

FY16 Country Opinion Survey Report for Morocco

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Morocco Country Opinion Survey is part of the County 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). Jessica Cameron, Svetlana Markova, and Jing Guo, oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Morocco country team and the local fielding agency Stratance Consulting. In particular, PORG is grateful for the support from Ibtissam Alaoui (Communications Officer), who coordinated the survey related activities from Rabat, Morocco.



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 Morocco perceive the WBG. The survey explored:

- *General Issues Facing Morocco*
- *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 Morocco*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From July to October 2015, 361 stakeholders of the WBG in Morocco 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; employees of ministries/ministerial departments or implementation agencies; Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WBG-supported projects/programs; local government officials or staff; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; and the judiciary branch. A total of 52 stakeholders participated in the survey (14% response rate).

Respondents received and completed the questionnaire either via post or email/online. Respondents were asked about: general issues facing Morocco; 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 Morocco; 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.

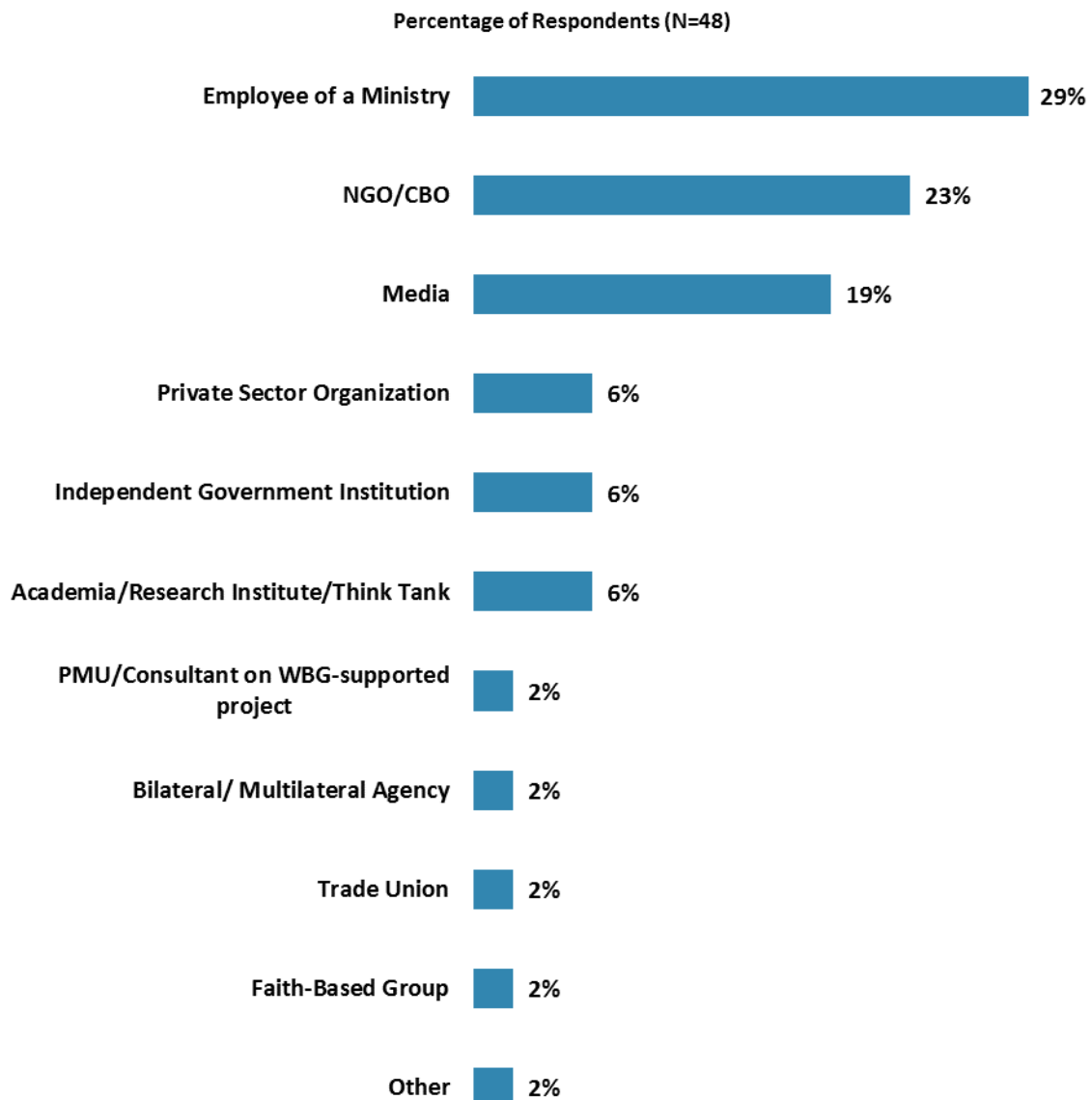
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '12 (response rate was 31%, N=96). Although the FY '12 and FY '16 COS recruited respondents from the same stakeholder groups, the samples from both years were quite small, making it impractical to attempt weighting the samples to achieve approximate equivalence. Thus, it should be noted that differences between the two COS may be due to actual changes within the country, but could also represent changes in the respondent samples across the two years. For more details on the stakeholder breakdown and year comparison results, please refer to Appendix E (see page 91)



III. Demographics of the Sample

Current Position

- For further analyses, the few respondents from PMUs/Consultants on WBG-supported projects were combined with employees of ministries and the few respondents from faith-based groups and trade unions were combined with those from NGOs/Community-Based Organizations into a “CSO” category. The few respondents from bilateral/multilateral agencies, private sector organizations, independent government institutions, and academia were included in the “Other” category.

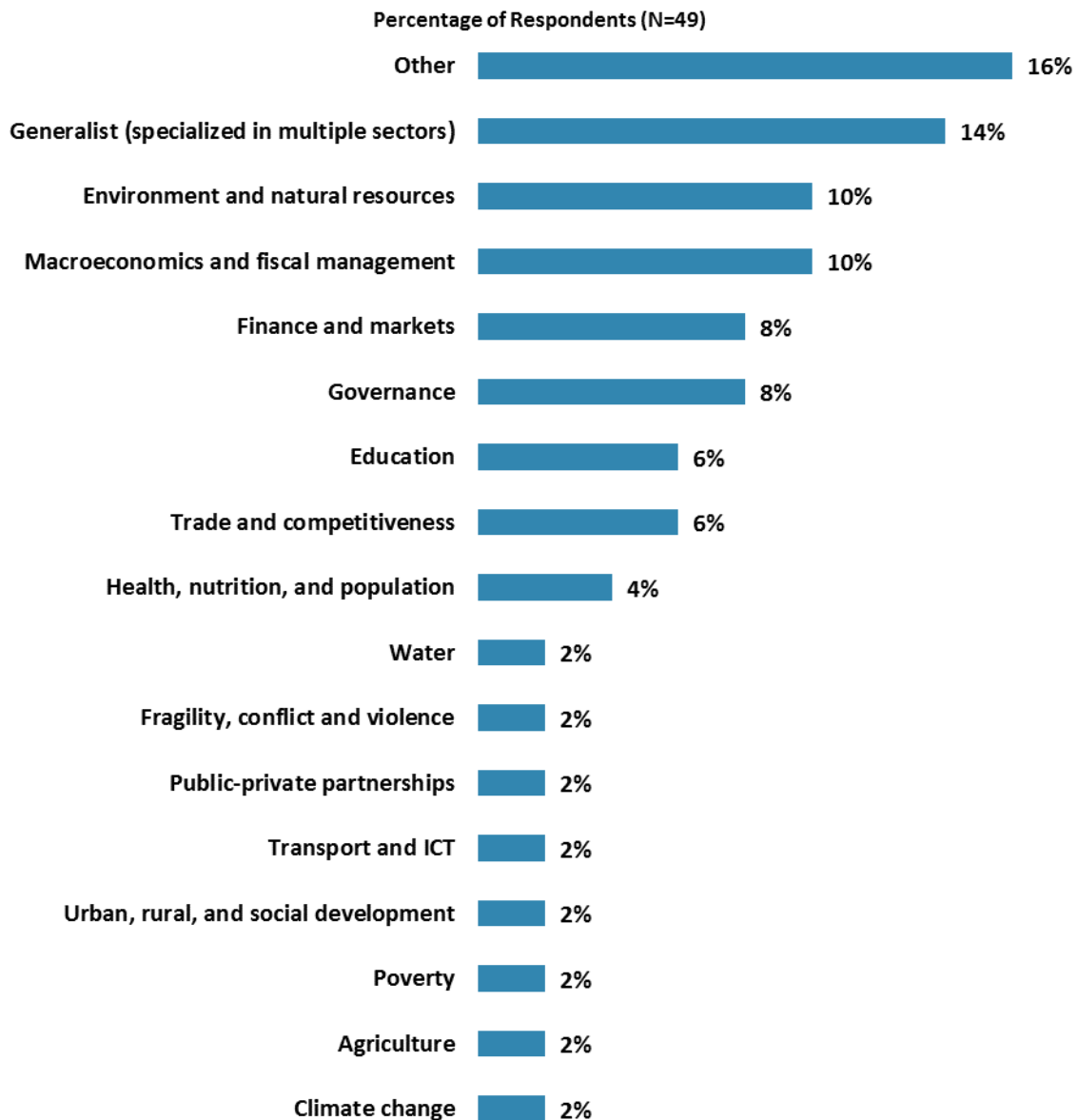


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

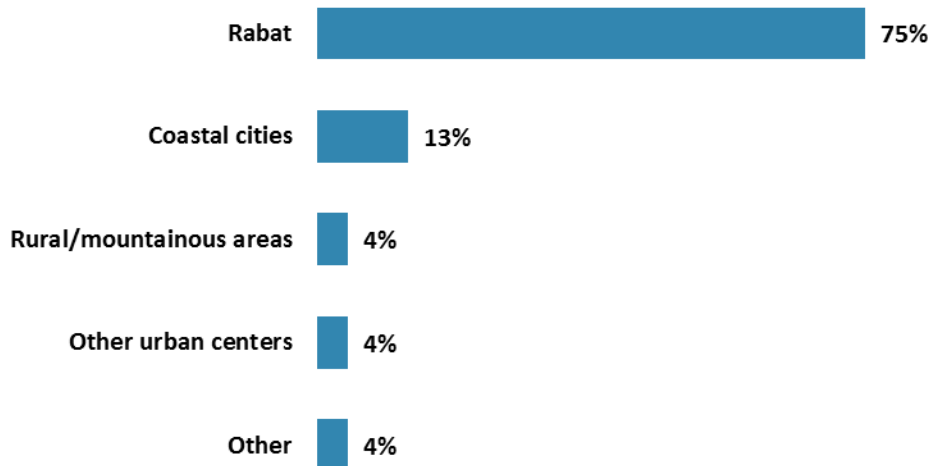


III. Demographics of the Sample (continued)

Geographic Locations

- For further analysis, respondents from Coastal cities, Rural/mountainous areas, other urban centers, and other areas were combined into one “Other” category. For comparisons between geographic locations, please refer to appendix C (page 82).

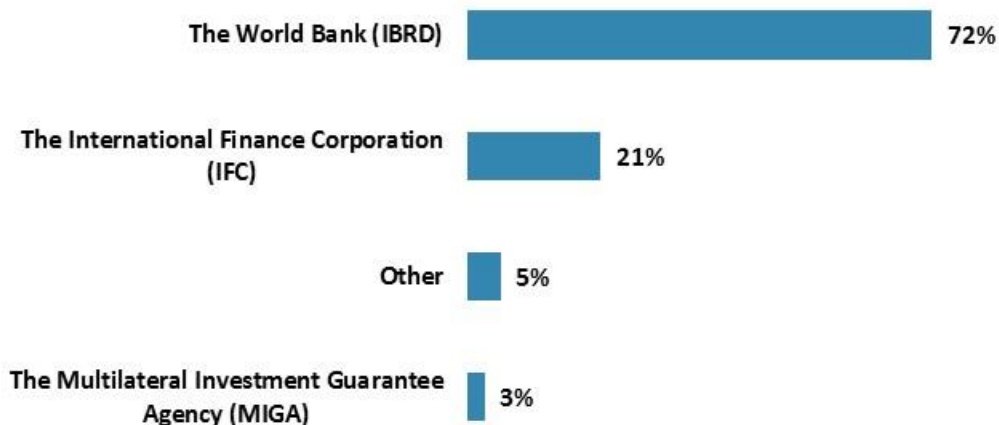
Percentage of Respondents (N=48)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=39)



“Which of the following agencies of the World Bank Group do you primarily engage with in Morocco? (Select only ONE response)” (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the WBG as respondents in the FY '12 Country Survey (FY'12 mean rating = 6.0).
- **Impact of Familiarity:** Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Morocco, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Morocco and the extent to which the WBG contributes to the country's development results.



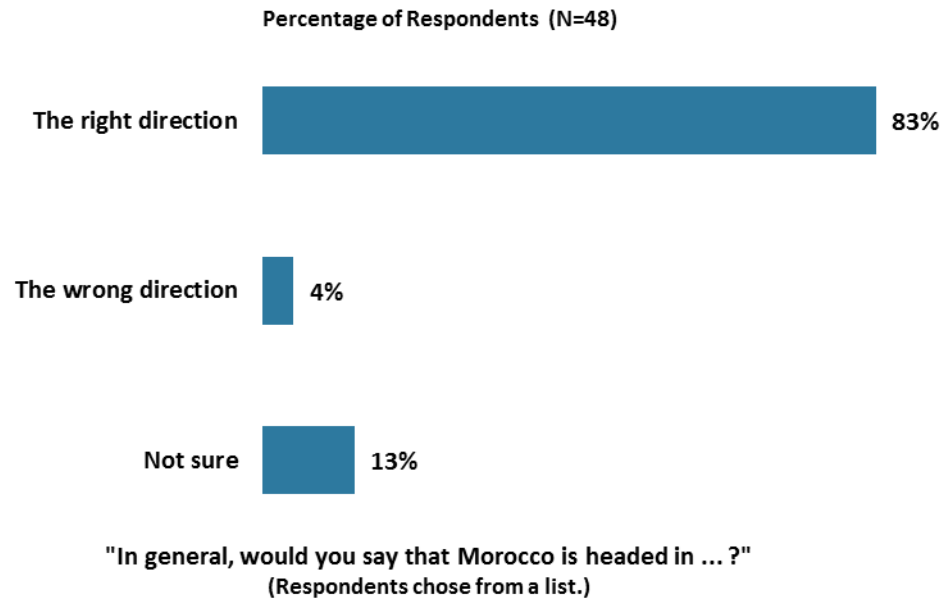
"How familiar are you with the work of the World Bank Group in Morocco?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



IV. General Issues Facing Morocco

Headed in the Right Direction

- **Year comparison:** The overwhelming majority of respondents in the FY'12 Country Survey indicated that Morocco was headed in the right direction (percentage of respondents = 86%).

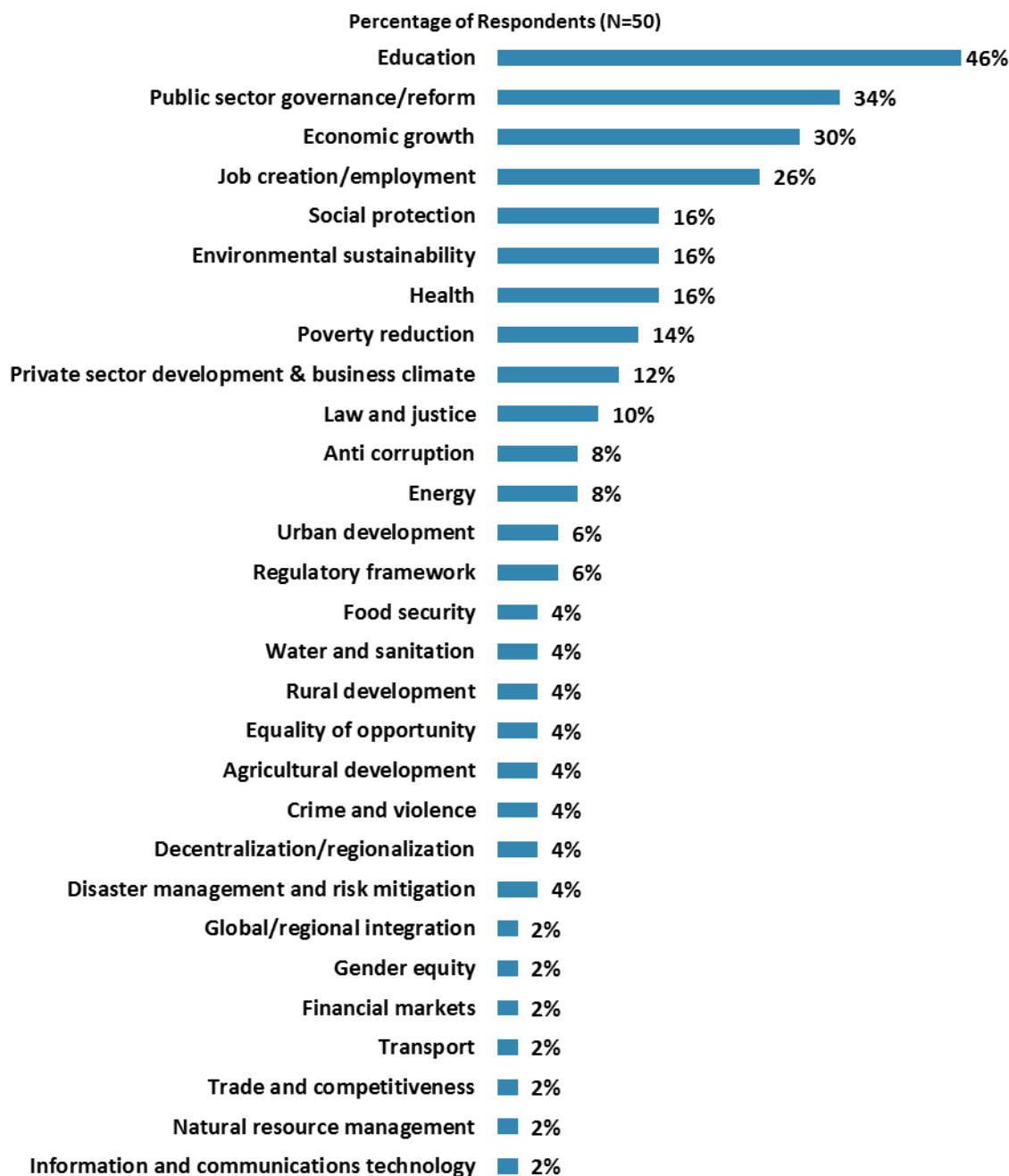




IV. General Issues Facing Morocco (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priority in Morocco was education (percentage of respondents = 69%), followed by poverty reduction (35%) and economic growth (28%).



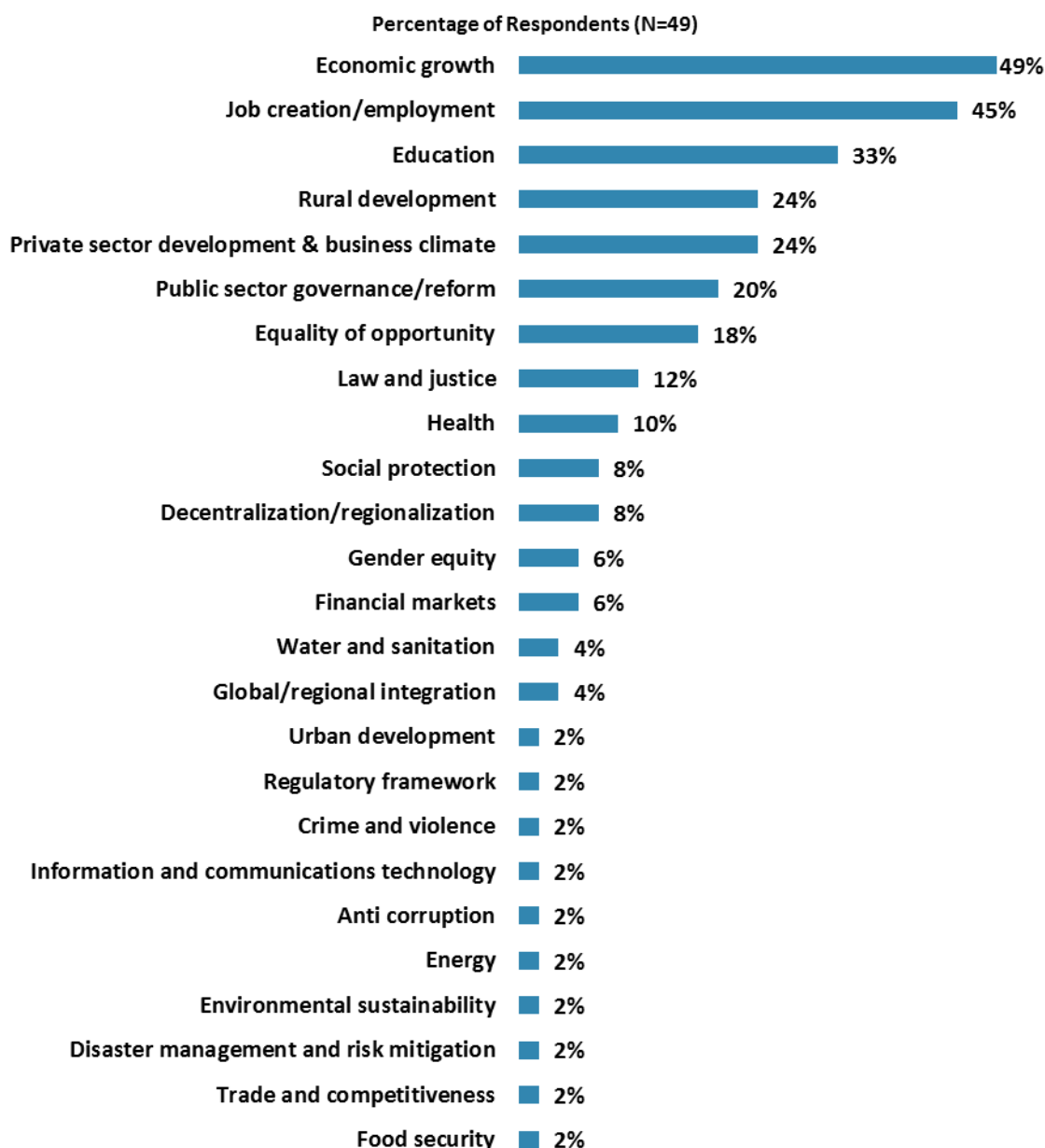
"Listed below are a number of development priorities in Morocco. Please identify which of the following you consider the most important development priorities in Morocco. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Morocco (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the areas that would contribute most to reducing poverty in Morocco were education (percentage of respondents = 57%), economic growth (47%), job creation/employment (36%), and rural/agricultural development (29%).

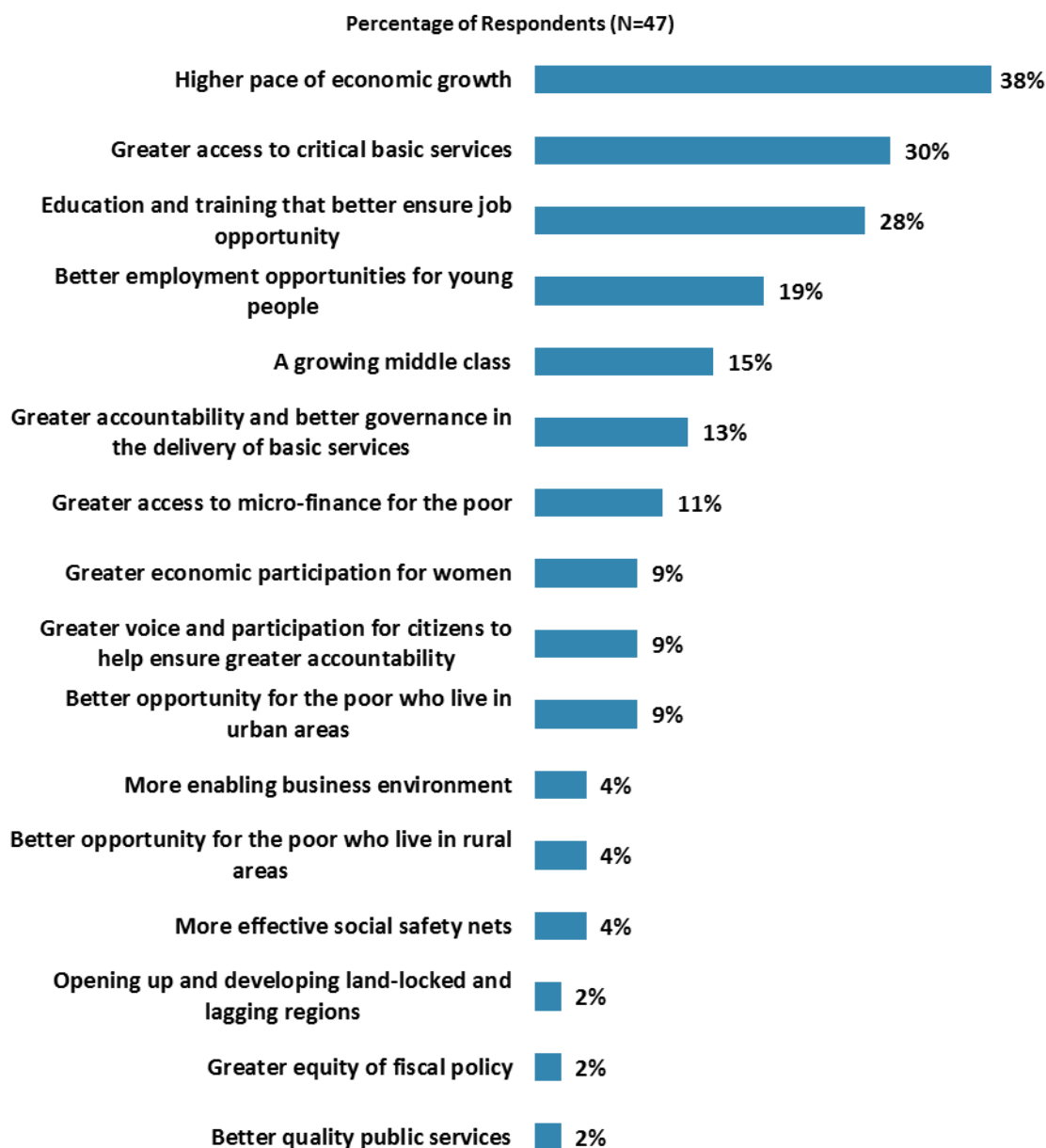


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Morocco?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Morocco (continued)

Factors Contributing to “Shared Prosperity”



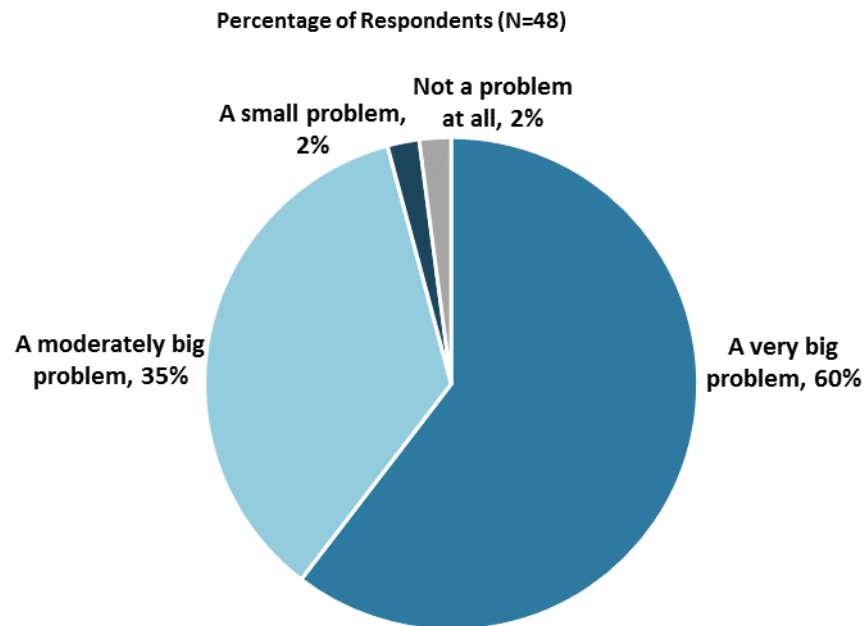
"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Morocco? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



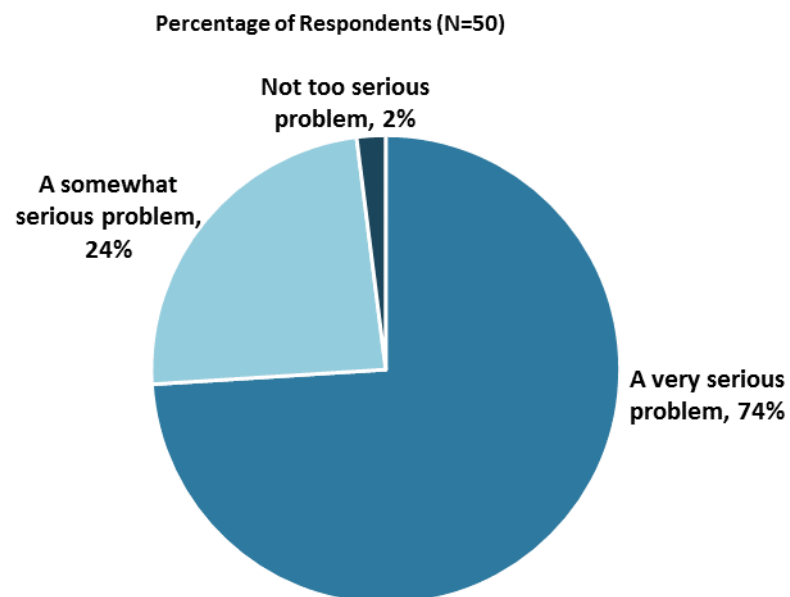
IV. General Issues Facing Morocco (continued)

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 Morocco? (Select only ONE response)" (Respondents chose from a list.)

Climate change



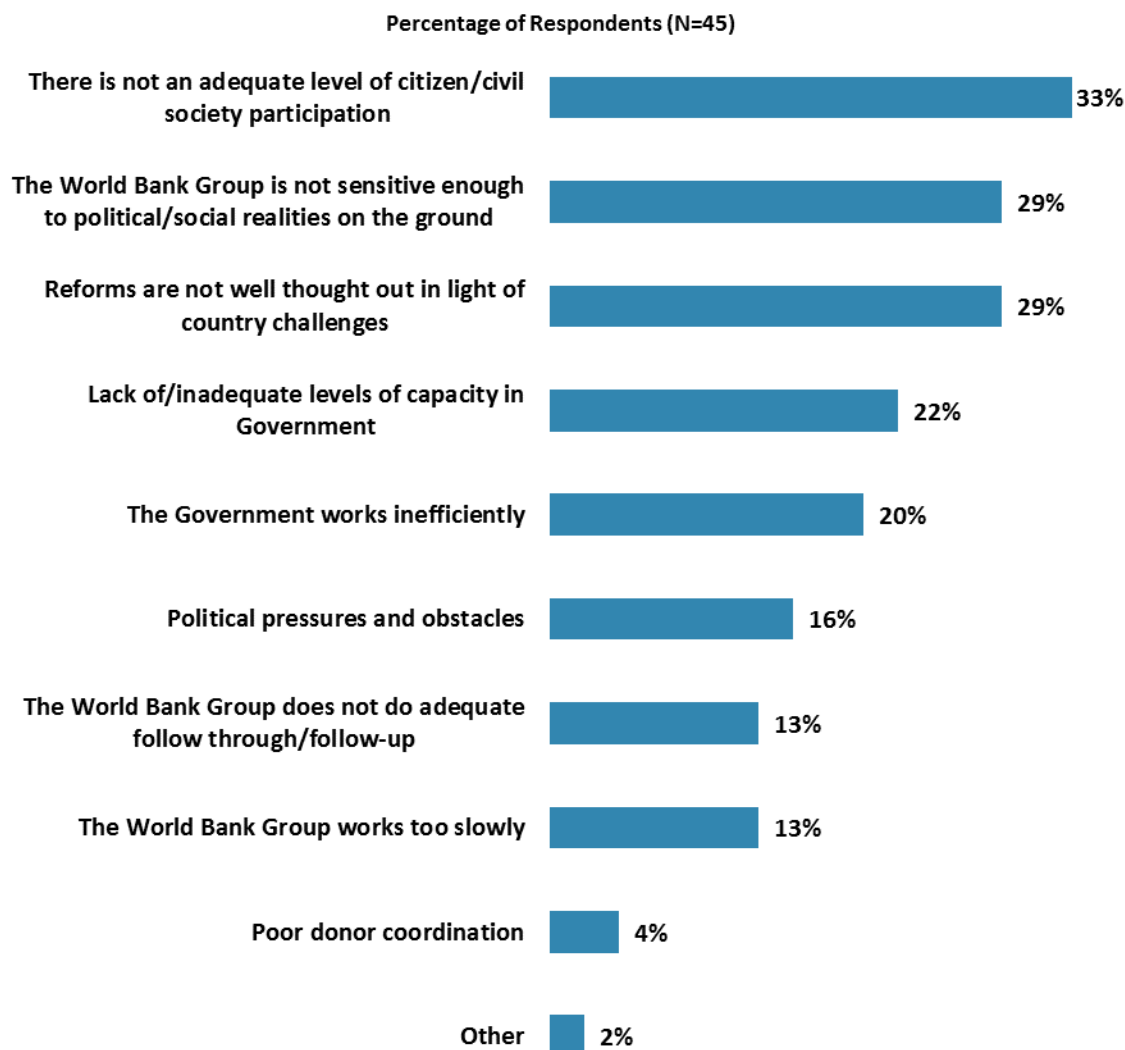
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to there not being an adequate level of citizen/civil society participation (percentage of respondents = 34%), reforms not being well thought out in light of country challenges (33%), and the World Bank not being sensitive enough to political/social realities on the ground (28%).



"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 Effectiveness (Indicator Question)

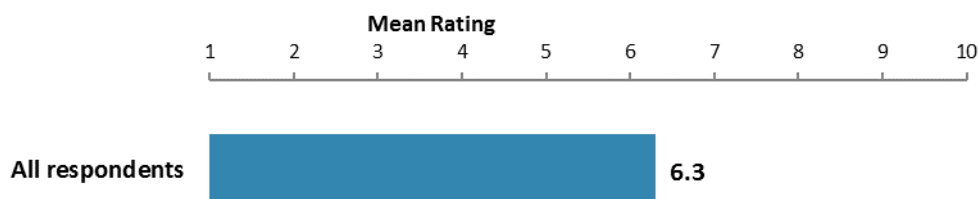
- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s overall effectiveness in Morocco compared to respondents from the FY ’12 Country Survey (mean rating = 6.0).



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

Achieving Development Results (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the extent to which the WBG’s work helps to achieve development results in Morocco compared to respondents from the FY ’12 Country Survey (mean rating = 6.0).



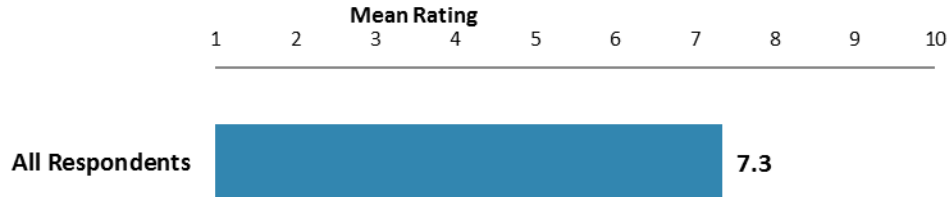
"To what extent does the World Bank Group’s work help to achieve development results in Morocco?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Morocco solve its most complicated challenges compared to respondents from the FY '12 Country Survey (mean rating = 6.4).



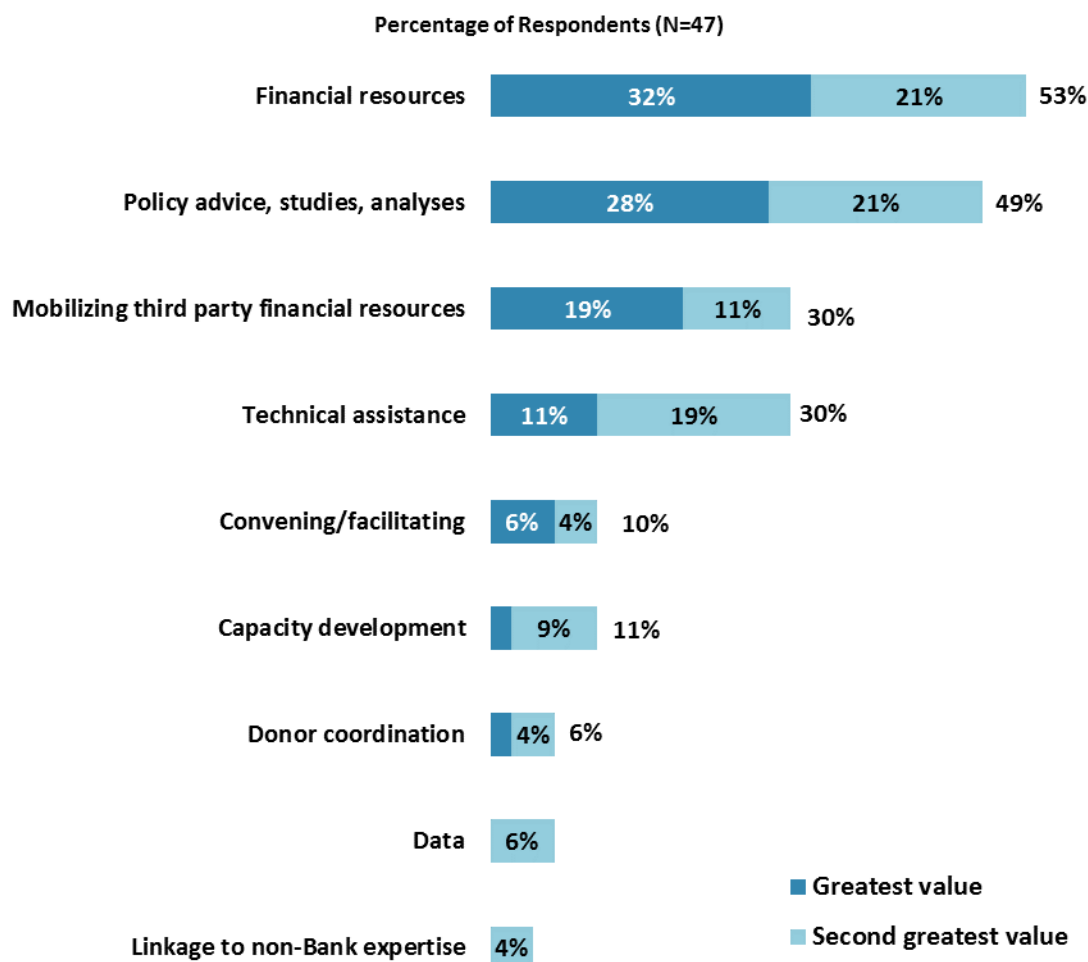
"To what extent do you believe the World Bank Group's staff is well prepared to help Morocco solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Greatest Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG's greatest value to Morocco was its financial resources (percentage of respondents = 57%), followed by its technical assistance (34%), training/capacity development (27%), and its policy advice (23%).

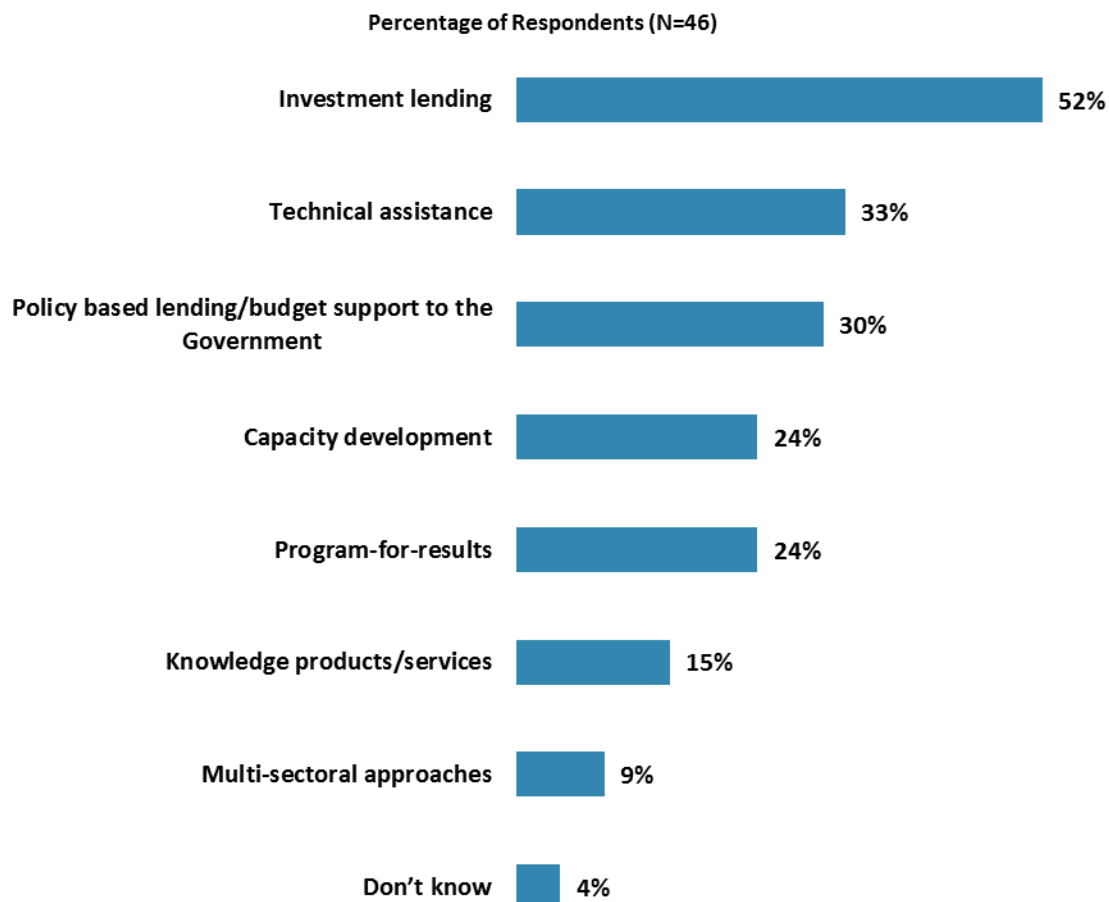


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Morocco?" (Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

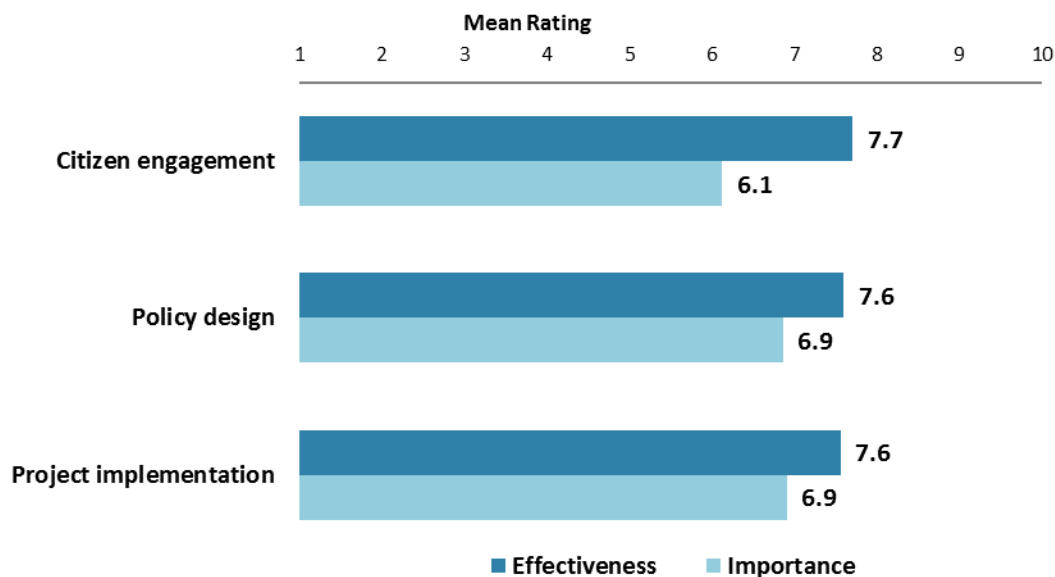


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Morocco? (Choose not more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



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

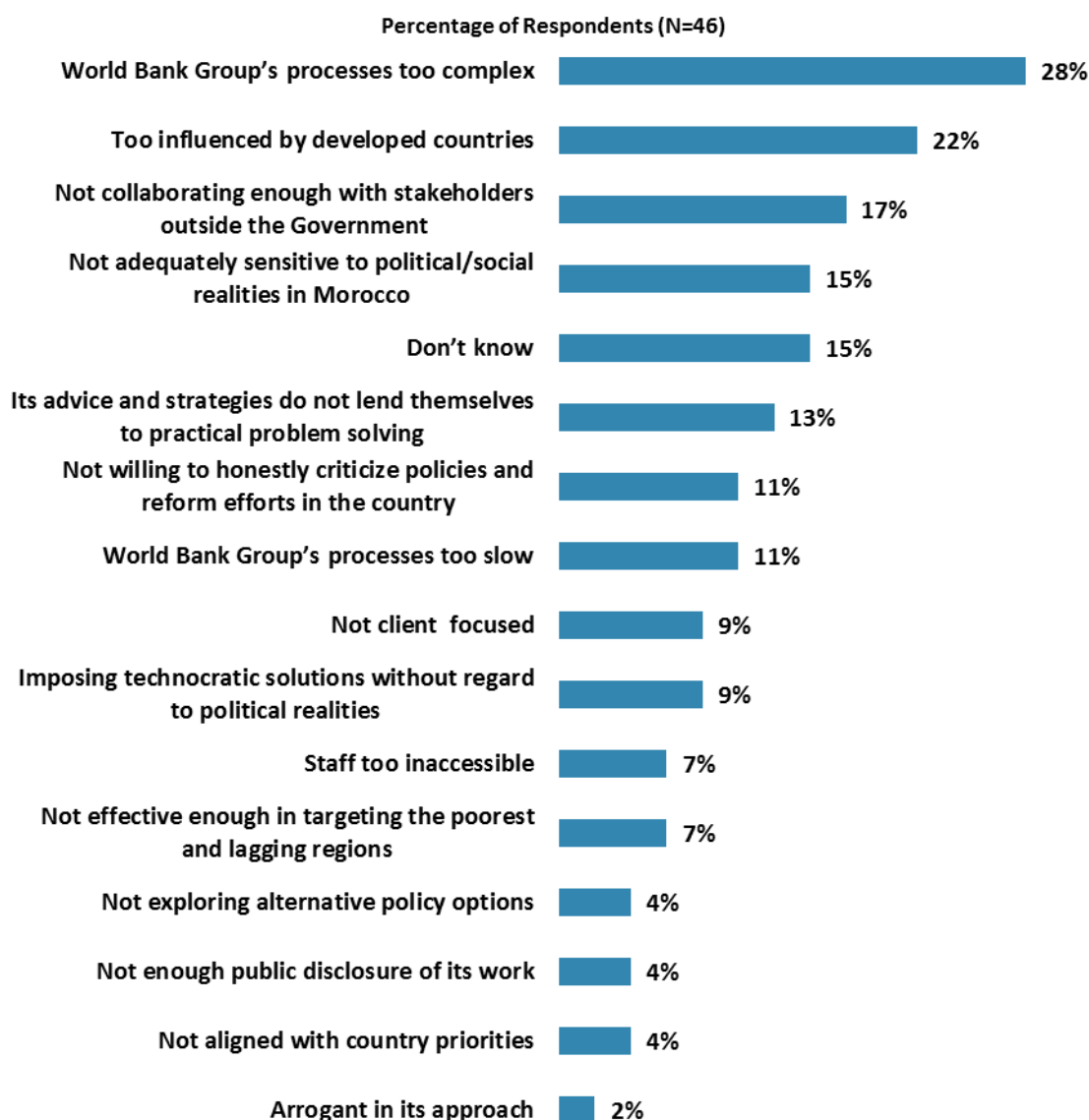
"When thinking about how to improve capacity building in Morocco to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?" (1-"Not important at all", 10-"Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG's greatest weaknesses in its work in Morocco were not enough public disclosure of its work (percentage of respondents = 29%), being too bureaucratic in its operational policies and procedures (24%), and imposing technocratic solutions without regard to political realities (20%).



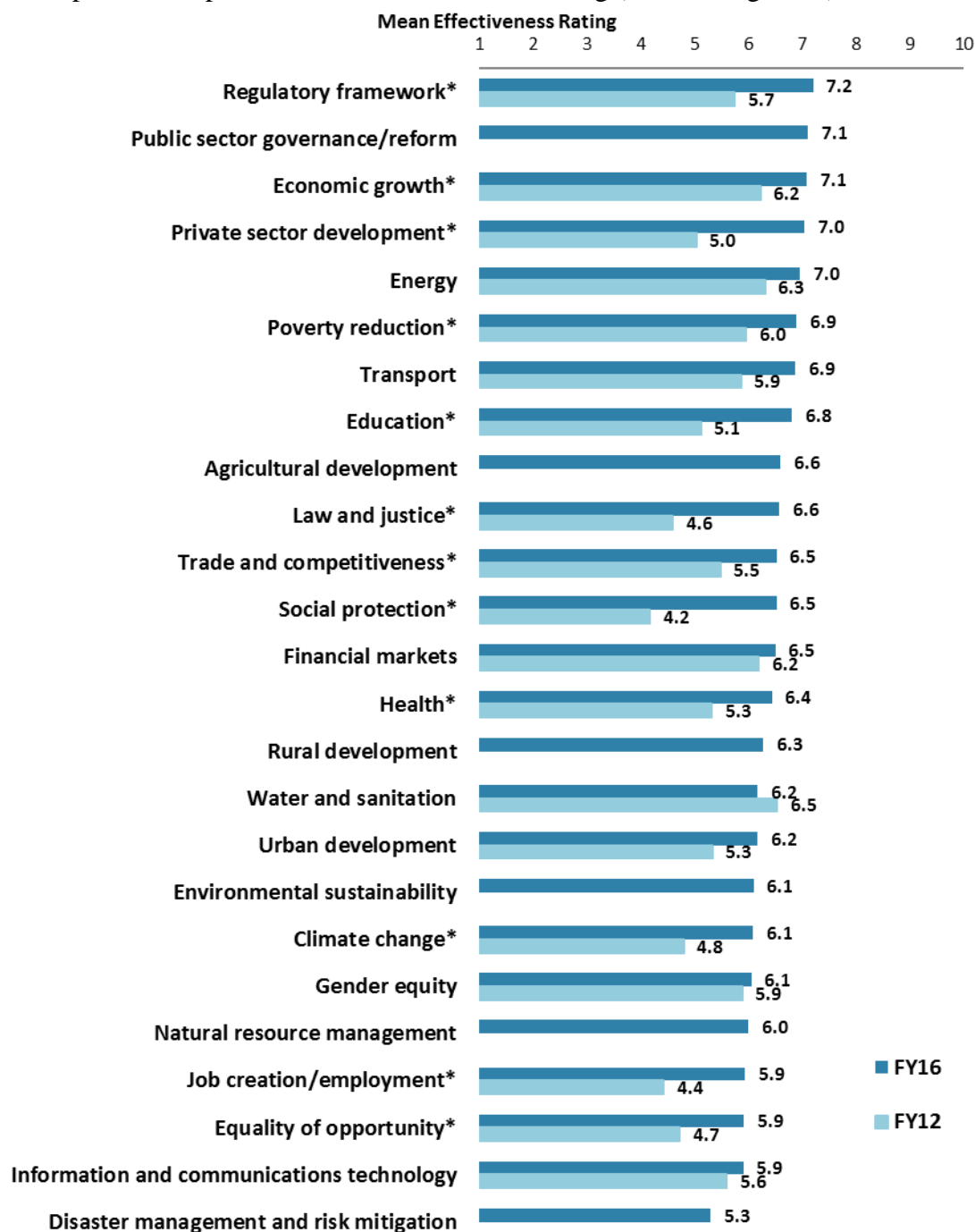
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Morocco? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas

- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's effectiveness at "*Rural development*" (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 5.8).

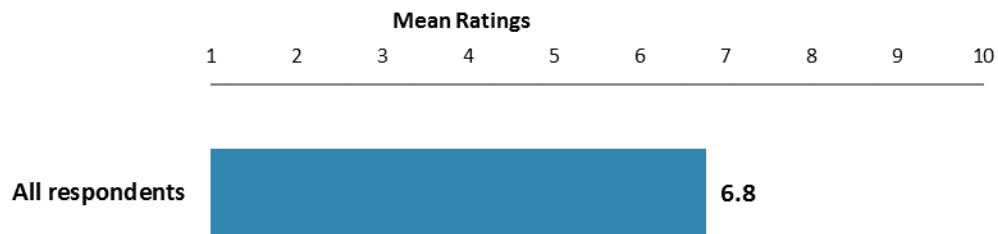


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Morocco?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY16 and FY12)



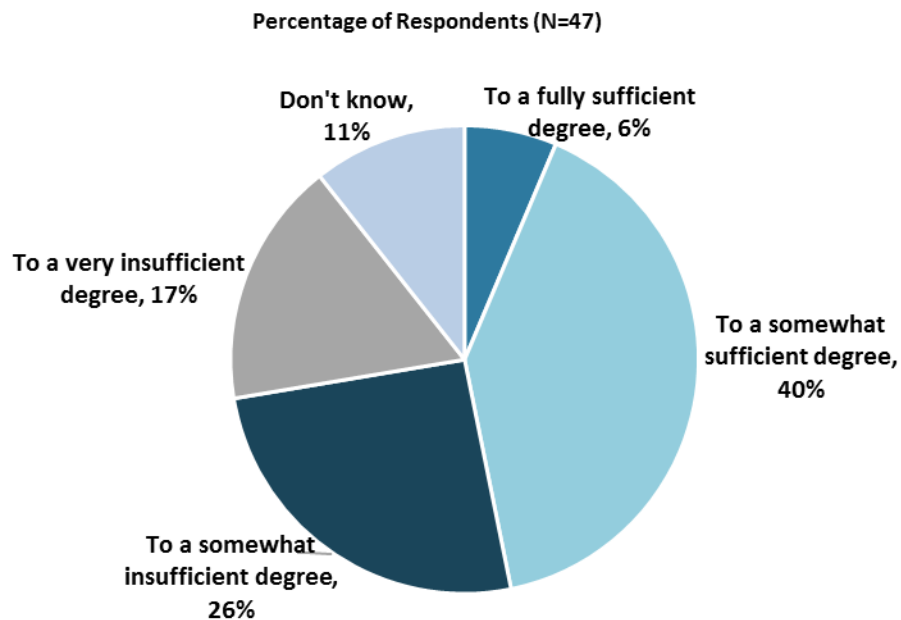
VI. Sectoral Effectiveness (continued)

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

Helping the Poorest

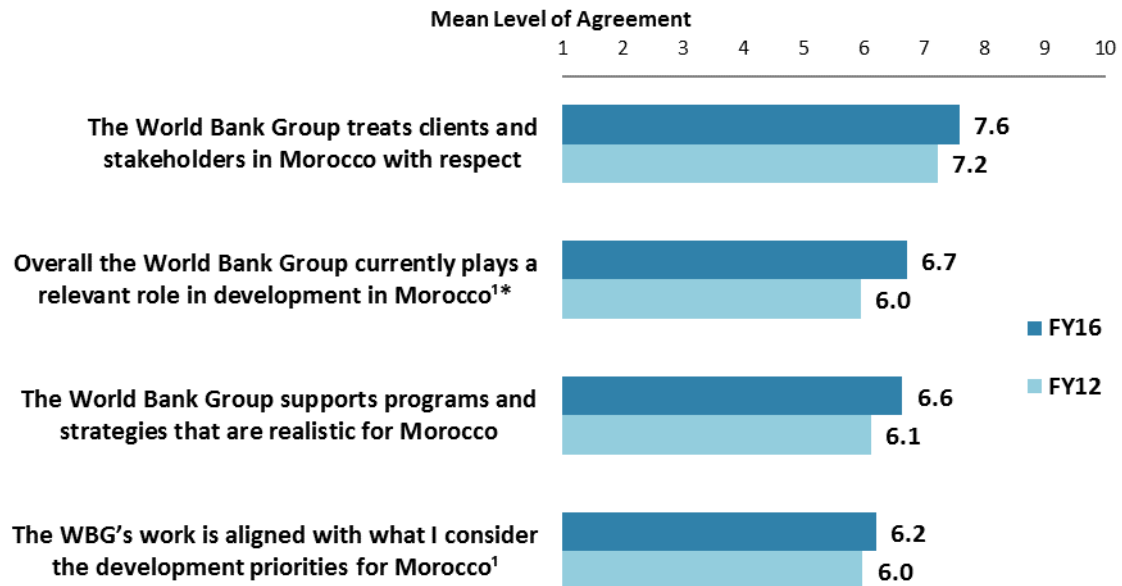


"To what extent do you believe that the World Bank Group's work and support help the poorest in Morocco? (Select only ONE response)" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in Morocco



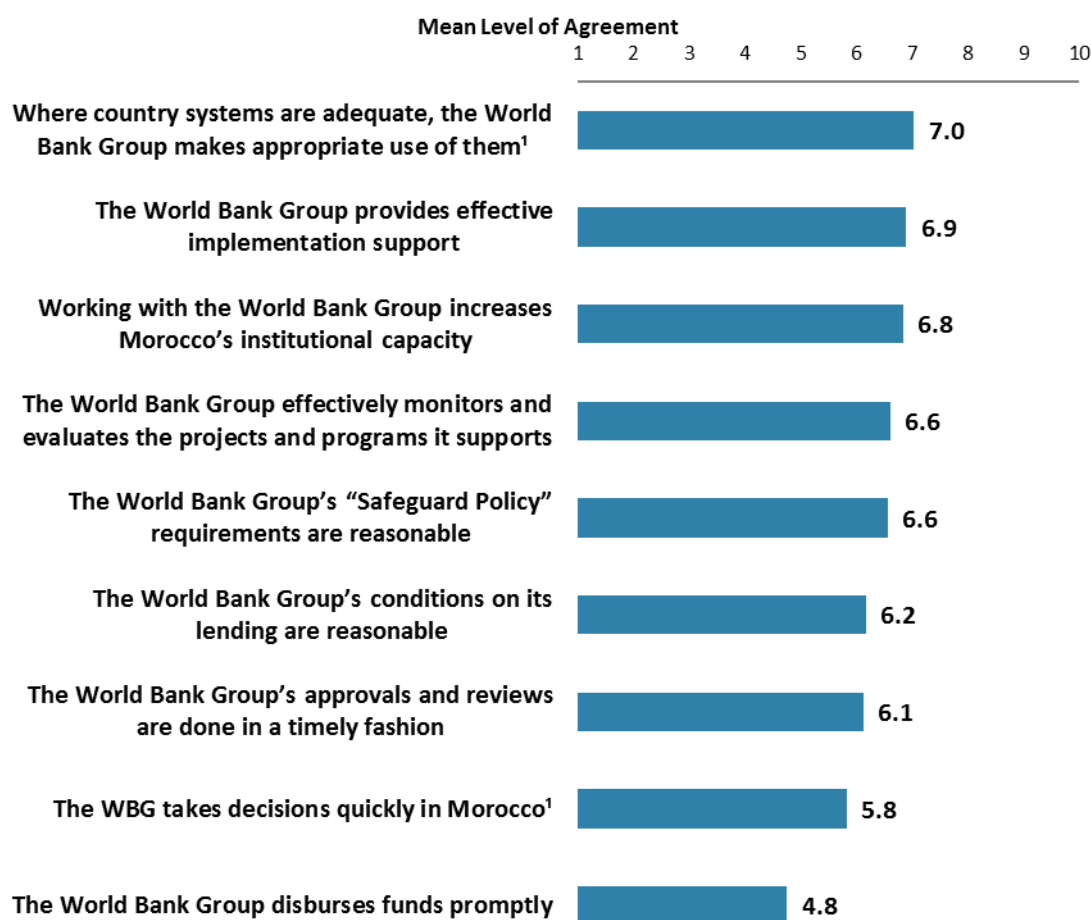
"To what extent do you agree with the following statements about the World Bank Group's work in Morocco?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY16 and FY12) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Year comparison:** Compared to respondents in the FY'12 Country Survey, respondents in this year's Country Survey had statistically similar levels of agreement with all of these aspects of how the World Bank Group operates in Morocco.
- **Stakeholders:** Employees of ministries/PMUs/Consultants on WBG-supported projects had significantly higher levels of agreement that "*The World Bank Group's 'Safeguard Policy' requirements are reasonable*" compared to respondents from other stakeholder groups.



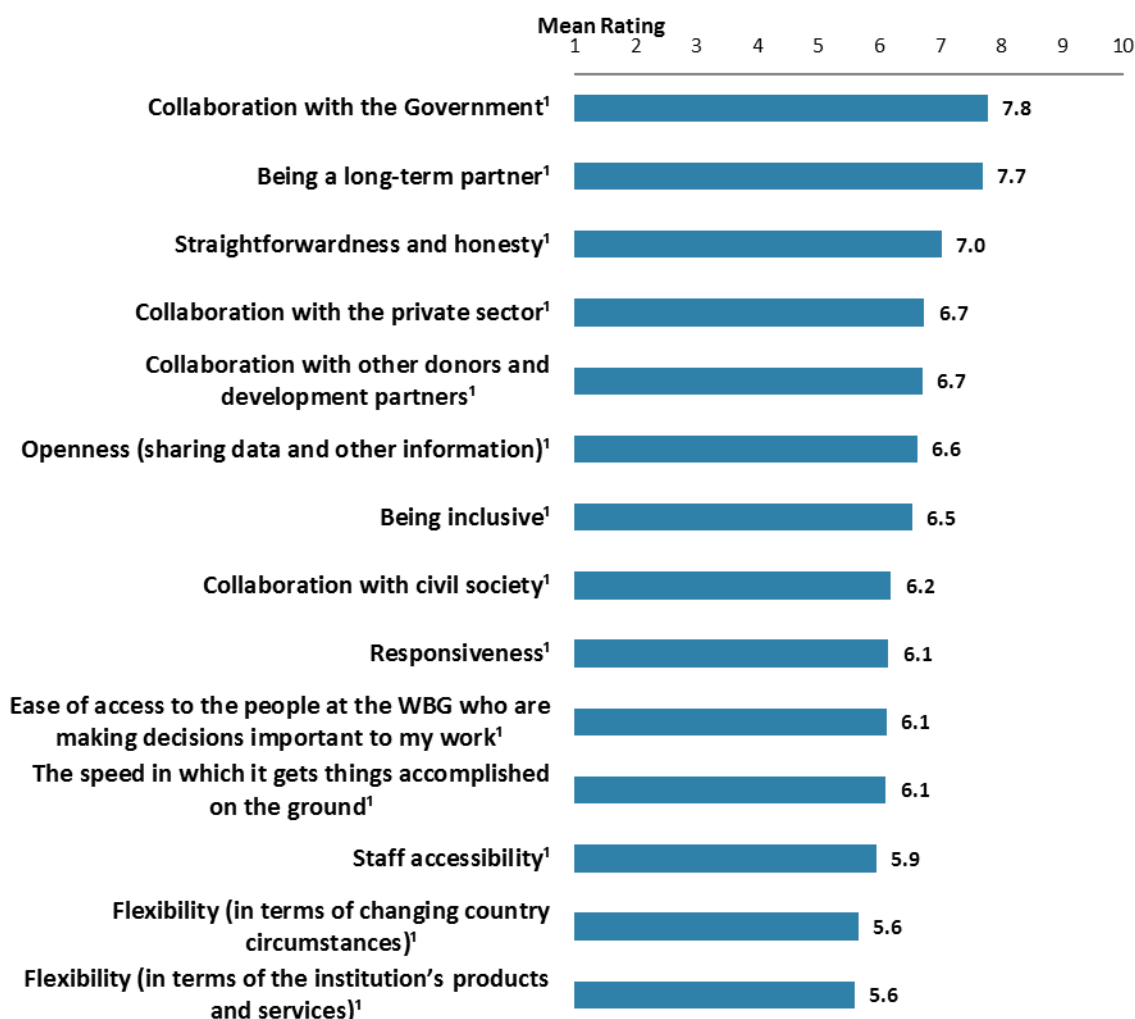
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the WBG "*Being inclusive*" compared to respondents from the FY '12 Country Survey (mean rating = 5.4).
- **Stakeholders:** Respondents from the media gave the highest ratings for the WBG's "*Collaboration with other donors and development partners*" whereas respondents from other organizations gave significantly lower ratings.
- **Locations:** Respondents from Other areas gave significantly higher ratings for the WBG's "*Collaboration with other donors and development partners*" (mean rating = 8.2) compared to respondents from Rabat (mean rating = 6.2).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's "*Staff accessibility*" (mean rating = 6.7) compared to respondents who are not collaborating with the WBG (mean rating = 5.5).

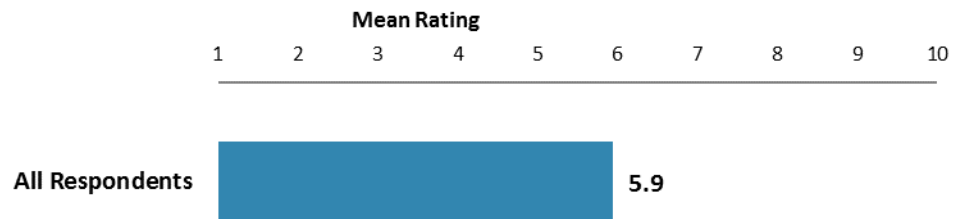


"To what extent is the World Bank Group an effective development partner in Morocco, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



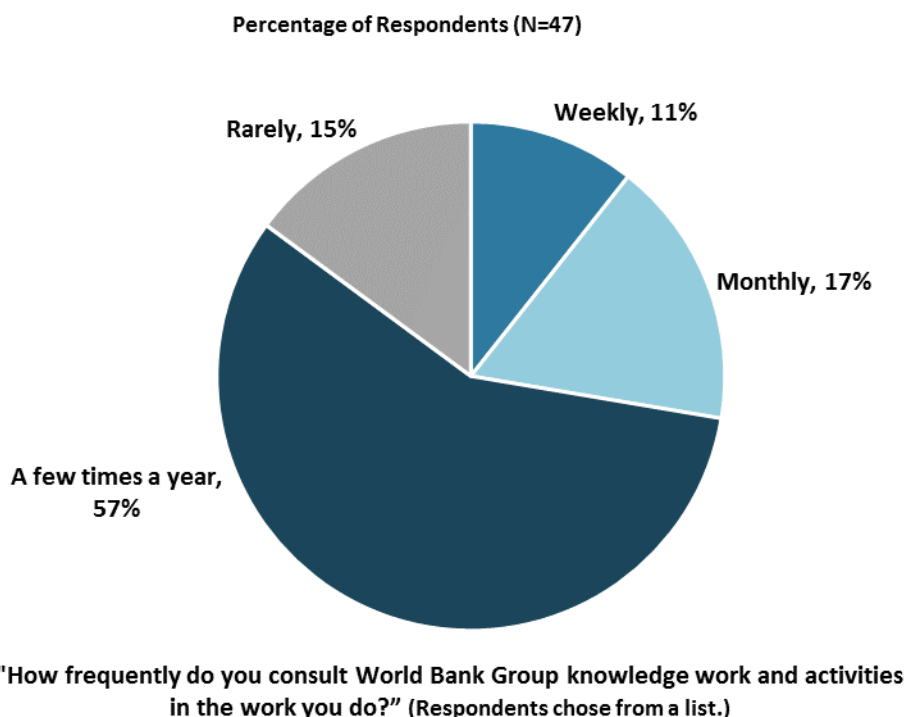
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Morocco?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** Respondents in this year's Country Survey had statistically similar frequencies of consulting the World Bank Group's knowledge work and activities as respondents in the FY'12 Country Survey.



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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement regarding the WBG's knowledge services as respondents in the FY '12 Country Survey (mean rating = 5.8).
- **Location:** Respondents from Rabat had significantly higher levels of agreement that the WBG meets Morocco's needs for knowledge services (mean rating = 6.7) compared to respondents from Other areas (mean rating = 5.1).

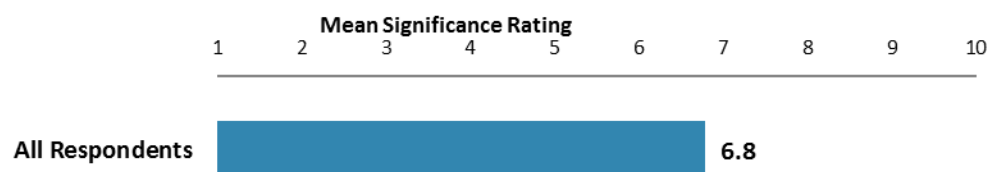




VIII. World Bank Group's Knowledge and Instruments (continued)

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

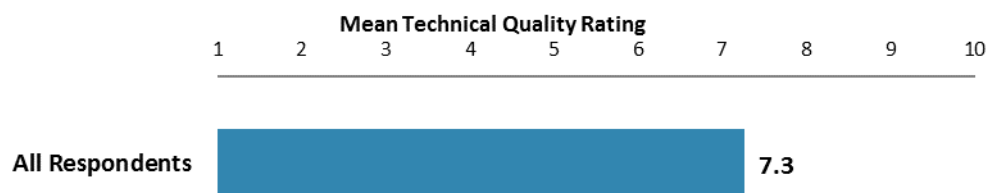
- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the contribution of the WBG's knowledge work compared to respondents in the FY'12 Country Survey (mean rating = 5.9).



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

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the technical quality of the WBG's knowledge work as respondents in the FY'12 Country Survey (mean rating = 7.0).

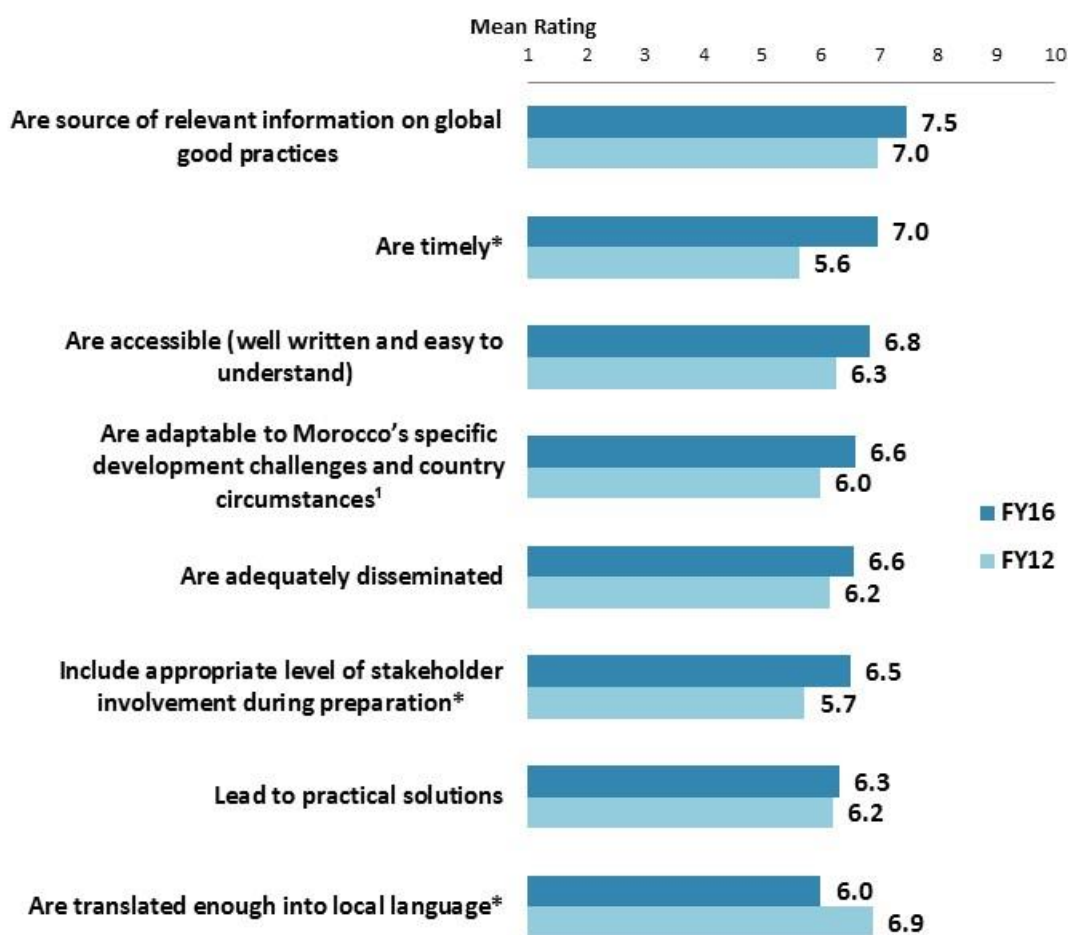


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities



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

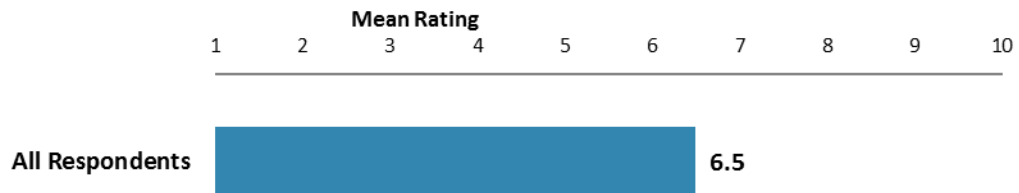
*Significantly different between FY16 and FY12 respondents



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement regarding the WBG's financial instruments meeting Morocco's needs as respondents in the FY'12 Country Survey (mean rating = 6.2).

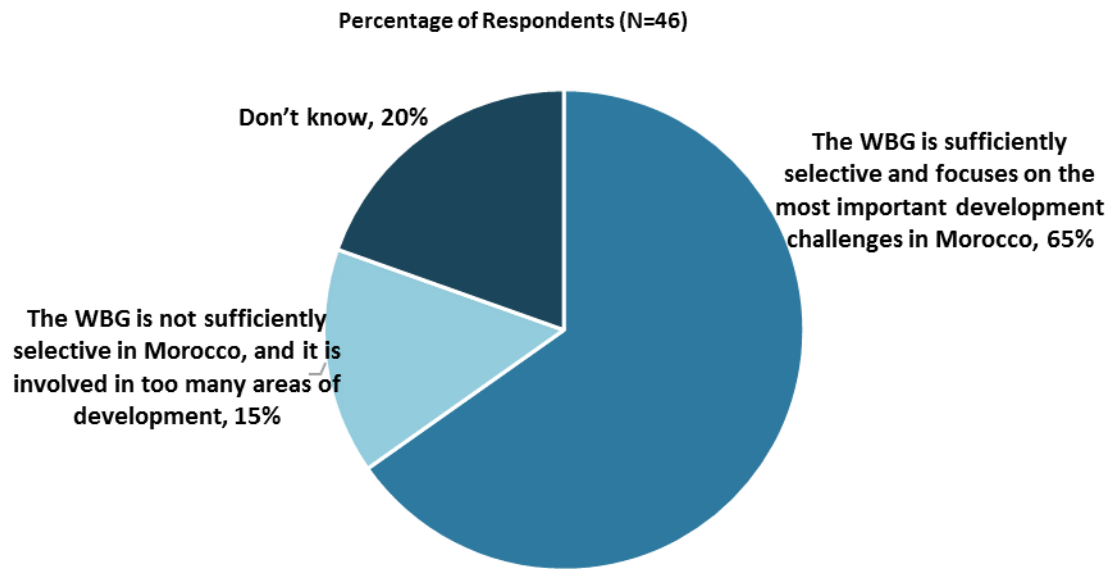


"The World Bank Groups's financial instruments meet the needs of Morocco."
(1-"Strongly disagree", 10-"Strongly agree")



IX. The Future Role of the WBG in Morocco

Selectivity of the World Bank Group's Support



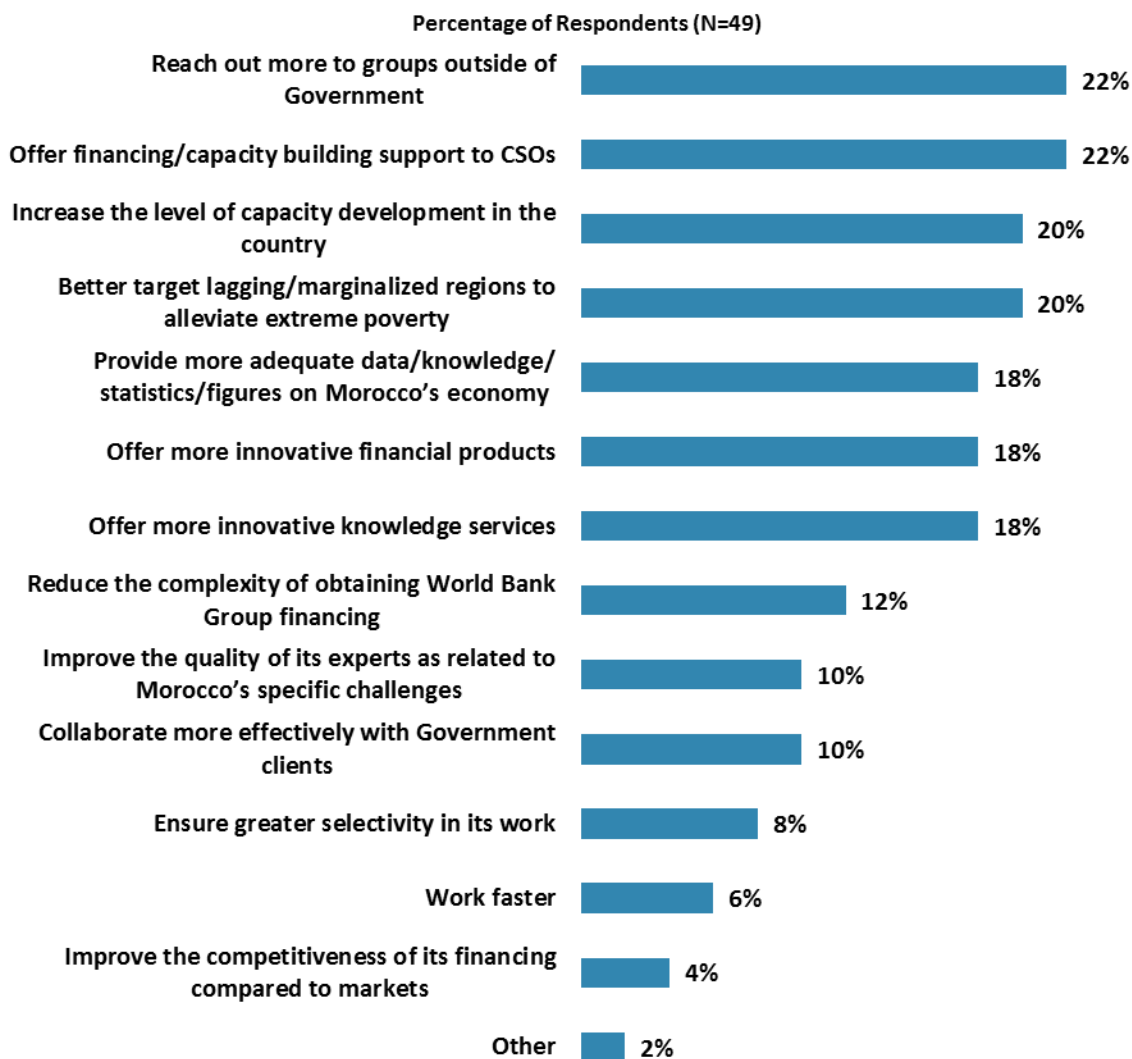
"Which of the following best describes the World Bank Group's support in Morocco?
(Select only ONE response)" (Respondents chose from a list.)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that to make itself of greater value, the WBG should improve the quality of experts as related to Morocco's specific challenges (percentage of respondents = 34%), have financing more tied to government accountability and results (33%), and reduce the complexity of obtaining WBG financing (26%).



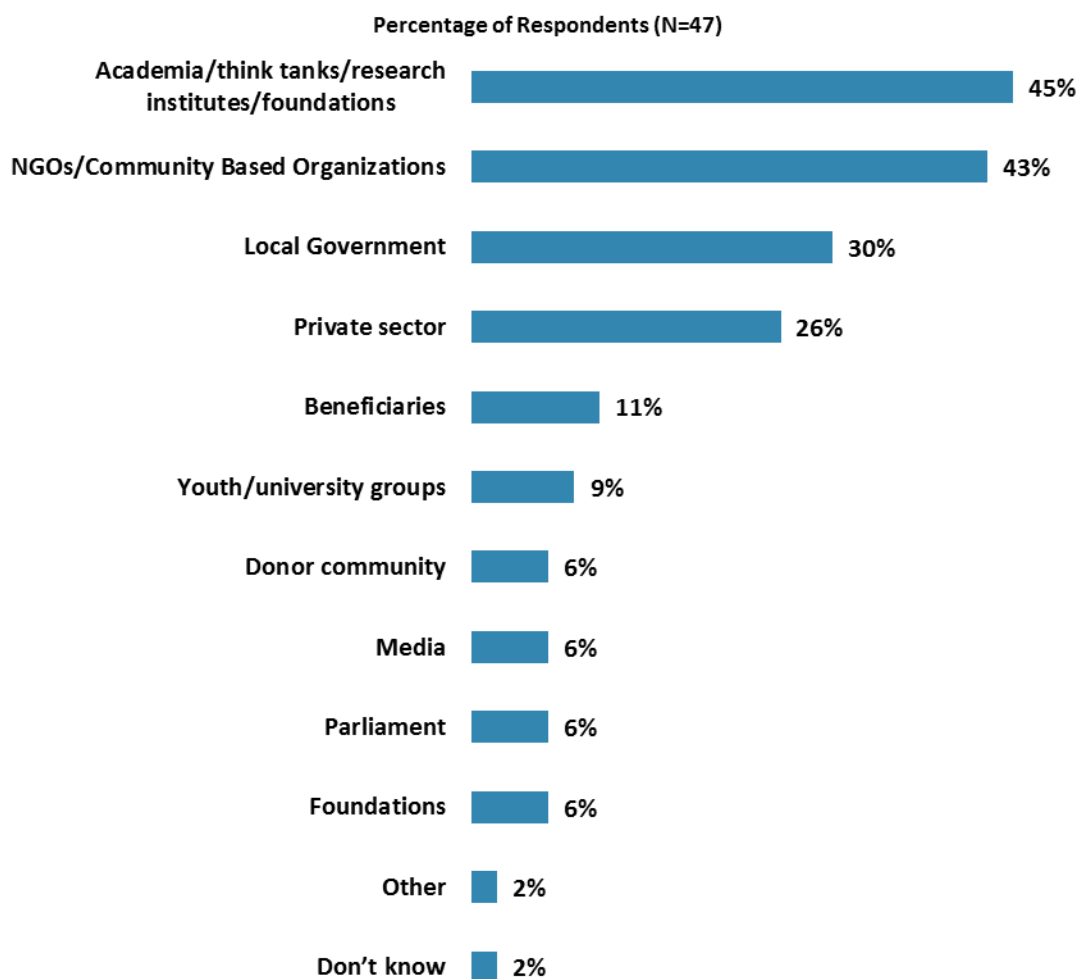
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Morocco? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG should collaborate more with NGOs (percentage of respondents = 50%) and private sector (47%) in Morocco to ensure better development results.



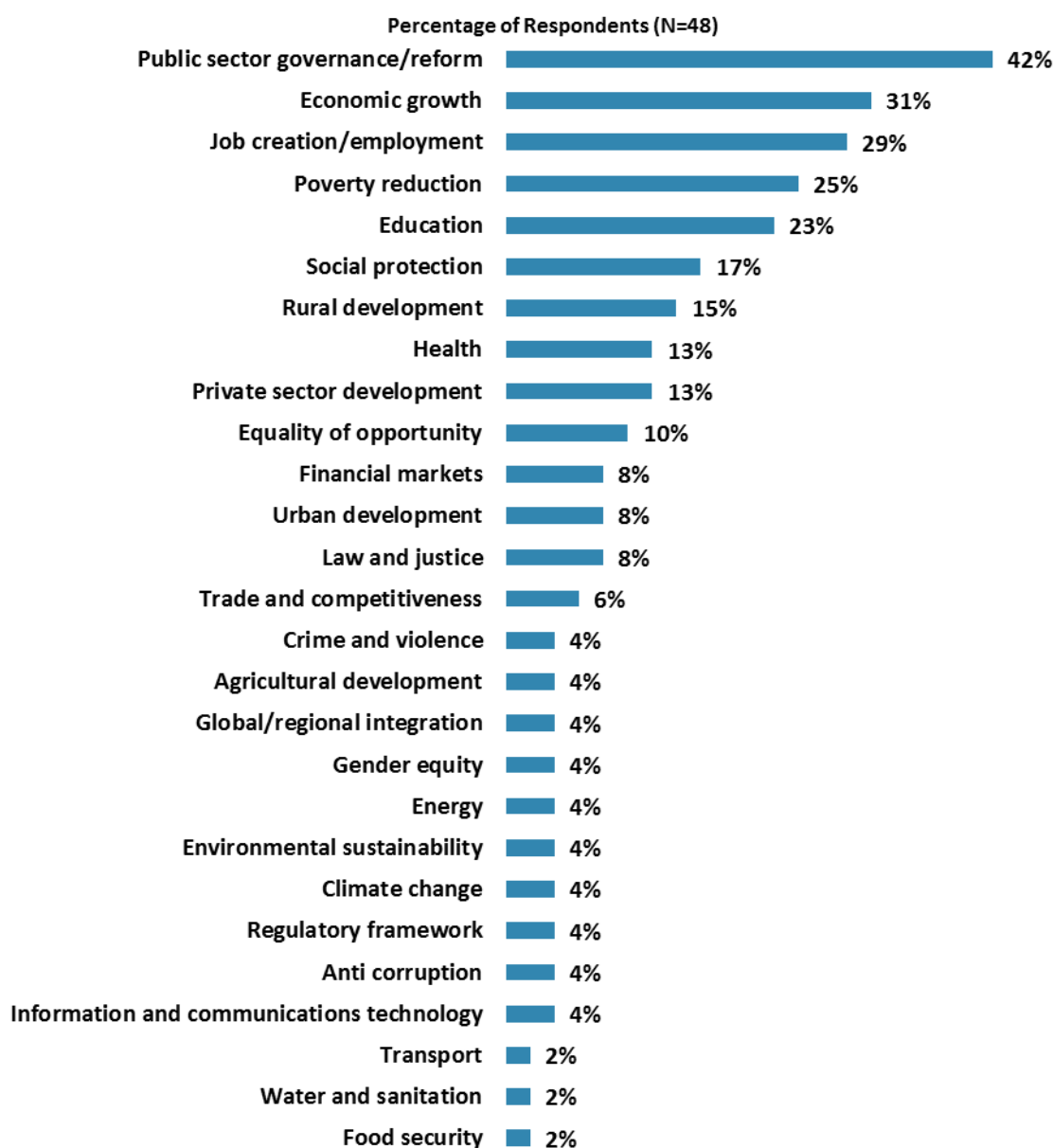
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG should focus its resources on education (percentage of respondents = 59%), followed by poverty reduction (31%), governance (28%), economic growth (27%), and rural/agricultural development (23%) in Morocco.

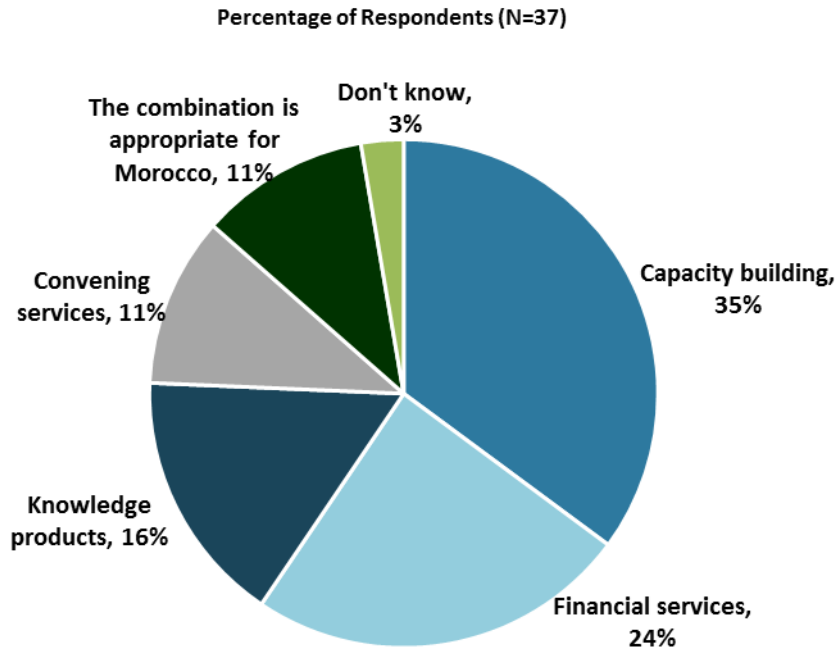


“When thinking about how the WBG can have the most impact on development results in Morocco, in which sectors do you believe the WBG should focus most of its resources in Morocco? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG services



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

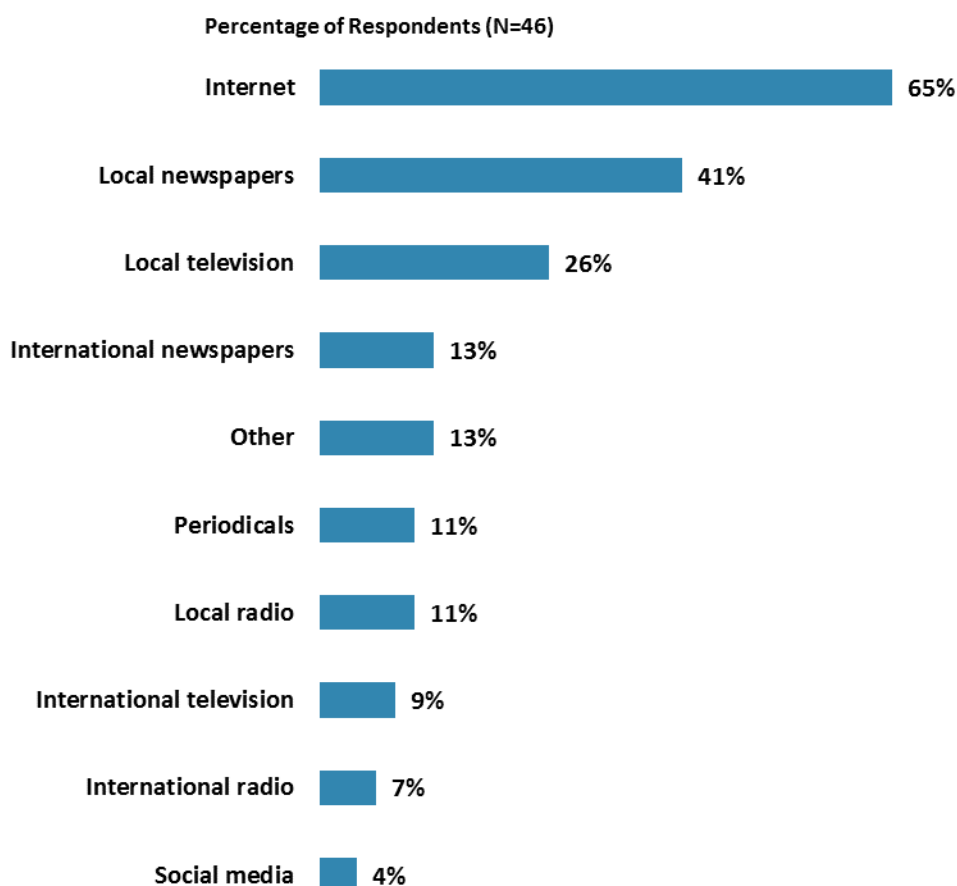


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Morocco from the Internet (percentage of respondents = 78%) and local newspapers (69%).



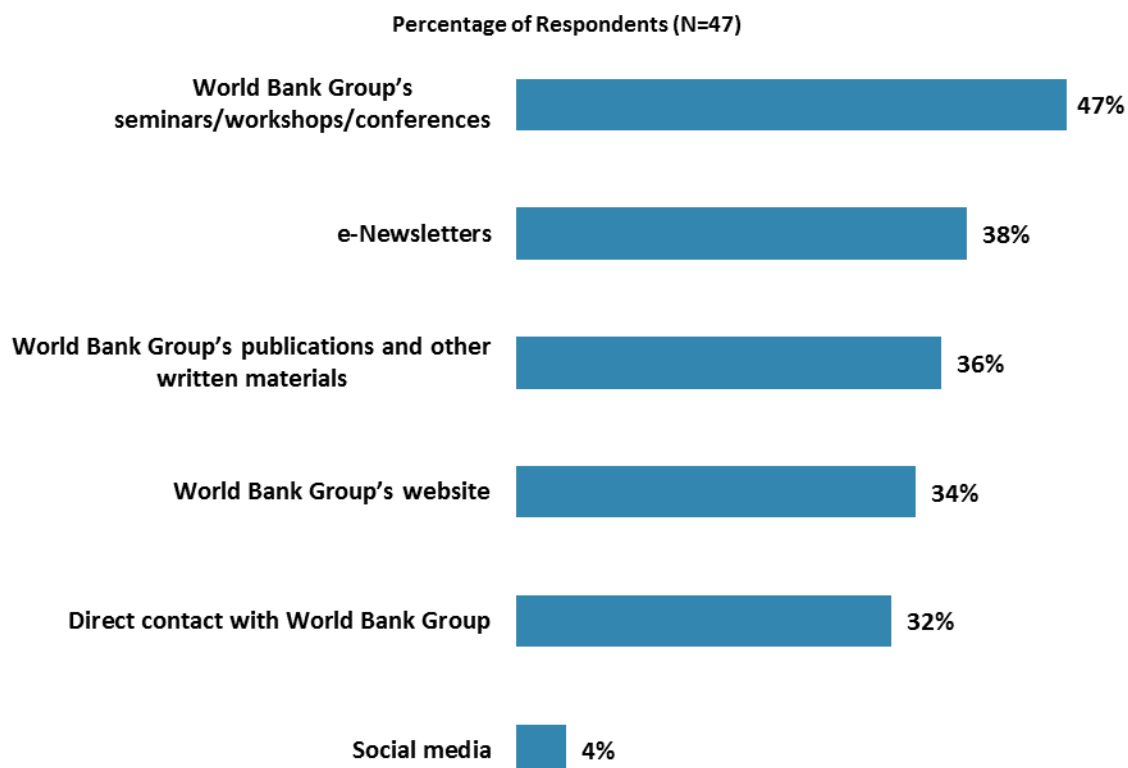
"How do you get most of your information about economic and social development issues in Morocco? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through e-Newsletters (percentage of respondents = 44%) and World Bank seminars/workshops/conferences (40%).



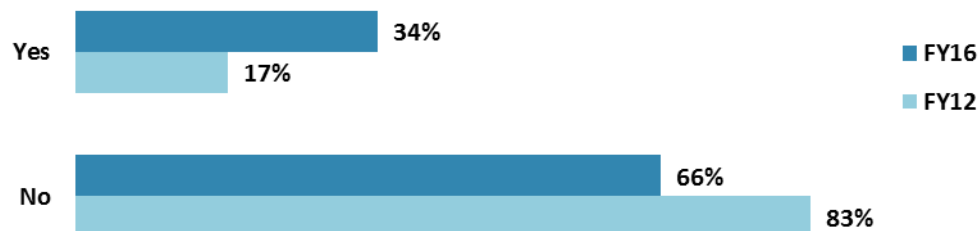
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information

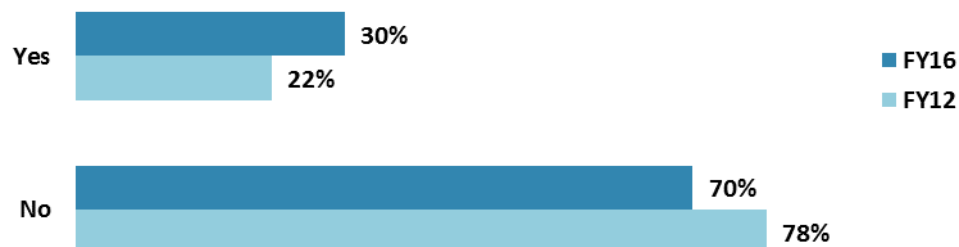
Percentage of Respondents (FY16 N=47; FY12 N=93)



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

Significantly different between FY16 and FY12

Percentage of Respondents (FY16 N=46; FY12 N=95)



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

Percentage of Respondents (FY16 N=14; FY12 N=21)

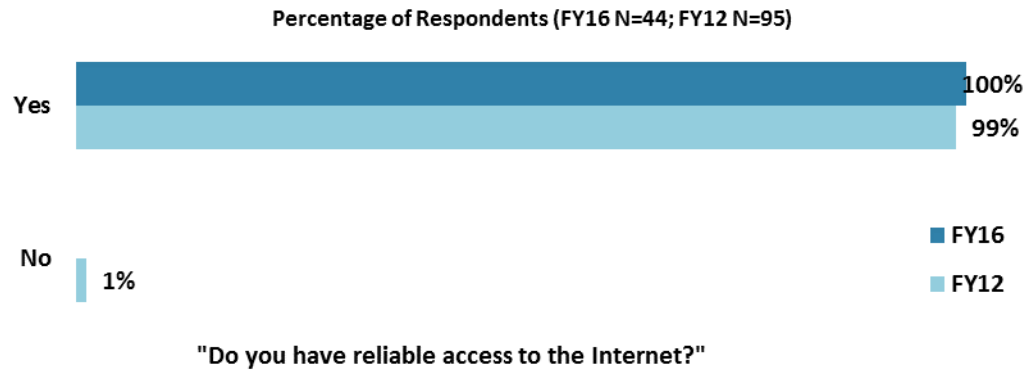


"Were you able to obtain this information?"

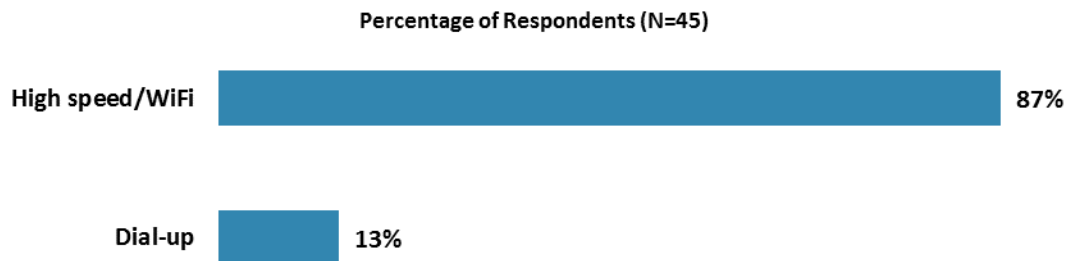
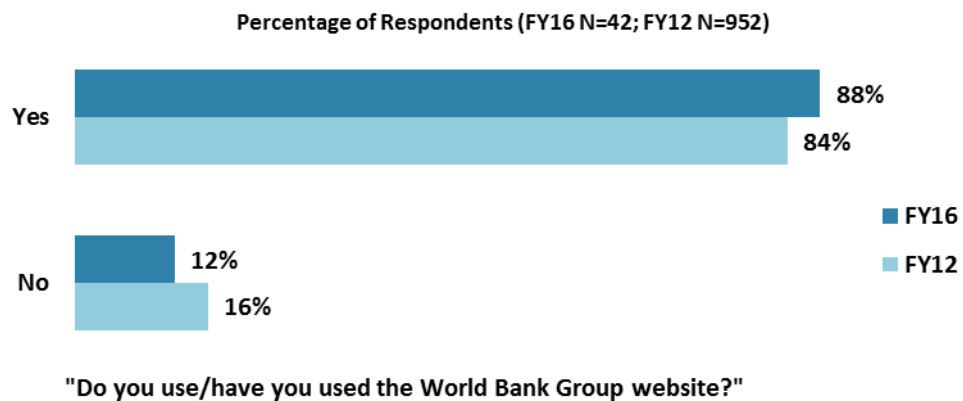


X. Communication and Outreach (continued)

Access to the Internet



The WBG Website Usage

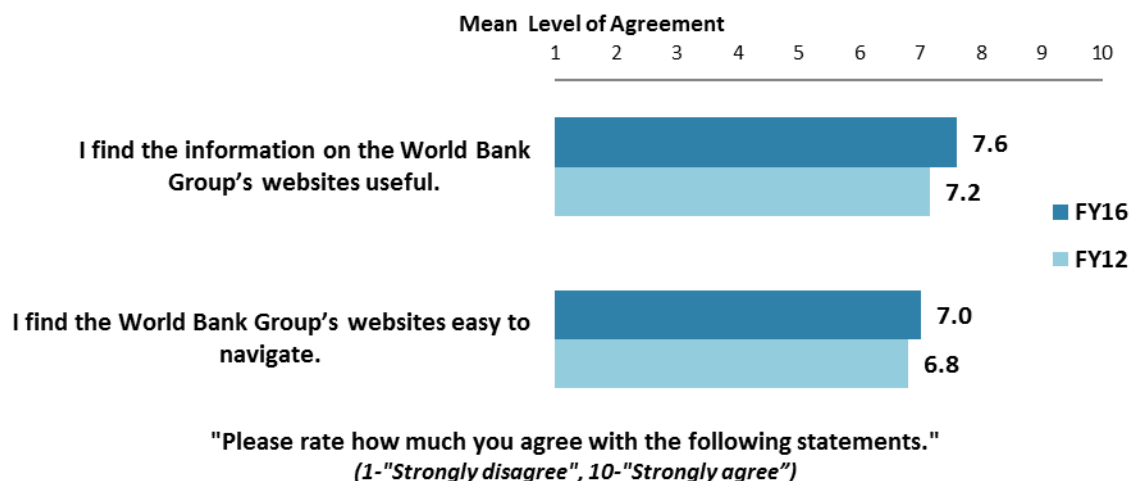


"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

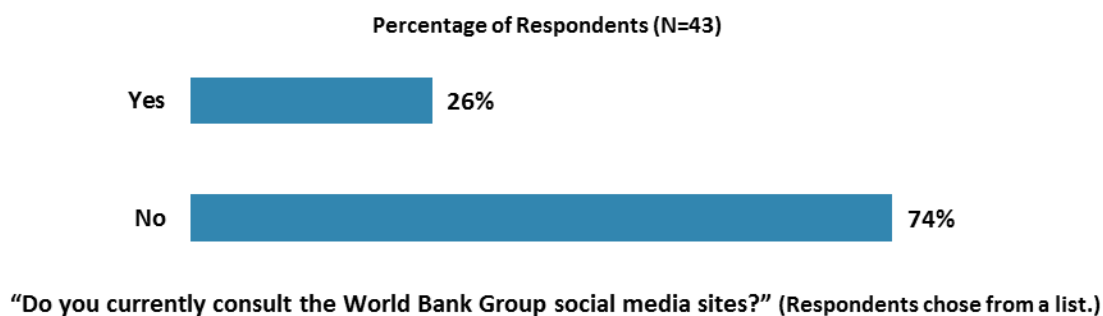


X. Communication and Outreach (continued)

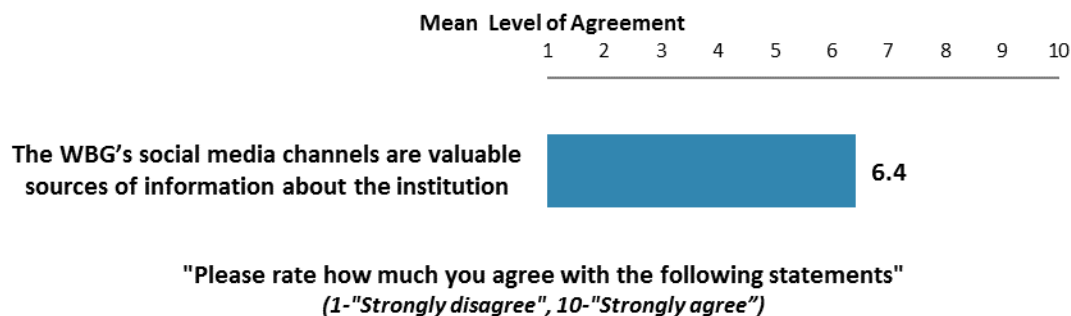
The WBG Website Evaluation



WBG Social Media Usage



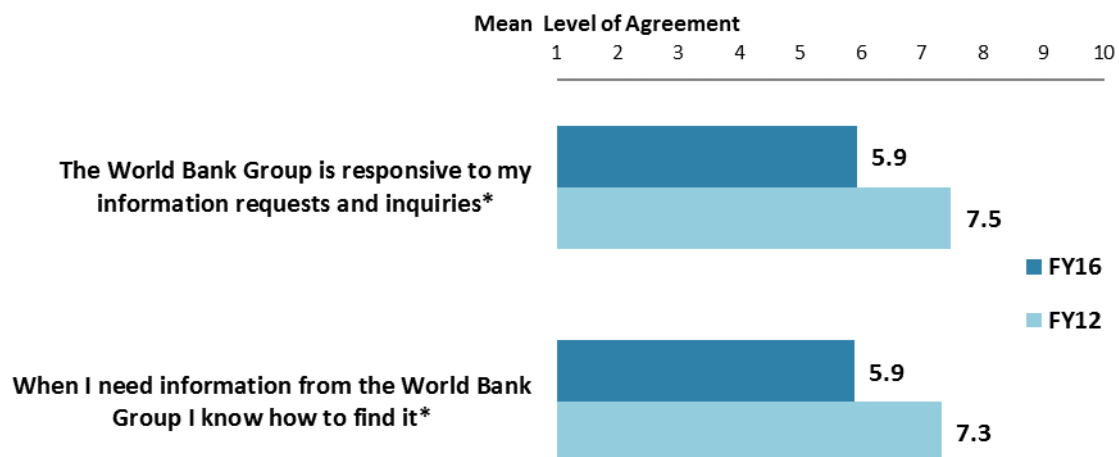
WBG Social Media Evaluation





X. Communication and Outreach (continued)

Information Sharing



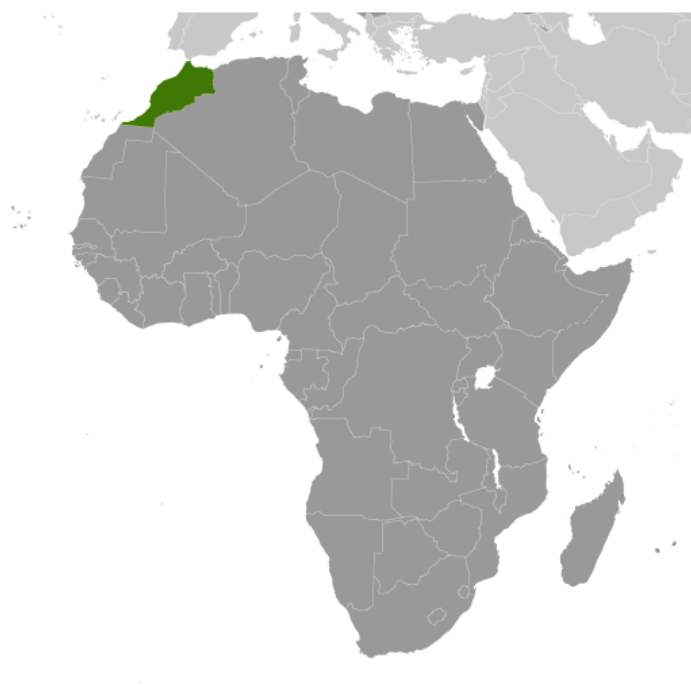
"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree") *Significantly different between FY16 and FY12



XI. Appendices

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Morocco





Appendix A: Responses to All Questions across All Respondents (N=52)

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 Morocco

1. In general would you say that Morocco is headed in ... ?	Percentage of Respondents (N=48)
The right direction	83.3%
The wrong direction	4.2%
Not sure	12.5%

2. Listed below are a number of development priorities in Morocco. Please identify which of the following you consider the most important development priorities in Morocco? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=50)
Education (incl. eradication of illiteracy)	46.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	34.0%
Economic growth	30.0%
Job creation/employment	26.0%
Health (incl. communicable/non-communicable diseases)	16.0%
Social protection (e.g., pensions, targeted social assistance)	16.0%
Environmental sustainability	16.0%
Poverty reduction	14.0%
Private sector development and business climate	12.0%
Law and justice (e.g., judicial system)	10.0%
Energy	8.0%
Anti-corruption	8.0%
Regulatory framework	6.0%
Urban development	6.0%
Water and sanitation	4.0%
Decentralization/regionalization	4.0%
Food security	4.0%
Rural development	4.0%
Equality of opportunity (i.e., equity)	4.0%
Agricultural development	4.0%
Crime and violence	4.0%
Disaster management and risk mitigation	4.0%
Transport (e.g., roads, bridges, transportation)	2.0%
Gender equity	2.0%
Natural resource management (e.g., oil, gas, mining)	2.0%
Global/regional integration	2.0%
Financial markets (e.g., foreign investments, access to finance)	2.0%
Trade and competitiveness	2.0%
Information and communications technology	2.0%
Climate change (e.g., mitigation, adaptation)	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Morocco? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=49)
Economic growth	49.0%
Job creation/employment	44.9%
Education (incl. eradication of illiteracy)	32.7%
Rural development	24.5%
Private sector development and business climate	24.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	20.4%
Equality of opportunity (i.e., equity)	18.4%
Law and justice (e.g., judicial system)	12.2%
Health (incl. communicable/non-communicable diseases)	10.2%
Social protection (e.g., pensions, targeted social assistance)	8.2%
Decentralization/regionalization	8.2%
Gender equity	6.1%
Financial markets (e.g., foreign investments, access to finance)	6.1%
Water and sanitation	4.1%
Global/regional integration	4.1%
Urban development	2.0%
Environmental sustainability	2.0%
Regulatory framework	2.0%
Crime and violence	2.0%
Information and communications technology	2.0%
Anti-corruption	2.0%
Energy	2.0%
Disaster management and risk mitigation	2.0%
Trade and competitiveness	2.0%
Food security	2.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Agricultural development	0.0%

**A. General Issues Facing Morocco (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 Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=47)
Higher pace of economic growth	38.3%
Greater access to critical basic services (e.g., health, education, transport, etc.)	29.8%
Education and training that better ensure job opportunity	27.7%
Better employment opportunities for young people	19.1%
A growing middle class	14.9%
Greater accountability and better governance in the delivery of basic services	12.8%
Greater access to micro-finance for the poor	10.6%
Greater voice and participation for citizens to help ensure greater accountability	8.5%
Greater economic participation for women	8.5%
Better opportunity for the poor who live in urban areas	8.5%
More enabling business environment (i.e., to start small and medium sized businesses)	4.3%
Better opportunity for the poor who live in rural areas	4.3%
More effective social safety nets	4.3%
Opening up and developing land-locked and lagging regions	2.1%
Greater equity of fiscal policy	2.1%
Better quality public services	2.1%
Other	0.0%

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 Morocco? (Select only ONE response)	Percentage of Respondents (N=48)
A very big problem	60.4%
A moderately big problem	35.4%
A small problem	2.1%
Not a problem at all	2.1%
Don't know	0.0%

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=50)
A very serious problem	74.0%
A somewhat serious problem	24.0%
Not too serious problem	2.0%
Not a problem	0.0%
Don't know	0.0%

**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 Morocco? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	48	0	6.67	1.84

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Morocco? <i>(1-Not effective at all, 10-Very effective)</i>	43	5	7.07	1.30

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 Morocco solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	42	6	7.33	1.37

**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 Morocco, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Morocco? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=48)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	41.7%
Economic growth	31.3%
Job creation/employment	29.2%
Poverty reduction	25.0%
Education (incl. eradication of illiteracy)	22.9%
Social protection (e.g., pensions, targeted social assistance)	16.7%
Rural development	14.6%
Health (incl. communicable/non-communicable diseases)	12.5%
Private sector development and business climate	12.5%
Equality of opportunity (i.e., equity)	10.4%
Urban development	8.3%
Law and justice (e.g., judicial system)	8.3%
Financial markets (e.g., foreign investments, access to finance)	8.3%
Trade and competitiveness	6.3%
Anti-corruption	4.2%
Global/regional integration	4.2%
Regulatory framework	4.2%
Gender equity	4.2%
Crime and violence	4.2%
Agricultural development	4.2%
Energy	4.2%
Environmental sustainability	4.2%
Climate change (e.g., mitigation, adaptation)	4.2%
Information and communications technology	4.2%
Transport (e.g., roads, bridges, transportation)	2.1%
Water and sanitation	2.1%
Food security	2.1%
Decentralization/regionalization	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Disaster management and risk mitigation	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Morocco?	Percentage of Respondents (N=47)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	31.9%	21.3%	53.2%
Policy advice, studies, analyses	27.7%	21.3%	48.9%
Mobilizing third party financial resources	19.1%	10.6%	29.8%
Technical assistance	10.6%	19.1%	29.8%
Capacity development	2.1%	8.5%	10.6%
Convening/facilitating	6.4%	4.3%	10.6%
Data	0.0%	6.4%	6.4%
Donor coordination	2.1%	4.3%	6.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	4.3%	4.3%
Other	0.0%	0.0%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Morocco? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	33	12	6.91	1.72
7. Citizen engagement (incorporating citizens' voices into development)	32	11	6.13	2.23
8. Policy design (for clarity and better incentives to achieve development goals)	35	10	6.86	1.70

When thinking about how to improve capacity building in Morocco to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	36	10	7.56	1.54
10. Citizen engagement (incorporating citizens' voices into development)	37	8	7.70	1.88
11. Policy design (for clarity and better incentives to achieve development goals)	40	5	7.60	1.88

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

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=46)
World Bank Group's processes too complex	28.3%
Too influenced by developed countries	21.7%
Not collaborating enough with stakeholders outside the Government	17.4%
Not adequately sensitive to political/social realities in Morocco	15.2%
Don't know	15.2%
Its advice and strategies do not lend themselves to practical problem solving	13.0%
Not willing to honestly criticize policies and reform efforts in the country	10.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	10.9%
Not client focused	8.7%
Imposing technocratic solutions without regard to political realities	8.7%
Staff too inaccessible	6.5%
Not effective enough in targeting the poorest and lagging regions	6.5%
Not exploring alternative policy options	4.3%
Not enough public disclosure of its work	4.3%
Not aligned with country priorities	4.3%
Arrogant in its approach	2.2%
The credibility of its knowledge/data	0.0%
Not aligned with other donors' work	0.0%
Other	0.0%

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=46)
Investment lending (financing specific projects)	52.2%
Technical assistance (advice, best practice, international experience, etc.)	32.6%
Policy based lending/budget support to the Government (to support reforms)	30.4%
Capacity development	23.9%
Program-for-results (results-based lending)	23.9%
Knowledge products/services (analytical work, studies, surveys, etc.)	15.2%
Multi-sectoral approaches	8.7%
Don't know	4.3%
Trust Fund management	0.0%
Other	0.0%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Morocco? (Select only ONE response)	Percentage of Respondents (N=47)
To a fully sufficient degree	6.4%
To a somewhat sufficient degree	40.4%
To a somewhat insufficient degree	25.5%
To a very insufficient degree	17.0%
Don't know	10.6%

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

15. 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=47)
Academia/think tanks/research institutes/foundations	44.7%
NGOs/Community Based Organizations (CBOs)	42.6%
Local Government	29.8%
Private sector	25.5%
Beneficiaries	10.6%
Youth/university groups	8.5%
Donor community	6.4%
Media	6.4%
Parliament	6.4%
Foundations	6.4%
Other	2.1%
Don't know	2.1%

To what extent do you agree with the following statements about the World Bank Group's work in Morocco? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Morocco*	45	3	6.71	1.53
17. The World Bank Group's work is aligned with what I consider the development priorities for Morocco*	45	3	6.20	1.67
18. The World Bank Group supports programs and strategies that are realistic for Morocco	45	3	6.64	1.51
19. The World Bank Group treats clients and stakeholders in Morocco with respect*	43	5	7.58	1.45

To what extent is the World Bank Group an effective development partner in Morocco, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness*	34	12	6.15	1.78
21. Flexibility (in terms of the institution's products and services)*	39	8	5.59	1.90
22. Flexibility (in terms of changing country circumstances)*	37	10	5.65	1.83
23. Being inclusive*	28	15	6.54	1.60
24. Openness (sharing data and other information)*	37	9	6.62	1.67
25. Staff accessibility*	39	6	5.95	1.81
26. Straightforwardness and honesty*	40	5	7.03	1.33
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	34	10	6.12	1.61
28. Collaboration with civil society*	37	9	6.19	1.73
29. Collaboration with the Government*	41	5	7.78	1.24
30. Collaboration with other donors and development partners*	27	18	6.70	1.38
31. Collaboration with the private sector*	34	11	6.74	1.33
32. The speed in which it gets things accomplished on the ground*	37	10	6.11	1.82
33. Being a long-term partner*	40	6	7.70	1.02

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

34. To be a more effective development partner in Morocco, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=49)
More local presence	71.4%
The current level of local presence is adequate	16.3%
Less local presence	2.0%
Don't know	10.2%

35. 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=45)
There is not an adequate level of citizen/civil society participation	33.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.9%
Reforms are not well thought out in light of country challenges	28.9%
Lack of/inadequate levels of capacity in Government	22.2%
The Government works inefficiently	20.0%
Political pressures and obstacles	15.6%
The World Bank Group does not do adequate follow through/follow-up	13.3%
The World Bank Group works too slowly	13.3%
Poor donor coordination	4.4%
Other	2.2%

**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 Morocco? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	42	4	7.79	1.51
2. Information and communications technology	37	9	6.97	2.02
3. Transport (e.g., roads, bridges, transportation)	37	9	6.70	2.08
4. Crime and violence	39	6	6.03	2.59
5. Law and justice (e.g., judicial system)	40	4	7.68	1.67
6. Urban development	40	5	7.10	1.71
7. Environmental sustainability	41	5	7.44	1.75
8. Regulatory framework	42	4	7.55	1.78
9. Decentralization/regionalization	41	5	6.95	2.10
10. Poverty reduction	41	5	8.20	1.52
11. Gender equity	38	7	6.82	1.96
12. Private sector development and business climate	43	2	7.79	1.37
13. Water and sanitation	40	6	6.88	1.91
14. Trade and competitiveness	41	5	7.59	1.50
15. Economic growth	41	5	8.10	1.30
16. Energy	39	6	6.82	1.93
17. Disaster management and risk mitigation	34	8	6.79	2.00
18. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	43	2	8.16	1.62
19. Job creation/employment	45	1	8.16	1.40
20. Financial markets (e.g., foreign investments, access to finance)	41	4	7.34	1.87
21. Equality of opportunity (i.e., equity)	37	7	7.16	1.91
22. Health (incl. communicable/non-communicable diseases)	40	6	7.65	1.53
23. Rural development	43	3	7.60	1.51
24. Global/regional integration	38	5	6.61	1.99
25. Food security	39	6	6.05	2.06
26. Education (incl. eradication of illiteracy)	44	2	8.43	1.45
27. Social protection (e.g., pensions, targeted social assistance)	42	3	7.55	1.66
28. Climate change (e.g., mitigation, adaptation)	42	3	7.17	1.87
29. Agricultural development	41	5	7.10	1.58
30. Natural resource management (e.g., oil, gas, mining)	39	7	6.49	2.17

**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 Morocco? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	21	25	5.90	1.73
2. Transport (e.g., roads, bridges, transportation)	16	29	6.88	1.09
3. Law and justice (e.g., judicial system)	26	20	6.58	1.47
4. Urban development	23	23	6.17	1.47
5. Environmental sustainability	21	23	6.10	1.81
6. Regulatory framework	30	15	7.20	1.16
7. Poverty reduction	29	17	6.90	1.84
8. Gender equity	20	25	6.05	1.79
9. Private sector development and business climate	28	17	7.04	1.14
10. Water and sanitation	23	21	6.17	1.61
11. Trade and competitiveness	23	22	6.52	1.50
12. Economic growth	35	11	7.09	1.31
13. Energy	20	25	6.95	1.10
14. Disaster management and risk mitigation	20	25	5.30	1.78
15. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	31	14	7.10	1.40
16. Job creation/employment	32	13	5.94	1.64
17. Financial markets (e.g., foreign investments, access to finance)	28	18	6.50	1.60
18. Equality of opportunity (i.e., equity)	22	23	5.91	1.54
19. Health (incl. communicable/non-communicable diseases)	23	22	6.43	1.62
20. Rural development	29	18	6.28	1.83
21. Education (incl. eradication of illiteracy)	31	14	6.81	1.62
22. Social protection (e.g., pensions, targeted social assistance)	25	21	6.52	1.56
23. Climate change (e.g., mitigation, adaptation)	25	22	6.08	1.87
24. Agricultural development	25	22	6.60	1.50
25. Natural resource management (e.g., oil, gas, mining)	18	27	6.00	1.78

3. Where are the World Bank Group's decisions made primarily that support the program in Morocco? (Choose only ONE response)	Percentage of Respondents (N=45)
At the Headquarters (in Washington D.C.)	62.2%
In the country	20.0%
Don't know	17.8%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Morocco? (1-To no degree at all, 10-To a very significant degree)	43	4	6.30	1.46

**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 Morocco? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Morocco*	43	4	6.49	1.39
6. The World Bank Group meets Morocco's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	43	4	6.21	1.75
Measuring/Correcting the World Bank Group's Work				
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Morocco? (1-To no degree at all, 10-To a very significant degree)	36	11	5.94	1.57

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=47)
Weekly	10.6%
Monthly	17.0%
A few times a year	57.4%
Rarely	14.9%
Never	0.0%

In Morocco, 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	39	5	6.97	1.20
3. Include appropriate level of stakeholder involvement during preparation	37	8	6.51	1.52
4. Lead to practical solutions	40	5	6.33	1.51
5. Are accessible (well written and easy to understand)	37	4	6.84	1.48
6. Are source of relevant information on global good practices	41	5	7.46	1.07
7. Are adequately disseminated	40	5	6.58	1.69
8. Are translated enough into local language	34	11	6.00	1.92
9. Are adaptable to Morocco's specific development challenges and country circumstances*	40	6	6.58	1.58

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)	39	7	6.79	1.08
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)	43	4	7.26	1.11

**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	25	21	4.76	2.05
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	38	9	6.61	1.41
3. The World Bank Group's approvals and reviews are done in a timely fashion	32	15	6.13	1.76
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	23	22	6.57	0.90
5. The World Bank Group's conditions on its lending are reasonable	29	16	6.17	1.34
6. The World Bank Group takes decisions quickly in Morocco*	35	11	5.83	1.64
7. Working with the World Bank Group increases Morocco's institutional capacity	38	7	6.84	1.42
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	27	19	7.04	1.02
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	38	8	6.89	1.56

WBG Promoting PPP in Morocco	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 Morocco? (1-To no degree at all, 10-To a very significant degree)	34	12	6.76	0.89

11. Which of the following best describes the way the World Bank Group operates in Morocco? (Select only ONE response)	Percentage of Respondents (N=47)
The World Bank Group takes too much risk in Morocco	2.1%
The World Bank Group does not take enough risk in Morocco	42.6%
The World Bank Group's approach to risk is appropriate	34.0%
Don't know	21.3%

12. Which of the following best describes the World Bank Group's support in Morocco? (Select only ONE response)	Percentage of Respondents (N=46)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Morocco	65.2%
The World Bank Group is not sufficiently selective in Morocco, and it is involved in too many areas of development	15.2%
Don't know	19.6%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=49)
Reach out more to groups outside of Government	22.4%
Offer financing/capacity building support to CSOs	22.4%
Increase the level of capacity development in the country	20.4%
Better target lagging/marginalized regions to alleviate extreme poverty	20.4%
Offer more innovative knowledge services	18.4%
Offer more innovative financial products	18.4%
Provide more adequate data/knowledge/statistics/figures on Morocco's economy	18.4%
Reduce the complexity of obtaining World Bank Group financing	12.2%
Improve the quality of its experts as related to Morocco's specific challenges	10.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	10.2%
Ensure greater selectivity in its work	8.2%
Work faster	6.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	4.1%
Other	2.0%

2. When considering the combination of services that the World Bank Group offers in Morocco, 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 Morocco? (Select only ONE response)	Percentage of Respondents (N=37)
Capacity building	35.1%
Financial services	24.3%
Knowledge products	16.2%
Convening services	10.8%
The combination is appropriate for Morocco	10.8%
Don't know	2.7%
None of the above	0.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=46)
Internet	65.2%
Local newspapers	41.3%
Local television	26.1%
Other	13.0%
International newspapers	13.0%
Local radio	10.9%
Periodicals	10.9%
International television	8.7%
International radio	6.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	4.3%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=47)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.9%
e-Newsletters	38.3%
World Bank Group's seminars/workshops/conferences	46.8%
World Bank Group's publications and other written materials	36.2%
World Bank Group's website	34.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	4.3%
Mobile/tablet devices	0.0%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=47)
Yes	34.0%
No	66.0%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=46)
Yes	30.4%
No	69.6%

5. Were you able to obtain this information?	Percentage of Respondents (N=14)
Yes	92.9%
No	7.1%

6. Do you have access to the Internet?	Percentage of Respondents (N=44)
Yes	100.0%
No	0.0%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=42)
Yes	88.1%
No	11.9%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=43)
Yes	25.6%
No	74.4%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=45)
High speed/Wi-Fi	86.7%
Dial-up	13.3%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	41	4	7.02	1.47
11. I find the information on the World Bank Group's websites useful	41	4	7.61	1.02
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	19	26	6.42	2.09
13. 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.)	40	6	7.33	1.87
14. The World Bank Group is responsive to my information requests and inquiries	23	22	7.48	2.61

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=48)
Employee of a Ministry, Ministerial Department or Implementation Agency	29.2%
NGO/Community-Based Organization	22.9%
Media (press, radio, TV, web, etc.)	18.8%
Academia/Research Institute/Think Tank	6.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	6.3%
Private Sector Organization	6.3%
Bilateral/Multilateral Agency	2.1%
Faith-Based Group	2.1%
Other	2.1%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	2.1%
Trade Union	2.1%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=49)
Other	16.3%
Generalist (specialized in multiple sectors)	14.3%
Environment and natural resources	10.2%
Macroeconomics and fiscal management	10.2%
Finance and markets	8.2%
Governance	8.2%
Education	6.1%
Trade and competitiveness	6.1%
Health, nutrition, and population	4.1%
Agriculture	2.0%
Climate change	2.0%
Fragility, conflict and violence	2.0%
Poverty	2.0%
Public-private partnerships	2.0%
Transport and ICT	2.0%
Urban, rural, and social development	2.0%
Water	2.0%

**H. Background Information (continued)**

3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=50)
I currently collaborate with the World Bank Group	22.0%
I have previously collaborated with the World Bank Group	36.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	18.0%
I have never collaborated with the World Bank Group	24.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Morocco? (Select only ONE response)	Percentage of Respondents (N=39)
The World Bank (IBRD)	71.8%
The International Finance Corporation (IFC)	20.5%
The Multilateral Investment Guarantee Agency (MIGA)	2.6%
Other	5.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=42)
Yes	26.2%
No	73.8%

6. If yes, what was your view of how the two institutions work together in Morocco? (Select only ONE response)	Percentage of Respondents (N=11)
The two institutions work well together	45.5%
The way the two institutions work together needs improvement	27.3%
The two institutions do not work well together	0.0%
Don't know	27.3%

7. Which of the following describes most of your exposure to the World Bank Group in Morocco? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=46)
Use World Bank Group reports/data	41.3%
Collaborate as part of my professional duties	39.1%
Engage in World Bank Group related/sponsored events/activities	30.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	17.4%
Use World Bank Group website for information, data, research, etc.	15.2%

8. What's your gender?	Percentage of Respondents (N=50)
Female	38.0%
Male	62.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=48)
Rabat	75.0%
Coastal cities	12.5%
Rural/mountainous areas	4.2%
Other urban centers	4.2%
Other	4.2%



Appendix B: Responses to All Questions by Stakeholder Groups¹

● Employee of a Ministry/PMU/Consultant on WBG-supported project N=15 ● CSO N=13 ● Media N=9 ● Other N=11

A. General Issues facing Morocco

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
The right direction	83.3%	84.6%	100.0%	63.6%
The wrong direction	0.0%	0.0%	0.0%	18.2%
Not sure	16.7%	15.4%	0.0%	18.2%

¹ Only 48 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 Morocco (continued)**

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Social protection	7.1%	23.1%	22.2%	18.2%
Food security	7.1%	0.0%	11.1%	0.0%
Public sector governance/reform	42.9%	30.8%	33.3%	36.4%
Global/regional integration	0.0%	7.7%	0.0%	0.0%
Gender equity	0.0%	7.7%	0.0%	0.0%
Private sector development and business climate	21.4%	7.7%	11.1%	0.0%
Water and sanitation	7.1%	7.7%	0.0%	0.0%
Anti-corruption	7.1%	7.7%	11.1%	9.1%
Job creation/employment	21.4%	15.4%	33.3%	27.3%
Rural development	14.3%	0.0%	0.0%	0.0%
Financial markets	7.1%	0.0%	0.0%	0.0%
Urban development	14.3%	7.7%	0.0%	0.0%
Environmental sustainability	7.1%	23.1%	11.1%	18.2%
Equality of opportunity	0.0%	0.0%	11.1%	9.1%
Health	14.3%	30.8%	11.1%	9.1%
Education	35.7%	38.5%	66.7%	54.5%
Poverty reduction	7.1%	7.7%	22.2%	9.1%
Energy	0.0%	7.7%	11.1%	18.2%
Transport	0.0%	7.7%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Agricultural development	14.3%	0.0%	0.0%	0.0%
Trade and competitiveness	7.1%	0.0%	0.0%	0.0%
Crime and violence	7.1%	0.0%	0.0%	9.1%
Economic growth	21.4%	30.8%	33.3%	36.4%
Law and justice	7.1%	15.4%	0.0%	18.2%
Regulatory framework	0.0%	0.0%	0.0%	18.2%
Decentralization/regionalization	7.1%	7.7%	0.0%	0.0%
Natural resource management	0.0%	7.7%	0.0%	0.0%
Disaster management and risk mitigation	7.1%	7.7%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	9.1%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Water and sanitation	7.1%	8.3%	0.0%	0.0%
Equality of opportunity	14.3%	25.0%	11.1%	27.3%
Economic growth	28.6%	58.3%	55.6%	54.5%
Climate change	0.0%	0.0%	0.0%	0.0%
Global/regional integration	7.1%	8.3%	0.0%	0.0%
Gender equity	7.1%	8.3%	0.0%	9.1%
Rural development	28.6%	33.3%	33.3%	9.1%
Urban development	7.1%	0.0%	0.0%	0.0%
Regulatory framework	7.1%	0.0%	0.0%	0.0%
Social protection	7.1%	0.0%	0.0%	18.2%
Law and justice	28.6%	8.3%	0.0%	9.1%
Transport	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	9.1%
Decentralization/regionalization	7.1%	8.3%	0.0%	9.1%
Information and communications technology	0.0%	0.0%	0.0%	9.1%
Anti-corruption	7.1%	0.0%	0.0%	0.0%
Private sector development and business climate	14.3%	16.7%	33.3%	27.3%
Education	28.6%	25.0%	44.4%	36.4%
Energy	0.0%	0.0%	0.0%	9.1%
Public sector governance/reform	21.4%	33.3%	22.2%	9.1%
Natural resource management	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	9.1%
Disaster management and risk mitigation	0.0%	8.3%	0.0%	0.0%
Health	7.1%	8.3%	22.2%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%
Job creation/employment	42.9%	50.0%	55.6%	36.4%
Financial markets	0.0%	0.0%	22.2%	9.1%
Trade and competitiveness	0.0%	0.0%	0.0%	9.1%
Food security	7.1%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Better employment opportunities for young people	15.4%	16.7%	22.2%	27.3%
Greater economic participation for women	7.7%	16.7%	0.0%	9.1%
Greater access to micro-finance for the poor	0.0%	25.0%	0.0%	9.1%
Greater voice and participation for citizens to help ensure greater accountability	15.4%	0.0%	11.1%	9.1%
Greater access to critical basic services	30.8%	41.7%	33.3%	9.1%
Greater accountability and better governance in the delivery of basic services	15.4%	0.0%	22.2%	9.1%
More enabling business environment	7.7%	0.0%	0.0%	9.1%
A growing middle class	30.8%	16.7%	0.0%	9.1%
Better opportunity for the poor who live in rural areas	7.7%	8.3%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	7.7%	8.3%	0.0%	18.2%
Higher pace of economic growth	46.2%	33.3%	33.3%	36.4%
Opening up and developing land-locked and lagging regions	0.0%	8.3%	0.0%	0.0%
More effective social safety nets	7.7%	0.0%	11.1%	0.0%
Greater equity of fiscal policy	0.0%	0.0%	11.1%	0.0%
Education and training that better ensure job opportunity*	7.7%	8.3%	55.6%	54.5%
Better quality public services	0.0%	8.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

*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 Morocco?

(Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
A very big problem	38.5%	83.3%	88.9%	54.5%
A moderately big problem	61.5%	8.3%	11.1%	36.4%
A small problem	0.0%	8.3%	0.0%	0.0%
Not a problem at all	0.0%	0.0%	0.0%	9.1%
Don't know	0.0%	0.0%	0.0%	0.0%

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

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	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
A very serious problem	60.0%	83.3%	100.0%	63.6%
A somewhat serious problem	40.0%	16.7%	0.0%	27.3%
Not too serious problem	0.0%	0.0%	0.0%	9.1%
Not a problem	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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 Morocco?	14	6.21	2.08	12	7.17	1.85	9	6.67	1.94	11	6.36	1.43

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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 Morocco.	12	7.42	1.00	11	6.73	1.27	9	7.00	1.50	9	6.78	1.48

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Morocco solve its most complicated development challenges?	11	7.55	0.69	10	7.90	1.52	9	7.00	1.12	10	6.70	1.83

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Social protection	21.4%	16.7%	11.1%	18.2%
Crime and violence	7.1%	0.0%	0.0%	9.1%
Transport	0.0%	0.0%	11.1%	0.0%
Agricultural development	7.1%	8.3%	0.0%	0.0%
Global/regional integration	0.0%	16.7%	0.0%	0.0%
Gender equity	7.1%	8.3%	0.0%	0.0%
Public sector governance/reform	42.9%	33.3%	33.3%	45.5%
Health	7.1%	25.0%	22.2%	0.0%
Rural development	14.3%	25.0%	22.2%	0.0%
Education	28.6%	25.0%	33.3%	9.1%
Energy	0.0%	8.3%	0.0%	9.1%
Job creation/employment	21.4%	33.3%	44.4%	18.2%
Financial markets	7.1%	8.3%	11.1%	9.1%
Urban development	21.4%	8.3%	0.0%	0.0%
Environmental sustainability	0.0%	8.3%	0.0%	9.1%
Equality of opportunity	14.3%	0.0%	0.0%	27.3%
Private sector development and business climate	14.3%	8.3%	0.0%	27.3%
Water and sanitation	0.0%	8.3%	0.0%	0.0%
Food security	7.1%	0.0%	0.0%	0.0%
Climate change	0.0%	8.3%	0.0%	9.1%
Poverty reduction	14.3%	16.7%	33.3%	27.3%
Trade and competitiveness	7.1%	0.0%	0.0%	18.2%
Economic growth	21.4%	25.0%	55.6%	27.3%
Law and justice	14.3%	8.3%	0.0%	9.1%
Regulatory framework	7.1%	0.0%	0.0%	9.1%
Decentralization/regionalization	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%
Anti-corruption	7.1%	0.0%	0.0%	9.1%
Information and communications technology	7.1%	0.0%	0.0%	9.1%
Disaster management and risk mitigation	0.0%	0.0%	0.0%	0.0%



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 Morocco?

Greatest Value	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Percentage of Respondents				
Convening/facilitating	14.3%	8.3%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	21.4%	25.0%	44.4%	20.0%
Financial resources	35.7%	25.0%	22.2%	50.0%
Capacity development	0.0%	0.0%	0.0%	0.0%
Technical assistance	7.1%	16.7%	11.1%	10.0%
Mobilizing third party financial resources	14.3%	25.0%	22.2%	20.0%
Donor coordination	7.1%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

2 nd Greatest Value	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Percentage of Respondents				
Convening/facilitating	7.1%	0.0%	0.0%	10.0%
Data	7.1%	8.3%	0.0%	10.0%
Policy advice, studies, analyses	28.6%	16.7%	44.4%	0.0%
Financial resources	14.3%	8.3%	33.3%	30.0%
Capacity development	14.3%	0.0%	0.0%	20.0%
Technical assistance	14.3%	25.0%	0.0%	30.0%
Mobilizing third party financial resources	7.1%	16.7%	22.2%	0.0%
Donor coordination	7.1%	8.3%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	16.7%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Morocco?

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	10	7.10	2.08	9	6.67	1.22	6	7.00	1.10	6	6.17	2.14
Citizen engagement	10	7.00	2.49	9	5.22	2.39	6	6.00	1.55	5	5.40	1.95
Policy design	10	7.60	1.35	8	6.88	1.73	7	6.29	0.95	8	5.88	2.03

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

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	11	7.91	1.51	10	6.50	1.96	7	8.14	1.07	7	7.86	0.69
Citizen engagement	10	7.50	2.22	10	7.10	2.23	8	7.88	1.73	7	8.29	0.95
Policy design	11	7.27	2.49	10	7.40	1.84	8	7.25	1.49	9	8.22	1.48

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Staff too inaccessible	0.0%	9.1%	0.0%	20.0%
Not exploring alternative policy options	15.4%	0.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	0.0%	45.5%	11.1%	20.0%
Its advice and strategies do not lend themselves to practical problem solving	23.1%	9.1%	0.0%	20.0%
Not enough public disclosure of its work	0.0%	9.1%	11.1%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	10.0%
Not client focused	7.7%	0.0%	11.1%	20.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	23.1%	45.5%	33.3%	10.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	9.1%	22.2%	20.0%
Too influenced by developed countries	15.4%	36.4%	44.4%	0.0%
Imposing technocratic solutions without regard to political realities	15.4%	0.0%	11.1%	10.0%
World Bank Group's processes too slow*	30.8%	0.0%	0.0%	0.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	0.0%	20.0%
Not adequately sensitive to political/social realities in Morocco	15.4%	9.1%	22.2%	20.0%
Not effective enough in targeting the poorest and lagging regions	7.7%	0.0%	11.1%	10.0%
Other	0.0%	0.0%	0.0%	0.0%
Don't know	15.4%	9.1%	11.1%	10.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Morocco? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Trust Fund management	0.0%	0.0%	0.0%	0.0%
Knowledge products/services	7.1%	36.4%	11.1%	10.0%
Investment lending	50.0%	45.5%	55.6%	60.0%
Technical assistance	28.6%	36.4%	33.3%	40.0%
Capacity development	28.6%	18.2%	44.4%	10.0%
Policy based lending/budget support to the Government	35.7%	18.2%	22.2%	40.0%
Multi-sectoral approaches	14.3%	9.1%	0.0%	0.0%
Program-for-results	35.7%	9.1%	22.2%	20.0%
Other	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	9.1%	0.0%	10.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
To a fully sufficient degree	7.7%	0.0%	11.1%	0.0%
To a somewhat sufficient degree	38.5%	58.3%	22.2%	50.0%
To a somewhat insufficient degree	15.4%	0.0%	55.6%	40.0%
To a very insufficient degree	30.8%	33.3%	0.0%	0.0%
Don't know	7.7%	8.3%	11.1%	10.0%



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

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)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Academia/think tanks/research institutes/foundations	46.7%	54.5%	55.6%	33.3%
Donor community	0.0%	9.1%	0.0%	11.1%
Media	0.0%	18.2%	11.1%	0.0%
Local Government	53.3%	9.1%	33.3%	22.2%
Private sector	26.7%	9.1%	22.2%	44.4%
Parliament	13.3%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	6.7%	81.8%	44.4%	44.4%
Youth/university groups	13.3%	0.0%	11.1%	11.1%
Beneficiaries	6.7%	0.0%	11.1%	22.2%
Foundations	13.3%	0.0%	0.0%	11.1%
Other	0.0%	0.0%	11.1%	0.0%
Don't know	0.0%	9.1%	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 Morocco? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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 Morocco	13	6.46	1.39	11	6.55	1.63	9	6.33	1.00	9	7.11	1.90
The World Bank Group's work is aligned with what I consider the development priorities for Morocco	14	6.57	1.50	11	6.09	2.02	9	5.78	1.30	9	5.89	1.96
The World Bank Group supports programs and strategies that are realistic for Morocco	14	6.93	1.07	11	6.18	1.83	8	6.63	1.06	9	6.56	2.13
The World Bank Group treats clients and stakeholders in Morocco with respect	14	8.14	1.10	11	7.00	2.00	8	7.50	0.76	8	7.38	1.69

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

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	10	6.60	1.90	9	5.89	1.36	6	6.00	1.41	7	5.57	2.51
Flexibility (in terms of the institution's products and services)	11	5.73	2.10	10	5.30	2.06	8	5.25	1.91	8	5.75	1.83
Flexibility (in terms of changing country circumstances)	11	5.82	2.04	9	5.67	1.87	8	5.25	1.83	7	5.71	1.98
Being inclusive	7	6.86	1.46	8	6.25	2.12	5	6.40	0.89	6	6.33	1.86
Openness (sharing data and other information)	12	6.83	1.53	10	7.00	1.89	7	6.57	1.13	6	5.50	2.17
Staff accessibility	13	6.31	1.65	10	5.60	2.22	8	6.25	1.28	7	5.29	2.14
Straightforwardness and honesty	13	6.92	1.44	11	7.00	1.61	7	6.71	1.11	7	7.14	0.90
Ease of access to the people at the World Bank Group who are making decisions important to my work	12	6.67	0.98	7	5.14	2.27	7	6.43	1.27	6	5.67	1.86
Collaboration with civil society	9	6.67	1.22	11	5.73	2.15	8	6.88	0.99	6	5.17	2.32
Collaboration with the Government	12	7.42	1.24	10	7.70	1.49	7	7.86	1.35	9	7.89	0.78
Collaboration with other donors and development partners*	7	6.29	0.76	8	7.00	1.77	5	8.00	0.71	5	5.40	0.89
Collaboration with the private sector	8	7.38	0.74	11	6.82	1.40	8	6.63	1.19	5	5.40	1.67
The speed in which it gets things accomplished on the ground	10	6.20	1.55	10	5.80	2.15	7	6.71	0.95	8	5.50	2.39
Being a long-term partner	13	7.77	0.60	11	7.55	1.44	8	8.00	0.53	6	7.00	1.10

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
More local presence	73.3%	75.0%	88.9%	50.0%
The current level of local presence is adequate	13.3%	8.3%	11.1%	30.0%
Less local presence	0.0%	8.3%	0.0%	0.0%
Don't know	13.3%	8.3%	0.0%	20.0%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	21.4%	9.1%	22.2%	0.0%
Poor donor coordination	7.1%	0.0%	0.0%	11.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.6%	27.3%	44.4%	22.2%
Lack of/inadequate levels of capacity in Government	21.4%	27.3%	0.0%	44.4%
There is not an adequate level of citizen/civil society participation	28.6%	45.5%	44.4%	11.1%
The World Bank Group works too slowly	7.1%	9.1%	22.2%	22.2%
The Government works inefficiently	7.1%	36.4%	11.1%	33.3%
Political pressures and obstacles	14.3%	9.1%	22.2%	22.2%
Reforms are not well thought out in light of country challenges	28.6%	9.1%	33.3%	33.3%
Other	7.1%	0.0%	0.0%	0.0%

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	11	7.55	1.57	9	8.00	1.12	9	7.44	1.42	10	8.00	1.56
Information and communications technology	11	6.45	2.62	9	7.56	1.81	7	7.71	0.95	7	6.57	2.23
Transport	11	6.64	2.46	9	6.11	2.47	8	7.13	1.81	6	7.00	1.79
Crime and violence	11	6.64	2.29	9	4.78	2.86	8	5.75	1.39	8	6.75	2.82
Law and justice	10	7.70	1.16	9	7.11	2.62	8	7.50	1.07	10	7.90	1.60
Urban development	12	7.42	1.73	9	7.67	1.66	8	7.13	1.25	8	6.00	2.14
Environmental sustainability	12	7.58	1.78	10	8.20	1.32	8	6.50	2.07	8	7.00	1.85
Regulatory framework	13	7.69	1.93	9	7.67	1.58	7	6.86	2.19	10	7.60	1.84
Decentralization/regionalization	12	7.42	1.98	10	7.20	2.15	8	6.63	2.07	8	6.38	2.20
Poverty reduction	12	7.50	2.11	10	8.20	0.79	8	9.00	1.07	8	7.88	1.25
Gender equity	11	7.64	1.69	9	7.00	2.65	8	6.38	1.19	7	6.14	1.77
Private sector development and business climate	12	8.42	0.90	10	7.80	1.48	8	7.75	0.46	10	7.00	2.00
Water and sanitation	11	7.09	1.51	9	7.11	2.32	9	6.89	2.26	8	6.13	1.96
Trade and competitiveness	12	7.92	1.08	9	8.00	1.32	9	7.11	2.15	8	7.38	1.69
Economic growth	12	7.83	1.40	9	8.56	1.33	9	8.11	1.27	8	8.00	1.41
Energy	11	7.18	1.54	9	6.67	2.24	8	7.50	1.85	8	5.75	2.31
Disaster management and risk mitigation*	10	6.70	0.95	7	8.86	1.21	7	6.57	1.40	8	5.38	2.72
Public sector governance/reform	12	8.25	1.36	9	8.33	2.12	9	8.00	1.00	10	7.80	2.15
Job creation/employment	13	7.92	1.61	10	8.00	1.56	9	8.33	1.32	10	8.10	1.20
Financial markets*	11	7.55	1.37	9	8.00	2.12	8	8.00	0.53	10	5.90	2.33
Equality of opportunity*	11	7.73	1.95	8	7.38	1.77	7	6.86	0.90	9	6.44	2.55
Health	12	7.67	1.44	9	7.56	1.51	8	8.38	1.19	8	6.50	1.60
Rural development	13	8.15	1.34	9	7.67	1.66	9	7.44	1.42	9	7.00	1.58
Global/regional integration*	11	6.82	1.83	8	8.00	1.69	8	6.50	1.41	8	5.00	2.33
Food security	13	6.38	1.89	8	6.25	2.55	8	6.38	1.60	8	5.13	2.53
Education	13	8.46	1.27	9	7.89	1.96	9	8.67	1.41	10	8.40	1.43
Social protection	13	7.69	1.32	9	7.00	1.58	9	7.78	2.33	8	7.50	1.85
Climate change	12	7.58	1.08	10	7.90	2.18	9	6.56	1.94	8	6.00	2.14
Agricultural development	13	7.62	1.26	9	7.33	1.58	8	7.13	1.46	8	6.13	2.03
Natural resource management	12	7.42	1.56	9	7.00	2.12	8	6.25	1.83	7	5.00	2.94

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	7	6.00	1.29	7	5.14	2.19	5	6.80	1.64	2	6.00	1.41
Transport	7	7.14	0.90	4	6.25	1.26	3	6.67	1.53	1	7.00	0.00
Law and justice	6	6.33	1.37	7	5.71	2.06	7	6.86	1.07	4	7.75	0.50
Urban development	8	6.63	1.41	6	4.83	1.60	4	7.00	0.82	4	6.25	0.96
Environmental sustainability	5	6.20	1.10	8	5.63	2.56	4	6.75	0.96	3	6.00	2.00
Regulatory framework	10	7.20	1.62	9	7.11	1.05	6	7.17	0.75	3	7.33	1.15
Poverty reduction	8	6.88	1.81	8	6.75	2.12	6	6.83	2.32	5	6.80	1.64
Gender equity	6	6.50	1.76	6	5.67	2.42	4	5.75	1.26	3	5.67	1.53
Private sector development and business climate	11	7.45	1.04	6	6.67	1.03	4	6.75	0.96	5	7.00	1.73
Water and sanitation	6	6.50	1.38	8	6.13	1.96	6	6.17	1.83	2	5.00	0.00
Trade and competitiveness	9	6.56	1.33	6	6.33	2.34	3	6.33	1.15	3	6.67	1.53
Economic growth	11	7.18	1.17	9	6.89	2.03	8	6.88	0.99	5	7.40	0.89
Energy	6	6.67	0.82	8	6.75	1.16	4	7.75	1.50	1	7.00	0.00
Disaster management and risk mitigation	5	5.60	1.52	7	5.43	2.07	3	5.33	1.15	4	4.50	2.52
Public sector governance/reform *	9	7.44	1.13	7	5.86	2.12	8	7.13	0.83	5	8.00	0.00
Job creation/employment	9	6.44	1.33	10	5.30	2.11	5	7.20	0.84	6	5.17	1.33
Financial markets	8	6.88	1.36	8	6.00	2.14	6	7.17	0.98	5	5.80	1.64
Equality of opportunity	6	6.33	1.51	7	5.71	2.06	3	6.67	1.15	5	5.40	1.14
Health	9	6.78	1.39	6	5.33	1.97	4	7.75	1.26	3	6.00	1.00
Rural development	9	6.44	1.81	8	5.75	1.91	6	6.67	1.63	5	6.40	2.51
Education	9	7.11	1.05	8	6.13	2.10	8	7.25	1.39	5	6.80	2.17
Social protection	7	6.29	1.11	6	5.67	2.25	7	7.14	1.46	4	7.25	0.96
Climate change	8	6.50	1.60	7	5.86	2.04	3	6.33	1.53	6	5.83	2.56
Agricultural development	8	6.50	1.77	6	7.00	0.89	5	6.40	1.14	5	6.40	2.30
Natural resource management	7	6.43	1.90	6	5.83	2.23	2	6.00	0.00	2	4.50	0.71

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
At the Headquarters (in Washington D.C.)	61.5%	72.7%	62.5%	50.0%
In the country	23.1%	18.2%	25.0%	20.0%
Don't know	15.4%	9.1%	12.5%	30.0%

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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 Morocco?	11	6.82	1.47	11	5.82	1.66	9	6.33	0.87	10	6.20	1.62

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Morocco	12	6.58	0.90	10	6.10	1.45	9	6.89	1.36	10	6.20	1.87
The World Bank Group meets Morocco's needs for knowledge services	12	6.83	0.94	11	5.91	2.43	9	5.89	1.62	9	6.00	1.87

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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 Morocco?	11	6.00	2.00	9	6.11	0.78	6	6.33	0.52	8	5.25	2.05

(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	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Weekly	7.1%	9.1%	22.2%	10.0%
Monthly	0.0%	18.2%	22.2%	20.0%
A few times a year	78.6%	54.5%	55.6%	50.0%
Rarely	14.3%	18.2%	0.0%	20.0%
Never	0.0%	0.0%	0.0%	0.0%

In Morocco, 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)

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	11	7.45	1.04	10	6.30	1.16	9	7.11	1.17	7	6.71	1.38
Include appropriate level of stakeholder involvement during preparation	12	7.08	1.08	11	5.82	1.66	6	6.67	1.21	6	6.17	2.14
Lead to practical solutions	13	6.69	1.32	10	5.70	1.64	8	6.63	1.51	7	5.86	1.68
Are accessible (well written and easy to understand)	12	7.33	0.89	10	6.60	2.07	6	6.50	1.64	7	6.43	1.40
Are source of relevant information on global good practices	14	7.71	0.91	10	7.20	0.92	8	7.75	1.28	7	7.00	1.41
Are adequately disseminated	13	6.77	1.88	10	6.10	1.85	8	6.88	1.73	7	6.29	1.38
Are translated enough into local language	11	6.27	1.79	8	5.75	2.31	8	6.13	2.47	6	5.67	1.21
Are adaptable to Morocco's specific development challenges and country circumstances	12	6.58	1.93	10	6.40	1.43	8	7.25	0.71	7	5.57	1.81

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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?	11	6.82	1.17	11	6.55	1.37	8	7.00	0.76	7	6.71	0.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	13	7.23	1.01	11	6.91	1.22	9	7.22	1.09	8	7.75	1.28

(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)

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	6	5.67	2.07	7	4.57	1.81	6	3.67	1.75	4	4.50	2.89
The World Bank Group effectively monitors and evaluates the projects and programs it supports	12	6.83	1.34	10	6.20	1.81	8	6.50	1.20	6	6.83	1.47
The World Bank Group's approvals and reviews are done in a timely fashion	9	6.78	0.83	9	5.78	2.11	5	5.60	1.14	7	5.86	2.61
The World Bank Group's "Safeguard Policy" requirements are reasonable*	6	7.50	0.55	8	6.25	0.89	5	6.20	0.45	3	6.00	1.00
The World Bank Group's conditions on its lending are reasonable	6	6.33	0.52	9	5.44	1.42	7	6.57	1.27	5	6.00	1.41
The World Bank Group takes decisions quickly in Morocco	9	6.22	1.72	9	5.89	0.93	7	5.29	1.25	8	5.63	2.56
Working with the World Bank Group increases Morocco's institutional capacity	11	7.27	0.79	9	6.11	1.83	9	6.89	1.27	7	6.86	1.86
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	6.83	1.17	8	6.75	0.89	5	6.80	0.84	6	7.67	1.21
The World Bank Group provides effective implementation support	12	7.42	1.16	10	6.60	1.78	8	6.38	1.77	6	7.00	1.79

*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	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 Morocco?	11	6.36	0.92	9	7.11	1.05	7	6.86	0.38	5	6.80	1.10

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

**E. Working with the World Bank Group (continued)****Which of the following best describes the way the World Bank Group operates in Morocco? (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
The World Bank Group takes too much risk in Morocco	0.0%	0.0%	0.0%	10.0%
The World Bank Group does not take enough risk in Morocco	21.4%	72.7%	55.6%	40.0%
The World Bank Group's approach to risk is appropriate	42.9%	18.2%	44.4%	20.0%
Don't know	35.7%	9.1%	0.0%	30.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Morocco	57.1%	63.6%	88.9%	44.4%
The World Bank Group is not sufficiently selective in Morocco, and it is involved in too many areas of development	14.3%	27.3%	11.1%	11.1%
Don't know	28.6%	9.1%	0.0%	44.4%

**F. The Future Role of the World Bank Group in Morocco**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Morocco? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on Morocco's economy	20.0%	27.3%	22.2%	10.0%
Ensure greater selectivity in its work	6.7%	0.0%	11.1%	20.0%
Offer more innovative financial products	20.0%	18.2%	22.2%	10.0%
Improve the competitiveness of its financing compared to markets	6.7%	0.0%	0.0%	0.0%
Reach out more to groups outside of Government*	0.0%	45.5%	22.2%	30.0%
Work faster	6.7%	0.0%	22.2%	0.0%
Improve the quality of its experts as related to Morocco's specific challenges	13.3%	0.0%	11.1%	20.0%
Offer more innovative knowledge services	26.7%	27.3%	0.0%	10.0%
Collaborate more effectively with Government clients	26.7%	0.0%	0.0%	10.0%
Increase the level of capacity development in the country	20.0%	18.2%	33.3%	20.0%
Reduce the complexity of obtaining World Bank Group financing	20.0%	9.1%	0.0%	10.0%
Offer financing/capacity building support to CSOs	13.3%	45.5%	11.1%	30.0%
Better target lagging/marginalized regions to alleviate extreme poverty	6.7%	9.1%	44.4%	20.0%
Other	0.0%	0.0%	0.0%	10.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Financial services	27.3%	25.0%	28.6%	12.5%
Knowledge products	18.2%	0.0%	28.6%	25.0%
Convening services	9.1%	0.0%	0.0%	37.5%
Capacity building	18.2%	62.5%	28.6%	25.0%
None of the above	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Morocco	27.3%	12.5%	0.0%	0.0%
Don't know	0.0%	0.0%	14.3%	0.0%

**G. Communication and Information Sharing****How do you get most of your information about economic and social development issues in Morocco? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Periodicals	23.1%	9.1%	0.0%	10.0%
International newspapers	0.0%	27.3%	11.1%	10.0%
Local radio	7.7%	18.2%	11.1%	10.0%
International radio	7.7%	0.0%	0.0%	10.0%
Local television	38.5%	18.2%	22.2%	30.0%
International television	0.0%	9.1%	11.1%	10.0%
Local newspapers	30.8%	36.4%	44.4%	50.0%
Internet	76.9%	63.6%	66.7%	60.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	9.1%	11.1%	0.0%
Other	15.4%	9.1%	22.2%	10.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Direct contact with World Bank Group	21.4%	27.3%	55.6%	11.1%
e-Newsletters*	50.0%	45.5%	0.0%	66.7%
World Bank Group's seminars/workshops/conferences	50.0%	63.6%	22.2%	55.6%
World Bank Group's publications and other written materials	42.9%	27.3%	44.4%	33.3%
World Bank Group's website	21.4%	27.3%	55.6%	33.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	9.1%	11.1%	0.0%
Mobile/tablet devices	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

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	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	35.7%	36.4%	44.4%	10.0%
No	64.3%	63.6%	55.6%	90.0%

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	14.3%	36.4%	44.4%	33.3%
No	85.7%	63.6%	55.6%	66.7%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	100.0%	75.0%	100.0%	100.0%
No	0.0%	25.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	72.7%	100.0%	100.0%	80.0%
No	27.3%	0.0%	0.0%	20.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	8.3%	36.4%	33.3%	22.2%
No	91.7%	63.6%	66.7%	77.8%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
High speed/Wi-Fi	76.9%	80.0%	88.9%	100.0%
Dial-up	23.1%	20.0%	11.1%	0.0%

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

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

	Employee of a Ministry/ PMU/Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	11	7.27	0.90	11	6.45	2.07	9	7.67	1.32	7	6.71	1.11
I find the information on the World Bank Group's websites useful	11	7.64	0.67	11	7.73	0.79	9	7.89	1.36	7	7.14	0.90
The World Bank Group's social media channels are valuable sources of information about the institution	3	6.33	2.08	8	5.13	2.10	5	7.40	1.52	1	8.00	0.00
When I need information from the World Bank Group I know how to find it	11	6.73	1.79	10	7.20	2.35	9	7.89	2.09	7	7.71	0.76
The World Bank Group is responsive to my information requests and inquiries	4	7.75	0.96	7	6.86	3.13	5	8.80	2.68	4	7.50	0.58

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
I currently collaborate with the World Bank Group	20.0%	15.4%	25.0%	27.3%
I have previously collaborated with the World Bank Group	46.7%	38.5%	12.5%	27.3%
Both of the above	13.3%	23.1%	12.5%	27.3%
I have never collaborated with the World Bank Group	20.0%	23.1%	50.0%	18.2%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
The World Bank (IBRD)	60.0%	66.7%	100.0%	77.8%
The International Finance Corporation	30.0%	16.7%	0.0%	22.2%
The Multilateral Investment Guarantee Agency	10.0%	0.0%	0.0%	0.0%
Other	0.0%	16.7%	0.0%	0.0%

**H. Background Information (continued)****Do your projects involve both the World Bank and the IFC?**

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Yes	16.7%	9.1%	50.0%	36.4%
No	83.3%	90.9%	50.0%	63.6%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
The two institutions work well together	50.0%	33.3%	0.0%	100.0%
The way the two institutions work together needs improvement	0.0%	0.0%	100.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%
Don't know	50.0%	66.7%	0.0%	0.0%

Significantly different between stakeholder groups*Which of the following describes most of your exposure to the World Bank Group in Morocco? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Observer	14.3%	8.3%	42.9%	18.2%
Use World Bank Group reports/data	35.7%	41.7%	71.4%	27.3%
Engage in World Bank Group related/sponsored events/activities	28.6%	50.0%	0.0%	27.3%
Collaborate as part of my professional duties*	50.0%	25.0%	0.0%	63.6%
Use World Bank Group website for information, data, research, etc.	14.3%	16.7%	42.9%	0.0%

Significantly different between stakeholder groups*What's your gender?**

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	CSO	Media	Other
Female	50.0%	30.8%	44.4%	27.3%
Male	50.0%	69.2%	55.6%	72.7%



Appendix C: Responses to Indicator Questions by Geographic Location²

● Rabat N=36 ● Other N=12

B. Overall Attitudes toward the World Bank Group

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Morocco.	32	7.16	1.27	9	6.89	1.54

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

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

(1-Strongly disagree, 10-Strongly agree)

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Morocco	34	6.76	1.69	9	6.44	1.01
The World Bank Group's work is aligned with what I consider the development priorities for Morocco	34	6.24	1.78	9	5.89	1.36

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

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

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	25	6.40	1.78	7	5.29	1.80
Flexibility (in terms of the institution's products and services)	29	5.69	1.95	8	5.13	1.96
Flexibility (in terms of changing country circumstances)	27	5.70	1.81	8	5.50	2.20
Being inclusive	20	6.50	1.76	6	6.33	0.82
Openness (sharing data and other information)	28	6.64	1.52	7	6.00	2.16
Staff accessibility	29	5.66	1.82	8	6.88	1.55
Straightforwardness and honesty	31	6.94	1.36	7	7.29	1.38
Ease of access to the people at the World Bank Group who are making decisions important to my work	27	5.96	1.65	6	7.00	1.26
Collaboration with civil society	27	6.00	1.80	8	6.88	1.25
Collaboration with the Government	31	7.74	1.26	8	7.75	1.28
Collaboration with other donors and development partners*	20	6.20	1.20	6	8.17	0.75
Collaboration with the private sector	23	6.70	1.18	9	6.67	1.80
The speed in which it gets things accomplished on the ground	28	6.07	1.80	7	6.29	2.21
Being a long-term partner	31	7.61	1.05	7	8.00	0.82

*Significantly different between geographic locations

² Only 48 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**

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Morocco?	32	6.44	1.39	9	5.67	1.66

(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 Morocco?

(1-Strongly disagree, 10-Strongly agree)

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Morocco	33	6.42	1.35	8	6.75	1.75
The World Bank Group meets Morocco's needs for knowledge services*	32	6.44	1.56	9	5.11	2.03

*Significantly different between geographic locations

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

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Morocco's specific development challenges and country circumstances	31	6.55	1.63	7	6.71	1.70

	Rabat			Other		
	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?	30	6.87	1.04	7	6.43	1.27
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	33	7.30	1.10	8	7.13	1.25

(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)**

	Rabat			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Morocco	25	6.12	1.45	8	4.88	2.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	20	7.05	1.10	5	6.80	0.84



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group³

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

● Collaborating with the WBG N=20

● Not collaborating with the WBG N=30

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Morocco?	19	7.21	1.51	28	6.36	1.99

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Morocco.	18	7.39	1.24	24	6.88	1.33

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Morocco solve its most complicated development challenges?	19	7.26	1.56	22	7.41	1.26

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

³ Only 50 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). 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 Morocco, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Morocco? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	15.8%	17.9%
Crime and violence	0.0%	7.1%
Transport	5.3%	0.0%
Agricultural development	0.0%	7.1%
Global/regional integration	0.0%	7.1%
Gender equity	5.3%	3.6%
Public sector governance/reform	47.4%	39.3%
Health	15.8%	10.7%
Rural development	21.1%	10.7%
Education	36.8%	14.3%
Energy	5.3%	3.6%
Job creation/employment	15.8%	39.3%
Financial markets	5.3%	7.1%
Urban development	10.5%	7.1%
Environmental sustainability	5.3%	3.6%
Equality of opportunity	10.5%	10.7%
Private sector development and business climate*	26.3%	3.6%
Water and sanitation	0.0%	3.6%
Food security	0.0%	3.6%
Climate change	5.3%	3.6%
Poverty reduction	21.1%	28.6%
Trade and competitiveness	5.3%	7.1%
Economic growth	36.8%	28.6%
Law and justice	0.0%	14.3%
Regulatory framework	5.3%	3.6%
Decentralization/regionalization	0.0%	0.0%
Natural resource management	0.0%	0.0%
Anti-corruption	0.0%	7.1%
Information and communications technology	0.0%	7.1%
Disaster management and risk mitigation	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	13	7.23	1.24	20	6.70	1.98
Citizen engagement	11	6.55	2.30	21	5.90	2.21
Policy design	15	6.93	1.49	20	6.80	1.88

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	16	7.75	1.18	20	7.40	1.79
Citizen engagement	15	7.93	1.67	22	7.55	2.04
Policy design	17	8.18	1.33	23	7.17	2.12

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Morocco	18	7.17	1.15	26	6.42	1.72
The World Bank Group's work is aligned with what I consider the development priorities for Morocco	18	6.28	1.53	26	6.27	1.71
The World Bank Group supports programs and strategies that are realistic for Morocco	18	6.67	1.37	27	6.63	1.62
The World Bank Group treats clients and stakeholders in Morocco with respect	18	7.67	1.14	25	7.52	1.66

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	16	6.50	1.59	18	5.83	1.92
Flexibility (in terms of the institution's products and services)	15	6.27	1.39	23	5.35	1.92
Flexibility (in terms of changing country circumstances)	14	6.21	1.37	22	5.50	1.82
Being inclusive	15	6.60	1.30	13	6.46	1.94
Openness (sharing data and other information)	16	6.94	1.81	20	6.45	1.57
Staff accessibility*	15	6.73	1.62	23	5.48	1.81
Straightforwardness and honesty	16	7.25	1.00	23	6.96	1.49
Ease of access to the people at the World Bank Group who are making decisions important to my work	15	6.67	1.59	18	5.72	1.56
Collaboration with civil society	14	6.50	1.74	23	6.00	1.73
Collaboration with the Government	16	8.00	0.73	24	7.75	1.39
Collaboration with other donors and development partners	11	7.00	1.10	16	6.50	1.55
Collaboration with the private sector	13	6.46	1.39	20	7.00	1.26
The speed in which it gets things accomplished on the ground	16	6.31	1.92	21	5.95	1.77
Being a long-term partner	15	7.80	0.68	25	7.64	1.19

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	16	7.44	1.55	25	8.04	1.49
Information and communications technology	14	7.07	1.98	23	6.91	2.09
Transport	14	7.36	1.78	22	6.27	2.23
Crime and violence*	14	4.86	2.63	24	6.67	2.43
Law and justice	16	7.56	2.03	23	7.78	1.44
Urban development	16	7.38	1.78	24	6.92	1.67
Environmental sustainability	15	8.00	1.46	25	7.12	1.88
Regulatory framework*	17	8.24	1.30	25	7.08	1.93
Decentralization/regionalization	16	6.81	2.40	24	7.04	1.97
Poverty reduction	17	8.29	1.10	23	8.17	1.80
Gender equity	15	6.33	2.44	22	7.14	1.58
Private sector development and business climate	17	8.18	1.24	25	7.56	1.45
Water and sanitation	15	7.53	1.85	24	6.46	1.91
Trade and competitiveness	15	8.00	1.13	25	7.36	1.68
Economic growth	16	8.44	1.31	24	7.92	1.28
Energy	15	7.20	2.21	23	6.57	1.78
Disaster management and risk mitigation	13	7.46	2.18	20	6.35	1.84
Public sector governance/reform	17	8.35	1.77	25	8.08	1.55
Job creation/employment	17	8.35	1.50	27	8.07	1.36
Financial markets	16	7.50	1.86	24	7.25	1.94
Equality of opportunity	16	6.63	2.19	20	7.60	1.64
Health	15	7.73	0.96	24	7.63	1.84
Rural development	16	7.81	1.47	26	7.50	1.58
Global/regional integration	15	6.53	2.13	22	6.64	1.99
Food security	15	6.07	2.34	23	6.00	1.95
Education	17	8.82	1.55	26	8.23	1.37
Social protection	15	7.73	1.71	26	7.46	1.68
Climate change	14	7.86	1.79	27	6.81	1.88
Agricultural development	15	6.87	2.03	25	7.24	1.30
Natural resource management	14	6.29	2.33	24	6.58	2.17

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Information and communications technology	6	6.00	2.28	15	5.87	1.55
Transport	7	7.14	1.21	9	6.67	1.00
Law and justice	11	6.36	1.75	15	6.73	1.28
Urban development	11	6.36	1.75	12	6.00	1.21
Environmental sustainability	10	6.50	1.84	11	5.73	1.79
Regulatory framework	14	7.21	1.12	16	7.19	1.22
Poverty reduction	14	7.21	1.85	15	6.60	1.84
Gender equity	10	6.00	1.83	10	6.10	1.85
Private sector development and business climate	14	6.71	1.27	14	7.36	0.93
Water and sanitation	8	6.13	2.10	14	6.21	1.42
Trade and competitiveness	11	6.64	1.69	12	6.42	1.38
Economic growth	16	6.81	1.56	18	7.39	1.04
Energy	9	7.11	1.05	11	6.82	1.17
Disaster management and risk mitigation	7	5.14	2.27	13	5.38	1.56
Public sector governance/reform	12	7.00	1.81	18	7.22	1.11
Job creation/employment	13	6.00	1.68	19	5.89	1.66
Financial markets	11	6.73	1.49	16	6.38	1.75
Equality of opportunity	7	6.14	2.27	15	5.80	1.15
Health	9	7.00	2.24	14	6.07	1.00
Rural development*	11	7.18	2.23	17	5.76	1.35
Education	10	6.70	1.95	20	6.95	1.47
Social protection	8	6.00	2.00	17	6.76	1.30
Climate change	11	6.55	2.25	14	5.71	1.49
Agricultural development	10	7.10	1.45	14	6.36	1.50
Natural resource management	6	5.83	2.23	12	6.08	1.62

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Morocco?	18	6.83	1.04	24	5.96	1.63

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Morocco	18	6.61	1.14	24	6.25	1.39
The World Bank Group meets Morocco's needs for knowledge services	17	6.35	1.58	25	6.16	1.91

	Collaborating with the WBG			Not collaborating with the WBG		
	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 Morocco?	16	6.38	1.45	20	5.60	1.60

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

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

In Morocco, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	15	7.47	1.06	23	6.74	1.18
Include appropriate level of stakeholder involvement during preparation	15	6.93	1.58	22	6.23	1.45
Lead to practical solutions	15	6.80	1.57	25	6.04	1.43
Are accessible (well written and easy to understand)	14	7.14	1.51	22	6.77	1.38
Are source of relevant information on global good practices	15	7.73	0.59	25	7.40	1.19
Are adequately disseminated	15	6.87	1.73	24	6.46	1.69
Are translated enough into local language	12	6.42	2.07	21	5.67	1.83
Are adaptable to Morocco's specific development challenges and country circumstances	15	7.20	0.94	25	6.20	1.78

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	15	7.00	1.00	24	6.67	1.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	17	7.41	1.12	25	7.24	1.05

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	12	4.67	2.35	12	5.17	1.47
The World Bank Group effectively monitors and evaluates the projects and programs it supports	16	6.81	1.56	22	6.45	1.30
The World Bank Group's approvals and reviews are done in a timely fashion	16	6.00	2.19	16	6.25	1.24
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	6.50	0.97	13	6.62	0.87
The World Bank Group's conditions on its lending are reasonable	11	6.09	1.70	17	6.29	1.10
The World Bank Group takes decisions quickly in Morocco	14	5.93	2.06	21	5.76	1.34
Working with the World Bank Group increases Morocco's institutional capacity	17	6.88	1.62	20	6.90	1.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.20	1.08	12	6.83	0.94
The World Bank Group provides effective implementation support	16	7.00	1.63	22	6.82	1.53

	Collaborating with the WBG			Not collaborating with the WBG		
	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 Morocco?	14	6.79	0.70	20	6.75	1.02

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	16	7.06	1.57	24	6.88	1.33
I find the information on the World Bank Group's websites useful	16	7.81	0.75	24	7.38	1.06
The World Bank Group's social media channels are valuable sources of information about the institution	8	6.13	2.23	11	6.64	2.06
When I need information from the World Bank Group I know how to find it	15	7.93	1.10	24	6.83	2.10
The World Bank Group is responsive to my information requests and inquiries	11	8.09	2.34	11	6.64	2.77



Appendix E: Responses to Selected Questions by Year⁴

FY '12 N = 96 • FY '16 N = 52

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Although the FY12 and FY16 COS recruited respondents from the same stakeholder groups, the samples from both years were quite small, making it impractical and statistically ill-advised to attempt weighting the samples to achieve approximate equivalence. Thus, all data presented in this appendix are unweighted and it should be noted that differences between the two COS may be due to actual changes within the country, but could also represent changes in the respondent samples across the two years.

Percentage of Respondents	FY12	FY16
Office of the President, Prime Minister	5.3%	-
Government Institutions	47.4%	37.5%
Bilateral/Multilateral agency	5.3%	2.1%
Private sector	11.6%	6.3%
Academia	6.3%	6.3%
Media	4.2%	18.8%
Civil Society	15.8%	27.1%
Other	4.2%	2.1%

A. General Issues facing Morocco

In general would you say that Morocco is headed in ... ?

Percentage of Respondents	FY12	FY16
The right direction	86.5%	83.3%
The wrong direction	1.0%	4.2%
Not sure	12.5%	12.5%

B. Overall Attitudes toward the World Bank Group

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Morocco?	96	5.96	2.38	48	6.67	1.84

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

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Morocco.*	81	6.04	1.68	43	7.07	1.30

(1-Not effective at all, 10-Very effective) *Significantly different between FY16 and FY12 respondents.

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Morocco solve its most complicated development challenges?*	72	6.37	1.52	42	7.33	1.37

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY12 respondents.

⁴ Only those questions that were asked in the FY '12 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 Morocco?

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Morocco*	86	5.95	1.83	45	6.71	1.53
The World Bank Group's work is aligned with what I consider the development priorities for Morocco	87	5.98	1.92	45	6.20	1.67
The World Bank Group supports programs and strategies that are realistic for Morocco	84	6.11	1.84	45	6.64	1.51
The World Bank Group treats clients and stakeholders in Morocco with respect	76	7.22	2.00	43	7.58	1.45

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY16 and FY12 respondents.

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

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
Responsiveness	72	6.18	1.86	34	6.15	1.78
Flexibility (in terms of the institution's products and services)	66	5.09	1.68	39	5.59	1.90
Flexibility (in terms of changing country circumstances)	67	5.49	1.82	37	5.65	1.83
Being inclusive*	54	5.44	2.03	28	6.54	1.60
Openness (sharing data and other information)	76	6.50	2.16	37	6.62	1.67
Staff accessibility	65	6.03	2.21	39	5.95	1.81
Straightforwardness and honesty	70	7.06	1.85	40	7.03	1.33
Collaboration with civil society	64	5.97	2.02	37	6.19	1.73
Collaboration with the Government	71	7.79	1.37	41	7.78	1.24
Collaboration with other donors and development partners	50	6.70	2.01	27	6.70	1.38

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY12 respondents.

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

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
Information and communications technology	55	5.60	1.86	21	5.90	1.73
Transport	64	5.86	2.32	16	6.88	1.09
Law and justice*	55	4.60	2.40	26	6.58	1.47
Urban development	58	5.33	2.24	23	6.17	1.47
Regulatory framework*	59	5.75	1.96	30	7.20	1.16
Poverty reduction*	78	5.96	2.09	29	6.90	1.84
Gender equity	51	5.88	1.63	20	6.05	1.79
Private sector development and business climate*	60	5.03	1.97	28	7.04	1.14
Water and sanitation	66	6.53	1.85	23	6.17	1.61
Trade and competitiveness*	61	5.48	1.99	23	6.52	1.50
Economic growth*	68	6.22	1.80	35	7.09	1.31
Energy	55	6.31	1.54	20	6.95	1.10
Job creation/employment*	52	4.42	1.81	32	5.94	1.65
Financial markets	49	6.18	2.01	28	6.50	1.60
Equality of opportunity*	58	4.72	2.20	22	5.91	1.54
Health*	66	5.32	2.17	23	6.43	1.62
Education*	68	5.12	2.28	31	6.81	1.62
Social protection*	52	4.17	2.05	25	6.52	1.56
Climate change*	50	4.80	2.07	25	6.08	1.87

*Significantly different between FY16 and FY12 respondents.

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Morocco?	80	6.01	1.70	43	6.30	1.46

(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 Morocco?

(1-Strongly disagree, 10-Strongly agree)

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Morocco	83	6.24	1.87	43	6.49	1.39
The World Bank Group meets Morocco's needs for knowledge services	83	5.77	1.98	43	6.21	1.75

**D. The World Bank Group's Knowledge Work and Activities****In general would you say that Morocco is headed in ... ?**

Percentage of Respondents	FY12	FY16
Weekly	7.3%	10.6%
Monthly	18.8%	17.0%
A few times a year	57.3%	57.4%
Rarely	14.6%	14.9%
Never	2.1%	0.0%

In Morocco, 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)*

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
Are timely*	61	5.64	2.24	39	6.97	1.20
Include appropriate level of stakeholder involvement during preparation*	66	5.73	2.02	37	6.51	1.52
Lead to practical solutions	72	6.21	1.68	40	6.32	1.51
Are accessible (well written and easy to understand)	72	6.26	1.87	37	6.84	1.48
Are source of relevant information on global good practices	74	6.97	1.82	41	7.46	1.08
Are adequately disseminated	63	6.16	1.97	40	6.57	1.69
Are translated enough into local language*	70	6.90	1.70	34	6.00	1.92
Are adaptable to Morocco's specific development challenges and country circumstances	70	5.99	1.80	40	6.58	1.58

**Significantly different between FY16 and FY12 respondents.*

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	76	5.89	1.72	39	6.79	1.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	85	6.95	1.43	43	7.26	1.12

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between FY16 and FY12 respondents.*

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

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

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	63	5.52	1.86	25	4.76	2.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports	80	6.49	1.80	38	6.61	1.41
The World Bank Group's approvals and reviews are done in a timely fashion	70	6.04	1.85	32	6.12	1.76
The World Bank Group's "Safeguard Policy" requirements are reasonable	52	6.12	1.72	23	6.57	0.90
The World Bank Group's conditions on its lending are reasonable	74	6.08	2.14	29	6.17	1.34
Working with the World Bank Group increases Morocco's institutional capacity	83	6.71	1.54	38	6.84	1.42
Where country systems are adequate, the World Bank Group makes appropriate use of them	52	6.87	1.74	27	7.04	1.02
The World Bank Group provides effective implementation support	69	6.55	1.76	38	6.89	1.56

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	FY12	FY16
Yes	17.2%	34.0%
No	82.8%	66.0%

*Significantly different between FY16 and FY12 respondents.

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

Percentage of Respondents	FY12	FY16
Yes	22.1%	30.4%
No	77.9%	69.6%

Were you able to obtain this information?

Percentage of Respondents	FY12	FY16
Yes	81.0%	92.9%
No	19.0%	7.1%

Do you have access to the Internet?

Percentage of Respondents	FY12	FY16
Yes	98.9%	100.0%
No	1.1%	-

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

Percentage of Respondents	FY12	FY16
Yes	84.2%	88.1%
No	15.8%	11.9%

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

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

	FY12			FY16		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	70	6.81	1.90	41	7.02	1.48
I find the information on the World Bank Group's websites useful.	71	7.17	1.55	41	7.61	1.02
When I need information from the World Bank Group I know how to find it*	70	5.89	2.59	40	7.33	1.87
The World Bank Group is responsive to my information requests and inquiries*	46	5.93	2.37	23	7.48	2.61

*Significantly different between FY16 and FY12 respondents.

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?*

Percentage of Respondents	FY12	FY16
Collaborating with the WBG	62.1%	40.0%
Not collaborating with the WBG	37.9%	60.0%

*Significantly different between FY16 and FY12 respondents.

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

Percentage of Respondents	FY12	FY16
Use World Bank Group reports/data	43.2%	41.3%
Collaborate as part of my professional duties	48.4%	39.1%
Engage in World Bank Group related/sponsored events/activities	30.5%	30.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.2%	17.4%
Use World Bank Group website for information, data, research, etc.	23.2%	15.2%



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 WBG?		Which of the following describes most of your exposure to the World Bank in Morocco? (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 Morocco.	6.88	7.39	7.24	6.43	7.00	7.22	6.97	7.45	7.04	7.20	7.12	7.00
Overall the World Bank Group currently plays a relevant role in development in Morocco	6.42	7.17	6.83	6.00	6.57	6.84	6.71	6.64	6.65	6.75	6.69	6.67
The World Bank Group's work is aligned with what I consider the development priorities for Morocco	6.27	6.28	6.25	6.14	6.13	6.37	6.14	6.43	6.26	6.19	6.36	5.57
Responsiveness	5.83	6.50	6.39	4.75	6.17	6.21	6.25	6.08	5.89	6.62	6.22	6.00
Flexibility (in terms of the institution's products and services)	5.35	6.27	5.58	5.67	5.70	5.47	5.64	5.50	5.52	5.71	5.68	5.17
Flexibility (in terms of changing country circumstances)	5.50	6.21	5.69	5.33	5.80	5.40	5.65	5.58	5.50	5.85	5.72	5.17
Being inclusive	6.46	6.60	6.73	5.60	6.67	6.33	6.44	6.67	6.38	6.73	6.59	6.20
Openness (sharing data and other information)	6.45	6.94	6.61	6.40	6.48	6.73	6.77	6.29	6.57	6.62	6.67	6.17
Staff accessibility	5.48	6.73	6.06	5.29	5.86	6.00	5.77	6.25	5.83	6.07	5.84	6.33
Straightforwardness and honesty	6.96	7.25	7.06	7.00	6.86	7.28	6.88	7.38	7.21	6.80	7.15	6.40
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.72	6.67	6.19	5.67	6.32	5.79	6.00	6.33	6.00	6.23	6.00	6.50
Collaboration with civil society	6.00	6.50	6.32	5.33	6.37	5.87	6.00	6.45	5.96	6.55	6.17	6.00
Collaboration with the Government	7.75	8.00	7.78	7.29	7.68	7.71	7.63	7.83	7.52	8.00	7.84	7.00
Collaboration with other donors and development partners	6.50	7.00	6.81	5.75	6.43	6.91	6.59	6.75	6.65	6.63	6.40	7.60
Collaboration with the private sector	7.00	6.46	6.78	6.60	6.69	6.81	6.55	7.20	6.95	6.30	6.77	6.67
The speed in which it gets things accomplished on the ground	5.95	6.31	6.20	5.33	6.00	6.12	5.96	6.30	6.05	6.07	6.03	6.20
Being a long-term partner	7.64	7.80	7.71	7.43	7.52	7.82	7.40	8.15	7.72	7.54	7.70	7.40
To what extent does the World Bank Group's work help to achieve development results in Morocco?	5.96	6.83	6.35	6.14	6.59	6.00	6.46	6.00	6.04	6.80	6.31	6.33
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Morocco	6.25	6.61	6.61	6.13	6.29	6.82	6.53	6.45	6.54	6.47	6.44	6.86
The World Bank Group meets Morocco's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.16	6.35	6.27	6.38	6.46	6.06	6.31	6.25	6.22	6.43	6.41	5.71
Are adaptable to Morocco's specific development challenges and country circumstances	6.20	7.20	6.61	6.00	6.45	6.59	6.80	5.92	6.48	6.57	6.34	7.60
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.67	7.00	6.81	6.67	7.05	6.44	6.84	6.67	6.64	7.08	6.81	6.67
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.24	7.41	7.29	7.14	7.32	7.21	7.31	7.17	7.07	7.64	7.35	6.86
The World Bank Group takes decisions quickly in Morocco	5.76	5.93	6.00	5.50	5.74	6.13	6.00	5.70	6.00	5.75	5.89	6.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.83	7.20	7.23	6.00	6.87	7.40	7.06	7.14	6.86	7.36	7.20	6.60

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Morocco FY 2016 Questionnaire



World Bank Group Country Survey FY15 – Morocco

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

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 MOROCCO

A1. In general would you say that Morocco 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 Morocco.			
Please identify which of the following you consider the most important development priorities in Morocco? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Education (incl. eradication of illiteracy)
2	Food security	17	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	18	Energy
4	Global/regional integration	19	Transport (e.g., roads, bridges, transportation)
5	Gender equity	20	Climate change (e.g., mitigation, adaptation)
6	Private sector development and business climate	21	Agricultural development
7	Water and sanitation	22	Trade and competitiveness
8	Anti corruption	23	Crime and violence
9	Job creation/employment	24	Economic growth
10	Rural development	25	Law and justice (e.g., judicial system)
11	Financial markets (e.g., foreign investments, access to finance)	26	Regulatory framework
12	Urban development	27	Decentralization/regionalization
13	Environmental sustainability	28	Natural resource management (e.g., oil, gas, mining)
14	Equality of opportunity (i.e., equity)	29	Disaster management and risk mitigation
15	Health (incl. communicable/non-communicable diseases)	30	Information and communications technology

**SECTION A: GENERAL ISSUES**

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

**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 Morocco? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Greater economic participation for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to critical basic services (e.g., health, education, transport, etc.)
6	Greater accountability and better governance in the delivery of basic services
7	More enabling business environment (i.e., to start small and medium sized businesses)
8	A growing middle class
9	Better opportunity for the poor who live in rural areas
10	Better opportunity for the poor who live in urban areas
11	Higher pace of economic growth
12	Opening up and developing land-locked and lagging regions
13	More effective social safety nets
14	Greater equity of fiscal policy
15	Education and training that better ensure job opportunity
16	Better quality public services
17	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 Morocco? (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 Morocco?									
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 Morocco.										
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 Morocco 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 Morocco, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Morocco? (Choose no more than THREE)							
1	Social protection (e.g., pensions, targeted social assistance)			16	Equality of opportunity (i.e., equity)		
2	Crime and violence			17	Private sector development and business climate		
3	Transport (e.g., roads, bridges, transportation)			18	Water and sanitation		
4	Agricultural development			19	Food security		
5	Global/regional integration			20	Climate change (e.g., mitigation, adaptation)		
6	Gender equity			21	Poverty reduction		
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)			22	Trade and competitiveness		
8	Health (incl. communicable/non-communicable diseases)			23	Economic growth		
9	Rural development			24	Law and justice (e.g., judicial system)		
10	Education (incl. eradication of illiteracy)			25	Regulatory framework		
11	Energy			26	Decentralization/regionalization		
12	Job creation/employment			27	Natural resource management (e.g., oil, gas, mining)		
13	Financial markets (e.g., foreign investments, access to finance)			28	Anti corruption		
14	Urban development			29	Information and communications technology		
15	Environmental sustainability			30	Disaster management and risk mitigation		

**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 Morocco?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Morocco? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When thinking about how to improve capacity building in Morocco to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Morocco? (Choose no more than TWO)	
1	Staff too inaccessible
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	Too influenced by developed countries
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 Morocco
17	Not effective enough in targeting the poorest and lagging regions
18	Other (please specify): _____
19	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Morocco? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government (to support reforms)
7	Multi-sectoral approaches
8	Program-for-results (results-based lending)
9	Other (please specify): _____
10	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Morocco? (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

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

**B15. 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	Academia/think tanks/research institutes/ foundations	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	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in Morocco	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Morocco	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Morocco	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Morocco with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Morocco, 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		
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B27	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"/>
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

B34. To be a more effective development partner in Morocco, do you believe that the World Bank Group should have... ? (Select only ONE response)

☐ More local presence

☐ The current level of local presence is adequate

☐ Less local presence

☐ Don't know

B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1 The World Bank Group does not do adequate follow through/follow-up

2 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 Government works inefficiently

8 Political pressures and obstacles

9 Reforms are not well thought out in light of country challenges

10 Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Morocco?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Decentralization/regionalization	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 and business climate	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 competitiveness	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	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management and risk mitigation	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, transparency, accountability, access to information)	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 (e.g., foreign investments, access to finance)	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	Health (incl. communicable/non-communicable diseases)	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 (incl. eradication of illiteracy)	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"/>	

**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 Morocco? *(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	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Private sector development and business climate	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and competitiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Disaster management and risk mitigation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability, access to information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Financial markets (e.g., foreign investments, access to finance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Health (incl. communicable/non-communicable diseases)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Education (incl. eradication of illiteracy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

C4. To what extent does the World Bank Group's work help to achieve development results in Morocco?											
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 Morocco?												
		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 Morocco	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Morocco'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 Morocco?											
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 Morocco, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Lead to practical solutions	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		<input type="checkbox"/>
D6	Are source of relevant information on global good practices	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		<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Are adaptable to Morocco's specific development challenges and country circumstances	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
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 Morocco	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Morocco'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 Morocco?												
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 way the World Bank Group operates in Morocco? (Select only one response)	
1	The World Bank Group takes too much risk in Morocco
2	The World Bank Group does not take enough risk in Morocco
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in Morocco? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Morocco
2	The World Bank Group is not sufficiently selective in Morocco, 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 MOROCCO**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Morocco? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Morocco's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Morocco's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Offer financing/capacity building support to CSOs
13	Better target lagging/marginalized regions to alleviate extreme poverty
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Morocco, 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 Morocco? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	Capacity building
5	None of the above
6	The combination is appropriate for Morocco
7	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 Morocco? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
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	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile/tablet devices
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 Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

G9. 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		
G10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)												<input type="checkbox"/>
G11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)												<input type="checkbox"/>
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G14	The World Bank Group is responsive to my information requests and inquiries												<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.)
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	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Morocco? (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): _____ |

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

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

**H6. If yes, what was your view of how the two institutions work together in Morocco?
(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 Morocco?
(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 | Rabat |
| 2 | Coastal cities |
| 3 | Rural/mountainous areas |
| 4 | Other urban centers |
| 5 | Other: _____ |

Thank you for completing the survey!