



World Bank Group Country Survey FY16 – Lebanon

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

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 LEBANON

| A1. In general would you say that Lebanon 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 Lebanon.

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

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

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 Lebanon? (Choose no more than THREE)

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

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 Lebanon? (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): _____ |

SECTION A: GENERAL ISSUES

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lebanon?

| | | 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 (e.g., South-South knowledge sharing) | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Strategy formulation (e.g., PRSP assistance) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | 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 Lebanon? (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 Lebanon |
| 17 | Not focused enough on issues that are unique to post-conflict countries |
| 18 | Inadequate number of World Bank Group staff members located in the country |
| 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 Lebanon? (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 | Co-financing arrangements (i.e., with other donors) |
| 9 | Sector-wide approaches |
| 10 | Emergency Recovery lending |
| 11 | Other (please specify): _____ |
| 12 | Don't know |

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Lebanon? (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 | 9 | Beneficiaries |
| 2 | Donor community | 10 | Foundations |
| 3 | Media | 11 | UN and regional peace keeping forces |
| 4 | Local Government | 12 | Emerging donors |
| 5 | Private sector | 13 | UN agencies |
| 6 | Academia/think tanks/research institutes | 14 | Regional organizations |
| 7 | NGOs/Community Based Organizations (CBOs) | 15 | Other (please specify): _____ |
| 8 | Youth/university groups | 16 | Don't know |

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

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| B10 | Overall the World Bank Group currently plays a relevant role in development in Lebanon | 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 Lebanon | 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 Lebanon, 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 | Collaboration with the UN | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B22 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B23 | Collaboration with other donors and development partners | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B24 | Collaboration with the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B25 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B26 | Treating clients and stakeholders in Lebanon with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B27 | Being a long-term partner | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

| | | | |
|---|--|---|-------------------------------------|
| <input type="checkbox"/> More effective collaboration | <input type="checkbox"/> The same level of effective collaboration | <input type="checkbox"/> Less effective collaboration | <input type="checkbox"/> Don't know |
|---|--|---|-------------------------------------|

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--|--------------------------|
| C3. To what extent does the World Bank Group's work help to achieve development results in Lebanon? | | | | | | | | | | | |
| 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 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--|--------------------------|
| C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Lebanon? | | | | | | | | | | | |
| 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 Lebanon? | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | Strongly disagree | | Strongly agree | | Don't know | | | | | | | |
| C5 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lebanon | | | | | | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C6 | The World Bank Group meets Lebanon's needs for knowledge services (e.g., research, analysis, data, technical assistance) | | | | | | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--|--------------------------|
| C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lebanon? | | | | | | | | | | | |
| 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 Lebanon, 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 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D2 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D3 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D4 | Lead to practical solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D5 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D6 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D7 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D8 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D9 | Are adaptable to Lebanon's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <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 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 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 Lebanon | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| E7 | Working with the World Bank Group increases Lebanon'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 Lebanon? | | | | | | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| To no degree at all | | | | | | | | | | | To a very significant degree | <input type="checkbox"/> | Don't know |

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

| E12. To what extent do you believe the World Bank Group is adequately staffed in Lebanon? | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| To no degree at all | | | | | | | | | | | To a very significant degree | <input type="checkbox"/> | Don't know |

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lebanon? (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 Lebanon'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 Lebanon'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 | Increase availability of Reimbursable Advisory Services (RAS) |
| 13 | Increase the level of World Bank Group staffing in Lebanon's office |
| 14 | Other (please specify): _____ |

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

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

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

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

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

SECTION G: CITIZEN VOICE: GOVERNMENT ACCOUNTABILITY

| G1. How important is it for citizens in Lebanon to have greater 'voice' than they have now, in order to hold the state accountable? | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Not important at all | | | | | | | | | Extremely important | Don't know |

| G2. Do you think that in the past year or so, citizens in Lebanon have obtained greater 'voice' to hold the state more accountable? | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|--------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Far less voice | | | | | | | | | Much greater voice | Don't know |

SECTION H: CITIZEN VOICE: SERVICE DELIVERY

| H1. How important is it for citizens in Lebanon to have greater 'voice' to ensure improved service delivery? | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Not important at all | | | | | | | | | Extremely important | Don't know |

| H2. Which of the following are the greatest obstacles in Lebanon to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE) | |
|--|---|
| 1 | Inadequate national government budget resources |
| 2 | Inadequate local government budget resources |
| 3 | Inadequate provider staff |
| 4 | Inadequate skill set of providers (lack of technical expertise) |
| 5 | Inefficient national government |
| 6 | Inefficient local government |
| 7 | Attitude of the service providers |
| 8 | Too costly (price of services) |
| 9 | Inadequate will on the part of local government |
| 10 | Inadequate will on the part of national government |
| 11 | Corruption |
| 12 | Inadequate citizen participation and voice |
| 13 | Lack of accountability on the part of providers |
| 14 | None of the above |
| 15 | Don't know |
| 16 | Prefer not to answer |

SECTION I: SUBSIDY REFORM

11. When thinking about Lebanon's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?

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

12. Which of the following statements best represents your views of energy subsidy reform in Lebanon? (Choose only ONE response)

| | |
|---|---|
| 1 | A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending. |
| 2 | A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided. |

13. When thinking about energy subsidy reform in Lebanon, which TWO of the following statements are most convincing?

| | |
|---|---|
| 1 | Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities). |
| 2 | Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.) |
| 3 | Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing). |
| 4 | Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change. |
| 5 | Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection). |
| 6 | None of the statements above. I do not believe that energy subsidy reform in Lebanon will have a positive impact on this country. |
| 7 | I don't know |

SECTION J: PRIVATE SECTOR

**J1. Which of the following are the most significant obstacles to private sector development in Lebanon?
(Choose no more than TWO)**

| | |
|----|---------------------------------|
| 1 | The level of regulation |
| 2 | Labor market policies |
| 3 | Access to finance |
| 4 | Level of transparency in system |
| 5 | Governance/government |
| 6 | Legal/judicial system |
| 7 | State owned enterprises |
| 8 | Mismatch of skills |
| 9 | Lack of political will |
| 10 | I don't know |
| 11 | Other (please specify: _____) |

SECTION K: REFUGEES

K1. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Lebanon?

| | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| 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 |

K2. To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Lebanon?

| | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| 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 |

K3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Lebanon? (Choose no more than TWO)

| | |
|----|---|
| 1 | Education and health |
| 2 | Supporting poor and marginalized local communities |
| 3 | Jobs |
| 4 | Business development |
| 5 | Infrastructure |
| 6 | Social cohesion |
| 7 | Public services |
| 8 | Macro issues (fiscal accounts, balance of payments, etc.) |
| 9 | Don't know |
| 10 | Other (please specify: _____) |

K4. Please rate how you feel when you think about the impact of the refugees in regards to....

| | | A very negative impact | A somewhat negative impact | A somewhat positive impact | A very positive impact | No impact at all |
|---|---------------------------------|--------------------------|----------------------------|----------------------------|--------------------------|--------------------------|
| 1 | Lebanon's economy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Social cohesion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | National security | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Public service delivery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Lebanon's poor and marginalized | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION L: COMMUNICATION AND INFORMATION SHARING

| L1. How do you get most of your information about economic and social development issues in Lebanon? (Choose no more than TWO) | | | |
|---|--|----|-------------------------------|
| 1 | Social media (e.g., Facebook, blogs, 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): _____ |

| L2. 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., Facebook, blogs, 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): _____ |

| | | | |
|-----------|---|------------|-----------|
| L3 | 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 L4; if NO please go to L5) | Yes | No |
|-----------|---|------------|-----------|

| L4. 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 | Other (please specify): _____ |

| | | | |
|-----------|---|------------|-----------|
| L5 | Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question L6; if NO please go to L7) | Yes | No |
| L6 | Were you able to obtain this information? | Yes | No |
| L7 | Do you have access to the Internet? | Yes | No |
| L8 | Do you use/have you used the World Bank Group website? | Yes | No |
| L9 | Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)? | Yes | No |

SECTION L: COMMUNICATION AND INFORMATION SHARING

| L10. 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 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| L11 | 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"/> |
| L12 | 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"/> |
| L13 | 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"/> |
| L14 | 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"/> |
| L15 | 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 M: BACKGROUND INFORMATION

M1. 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.) |
| 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 | | |

M2. 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 | Generalist (specialized in multiple sectors) |
| 10 | Trade and competitiveness | 21 | Other (please specify): _____ |
| 11 | Finance and markets | | |

M3. 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 |

SECTION M: BACKGROUND INFORMATION

M4. Which of the following agencies of the World Bank Group do you primarily engage with in Lebanon? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

M5. Do your projects involve both the World Bank and the IFC? (If YES please go to Question H6; If NO please go to H7)

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

M6. If yes, what was your view of how the two institutions work together in Lebanon? (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 |

M7. Which of the following describes most of your exposure to the World Bank Group in Lebanon? (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. |

M8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

M9. Which best represents your geographic location?

- | | |
|---|---------------|
| 1 | Beirut |
| 2 | Mount Lebanon |
| 3 | North |
| 4 | South |
| 5 | Bekaa |

Thank you for completing the survey!