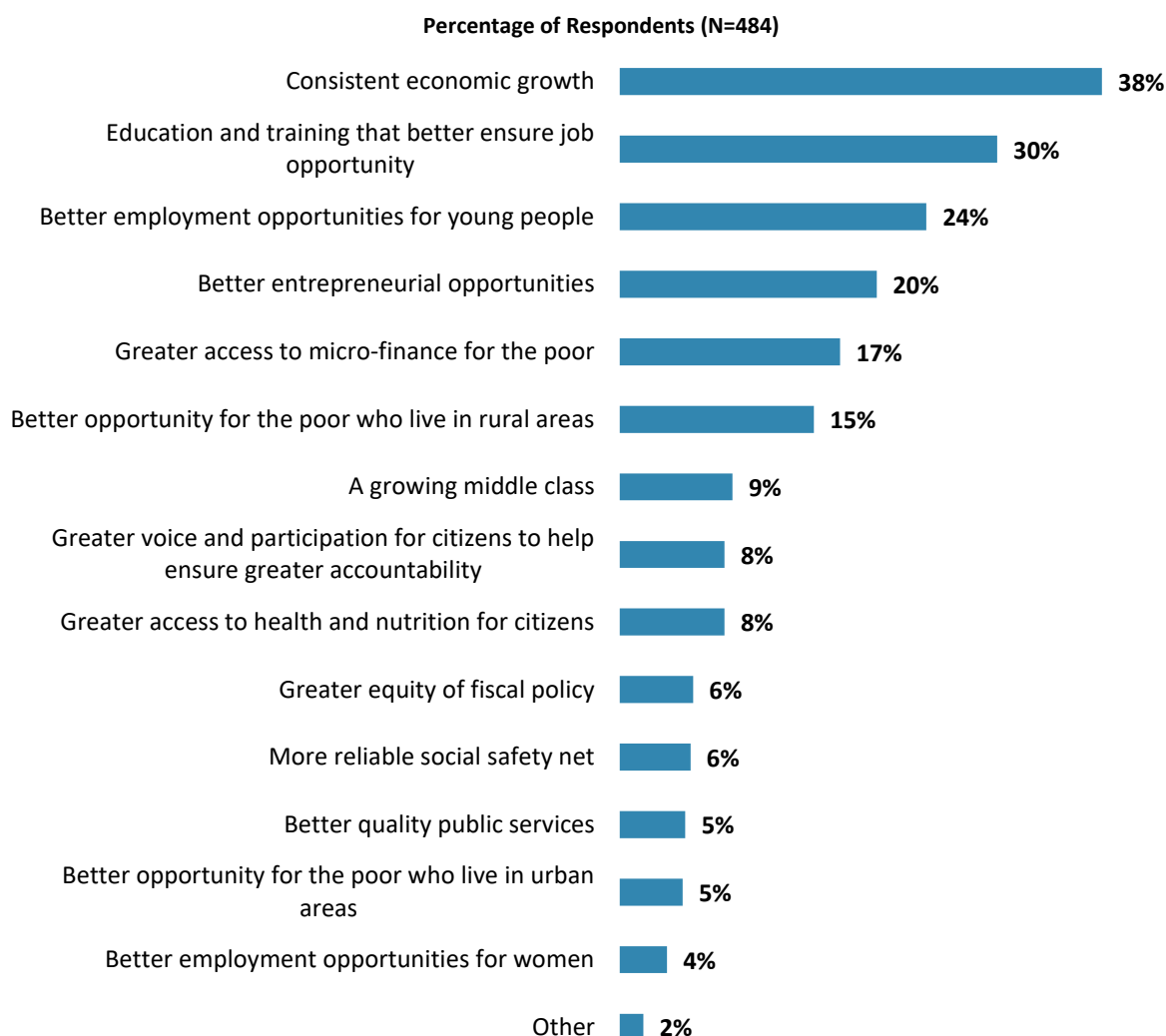


"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nigeria? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



IV. General Issues Facing Nigeria (continued)

Factors Contributing to “Shared Prosperity”

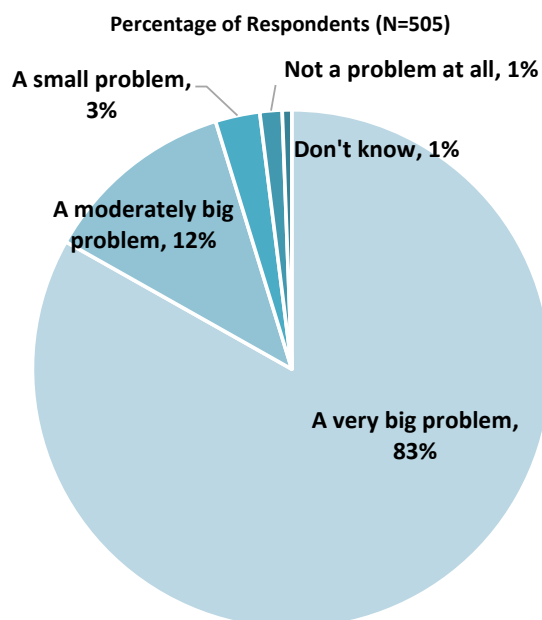


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Nigeria? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



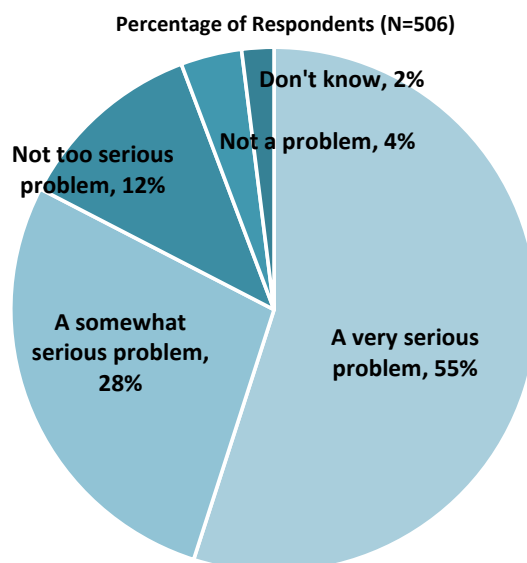
IV. General Issues Facing Nigeria (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nigeria?" (Respondents chose from a list.)

Climate change



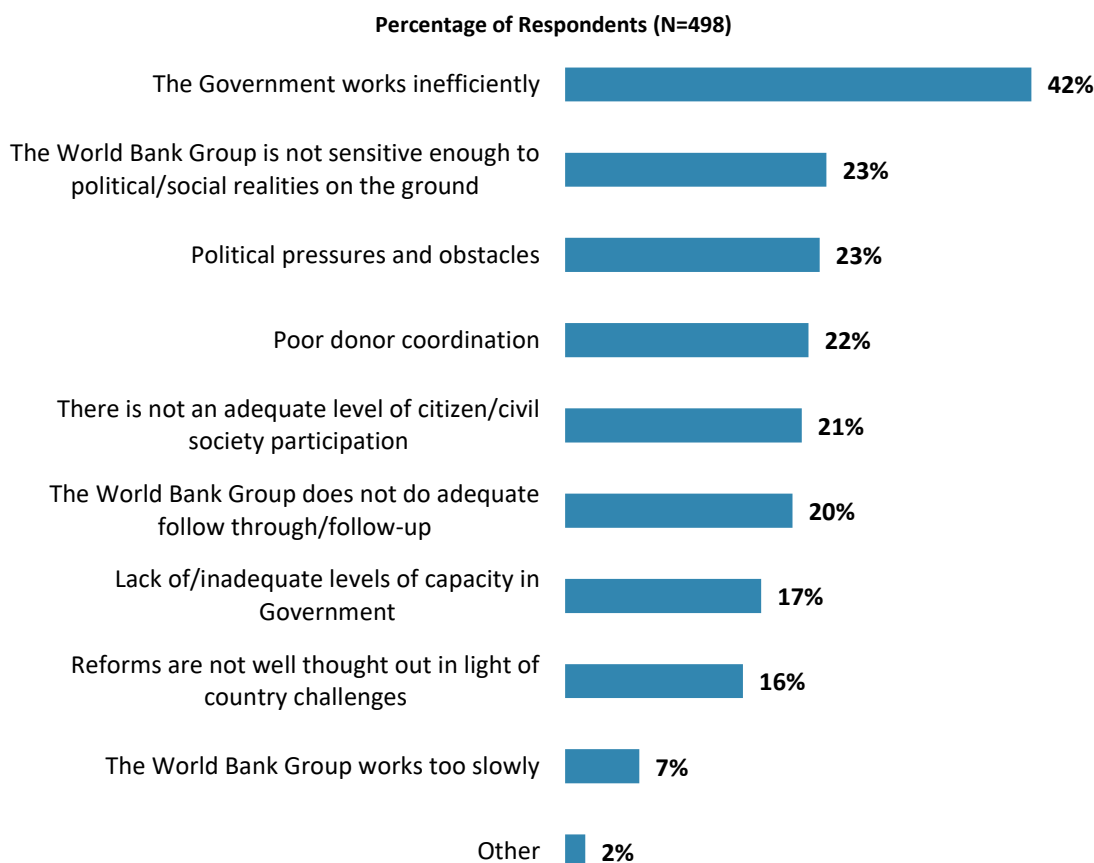
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: “*the Government works inefficiently*” (33%), “*political pressures and obstacles*” (30%), and “*there is not an adequate level of citizen/civil society participation*” (24%).”
- **Stakeholder groups:** Among this year’s respondents, consultants working on WBG projects and respondents from PMU and the office of President/Prime Minister/Minister were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*reforms are not well thought out in light of the country challenges*” compared to respondents from other stakeholder groups.



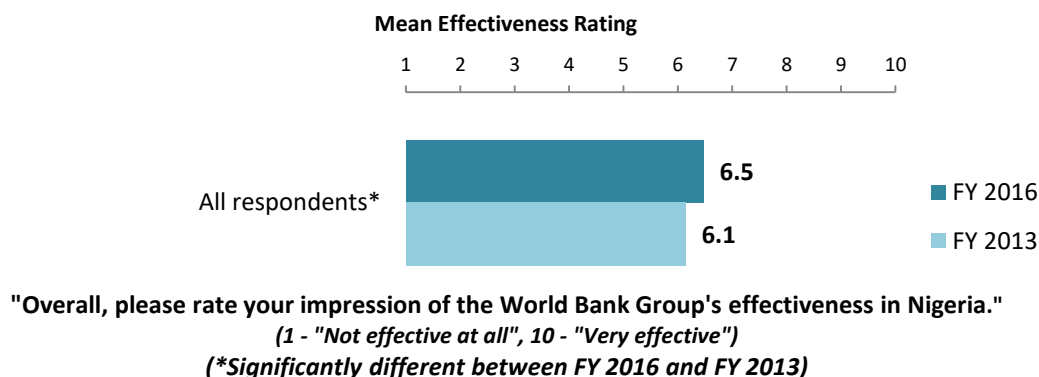
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



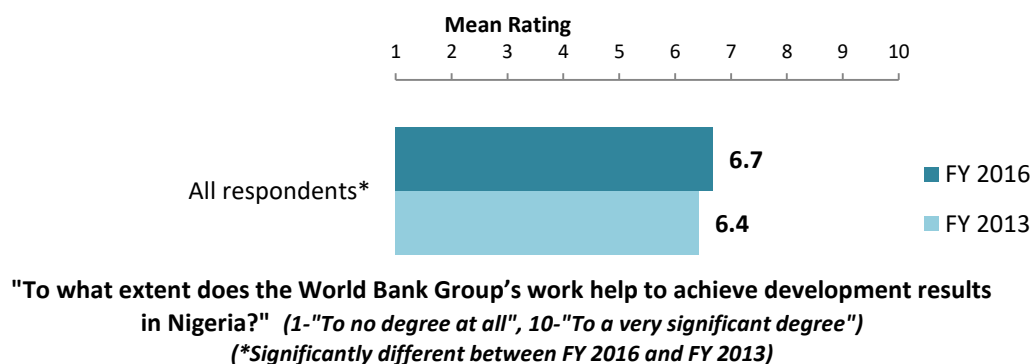
V. Overall Attitudes toward the World Bank Group (continued)

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.

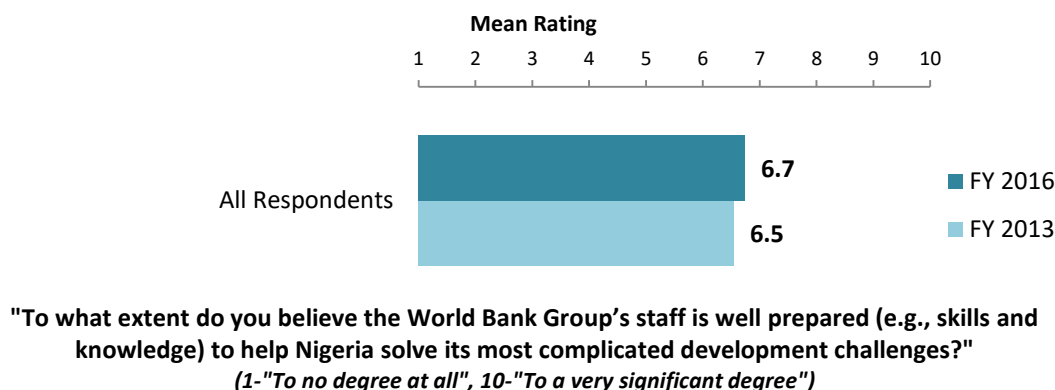
The World Bank Group's Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)



WBG Staff Preparedness



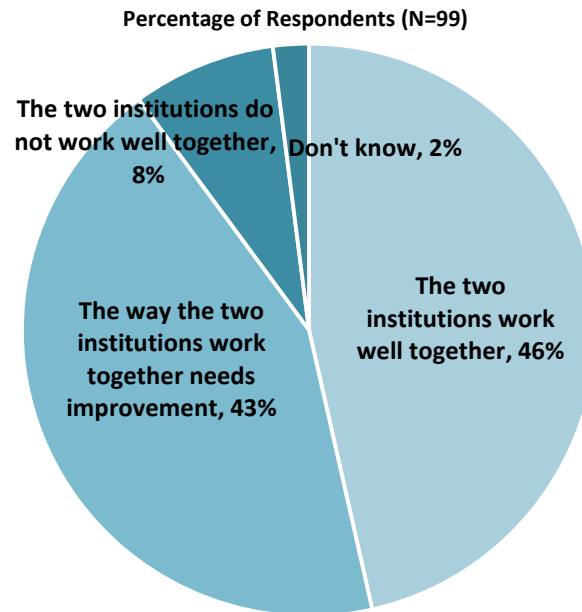
³All means presented in this chart were calculated based on weighted data from FY'16 and FY'13.



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



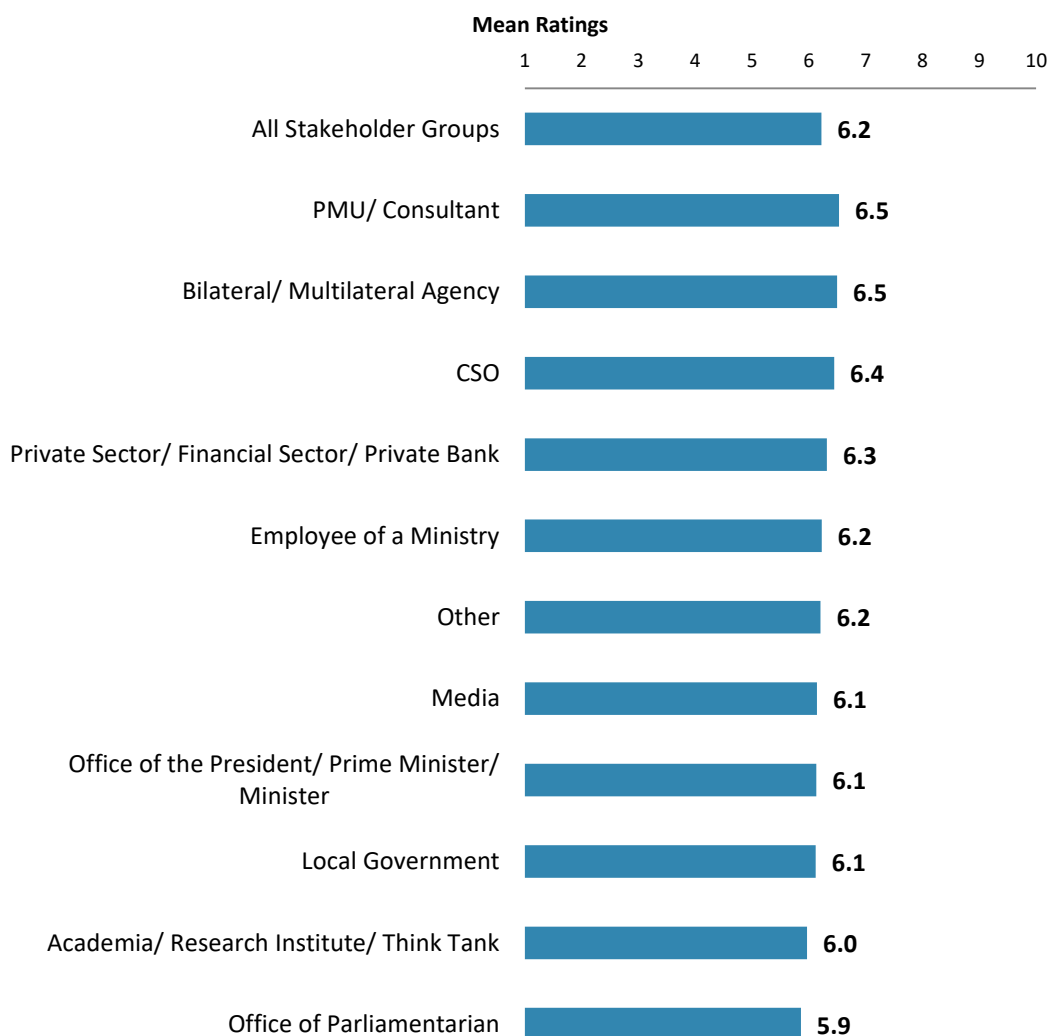
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Nigeria?” (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups⁴

- **Stakeholder groups:** respondents across stakeholder groups gave statistically similar overall ratings for the twenty six indicator questions.



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

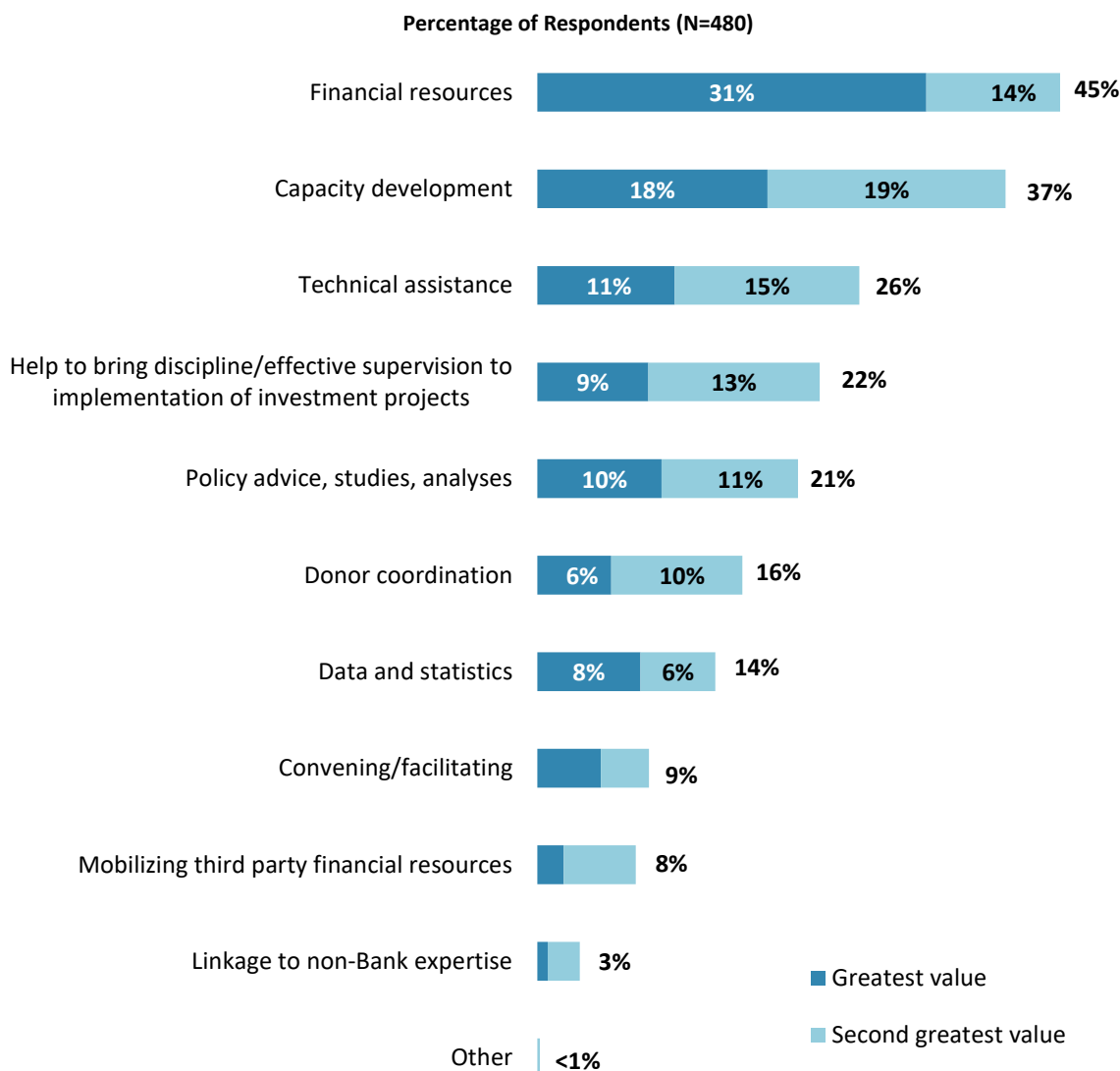
⁴ Responses to all twenty six indicator questions by stakeholders' levels of collaboration with the WBG can be found in Appendix F (page 104).



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Nigeria were its "*financial resources*" (41%), "*technical assistance*" (14%), and "*training/capacity building*" (13%).



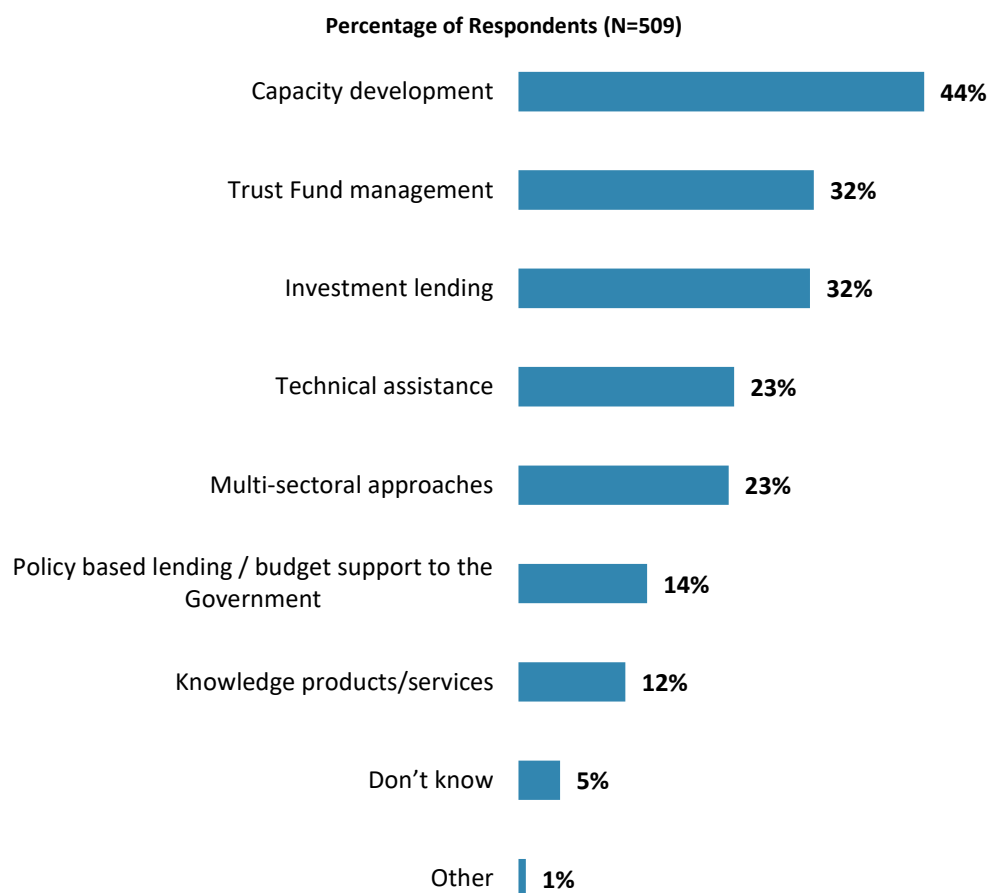
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nigeria?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Nigeria were “*capacity development*” (50%) and “*investment lending*” (47%).



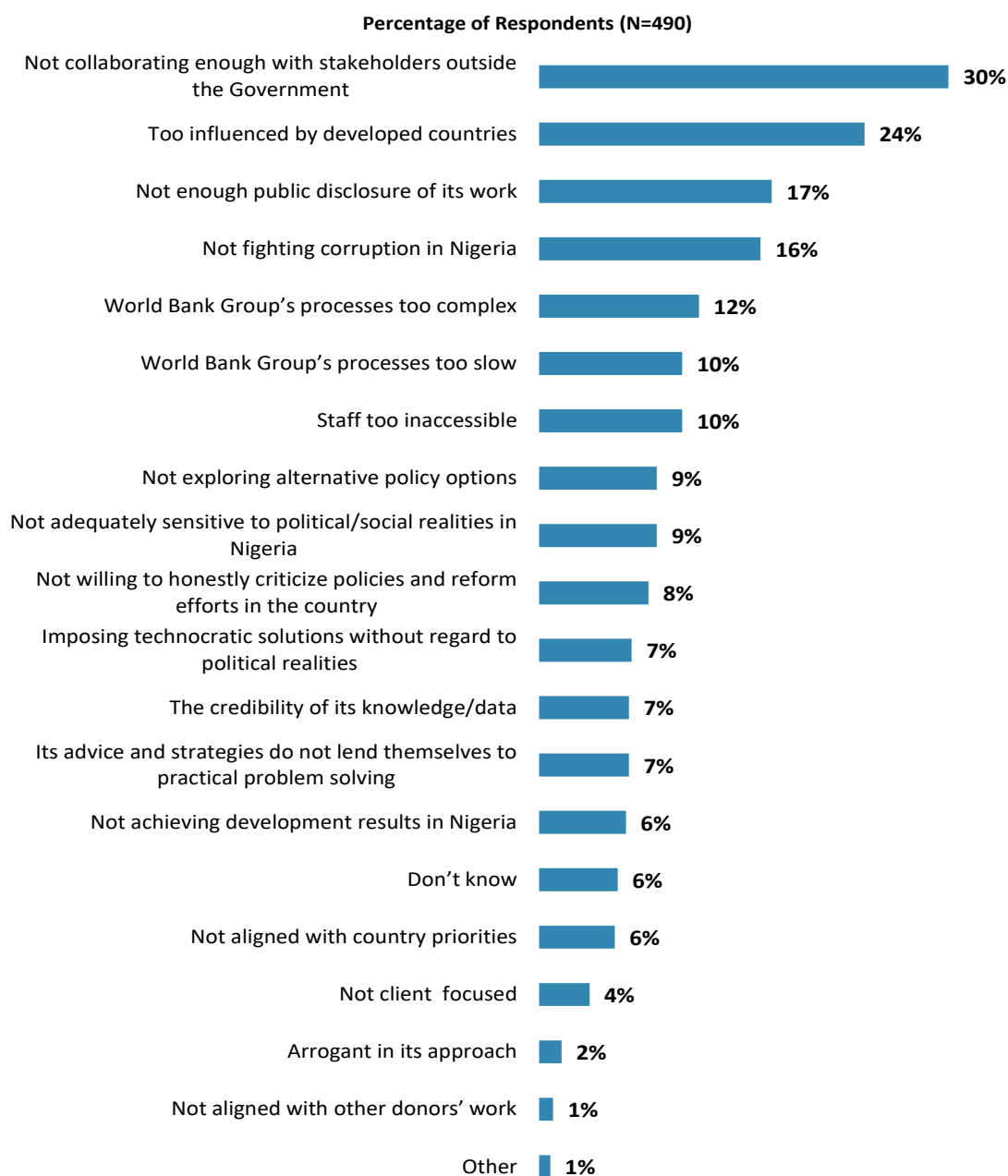
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Nigeria? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weaknesses in its work in Nigeria were "*imposing technocratic solutions without regard to political realities*" (26%) and "*too bureaucratic in its operational policies and procedures*" (21%).

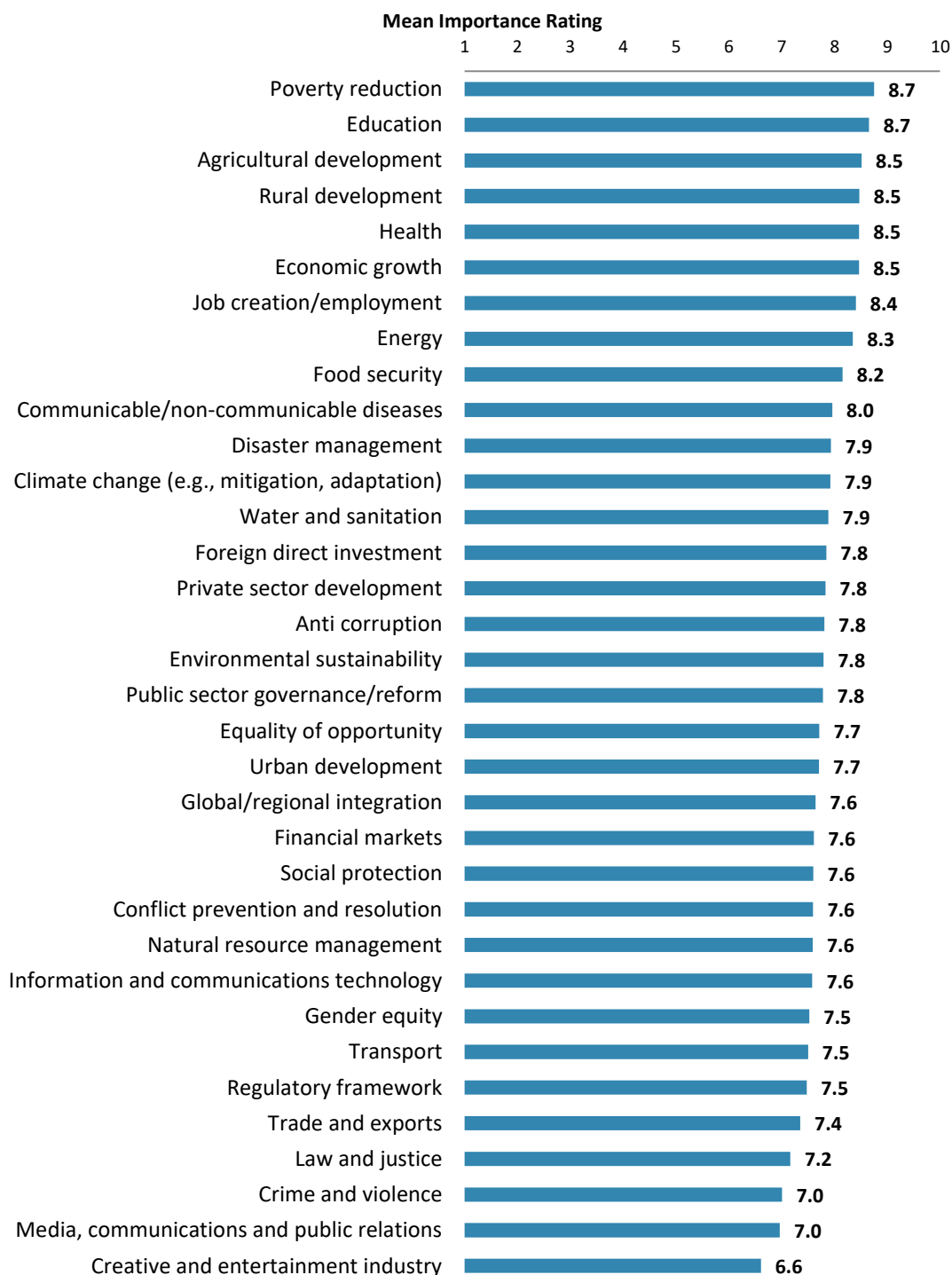


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nigeria? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

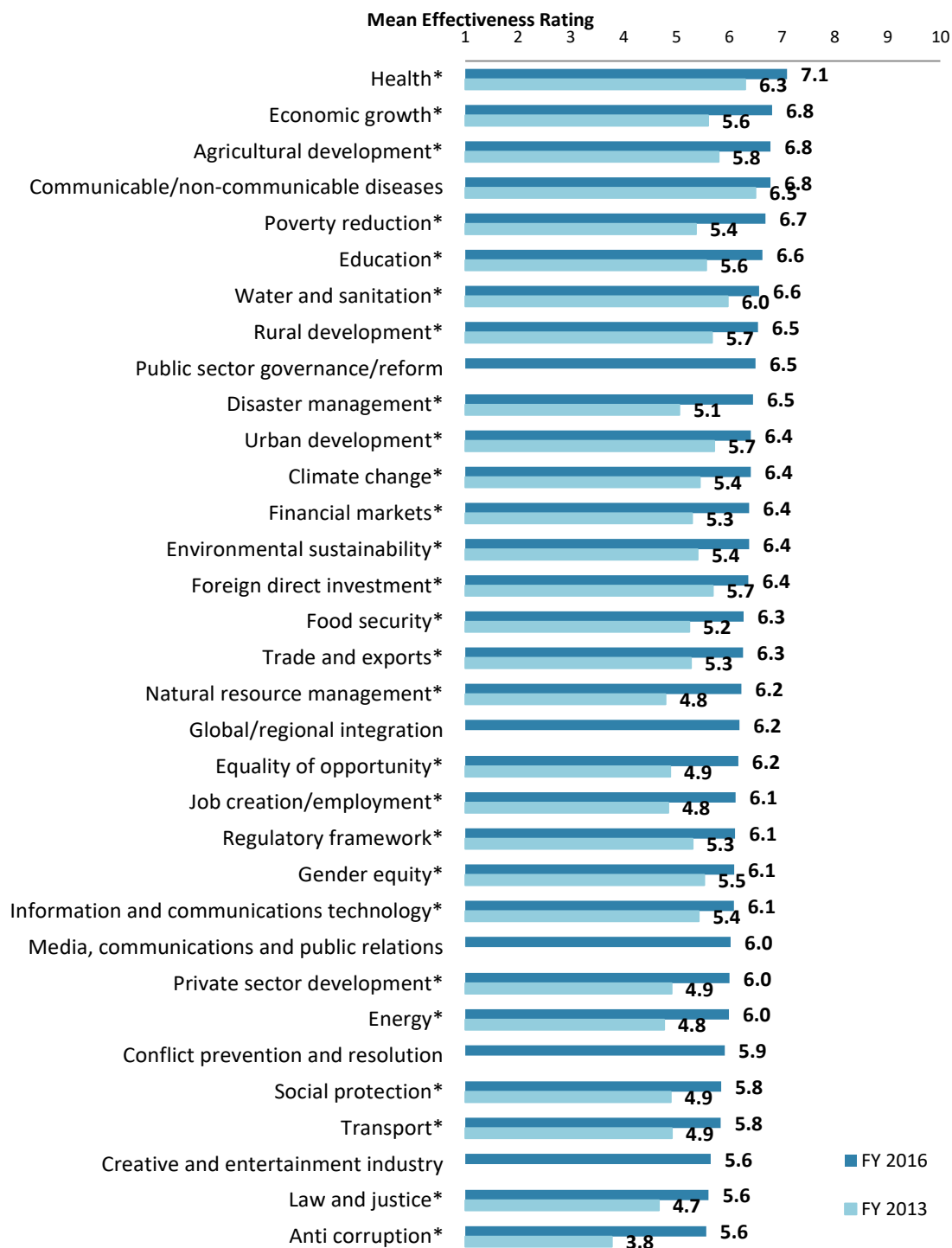


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Nigeria?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



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

(*Significantly different between FY 2016 and FY 2013)



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

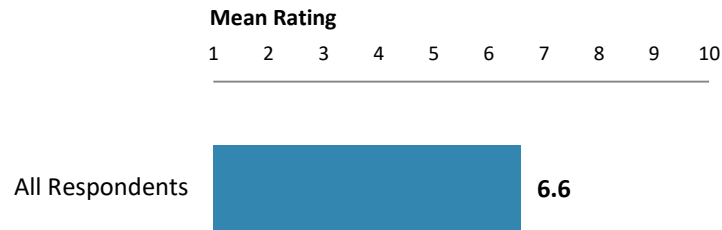
⁵All means presented in this chart are calculated based on weighted data. See Appendix E for details.

⁶Note in the Appendix on the sectoral effectiveness (Appendix A, page 52) 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.



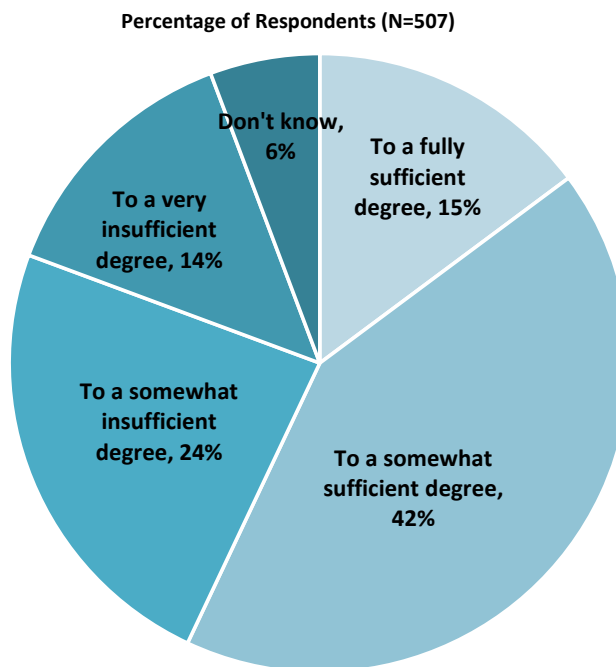
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nigeria?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Nigeria?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



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

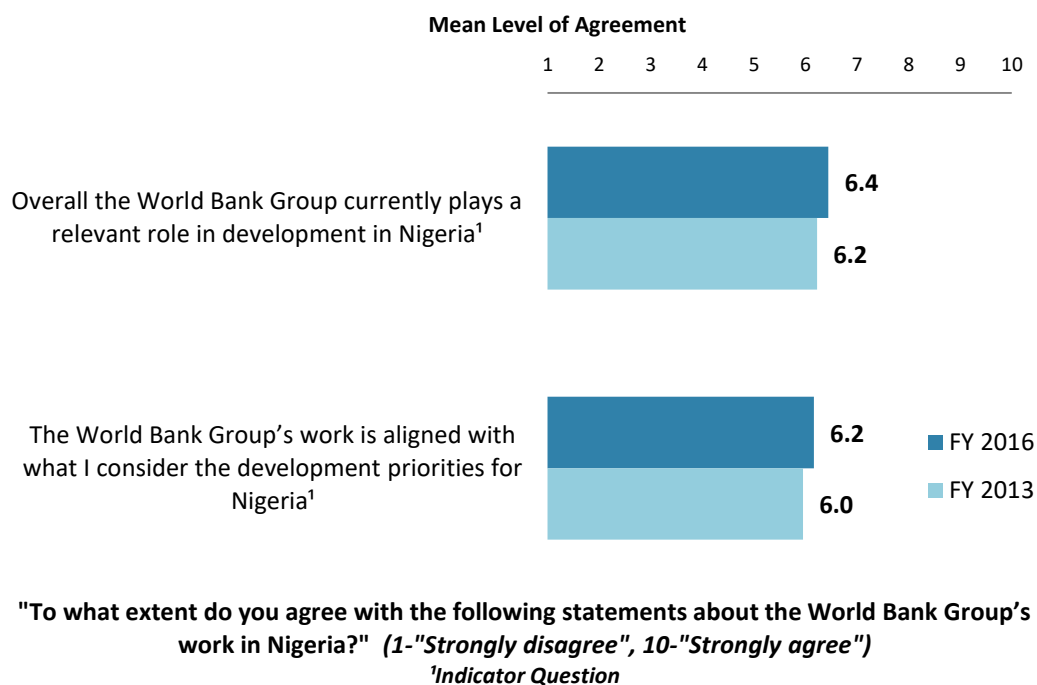
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Nigeria. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at environmental sustainability; and
 - The WBG's effectiveness at regulatory framework.
- 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 Nigeria, 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 information and communications technology;
 - The WBG's effectiveness at urban development; and
 - The WBG's effectiveness at food security.



VII. How the World Bank Group Operates

The World Bank Group's Work in Nigeria: Year Comparison⁷

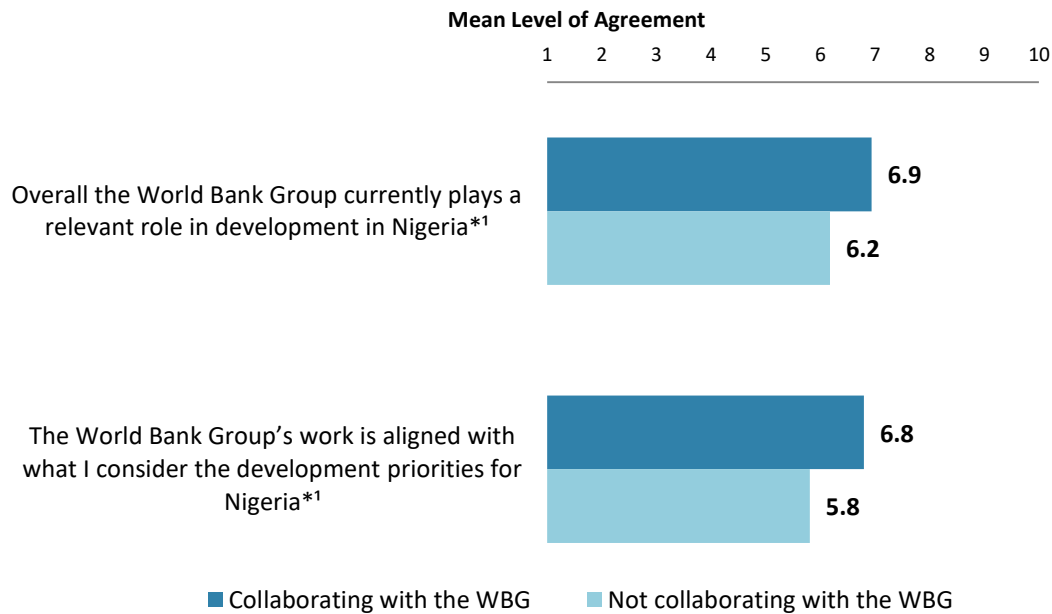


⁷ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Nigeria: Collaboration



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

(*Significantly different between collaborators and non-collaborators with the WBG)

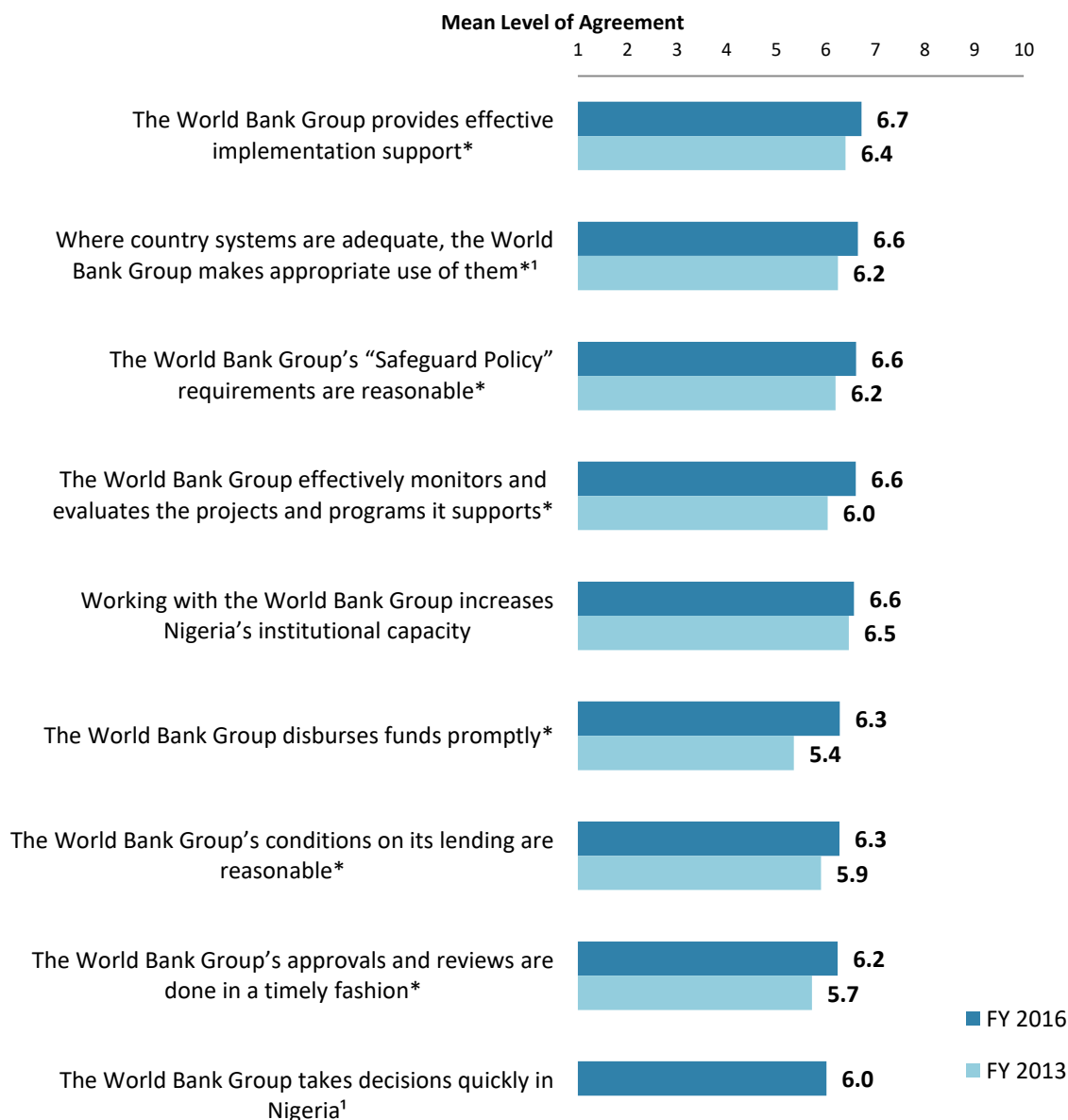
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly higher levels of agreement with several statements below compared to respondents in the FY'13 Country Survey.



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2016 and FY 2013)*
¹Indicator Question

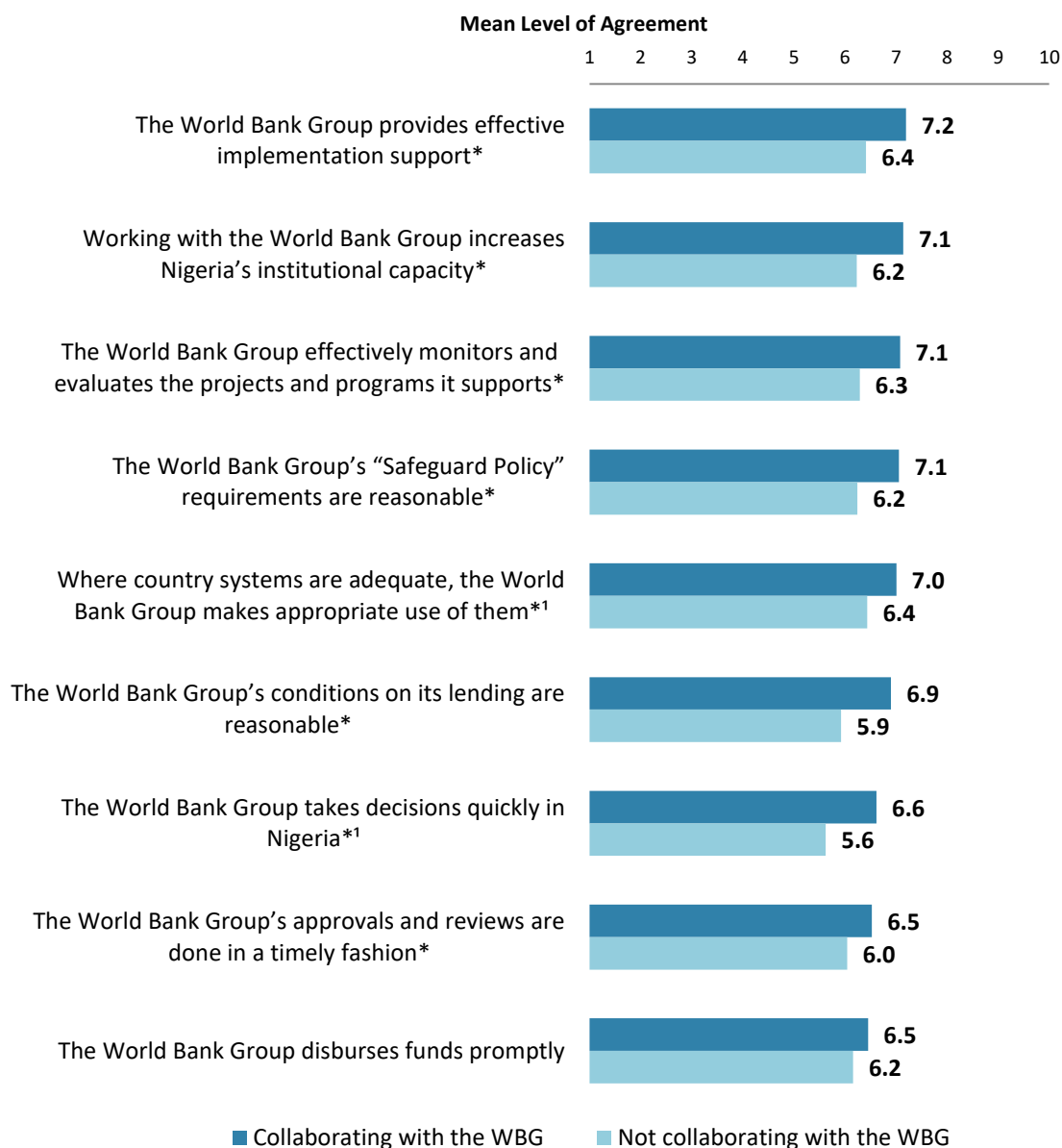
⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- **Collaboration:** As indicated in the chart below, respondents who collaborate with the WBG had significantly higher levels of agreement with several statements below, compared to respondents who do not collaborate with the WBG.



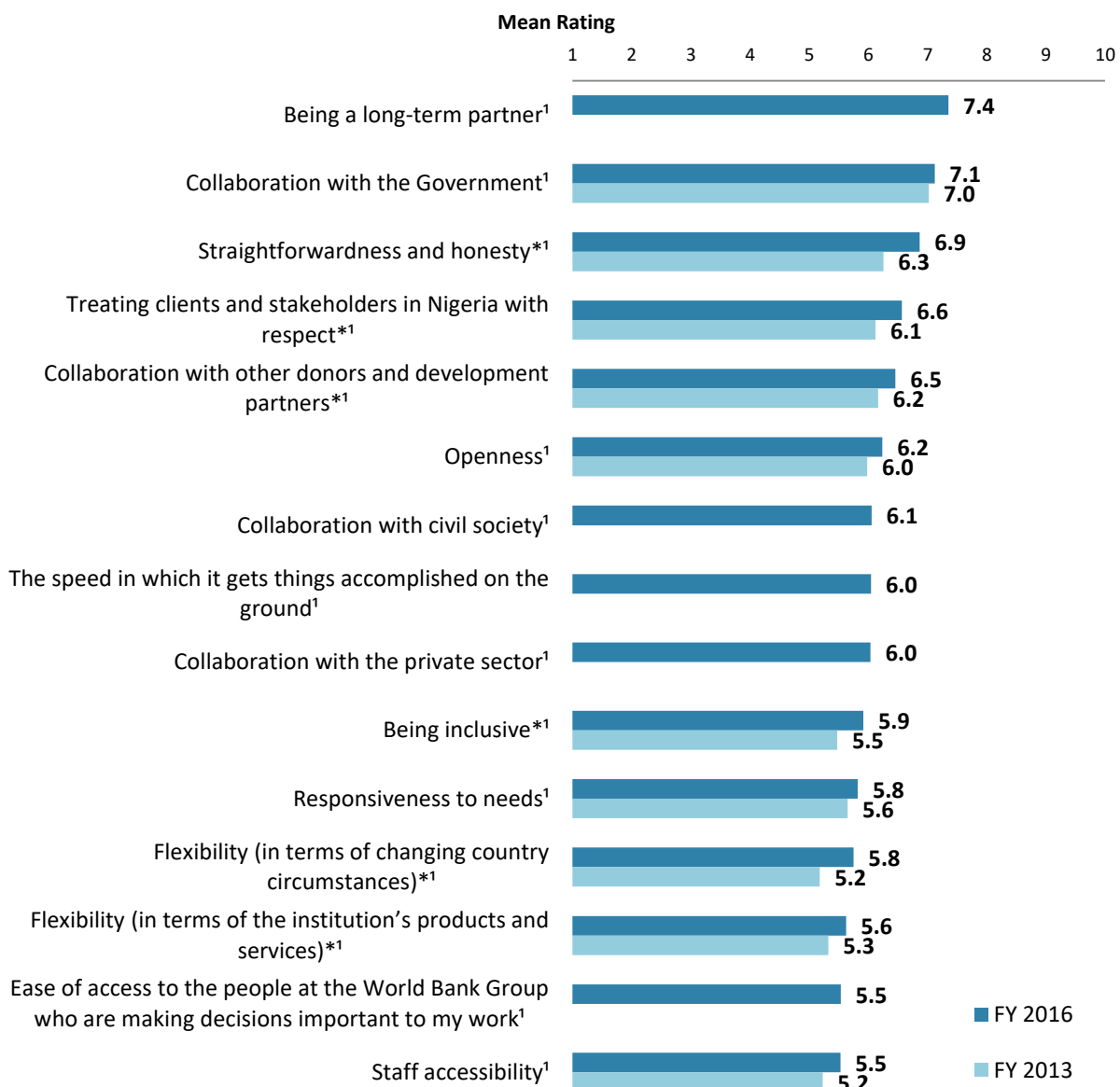
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for a number of qualities below of the WBG as a development partner compared to respondents in the FY'13 Country Survey.



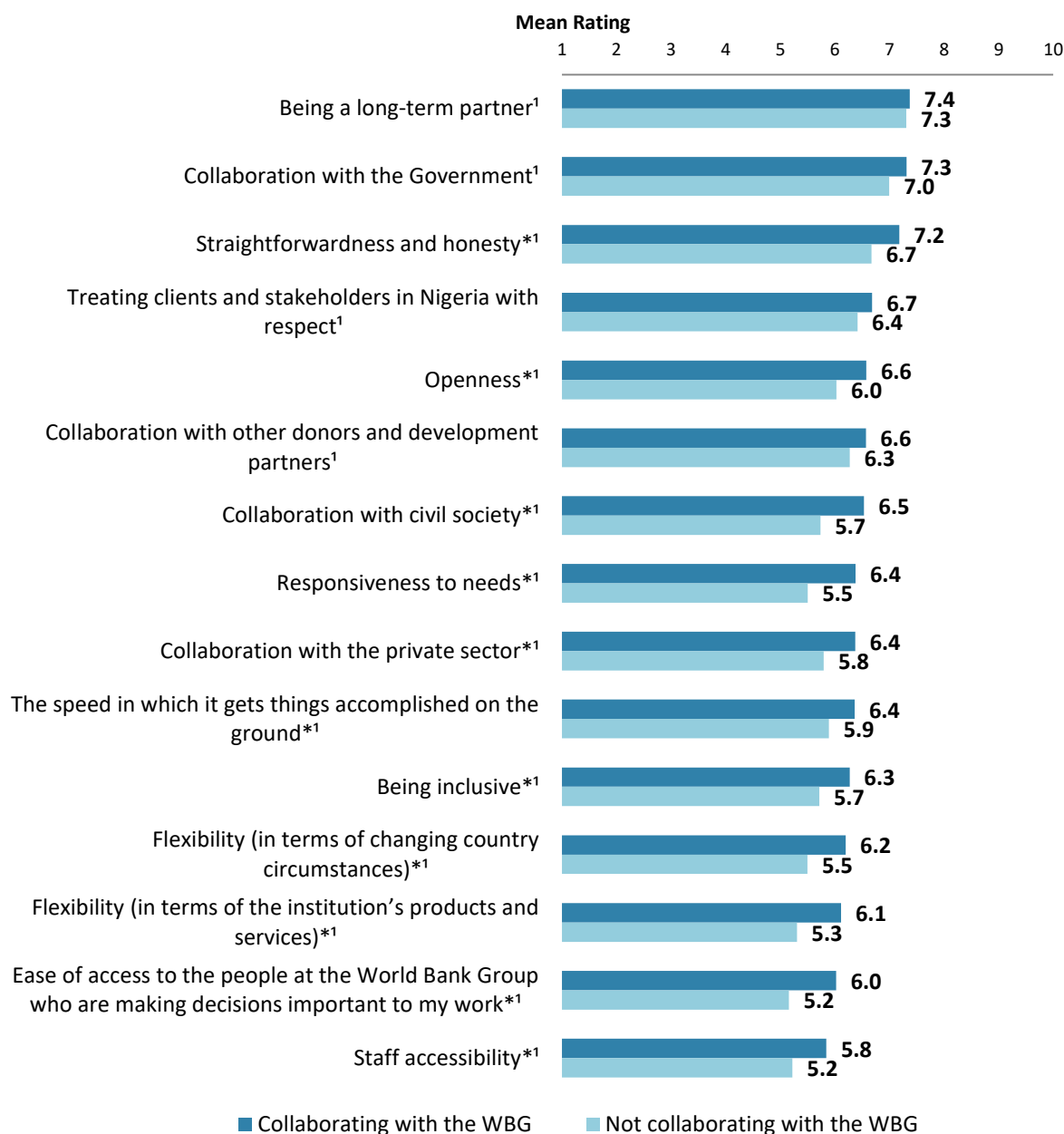
"To what extent is the World Bank Group an effective development partner in Nigeria, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY2016 and FY2013)
¹Indicator Question

⁹ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

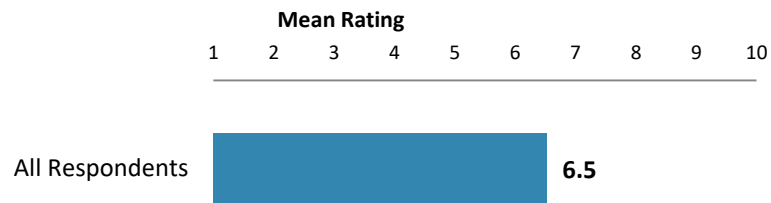
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



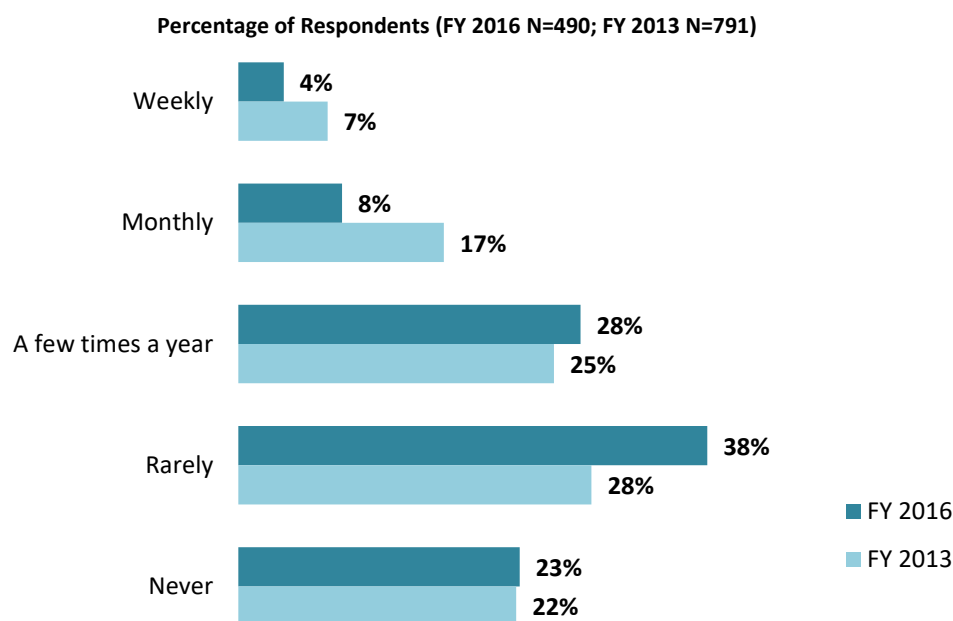
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Nigeria?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year's respondents were significantly less likely to consult the WBG's knowledge work and activities monthly compared to respondents in the FY'13 Country Survey.



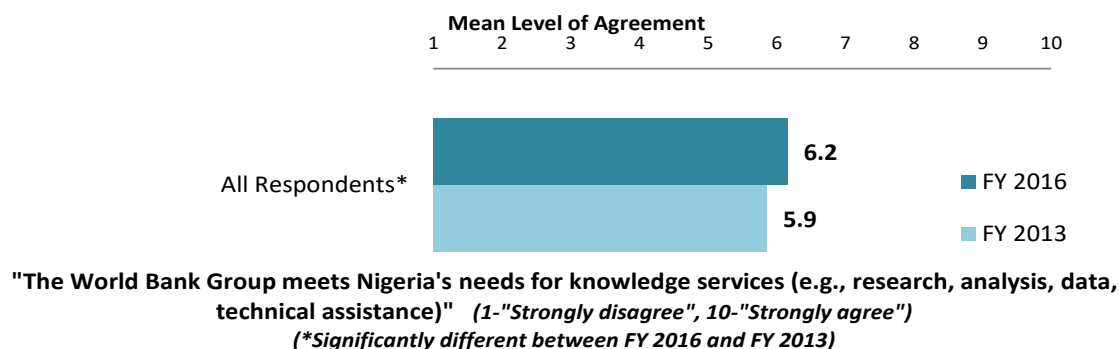
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

¹⁰ All percentages in the chart were based on weighted data.

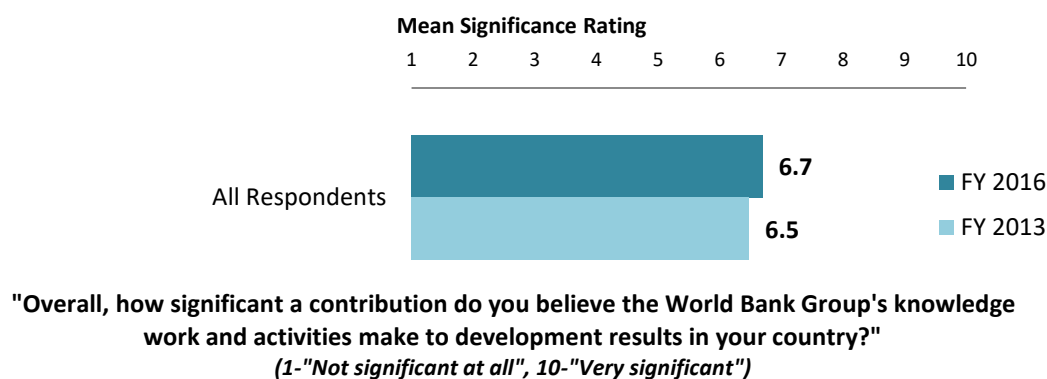


VIII. World Bank Group's Knowledge and Instruments (continued)

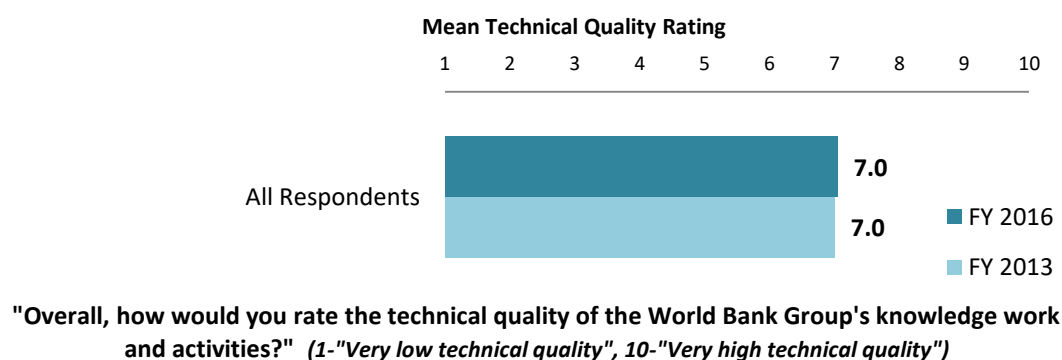
Meeting Nigeria's Knowledge Needs¹¹ (Indicator Question)



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



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



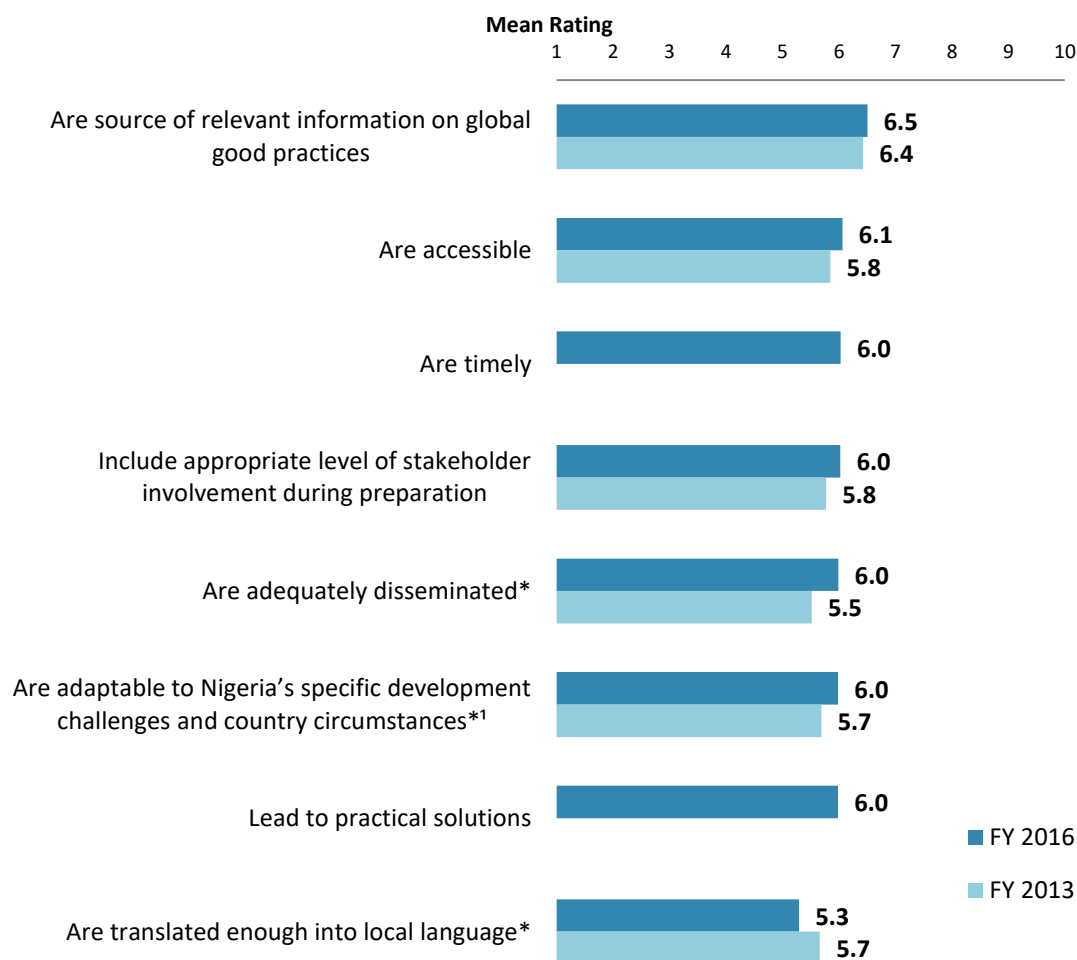
¹¹All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for the WBG's knowledge work and activities' "*dissemination*" and "*adaptability*," compared to respondents in the FY'13 Country Survey. However, when it comes to "*being translated enough into local language*," this year's respondents gave significantly lower ratings than those in the FY'13 Country Survey.



"In Nigeria, 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")
 (*Significantly different between FY 2016 and FY 2013)

¹Indicator Question

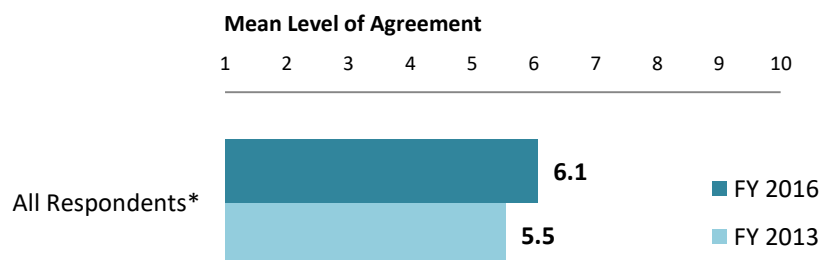
¹² All means in this chart were calculated based on weighted data.



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

Meeting Nigeria's Needs for Financial Instruments¹³

(Indicator Question)



"The World Bank Group's financial instruments meet the needs of Nigeria."

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

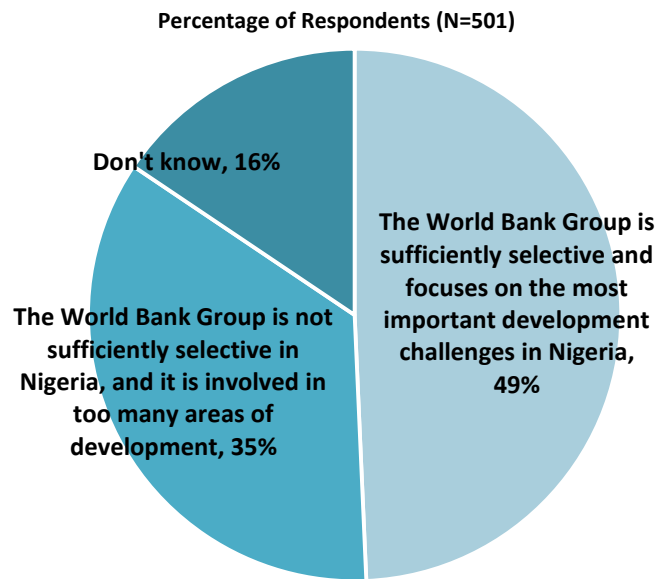
(*Significantly different between FY 2016 and FY 2013)

¹³ Means in this chart were calculated based on weighted data.



IX. The Future Role of the WBG in Nigeria

Selectivity of the World Bank Group's Support



"Which of the following best describes the World Bank Group's support in Nigeria?" (Respondents chose from a list.)



IX. The Future Role of the WBG in Nigeria (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*improve the quality of its experts as related to Nigeria’s specific challenges*” (45%) and “*reduce the complexity of obtaining World Bank financing*” (35%) to make itself of greater value in Nigeria.



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

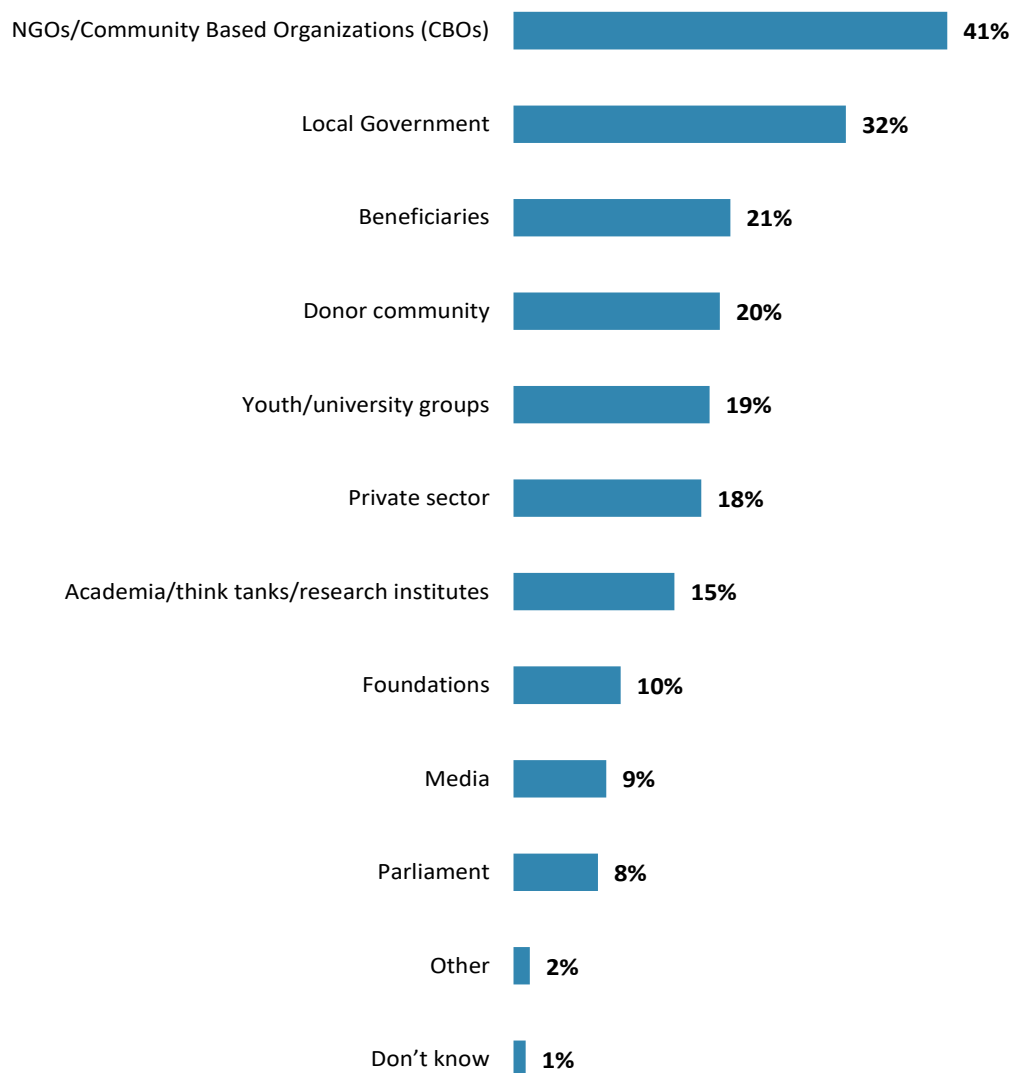


IX. The Future Role of the WBG in Nigeria (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*NGOs*” (43%), “*community based organizations*” (23%), and “*local governments*” (19%) to ensure better development results in Nigeria.

Percentage of Respondents (N=510)



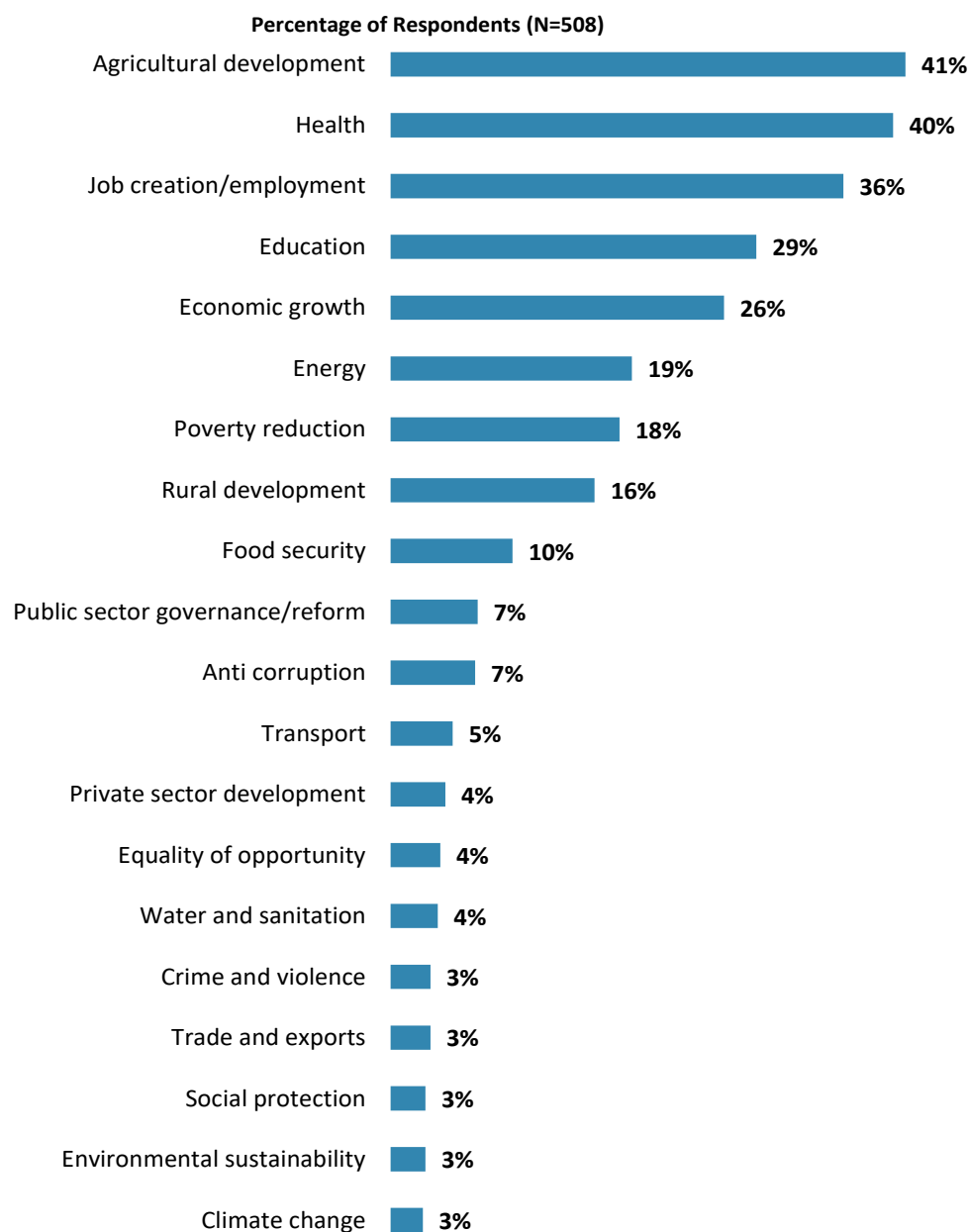
"In addition to regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Nigeria (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*education*” (41%), “*rural development*” (33%), and “*energy*” (32%).



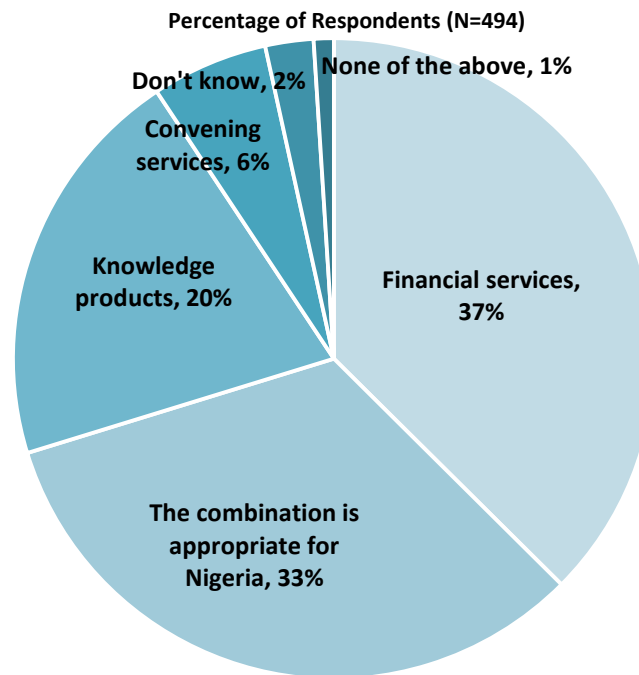
“When thinking about how the World Bank Group can have the most impact on development results in Nigeria, in which sectoral areas do you believe the WBG should focus most of its resources in Nigeria?
(Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IX. The Future Role of the WBG in Nigeria (continued)

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Nigeria, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Nigeria?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 68) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Nigeria from “*local newspapers*” (57%), “*local television*” (37%), and “*the Internet*” (36%).



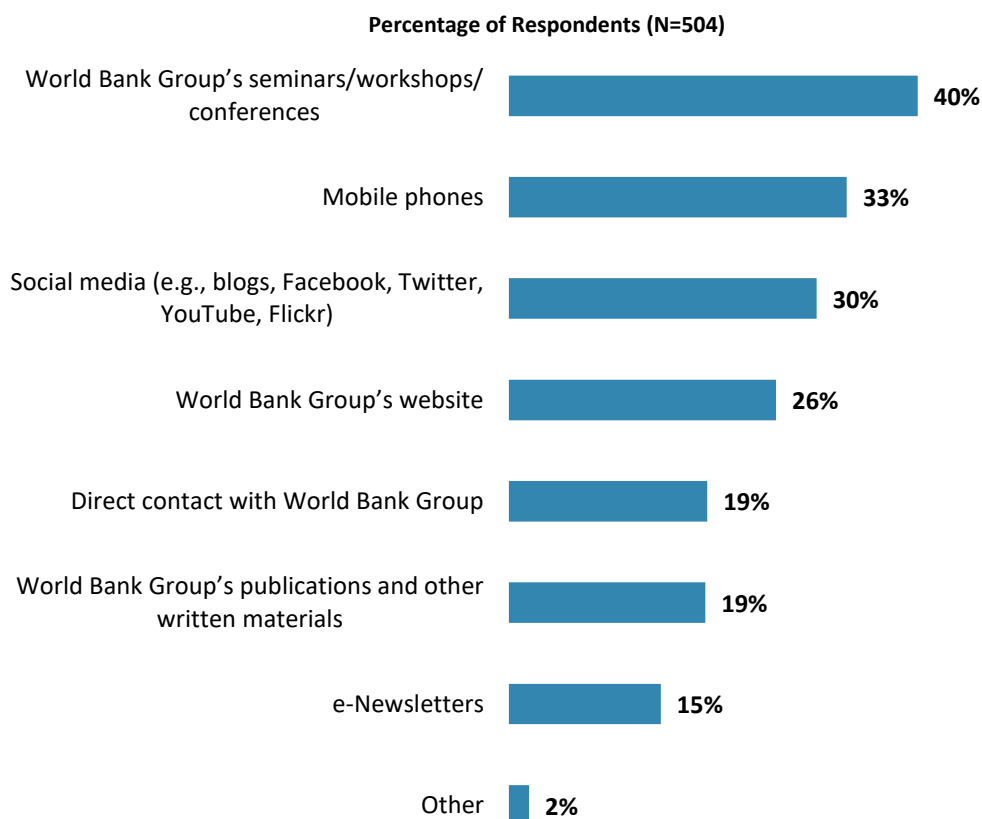
"How do you get most of your information about economic and social development issues in Nigeria? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (41%), “*World Bank seminars/workshops/conferences*” (33%), and “*World Bank publications and other written materials* (21%)”.



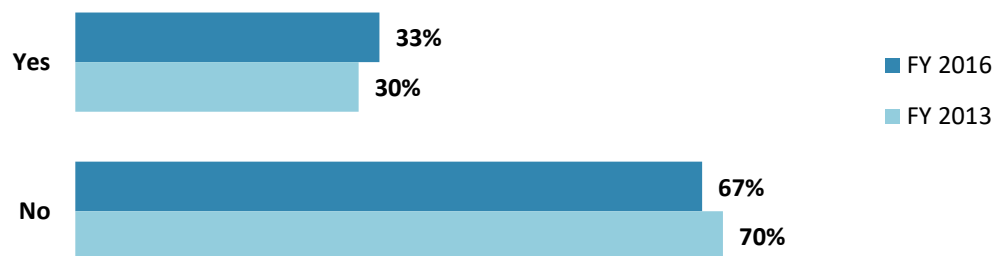
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"** (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

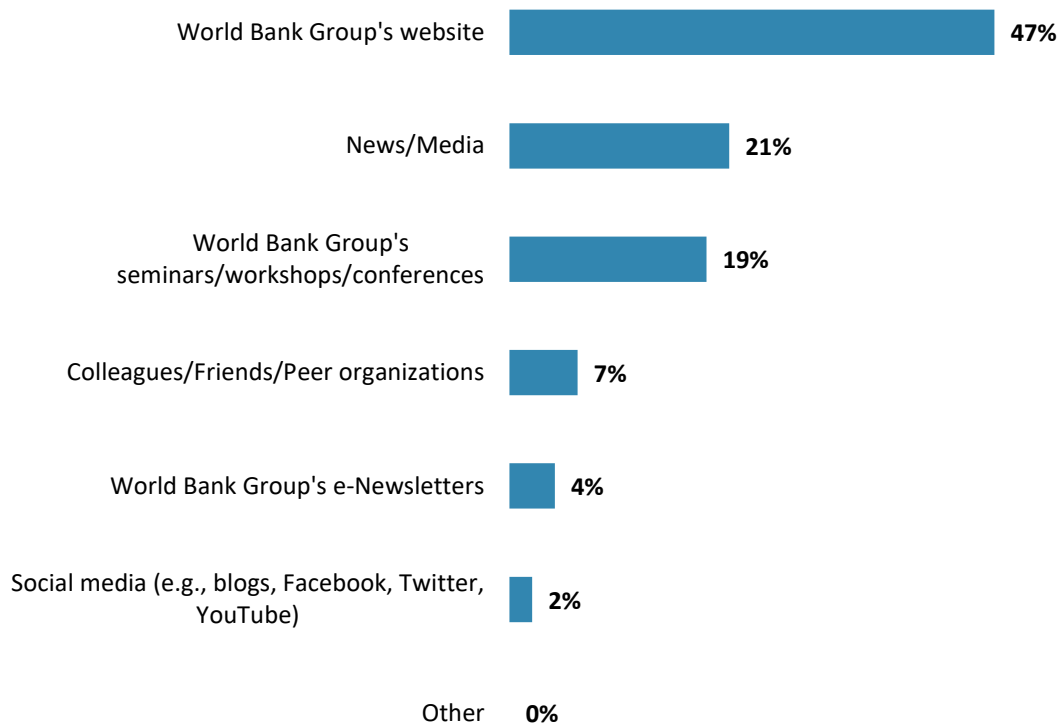
Access to Information¹⁴

Percentage of Respondents (FY 2016 N=456; FY 2013 N=768)



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

Percentage of Respondents (N=137)



"If you are aware of the World Bank Group's Access to Information Policies, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Respondents chose from a list.)"

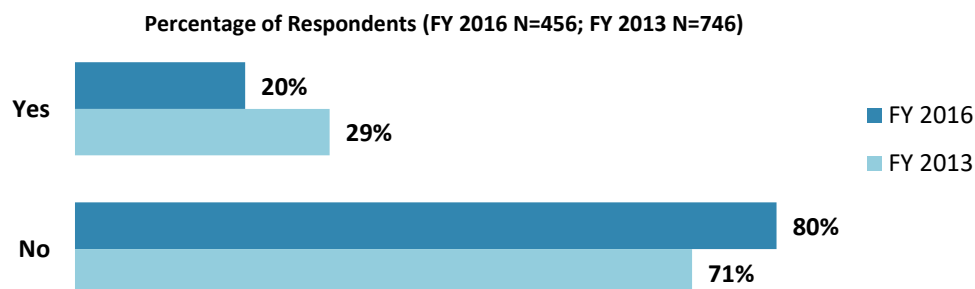
¹⁴All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

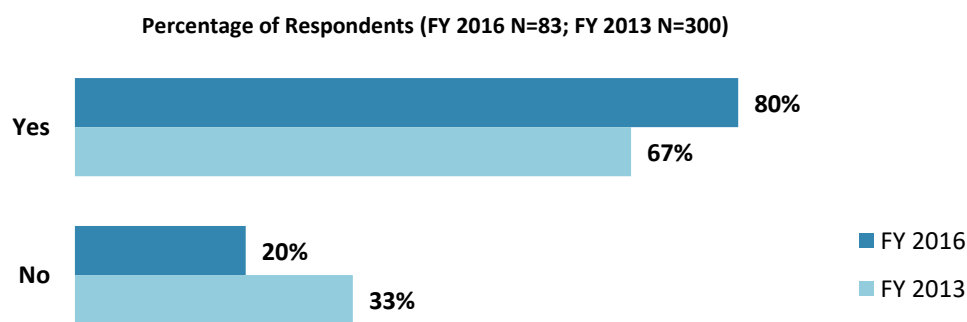
Access to Information (continued)¹⁵

- **Year comparison:** This year's respondents were significantly less likely to have requested information from the WBG on its activities compared to respondents in the FY'13 Country Survey.



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

- **Year comparison:** This year's respondents were significantly more likely to be able to obtain the information they requested from the WBG on its activities compared to respondents in the FY'13 Country Survey.



"Were you able to obtain this information?"

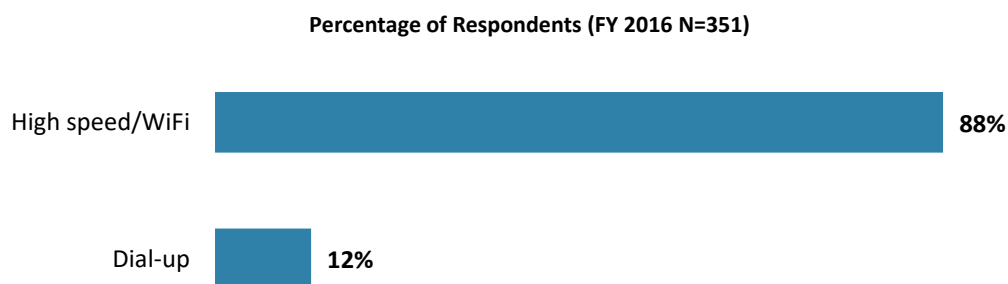
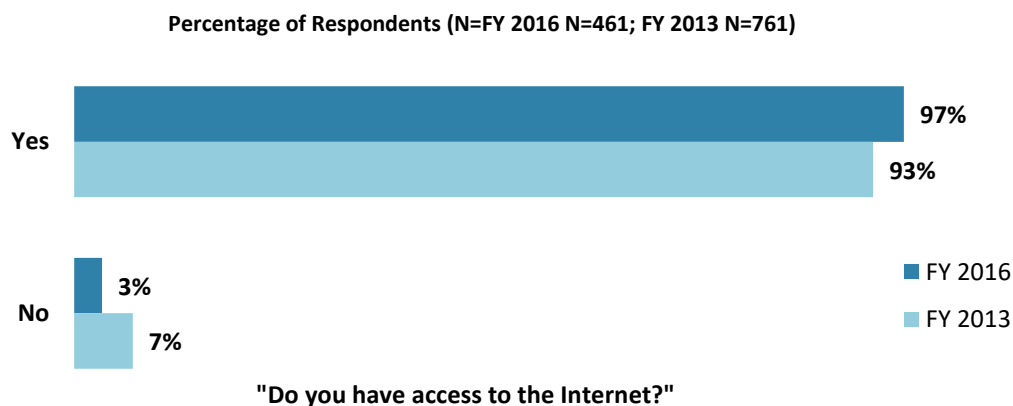
¹⁵All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁶

- **Year comparison:** This year's respondents were significantly more likely to have access to the Internet compared to respondents in the FY'13 Country Survey.



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

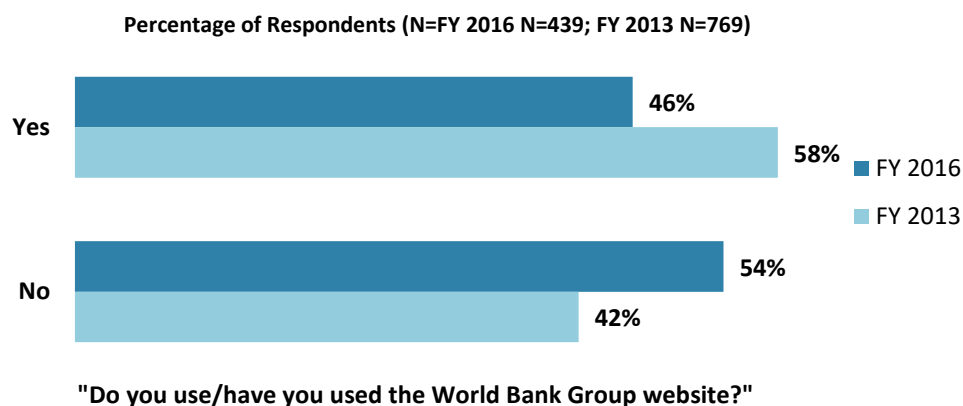
¹⁶ Percentages presented in this chart were calculated based on weighted data.



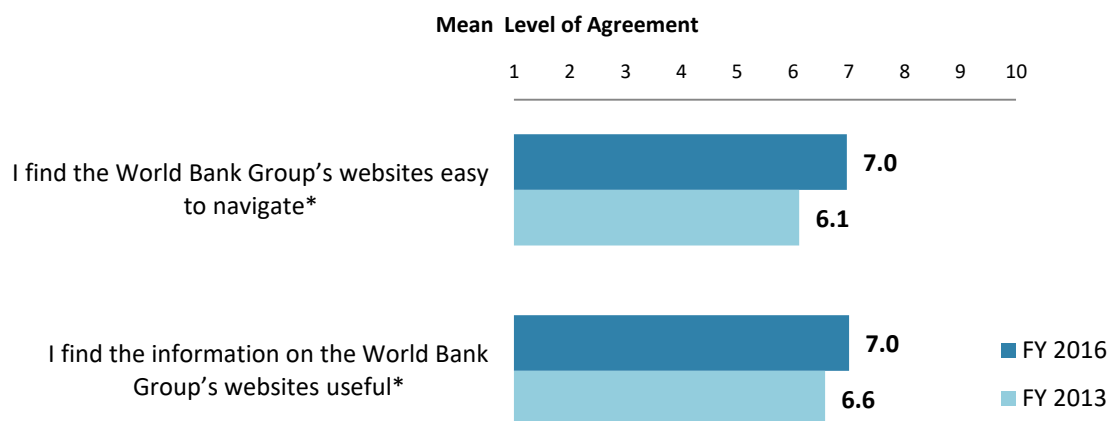
X. Communication and Outreach (continued)

The WBG Website Usage¹⁷

- **Year comparison:** This year's respondents were significantly less likely to have used the WBG website compared to respondents in the FY'13 Country Survey.



- **Year comparison:** This year's respondents had significantly higher levels of agreement with both statements below compared to respondents in the FY'13 Country Survey.



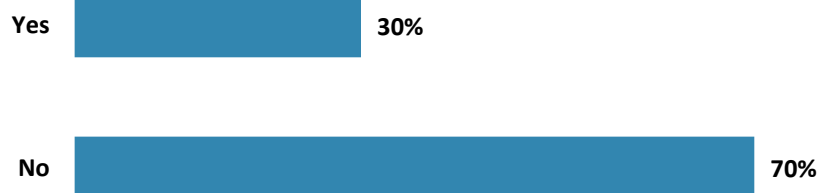
¹⁷ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2016 N=452)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr) ?"

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution

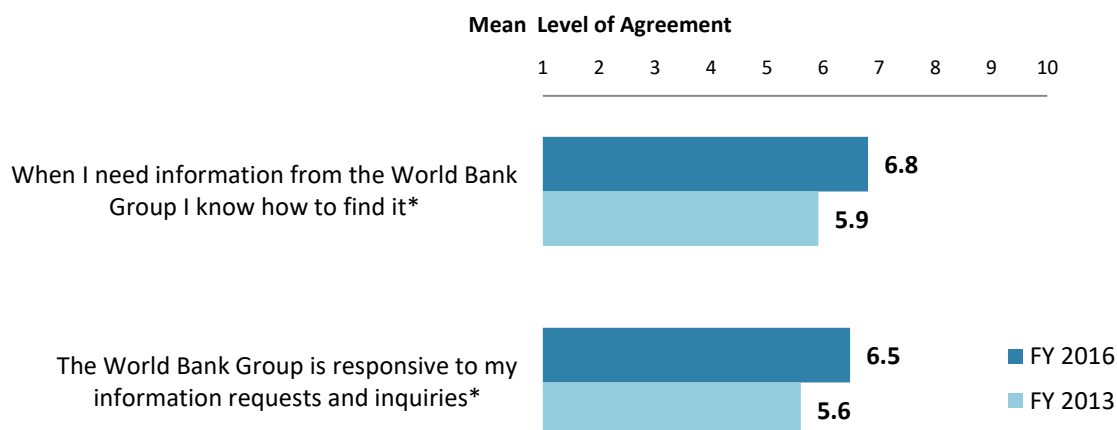


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁸



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2016 and FY 2013)

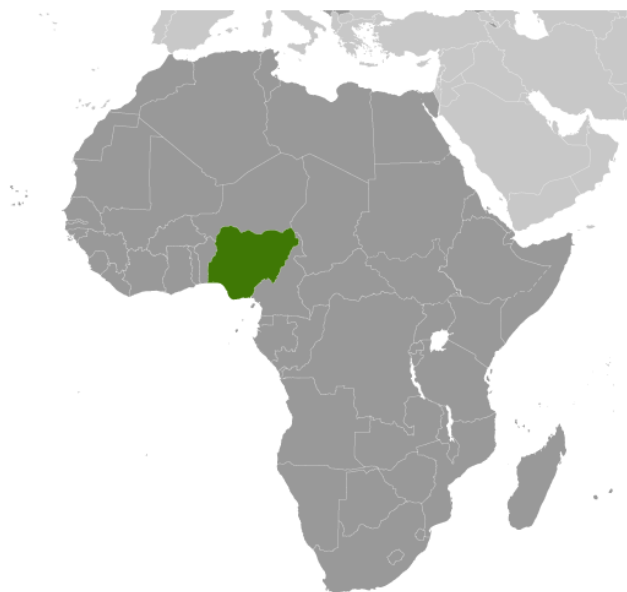
¹⁸ Means in the chart were calculated based on weighted data.



XI. Appendices

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Nigeria





Appendix A: Responses to All Questions across All Respondents (N=510)

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 Nigeria

1. In general would you say that Nigeria is headed in ... ?	Percentage of Respondents (N=505)
The right direction	57.0%
The wrong direction	15.8%
Not sure	27.1%

2. Listed below are a number of development priorities in Nigeria. Please identify which of the following you consider the most important development priorities in Nigeria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=508)
Job creation/employment	43.5%
Education	32.5%
Energy	29.1%
Food security	21.5%
Poverty reduction	19.3%
Agricultural development	19.1%
Public sector governance/reform	17.9%
Health	15.9%
Anti corruption	14.0%
Economic growth	13.4%
Rural development	7.9%
Transport	5.3%
Private sector development	5.3%
Gender equity	4.9%
Crime and violence	4.9%
Conflict prevention and resolution	4.5%
Urban development	4.5%
Global/regional integration	3.9%
Natural resource management	3.7%
Social protection	3.5%
Water and sanitation	3.3%
Foreign direct investment	3.0%
Law and justice	2.8%
Financial markets	2.6%
Equality of opportunity	2.0%
Trade and exports	1.4%
Environmental sustainability	1.2%
Climate change	1.2%
Disaster management	0.8%
Media, communications and public relations	0.6%
Regulatory framework	0.6%
Information and communications technology	0.6%
Creative and entertainment industry	0.4%
Communicable/non-communicable diseases	0.2%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Nigeria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=508)
Job creation/employment	45.1%
Agricultural development	36.4%
Economic growth	35.6%
Education	32.7%
Rural development	21.9%
Energy	20.9%
Anti corruption	16.5%
Health	15.4%
Foreign direct investment	10.4%
Public sector governance/reform	8.1%
Equality of opportunity	6.3%
Private sector development	5.9%
Food security	5.5%
Law and justice	4.5%
Transport	4.1%
Water and sanitation	3.9%
Urban development	3.5%
Crime and violence	3.3%
Social protection	3.0%
Information and communications technology	3.0%
Natural resource management	2.6%
Trade and exports	2.4%
Conflict prevention and resolution	2.2%
Regulatory framework	2.0%
Environmental sustainability	2.0%
Gender equity	1.8%
Global/regional integration	1.2%
Climate change	1.2%
Creative and entertainment industry	1.2%
Disaster management	1.0%
Financial markets	0.6%
Communicable/non-communicable diseases	0.6%
Media, communications and public relations	0.4%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Nigeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=484)
Consistent economic growth	38.0%
Education and training that better ensure job opportunity	29.8%
Better employment opportunities for young people	24.2%
Better entrepreneurial opportunities	20.2%
Greater access to micro-finance for the poor	17.4%
Better opportunity for the poor who live in rural areas	15.3%
A growing middle class	8.9%
Greater voice and participation for citizens to help ensure greater accountability	8.3%
Greater access to health and nutrition for citizens	8.3%
Greater equity of fiscal policy	5.8%
More reliable social safety net	5.6%
Better quality public services	5.2%
Better opportunity for the poor who live in urban areas	5.0%
Better employment opportunities for women	3.7%
Other	1.9%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nigeria? (Select only ONE response)	Percentage of Respondents (N=505)
A very big problem	83.2%
A moderately big problem	12.1%
A small problem	2.8%
Not a problem at all	1.4%
Don't know	.6%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=506)
A very serious problem	54.9%
A somewhat serious problem	27.7%
Not too serious problem	11.7%
Not a problem	3.8%
Don't know	2.0%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Nigeria? (1-Not familiar at all, 10-Extremely familiar)	508	0	5.41	2.39

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Nigeria? (1-Not effective at all, 10-Very effective)	483	24	6.48	2.32

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Nigeria solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	445	55	6.75	2.14

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

4. When thinking about how the World Bank Group can have the most impact on development results in Nigeria, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nigeria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=508)
Agricultural development	40.7%
Health	39.8%
Job creation/employment	35.8%
Education	28.9%
Economic growth	26.4%
Energy	19.1%
Poverty reduction	18.1%
Rural development	16.1%
Food security	9.6%
Public sector governance/reform	6.9%
Anti corruption	6.7%
Transport	4.9%
Private sector development	4.3%
Equality of opportunity	3.9%
Water and sanitation	3.7%
Crime and violence	3.1%
Trade and exports	3.1%
Social protection	2.8%
Environmental sustainability	2.8%
Climate change	2.6%
Foreign direct investment	2.6%
Conflict prevention and resolution	2.2%
Financial markets	2.0%
Law and justice	1.6%
Information and communications technology	1.6%
Urban development	1.4%
Gender equity	1.2%
Regulatory framework	1.2%
Natural resource management	0.8%
Disaster management	0.8%
Global/regional integration	0.6%
Media, communications and public relations	0.6%
Creative and entertainment industry	0.6%
Communicable/non-communicable diseases	0.4%

**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 Nigeria?	Percentage of Respondents (N=480)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	30.6%	14.1%	44.7%
Capacity development	18.1%	18.7%	36.9%
Technical assistance	10.8%	14.5%	25.4%
Help to bring discipline/effective supervision to implementation of investment projects	8.7%	13.5%	22.2%
Policy advice, studies, analyses	9.8%	10.7%	20.5%
Donor coordination	5.8%	10.3%	16.1%
Data and statistics	8.1%	5.9%	14.0%
Convening/facilitating	5.0%	3.8%	8.8%
Mobilizing third party financial resources	2.1%	5.7%	7.8%
Linkage to non-Bank expertise	0.8%	2.5%	3.4%
Other	0.0%	0.2%	0.2%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nigeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=490)
Not collaborating enough with stakeholders outside the Government	29.8%
Too influenced by developed countries	23.7%
Not enough public disclosure of its work	16.9%
Not fighting corruption in Nigeria	16.1%
World Bank Group's processes too complex	11.6%
World Bank Group's processes too slow	10.4%
Staff too inaccessible	10.4%
Not exploring alternative policy options	8.6%
Not adequately sensitive to political/social realities in Nigeria	8.6%
Not willing to honestly criticize policies and reform efforts in the country	8.0%
Imposing technocratic solutions without regard to political realities	6.7%
The credibility of its knowledge/data	6.5%
Its advice and strategies do not lend themselves to practical problem solving	6.5%
Not achieving development results in Nigeria	6.3%
Don't know	5.7%
Not aligned with country priorities	5.5%
Not client focused	3.7%
Arrogant in its approach	1.6%
Not aligned with other donors' work	1.0%
Other	0.8%

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

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Nigeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=509)
Capacity development	44.0%
Trust Fund management	32.0%
Investment lending	31.6%
Technical assistance	23.4%
Multi-sectoral approaches	22.8%
Policy based lending / budget support to the Government	13.9%
Knowledge products/services	11.6%
Don't know	4.5%
Other	0.8%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Nigeria? (Choose only ONE response)	Percentage of Respondents (N=507)
To a fully sufficient degree	14.8%
To a somewhat sufficient degree	42.2%
To a somewhat insufficient degree	23.7%
To a very insufficient degree	13.6%
Don't know	5.7%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=510)
NGOs/Community Based Organizations (CBOs)	41.2%
Local Government	31.6%
Beneficiaries	20.6%
Donor community	19.6%
Youth/university groups	18.6%
Private sector	17.8%
Academia/think tanks/research institutes	15.3%
Foundations	10.2%
Media	8.8%
Parliament	8.0%
Other	1.6%
Don't know	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in Nigeria? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Nigeria*	470	27	6.41	2.11
11. The World Bank Group's work is aligned with what I consider the development priorities for Nigeria*	456	36	6.13	2.14

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

To what extent is the World Bank Group an effective development partner in Nigeria, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	457	34	5.78	2.07
13. Flexibility (in terms of the institution's products and services)*	436	48	5.57	1.88
14. Flexibility (in terms of changing country circumstances)*	440	44	5.71	1.96
15. Being inclusive*	439	40	5.90	1.90
16. Openness*	448	34	6.21	2.17
17. Collaboration with the Government*	461	23	7.08	2.00
18. The speed in which it gets things accomplished on the ground*	450	39	6.04	2.02
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	425	62	5.46	2.22
20. Collaboration with civil society*	446	45	6.03	2.21
21. Staff accessibility*	418	64	5.42	2.36
22. Collaboration with other donors and development partners*	437	51	6.39	2.06
23. Collaboration with the private sector*	421	60	5.98	2.13
24. Straightforwardness and honesty*	435	50	6.85	2.15
25. Treating clients and stakeholders in Nigeria with respect*	436	53	6.50	2.09
26. Being a long-term partner*	455	37	7.33	2.04

27. 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 TWO)	Percentage of Respondents (Responses Combined; N=498)
The Government works inefficiently	41.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.3%
Political pressures and obstacles	22.7%
Poor donor coordination	21.7%
There is not an adequate level of citizen/civil society participation	21.1%
The World Bank Group does not do adequate follow through/follow-up	20.3%
Lack of/inadequate levels of capacity in Government	17.5%
Reforms are not well thought out in light of country challenges	15.9%
The World Bank Group works too slowly	6.6%
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 Nigeria? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	480	14	7.01	2.93
2. Financial markets	472	13	7.61	2.36
3. Transport	482	5	7.50	2.45
4. Anti corruption	482	12	7.81	2.42
5. Law and justice	475	11	7.16	2.57
6. Urban development	480	8	7.70	2.24
7. Environmental sustainability	480	6	7.79	2.15
8. Trade and exports	480	9	7.35	2.47
9. Information and communications technology	480	8	7.58	2.24
10. Poverty reduction	488	6	8.75	1.85
11. Gender equity	477	10	7.53	2.45
12. Private sector development	477	11	7.83	2.14
13. Foreign direct investment	477	13	7.84	2.20
14. Water and sanitation	479	7	7.89	2.29
15. Regulatory framework	470	16	7.47	2.34
16. Economic growth	490	5	8.46	1.92
17. Energy	482	8	8.35	2.06
18. Disaster management	477	9	7.93	2.20
19. Public sector governance/reform	478	14	7.78	2.30
20. Job creation/employment	491	4	8.41	2.09
21. Communicable/non-communicable diseases	467	14	7.96	2.20
22. Equality of opportunity	471	16	7.71	2.30
23. Social protection	475	17	7.60	2.31
24. Rural development	490	5	8.47	2.03
25. Global/regional integration	469	14	7.64	2.24
26. Food security	482	8	8.15	2.10
27. Natural resource management	481	9	7.59	2.44
28. Health	487	6	8.46	2.03
29. Climate change (e.g., mitigation, adaptation)	475	8	7.92	2.16
30. Agricultural development	489	6	8.51	2.00
31. Education	482	6	8.65	1.88
32. Conflict prevention and resolution	483	4	7.60	2.36
33. Creative and entertainment industry	477	14	6.61	2.72
34. Media, communications and public relations	478	18	6.97	2.56

**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 Nigeria? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	361	127	6.01	2.23
2. Information and communications technology	384	97	6.08	2.07
3. Transport	385	95	5.79	2.36
4. Law and justice	341	134	5.53	2.25
5. Urban development	415	62	6.39	2.14
6. Environmental sustainability	407	69	6.30	2.13
7. Regulatory framework	371	104	6.12	2.05
8. Communicable/non-communicable diseases	401	74	6.70	2.21
9. Poverty reduction	434	46	6.63	2.26
10. Anti corruption	382	93	5.54	2.53
11. Private sector development	391	91	6.00	2.17
12. Foreign direct investment	387	93	6.31	2.13
13. Water and sanitation	412	66	6.49	2.28
14. Trade and exports	374	103	6.23	2.00
15. Economic growth	419	55	6.75	2.05
16. Health	441	40	7.09	2.09
17. Disaster management	393	82	6.39	2.21
18. Public sector governance/reform	399	82	6.44	2.13
19. Job creation/employment	423	58	6.08	2.33
20. Financial markets	383	97	6.33	2.17
21. Equality of opportunity	382	94	6.08	2.33
22. Energy	391	81	5.93	2.43
23. Rural development	426	49	6.47	2.31
24. Global/regional integration	368	104	6.11	2.17
25. Food security	416	58	6.25	2.32
26. Education	424	50	6.56	2.30
27. Social protection	369	107	5.79	2.43
28. Climate change	397	84	6.34	2.25
29. Agricultural development	437	43	6.69	2.24
30. Natural resource management	371	105	6.15	2.32
31. Conflict prevention and resolution	383	95	5.84	2.33
32. Creative and entertainment industry	371	112	5.57	2.46
33. Media, communications and public relations	379	105	5.94	2.34
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Nigeria? (1-To no degree at all, 10-To a very significant degree)	476	29	6.66	1.86

**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 Nigeria? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments meet the needs of Nigeria*	463	36	6.02	2.04
5. The World Bank Group meets Nigeria's needs for knowledge services*	454	38	6.16	1.98
Measuring and Correcting Work				
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Nigeria? (1-To no degree at all, 10-To a very significant degree)	438	62	6.52	1.84

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=501)
Weekly	3.6%
Monthly	8.2%
A few times a year	27.7%
Rarely	37.9%
Never	22.6%

In Nigeria, 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	420	75	5.98	1.97
3. Include appropriate level of stakeholder involvement during preparation	420	72	5.95	1.96
4. Lead to practical solutions	418	68	5.94	1.89
5. Are accessible	417	71	6.00	2.03
6. Are source of relevant information on global good practices	436	56	6.46	2.00
7. Are adequately disseminated	409	79	6.00	1.99
8. Are translated enough into local language	397	98	5.28	2.38
9. Are adaptable to Nigeria's specific development challenges and country circumstances*	426	69	5.96	2.12

Overall Evaluations	N	DK	Mean	SD
10. 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)	472	29	6.66	1.87
11. 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)	463	39	7.00	1.81

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	416	81	6.25	2.37
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	449	46	6.57	2.21
3. The World Bank Group's approvals and reviews are done in a timely fashion	417	79	6.22	2.12
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	398	95	6.54	1.97
5. The World Bank Group's conditions on its lending are reasonable	412	79	6.23	2.14
6. The World Bank Group takes decisions quickly in Nigeria*	411	82	5.97	2.20
7. Working with the World Bank Group increases Nigeria's institutional capacity	426	67	6.53	2.16
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	410	85	6.61	2.06
9. The World Bank Group provides effective implementation support	443	52	6.66	2.09

WBG Promoting PPP in Nigeria	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nigeria? (1-To no degree at all, 10-To a very significant degree)	443	57	6.58	1.79

11. Which of the following best describes the World Bank Group's support in Nigeria? (Select only one response)	Percentage of Respondents (N=501)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nigeria	49.3%
The World Bank Group is not sufficiently selective in Nigeria, and it is involved in too many areas of development	35.1%
Don't know	15.6%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nigeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=503)
Increase the level of capacity development in the country	30.4%
Reach out more to groups outside of Government	30.2%
Offer more innovative financial products	24.1%
Collaborate more effectively with Government clients	22.5%
Provide more adequate data/knowledge/statistics/figures on Nigeria's economy	18.1%
Improve the quality of its experts as related to Nigeria's specific challenges	16.9%
Ensure greater selectivity in its work	14.1%
Reduce the complexity of obtaining World Bank Group financing	13.1%
Improve the competitiveness of its financing compared to markets	10.1%
Offer more innovative knowledge services	9.1%
Work faster	4.6%
Other	0.2%

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

2. When considering the combination of services that the World Bank Group offers in Nigeria, 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 Nigeria? (Select only ONE response)	Percentage of Respondents (N=494)
Financial services	37.4%
The combination is appropriate for Nigeria	32.8%
Knowledge products	20.4%
Convening services	5.9%
Don't know	2.4%
None of the above	1.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Nigeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=503)
Internet	44.5%
Local television	33.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	31.8%
Local newspapers	25.8%
International television	19.9%
Local radio	18.7%
International newspapers	6.0%
International radio	4.8%
Periodicals	4.2%
Other	0.2%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=504)
World Bank Group's seminars/workshops/ conferences	40.1%
Mobile phones	33.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	30.2%
World Bank Group's website	26.2%
Direct contact with World Bank Group	19.4%
World Bank Group's publications and other written materials	19.2%
e-Newsletters	14.9%
Other	2.0%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=467)
Yes	33.6%
No	66.4%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies?	Percentage of Respondents (N=137)
World Bank Group's website	46.7%
News/Media	21.2%
World Bank Group's seminars/workshops/conferences	19.0%
Colleagues/Friends/Peer organizations	6.6%
World Bank Group's e-Newsletters	4.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	2.2%
Other	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=470)
Yes	20.0%
No	80.0%

6. Were you able to obtain this information?	Percentage of Respondents (N=87)
Yes	80.5%
No	19.5%

7. Do you have access to the Internet?	Percentage of Respondents (N=475)
Yes	96.6%
No	3.4%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=455)
Yes	45.9%
No	54.1%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=452)
Yes	29.6%
No	70.4%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=351)
High speed/WiFi	88.3%
Dial-up	11.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	280	126	6.90	2.17
12. I find the information on the World Bank Group's websites useful	279	119	6.92	2.00
13. The World Bank Group's social media channels are valuable sources of information about the institution	267	187	6.99	2.12
14. When I need information from the World Bank Group I know how to find it	306	152	6.66	2.42
15. The World Bank Group is responsive to my information requests and inquiries	272	180	6.44	2.43

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=501)
Employee of a Ministry, Ministerial Department or Implementation Agency	22.8%
NGO/Community Based Organization	10.8%
Academia/Research Institute/Think Tank	10.4%
Local Government Office or Staff	10.0%
Media	7.4%
Office of Parliamentarian	6.6%
Private Sector Organization	6.4%
Financial Sector/Private Bank	5.8%
Bilateral/Multilateral Agency	5.0%
Office of the President, Prime Minister	4.0%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	2.6%
Office of Minister	2.2%
Private Foundation	1.4%
Trade Union	1.4%
Faith-Based Group	1.4%
Judiciary Branch	.8%
Youth Group	.6%
Other	.4%
Independent Government Institution	.2%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=488)
Education	14.8%
Finance and markets	11.3%
Media, communications and public relations	9.4%
Urban, rural, and social development	8.8%
Health, nutrition, and population	8.6%
Governance	7.8%
Other	7.6%
Agriculture	4.5%
Social protection and labor	3.9%
Transport and ICT	3.7%
Generalist (specialized in multiple sectors)	3.7%
Environment and natural resources	2.9%
Macroeconomics and fiscal management	2.3%
Trade and competitiveness	2.3%
Fragility, conflict and violence	2.0%
Water	1.6%
Poverty	1.4%
Public-private partnerships	1.2%
Energy and extractives	1.0%
Jobs	.6%
Gender	.4%
Climate Change	.2%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=489)
Yes	31.5%
No	68.5%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Nigeria? (Select only ONE response)	Percentage of Respondents (N=226)
The World Bank (IBRD/IDA)	54.0%
The International Finance Corporation (IFC)	22.1%
The Multilateral Investment Guarantee Agency (MIGA)	13.3%
Other	10.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=443)
Yes	22.3%
No	77.7%

6. If yes, what was your view of how the two institutions work together in Nigeria? (Select only ONE response)	Percentage of Respondents (N=99)
The two institutions work well together	46.5%
The way the two institutions work together needs improvement	43.4%
The two institutions do not work well together	8.1%
Don't know	2.0%

7. Which of the following describes most of your exposure to the World Bank Group in Nigeria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=474)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	61.8%
Engage in World Bank Group related/sponsored events/activities	24.5%
Use World Bank Group website for information, data, research, etc.	24.3%
Collaborate as part of my professional duties	23.2%
Use World Bank Group reports/data	20.7%

8. What's your gender?	Percentage of Respondents (N=501)
Female	25.5%
Male	74.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=505)
Adamawa	13.1%
Cross River	13.3%
Edo	13.1%
Enugu	13.9%
FCT	18.6%
Kaduna	13.7%
Lagos	14.5%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁹

Office of the President, Prime Minister, Minister N=31 ● Office of Parliamentarian N=33 ● Employee of a Ministry N=114 ● PMU/Consultant N=13 ● Local Government N=50 ● Bilateral/ Multilateral Agency N=25 ● Private Sector/Financial Sector/Private Bank N=61 ● CSO N=78 ● Media N=37 ● Academia/Research Institute/Think Tanks N=52 ● Other N=7

A. General Issues facing Nigeria

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The right direction	40.0%	69.7%	53.5%	76.9%	58.3%	56.0%	55.7%	57.1%	62.2%	58.8%	42.9%
The wrong direction	10.0%	9.1%	20.2%	0.0%	16.7%	12.0%	13.1%	15.6%	21.6%	21.6%	14.3%
Not sure	50.0%	21.2%	26.3%	23.1%	25.0%	32.0%	31.1%	27.3%	16.2%	19.6%	42.9%

¹⁹ Only 501 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Nigeria (continued)

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Global/regional integration	0.0%	3.0%	4.4%	0.0%	6.0%	4.0%	3.3%	6.4%	8.1%	0.0%	0.0%
Food security	19.4%	27.3%	28.9%	38.5%	16.0%	16.0%	13.3%	20.5%	13.5%	23.5%	0.0%
Public sector governance/reform	19.4%	30.3%	16.7%	15.4%	22.0%	8.0%	23.3%	16.7%	18.9%	9.8%	14.3%
Social protection	0.0%	0.0%	3.5%	7.7%	4.0%	4.0%	5.0%	3.8%	5.4%	3.9%	0.0%
Gender equity*	0.0%	3.0%	1.8%	23.1%	6.0%	0.0%	11.7%	7.7%	2.7%	0.0%	0.0%
Private sector development	3.2%	12.1%	2.6%	15.4%	4.0%	0.0%	8.3%	9.0%	2.7%	3.9%	0.0%
Foreign direct investment	0.0%	0.0%	6.1%	0.0%	2.0%	0.0%	1.7%	3.8%	2.7%	3.9%	0.0%
Urban development	0.0%	6.1%	7.9%	0.0%	4.0%	0.0%	5.0%	3.8%	2.7%	3.9%	0.0%
Energy	35.5%	15.2%	29.8%	23.1%	28.0%	16.0%	35.0%	33.3%	24.3%	35.3%	14.3%
Job creation/employment	64.5%	48.5%	39.5%	38.5%	42.0%	44.0%	31.7%	43.6%	40.5%	49.0%	71.4%
Rural development	9.7%	3.0%	7.9%	15.4%	4.0%	16.0%	5.0%	10.3%	16.2%	3.9%	0.0%
Financial markets	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	3.8%	5.4%	5.9%	0.0%
Water and sanitation	9.7%	0.0%	3.5%	7.7%	2.0%	8.0%	3.3%	1.3%	5.4%	0.0%	0.0%
Environmental sustainability	0.0%	3.0%	3.5%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Conflict prevention and resolution	3.2%	6.1%	2.6%	7.7%	4.0%	4.0%	5.0%	2.6%	8.1%	9.8%	0.0%
Equality of opportunity	3.2%	0.0%	1.8%	0.0%	4.0%	0.0%	0.0%	2.6%	5.4%	2.0%	0.0%
Health*	6.5%	0.0%	19.3%	23.1%	12.0%	24.0%	10.0%	26.9%	5.4%	19.6%	0.0%
Climate change*	0.0%	0.0%	0.9%	0.0%	0.0%	8.0%	1.7%	1.3%	0.0%	0.0%	14.3%
Poverty reduction	6.5%	12.1%	15.8%	15.4%	24.0%	40.0%	25.0%	19.2%	21.6%	15.7%	28.6%
Transport	9.7%	6.1%	4.4%	0.0%	6.0%	8.0%	6.7%	7.7%	5.4%	0.0%	0.0%
Education	29.0%	42.4%	37.7%	23.1%	24.0%	20.0%	26.7%	32.1%	32.4%	41.2%	57.1%
Agricultural development	19.4%	33.3%	22.8%	23.1%	16.0%	12.0%	16.7%	9.0%	16.2%	21.6%	42.9%
Trade and exports	0.0%	3.0%	2.6%	0.0%	2.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Crime and violence	3.2%	0.0%	3.5%	0.0%	6.0%	4.0%	1.7%	10.3%	5.4%	9.8%	0.0%
Anti corruption	25.8%	15.2%	11.4%	7.7%	16.0%	8.0%	13.3%	7.7%	27.0%	13.7%	28.6%
Law and justice	0.0%	6.1%	3.5%	0.0%	2.0%	0.0%	6.7%	1.3%	5.4%	0.0%	0.0%
Regulatory framework	3.2%	0.0%	0.0%	7.7%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	3.0%	0.9%	0.0%	6.0%	4.0%	5.0%	2.6%	0.0%	9.8%	28.6%
Economic growth	12.9%	15.2%	11.4%	7.7%	24.0%	16.0%	18.3%	7.7%	13.5%	11.8%	0.0%
Disaster management*	0.0%	0.0%	0.9%	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Creative and entertainment industry	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%
Information and communications technology	0.0%	0.0%	0.9%	0.0%	2.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Media, communications and public relations	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Nigeria (continued)

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Nigeria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation	0.0%	0.0%	4.4%	0.0%	2.0%	12.0%	3.3%	3.8%	5.6%	5.8%	0.0%
Equality of opportunity	9.7%	0.0%	4.4%	0.0%	8.2%	0.0%	8.2%	7.7%	8.3%	7.7%	14.3%
Rural development	38.7%	15.2%	19.3%	30.8%	16.3%	28.0%	21.3%	23.1%	27.8%	17.3%	14.3%
Climate change	0.0%	0.0%	0.9%	7.7%	0.0%	4.0%	1.6%	2.6%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.9%	0.0%	2.0%	4.0%	1.6%	0.0%	2.8%	1.9%	0.0%
Gender equity	3.2%	0.0%	0.9%	0.0%	2.0%	0.0%	0.0%	2.6%	2.8%	1.9%	0.0%
Economic growth	22.6%	42.4%	42.1%	7.7%	36.7%	28.0%	29.5%	37.2%	41.7%	34.6%	42.9%
Creative and entertainment industry	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	5.1%	2.8%	0.0%	0.0%
Urban development	3.2%	6.1%	0.9%	0.0%	4.1%	4.0%	3.3%	3.8%	8.3%	5.8%	0.0%
Regulatory framework	3.2%	3.0%	0.9%	0.0%	4.1%	4.0%	1.6%	1.3%	0.0%	3.8%	0.0%
Social protection	3.2%	3.0%	3.5%	15.4%	0.0%	8.0%	3.3%	1.3%	5.6%	0.0%	0.0%
Law and justice	3.2%	6.1%	5.3%	7.7%	4.1%	4.0%	9.8%	2.6%	2.8%	1.9%	0.0%
Transport	6.5%	0.0%	3.5%	7.7%	4.1%	4.0%	8.2%	6.4%	2.8%	0.0%	0.0%
Crime and violence	9.7%	3.0%	4.4%	7.7%	2.0%	0.0%	1.6%	2.6%	2.8%	1.9%	14.3%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	0.0%	2.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	3.2%	0.0%	1.8%	7.7%	6.1%	4.0%	4.9%	1.3%	5.6%	1.9%	0.0%
Anti corruption	22.6%	21.2%	16.7%	30.8%	12.2%	16.0%	6.6%	12.8%	19.4%	21.2%	28.6%
Education	29.0%	36.4%	39.5%	23.1%	28.6%	36.0%	27.9%	28.2%	38.9%	38.5%	14.3%
Foreign direct investment	3.2%	0.0%	1.8%	7.7%	0.0%	4.0%	4.9%	53.8%	2.8%	3.8%	0.0%
Energy	16.1%	12.1%	20.2%	15.4%	18.4%	20.0%	26.2%	26.9%	16.7%	26.9%	0.0%
Public sector governance/reform*	3.2%	21.2%	6.1%	7.7%	12.2%	0.0%	8.2%	12.8%	2.8%	3.8%	0.0%
Private sector development	3.2%	9.1%	6.1%	15.4%	6.1%	4.0%	9.8%	5.1%	5.6%	1.9%	0.0%
Natural resource management	0.0%	0.0%	0.9%	7.7%	6.1%	0.0%	1.6%	1.3%	5.6%	3.8%	14.3%
Conflict prevention and resolution*	0.0%	0.0%	0.9%	0.0%	10.2%	0.0%	1.6%	2.6%	2.8%	0.0%	14.3%
Environmental sustainability	3.2%	0.0%	3.5%	0.0%	2.0%	0.0%	0.0%	1.3%	2.8%	1.9%	14.3%
Health	9.7%	12.1%	17.5%	23.1%	20.4%	28.0%	8.2%	12.8%	16.7%	17.3%	0.0%
Agricultural development	35.5%	48.5%	35.1%	38.5%	34.7%	36.0%	34.4%	35.9%	27.8%	38.5%	57.1%
Disaster management	0.0%	6.1%	0.9%	0.0%	2.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	54.8%	39.4%	42.1%	23.1%	51.0%	28.0%	49.2%	43.6%	38.9%	55.8%	57.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	1.6%	1.3%	0.0%	0.0%	0.0%
Trade and exports	3.2%	3.0%	2.6%	0.0%	0.0%	4.0%	6.6%	2.6%	0.0%	0.0%	0.0%
Food security	6.5%	3.0%	8.8%	15.4%	2.0%	8.0%	4.9%	3.8%	0.0%	1.9%	14.3%
Media, communications and public relations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Nigeria (continued)

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Nigeria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Consistent economic growth*	20.7%	37.5%	45.5%	33.3%	36.7%	69.6%	37.9%	32.4%	44.4%	23.9%	33.3%
More reliable social safety net	3.4%	9.4%	4.5%	8.3%	2.0%	13.0%	6.9%	4.1%	5.6%	6.5%	0.0%
Greater access to micro-finance for the poor	17.2%	25.0%	14.5%	41.7%	24.5%	0.0%	12.1%	21.6%	16.7%	15.2%	16.7%
Greater voice and participation for citizens to help ensure greater accountability	17.2%	3.1%	7.3%	8.3%	0.0%	13.0%	12.1%	13.5%	8.3%	4.3%	0.0%
Greater access to health and nutrition for citizens	0.0%	12.5%	4.5%	25.0%	12.2%	13.0%	12.1%	6.8%	5.6%	6.5%	16.7%
Better entrepreneurial opportunities	13.8%	9.4%	22.7%	25.0%	20.4%	13.0%	17.2%	20.3%	11.1%	37.0%	33.3%
A growing middle class	20.7%	9.4%	7.3%	0.0%	6.1%	13.0%	10.3%	6.8%	8.3%	10.9%	0.0%
Better opportunity for the poor who live in rural areas*	10.3%	3.1%	13.6%	16.7%	20.4%	17.4%	12.1%	9.5%	25.0%	30.4%	16.7%
Better opportunity for the poor who live in urban areas	6.9%	6.3%	6.4%	0.0%	4.1%	0.0%	0.0%	8.1%	8.3%	4.3%	0.0%
Better employment opportunities for young people	44.8%	25.0%	21.8%	16.7%	30.6%	26.1%	22.4%	18.9%	27.8%	17.4%	16.7%
Better employment opportunities for women*	0.0%	6.3%	3.6%	0.0%	0.0%	0.0%	5.2%	10.8%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	17.2%	6.3%	3.6%	16.7%	10.2%	4.3%	6.9%	1.4%	5.6%	2.2%	16.7%
Education and training that better ensure job opportunity	20.7%	31.3%	37.3%	8.3%	28.6%	8.7%	27.6%	36.5%	22.2%	32.6%	16.7%
Better quality public services	0.0%	6.3%	4.5%	0.0%	4.1%	8.7%	8.6%	6.8%	5.6%	4.3%	0.0%
Other*	6.9%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	2.8%	2.2%	33.3%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nigeria?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
A very big problem	83.3%	75.8%	88.5%	84.6%	83.3%	76.0%	72.1%	88.3%	86.5%	82.7%	85.7%
A moderately big problem	13.3%	18.2%	8.8%	15.4%	12.5%	20.0%	18.0%	7.8%	8.1%	9.6%	14.3%
A small problem	0.0%	6.1%	1.8%	0.0%	2.1%	0.0%	4.9%	3.9%	2.7%	3.8%	0.0%
Not a problem at all	3.3%	0.0%	.9%	0.0%	2.1%	4.0%	3.3%	0.0%	0.0%	1.9%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	2.7%	1.9%	0.0%

A. General Issues facing Nigeria (continued)

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
A very serious problem	46.7%	51.5%	53.5%	76.9%	60.4%	64.0%	54.1%	57.1%	56.8%	48.1%	42.9%
A somewhat serious problem	33.3%	27.3%	32.5%	7.7%	16.7%	32.0%	31.1%	26.0%	18.9%	26.9%	57.1%
Not too serious problem	10.0%	21.2%	11.4%	7.7%	12.5%	4.0%	9.8%	7.8%	16.2%	17.3%	0.0%
Not a problem	6.7%	0.0%	1.8%	7.7%	8.3%	0.0%	3.3%	3.9%	5.4%	5.8%	0.0%
Don't know	3.3%	0.0%	.9%	0.0%	2.1%	0.0%	1.6%	5.2%	2.7%	1.9%	0.0%

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO		
	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 Nigeria?	30	5.40	2.11	33	5.45	2.32	114	5.25	2.72	13	5.69	2.72	49	4.88	2.52	25	5.96	2.49	61	5.43	2.26	78	5.59	2.44

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO		
	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 Nigeria.	27	5.63	2.44	32	6.34	2.06	106	6.34	2.61	13	7.31	2.87	48	6.52	2.56	24	6.75	1.82	58	6.45	2.19	73	6.93	2.09

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO		
	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 (e.g., skills and knowledge) to help Nigeria solve its most complicated development challenges?	28	6.68	2.18	31	6.68	1.81	90	6.91	2.22	12	7.83	1.80	45	6.49	2.69	24	6.88	1.42	52	6.56	2.30	68	6.66	2.16

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Health*	30.0%	36.4%	50.9%	50.0%	38.0%	36.0%	27.9%	46.2%	40.5%	30.8%	0.0%
Crime and violence	3.3%	3.0%	0.9%	0.0%	2.0%	4.0%	4.9%	3.8%	8.1%	3.8%	0.0%
Transport	6.7%	3.0%	1.8%	0.0%	10.0%	0.0%	3.3%	9.0%	10.8%	3.8%	0.0%
Agricultural development	26.7%	51.5%	34.2%	58.3%	44.0%	60.0%	41.0%	38.5%	40.5%	42.3%	42.9%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	3.8%	0.0%
Job creation/employment	50.0%	39.4%	35.1%	25.0%	34.0%	40.0%	32.8%	32.1%	32.4%	32.7%	57.1%
Public sector governance/reform	3.3%	15.2%	5.3%	0.0%	8.0%	0.0%	4.9%	6.4%	10.8%	11.5%	14.3%
Social protection	3.3%	0.0%	1.8%	8.3%	2.0%	4.0%	1.6%	3.8%	8.1%	1.9%	0.0%
Rural development	26.7%	12.1%	15.8%	16.7%	14.0%	4.0%	13.1%	16.7%	21.6%	19.2%	0.0%
Foreign direct investment	0.0%	0.0%	2.6%	0.0%	2.0%	4.0%	3.3%	2.6%	0.0%	7.7%	0.0%
Education	30.0%	30.3%	30.7%	41.7%	32.0%	28.0%	26.2%	33.3%	24.3%	23.1%	28.6%
Conflict prevention and resolution	6.7%	0.0%	1.8%	0.0%	4.0%	0.0%	3.3%	0.0%	2.7%	3.8%	0.0%
Energy	23.3%	12.1%	14.9%	16.7%	20.0%	32.0%	27.9%	17.9%	16.2%	23.1%	0.0%
Gender equity	0.0%	0.0%	0.9%	0.0%	2.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Financial markets	0.0%	3.0%	0.0%	0.0%	4.0%	0.0%	8.2%	1.3%	0.0%	1.9%	0.0%
Urban development	3.3%	0.0%	1.8%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	3.8%	0.0%
Environmental sustainability	0.0%	0.0%	5.3%	0.0%	2.0%	0.0%	1.6%	2.6%	2.7%	3.8%	0.0%
Economic growth	6.7%	27.3%	34.2%	33.3%	26.0%	40.0%	24.6%	25.6%	21.6%	17.3%	42.9%
Private sector development*	3.3%	3.0%	6.1%	8.3%	0.0%	0.0%	13.1%	3.8%	0.0%	1.9%	0.0%
Water and sanitation	3.3%	3.0%	4.4%	8.3%	0.0%	8.0%	0.0%	3.8%	5.4%	5.8%	14.3%
Food security	6.7%	9.1%	11.4%	8.3%	10.0%	4.0%	11.5%	9.0%	5.4%	13.5%	0.0%
Climate change*	6.7%	0.0%	2.6%	8.3%	4.0%	8.0%	1.6%	0.0%	0.0%	0.0%	28.6%
Information and communications technology	3.3%	0.0%	0.9%	0.0%	4.0%	0.0%	6.6%	0.0%	0.0%	0.0%	0.0%
Trade and exports	6.7%	3.0%	3.5%	0.0%	4.0%	0.0%	3.3%	1.3%	5.4%	3.8%	0.0%
Equality of opportunity	10.0%	3.0%	1.8%	0.0%	2.0%	0.0%	9.8%	2.6%	8.1%	1.9%	14.3%
Law and justice	3.3%	6.1%	0.9%	0.0%	6.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	3.5%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%
Communicable/non-communicable diseases	3.3%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Creative and entertainment industry	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	1.6%	1.3%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	1.9%	0.0%
Poverty reduction	16.7%	21.2%	14.9%	16.7%	18.0%	16.0%	13.1%	24.4%	16.2%	25.0%	0.0%
Anti corruption*	13.3%	9.1%	4.4%	0.0%	6.0%	8.0%	3.3%	5.1%	10.8%	5.8%	42.9%
Disaster management	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	2.7%	0.0%	0.0%
Media, communications and public relations*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	1.9%	14.3%

*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 Nigeria?

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Policy advice, studies, analyses	11.1%	9.4%	10.2%	15.4%	11.1%	12.5%	5.2%	10.8%	8.6%	12.0%	0.0%
Data and statistics	11.1%	6.3%	5.6%	7.7%	11.1%	0.0%	3.4%	10.8%	17.1%	12.0%	0.0%
Convening/facilitating	0.0%	0.0%	4.6%	0.0%	6.7%	4.2%	8.6%	5.4%	2.9%	8.0%	0.0%
Financial resources*	7.4%	50.0%	28.7%	15.4%	28.9%	20.8%	37.9%	31.1%	34.3%	24.0%	83.3%
Capacity development	18.5%	15.6%	24.1%	23.1%	17.8%	16.7%	17.2%	17.6%	5.7%	18.0%	16.7%
Technical assistance	11.1%	9.4%	12.0%	23.1%	11.1%	16.7%	8.6%	9.5%	8.6%	10.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects*	29.6%	9.4%	3.7%	0.0%	8.9%	8.3%	6.9%	6.8%	20.0%	8.0%	0.0%
Mobilizing third party financial resources	11.1%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	4.0%	0.0%
Donor coordination*	0.0%	0.0%	6.5%	15.4%	4.4%	20.8%	12.1%	5.4%	2.9%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	4.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Policy advice, studies, analyses	14.8%	6.5%	15.9%	8.3%	6.7%	8.3%	7.0%	8.2%	8.6%	14.0%	0.0%
Data and statistics	7.4%	12.9%	7.5%	16.7%	2.2%	4.2%	5.3%	4.1%	8.6%	2.0%	0.0%
Convening/facilitating	0.0%	3.2%	5.6%	0.0%	6.7%	0.0%	1.8%	2.7%	5.7%	6.0%	0.0%
Financial resources	7.4%	19.4%	11.2%	0.0%	17.8%	12.5%	24.6%	11.0%	14.3%	18.0%	0.0%
Capacity development	18.5%	16.1%	15.9%	41.7%	22.2%	29.2%	21.1%	21.9%	8.6%	14.0%	33.3%
Technical assistance	22.2%	9.7%	10.3%	16.7%	17.8%	16.7%	7.0%	21.9%	8.6%	18.0%	16.7%
Help to bring discipline/effective supervision to implementation of investment projects	7.4%	9.7%	17.8%	16.7%	15.6%	12.5%	15.8%	9.6%	22.9%	4.0%	16.7%
Mobilizing third party financial resources	7.4%	3.2%	1.9%	0.0%	6.7%	16.7%	5.3%	5.5%	5.7%	12.0%	0.0%
Donor coordination	7.4%	16.1%	11.2%	0.0%	2.2%	0.0%	7.0%	15.1%	11.4%	10.0%	33.3%
Linkage to non-Bank expertise	7.4%	3.2%	2.8%	0.0%	2.2%	0.0%	3.5%	0.0%	5.7%	2.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%

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 Nigeria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Too influenced by developed countries*	44.4%	36.4%	19.6%	7.7%	13.3%	32.0%	18.6%	28.4%	13.5%	30.0%	16.7%
Not exploring alternative policy options	7.4%	6.1%	8.0%	0.0%	8.9%	12.0%	5.1%	9.5%	24.3%	6.0%	0.0%
Not collaborating enough with stakeholders outside the Government	7.4%	33.3%	35.7%	46.2%	20.0%	28.0%	25.4%	32.4%	24.3%	32.0%	50.0%
Its advice and strategies do not lend themselves to practical problem solving	3.7%	6.1%	10.7%	0.0%	4.4%	0.0%	6.8%	6.8%	5.4%	6.0%	0.0%
Not enough public disclosure of its work	29.6%	21.2%	9.8%	7.7%	11.1%	20.0%	16.9%	17.6%	21.6%	24.0%	16.7%
Arrogant in its approach	3.7%	0.0%	0.9%	0.0%	4.4%	0.0%	0.0%	1.4%	2.7%	0.0%	0.0%
Not client focused	0.0%	0.0%	8.0%	0.0%	4.4%	4.0%	3.4%	1.4%	2.7%	4.0%	0.0%
The credibility of its knowledge/data	3.7%	3.0%	5.4%	23.1%	6.7%	8.0%	10.2%	5.4%	5.4%	6.0%	0.0%
World Bank Group's processes too complex	11.1%	6.1%	16.1%	15.4%	13.3%	16.0%	11.9%	8.1%	10.8%	8.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	14.8%	9.1%	6.3%	0.0%	8.9%	4.0%	10.2%	12.2%	2.7%	6.0%	0.0%
Staff too inaccessible	0.0%	0.0%	13.4%	0.0%	20.0%	8.0%	6.8%	12.2%	16.2%	10.0%	0.0%
Imposing technocratic solutions without regard to political realities	3.7%	9.1%	6.3%	15.4%	6.7%	16.0%	5.1%	4.1%	5.4%	8.0%	16.7%
World Bank Group's processes too slow	18.5%	12.1%	10.7%	30.8%	11.1%	4.0%	13.6%	9.5%	8.1%	4.0%	0.0%
Not aligned with other donors' work	3.7%	0.0%	0.9%	0.0%	0.0%	0.0%	1.7%	1.4%	0.0%	2.0%	0.0%
Not aligned with country priorities	14.8%	12.1%	1.8%	0.0%	8.9%	4.0%	5.1%	2.7%	10.8%	6.0%	0.0%
Not adequately sensitive to political/social realities in Nigeria	11.1%	6.1%	10.7%	0.0%	6.7%	4.0%	10.2%	10.8%	8.1%	8.0%	0.0%
Not achieving development results in Nigeria	3.7%	9.1%	7.1%	0.0%	4.4%	20.0%	5.1%	6.8%	0.0%	8.0%	0.0%
Not fighting corruption in Nigeria*	11.1%	18.2%	8.0%	0.0%	33.3%	12.0%	18.6%	14.9%	27.0%	14.0%	33.3%
Other	3.7%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	1.4%	0.0%	2.0%	0.0%
Don't know	0.0%	3.0%	8.9%	15.4%	2.2%	0.0%	6.8%	5.4%	5.4%	4.0%	33.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Trust Fund management	19.4%	36.4%	37.7%	30.8%	30.0%	28.0%	39.3%	31.2%	21.6%	30.8%	28.6%
Knowledge products/services	6.5%	6.1%	14.0%	7.7%	14.0%	16.0%	6.6%	13.0%	18.9%	7.7%	0.0%
Capacity development	45.2%	36.4%	43.9%	23.1%	40.0%	56.0%	42.6%	46.8%	32.4%	55.8%	71.4%
Technical assistance*	19.4%	24.2%	21.9%	69.2%	14.0%	24.0%	19.7%	23.4%	35.1%	25.0%	0.0%
Investment lending*	32.3%	39.4%	24.6%	30.8%	40.0%	24.0%	24.6%	28.6%	37.8%	38.5%	85.7%
Policy based lending / budget support to the Government	25.8%	15.2%	10.5%	7.7%	16.0%	0.0%	16.4%	19.5%	13.5%	11.5%	0.0%
Multi-sectoral approaches	29.0%	27.3%	21.9%	0.0%	20.0%	24.0%	27.9%	22.1%	27.0%	19.2%	14.3%
Other	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%
Don't know	3.2%	3.0%	6.1%	7.7%	6.0%	8.0%	6.6%	2.6%	2.7%	0.0%	0.0%

*Significantly different between stakeholder groups



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

To what extent do you believe that the World Bank Group's work and support help the poorest in Nigeria?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
To a fully sufficient degree	3.2%	12.1%	8.9%	30.8%	20.4%	12.0%	19.7%	21.8%	24.3%	5.8%	0.0%
To a somewhat sufficient degree	32.3%	51.5%	47.3%	30.8%	44.9%	44.0%	36.1%	38.5%	43.2%	44.2%	28.6%
To a somewhat insufficient degree	32.3%	24.2%	21.4%	30.8%	20.4%	28.0%	21.3%	20.5%	24.3%	26.9%	42.9%
To a very insufficient degree	29.0%	6.1%	15.2%	7.7%	8.2%	12.0%	13.1%	15.4%	8.1%	17.3%	0.0%
Don't know	3.2%	6.1%	7.1%	0.0%	6.1%	4.0%	9.8%	3.8%	0.0%	5.8%	28.6%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Parliament*	3.2%	48.5%	2.6%	0.0%	10.0%	8.0%	9.8%	6.4%	2.7%	3.8%	0.0%
Donor community*	16.1%	0.0%	28.1%	38.5%	6.0%	24.0%	19.7%	26.9%	18.9%	13.5%	0.0%
Media*	12.9%	6.1%	6.1%	0.0%	10.0%	8.0%	4.9%	5.1%	40.5%	5.8%	0.0%
Local Government*	41.9%	45.5%	32.5%	15.4%	52.0%	20.0%	23.0%	26.9%	16.2%	25.0%	42.9%
Private sector*	9.7%	18.2%	16.7%	0.0%	18.0%	12.0%	34.4%	20.5%	16.2%	9.6%	28.6%
Academia/think tanks/research institutes*	29.0%	9.1%	15.8%	7.7%	14.0%	0.0%	6.6%	5.1%	10.8%	51.9%	14.3%
NGOs/Community Based Organizations (CBOs)*	22.6%	27.3%	43.9%	53.8%	28.0%	60.0%	34.4%	60.3%	32.4%	34.6%	57.1%
Youth/university groups	32.3%	15.2%	14.0%	15.4%	20.0%	16.0%	19.7%	12.8%	32.4%	21.2%	14.3%
Beneficiaries*	9.7%	18.2%	20.2%	53.8%	26.0%	32.0%	27.9%	11.5%	16.2%	23.1%	14.3%
Foundations	6.5%	6.1%	9.6%	7.7%	6.0%	12.0%	9.8%	19.2%	10.8%	9.6%	0.0%
Other	0.0%	3.0%	2.6%	0.0%	0.0%	0.0%	3.3%	1.3%	0.0%	0.0%	14.3%
Don't know	6.5%	0.0%	0.9%	0.0%	4.0%	4.0%	0.0%	0.0%	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 Nigeria? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nigeria	26	6.08	2.48	30	6.40	1.69	104	6.62	2.23	12	7.75	2.09	45	6.00	2.43	23	6.30	2.05	57	6.33	2.12	72	6.69	1.93	37	6.16	2.02	50	6.22	1.84	6	6.00	2.28
The World Bank Group's work is aligned with what I consider the development priorities for Nigeria	25	5.88	2.49	31	6.19	1.89	96	6.22	2.30	12	7.00	1.95	41	6.15	2.12	22	6.32	2.21	57	6.12	1.92	72	6.57	2.05	36	5.67	2.03	50	5.44	2.04	6	6.33	2.88

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

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	24	5.46	2.23	32	5.81	1.53	99	5.79	2.32	11	6.91	1.97	44	5.39	2.38	23	5.48	1.73	51	5.80	1.78	73	6.15	2.15	37	5.57	1.83	47	5.81	2.05	7	5.57	1.72
Flexibility (in terms of the institution's products and services)	22	5.41	1.89	32	5.25	1.34	88	5.51	2.15	11	6.09	1.58	43	5.42	2.07	23	5.83	1.83	51	5.98	1.64	70	5.84	1.83	34	5.21	1.90	47	5.26	1.84	6	5.50	2.66
Flexibility (in terms of changing country circumstances)	24	5.33	1.79	32	5.47	1.85	88	5.67	2.13	10	5.90	1.85	42	5.60	1.94	22	5.50	2.02	51	6.18	1.93	73	5.96	1.92	33	5.85	1.70	50	5.42	2.18	6	5.67	2.25
Being inclusive	22	5.18	2.15	32	5.34	1.91	93	5.90	2.22	11	6.27	1.79	40	5.95	1.84	22	5.77	1.48	52	6.38	1.63	70	6.17	1.86	34	5.79	1.86	49	5.57	1.65	6	6.67	1.86
Openness	25	6.00	1.96	31	5.84	1.86	93	6.31	2.35	11	7.73	1.74	43	5.70	2.63	23	5.91	1.83	52	6.48	1.99	73	6.29	2.16	36	6.08	2.03	46	6.11	2.24	6	7.17	1.72
Collaboration with the Government	25	7.48	1.58	32	6.28	1.89	103	7.30	2.16	11	8.27	1.68	43	6.58	2.34	24	7.29	1.78	52	7.02	1.81	72	7.21	1.79	35	6.89	1.95	49	6.78	2.22	7	7.86	1.21
The speed in which it gets things accomplished on the ground	24	6.04	1.97	32	5.41	2.01	97	6.08	2.15	11	6.55	1.51	42	6.24	1.96	23	5.96	2.38	50	6.32	1.67	72	5.86	2.01	36	6.03	1.93	48	6.08	2.20	6	5.83	2.32
Ease of access to the people at the World Bank Group who are making decisions important to my work	24	5.71	1.97	31	4.87	1.73	86	5.55	2.52	11	5.64	2.69	41	4.66	2.44	23	6.17	2.17	47	5.87	1.88	70	5.50	2.15	34	5.26	2.23	43	5.47	2.16	7	5.57	2.44
Collaboration with civil society	24	6.21	1.82	32	5.66	2.01	94	6.20	2.34	12	5.67	2.42	44	5.77	2.36	21	6.57	1.89	47	6.28	1.96	75	5.93	2.18	34	6.00	2.36	50	5.84	2.49	5	5.40	1.95
Staff accessibility	24	6.25	2.40	28	5.32	2.07	90	5.43	2.53	11	5.82	2.99	42	4.79	2.62	22	6.23	2.14	44	5.91	1.89	68	5.43	2.15	34	5.32	2.32	42	4.95	2.58	5	4.20	2.49
Collaboration with other donors and development partners	24	7.38	1.86	28	6.18	1.39	92	6.52	2.02	11	6.36	2.29	44	6.14	1.85	23	6.91	1.73	48	6.19	2.02	71	6.54	2.17	36	6.00	2.48	46	5.98	2.29	6	6.50	1.64
Collaboration with the private sector	22	6.23	1.54	29	5.86	2.03	90	5.68	2.32	11	6.09	2.55	40	5.75	2.20	22	6.32	2.06	49	5.96	1.99	68	6.63	1.98	34	5.88	2.31	44	5.68	2.30	4	5.75	.96
Straightforwardness and honesty	23	7.17	1.95	31	6.65	1.99	96	7.22	2.06	11	7.73	2.00	41	6.32	2.50	23	7.22	1.76	50	6.62	2.01	65	6.75	2.05	34	6.62	2.41	47	6.47	2.39	5	8.20	1.92
Treating clients and stakeholders in Nigeria with respect	23	7.09	1.98	32	6.53	2.02	93	6.51	2.24	11	7.55	1.29	41	5.66	2.23	23	6.74	1.74	50	6.26	1.59	67	6.87	1.94	34	6.59	2.28	48	6.29	2.32	5	5.80	2.49
Being a long-term partner	25	7.40	2.24	31	6.97	2.15	100	7.54	2.29	11	7.82	1.40	44	7.14	2.21	22	7.00	1.48	51	7.33	1.79	71	7.51	1.91	35	7.17	2.27	50	7.04	1.97	7	7.86	1.68

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The Government works inefficiently	25.9%	57.6%	38.7%	53.8%	33.3%	36.0%	42.4%	44.2%	54.1%	40.4%	28.6%
Poor donor coordination	7.4%	15.2%	29.7%	23.1%	20.8%	20.0%	16.9%	23.4%	21.6%	15.4%	28.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.6%	30.3%	18.9%	23.1%	18.8%	32.0%	27.1%	18.2%	27.0%	26.9%	0.0%
Lack of/inadequate levels of capacity in Government	22.2%	15.2%	12.6%	7.7%	20.8%	16.0%	23.7%	16.9%	21.6%	21.2%	0.0%
There is not an adequate level of citizen/civil society participation	29.6%	15.2%	18.0%	7.7%	18.8%	28.0%	18.6%	24.7%	29.7%	21.2%	14.3%
The World Bank Group works too slowly	7.4%	3.0%	8.1%	15.4%	4.2%	4.0%	3.4%	9.1%	8.1%	5.8%	14.3%
The World Bank Group does not do adequate follow through/follow-up	11.1%	21.2%	21.6%	0.0%	33.3%	16.0%	18.6%	26.0%	13.5%	17.3%	0.0%
Political pressures and obstacles	25.9%	33.3%	25.2%	15.4%	22.9%	16.0%	20.3%	20.8%	13.5%	23.1%	57.1%
Reforms are not well thought out in light of country challenges*	29.6%	3.0%	18.0%	30.8%	16.7%	24.0%	15.3%	10.4%	8.1%	17.3%	42.9%
Other	3.7%	0.0%	1.8%	7.7%	2.1%	4.0%	0.0%	1.3%	0.0%	3.8%	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 Nigeria? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	25	7.16	2.91	32	6.69	3.12	109	7.29	3.15	12	4.75	3.33	47	6.64	3.20	22	6.86	2.38	58	7.00	3.00	75	7.32	2.51	36	7.36	2.73	50	7.06	2.87	6	5.67	2.42
Financial markets	22	7.73	2.64	31	7.32	2.73	107	7.61	2.61	11	7.36	1.75	45	8.22	1.85	24	7.71	1.88	59	7.71	2.44	74	7.55	2.43	36	7.64	2.15	49	7.37	2.22	7	7.14	1.86
Transport	26	7.00	2.68	33	7.39	2.28	110	7.37	2.85	12	6.67	2.39	47	7.38	2.72	23	7.22	1.65	59	8.00	1.96	75	7.95	2.31	37	7.92	2.20	47	7.47	2.16	6	6.33	2.88
Anti corruption	25	8.28	2.32	32	7.53	2.45	109	7.82	2.66	11	6.09	3.21	47	7.98	2.27	24	7.54	1.69	58	7.88	2.40	75	7.75	2.38	36	8.44	2.05	50	7.84	2.28	7	8.00	2.00
Law and justice*	24	6.42	3.16	32	7.41	2.33	106	7.17	2.87	12	5.00	3.16	45	6.82	2.19	23	6.83	1.99	59	7.20	2.71	73	7.78	2.15	35	7.83	2.19	51	7.08	2.56	7	6.86	2.04
Urban development	24	7.46	2.55	33	8.12	1.96	107	7.96	2.35	12	6.50	2.58	45	7.24	2.27	23	7.22	1.83	59	8.08	1.99	75	7.92	2.28	37	7.70	2.16	50	7.50	2.20	7	7.86	1.77
Environmental sustainability	25	7.20	2.40	33	8.27	1.53	111	8.10	2.28	12	8.08	1.78	44	7.27	2.57	24	7.46	1.79	59	8.03	1.88	74	7.88	2.22	35	7.89	2.23	49	7.53	1.94	6	7.17	1.72
Trade and exports	23	7.61	2.43	31	7.39	2.36	109	7.09	2.72	12	6.42	2.64	45	7.76	2.38	24	7.92	1.89	59	7.92	2.28	76	7.43	2.52	37	7.16	2.46	51	7.12	2.44	6	6.17	2.04
Information and communications technology	24	8.00	2.09	32	7.50	1.95	107	7.59	2.56	12	8.42	1.62	47	7.06	2.59	24	7.83	1.63	60	7.93	1.95	74	7.36	2.20	36	7.89	2.04	49	7.49	2.36	7	7.57	1.62
Poverty reduction	25	8.68	1.80	33	9.03	1.31	110	8.81	2.10	12	8.25	2.42	48	8.71	2.08	24	8.50	1.74	58	8.79	1.72	77	8.73	1.74	37	8.92	1.64	50	8.60	1.77	7	9.14	1.57
Gender equity	25	7.36	2.12	32	7.47	2.09	107	7.71	2.72	12	6.67	2.57	45	7.09	2.76	24	7.92	2.12	57	7.39	2.48	73	7.93	2.23	37	7.76	2.36	51	7.18	2.37	6	8.17	1.83
Private sector development	25	7.60	2.71	33	7.85	2.11	106	7.98	2.26	12	7.33	2.23	44	7.59	2.12	24	7.96	1.85	59	8.19	2.01	72	7.96	2.07	36	7.42	2.32	52	7.83	2.01	6	7.17	1.72
Foreign direct investment	24	8.04	2.58	32	7.75	2.21	110	8.22	2.20	12	7.42	2.64	43	7.37	2.47	23	7.87	1.79	60	8.20	1.73	71	7.82	2.11	37	7.68	2.22	51	7.92	2.14	6	5.83	.75
Water and sanitation	23	7.57	2.66	33	8.00	1.87	110	8.25	2.47	12	8.17	1.80	46	7.17	2.56	24	7.96	1.99	59	8.10	2.13	72	8.26	1.60	36	7.94	2.37	50	7.08	2.76	7	6.86	2.19
Regulatory framework	22	6.86	2.57	32	7.41	2.17	105	7.76	2.30	11	6.73	2.69	44	6.55	2.68	22	7.73	1.86	58	7.66	2.53	74	7.88	2.02	37	7.81	2.09	51	7.35	2.44	7	6.29	2.21
Economic growth	25	7.76	2.20	33	8.55	1.89	112	8.73	1.77	12	7.58	1.62	47	8.40	2.18	24	8.29	1.71	60	8.50	2.08	76	8.51	1.82	36	8.33	2.14	50	8.52	1.84	7	9.00	1.53
Energy	25	8.08	2.02	32	8.31	1.99	110	8.51	2.14	11	7.82	1.54	46	8.04	2.46	24	8.21	1.84	59	8.59	1.71	75	8.48	1.90	36	8.47	2.21	50	8.28	2.13	7	7.43	2.30
Disaster management	24	7.71	2.31	33	7.67	2.39	108	8.11	2.33	11	7.45	1.75	46	7.15	2.60	24	8.04	1.76	59	8.25	2.06	75	8.09	2.07	34	8.44	1.73	49	7.73	2.32	7	7.14	1.86
Public sector governance/reform	26	7.42	2.66	32	8.28	2.33	106	7.66	2.33	12	6.17	3.43	46	7.59	2.22	24	7.63	2.10	58	7.64	2.55	74	8.24	1.99	35	8.40	1.67	50	7.68	2.28	7	8.57	1.90
Job creation/employment	25	8.60	1.96	33	8.55	2.15	111	8.59	2.07	12	6.75	2.49	48	8.50	1.98	24	8.33	1.99	60	8.30	2.20	74	8.24	2.26	37	8.78	1.65	52	8.23	2.02	7	8.71	1.70
Communicable/non-communicable diseases	25	6.68	2.53	30	7.93	1.70	105	8.30	2.36	12	8.58	1.51	44	7.91	2.33	23	7.96	1.89	58	8.14	2.07	75	8.19	2.10	35	8.03	2.09	48	7.58	2.23	5	6.80	1.92
Equality of opportunity	24	7.67	2.43	30	7.57	2.30	107	8.10	2.32	12	5.67	3.26	45	7.31	2.48	23	7.74	2.03	58	8.09	2.06	73	7.70	2.27	36	8.14	1.93	51	7.41	2.01	5	7.40	2.07
Social protection	24	7.83	2.39	32	7.44	2.31	106	7.72	2.54	11	6.45	3.33	42	7.55	2.15	24	7.54	2.32	60	7.62	2.23	77	7.75	1.89	37	8.03	1.79	51	7.55	2.45	4	6.25	2.75
Rural development	25	8.64	1.98	33	8.18	2.34	112	8.73	1.99	12	7.75	2.09	46	8.35	2.48	24	8.75	1.85	58	8.31	1.98	77	8.65	1.59	37	8.65	1.95	51	8.20	1.87	7	8.71	1.89
Global/regional integration	25	7.96	2.13	32	7.63	2.18	103	7.78	2.41	12	6.25	2.86	44	6.93	2.51	23	7.83	1.83	60	8.07	2.07	70	8.07	1.72	35	7.80	2.14	51	7.29	2.27	7	7.57	2.23
Food security	24	7.92	2.06	31	8.58	1.48	109	8.28	2.41	11	8.64	1.63	47	7.53	2.46	24	8.25	1.70	59	8.49	1.93	75	8.23	1.96	36	7.86	2.17	51	8.12	1.95	7	7.14	1.77
Natural resource management	24	7.25	2.47	33	7.91	1.91	108	7.51	2.68	12	6.33	2.90	45	7.53	2.17	24	7.75	2.33	59	7.81	2.44	75	7.85	2.24	36	8.11	2.08	51	7.12	2.83	7	7.57	1.99
Health	25	8.16	1.82	33	8.61	1.68	112	8.63	2.31	12	7.83	2.12	47	8.45	2.32	23	8.48	1.90	59	8.66	1.72	75	8.56	1.84	33	8.70	1.61	52	8.10	2.18	7	7.57	1.90
Climate change (e.g., mitigation, adaptation)	23	7.43	2.29	32	8.13	1.58	108	8.23	2.19	11	7.73	1.85	47	7.26	2.58	24	7.92	1.95	58	8.21	1.92	71	8.20	2.10	36	7.42	2.33	50	7.96	2.05	7	8.43	1.51
Agricultural development	25	8.20	2.42	32	8.81	1.33	111	8.54	2.38	12	8.08	2.27	48	8.27	2.00	24	8.58	1.61	60	8.55	1.95	75	8.75	1.76	36	8.31	1.85	51	8.65	1.75	7	8.57	1.81
Education	25	8.48	1.98	33	8.79	1.65	111	8.80	2.04	12	8.42	1.68	47	8.43	2.13	24	8.42	1.61	58	8.57	2.06	73	8.66	1.72	36	8.67	1.77	49	8.65	1.82	6	9.33	1.63
Conflict prevention and resolution	26	7.15	2.44	31	7.48	2.25	111	7.67	2.65	12	5.92	3.03	43	7.53	2.27	24	7.08	2.43	60	7.75	2.33	76	7.82	2.21	35	8.20	1.76	51	7.73	2.26	7	6.71	1.38
Creative and entertainment industry	25	6.32	2.61	33	7.12	2.67	104	6.35	3.16	12	5.42	2.71	44	6.45	2.76	24	7.46	2.04	59	7.07	2.52	75	6.79	2.68	36	6.61	2.48	50	6.16	2.77	7	6.00	1.63
Media, communications and public relations	24	7.04	2.16	33	7.15	2.54	104	6.84	2.75	12	6.75	2.26	46	6.67	2.90	24	7.54	1.93	60	7.37	2.55	74	7.09	2.50	36	7.64	2.13	51	6.24	2.75	7	5.57	1.90

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Gender equity	22	6.09	2.07	29	5.41	2.23	75	5.87	2.31	9	7.56	2.07	33	5.45	2.48	21	6.33	1.96	40	6.18	2.15	60	6.52	2.27	24	5.88	1.57	37	5.84	2.32	3	4.67	3.06
Information and communications technology	23	5.52	1.31	30	5.53	1.96	77	6.12	2.30	11	7.36	1.57	33	6.21	2.23	22	6.23	1.63	41	6.37	2.28	63	6.19	2.13	31	6.19	2.07	43	5.74	1.85	4	5.50	3.32
Transport*	21	5.24	1.70	28	5.61	2.02	85	5.64	2.71	9	7.22	2.86	37	5.70	2.37	22	5.86	2.17	44	6.23	2.20	62	6.48	2.34	29	5.62	2.04	40	4.85	2.27	3	5.67	3.06
Law and justice*	20	5.35	2.35	28	5.32	2.25	72	4.94	2.48	8	5.88	1.81	32	5.41	1.97	21	5.67	1.96	38	5.97	2.05	59	6.42	2.17	26	5.85	1.97	30	4.83	2.31	2	3.50	2.12
Urban development	21	6.52	2.06	29	5.86	2.28	90	6.16	2.32	11	7.09	2.07	41	6.49	2.09	22	6.68	1.81	47	6.57	1.85	67	6.64	2.17	31	6.35	1.96	43	5.95	2.26	6	6.67	2.66
Environmental sustainability	21	6.71	2.08	29	5.76	2.03	92	6.21	2.30	10	7.30	1.95	39	5.87	2.43	23	7.09	1.83	44	6.34	1.93	65	6.74	2.00	31	6.03	1.97	43	5.91	2.04	4	5.75	2.22
Regulatory framework	20	5.70	1.75	27	5.48	2.14	78	5.96	2.21	7	6.57	2.15	35	6.80	2.27	21	6.57	1.89	43	6.51	1.72	62	6.16	1.87	29	6.24	2.18	41	5.73	2.18	4	5.75	2.06
Communicable/non-communicable diseases	23	6.83	1.75	28	6.07	2.09	87	6.63	2.37	11	7.91	2.07	39	6.64	2.54	22	6.82	1.87	44	7.02	2.02	65	7.22	2.05	29	6.72	2.33	43	5.98	2.24	3	5.33	3.06
Poverty reduction	23	6.87	1.84	31	6.45	2.28	98	6.62	2.45	12	7.33	1.97	38	6.11	2.29	24	7.17	1.83	48	6.77	2.20	63	6.73	2.29	34	6.32	2.59	49	6.63	2.25	6	6.00	1.55
Anti corruption	21	5.05	1.94	32	5.13	2.31	79	5.03	2.83	8	5.50	2.73	31	5.58	2.66	22	6.59	2.13	41	6.27	2.11	62	5.92	2.44	32	5.69	2.78	42	5.10	2.69	6	4.67	2.16
Private sector development	23	6.22	1.83	30	5.53	1.57	77	5.74	2.41	8	7.00	1.93	35	6.66	2.27	21	6.48	2.20	47	6.21	1.97	65	6.02	2.27	31	5.90	2.33	41	5.56	2.27	6	5.83	2.04
Foreign direct investment	22	6.55	1.50	29	5.66	2.18	83	6.02	2.50	7	7.71	1.80	34	6.44	1.83	20	6.95	1.96	45	6.44	2.01	64	6.61	2.14	27	5.85	2.41	44	6.32	1.90	6	6.17	2.14
Water and sanitation	21	6.67	2.01	32	6.13	1.98	91	6.52	2.63	11	7.73	1.74	36	5.78	2.54	23	6.78	1.98	44	6.77	2.23	67	6.93	2.09	29	6.28	2.20	44	6.02	2.19	5	5.20	1.79
Trade and exports	22	6.73	1.78	28	5.79	1.99	74	6.08	2.19	7	6.86	2.34	36	6.33	1.72	21	6.95	2.13	46	6.50	1.72	59	6.15	1.79	30	6.20	2.30	42	5.83	2.22	4	5.00	2.45
Economic growth	23	7.35	2.35	29	6.41	1.82	90	6.93	1.97	8	8.50	1.69	37	6.54	2.18	23	7.30	2.16	50	6.70	1.81	65	6.82	2.04	33	6.15	2.21	47	6.38	2.05	6	6.17	2.40
Health	23	6.78	2.07	31	6.61	1.91	96	7.19	2.23	10	7.90	1.66	40	7.10	2.17	23	7.26	1.86	52	7.13	2.00	69	7.45	2.13	33	6.73	2.38	50	6.64	1.94	5	6.20	1.79
Disaster management*	22	5.95	2.42	31	6.06	1.98	81	5.93	2.56	9	7.67	1.73	36	6.33	2.44	22	6.73	1.83	45	6.64	1.81	64	7.03	1.94	28	6.11	2.33	42	6.62	2.13	5	4.00	.71
Public sector governance/reform	22	6.55	2.20	30	5.93	2.29	86	6.63	2.38	10	6.70	2.11	36	6.58	2.32	22	6.77	1.80	40	6.70	1.92	64	6.66	1.98	33	6.36	2.01	42	5.90	2.05	6	5.00	2.10
Job creation/employment*	23	5.78	1.91	30	5.73	2.10	85	5.53	2.51	12	7.17	2.29	40	6.05	2.60	23	6.91	2.02	51	6.39	1.82	65	6.69	2.40	33	5.91	2.53	47	5.68	2.29	6	6.17	2.04
Financial markets	19	6.74	1.88	30	5.70	2.00	74	6.24	2.19	6	7.67	2.07	39	6.77	2.24	22	7.00	2.14	48	6.60	1.72	62	6.37	2.23	27	6.26	2.35	45	5.78	2.35	4	6.50	3.00
Equality of opportunity	21	5.90	2.57	28	5.71	1.94	78	5.56	2.56	9	6.44	2.01	37	5.84	2.30	22	6.41	2.32	42	6.81	1.76	63	6.78	2.24	30	5.83	2.21	42	5.83	2.55	4	5.25	2.63
Energy*	21	5.62	2.69	31	5.29	2.10	86	5.37	2.75	8	6.75	2.43	40	5.83	2.40	20	6.90	2.29	45	6.56	2.07	63	6.43	2.35	26	5.96	2.29	40	5.90	2.28	5	4.60	2.61
Rural development*	23	6.65	2.21	29	6.07	2.00	92	6.25	2.65	11	7.55	1.63	43	6.00	2.50	23	7.13	2.20	48	6.81	1.73	68	7.00	2.25	31	6.26	2.45	45	5.69	2.09	5	7.40	2.97
Global/regional integration*	21	6.43	1.94	28	5.86	1.96	75	5.45	2.37	7	6.71	2.36	36	5.67	2.32	19	7.11	1.66	42	6.69	1.89	57	6.54	2.02	29	6.14	2.37	42	5.86	2.17	5	6.40	2.30
Food security	21	5.81	2.27	30	5.97	2.09	95	5.84	2.52	11	7.45	2.02	38	6.24	2.45	22	6.50	1.97	47	6.70	2.03	65	6.65	2.29	30	6.30	2.67	47	6.04	2.27	3	5.67	.58
Education	23	7.04	2.18	30	6.20	1.69	95	6.48	2.58	10	6.40	2.01	38	6.53	2.48	23	7.17	2.04	48	7.00	1.91	67	6.81	2.32	33	5.97	2.66	43	6.14	2.20	6	5.17	1.72
Social protection	20	5.40	2.70	29	5.52	2.11	75	5.23	2.60	8	6.50	2.00	36	5.61	2.54	21	6.62	2.50	43	6.30	2.14	58	6.28	2.33	28	5.71	2.48	40	5.73	2.54	5	5.40	2.07
Climate change*	22	6.59	2.24	30	5.80	2.30	84	5.79	2.42	10	7.50	1.78	34	6.38	2.49	20	7.25	1.92	46	6.65	1.95	63	6.89	1.99	30	6.37	2.33	45	5.82	2.31	5	6.40	2.88
Agricultural development	20	7.00	2.20	32	6.22	2.11	97	6.45	2.40	12	7.67	2.19	41	6.44	2.12	23	7.00	1.86	53	7.02	2.00	66	7.26	2.25	30	6.63	2.50	48	6.33	2.29	7	5.57	2.15
Natural resource management	20	6.35	2.54	31	5.61	2.22	80	5.78	2.61	10	7.20	1.87	37	5.73	2.46	20	6.85	2.23	42	6.64	1.79	56	6.64	2.44	27	6.11	1.76	36	5.83	2.36	4	5.75	2.22
Conflict prevention and resolution*	21	6.19	2.40	31	5.26	1.97	78	5.01	2.54	9	6.78	1.48	36	5.69	2.71	21	6.81	2.14	47	6.36	1.88	63	6.33	2.32	27	6.22	1.85	39	5.54	2.40	4	5.75	2.22
Creative and entertainment industry*	19	6.26	2.62	28	5.32	2.31	77	4.56	2.61	6	8.33	1.03	37	5.22	2.73	20	6.50	2.37	44	6.23	1.94	59	5.92	2.37	29	6.00	2.33	40	5.28	2.21	5	5.60	1.52
Media, communications and public relations*	19	6.32	2.56	28	5.71	2.12	76	5.05	2.60	8	6.75	2.25	38	5.47	2.59	21	6.57	2.25	44	6.73	1.85	61	6.38	2.24	31	6.06	2.28	40	5.95	2.15	6	5.33	1.63

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent does the World Bank Group's work help to achieve development results in Nigeria?	28	6.68	2.04	30	6.63	1.75	102	6.51	1.94	13	7.38	1.98	49	6.43	2.09	24	6.88	2.27	57	6.46	1.69	74	6.97	1.78	37	6.84	1.76	47	6.57	1.68	7	6.43	.98

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank Group's financial instruments meet the needs of Nigeria	27	5.74	2.30	29	6.17	1.87	99	5.86	2.08	10	6.60	2.17	46	5.80	2.20	25	5.92	2.04	55	6.02	1.67	73	6.64	2.08	35	6.06	2.04	49	5.65	2.03	7	6.29	1.80
The World Bank Group meets Nigeria's needs for knowledge services	24	5.50	2.15	30	6.27	1.95	96	5.98	1.94	10	6.80	1.93	44	5.98	2.10	24	6.21	2.00	53	6.15	1.70	72	6.44	2.18	36	6.44	1.93	50	6.16	1.89	7	6.29	1.98

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe the World Bank Group measures and corrects its work in real time in Nigeria?	26	6.31	2.15	26	5.88	1.63	93	6.39	1.95	10	7.50	1.43	47	6.57	2.01	23	6.61	2.29	51	6.59	1.55	69	6.88	1.70	36	6.25	1.93	43	6.33	1.60	6	7.17	2.04

(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 the President/ Prime Minister/ Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Academia/ Research Institute/ Think Tanks		Other	
Weekly	3.4%		0.0%		1.8%		7.7%		4.1%		8.0%		3.3%		7.9%		2.8%		0.0%		0.0%	
Monthly	3.4%		6.1%		8.9%		23.1%		8.2%		12.0%		1.7%		17.1%		0.0%		5.8%		0.0%	
A few times a year	31.0%		18.2%		25.0%		7.7%		32.7%		28.0%		23.3%		26.3%		38.9%		36.5%		42.9%	
Rarely	37.9%		54.5%		37.5%		53.8%		28.6%		28.0%		45.0%		30.3%		33.3%		42.3%		42.9%	
Never	24.1%		21.2%		26.8%		7.7%		26.5%		24.0%		26.7%		18.4%		25.0%		15.4%		14.3%	



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

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Are timely	23	6.30	2.01	31	4.74	1.53	94	6.10	1.98	10	6.40	2.01	40	6.00	1.95	20	6.20	2.26	44	5.98	1.80	67	6.22	2.00	35	6.23	1.86	44	5.68	2.16	5	6.60	1.82
Include appropriate level of stakeholder involvement during preparation	24	6.83	1.69	32	5.25	1.63	90	5.99	2.01	11	5.64	3.07	41	6.12	2.01	21	6.24	2.28	45	5.93	1.64	68	6.21	2.00	31	5.55	1.86	44	5.61	1.92	6	6.33	2.34
Lead to practical solutions	23	5.91	1.62	32	5.63	1.43	84	5.81	1.85	11	7.18	1.83	42	5.79	2.23	18	5.50	2.15	47	6.26	1.71	66	6.17	2.06	34	6.03	1.82	48	5.75	1.90	5	6.40	2.19
Are accessible*	23	6.74	1.91	31	5.61	1.38	89	5.70	2.17	10	8.30	1.77	41	5.46	2.25	19	6.16	1.92	45	5.73	1.84	64	6.30	2.01	34	6.15	2.02	49	6.04	1.97	5	6.80	2.05
Are source of relevant information on global good practices	23	7.26	1.76	32	6.06	1.79	92	6.52	2.07	11	7.91	1.45	43	6.28	2.25	21	6.76	1.67	44	6.32	1.90	70	6.50	2.03	35	6.00	2.25	50	6.18	1.87	7	7.29	1.38
Are adequately disseminated	21	6.14	1.65	31	4.97	1.60	86	6.08	1.98	8	5.88	3.00	42	6.40	2.24	20	6.20	2.24	45	6.27	1.67	65	5.85	2.12	33	6.27	2.10	45	5.71	1.93	6	6.17	2.04
Are translated enough into local language*	18	5.67	2.14	31	4.39	1.91	80	4.61	2.34	7	4.14	3.24	43	6.37	2.58	19	5.53	2.39	44	5.82	1.98	66	5.39	2.37	33	5.82	2.53	42	5.05	2.35	6	5.00	1.67
Are adaptable to Nigeria's specific development challenges and country circumstances	24	6.38	2.53	31	5.42	1.82	87	5.55	2.20	9	7.56	1.67	41	6.15	2.25	19	6.11	2.49	49	5.92	1.91	70	6.21	2.07	35	6.09	1.93	47	5.85	2.04	6	5.50	2.59

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	28	6.71	2.11	33	5.85	1.56	98	6.58	1.96	12	7.00	1.71	47	6.89	2.21	23	6.96	2.06	57	6.61	1.59	74	7.11	1.78	36	6.47	1.81	48	6.38	1.73	7	6.71	1.50
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	26	7.19	1.81	33	6.12	1.60	95	7.05	1.77	13	7.31	2.14	48	6.96	2.01	23	7.09	2.13	54	7.04	1.68	71	7.34	1.80	36	6.86	1.93	49	6.84	1.61	7	7.29	1.80

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



E. Working with the World Bank Group

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank Group disburses funds promptly	26	6.69	2.31	29	5.38	1.88	90	6.52	2.51	12	6.50	2.35	43	6.40	2.09	20	6.15	2.01	42	6.24	2.22	62	6.21	2.52	33	6.00	2.66	46	6.02	2.40	5	7.20	2.59
The World Bank Group effectively monitors and evaluates the projects and programs it supports	26	7.31	2.33	31	5.87	1.89	96	6.42	2.42	13	7.69	1.97	48	6.79	1.98	23	6.70	2.18	48	6.38	1.83	67	6.73	2.33	35	6.49	2.11	47	6.28	2.31	7	7.14	2.19
The World Bank Group's approvals and reviews are done in a timely fashion	24	6.92	2.02	32	5.78	1.74	87	5.99	2.30	12	5.92	2.87	44	6.55	1.89	21	6.05	2.33	45	6.18	1.85	64	6.39	2.29	32	6.56	1.72	42	5.95	2.15	6	6.00	2.37
The World Bank Group's "Safeguard Policy" requirements are reasonable*	25	7.12	2.20	29	5.69	1.85	77	6.19	2.30	11	7.45	1.92	45	6.31	1.77	20	6.20	1.67	40	6.60	1.66	64	7.09	1.72	32	6.84	2.16	42	6.33	1.87	6	6.67	1.97
The World Bank Group's conditions on its lending are reasonable	23	6.39	2.61	30	5.60	2.11	87	6.23	2.26	8	7.13	2.23	47	6.21	1.86	21	5.86	1.88	46	6.22	2.03	62	6.52	2.14	32	6.88	2.18	42	5.98	2.10	7	6.29	1.89
The World Bank Group takes decisions quickly in Nigeria	25	6.36	1.89	30	5.73	2.00	84	5.81	2.37	11	5.36	3.11	44	5.64	2.33	21	6.00	2.14	47	6.00	2.14	62	6.24	2.24	31	6.42	1.98	42	5.95	2.11	6	5.67	1.97
Working with the World Bank Group increases Nigeria's institutional capacity	26	6.12	2.12	32	6.16	1.95	86	6.23	2.51	11	7.64	2.58	47	6.49	2.22	22	6.82	1.71	45	6.56	1.91	65	7.26	1.96	33	6.48	2.17	45	6.24	1.94	6	6.50	1.76
Where country systems are adequate, the World Bank Group makes appropriate use of them	22	6.41	1.82	30	6.20	1.92	83	6.43	2.34	11	6.82	2.64	45	6.51	2.10	23	7.13	2.14	47	6.60	2.05	62	6.85	1.91	32	6.84	1.89	42	6.81	1.81	6	6.50	1.76
The World Bank Group provides effective implementation support*	26	6.69	2.45	32	5.72	1.59	94	6.35	2.20	13	7.85	2.08	46	6.59	2.11	23	7.09	1.90	47	6.83	1.94	67	7.24	1.99	35	6.66	2.18	45	6.47	1.96	7	6.43	1.72

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nigeria?*	26	6.69	1.95	31	5.84	1.68	93	6.29	2.01	9	7.89	1.76	47	6.68	2.05	21	6.76	1.64	53	6.55	1.58	71	7.10	1.52	35	6.31	1.76	43	6.51	1.53	5	7.20	1.64

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

Which of the following best describes the World Bank Group's support in Nigeria? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nigeria	46.7%	60.6%	50.0%	66.7%	36.7%	33.3%	43.3%	59.2%	56.8%	38.5%	57.1%
The World Bank Group is not sufficiently selective in Nigeria, and it is involved in too many areas of development	33.3%	30.3%	33.0%	16.7%	49.0%	50.0%	38.3%	27.6%	32.4%	42.3%	28.6%
Don't know	20.0%	9.1%	17.0%	16.7%	14.3%	16.7%	18.3%	13.2%	10.8%	19.2%	14.3%

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Offer more innovative financial products*	13.3%	33.3%	26.4%	15.4%	36.7%	4.0%	19.7%	28.2%	16.2%	31.4%	0.0%
Ensure greater selectivity in its work	16.7%	12.1%	14.5%	23.1%	14.3%	8.0%	9.8%	20.5%	18.9%	7.8%	0.0%
Provide more adequate data/knowledge/statistics/figures on Nigeria's economy	26.7%	30.3%	13.6%	30.8%	10.2%	16.0%	11.5%	17.9%	21.6%	29.4%	0.0%
Improve the competitiveness of its financing compared to markets	6.7%	18.2%	10.0%	15.4%	6.1%	4.0%	9.8%	11.5%	5.4%	5.9%	42.9%
Reach out more to groups outside of Government	23.3%	21.2%	27.3%	46.2%	34.7%	44.0%	24.6%	39.7%	29.7%	27.5%	14.3%
Increase the level of capacity development in the country	23.3%	21.2%	31.8%	30.8%	28.6%	56.0%	31.1%	26.9%	35.1%	21.6%	42.9%
Improve the quality of its experts as related to Nigeria's specific challenges	20.0%	15.2%	17.3%	7.7%	8.2%	12.0%	24.6%	11.5%	18.9%	21.6%	28.6%
Offer more innovative knowledge services	6.7%	0.0%	9.1%	0.0%	10.2%	4.0%	8.2%	10.3%	13.5%	15.7%	14.3%
Collaborate more effectively with Government clients	36.7%	27.3%	28.2%	15.4%	22.4%	16.0%	21.3%	14.1%	18.9%	23.5%	14.3%
Work faster	3.3%	6.1%	3.6%	0.0%	10.2%	4.0%	6.6%	3.8%	2.7%	3.9%	0.0%
Reduce the complexity of obtaining World Bank Group financing	16.7%	6.1%	15.5%	7.7%	10.2%	28.0%	19.7%	7.7%	10.8%	7.8%	28.6%
Other	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Financial services	30.0%	42.4%	46.4%	7.7%	44.9%	20.8%	32.8%	35.1%	37.1%	32.7%	42.9%
Knowledge products	13.3%	21.2%	16.4%	23.1%	14.3%	29.2%	21.3%	14.9%	25.7%	36.7%	14.3%
Convening services	10.0%	6.1%	4.5%	0.0%	10.2%	8.3%	3.3%	4.1%	14.3%	4.1%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	1.6%	2.7%	0.0%	2.0%	0.0%
The combination is appropriate for Nigeria	40.0%	24.2%	30.0%	69.2%	28.6%	37.5%	39.3%	40.5%	22.9%	22.4%	42.9%
Don't know	6.7%	6.1%	2.7%	0.0%	2.0%	0.0%	1.6%	2.7%	0.0%	2.0%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	53.3%	33.3%	31.3%	15.4%	32.0%	33.3%	26.7%	29.5%	45.9%	26.0%	0.0%
International newspapers	6.7%	3.0%	7.1%	0.0%	8.0%	4.2%	3.3%	10.3%	2.7%	6.0%	0.0%
Local radio*	16.7%	36.4%	21.4%	15.4%	22.0%	4.2%	8.3%	16.7%	24.3%	16.0%	0.0%
International radio	0.0%	6.1%	6.3%	7.7%	4.0%	0.0%	1.7%	6.4%	2.7%	10.0%	0.0%
Local television	26.7%	33.3%	44.6%	7.7%	36.0%	29.2%	38.3%	25.6%	21.6%	32.0%	42.9%
International television	20.0%	33.3%	10.7%	38.5%	16.0%	29.2%	21.7%	20.5%	13.5%	28.0%	14.3%
Local newspapers	33.3%	15.2%	23.2%	15.4%	28.0%	33.3%	33.3%	26.9%	16.2%	28.0%	0.0%
Internet*	33.3%	24.2%	40.2%	61.5%	36.0%	54.2%	53.3%	52.6%	59.5%	38.0%	85.7%
Periodicals*	6.7%	3.0%	1.8%	15.4%	2.0%	8.3%	6.7%	2.6%	0.0%	6.0%	28.6%
Other	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	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	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Direct contact with World Bank Group	16.7%	27.3%	23.0%	16.7%	20.4%	25.0%	18.3%	17.9%	16.2%	13.5%	0.0%
Mobile phones	16.7%	30.3%	34.5%	16.7%	38.8%	25.0%	36.7%	42.3%	40.5%	21.2%	28.6%
World Bank Group's seminars/workshops/conferences	56.7%	51.5%	41.6%	58.3%	30.6%	41.7%	28.3%	39.7%	29.7%	48.1%	28.6%
World Bank Group's publications and other written materials	26.7%	15.2%	14.2%	25.0%	18.4%	20.8%	21.7%	17.9%	10.8%	32.7%	28.6%
World Bank Group's website	13.3%	9.1%	35.4%	16.7%	20.4%	33.3%	21.7%	28.2%	21.6%	34.6%	28.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	46.7%	33.3%	23.0%	33.3%	32.7%	33.3%	28.3%	30.8%	37.8%	23.1%	28.6%
e-Newsletters*	13.3%	9.1%	8.8%	25.0%	14.3%	16.7%	33.3%	7.7%	21.6%	17.3%	0.0%
Other	3.3%	0.0%	1.8%	0.0%	6.1%	4.2%	1.7%	0.0%	2.7%	0.0%	14.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	19.2%	27.6%	29.9%	41.7%	48.8%	37.5%	25.9%	36.5%	25.7%	43.8%	50.0%
No	80.8%	72.4%	70.1%	58.3%	51.2%	62.5%	74.1%	63.5%	74.3%	56.3%	50.0%

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

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
World Bank Group's seminars/workshops/conferences	40.0%	42.9%	16.7%	75.0%	14.3%	11.1%	8.3%	13.6%	28.6%	20.0%	0.0%
World Bank Group's website	20.0%	28.6%	50.0%	0.0%	52.4%	88.9%	66.7%	50.0%	28.6%	35.0%	66.7%
World Bank Group's e-Newsletters	20.0%		4.2%	25.0%	9.5%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
News/Media	20.0%	28.6%	25.0%	0.0%	19.0%	0.0%	25.0%	9.1%	28.6%	35.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	4.2%	0.0%	4.8%	0.0%	0.0%	18.2%	14.3%	5.0%	33.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	5.0%	0.0%

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	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	4.0%	15.6%	20.2%	25.0%	21.3%	34.8%	10.2%	30.4%	17.1%	20.5%	16.7%
No	96.0%	84.4%	79.8%	75.0%	78.7%	65.2%	89.8%	69.6%	82.9%	79.5%	83.3%

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	100.0%	100.0%	70.0%	100.0%	80.0%	100.0%	80.0%	78.9%	83.3%	66.7%	-
No	0.0%	0.0%	30.0%	0.0%	20.0%	0.0%	20.0%	21.1%	16.7%	33.3%	-

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	96.0%	96.8%	97.2%	91.7%	93.8%	100.0%	96.6%	95.7%	94.3%	100.0%	100.0%
No	4.0%	3.2%	2.8%	8.3%	6.3%	0.0%	3.4%	4.3%	5.7%	0.0%	0.0%

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	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	34.8%	38.7%	48.0%	30.8%	47.9%	69.6%	38.2%	54.5%	34.3%	50.0%	40.0%
No	65.2%	61.3%	52.0%	69.2%	52.1%	30.4%	61.8%	45.5%	65.7%	50.0%	60.0%



G. Communication and Information Sharing (continued)

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	30.4%	25.8%	25.5%	25.0%	38.3%	47.8%	11.1%	44.8%	23.5%	28.3%	0.0%
No	69.6%	74.2%	74.5%	75.0%	61.7%	52.2%	88.9%	55.2%	76.5%	71.7%	100.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
High speed/WiFi	90.5%	100.0%	91.3%	87.5%	81.3%	76.2%	94.7%	89.7%	84.6%	88.6%	66.7%
Dial-up	9.5%	0.0%	8.8%	12.5%	18.8%	23.8%	5.3%	10.3%	15.4%	11.4%	33.3%

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
I find the World Bank Group's websites easy to navigate	15	6.73	3.20	17	6.71	1.36	66	7.14	2.44	5	7.60	2.07	29	6.55	2.41	19	6.47	2.12	26	6.85	2.19	49	7.18	2.06	18	6.67	1.64	27	7.15	1.51	4	6.75	2.22
I find the information on the World Bank Group's websites useful	13	7.62	2.47	17	6.88	1.73	67	6.79	2.44	5	7.60	1.95	28	6.64	1.62	18	7.06	1.47	27	6.48	1.93	48	7.46	1.66	19	6.63	1.89	28	6.89	2.11	4	7.50	1.22
The World Bank Group's social media channels are valuable sources of information about the institution	15	7.13	2.64	17	7.18	1.88	58	6.90	2.28	6	7.17	1.83	29	7.00	1.96	17	7.59	1.73	25	6.76	2.07	49	7.18	2.13	22	6.45	2.30	22	7.45	1.68	2	3.50	3.54
When I need information from the World Bank Group I know how to find it	13	7.08	2.06	21	7.10	1.92	71	6.68	2.66	7	8.57	1.62	28	5.86	2.59	16	7.00	1.83	34	6.53	2.21	49	7.39	2.26	23	5.96	2.62	35	6.34	2.33	4	5.00	3.92
The World Bank Group is responsive to my information requests and inquiries	13	5.69	3.12	14	6.71	2.33	62	6.69	2.50	5	7.40	1.95	28	6.21	2.44	16	6.94	1.91	32	6.25	2.48	45	6.69	2.25	20	6.30	2.41	28	6.18	2.51	4	5.50	3.70

H. Background Information

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	35.7%	27.3%	33.3%	38.5%	46.9%	40.0%	23.7%	29.9%	23.5%	29.4%	0.0%
No	64.3%	72.7%	66.7%	61.5%	53.1%	60.0%	76.3%	70.1%	76.5%	70.6%	100.0%

Which of the following agencies of the World Bank Group do you primarily engage with in Nigeria? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The World Bank (IBRD/IDA)	76.9%	58.8%	52.0%	80.0%	59.3%	40.0%	31.6%	52.8%	58.3%	61.9%	0.0%
The International Finance Corporation (IFC)	15.4%	17.6%	18.0%	10.0%	22.2%	26.7%	42.1%	19.4%	25.0%	14.3%	66.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	5.9%	14.0%	10.0%	14.8%	26.7%	15.8%	16.7%	8.3%	14.3%	0.0%
Other	7.7%	17.6%	16.0%	0.0%	3.7%	6.7%	10.5%	11.1%	8.3%	9.5%	33.3%



H. Background Information (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	34.8%	25.9%	20.4%	50.0%	23.3%	36.0%	21.2%	25.4%	6.5%	14.0%	0.0%
No	65.2%	74.1%	79.6%	50.0%	76.7%	64.0%	78.8%	74.6%	93.5%	86.0%	100.0%

*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Nigeria? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The two institutions work well together	42.9%	42.9%	38.1%	66.7%	40.0%	55.6%	63.6%	44.4%	50.0%	42.9%	-
The way the two institutions work together needs improvement	42.9%	57.1%	52.4%	16.7%	50.0%	22.2%	36.4%	38.9%	50.0%	57.1%	-
The two institutions do not work well together	14.3%	0.0%	4.8%	16.7%	0.0%	22.2%	0.0%	16.7%	0.0%	0.0%	-
Don't know	0.0%	0.0%	4.8%	0.0%	10.0%		0.0%	0.0%	0.0%	0.0%	-

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Observer*	65.2%	67.7%	55.6%	25.0%	64.6%	45.8%	76.7%	52.1%	82.4%	61.2%	85.7%
Use World Bank Group reports/data	13.0%	19.4%	21.3%	16.7%	22.9%	12.5%	13.3%	28.8%	11.8%	28.6%	14.3%
Engage in World Bank Group related/sponsored events/activities*	8.7%	22.6%	34.3%	75.0%	22.9%	33.3%	15.0%	26.0%	20.6%	14.3%	0.0%
Collaborate as part of my professional duties	21.7%	29.0%	17.6%	33.3%	31.3%	33.3%	30.0%	24.7%	11.8%	18.4%	0.0%
Use World Bank Group website for information, data, research, etc.	26.1%	19.4%	30.6%	8.3%	25.0%	25.0%	18.3%	23.3%	29.4%	22.4%	28.6%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	29.0%	15.2%	25.2%	23.1%	32.7%	20.0%	27.9%	23.1%	24.3%	19.6%	71.4%
No	71.0%	84.8%	74.8%	76.9%	67.3%	80.0%	72.1%	76.9%	75.7%	80.4%	28.6%



Appendix C: Responses to Indicator Questions by Geographic Locations²⁰

- Adamawa N=66 ● Cross River N=67 ● Edo N=66 ● Enugu N=70 ● FCT N=94
 ● Kaduna N=69 ● Lagos N=73

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	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 Nigeria. *	64	7.58	2.11	65	7.20	2.06	59	5.88	2.24	66	6.39	2.60	82	5.54	2.37	69	6.70	1.97	73	6.37	2.21

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	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 Nigeria*	63	7.06	2.10	65	7.66	1.83	56	5.86	2.10	68	6.16	2.05	78	5.64	2.29	66	6.41	1.81	69	6.38	1.79
The World Bank Group's work is aligned with what I consider the development priorities for Nigeria*	64	6.95	2.23	64	7.17	2.07	50	5.30	2.16	66	6.03	2.04	74	5.20	2.11	65	6.11	1.59	68	6.29	1.89

*Significantly different between geographic locations

To what extent is the World Bank Group an effective development partner in Nigeria, 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?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs *	58	7.03	2.35	65	6.57	1.79	53	4.68	2.16	67	5.60	1.58	74	5.12	2.04	68	5.94	1.66	67	5.72	2.01
Flexibility (in terms of the institution's products and services)*	55	6.24	2.44	63	5.90	1.69	49	4.63	2.15	64	5.53	1.53	68	5.37	1.78	67	5.78	1.60	66	5.48	1.68
Flexibility (in terms of changing country circumstances)*	57	6.49	2.49	62	6.29	2.11	51	4.96	1.84	63	5.73	1.58	71	5.01	1.74	67	5.76	1.69	65	5.82	1.79
Being inclusive*	57	6.61	2.29	62	6.32	1.84	46	5.87	1.97	63	6.08	1.74	70	5.19	1.97	68	5.91	1.40	68	5.65	1.73
Openness	55	6.55	2.77	61	6.67	1.90	53	5.62	2.42	67	6.28	2.14	72	6.13	2.12	66	6.00	1.83	69	6.26	1.90
Collaboration with the Government	58	6.86	2.86	62	7.47	1.74	60	7.27	2.11	67	7.13	1.70	74	6.80	1.92	67	6.87	1.63	68	7.24	1.92
The speed in which it gets things accomplished on the ground	58	6.31	2.83	64	6.56	1.80	49	5.67	1.91	67	6.24	1.66	74	5.62	2.15	66	6.24	1.53	67	5.81	1.92
Ease of access to the people at the World Bank Group who are making decisions important to my work*	56	6.41	2.88	59	5.98	1.92	44	4.50	2.67	61	5.08	2.04	69	5.10	2.22	65	5.89	1.56	67	5.22	1.75
Collaboration with civil society*	54	6.19	2.89	65	6.89	2.06	49	4.69	2.51	65	5.74	2.03	74	6.07	2.05	67	6.31	1.85	68	6.01	1.65
Staff accessibility*	47	6.28	2.81	59	6.27	2.07	46	3.96	2.87	59	5.24	2.14	70	5.56	2.39	67	5.34	1.83	66	5.24	2.02
Collaboration with other donors and development partners*	53	6.25	2.77	62	7.42	1.77	49	5.98	2.34	63	5.94	1.93	71	6.49	1.83	67	6.28	1.61	68	6.31	1.93
Collaboration with the private sector*	55	6.36	2.83	57	7.00	2.01	45	5.09	2.33	62	5.85	1.82	66	5.56	1.84	65	6.14	1.66	66	5.91	1.97
Straightforwardness and honesty*	57	7.70	2.47	61	7.51	2.01	47	6.19	2.57	62	6.56	2.13	70	6.64	2.12	67	6.43	1.62	67	6.85	1.88
Treating clients and stakeholders in Nigeria with respect*	57	6.77	2.71	62	7.26	1.72	44	5.80	2.17	66	6.61	2.25	71	6.37	2.06	67	6.24	1.64	65	6.26	1.85
Being a long-term partner*	57	8.02	2.27	63	7.83	2.01	60	7.82	2.04	61	6.85	1.93	76	7.29	2.05	67	6.64	1.74	66	6.98	1.93

*Significantly different between geographic locations

²⁰ Only 505 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix.



C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	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 Nigeria?*	65	7.17	1.92	64	7.36	1.71	58	5.90	2.06	67	6.54	1.76	81	6.51	1.98	65	6.48	1.38	71	6.82	1.70

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	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 Nigeria*	59	6.97	2.29	61	6.74	1.97	57	5.35	2.26	66	5.77	1.79	80	5.53	2.07	67	6.01	1.59	68	6.13	1.74
The World Bank Group meets Nigeria's needs for knowledge services*	59	7.15	2.07	64	6.75	2.09	55	5.27	1.99	66	5.86	1.68	76	5.72	1.89	66	6.09	1.61	63	6.46	1.93

*Significantly different between geographic locations

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

In Nigeria, 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?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Nigeria's specific development challenges and country circumstances*	54	6.63	2.64	61	7.05	1.92	45	5.16	2.27	62	5.68	1.53	70	5.74	2.38	65	5.51	1.48	65	5.89	2.03

*Significantly different between geographic locations

	Which best represents your geographic location?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	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?*	61	7.66	2.02	63	7.48	1.75	58	6.10	2.01	67	6.40	1.61	82	6.22	1.98	65	6.57	1.48	72	6.40	1.62
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	60	7.62	1.83	64	7.64	1.75	54	6.39	1.89	66	6.73	1.47	79	6.73	1.95	67	6.93	1.63	69	6.97	1.85

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Which best represents your geographic location?																				
	Adamawa			Cross River			Edo			Enugu			FCT			Kaduna			Lagos		
	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 takes decisions quickly in Nigeria*	57	7.05	2.57	65	6.28	2.44	38	4.97	1.92	54	5.81	1.92	69	5.77	2.12	58	6.03	1.80	65	5.68	2.02
Where country systems are adequate, the World Bank Group makes appropriate use of them*	59	7.22	2.44	62	7.34	2.23	36	6.25	2.30	55	6.60	1.70	67	6.21	2.13	62	6.15	1.61	65	6.49	1.75

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²¹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Nigeria COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Nigeria, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Nigeria?”

Collaborating with the WBG N=154 ● Not collaborating with the WBG N=335

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Nigeria?*	153	6.27	2.48	334	5.00	2.27

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

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Nigeria.*	150	7.09	2.26	312	6.22	2.32

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

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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 (e.g., skills and knowledge) to help Nigeria solve its most complicated development challenges?*	145	7.07	2.15	281	6.58	2.11

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

*Significantly different between collaborators and non-collaborators

²¹ Only 489 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.

**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 Nigeria, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nigeria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	38.3%	39.6%
Crime and violence*	0.6%	4.5%
Transport	3.9%	5.7%
Agricultural development	40.9%	40.2%
Global/regional integration	0.6%	0.6%
Job creation/employment	36.4%	35.1%
Public sector governance/reform*	10.4%	5.4%
Social protection	3.2%	2.7%
Rural development	16.2%	16.2%
Foreign direct investment	1.3%	3.3%
Education	26.0%	30.0%
Conflict prevention and resolution	1.9%	2.1%
Energy	13.6%	21.0%
Gender equity	1.3%	0.9%
Financial markets	2.6%	1.8%
Urban development	1.9%	1.2%
Environmental sustainability	4.5%	1.8%
Economic growth	26.6%	26.7%
Private sector development	2.6%	4.8%
Water and sanitation	4.5%	3.6%
Food security	11.0%	9.0%
Climate change	2.6%	2.7%
Information and communications technology	1.9%	1.5%
Trade and exports*	0.6%	4.5%
Equality of opportunity	3.9%	4.2%
Law and justice	1.9%	1.5%
Regulatory framework*	2.6%	0.3%
Communicable/non-communicable diseases	0.0%	0.6%
Creative and entertainment industry	0.6%	0.6%
Natural resource management	1.3%	0.6%
Poverty reduction*	25.3%	15.0%
Anti corruption	7.8%	6.6%
Disaster management	0.0%	1.2%
Media, communications and public relations	0.6%	0.6%

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nigeria*	147	6.94	1.93	303	6.17	2.17
The World Bank Group's work is aligned with what I consider the development priorities for Nigeria*	144	6.80	1.97	291	5.81	2.15

Significantly different between collaborators and non-collaborators*To what extent is the World Bank Group an effective development partner in Nigeria, 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 (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	145	6.38	2.03	292	5.50	2.05
Flexibility (in terms of the institution's products and services)*	140	6.11	1.96	277	5.31	1.80
Flexibility (in terms of changing country circumstances)*	141	6.20	2.12	281	5.50	1.86
Being inclusive*	140	6.27	2.03	280	5.71	1.81
Openness*	142	6.58	2.14	287	6.03	2.19
Collaboration with the Government	141	7.31	2.04	300	7.00	2.00
The speed in which it gets things accomplished on the ground*	141	6.36	2.05	291	5.89	2.02
Ease of access to the people at the World Bank Group who are making decisions important to my work*	135	6.02	2.24	270	5.16	2.17
Collaboration with civil society*	142	6.54	2.17	284	5.74	2.21
Staff accessibility*	136	5.85	2.17	263	5.22	2.46
Collaboration with other donors and development partners	139	6.57	2.06	278	6.27	2.08
Collaboration with the private sector*	134	6.37	2.24	270	5.80	2.10
Straightforwardness and honesty*	139	7.18	2.05	276	6.67	2.21
Treating clients and stakeholders in Nigeria with respect	142	6.68	2.05	275	6.41	2.12
Being a long-term partner	143	7.37	1.95	292	7.31	2.10

**Significantly different between collaborators and non-collaborators*



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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Crime and violence	147	7.04	2.82	314	6.98	3.01
Financial markets	145	7.78	2.22	309	7.58	2.39
Transport	146	7.53	2.32	317	7.51	2.51
Anti corruption	144	7.73	2.44	319	7.83	2.43
Law and justice	141	7.23	2.39	315	7.13	2.67
Urban development	146	7.62	2.30	316	7.73	2.23
Environmental sustainability	148	7.76	2.21	314	7.81	2.13
Trade and exports	145	7.42	2.55	317	7.32	2.46
Information and communications technology	144	7.71	2.01	318	7.51	2.35
Poverty reduction	149	8.65	1.76	320	8.81	1.89
Gender equity	148	7.55	2.32	310	7.51	2.52
Private sector development*	143	7.52	2.37	316	7.98	2.03
Foreign direct investment	148	7.79	2.31	310	7.86	2.17
Water and sanitation	146	7.79	2.46	314	7.94	2.22
Regulatory framework	142	7.66	2.20	309	7.39	2.40
Economic growth	148	8.41	1.87	323	8.50	1.95
Energy*	145	8.03	2.29	318	8.49	1.93
Disaster management	145	7.88	2.13	313	7.94	2.24
Public sector governance/reform	146	7.92	2.17	312	7.70	2.38
Job creation/employment	148	8.24	2.07	324	8.48	2.09
Communicable/non-communicable diseases	144	7.90	2.20	305	7.98	2.21
Equality of opportunity	145	7.78	2.03	308	7.71	2.42
Social protection	145	7.74	2.11	312	7.54	2.39
Rural development	148	8.45	2.04	323	8.51	2.00
Global/regional integration	145	7.82	2.04	305	7.56	2.34
Food security	143	8.08	2.09	320	8.20	2.10
Natural resource management	144	7.79	2.27	318	7.51	2.49
Health*	146	8.17	2.15	322	8.57	2.00
Climate change (e.g., mitigation, adaptation)	145	7.86	2.09	311	7.95	2.20
Agricultural development*	148	8.20	2.28	322	8.66	1.85
Education*	146	8.38	1.98	319	8.78	1.84
Conflict prevention and resolution	148	7.69	2.12	318	7.54	2.47
Creative and entertainment industry	146	6.84	2.67	314	6.47	2.77
Media, communications and public relations*	147	7.31	2.48	312	6.79	2.61

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender equity	127	6.23	2.17	215	5.90	2.31
Information and communications technology*	130	6.48	1.96	239	5.89	2.14
Transport	125	6.02	2.44	244	5.70	2.35
Law and justice*	115	5.90	2.28	212	5.34	2.22
Urban development*	135	6.81	1.95	262	6.21	2.22
Environmental sustainability*	134	6.71	2.10	255	6.15	2.13
Regulatory framework*	126	6.52	2.06	228	5.95	2.06
Communicable/non-communicable diseases	135	6.92	2.19	249	6.63	2.23
Poverty reduction	139	6.86	2.28	276	6.54	2.27
Anti corruption*	124	6.08	2.56	241	5.27	2.50
Private sector development	127	6.21	2.28	248	5.88	2.14
Foreign direct investment	131	6.59	2.15	240	6.17	2.12
Water and sanitation*	136	6.87	2.23	257	6.29	2.30
Trade and exports	126	6.43	2.06	231	6.13	1.99
Economic growth	134	6.99	2.01	266	6.69	2.07
Health	139	7.32	1.99	282	6.98	2.15
Disaster management	129	6.65	2.15	245	6.29	2.25
Public sector governance/reform	133	6.72	2.19	247	6.34	2.11
Job creation/employment*	135	6.47	2.22	269	5.92	2.40
Financial markets	127	6.56	2.20	239	6.26	2.19
Equality of opportunity	127	6.40	2.21	238	5.96	2.41
Energy*	124	6.34	2.24	252	5.72	2.53
Rural development*	139	6.84	2.11	269	6.33	2.43
Global/regional integration	121	6.41	2.05	229	5.99	2.25
Food security*	135	6.89	2.11	263	5.98	2.40
Education	135	6.84	2.00	271	6.43	2.46
Social protection*	123	6.30	2.35	230	5.57	2.47
Climate change	129	6.60	1.97	251	6.25	2.40
Agricultural development	140	6.99	1.99	278	6.58	2.36
Natural resource management	123	6.44	2.22	230	6.03	2.39
Conflict prevention and resolution	127	6.18	2.30	238	5.70	2.35
Creative and entertainment industry*	124	6.17	2.32	229	5.28	2.53
Media, communications and public relations*	123	6.30	2.33	238	5.78	2.35

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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 Nigeria?*	148	7.05	1.87	307	6.50	1.84

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

Significantly different between collaborators and non-collaborators*To what extent do you agree with the following statements about the World Bank Group in Nigeria?**

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nigeria*	144	6.54	2.03	299	5.79	2.01
The World Bank Group meets Nigeria's needs for knowledge services*	144	6.54	2.09	289	5.96	1.91

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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 Nigeria?*	140	6.79	1.92	278	6.39	1.80

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

**Significantly different between collaborators and non-collaborators*

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

In Nigeria, 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 (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	137	6.30	1.97	263	5.83	1.99
Include appropriate level of stakeholder involvement during preparation*	139	6.47	1.88	263	5.67	1.98
Lead to practical solutions*	136	6.48	1.95	263	5.66	1.83
Are accessible*	135	6.53	2.02	263	5.73	2.01
Are source of relevant information on global good practices*	139	6.92	1.90	278	6.24	2.03
Are adequately disseminated*	132	6.67	2.02	258	5.64	1.92
Are translated enough into local language*	128	5.77	2.50	250	5.07	2.33
Are adaptable to Nigeria's specific development challenges and country circumstances*	136	6.54	2.18	270	5.66	2.06

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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?*	145	7.14	1.93	306	6.43	1.81
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	149	7.32	1.88	293	6.84	1.76

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

**Significantly different between collaborators and non-collaborators*

E. Working with the World Bank Group

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	145	6.46	2.49	251	6.16	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	148	7.08	2.06	281	6.29	2.24
The World Bank Group's approvals and reviews are done in a timely fashion*	144	6.53	2.23	253	6.04	2.08
The World Bank Group's "Safeguard Policy" requirements are reasonable*	131	7.06	1.97	248	6.25	1.94
The World Bank Group's conditions on its lending are reasonable*	132	6.90	2.05	261	5.93	2.15
The World Bank Group takes decisions quickly in Nigeria*	136	6.62	2.23	254	5.63	2.16
Working with the World Bank Group increases Nigeria's institutional capacity*	142	7.14	1.95	264	6.23	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them*	135	7.01	2.06	255	6.44	2.05
The World Bank Group provides effective implementation support*	145	7.20	1.94	278	6.41	2.13

**Significantly different between collaborators and non-collaborators*

**E. Working with the World Bank Group (continued)**

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nigeria?*	144	7.05	1.89	279	6.35	1.71

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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 (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	123	7.04	2.22	142	6.79	2.18
I find the information on the World Bank Group's websites useful*	122	7.25	1.95	142	6.68	2.04
The World Bank Group's social media channels are valuable sources of information about the institution	113	7.11	2.21	142	6.93	2.08
When I need information from the World Bank Group I know how to find it*	127	7.32	2.10	166	6.19	2.56
The World Bank Group is responsive to my information requests and inquiries*	118	6.98	2.17	142	6.04	2.57

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²²

*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents each year will be slightly different from those in FY 2013 appendices.

FY '13 Number of comparable respondents = 802 • FY '16 Number of comparable respondents = 500

By weighting, FY 2013 and FY 2016 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	FY2013	FY2016
Office of the President/Prime Minister	10.00%	10.00%
Office of Parliamentarian	5.00%	5.00%
Government institutions	25.00%	25.00%
Local government	5.00%	5.00%
Bilateral/multilateral agencies	5.00%	5.00%
Civil society	20.00%	20.00%
Private sector	15.00%	15.00%
Academia	10.00%	10.00%
Media	5.00%	5.00%

A. General Issues facing Nigeria

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	41.8%	55.9%
The wrong direction	35.5%	15.8%
Not sure	22.7%	28.3%

*Significantly different between FY2016 and FY2013

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Nigeria?*	797	5.93	2.46	497	5.46	2.38

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2013

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Nigeria.*	747	6.14	2.37	471	6.48	2.31

(1-Not effective at all, 10-Very effective) *Significantly different between FY2016 and FY2013

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Nigeria solve its most complicated development challenges?	698	6.55	2.36	434	6.74	2.11

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

²² Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nigeria	742	6.22	2.56	460	6.44	2.10
The World Bank Group's work is aligned with what I consider the development priorities for Nigeria	718	5.95	2.37	448	6.16	2.14

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

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	708	5.65	2.43	443	5.82	2.07
Flexibility (in terms of the institution's products and services)*	689	5.32	2.31	422	5.62	1.87
Flexibility (in terms of changing country circumstances)*	717	5.18	2.28	429	5.75	1.97
Being inclusive*	697	5.47	2.28	428	5.92	1.91
Openness	729	5.98	2.50	437	6.24	2.15
Collaboration with the Government	746	7.02	2.28	449	7.12	1.96
The speed in which it gets things accomplished on the ground				437	6.04	2.01
Ease of access to the people at the World Bank Group who are making decisions important to my work				414	5.53	2.19
Collaboration with civil society				435	6.05	2.18
Staff accessibility	691	5.23	2.56	407	5.53	2.33
Collaboration with other donors and development partners*	712	6.17	2.37	424	6.46	2.07
Collaboration with the private sector				410	6.04	2.11
Straightforwardness and honesty*	686	6.25	2.50	422	6.87	2.11
Treating clients and stakeholders in Nigeria with respect*	645	6.12	2.49	423	6.57	2.04
Being a long-term partner				443	7.35	2.03

*Significantly different between FY2016 and FY2013

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

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity*	688	5.53	2.25	354	6.09	2.21
Information and communications technology*	705	5.43	2.61	377	6.09	2.06
Transport*	715	4.92	2.50	378	5.84	2.36
Law and justice*	643	4.67	2.53	336	5.61	2.26
Urban development*	726	5.72	2.44	403	6.41	2.13
Environmental sustainability*	721	5.41	2.44	396	6.38	2.10
Regulatory framework*	679	5.31	2.54	365	6.11	2.01
Communicable/non-communicable diseases	728	6.50	2.39	393	6.78	2.16
Poverty reduction*	729	5.37	2.55	421	6.69	2.24
Anti corruption*	709	3.78	2.57	373	5.57	2.51
Private sector development*	678	4.91	2.41	384	6.01	2.17
Foreign direct investment*	686	5.69	2.37	381	6.36	2.12
Water and sanitation*	727	5.97	2.47	401	6.57	2.26
Trade and exports*	664	5.28	2.30	367	6.26	1.98
Economic growth*	723	5.60	2.55	409	6.81	2.04
Health*	737	6.31	2.37	430	7.09	2.08
Disaster management*	705	5.06	3.59	383	6.45	2.19
Public sector governance/reform				386	6.50	2.12
Job creation/employment*	723	4.85	2.52	412	6.12	2.29
Financial markets*	678	5.30	2.51	372	6.38	2.13
Equality of opportunity*	664	4.88	2.48	373	6.17	2.33
Energy*	713	4.77	2.59	382	5.99	2.44
Rural development*	743	5.68	2.54	415	6.54	2.28
Global/regional integration				358	6.19	2.14
Food security*	717	5.24	2.52	407	6.27	2.30
Education*	732	5.57	2.47	413	6.63	2.28
Social protection*	688	4.89	2.43	360	5.85	2.44
Climate change*	687	5.45	2.33	389	6.41	2.22
Agricultural development*	736	5.80	2.46	424	6.78	2.24
Natural resource management*	620	4.80	2.31	359	6.23	2.34
Conflict prevention and resolution				377	5.92	2.32
Creative and entertainment industry				360	5.65	2.44
Media, communications and public relations				367	6.03	2.34

*Significantly different between FY2016 and FY2013

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nigeria?*	752	6.43	2.23	465	6.68	1.86

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

**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 Nigeria?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nigeria*	745	5.54	2.39	453	6.06	2.04
The World Bank Group meets Nigeria's needs for knowledge services*	751	5.86	2.23	442	6.16	1.98

*Significantly different between FY2016 and FY2013

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

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

Percentage of Respondents	FY 2013	FY 2016
Weekly	7.2%	3.7%
Monthly	16.6%	8.4%
A few times a year	25.4%	27.6%
Rarely	28.4%	37.8%
Never	22.4%	22.7%

*Significantly different between FY2016 and FY2013

In Nigeria, 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 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely				408	6.03	1.98
Include appropriate level of stakeholder involvement during preparation	686	5.77	2.30	410	6.02	1.96
Lead to practical solutions				405	5.98	1.88
Are accessible	705	5.85	2.45	405	6.06	2.02
Are source of relevant information on global good practices	745	6.43	2.32	421	6.50	1.98
Are adequately disseminated*	722	5.52	2.41	396	5.99	1.98
Are translated enough into local language*	715	5.66	2.40	380	5.29	2.34
Are adaptable to Nigeria's specific development challenges and country circumstances*	719	5.69	2.34	415	5.99	2.13

*Significantly different between FY2016 and FY2013

	year					
	FY 2013			FY 2016		
	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?	754	6.47	2.24	461	6.69	1.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	750	7.00	1.99	449	7.05	1.80

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

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

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

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	662	5.36	2.48	403	6.29	2.36
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	733	6.04	2.44	434	6.61	2.22
The World Bank Group's approvals and reviews are done in a timely fashion*	679	5.72	2.34	403	6.24	2.13
The World Bank Group's "Safeguard Policy" requirements are reasonable*	662	6.20	2.32	385	6.61	1.97
The World Bank Group's conditions on its lending are reasonable*	691	5.90	2.41	397	6.28	2.16
The World Bank Group takes decisions quickly in Nigeria				399	6.01	2.19
Working with the World Bank Group increases Nigeria's institutional capacity	737	6.47	2.33	411	6.57	2.14
Where country systems are adequate, the World Bank Group makes appropriate use of them*	675	6.25	2.41	395	6.65	2.04
The World Bank Group provides effective implementation support*	718	6.40	2.49	428	6.72	2.09

*Significantly different between FY2016 and FY2013

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2013	FY 2016
Yes	30.4%	32.7%
No	69.6%	67.3%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	29.2%	19.5%
No	70.8%	80.5%

*Significantly different between FY2016 and FY2013

Were you able to obtain this information?*

Percentage of Respondents	FY 2013	FY 2016
Yes	66.7%	79.5%
No	33.3%	20.5%

*Significantly different between FY2016 and FY2013

Do you have access to the Internet?*

Percentage of Respondents	FY 2013	FY 2016
Yes	93.2%	96.7%
No	6.8%	3.3%

*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2013	FY 2016
Yes	58.3%	46.2%
No	41.7%	53.8%

*Significantly different between FY2016 and FY2013

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

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

	year					
	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	528	6.12	2.51	273	6.97	2.20
I find the information on the World Bank Group's websites useful*	513	6.58	2.48	271	7.00	2.02
When I need information from the World Bank Group I know how to find it*	626	5.92	2.89	297	6.80	2.37
The World Bank Group is responsive to my information requests and inquiries*	562	5.60	2.89	265	6.48	2.43

*Significantly different between FY2016 and FY2013

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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Nigeria? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 Nigeria.	6.22	7.09	6.68	6.44	6.47	6.76	6.38	7.00	6.39	6.98	6.53	6.54
Overall the World Bank Group currently plays a relevant role in development in Nigeria	6.17	6.94	6.58	6.30	6.40	6.44	6.25	6.90	6.26	6.87	6.35	6.59
The World Bank Group's work is aligned with what I consider the development priorities for Nigeria	5.81	6.80	6.15	6.09	6.13	6.04	5.93	6.66	5.99	6.47	6.11	6.13
Responsiveness to needs	5.50	6.38	6.10	5.54	5.66	6.16	5.57	6.34	5.66	6.11	5.76	5.79
Flexibility (in terms of the institution's products and services)	5.31	6.11	5.84	5.38	5.53	5.70	5.38	6.11	5.49	5.80	5.52	5.70
Flexibility (in terms of changing country circumstances)	5.50	6.20	5.81	5.66	5.63	6.02	5.61	6.05	5.64	5.95	5.67	5.86
Being inclusive	5.71	6.27	5.97	5.87	5.92	5.88	5.79	6.27	5.77	6.33	5.91	5.90
Openness	6.03	6.58	6.72	5.90	6.14	6.54	6.03	6.80	6.15	6.46	6.14	6.47
Collaboration with the Government	7.00	7.31	7.30	6.87	7.00	7.16	6.93	7.36	7.02	7.06	6.98	7.17
The speed in which it gets things accomplished on the ground	5.89	6.36	6.07	6.04	6.02	6.19	5.89	6.53	5.98	6.27	6.11	5.89
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.16	6.02	5.68	5.27	5.35	5.72	5.32	5.78	5.26	5.95	5.43	5.44
Collaboration with civil society	5.74	6.54	6.49	5.64	5.85	6.46	5.75	6.63	5.85	6.37	5.98	5.97
Staff accessibility	5.22	5.85	5.65	5.26	5.40	5.48	5.36	5.60	5.30	5.77	5.27	5.84
Collaboration with other donors and development partners	6.27	6.57	6.55	6.17	6.30	6.42	6.23	6.58	6.26	6.53	6.30	6.40
Collaboration with the private sector	5.80	6.37	6.27	5.74	5.89	6.19	5.88	6.19	5.92	6.06	5.92	6.07
Straightforwardness and honesty	6.67	7.18	6.95	6.76	6.77	7.05	6.70	7.22	6.81	6.91	6.86	6.76
Treating clients and stakeholders in Nigeria with respect	6.41	6.68	6.67	6.34	6.41	6.67	6.29	6.99	6.44	6.55	6.45	6.53
Being a long-term partner	7.31	7.37	7.45	7.25	7.29	7.44	7.29	7.43	7.33	7.30	7.24	7.55
To what extent does the World Bank Group's work help to achieve development results in Nigeria?	6.50	7.05	6.88	6.45	6.57	6.79	6.48	7.04	6.59	6.70	6.59	6.71
The World Bank Group's financial instruments meet the needs of Nigeria	5.79	6.54	6.21	5.88	5.96	6.19	5.84	6.52	5.93	6.27	5.96	6.16
The World Bank Group meets Nigeria's needs for knowledge services	5.96	6.54	6.45	6.02	6.06	6.65	6.08	6.52	6.15	6.30	6.17	6.25
The World Bank Group's knowledge work and activities are adaptable to Nigeria's specific development challenges and country circumstances	5.66	6.54	6.30	5.70	5.86	6.21	5.75	6.48	5.76	6.49	5.90	6.08
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.43	7.14	6.80	6.53	6.59	6.81	6.51	7.00	6.50	7.06	6.62	6.66
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.84	7.32	7.20	6.82	6.91	7.18	6.85	7.32	6.90	7.20	6.90	7.19
The World Bank Group takes decisions quickly in Nigeria	5.63	6.62	6.25	5.80	5.93	6.19	5.81	6.47	5.81	6.50	5.86	6.33
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.44	7.01	6.86	6.54	6.61	6.89	6.55	7.02	6.57	6.96	6.57	6.99

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Nigeria FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Nigeria

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

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

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

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING NIGERIA

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

SECTION A: GENERAL ISSUES

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

SECTION A: GENERAL ISSUES

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Nigeria? (Choose no more than THREE)

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

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Nigeria? (Choose no more than TWO)

1	Consistent economic growth
2	More reliable social safety net
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	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nigeria? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nigeria?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nigeria? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Nigeria
17	Not achieving development results in Nigeria
18	Not fighting corruption in Nigeria
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Nigeria? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

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

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Nigeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank Group's work is aligned with what I consider the development priorities for Nigeria	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 Nigeria, 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		
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Treating clients and stakeholders in Nigeria with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The Government works inefficiently
2	Poor donor coordination
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	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Nigeria?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial markets	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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Conflict prevention and resolution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Creative and entertainment industry	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Media, communications and public relations	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 Nigeria? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Nigeria?											
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 Nigeria?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Nigeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Nigeria'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"/>

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Nigeria?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Are timely												<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation												<input type="checkbox"/>
D4	Lead to practical solutions												<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)												<input type="checkbox"/>
D6	Are source of relevant information on global good practices												<input type="checkbox"/>
D7	Are adequately disseminated												<input type="checkbox"/>
D8	Are translated enough into local language												<input type="checkbox"/>
D9	Are adaptable to Nigeria's specific development challenges and country circumstances												<input type="checkbox"/>

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Nigeria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Nigeria's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	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"/>
E9	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"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nigeria?												
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	

E11. Which of the following best describes the World Bank Group's support in Nigeria? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nigeria											
2	The World Bank Group is not sufficiently selective in Nigeria, and it is involved in too many areas of development											
3	Don't know											

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

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

F2. When considering the combination of services that the World Bank Group offers in Nigeria, 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 Nigeria? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Nigeria
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Nigeria? (Choose no more than TWO)

1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

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

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

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Social media (e.g., blogs, Facebook, Twitter, YouTube)
7	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., blogs, 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"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	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"/>

SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Media, communications and public relations
10	Trade and competitiveness	21	Generalist (specialized in multiple sectors)
11	Finance and markets	22	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Nigeria? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

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

H6. If yes, what was your view of how the two institutions work together in Nigeria? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Nigeria? (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. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Adamawa
2	Cross River
3	Edo
4	Enugu
5	FCT
6	Kaduna
7	Lagos

Thank you for completing the survey!